

An Analysis of Certified Mediators Self-Reporting Behavior

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(draft/conference version)

I. Abstract

In an effort to increase mediation sessions and reduce court backlog, Greece has introduced a mandatory first meeting with a mediator for all cases of civil and commercial nature at the first court instance. In combination with that policy, the government provided future litigants with a publicly available online registry of all ministry-certified mediators. So far, around 2,500 mediators are registered online and have provided various elements of information regarding themselves. The repository allows for an upload of a curriculum vitae and a link to one's website, aside from more mundane information such as record numbers, specialization, occupation and contact details.

Embedded in the literature of professional regulation, this paper attempts to collect all the information that professional mediators have registered online and comprise a novel dataset. The analysis following the data collection shall focus on answering a number of questions referring to the behavior of mediators when self-reporting their skills and background information; whether male and female mediators vary significantly in their reporting style, whether there is different information dissemination between experienced and non-experienced mediators and whether legal and non-legal mediators share the same level of skills. Thus, depending on the conclusions of the analysis, policy recommendations with regards to the regulatory need of new professions such as mediators will be presented and discussed.

II. Literature Review

The market for professional services has been undergoing an economic boom in the last decades of the 20th and the first two decades of the 21st century with new professions

emerging too (Potts, 2009). Contrary to the rest of economic activity, professions seem to be continuously regulated (Kleiner, 2000; Potts, 2009) instead of following the general deregulation trend of public utilities and other economic sectors (Pacces and Van den Bergh, 2011). This could be partly attributed to the rise of consumer protection concerns and corresponding legislative initiatives.

Regulation of professions is understood as the public or self-administered (in the case of the professional body regulating itself) intervention on the entry and conduct conditions of the professional activity. It includes varying in intensity interventional measures such as occupational licensing, certification, minimum educational requirements to enter or price capping and regulation of information flow with respect to the professional conduct (Maks and Philipsen, 2005). There are two theories, i.e. the theory of private interests and of public interests that equip scholars with arguments in favor and against professional regulation. In short, the former relates to the public choice paradigm and supports that both regulators and “regulatees” serve their private interests and seek rent (Olson, 1965; Tullock, 1967) which is given in exchange for political and legislative support (Stigler, 1971; Peltzman, 1979). On the other hand, the public interest approach theorizes that markets for professionals suffer from market failure phenomena which damage the interests of the general public. This approach assumes that the market cannot correct the failures which can be curbed with the help of regulatory instruments. The main focus of the literature concentrates on negative externalities and asymmetrical information, which in turn can lead to adverse selection and moral hazard.

Nowadays, mediators are considered professionals (Shapira, 2016). Professionals are expected to concentrate the necessary characteristics of a profession such as expertise, self-regulation and autonomy in conduct (Otterlei, 2018) which the mediators fulfill in their daily conduct of their professional activity. Among some of the special characteristics of the mediator profession is that it is mostly a secondary profession, meaning that mediators do not earn their living from solely mediating (Frenkel and Stark, 2012; Hinshaw, 2007). Consequently, the majority of mediators are active professionals in other domains. Another distinctive aspect of the profession is that its activity takes place under a veil of confidentiality. This characteristic makes the imposition of liability rules as a counterbalancing method against regulation (Shavell 1984, 1993) rather impractical (Moffitt, 2003).

So far, the choice of regulating mediators has been met with ambiguity. The United States introduce certain qualifications for mediators who are conducting court-connected, court-annexed or presumptive mediations upon referral of the judge (Press, 1997). Among others, the courts require some mediation training (Dobbins, 1996), some educational degree (Foster and Kelly, 1996) or even passing competence, mediation-related tests (Hill, 1998). Besides that, private practice of mediation sets no regulatory mechanisms on the conduct of mediators (Hinshaw, 2016). Consumer protection from a new profession providing a credence/experience good is the main argument in favor of regulating mediators (Weckstein, 1996; Sternlight, 2013). On the other hand, the fear of regulatory capture, especially if mediation is mandatory or ordered for certain types of disputes is voiced by scholars against regulatory attempts (Dobbins, 1994). A potential ill-revised regulatory framework (Bryan and Weinstein, 2013) can lead to welfare-harming absence of competition as well as limited diversity in the pool of mediators (Alexander, 2009). A potential middle ground solution is brought forth both by theory (Hinshaw, 2016) and practice (International Mediation Institute database); the creation of an easy access repository that contains information about professional mediators and can address informational asymmetry concerns as well as not impose strict and competition-harming regulation.

