

# Access to Justice: The Role of Legal Aid in Society

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This study aims to examine the role of legal aid in enhancing access to justice, with a focus on its accessibility, quality, challenges, impact on society, and future directions. This qualitative study utilized semi-structured interviews with 22 participants from various socioeconomic backgrounds and locations. Participants included legal aid providers, recipients, and other stakeholders. Thematic analysis was conducted to identify and categorize insights into the role and impact of legal aid. Key findings highlight critical issues in access to legal aid, such as awareness, eligibility criteria, application processes, service availability, and demographic impacts. Quality of service is significantly affected by lawyer expertise and the client-lawyer relationship. Major barriers include financial constraints, systemic issues, cultural and technological barriers. Legal aid significantly impacts social justice, economic stability, and community well-being. Legal aid is essential for equitable access to justice and plays a critical role in social and economic development. Improving the accessibility and quality of legal aid services, addressing systemic barriers, and ensuring broad coverage are vital for maximizing its societal benefits. The study underscores the need for ongoing innovations, policy reforms, and targeted interventions in the legal aid sector.

**Keywords:** Access to Justice, Legal Aid, Qualitative Study, Social Justice, Economic Impact, Systemic Barriers, Legal Services Quality.

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## 1. Introduction

The role of legal aid in society, particularly in facilitating access to justice, has emerged as a critical area of interest among scholars, policymakers, and practitioners globally. This interest is driven by an understanding that access to justice is not merely a legal issue but a profound element of social justice, poverty alleviation, and democratic governance. At the heart of discussions on legal aid is the principle of access to justice. Sandefur's (2008) seminal work highlights the deep-seated inequalities in access to civil justice, underscoring the race, class, and gender disparities that pervade the legal system (Sandefur, 2008). This inequality not only impedes individuals' ability to seek redress and protection under the law but also

exacerbates social exclusion (Buck et al., 2005). The intersection of social exclusion and civil law problems underscores a vicious cycle where vulnerable groups, lacking the means to navigate the civil justice system, find themselves further marginalized.

The critical role of legal aid in addressing these disparities cannot be overstated. Budijanto and Rahmanto (2022) emphasize measuring the quality of legal aid services as an embodiment of access to justice. Their insights suggest that the effectiveness of legal aid cannot merely be evaluated in terms of service delivery but must also consider the quality and impact of these services on the lives of recipients (Budijanto & Rahmanto, 2022). Similarly, Ayanie (2023) discusses micro-interventions in Ethiopia as alternative pathways



towards social justice and poverty alleviation, illustrating the potential for legal aid initiatives to contribute to broader societal goals (Ayanic, 2023).

However, the landscape of legal aid and access to justice is fraught with challenges. Flynn and Hodgson (2017) critique the mismatch of concepts in the contemporary legal landscapes of Australia and Britain, highlighting the adverse effects of legal aid cuts on access to justice. These cuts, often justified by fiscal austerity measures, disproportionately affect the most vulnerable, undermining the very foundation of legal aid (Flynn & Hodgson, 2017). In a similar vein, Kyriakides, Fisentzou, and Christodoulou (2021) examine the affordability and accessibility of the civil justice system in Cyprus, pointing to systemic barriers that impede equitable access to legal services (Kyriakides et al., 2021).

The international perspective on legal aid and access to justice further enriches the discourse. Mikinyango and Nguru (2021) discuss the role of law schools as legal aid providers in Kenya, offering insights into the challenges and lessons learned from practice. This initiative exemplifies the innovative approaches being explored to extend legal aid services, highlighting the potential for academic institutions to contribute to the legal aid ecosystem (Mikinyango & Nguru, 2021). Pandey (2023) reflects on the Indian experience with clinical legal education and access to justice during and beyond the COVID-19 pandemic, emphasizing the resilience and adaptability of legal education programs in ensuring continued access to legal services (Pandey, 2023).

