



المركز العربي لتطوير حكم القانون والنزاهة

Arab Center for the Development of the Rule of Law and Integrity – ACRLI

MENA Commercial Law Strengthening Project

Enforcement of contract & recovery of debt in Yemen

October 2009

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1 Introduction

1.1 Background

The Arab Center for the Rule of Law and Integrity (ACRLI) is a regional, non-governmental and non-for-profit organization that works to strengthen the rule of law and integrity in the region through research, capacity building, and advocacy.

ACRLI has succeeded, through a competitive proposal, in securing a project on “Business Enabling Legal Environment”, sponsored by the Middle East Partnership Initiative (MEPI) launched by the US department of state.

With the support of MEPI, ACRLI is implementing the **MENA Commercial Law Strengthening Project** in four MENA project countries (Lebanon, Tunisia, United Arab Emirates, and Yemen) during the period 2008-2010.

A specific theme was selected for each pilot country, as show in the table below:

Table 1: The Four Project Countries

Country	Theme
Lebanon	Intellectual Property Rights, with a special focus on copyright industries
Tunisia	Competition Law
United Arab Emirates	Investment Law, with special focus on the real estate sector
Yemen	Enforcement of commercial/financial contracts and recovery of liabilities

1.2 Objectives

Project activities include preparation of a thematic study for each project country depending on the reform needs and priorities that identified in the earlier phase of the project. Each study was expected to focus on a specific commercial law theme with a view to contributing to related reforms through analyzing existing regulatory frameworks and examining the sate of implementation.

The Consultation & Research Institute (CRI), a research firm located in Beirut, has been chosen by ACRLI to (1) perform the preparation of the technical tools related to the opinion survey, (2) to follow up and supervise the implementation of the field work, and (3) to deliver an analytical and statistical report for each country.

Information International were selected by ACRLI to implement the field surveys in the four countries, based on a Terms of reference prepared by CRI at an earlier stage.

The main objective of the opinion survey was to gather useful data to help the national teams in each of the pilot countries to develop their National Thematic Report. In addition, the survey would generate an overall picture of the different respondents' points of view and identify trends that may be of interest to the client.

2 Methodology

2.1 Project Team

The CRI team that carried out this project consisted of:

- Rami KIWAN: acted as project coordinator, analyzed the results and drafted the reports;
- Rania NADER: designed the technical tool and analyzed the results;
- Redha HAMDAN: supervised the design of the technical tools and the results analysis;
- Rima OULLEIK: preformed the statistical analysis.

2.2 Sample Size and Profile of Respondents

A survey was conducted targeting 165 stakeholders in each country. In other words, the overall sample size included around 660 respondents for the four countries.

The sample consisted of three profiles (or sub-samples): Private sector (45 respondents), Public sector (40 respondents), and Legal sector (80 respondents). Based on several contact lists provided by ACRLI, the respondents, who work in these previously mentioned sectors, were selected according to their knowledge of the specific country theme.

Furthermore, the sample was distributed to tackle the two genders and to cover, as much as possible, the different age brackets, levels of education, years of experience, etc., in order to ensure that the questions asked reveal the required information.

2.3 Technical Tool

The survey tool was designed by CRI based on a list of topics provided by the national author through ACRLI. Moreover, the CRI team resorted to a series of literature reviews related to the theme of each questionnaire (e.g. the draft national report).

It is noteworthy that the work was carried out in close cooperation with the client; several meetings were conducted with the ACRLI team in this regard and a draft questionnaire was generated and sent to ACRLI for review and comments. The comments and the suggestions of the national authors and ACRLI's international consultants were taken into account as well.

The questionnaire was designed to obtain data on two different subject matters at the country level: (1) Business/commercial laws and regulations and (2) the country specific theme.

A pilot survey targeting 10 respondents in each country was conducted to test the questionnaire. Based on the feedback from the pilot survey, final modifications were done to fine-tune the questionnaire. The Arabic and English versions of the questionnaire are included in the annex.

The field surveys took place from July till September 2009 in the four countries.

2.4 Analysis

The resulting data were subject to three main types of analysis:

1. Uni-variate analysis which generated a variety of descriptive statistics;
2. Bi-variate analysis including cross-tabulations mainly with the three previously mentioned profiles (Private sector, Public sector, and Legal sector) as well as other explanatory variables including gender, age, and level of education whenever significant and/or useful for analysis;
3. Index analysis: all 1 to 5 scores in the questionnaire were compounded into indices that reflect the average satisfaction, agreement, and etc. of various respondents. These scores were calculated by computing the arithmetic mean of the answers provided by all the respondents per item.

