

Justice Needs of Yemenis From Problems to Fairness





Kingdom of the Netherlands

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“Over the past 28 years Omar’s family has been involved in an inheritance dispute. His father and uncle cannot agree over the distribution of this valuable property. For almost three decades they have tried different ways to resolve the problem, but nothing has worked. Slow and corrupt institutions were unable to deliver justice in time. Omar’s relatives ultimately resorted to fighting with one another and using weapons to protect what they thought belonged to each of them. This violence however did not resolve the problem. It only prolonged the dispute, increased stress levels and has driven Omar’s once close-knit family further apart.”

Omar is not alone. Almost every adult Yemeni experiences a dispute each year. These add up to several million new issues per year. Some people manage to solve their problems but more often than not they get stuck in unfair procedures and are unhappy with the outcomes received. Solving more of these problems is possible. This will reduce stress, lower costs and increase Yemen’s potential for economic growth.



This report has been published at an opportune time for the people of Yemen

The *'Final Communique'* of the National Dialogue Conference sets the foundations for the new social contract that the Yemeni people want:

A new Yemen built upon the basis of the principles of law, human rights and good governance to ensure sustainable development for the people of Yemen.

This report is a tool that can be used to realize this by setting out what justice needs the citizens of Yemen have, what paths they follow to meet them, and how satisfied they are with the outcomes they get. It also provides a benchmark on the current status of many aspects of justice and governance and delivers an insight into specific areas where efforts can be directed to improve justice delivery.

Key components of the new 'Social Contract'	How this report helps
A federal, 'civil state', where all are equal before the law, where citizens participate in decision making, and in which all Yemenis can live a free and dignified life.	This reports reflects the opinions of the people of Yemen and should be used as a guide to assist decision making. Understanding people's challenges and putting in place innovation processes to meet those challenges will help Yemenis live in dignity and freedom.
The role of the State and its institutions to foster the needs, interests and aspirations of the Yemini people, whilst ensuring that these institutions are accountable to the people.	This data is based on the justice needs of the people and provides an insight into which institutions - formal and informal - are working and which aren't. Data is the foundation of accountability.

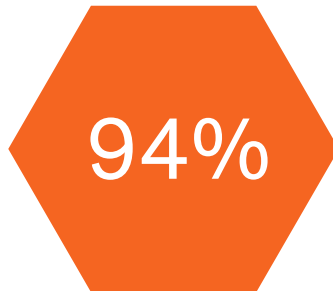
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1. Fast Facts – Access to Justice Yemen

Yemenis face many Justice problems

Almost all of the interviewed Yemenis experienced one or more justice problems in the previous 4 years.



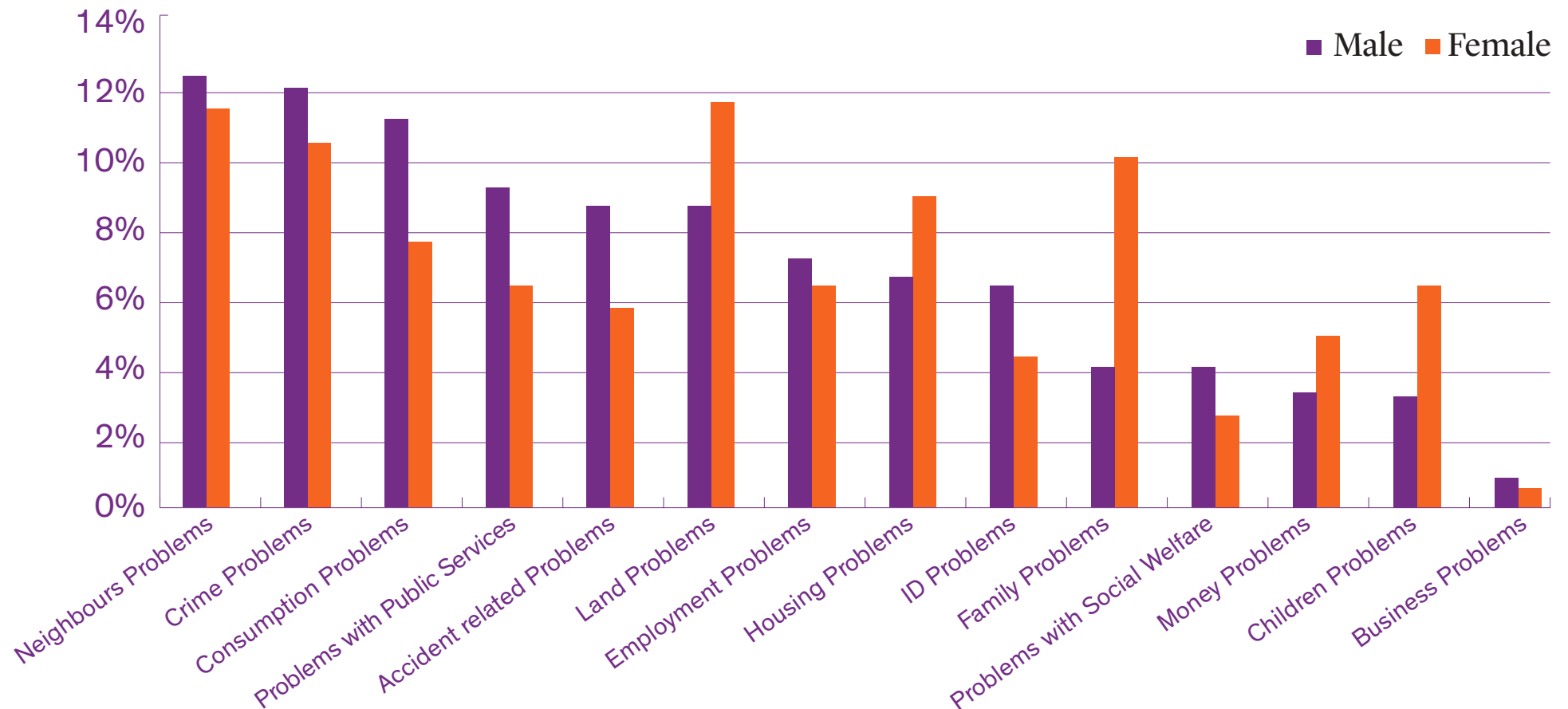
- Justice needs arise when people need protection for their important interests.
- Examples include: consumer problems, disputes with neighbours and divorce.
- According to our survey, the people of Yemen requested processes that lead to just and fair solutions.

On average every respondent reported 4.55 justice problems.



This means that the people of Yemen have to deal with at least one serious and difficult justice need every year.

The 14 major justice problem categories



The most frequent problems that men encounter are: neighbour problems, crime and defective goods/services.

The most frequent problems that women encounter are: land, family (children) problems and housing problems.

Comparing Yemen internationally

Kazakhstan 2011

A study from the Open Society's Justice Initiative reports that 56% of the respondents experienced justice needs. Problems related to employment, medical services and consumer disputes were the most prevalent instances of justice needs.

Indonesia 2013

A HiiL study found that 16% of the respondents from five Indonesian provinces experienced one or more problems. Petty crime, administrative offences and moneyrelated problems were the three most frequently occurring problems.

Canada 2009

In total, 45% of interviewed Canadians had encountered some sort of serious justice

need. Consumer problems concerning disputes over bills and disagreements over collection of money were reported most often.

Netherlands 2013

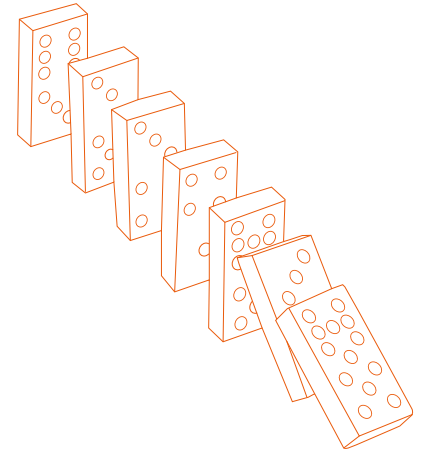
A HiiL study illustrated that 46% of Dutch people experienced one or more problems in the last 4 years. Most frequently occurring individual problems were: buying defective goods, value of property tax and consumer problems related to house maintenance services.

Compared with other countries, Yemeni men and women experience more justice problems. In Yemen, demand for fair and sustainable solutions is high.



2. The ‘Domino effect’ of unresolved justice problems

The 'Domino effect' of each unresolved justice problem on a Yemeni citizen includes:



- Sleepless nights and many hours of stress
- 25% of justice problems are proven to lead to health problems
- Economists have shown that the poorest suffer the most: they frequently experience insecurity at home (crime, domestic violence); they are unaware of their housing and land rights (farmland), and the poorest have the least job security
- Research has confirmed that legal insecurity leads to lower investments in households, businesses and the specialised skills required to obtain better jobs
- Every dollar and hour spent on protection against crime or extortion is a dollar less that is spent on education, sanitation or health care
- Sustained feelings of injustice can lead to violence and ultimately distrust in government, this effects compliance and tax returns

Millions of serious and difficult justice problems arise each year. This has a major impact on GDP and quality of life in Yemen.

Every justice problem that is either prevented or resolved has a direct and positive contribution to GDP and human development in Yemen

Improvements in addressing justice problems ripples positively throughout the development agenda

This leads to:

- More fairness in family relationships
- Better education
- Improvements in land and agricultural productivity
- Improvements in housing conditions
- A more responsive local government
- More people escaping from extreme poverty

Many governments and civil society organisations from around the world therefore seek to reform justice systems and include rule of law pillars within their programming objectives. Unfortunately many of these reform initiatives have not yielded the desired impact as planned.

Rule of Law still remains a challenging area in which to demonstrate intervention success

Where should our focus lie? Should we:

'Train judges? Equip them with computers?
Hire prosecutors? Set up legal aid funds?
Build community justice centres? Sponsor
radio shows? Strengthen informal tribunals in
villages?'

And how do we know if we have been successful? Is it when:

'More judges and prosecutors deployed? More
judgments? More (or less) people in custody?
More awareness of rights? Higher rankings
on international governance or the Rule of
Law indexes?'



'You cannot manage what you cannot measure'

Experts say: 'The inability to show quick wins and measurable results is becoming a major barrier to entering or staying in the Rule of Law programming area.'



3. The 'Justice Needs & Satisfaction Tool'

Learning from past studies and policies

Shifting focus from formal justice to where justice is actually created

Most previous studies on the state of justice in Yemen and elsewhere focus on the institutional framework and political context. What legislation is in place? What courts exist? How are police, prosecution, lawyers and legal aid organized? These are the questions that have been explored.

Legal needs studies conducted in 50 countries have shown that most problems are solved through negotiation. There is a gap in current knowledge about advice that comes from friends and family and the role of informal authorities within communities.

From exposing grave injustices to major the problems that affect many people

Studies from NGOs tend to focus on individual human rights violations, corruption or depressing conditions at courts or in prisons. Or they ask the population about their trust in judges and their independence. Although these issues are important attention is also needed on other issues that affect many people such as land disputes, family problems and problems with defective goods.

From one fairness dimension to listening to more sophisticated views on what is fair

Most existing justice needs studies focus solely on how satisfactory procedures are.

Learning from past studies and policies

Researchers have found that people distinguish between getting respect, having a fair procedure and knowing what to expect in a procedures. The people want to be heard and treated with more respect. They also want outcomes to be fair, transparent, and to provide working solutions for their problems. This is where progress in research can be made and measured.

Current policies focus on improving formal institutions but there is much to learn from informal justice

Policies tend to improve courts, laws and other formal institutions. The impact on the rule of law has not always delivered anticipated results. Therefore, new approaches are required.