The last stream of literature relevant for the research question is the role of skills in general and also within the mediator profession. Skills are “characteristics of an individual, including work-based situational factors, which influence the quantity and quality of work performance” (Green, 1998). They are also useful as indicators of quality for professional services that are considered credence goods and hence, their actual quality is hard to be assessed beforehand (Nelson, 1970). However, their measurement is cumbersome and prone to self-selection biases, if one does not rely on homogeneous indicators such as educational titles and recommendation letters (Ashton and Green, 1996) which can also be exaggerated if market forces of supply and demand shift (Robinson and Manacorda, 1997). Indeed, studies with questionnaires and interviews show that skill indicators strongly correlate with more years of full-time education, thus making education degrees a consistent measurement of professional skills (Green, 1998; Litchfield et al., 2016). Moreover, gender is also playing a role in the reporting behavior of skills as men are found to report more skills compared to women employees (Green, 1998).

Early studies explore the defining skills that a mediator must have by interviewing experienced mediators on their day-to-day mediation activities (Herrman et al., 2001). Some of them are problem solving skills, relationship management and encouragement, education and dissemination of knowledge, dealing with information and information gathering, communication skills and critical thinking. The majority of those skills are not observable unless one finds themselves in a mediation session with each of the available mediators. Nevertheless, there are other, equally significant indicators that may help consumers of mediation services understand the strengths and weaknesses of their prospective mediator.

Gender is found to associate with the confidence a mediator shows (Carnevale, Hanish and Harris, 1989), with men being more confident but also putting pressure on settlement. Other gender-driven differences is how a mediator speaks (Wall and Dewhurst, 1991) and how they approach mediation overall (Weingarten and Douvan, 1985). Herman et al. (2003) find that the gender does not relate to the experience of mediator but does relate to the age and the background profession; female mediators are younger and less likely to be lawyers. With regards to the background profession, mediators with a legal background show a different style compared to non-legally trained mediators (Gold, 1985; Marlow, 1987). Generally, the literature agrees that mediation specialization (Hartfield, 1988; Filner and Jenkins,), experience (Shaw, 1988; Rogers and McEwen,) and educational degrees (Foster and Kelly, 1996; Hartfield, 1988) are favorable qualities for mediators (Sander, 1997). Experience in particular has been studied empirically and it has been concluded that it enhances the success of mediation program results. Nevertheless, mediation as a process is praised for its flexibility and ability to respond to tailored needs (Waldman, 2009). Consequently, it relies on a diverse pool of mediators of all types of background professions, levels of training and to fulfill this cause (Hill, 1998).

After reviewing the relevant literature, it strikes that certain aspects of regulating mediators and the role of their skills are under discovered. First, the debate on regulation takes such strong positions that has failed to incorporate middle-ground solutions such as the introduction of an easy-access repository where mediators are nudged to disclose their qualifications and skills. For this reason, the Greek online repository will be analyzed. Second, the existence of the unused dataset gives the opportunity to establish whether mediators are a diverse pool and whether specific

elements such as experience, gender, background profession hold their associations almost thirty years after the initial studies. Last, this paper can offer inspiration to further research on the attitude of professionals when disclosing their qualifications as well as serve as comparison for the analysis of other newly emerging professions.

III. The Greek mediation framework

Following the 2008/52/EC Directive, the Greek government introduced three consecutive legislative decrees (Law Decree 3618/2010, ___/2018, 4640/2019) which set up the current legal framework of mediation. Some of its special features include the *mandatory initial meeting with a mediator* for all civil and commercial cases introduced to the first instance of civil courts, the uncomplicated *enforcement of the final mediation agreement* and the *centralized supervision* of the body of certified mediators.

The Central Mediation Committee (“Kentriki Epitropi Diamesolavisis”), from now CMC, is formed with the decision of the Minister of Justice and consists of thirteen members, among whom are Supreme Court judges, professors of Law Schools, mediators and representatives of Bar Associations (Article 10). They are allowed to serve for three years while their service can be renewed once. CMC is further divided into four mandatory subcommittees, i) committee for mediators’ record, ii) committee for deontology and disciplinary control, iii) committee for control of certifying organizations and iv) committee for exams (Article 11).

