Justice Needs in the United Arab Emirates
2016
Preliminary findings
Research Methodology

Project foundation
- Adjusting instrument to local circumstances
- Desk research

Data collection & analysis
- We talked to 3,924 randomly selected residents in Abu Dhabi, Dubai, Sharjah and Ajman

Presentation & validation
- Ministry of Justice in Abu Dhabi

Final report

Next steps
Our Findings

Where do citizens seek resolution?
Most important: Police, friends and self-help strategies

What are the most serious problem categories?
Employment, Accidents & Injuries, Money, Neighbours, Crime

Did they find resolution?
Yes (49%), Partially (28%), Ongoing (14%), Gave up (9%)

Cost and fairness of justice system:
time and money 3.8/5
procedural clarity & respect 3.52/5
stress and emotions: 2.7/5

Where do citizens look for information?
Most important: Police, friends and colleagues

Do they feel legally empowered?
40%-35% likely to resolve a justice problem

How many citizens experience a justice problem?
45% reported a Justice problem. 2 problems on average

How do they evaluate the institutions?
Government 80%, Courts 78%, Traditional Mechanism 72%, Police 70%, Legal aid 70%, Lawyers 69%
Bright Spots

- 45% encountered a justice problem
- Justice journeys evaluated as fair and effective
- 77% report partial or complete resolution
- People are very proactive in resolution
- Score higher for procedural and outcome justice in employment problems and accidents
- High levels of trust and legal empowerment
Challenges

Emirates have different demands

Expats and Locals have different needs

1/3 only moderately satisfied with information and advice

High levels of stress and emotions, procedures are not always clear and people not always treated with respect

Formal institutions evaluated better than informal institutions
The Emirates differ

**Sharjah**
- Prevalence: 82%
- Resolution: police most helpful 19% (low)
- Advice: friends most helpful 25%
- Trust in courts: 34% agrees strongly

**Abu Dhabi**

**Expats**
- Prevalence: 44% / 1.8 problems
- Resolution: 3.2 steps

**Locals**
- Prevalence: 48% / 1.5 problems
- Resolution: 2.9 steps

**Ajman**
- Prevalence: 79%
- Resolution: police most helpful 31%
- Advice: friends most helpful 32%
- Trust in courts: 31% disagree

**Dubai**
- Prevalence: 17%
- Resolution: police most important 27%
- Advice: Police most important 50% did not seek information & advice
- Trust in courts: 64% agrees strongly
Excellence in Innovation

Are you satisfied with the information and advice you received?

<table>
<thead>
<tr>
<th>Satisfied Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do not want to answer</td>
<td>2%</td>
</tr>
<tr>
<td>Do not know</td>
<td>2%</td>
</tr>
<tr>
<td>To a very large extent</td>
<td>11%</td>
</tr>
<tr>
<td>To a large extent</td>
<td>27%</td>
</tr>
<tr>
<td>To a moderate extent</td>
<td>33%</td>
</tr>
<tr>
<td>To a little extent</td>
<td>21%</td>
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<tr>
<td>To a very little extent</td>
<td>5%</td>
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</tbody>
</table>

Police (24%), friends (24%) and colleagues (10%) are considered to be the most helpful sources of information.

Satisfaction per emirate

<table>
<thead>
<tr>
<th>Satisfied Level</th>
<th>Ajman</th>
<th>Sharjah</th>
<th>Dubai</th>
</tr>
</thead>
<tbody>
<tr>
<td>To a very large extent</td>
<td>5%</td>
<td>7%</td>
<td>32%</td>
</tr>
<tr>
<td>To a large extent</td>
<td>17%</td>
<td>27%</td>
<td>35%</td>
</tr>
<tr>
<td>To a moderate extent</td>
<td>40%</td>
<td>36%</td>
<td>36%</td>
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<td>To a little extent</td>
<td>35%</td>
<td>20%</td>
<td>9%</td>
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<tr>
<td>To a very little extent</td>
<td>2%</td>
<td>5%</td>
<td>6%</td>
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Frontiers for Innovation

Employment

Accidents and personal injuries

- Stress and emotions
- Time spent
- Money spent
- Outcome explanation
- Problem resolution
- Damage restoration
- Fair distribution
- Procedural clarity
- Respect
- Voice and neutrality

UAE

The Netherlands
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