

SOCIETY

WHAT DO KAZAKHSTANTS KNOW ABOUT MEDIATION

We present the results of a sociological survey on what Kazakhstanis know about mediation.

In Kazakhstan, the Law “On Mediation” entered into force on August 5, 2011. The term “mediation” comes from the Latin word “mediare”, which means to mediate.

Many disputes and disagreements between parties to various conflicts can be resolved even before the trial, with the help of mediation. The advantages of mediation over litigation are significant savings in time and money, as well as the confidentiality of the private procedure.

Today, this type of dispute resolution is one of the most common almost all over the world. According to international statistics, 30-40% of all disputes go through mediation, in 85% of them positive results were achieved.

What do the Kazakhstanis know about mediation?

Respondents with experience of direct or indirect interaction with the judicial system participated in the sociological survey. The reason for the appeal of Kazakhstanis to the court were administrative offenses, disputes of various nature, as well as criminal offenses.

According to the results of this survey, only **15.9% of respondents have already used the services of a mediator**, and further in the event of a civil dispute or criminal offense, they will choose this particular form of conflict resolution.

Almost half of all respondents (45.3%) **do not know anything about such a method of dispute resolution as mediation.**

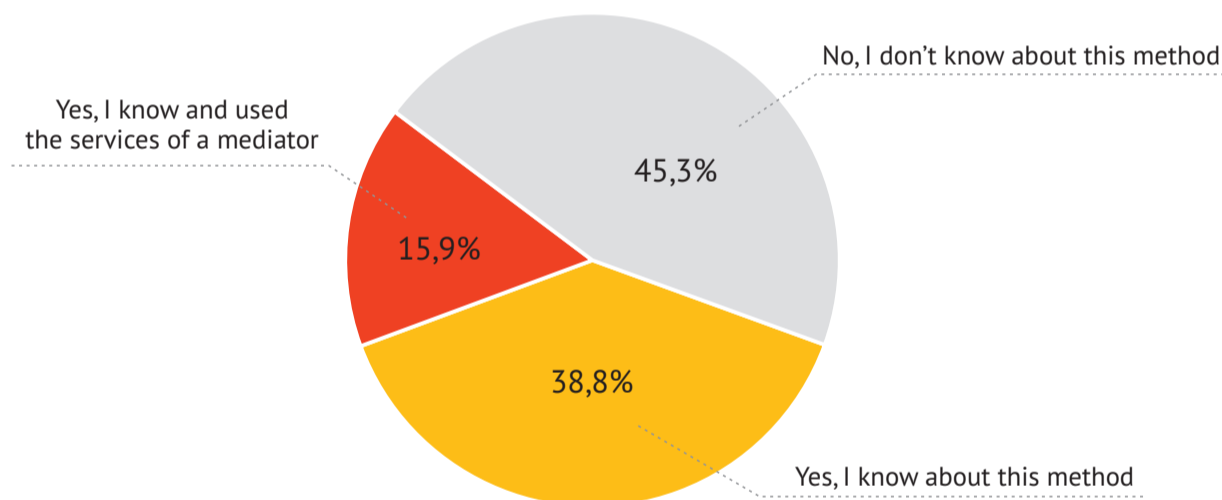


Fig 1. Are you aware of the possibility of using pre-trial mediation to resolve civil, labor, family and other disputes, as well as for reconciliation in criminal cases of small and medium gravity?

At the time of the survey, the largest share of all respondents were those who, if necessary to resolve a dispute, would prefer to go to court – 46.8%.

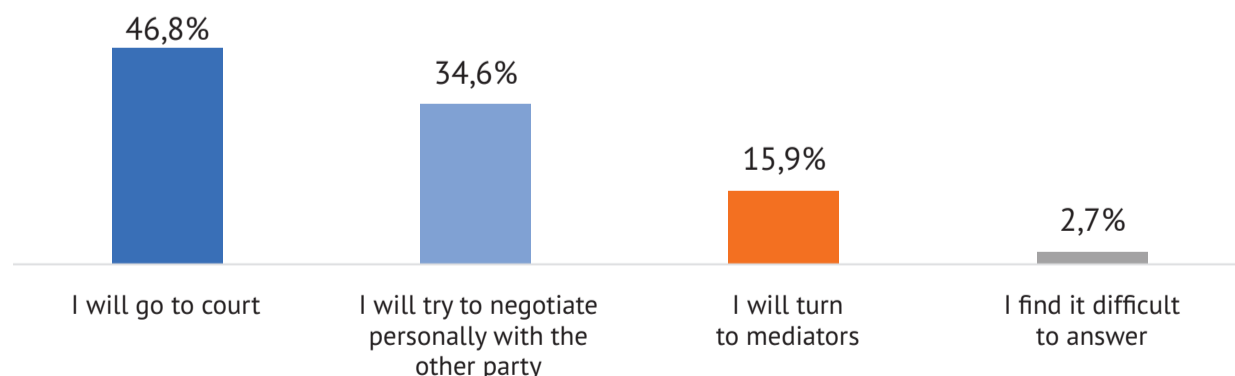


Fig 2. In the event of a civil dispute or encountering a criminal offense, what form of conflict resolution will you choose?

Research methodology:

The survey method is an interview of a respondent at the place of residence using a route quota selection.

Selection – 1200 respondents aged 18 and over in 59 settlements of urban and rural areas in 14 regions and 3 cities of republican significance.

The statistical error does not exceed 3.5%.

Duration – September 2019.