



## Legal Inclusion Mapping Bolivia Survey Report



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## Legal Inclusion Mapping Bolivia Survey Report

### I. Introduction

“There is no justice for the poor” – a statement one can often hear on the streets of Bolivia, decrying the justice gap between high income individuals and the lower strata of society.

Obtaining correct identification documents, registering property or resolving legal disputes present a lengthy, unaffordable struggle for the poor. In recent years, cases of corruption in public institutions abound. Numerous civil servants dealing with basic legal documents have been implicated in corruption cases and the violation of rights which substantiated the opinion of low-income Bolivians about justice in Bolivia.

The justice gap widens for those who lack sufficient resources, have a lower level of education or migrated from rural areas or other cities. Access to justice requires financial means in addition to experience and knowledge on judicial and administrative procedures.

Many children inherit their parents’ legal issues and end up passing it on to their children, resulting in a downwards spiral of legal exclusion.

The objective of this survey is to gain insights into:

1. The socio-economic, cultural, labour and housing situation of the vulnerable population in Bolivia.
2. The legal problems of the individuals, their families and the societal organizations they belong to.
3. The experience the surveyed population had with various judicial procedures and the judicial system
4. The legal inclusion situation of the surveyed population and their access to social benefits

In brief, the purpose of the survey is to investigate and to document the legal exclusion as perceived by the Bolivian population. This survey provides factual evidence and context to what previously has merely been a sentiment of legal exclusion.

### II. Survey Description - Parameters

#### 1. *Statistical design*<sup>1</sup>:

- Population size: 11.307.000 (Bolivia, 49.6% are women and 50.4% are men. By area of residence, 69.4% of the population lives in the urban area and 30.6% in the rural area, according to the National Institute of Statistics (INE) in June 2018
- Confidence level: 99%
- Margin of error: 4.038%
- Statistical sample size: **1021**

According to the survey monkey size calculator a sample size of 1021 provides a level of confidence of 99% and a margin of error of 4%.

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<sup>1</sup> Sample size calculator: [www.surveymonkey.com/mp/sample-size-calculator](http://www.surveymonkey.com/mp/sample-size-calculator)

**2. Population surveyed:**

The surveys were conducted in urban and peri-urban neighbourhoods of the capital cities of La Paz - El Alto, Cochabamba and Santa Cruz (905 respondents), as well as several rural communities in the department of La Paz (116 respondents). These neighbourhoods concentrate people with limited economic resources, mostly migrants from the countryside and other departments and with low or limited educational levels. The characteristics of the respondents are:

- Population of peripheral neighbourhoods, possibly migrants, and rural population.
- Population with presence and / or economic activity in peripheral neighbourhoods.
- Persons over 35 years of age, who presumably went through or know of their own legal or administrative problems or of a family member.
- Young women over 20 years of age, who presumably go through problems due to abandonment or lack of family assistance for their children.

**3. Survey form:**

Questionnaire with 33 open, closed or multiple-choice answers, as well as some scale of value questions on:

- Socio-economic situation,
- Personal, family-related and collective legal issues,
- Access to justice related issues, and
- Appreciation of legal inclusion and access to state benefits.

**4. Team of interviewers:**

- 13 interviewers in total: 8 in La Paz, 3 in Cochabamba, 2 in Santa Cruz
- Interns and students of law (5) or social work (6) in La Paz and Cochabamba; 2 statisticians in Santa Cruz; majority of interviewers originated from the surveyed area and speak native languages (Aymara and Quechua)

**5. Method of collecting information:**

## a. Personal interview:

- The surveys were conducted in 1) neighbourhood fairs and meetings of organizations (associations and peasant communities), where people had time to answer the questions. 2) In private legal assistance institutions (Microjusticia Bolivia Foundation), where people had experience with procedures and judicial processes. 3) In the homes of the respondents (Santa Cruz), since people did not want to talk about their legal problems in public.

## b. Application of the Direct and Indirect questionnaire

- The questionnaire was applied directly, with people with easy comprehension, and indirectly through friendly conversations, with people who were difficult to understand or who did not speak good Spanish.