The 'Justice Needs & Satisfaction Tool'

Enables measurement of the notoriously challenging Rule of Law area in Yemen

The approach:

- 1.** Is about justice in people's lives and understanding their experiences in seeking access to justice, both by the informal processes and by going to lawyers or courts.
- 2.** Enables decision makers to focus on justice when and where it is needed most. The problem areas are highlighted by the citizens, a true bottom-up approach.
- 3.** Provides an evidence-based tool that can support the decision making process for development aid programming within the Rule of Law area.
- 4.** Builds on local knowledge about what works best (the bright spots).
- 5.** Informs users and suppliers about justice services. Enables users to be informed about where to go and which services to use, and assists suppliers to improve their services.
- 6.** Offers a cost-effective alternative to monitoring progress in the justice sector. A standardised and repeatable approach will lead to: economies of scale; a reduction in operational costs; increased efficiency (time and resources saved); a reduction in operational risk and enable cross country benchmarking.

3 The 'Justice Needs & Satisfaction Tool'

Did you feel you
had the tools to
resolve the
problem?

Where did you seek
solutions?

In order to understand the justice problems in Yemen, we asked the people 103 questions.

Below are examples of actual questions put to the people.

To what extent (scale 1-5):

- did the process make you feel frustrated?
- did the process make you feel angry?
- were you able to express your views and feelings during the dispute resolution process?
- were the same rules equally applied to you and to the other party/ies?
- was the dispute resolution process based on accurate information?
- did the adjudicator thoroughly explain your rights and options during the process?

- was it important that the decision matched what you felt you deserved?
- Please tell us how much time in hours you spent to solve the problem.
- Briefly describe the nature of the result?

What was the price
you paid in terms
of money, time and
effort?

What are your most
urgent and frequently
occurring justice
problems?

Research methodology

Survey



Workshop

Feedback from sheikhs, judges
& other key stakeholders



Feedback from prominent
Civil Society activists

Interviews

Feedback from
focus groups



A new approach in research methodology

A mixed method of data collection: The project features empirical research that combines both quantitative and qualitative methods. The team applied HiiL's '[Justice Needs and Satisfaction Tool](#)' to conduct the household interviews. [Approximately 3000 randomly selected men and women from three provinces in Yemen – Sana'a, Taiz and Aden](#) were included in the study. The findings collected from the survey were enriched by the data yielded from 4 subsequent focus groups.

HiiL listened to the people: The project team listened to what the people of Yemen had to say about their problems and where they need justice.



A new approach in Research Methodology

They told us about: the costs of accessing justice; the barriers they had encountered; their perceptions regarding the fairness of the justice processes in which they participated and the outcomes they received.

Triangulation of findings: The team hosted a triangulation workshop where select experts and stakeholders provided feedback on the project's initial findings. Parallel to the workshop the team also held a number of in-depth interviews where a deeper understanding of the various problems highlighted in the survey data were explored.

Actionable evidence: This report outlines the project team's findings regarding the justice needs

of the people of Yemen and how they experience the formal and informal paths to justice. The rich data collected has allowed the team to identify the bright spots within the Yemen justice sector and has 'red-flagged' the challenging areas that require improvement.

Link to policy making: This report is a tool that can enhance evidence-based policy making within the justice sector. It can support the decision making process of policy formulation and the subsequent implementation of those policies through interventions. Interventions will be more targeted and have the potential to made more impact on the ground, thereby improving the lives of the people.



4. The key problems and paths to justice for Yemenis

Which problems occur the most?

Categories of problems



40% Crime*



37% Neighbourhood disputes



36% Land disputes

The justice problems have been grouped into 14 categories. The team asked respondents about 6 types of neighborhood problems, 8 types of family disputes etc. When the data was aggregated it became evident that Neighborhood disputes, Crimes and Land problems are the biggest problem categories.

Individual problems



29% Buying defective goods



24% Theft

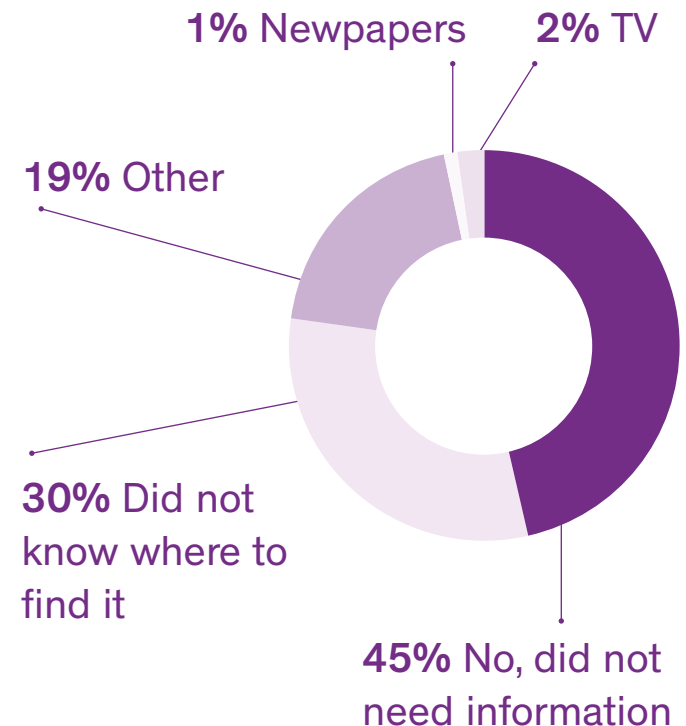


20% Traffic accidents

29% of all Yemenis with problems reported a specific consumer issue — buying defective goods. This is the most frequently occurring justice problem in Yemen.

* Percentages are based on the number of respondents

Where do Yemenis seek information?



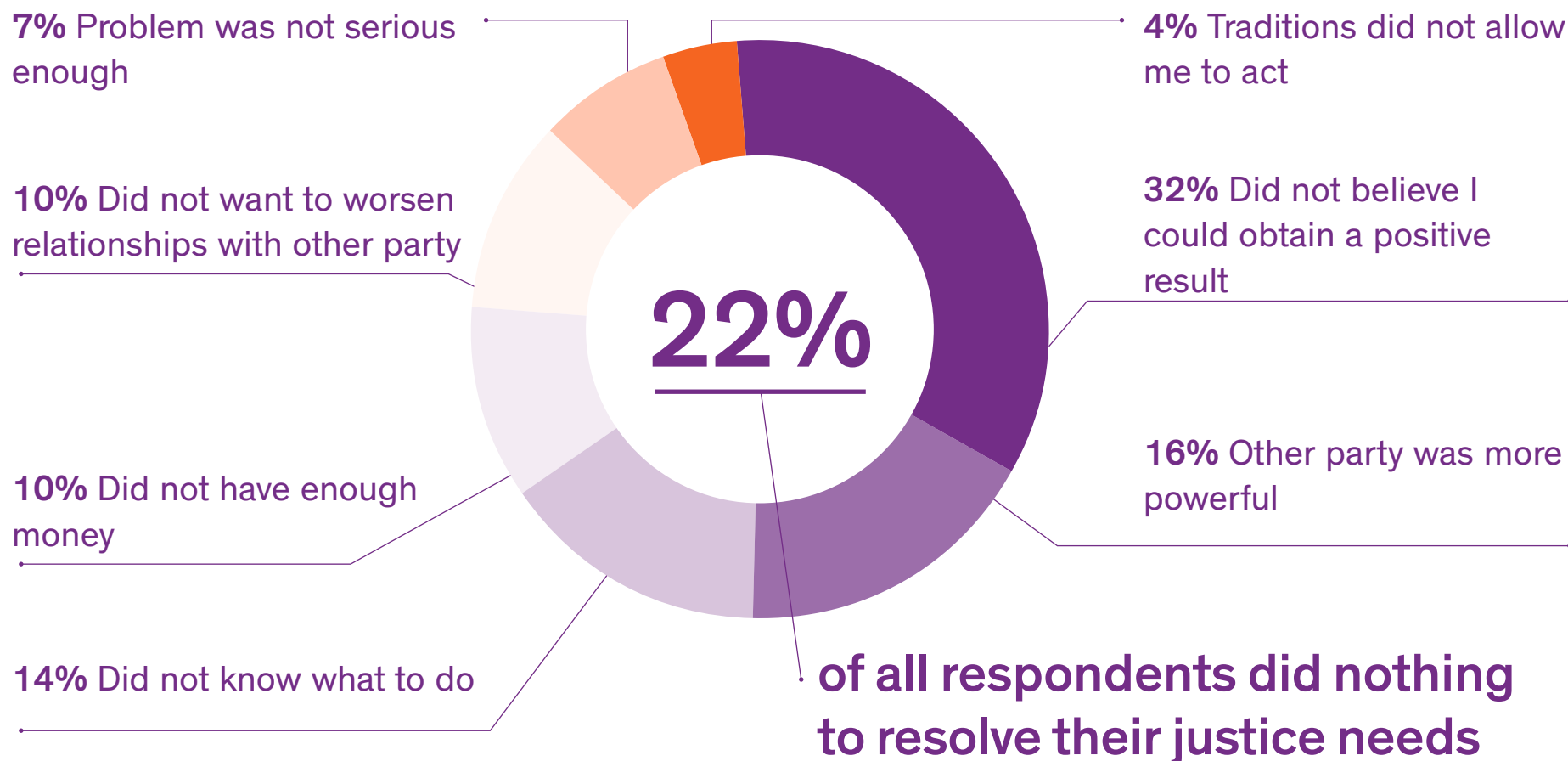
Where do the people of Yemen look for justice?

Yemenis are proactive and rely heavily on their friends and family

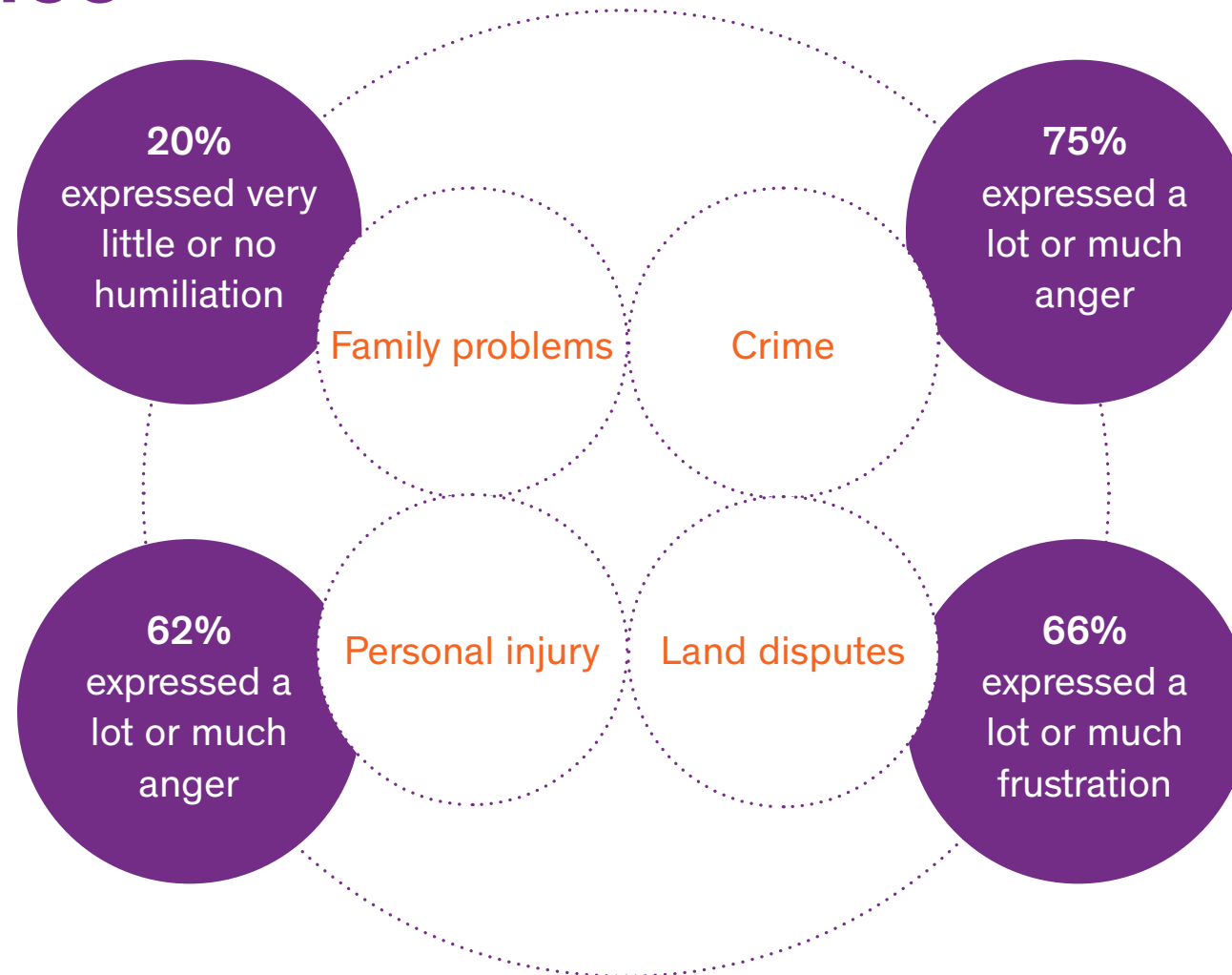


The informal paths to justice play a large part in the lives of Yemenis.

