Study of Civil Dispute Resolutions by Social Mediation Services in Civil Law

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Sample: The basic criterion for sampling was being registered in the Register of Mediators at the Ministry of Justice of the Slovak Republic. A designed questionnaire was sent to the purposefully selected mediators. The sample included 104 (n=104; 100%) purposefully selected mediators. There were 39 (n1=39; 37.50%) men and 65 (n2=65; 62.50%) women (see Table 1). An average age was 41.67 years (SD=10.46). The youngest respondent was 24 years old and the oldest one was 60 years old.

Tool: In the study, we used a designed anonymous questionnaire that was emailed to 250 mediators.

Time frame: The questionnaire was designed in accordance with the objectives and research questions in January. It was emailed to 250 mediators in February. The questionnaire can be completed within 15 minutes. We received 104 (41.6%) completed questionnaires.

Results

The most common civil disputes: The first partial objective examines the most common civil disputes

The most commonly resolved civil disputes in mediation

Resolving neighbourhood disputes by mediation

Resolving inheritance disputes by mediation

The most frequently solved civil disputes in mediation

Mediation outcomes in civil disputes. Outcomes in civil disputes

Outcomes at the end of mediation process

The most common reasons of mediation failures

Time necessary for successful resolution of civil disputes. Average duration of mediation conferences

Resolving disputes after the first mediation conference

The number of mediation conferences necessary for successful dispute resolution

Resolving disputes after two or three mediation conferences

Decreasing probability to resolve disputes successfully

Conclusion

We came to the conclusion that mediation service in civil law offers a new way of dealing with disputes, conflicts and problems. It expresses autonomy of the parties and provides them with contractual freedom. Mediation in civil law fills the gap between unsuccessful attempts to resolve the problems by the parties themselves and resolving the problem by the third party – an authority.

We have to mention the fact that it is the best and universal way of resolving disputes. Court proceedings cannot be fully replaced by any out-of-court alternatives; however, using mediation in civil law can help reduce the number of less complex disputes resolved at courts.