### III. Survey Results

- Between May and July 2018,
- Total surveyed population: 1,021 Bolivian surveys were conducted in the capital cities of La Paz - El Alto, Cochabamba and Santa Cruz (905), and several rural communities in the department of La Paz (116).

Department	Men	Women	TOTAL	%
LA PAZ	217	304	<b>521</b>	51.0
COCHABAMBA	91	108	<b>199</b>	19.5
SANTA CRUZ	94	207	<b>301</b>	29.5
	<b>402</b>	<b>619</b>	<b>1021</b>	

#### 1. General Situation: Socio-Economic-Cultural Indicators

- **GENDER:** In total, 619 women and 402 men were surveyed.
- **DISTRIBUTION BY CATEGORIES OF EXCLUDED GROUPS:** Most of the respondents correspond to one or several categories of the identified excluded groups. For example, there are 165 senior adults, of whom 53 are indigenous, 16 have some disability, 21 live only in agriculture and 29 live in peripheral neighbourhoods of the cities.

CATEGORIES OF EXCLUDED GROUPS	N° of respondents	%
Senior	165	16.2
Persons with disability	29	2.8
Women with children	619	60.6
Migrants	404	39.6
Farmers	86	8.4
People for suburbs	158	15.5
Indigenous	246	24.1
Minority groups	2	0.2
other	72	7.1

- **AGE:** The survey was aimed at people over 20 years old, however, there were a couple of mothers of 19 years. 63.1% of respondents ranged between 31 and 59 years of age and were the ones who could provide relevant information.

Age	Men	Women	TOTAL	%
19 – 30 years	51	156	<b>207</b>	20.3
31 – 40 years	84	172	<b>256</b>	25.1
41 – 50 years	108	132	<b>240</b>	23.5
51 – 59 years	66	82	<b>148</b>	14.5
+ 60 years	93	77	<b>170</b>	16.7
	<b>402</b>	<b>619</b>	<b>1021</b>	

- **CURRENT PLACE OF RESIDENCE:** Corresponds to the location of the current address of the respondent.

Residing in	Total	%
City	900	88.1
Rural	114	11.2
Medium-sized town	7	0.7
	<b>1021</b>	

- **CIVIL STATUS:** The civil status of the persons, determines some rights and obligations. For example, the spouse is entitled to 50% of the joint property, the debts reach the spouse, etc. 30.2% of the respondents live in a free union or cohabitation and of these 67.2% are women. 9.9% of respondents are separated / divorced and of these 64.7% are women.

Civil Status	Men	Women	TOTAL	%
Married	182	210	<b>392</b>	38.4
Cohabitation	101	207	<b>308</b>	30.2
Single	45	85	<b>130</b>	12.7
Separated	36	66	<b>102</b>	10.0
Widow	38	51	<b>89</b>	8.7
	<b>402</b>	<b>619</b>	<b>1021</b>	

- **LEVEL OF EDUCATION:**
  - 40.5 % (414) with primary education
  - 38.4 % (392) with secondary education
  - 7.1 % (73) obtained university degree
  - 7.2 % (74) obtained technical training
  - 6.7 % (68) without having received any formal education (77,9 % (53) of which are women)

Given the low levels of education observed in the survey, the need for assistance when facing legal problems becomes apparent.

Level of Education	Male	Female	TOTAL	%
Primary Education	138	276	<b>414</b>	40.5
Secondary Education	171	221	<b>392</b>	38.4
University Graduate	38	35	<b>73</b>	7.2
Vocational Training	40	34	<b>74</b>	7.1
No schooling	15	53	<b>68</b>	6.7
	<b>402</b>	<b>619</b>	<b>1021</b>	

- **PLACE OF BIRTH:** 55.6% (568) of the respondents migrated from the countryside to the city / intermediate city; from one department to another or from one community to another community. Of those born in the countryside, 88.4% at some point in their lives migrated to the cities (LP, EA, CBBA, and SC), in most cases they have double residence. A minimum percentage never moved from their town or city of origin.

