Legal Confidence & Attitudes to Law

Baseline Measures and Social Patterning

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Legal Confidence and Attitudes to Law:
Baseline Measures and Social Patterning

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Summary

This report sets out the baseline general population scores, along with details of the social and experience based patterning of scores, for five standardised measures of legal confidence and attitudes to law recently developed by the authors under a grant from the Legal Education Foundation. The measures are the General Legal Confidence (GLC), the Legal Self-Efficacy (LEF) scale, the Legal Anxiety (LAX) scale, the Inaccessibility of Justice (IOJ) scale, and the Perceived Inequality of Justice (PIJ) scale.

Final development of the measures utilised data from a nationally representative hybrid form of postal and online survey of 1,061 adults (16 years of age or over) across England and Wales. The findings set out in this report are based on further analyses of the same survey data.

The baseline mean scores (out of 100) for the five scales were 48 (GLC), 57 (LEF), 46 (LAX), 58 (IOJ) and 53 (PIJ) (details in Table 1). Higher scores relate to higher legal confidence (GLC), legal self-efficacy (LEF), legal anxiety (LAX), perceived inaccessibility of justice (IOJ) and perceived inequality of justice (PIJ). There were highly significant relationships between all of the scales.

GLC (General Legal Confidence)

Overall, men had higher GLC scores (i.e. indicating higher legal confidence) than women, and were less likely to be in the low GLC group. Similarly, having someone to rely on when faced with problems related to higher GLC scores and meant respondents were less likely to be in the high rather than low GLC group.

Turning to experience of law, accounts respondents had heard of lawyers, courts and tribunals from friends, colleagues or relatives related to GLC score. Positive reports generally increased scores, while negative reports generally decreased scores. However, actual experience of law and legal problems appeared to be more influential. If respondents had personally experienced legal problems, this could relate to significantly increased or decreased GLC scores, depending on whether or not they felt the outcome was fair and, particularly, whether or not they were satisfied with how they had handled problems. This also extended to GLC strata, with those who had handled problems poorly more than twice as likely as those who had handled problems well to belong to the low GLC group. Similarly, previous use of a lawyer could relate to significantly increased or decreased GLC score depending on whether or not respondents were satisfied with the help received. Again, this extended to GLC strata, with only 5% of those who were dissatisfied with lawyers having high GLC, compared to more than a quarter of those who were satisfied with lawyers. Experience of courts was not significantly associated with GLC, but the number of respondents who had attended or contacted a court was too low for a full enquiry.

LEF (Legal Self-Efficacy)

Overall, respondents with an illness or disability had lower LEF scores than others (indicating lower legal self-efficacy), and were more likely than other respondents to belong to the low LEF group. LEF score was also related to academic qualifications, with lower scores (and a higher percentage in the low group) among those without

qualifications and higher scores (and a higher percentage in the high group) among those with degrees. As with GLC, having someone to rely on when faced with problems was related to higher LEF scores and meant respondents were more likely to be in the high rather than low LEF group.

Turning to experience of law, accounts of lawyers and tribunals from friends, colleagues or relatives also related strongly to LEF score. Specifically, those recalling positive or mixed (positive and negative) accounts of lawyers were associated with significantly higher LEF scores, and were half as likely to belong to the low LEF group as those who had heard negative or no accounts of lawyers. Again, personal experience of legal problems was relevant to LEF score. If prior problems had been well-handled, this related to a significant score increase; while if one or more problems had been poorly handled, this related to a very large and significant decrease. Looking at LEF strata, those who had handled one or more problems poorly were more than three times as likely as those who had handled problems well to have low LEF; while only five per cent had high LEF, compared to a third of those who had handled problems well. While the perceived fairness of problem outcomes was also related to score, LEF scores were more strongly associated with how well problems had been handled.

LAX (Legal Anxiety)

Overall, LAX was strongly related to gender, with women scoring higher than men (indicating higher legal anxiety). Similarly, women were more likely to belong to the high LAX group. Those with degrees also scored lower than other respondents, particularly when compared to those without qualifications. They were also almost half as likely than those without qualifications to belong to the high LAX group. LAX was also related to age group, with LAX appearing to decrease with age. Respondents with an illness or disability also reported significantly higher LAX scores than other respondents, while having someone to rely on when faced with problems was related to a reduction in LAX score.

As with both GLC and LEF scores, while legal problem experience on its own was not significantly associated with scale score, once fairness of outcome and, particularly, problem handling were considered, differences in score were significant and large. If problems had been handled well, this was associated with a significant decrease in LAX score, while if one or more problems had been handled poorly, this was associated with a very large and highly significant increase (compared to those who reported no problems). This was also the case for LAX strata, with only 5% of those who had handled one or more problems poorly in the low LAX group and more than half in the high LAX group. Similarly, fairly resolved problems were associated with a significant decrease in LAX score, while one or more problems being resolved unfairly was associated with a significant increase in score (again compared to those who reported no problems). Lawyer use was also related to a decrease in LAX score, particularly if clients were satisfied with help received; as were positive accounts of courts or tribunals from friends, family or colleagues.

IOJ (Inaccessibility of Justice)

The only socio-demographic variable significantly associated with IOJ score was academic qualifications. In particular, those with degrees scored significantly higher than those with no or other qualifications (indicating higher perceived inaccessibility of justice). They were also less than half as likely as other groups to belong to belong to the low IOJ group.

Turning to experience of law, as with other scales, legal problem experience alone was not significantly associated with score. However, once fairness of outcome and particularly problem handling were considered, differences in score were large and significant. Unfair outcomes and poorly handled problems, in particular, were related to large and significant increases in IOJ score. This was also the case for IOJ strata, with almost half of those who had handled a problem poorly in the high IOJ group, compared to just over 16% for those who had handled problem well or had no problems. Satisfaction with prior lawyer use was associated with a higher percentage with medium IOJ (rather than high or low IOJ), when compared to those with unsatisfactory or no lawyer use in the past five years. Accounts respondents had heard about lawyers, courts and tribunals from friends, family or colleagues were all also significantly associated with IOJ score, with those recalling negative accounts scoring significantly higher than those recalling positive accounts.

PIJ (Perceived Inequality of Justice)

Overall, there were some differences in PIJ based on whether or not respondents reported an illness or disability. Respondents with an illness or disability had higher PIJ scores than others (i.e. indicating higher perceived inequality of justice), and were, in particular, more likely to belong to the high PIJ group. While BAME respondents did not score significantly higher than white British respondents, they were more than twice as likely to belong to the high PIJ group (with differences reaching statistical significance). There was also some indication that respondents renting their homes scored higher than those who owned their homes.

Prior problem experience was associated with an increase in PIJ score, although differences became particularly pronounced once fairness of problem outcome and problem handling were included in analysis. In particular, prior poor handling of problems and unfair outcomes related to dramatic increases in PIJ score, compared to other conditions. Differences were also apparent when looking at PIJ strata. For example, if one or more problems had been poorly handled, respondents were twice as likely to have high PIJ, as compared to if problems had been well handled or no problems had been experienced. For those who had attended or contacted courts, perceiving them to be unfair was associated with higher PIJ, when compared to perceiving them as fair; although analysis would benefit from a larger sample. Accounts of courts and lawyers from friends, colleagues or relatives were also significantly related to PIJ score. In particular, positive accounts were associated with significantly lower PIJ score. Again, this extended to PIJ strata. For example, for accounts of courts, almost half of those who recalled positive accounts belonged to the low PIJ group, compared to just over 15% for the negative account group. Conversely, only 5% of the positive account group had high PIJ, compared to almost 30% for the negative account group.

Conclusion

In conclusion, although scores from the five measures of legal capability and attitudes to law were socially patterned, scores were much more strongly associated with respondents' prior experience of law; including accounts of the justice system from friends, colleagues or relatives. Positive experiences/accounts were associated with more positive scores, while negative experiences/accounts were associated with more negative scores. Of course, the mechanics of the observed associations require further investigation. High confidence may result in better experience, better experience may result in higher confidence, or both. However, the association of scores with the hearsay

of friends, colleagues or relatives suggests that opinions are influential; although cognitive dissonance theory would suggest the possibility that people may be less attentive to opinion that conflicts with their view of the world – so providing a possibility that 'heard' opinions will be more likely to confirm scores.

Finally, it is evident that a general population survey needs to be larger than the one used in this study, if the association of court experience with scores is to be investigated properly.

1. Introduction

This report sets out the details, baseline general population scores and patterning of five standardised measures of legal confidence and attitudes to law developed by the authors under a grant from the Legal Education Foundation (Pleasence & Balmer 2018a, Pleasence & Balmer 2018b, Balmer & Pleasence 2018).

The development of these standardised measures of legal capability (i.e. the capabilities "required for an individual to have an effective opportunity to make a decision about whether and how to make use of the justice system to try to resolve a problem" (Pleasence et al. 2014, p.123)) represented the first attempt to do so using modern psychometric methods. With legal capability increasingly understood to play a role in legal problem resolution behaviour (e.g. Pleasence et al. 2015), the need for a robust approach was evident.

Final development for the five standardised measures utilised data from a nationally representative hybrid form of postal and online survey of 1,061 adults (16 years of age or over) across England and Wales, based on the Community Life Survey web experiment (TNS-BMRB 2013).[1] The survey used a one-stage sample design in which a stratified, but unclustered, sample of addresses was drawn from the Residential Postcode Address File; the cornerstone of national probability samples in England and Wales.

Survey data was subjected to principal components analysis and Rasch analysis. Principal components analysis was used to explore the dimensionality of question sets. Rasch analysis was used to ascertain whether the questions in a group could form the basis of an effective measure of a domain or sub-domain in question and, if so, to specify a scale. One of the five scales, the General Legal Confidence (GLC) scale was constructed from linked statement based questions, which together represented a progressing (and escalating) scenario. The other four scales – the Legal Self-Efficacy (LEF) scale, the Legal Anxiety (LAX) scale, the Inaccessibility of Justice (IOJ) scale, and the Perceived Inequality of Justice (PIJ) scale – were constructed from independent statement based questions, presented in 'item pools' of questions concerning aspects of legal confidence and attitudes to law. Details of the five scales are set out in the next section, along with details of the analyses undertaken for this study and a description of respondents to the survey. Full details of statistical analyses are set out in an appendix.

The main section of the report sets out, first, baseline general population scores for each measure, along with proportions of the population in each measure stratum ('low', 'medium' and 'high'). It then details how the measures relate to each other, in statistical terms. Finally it sets out detailed findings – for each measure in turn – concerning the socio-demographic patterning of the aspects of legal confidence and attitudes to law measured through the five scales and, separately, the association between scores derived from the scales and prior experience of law (either first hand, or through the accounts of others). Prior experience of law was examined in relation to the recent experience of justiciable problems, how respondents felt they had handled them and views on their outcomes; along with recent use of, and satisfaction with, lawyers and recent attendance at courts or tribunals and views on the fairness of court/tribunal proceedings.

[1] The Community Life Survey web experiment was "one of the largest ever tests of web survey methodology in which random sampling has been employed" (TNS-BMRB 2013, p.4).

2. Methods and Measurement

2.1 The scales

2.1.1 Legal Self-Efficacy (LEF) Scale

Design: The Legal Self-Efficacy (LEF) scale, comprises six questions and a four-point Likert scale response set. The scale is suitable for use as a general measure of legal self-efficacy. It contains five items from Schwarzer and Jerusalem's (1995) *Generalised Self-Efficacy Scale.* In administering the LEF scale, the text, number of questions and response format should be presented as set out in the box below.

Box 1. The Legal Self-Efficacy (LEF) Scale

Thinking in general about significant legal problems – such as being unreasonably sacked by your employer, injured as a result of someone else's negligence, involved in a dispute over money as part of a divorce, or facing eviction from your home.

To what extent do the following statements describe you? (Response categories: not at all true, hardly true, moderately true, exactly true)

Q1	I can always manage to solve difficult problems if I try hard enough.
Q2	If someone opposes me, I can find the means and ways to get what I want.
Q3	It is easy for me to stick to my aims and accomplish my goals.
Q4	I can remain calm when facing difficulties because I can rely on my coping abilities.
Q5	When I am confronted with a problem, I can usually find several solutions.
Q6	I am good at finding information to help resolve problems.

Scoring: Responses should be scored to yield, first, a 'raw' score, then a Rasch converted 'LEF score'. To calculate the raw score, responses of 'exactly true' should be assigned a score of 3, 'moderately true' a score of 2, 'hardly true' a score of 1 and 'not at all true' a score of 0. Across the six items this will yield individual scores of between 0 and 18. These scores can be converted into LEF scores (ranging from 0 to 100) using the table below. A higher score indicates greater legal self-efficacy.

Table 1. Scoring for LEF Scale

Raw score	Rasch converted 'legal self-efficacy' score
0	0.0
1	7.4
2	13.2
3	17.7
4	21.7
5	25.5
6	29.1
7	32.6
8	36.2
9	40.1
10	44.6
11	50.2
12	57.7
13	65.3
14	71.2
15	76.5
16	82.3
17	89.9
18	100.0

2.1.2 Legal Anxiety (LAX) Scale

Design: The Legal Anxiety (LAX) scale, comprises four questions and a four-point Likert scale response set. The scale is suitable for use as a general measure of anxiety concerning legal dispute resolution. In administering the LAX scale, the text, number of questions and response format should be presented as set out in the box below.

Box 2. The Legal Anxiety (LAX) Scale

Now, thinking in general about significant legal problems – such as being unreasonably sacked by your employer, injured as a result of someone else's negligence, involved in a dispute over money as part of a divorce, or facing eviction from your home.

To what extent do the following statements describe you? (Response categories: not at all true, hardly true, moderately true, exactly true)

Q1 I am afraid to speak to people directly to press my rights.
Q2 Worry that I don't express myself clearly can stop me from acting.
Q3 I avoid pressing my rights because I am not confident I will be successful.
Q4 I do not always get the best outcome for myself, because I try to avoid conflict.

Scoring: Responses should be scored to yield, first, a 'raw' score, then a Rasch converted 'LAX score'. To calculate the raw score, responses of 'exactly true' should be assigned a score of 3, 'moderately true' a score of 2, 'hardly true' a score of 1 and 'not true at al' a score of 0. Across the six items this will yield individual scores of between 0 and 12. These scores can be converted into LAX scores (ranging

from 0 to 100) using the table below. A higher score indicates greater legal anxiety.

Table 2. Scoring for the LAX Scale

Raw score	Rasch converted 'legal anxiety' score
0	0.0
1	11.1
2	19.8
3	26.7
4	32.8
5	38.9
6	45.2
7	52.2
8	60.3
9	69.1
10	78.1
11	88.4
12	100.0

2.1.3 General Legal Confidence (GLC) Scale

Design: The General Legal Confidence (GLC) scale, comprises six questions and a four-point Likert scale response set. The scale is suitable for use as a general measure of legal confidence. In administering the GLC scale, the text, number of questions and response format should be presented as set out in the box below.

Box 3. The General Legal Confidence (GLC) Scale

If you found yourself facing a significant legal dispute – such as being unreasonably sacked by your employer, injured as a result of someone else's negligence, involved in a dispute over money as part of a divorce, or facing eviction from your home – how confident are you that you could achieve an outcome that is fair and you would be happy with in the following situations? (Response categories: very confident; quite confident; not very confident; not confident at all)

1. Disagreement is substantial and tensions are running high.
2. The other side says they 'will not rest until justice is done'.
3. The other side refuses to speak to you except through their solicitor.
4. A notice from court says you must complete certain forms, including setting out your case.
5. The problem goes to court, a barrister represents the other side, and you are on your own.
6. The court makes a judgement against you, which you see as unfair. You are told you have a right to appeal.

Scoring: Responses should be scored to yield, first, a 'raw' score, then a Rasch converted 'GLC score'. To calculate the raw score, responses of 'very confident' should be assigned a score of 3, 'quite confident' a score of 2, 'not very confident' a score of 1 and 'not confident at all' a score of 0. Across the six items this will yield

individual scores of between 0 and 18. These scores can be converted into GLC scores (ranging from 0 to 100) using the table below. A higher score indicates greater legal confidence.

Table 3. Scoring for GLC Scale

Raw score	Rasch converted 'general legal confidence' score	Raw score	Rasch converted 'general legal confidence' score
0	0.0	10	56.5
1	9.4	11	61.9
2	17.0	12	67.2
3	23.3	13	72.1
4	28.9	14	76.7
5	34.3	15	81.2
6	38.4	16	86.1
7	42.7	17	92.3
8	47.0	18	100.0
9	51.5		

2.1.4 Inaccessibility of Justice (IOJ) Scale

Design: The Inaccessibility of Justice (IOJ) scale, comprises nine questions and a four-point Likert scale response set. The scale is suitable for use as a general measure of perceived ease of access to justice. In administering the IOJ scale, the text, number of questions and response format should be presented as set out in the box below.

Box 4. The Inaccessibility of Justice (IOJ) Scale

Now, some questions about your general impression and experience of the justice system. We are not concerned with the 'criminal' justice system. We are concerned with the justice system that deals with issues such as being unreasonably sacked by your employer, injured as a result of someone else's negligence, involved in a dispute over money as part of a divorce, or facing eviction from your home.

Thinking about issues like this, to what extent do you agree or disagree with the following statements? (Response categories: strongly agree; mainly agree; mainly disagree; strongly disagree)

Q1 Issues like these are usually resolved promptly and efficiently.
Q2 People with less money generally get a worse outcome.
Q3 For issues like these, law is like a game in which the skilful and resourceful are more likely to get what they want.
Q4 It is easy to take issues like these to court if needed.
Q5 For issues like these, lawyers are too expensive for most people to use.
Q6 The justice system provides good value for money.
Q7 For issues like these, people like me can afford help from a lawyer.
Q8 Rich people's lawyers are no better than poor people's lawyers.
Q9 Taking a case to court is generally more trouble than it is worth.

Scoring: Responses should be scored to yield, first, a 'raw' score, then a Rasch converted 'IOJ score'. To calculate the raw score, for items 1, 4, 6, 7, 8 and 9, strongly agree should be assigned a score of '0', mainly agree '1', mainly disagree '2' and strongly disagree '3'. For items 2 and 3, strongly agree should be assigned a score of '3', mainly agree '2', mainly disagree '1' and strongly disagree '0'. For item 5, strongly agree should be assigned a score of '2', mainly agree '1', mainly disagree '0' and strongly disagree also '0'. Across the nine items this will yield individual scores of between 0 and 26. These scores can be converted into IOJ scores (ranging from 0 to 100) using the table below. Higher scores are associated with higher perceived inaccessibility of justice.