In order to be considered a mediator, one has to -cumulatively- have a university or other of equal level degree, be trained as a mediator from a recognized by the CMC organization and be certified through exams by the CMC (Article 12, 28). An indispensable part of the certification of an individual as a mediator is the attribution of a unique record number that identifies one mediator from another¹. In pursuit of complete transparency and information on the mediation process, the CMC collects and publishes digital records of the mediators. As a result, the public can access all relevant

¹ Although the Greek term corresponds to the English term of certification, the procedure of having a unique record number resembles licensing more than certification. To make matters even more complicated, the legal text states that mediators must fulfill certain qualifications but it does not introduce penalties for breaching the certification process, i.e. for someone without mediator credentials performing a mediation.

information on any certified mediator across all Greek court jurisdictions, 63 in total, following a link from the official website of the Ministry of Justice or under <http://www.diamesolavisi.gov.gr/mitrwo-diamesolavitwn>. Article 29 par. 4 of the Law Decree 4640/2019 specifies the information that mediators must disclose to the CMC's records, such as personal and contact details, their background profession and accompanying education titles, the mediator training curriculum and training organization they opted for, further mediation-related specialization and events attended as well as the types of disputes they take up. For any change in their status and professional identity, the mediators are obliged to inform CMC respectively (Art. 29 par. 5).

From a closer look at the website, one can notice some divergences from the letter of the law. First, there are two additional features that mediators can use, i.e. the attachment of a curriculum vitae as well as a link to a professional website. Apart from that, the rest of the information required to be filled are full name, father's name, unique record number, profession, cellphone and e-mail, jurisdiction and professional location and type of disputes. What is missing is the ability to report one's educational titles and mediator training.

IV. Hypotheses

The hypotheses' inspiration is taken from the literature of regulation and the studies with mediators' skills and qualifications. It is useful to distinguish two categories of hypotheses, one concerning the information disclosed by the mediators and one concerning the actual skills of the mediators.

I. Information disclosing Hypotheses

Ha1: Frequency of reporting professional information differs between the two genders

Many studies report that men are more prone to disclose their competences and qualifications compared to women which is why I expect to find more male mediators disclosing professional information compared to female mediators.

Ha2: The location of the professional activity is associated to the amount of professional information disclosed

This hypothesis is retrieved from the discussion of limited competition in markets for professions. The smaller the size of a market for professionals, the more rent is distributable among the members and the less incentives they have to disclose information on quality of the services they provide. As a result, I expect that mediators in small cities and on islands will not be inclined to disclose professional information

Ha3: The background profession of the mediator is related to the amount of information disclosed

All the traditionally close professions such as lawyers, notaries, doctors and accountants have been recently deregulated and are allowed to hold professional websites. I expect that they are more likely to have publicly open CVs and websites compared to social and other professions.

Ha4: The level of experience is related to the amount of professional information disclosed

Coming from the mediator experience literature, I expect to see a pattern between more experienced mediators and their reporting behavior. However, this argument could go the opposite direction in that experienced mediators do not need to advertise their skills and qualifications if they are already established in the industry.

II. Skills of Mediators Hypotheses

Ha5: The professional background is associated with the degree of skill acquisition

More specifically, recently deregulated professions might be exposed to competition and thus, more incentivized to invest in skill acquisition to build a comparative advantage. I expect to see more skills among economic and legal professions.

Ha6: Gender is varyingly associated with the degree of skill acquisition.

More male mediators are expected to be experienced but more female mediators are expected to be qualified. These two hypotheses come from the fact that male mediators

are found to be older in age, thus be more experienced and that women tend to overcompensate in self-employment markets by acquiring more skills.

Ha7: The location is associated with the degree of skill acquisition.

Mediators in smaller cities and islands have no incentives to enlarge their skillset because of oligopolistic market but also due to limited access to expansion of skillset opportunities. As a result, I expect to see mediators from large and middle cities having more skills than the others.

V. Data Collection and Methodology

Currently, there are between 2.500-2.600 certified, recognized by the Greek state, mediators who have succeeded the respective exams and have received a unique record number. However, the disclosure of their personal information and contact details relies upon their effort to share them with the CMC. For this reason, I was able to collect full information on only 1.833 mediators.