PLACE OF BIRTH	Number of respondents	%
Rural	613	60.0
City	383	37.5
Medium-sized town	25	2.4
	<b>1021</b>	

- **LANGUAGES: Linguistic barriers:**
  - Whilst the vast majority speaks the administrative language (Spanish) 95.88 %, 4.11 % only speak native languages (Aymara or Quechua).
  - A significant number of the respondents who indicated mastering the Spanish language only do so to a basic level which is insufficient to understand legal procedures or processes.
  - By default, these people are legally excluded from arranging their basic legal needs without additional legal assistance.

Language	Male	Female	TOTAL	%
Spanish	123	280	<b>403</b>	39.5
Spanish and Aymara	169	211	<b>380</b>	37.2
Spanish and Quechua	70	82	<b>152</b>	14.9
Spanish, Aymara and Quechua	28	16	<b>44</b>	4.3
Aymara and/or Quechua	12	30	<b>42</b>	4.1
	<b>402</b>	<b>619</b>	<b>1021</b>	

- **NUMBER OF MEMBERS AND CHILDREN IN THE HOUSEHOLD OF THE RESPONDENTS**  
**High fertility rates & financial impact**
  - Whilst 57.0 % of parents have 1,2 or 3 children, some 31.7 % indicated having between 4 and 6 children to provide for.
  - This data points towards a heavy financial burden on around 20 % of all surveyed parents, which therefore does not permit for savings for cases of emergency. At this point legal fees of commercial lawyers or solicitors become unaffordable.

Nº of children	Male	Female	TOTAL	%
1 – 3 children	103	161	<b>264</b>	57.0
4 - 6 children	59	88	<b>147</b>	31.7
7 - 9 children	19	27	<b>46</b>	9.9
10 - 13 children	3	3	<b>6</b>	1.3
	<b>184</b>	<b>279</b>	<b>463</b>	

MEMBERS	Male	Female	TOTAL	%
Live alone	15	6	<b>21</b>	2.1
2 members	23	30	<b>53</b>	5.2
3 - 5 members	201	325	<b>526</b>	51.5
6 - 8 members	125	177	<b>302</b>	29.6
9 - 11 members	25	54	<b>79</b>	7.7
12 - 14 members	8	17	<b>25</b>	2.4
15 - 17 members	2	9	<b>11</b>	1.1
18 - 30 members	3	1	<b>4</b>	0.4
	<b>402</b>	<b>619</b>	<b>1021</b>	

- POSITION IN THE HOME:**  
 757 respondents are parents, 155 are grandparents, 102 are children and 18 are siblings / stepparents. Of the parents with children, 34.7% have 1 to 3 children and 19.4% have 4 to 6 children. This data shows a great economic burden for parents, which may not allow them to generate a forecast savings in any legal circumstance.
- ECONOMIC DEPENDENCE ON FAMILY MEMBERS:**  
 Of 352 respondents with economic dependents, 56% maintain 2 to 3 people and 21.5% maintain 4 to 5 people (children and in some cases couples). 28.9% of respondents perform this task without the help of anyone. The remaining percentage receives the help of: the dependent's father, the couple, the older children. Among the most vulnerable groups are classified:

  - 165 seniors of which 31 sustain between 2-7 people
  - 29 surveyed people with disability of which 11 have between 2-3 dependents, 3 indicated to have between 4 and 6 dependents
  - Of all the women who have children and are separated from their partners, 50 indicated 1-3 people under their dependence, 8 of them have between 4-5 dependents

Nº of dependents	Nº of respondents	%
1 dependent	63	17.9
2 - 3 dependents	197	56.0
4 - 5 dependents	76	21.6
6 - 7 dependents	15	4.3
8 or more dependents	1	0.3
	<b>352</b>	