Table 4. Scoring for the IOJ Scale

Raw score	Rasch converted 'IOJ' score	Raw score	Rasch converted 'IOJ' score
0	0.0	14	52.2
1	9.3	15	54.6
2	16.2	16	57.2
3	21.2	17	59.9
4	25.2	18	62.6
5	28.7	19	65.5
6	31.8	20	68.6
7	34.6	21	71.8
8	37.3	22	75.4
9	39.9	23	79.5
10	42.4	24	84.3
11	44.8	25	91.0
12	47.3	26	100.0
13	49.7		

2.1.5 Perceived Equality of Justice (PIJ) Scale

Design: The Perceived Equality of Justice (PIJ) scale, comprises six questions and a four-point Likert scale response set. The scale is suitable for use as a general measure of perceived equality of justice process and outcomes. In administering the PIJ scale, the text, number of questions and response format should be presented as set out in the box below.

Scoring: Responses should be scored to yield, first, a 'raw' score, then a Rasch converted 'PIJ score'. To calculate the raw score, for questions 1,2,4 and 5 responses of 'strongly agree' should be assigned a score of 3, 'mainly agree' a score of 2, 'mainly disagree' a score of 1 and 'strongly disagree' a score of 0. For questions 3 and 6 should be reverse scored with responses of 'strongly disagree' should be assigned a score of 3, 'mainly disagree' a score of 2, 'mainly agree' a score of 1 and 'strongly agree' a score of 0. Across the nine items this will yield individual scores of between 0 and 18. These scores can be converted into PIJ scores (ranging from 0 to 100) using the table below. Higher scores are associated with higher perceived inequality of justice.

Box 5. The Perceived Equality of Justice (PIJ) Scale

Now, some questions about your general impression and experience of the justice system. We are not concerned with the 'criminal' justice system. We are concerned with the justice system that deals with issues such as being unreasonably sacked by your employer, injured as a result of someone else's negligence, involved in a dispute over money as part of a divorce, or facing eviction from your home.

Thinking about issues like this, to what extent do you agree or disagree with the following statements? (Response categories: strongly agree; mainly agree; mainly disagree; strongly disagree)

Q1 People with less money generally get a worse outcome
Q2 For issues like these, law is like a game in which the skilful and resourceful are more likely to get what they want
Q3 The law always treat both parties fairly, whatever their background, gender, ethnicity or faith.
Q4 Judges have their own agendas separate from the law
Q5 The decisions and actions of courts are influenced by pressure from the press and politicians
Q6 Courts and tribunals always treat both parties fairly, whatever their background, gender, ethnicity or faith

Table 5. Scoring for the PIJ Scale

Raw score	Rasch converted 'PIJ' score
0	0.0
1	9.9
2	17.5
3	23.2
4	28.2
5	32.8
6	37.4
7	42.0
8	46.6
9	51.3
10	55.7
11	60.0
12	64.2
13	68.4
14	72.8
15	77.5
16	83.0
17	90.3
18	100.0

2.2 Strata and separation

Another way to interpret scale scores is to convert them into strata or separation levels (Fisher, 1992; Linacre, 2013; Wright & Masters, 2002). Separation reports how many statistically distinguishable measurement levels exist in a sample (when high and low levels are treated as accidental). Separation = square-root (true variance – error variance). Strata are considered a refinement of separation (Linacre, 2012) where high and low measures are considered valid levels of performance, which seems a reasonable assumption in the current context. Strata = (4 * Separation + 1)/3.

So starting from our person level reliability measure (PSI in Rumm2030), Table 6 shows the corresponding number of separation and strata levels, as well as where the project's five scale lie. [2] In the case of LEF and GLC, three groups could be discerned. IOJ, PIJ and LAX all fell below three but were closer to three than two strata. As a result, for each, three levels (low, medium, high) were created for use in analysis in addition to scale score. For additional examples of the use of strata with Rasch analysis see de Haan et al., (2011), Pietro et al., (2003) and Duncan et al., (2003).

Table 6. Person reliability (PSI), separation levels, strata and the five project scales

PSI (person reliability)	Separation levels	Strata	Scale
0.5	1.00	1.67	
0.6	1.22	1.97	
0.7	1.53	2.37	
0.71	1.56	2.42	
0.72	1.60	2.47	
0.73	1.64	2.53	
0.74	1.69	2.58	IOJ, PIJ
0.75	1.73	2.64	LAX
0.76	1.78	2.71	
0.77	1.83	2.77	
0.78	1.88	2.84	
0.79	1.94	2.92	
0.8	2.00	3.00	
0.81	2.06	3.09	LEF
0.82	2.13	3.18	
0.83	2.21	3.28	GLC
0.84	2.29	3.39	
0.85	2.38	3.51	
0.9	3.00	4.33	

Linacre (2012) also sets out the approximate percentage of samples in each separation or strata (for approximately normally distributed samples). These are set out for strata in Table 7.

[2] Starting from person reliability (PSI); $Separation\ (G) = \sqrt{\frac{PSI}{(1-PSI)}}$ and $Strata = \frac{(4G+1)}{3}$

Table 7. The approximate percentage of samples in each strata level

Strata	Percentage in each level
1	100
2	50-50
3	23-54-23
4	14-36-36-14
5	10-13-34-13-10
6	8-16-26-26-16-8

For our five scales, strata were constructed to be as close to the 23 per cent low, 54 per cent medium and 23 per cent high split as possible. These are set out in Table 8 and will be used in analyses alongside scale score for each of the five scale.[3]

Table 8. Strata for the five project scales

	Strata					
	Low		Medium		High	
Scale	Range	% sample	Range	% sample	Range	% sample
GLC	0-36	22.9%	37-58	54.5%	59-100	22.5%
LEF	0-42	16.9%	43-67	57.9%	68-100	25.2%
LAX	0-29	18.2%	30-56	52.2%	57-100	29.6%
IOJ	0-50	26.1%	51-66	54.1%	67-100	19.9%
PIJ	0-44	27.3%	45-66	53.8%	67-100	18.8%

2.3 Analysis

Descriptive statistics for each scale were produced, followed by simple bivariate correlation analysis of the relationship between scales. The main form of statistical analysis was the generalised linear model (e.g. see Agresti, 2015). Generalised linear models are used to describe the relationship between a response variable (in our case scale score or scale strata) and a set of explanatory variables (in our case either demographic variables or experience of law variables). In all cases, detailed statistical output is provided in a statistical appendix.

In the case of scale scores, the response variable (random component) was treated as normally distributed, since the Rasch analysis used to develop the scales allows ordered observations (such as Likert scales) to be transformed into an interval scaled measure of the latent trait (Salzberger 2010, Wright & Linacre 1989). Explanatory variables were made up of either socio-demographic variables or experience of law variables, both of which are described in detail below. Models of scale scores used an identity link (i.e. normal linear models), equating the linear predictor (i.e. demographic variables or experience of law variables) directly to the mean of the scale score.

For scale strata, each response variable was multicategory (with low, medium and high strata). Generalised linear models for multicategory responses such as these assume a multinomial response variable (and generalised logit link function). Strata were treated as nominal, with a multinomial logistic model constructed by pairing each response category (low, high) with a baseline category (medium). Such models are commonly referred to as multinomial logit models.

Five normal linear models (for each of GLC, LEF, LAX, IOJ and PIJ) were fitted modelling scale score on the basis of the range of socio-demographic variables described

[3] These are based on very good size samples for scale development, but quite modest samples for baseline reporting. As such strata will be refined (and will change slightly) once the scales are conducted with larger samples.

below. Statistical output for these models is displayed in Table A1. Tables A2 to A6 show statistical output for multinomial logit models of scale strata, based on the same range of socio-demographic variables. Tables A7 to A11 show normal linear models, modelling scale scores on the basis of experience of law variables. For each scale three models were fitted. The first modelled scale score on the basis of recalled accounts of lawyers, courts and tribunals, as well as legal problem experience, lawyer use (in the past five years) and court use (in the past five years). The second replaced legal problem experience with a variable integrating problem handling (no problems, all problems well-handled, at least one problem not well-handled), replaced lawyer use with a variable integrating satisfaction (no lawyer use, satisfied with lawyer use, dissatisfied with lawyer use) and replaced court/tribunal use with a variable integrating fairness (no court/tribunal use, fair court/tribunal use, unfair court/tribunal use). The third replaced the legal problem variable integrating handling with one integrating fairness (no legal problems, all quite/very fair outcomes, at least ine unfair outcome). Tables A12 to A16 use the same variables as the second example (model 2) to model scale strata for the five scales.

2.4 Description of the sample

2.4.1 Socio-demographic characteristics

Fifty-eight per cent of respondents to the survey from which data for this study were collected were women, and 92% white. Fifty-three per cent of respondents were in work, 25% retired, 6% looking after the home, 5% in full-time education, 5% unable to work because of a long-term illness or disability and 1% unemployed and looking for work. Seven per cent of respondents were aged between 16 and 24, 32% from 25 to 44, 36% from 45 to 64, 18% from 65 to 74 and 8% were 75 or older. Thirty-seven per cent owned their own home outright, 27% owned their home with the help of a mortgage, 2% had shared ownership and 27% were renting their home. Forty-one per cent had a degree of equivalent qualification, 44% another form of qualification and 15% no qualifications. Twenty-six per cent reported a long-term limiting illness or disability.

Socio-demographic variables included in statistical models of scale scores and strata were gender (male, female), relationship status (single never married, married/civil partnership, split or widowed), illness or disability (no, yes), academic qualifications (degree or higher, other qualifications, none), tenure (own home, mortgage (including part rent, part mortgage), rent, rent free/other), employment (paid employment, not working/unpaid/in education, retired), age group (16-34, 35-59, 60+), ethnicity (white British, BAME), whether or not respondents had someone they could rely on when in difficulties (no, yes).

2.5.2 Experience of law

Twenty-nine per cent of respondents reported having experienced one or more legal problem. Integrating how well respondents felt problems were handled, 23% of respondents had experienced problems and felt they had handled them all well, while 6% had experienced problems and felt they had handled them not/not at all well (the remaining 71% did not report a problem). Integrating fairness of outcome, 18% had experienced problems and felt all problems had ended quite or very fairly, while 11% had experienced problems and felt one or more problem had resulted in an unfair outcome.

Twenty-six per cent of respondents had used a lawyer in the past five years. Integrating satisfaction, 21% had used a lawyer and been satisfied and 5% had used a lawyer and not been satisfied. Sixteen per cent of respondents reported contact with a

court or tribunal in the past five years. Integrating fairness, 12% reported contact with a court or tribunal which was fair and 4% contact which was not fair.

Thirty-eight per cent of respondents could not recall any account of lawyers from friends, family or colleagues, while 30% could recall a positive account, 25% a negative account and 7% both positive and negative accounts. For courts, 48% could not recall any account from friends, family or colleagues, while 20% could recall a positive account, 28% a negative account and 4% both positive and negative accounts. Finally, for tribunals, 65% could not recall any account from friends, family or colleagues, while 15% could recall a positive account, 19% a negative account and 2% both positive and negative accounts.

Experience of law variables included in statistical models were accounts respondents had heard of lawyers (none, positive, negative, both), courts (none, positive, negative, both) and tribunals (none, positive, negative, both), whether or not respondents had experienced legal problems (no, yes), legal problem experience and problem handling (no problems, all well handled, at least one not well handled), legal problem experience and fairness of resolution (no problems, all fair, at least one unfair), lawyer use in the past five years (no, yes), lawyer use and satisfaction with use (no use, satisfied, not satisfied), court use in the past five years (no, yes) and court use and fairness of outcome (no use, fair, unfair).

3. Results

3.1 Scale summaries

Table 9 shows summary scores for the five scales, including the percentage in each stratum (low, medium and high). In each case scales could vary from 0 to 100, and did with the exception of IOJ, which had a minimum value of 28.7. Until the scales are implemented with a larger probability sample, Table 9 represents baseline scores for each scale, which can be used for comparison purposes.

Table 9. Baseline summary scores for the five scales

	Scale				
	GLC	LEF	LAX	IOJ	PIJ
Mean	47.52	57.26	45.78	58.09	53.02
25th percentile	38.4	50.2	32.8	49.7	42.0
50th percentile (median)	47.0	57.7	45.2	57.2	51.3
75th percentile	56.5	71.2	60.3	65.5	64.2
SD	16.30	16.68	20.52	11.57	15.70
Min	0	0	0	28.7	0
Max	100	100	100	100	100
Stratum 1 (Low)	22.9%	16.9%	18.2%	26.1%	27.3%
Stratum 2 (Mid)	54.5%	57.9%	52.2%	54.1%	53.8%
Stratum 3 (High)	22.5%	25.2%	29.6%	19.9%	18.8%
N	785	815	812	357	377

3.2 The Relationship between scales

Table 10 shows the relationship between the five scales. As can be seen there were highly significant relationships between all of the scales, with a particularly large positive relationship between IOJ and PIJ, as well as a strong positive relationship between GLC and LEF and strong negative relationships between GLC and LAX, and LEF and LAX. Figure H shows the relationship between scales in graph form, as a matrix of the pairwise relationship between the scales.

Table 10. The relationship between the five project scales

Correlations						
		GLC	LEF	LAX	IOJ	PIJ
GLC (General Legal Confidence) - Higher scores indicate greater confidence	Pearson Correlation	-	.498	-.504	-.373	-.357
	Sig. (2-tailed)	-	< 0.001	< 0.001	. < 0.001	< 0.001
	N	-	744	734	335	354
LEF (Legal Self-Efficacy) - Higher scores indicate greater self-efficacy	Pearson Correlation	.498	-	-.471	-.229	-.222
	Sig. (2-tailed)	< 0.001	-	< 0.001	< 0.001	< 0.001
	N	744	-	757	347	365
LAX (Legal Anxiety) - Higher scores indicate greater anxiety	Pearson Correlation	-.504	-.471	-	.221	.238
	Sig. (2-tailed)	< 0.001	< 0.001	-	< 0.001	< 0.001
	N	734	757	-	342	358
IOJ (Inaccessibility of Justice) - Higher scores indicate less accessibility	Pearson Correlation	-.373	-.229	.221	-	.683
	Sig. (2-tailed)	< 0.001	< 0.001	< 0.001	-	< 0.001
	N	335	347	342	-	322
PIJ (Perceived Inequality of Justice) - Higher scores indicate greater inequality	Pearson Correlation	-.357	-.222	.238	.683	-
	Sig. (2-tailed)	< 0.001	< 0.001	< 0.001	< 0.001	-
	N	354	365	358	322	-

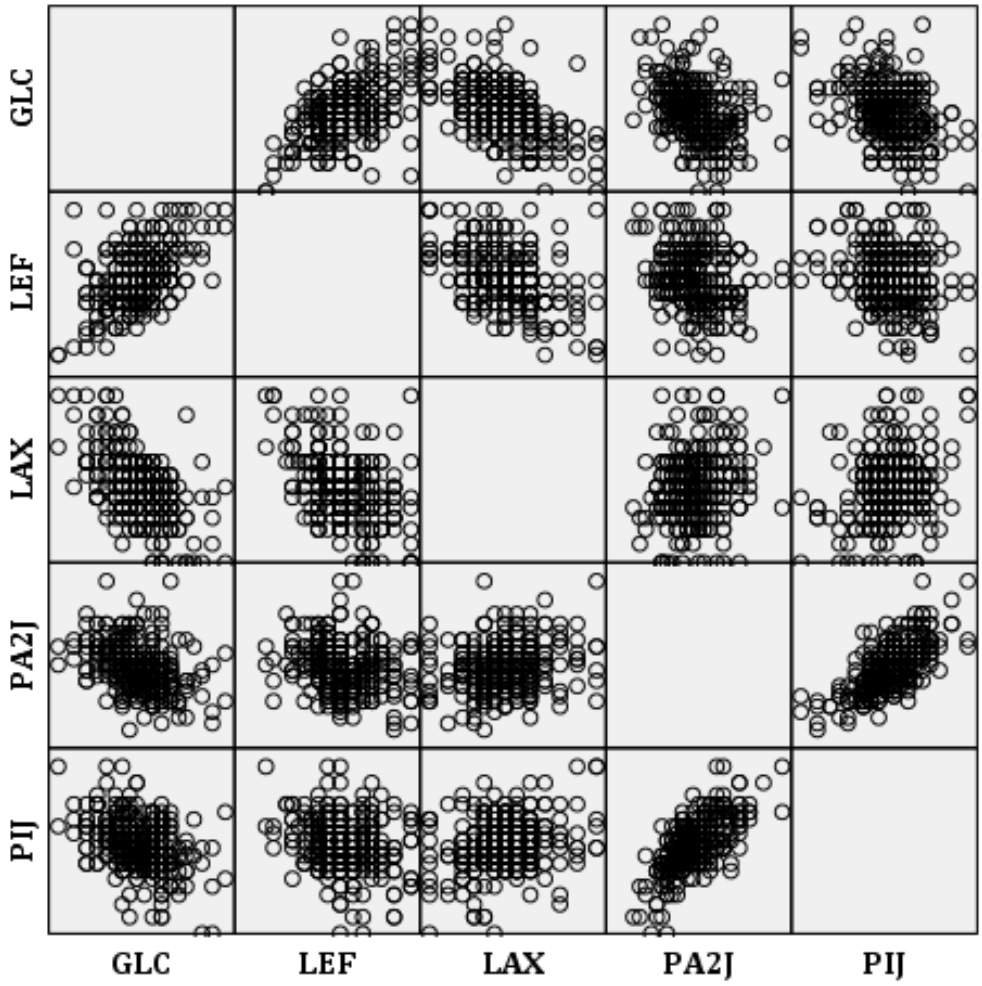

Figure 1. Matrix of scatter plots illustrating the relationship between pairs of scales

3.3 Modelling scale scores and strata

Full details of the approach used to model scale scores and strata are set out in the analysis section above, with detailed statistical output in the statistical appendix. Section 3.3.1 presents results from models of scale scores and strata on the basis of a range of socio-demographic variables (described in section 2.5 above). Section 3.3.2 presents results from models of scale scores and strata on the basis of a range of variables relating to experience of law (again, these are described in section 2.5 above).

3.3.1 Scale scores, scale strata and socio-demographic variables

Detailed statistical output modelling each of the five scale scores on the basis of a range of socio-demographic variables can be found in Table A1. Statistical output modelling scale strata for each scale can be found individually for each scale in Tables A2 to A6. The text below summarises findings for each scale using Table A1, integrating some complementary findings from Tables A2 to A6.