The data retrieval process began on the 21st of December 2020 and finished on the 25th of January 2021. Given that the data are all publicly available on the official mediation website of Greece, yet only in Greek, I have fulfilled all the research related GDPR regulatory guidelines and have set up only anonymized datasets which I keep on a private device.

Regarding the structure of the information display on the website, the mediators are divided into categories with respect to their court jurisdiction they serve. There are 63 jurisdictions across Greece varying in size and location; the capital city of Athens is considered one court jurisdiction while there are specific islands that are also one separate jurisdiction. The jurisdictions appear in alphabetical order and the corresponding mediators too. What is important to note is that the unique record number is given based on the chronological order that one was certified as a mediator and does not serve as the classification criterion of display.

The minimum level of information available is the unique record number, full name and contact details, court jurisdiction, types of disputes, profession of the individual and the maximum level includes all the information that mediators deem shareable when they attach their curriculum vitae or links to their professional websites.

In order to answer to the relevant research questions, I manually retrieved data which I transformed into categorical variables and sorted to the following categories:

- *Gender*; there is no specification on gender on the website but Greek first names indicate clearly the legal gender of the mediator
- *Profession*; For brevity reasons, I decided to introduce grouped professions based on the most frequent professions of mediators. The categories for the profession variable are a) legal², b) economic³, c) engineering, d) social sciences⁴, e) medical and f) other⁵.
- *Experience*; This variable is deduced from whether the mediator's record number is before 2014 ~no.1000 or after so that it can allow for six years of professional experience in mediation.
- *Location of professional activity*; This is based off the court district they are assigned to. Additionally, it is impossible to be registered in more than two court districts. The division between the large-medium-small cities was done with respect to the last population census calculation of 2011. Cities are classified as large if their population exceeds 500.000 individuals, medium if their population is between 100.000 and 500.000 and small if their population is below 100.000 individuals. Islands are a specific category except for if they classify as medium cities too, as is the case of Heraklion.

The variables that I shall use for the skill-related hypotheses are the following:

- *Specialization*; the types are predetermined by the website and they are a)family disputes, b) commercial disputes and c) civil disputes. I computed the total number of dispute related expertise of each mediator depending on which types of disputes they noted.
- *Master's degree*; Having a Master's degree means having one additional educational title compared to the minimum university degree that is required to be a mediator. This could indicate the skill of further education for a mediator.

² Under the legal profession I considered lawyers, notaries, judges, mediators.

³ Under the accounting-finance professions I considered accountants, financial analysts, business counsels.

⁴ Under the social science profession I considered social workers, educators and psychologists

⁵ There was a wide variety of other professions mentioned but very few that recurred. One of the most recurring professions were classical science professors and public employees/officers.

- *Supreme Court lawyer*; One becomes a Supreme Court lawyer after approximately ten years of actively practicing the law and with a minimum of presences at all court instances. Hence, this criterion reveals experience with legal matters
- *Other ADR specialization*; I introduced this variable for all mediators who also presented themselves as negotiators, arbitrators, Ombud people or conciliators. Being acquainted with other ADR processes might be an element of interest for clients, as it indicates further training.
- *Other certifications*; I look out for other certification titles that mediators cite in their CV or website. Examples of such certifications in the Greek legal order are certified bankruptcy trustee, certified insolvency manager, certified data protection officer, forensic graphologist, forensic expert. From the certifications I excluded manual-labor certifications such as drivers license or computer skills. Having extra certifications can be an index for a mediator that can help in various dispute with their expertise as well as

All the categorical variables are presented below in tables with their counts and percentages included.

