

ALTERNATIVE DISPUTE RESOLUTION IN BANGLADESH: EFFECTIVENESS, ACCESSIBILITY, AND PUBLIC CONFIDENCE

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ABSTRACT

Alternative Dispute Resolution (ADR) has gained a greater significance in enhancing access to justice, lessening procedural burdens, and offering adaptable dispute solving mechanisms in Bangladesh. This paper will look at the effects of accessibility on the perceived effectiveness of ADR and the confidence of the people, as well as investigate whether perceived effectiveness moderates the relationship between access and confidence. The survey design was a cross-sectional survey and 510 valid responses have been analysed by partial least squares structural equation modelling. The perceived effectiveness and accessibility, as well as the public confidence were assessed as reflective constructs with

21 items rated on a five-point Likert scale. The measurement model exhibited a good indicator of reliability, internal consistency, convergent and discriminant validities. The findings of structural models revealed that the accessibility positively but significantly influenced perceived efficacy and the confidence of the population. Public confidence was also greatly influenced positively by perceived effectiveness. Indirect mediation was shown to be true as the effect of accessibility on the public confidence based on perceived effectiveness was significant. The model (explained 24.0% and 40.1% of the variance in the perceived effectiveness and public confidence, respectively) and predictive assessment demonstrated the positive out-of-sample relevance. The results indicate that social trust in ADR is not solely on the availability but on the perceived effectiveness, fairness, practicality and credibility of accessible mechanisms in modern practice.

INTRODUCTION

A proper justice system entails the availability of good dispute resolution. They cause a conflict on a regular basis among individuals, businesses, families, and communities that must be addressed fairly and in a timely manner. The administration of justice is still pegged on formal judicial practices. Nonetheless, litigation through a court can be

cumbersome, costly, time consuming, and a set of formal necessities that some might not be willing to undergo in search of a solution (Sime, 2024). These difficulties have raised the concern that seeks alternative adjudication mechanisms that can be used in supplement to the conventional ones.

The ADR, as it is often called, encompasses a variety of processes by which conflicts may be addressed or solved without necessarily involving a full-fledged trial. Mediation, arbitration, negotiation, conciliation, village-based, community-based, and court-connected settlement procedures are all valuable types of ADR. Even though the structure and power differ between them, they all aim at offering more lenient and viable dispute settlement methods (Rutherford et al., 2024).

ADR is especially applicable to Bangladesh since access to justice is not only a matter of the presence of the courts and legal institutions on a formal basis. Individuals also need to be in a position to comprehend solutions, connect to the related departments, afford the process, express their issues, and assume that the subsequent process can yield a tolerable result (Gillespie, 2025). A mechanism of dispute resolution can be in place formally but of little practical use when the citizens feel that they have a problem accessing the same.

The issue of accessibility is thus a major one when assessing ADR. It is accessible in the sense of being financial, geographically situated, easily comprehensible, accessible information, administrative ease, and access to people across socioeconomic lines (Younas, 2025). These factors determine the feasibility of the approach, which people may adopt towards an ADR mechanism in the event of a dispute. The increased accessibility can also influence the views on the usefulness and effectiveness of ADR.

Another vital dimension is effectiveness. A system that is easy to access would not create a sustainable public support in case citizens feel that it does not address issues in a proper manner (Hossain et al., 2025). Effectiveness refers to views that ADR is capable of delivering prompt solutions, saving on costs, coming up with practical settlements, minimizing unnecessary

delays in procedures and helping to resolve disputes. The sense of effectiveness can thus constitute a significant psychological and appraisal connection amid access to ADR and trust in the system as a whole.

The dispute resolution mechanisms which are partly dependent on voluntary participation, cooperation, acceptance and social legitimacy are of great importance in terms of building public confidence (Sherman & Momani, 2025). Individuals are more inclined to think of ADR when they view the method as valid, just, unbiased, and able to safeguard their interests. Confidence may also influence the recommendation of ADR among people and they are willing to resort to it in future conflicts. Lack of confidence can thus undermine the feasibility of ADR even in instances where services are technically accessible.

Although these issues are important, accessibility, effectiveness, and confidence tend to be regarded independently of each other. This renders it hard to comprehend the way they interact. Increasing access will not necessarily bring about confidence (Mia et al., 2023). The accessibility can make people more confident partially due to the fact that the accessible services can make people believe that ADR is an efficient and viable tool. Perceived effectiveness can thus be a significant process by which accessibility is converted into greater confidence.

The current research paper focuses on this concern by having a structural model to connect accessibility, perceived effectiveness, and confidence of the people in ADR in Bangladesh. It looks at the question of whether perceived effectiveness is positively impacted by accessibility (Sohail Khan & Zubair Khan, 2023). It also examines the direct connection between accessibility and trust in the people. The research then evaluates the positive effects of perceived effectiveness on the level of confidence by the people. Lastly, it looks at the mediating role of perceived effectiveness in the accessibility-confidence relationship (Sahin-Sengül & Kaya, 2025).

The research helps in the comprehension of ADR in various aspects. To begin with, it goes beyond a descriptive evaluation

and compares relationships among core dimensions of ADR through a model of latent variables (N. Islam et al., 2025). Second, it puts the trust of the people at the centre of the analysis. Third, it differentiates between the direct contribution of accessibility and the indirect contribution that works via perceived effectiveness. Fourth, it is based on answers of 510 participants with diverse demographic, educational, occupational, residential, and ADR-related backgrounds.