3.3.1.1 GLC – General Legal Confidence

Only two socio-demographic variables had a significant association with GLC score. First, male respondents scored four points higher than female respondents (testing the male term - $\chi^2_1 = 10.61$, $p = 0.001$ - indicating greater legal confidence). The corresponding picture for GLC strata is shown in Figure 2, with male respondents less likely than female respondents to belong to the low GLC group (controlling for other variables).

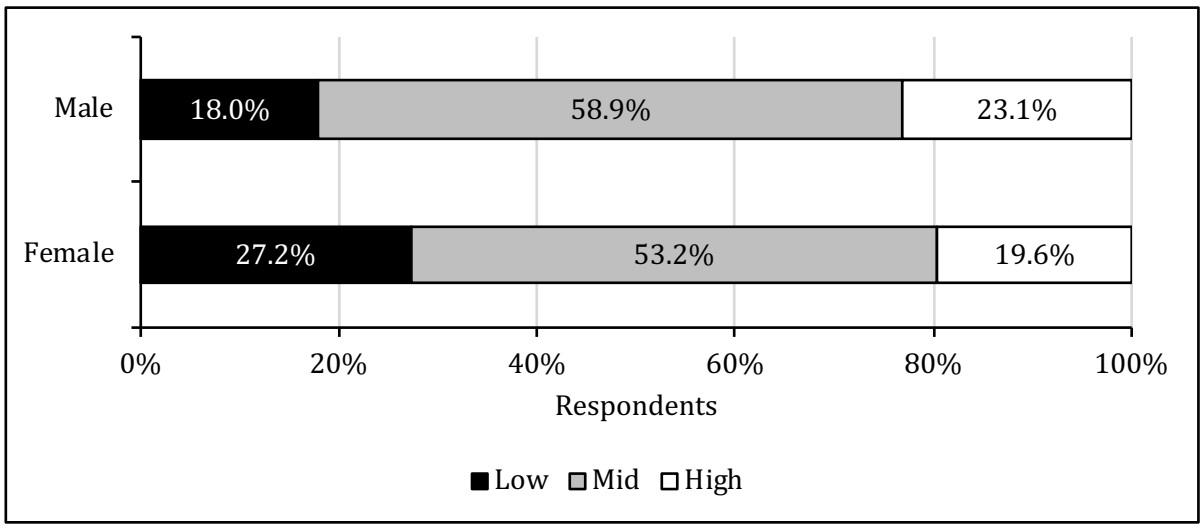

Figure 2. GLC strata on the basis of gender (controlling for other variables)

Second, respondents having a spouse, family member or friend to rely on if they had a serious problem was associated with a significant 5.3 point increase in GLC score (compared to those without someone to rely on - $\chi^2_1 = .56$, $p = 0.003$). Figure 3 shows the relationship between GLC strata and whether or not respondents had someone to rely on, with having a reliable person associated in a lower percentage in the low group and higher percentage in the high group.

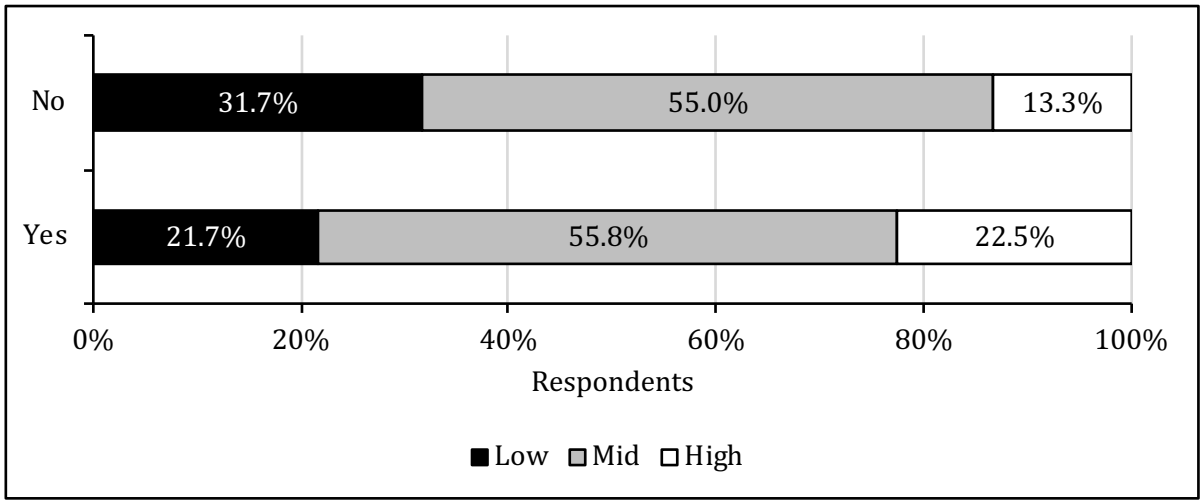

Figure 3. GLC strata on the basis of whether or not respondents had a spouse, family member or friend to rely on if you had a serious problem (controlling for other variables)

Elsewhere, a 2.8 point difference between married/civil partnership and split/widowed respondents fell just short of significance ($\chi^2_1 = 3.39$, $p = 0.068$), as did a 2.5 point reduction in GLC score for respondents with an illness or disability ($\chi^2_1 = 3.25$, $p = 0.072$).

3.3.1.2 LEF – Legal Self-Efficacy

Respondents with a limiting illness or disability scored significantly lower than other respondents on the LEF scale (5.2 points difference - $\chi^2_1 = 13.41$, $p < 0.001$ - indicating lower legal self-efficacy). Figure 4 shows the relationship between LEF strata and whether or not respondents reported an illness or disability, with respondents with an illness or disability more likely than others to belong to the low LEF group.

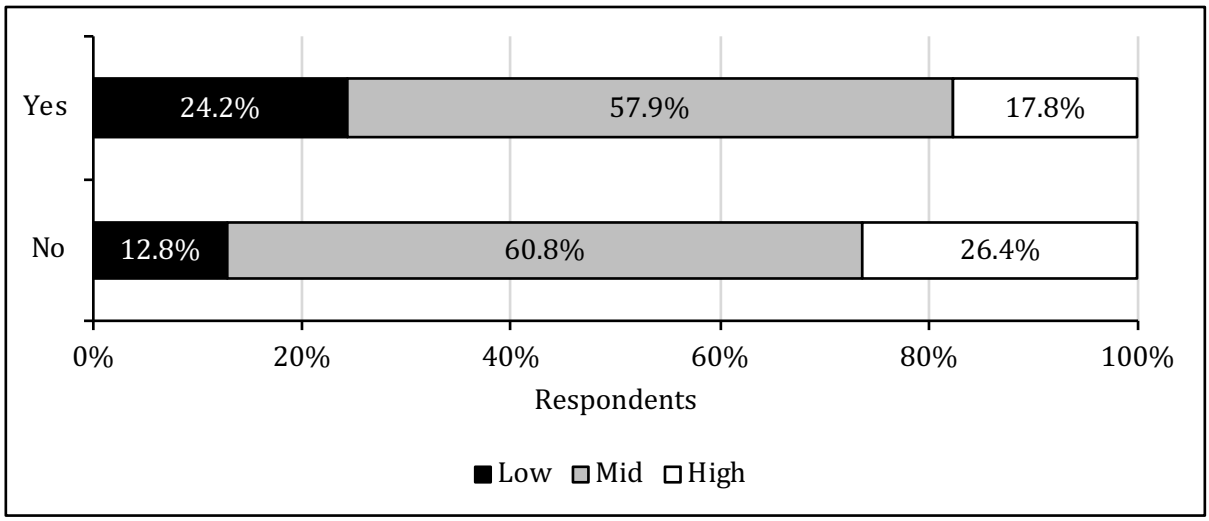

Figure 4. LEF strata on the basis of whether or not respondents reported an illness or disability (controlling for other variables)

Compared to those with degrees, those without qualifications scored 6.1 points less (a significant difference - $\chi^2_1 = 11.20$, $p = 0.001$). The 4.1 point difference between those with other qualifications and those with no qualifications was also statistically significant ($\chi^2_1 = 5.57$, $p = 0.018$). There was no significant difference found between those with degrees and those with lesser qualifications. Figure 5 shows the relationship between academic qualifications and LEF strata, again showing a strong relationship between legal self-efficacy and qualifications.

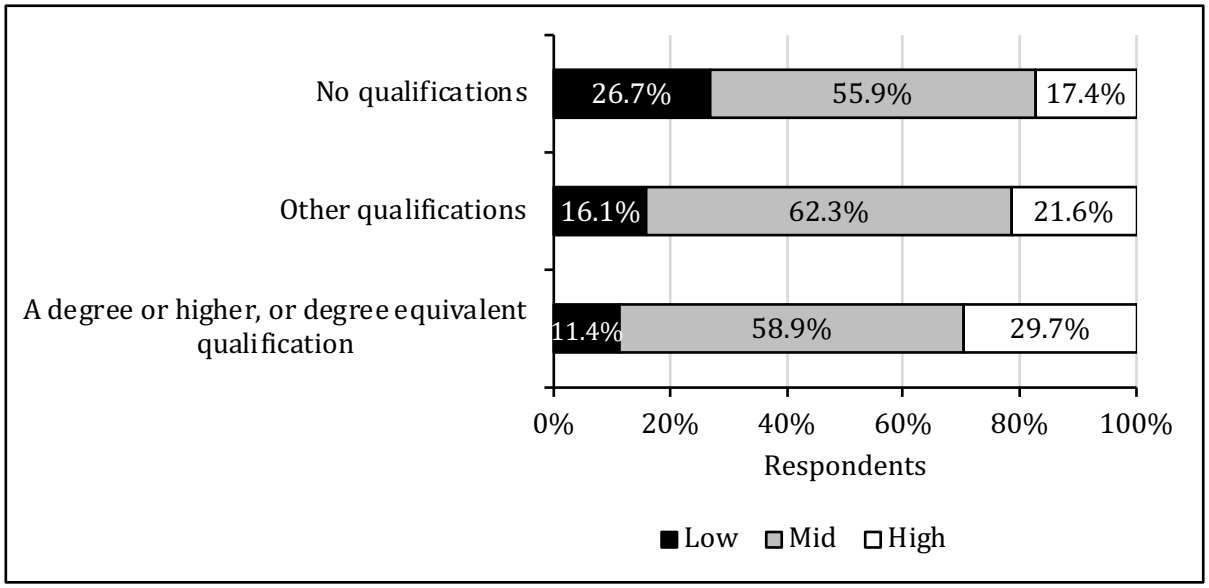

Figure 5. LEF strata on the basis of academic qualifications (controlling for other variables)

Again, as with GLC, having a spouse, family member or friend who could be relied on in the event of a serious problem was associated with a significant (5.8 point) increase in LEF score ($\chi^2_1 = 10.72$, $p = 0.001$). Figure 6 illustrates this for LEF strata, with having a person to rely on associated with a lower percentage with low LEF and higher percentage with high LEF.

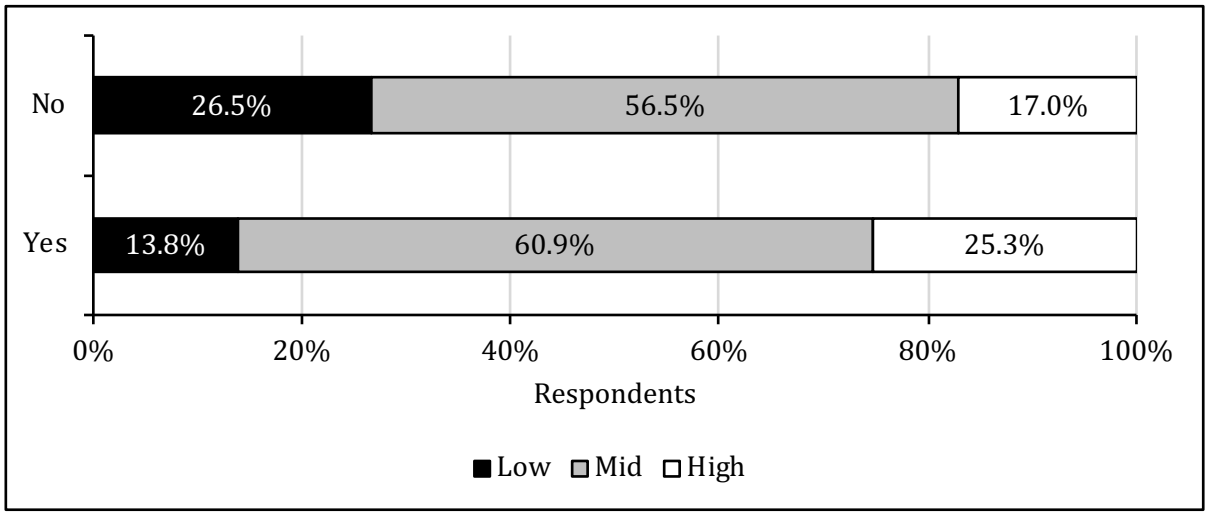

Figure 6. LEF strata on the basis of whether or not respondents had a spouse, family member or friend to rely on if you had a serious problem (controlling for other variables)

Elsewhere, there was some indication of differences in LEF score between those living rent free and those who owned their own homes; although, despite a 4.1 point difference, it fell well short of significance ($\chi^2_1 = 2.23$, $p = 0.14$). In part this may be due to a relatively small number ($n = 51$) of respondents living rent free (or in other circumstances). A larger sample would be required to explore the association further.

3.3.1.3 LAX – Legal Anxiety

Male respondents scored significantly lower on the LAX scale than female respondents, by 5.2 points ($\chi^2_1 = 12.55$, $p < 0.001$ - indicating lower legal anxiety). As shown in Figure 7, they were also more likely than female respondents to belong to the low LAX group and less likely to belong to the high group.

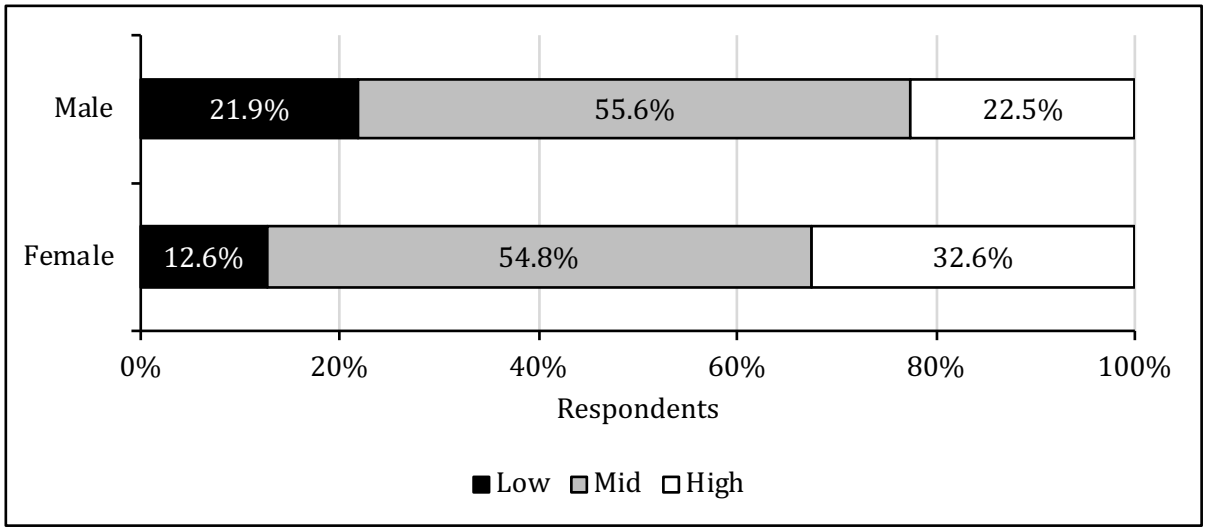

Figure 7. LAX strata on the basis of gender (controlling for other variables)

As with the LEF scale, there were also differences associated with whether or not respondents reported an illness or disability. Respondents with an illness or disability scored 3.7 points higher than other respondents, a statistically significant difference ($\chi^2_1 = 4.68$, $p = 0.031$; indicating greater anxiety). There were also large and significant differences in LAX score by educational qualifications. Compared to those with degrees, those with other qualifications scored a statistically significant 6.0 points lower ($\chi^2_1 = 14.80$, $p < 0.001$), and those without qualifications scored 8.8 points lower ($\chi^2_1 = 15.98$, $p < 0.001$). Figure 8 shows the relationship between LAX strata and academic qualifications. As can be seen, those with degrees were more likely than others to belong to the low LAX group, and significantly less likely to belong to the high LAX group.

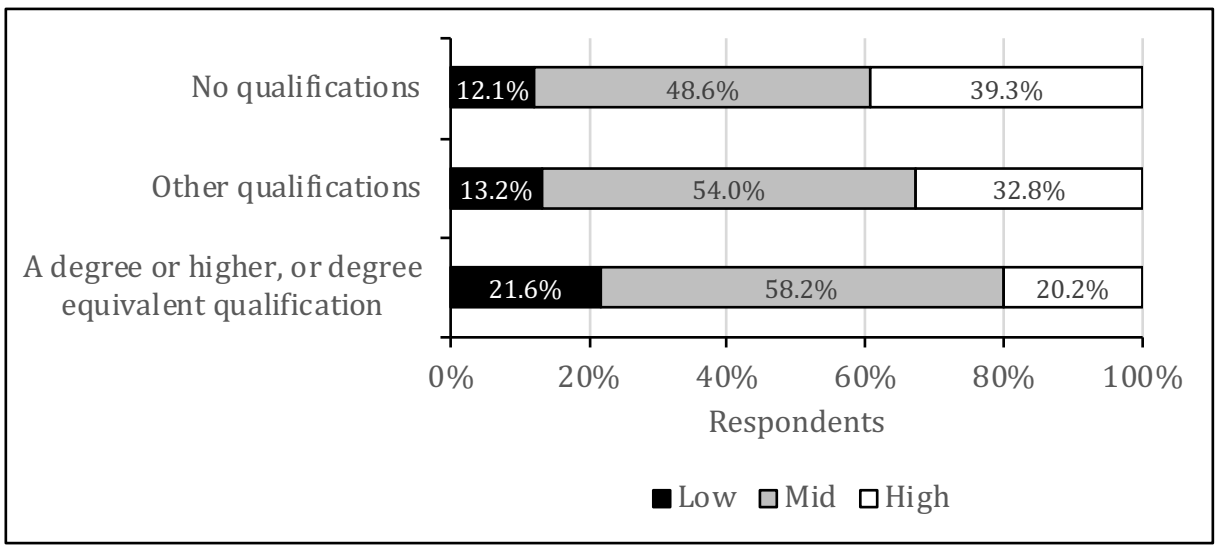

Figure 8. LAX strata on the basis of academic qualifications (controlling for other variables)

There were also differences between age groups. Compared to 16-34 year olds, 35-59 year olds scored marginally lower, though the 2.2 point difference was well short of significance ($\chi^2_1 = 1.12$, p = 0.29). However, the 8.2 point difference between 16-34 year olds and those aged 60 or older was statistically significant ($\chi^2_1 = 8.82$, p = 0.003), as was the 6.0 point difference between 35-59 year olds and those aged sixty or over ($\chi^2_1 = 8.40$, p = 0.004). As is illustrated in Figure 9, percentage in the low LAX group increased with age, while percentage in the high LAX group fell.