Table 1 and 2: Counts/Frequencies of the profession and location variable

Profession	Count (Prct)
Legal	1595(87,93)
Economic	101(5,57%)
Engineer	18(1,0%)
Medical	9(0,5%)

Social	34(1,87%)
Other	51(2,81%)
None	6(0,33%)
Total	1814(100%)

Location	Count(Prct)
Large city	1112(61,30%)
Medium city	135(7,44%)
Small city	432(23,81%)
Island	135(7,44%)
Total	1814(100%)

Table 3 and 4: Counts/Frequencies of the and the experienced variable

gender

Gender	Count(Prct)
Female	1253(69,07%)
Male	561(30,93%)
Total	1814(100%)

Experienced	Count(Prct)
Yes	690(38,04%)
No	1124(61,96%)
Total	1814(100%)

Table 5: Counts/Frequencies of the specialization variable

Specialization	Count(Prct)
One	95(5,24%)
Two	278(15,32%)
Three	1441(79,44%)
Total	1814(100%)

Table 6: Counts/Frequencies of modes of information disclosure variables

Variable/ Value	Curriculum vitae	Professional Website
Yes	484(26,69%)	352(19,40%)
No	1330(73,31%)	1462(80,60%)
Total	1814	1814

Variable/ Value	Master degree	Supreme court	Other ADR functions	Other certifications
Yes	435(23,98%)	263 (14,49%)	40(2,21%)	283(15,60%)
No	1379(76,02%)	1551(85,51%)	1774(97,79%)	1531(84,40%)

Total	1814	1814	1814	1814
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Table 7: Counts/Frequencies of skill-related variables

Due to lack of quantitative data observations, I will be employing twoway table analyses of the categorical tables that fit the purposes of rejecting the null hypotheses. The appropriate test statistic for establishing an association among the categorical variables is the Pearson chi-square test which essentially is a measure of how much the observed cell counts in a two-way table diverge from the expected cell counts (Moore et al., 2009). The software of choice is Stata. As with quantitative data analysis, the lurking variable, for categorical variables named as Simpson's paradox, is of concern but

VI. Results

In this section I will present the results of the statistical analysis and will include the tables of the results that lead to the rejection of the null hypothesis at the $p\text{-value}=0,05$ or smaller. The tables include three values, the absolute count, the row percentage and column percentage, i.e. joint and marginal distributions of the variables as well. The rest of the results will be discussed, and their respective tables can be found in the Appendix.

The first null hypothesis that gender is independent of the likelihood of reporting professional information can be partly rejected with $p\text{-value}=0,0001$ with reference to websites. As the table shows, men report their professional information on websites 27%, i.e. 12% more than women who report only 15% of times. On the other hand, the provision of cv seems to be independent of gender and thus we cannot fully reject the hypothesis.

Table 8: Two-way table and chi-square statistic for gender and website

website	gender		Total
	female	male	
0	1,054	408	1,462
	72.09	27.91	100.00
	84.12	72.73	80.60
1	199	153	352
	56.53	43.47	100.00
	15.88	27.27	19.40
Total	1,253	561	1,814
	69.07	30.93	100.00
	100.00	100.00	100.00

Pearson chi2(1) = 32.1494 Pr = 0.000

The same pattern continues for the second hypotheses where the website provision seems to be predicted by the location of the professional activity of the mediator. More specifically, large city mediators are 23% likely to provide their website links. However, we can see that medium and small city mediators are almost equally likely to provide websites 14% of times. Thus, we can reject the null hypothesis that location is independent of the provision of professional information only for website provision (and not CV) with p-value=0,0001. Additionally, only mediators in large cities show a greater likelihood of giving their website links, instead of my initial hypothesis that also mediators in medium cities would too.

Table 9: Two-way table and chi-square statistic for location and website

website	location				Total
	island	large c..	medium ..	small c..	
0	120	855	116	371	1,462
	8.21	58.48	7.93	25.38	100.00
	88.89	76.89	85.93	85.88	80.60
1	15	257	19	61	352
	4.26	73.01	5.40	17.33	100.00
	11.11	23.11	14.07	14.12	19.40
Total	135	1,112	135	432	1,814
	7.44	61.30	7.44	23.81	100.00
	100.00	100.00	100.00	100.00	100.00

Pearson chi2(3) = 25.8737 Pr = 0.000

Similarly, the provision of the CV seems to be independent from the background profession of the mediator. Nevertheless, the provision of a professional website is associated with the background profession but with surprising results as economic professions, medical professions and social science professions score higher in likelihood to report (32,6%, 55,5% and 23,53% respectively) compared to only 18,6% of the legal professions. These percentages can be due to the discrepancy of total sizes of legal professions compared to the rest, especially in the case of medical professions and social professions that have less than 100 observations each. Yet, the null hypotheses that profession does not associate with provision of information on website can be rejected with p-value=0,0001.