The results can be used by policy makers, legal institutions, ADR practitioners, community organisations, and stakeholders in the justice sector (Nalbant, 2024). When accessibility matters mostly due to the enhancement of the evaluation of efficacy, reforms should focus on both accessibility and quality. To the extent that confidence is highly dependent on effectiveness, then widening ADR without making sure that the performance is credible may not be of much essence (Marselia & Alamsyah, 2025). Recognizing these relations can thus be instrumental in informing how to create a more accessible, trusted and practically effective environment of dispute resolution in Bangladesh.

LITERATURE REVIEW

Alternative Dispute Resolution in the Justice System

ADR is an alternative or a supplement to traditional adjudication in court. Its major techniques are mediation, negotiation, arbitration, conciliation, community-based settlement and other court-related techniques (Haq et al., 2021). These mechanisms vary in their formality, decision-making power, their enforceability and the contribution made by the third parties. Their main similarity is that they offer more avenues through which conflicts can be resolved without necessarily being forced to resort to lengthy and adversarial legal proceedings (Obafemi D Akintayo et al., 2024).

ADR is also not just essential when it comes to the number of cases in the court. It can establish a more participatory process where the parties can bring up their issues and find solutions that can be acceptable by both of them (Nugroho et al., 2025). In some types of ADR, parties can have a more significant influence on the process and outcome. This flexibility can also come in handy in case of family, commercial, work place and neighbourhood, contractual and community disputes where relationships can be valuable to maintain (Tahura & Alam, 2025).

In Bangladesh, ADR exists in a social context whereby both formal and informal methods of dispute resolution co-exist. The settlement traditions on the community level are not new to most citizens, and institutional forms of mediation and arbitration have also emerged (Sonia Nahda et al., 2025). Such a combination is a valuable starting point to increasing alternative dispute resolution. Nevertheless, due to the presence of several mechanisms, their efficiency is not determined. Quality of access, equity, professionalism, clarity in procedures and trust in the people are crucial.

There should however be a meaningful assessment of ADR by taking into account the perception of ADR by the ordinary citizens (M. J. Islam et al., 2024). Expansion of institutions can augment available services, but their expansion will be of little use when people are unaware how to avail themselves of such services. Equally, increased awareness will not always lead to the establishment of confidence when people think that the resultant outcomes are inefficient or unjust (Siti Rahmah et al., 2024). ADR, in turn, is to be considered as an interrelated system, where access, performance, and public legitimacy are intertwined.

Accessibility of ADR

Accessibility can be taken to mean the practical capability of people to access and utilize ADR mechanisms. It is a concept that is multidimensional (Hoque, 2022). A service can be physically present in a particular place, but not accessible due to exorbitant price. It can be cheap yet hard to comprehend. It can also be easy in principle, yet hard to access, owing to the

lack of information of where to start the process or how to go about it (Gamage & Kumar, 2024).

Access to finances is especially necessary to the people with limited resources. Dispute resolution costs can be the cost of professional fees, transport, paper work and wasted work time and other indirect costs. ADR can potentially mitigate some of these burdens (Fahim & Miah, 2025). Nonetheless, affordability should be experienced by users as opposed to institutional design presumption.

Accessibility (geographically) matters. Individuals who reside beyond the large cities might have varying institutional conditions as compared to those who reside in cities (Zerin & Azam, 2026). The services that are often concentrated in the urban areas might be disadvantageous to the rural population (Abdul Malek et al., 2025). Proximity needs to be supplemented by adequate procedural quality and impartiality, which community-based mechanisms can possibly resolve, though.

Another significant consideration is the access to information. People need to know that ADR exists, to which conflicts can be applied, where the help can be sought, and what it involves (Sciallis, 2024). The lack of awareness may not allow citizens to utilize other available mechanisms. The evidence that a significant percentage of individuals might not be conversant with certain types of ADR is crucial in showing the significance of communicating publicly (Suratno et al., 2024). Procedural accessibility is the issue of ease and understandability (Sime, 2024). The participation can be discouraged by complicated documents, clarification gaps, and a lack of legal terminology, as well as excessive administrative demands. ADR will bring some comparatively elastic processes (Rutherford et al., 2024). This benefit can be undermined in case of over-implementation that is too technical and inaccessible to ordinary citizens.

Accessibility at social levels is also a priority. ADR services are not to be viewed as something that is being offered to the wealthier, better-educated, more influential, or professional individuals. The view that ADR can be used by individuals with various social and economic backgrounds can enhance

its validity (Gillespie, 2025). Accessibility hence indicates inclusion besides the availability of size.

The dimensions imply that increased access to ADR should enhance perceptions of performance. Mechanisms can be more effectively perceived as effective when they are accessible, comprehensible, and usable without too much difficulty (Younas, 2025). This makes the first hypothesis:

H1: Accessibility of ADR has a positive and significant effect on the perceived effectiveness of ADR in Bangladesh.

Confidence may also be directly affected by accessibility. The more institutions are intelligible and accessible to the population, the higher the chances of these institutions being considered responsive to the needs of the people (Hossain et al., 2025). Dispute resolution institutions can be psychologically closer to the citizens through accessible procedures. The following is the basis of the second hypothesis:

H2: Accessibility of ADR has a positive and significant effect on public confidence in ADR in Bangladesh.

Perceived Effectiveness of ADR

Effectiveness involves the question of whether ADR is viewed to be effective in terms of achieving its objectives (Sherman & Momani, 2025). It encompasses problem solving skills, minimizing unjustified delays, cost management, creating satisfactory results, and offering workable alternatives to formal litigation (Mia et al., 2023). Perceived effectiveness matters as citizens tend to make decisions on the basis of expectations concerning the performance of institutions.

Effectiveness comprises a lot of timeliness. Any dispute-resolving process taking place within a reasonable amount of time can alleviate financial and emotional loads (Sohail Khan & Zubair Khan, 2023). The procrastination of the solution can enhance the uncertainty and in-depth conflict. ADR thus can

create value when its processes enable the issues to be resolved more effectively.