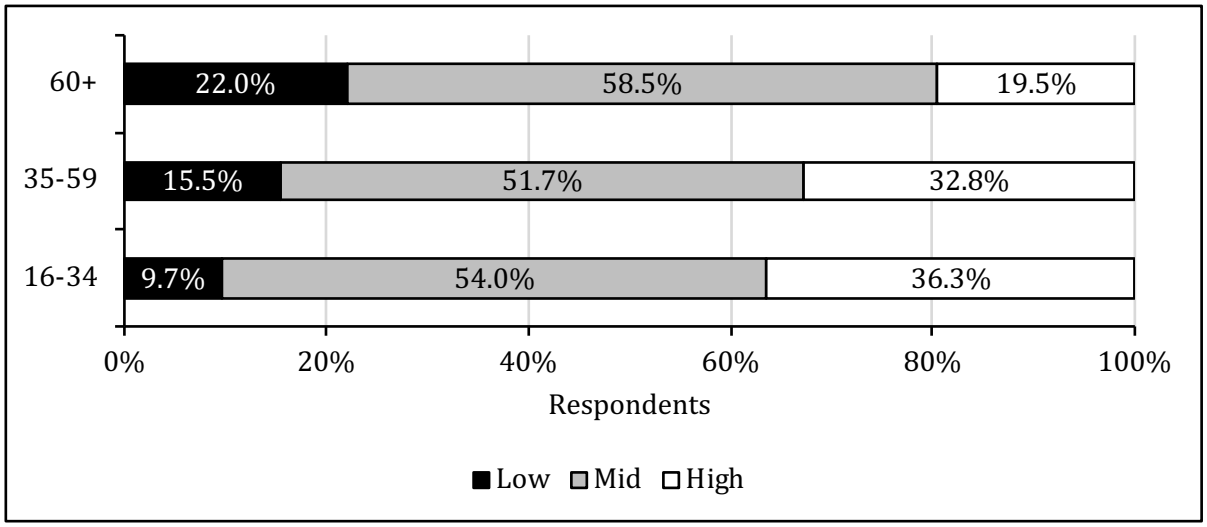

Figure 9. LAX strata on the basis of age group (controlling for other variables)

As with both GLC and LEF scales, having a spouse, family member or friend to rely on was associated with scale score; being associated with a significant 5.5 point reduction, compared to those without someone to rely on ($\chi^2_1 = 6.52$, p = 0.011).

3.3.1.4 IOJ – Inaccessibility of Justice

The only socio-demographic variable that was significantly associated with IOJ score was academic qualifications. Compared to those with degrees, those with other qualifications had a statistically significant 2.9 points lower score (i.e. indicating lower perceived inaccessibility of justice) ($\chi^2_1 = 4.47$, p = 0.035), and those without qualifications scored 4.2 points less (again statistically significant - $\chi^2_1 = 4.72$, p = 0.030). Figure 10 shows the relationship between IOJ strata and academic qualifications, again illustrating a significant association.

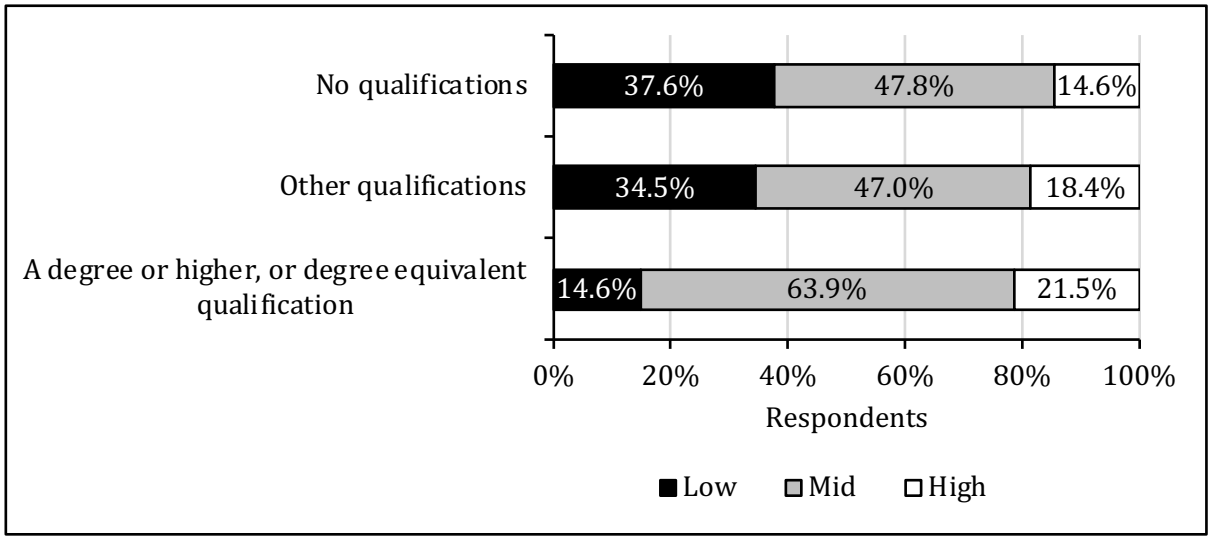

Figure 10. IOJ strata on the basis of academic qualifications (controlling for other variables)

3.3.1.5 PIJ – Perceived Inequality of Justice

Those reporting an illness or disability scored a statistically significant 4.2 points higher on the PIJ scale than other respondents ($\chi^2_1 = 4.58$, $p = 0.032$). Figure 11 shows the association between whether or not respondents reported an illness or disability and PIJ strata, with those with an illness or disability almost twice as likely to belong to the high PIJ group.

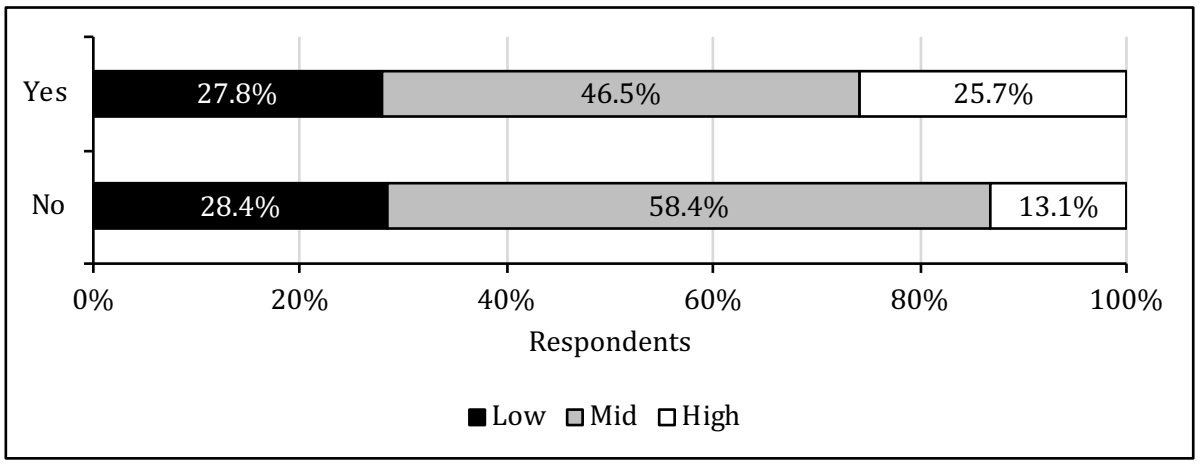

Figure 11. PIJ strata on the basis of whether or not respondents reported an illness or disability (controlling for other variables)

There were also some differences by tenure, with respondents who rented their homes scoring highest, and significantly higher than those who owned their own homes (by 4.6 points - $\chi^2_1 = 3.83$, $p = 0.050$). Elsewhere, BAME respondents scored 3.5 points lower than other respondents, though this fell well short of statistical significance ($\chi^2_1 = 2.42$, $p = 0.12$). It should be noted, however, that the number of BAME respondents answering the PIJ questions was relatively small ($n = 62$), and so a larger sample would be required to fully explore the relationship between ethnicity and PIJ score. Nonetheless, differences with ethnicity did reach statistical significance when looking at PIJ strata, with BAME respondents more than twice as likely to belong to the high PIJ group (Figure 12).

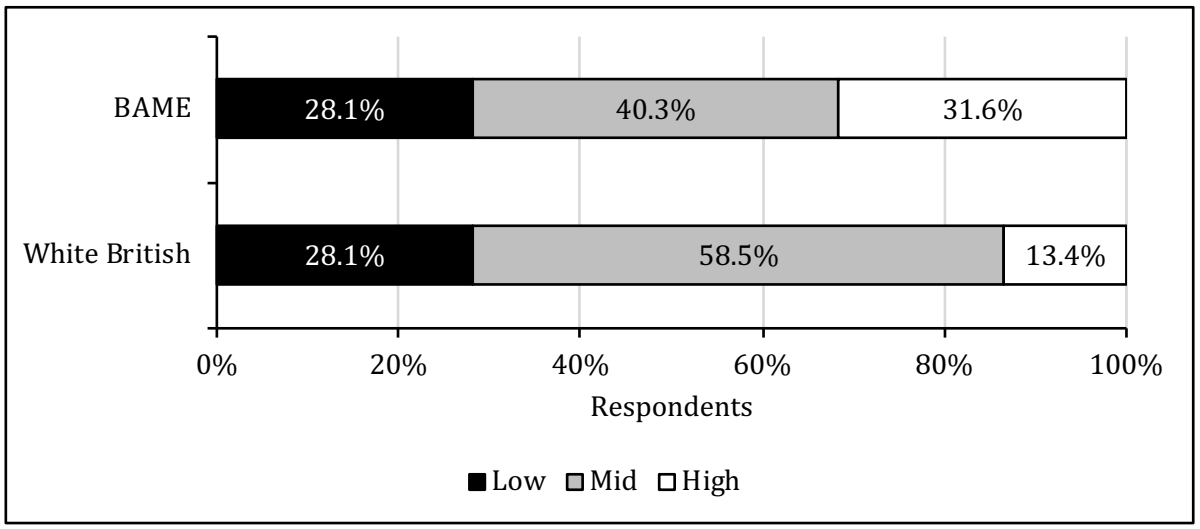

Figure 12. PIJ strata on the basis of ethnicity (controlling for other variables)

3.3.2 Scale scores, scale strata, and experience of law

3.3.2.1 GLC – General Legal Confidence

Detailed statistical output modelling GLC on the basis of experience of law can be found in Table A7 (for GLC score) and Table A12 (for GLC strata) in the statistical appendix. This section summarises these findings.

Experience of one or more legal problems (model 1, Table A7) was related to a small, but clearly non-significant increase in GLC score ($\chi^2_1 = 1.36$, $p = 0.24$). However, when how respondents felt they handled problems (model 2) and the perceived fairness of problem resolution (model 3) were included in modelling, the association between GLC score and problem experience became highly significant. Compared to those who reported no problems, those who reported only problems considered to have been well-handled were associated with a 3.6 points higher GLC score ($\chi^2_1 = 7.28$, $p = 0.007$). Conversely, again compared to those who reported no problems, those who handled one or more problems poorly were associated with a 6.2 points lower GLC score ($\chi^2_1 = 6.51$, $p = 0.011$). The difference in GLC score between those who had handled all problems quite or very well and those who had handled one or more problems poorly was a highly significant 9.8 points ($\chi^2_1 = 14.61$, $p < 0.001$). Figure 13 shows complementary findings from the model using GLC strata rather than GLC score, with findings derived from the model in Table A12 (controlling for other variables). As can be seen, when one or more problems was not handled well, respondents were far more likely to belong to the low GLC group, particularly when contrasted with those who felt they handled all problems well.

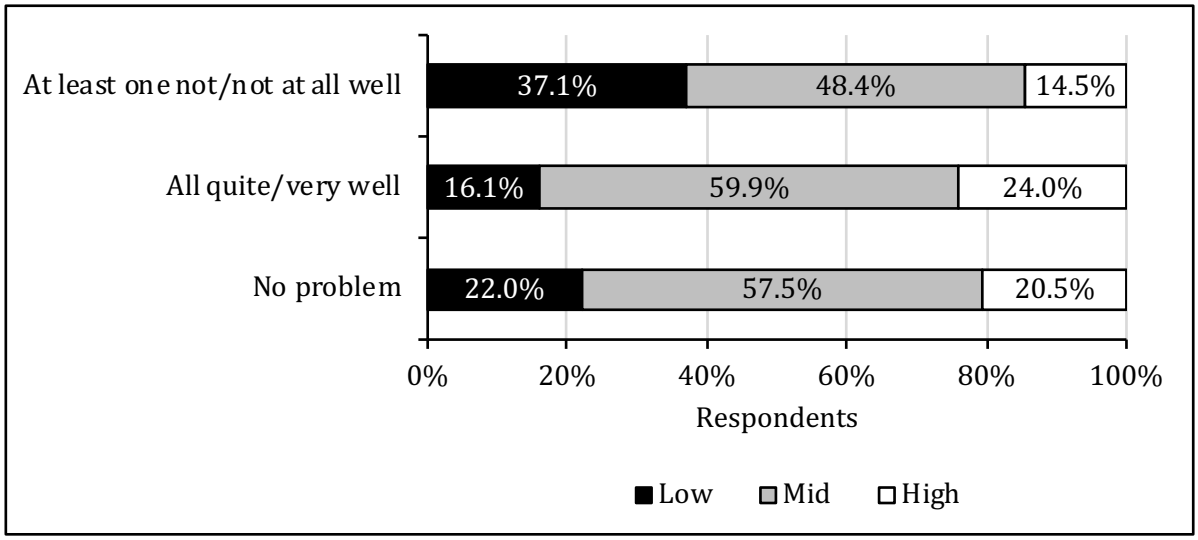

Figure 13. GLC strata on the basis of whether respondents had no legal problems, had legal problems all of which they felt they handled well or had legal problems one or more of which was not handled well

In model 3, legal problem handling was replaced with legal problem fairness. Compared to those who experienced no problems, those who experienced all problems as having a perceived (quite or very) fair resolution were associated with a significant 4.1 point increase in GLC score ($\chi^2_1 = 7.76$, $p = 0.005$), while those who perceived one or more problems as having an unfair resolution were associated with a non-significant decrease in GLC score of 2.5 ($\chi^2_1 = 1.79$, $p = 0.18$). Unsurprisingly, the 6.6 point difference between people who perceived all problems as having had a fair resolution and those who saw one or more problems as having an unfair resolution was statistically significant ($\chi^2_1 = 9.18$, $p = 0.002$).

As with problem experience, having used a lawyer in the past five years was associated with a small, but clearly non-significant increase in GLC score (model 1 - $\chi^2_1 = 1.19$, $p = 0.28$). However, if satisfaction with lawyer use was also considered, differences became statistically significant. Compared to those who had not used a lawyer, using a lawyer and being satisfied was associated with a significant 3.1 point increase in GLC score (model 2 - $\chi^2_1 = 4.82$, $p = 0.028$), while being dissatisfied was associated with a significant 6.1 point decrease in GLC score ($\chi^2_1 = 5.45$, $p = 0.020$). The 9.2 point difference between those who were satisfied and dissatisfied was also statistically significant ($\chi^2_1 = 10.53$, $p = 0.001$). Figure 14 presents complementary findings from the GLC strata model (Table A12), controlling for other experience of law variables. As can be seen, lawyer use and satisfaction were strongly related to GLC strata.

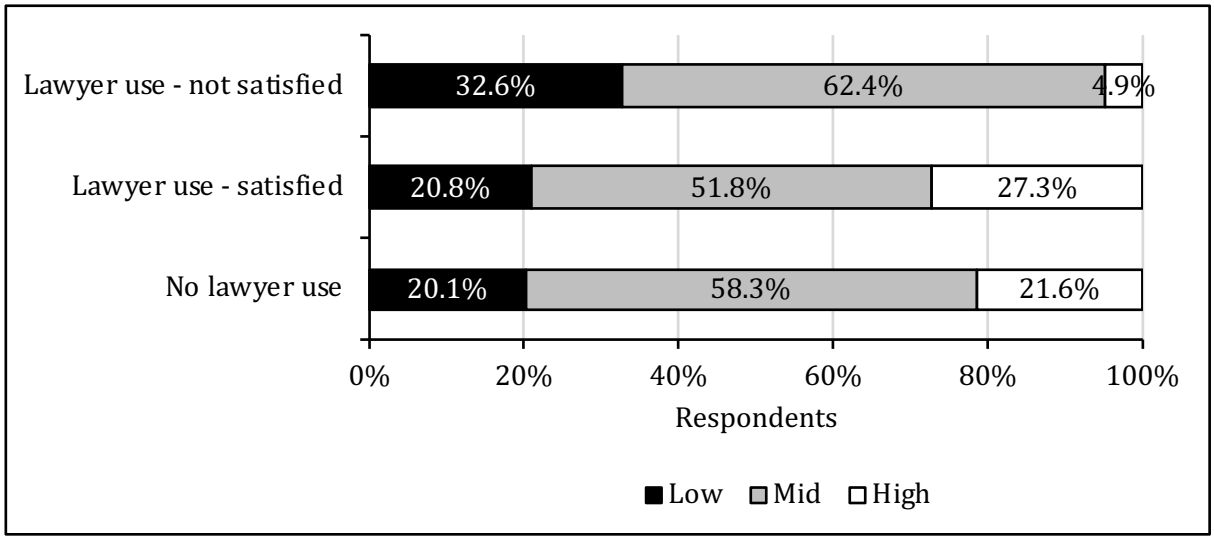

Figure 14. GLC strata on the basis of lawyer use (past five years) and satisfaction with lawyer use

Attending or contacting a court was associated with a small, non-significant increase in GLC score (model 1 - $\chi^2_1 = 1.08$, $p = 0.30$); and there was also a 3.8 point difference between those who perceived court experiences as fair and those who did not. However, differences remained non-significant (model 2, comparing fair to unfair - $\chi^2_1 = 1.32$, $p = 0.25$). This may, in part, have been a result of relatively few respondents having direct experience of courts. A larger sample of people who have experience of courts would be required to further explore the relationship.

