



An Island-wide User Experience Survey in relation to Community Mediation Boards

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For

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Abbreviations

ADR	Alternative Dispute Resolution
CAPI	Computer Assisted Personal Interview
CEPA	Centre for Poverty Analysis
CMB	Community Mediation Board
CSO	Civil Society Organization
DO/DA	Development Officer (Mediation)/Assistance
DSD	Divisional Secretariat Division
FGD	Focus Group Discussion
FI	Financial Institution
GN	Grama Niladhari
GND	Grama Niladhari Division
HH	Households
IDI	In-Depth Interview
IT	Information Technology
KAP	Knowledge, Attitudes, and Practices
KII	Key Informant Interview
MBC	Mediation Boards Commission
MC	Municipal Council
MoJ	Ministry of Justice
MTO	Mediation Training Officer
NGO	Non-Governmental organizations
NPS	Net Promotor Score
ODK	Open Data Kit
PAPI	Pen and Paper Interview
PS	Pradeshia Sabha
SEDR	Supporting Effective Dispute Resolution
TAF	The Asia Foundation
UC	Urban Council
UNDP	United Nations Development Programme

1. Background and Introduction to the Assignment

Mediation is one of the long-term flagship programs of The Asia Foundation (Foundation) in Sri Lanka, spanning over three decades of support extended to the Ministry of Justice (MoJ) and the Mediation Boards Commission (MBC) since 1989 when Community Mediation Boards (CMB) were first designed and established. Over the course of thirty years, the Foundation has provided multifaceted support for mediation, strengthening mediation processes across the country. The Foundation's Sri Lanka office is currently implementing a project titled "Supporting Effective Dispute Resolution in Sri Lanka" (SEDR) in collaboration with the British Council funded by the European Union. The project aims to strengthen local mediation processes through a range of initiatives, including but not limited to providing support to enhance mediation training skills and techniques, offering specialized knowledge, supporting the establishment of special mediation boards across the country, and raising awareness. These initiatives aim to enhance the mediation services available to individuals at the community level.

Community mediation in Sri Lanka is enabled by legislation and is funded and managed by the government (MoJ and the MBC), with support from external donors and non-governmental organizations. Currently, there are 329 CMBs throughout the island, with approximately 8,632 mediators volunteering their time to facilitate amicable dispute resolutions.

These boards focus on private disputes, including family disputes, minor crimes such as assault, and financial disputes that do not exceed Rupees One Million (Rs. 1,000,000). Each year, approximately 250,000 disputes are brought to the CMBs, with an average settlement rate of 60%. This demonstrates the popularity and accessibility of CMBs among the people of the country.

A Knowledge, Attitudes and Practices (KAP) survey conducted by the SEDR project in 2022 in the North, East and Uva provinces highlighted that 80% of the respondents who used CMBs indicated they would do so again in the future, while 89% reported being satisfied with the resolution of their disputes. Previous studies specific to geographical locations have highlighted the diverse experiences of individuals accessing CMBs. However, it must be noted that a recent comprehensive, island-wide study on individuals' experiences in this regard has not yet been carried out. Furthermore, the MBC is devoid of a systematic mechanism to track and assess the experiences of disputants, including their satisfaction or dissatisfaction with mediation boards. This gap impedes the ability to gather critical feedback that could inform both operational strategies and policy decisions, ultimately limiting the potential to enhance the quality and effectiveness of mediation services.

As an initial step to breach the gap identified, the Foundation commissioned a study to examine the experiences of users of the CMBs in Sri Lanka, with the objective of utilizing the findings to inform the enhancement of mediation services within the country.

2. Objective of the Consultancy

This consultancy assignment aims to examine and analyze the experiences of identified users of the CMBs in Sri Lanka. The key stakeholders identified for this phase of study include:

a Users (Disputants) accessing the CMBs.

The study focuses primarily on users, with one of its key objectives being the development of a systematic tool to regularly track and assess users' experiences. The findings derived from this tracking tool will be used to evaluate and improve user satisfaction and the overall mediation process. This study, alongside the proposed tool, is expected to play a pivotal role in enhancing the effectiveness of mediation services in Sri Lanka. Unlike previous studies on CMBs, this research introduces a novel approach by employing tools specifically designed to collect data that will facilitate ongoing monitoring of user experiences.

In addition to users, this study also considers the perspectives of the following stakeholders: -

b Mediators and chairpersons who provide voluntary mediation services and

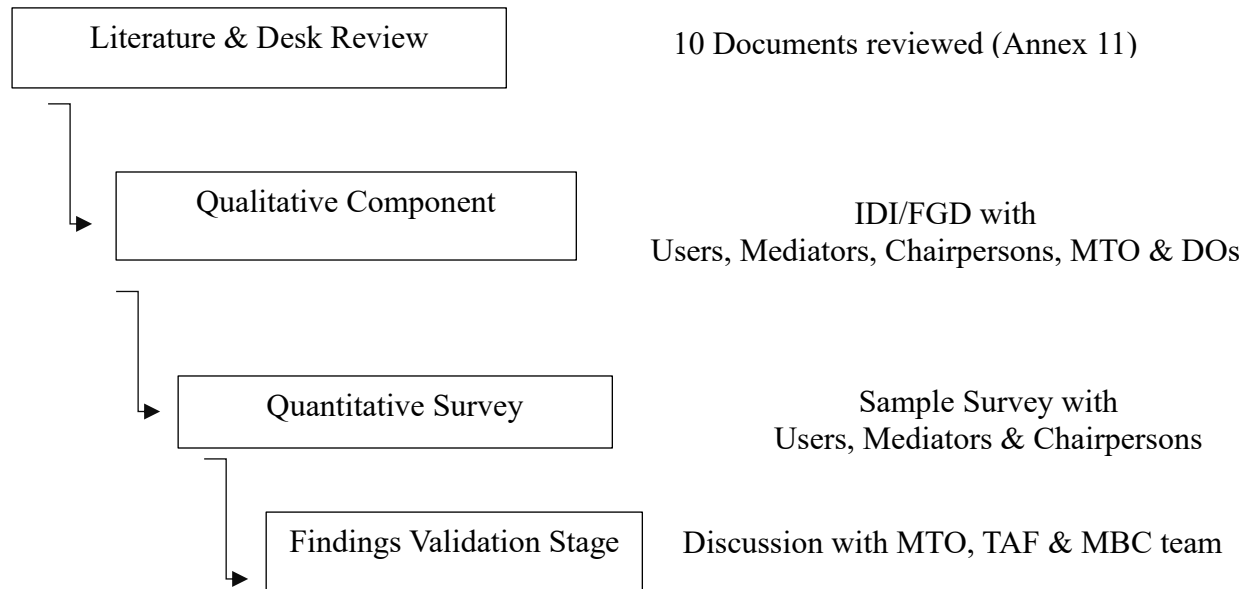
c Development Officers (DO) and Mediation Training Officers (MTO)

3. Study Design

3.1 Study Design: Components and Stages

In accordance with the study’s objectives, a mix method research approach has been adopted. The diagram below outlines the methodological framework adopted.

Diagram 1: Research Methodological Framework



3.1.1 Literature and Desk Review

A literature and desk review was conducted during the first phase of this study. Specific studies conducted in Sri Lanka in the past, along with regional studies from the Asia-Pacific were reviewed to determine the research approach and identify relevant attributes for the user and mediator experience survey. Documents accessible to the public through the MoJ and CMB and other relevant websites were reviewed to identify the key dimensions and attributes for this study. (Please refer to Annex 11 for the list of documents reviewed).

For the purpose of this study the most recent data available, namely the CMB summary case statistics for the year 2023, were obtained. The Foundation shared the annual summary statistics of Community Mediation for 2023 prepared by MBC based on the “Form MBC 01/ 2017” for all 329 mediation boards. The Principal Researcher requested a summary of the statistics spanning the first six months of 2024 to understand the context and facilitate a performance comparison especially to understand the effects of the economic crisis and the shift to bi-weekly mediation sessions on the cases, and increasing the minimum threshold of financial cases to Rupees One Million (Rs. 1,000,000) and so on. Due to limited resources at the MBC, an alternative approach was adopted to collect case statistics for the first six months of 2024 from selected CMB chairpersons and DOs for the purposes of this study.

3.1.2 Qualitative Component

Based on the above desk review findings, In-depth interviews (IDIs) and Focus Group Discussions (FGDs) were conducted with users, mediators, DOs and MTOs, following a qualitative study design approach. The purpose of this phase was to identify and explore the dimensions and attributes to understand the users and mediators' experiences in detail.

The findings from the literature and desk review and qualitative component were utilized to design the preliminary survey materials for the users and mediator surveys. Additionally, the structured questionnaires were refined in collaboration with the Foundation's access to the Justice Team, drawing on their three decades of knowledge and experiences.

3.1.3 Quantitative Sample Surveys

A pre-test was conducted based on the draft quantitative survey materials. Representative quantitative sample surveys were administered to users using the aforementioned structured questionnaire with Computer Assisted Personal Interview (CAPI) technology. For mediators, data on their experience was collected using a structured self-administrative questionnaire through the Pen and Paper Interview (PAPI) method.

3.1.4 Primary and Secondary Source of Data used for the Study

This study collected both primary and secondary data, primary data was gathered from users and mediators regarding their experiences, following a quantitative approach with structured questionnaires. The experiences of DOs and MTOs were also collected as primary data following a qualitative approach such as IDIs and FGDs. Secondary data including community mediation summary statistics, were obtained from MBC at a national level. Additionally, mediation-related statistics were collected from 50 selected CMBs through their respective chairpersons, DOs, and MTOs, combining both primary and secondary data sources. Primary represents "perceptions data" (soft data) and secondary data comprises of facts and figures (concrete/hard evidence). Both types of data are analyzed in this report.

3.1.5 Study Implementation Steps

The Principal Researcher and The Asia Foundation team held an initial meeting in August 2024 followed by several subsequent meetings. During these meetings, the study implementation roadmap and the inception report was finalized. Given the nature of the study, the Principal Researcher requested that the Foundation facilitate the arrangement of an official letter from the MBC in all three official languages, addressed to the chairpersons of the selected mediation boards. the Foundation facilitated the request by providing an introduction letter dated September 10, which stated that the MBC had approved the study and requested the cooperation of all relevant stakeholders. The letter, initially drafted in English (Annex 1), was translated into Sinhala and Tamil, and these versions were also shared. The Foundation distributed the introduction letter to all MTOs and provided the Principal Researcher with the contact details of all MTOs, including mobile, WhatsApp numbers, email addresses, and other relevant information.

3.2 Pilot Survey

The survey materials were drafted, modified and the pre-tested in three stages. In the initial stage, the Principal Researcher and The Asia Foundation team conducted IDIs and FGDs to test the preliminary survey materials, with a focus on key thematic areas. These interviews were conducted with users, mediators, chairpersons, as well as DOs and MTOs. The learnings from this phase were used to develop a structured questionnaire for the subsequent stage. A total of approximately 12 IDIs and 4 FGDs were conducted for this purpose.

In the second stage, draft sample survey questionnaires were used to conduct interviews through the PAPI method with users, mediators and chairpersons. The survey materials were further modified at this stage based on the learnings. Later in this stage, the updated user questionnaire was converted into CAPI Open Data Kit (ODK) platform and pre-tested. Approximately 50 pre-test interviews were conducted in total during this stage.

Based on these updated CAPI versions of user questionnaire and PAPI versions of mediator questionnaire and the chairpersons/DO/MTO form, the third stage pre-test was conducted with 32 respondents.

The pre-test was conducted in the Western, Sabaragamuwa, North Western and Northern provinces. The insights gained from all three stages were then shared with the Foundation. These findings and the input from the Foundation were considered in finalizing the stakeholders to be included in the study design, sampling, and survey materials. All updates were incorporated into the inception report, which was then submitted and finalized.

3.3 Sampling process

Based on the learnings gained during the three pre-test stages, the sampling process was discussed and finalized with the Foundation, and was subsequently implemented in the final survey.

3.3.1 Users

- In the past, MBC collected data on disputes and offences from all 329 CMBs by using MBC form number 2017/01 (Annex 12). This form provided a monthly summary of the dispute count, categorized by five sources of case references and 13 categories of types of disputes. The summary statistics derived from this form have been utilized in the MBC annual performance report and other MCB publications. A summary for the last four years is provided in Annex 13. It was discussed and agreed that the source of the case reference would serve as the primary criterion for sampling in this survey. Table 1 presents the population statistics of disputes categorized by referred sources.

Table 1: Population Statistics of Disputes by Referred Sources

Cases Referred by	2020 (a)	2021 (b)	2022 (c)	2023 (d)	2023 % (e)	2023 % (f)
Court	9,705	11,582	21,555	26,337	11%	Non- Finance 42%
Police	33,929	45,441	49,780	59,023	24%	
Disputants	9,501	11,294	12,863	16,104	7%	
Others	1,148	886	1,486	2,489	1%	
Banks and Financial Institutions (FI)	50,975	40,531	87,401	142,773	58%	Finance 58%
Total	105,258	109,734	173,085	246,726	100%	100%

- Based on the aforementioned population figures, the Principal Researcher and the Foundation determined that a sample size of 800 would be appropriate to represent the 246,000 disputants at an overall level with a margin of error of +/- 3.5%. This sample size allows for statistical analysis of user experiences across two broad categories namely, financial and non-financial cases. Given the population of 142,773 financial disputes and 103,953 non-financial disputes, it was decided to equally distribute the sample between financial and non-financial disputants, with 400 individuals from each category. With this sample size, the results can be analyzed with a margin of error of +/- 4.9%. The sampling details are presented in Table 2.

Table 2: Sample size breakdown by type of disputes and margin of errors

Referred by	No. of disputes 2023	%	Category	No. of disputes 2023	Sample size	Margin of error at 95% Confidence level
Total cases	246,726	100%	Overall	246,726	800	3.5%
Court	26,337	11%	Non- Finance (42%)	103,953	400	4.9%
Police	59,023	24%				
Disputants	16,104	7%				
Others	2,489	1%				
Banks and FI	142,773	58%	Finance (58%)	142,773	400	4.9%

- The distribution of the sample size by districts, CMB and by financial and non-financial disputants are discussed below.
- Two mediation boards were selected at random in each district covering 50 CMBs across the island. This amounted to a minimum of 800 (32 per district * 25 districts) at an all-island level. In each district, one urban area encompassing the Municipal Council (MC) /Urban Council (UC) areas within the respective CMB jurisdiction and one rural area Pradeshiya Sabha (PS) were selected at random. Given non-response and other field-level operational challenges, it was determined that 32 would serve as the optimum operational sample size to achieve per district. This design ensured a minimum of 30 interviews per district. This sample size is further broken down to facilitate 16 interviews in one CMB. Urban areas provided a sufficient

number of cases from different types of disputants for the survey, but in some rural CMBs, the number of available cases for interviews was relatively lower. In these instances, a higher number of interviews were conducted in larger urban CMBs to breach the gap.

- The above 16 interviews were further broken down in the field plan to cover 8 financial cases and 8 non-financial cases per CMB. Based on an all-island level indicative distribution composition as set out in in Table 2 Column “e” , the initial 58%:42% was adjusted to 50%:50%. The 8 non-financial disputants were further broken down as follows: police - 4 (50%), courts - 2 (25%) and disputants who reported by themselves - 2 (25%) as in their approximate population proportions.
- Although population size statistics for 2023 were available for designing the sample size and breakdowns, the list of disputants by source of complaint was not available at the CMB level to serve as a sampling frame for the survey respondent selection, due to various reasons. Hence the survey employed procedures to randomly select the disputants at the CMB level.
- The Principal Researcher and the Foundation contacted each MTO, referencing the introduction letter. They provided details of the two mediation boards in their districts selected at random, and requested that the respective chairpersons and DOs be informed about the survey accordingly, and obtained their telephone numbers as well.
- Once the MTO/DO informed the respective chairpersons about the survey, the Principal Researcher informed the Foundation’s team to contact the chairperson and plan the visit on the day the session was scheduled.
- The chairpersons were contacted by the Foundation to explain the survey, its process, and the assistance required. They also obtained updated session dates, along with details such as the location and times, and scheduled the visit in advance.
- On the day of the session, the Foundation team met with the chairperson and briefed them regarding the survey, and emphasized on the assistance required in terms of sharing supportive documents and survey tools. At the same time, the survey team requested that the chairperson brief the mediators regarding the survey and seek their support for the same. The survey team requested the mediators to inform users to participate in the survey after completing their panel discussions, before leaving the location on the same day.
- At the start of the mediation session (during the opening speech), the chairperson informed the disputants about the survey, introduced the survey team and explained the purpose of the survey, emphasizing its role in improving mediation service in Sri Lanka. Disputants were encouraged to contribute by sharing their experiences for the survey.
- As previously discussed, an average of 16 interviews were conducted in one CMB. Enumerators contacted disputants on the scheduled day and identified and selected users based on the reporting source (e.g. Police, Court, Self-reported and more) distinguishing between finance and non- finance disputes.
- Since the source of case origin was the primary factor for sampling, the nature of the cases (e.g. minor injuries, family disputes and more) was not considered as the main criteria for the screening section in the user questionnaire. Instead, fair representation was expected at the CMB level. Disputant population distributions, such as gender, age, ethnicity, were not available at the CMB level or any other sources. Based on the disputants’ attendance on the

survey date, enumerators made efforts to ensure fair representation of users across different genders, ages, ethnicities, and other factors. The actual user sample distribution is provided in Annex 3.

- On any given session day, disputants may be attending for the first time or returning for subsequent sessions. When enumerators approached them, their session may or may not have already started. Disputants were selected for the survey only if they had participated in at least one mediation session with their counterparts and mediators before the interview. Table 3.3 in Annex 3 shows that 28% of disputants attended only one session, 41% attended a second session, and 31% attended three or more sessions. The responses to the user questions are based on their experiences in these sessions.
- Only ongoing cases were included in the survey for two main reasons. First, there was no available sampling frame for completed cases. Second, the first or second party involved in the dispute may not reside within the target CMB area. Some disputants from CMBs were reported to reside outside the CMB boundaries in significant numbers. These disputants lived within the same district, and in some cases, even outside the district. Table 3.10 in Annex 3 shows that 18% of disputants lived outside the CMB area.

3.3.2 Mediators

- The chairperson was briefed by the Foundation who in turn briefed the mediators regarding the survey. They contributed greatly by answering the self-administrative survey form. On an average 8 to 12 mediators were selected at random and invited to participate. Therefore, in 25 districts, with 2 CMBs per district, a minimum of 400 mediators were expected. Given a population of 8,632 mediators and a sample size of 400, the results can be analyzed with a margin of error of +/- 4.8%.
- In many CMBs it was identified that the number of female mediators were significantly lower than male (out of 8632 mediators 2360 that means around 27% are female mediators) therefore, enumerators used gender as a main criterion to select mediators depending on how many female mediators are present on the day the session was conducted and their attendance. If less than 5 women mediators were there all of them were extended the invite. If there were more than 5, a maximum of 5 were selected at random. Based on the number of female mediators available and their willingness to participate for the survey the remaining mediators, including male mediators, were selected and invited to participate. This process resulted in a sample of 8 to 12 mediators from each CMB for the survey.

3.3.3 MTO and Development Officers

- A selected number of MTOs provided input for the survey materials during its design stage.
- The DOs were requested to share the 6-month mediation progress summary statistics for their respective CMBs. However, in some CMBs, the posts were unavailable due to various reasons (e.g. vacancy not filled yet) therefore the District DOs stepped in to support the survey. In such situations the chairpersons' assistance was obtained to collect these statistics.

3.4 Survey Materials

Finalized versions of the Sinhala and Tamil survey tools for Users, Mediators and Chairpersons were translated into English and included as annexes in this draft report.

3.4.1 User Survey Questionnaire

The self-administrative face-to-face CAPI questionnaire structure is provided in Annex 2 for the user survey. On average, the survey took approximately 20 minutes to complete.