It is also critical that it is cost effective. When the settlement costs are low as compared to litigation, people might view ADR in a positive light (Sahin-Sengül & Kaya, 2025). But speed and cost are not to be taken as the only measures of effectiveness. A fast and cheap process that yields an unacceptable or unstable result is unlikely to result in long-term confidence.

Another focal dimension is the quality of outcomes. A successful ADR ought to assist a party to come up with pragmatic resolutions that will resolve the dispute and be accepted or given (N. Islam et al., 2025). The presence of fair process, strong facilitation, sufficient opportunity to negotiate concerns, and safeguarding legitimate interests can affect results of quality evaluations.

ADR can also have a role to play in the larger justice system in resolving appropriate disputes outside full litigation and putting undue strain on courts (Nalbant, 2024). This institutional advantage may reinforce the impressions that ADR is not an informal short-cut but a significant element of dispute resolution.

People will tend to develop a stronger trust when they feel that ADR is working (Marselia & Alamsyah, 2025). People tend to trust, apply and recommend such mechanisms which they think will yield reasonable and reasonable results. The perceived effectiveness is thus a valuable basis of institutional confidence (Haq et al., 2021).

H3: Perceived effectiveness of ADR has a positive and significant effect on public confidence in ADR in Bangladesh.

Public Confidence in ADR

Public confidence can be seen as representing a more general measure of legitimacy, fairness, trustworthiness and openness to rely on ADR. Confidence does not mean the same thing as awareness (Obafemi D Akintayo et al., 2024). An individual can be aware of ADR yet apathetic towards it. Equally, one

might view ADR as easy but wonder about how mediators can be objective or how the results can be fair.

Confidence is the trust that the process is capable of treating disputing parties in a fair manner. It also involves the faith that practitioners are able to be fair (Nugroho et al., 2025). The expectations drive whether prospective users are ready to submit individual, economic, household or business conflicts to an ADR procedure.

Another aspect of confidence is behavioural intention. When an individual has faith in ADR, then he/she will be more willing to consider ADR in a suitable future conflict (Tahura & Alam, 2025). Recommendation to others is also significant as interpersonal communication can affect the level of acceptance on a community level. It is also able to promote broader dissemination of ADR with the help of positive social confidence (Sonia Nahda et al., 2025).

The confidence may be acquired in several different ways. Being accessible can be an indication that institutions are accommodative and open (M. J. Islam et al., 2024). Effectiveness can give indications that the process is generating helpful results. The interplay between these elements indicates that citizens might initially consider whether ADR is accessible and available, then whether it seems to have the capacity to solve disputes, and lastly the entire process should be trusted (Siti Rahmah et al., 2024).

Mediating Role of Perceived Effectiveness

Accessibility can have an impact on confidence in more than one way. Part of its influence can be proximate. Confidence can be enhanced by the availability of easy access, easy-to-understand processes, affordability, and inclusiveness (Gamage & Kumar, 2024). Nonetheless, accessibility can also enhance confidence since it enhances the perceived practicality of ADR.

A more realistic dispute resolution can be offered by an accessible ADR mechanism. When the citizens feel that they are able to access information, learn the process, and can afford their participation, and access the right services, they could assess the system as more efficient in addressing the

needs of the people (Hoque, 2022). Such effectiveness perception can further boost trust and readiness to employ ADR.

The perceived effectiveness should thus convey a portion of the effect of accessibility to confidence (Fahim & Miah, 2025). The mediation suggested is not likely to remove the direct role of accessibility altogether, as accessibility per se can bring about institutional legitimacy.

H4: Perceived effectiveness of ADR mediates the relationship between accessibility of ADR and public confidence in ADR in Bangladesh.

The conceptual model thus assumes that accessibility is the main exogenous factor, perceived effectiveness is both an endogenous and mediating factor and public confidence is the main endogenous measure (Zerin & Azam, 2026).

Conceptual Framework

The conceptual model assumes that perceived effectiveness and perceived trust in ADR are directly related to accessibility. The perceived effectiveness is also likely to have a positive impact on the public confidence (Abdul Malek et al., 2025). In addition, perceived effectiveness is proposed to mediate the relationship between accessibility and public confidence.

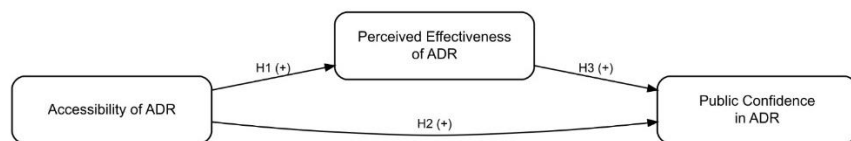


Figure 1. Conceptual Framework

METHODOLOGY

Research Design

The research design was a cross-sectional survey study that was quantitative in nature. This was the right design since the study sought to assess the perceptions of the people on ADR and statistically

test the relationship between accessibility, perceived effectiveness, and public confidence (Sciallis, 2024). Respondent level data were collected and analysed with partial least squares structural equation modelling.

The study was appropriate in the PLS-SEM since the proposed model had a number of latent constructs that had a number of indicators. The explanatory and predictive orientation was also oriented towards the analysis. Besides estimating direct structural relationships, the research study also studied the mediation line of investigation (Suratno et al., 2024). Using PLS-SEM enabled the measurement characteristics of the constructs, as well as the correlation between the constructs, to be considered in one analytical system.

Study Population and Sample

Respondents in Bangladesh, who could give perceptions on the accessibility, efficacy, and credibility of alternative dispute resolution, were the subjects of the study. Individuals whose previous experience of personal ADR was not only restricted to those who had the experience (Sime, 2024). This was a significant method since the study was done on the confidence of the population but not only the satisfaction of the users of ADR.