- INCOME AND SAVINGS:**

Monthly savings	Male	Female	TOTAL	%
0 Bs.	230	361	<b>591</b>	57.9
1 - 200 Bs.	126	186	<b>312</b>	30.6
200 - 500 Bs.	16	36	<b>52</b>	5.1
500 Bs. or more	30	36	<b>66</b>	6.5
	<b>402</b>	<b>619</b>	<b>1021</b>	

- 57.9 % of all surveyed people confirmed their income barely sufficed to make a living. Their income is directly spent on rent, food, schooling or other expenses and hence does not provide for any saving.
  - As a consequence, they cannot afford accessing legal services which are not subsidized or standardized to solve their legal problems and fulfil their basic legal needs.
- HEALTH INSURANCE AND RETIREMENT:**

  - 26.5 % of the entire sample group confirmed being health insured, 79.5 % of those under the public health insurance scheme
  - 6.9 % of the sample group confirmed to contribute to a Pension Fund and 1.8 % receive a pension



HEALTH INSURANCE AND RETIREMENT?	Male	Female	TOTAL	%
Public Health Insurance	66	139	<b>205</b>	20.1
Private Health Insurance	37	28	<b>65</b>	6.4
Receive pension	13	5	<b>18</b>	1.8
Contribute to Pension Fund	38	32	<b>70</b>	6.9

## 2. Access to work-related legal issues

- **OCCUPATION & WORK:**

- Out of 1021 people:
  - 158 indicated to be wage-earners or employees,
  - 282 independent workers,
  - 233 merchants,
  - 137 full-time farmers,
  - Others: 18 pensioners, 26 students and 185 housewives

### Employees' situation

- Of the 158 employees, 16.5 % possess a labour contract as well as health insurance and therefore are considered formally employed. 45.6 % work under a verbal contract with the employer without any social benefits.

Of the 158 Wage-earners (74 women)	Nº of respondents	%
Labour contract and health insurance	26	16.5
Only labour contract	50	31.6
Only health insurance	10	6.3
None	72	45.6

### Independent workers' situation

- 282 people surveyed are independent workers who have a micro-business (making shoes, bread, sewing clothes, etc.):
  - 93.6% have **no** registered business and do not pay tax
  - 68.4% have **no** operating license from the municipality
  - 77% does **not** pay municipal tax (called: 'patent')
  - 85.8 % has **no** rental contract on their work premises
 The lack of formalization creates (legal) uncertainty which hinders consistent growth.

Of the 282 Independent workers (158 women)		
Registered Business & pay tax	#	%
General	6	2.1
Simplified	12	4.3
None	264	93.6
	<b>282</b>	

Of the 282 Independent workers (158 women)		
Operating license	#	%
Has	89	31.6
Should have	53	18.8
Does not need	116	41.1
NS/NK	24	8.5

Of the 282 Independent workers (158 women)		
Municipal tax	#	%
Pays	65	23.0
Should pay	60	21.3
Does not need to pay	118	41.8
NS/NK	39	13.8
	<b>282</b>	

Of the 282 Independent workers (158 women)		
Rental contract for their premises	#	%
Has	40	14.2
Should have	33	11.7
Does not need	150	53.2
NS/NK	59	20.9
	<b>282</b>	

**Merchants**

- Of 233 merchant respondents:
  - 53.4% are member of a trade association that has the needed municipal licence (for them all),
  - 22.3% indicated that they should become member of a professional association and obtain the needed licence(s) in this way,
  - the remaining percentage does not need.

233 MERCHANTS (175 WOMEN)			
Member of Guild (professional association)	Has	Should have	Does not need
Affiliation/membership	139	50	43
(collective) Municipal licence obtained through membership	111	54	44

The challenge of informality in Latin America

“It is often said that the informal economy is the cause of the great social problems that Latin America suffers. This perception is wrong, because it arises from a bad understanding of this phenomenon. Because informality is nothing more than an escape or exit, spontaneous and popular, the costly, asphyxiating and sometimes absurd regulations, and procedures of all kinds

imposed by the states to private businesses. That is, economic informality, well understood, is only the symptom and is not the disease. The real problem is the state bureaucracy, with its innumerable obstacles and limitations to trade, industry, agriculture and employment”<sup>2</sup>

It becomes apparent that helping people with their business-related documents is a priority for the legal empowerment of the poor in order to pull them out of the informal economy and into the formal one.