Compared to those who had not heard accounts of lawyers from friends, family or colleagues, hearing positive accounts was associated with a statistically significant 3.2 point increase in GLC score (model 1 - $\chi^2_1 = 4.66$, $p = 0.031$). However, negative accounts did not appear to relate to a similar reduction in GLC score, and differences were less pronounced (and short of statistical significance) once detailed experience variables were introduced (in model 2 and 3). For courts, those who had heard negative accounts scored a statistically significant 3.0 points lower than those who had not heard accounts (model 1 - $\chi^2_1 = 4.24$, $p = 0.040$) with the 5.5 point difference between positive and negative accounts also significant (model 1 - $\chi^2_1 = 9.45$, $p = 0.002$). Again, however, differences were reduced as detailed experience variables were added (models 2 and 3). Accounts of tribunals were also associated with significant changes in GLC score, with positive accounts associated with a 4.1 point increase (compared to the no account group, model 1 - $\chi^2_1 = 5.60$, $p = 0.018$) and a 7.0 difference compared to the negative account group.[4] Differences remained once detailed experience variables were introduced.

3.3.2.2 LEF – Legal Self-Efficacy

Detailed statistical output from modelling LEF on the basis of experience of law can be found in Table A8 (for LEF score) and Table A13 (for LEF strata) in the statistical appendix. This section summarises these findings.

As with the GLC scale, experience of one or more legal problem (model 1 – Table A8) was related to a small, but non-significant increase in LEF score ($\chi^2_1 = 1.90$, $p = 0.17$). However, once how problems were felt to have been handled (model 2) and the perceived

[4] Those who reported both positive and negative accounts reported higher GLC scores than other groups, though the result should be treated with some caution since only 17 respondents recalled both positive and negative accounts.

fairness of problem resolutions (model 3) were also included in modelling, the association between LEF score and problem experience became highly significant; with particularly large differences associated with problem handling (as with GLC). Compared to those who reported no problems, those who felt they had handled all problems well were associated with a highly statistically significant increase in LEF score of 5 points (χ^2_1 = 14.09, p < 0.001). On the other hand, again compared to those with no problems, those who felt they had handled all problems poorly were associated with a highly significant decrease in LEF score of 12.4 points (χ^2_1 = 25.06, p < 0.001). Unsurprisingly, the 17.4 point difference in LEF score between those respondents who felt they handled all problems well and those who felt they handled one or more problems poorly was also highly significant (χ^2_1 = 44.57, p < 0.001). Figure 15 shows the relationship between LEF strata, problem experience and problem handling, derived from the model in Table A13 (controlling for other variables). As can be seen, those who felt they handled one or more problems poorly were far more likely to belong to the low LEF group and far less likely to belong to the high LEF group.

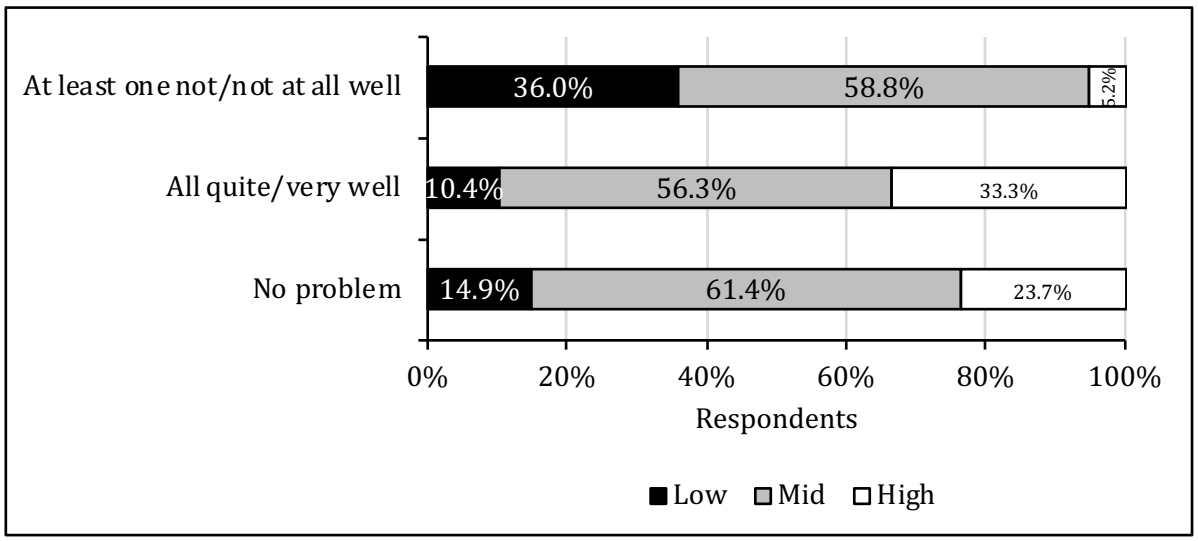

Figure 15. LEF strata on the basis of whether respondents had no legal problems, had legal problems all of which they felt they handled well or had legal problems one or more of which was not handled well

In model 3, problem handling was replaced with fairness. Compared to those with no problems, all problems having a resolution perceived as (quite or very) fair was associated with a significant increase in LEF score of 4.7 points (χ^2_1 = 9.39, p = 0.002); while one or more problems with an unfair resolution was associated with a non-significant decrease of 3.0 (χ^2_1 = 2.47, p = 0.12). The 7.7 point difference between people who perceived all problems as fairly resolved and those who perceived one or more problems to have been unfairly resolved was also statistically significant (χ^2_1 = 11.73, p = 0.001).

Lawyer use in the past five years was associated with a non-significant 2.5 point increase in LEF score (χ^2_1 = 3.39, p = 0.066). However, unlike with the GLC scale, there was no evidence of a split in scores on the basis of whether or not users of lawyers were satisfied with help received. Similarly, there was little variation in scores associated with

attendance at or contact with courts, or with perceptions of the fairness of experiences with courts.

Accounts of lawyers from friends, colleagues or relatives were associated with changes in LEF score. In particular, respondents who heard positive accounts or mixed accounts were associated with increases in scores of 5.5 and 6.1, respectively, as compared to those who heard no accounts Both differences were statistically significant (model 2 - $\chi^2_1 = 14.22$, $p < 0.001$ and $\chi^2_1 = 5.45$, $p = 0.020$ respectively). However, there was no evidence of negative accounts of lawyers decreasing LEF score (if anything, negative accounts related to a small increase in scores in comparison to those who had not heard an account; although the change was well short of significance). Figure 16 shows the relationship between accounts respondents had heard of lawyers and LEF strata, rather than score (see Table A13), with both 'positive' and 'both' groups associated with a lower percentage in the low LEF group.

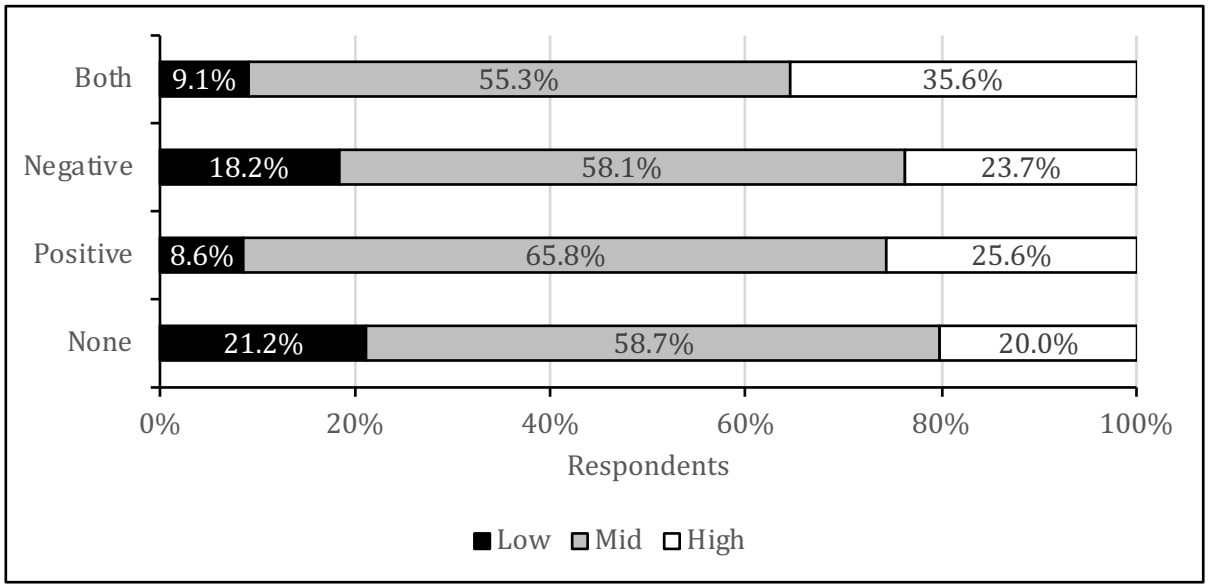

Figure 16. LEF strata on the basis of the accounts respondents had heard of lawyers from friends, colleagues or relatives

A similar picture emerged for accounts of tribunals. Again, positive accounts and mixed accounts were associated with increases in scores (of 4.8 and 7.2 respectively – model 2). However, while the increase with positive accounts (compared to no account) was statistically significant ($\chi^2_1 = 7.95$, $p = 0.005$), the increase for mixed accounts was not ($\chi^2_1 = 2.75$, $p = 0.097$), likely in part because only 17 LEF scale respondents had heard mixed accounts of tribunals. Unlike for tribunals, there was little evidence of a relationship between LEF score and accounts of courts recalled by respondents.

3.3.2.3 LAX – Legal Anxiety

Detailed statistical output from modelling LAX on the basis of experience of law can be found in Table A9 (for LAX score) and Table A14 (for LAX strata) in the statistical appendix. This section summarises these findings.

Whether or not respondents had legal problems in general, bore little or no relationship to LAX score (model 1 - $\chi^2_1 = 0.31$, $p = 0.58$). However, once perceptions of the fairness of problem outcomes and particularly perceptions of how well problems had been handled were accounted for, the association became statistically significant.

Compared to respondents who reported no problems, respondents who reported all problems resulted in a fair outcome were associated with a significant 5.7 point reduction in LAX score (model 3 - $\chi^2_1 = 9.40$, $p = 0.002$). Conversely, at least one unfair outcome related to a 7.1 point increase in LAX score (model 3 - $\chi^2_1 = 9.54$, $p = 0.002$). Similarly, for problem handling, compared to respondents who reported no problems, respondents who reported only problems that had been handled well were associated with a significant 4.9 point decrease in LAX score (model 2 - $\chi^2_1 = 8.60$, $p = 0.003$). In contrast, one or more poorly handled problem was associated with a very large and highly significant increase in LAX score of 14.3 points (model 2 - $\chi^2_1 = 23.23$, $p < 0.001$). This is also shown for LAX strata in Figure 17, with one or more poorly handled problems associated with a far smaller percentage in the low LAX group and over half in the high LAX group.

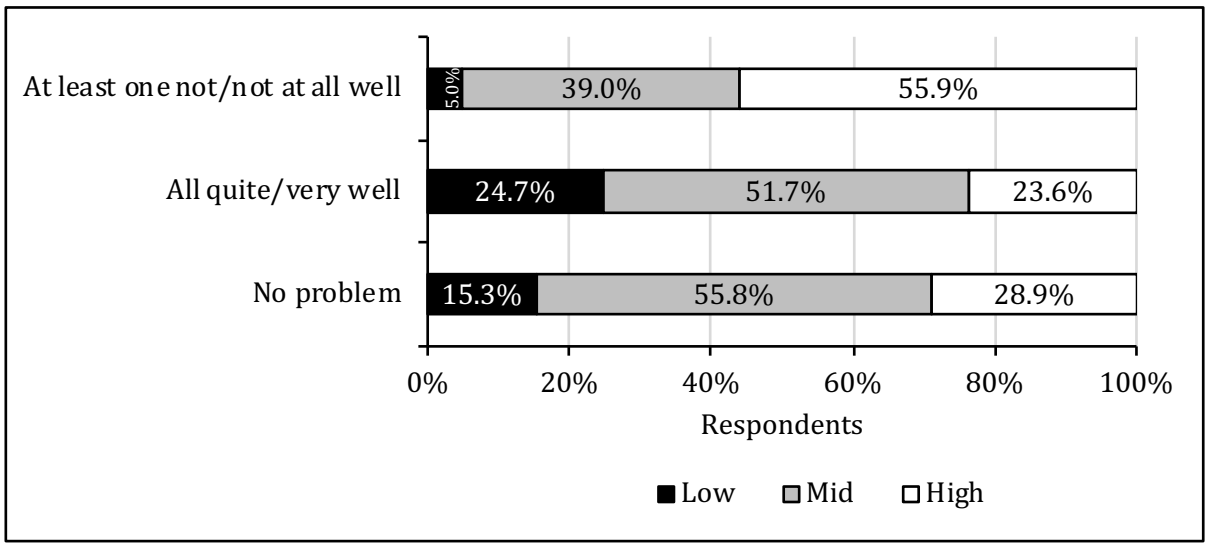

Figure 17. LAX strata on the basis of whether respondents had no legal problems, had legal problems all of which they felt they handled well or had legal problems one or more of which was not handled well

Whether or not respondents had used a lawyer in the past five years was also related to LAX score, with use associated with a statistically significant 5.6 point reduction in scores (model 1 - $\chi^2_1 = 11.63$, $p = 0.001$), though satisfaction with lawyers was also important. If respondents were satisfied, this was associated with a significant 6.0 point reduction in LAX score, compared to those who had not used. If they were dissatisfied, the difference was a non-significant 1.5 point score reduction. Figure 18 shows the relationship between satisfaction with lawyers and LAX strata.

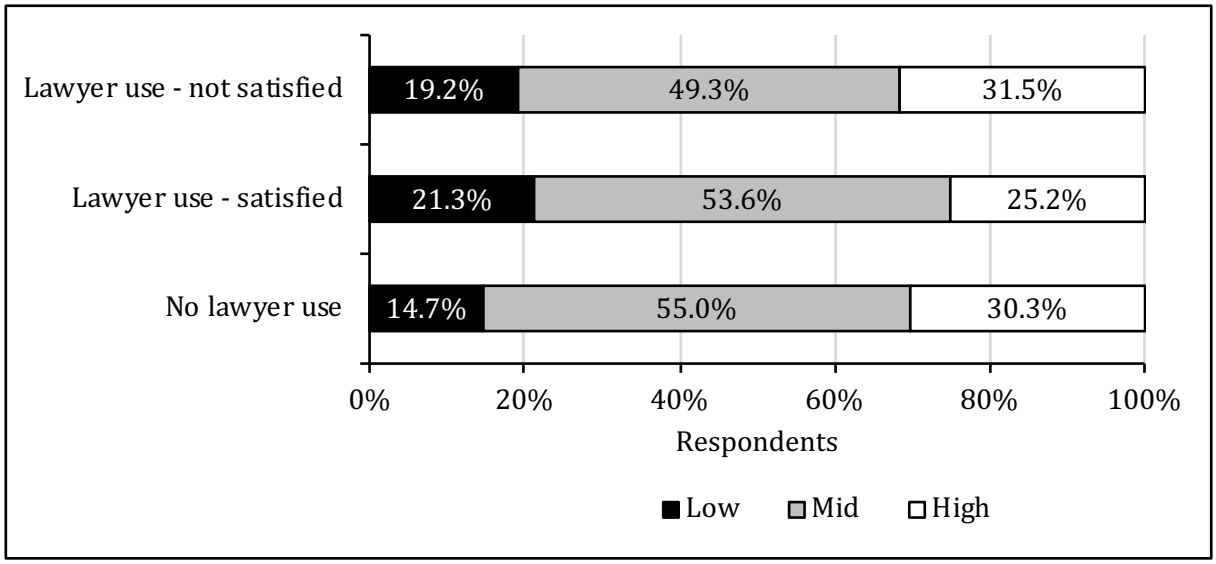

Figure 18. LAX strata on the basis of lawyer use and satisfaction with lawyers

There were also differences for court attendance and contact, with an 8.6 point difference between those who had attended or contacted a court and thought it fair and those who attended or contacted a court and thought the outcome was unfair (model 2 - $\chi^2_1 = 4.64$, $p = 0.031$). However, the number of those who had attended or contacted a court was comparatively low (n = 135), particularly for those finding courts unfair (n = 35). A larger sample of court users would be required to fully explore the relationship.

For both courts and tribunals, positive accounts from family, friends or relatives were associated with a significant reduction in LAX score (of 4.6 and 4.7 points), compared to those who did not recall an account (model 2 - $\chi^2_1 = 5.93$, $p = 0.015$ and $\chi^2_1 = 4.95$, $p = 0.026$ respectively). However, for lawyers, while any account appeared to relate to a reduction in LAX score, the results were not statistically significant. The relationship between accounts of courts and LAX strata is shown in Figure 19, with positive accounts associated with a higher percentage of low LAX.