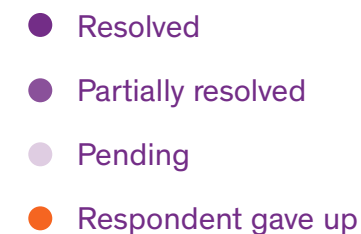
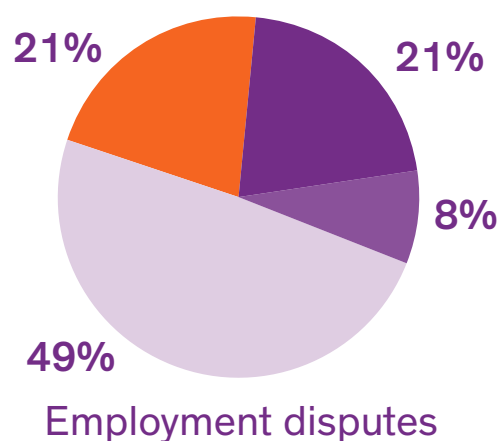
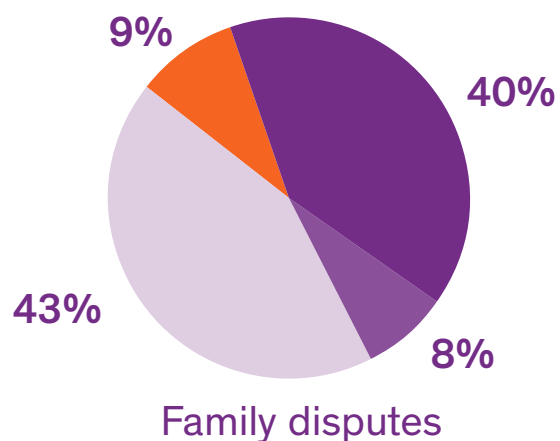
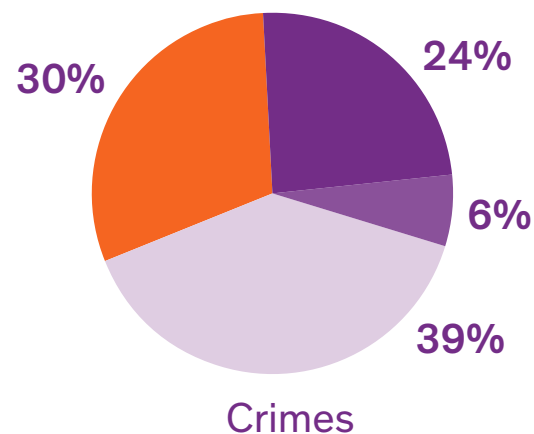
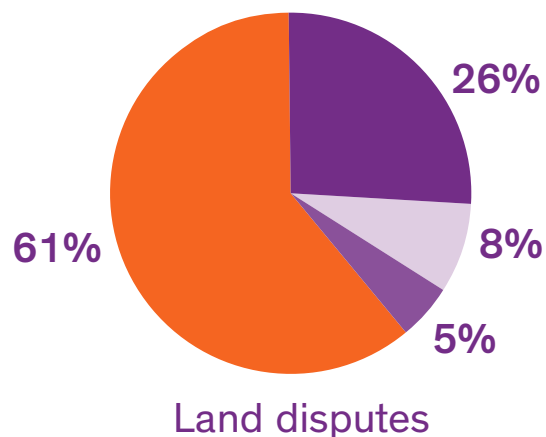
Why do some Yemenis do nothing to resolve their justice needs?



Strong emotions on the paths to justice

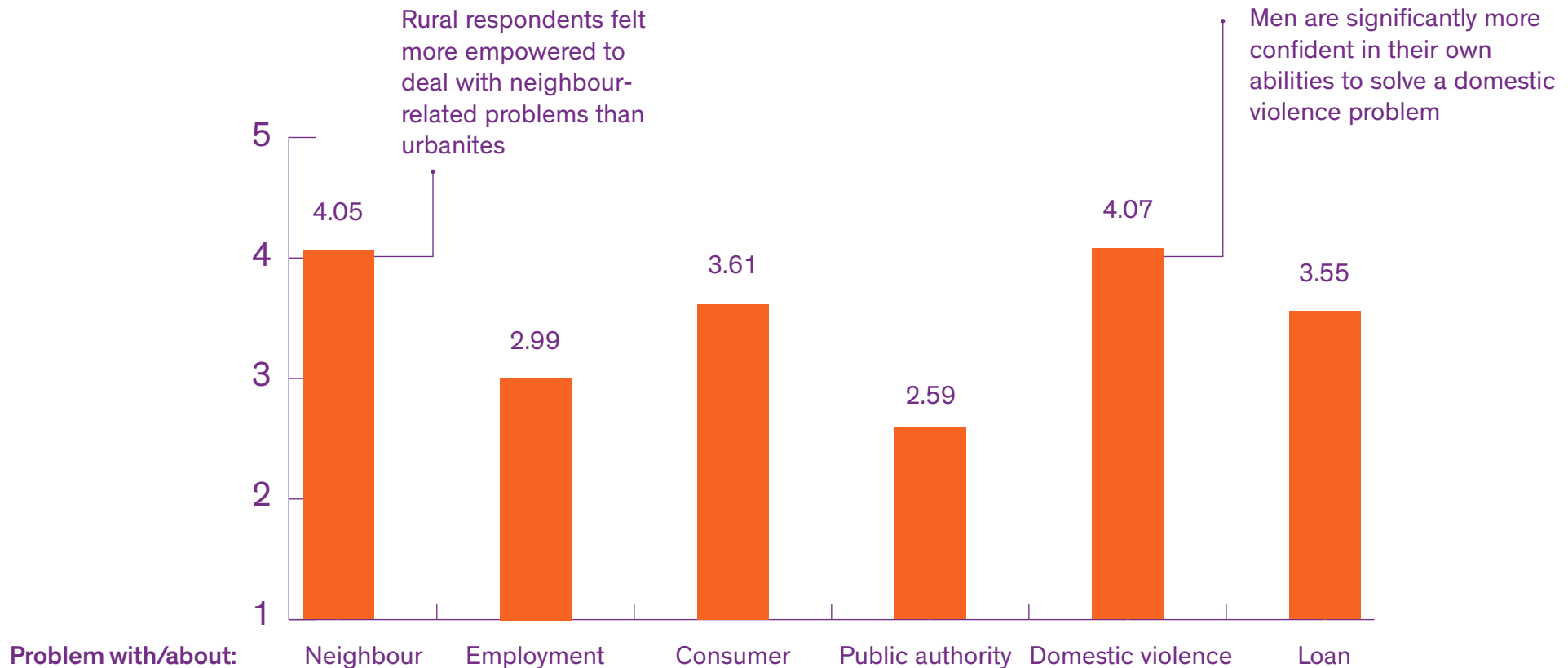


Many more disputes could be resolved



How confident are the people in their abilities to resolve justice problems?

Likelihood of achieving a solution

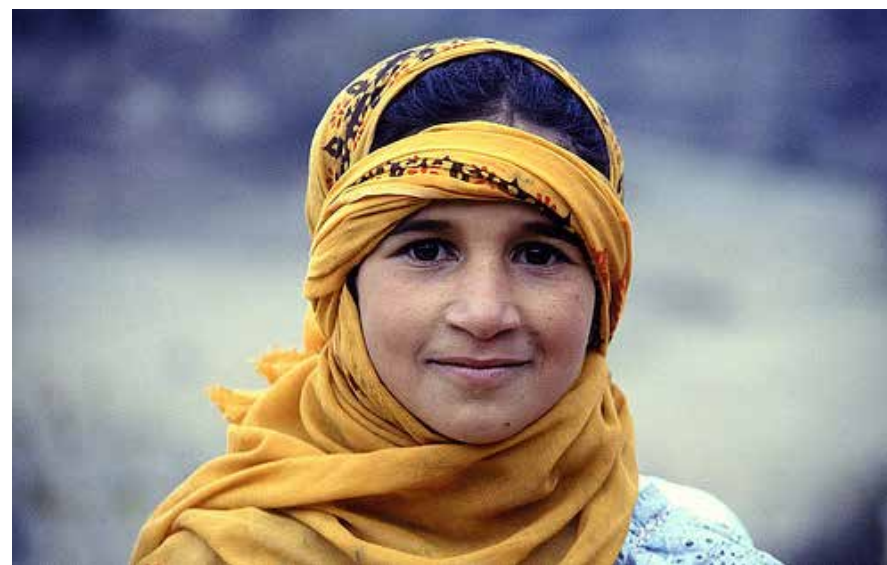


Yemeni women need justice

Women experience justice needs with almost the same frequency as men. This is a sign that Yemeni women participate actively in social, economic and political life.

When women need justice they receive significantly less fair outcomes than men. Particularly in land disputes, women consider that the results of the justice processes are not distributed fairly: they do not restore the harm sustained and nor do they provide an adequate resolution to the problem.

Yemeni women more frequently encounter family related problems such as: divorce, separation, domestic violence, child support or alimonies.



Women experience considerably more stress and negative emotions on their paths to justice.

Dimensions of justice

Costs

Many barriers make access to justice in Yemen difficult and often impossible. We asked the people: how much money and time they spent and how much stress and negative emotions they experienced in the resolution of their justice needs.

Process

Voice & Neutrality, Respect and Procedural Clarity measure how Yemenis perceive justice processes. We asked the respondents whether they were able to express their concerns while searching for justice. How unbiased and objective was the third party? To what extent the same rules were applied to all disputants? Whether the person seeking justice was treated with respect and dignity. Was the justice process explained?

Outcome

Our methodology asked the Yemeni people about four dimensions of the fairness of the result of a path to justice. Was the outcome distributed fairly between the people involved? Does it restore the harm inflicted by the justice need? Is the initial problem resolved through the justice process which is being evaluated? How well was the decision explained?

On all spider webs a score of 1 represents a lower and more negative score. A score of 5 represents a higher and more positive score.