3.4.2 Mediators Survey Questionnaire

The self-administrative mediator questionnaire took an average of 25 minutes to complete (the questionnaire is attached as Annex 6). The mediators were provided with the survey questionnaire to be completed during their on the day of the session. It was observed that the majority of mediators did not have significant issues in allocating time to participate once the purpose of the survey was explained. For busier CMBs, the questionnaire was given to mediators to complete at home and to be returned on the following session day.

The enumerators provided a brief explanation on how to complete the questionnaire, including instructions to circle or tick the appropriate responses, select only one answer for most questions unless otherwise specified, and use a scale for answering where applicable.

3.4.3 Chairpersons Survey Form

Chairpersons were expected to share their administrative experiences thereby a separate survey form was designed (attached as Annex 10). The forms were completed in specific sections. If the chairperson was unavailable, the acting or vice chairperson was invited to handle this component of the survey. A total of approximately fifty forms were expected from 25 districts. Most of the forms were filled out by the chairpersons and returned on the following session day.

3.4.4 Development Officers & District Mediation Training Officers

Unstructured one to one IDIs were conducted in the initial qualitative phase with Development Officers & District Mediation Training Officers.

3.5 Study Implementation

Field Team Training and Quality Control Measures

At an all-island level, approximately 30 enumerators and five coordinators were trained by the Principal Researcher through a series of training sessions. The first session focused on awareness and familiarization, while the second session provided a detailed overview of the questionnaire and survey methodology. The third involved group mock interviews at the provincial level. The fourth and final session was a test interview conducted by the enumerators with a user at the mediation board. These test interviews were not included in the final survey; only after the successful completion of the test interviews that the enumerators were permitted to begin the main survey. Any issues identified during the test interviews were addressed before proceeding with the survey.

Accompanied visits with senior team members, Geographic Information System (GIS) location verification, random audio recordings, CMB infrastructure facility photos, interview timing

recorded in ODK tools, telephone back checks, random field visits by research team, skip pattern logical and data scrutiny checks were also employed as quality control measures. Due to the nature of a self-administrative questionnaire, the mediator survey had few non responses for demographic questions.

The time period for the data collection of the survey was from September to December 2024. Therefore, both users and mediators sample surveys are cross-sectional surveys. Until 2023, CMB sessions were conducted every week. However, in 2024 CMBs sessions were held only twice a month except in a few CMBs. This served as a challenge to the survey in terms of timelines. However, from the 1st week of January 2025, the session were scheduled back to a weekly basis.

The survey timelines were revised due to several factors, including the Presidential Election in September, General Election in November, heavy monsoon rains and a cyclone in late November and early December, as well as the rescheduling of the Advanced Level examinations in 2024, particularly in instances where CMB locations served as exam centers.

4. Survey Findings

The study findings are organized into three main sections;

4.1 Users Experience Survey Analysis

4.2 Mediators Experience Survey Analysis

4.3 Analysis of Mediation Board Related Statistics

User and Mediators Experience Survey Analysis and Interpretation Framework

The data from both users and mediators were analyzed using SPSS software. Primarily, descriptive statistical analysis tools and techniques were employed. This section provides an overview of how the findings are organized and presented in this report, focusing on the subsections for users and mediators. Additionally, it outlines the methods used for reading and interpreting the data.


Annex 3 presents the profile of users (disputants) based on 25 characteristics. This section provides valuable insight into the profile of users who participated in the survey. Apart from the data on the sources of the origin of cases and case types, no other disputant population profile data is available in Sri Lanka regarding community mediation. Data on user profiles of dispute resolutions such as courts or police, is also not available.

Seven main dimensions were identified and included in the user experience survey. Each dimension consists of several statements, with a total of 22 statements. The survey focused on the participants' experiences related to their ongoing cases.

As an example, the first statement reads as follows: “This place is located in an area with easy road access to anyone.”

A seven-point Likert scale was provided as the response option for the respondents. A show card, as illustrated in Diagram 2 below, was prepared for this purpose. The show card was given to the disputants and explained to them for reference when answering. However, due to the lack of education, there were respondents who were unable to read, while others forgot to bring their glasses or had vision impairments. Enumerators made extra efforts to explain the answer options to these respondents, ensuring their understanding before collecting their responses.

Diagram 2: Show Card



Strongly disagree	Disagree	Somewhat disagree	Neutral/Unsure	Somewhat agree	Agree	Strongly agree
1	2	3	4	5	6	7

The answers we received for the statement are presented in table 3.

Table 3: Disputants rating on easy road access to their CMB location

	No. of Disputants #	Percentage of disputants %
1 - Strongly disagree	7	1%
2 - Disagree	15	2%
3 - Somewhat disagree	8	1%
4 - Neutral/Unsure	46	5%
5 - Somewhat agree	62	7%
6 - Agree	326	38%
7 - Strongly agree	388	45%
8 - Not relevant	7	1%
9 - DK/CS	1	0%
Total	860	100%

As seen in the above table among 860 surveyed disputants, 45% strongly agree, 38% agree and 7% somewhat agree with the statement, “This place is located in an area with easy road access to anyone”. A more detailed understanding of the findings can be gained by examining each response individually. This analysis, along with the results for the remaining 22 statements, is presented in Annex 4.

However, to help the reader better understand and interpret the data efficiently, more summarized information and statistics are needed. One approach is to categorize the responses broadly into "agree" and "disagree" groups, as shown in the last column of Table 4.

Table 4: Disputants rating on easy road access to their CMB location – Broader categories

	No. of Disputants #	Percentage of disputants %	Broader Response category (# &%)
1 - Strongly disagree	7	1%	Disagree 30 (4%)
2 - Disagree	15	2%	
3 - Somewhat disagree	8	1%	
4 - Neutral/Unsure	46	5%	46 (5%)
5 - Somewhat agree	62	7%	Agree 714 (90%)
6 - Agree	326	38%	
7 - Strongly agree	388	45%	
8 - Not relevant	7	1%	Others 8 (1%)
9 - DK/CS	1	0%	
Total	860	100%	100%

Traffic light system used for visual clearance

In this table, majority of the disputants (90%) fall under the "agree" category. This category includes those who strongly agree, agree and somewhat agree. Similarly, 4% of disputants fall under the category “disagree”, which includes those who strongly disagree, disagree and somewhat disagree.

Since the seven-point Likert scale was used, the third option for presenting the data involves utilizing statistical tools and techniques, particularly descriptive statistics analysis. In this analysis, the mean score, standard deviation and number of observations (cases/sample/disputants) was utilized as the most appropriate approach. As shown in Tables 3 and 4, out of 860 disputants, 8 provided other responses that could not be included in the mean score analysis, leaving a total sample of 852 for this analysis. The results of the analysis are presented below.

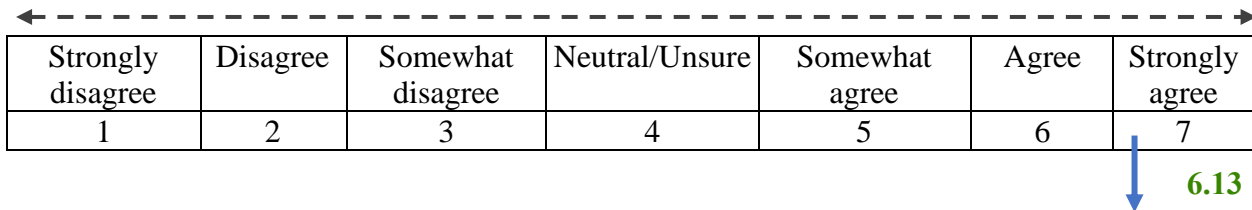
Table 5: Statistical Value of statement on “easy road access to their Mediation Board location”

	n (# of users)	Mean value (\bar{x})	Std. Deviation (s)
This place is located in an area with easy road access to anyone	852	6.13	1.140

In Table 5, “n” represents the number of disputants or the sample size. In statistics, the simple letter “n” is typically used to denote the total number of observations or the sample size. As discussed earlier, we have disputants from various categories, including police, courts, banks and financial institutions, borrowers and disputants themselves. Out of the 860 surveyed, 852 respondents provided specific answers, and these responses were used in this analysis. “Mean value” (denoted as \bar{x} , or x bar) and “Standard Deviations” (denoted as s) are key statistical concepts. This study would provide a basic explanation of how to interpret these values in the context of the data presented in this report.

Next, the study analyzed the responses to a statement to understand the Mean value/score, “This place is located in an area with easy road access to anyone”.

Diagram 3: Mean Score for “This place is located in an area with easy road access to anyone”



The mean score on this seven-point Likert scale ranges from a minimum of 1 to a maximum of 7. Therefore, the mean score cannot be lower than 1 or higher than 7, and all values must fall within the range of 1 to 7.

If the mean score is closer to 7, it indicates a higher level of agreement, while a mean score closer to 1 suggests strong disagreement. In this case, the mean score of 6.13 indicates a strong agreement, as shown graphically in Diagram 3.

Prior to explaining the standard deviation (Std. Deviation) in this case, please refer to Table 6 which includes all the three statements we used to rate the location broadly. For reporting purposes, we have used shortened versions of the statements, as indicated in parentheses, due to their length.

1. 1 This place is located in an area with easy road access to anyone. (**easy road access**).
1. 2 This place has enough benches, chairs, tables to sit and have sufficient drinking water, toilet facilities for the people who come. (**sufficient benches, chairs, tables and other facilities**).

- 1.3 Mediation board has ample space for the crowd and the privacy on both sides are assured with available amenities. It turns out that this location has sufficient space and facilities to accommodate mediation sessions. (**sufficient space for the crowd for mediation session with privacy**).

Table 6: Location Dimension: Proportional Percentage

	Easy road access to anyone		Sufficient benches, chairs, tables and other facilities		Sufficient space for the crowd for mediation session with privacy	
	#	%	#	%	#	%
1 - Strongly disagree	7	1%	53	6%	51	6%
2 - Disagree	15	2%	65	8%	56	7%
3 - Somewhat disagree	8	1%	41	5%	37	4%
4 - Neutral/Unsure	46	5%	89	10%	66	8%
5 - Somewhat agree	62	7%	135	16%	109	13%
6 - Agree	326	38%	277	32%	299	35%
7 - Strongly agree	388	45%	185	22%	234	27%
8 - Not relevant	7	1%	8	1%	7	1%
9 - DK/CS	1	0%	7	1%	1	0%
Total	860	100%	860	100%	860	100%

When interpreting the data in Table 6 and referring to “n” (the relevant sample size), the location was rated by 852 respondents. For statement 3, which relates to space at the location, 8 disputants have given alternative answers. This indicates that they were unable to respond using the standard seven-point scale, which is a common occurrence in social surveys of this nature.

Based on the above data, the descriptive statistics “n”, Mean and Std. Deviation for the 3 statements on location are presented below;

Table 7: Location Dimension: Descriptive Statistical Analysis

	n	Mean	Std. Deviation
Easy road access to anyone	852	6.13	1.140
Sufficient benches, chairs, tables and other facilities	845	5.08	1.788
Sufficient space for the crowd for mediation session with privacy	852	5.30	1.779

When referring to the Mean value, statements 2 and 3 (enough benches, tables, drinking water, toilet and sufficient space and privacy in the location) are rated a little lower than the mean value for the easy road access statement. As a general guide, the following Table 8 can be used when interpreting the seven-point Likert scale.

Table 8: Likert Scale Mean Value Interpretation

Likert scale	Interval	Difference	Interpretation
1	1.00 to 1.85	0.85	Strongly disagree
2	1.86 to 2.71	0.85	Disagree
3	2.71 to 3.57	0.85	Somewhat disagree
4	3.58 to 4.43	0.85	No agree or disagree
5	4.44 to 5.29	0.85	Somewhat agree
6	5.30 to 6.15	0.85	Agree
7	6.16 to 7.00	0.85	Strongly agree

Overall Composite Ratings on Attributes.

As discussed earlier, and based on the literature and desk review, qualitative approaches such as IDIs and FGDs, as well as input based on community mediation experts, seven broader areas (dimensions) have been identified, along with twenty-two attributes (indicators) on disputants' experience.

One of the key attributes is "location". Three statements related to the attribute "location" were identified during the pre-test and included in the main survey. These statements are presented in Table 7. Using a composite technique, the overall rating for the location was calculated, and the results are as follows.

Overall Rating on location.

There were 852, 841 and 840 responses for each statement respectively (excluding don't know/can't say and not relevant) for all three statements. These responses were used to calculate the composite index, and the data is presented in Table 9 below.

Table 9: Overall Rating on location.

	No. of Disputants #	Percentage of disputants %	Statistics
1 - Strongly disagree	111	4%	n=841 Mean= 5.50 Std. Deviation =1.199
2 - Disagree	136	5%	
3 - Somewhat disagree	86	4%	
4 - Neutral/Unsure	199	8%	
5 - Somewhat agree	304	12%	
6 - Agree	897	35%	
7 - Strongly agree	804	31%	
8 - Not relevant	19	1%	
9 - DK/CS	9	0 %	
Total	2565	100%	

Based on the overall composite ratings we can summarize the results as seen in table 10 below.

Table 10: Composite rating on overall location

	n	Mean Score	Std. Deviation	Mean score rated by Mediators
Easy road access to anyone	852	6.13	1.140	5.59
Sufficient benches, chairs, tables and other facilities	845	5.08	1.788	4.55
Sufficient space for the crowd for mediation session with privacy	852	5.30	1.779	4.74
Overall location	841	5.50	1.199	

Based on Table 10, it can be identified that the disputant experience with the location dimension and the three attributes within that dimension. For the location dimension, disputants strongly agree (mean score of 6.13) with the statement regarding easy access for everyone. However, their agreement is relatively lower when it comes to the availability of sufficient benches, chairs, tables, and other facilities (mean score of 5.08), as well as sufficient space for the crowd during mediation sessions with privacy (mean score of 5.30). When interpreting this dimension, we can refer to Tables 8, where the mean scores ranging from 4.44 to 5.29 are closer to "Somewhat agree" according to disputants.

The mediators' rating on location dimension are indicated in section 4.2.1, Table 18 in the last column. The Mediators' ratings for the three attributes follow a similar trend, but are generally lower than those of the users. This is an important finding for understanding the rationale behind the ratings. While users may only visit for a few days or for their specific case, mediators assess the location based on their extensive experience, which spans months or even years.

Based on IDIs with MTOs, DOs as well as the Chairperson and Mediators, it was identified that the majority of the mediation locations are either government schools, religious places or community halls. However, only a few classrooms or a single hall is allocated, and these spaces lack sufficient infrastructure and support from location-specific stakeholders (e.g. security officers, other staff, students, teachers, and the location management team). Additionally, some challenges arise from the actions of the disputants themselves, such as not maintaining equipment, misusing or damaging property and failing to ensure cleanliness after using such equipment and space.

This type of triangulations is highly beneficial for enhancing the positive experiences of users and mediators while reducing negative attributes at each CMB level, ultimately improving mediation services. These dimensions and attributes can be further explored and addressed in detail. For example, aspects such as the sufficient number of mediators, language used, efficiency, and other factors can be examined in conjunction with open-ended suggestions and feedback.

At the end of each dimension, the findings can be used for improving user experience and enable further improvement of mediation services. If there is a need to address areas with lower ratings, suitable initiatives can be implemented by each CMB (with unique solutions) to improve performance, which can then be measured after a certain period (e.g. after six months or one year). If each mediation board focuses on addressing location challenges based on identified indicators, it will lead to improvements in performance at the district, provincial, and national levels. In this

way, the seven dimensions can be used as a framework to facilitate continuous improvement of mediation services.

4.1 User Experience Survey Findings

This section presents the findings of the Users (disputants) survey, following the analysis framework discussed previously. The seven dimensions summarized in Table 11 below from detailed 22 attributes included in Annex 3. As in annex 3 some statements are positive and some statements are negative so overall dimensions are labeled with (-) and (+) accordingly. As an example, in annex 3 if we take one statement as an example “Because of the irregular, inefficient, unorganized management of the mediation boards the people have to waste their time” for this statement 63% disagree and 19% agree and the mean score is 3.12. In those negative statements/ dimensions with lower mean score are better and when interpreting results those has to be kept in mind. In the future user experience surveys it is suitable to use limited number of key statements and dimensions as Key Performance Indicators for monitoring and evaluation purpose. The traffic light colour system indicates the areas for special attention in red and yellow colour.

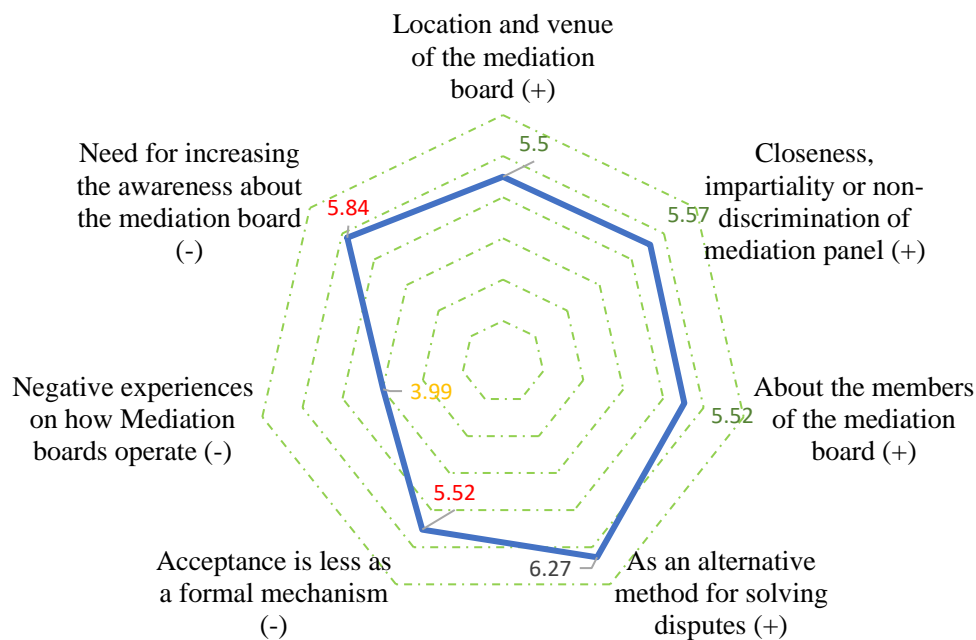
Table 11: User experience survey: 7 dimensions summary analysis

	Percentages								Descriptive Statistics		
	Strongly disagree	Disagree	Somewhat disagree	Neutral	Somewhat agree	Agree	Strongly agree	Others	n	Mean	SD
Location and venue of the mediation board (+)	4%	5%	3%	8%	12%	35%	31%	1%	841	5.50	1.199
Closeness, impartiality or non-discrimination of mediation panel (+)	4%	7%	2%	8%	7%	38%	32%	2%	813	5.57	1.084
About the members of the mediation board (+)	4%	9%	2%	6%	6%	40%	32%	2%	839	5.52	0.990
As an alternative method for solving disputes (+)	1%	1%	0%	3%	6%	41%	46%	1%	840	6.27	0.763
Acceptance is less as a formal mechanism (-)	2%	9%	1%	7%	8%	40%	26%	6%	764	5.52	1.120
Negative experiences on how Mediation boards operate (-)	9%	31%	4%	9%	12%	21%	13%	2%	837	3.99	1.555
Need for increasing the awareness about the mediation board (-)	2%	6%	1%	4%	6%	45%	36%	0%	849	5.84	0.835

4.1.1 User Experience Ratings

The same User Experience Ratings of the above table 11 is presented in the diagram 4 below for the purpose of building an index.

Diagram 4: User Experience Ratings on 7 dimensions



Based on the radar diagram 4 above, it is evident that among the four positive broader dimensions, CMBs received a rating of 6.27 from users as an ADR Mechanism, which is a very high rating. When examining the four statements or indicators under this category (refer Annex 4), all received ratings between 6.12 and 6.38, providing strong supporting evidence. This suggests on a comparative basis, users prefer CMBs over Police or Court procedures. To sustain and enhance this trust in the system, collaboration among the MoJ, MBC, MTOs, DOs, Mediation Board Chairpersons, Mediators, and other stakeholders is essential.