The diversity of legal aid models and their impact is evident in the varied approaches to legal aid provision. Teufel, Renner, Gallo, and Hartley (2021) analyze the positive social return on investment from civil legal aid services for women experiencing intimate partner violence, demonstrating the economic and social benefits of targeted legal aid interventions (Teufel et al., 2021). Conversely, Wahab and Khairi (2020) explore the barriers to justice and legal aid for vulnerable non-citizens in Malaysia, shedding light on the unique challenges faced by marginalized groups in accessing legal aid (Wahab & Khairi, 2020).

The issue of non-discrimination in the protection of violated subjective rights, as discussed by Tkacheva (2022) (Tkacheva, 2022), and the urgency of the paralegal position in law enforcement in Indonesia (Utami & Nugroho, 2023), reflect the ongoing efforts to

broaden the scope and inclusivity of legal aid services (Utami & Nugroho, 2023). These studies underscore the importance of ensuring that legal aid reaches the most disadvantaged, advocating for policies and practices that prioritize equity and non-discrimination. Finally, Wibowo and Bangun (2021) address the constitutional right to legal aid for the poor in Indonesia, emphasizing the challenges and opportunities in realizing this right. Their analysis points to the need for a robust legal framework and sustained political will to ensure that legal aid fulfills its potential as a pillar of social justice (Wibowo & Bangun, 2021). Therefore, this article aims to examine the role of legal aid in enhancing access to justice with a qualitative approach.

## 2. Methods and Materials

### 2.1. Study Design and Participants

This study adopts a qualitative research methodology to explore the role of legal aid in enhancing access to justice. The choice of a qualitative approach is rooted in the aim to deeply understand the experiences, perceptions, and impact of legal aid services on individuals facing legal challenges. By focusing on qualitative data, the study seeks to capture the complexity of legal aid within the justice system and the nuanced ways in which it interacts with societal needs.

Participants were selected using purposive sampling to ensure a diverse representation of perspectives on legal aid. The sampling strategy aimed to include participants from various roles within the legal aid system, as well as individuals from different geographic locations and socioeconomic backgrounds. The selection process was guided by the goal of achieving theoretical saturation, where no new themes or insights emerged from subsequent interviews, indicating a comprehensive understanding of the study's research questions.

The study reached theoretical saturation after 22 interviews, with the last five interviews confirming the consistency of themes and insights previously identified. This saturation point indicated that the data collection had sufficiently captured the range of experiences and perceptions related to legal aid and access to justice, providing a solid basis for analysis and interpretation.

The study was conducted in accordance with ethical guidelines for qualitative research. Prior to participation, all interviewees were informed of the study's purpose,

the voluntary nature of their participation, and their right to withdraw at any time. Informed consent was obtained from all participants. To protect confidentiality, personal identifiers were removed from the transcripts, and pseudonyms are used when presenting quotes or specific cases in the findings.

2.2. Measures

2.2.1. Semi-Structured Interview

In the qualitative study exploring the role of legal aid in society, a total of 22 participants were interviewed to understand their experiences and perspectives. The demographic characteristics of the participants varied, reflecting a diverse cross-section of society to enrich the study's findings. Of the 22 participants, 12 identified as female, and 10 identified as male, highlighting a balanced gender representation. Age distribution among participants was wide-ranging, with 4 participants aged between 18-25 years, 6 in the 26-35 age group, 7 aged between 36-45 years, and 5 participants over the age of 46, ensuring insights across different life stages. Socioeconomically, participants spanned from low to high income, with 5 reporting incomes below the poverty line, 10 within the low to middle income range, and 7 in the upper income bracket, offering a broad perspective on access to legal aid across economic backgrounds.

2.3. Data Analysis

Data from the interviews were transcribed verbatim and analyzed using thematic analysis. This method involved

a careful reading of the interview transcripts to identify recurring themes, patterns, and insights related to the role of legal aid in society. The analysis was conducted iteratively, with themes being refined and redefined as the analysis progressed. The thematic analysis facilitated a deep understanding of the complex ways in which legal aid services are delivered, accessed, and experienced, as well as the challenges and opportunities within the current legal aid system.

