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ANNOTATION

DESIGN Secondary analysis of the cross-state victim satisfaction data gathered in the study reported in Umbreit and Coates, 1992 [Victim Offender Mediation: An Analysis of Programs in Four States of the US, Minneapolis: Minnesota Citizens Council on Crime and Justice]

SATISFACTION The authors subjected the data to a stepwise multiple regression analysis to determine what factors are most related or can best explain the levels of satisfaction found in this study. While controlling for background, offense, and a number of process variables, three variables emerged to explain 42% of the variance. These are attitude toward the mediator, fairness of restitution agreement, and importance of meeting the offender. Thus victims who felt good about the mediator, who believed the resulting restitution agreement was fair, and who had a strong desire (for whatever reason) to meet the offender were most satisfied with the mediation. These results highlight the importance of the interpersonal nature of mediation.

KEYWORDS
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