Measuring SDG 16
Just, Peaceful and inclusive institutions

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Indicators

16.7.1b Inclusive representation in the public service	**Measures and participation and representation of vulnerable groups in decision making positions in the public service** Targets gender, youth, disability and 'nationally relevant population groups' Representation discourages auto-exclusion

16.7.1c Inclusive representation in the judiciary	**Measures and participation and representation of vulnerable groups in decision making positions in the judiciary** Targets gender, youth, disability and 'nationally relevant population groups' Representation promotes trust and observence of decision making

16.3.3 Access to dispute resolution mechanisms	**Measures the accessibility of civil justice institutions and mechanisms (both formal and informal)** Unmet Legal Need and access to justice Barriers to accessing justice and resolving legal problems Understanding of the formal and informal mechanisms landscape

16.6.2 Satisfaction with public services	**Measures levels of public satisfaction with last experience with public services** Targets essential services aimed to provide health, education and 'government services' Goes beyond measuring quantity, which is not always o reflection of quality Provides a broader assessment of the attributes associated with service delivery Measures the 'government health'

16.7.2 Inclusive and responsive decision-making	**Measures the relationship between the State and the people across all developmental contexts** Is a proxy to political participation Assesses the state ability to listen to the population, in the citizen perspective Identifies the degree of expectation in terms of state action in responsive to all groups needs

Disaggregation

	16.3.3	16.6.2	16.7.1b	16.7.1c	16.7.2
Sex (male, female)	✓	✓	✓	✓	✓
Age	✓	✓	✓	✓	✓
Disability status (disability; no disability)	✓	✓	✓	✓	✓
Migration background and citizenship	✓				
Ethnicity (country-specific)	✓				
Education (Primary, Secundary, Terciary)	✓	✓			✓
Income		✓			✓
Place of residence (Urban/rural)		✓			✓
National Subregions		✓			✓
Population groups		✓			✓
Indicator specific	✓		✓	✓	

Data Flow

Reporting on each indicator

Reporting Platform

UNDP's SDG 16 Data Reporting Platform
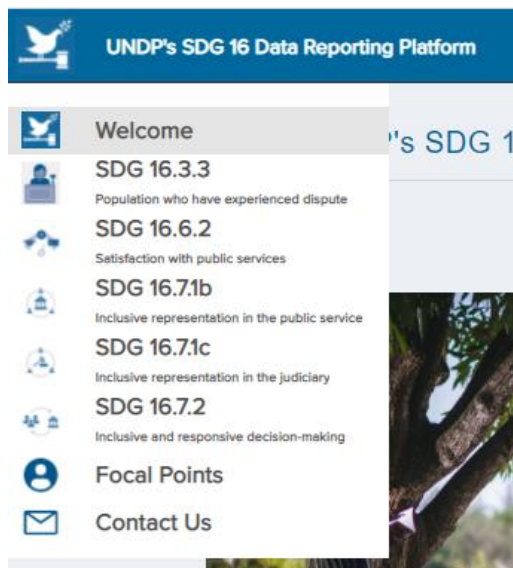
- **Welcome**
- **SDG 16.3.3**
  Population who have experienced dispute
- **SDG 16.6.2**
  Satisfaction with public services
- **SDG 16.7.1b**
  Inclusive representation in the public service
- **SDG 16.7.1c**
  Inclusive representation in the judiciary
- **SDG 16.7.2**
  Inclusive and responsive decision-making
- **Focal Points**
- **Contact Us**

16.3.3: Proportion of the population who have experienced a dispute in the past two years and who accessed a formal or informal dispute resolution mechanism, by type of mechanism

Introduction

UNODC · OECD · UNDP

SDG 16.3.3: Proportion of the population who have experienced a dispute in the past two years and who accessed a formal or informal dispute resolution mechanism, by type of mechanism.
Co-custodian agencies: UNDP, UNODC and OECD

SDG indicator 16.3.3 measures the accessibility of civil justice institutions (both formal and informal) by those who have experienced a justiciable problem, such as disputes in relation to labour, land tenure, injuries and commercial transactions. The disaggregation by type of dispute resolution mechanism provides additional information about the channels used by citizens in need of enforcing or defending their rights, may they be formal, such as courts or the police, or informal, such as customary law mechanisms managed by traditional or religious leaders. The indicator also provides important information about barriers and reasons for exclusion of some people.

The Indicator is based on four questions to be included in a household survey; these questions emphasize citizens' experiences over general perceptions.

Please read carefully the full metadata for this indicator before submitting your data.