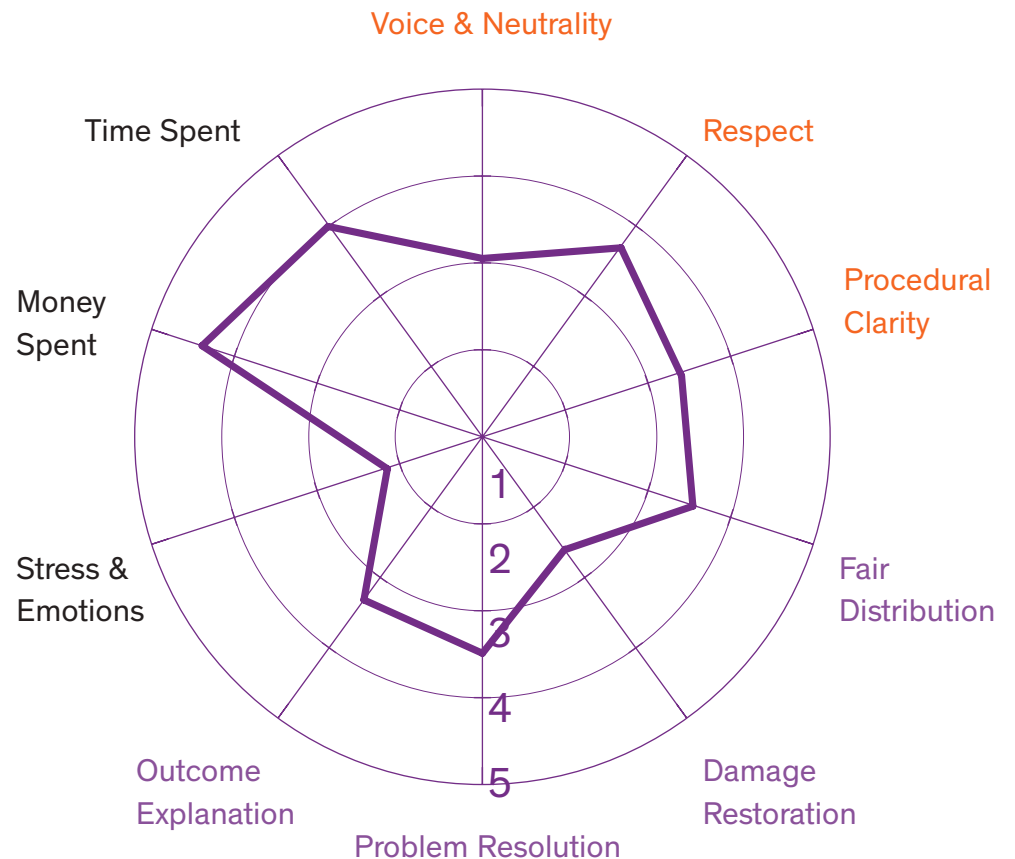
What do Yemeni people experience on the paths to justice?

This is how the people who experienced family problems assessed the justice processes available to them.

Respect

Monetary and time costs are not a significant barrier to access to justice. The available processes are experienced as very stressful. People do not feel as if they have been properly heard on their paths to justice and think that restorations are in line with the damages experienced.

On all spider webs a score of 1 represents a lower and more negative score. A score of 5 represents a higher and more positive score.



Goal: Improve justice in Yemen by 2020?

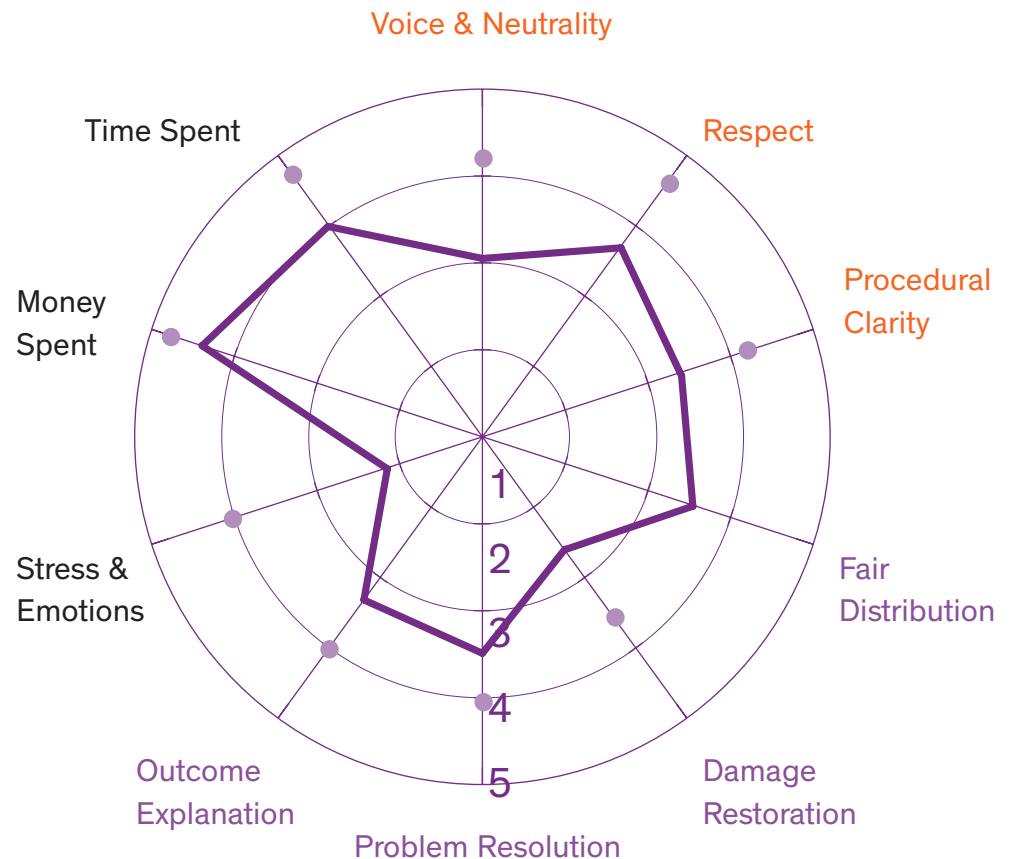
We studied paths to justice in more than 30 countries around the world. Here we show the highest scores found on each of the 10 dimensions used to measure justice. How can the justice processes for family problems be improved so that their scores come close to or exceed the best practices?

Stress & Emotions

People who need justice to resolve family problems are under a lot of stress. This process scores much lower than the best practice on stress and emotions – a consumer protection procedure. The various justice processes have to be improved to make sure that stress and emotions are not significant barriers to justice.

Voice & Neutrality

Processes for resolving family problems can be improved to allow people more voice and participation. The procedure with the highest score on Voice & Neutrality (4.27) is an innovative divorce process from the Netherlands.



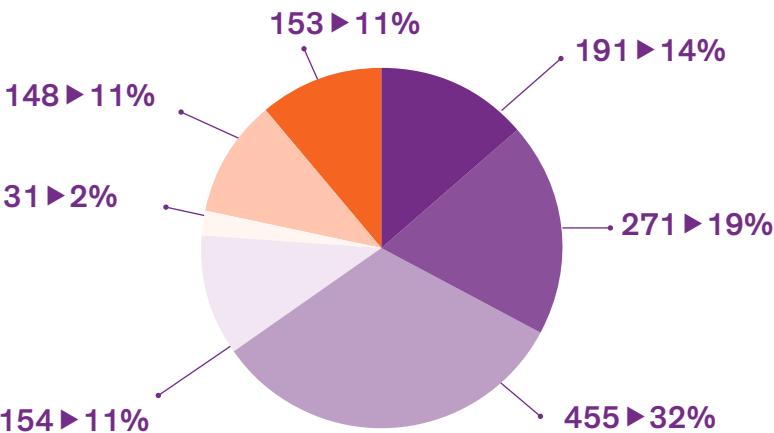


5. Zooming in on land disputes

Land disputes

32% of all land disputes are related to land titles

- Disputes with neighbours over boundaries, rights of way or access to property
- Ownership/use of land
- Disputes over land title
- Land grabbing (land taken by powerful corporations or individuals)
- Nationalization/ denationalization of land
- Disputes over land tenure
- Other land dispute



Land is one of the most important assets in the lives of the people of Yemen. Security of tenure and clear rights empower people to use farmland in more productive ways and to invest in their houses.

Secure access to land is one of the pillars of legal empowerment. The data shows a serious problem with the security of land rights in Yemen. 8% of respondents indicated that the most serious legal problem they experienced in the past 4 years was a dispute over land titles. There were also many boundary, land use and land grabbing disputes.

Land disputes arise across the world. Best practices for resolving land disputes are available and can be integrated into what already works in Yemen.

Women are more often affected by this problem. Complications related to inheriting land by women are possible explanations of the findings, but it is also possible that women face more challenges when they acquire or register land.

Some stories from the people of Yemen



“I want to tell a story that happened here in Sana’a. One person had a plot in Hadda. One person called himself a sheikh, but he was not, he just wanted to steal that piece of land. The owner of the land had to resort to a big influential person in the government. At the end, the official took the whole piece of land. He did not give the land neither to the sheikh nor to the owner of the land”



Some stories from the people of Yemen



“My father bought a piece of land in 1994. This piece of land was part of what is called a land society, a cooperative where the plots are distributed by a draw. We won a piece of plot isolated from the main street or any other building. Our ownership of this land is being challenged by another party. The challengers have been using violent methods to intimidate us – they have been shooting at us frequently.

We have spent a lot of time in courts trying to resolve the problem. The perpetrator denies any wrong doing in court. The other party even suggested going to a sheikh to resolve the matter – however, this sheikh is their friend. My father is old and weak – it is only a matter of time before

the other party take over his plot. So at the end somebody has to pay money, because in courts there are many cases stopped for 15 years or more without any solution. So you go to the sheikh and even if the sheikh is on your side you have to pay money. So for solving the problem we tried to give money to the other party, we gave them something like 50 thousand, but they refused. So we took our car to the land and we exchanged fire. We had guns, but we had our kids with us and we did not expect that reaction from the challengers. The conclusion is that we did not find a solution neither with the sheikhs nor the courts”.

Which words are associated with land disputes?

Disagreements over land often occur between relatives (brothers, uncles, cousins) over inheritance. This takes much time and money and tends to be very stressful. These valuable resources cannot therefore be used for more productive activities such as farming or building a business. Some of these land disputes can even lead to violence. The words 'weapon', 'fight' and 'force' are also mentioned by respondents.