### 3. Land and Housing related issues

- Of all the respondents who possess land (479), only 36.7 % also possess the necessary title deed document from the National Institute for Agrarian Reform (INRA) to substantiate their claim to their land.

<b>378 FARMERS (137 main activity)</b>		
<b>Land situation</b>	<b>Nº</b>	<b>%</b>
Individual property	234	22.9
Family property	245	24.0
They have documents	176	36.7

- 53.2 % (543) of the surveyed population (1021) indicated being house owners.
- Only 49.2 % (267) of those house owners are in the possession of formal property titles.
- 35.9 % (195) confessed not having any documentation to prove their claim to their house.
- The most often stated reasons for not obtaining adequate registration documents are a lack of resources, a lack of knowledge on the registration procedure, a lack of time, or long and tedious registration procedures.
- 21.1 % (216) of the respondents live with their parents.
- 22.7 % (49) of those living with their parents indicated their parents did not possess any property titles. These 22.7 % are likely to inherit their parents’ legal problems.
- 32.7 % (54) of those living in rented housing (165) admitted not having any documents to prove their agreement with their landlord.

In respect of all forms of housing (owner, rent, temporary exchange cash loan for housing, guard) the lack of legal documents is a risk for stable housing and is source of sorts of problems and conflicts. The main reasons are lack of awareness and knowledge, time and money and the other party did not give the needed contract.

Possessing a rental contract and the needed paperwork of the house is paramount to preventing and resolving any land, property or housing disputes that may arise.

<sup>2</sup> Hernando de Soto – “El Otro Sendero” (2002);

Ownership of Housing								
		Type of Document						
Type of Housing		Contract	Verbal Contract	Property Registry	Without documents	In process of paying	Settlement	No response
House owner (543)		62	2	267	195			17
Family owned (216)		16	3	84	49			64
Rented (165)		51	60		54			
Anticrético <sup>3</sup> (43)		19	3	19	3			2
Cuidador <sup>4</sup> (40)		3	4		33			
Others (14)						8	6	

- **BASIC SERVICES**

- 29.1% of the surveyed population has all the basic services in their homes (water, electricity, sewage system and household gas).
- 44.7% has all the essential basic services (water and electricity) and 17.2% has the essential basic services plus sewage system or household gas.
- 3.8% of the surveyed population only has access to electricity and 5.1% has no access to any basic service, most of them live in rural areas (of a total of 114 farmers, only 82 have water and electricity).

BASIC SERVICES	Nº OF RESPONDENTS	%
Electricity, water, sewage system and household gas	297	29.1
Electricity, water and sewage system	112	11.0
Electricity, water and household gas	64	6.3
Electricity and water	456	44.7
Electricity	39	3.8
No basic services	53	5.2
	<b>1021</b>	

#### 4. Personal and Family-Related Legal Issues

- **IDENTITY DOCUMENTS**

- 95 % (970) of the surveyed sample group possess an ID
- 24.1 % (234) of those possessing an ID indicated having had a mistake in the document
- 22.2 % (52) of those with a mistake in the ID were unable to resolve the issue due to lack of finance, lack of time and misinformation by the civil servants

<sup>3</sup> A temporary, formal exchange of cash for housing –to be reversed at the end of a pre-determined period

<sup>4</sup> temporary, legal occupant of a house

Incorrect information in the ID hampers or delays among others obtaining valid property titles, university diplomas, passports and military service booklets. Moreover, correct identity papers help avoid confusion and mistakes in debt collection and judicial procedures. Assistance in rectifying these mistakes is of utmost importance not only for the citizen but also for a proper administration of justice.