Importance/satisfaction (or Effectiveness/satisfaction):

For this type of question, every item was given two numerical scores, pertaining to the two dimensions “Importance” and “Satisfaction”, calculated as mentioned previously. The next step was to classify the scores into two equally-sized classes: (a) scores that are less or equal to 3 (low) and (b) scores that are greater than 3 (high).

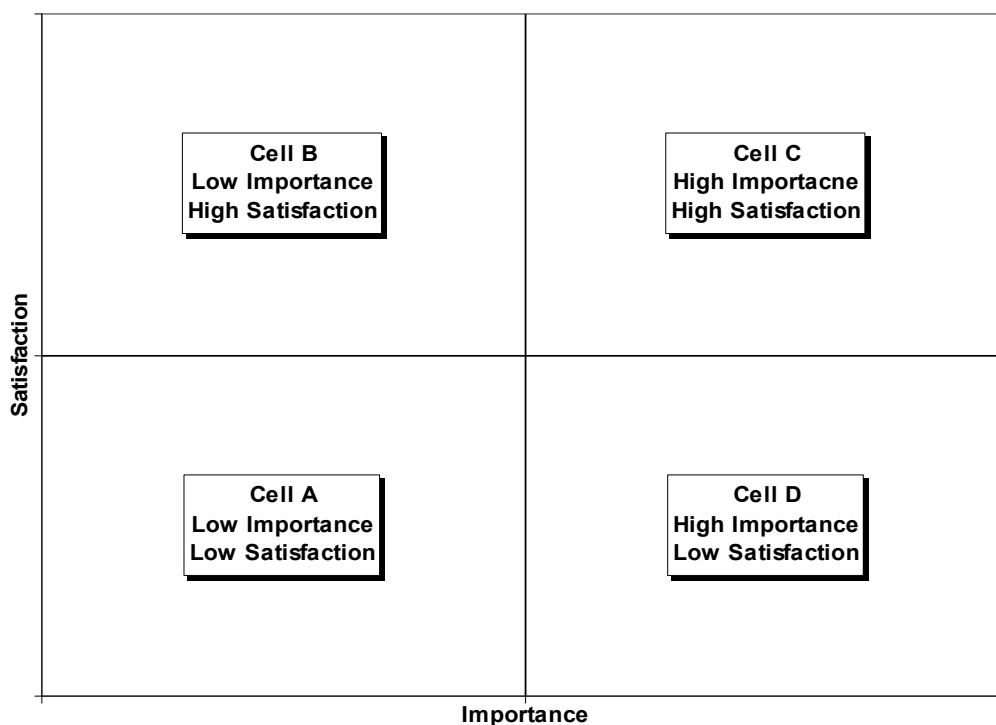


Figure 1: Importance/Satisfaction Chart

The result is a 4-quadrant classification that distributes items into four classes based on their importance/effectiveness and satisfaction ratings. The above graph illustrates the developed classification, where the horizontal axis measures “Importance”, and the vertical one measures “Satisfaction”.

In other words, if an item received the following scores: 3.56 for “Importance” and 1.82 for “Satisfaction”, this item would belong to cell D.

Moreover, this specific cell highlights potential areas of intervention for policymakers in the various countries and will therefore be the subject of the focus of the analysis.

It is important to mention that this survey is an opinion survey; i.e. it reveals the perceptions of the respondents and their perspectives on the issues raised in the survey.

2.5 Feedback from the Field

According to the company that undertook the survey, no major problems were encountered while performing this survey. However, some minor limitations were raised:

1. The length of the questionnaire was criticized by the majority of the respondents;
2. A certain number of contacted respondents were either on vacation (since the surveys were taking place in the summer) or busy and did not have time to participate in this long survey;
3. Some respondents did not find it easy to assess the effectiveness of some items listed or to evaluate the work of some institutions.

2.6 Report Outline

The same structure was followed for the four reports for comparative purposes:

1. Section 1: outlines the profile of respondents;
2. Section 2: deals with Business/commercial laws and regulations in each country;
3. Section 3: is the specific thematic section of each country;
4. Section 4: the concluding remarks identifying the main strengths and weaknesses pointed out during the results analysis;
5. Section 5: is the annex including the questionnaire in two versions (English and Arabic) along with a complete set of descriptive statistical appendix tables.

3 Profile of the respondents

3.1 Gender

The field survey covered 165 respondents in Yemen: 145 male (87.9%) and 20 female (12.1%), almost all of whom were Yemeni (97.6%).

3.2 Age

The survey revealed that more than 96% of respondents were between 25 and 54 years of age (figure 2). Women were slightly younger with an average age of 34 against 36 for males. Moreover, 75% of the females were below 34 years of age while this figure did not exceed 49% among males.