Among the three negative broader dimensions, CMBs received a rating of 5.84 for “Need for increasing the awareness about the mediation board” and 5.52 for “Acceptance is less as a formal mechanism” and mix rating 3.99 for “Negative experiences on how Mediation boards operate”

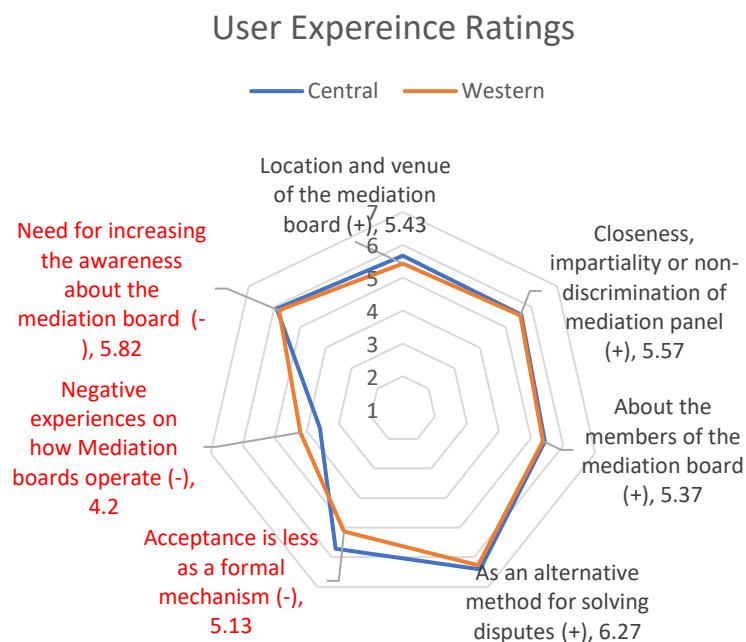
When examining the 3 sub indicators limited to only two days per month, longer waiting times for a turn (4.61), and fewer mediators (4.28), the ratings for these aspects are particularly in somewhat agreeable level. In addition to the ratings, the qualitative survey component, including the IDIs,

FGD with users, mediators, chairpersons, MTOs and DOs and observations during the survey period also support the above. Furthermore, open-ended responses align with these results. From January 2025, the mediation boards have resumed weekly sessions, which may help alleviate backlogs and reduce queues at each CMB.

Certain sub indicators received lower ratings at times. For example, the sub-indicator, "Got a chance to choose a mediator whom you would like to represent yourself" (which includes preferences such as age, gender, or business background), received a low rating. While the Community Mediation Board Act specifies this provision, in practice, it is challenging to implement due to the limited number of available days, a shortage of mediators, the backlog of cases, and other associated challenges. However, if any disputant is dissatisfied with their representative, they have the option to request a change from the Chairperson.

To this point, the analysis has been conducted at an all-island level. However, this broad approach may be inadequate for identifying corrective initiatives that MTOs, DOs, or Chairpersons can take to enhance mediation services at the local level. To derive more precise and actionable insights, it is essential to examine the ratings at the individual CMB level. With a sample size of 16 for each CMB and 32 district level, challenges due to non-responses, “don’t know” or “can’t say” answers, and responses marked as irrelevant, rendering the sample sizes insufficient for meaningful analysis at both the CMB and district levels. Therefore, the Principal Researcher conducted the analysis at the provincial level, with detailed findings for two provinces presented in the diagram below.

Diagram 5: User Experience Ratings for Central and Western Province



The radar map depicted above in diagram 5 indicates that users in the Central Province rated the performance of the mediation board lower compared to users in the Western Province. However, the Central Province shows a slightly higher level of acceptance towards the mediation board. If future surveys can ensure a sufficient number of respondents at a CMB level, the analysis can be conducted for the overall dimensions and attributes as presented in Annex 4.

4.1.2 Overall Ratings on Community Mediation Board Interactions

Overall ratings were obtained for Community Mediation Board user satisfaction and user recommendations.

Overall Ratings on Satisfaction

Q: Based on the experience so far, how satisfied are you with the way mediation board worked to get to a settlement on your dispute?

Table 12: Overall User Satisfaction

	No. of Disputants #	Percentage of disputants %	Broader Categories	Descriptive Statistics
1 - Not satisfied at all	23	3%	7% Dissatisfied	n=853 Mean 5.66 SD=1.432
2 - Not satisfied	24	3%		
3 - Somewhat not satisfied	14	1%		
4 - Moderate	80	9%	9%	
5 - Somewhat Satisfied	161	19%	83% Satisfied	
6 - Satisfied	270	31%		
7 - Completely Satisfied	281	33%		
8 - Not relevant	3	0%		
9 - DK/CS	4	0%		
Total	860	100%		

The satisfaction ratings for different case types (e.g., finance vs. non-finance, police, court, and self-reported complaints) are analyzed alongside the key demographic factors (such as gender, age, education, and occupation) and behavioral profiles (including mediation board, police, and court usage). A detailed breakdown of these user profiles is presented in Annex 5.

4.1.3 User Recommendations

Following questions were asked from users

Q: Based on the experience so far as a whole, will you be recommending to a friend to come to the mediation board to resolve a dispute or conflict in the future? **Show on the card**

Do not recommend at all

Really like to recommend

0	1	2	3	4	5	6	7		8	9	10
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Table 13: User Recommendations

	No. of Disputants #	Percentage of disputants %	Broader Categories	Descriptive Statistics
0 - Not Recommend. I don't like it at all	9	1%	Not recommend 6%	n=855 MS=8.36 SD=2.194
1	6	1%		
2	9	1%		
3	14	2%		
4	11	1%		
5	53	6%	Neutral 6%	
6	41	5%	Recommend 88%	
7	88	10%		
8	127	15%		
9	71	8%		
10 - Recommend really like	426	50%		
11 - DK/ CS	5	1%		
Total	860	100%		

Table 14: User satisfaction and User recommendation findings -Summary

	Scale	n	Mean	SD
8.1 Based on the experience so far, How Satisfied are you with the way mediation board worked to get to a settlement on your dispute?	1 to 7	853	5.66	1.432
8.3 Based on the experience so far as a whole, will you be recommending to a friend to come to the mediation board to resolve a dispute or conflict in the future	0 to 10	855	8.36	2.194

A rating of 5.66 falls within the range of high satisfaction on the seven-point scale, while an overall rating of 8.36 on the scale of 0 to 10 also indicates a very favorable level of recommendation. These results highlight a high level of confidence in the mediation boards and reaffirm their effectiveness as an ADR mechanism. Therefore, we can conclude that users report a positive experience across the seven dimensions, with a strong inclination to recommend the service to their peers.

The findings of this study indicate that 83% of the current users are satisfied with the mediation services with 19% reporting being somewhat satisfied, 31% satisfied, and 33% completely satisfied. A detailed analysis of the satisfaction levels by user profile is provided in Annex 3. Overall, there are no significant differences in satisfaction although the ratings are marginally lower among minority communities (Tamil, Muslim, Roman Christian/other Catholics) and women homemakers who are not part of the formal labour force.

The findings also indicate that 88% recommend the Mediation Board as an ADR mechanism. Within this group, 50% of the respondents rated it a 10, which represents a significant achievement. Additionally, ratings of 6-9 were given by 5%, 10%, 15%, and 8% of users, respectively.

The 10-point recommendation scale rating, commonly used in the marketing field to assess brand performance through the Net Promoter Score (NPS), allows respondents to provide a rating between 0 (not at all likely) and 10 (extremely likely). Based on their responses, users are classified into one of three categories to calculate the NPS score:

- **Promoters** that respond with a score of 9 or 10 are typically loyal and enthusiastic users
- **Passives** respond with a score of 7 or 8 are satisfied with your service but not happy enough to be considered promoters.
- **Detractors** respond with a score of 0 to 6 indicating that they are unhappy users who are unlikely to use from you again, and may even discourage others from using your service.

There are 17% Detractors, 25 % Passive and 58% Promoters therefore the net promoter score is 41% (58-17) for the CMBs.

Bain & Company suggests the following scoring framework:

- Above 0 is good,
- Above 20 is favorable,
- Above 50 is excellent, and
- Above 80 is world-class

In research conducted by the Qualtrics XM Institute, the grocery industry was found to have an average NPS of 30, while the video streaming sector had an average of 29. In contrast the consumer payments industry recorded a significantly lower average NPS of 6. Furthermore, NPS survey responses often vary by age and location, as different demographic groups tend to have different perspectives on what constitutes a recommendable experience.

Achieving an NPS of 41 is a notable achievement, and all the stakeholders can rightfully celebrate the success and contributions that have led to this outcome. The Principal Researcher's primary recommendation is to continuously monitor the score over time across all categories. In Sri Lanka many large private sector organizations (e.g. telecom, banks, hospitals and more) utilize the modern ICT to collect customer feedback. This is typically done through SMS messages or customer touchpoint screens, where NPS or customer satisfaction is measured using a five-point Likert scale with a single question.

Current user study findings comparison with previous studies

The CMB Evaluation study, conducted by C. Siriwardhana in 2011 reported the following findings: *"Among those users of mediation services, an overwhelming 90% were satisfied with the mediation process and 83% indicated that they would take future conflict before the Mediation Boards"* (Page 8).

In 2022, in a study conducted by CEPA with users, the findings were reported to questions as follows;

Q: "Were the parties satisfied with resolution of the matter?"

1. Yes, 2. No, 3. Not yet over (page 103). The findings were as follows.

"89% of the users were satisfied with their outcome at a CMB" (Page 49). Another question that refers to usage is as follows;

Q: How likely are you to make use of community mediation board to resolve a conflict

1. Not likely, 2. Somewhat likely, 3. Extremely likely, 4. I am not sure

The findings were as follows, “Respondents who have been to Community Mediation Boards previously stated that they are either extremely (36%) or somewhat likely (44%), Totally (80%) to make use of the CMB to resolve disputes.” (Page 51 and 52)

In the CMB website (<http://mediation.gov.lk/en/>) the following facts are presented;

- **89% of the disputants to ever use mediation were happy with the mediation process.**
- **80% of the disputants would favour this process again, if the need arises.**

These findings are likely based on the 2022 study. The current study (2024) can be compared with the studies conducted in 2011 and 2022, as shown in the table below.

	2011	2022	2024
Client/Sponsored	MOJ	SEDR stakeholders	SEDR stakeholders
Coverage	All Island	4 provinces	All Island
No of users	252	1712	860
User satisfaction	90% satisfied with process	83% satisfied with resolution of the matter	83% of the current users are satisfied (somewhat satisfied 19%, satisfied 31% and completely satisfied 33%).
Repeat use	83%	80%	88% recommend the mediation boards to a friend
Net Promotor Score			41%

Therefore, when comparing the three studies, user satisfaction remains very similar at the overall level. To gain deeper insights, it is necessary to analyze the user satisfaction by demographics as presented in Annex 5. Satisfaction levels among Tamil-speaking users, as well as users of Tamil and Muslim ethnicity, are marginally lower. Apart from these groups, no significant differences are observed in the satisfaction ratings. However, variations may exist when analyzed at the provincial, district, and CMB levels.

Hence, if resources permit, MBC can use the seven dimensions presented in this study along with the most suitable indicators to reflect each dimension, as well as user satisfaction and recommendation ratings. However, if resources are limited, the Principal Researcher suggests focusing on the satisfaction and recommendation questions to monitor and evaluate the stakeholder experience in the future, using these scores as baseline measurements.

4.1.4 Users Suggestions for Mediation Board Service Improvements

At the end of the user experience survey an open-ended question was asked in order to obtain suggestions. The responses are broadly categorized into three categories. Positive, negative and suggestions for improvements. Data presented includes when there were more than 5 responses. In this survey, there were a total of 860 respondents.

Users Positive Feedback

Table 15: Users Positive Feedback

	Users	%
Disputes can be resolved fairly through the mediation board.	11	1%
We do not have to waste time by going to courts	20	2%
Can save time through this	9	1%
We do not have to waste time by going to police	9	1%
Able to resolve disputes politely and solve many disputes	13	2%
The mediators are kind/good than the officers in courts	12	1%
The mediators are very good.	5	1%
Mediation board is good/ Solving disputes through mediation board is good	80	9%

Approximately one tenth of the respondents rated the mediation boards positively, indicating that they perceive them as effective. Other responses provided valuable insights, with disputants comparing community mediation to other dispute resolution mechanisms such as courts and police. Positive feedback highlighted attributes such as time savings, polite resolution, and kind or skilled mediators. These characteristics align with the fundamental principles of the community mediation concept.

Users Negative Feedback

Table 16: Users Negative Feedback

	Users	%
Not enough facilities/ Increase/improve facilities.	74	9%
Not enough facilities to sit in the mediation board.	28	3%
The number of mediators are not enough/ Increase the number of mediators.	39	5%
Quickly settling disputes which can be solved fast.	32	4%
Discussing disputes in a way that protects privacy/having an environment that does not disturb discussion	20	2%
Complete justice for settlement of disputes cannot be expected/ Need to be impartial	15	2%
The mediation board must work on time.	14	2%
It would be appropriate to register and call the parties in the order they arrive at the mediation board.	7	1%
Only Sinhala language is there, it is good if other languages are also there	6	1%

Lack of knowledge in mediators about financial disputes.	5	1%
Seeking the opinions of the other party before making decisions	5	1%

Negative feedback primarily relates to issues such as inadequate infrastructure facilities, insufficient availability of mediators, and operational inefficiencies (e.g. adherence to timelines and allocation of time based on attendance). Additionally, concerns were raised regarding mediators' exposure, including language barriers and handling specific types of disputes, such as financial matters.

Users Suggestion for Improvements

Table 17: User Suggestion for improvements

	Users	%
Having a permanent place for the mediation board	35	4%
Increasing the number of days for holding the mediation board	33	4%
Introducing new rules so that the other party can be brought to the mediation board on time/ charge fines for those who do not attend.	32	4%
Public awareness programs about the mediation board should be conducted.	29	3%
Strengthening the laws related to the mediation board	22	3%
Mediators provide solutions to disputes impartially.	18	2%
The presence of young people as mediators, hence can improve the efficiency	14	2%
Using the new technology	13	2%
Providing facilities for the mediators/ increasing facilities for the mediators	10	1%
Costs can be reduced by settling disputes through mediation board.	8	1%
Appreciation of the services of the mediators.	5	1%
Asking people to come on different time slots	5	1%
Providing the opportunity to select mediation panels based on the nature of the dispute	5	1%
It's more convenient if mediation board is closer to the city.	5	1%

Suggestions for improving user experiences in mediation services align with both positive and negative feedback, and include the provision of a permanent location, better facilities for mediators, and improved infrastructure and close proximity to the city. Additionally, increasing the number of mediation days implementing new technologies, offering different time slots to improve efficiency, and diversifying the mediator profile (e.g., younger, more diverse teams and providing selection options for disputants) are recommended. Furthermore, strengthening the laws governing the mediation board, introducing new rules to reduce absenteeism and implementing public awareness programs about the mediation board are key areas the MBC can focus on to enhance the overall user experiences.

4.2 Mediators Experience Survey Analysis

4.2.1 Mediators Experience Survey Analysis for 8 dimensions

Similar to the user experience survey component (section 4.1), the mediators experience survey also analyzes 8 dimensions and 39 indicators. A detailed analysis is provided in the Annex 8, while a summary of the 8 dimensions is presented in the Table 18 below.

Table 18: Mediators ratings on 8 dimensions

	Disagree	Neutral	Agree	n	Mean Score	SD
The composition of mediation board						
1. Due to not-filling the existing vacancies, daily absence of mediators, number of mediators are less for the boards and face many difficulties	22%	13%	63%	498	4.79	1.888
2. Previously named three mediation panel members should be involve on the following days as well, so the parties have to wait for a long time for their cases until panel members complete other allocated cases	37%	19%	43%	494	3.91	1.723
3. Many difficulties have arisen due to weekly mediation boards have recently been held only once in every two weeks or restricted to a few days	16%	10%	72%	497	5.30	1.693
4. Disputes are piled up for various reasons hence the increase in the number of cases creates many obstacles in the management of day-to-day activities	22%	16%	61%	498	4.75	1.718
5. The language used by the minority in this mediation board (Tamil/Sinhala), lack of mediators who knows other cultures creates difficulties	49%	16%	34%	496	3.55	1.805
6. Due to the limited number of women mediators in this mediation board, face difficulties when adjusting the panels composition	49%	21%	29%	495	3.46	1.733
7. Due to the increase in the number of cases per board per day, the opportunity for effective mediation is limited	34%	16%	50%	489	4.26	1.150
Mediators Training						
1. After five days mandatory training and gaining experience by working, it is essential to conduct short training programs to get updated knowledge	12%	8%	79%	496	5.55	1.616
2. Reiterate training programs are necessary with emphasis on mediators' attitudes, flexibility etc	11%	10%	78%	496	5.41	1.523
Support of officials and administrative aspects						
1. Mediation Development Officer / District Mediation Development Officer (DO) provide maximum support for the activities of this mediation board	8%	12%	79%	497	5.64	1.407
2. District Mediation Training Officer (MTO) provides maximum support for the activities of this mediation board	7%	16%	77%	496	5.52	1.385
3. The maximum support from the relevant police officers given for mediation of the disputes coming through the police	20%	24%	55%	492	4.59	1.604
4. The maximum support of the court officers given for mediation of the disputes coming through the court	27%	26%	45%	495	4.26	1.766

5. The maximum support required for the second /third call is provided to the maximum extent by the grama niladari officers	12%	23%	64%	492	5.02	1.440
6. Support is given to maximum extent from delivery of letters from post office/ postman	4%	18%	76%	493	5.58	1.263
7. Because of the restriction recently on mediation on weekly meetings many difficulties have arisen	14%	14%	72%	497	5.33	1.658
8. Since there are limits for funds/provision for stamps and not receiving those on time create difficulties	16%	18%	63%	490	5.01	1.652
9. Since there are limits for funds/provisions for stationaries and not receiving those on time create difficulties	12%	17%	68%	491	5.24	1.594
10. Lack of facilities to keep the mediation board documents safely is an issue	9%	13%	76%	493	5.63	1.548
11. The recognition and legitimacy of the mediation board should be increased	6%	8%	85%	496	6.01	1.277
12. Listening and intervening the difficulties or requests by the mediators	9%	32%	57%	488	5.04	1.478
13. Mediators receive the attendance allowance on time	33%	21%	46%	497	4.07	1.767
High number of financial cases						
1. Since the financial disputes are high in number it is hard to achieve the expected purposes of the mediation boards	25%	26%	48%	496	4.38	1.719
2. It is difficult to give priority for the community disputes such as family disputes through mediation board because of the higher number of financial disputes received from banks, financial institutions and people selling goods on payment schemes.	28%	21%	49%	495	4.36	1,691
3. Before going to court, any financial disputes are compulsorily referred to mediation board and increasing the minimum limit to ten lakh rupees create a challenge	40%	20%	38%	493	3.86	1,860
4. Mediation boards face challenges by the fact that employees of financial institutions come to represent but not the decision makers hence the flexibility is limited	21%	16%	63%	496	4.85	1.671
Absenteeism of parties						
1. Receipt of calling letters back to the mediation boards with notes stating that those cannot be delivered by post is narrowing the chances to settle disputes	14%	15%	70%	495	5.13	1.570
2. One of the main reasons of failure to reach mediation to solve the dispute or offense is the continuous absence of one party to mediation board	6%	9%	84%	498	5.96	1.316
3. Absence of one of the both parties at the starting time, late arrival of one party, both parties absent are the main reasons for not reaching settlement of the disputes	6%	10%	84%	497	5.87	1.290
4. Evan though the second call arranged through the grama niladhari officer or the police, non-attendance to mediation board narrow the chances to settle disputes	8%	12%	77%	496	5.67	1.484
Appreciation of Mediators						
1. Neither party knows or appreciates the voluntary work done by mediators	14%	21%	64%	496	5.02	1.627
2. Without knowing the facts that are not in mediation boards' control /any shortcoming, parties directly blame the chairman or mediators	31%	20%	47%	493	4.27	1.892
3. There should be a program to appreciate the mediators on different level like mediation board, district, provincial or national	5%	6%	88%	498	6.07	1.245
4. Disputants and mediators can be easily identified by wearing ID cards, ties, official badges etc.	11%	16%	72%	498	6.09	1.247

Venue of the mediation board						
1. This place can be easily found and located with easy road access to anyone	11%	10%	78%	498	5.59	1.588
2. This place have enough benches, chairs, tables to sit and have sufficient drinking water, toilet facilities for the people who come	26%	17%	56%	497	4.55	1.886
3. This place has sufficient space and facilities to accommodate mediation sessions for the people	23%	18%	59%	497	4.74	1.827
4. The management of this venue/ building, offers full support to conduct sessions on the selected date and time	11%	16%	72%	496	5.32	1.563
Stakeholders active participation						
1. Community awareness programs need to be done through mass media or by Mediation Development Officers or through other alternative ways	4%	8%	87%	496	5.97	1.177
2. A program is needed to increase attendance and participation of the parties for mediation on the given date and time	5%	11%	83%	498	5.78	1.268
3. When mediators ask for support in some circumstances, inflexibility shown by some parties is a challenge for mediation	15%	23%	61%	496	4.90	1.534

The traffic light colour system indicate the areas for special attention in red and yellow. Absenteeism of parties, mediators training, appreciation of mediators, stakeholders' active participation are the areas where attention is needed. Support of officials and administrative aspects in many stakeholders are having good rating. May be an area to be investigated further can be on the support from courts and mediators attendance payments on time.