The analytical sample was **510 respondents**. The respondents were people representing different demographic and social groups. There was a strong representation of both male and female participants (Rutherford et al., 2024). The respondents were attracted to a number of age groups and levels of education. Students, government employees and the

employees of the private sector, law workers, business or self-employed workers, NGO or development sector workers, unemployed workers, and other occupational groups were also included in the sample.

Diversity in residential was represented by rural, urban and semi-urban respondents. The sample was also mixed with individuals who experienced varying amounts of prior exposure to ADR. Other participants had no personal or family experience with ADR, whereas with others it was personal or family (Gillespie, 2025). This variety helped to consider the opinions of the larger population and not to limit the analysis to a small circle of professionals or users.

Questionnaire Design

The structured questionnaire was used to get the data. There were respondent profile sections and the major measurement sections in the instrument. All profile information was gathered in the profile section, which included data on gender, age, education, occupation, place of residence, prior awareness of ADR, personal or family experience of ADR as well as familiarity with various ADR mechanisms.

The main measurement tool had three latent constructs, i.e., **Accessibility of ADR, Perceived Effectiveness of ADR, and Public Confidence in ADR**. There were seven indicators that denoted each construct. The entire PLS-SEM measurement model thus had 21 observed indicators.

Construct indicators were all measured by a five-point Likert scale. The answers were in a range of 1

= **Strongly Disagree** to **5 = Strongly Agree**. The responses were all in a common format to make them consistent and not to cause unneeded complexity to the participants (Younas, 2025).

The construct of accessibility of ADR determined whether ADR services were affordable, enough information was provided, whether costs were affordable, whether services were accessible, whether procedures were understandable, whether administrative challenges were minimal, and whether ADR services were accessible to people of various socioeconomic statuses.

The Perceived Effectiveness construct compared the opinions of the respondents as to whether ADR would be effective in resolving disputes, offering faster service, saving the burden of money, offering practical results, minimize unwarranted delay, effectively resolving disputes, and helping to ease the load on the formal justice system (Hossain et al., 2025).

Public Confidence was a measure of larger trust of ADR. Its indicators measured the confidence on ADR as a valid dispute resolution tool, the belief of just results, confidence on the impartiality of the practitioners, belief to use ADR, belief to recommend ADR, and the belief that the interests of parties will be safeguarded, and confidence in the ADR system.

Measurement Model Specification

The three constructs were all specified reflectively. The indicators were considered to be observational presentations of their underlying concepts under reflective measurement (Sherman & Momani, 2025).

Changes in perceptions relative to accessibility, effectiveness or confidence were thus anticipated to show in the responses to the corresponding questionnaire questions.

Measurement model evaluation took into account indicator loading, internal consistency reliability, convergent validity and discriminant validity. The values of outer loading were analyzed to evaluate the degree to which each indicator was reflective of its respective construct.

Cronbach alpha, rho A and composite reliability were used to assess internal consistency. The multiple reliability indicators used offered a more exhaustive evaluation rather than a one-coefficient measurement (Mia et al., 2023). The average variance extracted was used to assess convergent validity. A sufficient AVE suggests that a construct measures a considerable amount of variance in its indicators.

The heterotrait-monotrait ratio was used as a measure of discriminant validity. To assess the fact that the three constructs were empirically different although they were theoretically related, the values of HTMT were utilized.

Structural Model Assessment

Once the adequate quality of measurements had been determined, the structural model was evaluated. Inner variance inflation factor values were used to analyze collinearity between the predictor constructs (Sohail Khan & Zubair Khan, 2023). This action was taken to guarantee that problematic overlap among the predictors did not affect structural coefficients.

Standardized path coefficients, standard errors, t-values, p-values and 95% confidence intervals were

used to evaluate the direct hypotheses. Inferential results provided by bootstrapped PLS-SEM analysis were used to determine statistical significance.

The coefficient of determination (R^2) was used to assess the explanatory power of the model based on each endogenous construct. Values of adjusted R^2 were also taken into consideration. R^2 is a standard that reflects what percentage of the variance in an endogenous construct is accounted for by its predictors (Sahin-Sengül & Kaya, 2025).

f^2 was used to analyse effect size. This was done to measure the individual contribution of the constructs of the predictors. $Q^2_{predict}$ was used to predict the endogenous variables. When the value of $Q^2_{predict}$ is positive, then it proves that the model has out-of-sample predictive relevance to the construct in question.

Lastly, there was mediation analysis aiming to test the indirect impact of accessibility on the confidence of the populace based on the perceived effectiveness (N. Islam et al., 2025). The indirect path was assessed based on its standardized coefficient, standard error, t-value, p-value and confidence interval. The type of mediation was analyzed taking into account the importance of both the direct relationships and indirect.