- **DIVORCE**

- 31.8 % (325) of all surveyed people are separated
- During the interview, 29.8 % (97) of these separated people have not formally processed their divorce due to lack of awareness of the importance of a divorce certificate or the procedure, lack of means, or long and tiresome procedure
- 82.7 % (269) of separated couples have children. Only 23 % (62) of single parents have confirmed receiving or paying child support. Thus, 77 % (207) of children of divorced parents are raised with the income and support of one parent only.

Assisting single parents (mostly young women) in claiming child support is paramount to the legal empowerment of these women and children.

Personal and Family-Related Legal Issues				
Divorced / in separation	Male	Female	TOTAL	%
Yes	100	225	<b>325</b>	31.8
No	161	169	<b>330</b>	32.3
Not applicable	141	225	<b>366</b>	35.8
	<b>402</b>	<b>619</b>	<b>1021</b>	

Of the 325 separated / divorced respondents, 269 have children under the age of 25. Of these, only 23% receive family assistance. Among the reasons for not accessing this right are: mothers say they do not need it, do not have money for the process, lack of information, getting a payment is unlikely because the father does not work.

PEOPLE SEPARATED / DIVORCED WITH MINOR CHILDREN	Nº SURVEYED
With children	233
Childless	41
DK/DR	18
	<b>292</b>

## 5. Community organization related legal issues

- **INDIGENOUS COMMUNITIES:**

72.7% (183) of indigenous communities to which the surveyed people belong, have legal personality or are in the process of obtaining legal personality (122 obtained the necessary document; 161 applications are still being processed)

Legal personality for indigenous communities is vital as it provides for political participation and protection as a recognized community to practice their culture and way of life. Ensuring the remaining 27.3 % of indigenous communities receive legal personality is therefore indispensable for the legal empowerment of the Bolivian population.

- NEIGHBOURHOOD COUNCILS**  
41.7% of the neighbourhood councils to which the respondents belong (221 have documents, 61 are in the process of obtaining them), have at present legal personality or are in process of obtaining it.
- UNIONS**  
63.6% of the unions to which the respondents belong (10 have documents, 4 are in process of obtaining them), have a present legal status or are in process of obtaining it.
- LEGAL PERSONALITY OF LABOUR ASSOCIATIONS**  
70.4% (119) of labour associations to which the surveyed people belong have legal personality (79 obtained the necessary document; 40 applications are still being processed). Ensuring the remaining 29.6 % of labour associations receive legal personality is indispensable for the attainment of equal opportunity and legal empowerment of the Bolivian population.

Legal personality of organisations				
Possessing legal personality				
Type of organization	Yes	No	In process	N/A
Community (389)	122	27	161	79
Neighbours union (675)	221	55	61	338
Labour Associations (169)	79	15	40	35
Trade union (22)	10	4	4	4
Land titles (289)	120	23	49	97

## 6. Conflict resolution and Experience with the Administrative & Legal procedures

- DISPUTE RESOLUTION:** How did they resolve their legal problems?

  - Out of 342 people only 67.8 % (232) managed to resolve a dispute
  - The majority (58.6 %) of those who successfully resolved their dispute did so through conciliation or mediation (136), 33.6 % through a formal judicial process and 7.7 % through an administrative process
  - The 31.2 % percent which did not resolve their dispute due to lack of means, lack of information, corruption of the civil servants, long and demanding processes and long distance to the institutions

Conflict resolution and Experience with the Administrative & Legal procedures		
Dispute Resolution Method	Nº of respondents	%
Mediation	136	39.8
Judicial process	78	22.8
Administrative process	18	5.3
Unresolved	107	31.3
Not applicable	3	0.9
<b>TOTAL</b>	<b>342</b>	

• **EXPERIENCE WITH LEGAL & ADMINISTRATIVE PROCEDURES:**

In the last two years, (between 2016 and June 2018), 60 respondents had some experience with a procedure or judicial process. 59.8% carried out administrative procedures and 40.2% judicial processes. From the total, 69.6% resolved their case and 30.4% are in the process of it being resolved.