The feedback provided by the mediators is a valuable resource for decision makers in shaping operational and policy decisions, contingent upon further discussions with the DOs and MTOs based on their experiences and previous studies. By addressing the frameworks associated with these eight dimensions, mediation services in Sri Lanka can be significantly enhanced.

4.2.2 Overall Ratings on Mediators Experiences

After collecting the feedback on the eight dimensions using several statements as indicators, the overall rating of the mediators was obtained in two key areas.

Overall Ratings on Satisfaction

Q: As you have volunteered as a mediator for this mediation board, spending your time, work, and money so far, how satisfied are you with achieving the objectives?

Table 19: Mediators overall ratings on Satisfaction

	No. of Disputants #	Percentage of disputants %	Broader Categories	Descriptive Statistics
1 - Not satisfied at all	2	-	1% Dissatisfied	n=491 Mean 5.84 SD=1.077
2 - Not satisfied	-	-		
3 - Somewhat not satisfied	6	1%		
4 - Moderate	71	14%	14%	
5 - Somewhat Satisfied	51	10%	82% Satisfied	
6 - Satisfied	219	44%		
7 - Completely Satisfied	142	28%		
8 – Others	11	2%		
Total	502	100%		

This study identified that 82% of the mediators are satisfied (somewhat satisfied 10%, satisfied 44% and completely satisfied 28%) on a scale of 1 to 7 which derives a mean of 5.84 at an all-island level, this is a significant achievement. The difference in satisfaction ratings based on mediator profiles (e.g. age, gender, education, occupation language skills, ethnicity and religion) are presented in Annex 7, with no significant differences observed overall. However, lower satisfaction ratings were given by Sri Lankan Muslim mediators (5.27) and Islam mediators (5.37). Female mediators, on the other hand, provided marginally higher satisfaction ratings (6.04).

4.2.3 Mediators Recommendations

Following are the questions asked from the mediators;

Q: How far will you recommend to one of your friends or a colleague, as a suitable place to join as a mediator? **Show the card**

Do not recommend at all								Really like to recommend			
0	1	2	3	4	5	6	7		8	9	10

Table 20: Recommendation Ratings

	No. of Disputants #	Percentage of disputants %	Broader Categories	Descriptive Statistics
0 - Not Recommend.	9	2%	Not recommend 8%	n=494 MS=8.10 SD=2.426
1	0	0%		
2	4	1%		
3	4	1%		
4	22	4%		
5	59	12%	Neutral 12% Recommend 78%	
6	21	4%		
7	31	6%		
8	38	8%		
9	80	16%		
10 - Recommend really like	222	44%		
11 - Others	12	2%		
Total	502	100%		

Summary of Mediators' satisfaction and recommendations findings presented the in table 21 below.

Table 21: Summary of Mediators' satisfaction, recommendations and findings

	Scale	n	Mean	SD
As you have volunteered as a mediator for this mediation board, spending your time, work, and money so far, how satisfied are you with achieving the objectives?	1 to 7	491	5.84	1.077
How far will you recommend to one of your friends or a colleague, as a suitable place to join as a mediator?	0 to 10	494	8.10	2.426

A rating of 5.84 falls within the high satisfaction range on a seven-point scale, while a rating of 8.10 on the 0 to 10 point scale indicates a very good recommendation level. Hence, it can be concluded that mediators generally have positive experiences across the eight dimensions and, overall, are satisfied with the system. Furthermore, they are highly likely to recommend the service to others. In terms of the NPS 24% of respondents are Detractors, 14% are Passive, and 60% are Promoters, resulting in a Net Promoter Score of 36% (60-24) for the Community Mediation Boards (CMBs).

To obtain a more accurate insight and comprehensive understanding, we will examine the open-ended suggestions provided in the survey questionnaire. At the end of the mediators' experience survey an open-ended question was included to gather insights on the type of support mediators expect from the MoJ, MBO, MTO, DO, Court, Police and disputants. The data is presented when more than 5% of respondents provided relevant feedback.

Table 22: Mediators Expectations from key stakeholders

At the end of the self-administrative structured questionnaires, five open-ended questions were included to get mediators' expectations. After open-ended categorizations, five highest-rated broader answers are presented in the five tables below. Mediators may give more than one suggestion in each area.

22-1 Expectation from Ministry of Justice

Q: To provide more services to the people of this area, what kind of support do you expect from the Ministry of Justice?

	# mediators	%
Educating the public about mediation.	77	17%
Having a suitable building for mediation activities.	52	11%
Having a building which is in the city area with all facilities (eg. wash rooms, fans, chairs, tables etc.).	49	11%
Further training/ workshops are needed for the mediators other than the mandatory five days training.	41	9%
Having a permanent place for mediation activities.	35	8%

22-2 Expectation from Ministry of Justice

Q: What kind of support do you expect from the Mediation Commission / Mediation Development Officers / District Mediation Training Officers?

	# mediators	%
Further training/ workshops are needed for the mediators other than the mandatory five days training.	113	23%
Monitoring the mediation board.	56	11%
Sufficient support is given by the Ministry of Justice, CMB, MTO and DO.	49	10%
Educating the public about mediation.	20	4%
Educating/building awareness among the school children about the mediation.	19	4%

22-3 Expectation from Police

Q: What kind of support do you expect from the police for the mediation?

	# mediators	%
When writing the names and other details of the complaints regarding the disputes police should write them clearly and correctly.	140	28%
Police should direct the documents relevant to the dispute on time to the mediation board.	57	11%
Taking steps to ensure the attendance of parties referred by the police to the mediation board.	51	10%
Police need to provide security during mediation sessions/days.	44	9%
The support from the police is good or sufficient.	31	6%

22-4 Expectation from Police

Q: What kind of support do you expect from the court for the mediation?

	# mediators	%
All parties must appear before the mediation board on the scheduled time when they receive the letters.	46	9%
A review of the settled disputes directed by the courts should be done at least once in six months with at least the chairman of the mediation board.	44	9%
The support received by the Court for the Mediation Board is sufficient.	37	7%
Submitting the dispute to the mediation board with sufficient time for the next court hearing date	33	7%
When writing the names and other details of the complaints regarding the disputes courts should write them clearly and correctly.	17	5%

22-5 Expectation from Stakeholders

Q: What kind of support do you expect from the mediation-related stakeholders to conduct the mediation?

	# mediators	%
Adhere to the rules of the mediation board.	105	21%
All parties must be honest and truthful in discussion sessions.	87	17%
Sincere support should be given by all parties for mediation.	82	16%
All parties must act with discipline.	46	9%
All parties should respect and trust the mediation board.	40	8%

Approximately one-third of the mediators (32%) anticipated the need for further training/ workshops beyond the mandatory five-day training. This is one of the major expectations from MOJ and MCB / MTOs.

More than one quarter (28%) of mediators expect police to write the names and other details of the complaints regarding the disputes clearly and accurately. From Courts also 5% of the mediators expect the same support.

Little lower than one fifth (17%) of the mediators expect educating the public about the mediation by MoJ and another 4% by MOJ and MCB / MTOs. Therefore, totally one fifth (21%) expected public awareness on mediation boards.

Beyond these three higher percentage responses, the open-ended answers provided numerous valuable suggestions and insights. While most of these responses align with the dimensions and attributes already assessed, they offer highly useful recommendations. During the findings, validation workshop, the principal researcher anticipates gaining further insights from the MoJ, MBC, TAF, MTO and DOs on enhancing the mediation process for users and mediators, as well as improving community mediation services in Sri Lanka, were identified through the mediator experience survey.

4.3 Analysis if Mediation Board Related Statistics

This section analyzes the performance of the CMB from both users and management perspective (MoJ, MBC, MTO, DO and Chairpersons) by reviewing reported case statistics. Table 23 presents data on disputes reported and handled in 2023 (demand and supply) at an all-island level across 329 CMBs in 25 districts. The disputes listed in Column (b) require resolutions by three-member panels, with a total of 8,632 mediators available. Mathematically, this results in 2,877 mediation panels ($8632/3$). Considering a year with 52 weeks, while accounting for months with 5 weeks, holidays, and other factors, a more realistic estimate for the number of session days is 48 weeks. This estimate is used in column (e) to calculate daily averages.

Table 23: All Island Level Case Statistics: 2023

Disputes (a)	No of disputes 2023 (b)	Percentage (b)/246,726 (c)	Average disputes per year per panel (d) (b/2877)	Average Per disputes day d/ 48 (e)
1. Disputes pending from last year-not discussed	25,019	10%	8.7	0.18
2. Disputes pending from last year -discussed	10,029	4%	3.5	0.07
3. Disputes pending from last year (1+2)	35,048	14%	12.2	0.25
4. Disputes received during the year	211,678	86%	73.6	1.53
5. Total disputes for the year (3+4)	246,726	100%	85.8	1.79
6. Disputes discussed and settled	67,751	27%	23.5	0.49
7. Disputes discussed and not settled	30,623	12%	10.6	0.22
8. Total disputes discussed-(settled or not) (6+7)	98,374	40%	34.2	0.71
9. Disputes not settled due to the absent of disputers	93,751	38%	32.6	0.68
10. Disputes refused	3,491	1%	1.2	0.03
11. Disputes withdrawn	8,589	3%	3.0	0.06
12. Disputes which are finalized	204,205	83%	71.0	1.48
13. Disputes discussed and forward to next year	12,711	5%	4.4	0.09
14. Disputes not discussed and forward to next year	29,810	12%	10.4	0.22
15. Disputes to be discussed in the next year (13+14)	42,521	17%	14.8	0.31

The following are key findings from the 2023 case statistics analysis;

1. At the national level, 10% of disputes from 2023 were pending (not discussed).
2. Additionally, 12% of disputes were forwarded (not discussed) to 2024.

These performance percentages vary by provinces and districts, with significant variations observed at the CMB level. The 10% pending disputes could be reduced, potentially enhancing the user experience by addressing the inefficiencies. The MBC could establish a baseline for an acceptable percentage of pending cases at both the beginning and end of the year, which would help manage case backlogs more effectively. Given the need to focus on other important areas, the next section of the analysis will primarily examine total disputes (Row 5) and disputes discussed (Row 8).

In further analyzing the above table, column (e) more specifically reveals that each panel is expected to handle 1.79 cases per week. However, after considering factors such as the absence of disputants, refusals, and withdrawals only 0.71 cases per week have actually been discussed at a national level. Based on this average, the MBC can assess the expected number of cases per panel for a session day, month, quarter or year, focusing on the efficiency indicators. Insights on the qualitative IDIs with the MTOs, DOs, chairpersons, suggest that a mediation panel can handle 2-3 cases per day. The MBC may have already factored in expected averages when planning mediator appointments for a CMB, considering the area's population, recent case trends, or police and court cases as proxy indicators. By tracking and monitoring these performance metrics, the MBC can improve operational efficiency and improve user experiences.

Analyzing data at an all-island level may not provide a clear and accurate picture of case handling efficiency. Therefore, the focus is now on province-level averages to gain a more detailed and contextual understanding. Examining province-level trends will help identify regional variations and provide more targeted insights for improving mediation processes and efficiency indicators.

Table 24: Province Level No. of Disputes: 2023

	Total Mediation Panels (8632/3)	2023 cases	2023 disputes discussed- (settled or not)	% of disputes discussed (c/b)	Average disputes per day per panel in 2023 (d)	Average disputes discussed per day per panel (d)
	(a)	(b)	(c)	(d)	(b1)	(c1)
Central	326	31907	12924	41%	2.04	0.83
Eastern	348	21230	9575	45%	1.27	0.57
North Central	225	26418	9808	37%	2.45	0.91
North Western	407	28830	12400	43%	1.48	0.63
Northern	233	12884	6043	47%	1.15	0.54
Sabaragamuva	259	25436	10263	40%	2.05	0.83
Southern	437	32061	13075	41%	1.53	0.62
Uva	230	17775	7309	41%	1.61	0.66
Western	412	50185	16977	34%	2.54	0.86
All Island	2877	246,726	98374	40%	1.79	0.71

Based on Table 24, column (d), a comparison of national averages reveals that the dispute discussions rate higher in the Northern and Eastern provinces, while it is lower in the Western province. Additionally, as shown in Column (b1), the average number of disputes per day per panel in 2023 was relatively high in the Western (2.54) and North Central (2.45) provinces compared to the national average. Their average number of disputes discussed (0.83-0.91) was also higher. This discrepancy warrants further investigation to understand the underlying factors influencing these variations. To gain deeper insights, the analysis will be expanded to the district and CMB levels to further assess the performance trends and identify potential areas for improvement.

Table 25: District Level No. of Disputes: 2023

District	Panels (8632/3)	2023 cases	2023 disputes discussed- (settled or not)	% of disputes discussed (c/b)	Average disputes per day per panel in 2023 (d)	Average disputes discussed per day per panel (d)
	(a)	(b)	(c)	(d)	(b1)	(c1)
Kandy	185	14492	5324	37%	1.63	0.60
Matale	97	7874	3689	47%	1.69	0.79
Nuwaraeliya	44	9541	3911	41%	4.52	1.85
Ampara	158	8699	4096	47%	1.15	0.54
Batticaloa	114	8124	3182	39%	1.48	0.58
Trincomalee	76	4407	2297	52%	1.21	0.63
Anuradhapura	174	19607	7329	37%	2.35	0.88
Polonnaruwa	52	6811	2479	36%	2.73	0.99
Kurunagala	290	20156	8905	44%	1.45	0.64
Puttalam	116	8674	3495	40%	1.56	0.63
Jaffna	113	5651	3018	53%	1.04	0.56
Kilinochchi	28	2753	1347	49%	2.05	1.00
Mannar	28	1527	950	62%	1.14	0.71
Mulativu	33	0	0		0.00	0.00
Vavuniya	31	2953	728	25%	1.98	0.49
Kegalle	103	12349	4867	39%	2.50	0.98
Rathnapura	156	13087	5396	41%	1.75	0.72
Galle	169	12739	5145	40%	1.57	0.63
Hambantota	113	8764	3458	39%	1.62	0.64
Matara	155	10558	4472	42%	1.42	0.60
Badulla	130	9262	4562	49%	1.48	0.73
Monaragala	100	8513	2747	32%	1.77	0.57
Colombo	124	22454	6541	29%	3.77	1.10
Gampaha	145	15415	5326	35%	2.21	0.77
Kalutara	143	12316	5110	41%	1.79	0.74
All Island	2877	246,726	98374	40%	1.79	0.71

As shown in Table 25, the districts of Nuwara Eliya, Colombo, and Kilinochchi recorded highest average number of disputes per day per panel in 2023. To gain a more detailed understanding, district level average cases discussed can be further analyzed at the CMB level. Table 25 presents the top 10 CMBs with the highest average number of cases discussed per day per panel, while Table 26 highlights the 10 CMBs with the lowest averages out of the 329 CMBs nationwide. This comparison provides valuable insights into regional disparities in mediation performance, allowing for further investigation into factors contributing to these variations.

Table 26: – Highest No. of Average Disputes Discussed CMBs: 2023

CMB Name	No of mediators	No of panels	No of cases	Disputes discussed	Avg per day/ panel in 2023 (d)	Avg discussed per day/panel (d)
NuwaraEliya	25	8.3	3568	1666	2.97	1.39
Ginigathhena	23	7.7	2565	1072	2.32	0.97
Ipalogama	10	3.3	660	453	1.38	0.94
Kaduwela	40	13.3	3344	1389	1.74	0.72
Mannar	15	5.0	827	495	1.15	0.69
Deraniyagala	18	6.0	1125	578	1.30	0.67
Padavi Sri Pura	10	3.3	353	321	0.74	0.67
Wariyapola	29	9.7	1045	894	0.75	0.64
Rambukkana	27	9.0	1307	832	1.01	0.64
Welimada	42	14.0	2043	1278	1.01	0.63

Out of the 329 CMBs, Nuwara Eliya, Ginigathhena and Ipalogama recorded the highest average number of disputes discussed per day per panel.

Table 27: Lowest No. of Average Disputes Discussed CMBs: 2023

CMB Name	No of mediators	No of panels	No of cases in 2023	Disputes discussed	Avg per day/ panel in 2023 (d)	Avg discussed per day/panel (d)
Kattankudy	38	12.7	296	119	0.16	0.07
Karaveddy	16	5.3	195	50	0.25	0.07
Opanayaka	26	8.7	160	78	0.13	0.06
Rasnayakapura	18	6.0	86	54	0.10	0.06
Maspotha	27	9.0	116	69	0.09	0.05
Lunugamwehera	30	10.0	387	64	0.27	0.04
Mahakumbukkadawal	18	6.0	52	38	0.06	0.04
Morawewa	21	7.0	66	39	0.07	0.04
Panduwasnuwara	30	10.0	81	55	0.06	0.04
Delft	20	6.7	43	34	0.04	0.04

Lunugamwehera, Mahakumbukkadawals, Morawewa and Panduwasnuwara have recorded the lowest average number of disputes discussed per day per panel. Addressing the reasons behind these lower number of cases is essential for improving mediation efficiency in these CMBs. A thorough review of the last 10 to 20 years of statistical data for these lower performing CMBs is critical to understanding long-term trends and underlying challenges. Additionally, the respective Dos and MTOs must take proactive leadership in enhancing performance aiming to bring these CMBs at least closer to district or provincial averages. Targeted interventions and support mechanisms should be explored to improve mediation outcomes in these areas.

The MBC can review the overall progress at a national level by analyzing and comparing averages across all CMBs. However, for MTOs, DOs and Chairpersons to encourage better performance from their teams, district-level averages provide a more practical and context-specific benchmark. Using district-level comparisons allows for a more rationalized approach to identifying strengths and areas for improvement within each locality. Additionally, TAF/SEDR can allocate resources to recognize and reward CMBs that demonstrate notable progress within their districts through a structured program. This initiative could serve as an incentive to enhance mediation performance and efficiency. For explanatory purposes, the Principal Researcher has used Colombo District as an example to illustrate this approach.