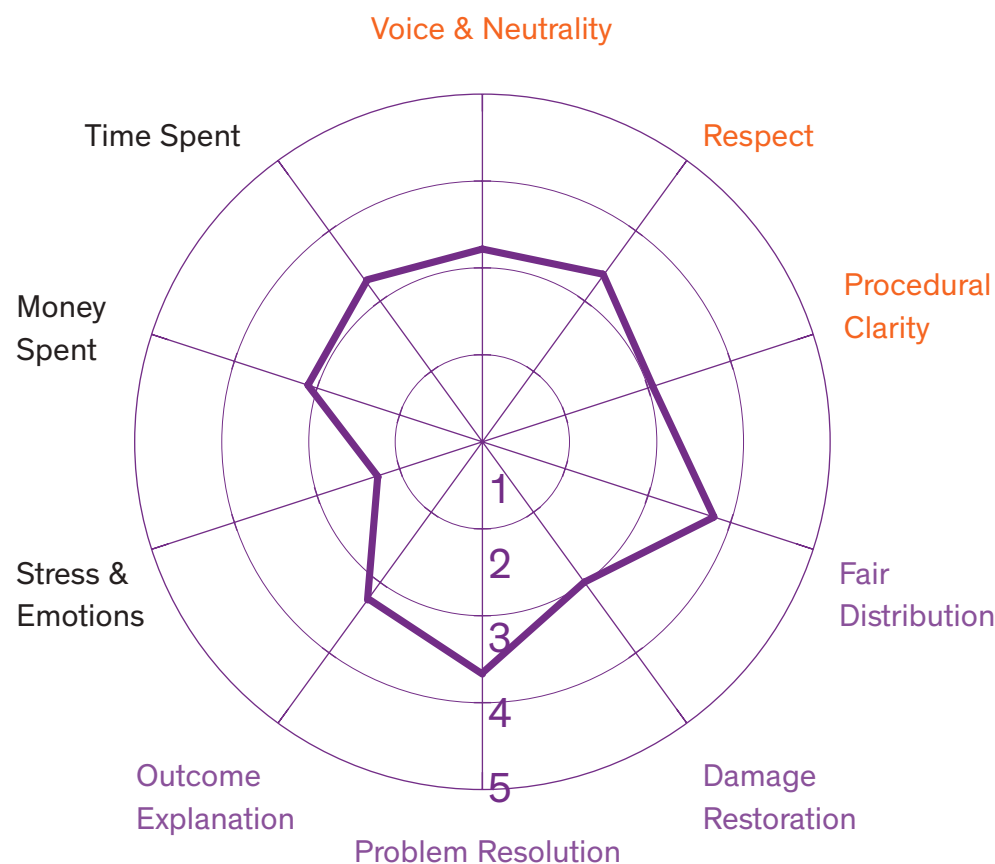


How do people experience the resolution processes for land disputes?

Finding justice in land title disputes is a challenge for the people of Yemen. A lot of stress and negative emotions are associated with the existing dispute resolution processes.

Resolving land disputes takes a long time and often leaves the disputants uncertain and desperate.

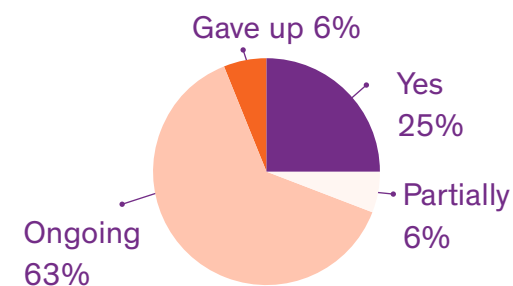
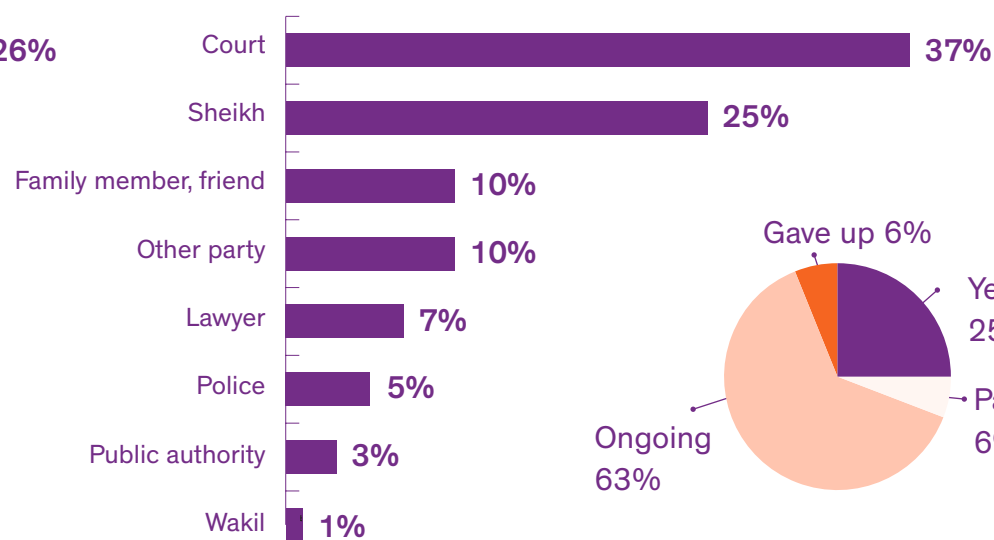
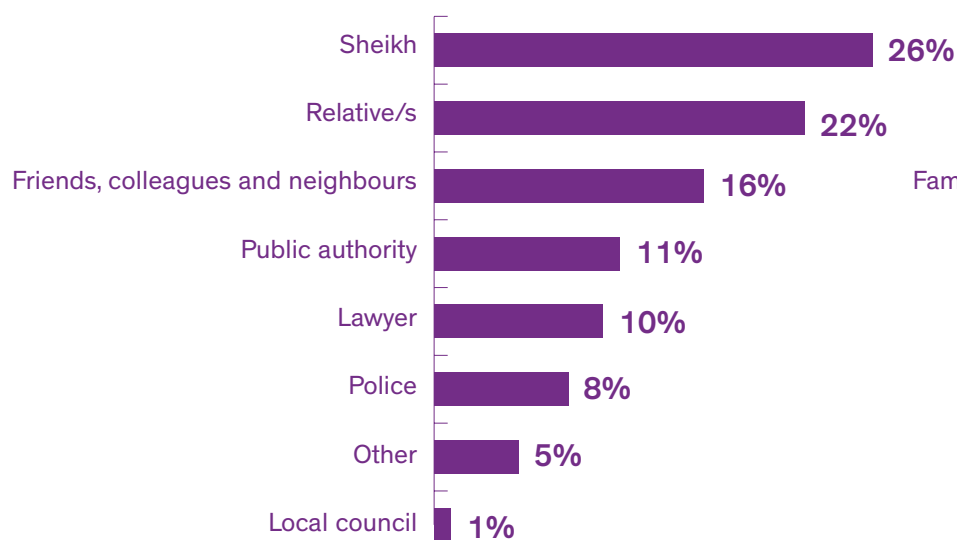
Yemenis clearly express the need for better processes, fairer outcomes and more accessible procedures that can help them to resolve land disagreements in fairer ways. The graph also shows that the actual solutions provided are rather effective and acceptable.



The supply chain for resolving land title disputes

Most people found sheikhs (26%), relatives (22%) and friends, colleagues and neighbours (16%) the most helpful sources of information and advice.

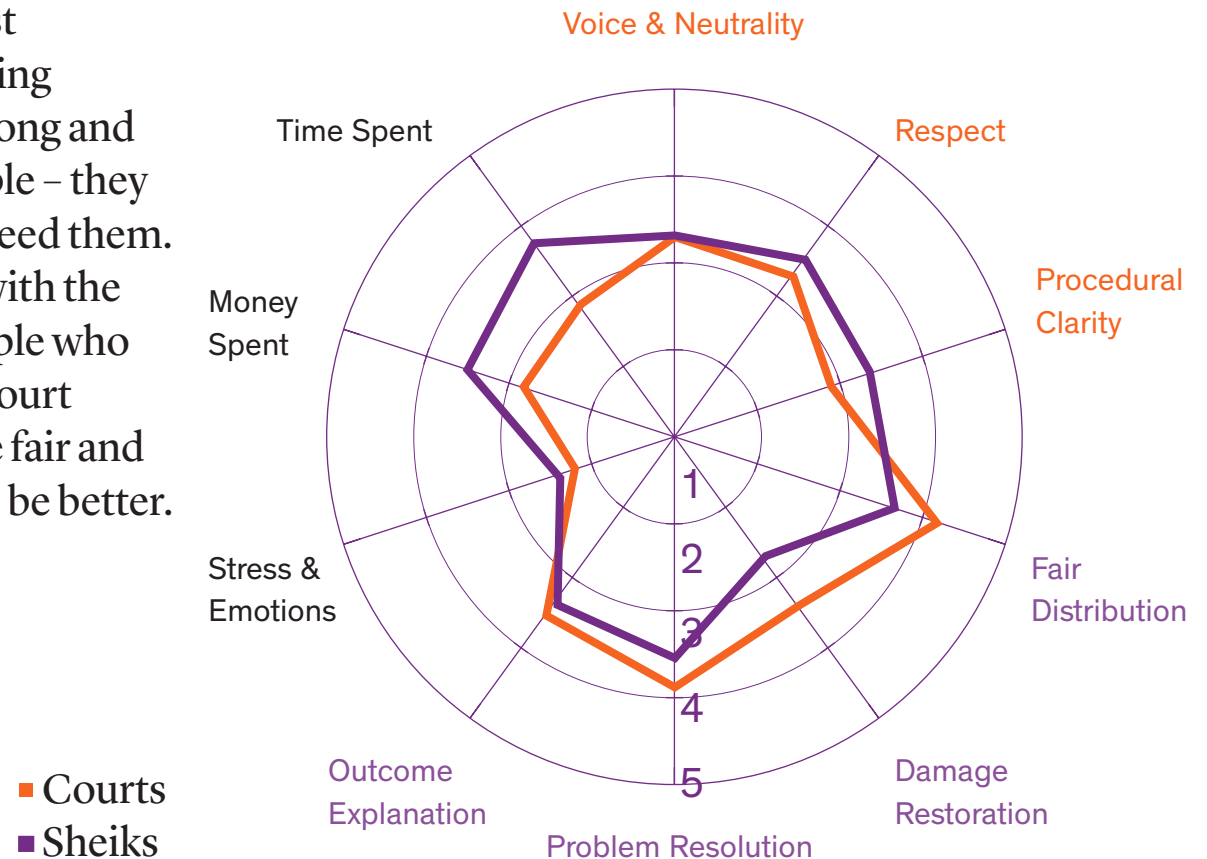
Courts (37%) and sheikhs (25%) are the most important dispute resolution mechanisms for dealing with land title disputes.



A majority of land title disputes (63%) are still ongoing

How well do sheikhs and courts perform in land disputes?

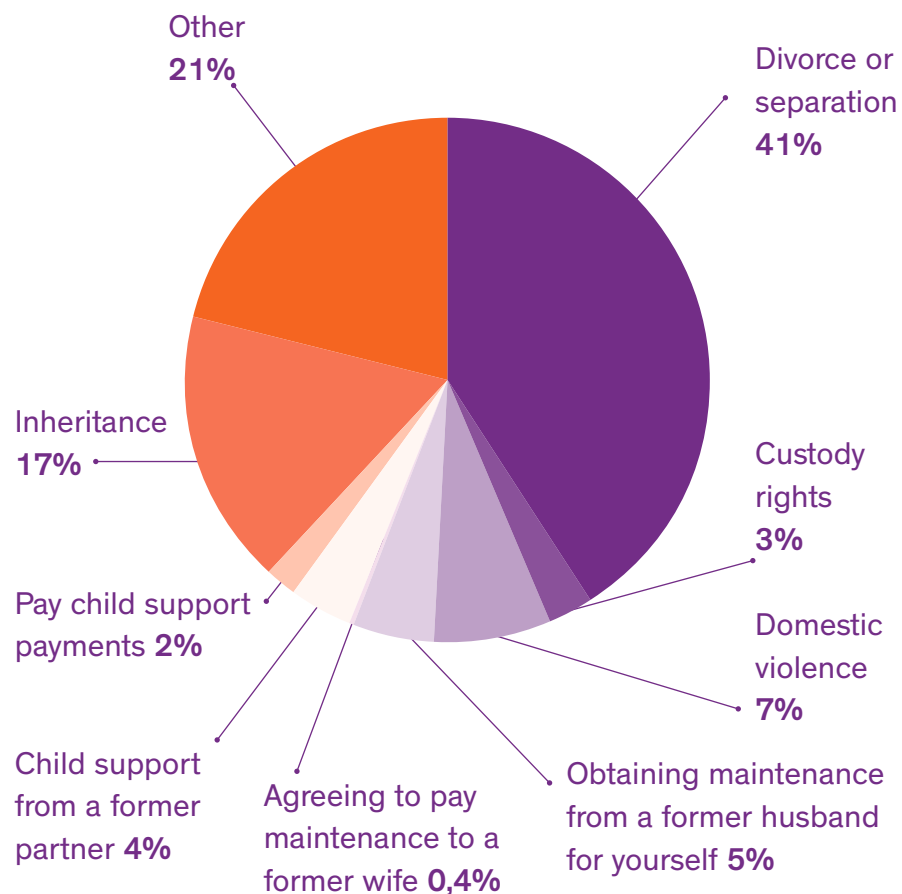
Courts and sheikhs are the two most frequently used mechanisms for resolving disagreements over land. Both have strong and weak points. Sheikhs are more accessible – they appear to be closer to the people who need them. Courts, however, score slightly better with the perceived fairness of the outcome. People who experienced land disputes found that court rooms offered remedies that were quite fair and perceived compensation for damage to be better.