Number	Type of process	Resolved cases	Difficulty of the process	Access to information	Time invested	Economic inversion
122	Identity card	114	Easy	Good	1 to 3 months	0 to 500 Bs.-
51	Birth certificate correction	43	Difficult	Regular	1 to 3 months	0 to 500 Bs.-
47	Regularization of property rights (judicial)	15	Difficult	Regular	1 to 3 years	5000 to 10000 Bs.-
38	Regularization of property rights (administrative)	20	Difficult	Regular	1 to 3 months	500 to 2000 Bs.-
37	Criminal processes (arrest, fraud, violence, robbery)	17	Difficult	Very poor	1 to 3 years	5000 to 10000 Bs.-
34	Traffic accidents	26	Difficult	Regular	1 to 3 months	500 to 2000 Bs.-
30	Other processes (rent, dignity, disability)	20	Difficult	Regular	1 to 3 years	500 to 2000 Bs.-
26	Family assistance	19	Difficult	Regular	3 to 12 months	500 to 2000 Bs.-
21	Divorces	11	Difficult	Poor	1 to 3 years	2000 to 5000 Bs.-
15	Labour	11	Difficult	Regular	1 to 3 years	5000 to 10000 Bs.-
12	Physical aggressions	6	Very difficult	Very poor	1 to 3 months	0 to 500 Bs.-
10	Civil processes (conciliation, subjugation, debt collection)	8	Very difficult	Regular/Good	1 to 3 months	0 to 500 Bs.-
10	Legal personality	6	Difficult	Regular	3 to 12 months	500 to 2000 Bs.-
7	Heritage	4	Very difficult	Poor	1 to 3 years	5000 to 10000 Bs.-

- For the respondents, the easiest procedure was the correction of identity cards and in second place the correction of birth certificates; these did not take more than three months. However, 9.2% still cannot solve the problem due to the requirements and lack of information in the institutions.
- The DIFFICULT processes are those of regularization of property rights and the administrative procedures in public institutions. Many took up to 3 years. 58.8% of respondents with this type of procedures have not yet solved them.
- Among the most difficult processes are those of physical aggression, civil processes and heritage. 38% of the respondents with this type of process still cannot solve them.

- Among the cases with the greatest economic investment for the respondents are the processes of regularization of property, labour problems of collection of social benefits, criminal issues and heritage.
- **FINANCING LEGAL PROCEDURES:**
  - 51.6 % of people who underwent legal procedures financed them through their savings.
  - 22.3 % financed their legal procedures through family loans.
  - The remaining 27.1 % financed their legal procedures by selling some belongings or taking out bank loans.

Type of financing	N° of respondents	%
Savings	243	51.6
Loan from family	105	22.3
Selling of belongings	41	8.7
Loan from bank	23	4.9
Others	59	12.5

- **MAKING USE OF LEGAL ASSISTANCE:**
  - Of 479 respondents, 42.2 % (202) resolved their legal issues by themselves
  - 40.3 % contracted a lawyer, solicitor or 'tramitador' for that matter
  - Only 4.3 % made use of legal assistance provided by the state
  - Of 363 respondents who assessed the quality of legal assistance they obtained, 29.4 % were dissatisfied with the service because the service provision was not transparent, took a long time and was considered expensive

Legal assistance providers	N° of respondents	%
By themselves	202	42.2
Lawyer, solicitor, tramitador	193	40.3
Help from family member	48	10.0
Legal assistance by state	21	4.4
NGOs	6	1.3
Other	9	1.9

## 7. Legal Inclusion Perception

- **BASIC LEGAL NEEDS MANIFESTED BY THE RESPONDENTS: For which issue do you think legal aid and assistance is most needed?**
  - 330 (32.3 %) PROPERTY: Property registration in real state rights, usucapio process (adverse prescription), land registry procedures (municipality), determination of the heirs of a decedent, management of drafts of trade, division and partition of assets. In the rural area, land sanitation and limitation of boundaries.
  - 177 (17.3 %) FAMILY: Family assistance for minor children, divorce, division of property after divorce.
  - 95 (9.3 %) CONFLICTS: Support to continue with judicial processes, corruption and negligence in public institutions, accidents.
  - 65 (6.3 %) VIOLENCE: Legal support to report and prosecute violence against women and children.