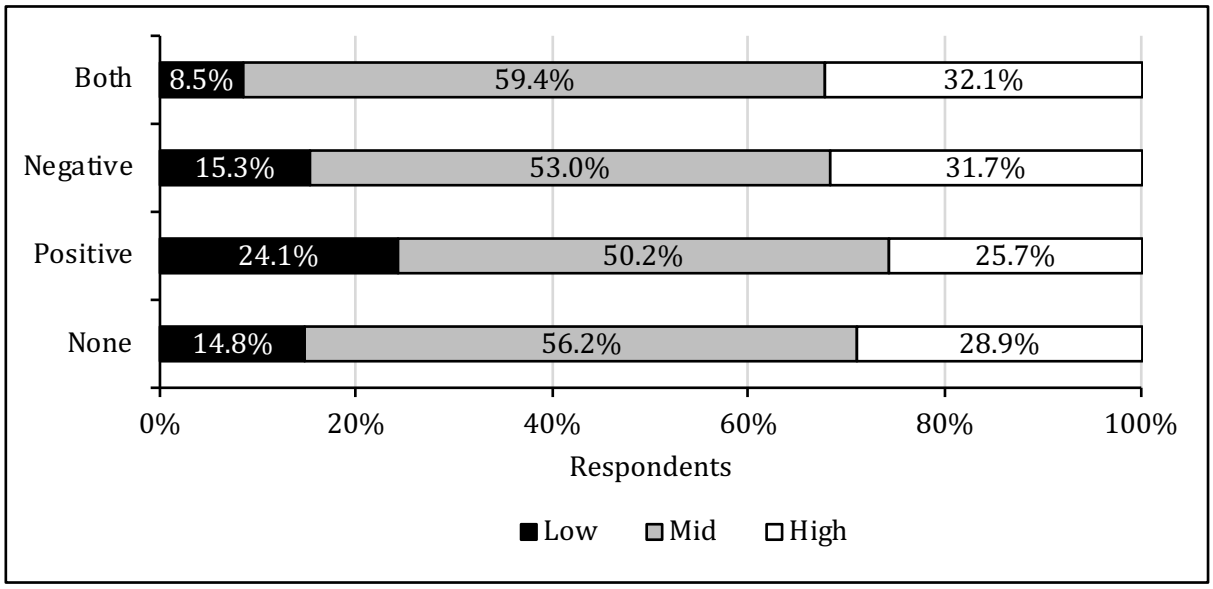

Figure 19. LAX strata on the basis of the accounts respondents had heard of courts from friends, colleagues or relatives

3.3.2.4 IOJ – Inaccessibility of Justice

Detailed statistical output from modelling IOJ on the basis of experience of law can be found in Table A10 (for IOJ score) and Table A15 (for IOJ strata) in the statistical appendix. This section summarises these findings.

Having experienced a legal problem was related to a small and non-significant increase of 1.8 in IOJ score (model 1 - $\chi^2_1 = 2.02$, $p = 0.16$). However, again, once views on the fairness of problem outcomes and, particularly, views on how well problems had been handled were taken into account, the association became statistically significant. Compared to those who had experienced no problems, the experience of one or more problems that had an unfair outcome was associated with a significant 6.4 point increase in IOJ score (model 3 - $\chi^2_1 = 11.96$, $p = 0.001$). The 7.3 point difference between those who had experienced only fair outcomes and those who had experienced one or more unfair outcomes was also statistically significant ($\chi^2_1 = 11.66$, $p = 0.001$). Similarly, for problem handling, compared to those who had experienced no problems, if respondents poorly handled one or more problems, this was associated with a highly significant 9.5 point increase in IOJ score (model 2 - $\chi^2_1 = 13.56$, $p < 0.001$). In addition, the difference between those who had handled all problems well and those who had handled one or more problems poorly was also statistically significant (9.3 points - $\chi^2_1 = 11.87$, $p = 0.001$). Figure 20 shows the relationship between problem experience/handling for IOJ strata (controlling for other variables), again showing a very strong relationship. For example, those who had poorly handled one or more problems were almost three times more likely to have high IOJ than others.

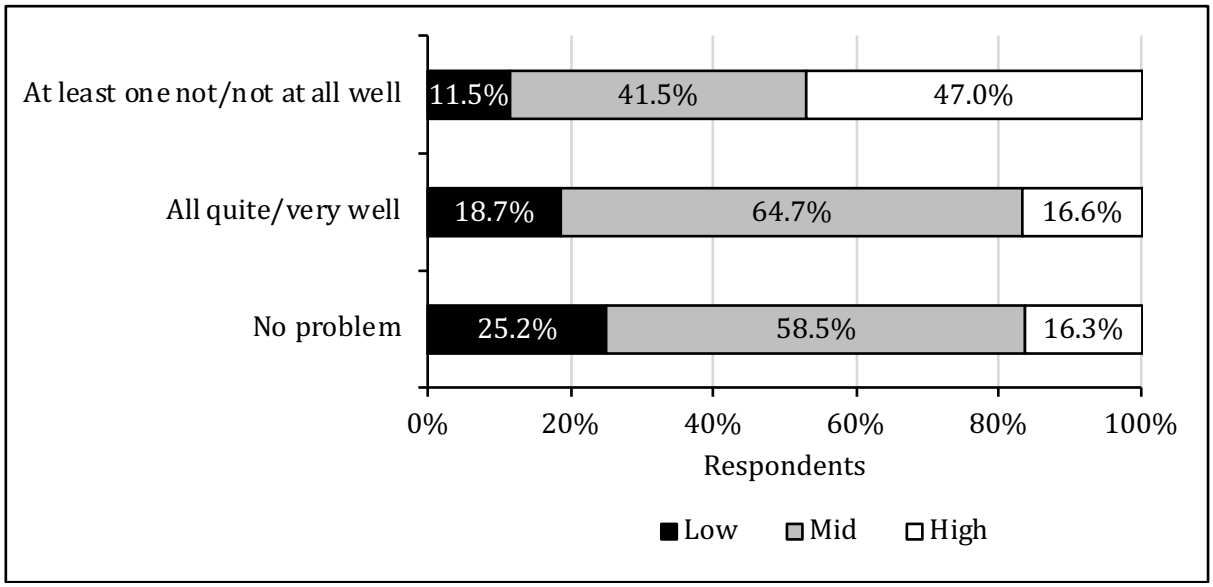

Figure 20. IOJ strata on the basis of whether respondents had no legal problems, had legal problems all of which they felt they handled well or had legal problems one or more of which was not handled well

There was no evidence of a significant relationship between lawyer use/satisfaction and IOJ score. However, there were some differences when looking instead at IOJ strata, as shown in Figure 21. As can be seen, those reporting being satisfied with prior lawyer use were more likely to belong to the medium IOJ group, and less likely to have either high or low IOJ scores. The relationship between attendance or contact

with courts and perceived fairness of courts and IOJ score fell short of significance, with a larger sample of those with experience of courts required to properly explore the relationship.

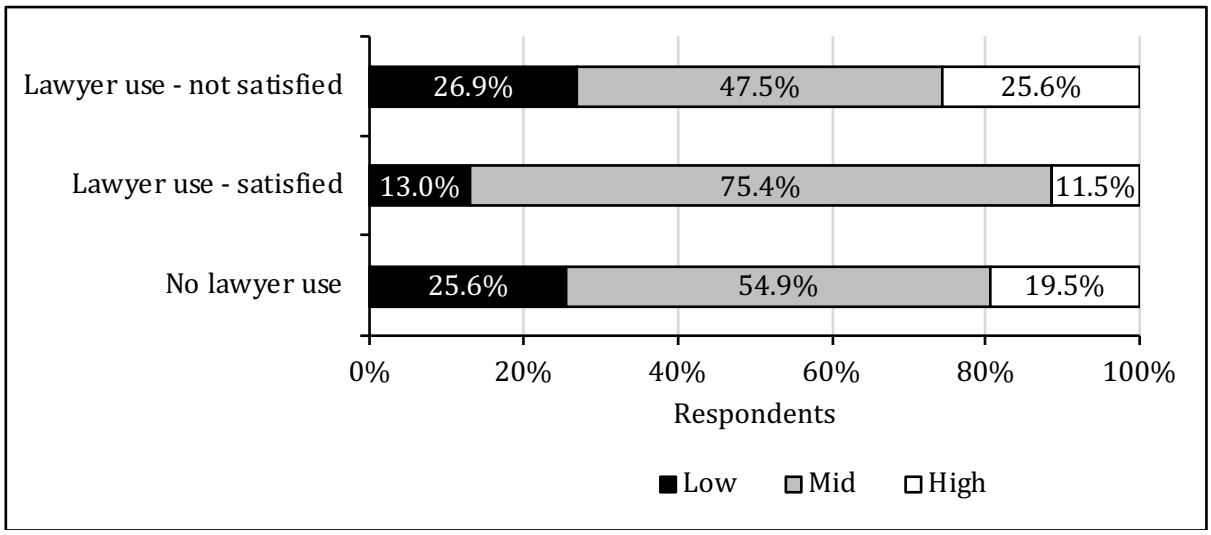

Figure 21. IOJ strata on the basis of lawyer use and satisfaction with lawyers

Accounts respondents had heard about lawyers, courts and tribunals from friends, family or colleagues were all significantly associated with IOJ score. In all three cases there was a significant difference between those recalling positive accounts and those recalling negative accounts of 6.0 points for lawyers ($\chi^2_1 = 13.36$, $p < 0.001$), 5.4 points for courts ($\chi^2_1 = 8.45$, $p = 0.004$) and 4.9 points for tribunals ($\chi^2_1 = 6.40$, $p = 0.011$). Figure 22 shows the relationship between IOJ strata and accounts of courts, controlling for other variables.

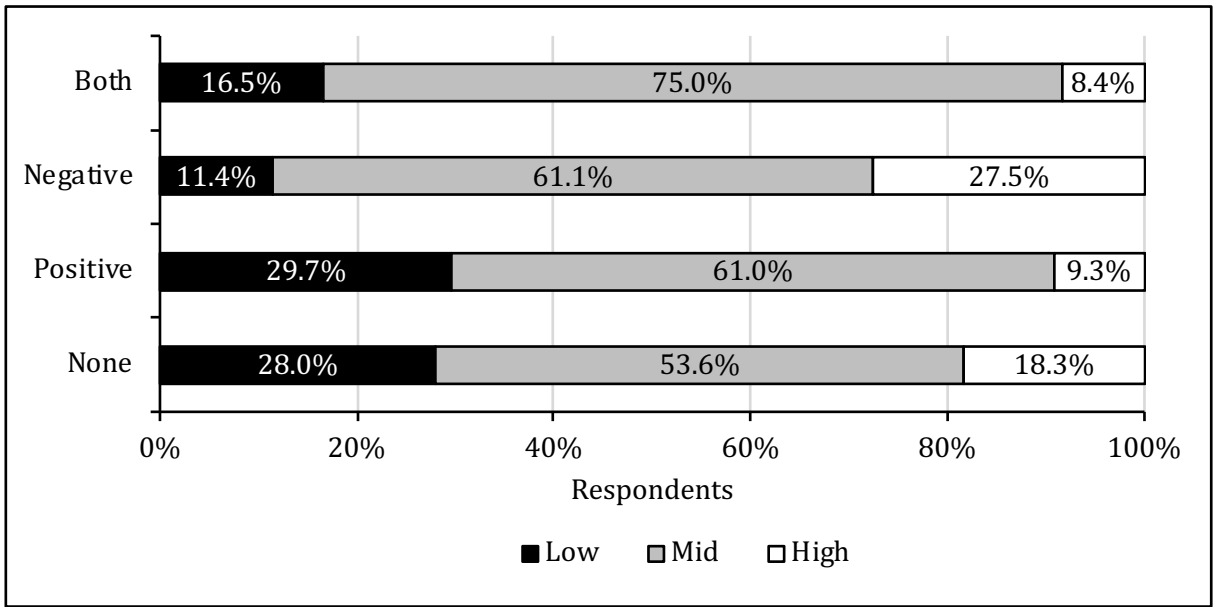

Figure 22. IOJ strata on the basis of the accounts respondents had heard of courts from friends, colleagues or relatives

3.3.2.5 PIJ – Perceived Inequality of Justice

Detailed statistical output from modelling PIJ on the basis of experience of law can be found in Table A11 (for PIJ score) and Table A16 (for PIJ strata) in the statistical appendix. This section summarises these findings.

Having one or more legal problems related to a significant 3.4 point increase in PIJ score ($\chi^2_1 = 4.19$, $p = 0.041$); although differences became more pronounced once views on the fairness of outcomes and, particularly, views on how well problems had been handled were included in the analysis. Respondents who reported at least one problem with an unfair outcome were associated with a 7.9 point increase in PIJ score, compared to those who had experienced no problems ($\chi^2_1 = 11.96$, $p < 0.001$); while one or more poorly handled problem related to a 9.8 point increase ($\chi^2_1 = 7.63$, $p = 0.006$). Figure 23 shows the relationship between PIJ strata and problem experience/handling, while controlling for other variables. As can be seen, poorly handles problems were associated with a higher percentage in the high, rather than the low, group when compared to those with well handled or no problems.

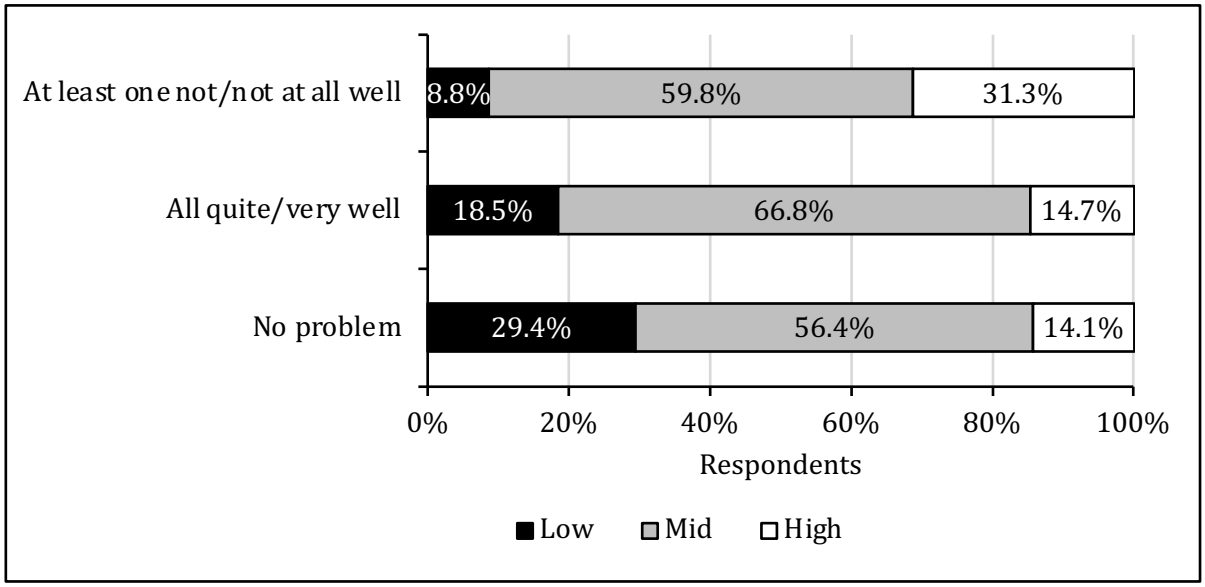

Figure 23. PIJ strata on the basis of whether respondents had no legal problems, had legal problems all of which they felt they handled well or had legal problems one or more of which was not handled well

While the number of respondents with experience of courts was relatively small (and so a larger sample needed to fully explore the relationship), there was a significant 9.0 point difference between those with experience of courts who felt they had been fair and those who felt they had been unfair ($\chi^2_1 = 3.92$, $p = 0.048$). This is illustrated in Figure 24 for PIJ strata.

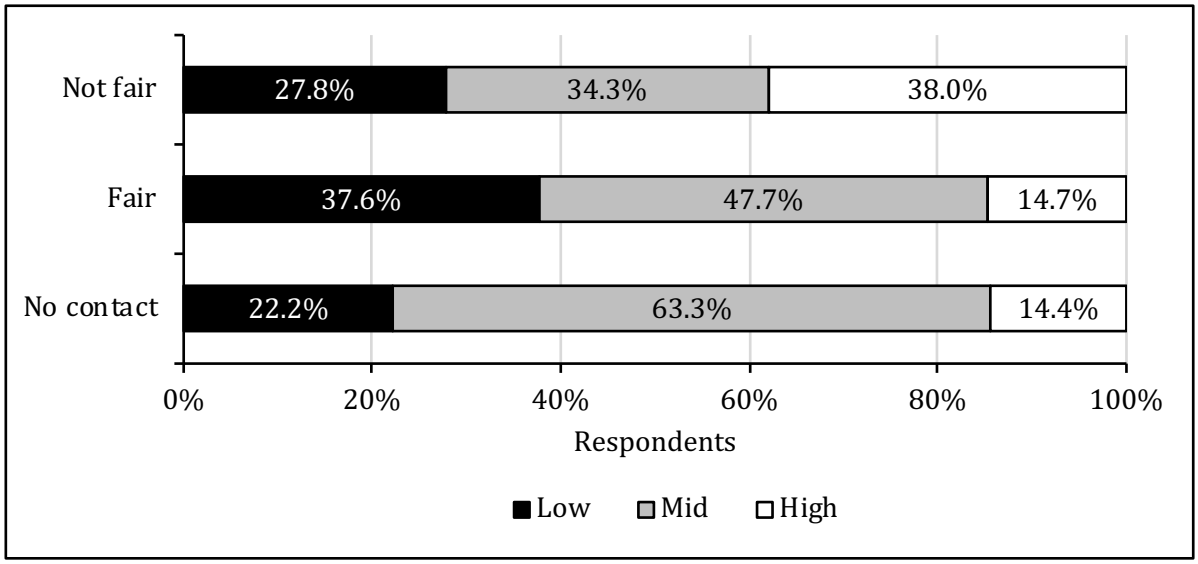

Figure 24. PIJ strata on the basis of contact with and fairness of courts in the past five years

There were also significant relationships between accounts respondents had heard of lawyers and courts from friends, family or colleagues and PIJ score. In particular, positive accounts were associated with reductions in PIJ score. For accounts of lawyers, those recalling positive accounts scored 5.7 points lower than those not recalling an account ($\chi^2_1 = 8.79$, $p = 0.003$) and 7.2 points lower than those reporting a negative account ($\chi^2_1 = 11.18$, $p = 0.001$). Similarly for courts, those recalling positive accounts scored 6.5 points lower than those not recalling an account ($\chi^2_1 = 10.02$, $p = 0.002$) and 9.3 points lower than those reporting a negative account ($\chi^2_1 = 14.75$, $p < 0.001$). Figure 25 shows the relationship between accounts of lawyers and PIJ strata, while Figure 26 shows the relationship between accounts of courts and PIJ strata. In both cases, though particularly for courts, there were stark differences between those recalling positive and those recalling negative accounts.