Data and Metadata

Reporting Platform

Metadata

Metadata fields

Source

1. Reference period from: Reference period to:
   MM/YYYY   MM/YYYY

2. Fieldwork period from: Fieldwork period to:
   DD/MM/YYYY   DD/MM/YYYY

3. Data source used for this indicator (please specify the name and general topic of the questionnaire these questions were embedded in, if applicable):

4. Is this data source nationally representative?
   ◯ Yes ⦿ No

Data

	Numerator: Number of respondents who experienced a dispute during the past two years who accessed a formal or informal dispute resolution mechanism (b)	Denominator: Number of respondents who experienced a dispute in the past two years, minus those who are voluntarily self-excluded (e)	[Numerator / Denominator] * 100
Total/National			
Sex			
Male			
Female			
Disability status			
Disabled			
Not disabled			
Ethnicity			
Any non-majority ethnicity:			
Ethnic group A:			
Ethnic group B:			
Ethnic group C:			
Migration background			
Any migration background:			
Background A:			
Background B:			
Background C:			

Validation

- Each indicator can be inserted separately.

- The platform provides the final indicator (after computation)

- The NSO can validate the data inserted and the statistics that will be sent to UNSD. The validation can also be done by another data producer, when the NSO has delegated the reporting.

- The data and metadata provided allows to identify possible limitations (and best practices).

Save data

Submit to UNDP

SDG 16 Survey

DISCRIMINATION
- Experience of Discrimination

CORRUPTION
- Experience of Corruption (Bribery)

GOVERNANCE
- Political efficacy
- Satisfaction with public services

VIOLENCE
- Violence Reporting
- Safety
- Physical violence
- Psychological Violence and Harassment

ACCESS TO JUSTICE
- Access to dispute resolution mechanisms

HUMAN TRAFFICKING
- Human Trafficking
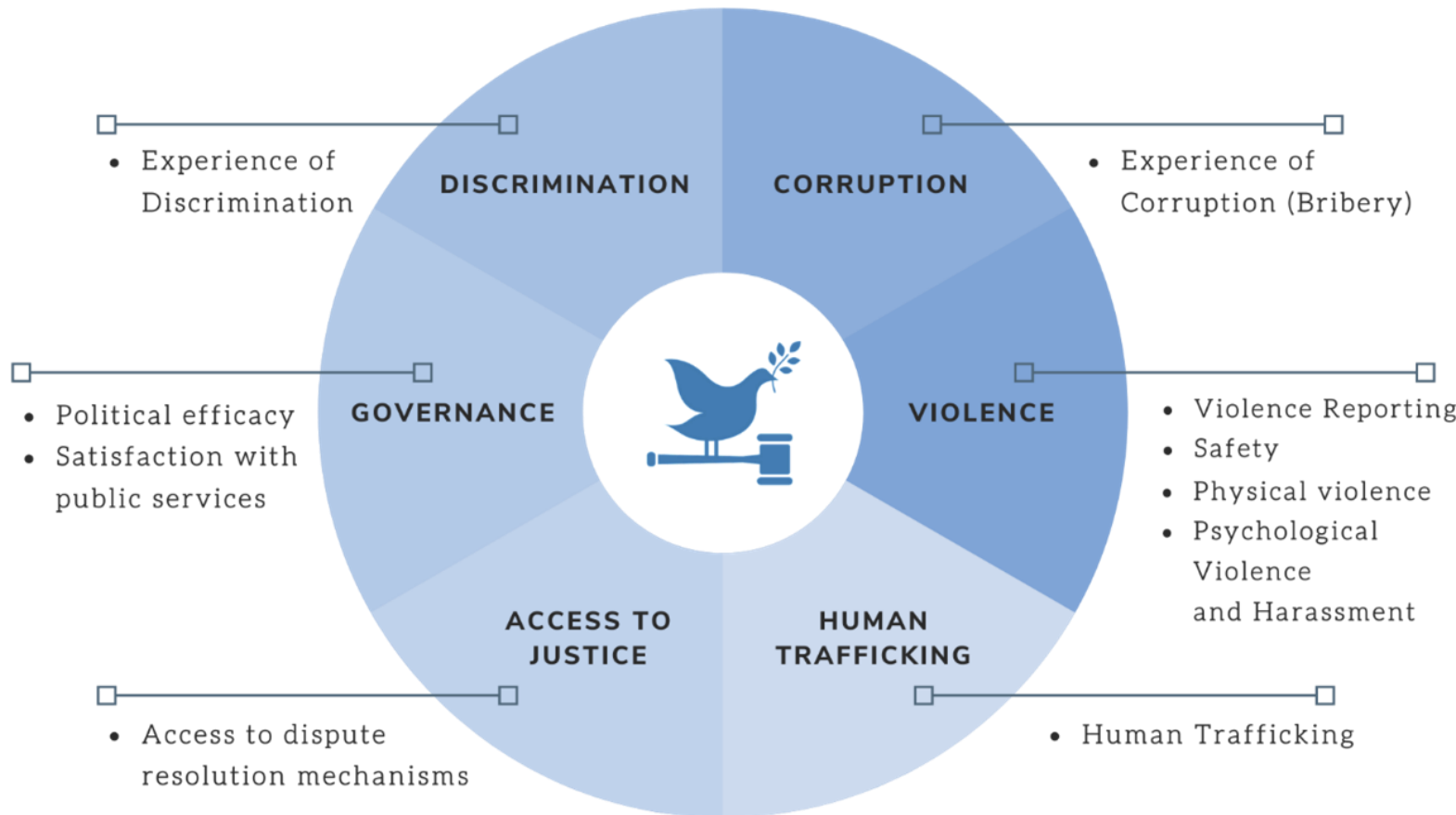
Added Value

