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**Social Exclusion and Legal System (4)  
— System Operation Through Personality —**

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This issue (Vol. 69, No. 4) regards feelings of refusal toward a legal entity itself to be “law rejection.” There appears to be a more fundamental deficiency in the context of this repudiation of the law. This deficit exists beyond, for example, a person’s inability to take action due to the lack of legal information. When there is a deeply felt sense of rejection of systems and legal entities themselves, what factors can fill the gap between the institutions and their actual utilization by individuals?

How can essential access to justice be ensured keeping in mind the problems to which people with social exclusion are structurally susceptible? Specifically, social exclusion is a condition that tends to be influenced both by the external problems (enhancement of the legal system) of judicial access and by internal problems (feelings of rejection derived from self-alienation). What measures can be instituted for people facing complex difficulties so that it becomes easier for them to choose to utilize the legal system? Based on an awareness of these issues, the mechanisms that could help those who are prone to social exclusion in overcoming the fundamental exclusion associated with access to legal systems were empirically analyzed.

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Three specific points were identified for further elucidation in this chapter: (1) How do professionals who are in close contact with the concerned individuals contribute to the alleviation of their feelings of refusal and rejection of the law? (2) How does the engagement of third parties transform target group's perception of legal entities? (3) What elements can help socially excluded individuals overcome their feelings of refusal or rejection for legal entities?

The aforementioned questions can serve as opportunities to overcome the existing problems with exclusion and to fill the gaps present in the system. First, it is essential to institute concrete support measures on the basis of professional counsel. Second, it is crucial to consider the indispensable nature of elements derived from the personal behavior of individual professionals. This conduct should incorporate enthusiastic encouragement in personal visits to the concerned individuals, and working patiently with them.

A series of analyses yielded the awareness that if there is a disparity between the system as it currently exists and its utilization by socially excluded individuals, the personal contact is vital to the bridging of that variance. Nevertheless, there are problems associated with the personal elements themselves.

One such difficulty pertains to the fact that the personal is highly contingent on specific circumstances. A second dilemma relates to adverse effects arising from an overreliance on the key person who creates the personal elements.

This chapter has demonstrated that personal elements exert considerable influence on the operation of the system. However, the functioning of the system relies on the personal and precisely because it is personal; there exists the predicament that the system itself may become unstable.