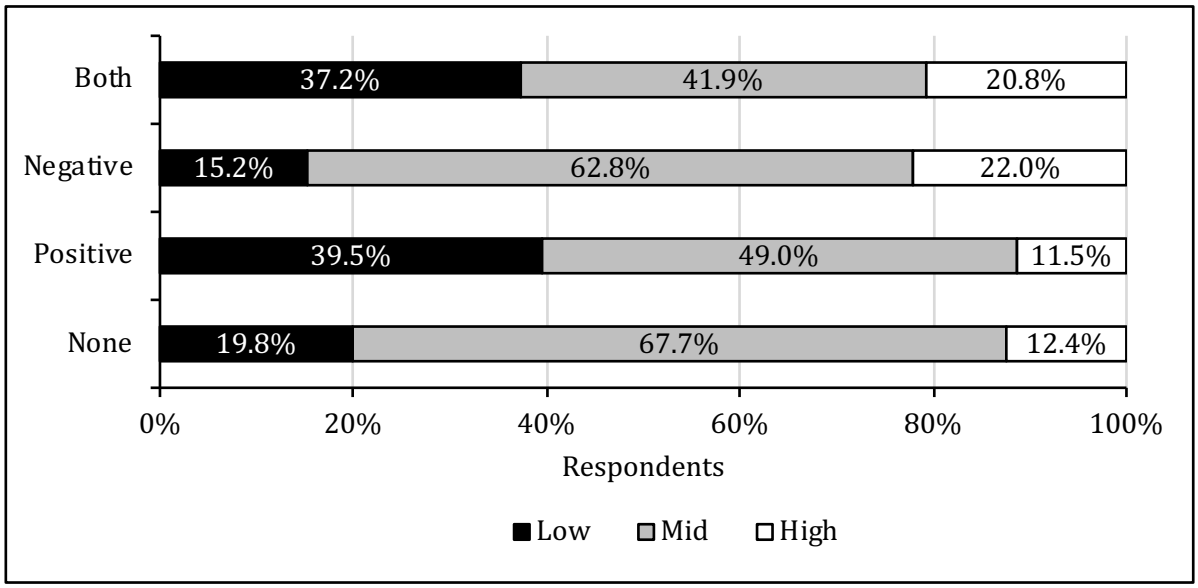

Figure 25. PIJ strata on the basis of the accounts respondents had heard of lawyers from friends, colleagues or relatives

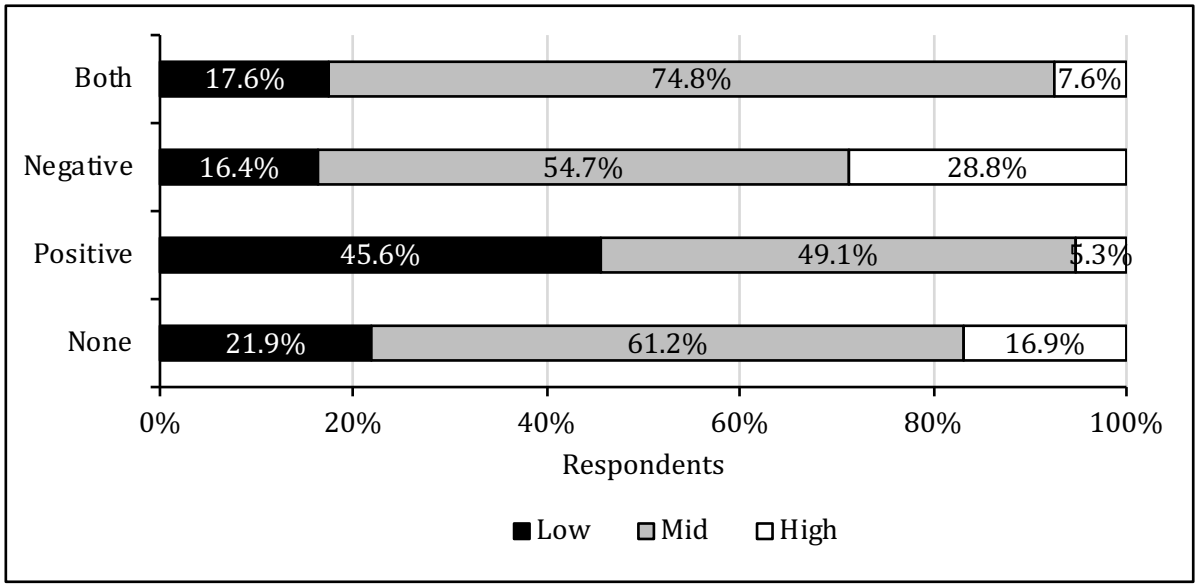

Figure 26. PIJ strata on the basis of the accounts respondents had heard of courts from friends, colleagues or relatives

3.4 Conclusion

In conclusion, although scores from the five measures of legal capability and attitudes to law were socially patterned, scores were much more strongly associated with respondents' prior experience of law, including accounts of the justice system from friends, colleagues or relatives. Positive experiences/accounts were associated with more positive scores, while negative experiences/accounts were associated with more negative scores. Of course, the mechanics of the observed associations require further investigation. High confidence may result in better experience, better experience may result in higher confidence, or both. However, the association of scores with the hearsay of friends, colleagues or relatives suggests that opinions are influential; although cognitive dissonance theory would suggest the possibility that people may be less attentive to opinion that conflicts with their view of the world – so providing a possibility that 'heard' opinions will be more likely to confirm scores.

Finally, it is evident that a general population survey needs to be larger than the one used in this study, if the association of court experience on scores is to be investigated properly.

STATISTICAL APPENDIX

Table A1. Normal linear models for each scale on the basis of a range of socio-demographic variables

		GLC		LEF		LAX		IOI		PII	
Variable	Level	Est.	SE	Est.	SE	Est.	SE	Est.	SE	Est.	SE
Constant		**41.62**	**2.63**	**55.93**	**2.61**	**48.54**	**3.18**	**59.25**	**2.78**	**52.42**	**3.51**
Gender	Female	0.00	-	0.00	-	0.00	-	0.00	-	0.00	-
	Male	**4.02**	**1.23**	2.10	1.21	**-5.18**	**1.46**	1.01	1.34	0.44	1.76
Relationship status	Single, never married	0.00	-	0.00	-	0.00	-	0.00	-	0.00	-
	Married/civil partnership	-0.71	1.62	1.24	1.58	2.11	1.90	-0.81	1.65	-2.02	2.16
	Split or widowed	2.12	1.88	3.64	1.86	-0.92	2.20	-1.23	2.05	-3.55	2.70
Illness/disability	No	0.00	-	0.00	-	0.00	-	0.00	-	0.00	-
	Yes	-2.54	1.41	**-5.16**	**1.41**	**3.65**	**1.69**	1.61	1.47	**4.16**	**1.95**
Qualifications	Degree or higher	0.00	-	0.00	-	0.00	-	0.00	-	0.00	-
	Other qualifications	1.77	1.31	-2.00	1.28	**5.98**	**1.55**	**-2.89**	**1.37**	-1.75	1.78
	None	0.34	1.85	**-6.11**	**1.83**	**8.79**	**2.20**	**-4.22**	**1.94**	0.48	2.55
Tenure	Own home	0.00	-	0.00	-	0.00	-	0.00	-	0.00	-
	Mortgage (incl. part rent)	0.42	1.69	-0.63	1.68	0.14	2.03	0.83	1.79	0.13	2.26
	Rent	-1.25	1.73	-0.66	1.73	2.58	2.08	2.42	1.82	**4.58**	**2.34**
	Rent free/other	-2.04	2.80	-4.14	2.77	3.38	3.40	-0.11	3.32	-0.53	4.46
Employment	Paid employment	0.00	-	0.00	-	0.00	-	0.00	-	0.00	-
	Not working/unpaid/education	1.30	1.99	0.07	1.93	2.42	2.31	1.81	1.91	2.33	2.59
	Retired	-1.70	1.61	-2.79	1.59	3.37	1.92	2.66	1.78	3.50	2.28
Age group	16-34	0.00	-	0.00	-	0.00	-	0.00	-	0.00	-
	35-59	-1.64	1.74	-1.65	1.70	-2.18	2.06	1.25	1.86	2.18	2.41
	60+	0.94	2.30	-1.08	2.27	**-8.20**	**2.76**	0.26	2.45	0.51	3.22
Ethnicity	White British	0.00	-	0.00	-	0.00	-	0.00	-	0.00	-
	BAME	0.37	1.79	-2.54	1.70	2.18	2.08	-0.18	1.84	3.51	2.25
Have person to rely on with problems	No	0.00	-	0.00	-	0.00	-	0.00	-	0.00	-
	Yes	**5.34**	**1.83**	**5.84**	**1.78**	**-5.52**	**2.16**	-2.66	1.92	-3.30	2.45
Residuals		247.49	12.80	249.88	12.66	366.32	18.55	125.23	9.48	228.05	16.86

Table A2. Multinomial logit model of GLC strata (medium compared to low and high) on the basis of a range of socio-demographic variables

		Low		High	
Variable	Level	Est.	SE	Est.	SE
Constant		-0.20	0.39	**-1.72**	**0.45**
Gender	Female	0.00	-	0.00	-
	Male	**-0.52**	**0.19**	0.07	0.19
Relationship status	Single, never married	0.00	-	0.00	-
	Married/civil partnership	0.16	0.25	-0.14	0.26
	Split or widowed	0.30	0.28	**0.59**	**0.29**
Illness/disability	No	0.00	-	0.00	-
	Yes	-0.09	0.22	**-0.58**	**0.23**
Qualifications	Degree or higher	0.00	-	0.00	-
	Other qualifications	-0.27	0.20	0.21	0.20
	None	-0.18	0.28	-0.11	0.30
Tenure	Own home	0.00	-	0.00	-
	Mortgage (incl. part rent)	**-0.58**	**0.26**	-0.04	0.26
	Rent	-0.26	0.26	-0.11	0.27
	Rent free/other	0.32	0.40	0.13	0.43
Employment	Paid employment	0.00	-	0.00	-
	Not working/unpaid/education	0.25	0.29	0.37	0.31
	Retired	-0.17	0.24	-0.45	0.25
Age group	16-34	0.00	-	0.00	-
	35-59	0.26	0.27	0.22	0.29
	60+	0.06	0.36	0.72	0.37
Ethnicity	White British	0.00	-	0.00	-
	BAME	-0.12	0.27	0.07	0.28
Have person to rely on with problems	No	0.00	-	0.00	-
	Yes	-0.38	0.26	0.55	0.32

Table A3. Multinomial logit model of LEF strata (medium compared to low and high) on the basis of a range of socio-demographic variables

		Low		High	
Variable	Level	Est.	SE	Est.	SE
Constant		-0.71	0.43	**-0.89**	**0.41**
Gender	Female	0.00	-	0.00	-
	Male	-0.06	0.21	0.33	0.18
Relationship status	Single, never married	0.00	-	0.00	-
	Married/civil partnership	-0.27	0.27	0.20	0.24
	Split or widowed	-0.43	0.32	0.43	0.28
Illness/disability	No	0.00	-	0.00	-
	Yes	**0.68**	**0.23**	-0.36	0.23
Qualifications	Degree or higher	0.00	-	0.00	-
	Other qualifications	0.29	0.24	**-0.38**	**0.19**
	None	**0.90**	**0.30**	-0.51	0.29
Tenure	Own home	0.00	-	0.00	-
	Mortgage (incl. part rent)	-0.58	0.31	-0.23	0.25
	Rent	-0.23	0.29	-0.17	0.26
	Rent free/other	-0.04	0.43	-0.65	0.46
Employment	Paid employment	0.00	-	0.00	-
	Not working/unpaid/education	0.21	0.31	0.48	0.28
	Retired	0.03	0.28	-0.33	0.24
Age group	16-34	0.00	-	0.00	-
	35-59	0.10	0.30	-0.11	0.25
	60+	-0.27	0.40	-0.23	0.34
Ethnicity	White British	0.00	-	0.00	-
	BAME	0.15	0.29	-0.19	0.26
Have person to rely on with problems	No	0.00	-	0.00	-
	Yes	**-0.72**	**0.27**	0.36	0.29

Table A4. Multinomial logit model of LAX strata (medium compared to low and high) on the basis of a range of socio-demographic variables

		Low		High	
Variable	Level	Est.	SE	Est.	SE
Constant		**-1.71**	**0.49**	-0.63	0.37
Gender	Female	0.00	-	0.00	-
	Male	**0.54**	**0.20**	**-0.39**	**0.18**
Relationship status	Single, never married	0.00	-	0.00	-
	Married/civil partnership	0.07	0.28	**0.62**	**0.23**
	Split or widowed	0.34	0.31	0.06	0.27
Illness/disability	No	0.00	-	0.00	-
	Yes	0.08	0.24	**0.62**	**0.20**
Qualifications	Degree or higher	0.00	-	0.00	-
	Other qualifications	-0.42	0.22	**0.56**	**0.19**
	None	-0.43	0.32	**0.85**	**0.26**
Tenure	Own home	0.00	-	0.00	-
	Mortgage (incl. part rent)	**-0.56**	**0.28**	-0.48	0.25
	Rent	-0.42	0.30	0.15	0.24
	Rent free/other	0.26	0.47	**0.81**	**0.38**
Employment	Paid employment	0.00	-	0.00	-
	Not working/unpaid/education	-0.17	0.36	-0.08	0.26
	Retired	-0.40	0.27	0.18	0.23
Age group	16-34	0.00	-	0.00	-
	35-59	0.55	0.35	-0.06	0.24
	60+	0.77	0.43	**-0.71**	**0.33**
Ethnicity	White British	0.00	-	0.00	-
	BAME	0.01	0.31	0.40	0.24
Have person to rely on with problems	No	0.00	-	0.00	-
	Yes	0.28	0.34	**-0.57**	**0.25**

Table A5. Multinomial logit model of IOJ strata (medium compared to low and high) on the basis of a range of socio-demographic variables

		Low		High	
Variable	Level	Est.	SE	Est.	SE
Constant		**-1.28**	**0.60**	-0.47	0.59
Gender	Female	0.00	-	0.00	-
	Male	-0.27	0.28	-0.27	0.31
Relationship status	Single, never married	0.00	-	0.00	-
	Married/civil partnership	-0.11	0.34	0.12	0.37
	Split or widowed	-0.06	0.42	-0.30	0.48
Illness/disability	No	0.00	-	0.00	-
	Yes	-0.39	0.32	0.24	0.33
Qualifications	Degree or higher	0.00	-	0.00	-
	Other qualifications	**1.17**	**0.30**	0.15	0.31
	None	**1.23**	**0.41**	-0.15	0.48
Tenure	Own home	0.00	-	0.00	-
	Mortgage (incl. part rent)	0.24	0.38	0.32	0.43
	Rent	**0.77**	**0.37**	**0.87**	**0.42**
	Rent free/other	-0.42	0.74	-0.41	0.88
Employment	Paid employment	0.00	-	0.00	-
	Not working/unpaid/education	**-0.92**	**0.43**	0.15	0.41
	Retired	-0.50	0.37	0.01	0.42
Age group	16-34	0.00	-	0.00	-
	35-59	-0.06	0.38	-0.20	0.40
	60+	0.41	0.50	0.09	0.55
Ethnicity	White British	0.00	-	0.00	-
	BAME	0.63	0.37	0.29	0.40
Have person to rely on with problems	No	0.00	-	0.00	-
	Yes	-0.12	0.41	**-1.04**	**0.39**

Table A6. Multinomial logit model of PIJ strata (medium compared to low and high) on the basis of a range of socio-demographic variables

		Low		High	
Variable	Level	Est.	SE	Est.	SE
Constant		-0.92	0.55	**-1.91**	**0.63**
Gender	Female	0.00	-	0.00	-
	Male	-0.31	0.26	-0.01	0.32
Relationship status	Single, never married	0.00	-	0.00	-
	Married/civil partnership	0.19	0.33	-0.22	0.37
	Split or widowed	-0.06	0.41	-0.83	0.49
Illness/disability	No	0.00	-	0.00	-
	Yes	0.20	0.29	**0.89**	**0.33**
Qualifications	Degree or higher	0.00	-	0.00	-
	Other qualifications	-0.24	0.27	**-0.73**	**0.34**
	None	-0.08	0.39	-0.18	0.44
Tenure	Own home	0.00	-	0.00	-
	Mortgage (incl. part rent)	0.07	0.33	0.44	0.43
	Rent	-0.29	0.36	0.74	0.41
	Rent free/other	-0.54	0.73	0.48	0.78
Employment	Paid employment	0.00	-	0.00	-
	Not working/unpaid/education	0.00	0.40	0.61	0.43
	Retired	-0.52	0.35	0.64	0.44
Age group	16-34	0.00	-	0.00	-
	35-59	0.06	0.37	0.82	0.43
	60+	0.44	0.49	0.55	0.57
Ethnicity	White British	0.00	-	0.00	-
	BAME	0.34	0.35	**1.22**	**0.35**
Have person to rely on with problems	No	0.00	-	0.00	-
	Yes	0.45	0.41	-0.44	0.41

Table A7. Three normal linear models of GLC score on the basis of a range of variables relating to experience of law

		Model 1		Model 2		Model 3	
Variable	Level	Est.	SE	Est.	SE	Est.	SE
Constant		**45.48**	**1.41**	**44.94**	**1.38**	**45.17**	**1.38**
Accounts of lawyers	None	0.00	-	0.00	-	0.00	-
	Positive	**3.16**	**1.46**	**3.01**	**1.44**	2.82	1.44
	Negative	1.09	1.55	2.26	1.53	1.75	1.53
	Both	2.49	2.72	2.68	2.66	2.24	2.67
Accounts of courts	None	0.00	-	0.00	-	0.00	-
	Positive	2.52	1.56	2.06	1.53	1.94	1.54
	Negative	**-3.01**	**1.46**	-2.41	1.44	-2.48	1.45
	Both	-5.68	3.59	-5.65	3.53	-6.35	3.54
Accounts of tribunals	None	0.00	-	0.00	-	0.00	-
	Positive	**4.07**	**1.72**	**4.04**	**1.69**	**4.12**	**1.69**
	Negative	-2.94	1.57	-2.11	1.55	-1.84	1.56
	Both	**8.73**	**4.34**	**9.14**	**4.26**	**9.25**	**4.27**
Any legal problem	No	0.00	-	-	-	-	-
	Yes	1.48	1.27	-	-	-	-
Legal problem handling	No problem	-	-	0.00	-	-	-
	All well handled	-	-	**3.59**	**1.33**	**-**	**-**
	1+ not well handled	-	-	**-6.17**	**2.42**	**-**	**-**
Legal problem fairness	No problem	-	-	-	-	0.00	-
	All quite/very fair	-	-	**-**	**-**	**4.13**	**1.48**
	At least one unfair	-	-	**-**	**-**	-2.49	1.87
Lawyer use in past 5 years	No	0.00	-	-	-	-	-
	Yes	1.44	1.32	-	-	-	-
Court/tribunal in past 5 years	No	0.00	-	-	-	-	-
	Yes	1.65	1.59	-	-	-	-
Satisfied with lawyer use in past 5 years	No lawyer use	-	-	0.00	-	0.00	-
	Satisfied	-	-	**3.11**	**1.42**	**3.08**	**1.43**
	Not satisfied	-	-	**-6.08**	**2.61**	**-6.23**	**2.62**
Fairness of court/tribunal in past 5 years	No contact	-	-	0.00	-	0.00	-
	Fair	-	-	2.89	1.73	2.78	1.74
	Not fair	-	-	-0.87	2.97	0.55	3.01
Residuals		245.55	12.56	235.51	12.04	237.20	12.13