Baseline for SDG 16

Stand alone or integrated in HH Survey

Flexible to CAPI and CATI

Tested in different implementation structures:
- NSO led
- NSO and private sector led
- NSO and national partners led
- MoJ led

SDG 16 Survey

Expert consultation	Cognitive testing	Piloting	Finalization of "package"	Implementation

Consultation with NSOs & experts

Cognitive testing in 3 countries (diverse contexts)

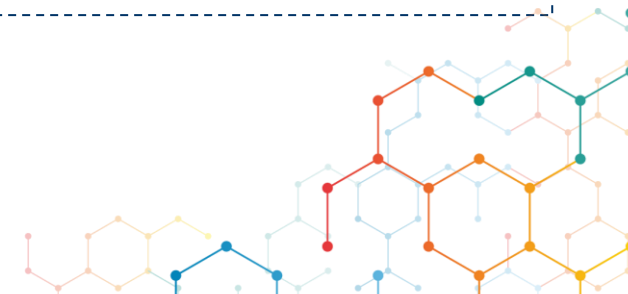1. Cabo Verde
2. El Salvador
3. Kenya

Piloting in 8 countries (diverse contexts)

1. Cabo Verde
2. El Salvador
3. Kenya
4. Togo,
5. Tanzania,
6. Tunisia
7. Somalia
8. Kazakhstan

1. Questionnaire (All modules)
2. Implementation manual
3. Data capture software (for CAPI and CATI)
4. Tabulation Plan

@ UNDP Tunisia

@ NSO Cabo Verde

@ NSO Kazakhstan

@ NSO Tanzania
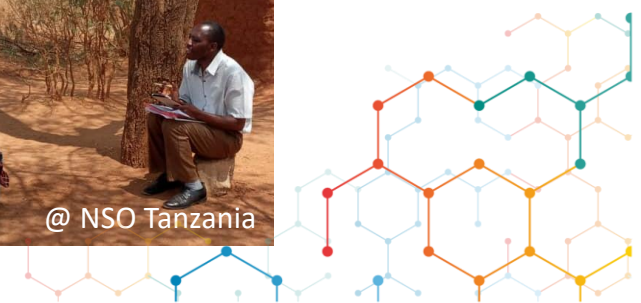
Resources

Policy Briefs

- Advancing inclusive decision making for Sustainable Development: Representation in **Public Service** through SDG 16.7.1b
- Advancing Inclusive Decision-Making for Sustainable Development: Representation in the **Judiciary** through SDG 16.7.1c

Guidance Materials

- Manual to Support National Data Collection on SDG Indicators 16.7.1b
- Manual to Support National Data Collection on SDG Indicators 16.7.1c
- FAQs for UNDP Country Offices:
- UNDP's Custodianship Role of Selected SDG 16 Indicators

Training

- Clinics (During call for data)
- National level trainings
- Regional Trainings on Measuring SDG16 in Africa 2020
- Regional Trainings on Measuring SDG16 in Latin America and the Caribbean 2021
- Regional Training on Measuring SDG 16 in Asia 2021

Thank you!

 "As we embark on this collective journey, we pledge that no one will be left behind. " - *Transforming our world: the 2030 Agenda for Sustainable Development* (A/RES/70/1)

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