RESULTS

Respondent Characteristics

Table 1. Sociodemographic and ADR-related characteristics of respondents (N = 510)

Characteristic	Category	Frequency	Percentage (%)
Gender	Male	259	50.8

	Female	238	46.7
	Other	7	1.4
	Prefer not to disclose	6	1.2
Age group	18–24 years	91	17.8
	25–34 years	175	34.3
	35–44 years	119	23.3
	45–54 years	80	15.7
	55 years or above	45	8.8
Highest level of education	Secondary or below	51	10.0
	Higher Secondary	95	18.6
	Undergraduate/Bachelor's Degree	171	33.5
	Postgraduate/Master's Degree	160	31.4
	MPhil/PhD or equivalent	26	5.1
	Other	7	1.4
Occupation	Student	98	19.2
	Government employee	60	11.8
	Private-sector employee	112	22.0
	Legal professional	49	9.6
	Business/Self-employed	81	15.9
	NGO/Development-sector employee	37	7.3
	Unemployed	47	9.2
	Other	26	5.1
Place of residence	Rural area	183	35.9
	Urban area	234	45.9
	Semi-urban area	93	18.2
Previously heard about ADR	Yes	331	64.9
	No	179	35.1

Previous personal/family ADR experience	Yes	130	25.5
	No	342	67.1
	Not sure	38	7.5
ADR mechanism familiarity	Mediation	67	13.1
	Arbitration	45	8.8
	Negotiation	66	12.9
	Conciliation	29	5.7
	Village Court	50	9.8
	Salish/Community-based dispute resolution	66	12.9
	Court-annexed mediation	41	8.0
	Other	7	1.4
	Not familiar with any specific form	139	27.3

The table 1 shows the qualities of the 510 respondents. The gender distribution was fairly even, but male respondents had a slight majority with 50.8% as compared to 46.7% respondents in female gender. The greatest age group was 25-34 years with a sample of 34.3%. The number of respondents in the age brackets 35 to 44 years made up an additional 23.3%.

The sample had a fairly high formal education level. The numbers of undergraduate/bachelor, and postgraduate/master degree holders constituted 33.5% and 31.4% respectively. These two groups combined constituted 64.9% of the respondents. Representation of occupations was heterogeneous (Nalbant, 2024). The greatest percentage, 22.0%, was registered by the employees of the private sector, this was coupled by students at 19.2 % and business or self-employed employees at 15.9%.

This was 45.9% Urban respondents with 35.9% rural and 18.2% semi-urban. In the ADR awareness, 64.9% had heard

of ADR before, and 35.1% had not. Just 25.5% were personally or immediate-family ADR previously. It means that there was a much higher level of general awareness than direct experience.

Knowledge on the particular ADR mechanisms was scattered. The most common mediation was chosen by 13.1 % and negotiation as well as Salish or community-based dispute resolution were raised by 12.9% each. Notably, 27.3% do not know any particular ADR mechanism. This finding indicates that there is still a lot to be done in terms of increasing awareness of the community about the existing types of ADR.

Descriptive Statistics of the Study Constructs

Table 2. Descriptive statistics of study constructs

Construct	Mean	SD
Accessibility of ADR	3.118	0.983
Perceived Effectiveness of ADR	3.141	0.990
Public Confidence in ADR	3.129	1.005

The means of the three constructs were just a bit higher than the middle of the five-point scale. The highest mean was 3.141 in perceived effectiveness and 3.129 in public confidence and accessibility. The fact that the mean values are similar shows that respondents made a rather general favorable assessment of the three aspects of ADR.

The standard deviations were nearly equal to one. The highest dispersion was observed with public confidence with a SD of 1.005. This implies that there is a significant difference in respondents' confidence in ADR. There was also a large variation in accessibility and effectiveness (Marselia & Alamsyah, 2025). The findings indicate that the attitudes to ADR were not always positive or negative. On the contrary, the ratings of respondents varied significantly.

Measurement Model Assessment

Table 3. Measurement model assessment

Construct	Item	Outer Loading	Cronbach's Alpha	rho _A	Composite Reliability	AVE
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					(rho_C)	
Accessibil ity of ADR	AC 1	0.814	0.911	0.91 2	0.929	0.6 52
	AC 2	0.808				
	AC 3	0.792				
	AC 4	0.800				
	AC 5	0.840				
	AC 6	0.774				
	AC 7	0.823				
Perceived Effective ness of ADR	EF 1	0.861	0.915	0.91 6	0.932	0.6 63
	EF 2	0.783				
	EF 3	0.807				
	EF 4	0.796				
	EF 5	0.844				
	EF 6	0.793				
	EF 7	0.814				
Public Confiden ce in ADR	PC 1	0.862	0.918	0.92 1	0.935	0.6 72
	PC 2	0.816				
	PC	0.797				

	3					
	PC	0.763				
	4					
	PC	0.831				
	5					
	PC	0.809				
	6					
	PC	0.859				
	7					

The model of measurement showed good performance of indicators. Outer loadings of Accessibility were between 0.774 and 0.840. The loading of Perceived Effectiveness varied between 0.783 and 0.861, whereas Public Confidence had a loading of 0.763 to 0.862. All indicators thus indicated appreciable correlations with their desired latent constructs and none of them needed to be dropped on the basis of poor loading.

The internal consistency was, too, good. The values of the alpha of Cronbach were 0.911 (Accessibility), 0.915 (Perceived Effectiveness) and 0.918 (Public Confidence). The rhoA was between 0.912 and 0.921 with composite being between 0.929 and 0.935. These findings indicate that there is a high level of congruency between the items that are used to gauge each construct.

The results of the AVE supported convergent validity (Haq et al., 2021). Accessibility generated AVE 0.652, Perceived Effectiveness generated 0.663 and Public Confidence generated 0.672. All the constructs thus described a significant amount of variance in their indicators. The combination of the loading, reliability, and AVE outcomes proves that the reflective model of measurement had a reasonable reliability and convergent validity.

Discriminant Validity

Table 4. HTMT discriminant validity

Construct	Accessibility	Effectiveness	Public Confidence
Accessibility	—	—	—

Effectiveness	0.534	—	—
Public Confidence	0.517	0.652	—

The values of the HTMT were 0.534 between Accessibility and Effectiveness, 0.517 between the Accessibility and Public Confidence and 0.652 between Effectiveness and Public Confidence. All values were kept within comfortable limits of generally accepted levels of discriminant validity. This ascertains that the constructs were empirically different.