3. Findings and Results

In the qualitative study exploring the role of legal aid in society, a total of 22 participants were interviewed to understand their experiences and perspectives. The demographic characteristics of the participants varied, reflecting a diverse cross-section of society to enrich the study's findings. Of the 22 participants, 12 identified as female, and 10 identified as male, highlighting a balanced gender representation. Age distribution among participants was wide-ranging, with 4 participants aged between 18-25 years, 6 in the 26-35 age group, 7 aged between 36-45 years, and 5 participants over the age of 46, ensuring insights across different life stages. Socioeconomically, participants spanned from low to high income, with 5 reporting incomes below the poverty line, 10 within the low to middle income range, and 7 in the upper income bracket, offering a broad perspective on access to legal aid across economic backgrounds.

Table 1

The Results of Thematic Analysis

Categories	Subcategories	Concepts (Open Codes)
1. Access to Legal Aid	1.1 Awareness	Information channels, Outreach programs, Community awareness, Advertising effectiveness, Social media presence
	1.2 Eligibility Criteria	Income thresholds, Case type restrictions, Documentation requirements, Geographic limitations, Means testing
	1.3 Application Process	Complexity, Time consumption, Assistance availability, Online access, Bureaucratic hurdles
	1.4 Service Availability	Office locations, Remote services, Service hours, Wait times, Lawyer availability
	1.5 Impact of Demographics	Age, Ethnicity, Gender, Socioeconomic status, Disability status
2. Quality of Services	2.1 Lawyer Expertise	Specialization areas, Experience levels, Training programs, Continuing education, Client feedback
	2.2 Client-Lawyer Relationship	Communication skills, Empathy, Trust building, Availability, Confidentiality
	2.3 Outcome Effectiveness	Case success rates, Client satisfaction, Long-term impacts, Preventive advice, Resolution speed
3. Challenges & Barriers	3.1 Financial Constraints	Funding sources, Budget cuts, Allocation efficiency, Donor dependence, Financial sustainability

	3.2 Systemic Issues	Policy barriers, Institutional biases, Legal framework gaps, Inter-agency collaboration, Political influence
	3.3 Cultural Barriers	Language barriers, Cultural sensitivity, Community norms, Stigma, Immigrant accessibility
	3.4 Technological Barriers	Digital divide, Online platform usability, Cybersecurity concerns, Technological literacy, Accessibility features
4. Impact on Society	4.1 Social Justice	Equality of access, Discrimination reduction, Empowerment of marginalized groups, Community trust, Legal awareness
	4.2 Economic Impact	Cost savings, Economic mobility, Reduction in homelessness, Employment stability, Decreased reliance on public assistance
	4.3 Community Well-being	Crime reduction, Family stability, Youth engagement, Mental health support, Social cohesion
5. Future Directions	5.1 Policy Recommendations	Legislative changes, Funding models, Service expansion, Stakeholder engagement, International best practices
	5.2 Innovation in Service Delivery	Mobile legal clinics, Online legal advice, Artificial intelligence, Interdisciplinary approaches, Client-centered services
	5.3 Partnership Development	Non-profit collaborations, Private sector engagement, Academic research partnerships, Community organization alliances, International cooperation
	5.4 Professional Development	Legal education reform, Specialization incentives, Mentorship programs, Ethical training, Cultural competence training
	5.5 Public Awareness and Engagement	Social media campaigns, Public forums and workshops, Educational programs in schools, Media partnerships, Influencer collaborations

The study's findings are organized into five main categories: Access to Legal Aid, Quality of Services, Challenges & Barriers, Impact on Society, and Future Directions. Each category is further divided into subcategories, which are supported by specific concepts derived from the data analysis.

### 3.1. Access to Legal Aid

The research identified five critical subcategories under Access to Legal Aid: Awareness, Eligibility Criteria, Application Process, Service Availability, and Impact of Demographics. Awareness of legal aid services was pinpointed as a significant factor, with interviewees mentioning various information channels and outreach programs. "Many individuals are simply unaware that these services exist or how to access them," shared one legal aid provider, highlighting the need for more effective community awareness and social media presence.