6. Zooming in on divorce and separation

Divorce and separation



Divorce and separation constitute 41% of all family related problems. In Yemen, disputes around divorce are dealt with by courts, neighborhood judges or other informal processes.

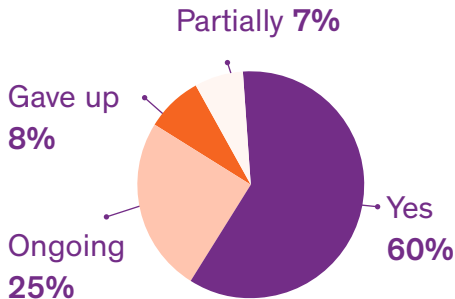
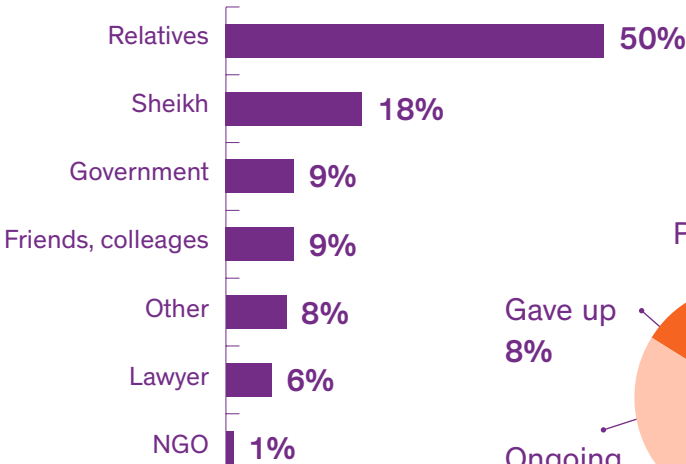
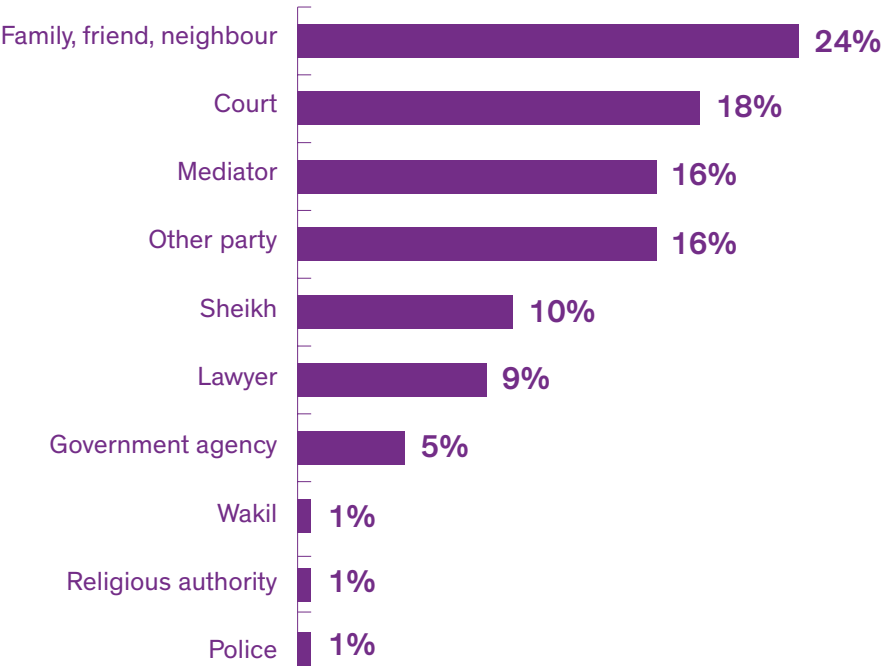
According to the Sharia law an announcement repeated three times by a man may be a first step in the process. If a women wants to end her marriage she often needs to address a judge.

Overall, women in Yemen prefer to stay with their husbands. Divorced women may be stigmatized in their communities. Men may also experience divorce as a failure.

Divorce and separation

Family and friends (24%) and courts (18%) are the most important dispute resolution mechanisms for dealing with divorce.

Most people (50%) approached relatives for information and advice when they had to deal with divorce or separation while 18% of respondents found community leaders such as sheiks to provide adequate information.



Most problems (60%) related to divorce have been resolved while 25% of divorce cases are still ongoing and in 8% of cases people just gave up.

How do Yemenis talk about divorce ?

Divorce is one of the 10 most prevalent justice needs. Of our respondents, 11% said they dealt with a divorce or a separation in the past 4 years. Women reported their experiences with divorce significantly more often than men.

Data shows that divorce or separation occur more often in cities rather than in rural areas.

During the divorce process people expect to secure their future with a fair distribution of the family property and seek child care arrangements that will be in the interest of the children.



Divorce and separation



“In Yemen, the man is the only one who can pronounce a divorce. He has to say three times that he accepts the divorce and sometimes two witnesses have to be there to declare the pronouncement made by the husband. Then he goes to the neighborhood’s judge or to court and reports the divorce. After this the wife has a right to her alimonies if she has a son and she also gets back her dowry. Alimonies have to be paid for at least 2 years.”



Divorce and separation



“Our neighbour, had a problem with her husband. She was treated like a slave, she did not have money to live normally. She was also treated badly by her in-laws. After many years the woman decided to go back to her father’s house and to the court to ask for a divorce. She had to go herself because her family did not support her. Her family married her so young, so they were not standing by her. In the court the judge did not see her case as a justification for divorce. She decide to use the khal’, which is a women’ right to abandon the spouse, but then she loses her right to the dowry. In the court they gave her the choice either to lose the money or stay at home with the husband. In our culture, women have to be patient with their husbands. If they want the divorce they can lose

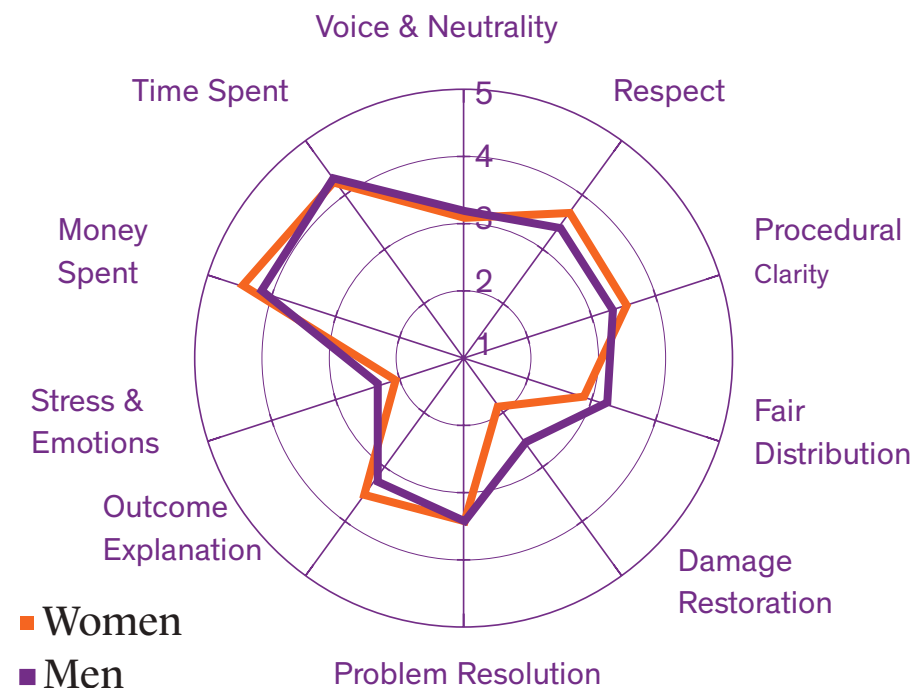
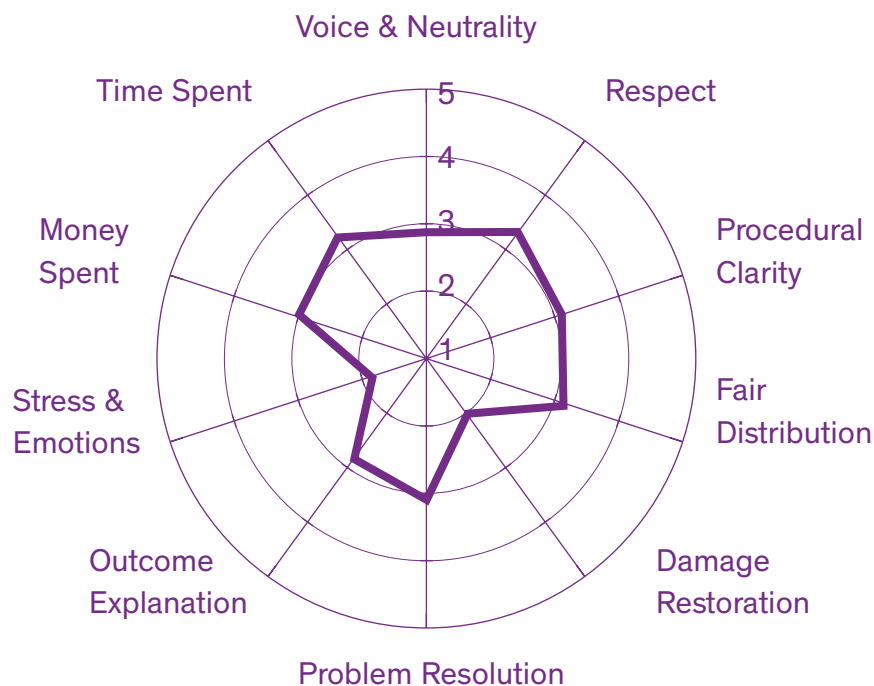
their children. In most cases, if the woman is the one who asks for the divorce, she pays the price for this request, so she loses her kids, even if she has a good reason for divorce.”



How do Yemenis experience divorce?

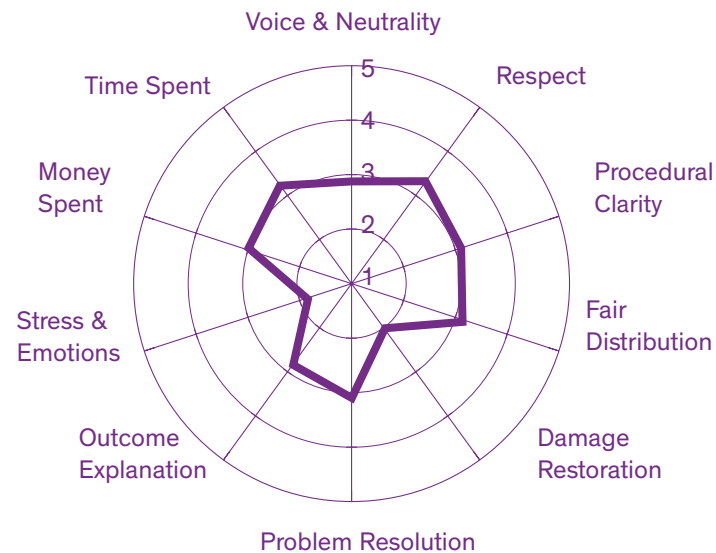
Divorce or separation are stressful life events. The current procedures add to the amount of stress and negative emotions experienced.