- 49 (4.8%) LABOR: Claims for social benefits and drafting employment contracts.
  - 45 (4.4 %) IDENTITY: Data correction of birth certificates and identity cards.
  - 41 (4.0 %) SUPPORT FOR ELDERLY AND DISABLED ADULTS: Help them with the process of documents, bonus, ID cards, interdictions, and others.
  - 40 (3.9 %) LEGAL PERSONALITY: for indigenous communities and associations.
  - 24 (2.3 %) BUSINESS REGISTRATION: Legal guidance for business registration and tax issues.
- **EXPERIENCE WITH (LEGAL) DISPUTES:**
    - 33.5 % (342) of the survey people experienced a conflict either personally, in their family or their surroundings
    - 33 % of those 342 related to matters and conflicts within the family (money lending, inheritance, domestic violence)
    - 30.4 % related to neighbourly conflicts (delimitation of territory, fighting, noise nuisance)
    - 28.1 % related to traffic accidents (drunk driving, accidents with pedestrians)
    - 5.0 % related to apprehension by the police (prolonged or arbitrary detention)

Dispute areas	Nº of respondents	%
Family	113	33.0
Traffic accidents	96	28.1
Neighbours	104	30.4
Apprehension	17	5.0
Others (robbery, assault)	12	3.5
None	558	
<b>Total</b>	<b>900</b>	

- **DO PEOPLE FEEL SAFE WITH THEIR DOCUMENTS IN ORDER?**  
75% of respondents feel safe if they have all their basic documents in order. 13.2% do not feel safe, due to the subjugation of property, the duplicity of identity document numbers, the falsification of property documents.

LEGAL SECURITY OF THE POPULATION	Nº SURVEYED	%
It feels safe	766	75.0
It does not feel safe	135	13.2
DK/DR	120	11.8
	<b>1021</b>	

- **ACCESS TO STATE BENEFITS**
  - Out of 1000 respondents, 60.7 % indicated receiving child benefits (200 Bolivianos per year) for school
  - 37.8 % receive a state pension for 60+ (bono dignidad)
  - 15.8% of expectant mothers receive the Juana Azurduy Bonus (Bs.- 1820 Global)
  - 18.6 % do not have access to any state benefit

- In most cases the lack of access to state benefits can be traced back to a lack of awareness about the rights and procedures to obtain these and could be resolved by legal assistance to those in need.

State benefits	Nº of respondents	%
Bono Juancito Pinto/ Child benefit	607	60.7
Renta Dignidad – state pension for 65+	378	37.8
Bono Juana Azurduy/ pregnancy/new-born related benefit for women	158	15.8
Universal Health Insurance	128	12.8
Pension for disabled	28	2.8
<i>Social housing credit</i>	11	1.1
<i>Vivienda Solidaria – housing benefit</i>	9	0.9
Other state subsidy	4	0.4
Agricultural insurance	6	0.6
No Benefit	186	18.6

- **QUALIFICATION TO THE PUBLIC INSTITUTIONS OF LEGAL SERVICE:** Of 254 respondents who had experience with some type of procedure or process, most of a rating of 4 to 6 to administrative / judicial institutions and their officials.

QUALIFICATION TO INSTITUTIONS				
Qualification object	1-3	4-6	7-9	10
Compliance with standards	66	<b>179</b>	176	10
Process / institutional deadlines	97	<b>190</b>	144	20
Public workers	117	<b>166</b>	131	26

#### IV. Conclusion

- The survey results highlight the need for legal empowerment activities and services on the ground.
- A recurring pattern reappears on numerous occasions: People have a claim to property, state benefits or identity-related documents. However, they remain unable to attain them most often for the following reasons: a lack of means, lack of information, corruption of the civil servants, long and demanding processes and long distance to the institutions. Local legal empowerment services can bridge that gap. Assistance in the obtaining of official documents is most pressing requested for it helps prevent and resolve any potential legal disputes.