Table 28: Colombo district level No. of cases for each CMB s 2023

	Total Mediation Panels (8632/3)	2023 cases	% of disputes discussed (c/b)	2023 disputes discussed- (settled or not)	Avg per day/ panel in 2023	Avg discussed per day/panel
(a)	(b)	(c)	(d)		(c1)	(c1)
Western	412	50185	34%	16977	2.54	0.86
Colombo	124	22454	29%	6541	3.77	1.10
Colombo	10	2838	33%	928	5.91	1.93
Dehiwala	8	460	33%	152	1.20	0.40
Hanwella	9	1976	37%	722	4.57	1.67
Homagama	11	2020	33%	672	3.83	1.27
Kaduwela	13	3344	42%	1389	5.36	2.23
Kesbewa	11	1419	50%	710	2.69	1.34
Kolonnawa	8	1064	29%	312	2.77	0.81
Kotte	5	868	40%	344	3.62	1.43
Maharagama	11	935	28%	260	1.77	0.49
Moratuwa	11	1033	37%	387	1.96	0.73
Padukka	11	601	25%	148	1.14	0.28
Rathmalana	9	589	33%	193	1.36	0.45
Thibirigasyaya	7	5307	6%	324	15.79	0.96

Thimbirigasyaya, Colombo and Kaduwela recorded average case volumes of 15.79, 5.91 and 5.36 per day per panel, respectively. In comparison, the national average stands at 1.79, while the Western province is at 2.54. The actual number of cases discussed is 0.71 at the national level and 0.86 in the Western province. Given these figures, achieving optimal performance in the identified CMBs within the Colombo district presents a significant challenge. These areas require focused attention from that MBC, MTOs and DOs within their respective jurisdiction. By leveraging this data-driven evidence, targeted interventions can be implemented to enhance efficiency and ultimately improve the user experience in the mediation process.

Thus far, the analysis has been based on the number of appointed mediators in the mediation boards. For the survey, Thibirigasyaya and Hanwella CMBs in Colombo District were selected as sample cases. At the time of the survey, Thibirigasyaya had 19 approved mediators, but only 14 were available, including the Chairperson. If mediators fall ill or encounter unavoidable circumstances, attendance may drop below 14 on a given mediation day, making it impractical to establish all seven panels. In some instances, the number of active panels is reduced to just 3 to 4, significantly affecting case handling capacity. In contrast, Hanwella had of 31 appointed mediators, with 27 available at the time of the survey. This availability provides Hanwella with a comparative advantage, as the lower

case volume also makes case management more feasible. These differences highlight the impact of mediator availability on the operational efficiency of mediation boards and underscore the need for strategic resource allocation and contingency planning.

Most CMBs experience a decline in the number of active mediators over time. Table 29 presents a comparison of mediator profiles at the time of each board's establishment and their status at the time of the survey. Out of 329 CMBs, 50 were selected for this study. The comparison between the number of appointed mediators and those available during the survey reveals an overall decline of 20%. Notably, in certain districts such as Galle, Vavuniya, Mannar, Jaffana and Puttlam, the reduction was more significant, with mediator availability dropping by approximately two-fifths (40%). These trends underscore the need for targeted interventions to address mediator retention and ensure the sustainability of mediation services.

It is important to note that some mediation boards were established before Covid-19 (pre-2020), and new boards have yet to be appointed. Some have initiated nominations and interviews, while others have experienced chairperson resignations. These contextual factors must be considered when interpreting the analysis moving forward.

Table 29: Appointedvs. Actual Available Mediators in Selected Two CMBs at the Time of Survey

Two CMBs in each district	Appointed no of mediators	No of mediators at the survey month	Dropped mediators #	Dropped %
Kandy	70	65	5	7%
Matale	65	60	5	8%
Nuwaraeliya	60	50	10	17%
Ampara	69	62	7	10%
Batticaloa	64	50	14	22%
Trincomalee	60	49	11	18%
Anuradhapura	82	67	15	18%
Polonnaruwa	42	32	10	24%
Kurunagala	78	63	15	19%
Puttlam	85	51	34	40%
Jaffana	46	28	18	39%
Kilinochchi	38	29	9	24%
Mannar	35	21	14	40%
Mulativu	29	29	0	0%
Vavuniya	52	31	21	40%
Kegalle	50	36	14	28%
Rathnapura	76	66	10	13%
Galle	66	36	30	45%
Hambantota	53	47	6	11%
Matara	85	61	24	28%
Badulla	67	56	11	16%
Monaragala	65	63	2	3%
Colombo	46	42	4	9%
Gampaha	78	62	16	21%
Kalutara	66	60	6	9%
Grand Total	1527	1216	311	20%

The number of appointed mediators compared to those available during the survey shows a 20% overall decline. In districts such as Galle, Vavuniya, Mannar, Jaffana and Puttalam the drop was around 40%.

The analysis is further refined by examining mediators' profiles based on gender, ethnicity, and language proficiency.

Based on Table 29 the total number of mediators are 1,527, and further analysis should maintain the consistency at the overall level. While the total number of mediators is available for all 50 CMBs, the demographic data is only accessible for 30 to 40 CMBs. The Principal Researcher extends gratitude to the chairpersons, DOs, and MTOs for their support. Establishing a computerized central database or MIS system within the MBC could help mitigate these challenges in future analyses.

Table 30: Gender wise Mediators in 50 CMB: Dropouts with time

	Appointed #	Appointed %	Survey month #	Survey month %	Dropped mediators	Dropped %
Male	907	72%	743	70%	164	18%
Female	350	28%	311	30%	39	11%
Total	1257	100%	1054	100%	203	16%

Out of 50 CMBs, 43 provided data on both appointed and survey-month mediator counts by gender. The analysis indicates an overall mediator dropout rate was 16%, with male mediators dropping at 18% compared to 11% of the female mediators.

Table 31: Ethnicity wise Mediators in 50 CMB: Dropouts with time

	Appointed #	Appointed %	Survey month #	Survey month %	Dropped mediators	Dropped %
Sinhala	854	68%	755	72%	99	12%
Tamil	338	27%	226	22%	112	33%
Muslim	70	6%	66	6%	4	6%
Total	1262	100%	1047	100%	215	17%

Table 32: Mediators Language Skill wise 50 CMB: Dropouts with time

	Appointed #	Appointed %	Survey month #	Survey month %	Dropped mediators	Dropped %
Sinhala Language	873	65%	751	67%	122	14%
Tamil language	355	27%	267	24%	88	25%
English language	109	8%	108	10%	1	1%
Total	1337	100%	1126	100%	211	16%

Out of 50 CMBs, 30 provided data on ethnicity, and 38 reported both appointed and survey-months mediator counts by language proficiency. The analysis indicates that 33% of Tamil mediators and 25% of mediators with Tamil language skills dropped over time. This trend requires further investigation to identify the underlying factors contributing to the higher dropout rate.

Based on the total number of appointed mediators in 50 CMBs and their distribution by gender, ethnicity, and language skills at the start and at the time of the survey, the overall dropout rate is approximately 20%. However, the dropout rate among Tamil mediators is notably higher, at around one third (33%). When calculating the average number of cases per panel, this discrepancy has been taken into account. The challenges faced by the chairpersons, Dos and MTOs of Tamil language mediation boards may be more significant than those experienced by others, which could be reflected

in both the users' and mediators' experiences, ultimately contributing to improvements in mediation services.

5. Conclusions and Recommendations

Research Approach

The objective of this research study is to explore and understand the experiences of users of the CMBs of Sri Lanka. A mixed-methods approach was adopted, incorporating various components throughout different stages of the study. Initially, a literature and desk review was conducted to identify key dimensions and attributes for the user and mediator experience surveys. These were further examined within the current context and deemed the most effective way to gather experiences through qualitative discussions.

Based on the insights gained from the qualitative study, survey tools were designed and developed. These draft survey tools were pre-tested and finalized with input from the Foundation. Introduction letters from the Foundation to the MTOs, chairpersons, and DOs played a crucial role in garnering support for the survey team, which enabled the successful collection of sample surveys from 860 users and 502 mediators. In addition to the survey-based primary data on users' and mediators' experiences, the study also gathered case statistics as secondary data, offering concrete evidence in terms of inputs and outputs. Case statistics for 2023 were obtained from the CMB for all 329 CMBs, while data for the first six months of 2024 were collected from a sample of 50 CMBs. These case statistics were analyzed at the national, provincial, district, and CMB levels, with specific focus on the sampled 50 CMBs.

Users Experience

The analysis of users' experiences is organized into seven broad dimensions and attributes as follows:

1. Location and venue of the Mediation Board
2. Proximity, impartiality or non-discrimination of mediation panel
3. Perceptions of the members of the mediation panel
4. Mediation as an ADR method for solving disputes
5. Acceptance of Mediation board
6. Experience regarding the functioning of the Mediation Board
7. Awareness and understanding of the mediation board

Among the seven dimensions, users rated the CMB highly for their effectiveness in providing an ADR mechanism. The significant majority (approximately 90%) agreed that pursuing their disputes through the court system would have entailed considerable financial and time related costs. In contrast, they recognized the mediation board as an effective alternative to resolve disputes, emphasizing its role in restoring damaged relationships between the parties involved and preventing future disputes.

The weaker aspects of performances are reflected in users' perceptions of how mediation board operates. More than half of the users reported experiencing only two mediations days per month, long queue due to heavy caseload, backlogs, and an insufficient number of mediators. However, it is noteworthy that the findings indicate approximately two-thirds of users disagreed with the assertion that the mediation board management is inefficient and disorganized.

The remaining dimensions received favorable performance ratings. However, there are certain areas that warrant attention from mediation boards, such as the aspect of users having the opportunity to choose a mediator they prefer to represent them (e.g., based on gender, age, or business background). This particular dimension received a lower rating. Although the Community Mediation Board Act specifies such provisions, it is challenging to implement them in practice due to the limited number of mediation days, the shortage of mediators, the backlog of cases, and various other operational challenges.

Based on these findings as baseline indicators, the Principal Researcher recommends the organization of a workshop to identify the most relevant dimensions and indicators for measuring user experience. This workshop will also facilitate the development of a framework to track progress over time.

Negative feedback and suggestions provided in the open-ended responses are very important in identifying areas to improve user experiences more effectively. Key areas highlighted for improvement include addressing location-related issues, enhancing facilities, increasing the number of mediators, and raising public awareness. These aspects should be prioritized to foster more positive user experiences in the future.

Users Satisfaction

This study found that 83% of the current mediation board users expressed satisfaction with the services provided, with 19% somewhat satisfied, 31% satisfied, and 33% completely satisfied. On a scale of 1-7, an average score of 5.68 at the all-island level is considered a significant achievement. The analysis of satisfaction ratings by user profile revealed no major differences, though there were slightly lower ratings from minority communities (Tamil, Muslim, Roman Christian/other Catholics) and women homemakers who are not part of the formal labour force. Notably, users from banks and financial institutions rated their satisfaction with a mean score of 6.0 and a very low standard deviation (0.97), presenting an interesting area for further exploration and future studies. Previous research has not analyzed user satisfaction by type of case originated. Aside from the marginally lower rating for cases originating from police (5.48), satisfaction levels were quite consistent across other case sources.

User Recommendations

This study found that 88% of users recommend the Mediation Board to a friend to resolve disputes or conflicts in the future.

A NPS of 41 is a commendable achievement, and all stakeholders involved can collectively celebrate the success and contribution made. The Principal Researcher's recommendation is to continue monitoring this score over time across all user categories. In Sri Lanka many large private sector organizations (e.g. telecom, banks, hospitals) utilize modern ICT technologies to collect customer feedback. This is often done through SMS messages and customer touchpoint screens, using 5-point Likert scale with single question to assess NPS or customer satisfaction.

Hence, if resources are available, MBC can utilize the above mentioned seven dimensions and the most suitable indicators to reflect each dimension within a comprehensive framework, incorporating two single questions to assess user satisfaction and recommendation ratings. However, if resources are limited, the Principal Researcher suggests using at least two questions on satisfaction and recommendation to monitor and evaluate stakeholder experiences in the future, while treating these scores as baseline metrics.

The summary table of past studies provided below serves as a baseline for reviewing the progress of CMB performance from the users' perspective. It offers useful insights for evaluating policy and operational decisions in terms of their relevance, efficiency, effectiveness, and sustainability.

Table 33: Key Indicators of Past Studies

	2011	2022	This study 2024/25
Client/Sponsored	MOJ	SEDR stakeholders	SEDR stakeholders
Coverage	All Island	4 provinces	All Island
No of users	252	1712	860
User satisfaction	93% satisfied with process	83% satisfied with resolution of the matter	83% of the current users are satisfied (Somewhat Satisfied 19%, Satisfied 31% and Completely Satisfied 33%).
Repeat use	83%	80%	88% recommend the Mediation Boards as ADR
NPS	-	-	41%

Mediators Experiences

Mediators' experiences were examined across eight broader dimensions and attributes:

1. The composition of the mediation board
2. Mediators' Training
3. Support of officials and administrative aspects
4. High number of financial cases
5. Absenteeism of parties
6. Appreciation of Mediators
7. Venue of the mediation board
8. Active participation of stakeholders

Mediators disagreed on the statement suggesting that the composition of the mediation boards and the high number of financial cases significantly impact their CMB performance and productivity.

They strongly agree that beyond 5 days mandatory training is required. Absenteeism of parties and inactive participation of stakeholders are areas adversely affecting the mediation process.

The feedback provided by mediators can be utilized by decision makers in shaping the operational and policy decisions, upon further discussions with MTOs and DOs taking into account their experiences and previous studies.

Mediators Satisfaction

This study found that 82% of the mediators are satisfied with their experience (10% somewhat satisfied, 44% satisfied, and 28% completely satisfied). On a scale of 1-7, the average rating of 5.84 at the all-island level is a commendable achievement. The satisfaction ratings difference by mediator profile (e.g., age, gender, education, occupation language skills, ethnicity and religion) are presented in Annex 7, with no major differences identified. However, lower ratings were given by Sri Lankan Muslim (5.27) and Islam (5.37) mediators. Female mediators provided slightly higher satisfaction ratings (6.04).

Mediators Recommendation

This study found that 78% of the mediators recommended their friends or colleagues to become mediators, which reflects a very good level of recommendation. In the NPS framework there are 24 Detractors, 17 % Passive and 60% Promoters, resulting in a net promoter score of 36 (60-24) for the mediators' role.

Case Statistics Analysis

The following are key takeaways from the 2023 case statistics analysis;

1. Overall, 10% of the Disputes were pending (not discussed) from 2023. There are significant variations in these non-discussed percentages across different CMBs.
2. Overall, 12% of the Disputes were forwarded to 2024 from 2023. Again, there are high variations in these percentages across CMBs.
3. The average number of cases per mediation panels per day is very high for Western (2.54) and North Central (2.45) provinces compared with all-island average (1.79). District wise Nuwara Eliya (4.92), Colombo (3.77), and Polonnaruwa (2.73) are facing challenges in case management.
4. Among the 329 CMBs, Nuwara Eliya, Ginigathhena and Ipalogama have the highest average number of disputes discussed per day per panel.
5. Lunugamwehera, Mahakumbukkadawals, Morawewa and Panduwasnuwara have the lowest average number of disputes discussed per day per panel.
6. While MBC can review the all-island level progress by identifying averages and comparing them at a national level, MTOs, DOs and Chairpersons should focus on district averages to encourage better performance from their teams. This approach will allow for more rationalized strategies in specific areas. TAF/SEDR can allocate resources to recognize CMBs achieving progress in each district through a suitable program. For clarification purposes, the Principal Researcher has used Colombo district as an example.
7. Further elaborating on the Western province, statistics from 13 CMB indicate significant case management challenges.
8. In Thimbirigasyaya, one panel is tasked with managing 15.79 cases per day, while Colombo handles 5.91 cases, and Kesbewa handles 5.36 cases. When considering the actual cases discussed per day per panel, these numbers highlight significant challenges in achieving desired performance.

Case statistics analysis for selected 50 CMBs in 2024

The following are key takeaways from the analysis of case statistics for 50 CMBs:

1. The number of appointed mediators compared to those available during the survey indicates an overall 20% drop. In districts such as Galle, Vavniya, Mannar, Jaffana, and Puttlam the drop is around two fifth (40%).
2. By gender, male mediators experienced an 18% dropout rate, compared to 11% for female mediators.
3. By ethnicity, one (33%) of Tamil language skill mediators dropped out in 2024.
4. By language proficiency, one forth (25%) of Tamil language skill mediators dropped out in 2024.

Despite these challenges, the satisfaction and recommendation ratings from users and mediators serve as evidence of the success of mediation program.

	Users	Mediators
Satisfaction	83%	82%
Recommendations	88%	78%
Net Promotor Score	41	36

The findings in this study, based on different dimensions and indicators, along with insights from open ended responses, will be valuable on contributing to enhancement of mediation services in Sri Lanka

Annex 1



LOC/24/774

September 10, 2024

Mr. Jinendra Kothalawala
Consultant
194, Papiliwala Road
Brahmanagama
Pannipitiya

Dear Mr. Kothalawala:

Approval to Conduct the User Experience Survey

The Asia Foundation has received approval from the Mediation Boards Commission at the meeting held on August 21, 2024, to proceed with the conducting of the User Experience Survey. As such, the Foundation is pleased to provide confirmation of approval for Mr. Jinendra Kothalawala and his research team to conduct this survey. Mr. Jinendra Kothalawala is an experienced researcher who has worked extensively with the Foundation and has our fullest confidence in carrying out this comprehensive study of user experience which will allow the national mediation programme to further improve its mediation service provision.

With the issuance of this letter the Foundation is pleased to grant written approval to Mr. Jinendra Kothalawala and his research team to carry out quantitative and qualitative information data gathering by speaking to various users of community mediation boards across the country with the support of the Mediation Training Officers.

We wish you and your team the best of luck in conducting this survey and please reach out to our team for any support that you may need.

Thank you.

Yours sincerely,

Ramani Jayasundere
Director, Justice and Gender Programs

Annex 2: User Survey Questionnaire

Survey on Stakeholders' Experiences with the Mediation Board

- A.1 Mediation board District
- A.2 Mediation board reference Number
- A.3 Name of the Mediation board

Good morning/evening!

My name is..... I have come here today to conduct a survey on Stakeholders' experiences on the Mediation Board. Jinendra Kotalawala is the main researcher of this research and he is a well experienced social researcher. We would like to show you some photos of the research reports he was involved in.

This survey is conducted on the currently functioning Mediation Boards in Sri Lanka and to gather the experiences of the Stakeholders like you who are using those mediation boards. We would like to know your experiences in connection with the Mediation boards and would like to use those learnings to improve the work of the mediation boards. We would like to invite you to answer if only you are over 18 years of age. There is no right or wrong answers here only your experiences are important to us. The answers you are giving will not be shared with anyone, as in these research reports, we will be presenting only the aggregated results. You are just one among hundreds of such participants. This survey will take about 15 minutes. Can we talk to you until it's your turn to talk to the mediation board?

- A.4 Can you tell me if you would like to participate in this survey or not?
1. Like to participate **Continue**
 2. Does not like to participate **Thank and stop**

First Section

For this survey we need to get a representative sample of both men and women who come to the mediation board and different types of disputes or offences etc. For that I will first ask few questions to find out if you are a party related to the settlement in the category we are looking for.

- 1.1 How did you report/ you were reported regarding the dispute or offense in relation to the mediation that you are present at this place/the mediation board today?
1. Through the police
 2. Through the courts
 3. Through banks or financial institutions (skip indicated questions)
 4. Disputants
 5. other
- 1.2 Can you tell me what type of dispute or offence is related to the mediation that you are here today?
1. Minor injuries/assault
 2. Serious injury/assault
 3. Misappropriation of property/mischief
 4. Criminal intimidation
 5. Other offences -A person under the age of 18 in the Penal Code. Offences committed under Sections 367/368(b).
 6. Other offences - Disputes involving minors/other offenses involving minors
 7. Family disputes over domestic violence
 8. Other Family disputes
 9. Disputes over money
 10. Disputes related to land/property
 11. Other

Banks or Financial Institutions Go to 2.6.

- 1.3 Which party are you representing in this mediation?
1. First party
 2. Second party
 3. Court / Police By- Complainer
 4. Court / Police By- Respondent/Defendant
 5. Witness/ Guarantor
 6. Other
- 1.4 Are you present here today at this mediation board after the first call or for the second or third call? What is the current status of this dispute or conflict ?

1. Came to complain to the mediation board (Thank and stop)
 2. According to the notice calling for the first mediation panel discussion (Thank and stop)
 3. Participated in the first mediation panel discussion
 4. On a subsequent second call
 5. On a third call
 6. Fourth or to a subsequent call
 7. Others
- 1.5 By now how many days did you come to the mediation board ? Days.....
- 1.6 By now how many days were you unable to come to the Mediation panel? Days
- 1.7 By now how many days have you come for the mediation panel, but your other party did not come to the mediation panel? Days
- 1.8 When you consider only the time from your arrival at this place until the completion of this task (not including the time it takes to come from home or back home from this place) how many hours have been spent here? hours
- 1.9 Can you tell me the approximate cost you incurred for the days you came here? Rs.....