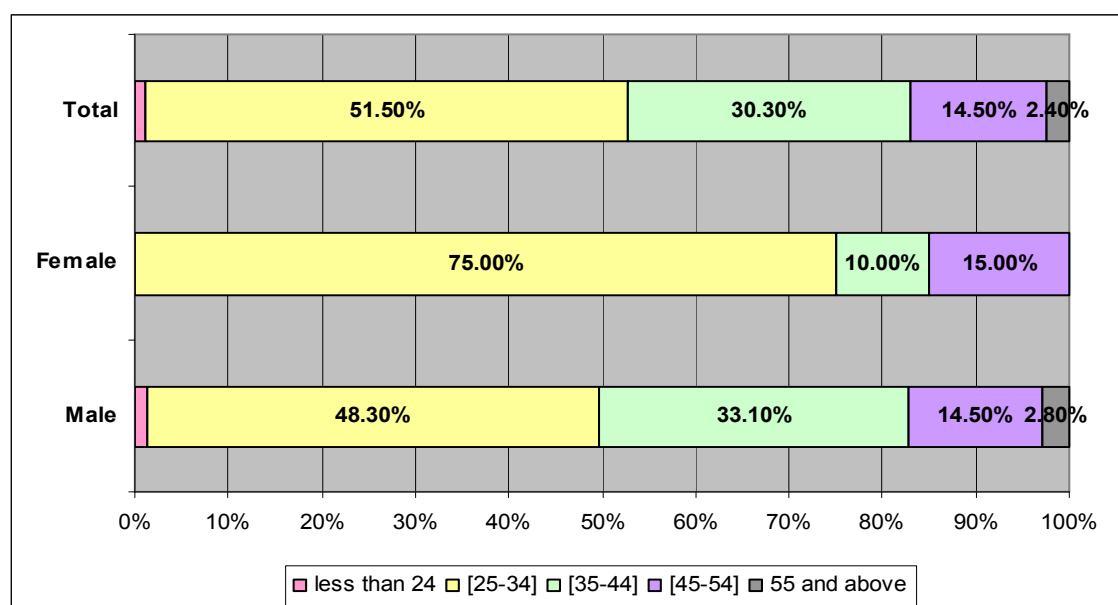


Figure 2: Age Brackets per Gender (percent)

3.3 Highest Educational Level Achieved

The majority of the surveyed subjects (76.4%) hold undergraduate degrees (BA/BS), while only a very low percentage have PhDs (4.2%, all of whom are males!). Males seem to be more educated with around 20.7% having post-graduate degrees (i.e. MA/MS and PhD) while this percentage is

only 5% among females (figure 3). On the other hand, the percentage of undergraduates is higher among females (90%) than males (74.5%). It is also worth noting that the percentage of post-graduate degrees is the highest among the 25 to 34 age brackets with 21.2% (table 2) Figures pertaining to the “55 and above” age bracket were not taken into account since the corresponding frequency is statistically insignificant.