Table 10: Two-way table and chi-square statistic for profession and website

website	profession							Total
	economic	engineer	legal	medical	none	other	social	
0	68	14	1,298	4	6	46	26	1,462
	4.65	0.96	88.78	0.27	0.41	3.15	1.78	100.00
	67.33	77.78	81.38	44.44	100.00	90.20	76.47	80.60
1	33	4	297	5	0	5	8	352
	9.38	1.14	84.38	1.42	0.00	1.42	2.27	100.00
	32.67	22.22	18.62	55.56	0.00	9.80	23.53	19.40
Total	101	18	1,595	9	6	51	34	1,814
	5.57	0.99	87.93	0.50	0.33	2.81	1.87	100.00
	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

Pearson chi2(6) = 24.4292 Pr = 0.000

The last null hypothesis regarding the provision of information states that the level of experience is independent from the professional information disclosed. It can be rejected with p-value= 0,0001 as it is 10% more likely to provide a cv when a mediator is experienced and 7% more likely to provide a website if one is experienced.

Tables 11 and 12: Two-way table and chi-square statistic for experience and cv/website

cv	experienced		Total
	0	1	
0	869	461	1,330
	65.34	34.66	100.00
	77.31	66.81	73.32
1	255	229	484
	52.69	47.31	100.00
	22.69	33.19	26.68
Total	1,124	690	1,814
	61.96	38.04	100.00
	100.00	100.00	100.00

Pearson chi2(1) = 24.1026 Pr = 0.000

website	experienced		Total
	0	1	
0	936	526	1,462
	64.02	35.98	100.00
	83.27	76.23	80.60
1	188	164	352
	53.41	46.59	100.00
	16.73	23.77	19.40
Total	1,124	690	1,814
	61.96	38.04	100.00
	100.00	100.00	100.00

Pearson chi2(1) = 13.5573 Pr = 0.000

Coming to the actual skillset hypotheses, one can see that professional background is related to whether one has a master's degree, has other certifications and is an experienced mediator. Medical followed by economic and social science professionals are more likely to have a master's degree (44,4%, 34,6% and 26,47%) compared to legal professionals who are 23,5% likely to have a master's degree. Again, this result may be driven due to the low number of observations of other professions compared to the legal profession. Still, the dependence of profession to the master's degree qualification leads to the rejection of the null hypothesis with p-value=0,05.

Table 13: Two-way table and chi-square statistic for profession and master's degree

masterdegr ee	profession							Total
	economic	engineer	legal	medical	none	other	social	
0	66	16	1,219	5	6	42	25	1,379
	4.79	1.16	88.40	0.36	0.44	3.05	1.81	100.00
	65.35	88.89	76.43	55.56	100.00	82.35	73.53	76.02
1	35	2	376	4	0	9	9	435
	8.05	0.46	86.44	0.92	0.00	2.07	2.07	100.00
	34.65	11.11	23.57	44.44	0.00	17.65	26.47	23.98
Total	101	18	1,595	9	6	51	34	1,814
	5.57	0.99	87.93	0.50	0.33	2.81	1.87	100.00
	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

Pearson chi2(6) = 13.2894 Pr = 0.039

Relating to the skill of having another certification, the results are similar with legal professions scoring low, i.e. only 14% likelihood of being certified.

Table 14: Two-way table and chi-square statistic for profession and other certification

othercerti fication	profession							Total
	economic	engineer	legal	medical	none	other	social	
0	64 4.18 63.37	15 0.98 83.33	1,367 89.29 85.71	5 0.33 55.56	6 0.39 100.00	47 3.07 92.16	27 1.76 79.41	1,531 100.00 84.40
1	37 13.07 36.63	3 1.06 16.67	228 80.57 14.29	4 1.41 44.44	0 0.00 0.00	4 1.41 7.84	7 2.47 20.59	283 100.00 15.60
Total	101 5.57 100.00	18 0.99 100.00	1,595 87.93 100.00	9 0.50 100.00	6 0.33 100.00	51 2.81 100.00	34 1.87 100.00	1,814 100.00 100.00

Pearson chi2(6) = 45.7848 Pr = 0.000

A surprising result, after the similar pattern in the other skills comes with the association of experience and profession. Here, it is the case that mediators with legal background profession are 44% more likely to be experienced compared to all the other professions. This result can be interpreted as such since lawyers have daily friction with new legislations and innovations so that they could be the first to hear of the new process of mediation. Thus, the null hypotheses that experience is not related to background profession can be rejected with p-value=0,0001.