The maximum value of the HTMT was found between Perceived Effectiveness and Public Confidence. This is theoretically sound since the confidence should be associated with the perceptions concerning institutional performance (Fahim & Miah, 2025). Nevertheless, the value was not high enough to prove that the two constructs measured the same concept.

Collinearity Assessment

Table 5. Inner VIF assessment

Endogenous Construct	Predictor	VIF
Perceived Effectiveness of ADR	Accessibility of ADR	1.000
Public Confidence in ADR	Accessibility of ADR	1.315
Public Confidence in ADR	Perceived Effectiveness of ADR	1.315

The inner VIF values were between 1.000 and 1.315. These values show that the structural model did not have any problem with collinearity. Accessibility and Perceived Effectiveness might thus be added together as predictors of Public Confidence without showing any undue statistical redundancy. The structural coefficients may then be confidently interpreted in terms of collinearity.

Direct Effects and Hypothesis Testing

Table 6. Direct effects and hypothesis testing

Hypothesis	Relationship	β	SE	t-value	p-value	95 % CI	Decision
H1	Accessibility → Effectiveness	0.489	0.034	14.364	<0.001	[0.421, 0.556]	Supported
H2	Accessibility → Public Confidence	0.239	0.040	5.954	<0.001	[0.163, 0.318]	Supported
H3	Effectiveness → Public Confidence	0.481	0.039	12.199	<0.001	[0.401, 0.556]	Supported

All three direct hypotheses were accepted. Perceived Effectiveness showed a positive statistically significant impact of accessibility, $\beta = 0.489$, $t = 14.364$, and $p < 0.001$. The confidence interval was 0.421 to 0.556 and not inclusive of 0. H1 was thus upheld. The finding suggests that increased accessibility is closely linked to more positive attitudes towards ADR effectiveness.

Public Confidence was also impacted positively by accessibility to a large degree. The coefficient was smaller at $\beta = 0.239$, with $t = 5.954$ and $p < 0.001$. It had a confidence interval of [0.163, 0.318], and it was all positive. H2 was consequently approved.

Perceived Effectiveness was found to have a significant positive impact on Public Confidence with $\beta = 0.481$, $t = 12.199$ and $p < 0.001$. The confidence interval was between 0.401 and 0.556. H3 was hence supported. Perceived Effectiveness had a stronger path coefficient of the two direct predictors of Public Confidence (Zerin & Azam, 2026). This suggests that the belief of ADR is highly pegged on the notion of whether the populace believes that ADR can be effective in practice.

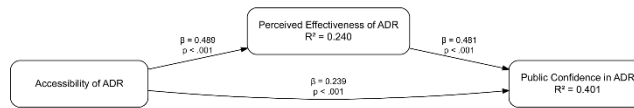


Figure 2. PLS-SEM Structural Model

Estimated structural model and standardized path coefficients have been given in figure 2. All the suggested direct relationships were positive and statistically significant. The relationship between accessibility and perceived effectiveness ($\beta = 0.489$) was positive and both the accessibility ($\beta = 0.239$) and perceived effectiveness ($\beta = 0.481$) were found to have a positive impact on the public confidence.

Explanatory Power

Table 7. Explanatory power of the structural model

Endogenous Construct	R ²	Adjusted R ²	Interpretation
Perceived Effectiveness of ADR	0.240	0.238	Very weak
Public Confidence in ADR	0.401	0.398	Weak

The variance in Perceived Effectiveness that was explained by accessibility was 24.0%. The value of adjusted R² was 0.238. This implies that accessibility can be a significant determinant of perceived effectiveness but other factors outside the model also influence how citizens rate ADR performance.

The pair of variables in the form of Accessibility and Perceived Effectiveness together gave 40.1% of the variance in Public Confidence. The adjusted R² was 0.398. The model thus explained a significant amount of variation in public trust with just two explanation constructs (Abdul Malek et al., 2025). Simultaneously, the rest of unexplained variance suggests that other factors, including procedural fairness, institutional reputability, enforceability, the competence of the

practitioners, previous experience, and awareness, might also affect the confidence.

Effect Size Assessment

Table 8. Effect sizes of structural relationships

Relationship	f ²	Interpretation
Accessibility → Effectiveness	0.315	Medium
Accessibility → Public Confidence	0.073	Small
Effectiveness → Public Confidence	0.293	Medium

The results of effect-size also give additional understanding of the relative significance of the structural relationships. The medium effect of accessibility on Perceived Effectiveness had $f^2 = 0.315$. This substantiates the substantive relevance of accessibility in forming judgments on ADR performance.

Accessibility had a low direct impact on Public Confidence and $f^2 = 0.073$. In comparison, Perceived Effectiveness had a medium effect on Public Confidence with a $f^2 = 0.293$. These results are congruent with the path coefficients and indicate that an increase in accessibility can impact confidence significantly because of its role in the perceived effectiveness but not necessarily because of the direct pathway itself (Suratno et al., 2024).

Predictive Relevance

Table 9. Out-of-sample predictive relevance of endogenous constructs

Endogenous Construct	Q ² _predict	Predictive Relevance
Perceived Effectiveness of ADR	0.233	Yes
Public Confidence in ADR	0.395	Yes

Both of the endogenous constructs give positive Q^2 predict values. The perception of Effectiveness was 0.233 and Public Confidence was 0.395. These results suggest that both outcome constructs have a predictive relevance of the structural model.

The greater value of Public Confidence is especially significant since the main result of the study is the public confidence (Sciallis, 2024). The outcome proves that the suggested combination of accessibility and perceived effectiveness can be used as helpful predictive data related to confidence in ADR.