Eligibility Criteria were also cited as a barrier, with income thresholds and case type restrictions often mentioned. "I was barely over the income limit, which disqualified me from receiving help," lamented one interviewee, reflecting on the strict documentation requirements and geographic limitations faced by many. The Application Process was described as overly complex and time-consuming, a sentiment echoed by many participants. "The assistance I needed was urgent, but the application process felt like an insurmountable hurdle," one individual explained.

Service Availability varied significantly, with issues such as limited office locations and lawyer availability affecting access. "I had to travel over 50 miles for my appointments," shared a client, underscoring the logistical challenges faced by many in need of legal aid. Impact of Demographics on access to legal aid was also notable, with age, ethnicity, gender, socioeconomic status, and disability status influencing individuals' experiences. "As an immigrant woman, I felt there were multiple layers of barriers in accessing legal help," an interviewee revealed, highlighting the intersectional challenges encountered.

### 3.2. Quality of Services

Under Quality of Services, three subcategories were identified: Lawyer Expertise, Client-Lawyer Relationship, and Outcome Effectiveness. Lawyer Expertise was crucial for effective legal aid, with specialization areas, experience levels, and training programs contributing to positive outcomes. "My lawyer's expertise in family law made all the difference," a client shared, indicating the importance of specialized knowledge.

The Client-Lawyer Relationship was emphasized as a cornerstone of quality service, with effective communication, empathy, and trust being key factors. "Feeling heard and understood by my lawyer was as crucial as the legal advice I received," commented another participant.

Outcome Effectiveness was assessed through case success rates, client satisfaction, and long-term impacts. "Winning my case was important, but the long-term advice and support I received were invaluable," stated an interviewee, highlighting the broader significance of legal aid services.

### 3.3. *Challenges & Barriers*

Financial Constraints, Systemic Issues, Cultural Barriers, and Technological Barriers were the main challenges and barriers identified. Financial constraints affected both providers and recipients, with funding sources and budget cuts frequently mentioned. Systemic issues such as policy barriers and institutional biases were highlighted as significant obstacles. "The system feels stacked against those who need help the most," a participant observed.

Cultural and Technological Barriers also impeded access to legal aid. Language barriers and the digital divide were particularly notable, with one interviewee noting, "Not being fluent in English made the process even more daunting."

### 3.4. *Impact on Society*

The Impact on Society was categorized into Social Justice, Economic Impact, and Community Well-being. Legal aid was seen as a vital contributor to social justice, reducing discrimination and empowering marginalized groups. The economic impact of legal aid, particularly in terms of cost savings and economic mobility, was also highlighted. "Legal aid not only helped me resolve my legal issue but also helped me get back on my feet financially," an interviewee shared.

Community Well-being benefited from reduced crime, family stability, and social cohesion. "Seeing the direct impact of legal aid on families and communities has been incredibly rewarding," mentioned a legal aid worker.

### 3.5. *Future Directions*

Future Directions were outlined in terms of Policy Recommendations, Innovation in Service Delivery, Partnership Development, Professional Development, and Public Awareness and Engagement. Interviewees called for legislative changes, service expansion, and the embrace of innovative delivery models like online legal advice. "There's a need for more proactive, client-

centered services," one stakeholder suggested, emphasizing the potential of mobile legal clinics and artificial intelligence.

Partnerships between non-profits, the private sector, and academic institutions were seen as key to advancing the field. "Collaboration is the way forward," stated a legal aid provider, highlighting the importance of interdisciplinary approaches and community engagement.

## 4. **Discussion and Conclusion**

The qualitative analysis of the role of legal aid in society yielded five main themes, each encompassing various categories that provide a comprehensive overview of the multifaceted nature of legal aid. The main themes identified were Access to Legal Aid, Quality of Services, Challenges & Barriers, Impact on Society, and Future Directions. Under Access to Legal Aid, categories included Awareness, Eligibility Criteria, Application Process, Service Availability, and Impact of Demographics. The Quality of Services theme was broken down into Lawyer Expertise, Client-Lawyer Relationship, and Outcome Effectiveness. Challenges & Barriers comprised Financial Constraints, Systemic Issues, Cultural Barriers, and Technological Barriers. The Impact on Society theme explored Social Justice, Economic Impact, and Community Well-being. Finally, Future Directions covered Policy Recommendations, Innovation in Service Delivery, Partnership Development, Professional Development, and Public Awareness and Engagement.