Table A8. Three normal linear models of LEF score on the basis of a range of variables relating to experience of law

		Model 1		Model 2		Model 3	
Variable	Level	Est.	SE	Est.	SE	Est.	SE
Constant		**52.78**	**1.42**	**52.16**	**1.38**	**52.49**	**1.41**
Accounts of lawyers	None	0.00	-	0.00	-	0.00	-
	Positive	**5.07**	**1.48**	**5.45**	**1.45**	**5.18**	**1.48**
	Negative	1.42	1.57	2.47	1.55	1.55	1.57
	Both	**5.82**	**2.70**	**6.12**	**2.62**	**5.52**	**2.68**
Accounts of courts	None	0.00	-	0.00	-	0.00	-
	Positive	1.46	1.58	1.02	1.54	1.08	1.58
	Negative	-1.07	1.47	-0.13	1.44	-0.41	1.47
	Both	-0.39	3.59	1.16	3.51	-0.24	3.57
Accounts of tribunals	None	0.00	-	0.00	-	0.00	-
	Positive	**5.07**	**1.76**	**4.82**	**1.71**	**5.06**	**1.74**
	Negative	-0.32	1.59	0.57	1.56	0.70	1.61
	Both	7.03	4.45	7.18	4.33	7.09	4.42
Any legal problem	No	0.00	-	-	-	-	-
	Yes	1.77	1.29	-	-	-	-
Legal problem handling	No problem	-	-	0.00	-	-	-
	All well handled	-	-	**5.03**	**1.34**	**-**	**-**
	1+ not well handled	-	-	**-12.40**	**2.48**	**-**	**-**
Legal problem fairness	No problem	-	-	-	-	0.00	-
	All quite/very fair	-	-	**-**	**-**	**4.66**	**1.52**
	At least one unfair	-	-	**-**	**-**	-3.00	1.91
Lawyer use in past 5 years	No	0.00	-	-	-	-	-
	Yes	2.49	1.35	-	-	-	-
Court/tribunal in past 5 years	No	0.00	-	-	-	-	-
	Yes	1.36	1.61	-	-	-	-
Satisfied with lawyer use in past 5 years	No lawyer use	-	-	0.00	-	0.00	-
	Satisfied	-	-	1.81	1.43	2.18	1.46
	Not satisfied	-	-	3.21	2.71	2.49	2.77
Fairness of court/tribunal in past 5 years	No contact	-	-	0.00	-	0.00	-
	Fair	-	-	2.29	1.73	2.10	1.77
	Not fair	-	-	-1.61	3.07	-0.04	3.17
Residuals		260.22	13.07	245.86	12.35	255.91	12.85

Table A9. Three normal linear models of LAX score on the basis of a range of variables relating to experience of law

		Model 1		Model 2		Model 3	
Variable	Level	Est.	SE	Est.	SE	Est.	SE
Constant		**49.97**	**1.74**	**51.12**	**1.70**	**50.61**	**1.71**
Accounts of lawyers	None	0.00	-	0.00	-	0.00	-
	Positive	-1.90	1.83	-2.44	1.79	-1.96	1.80
	Negative	-1.94	1.93	-3.63	1.89	-2.55	1.90
	Both	-5.57	3.44	-5.91	3.35	-5.02	3.38
Accounts of courts	None	0.00	-	0.00	-	0.00	-
	Positive	**-5.10**	**1.95**	**-4.62**	**1.90**	**-4.39**	**1.92**
	Negative	2.47	1.80	1.01	1.77	1.26	1.78
	Both	1.52	4.46	0.14	4.36	1.70	4.39
Accounts of tribunals	None	0.00	-	0.00	-	0.00	-
	Positive	**-4.69**	**2.16**	**-4.67**	**2.10**	**-4.70**	**2.12**
	Negative	1.31	1.96	-0.06	1.92	-0.66	1.95
	Both	-2.04	5.43	-2.87	5.28	-2.84	5.32
Any legal problem	No	0.00	-	-	-	-	-
	Yes	-0.88	1.58	-	-	-	-
Legal problem handling	No problem	-	-	0.00	-	-	-
	All well handled	-	-	**-4.85**	**1.65**	**-**	**-**
	1+ not well handled	-	-	**14.32**	**2.97**	**-**	**-**
Legal problem fairness	No problem	-	-	-	-	0.00	-
	All quite/very fair	-	-	**-**	**-**	**-5.66**	**1.85**
	At least one unfair	-	-	**-**	**-**	**7.14**	**2.31**
Lawyer use in past 5 years	No	0.00	-	-	-	-	-
	Yes	**-5.63**	**1.65**	-	-	-	-
Court/tribunal in past 5 years	No	0.00	-	-	-	-	-
	Yes	-1.18	1.97	-	-	-	-
Satisfied with lawyer use in past 5 years	No lawyer use	-	-	0.00	-	0.00	-
	Satisfied	-	-	**-5.97**	**1.74**	**-6.12**	**1.76**
	Not satisfied	-	-	-1.51	3.33	-1.47	3.36
Fairness of court/tribunal in past 5 years	No contact	-	-	0.00	-	0.00	-
	Fair	-	-	-3.46	2.14	-3.33	2.16
	Not fair	-	-	5.09	3.57	2.79	3.65
Residuals		396.59	19.90	373.82	18.76	380.73	19.11

Table A10. Three normal linear models of IOJ score on the basis of a range of variables relating to experience of law

		Model 1		Model 2		Model 3	
Variable	Level	Est.	SE	Est.	SE	Est.	SE
Constant		**56.10**	**1.38**	**56.78**	**1.37**	**56.57**	**1.37**
Accounts of lawyers	None	0.00	-	0.00	-	0.00	-
	Positive	-2.74	1.46	**-3.16**	**1.45**	**-3.02**	**1.44**
	Negative	**3.51**	**1.53**	2.79	1.53	**3.23**	**1.52**
	Both	3.53	2.32	2.59	2.30	3.42	2.28
Accounts of courts	None	0.00	-	0.00	-	0.00	-
	Positive	-2.04	1.61	-2.09	1.59	-2.02	1.59
	Negative	**3.71**	**1.41**	**3.33**	**1.39**	**3.09**	**1.40**
	Both	-0.19	3.30	-0.34	3.25	0.28	3.25
Accounts of tribunals	None	0.00	-	0.00	-	0.00	-
	Positive	-2.30	1.63	-2.21	1.60	-2.31	1.60
	Negative	**3.78**	**1.49**	2.69	1.50	2.71	1.50
	Both	-2.15	4.92	-0.98	4.85	-0.85	4.85
Any legal problem	No	0.00	-	-	-	-	-
	Yes	1.78	1.25	-	-	-	-
Legal problem handling	No problem	-	-	0.00	-	-	-
	All well handled	-	-	0.31	1.30	**-**	**-**
	1+ not well handled	-	-	**9.47**	**2.57**	**-**	**-**
Legal problem fairness	No problem	-	-	-	-	0.00	-
	All quite/very fair	-	-	**-**	**-**	-0.90	1.45
	At least one unfair	-	-	**-**	**-**	**6.38**	**1.84**
Lawyer use in past 5 years	No	0.00	-	-	-	-	-
	Yes	0.58	1.25	-	-	-	-
Court/tribunal in past 5 years	No	0.00	-	-	-	-	-
	Yes	-2.20	1.57	-	-	-	-
Satisfied with lawyer use in past 5 years	No lawyer use	-	-	0.00	-	0.00	-
	Satisfied	-	-	0.46	1.33	0.75	1.34
	Not satisfied	-	-	1.06	2.43	1.27	2.42
Fairness of court/tribunal in past 5 years	No contact	-	-	0.00	-	0.00	-
	Fair	-	-	-2.83	1.68	-2.86	1.68
	Not fair	-	-	0.31	3.09	-2.47	3.17
Residuals		110.04	8.26	106.05	7.96	106.11	7.97

Table A11. Three normal linear models of PIJ score on the basis of a range of variables relating to experience of law

		Model 1		Model 2		Model 3	
Variable	Level	Est.	SE	Est.	SE	Est.	SE
Constant		**53.06**	**1.83**	**53.82**	**1.83**	**53.76**	**1.82**
Accounts of lawyers	None	0.00	-	0.00	-	0.00	-
	Positive	**-5.39**	**1.94**	**-5.74**	**1.93**	**-5.72**	**1.93**
	Negative	2.25	2.05	1.44	2.05	1.79	2.04
	Both	1.53	3.08	0.72	3.06	1.40	3.03
Accounts of courts	None	0.00	-	0.00	-	0.00	-
	Positive	**-6.84**	**2.07**	**-6.52**	**2.06**	**-6.51**	**2.05**
	Negative	3.35	1.88	2.75	1.87	2.55	1.86
	Both	-1.28	4.49	-1.59	4.44	-1.00	4.43
Accounts of tribunals	None	0.00	-	0.00	-	0.00	-
	Positive	-1.56	2.19	-1.52	2.17	-1.58	2.16
	Negative	3.61	2.02	2.49	2.03	2.25	2.03
	Both	-7.94	6.76	-6.12	6.71	-6.23	6.69
Any legal problem	No	0.00	-	-	-	-	-
	Yes	**3.36**	**1.64**	-	-	-	-
Legal problem handling	No problem	-	-	0.00	-	-	-
	All well handled	-	-	1.80	1.72	**-**	**-**
	1+ not well handled	-	-	**9.82**	**3.56**	**-**	**-**
Legal problem fairness	No problem	-	-	-	-	0.00	-
	All quite/very fair	-	-	**-**	**-**	0.34	1.91
	At least one unfair	-	-	**-**	**-**	**7.85**	**2.48**
Lawyer use in past 5 years	No	0.00	-	-	-	-	-
	Yes	0.62	1.70	-	-	-	-
Court/tribunal in past 5 years	No	0.00	-	-	-	-	-
	Yes	-2.48	2.11	-	-	-	-
Satisfied with lawyer use in past 5 years	No lawyer use	-	-	0.00	-	0.00	-
	Satisfied	-	-	0.14	1.82	0.32	1.82
	Not satisfied	-	-	2.77	3.31	2.50	3.30
Fairness of court/tribunal in past 5 years	No contact	-	-	0.00	-	0.00	-
	Fair	-	-	-4.29	2.29	-4.10	2.28
	Not fair	-	-	4.67	4.14	1.18	4.22
Residuals		206.31	15.09	201.19	14.71	200.05	14.63

Table A12. Multinomial logit model of GLC strata (medium compared to low and high) on the basis of a range of variables relating to experience of law

		Low		High	
Variable	Level	Est.	SE	Est.	SE
Constant		**-0.75**	**0.23**	**-1.11**	**0.23**
Accounts of lawyers	None	0.00	-	0.00	-
	Positive	**-0.57**	**0.25**	0.03	0.22
	Negative	-0.19	0.23	0.14	0.26
	Both	0.03	0.40	0.18	0.43
Accounts of courts	None	0.00	-	0.00	-
	Positive	-0.28	0.28	0.14	0.23
	Negative	**0.44**	**0.22**	-0.26	0.25
	Both	0.50	0.52	-0.52	0.60
Accounts of tribunals	None	0.00	-	0.00	-
	Positive	**-0.70**	**0.34**	0.25	0.25
	Negative	-0.14	0.23	-0.47	0.28
	Both	-2.06	1.17	0.85	0.62
Legal problem handling	No problem	0.00	-	0.00	-
	All well handled	-0.37	0.23	0.11	0.20
	1+ not well handled	**0.68**	**0.33**	-0.26	0.50
Satisfied with lawyer use in past 5 years	No lawyer use	0.00	-	0.00	-
	Satisfied	0.14	0.24	0.35	0.21
	Not satisfied	0.40	0.37	**-1.81**	**0.78**
Fairness of court/tribunal in past 5 years	No contact	0.00	-	0.00	-
	Fair	0.24	0.29	**0.92**	**0.25**
	Not fair	0.14	0.44	0.65	0.51

Table A13. Multinomial logit model of LEF strata (medium compared to low and high) on the basis of a range of variables relating to experience of law

		Low		High	
Variable	Level	Est.	SE	Est.	SE
Constant		**-0.87**	**0.25**	**-1.26**	**0.21**
Accounts of lawyers	None	0.00	-	0.00	-
	Positive	**-1.03**	**0.29**	0.13	0.22
	Negative	-0.15	0.25	0.18	0.24
	Both	-0.89	0.54	0.62	0.37
Accounts of courts	None	0.00	-	0.00	-
	Positive	0.04	0.30	-0.01	0.23
	Negative	0.18	0.24	0.04	0.22
	Both	-0.21	0.65	0.23	0.48
Accounts of tribunals	None	0.00	-	0.00	-
	Positive	**-0.76**	**0.38**	0.42	0.24
	Negative	-0.22	0.26	-0.11	0.25
	Both				
Legal problem handling	No problem	0.00	-	0.00	-
	All well handled	-0.30	0.27	**0.43**	**0.19**
	1+ not well handled	**0.91**	**0.35**	**-1.73**	**0.74**
Satisfied with lawyer use in past 5 years	No lawyer use	0.00	-	0.00	-
	Satisfied	-0.30	0.28	0.24	0.20
	Not satisfied	-0.61	0.50	0.21	0.41
Fairness of court/tribunal in past 5 years	No contact	0.00	-	0.00	-
	Fair	0.33	0.31	0.39	0.25
	Not fair	0.38	0.49	0.06	0.48

Table A14. Multinomial logit model of LAX strata (medium compared to low and high) on the basis of a range of variables relating to experience of law

		Low		High	
Variable	Level	Est.	SE	Est.	SE
Constant		**-1.78**	**0.24**	**-0.54**	**0.20**
Accounts of lawyers	None	0.00	-	0.00	-
	Positive	0.04	0.24	-0.27	0.21
	Negative	0.16	0.27	-0.15	0.21
	Both	**0.91**	**0.41**	-0.26	0.41
Accounts of courts	None	0.00	-	0.00	-
	Positive	**0.60**	**0.24**	-0.01	0.23
	Negative	0.08	0.26	0.15	0.20
	Both	-0.78	0.64	0.01	0.51
Accounts of tribunals	None	0.00	-	0.00	-
	Positive	0.47	0.27	-0.09	0.26
	Negative	0.28	0.28	0.20	0.22
	Both	0.59	0.66	-0.21	0.67
Legal problem handling	No problem	0.00	-	0.00	-
	All well handled	**0.55**	**0.21**	-0.14	0.20
	1+ not well handled	-1.02	0.75	**1.02**	**0.32**
Satisfied with lawyer use in past 5 years	No lawyer use	0.00	-	0.00	-
	Satisfied	0.39	0.22	-0.17	0.21
	Not satisfied	0.30	0.47	0.12	0.38
Fairness of court/tribunal in past 5 years	No contact	0.00	-	0.00	-
	Fair	0.44	0.26	-0.12	0.27
	Not fair	-0.76	0.66	0.07	0.39

Table A15. Multinomial logit model of IOJ strata (medium compared to low and high) on the basis of a range of variables relating to experience of law

		Low		High	
Variable	Level	Est.	SE	Est.	SE
Constant		-0.30	0.33	**-1.23**	**0.36**
Accounts of lawyers	None	0.00	-	0.00	-
	Positive	0.55	0.32	-0.11	0.45
	Negative	-0.50	0.42	0.36	0.37
	Both	-0.15	0.57	0.66	0.56
Accounts of courts	None	0.00	-	0.00	-
	Positive	-0.08	0.34	-0.92	0.59
	Negative	**-1.07**	**0.40**	0.27	0.32
	Both	-1.08	0.88	-1.62	1.18
Accounts of tribunals	None	0.00	-	0.00	-
	Positive	0.34	0.34	0.09	0.48
	Negative	-0.79	0.45	0.43	0.35
	Both				
Legal problem handling	No problem	0.00	-	0.00	-
	All well handled	-0.41	0.31	-0.10	0.35
	1+ not well handled	-0.79	1.02	**1.41**	**0.57**
Satisfied with lawyer use in past 5 years	No lawyer use	0.00	-	0.00	-
	Satisfied	**-1.02**	**0.33**	**-0.88**	**0.41**
	Not satisfied	0.09	0.65	0.35	0.55
Fairness of court/tribunal in past 5 years	No contact	0.00	-	0.00	-
	Fair	**0.96**	**0.38**	0.42	0.48
	Not fair	0.94	0.78	-0.26	0.79

Table A16. Multinomial logit model of PIJ strata (medium compared to low and high) on the basis of a range of variables relating to experience of law

		Low		High	
Variable	Level	Est.	SE	Est.	SE
Constant		**-1.07**	**0.32**	**-1.58**	**0.37**
Accounts of lawyers	None	0.00	-	0.00	-
	Positive	**1.02**	**0.31**	0.22	0.45
	Negative	-0.21	0.42	0.66	0.37
	Both	**1.08**	**0.49**	0.94	0.57
Accounts of courts	None	0.00	-	0.00	-
	Positive	**0.96**	**0.32**	-1.16	0.75
	Negative	-0.19	0.35	**0.65**	**0.31**
	Both	-0.58	0.79	-1.51	1.17
Accounts of tribunals	None	0.00	-	0.00	-
	Positive	0.12	0.35	-0.33	0.54
	Negative	0.06	0.39	0.25	0.35
	Both				
Legal problem handling	No problem	0.00	-	0.00	-
	All well handled	**-0.65**	**0.31**	-0.14	0.34
	1+ not well handled	-1.73	1.11	0.70	0.56
Satisfied with lawyer use in past 5 years	No lawyer use	0.00	-	0.00	-
	Satisfied	-0.52	0.31	-0.51	0.40
	Not satisfied	-1.13	0.84	-0.34	0.56
Fairness of court/tribunal in past 5 years	No contact	0.00	-	0.00	-
	Fair	**0.80**	**0.36**	0.23	0.50
	Not fair	0.66	0.86	**1.53**	**0.64**

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