Mediation Analysis

Table 10. Indirect effect and mediation analysis

Hypothesis	Indirect Relationship	Indirect Effect (β)	SE	t-value	p-value	95 % CI	Decision	Mediation Type
H4	Accessibility → Effectiveness → Public Confidence	0.235	0.026	9.107	<0.001	[0.186, 0.288]	Supported	Partial mediation

Accessibility indirectly and significantly impacted the Public Confidence in terms of Perceived Effectiveness with $\beta = 0.235$, $t = 9.107$, and $p < 0.001$. The 95 % confidence interval was between 0.186 to 0.288 and excluded the value of 0. H4 was thus supported.

Since the direct correlation between the factors of Accessibility and Public Confidence continued to be significant as well, the effect was partial in the mediation (Sime, 2024). Accessibility thus has two complementary paths of impact on confidence. It positively affects confidence directly, as well as indirectly, enhancing perceptions of ADR effectiveness.

The direct and the indirect effects were 0.239 and 0.235 respectively. The fact that they are similar in magnitude is substantive. It indicates that nearly fifty percent of the total

connection among accessibility and popular trust works using felt proficiency. Confidence cannot be explained merely in terms of accessibility (Rutherford et al., 2024). There is also the need to make citizens feel that available ADR mechanisms have the ability to deliver meaningful outcomes.

DISCUSSION

The research analyzed the associations among public confidence, perceived effectiveness and accessibility of ADR in Bangladesh. The results are in agreement with the conceptual model proposed. All the direct hypotheses were significant and the mediation relationship suggested also was acceptable (Gillespie, 2025). The findings prove that the accessibility of ADR and appraisals of its effectiveness in practice impact public confidence.

The initial significant result is the connection between accessibility and perceived effectiveness. The positive influence on the effectiveness of access was rather high, with a standardized coefficient of 0.489. This means that the effectiveness of ADR can be enhanced by the perceptions that people can access ADR services, which are affordable, comprehensible, inclusive, and administratively manageable (Younas, 2025).

The importance of this relationship is that one cannot comprehend the notions of effectiveness in the narrow sense as the technical capacity of a mediator, arbitrator, or institution to generate an outcome. In the eyes of the masses, a mechanism unrealistically accessible is of little efficient use (Hossain et al., 2025). Access to information, ease of processes, affordable finances, and geographical location mostly constitute the broader context by which ADR performances are considered.

This outcome is especially applicable to Bangladesh. Mechanisms of ADR can only serve the cause of justice when common individuals are able to relate them in practice. The presence of the institution without practical accessibility can offer a discrepancy between availability on paper and the actual utilization (Sherman & Momani, 2025). The conclusion is that the improvement of effectiveness should be thus

considered, through access-oriented reforms instead of probability to concentrate on professional or procedural performances.

The second result is that the third has shown that accessibility directly enhances public confidence. The association was statistically significant but the effect size was less compared to the other significant structural effects. This indicates that the communication of responsiveness and inclusion is possible by having an accessible system (Mia et al., 2023). People would be more inclined to view the system as positive when they realize that it is comprehensible and accessible to various groups of people.

Nevertheless, the direct effect is quite small which also proves that access on its own does not result in strong confidence. Individual people can find or can afford a dispute resolution service and at the same time doubt its effectiveness (Sohail Khan & Zubair Khan, 2023). An increase in services without concern on the quality of outcomes, competence of the practitioners, justice and successful resolution can consequently bring limited rewards to the level of confidence in the population.

Perceived effectiveness was the most powerful direct predictor of public confidence. Its coefficient of 0.481 was about two times the direct coefficient of accessibility to confidence. It is one of the most significant findings of this study. Individuals seem to be more ready to believe in ADR when they are sure that it will be able to truly solve conflicts, avoid unnecessary waste of time and money, generate feasible settlements and become an important part of the justice system (N. Islam et al., 2025).

There is therefore confidence that is performance oriented. ADR will not be able to continue to receive popular support only because it is promoted by the institutions or made more visible. People should be convinced that the mechanism conveys a valuable purpose (Nalbant, 2024). Perceived effectiveness can also be particularly crucial in instances where people make a choice on whether they would personally use ADR or not, or would suggest it to other persons.

This argument is developed in the mediation outcome. The relationship between accessibility and public confidence was mediated by perceived effectiveness to some extent. Effectiveness was indirectly influenced by accessibility with a 0.235 impact on confidence (Marselia & Alamsyah, 2025). This indirect effect was nearly the same as the direct effect of 0.239.

This finding indicates that accessibility works in an institutional and an evaluative way. One thing about its influence is because an accessible process is more confidence-building in itself. The other significant component emerges due to the fact that accessible ADR is viewed as more efficient and such efficiency then leads to trust. The policies where accessibility and effectiveness are viewed as independent may thus lose sight of a potential relationship between the two.

The conceptual model is useful and explained by the results. The Accessibility was found to explain 24.0 percent of the variation in perceived effectiveness (Haq et al., 2021). This validates access as a significant determinant besides demonstrating that the effectiveness has other determinants. They may involve neutrality of facilitators, procedural fairness, settlement enforcement, expert knowledge, case appropriateness, quality of communication, institutional independence and prior experience.

The model accounted for 40.1 percent of social trust. This is significant explanatory performance in a parsimonious model that only has accessibility and perceived effectiveness as predictors. Confidence of the people is an intricate institutional orientation; hence it is not realistic that these two constructs can answer all the variations (Obafemi D Akintayo et al., 2024). However, two actionable dimensions express a significant share of confidence in the model.

The positive predictive relevance values also reinforce findings. Perceived efficacy as well as the popular confidence gave positive Q^2 predict values. The confidence value was particularly high at 0.395. This implies that the model can be useful in explaining relationships in the observed sample as well as predicting the endogenous constructs.