1.10 Gender ?

Male	1
Female	2
Other / Prefer not to answer	3

1.11 How old are you approximately?
99. Prefer not to answer

1.12 Are you a resident in this Divisional Secretariat or in another area? If in other area, which district?

In this Divisional Secretariat itself	1
In another Divisional Secretariat of this district	2
In another District	3

1.13 Have you ever come to the mediation board before this time regarding any dispute or offense?
1. Yes 2. No

1.14 What was the conclusion/resolution you achieved in that mediation?

The dispute / offense was settled - Received a settlement certificate	1
Mediation did not settle - a certificate of non-settlement was obtained	2
A certificate of non-settlement issued because of the absence of either party	3
Don't know/Can't say /Don't remember	4

1.15 Within last year, did you go? or did you have to go to the police station for some reason?
1. Yes 2. No

1.16 Before this have you ever went to or were you called by the courts?
1. Yes 2. No

For this survey, we wanted to contact someone who has faced and have experience of a mediation problem like you from this mediation board.

Thank you very much for your answers. Few people who have faced the same type of mediation problems like you have already been contacted for this survey, so thank you for answering these few short questions. We will try to contact an experienced party from another category. If that is not possible, I intend to meet you again.

We hope that you will contribute by giving your honest answers to the next section of the survey which will help to improve these services further. If you are busy please give us a phone number so that we will contact you at a convenient time for you for the survey.

Second section

2.1 What is the highest educational qualification you have attained?

No formal education received	01
Pre School Education/ Basic Education	02
Primary Education (Grades 1-5)	03
Secondary Education (Grade 6-10)	04
Passed G.C.E (O/L)	05
Passed G.C.E (O/L) but less than A/L	06
Passed G.C.E A/L	07
Passed A/L but less than Degree (eg. Diploma etc.)	08
Graduate/ Post Graduate	09
Professional	10
Other (specify) _____	11

- 2.2 Can you please tell me whether you are working? If so, is it in the private sector, public sector, in one's own economic activity? Retired? Housewife? etc.

Employment in Government/Semi Govt	01
A job at a private institution	02
Labour/temporary/casual employment	03
Employed in an economic activity (Self - Employed – with Employees)	04
A businessman (with employees)	05
Engaged in an unpaid family economic activity	06
An unemployed person	07
Student – Higher/ University/ Technical/ Other	08
Works at home (housewife)	09
A pensioner/retired	10
Other	11

- 2.3 In what language/s can you easily talk and present your ideas to another party? **Multiple Responses possible**

Sinhala	1
Tamil	2
English	3
Other	4

- 2.4 What is your ethnicity?

Sinhala	1
Sri Lankan Tamil	2
Indian Tamil	3
Sri Lankan Muslim	4
Malay / Burger / Other	5
I prefer not to answer	6

- 2.5 What is your religion?

Buddhist	1
Hindu	2
Islam	3
Roman Catholic / Other Christian	4
Other / None	5
I prefer not to answer	6

- 2.6 to 2.8 ask only from banks or financial institutions.

- 2.6 Approximately how many complaints have been forwarded to this mediation board by your branch of your bank or financial institution within last six months ?

2.7 What is the percentage of debtors **are** not coming for settlement activities from your bank or financial institution?

2.8 What do you think are the main reasons **why** most borrowers are not showing up?

Economic issues	1
Loss of employment and business income streams	2
Illnesses/personal/other family issues	3
They don't come because they don't have money to pay	4
For the purpose of non-payment	5
Thinking that Bank/institute will not file lawsuits due to low value of loan	6
Thinking that Bank/institute will not file lawsuits because they have paid larger share of the loan	7
Address is wrong/residence changed/letters are returning	8
Other	9

Ask everyone

2.9 Do you own a mobile phone? Or can you use another household member's mobile phone? If bank or financial institution official ask about official phone numbers

Belongs to me - mobile	1	
Another member of the household – mobile	2	
Land line	3	
Official phone	4	
No phone	5	Go to Third Section

2.10 In this way, the mobile phone that you are able to use can only receive incoming calls? a phone with SMS facility or a smartphone? **There may be several answers**

Calls and SMS only - Mobile	1
Calls only - a landline	2
A smart phone (with apps such as WhatsApp, Facebook and data card etc.)	3
Don't know / Can't say / Refused	4

Third section

Now think of only this specific dispute or offense that has been brought before the mediation board that you are involved at present. I would like to know how far you agree with each of the points when I read about your experience working with the mediation board over the past few weeks or months. You can give answers for each of that when reading a statement such as Strongly Disagree, Disagree, Somewhat Disagree, Neutral, Somewhat agree, agree, or strongly agree.

I will take an example to explain how to answer. If you say that in last week there was more rain than usual in this country How far do you agree? **Show the card**

← ----- →

Strongly disagree	Disagree	Somewhat disagree	Neutral/Unsure	Somewhat agree	Agree	Strongly agree
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Location and venue of the Mediation Board		Rate
1.1	This Place.....(Read Surveyor) is located in an area with easy road access to anyone	1 2 3 4 5 6 7 8 9
1.2	Does this place have enough benches, chairs, tables to sit and have sufficient drinking water, toilet facilities for the people who come	1 2 3 4 5 6 7 8 9
1.3	Mediation board has ample space for the crowd and the privacy of both sides are assured with available amenities. It turns out that this location has sufficient space and facilities to accommodate mediation sessions	1 2 3 4 5 6 7 8 9
Closeness, impartiality or non-discrimination of mediation board		
2.1	Mediation boards operate using a language familiar to you, with practices aligned to your race, religion, customs and culture when engaging in mediation affairs than when go to police and courts to resolve a dispute or conflict	1 2 3 4 5 6 7 8 9
2.2	Got a chance to choose a mediator whom you liked to represent yourself... (it means young, female, elderly or with a business background)	1 2 3 4 5 6 7 8 9
2.3	Mediation panel was impartial and unaffected by the factors such as wealth, political affiliations, education level, proffession or social class of either party. One party does not get more benefit from the mediation panel and discrimination doesn't happen	1 2 3 4 5 6 7 8 9
About the members of the mediation board		
3.1	Mediators representing both sides presented their side's views well to the mediation panel and the chief mediator was fair and impartial with the mediation	1 2 3 4 5 6 7 8 9
3.2	Mediators listen to the problems, ideas and facts from both parties without interference ensuring everyone was heard and given sufficient time to discuss	1 2 3 4 5 6 7 8 9
3.3	Mediators did not attempt to offer their suggestions as solutions to our dispute or conflict	1 2 3 4 5 6 7 8 9
As an alternative method for solving disputes		1 2 3 4 5 6 7 8 9
4.1	If had gone to courts, the court fees and attorney fees are charged but mediationboard is a good alternative method to resolve such disputes considering all the expenses and time involved	
4.2	To restore the damaged relationship with the other party or to avoid these conflicts again mediation board is a good way to solve disputes	1 2 3 4 5 6 7 8 9
4.3	Rather than going to court Mediation board is an efficient way to resolve conflicts in a short time	1 2 3 4 5 6 7 8 9
4.4	If the government can provided more facilities to mediation boards, stakeholders will not need to waste time in the police station or in court	1 2 3 4 5 6 7 8 9
Acceptance towards Mediation boards		1 2 3 4 5 6 7 8 9
5.1	The dispute or conflict is of a nature that require either myself or the other party should refer to the mediation board before proceeding to court (eg financial problems worth less than ten lakhs)	1 2 3 4 5 6 7 8 9
5.2	Agreements reached in mediation board is not obligatory for stakeholders to fulfill, so even if you receive calling letters or are informed through the Grama Niladari, they will not come to mediation	1 2 3 4 5 6 7 8 9
5.3	If the matter were taken to the court or the police, the relevant parties could not avoid involvement due to possiblity of warrants, fines and arrests, but the mediation board cannot do so.	1 2 3 4 5 6 7 8 9
Experience on how mediation board work		
6.1	Since mediation work is conducted only on two days / few days per month and due to increase in the number of complaints examined per day, I have to wait longer for my turn in the queue	1 2 3 4 5 6 7 8 9

6.2	Due to less number of mediators, backlog and difficulties have emerged for users of the services	1 2 3 4 5 6 7 8 9
6.3	Because of the irregular, inefficient, unorganized management of the mediation boards the people have to waste their time.	1 2 3 4 5 6 7 8 9
Knowledge and understanding of the work of the mediation board		
7.1	Before coming here, I did not know about the activities or advantages of the mediation boards	1 2 3 4 5 6 7 8 9
7.2	It is better if the knowledge and understanding of the effectiveness and advantages of the mediation boards are explained to the stakeholders who are likely to come to the mediation boards in the future	1 2 3 4 5 6 7 8 9
7.3	Along with the calling letter, if a handout can be sent on how the mediation board operates or if it can be provided through modern technology when people come to mediation board, people can conclude their work more effectively than this.	1 2 3 4 5 6 7 8 9

- 8.1 Based on the experience so far, how satisfied are you with the way the mediation board worked to get to a settlement on your dispute/offence? **Show the card**

Not satisfied at all	Not satisfied	Somewhat not satisfied	moderate	Somewhat Satisfied	Satisfied	completely Satisfied
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- 8.2 Based on the experience so far as a whole, will you be recommending to a friend to come to the mediation board to resolve a dispute or conflict in the future ? **Show the card**

Don't like it at all

Really like to recommend

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

- 8.3 If you have any other suggestions or comments regarding this Mediation Board please share it with us?

.....

Thank you very much for giving the answers.

Annex 3: User Profile

This annex presents the profile of users (disputants) interviewed in the survey.

3.1 Case originated from

	No. of Disputants	%
Police	216	25%
Court	126	15%
The Bank	208	24%
The Borrower	203	24%
Disputant	107	12%
Total	860	100%

3.2 Nature of the disputes or offence

	No. of Disputants	%
Minor injuries/assault	136	16%
Serious injury/assault	48	6%
Misappropriation of property/mischief	37	4%
Criminal intimidation	11	1%
Family disputes over domestic violence	21	2%
Other Family disputes	14	2%
Disputes over money	501	58%
Disputes related to land/property	75	9%
Others	17	2%
Total	860	100%

3.3 No of sessions participated or the number of times call

Q: Are you present here today at this mediation board after the first call or subsequent calls?

	No. of Disputants	%
Participated in the first mediation panel discussion	180	28%
On a subsequent second call	265	41%
On a third call	112	17%
Fourth or to a subsequent call	89	14%
Others	5	1%
Total	562	100%
Average no of days	2.62 days	

3.4 No of days disputant couldn't come to the Mediation Board

Q: By now how many days were you unable to come to the Mediation panel? Days

	No. of Disputants	%
Never (I came to all days)	537	82%
I couldn't come only one day	81	12%
I couldn't come two days	20	3%
I couldn't come three or more days	14	2%
Total	652	100%
Average no of days	0.31 days	

3.5 No of days your other party couldn't come to the Mediation Board

Q: By now how many days have you come for the mediation panel, but your other party did not come to the mediation panel? Days.....

	No. of Disputants	%
Never (they came to all days)	369	57%
They couldn't come only one day	131	20%
They couldn't come two days	73	11%
They couldn't come three or more days	79	12%
Total	652	100%
Average no of days	0.98 days	

3.6 Time spent so far on this dispute

Q: When you consider only the time from your arrival at this place until the completion of this task (not including the time it takes to come from home or back home from this place) how many hours have been spent here? hours

	No. of Disputants	%
One hour	147	23%
Two hours	145	22%
Three hours	119	18%
Four hours	69	11%
Five hours	50	8%
Six hours	40	6%
More than 6 hrs	82	13%
Total	652	100%
Average no of hours	4.42 hrs	

3.7 Cost incurred so far on this Dispute

Q: Can you tell me the approximate cost you incurred so far for the days you came here?

Rs.....

	No. of Disputants	%
Less than Rs 250.00	134	21%
Rs. 251 to 500	132	20%
Rs. 501 to 1500	195	30%
Rs. 1501 to 5000	152	23%
Rs. 5001 and above	39	6%
Total	652	100%
Average cost Rs	Rs 1604	

3.8 Gender of the Disputants Surveyed

	No. of Disputants	%	General Population
Male	367	56%	49%
Female	285	44%	51%
Total	652	100%	100%

3.9 Age of the Disputants Surveyed

	No. of Disputants	%	General Population
18 to 30 yrs	95	15%	23%
31 to 45 yrs	269	41%	32%
46 to 60 yrs	209	32%	26%
More than 60 yrs	79	12%	19%
Total	652	100%	
Average age (yrs)	44.7 yrs		100%

3.10 Residence of the Disputants Surveyed

Q: Are you a resident in this Divisional Secretariat or in another area? If in other area, which District?

	No. of Disputants	%
In this Divisional Secretariat itself	534	82%
In another divisional secretariat of this district	91	14%
In another district	27	4%
Total	652	100%

3.11 Ever attended to a Mediation Board

Q: Have you ever come to the mediation **board** before this time regarding any dispute or offense?

	No. of Disputants	%
Yes	119	18%
No	533	82%
Total	652	100%

3.12 Ever attended to a Mediation Board

Q: Have you ever come to the mediation board before this time regarding any dispute or offense?
What was the conclusion/resolution you achieved in that mediation?

	No. of Disputants	%
The dispute / offense was settled - Received a settlement certificate	71	60%
Mediation did not settle - a certificate of non-settlement was obtained	22	19%
A certificate of non-settlement issued because of the absence of either party	13	11%
Don't know/Can't say /Don't remember	13	10%
Total	119	100%

3.13 Disputants who Visited Police Station within last year

Q: Within last year, did you go? or did you have to go to the police station for some reason?

	No. of Disputants	%
Yes	281	43%
No	371	57%
Total	652	100%

3.14 Disputants who ever visited court

Q: Before this have you ever went to or were you called by the courts?

	No. of Disputants	%
Yes	288	44%
No	364	56%
Total	652	100%

3.15 Disputants who ever went to court and Mediation Boards

Disputants who ever went to court and Mediation Boards analyzed to understand about both the services and usage.

		Went to Mediation Board %		Total
		Yes	No	
Went to court %	Yes	11%	32%	44%
	No	7%	49%	56%
Total		18%	82%	100%

3.16 Education Qualification of the Disputants Surveyed

Q: What is the highest educational qualification you have attained?

	No. of Disputants	%
No formal education received	8	1%
Pre School Education/ Basic Education	5	1%
Primary Education (Grades 1-5)	55	8%
Secondary Education (Grade 6-10)	232	36%
Passed G.C.E	152	23%
Passed G.C.E (O/L) but less than A/L	51	8%
Passed G.C.E A/L	118	18%
Passed A/L but less than Degree (eg. Diploma etc.)	13	2%
Graduate/ Post Graduate	15	2%
Professional	3	0%
Total	652	100%

3.17 Occupation of the Disputants Surveyed

Q: Can you please tell me whether you are working? If so, is it in the private sector, public sector, in one's own economic activity? Retired? Housewife? etc.

	No. of Disputants	%
Employment in Govt/Semi Govt	60	9%
A job at a private institution	110	17%
Labour/temporary/casual employment	79	12%
Employed in an economic activity (Self - Employed – with Employees)	191	29%
A businessman (with employees)	37	6%
Engaged in an unpaid family economic activity	6	1%
An unemployed person	30	5%
Student – Higher/ University/ Tech/ Other	5	1%
Works at home (housewife)	119	18%

A pensioner/retired	4	1%
Other	11	2%
Total	652	100%

3.18 Language used by the Disputants Surveyed

Q: In what language/s can you easily talk and present your ideas to another party? **Multiple Responses possible**

	No. of Disputants	%	General Population*
Sinhala	443	68%	87%
Tamil	244	37%	28%
English	38	6%	24%
Other	5	1%	
Total	652	100%	

3.19 Disputants Ethnicity

Q: What is your ethnicity?

	No. of Disputants	%	General Population
Sinhala	411	63%	74%
Sri Lankan Tamil	183	28%	13%
Indian Tamil	16	2%	4%
Sri Lankan Muslim	40	6%	9%
Malay / Burger / Other	1	0%	
I prefer not to answer	1	0%	
Total	652	100%	100%

3.20 Disputants Religion

Q: What is your religion?

	No. of Disputants	%	General Population
Buddhist	399	61%	70%
Hindu	150	23%	13%
Islam	41	6%	10%
Roman Catholic / Other Christian	61	9%	7%
Other / None	1	0%	
Total	652	100%	100%

Profile of Banks and Finance Institutes

3.21 No. of Disputes submitted in the last six months

Q: Approximately how many complaints have been forwarded to this mediation panel by your branch of your bank or financial institution within last six months?

	No. of Banks or Financial Institutes	%
Up to 5 cases	48	24%
6 to 15 cases	43	21%
16 to 30 cases	42	21%
31 to 45 cases	19	9%
45 and above cases	50	25%
Total	208	100%
Descriptive Statistics	n=200 Mean= 30.60 SD =34.19	

3.22 Banks perception on Non-attendance of the Loan receivers

Q: What is the percentage of debtors who are not coming for settlement activities from your bank or financial institution?

	No. of Banks or Financial Institutes	%
Less than 25%	45	25%
26% to 50%	58	32%
51to 75%	48	26%
75% and above	32	18%
Total	183	100%
Descriptive Statistics	n=183 Mean 59.15 SD=25.97	

3.23 Banks perception on reasons for non-attendance of Loan receivers

Q: What do you think are the main reasons why most borrowers are not showing up? **Multiple Responses Possible**

	No. of Banks	%
Economic issues	57	27%
Loss of employment and business income streams	20	10%
Illnesses/personal/other family issues	10	5%
They don't come because they don't have money to pay	41	20%
For the purpose of non-payment	81	39%
Thinking that Bank/institute will not file lawsuits due to low value of loan	48	23%
Thinking that Bank/institute will not file lawsuits because they have paid larger share of the loan	20	10%
Address is wrong/residence changed/letters are returning	25	12%
Other	47	23%
Total	208	100%

3.24 Telephone usage of Disputants

Q: Do you own a mobile phone? Or can you use another household member's mobile phone? If bank or financial institution official ask about official phone numbers

	No. of Users	%
Belong to me	773	90%
Of another member of the household	40	5%
Fixed phone at home	1	-
Work phone	27	3%
None	19	2%
Total	860	86

3.25 Type of Telephone used by Disputants

Q: Do you own a mobile phone? Or can you use another household member's mobile phone? If bank or financial institution official ask about official phone numbers.

