



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

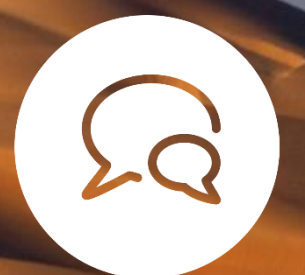


Presentation & validation

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



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



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

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



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

Cost and fairness of justice system:
*time and money 3,8/5
procedural clarity & respect 3,52/5
stress and emotions: 2,7/5*



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**

Score higher for procedural and outcome justice in employment problems and accidents

High levels of **trust and legal empowerment**

77% report partial or complete **resolution**

People are very **proactive** in resolution

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

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

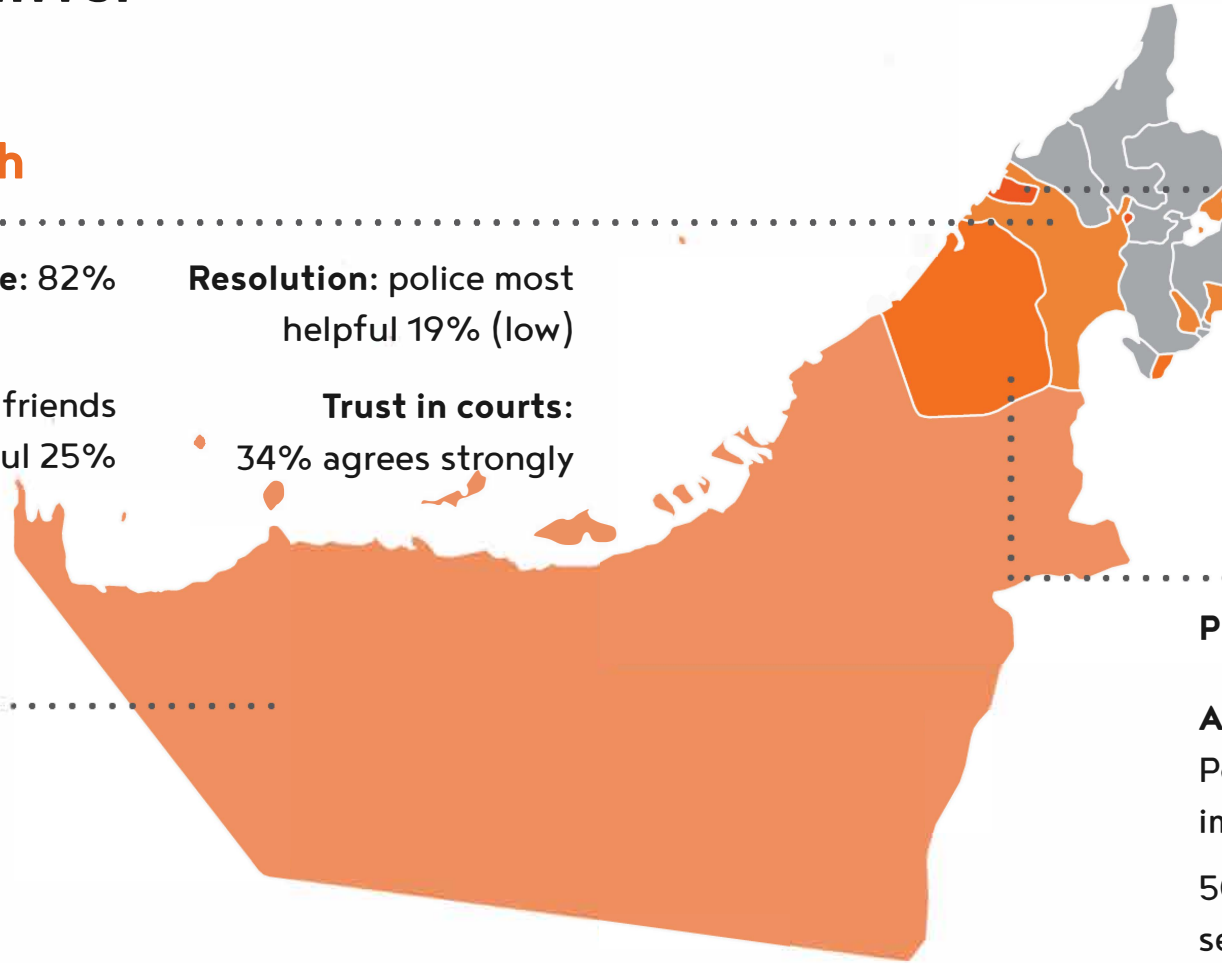
Abu Dhabi

Expats: Prevalence: 44% / 1.8 problems

Resolution: 3,2 steps

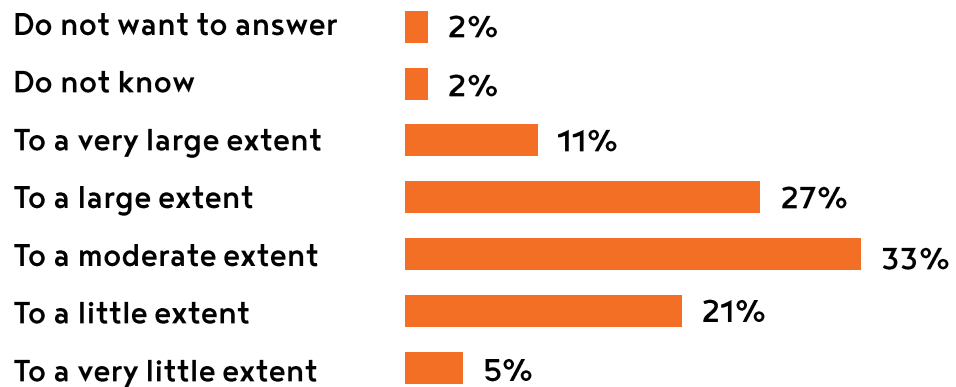
Locals: Prevalence: 48% / 1.5 problems

Resolution: 2,9 steps



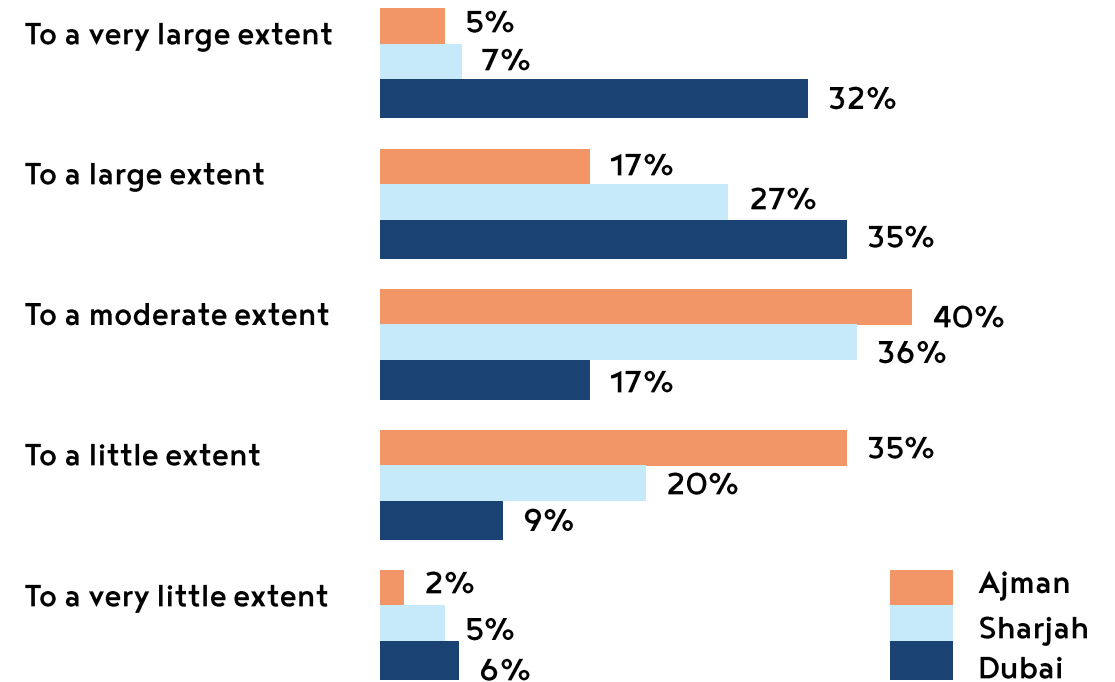
Excellence in Innovation

Are you satisfied with the information and advice you received?



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

Satisfaction per emirate

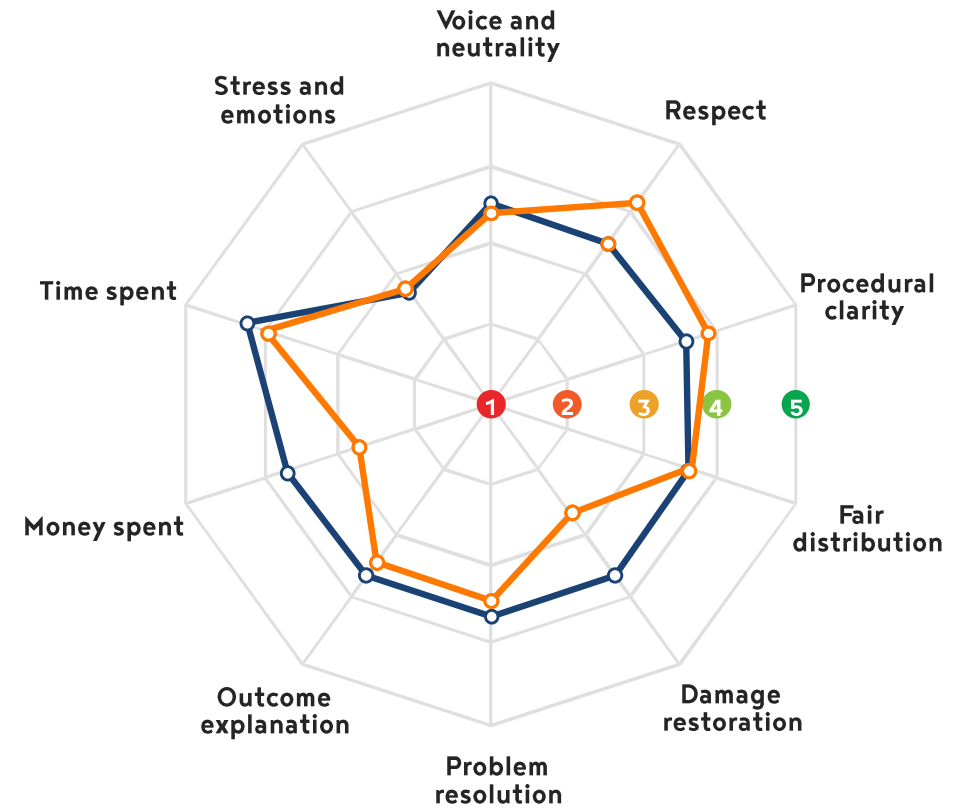


Frontiers for Innovation

Employment



Accidents and personal injuries



■ UAE
■ The Netherlands



**UNITED ARAB EMIRATES
MINISTRY OF JUSTICE**

This research was supported by the Ministry of Justice of the United Arab Emirates.

We are grateful to the staff of the Ministry of Justice for their support and advice.