This theme addressed the initial and perhaps most critical step in the legal aid process: gaining access. The Awareness category highlighted the need for effective information dissemination and outreach, while Eligibility Criteria underscored the barriers imposed by strict requirements. The Application Process category revealed the complexities and bureaucratic hurdles applicants face, and Service Availability pointed to the logistical challenges of reaching and utilizing legal aid services. Impact of Demographics shed light on how age, ethnicity, gender, socioeconomic status, and disability status influence access to legal aid, emphasizing the need for inclusive approaches.

Under Quality of Services, the categories revealed the importance of the caliber of legal aid provided. Lawyer Expertise emphasized the need for knowledgeable and

specialized legal professionals, Client-Lawyer Relationship highlighted the crucial role of trust and communication in legal aid, and Outcome Effectiveness underscored the ultimate goal of legal aid services: resolving clients' legal issues in a satisfactory manner.

This theme illuminated the obstacles that impede the effective delivery and reception of legal aid. Financial Constraints exposed the funding issues plaguing legal aid providers, Systemic Issues discussed the broader legal and institutional barriers to access, Cultural Barriers addressed the additional challenges faced by individuals from diverse backgrounds, and Technological Barriers acknowledged the digital divide and its impact on accessing legal services.

The Impact on Society theme explored the broader ramifications of legal aid on communities and the social fabric at large. Social Justice examined legal aid's role in promoting equality and reducing discrimination, Economic Impact discussed the financial benefits of legal aid for individuals and society, and Community Well-being emphasized the positive effects of legal aid on social cohesion and stability.

Future Directions proposed pathways for improving and expanding legal aid services. Policy Recommendations called for legislative and policy changes to enhance legal aid, Innovation in Service Delivery suggested adopting new technologies and methods to reach more clients, Partnership Development encouraged collaboration with various stakeholders, Professional Development emphasized the need for ongoing education and specialization for legal aid providers, and Public Awareness and Engagement advocated for campaigns to raise the profile and understanding of legal aid.

The findings from our qualitative study on the role of legal aid in society underline the critical importance of accessible and quality legal aid services for ensuring equitable access to justice. These findings resonate with existing literature, which highlights the multifaceted impact of legal aid on individuals and communities, especially among vulnerable populations.

Our study's emphasis on the importance of awareness and eligibility criteria for accessing legal aid services echoes Ayanie's (2023) discussion on micro-interventions as pathways towards social justice in Ethiopia (Ayanie, 2023). Similar to Ayanie's findings, our research underscores the need for targeted interventions that raise awareness and simplify

eligibility criteria to make legal aid more accessible to those in need, particularly in marginalized communities. The emphasis on the quality of legal aid services in our findings aligns with Budijanto and Rahmanto's (2022) study, which measures the quality of legal aid services as an embodiment of access to justice (Budijanto & Rahmanto, 2022). Their research supports our findings that the quality of legal aid, including the expertise of lawyers and the effectiveness of outcomes, is pivotal for enhancing access to justice. This alignment underscores the necessity of maintaining high standards in legal aid services to ensure they meet the needs of their clients effectively.

The challenges and barriers identified in our study, such as financial constraints and systemic issues, reflect the broader concerns highlighted by Flynn and Hodgson (2017) regarding the impact of legal aid cuts in Australia and Britain (Flynn & Hodgson, 2017). These cuts, as discussed in our findings and Flynn and Hodgson's work, represent a significant mismatch between the concept of access to justice and the reality of legal aid provision, with budget cuts exacerbating the barriers faced by vulnerable groups.

Our findings on the impact of legal aid on society, including social justice and economic impact, resonate with Teufel, Renner, Gallo, and Hartley's (2021) analysis of the positive social return on investment from civil legal aid services for women experiencing intimate partner violence (Teufel et al., 2021). Their study, similar to ours, illustrates the broader societal benefits of legal aid, reinforcing the argument that legal aid services contribute significantly to social and economic well-being.