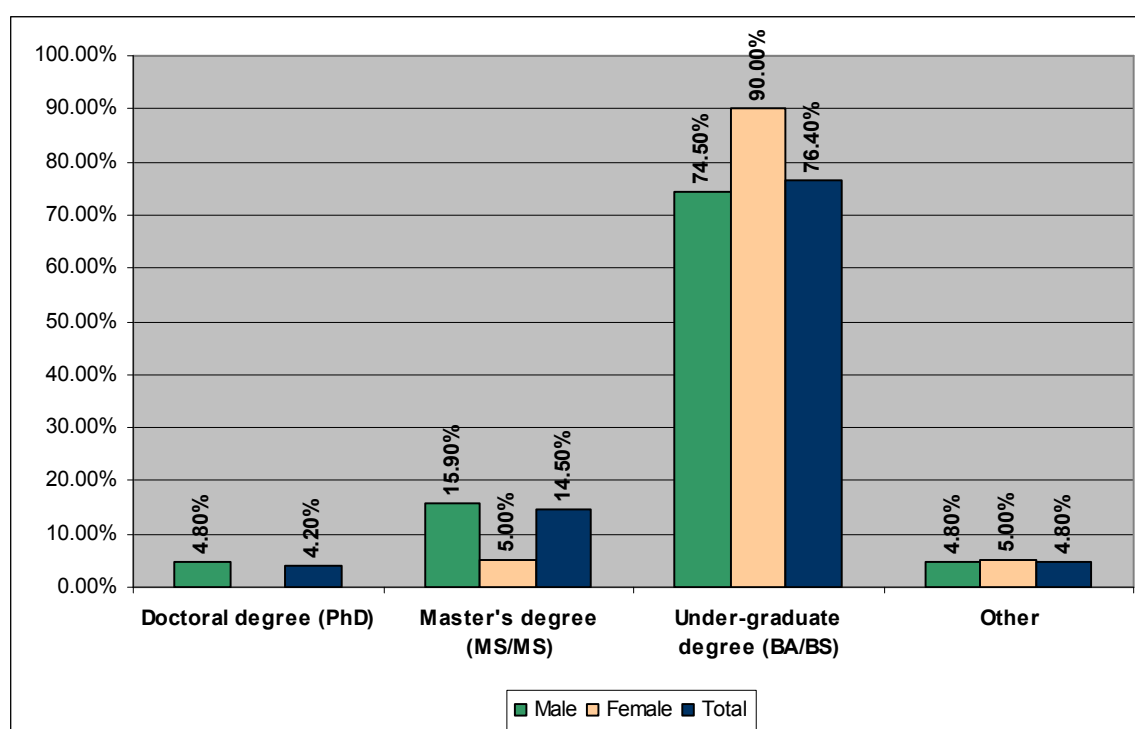


Figure 3: Highest Educational Level Achieved by Gender (percent)

Table 2: Highest Educational Level Achieved by Age (percent)

	Doctoral degree (PhD)	Master's degree (MA/MS)	Under-graduate degree (BA/BS)	Other	Total	Total frequency
less than 24	0.00%	0.00%	100.00%	0.00%	100%	2
[25-34]	0.00%	21.20%	76.50%	2.40%	100%	85
[35-44]	4.00%	10.00%	82.00%	4.00%	100%	50
[45-54]	16.70%	0.00%	70.80%	12.50%	100%	24
55 and above	25.00%	25.00%	25.00%	25.00%	100%	4

3.4 Years of Experience

Around 69% of respondents reported having less than 10 years of experience while the remaining 31% had more than 10 years. A gender comparison reveals that 70% of females have less than 5 years of experience against 38.3% among males (figure 4). Moreover, as expected, the average number of years of experience increases as we move up the age ladder (figure 5)

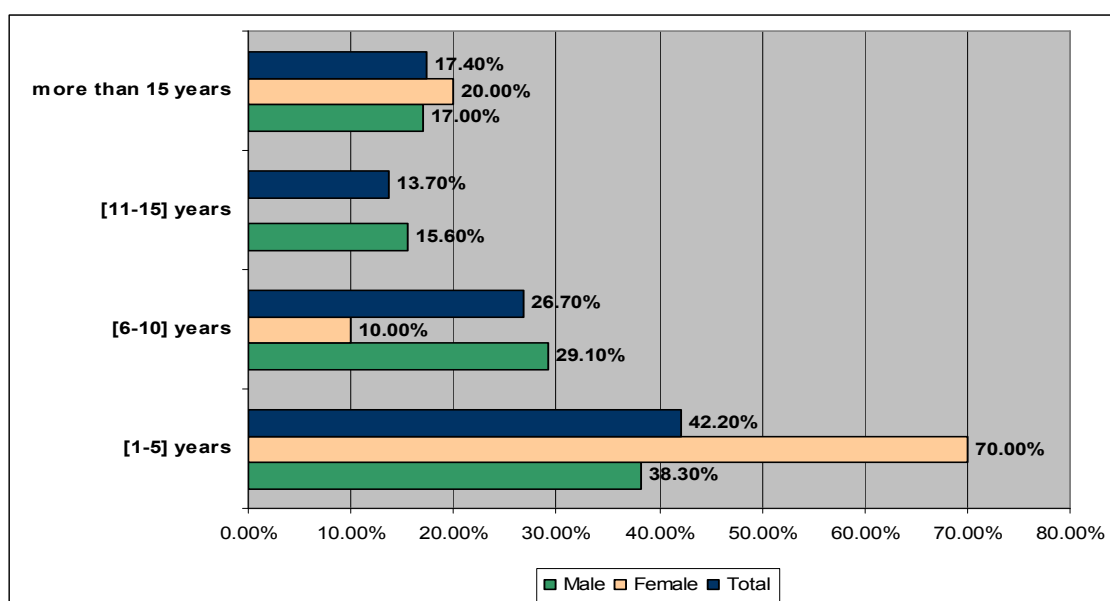


Figure 4: Years of Experience by Gender (percent)

