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| **World Justice Project Access to Justice Variable Map** | | |
| *Variables used in infographics on access to justice* | | |
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| This table lists the individual variables from the General Population Poll used to construct the chart “Access to Justice Journey”. The table consists of three columns: | | |
| 1. **Column one** lists the variable’s identification number within the General Population Poll conducted in North Macedonia | | |
| 2. **Column two** lists the indicator being measured as it is described in the infographic | | |
| 3. **Column three** includes the survey text for the variable | | |
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| **World Justice Project Access to Justice Variable Map** | | |
| **Access to Justice Journey** | | |
| **Variable Number** | **Group Label** | **Full Question Text** |
| **A1** | Consumer | *In the last two years, have you had …?*  Problems related to poor or incomplete professional services (for example, services from a lawyer, builder, mechanic, etc.) |
| **A2** | *In the last two years, have you had …?*  Problems related to obtaining a refund for faulty or damaged goods |
| **A3** | *In the last two years, have you had …?*  Major disruptions in the supply of utilities (e.g., water, electricity, phone) or incorrect billing |
| **B1** | Land | *In the last two years, have you had …?*  Problems obtaining land titles, property titles, or permission for building projects for your own home |
| **B2** | *In the last two years, have you had …?*  Problems related to squatting and land grabbing |
| **B3** | *In the last two years, have you had …?*  Problems with your neighbors over boundaries or the right to pass through property, fences, or trees |
| **B4** | *In the last two years, have you had …?*  Problems with co-owners or community members over selling property |
| **C1** | Housing | *In the last two years, have you had …?*  Problems with a landlord about rental agreements, payments, repairs, deposits, or eviction |
| **C2** | *In the last two years, have you had …?*  Problems with a tenant about rental agreements or property damage |
| **C3** | *In the last two years, have you had …?*  Problems with your neighbors over noise, litter, parking spots, or pets |
| **C4** | *In the last two years, have you had …?*  Becoming homeless |
| **D1** | Family | *In the last two years, have you had …?*  Divorce or separation |
| **D2** | *In the last two years, have you had …?*  Difficulties obtaining child support payments |
| **D3** | *In the last two years, have you had …?*  Difficulties paying child support |
| **D4** | *In the last two years, have you had …?*  Dispute over child custody or visitation arrangements |
| **D5** | *In the last two years, have you had …?*  Threats or physical violence from a current partner, ex-partner, or other household member |
| **D6** | *In the last two years, have you had …?*  Disagreement over the content of a will or the division of property after the death of a family member |
| **E1** | Education | *In the last two years, have you had …?*  Difficulties obtaining a place at a school or other educational institution that you or your children are eligible to attend |
| **E2** | *In the last two years, have you had …?*  You or your children being bullied or harassed at school or another educational institution |
| **E3** | Community and Natural Resources | *In the last two years, have you had …?*  Problems with gangs, vandalism, or consumption of drugs or alcohol on the streets |
| **F1** | Accidental Illness and Injury | *In the last two years, have you had …?*  Injuries or health problems sustained as a result of an accident or due to poor working conditions |
| **F2** | *In the last two years, have you had …?*  Injuries or health problems sustained as a result of negligent or wrong medical or dental treatment |
| **G1** | Employment | *In the last two years, have you had …?*  Being dismissed from a job unfairly |
| **G2** | *In the last two years, have you had …?*  Difficulties obtaining wages or employment benefits that were agreed on in advance |
| **G3** | *In the last two years, have you had …?*  Harassment at work |
| **H1** | Public Services | *In the last two years, have you had …?*  Difficulties obtaining public benefits or government assistance, such as cash transfers, pensions, or disability benefits. |
| **H2** | *In the last two years, have you had …?*  Difficulties accessing care in public clinics or hospitals |
| **H3** | Community and Natural Resources | *In the last two years, have you had …?*  Lack of access to water, sanitation, and/or electricity |
| **I1** | Law Enforcement | *In the last two years, have you had …?*  Being beaten up or arrested without justification by a member of the police or the military. |
| **J1** | Citizenship and ID | *In the last two years, have you had …?*  Difficulties obtaining birth certificates for you or your children |
| **J2** | *In the last two years, have you had …?*  Difficulties obtaining a government-issued ID card |
| **J3** | *In the last two years, have you had …?*  Problems with you or your children’s citizenship, residency, or immigration status |
| **J4** | *In the last two years, have you had …?*  Tax disputes or disputes with other government bodies |
| **K1** | Money and Debt | *In the last two years, have you had …?*  Being behind on and unable to pay credit cards, utility bills (e.g., water, electricity, gas), or a loan |
| **K2** | *In the last two years, have you had …?*  Being threatened by debt collectors over unpaid loans or bills |
| **K3** | *In the last two years, have you had …?*  Being threatened, harassed, or extorted by a mob, a gang, or another criminal organization |
| **L1** | *In the last two years, have you had …?*  Difficulties collecting money owed to you |
| **L2** | *In the last two years, have you had …?*  Insurance claims being denied |