	No. of Users	%
Calls and SMS only - Mobile	190	23%
Calls only - a landline	77	9%
A smart phone (WhatsApp, Facebook, data card etc.)	571	68%
Don't know / Can't say / Refused	3	-
Total	841	100%

Annex 4: User ratings on different indicators in seven different dimensions

	Strongly disagree	Disagree	Somewhat disagree	Neutral	Somewhat agree	Agree	Strongly agree	Others	n	Mean	SD
1.1 This Place is located in an area with easy road access to anyone	1%	2%	1%	5%	7%	38%	45%	1%	852	6.13	1.140
1.2 Does this place have enough benches, chairs, tables to sit and have sufficient drinking water, toilet facilities for the people who come.	6%	8%	5%	10%	16%	32%	22%	2%	845	5.08	1.788
1.3 Mediation board has ample space for the crowd and the privacy on both sides are assured with available amenities. It turns out that this location has sufficient space and facilities to accommodate mediation sessions.	6%	7%	4%	8%	13%	35%	27%	1%	852	5.30	1.779
1 Location and venue of the Mediation Board	4%	5%	3%	8%	12%	35%	31%	1%	841	5.50	1.199
2.1 Mediation boards work with a language familiar to you, with habits similar to your race, religion, as per customs and culture when engaging in mediation affairs than when go to police and courts for a dispute or conflict	0%	2%	1%	5%	6%	41%	43%	0%	854	6.15	1.064
2.2 Got a chance to choose a mediator whom you liked to represent yourself... (it means young, female, elderly or with a business background)	7%	13%	2%	11%	8%	37%	19%	3%	834	4.93	1.938
2.3 Mediation panel was impartial and did not get influenced by the wealth, political affiliations, education level, profession, social class of the other party. One party does not get more benefit from the mediation board and discrimination doesn't h...	5%	8%	2%	6%	6%	37%	34%	3%	835	5.56	1.743
2 Closeness, impartiality or non-discrimination of mediation board	4%	7%	2%	8%	7%	38%	32%	2%	813	5.57	1.084
3.1 Mediators representing both sides presented their side's views well to the mediation panel and the chief mediator was fair and impartial with the mediation	2%	3%	1%	5%	6%	45%	36%	2%	847	5.95	1.297
3.2 Mediators listen to both parties problems, ideas and facts without interfering and allowed to be heard and given sufficient time to discuss	0%	1%	1%	4%	6%	47%	41%	0%	855	6.20	0.959
3.3 Mediators did not attempt to offer their suggestions as solutions to our dispute or problems	9%	23%	3%	10%	7%	29%	18%	2%	848	4.42	2.122
3 About the members of the mediation board	4%	9%	2%	6%	6%	40%	32%	2%	839	5.52	0.990
4.1 If had gone to courts, the court fees and attorney fees are charged but mediation board is a good alternative method to resolve such disputes considering all the expenses and time involved.	0%	1%	0%	2%	5%	38%	53%	0%	857	6.37	0.881
4.2 To restore the damaged relationship with the other party or to avoid these problems again mediation board is a good way to solve disputes	1%	2%	0%	4%	7%	43%	41%	1%	852	6.12	1.124

	Strongly disagree	Disagree	Somewhat disagree	Neutral	Somewhat agree	Agree	Strongly agree	Others	n	Mean	SD
4.3 Mediation board is good to solve the problem in a short time rather than going to court	0%	2%	0%	4%	6%	42%	45%	1%	850	6.21	1.018
4.4 If the government can provided more facilities to mediation boards, stakeholders will not need to waste time at the police station or in court	0%	1%	0%	3%	4%	39%	52%	1%	852	6.38	0.875
4 As an alternative method for solving disputes	1%	1%	0%	3%	6%	41%	46%	1%	840	6.27	0.763
5.1 The dispute or conflict is of a nature that require either myself or the other party must refer to the mediation board before proceeding to court. (eg financial problems worth less than ten lakhs)	2%	5%	1%	5%	5%	46%	28%	7%	804	5.78	1.421
5.2 Agreements reached in mediation board is not obligatory for stakeholders to fulfill, so even if you receive calling letters or are informed through the Grama Niladari, they will not come to mediation	2%	12%	2%	9%	12%	35%	21%	7%	801	5.20	1.731
5.3 If had to go to the court or the police, the relevant parties will not avoid due to warrants, fines and arrests, but the mediation board cannot do so.	3%	9%	1%	7%	7%	38%	30%	5%	814	5.55	1.669
5 Acceptance towards Mediation board	2%	9%	1%	7%	8%	40%	26%	6%	764	5.52	1.120
6.1 Since conducting mediation work only on two days / few days per month and due to increase in the number of complaints examined per day, I have to wait longer for my turn in the queue.	5%	23%	3%	8%	15%	26%	19%	1%	850	4.61	1.982
6.2 Due to less number of mediators, there is a backlog and difficulties which has arisen for users of the services	6%	28%	3%	10%	14%	25%	14%	1%	849	4.28	2.001
6.3 Because of the irregular, inefficient, unorganized management of the mediation boards the people have to waste their time.	16%	42%	5%	10%	8%	12%	6%	1%	849	3.12	1.876
6 Experience on how Mediation board work	9%	31%	4%	9%	12%	21%	13%	2%	837	3.99	1.555
7.1 Before coming here, I did not know about the activities or advantages of mediation boards.	5%	15%	3%	7%	7%	40%	23%	0%	853	5.08	1.924
7.2 It is better if the knowledge and understanding of the effectiveness and advantages of mediation board are explained to the stakeholders who are likely to come to the mediation boards in the future.	0%	0%	0%	3%	5%	48%	43%	0%	857	6.29	0.837
7.3 Along with the calling letter, if a handout can be sent on how the mediation board operate or if it is provided through modern technology when people come to mediation board, people can conclude their work more effectively than this.	0%	2%	0%	4%	6%	47%	40%	0%	855	6.17	1.006
7 Knowledge and understanding of the work of the mediation boards	2%	6%	1%	4%	6%	45%	36%	0%	849	5.84	0.835

Annex 5 : User Satisfaction by user profile

8.1 Based on the experience so far, How Satisfied are you with the way mediation board worked to get to a settlement on your dispute/offence? Show the card				
		n	Mean	SD
Total		860	5.68	1.45
Finance and Non finance	Finance cases	411	5.78	1.27
	Non finance cases	449	5.59	1.59
Source of case	1 - Police	216	5.48	1.57
	2- Court	126	5.66	1.68
	3 - The Bank	208	6.00	.97
	4 - The Borrower	203	5.57	1.49
	5 - Disputant	107	5.72	1.53
Case type	Criminal	232	5.55	1.69
	Family related	35	5.71	1.58
	Money matters	501	5.75	1.30
	Land/Property	75	5.60	1.48
No of sessions /Visits	First panel discussion completed	204	5.77	1.41
	Second time	323	5.64	1.42
	Third time	144	5.60	1.57
	Forth time and above	171	5.70	1.50
	Case settled	18*	5.78	.94
Gender	Male	367	5.65	1.49
	Female	285	5.49	1.64
Age categories	less than 35 yrs	160	5.81	1.37
	36-50 yrs	294	5.53	1.59
	51 yrs and above	198	5.46	1.65
Residence inside CMB are aor not	In this Divisional Secretariat	534	5.55	1.58
	Outside this Divisional Secretariat	118	5.72	1.44
Visited to MBC	Ever visited to CMB	119	5.59	1.36
Visted to Police	Visited to Police within last one year	281	5.64	1.62
Visited to Court	Ever visited to Court	288	5.59	1.65
Education level	Primary education	68	5.35	1.78
	Secondary	232	5.77	1.49
	O/L	203	5.60	1.55
	A/L and above	149	5.36	1.55
Occupation Category	Jobs	170	5.70	1.41
	Business	228	5.67	1.48

8.1 Based on the experience so far, How Satisfied are you with the way mediation board worked to get to a settlement on your dispute/offence? Show the card				
		n	Mean	SD
	Temp Job	79	5.42	1.78
	Non income earners	50	5.74	1.65
	Housework/housewife	119	5.28	1.72
Language	Sinhala	443	5.67	1.50
	Tamil	244	5.41	1.66
	English	38	5.42	1.27
Ethnicity	Sinhala	411	5.67	1.50
	Tamil	199	5.39	1.68
	Muslim	40	5.55	1.50
Religion	Buddhist	399	5.68	1.47
	Hindu	150	5.45	1.63
	Islam	41	5.46	1.58
	Roman Catholic / Other Christian	61	5.26	1.87

Banks and financial institutes are more satisfied than other categories of disputants. Satisfaction is comparatively low among the disputants who are highly educated, Tamil language speaking, Tamil ethnicity and Roman Catholic / Other Christian.

Survey of **Mediators' Experiences** on Community Mediation Board**Good morning/evening!****Introduction**

This survey is conducted to find out the experiences of the mediators in the mediation **board currently** operating in Sri Lanka. We would like to know your experiences in connection with the mediation board and would like to use those learnings to improve the work of the mediation boards. There is no right or wrong answers here only your experiences are important to us. The answers you are giving will not be shared with anyone, as in these research reports, we will be presenting only the aggregated results. You are just one among hundreds of such participants. This survey will take about 20 minutes.

Jinendra Kotalawala is the main researcher of this research and he is a well experienced social researcher. By now, the chairman of your mediation board, mediation development officer or district mediation training officer may have informed you about this survey.

You can mark the answers by circling the relevant answer number or by marking ✓ mark. If not stated as multiple answers possible please mark the most suitable single answer.

A.5 Do you like to participate in this survey ? Please mark

3. Would like to participate **Continue**
 4. Would not like to participate **Thank and stop**

A.6 Approximately how old are you?

Less than 29 years	1
Between 30-39	2
Between 40-49	3
Between 50-59	4
Between 60-69	5
Between 70-79	6
Over 80	7
Prefer not to answer	8

A.7 Gender?

Male	1
Female	2
Others/Prefer not to answer	

A.8 What is your highest educational qualification?

Primary Education (Upto Grade 5)	1
Secondary Education (Grade 6-10)	2
Passed G.C.E. O/L	3
Passed G.C.E. (O/L) but less than A/L	4
Passed G.C.E. A/L	5
Passed A/L but less than Degree (eg Diploma etc.)	6
Graduate/ Post Graduate	7
Professional	8
Other	9

A.9 Are you currently employed ? Retired ?

Currently employed	1
--------------------	---

A full-time retiree	2
Short-term employment even after retirement	3
Housewife	4
Others	5

A.10 If you are currently employed or if you were employed previously, circle the relevant number and write the name of the employer and the designation ?

	Name of previous/ current work place/Nature	Write the designation
1. Government job		
2. Private organization job		
3. Labour/temporary employment		
4. Self Employed – Without Employees		
5. A businessman- with employees		
6. Family economic activity		
7. Housewife		
8. Pensioner		
9. other		

A.11 Are you getting Monthly/Weekly/Once in a while income? In what ways do you get income/allowances/receipts?

Multiple responses Possible

Salary/Pension	1
Bank interest, house rent etc	2
Income from farming, business etc	3
Other income/sources	4
Government social security benefits (elderly, Samurdhi, disabled etc.)	5
Money received from children or relatives or from other parties or something like that	6
Allowance from Mediation Board	7
Prefer not to answer	8
I have no income of my own	9

A.12 In what language can you easily present your ideas to another party? **Multiple responses Possible**

Sinhala	1
Tamil	2
English	3

A.13 What is your ethnicity?

Sinhala	1
Sri Lankan Tamil	2
Indian Tamil	3
Sri Lankan Muslim	4
Malay / Burger / Other	5
Prefer not to answer	6

A.14 What is your religion?

Buddhist	1
Hindu	2
Islam	3
Roman Catholic / Other Christian	4
Other / None	5
Prefer not to answer	6

A.15 Do you own a phone? Or can you ask to use another household member's phone?

I own - mobile	1	
Household members' mobile	2	

Landline phone	3	
No phone	4	Skip to 1.13

A.16 What kind of work do you usually use the phone for that you own or can borrow? **Multiple responses Possible**

For calls only	1
Used for calls and SMS	2
A smart phone (SMS camera is used for photos)	3
A smart phone (uses apps such as WhatsApp, Facebook etc., data SIM cards)	4
Don't know / Can't say / Refused	5

A.17 In which year did you first join with the mediation board activities ? Year

A.18 In this time which year did you join as a mediator with this mediation board? Year

A.19 Have you worked as a mediator in a mediation board before joining this mediation board, what are those?

- 1.....
- 2.....

A.20 Is the five-day mediator training workshop enough for you to perform better in your mediation board activities?

1. It is not enough at all
2. Not enough
3. Moderate
4. Fair enough
5. Totally enough
6. Don't know / Say can't

A.21 In addition to the five day mediator training workshop, have you participated in **any other mediators' training programs**? If you have participated, what kind of training programs were those? **Only the mediation related training, not any other training programs.**

1.
2.

Section Two

I would like to know how much you agree with each statement about your experiences as a mediator in a mediation board over the past few years.

For each of that statement you can mark the answers as, Strongly disagree, Disagree, Somewhat disagree, Neutral, Somewhat agree, Agree, or Strongly agree, etc.

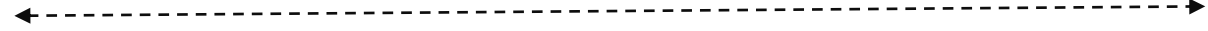
←-----→						
Strongly disagree	Disagree	Somewhat disagree	Neutral	Somewhat agree	Agree	Strongly agree
1	2	3	4	5	6	7

2.1 The context and composition of mediation board	
1. Due to not-filling the existing vacancies, daily absence of mediators, number of mediators are less for the boards and face many difficulties	1 2 3 4 5 6 7
2. Previously named three mediation panel members should be involve on the following days as well, so the parties have to wait for a long time for their cases until panel members complete other allocated cases	1 2 3 4 5 6 7
3. Many difficulties have arisen due to weekly mediation boards have recently been held only once in every two weeks or restricted to a few days	1 2 3 4 5 6 7
4. Disputes are piled up for various reasons hence the increase in the number of cases creates many obstacles in the management of day-to-day activities	1 2 3 4 5 6 7
5. The language used by the minority in this mediation board (Tamil/Sinhala), lack of mediators who knows other cultures creates difficulties	1 2 3 4 5 6 7
6. Due to the limited number of women mediators in this mediation board, face difficulties when adjusting the panels composition	1 2 3 4 5 6 7
7. Due to the increae in the number of cases per board per day, the opportunity for effective mediation is limited	1 2 3 4 5 6 7
2.2 Training for Mediator	
1. After five days mandatory training and gaining experience by working, it is essential to conduct short training programs to get updated knowledge	1 2 3 4 5 6 7
2. Reiterate training programs are necessary with emphasis on mediators' attitudes, flexibility etc	1 2 3 4 5 6 7
2.3 Support of officials and administrative matters	
1. Mediation Development Officer / District Mediation Development Officer (DO) provide maximum support for the activities of this mediation board	1 2 3 4 5 6 7
2. District Mediation Training Officer (MTO) provides maximum support for the activities of this mediation board	1 2 3 4 5 6 7
3. The maximum support from the relevant police officers given for mediation of the disputes coming through the police	1 2 3 4 5 6 7
4. The maximum support of the court officers given for mediation of the disputes coming through the court	1 2 3 4 5 6 7
5. The maximum support required for the second /third call is provided to the maximum extent by the grama niladari officers	1 2 3 4 5 6 7
6. Support is given to maximum extent from delivery of calling letters from post office/ postman	1 2 3 4 5 6 7
7. Because of the restriction recently on mediation on weekly meetings many difficulties have arisen	1 2 3 4 5 6 7
8. Since there are limits for funds/provision for stamps and not recieving those on time create difficulties	1 2 3 4 5 6 7
9. Since there are limits for funds/provisions for stationaries and not recieving those on time create difficulties	1 2 3 4 5 6 7
10. Lack of facilities to keep the mediation board documents safely is an issue	1 2 3 4 5 6 7
11. The recognition and legitimacy of the mediation board should be increased	1 2 3 4 5 6 7
12. Listening and intervening the difficulties or requests by the mediators	1 2 3 4 5 6 7
13. Mediators receive the attendance allowance on time	1 2 3 4 5 6 7
2.4 Higher number of financial cases	
1. Since the financial disputes are high in number it is hard to achieve the expected purposes of the mediation boards	1 2 3 4 5 6 7
2. It is difficult to give priority for the community disputes such as family disputes through mediation board because of the higher number of financial disputes recieved from banks, financial institutions and people selling goods on payment schemes.	1 2 3 4 5 6 7

3. Before going to court, any financial disputes are compulsorily referred to mediation board and increasing the minimum limit to ten lakh rupees create a challenge	1	2	3	4	5	6	7
4. Mediation boards face challenges by the fact that employees of financial institutions come to represent but not the decision makers hence the flexibility is limited	1	2	3	4	5	6	7
2.5 Absenteeism of parties							
1. Receipt of calling letters back to the mediation boards with notes stating that those cannot be delivered by post is narrowing the chances to settle disputes	1	2	3	4	5	6	7
2. One of the main reasons of failure to reach mediation to solve the dispute or offense is the continuous absence of one party to mediation board	1	2	3	4	5	6	7
3. Absence of one of the both parties at the starting time, late arrival of one party, both parties absent are the main reasons for not reaching settlement of the disputes	1	2	3	4	5	6	7
4. Even though the second call arranged through the grama niladhari officer or the police, non-attendance to mediation board narrow the chances to settle disputes	1	2	3	4	5	6	7
2.6 Appreciation of Mediators							
1. Neither party knows or appreciates the voluntary work done by mediators	1	2	3	4	5	6	7
2. Without knowing the facts that are not in mediation boards' control /any shortcoming, parties directly blame the chairman or mediators	1	2	3	4	5	6	7
3. There should be a program to appreciate the mediators on different level like mediation board, district, provincial or national	1	2	3	4	5	6	7
4. Disputants and mediators can be easily identified by wearing ID cards, ties, official badges etc.	1	2	3	4	5	6	7
2.7 Venue of the mediation board							
1. This place can be easily found and located with easy road access to anyone	1	2	3	4	5	6	7
2. This place have enough benches, chairs, tables to sit and have sufficient drinking water, toilet facilities for the people who come	1	2	3	4	5	6	7
3. This place has sufficient space and facilities to accommodate mediation sessions for the people	1	2	3	4	5	6	7
4. The management of this venue/ building, offers full support to conduct sessions on the selected date and time	1	2	3	4	5	6	7
2.8 About the Stakeholders							
1. Community awareness programs need to be done through mass media or by Mediation Development Officers or through other alternative ways	1	2	3	4	5	6	7
2. A program is needed to increase attendance and participation of the parties for mediation on the given date and time	1	2	3	4	5	6	7
3. When mediators ask for support in some circumstances, inflexibility shown by some parties is a challenge for mediation	1	2	3	4	5	6	7

Section Three

- 8.4 As you have volunteered as a mediator for this mediation board, spending your time, work, and money so far, how satisfied are you with achieving the objectives?



Not satisfied at all	Not satisfied	Somewhat not satisfied	Moderate	Somewhat satisfied	Satisfied	Completely satisfied
1	2	3	4	5	6	7

- 8.5 How far will you recommend to one of your friend or a colleague, as a suitable place to join as a mediator?
Would not recommend at all Strongly recommend

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

- 8.6 To provide more services to the people of this area, what kind of support do you expect from the Ministry of Justice?

.....

.....

.....

- 8.7 What kind of support do you expect from the Mediation Commission / Mediation Development Officers / District Mediation Training Officers?

.....

.....

.....

- 8.8 What kind of support do you expect from the police for the mediation?

.....

.....

.....

- 8.9 What kind of support do you expect from the court for the mediation?

.....

.....

.....

- 8.10 What kind of support do you expect from the mediation related stakeholders to conduct the mediation?

.....

.....

.....

Thank you very much for answering.

Annex 7: Mediators Profile

This annex presents the profile of mediators participated in the survey

7.1 Age

Q: Approximately how old are you?

	No. of mediators	%	Age group
Less than 29 years	2	0%	14%
Between 30-39	15	3%	
Between 40-49	57	11%	
Between 50-59	115	23%	50%
Between 60-69	136	27%	
Between 70-79	154	31%	35%
Over 80	21	4%	
Prefer not to answer	2	0%	
Total	502	100%	

7.2 Gender

	No. of mediators	%	General Population	Among 8632 mediators
Male	313	62%	49%	73%
Female	187	37%	51%	27%
Prefer not to answer	2	0%	-	
Total	562	100%	100%	100%

7.3 Education

Q: What is your highest educational qualification?

	No. of mediators	%
Primary Education (Upto Grade 5)	0	0%
Secondary Education (Grade 6-10)	6	1%
Passed G.C.E	52	10%
Passed G.C.E. (O/L) but less than A/L	62	12%
Passed G.C.E. A/L	127	25%
Passed A/L but less than Degree (eg Diploma etc.)	78	16%
Graduate/ Post Graduate	142	28%
Professional	30	6%
Other	5	1%
Total	562	100%

7.4 Economic Activity Engaged

Q: Are you currently employed? Retired?

	No. of mediators	%
Doing a job	170	34%
A full-time retiree	238	48%
Short-term employment even after retirement	46	9%
Housewife	25	5%
Others	17	3%
Total	502	100%

7.5 Language Skills

Q: In what language can you easily present your ideas to another party? **Multiple responses**

Possible

	No. of mediators	%
Sinhala	381	76%
Tamil	162	32%
English	52	10%
Total	502	100%

7.6 Ethnicity

Q: What is your ethnicity?