Women reported that: they received slightly more respect and dignity from the adjudicators; the amount of restoration received did not equal the monetary, emotional and relational damages incurred throughout the divorce or separation process.



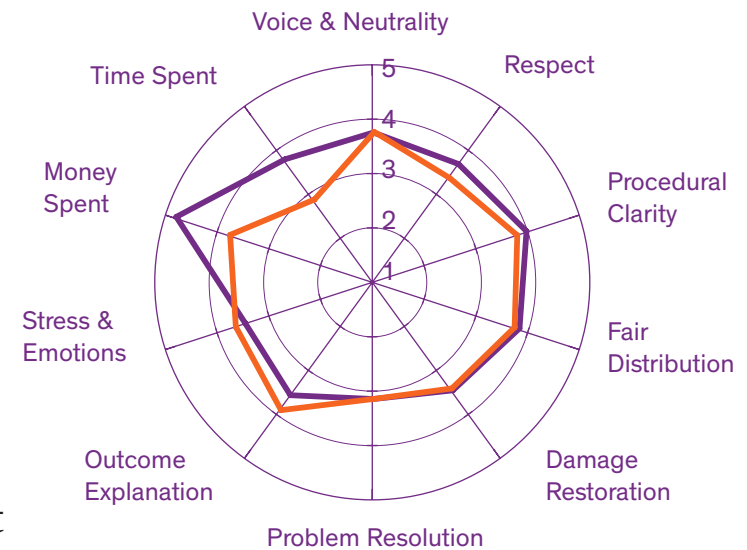
Comparing Yemen to other countries - can procedures for separation be improved?

Yemen



Senegal

In Senegal, traditional (informal) divorce costs less than in Yemen. Court procedures are experienced as less stressful than court procedures in Yemen.



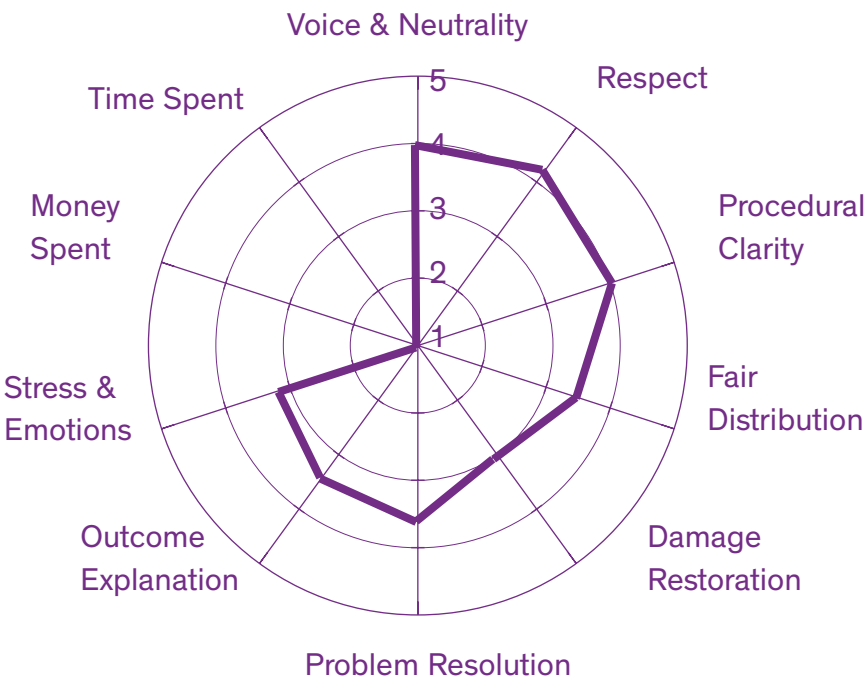
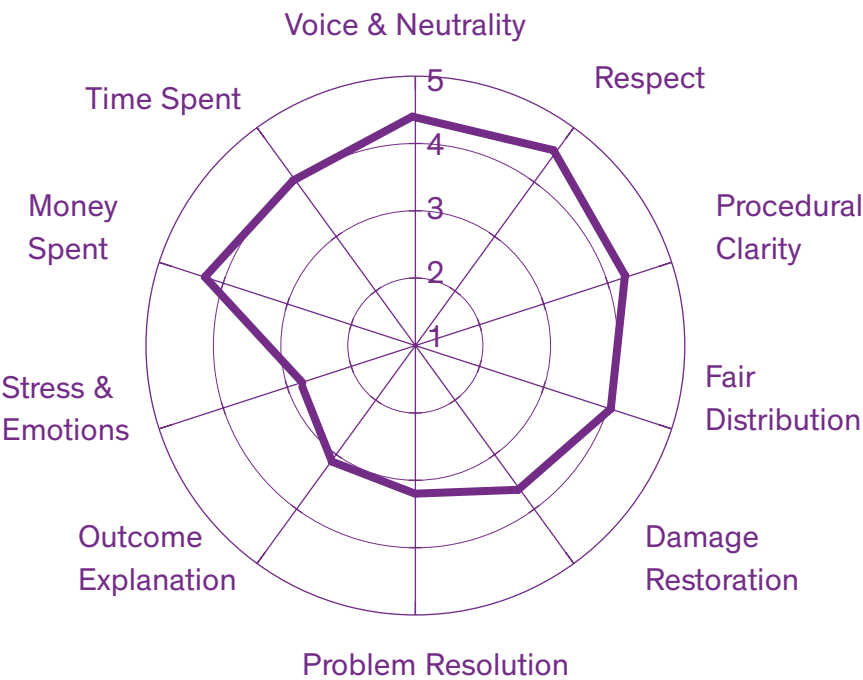
■ Court
■ Traditional

Comparing Yemen to other countries

The Netherlands

Dutch citizens who used an experimental online platform to handle their divorce report higher levels than Yemenis in the areas of respect, information about procedures and their ability to express their views and emotions.

Research of divorcees in the Netherlands shows that higher levels of respect, procedural clarity and fair distribution can be achieved for Yemen (no data for cost dimension).



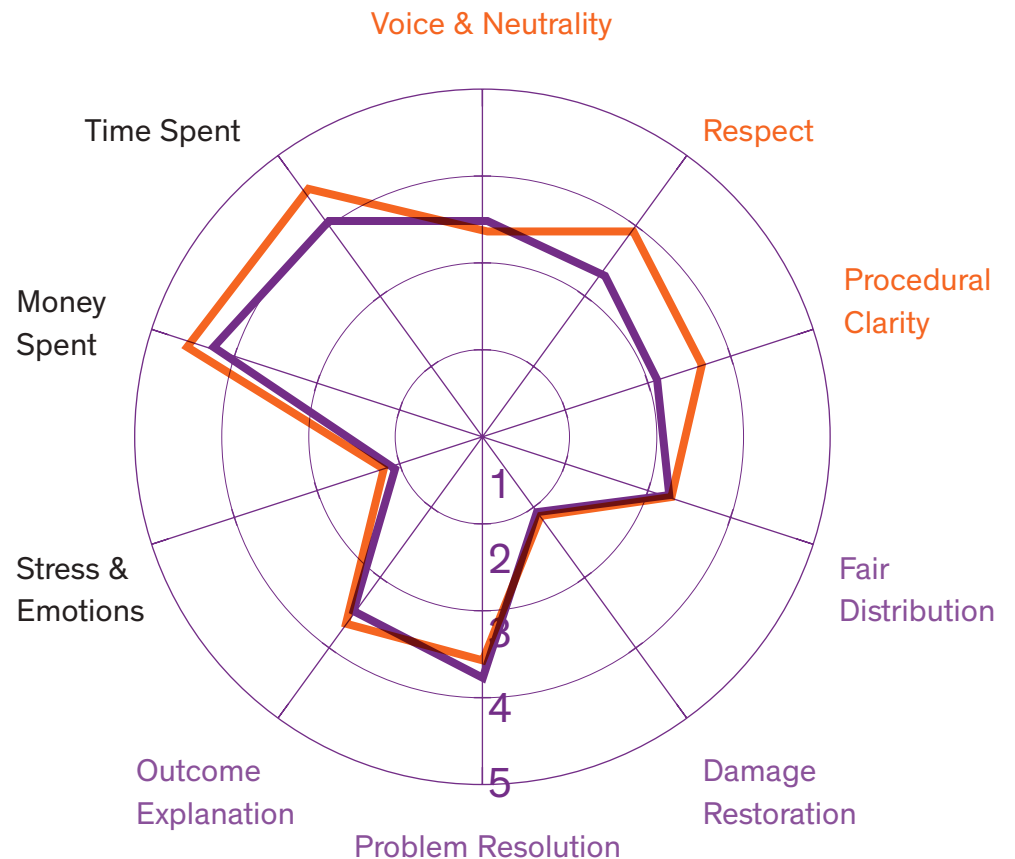
Paths to justice for divorce and separation

Courts and sheikhs are the two most frequently used processes for divorce and separation.

Procedures guided by sheikhs are extremely cheap and don't take much time. The data suggests more can be invested in reducing stress and improving fairness of outcomes.

Informal justice providers such as sheikhs organise processes which are experienced as fairer. Particularly sheikhs do rather well in showing respect to the parties and explaining the processes.

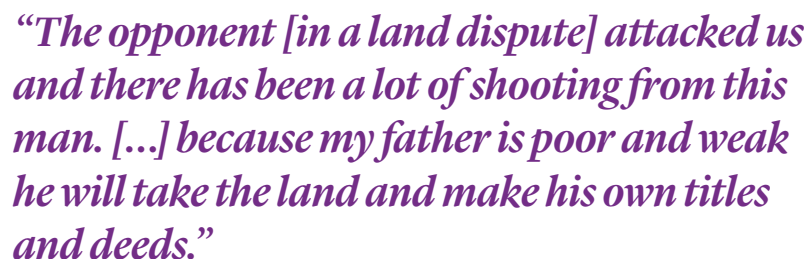
■ Sheikhs
■ Courts



7. Zooming in on violent crime

Violent crime

Of all respondents, **9% reported experience with one or more violent crimes.** Given the overall adult population of Yemen, this means that each year there were around 250,000 incidents of bodily injury, rape, killings and other types of violent crime.

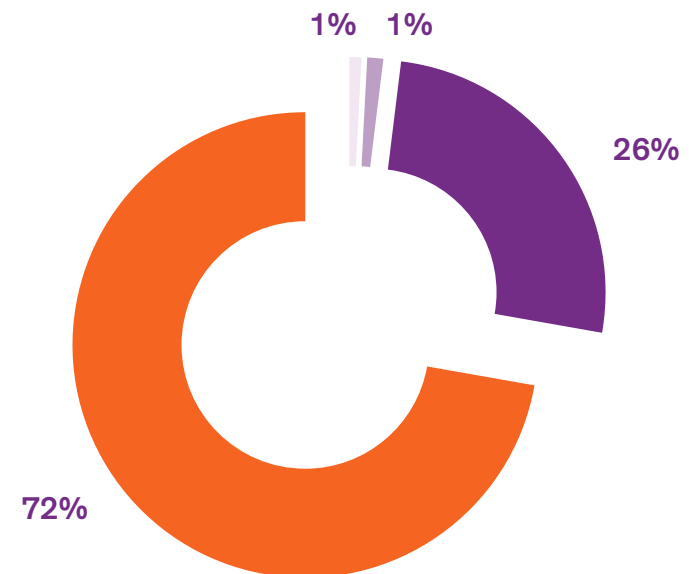


The severity of violent crimes on the lives of Yemenis

Of all justice problems violent crime is the most impactful event. This indicates the need for paths to justice that deliver just and fair resolutions, taking care of the needs of victims and their families.