Table 15: Two-way table and chi-square statistic for profession and experience

experience d	profession							Total
	economic	engineer	legal	medical	none	other	social	
0	90 8.01 89.11	17 1.51 94.44	924 82.21 57.93	8 0.71 88.89	5 0.44 83.33	46 4.09 90.20	34 3.02 100.00	1,124 100.00 61.96
1	11 1.59 10.89	1 0.14 5.56	671 97.25 42.07	1 0.14 11.11	1 0.14 16.67	5 0.72 9.80	0 0.00 0.00	690 100.00 38.04
Total	101 5.57 100.00	18 0.99 100.00	1,595 87.93 100.00	9 0.50 100.00	6 0.33 100.00	51 2.81 100.00	34 1.87 100.00	1,814 100.00 100.00

Pearson chi2(6) = 92.6881 Pr = 0.000

The next hypothesis referring to gender and skill acquisition can be partly rejected but the results show the opposite direction for some skills. Male mediators outperform female mediators in a statistically significant way in the master's degree skill and the other ADR skill (6% difference for master's degree and 2% difference for other ADR). Meanwhile, gender plays no role when it comes to skills such as other certification and being admitted to the Supreme Court. Lastly, female mediators seem to be more

specialized in the maximum types of disputes (4% difference) compared to male mediators.

Tables 16 and 17: Two-way table and chi-square statistic for gender and master's degree/other ADR

masterdegr ee	gender		Total
	female	male	
0	977	402	1,379
	70.85	29.15	100.00
	77.97	71.66	76.02
1	276	159	435
	63.45	36.55	100.00
	22.03	28.34	23.98
Total	1,253	561	1,814
	69.07	30.93	100.00
	100.00	100.00	100.00

Pearson chi2(1) = 8.4773 Pr = 0.004

otheradr	gender		Total
	female	male	
0	1,233	541	1,774
	69.50	30.50	100.00
	98.40	96.43	97.79
1	20	20	40
	50.00	50.00	100.00
	1.60	3.57	2.21
Total	1,253	561	1,814
	69.07	30.93	100.00
	100.00	100.00	100.00

Pearson chi2(1) = 6.9660 Pr = 0.008

Table 18: Two-way table and chi-square statistic for gender and dispute specialization

specializa tion	gender		Total
	female	male	
1	69	26	95
	72.63	27.37	100.00
	5.51	4.63	5.24
2	174	104	278
	62.59	37.41	100.00
	13.89	18.54	15.33
3	1,010	431	1,441
	70.09	29.91	100.00
	80.61	76.83	79.44
Total	1,253	561	1,814
	69.07	30.93	100.00
	100.00	100.00	100.00

Pearson chi2(2) = 6.7309 Pr = 0.035

The last set of hypotheses relates to whether the location of the mediator affects their skill acquisition. Across three of the four skills that I test, large city mediators are significantly more likely to have a master's degree, a Supreme Court admission and other ADR experience and thus, the hypothesis that location is independent from skills can be rejected with p-value= 0,0001. For other certification, the results are inconclusive and the null hypothesis cannot be rejected.

Table 19: Two-way table and chi-square statistic for location and master's degree

masterdegr ee	location				Total
	island	large c..	medium ..	small c..	
0	114	807	104	354	1,379
	8.27	58.52	7.54	25.67	100.00
	84.44	72.57	77.04	81.94	76.02
1	21	305	31	78	435
	4.83	70.11	7.13	17.93	100.00
	15.56	27.43	22.96	18.06	23.98
Total	135	1,112	135	432	1,814
	7.44	61.30	7.44	23.81	100.00
	100.00	100.00	100.00	100.00	100.00