The findings in the description add more context. The mean scores of accessibilities, effectiveness and confidence were all slightly above the middle range (Nugroho et al., 2025). The results thus do not point to an exceptionally favorable popular attitude towards ADR. Instead, moderated evaluations with high variation were given by respondents. This forms a significant policy message. It seems that there is a ground on which it is possible to build confidence and still there is much to be enhanced.

This conclusion is supported by the awareness profile. Nearly two-thirds of the respondents heard of ADR, but only a quarter of them had previous personal or family experience. Over a quarter did not know anything about a particular ADR mechanism. General awareness does not, and is not necessarily, detailed or expository (Tahura & Alam, 2025). Education to the masses, therefore, should shift towards not merely introducing the term of ADR and describing certain mechanisms and procedures and their adequacy and access points.

Comprehensively, the results describe ADR confidence as the result of a process that is interdependent. People initially need effective access. This is because accessible institutions are then more likely to be thought of as effective (Sonia Nahda et al., 2025). The effectiveness perceptions play a key role in the trust of ADR. The combined experience of availability, usability, performance, and legitimacy is the fine ingredient of public confidence.

THEORETICAL AND PRACTICAL IMPLICATIONS

Theoretical Implications

The research adds to the research on ADR through combining the accessibility, effectiveness, and confidence in one structural model. Instead of considering these concepts as separate attributes, the results indicate that they constitute a network of explanatory interdependence.

Of particular importance is the outcome of the mediation (M. J. Islam et al., 2024). It shows that perceived effectiveness

offers an explanatory relationship between accessibility and confidence. Accessibility is not simply co-operating with effectiveness. Part of this is through its contribution to confidence by influencing assessments of effectiveness. This gives a deeper insight into the way that it is possible to build confidence in the masses.

Public confidence is another result of the study, which goes beyond the satisfaction among former users of ADR. Since the majority of the respondents did not mention a personal or family experience of ADR, the results represent more general institutional perceptions (Siti Rahmah et al., 2024). This extends the assessment of the services on user level to the broad social legitimacy of ADR.

Practical Implications

The findings suggest that programs to empower ADR must meet access and performance. Unless those mechanisms are viewed as effective, too, increasing the number of ADR facilities or services is unlikely to produce maximum confidence.

The measures that can be used to enhance accessibility include a better information structure made public, easier procedures, affordable fees, increased geographical coverage, and more inclusion of rural and socioeconomically diverse populations (Gamage & Kumar, 2024). Information must clarify the location of ADR, what types of disputes are suitable, the procedures that are followed, the approximate cost and the roles played by the mediators or other professionals.

Competent practitioners, clear procedures, prompt case management, unbiased facilitation, practical settlements, and effective implementation of the findings should enhance effectiveness. When people can see the evidence of ADR being applied fairly and efficiently on a regular basis, the confidence of the people will certainly improve.

Awareness programs should also be made to differentiate between the various types of ADR. The high percentage of those respondents who do not know which particular mechanism is utilized poses a reason to believe that there is

not complete awareness on the matter (Hoque, 2022). Communication to the population should thus not be more promotional than practical.

Limitations and Future Research

There are a number of limitations that can be identified. To begin with, the research was cross sectional. The identified relationships are observed at a single time point and do not define the lasting alterations of the perceptions in the population (Fahim & Miah, 2025). Longitudinal research might also focus on whether there is a shift in confidence after institutional reforms or increased exposure to ADR.

Second, the research used perceptions as a measure. The perceived effectiveness can vary with such objective measures as the actual settlement period, the financial cost or rate of enforcement or compliance with the settlement. Future research might involve a mix of survey data and administrative or case level data.

Third, the model concentrated on three key constructs. Even though it described 40.1% of the public confidence, there are still other determinants (Zerin & Azam, 2026). Future studies may investigate procedural fairness, competency of the practitioner, institutional visibility, enforceability, awareness, experience of prior ADR, perceived impartiality, and satisfaction.

Comparisons of various population groups could also be made in future. Rural and urban respondents might have varying access conditions. Lawyers might evaluate ADR in a different way as compared to the masses. Even with past experience in ADR, a person might arrive at different confidence judgments than those who have not experienced ADR directly. Additional evidence that might be significant would be obtained by multi-group analysis.

CONCLUSION

This paper has investigated the connection between accessibility, perceived effectiveness and perceived confidence of the people in Bangladesh with alternative

dispute resolution through PLS-SEM and data of 510 participants. Results are in agreement with the proposed model.

The perceived effectiveness increased greatly because of accessibility, as well as directly bolstering public trust. Confidence was also highly influenced positively by perceived effectiveness. Most importantly, there was an intermediate role of effectiveness in the relationship between accessibility and confidence. Accessibility thus leads to confidence in both direct and indirect ways through forming the perception that ADR can be employed effectively.

The outcome indicates that expansion of ADR cannot be construed as simply increasing the formal availability. The access should be meaningful. The citizens must be capable of accessing information, comprehending processes, being able to pay, access adequate services, and utilize ADR without over-strain. Meanwhile, readily available services should be services with proven performance.

The perceived effectiveness is particularly important to public confidence. ADR institutions which offer useful, timely, fair and practical dispute resolution are more likely to gain some legitimacy and acceptance among the people. Any attempts to increase access should therefore be complemented by increasing service quality, and visible performance.

In the end, the research demonstrates that accessibility, the effectiveness, and confidence are to be considered as mutually dependent factors of ADR development. To have a sustainable ADR environment in Bangladesh, there must be mechanisms that the people can access, that they believe that it will work, and that they have enough trust in it to utilize it. A combination of strengthening these dimensions can be used to contribute to a more responsive, inclusive, and credible dispute resolution system.

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