- Just a little bit
- Moderately
- Very much so
- The negative effect was severe



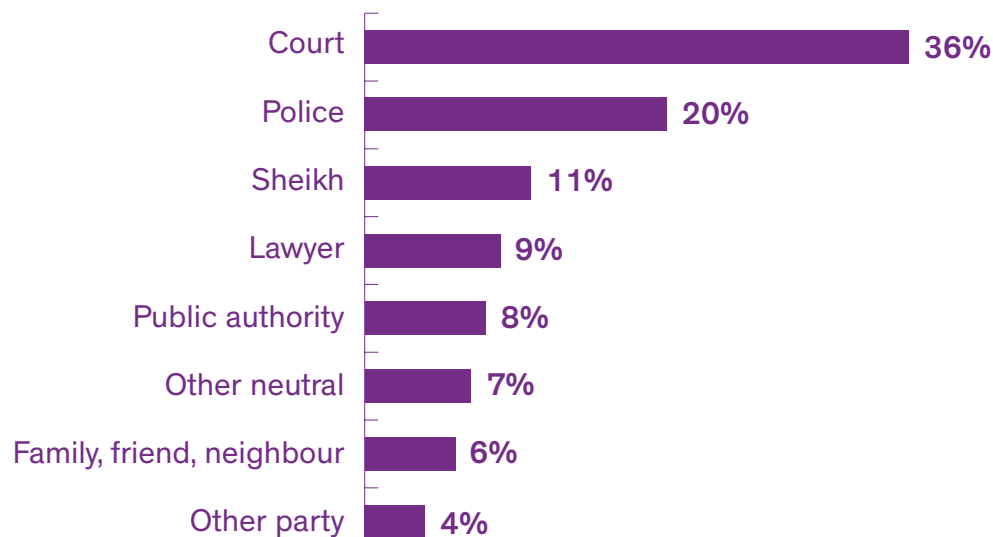
How do people experience the resolution processes for violent crimes?

Just resolution of violent crimes is a considerable problem for the Yemeni justice system. The victims assess the existing processes with very low scores on all three dimensions – quality of the process, quality of the outcome and costs of justice.

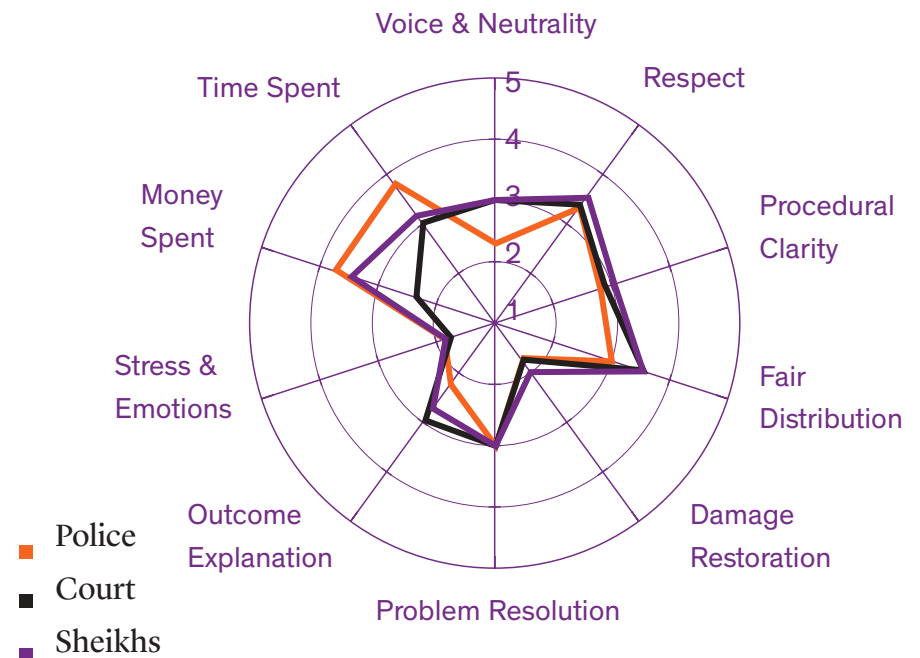


Where do people seek justice for violent crimes?

Formal criminal justice mechanisms are the most important paths to justice for the victims of violent crime in Yemen. Police are seen as underperforming on procedural and outcome justice but people have to pay less than for sheikhs and courts.



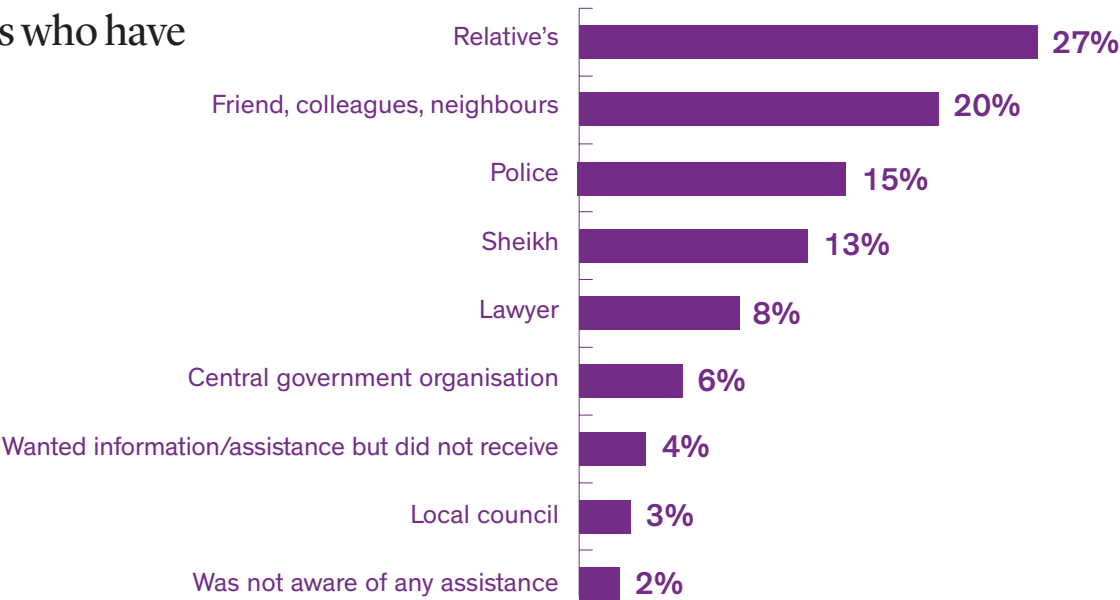
Processes organized by sheikhs are seen as more respectful and better explained than the procedures used by judges and police.



Where do the victims of violent crime seek information and advice?

The network of family and friends is the most important source of information and advice in cases of violent crime.

This shows social cohesion and also pinpoints the lack of institutional support for individuals who have suffered traumatic events in their lives.





8. What more is in the data and its limitations

What more is in the data?

Further analysis could reveal insights into other areas such as:

Other problems such as neighbour, housing, accidents, problems with public services?



What are the impact of these other problems?

To what extent do Yemenis consider the solutions they receive to be just and fair?



Are Yemenis successful in accessing justice?

Do Yemenis feel capable to resolve their problems?



What steps do Yemenis take to resolve disputes and where do they seek solutions for grievances?

A word of caution about these findings

Due to security concerns only three, heavily populated provinces were surveyed.

- Other provinces may show different patterns.

Not all problems are reported by people:

- Shame and fear may be reasons why some problems are not reported, for example, where people have been detained.
- Cultural norms may cause people to under or over report problems (in some cultures it is inappropriate to have conflicts with others).

Some Yemeni groups may have specific justice preferences in comparison to most other countries. For instance they may put more weight on 'obedience to leaders'.

- In order to allow for comparison between countries, the team had to apply standardised justice questionnaires. The results are limited by the dimensions measured.
-



9. Using data to reduce the burden of land problems

Combating malaria – Combining small steps to solve a major human problem

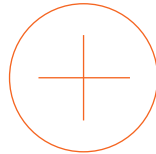
Combating malaria has illustrated that solutions do not need to be complex to succeed. A combination of smart strategies and the belief that a difference can be made is saving more lives every day.



Similar strategies coupled with the same belief can empower people to cope with the most difficult land disputes.

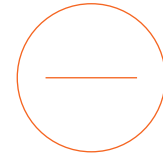
For land problems, the data has shown what works and what doesn't.

Bright spots



1. Vast majority seek resolution in community
2. Community leaders provide most advice
3. Courts and sheikhs are most important neutral adjudicators
4. Sheikhs are less costly
5. Courts provide fairer outcomes
6. Outcomes at courts are deemed effective

Improvement Points



1. Reducing very high stress levels
 2. Containing violence, assault
 3. Taking of land, grabbing
 4. Land disputes take long to resolve
 5. Inheritance between relatives
 6. Proving land ownership and tenure
 7. Procedure at courts unclear
 8. High court costs
 9. Voice and respectful treatment
-

9 Using data to reduce the burden of land problems

Knowing what is
reasonable to ask for

Knowing the process
gives voice and
participation

Knowing reduces
stress

Knowing if the
outcome is fair

This proven strategy is recommended by access to justice experts.

The people of Yemen are self-helpers; information will empower them.

9 Using data to reduce the burden of land problems



Networks of local facilitators and paralegals provide mediation skills and they can bring in stronger legal support if needed. They are volunteers or work for a small fixed fee.

Embrace the power of local communities.

Select and train local facilitators and paralegals.

9 Using data to reduce the burden of land problems



More damage restored

A range of solutions proposed

Increases number of fair outcomes

Lowers costs and ends prolonged disputes

Less violence and land grabbing

Adjudicators such as sheikhs and courts are being used. Improve their procedures, so they can guide the process, put pressure on the parties and decide what to do if they get stuck.

Create simple, easy to understand procedures.

Offer a choice of community courts, formal courts or specialized tribunals with sufficient authority.

9 Using data to reduce the burden of land problems



In health care and other industries, specialized knowledge is turned into protocols that are easy to use and understand. These step by step guides do not require extensive training and still ensure a good quality of outcomes.

Turn what works into protocols. These repeatable sets of instructions are based on local and international best practices, thus guiding resolution of these complex problems.

9 Using data to reduce the burden of land problems



Online platforms can bring information to problem solvers and local tribunals. Everybody has a friend or relative who has internet access. Online dispute resolution systems can lower costs of specialized adjudication.

More can be done with mobile and online platforms.

This brings information to people quickly, serves as effective distribution channels for protocols and allows people to contact a broad range of justice providers directly.

Valuable lessons from the people of Yemen

Yemenis are **proud, resourceful** and proven **self-helpers**. Imagine what **improvements** can be made to their lives with the necessary **support and guidance**.

Although the justice system at first appears complex, **the people have shown what works** for them and **what does not**. **Now is the time** to build on these lessons.

This data does not just represent statistics. **These are stories about the lives of the men, women and children of Yemen**.

The domino effect and **costs of each unresolved justice problem** in Yemen cannot be ignored anymore.

Now that the **justice problems are known** they can be addressed. **Targeted, measurable bottom-up interventions** combined with **THE BELIEF** that things can change will lead to **improvements** in the quality of life for the people of Yemen.