	No. of mediators	%	Population
Sinhala	345	69%	74%
Sri Lankan Tamil	110	22%	13%
Indian Tamil	6	1%	4%
Sri Lankan Muslim	37	7%	9%
Malay / Burger / Other	1	0%	
I "Prefer not to answer"	0	0%	
Total	502	100%	

7.7 Religion

Q: What is your religion?

	No. of mediators	%	Population
Buddhist	336	68%	70%
Hindu	86	17%	13%
Islam	40	8%	10%
Roman Catholic / Other Christian	31	6%	7%
Other / None	0	0%	
I prefer not to answer	2	0%	
Total	502	100%	

7.8 Phone ownership/usage

Q: Do you own a phone? Or can you ask to use another household member's phone?

	No. of mediators	%
I own - mobile	458	95%
Another member of the household - mobile	9	2%
landline phone	14	3%
No phone	0	0%
Total	502	100%

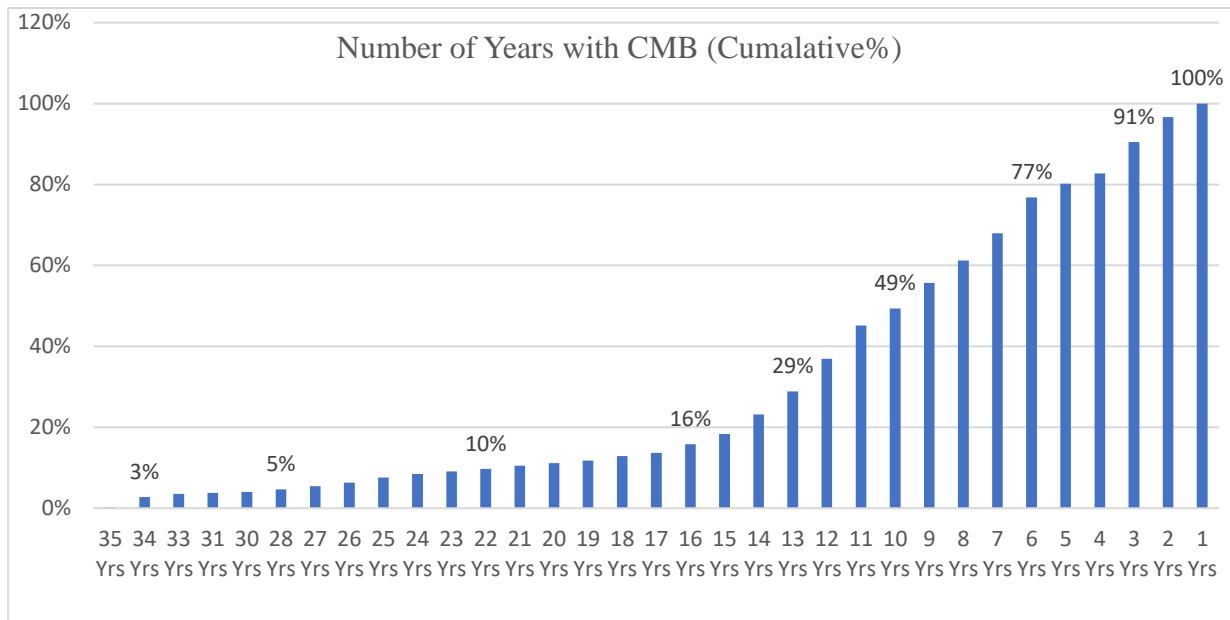
7.9 Phone ownership/usage

Q: The phone that you mentioned can be used for calls only, includes SMS or a smart phone?

Multiple responses Possible

	No. of mediators	%
Calls only	168	33%
Used for calls and SMS	109	22%
A smart phone SMS camera is used for photos	88	18%
A smart phone uses apps such as WhatsApp Facebook etc. data SIM cards	232	46%
Do not know Cannot say Refused	3	1%
Total	502	100%

7.10 Number of years as they started as Mediators



Annex 8: Mediators ratings on different indicators in different dimensions

Table 8: 1

	1 - Strongly disagree	2 - Disagree	3 - Somewhat disagree	4-Neutral	5 - Somewhat agree	6 - Agree	7 - Strongly agree	Others	n	Mean Score	SD
The composition of mediation board											
1. Due to not-filling the existing vacancies, daily absence of mediators, number of mediators are less for the boards and face many difficulties	8%	10%	4%	13%	17%	27%	19%	1%	498	4.79	1.888
2. Previously named three mediation panel members should be involve on the following days as well, so the parties have to wait for a long time for their cases until panel members complete other allocated cases	8%	22%	7%	19%	24%	14%	5%	2%	494	3.91	1.723
3. Many difficulties have arisen due to weekly mediation boards have recently been held only once in every two weeks or restricted to a few days	4%	5%	7%	10%	12%	34%	26%	1%	497	5.30	1.693
4. Disputes are piled up for various reasons hence the increase in the number of cases creates many obstacles in the management of day-to-day activities	4%	11%	7%	16%	20%	26%	15%	1%	498	4.75	1.718
5. The language used by the minority in this mediation board (Tamil/Sinhala), lack of mediators who knows other cultures creates difficulties	13%	27%	9%	16%	15%	15%	4%	1%	496	3.55	1.805
6. Due to the limited number of women mediators in this mediation board, face difficulties when adjusting the panels composition	11%	31%	7%	21%	14%	10%	5%	1%	495	3.46	1.733
7. Due to the increase in the number of cases per board per day, the opportunity for effective mediation is limited	9%	23%	5%	14%	19%	19%	9%	2%	489	4.26	1.150
Mediators Training											
1. After five days mandatory training and gaining experience by working, it is essential to conduct short training programs to get updated knowledge	4%	4%	4%	8%	12%	37%	30%	1%	496	5.55	1.616
2. Reiterate training programs are necessary with emphasis on mediators' attitudes, flexibility etc	2%	7%	2%	10%	15%	41%	22%	1%	496	5.41	1.523
Support of officials and administrative aspects											

	1 - Strongly disagree	2 - Disagree	3 - Somewhat disagree	4-Neutral	5 - Somewhat agree	6 - Agree	7 - Strongly agree	Others	n	Mean Score	SD
1. Mediation Development Officer / District Mediation Development Officer (DO) provide maximum support for the activities of this mediation board	2%	3%	3%	12%	11%	39%	29%	1%	497	5.64	1.407
2. District Mediation Training Officer (MTO) provides maximum support for the activities of this mediation board	2%	3%	2%	16%	14%	38%	25%	1%	496	5.52	1.385
3. The maximum support from the relevant police officers given for mediation of the disputes coming through the police	4%	11%	5%	24%	22%	23%	10%	2%	492	4.59	1.604
4. The maximum support of the court officers given for mediation of the disputes coming through the court	8%	14%	5%	26%	15%	21%	9%	1%	495	4.26	1.766
5. The maximum support required for the second /third call is provided to the maximum extent by the grama niladari officers	2%	5%	5%	23%	18%	34%	12%	2%	492	5.02	1.440
6. Support is given to maximum extent from delivery of calling letters from post office/ postman	1%	1%	2%	18%	10%	45%	21%	2%	493	5.58	1.263
7. Because of the restriction recently on mediation on weekly meetings many difficulties have arisen	3%	7%	4%	14%	16%	27%	29%	1%	497	5.33	1.658
8. Since there are limits for funds/provision for stamps and not receiving those on time create difficulties	3%	8%	5%	18%	14%	31%	18%	2%	490	5.01	1.652
9. Since there are limits for funds/provisions for stationaries and not receiving those on time create difficulties	3%	7%	2%	17%	15%	30%	23%	2%	491	5.24	1.594
10. Lack of facilities to keep the mediation board documents safely is an issue	3%	5%	1%	13%	10%	31%	35%	2%	493	5.63	1.548
11. The recognition and legitimacy of the mediation board should be increased	1%	3%	2%	8%	6%	35%	44%	1%	496	6.01	1.277
12. Listening and intervening the difficulties or requests by the mediators	2%	3%	4%	32%	14%	23%	20%	3%	488	5.04	1.478
13. Mediators receive the attendance allowance on time	9%	19%	5%	21%	22%	18%	6%	1%	497	4.07	1.767
High number of financial cases											
1. Since the financial disputes are high in number it is hard to achieve the expected purposes of the mediation boards	6%	14%	5%	26%	17%	21%	10%	1%	496	4.38	1.719
2. It is difficult to give priority for the community disputes such as family disputes through mediation board because of the higher number of financial disputes received from banks, financial institutions and people selling goods on payment schemes.	5%	15%	8%	21%	19%	21%	9%	2%	495	4.36	1,691

	1 - Strongly disagree	2 - Disagree	3 - Somewhat disagree	4-Neutral	5 - Somewhat agree	6 - Agree	7 - Strongly agree	Others	n	Mean Score	SD
3. Before going to court, any financial disputes are compulsorily referred to mediation board and increasing the minimum limit to ten lakh rupees create a challenge	10%	24%	6%	20%	13%	17%	8%	2%	493	3.86	1,860
4. Mediation boards face challenges by the fact that employees of financial institutions come to represent but not the decision makers hence the flexibility is limited	4%	10%	7%	16%	21%	26%	16%	1%	496	4.85	1.671
Absenteeism of parties											
1. Receipt of calling letters back to the mediation boards with notes stating that those cannot be delivered by post is narrowing the chances to settle disputes	3%	7%	4%	15%	18%	35%	17%	1%	495	5.13	1.570
2. One of the main reasons of failure to reach mediation to solve the dispute or offense is the continuous absence of one party to mediation board	1%	3%	2%	9%	8%	32%	44%	1%	498	5.96	1.316
3. Absence of one of the both parties at the starting time, late arrival of one party, both parties absent are the main reasons for not reaching settlement of the disputes	1%	2%	3%	10%	12%	34%	38%	1%	497	5.87	1.290
4. Even though the second call arranged through the grama niladhari officer or the police, non-attendance to mediation board narrow the chances to settle disputes	1%	5%	2%	12%	9%	34%	34%	1%	496	5.67	1.484
Appreciation of Mediators											
1. Neither party knows or appreciates the voluntary work done by mediators	3%	8%	3%	21%	16%	29%	19%	1%	496	5.02	1.627
2. Without knowing the facts that are not in mediation boards' control /any shortcoming, parties directly blame the chairman or mediators	7%	20%	4%	20%	14%	21%	12%	2%	493	4.27	1.892
3. There should be a program to appreciate the mediators on different level like mediation board, district, provincial or national	1%	1%	3%	6%	7%	36%	45%	1%	498	6.07	1.245
4. Disputants and mediators can be easily identified by wearing ID cards, ties, official badges etc.	4%	4%	3%	16%	14%	35%	23%	1%	498	6.09	1.247
Venue of the mediation board											
1. This place can be easily found and located with easy road access to anyone	4%	4%	3%	10%	11%	34%	33%	1%	498	5.59	1.588

	1 - Strongly disagree	2 - Disagree	3 - Somewhat disagree	4-Neutral	5 - Somewhat agree	6 - Agree	7 - Strongly agree	Others	n	Mean Score	SD
2. This place have enough benches, chairs, tables to sit and have sufficient drinking water, toilet facilities for the people who come	9%	11%	6%	17%	17%	24%	15%	1%	497	4.55	1.886
3. This place has sufficient space and facilities to accommodate mediation sessions for the people	8%	8%	7%	18%	13%	30%	16%	1%	497	4.74	1.827
4. The management of this venue/ building, offers full support to conduct sessions on the selected date and time	4%	4%	3%	16%	14%	35%	23%	1%	496	5.32	1.563
Stakeholders active participation											
1. Community awareness programs need to be done through mass media or by Mediation Development Officers or through other alternative ways	1%	2%	1%	8%	9%	42%	36%	1%	496	5.97	1.177
2. A program is needed to increase attendance and participation of the parties for mediation on the given date and time	1%	3%	1%	11%	9%	44%	30%	1%	498	5.78	1.268
3. When mediators ask for support in some circumstances, inflexibility shown by some parties is a challenge for mediation	3%	7%	5%	23%	19%	28%	14%	1%	496	4.90	1.534

As in annex 8, out of eight dimensions and 39 attributes, highest one is 6.16 rating. Few comes as high agreement rates where mean score value is higher than 6. Those high ratings are under Appreciation of Mediators with “There should be a program to appreciate the mediators on different level like mediation board, district, provincial or national” (Mean score 6.07) and “Disputants and mediators can be easily identified by wearing ID cards, ties, official badges etc”. (Mean score 6.09). Third highest agreement is with 6.01 mean score value on the statement “The recognition and legitimacy of the mediation board should be increased”. “Community awareness programs need to be done through mass media or by Mediation Development Officers or through other alternative ways” rated with 5.97 mean score value for “One of the main reasons of failure to reach mediation to solve the dispute or offense is the continuous absence of one party to mediation board” which had a mean value of 5.96. Additionally, “Absence of one of the both parties at the starting time, late arrival of one party, both parties absent are the main reasons for not reaching settlement of the disputes” received a mean score of 5.87, all of which are close to the mean value of 6.

On the other hand, statements like “Due to the limited number of women mediators in this mediation board, face difficulties when adjusting the panels composition” which the mean score of 3.46. A gender based analysis and findings are presented in table 8.2 below.

Table 8.2: Mediators experience with gender composition requirement

		n	Mean	SD
Due to the limited number of women mediators in this mediation board, face difficulties when adjusting the panels composition	Total	495	3.46	1.733
	Male	310	3.43	1.695
	Female	183	3.51	1.797

Based on the above both male and female mediators rated that the gender is not a difficulty when they form panels. Key factors in this study found that female disputants are less as in annex 3 table 7 (37%). Overall, female mediators make up 27%, so any interpretation should take these facts into account.

“The language used by the minority in this mediation board (Tamil/Sinhala), lack of mediators who knows other cultures creates difficulties” was rated with mean score value of 3.55.

Table 8.3: Mediators experience with language and ethnicity composition requirement

			n	Mean	SD
The language used by the minority in this mediation board (Tamil/Sinhala), lack of mediators who knows other cultures creates difficulties	Language they are familiar	Total	496	3.55	1.805
		Sinhala	376	3.47	1.754
		Tamil	162	3.70	1.905
		English	46	3.52	1.748
	Ethnicity	Sinhala	340	3.48	1.757
		SL Tamil	110	3.71	1.983
		SL Muslim	37	3.76	1.553

Only numerically small higher marginal edge is there for Tamil language familiar mediators and Sri Lankan Tamil and Sri Lankan Muslim mediators' ratings. This implies mediators believe that at overall level the existing composition of mediation boards are delivering what is expected etc. but has to explore further with qualitative studies.

Annex 9 : Mediators Satisfaction by Demography

		n	Mean	Standard Deviation
Total		491	5 84	1 077
Age	Less tahn 49 yrs	73	5 88	1 092
	50 to 69 yrs	247	5 94	1 019
	70 and above yr	171	5 67	1 137
Gender	Male	307	5 72	1 078
	Female	182	6 04	1 045
Education level	Low level	118	5 90	1 081
	Medium Level	206	5 92	1 021
	High Level	166	5 70	1 136
Economic activity	Doing the job	167	5 90	1 062
	A full-time retiree	233	5 81	1 062
	Short-term employment even after retirement	44	5 50	1 267
Language skills	Sinhala	371	5 95	1 044
	Tamil	162	5 56	1 153
	English	51	5 82	1 126
Ethnicity	Sinhala	335	5 97	1 022
	Sri Lankan Tamil	110	5 66	1 152
	Sri Lankan Muslim	37	5 27	1 097
Religion	Buddhist	327	5 94	1 031
	Hindu	86	5 62	1 129
	Islam	40	5 37	1 125
	Roman Catholic / Other Christian	30	5 93	1 143

Ethnicity wise Sri Lankan Muslim and religion wise Islam mediators have comparatively less satisfaction. All other demographic groups of mediators have similar satisfaction levels.

Annex 10 - Chairpersons Survey Form

Understanding Community Mediation Board Background and Profile Data and Chairpersons Experiences

- 1.1 Mediation Board District
- 1.2 Mediation Board reference Number
- 1.3 Name of the Mediation Board
- 1.4 Respondent designation
- 1.5 Enumerators name
- 1.6 Date 2024/ Month...../Date.....

First I would like to understand this Community Mediation Board Starting time and the status now with Mediators Profile details.

- 1.7 When did this Mediation Board established? Year
- 1.8 How many Mediators approved positions in this Mediation Board?.....
- 1.9 How many Mediators are now engaged in this Mediation Board?..... Can I get the distribution as below (indicative numbers)

Sex	Start	Now
Female		
Male		
Total		

Age		Now
Less than 39 years		
Between 40-59		
Between 60-79		
Over 80		

Ethnicity	Start	Now
Sinhala		
Tamil		
Muslim		
Others		

Religion	Start	Now
Buddhist		
Hindu		
Islam		
Roman Catholic / Other Christian		

Language skill	Start	Now
Sinhala		
Tamil		
English		

Economic activity		Now
Doing the job		
A full-time retiree		
Short-term employment		
Housewife/Others		

Can you please share with us the last six or nine months disputes/offenses reported to Mediation Commission Board monthly summary Format (MBC 01/2017)?.....

1.1 Referred by Courts	
1.2 Referred by Police	
1.3 Referred by Banks and Financial Institutions	
1.4 Disputants	
1.5 Others	
1.6 TOTAL	
2. Types of disputes received during last month	
2.1 Assault	
2.2 Causing hurt	
2.3 Misappropriation of property	
2.4 Land	
2.5 Family disputes	
2.5.1 Family disputes pertaining to land and property	
2.5.2 Domestic violence disputes	
2.6 Disputes/offences involving minors (under 18 years)	
2.7 Money matters	
2.8 Breach of the peace	
2.9 Criminal intimidation	
TOTAL	

3. Inquiries handled during this 6 months	
3.A Total number of disputes pending from last year (discussed)	
3.B Total number of disputes pending from last year (not discussed)	
3.C Total number of disputes pending from last year	
3.D Disputes received during January 1st to June 30th	
3.E Total disputes	
3.F Disputes discussed and settled	
3.G Disputes discussed and not settled	
3.H Total disputes discussed-(settled or not)	
3.I Disputes not settled due to the absent of disputers	
3.J Disputes refused	
3.K Disputes withdrawn	
3.L Disputes discussed forward to the next year	
3.M Disputes not discussed forward to the next year	
TOTAL	

In addition to the five mediator training workshops did your moderators participated in training with some other mediators training programs? If you have participated, what kind of training programs were those? Only the details about programs related to mediation do not mention any other training programs.

1.
2.

Thank you very much

Annex 11 : References

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Annex 12 – MBC 01/2017 Form: Monthly Report on Disputes

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日期: 2012.09.01

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Annex 13 – Last 4 yrs MBC 01/2017 Annual Summary

Source of the case reference	2020 (a)	2021 (b)	2022 (c)	2023 (d)
Court	9,705	11,582	21,555	26,337
Police	33,929	45,441	49,780	59,023
Disputants	9,501	11,294	12,863	16,104
Others	1,148	886	1,486	2,489
Banks and FI	50,975	40,531	87,401	142,773
Total	105,258	109,734	173,085	246,726

Type /Nature of disputes	2020	2021	2022
Minor injuries/assault	17,294	21,888	29,475
Serious injury/assault	2,233	2,885	4,006
Misappropriation of property/mischief	4,568	7,118	8,274
Criminal intimidation	6,476	8,947	10,338
Other offenses - A person under the age of 18 in the Penal Code. Offences committed under Sections 367/368(b)	4,238	5,688	6,396
Other offences - Disputes involving minors	87	205	252
other offenses involving minors	116	203	206
Family disputes over domestic violence	1,200	1,532	2,247
Other Family disputes	1,129	1,533	2,075
Disputes over money	60,139	49,763	97,605
Disputes related to land/property	6,130	8,030	9,422
Other	1,648	1,942	3,489
Total	105,258	109,734	173,085