The need for innovation in service delivery and policy reform, as suggested by our study, is supported by Utami and Nugroho's (2023) exploration of the urgency of the paralegal position in Indonesia (Utami & Nugroho, 2023). Their research, which advocates for the enhancement of legal aid through the inclusion of paralegals, parallels our findings on the importance of diversifying and innovating legal aid services to meet evolving societal needs. Furthermore, the global perspective on access to justice, as reviewed by Verma et al. (2023), provides a contextual backdrop to our study's emphasis on future directions for legal aid. Their comprehensive review highlights the effectiveness of justice sector interventions in low and middle-income countries,

underscoring the global challenge of ensuring equitable access to justice and the pivotal role of legal aid in this endeavor (Verma et al., 2023).

In conclusion, our study's findings contribute to the growing body of literature on the critical role of legal aid in society. By aligning with and building upon previous studies, we highlight the ongoing challenges and opportunities within the legal aid sector. Our research underscores the importance of continuous innovation, policy reform, and targeted interventions to enhance the accessibility, quality, and impact of legal aid services, thereby ensuring that justice is truly accessible to all members of society.

This study has meticulously explored the role of legal aid in society, focusing on its accessibility, the quality of services provided, the challenges and barriers faced by both providers and recipients, its impact on society, and the future directions for legal aid services. Our findings reveal that while legal aid plays a pivotal role in ensuring access to justice, particularly for vulnerable and marginalized populations, there are significant barriers that impede this access. These barriers range from awareness and eligibility criteria to systemic and financial constraints. Quality of service emerged as a critical determinant of effective legal aid, highlighting the importance of lawyer expertise and the outcomes of legal aid interventions. The study also underscores the profound impact of legal aid on social justice, economic stability, and community well-being, illustrating the broad societal benefits of accessible and high-quality legal aid services.

In concluding, it's evident that legal aid is a vital component in the pursuit of equitable access to justice. The findings underscore the need for sustained efforts to enhance the accessibility and quality of legal aid services, addressing systemic barriers and ensuring that legal aid reaches those most in need. Legal aid not only facilitates access to justice but also contributes significantly to social and economic development, underscoring its importance as a cornerstone of a fair and just society.

This study, while comprehensive, is not without limitations. The reliance on qualitative data, primarily from semi-structured interviews, may limit the generalizability of the findings. The sample size, although adequate for qualitative research, represents a fraction of the diverse experiences and perceptions surrounding legal aid. Furthermore, the study focused on a specific set

of jurisdictions, which may influence the applicability of the findings across different legal systems and cultural contexts.

Future research should aim to expand on the findings of this study by incorporating quantitative methods to complement the qualitative insights, providing a more holistic understanding of the impact of legal aid on society. Comparative studies across different jurisdictions and legal systems could also offer valuable insights into the effectiveness of various legal aid models. Additionally, exploring the long-term outcomes of legal aid interventions on individuals and communities would further elucidate the broader societal benefits of legal aid.

The implications of this study for practice are significant. Legal aid providers should consider the findings related to service accessibility and quality, striving to address the barriers identified by participants. This includes enhancing awareness of legal aid services, simplifying application processes, and ensuring that legal services are tailored to meet the diverse needs of clients. The study also highlights the importance of continuous professional development for legal aid practitioners, emphasizing the need for specialization, empathy, and effective communication skills. Policymakers and stakeholders should consider these findings in the development and reform of legal aid policies, ensuring that legal aid systems are adequately funded, accessible, and equipped to meet the evolving needs of society.

### Authors' Contributions

Authors contributed equally to this article.

### Declaration

In order to correct and improve the academic writing of our paper, we have used the language model ChatGPT.

### Transparency Statement

Data are available for research purposes upon reasonable request to the corresponding author.

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## Declaration of Interest

The authors report no conflict of interest.

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## Ethics Considerations

The study protocol adhered to the principles outlined in the Helsinki Declaration, which provides guidelines for ethical research involving human participants.

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