Pearson chi2(3) = 20.9023 Pr = 0.000

Table 20: Two-way table and chi-square statistic for location and supreme court

supremecou rt	location				Total
	island	large c..	medium ..	small c..	
0	126	903	126	396	1,551
	8.12	58.22	8.12	25.53	100.00
	93.33	81.21	93.33	91.67	85.50
1	9	209	9	36	263
	3.42	79.47	3.42	13.69	100.00
	6.67	18.79	6.67	8.33	14.50
Total	135	1,112	135	432	1,814
	7.44	61.30	7.44	23.81	100.00
	100.00	100.00	100.00	100.00	100.00

Pearson chi2(3) = 43.1646 Pr = 0.000

Table 21: Two-way table and chi-square statistic for location and other ADR

otheradr	location				Total
	island	large c..	medium ..	small c..	
0	135	1,074	135	430	1,774
	7.61	60.54	7.61	24.24	100.00
	100.00	96.58	100.00	99.54	97.79
1	0	38	0	2	40
	0.00	95.00	0.00	5.00	100.00
	0.00	3.42	0.00	0.46	2.21
Total	135	1,112	135	432	1,814
	7.44	61.30	7.44	23.81	100.00
	100.00	100.00	100.00	100.00	100.00

Pearson chi2(3) = 19.7450 Pr = 0.000

VII. Limitations

This study has a number of limitations with some being treatable and others not. First, it relies heavily on self-reported data that naturally include self-selection bias and social desirability bias. On the positive side, it manages to collect data on the entire certified mediator population in Greece that has reported their details on the official website. The type of data collected pose some restrictions on the proper answer of the research question. Since they are of categorical nature, they do not allow for causal inferences but only for inferences regarding statistically significant associations. This downside might be challenged if the study continues to incorporate data from the text analysis of the available curriculum vitae and website sections that can be transformed into quantitative variables. In that case, however, the sample size will drop to around $n=500$. Lastly, the available data analysis provides us with some insights but there is no counterfactual state of the world where we could observe the attitude of mediators with absolute lack of regulation. This fact moderates the significance of the study.

VIII. Policy Implications

The assessment of an online repository with free public access in the domain of mediators is something new. Many deductions can be made already from the summary statistics. The vast majority of mediators in Greece are lawyers (87%) with the rest being economic sector professionals, social scientists and others. When it comes to gender ratio, it is 70% female to 30% male which is explicable for the Greek population, as legal professions are female-dominant. However, this means that the pool of mediators is not diverse. Another insight from just summarizing the data is that when urged to update their professional details and provide curricula vitae or links to professional websites for the consumer's reference, only 26% upload their CVs and 19% link their websites. As a result, a first policy recommendation would be to make mediation training programs more inclusive and expanding awareness to other professions. Moreover, the upload of CV or website could be tied with some additional incentive or nudge in the form of autoenrollment.

As for the insights from the statistical analysis, it is striking that mediators with legal professions score lower in terms of skills acquisition and also choose not to frequently disclose their professional websites. This could mean that the majority of mediators are not as skilled as the selective few. However, the opposite is true for the level of

experience, as mediators with legal professions are more experienced compared to others. The result of this analysis produces a bad dilemma for the consumers, either experienced and moderately skilled mediator or unexperienced but highly-skilled. This leads to a second policy implication of introducing incentives for experienced mediators to continue their training and adopting further mediation-related skills.

The same expansion of education should be striven for with regards to mediators located in smaller cities and on islands. They should be given the chance to develop their skills via remote training in order to reach an equal competitive field as mediators in large cities. If mediators in one region are unprepared for mediation or slacking because of lack of competition, the mediation results can be suboptimal. Instead, this analysis may help highlight the lack of skilled mediators and devise strategies to tackle it.

Another worrisome result is the disparity between skills of female and male mediators. While female mediators are twice as many as male mediators, they seem to underperform in obtaining master's degrees and other ADR roles, yet they are the most specialized ones. In addition to this, female mediators tend to provide less likely their website information compared to male. There needs to be a specific strategy to address this shortcoming in order for both genders to provide the necessary professional details.

Lastly, the analysis shows that mediators with experience are the ones more likely to disclose their professional information. This fact may run the risk that non-experienced mediators are overlooked twice as much, once because of some consumers' preference for experienced mediators and the second time because of lack of available data for the consumer to make an informed decision. All in all, it is essential that what was found to counterbalance some disparities in the reporting behavior and actual skill acquisition of the mediators in order for informational asymmetry to be eradicated and consumers be able to make informed decisions.