

## Citizens and civil Justice

Year 2015

In 2015, about 5 million 500 thousand persons (11.0% of persons aged 18 and over) were involved in a civil proceeding at least once. More in detail, 12.9% of men and 9.3% of women; 12.9% in the North-East area, 9.2% in the South and 8.6% in the Islands; 12.3% in large municipalities, 9.6% in municipalities with at the most 2 thousands of inhabitants.

Only 27.8% of citizens who were experiencing a civil proceeding were aware of costs. Both at Justice of the Peace and at Tribunals the awareness was approximately 28.0%, whereas it decreased significantly at Court of Appeals (25.0%) and at the Supreme Court of Cassation (7.9%).

17.2% of persons involved in a civil suit during their life stated the dispute ended in five years; 40.0% between two and five years; 19.1% one year after the beginning; 23.8% in the same year of the beginning.

52.0% were not satisfied or not enough satisfied with the civil justice, and the dissatisfaction was more accentuated among men (57.0%; women 46.8%).

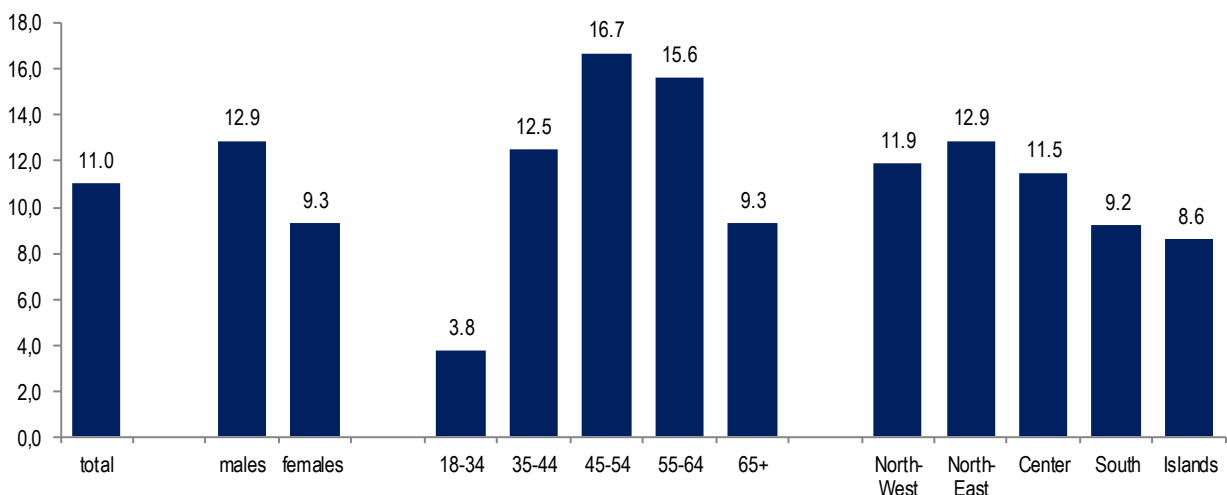
People who have been waiting for five years or more were deeply dissatisfied (67.3%), as well as those who had sustained unexpected high costs (70.0%). Dissatisfaction increased if the judgement was unfavorable (84.0%)

On the one hand, the length of proceedings (68.6%), bureaucracy (57.7%) and not reliable hearings' timetables were perceived as the main problems (31.0%); on the other hand, the relationship with judges was highlighted as another critical factor: three persons out of ten believed judges should pay more attention and guarantee impartiality (21.7%).

Over the past three years 1 million 555 thousand persons have not begun a civil suit, mainly because of a cost-benefit evaluation (30.8%), because of uncertain length (25.6%) or uncertain outcome (15.5%).

Furthermore, only 41.9% knows that ADRs (Alternative Dispute Resolution) are an alternative to resolving disputes before a court: 41.9% were aware of arbitration and 43.9% of mediation and only 3.6% used them at least once (3.6%).

**PERSONS AGED 18 YEARS OR MORE INVOLVED IN A CIVIL PROCEEDING BY SEX, AGE GROUP, GEOGRAPHICAL AREA. Year 2015 (per 100 persons with the same characteristics)**



## **Multipurpose survey on households: aspects of daily life**

The sample survey "Aspects of daily life" is a part of an integrated system of social surveys - The Multipurpose Surveys on Household - and it collects fundamental information on individual and household daily life. From 1993 to 2003 the survey was conducted annually, with data collected during the month of November. In 2004 the survey did not take place and, starting from 2005, it was run every year in February. The survey provides information on the citizens' habits and the problems they face in everyday life. In the questionnaires, the thematic areas are on different social aspects consenting to gain data about the quality of individual life, the citizens' degree of satisfaction of their conditions, their economic situation, the area in which they live, the functioning of all public utility services, all topics useful to study the quality of life. School, work, family and social life, spare time, political and social participation, health, life style, access to the services are all investigated from a point of view in which behaviour objectivity, motivations, opinions contribute to define the social information. The survey is included in The National Statistic Programme, which gathers the statistical investigations needed for the Country.

**For more detailed information please refer to the Italian version**

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