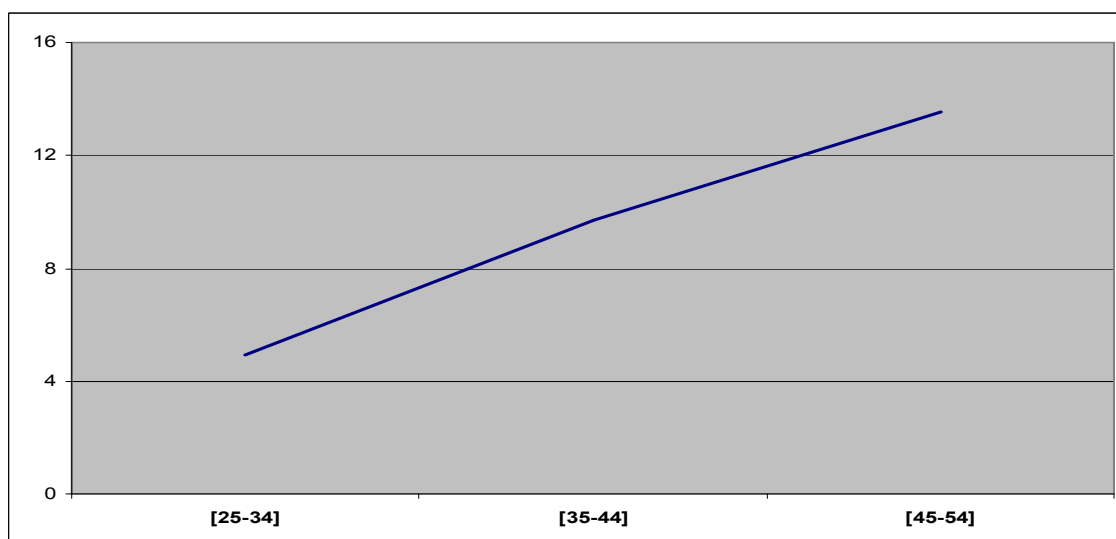


Figure 5: Average Years of Experience by Age

3.5 Sub-Groups

As was pointed out in the methodology section, three profiles were chosen by design resulting in the following sub-samples with the corresponding quotas: Private sector (45 respondents), Public sector (40 respondents), and Legal sector (80 respondents). A comparison of the gender composition in these three surveyed groups (figure 6) reveals that males systematically outnumber females, especially in the Private sector where female presence is very weak (2.2%).

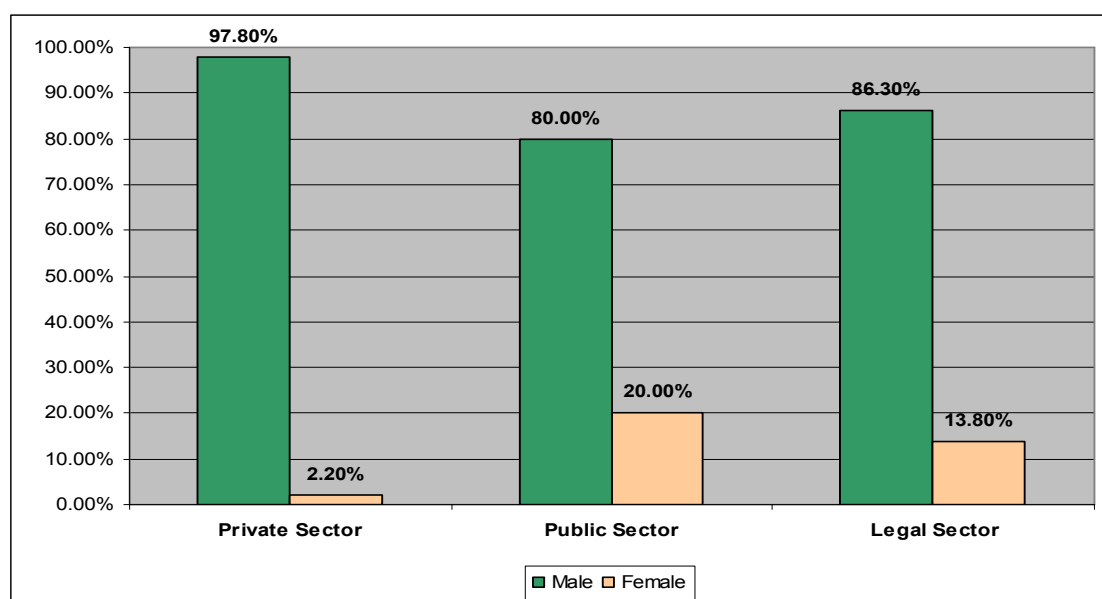


Figure 6: Gender by Sub-Group (percent)

According to figure 7, Legal sector respondents were clearly younger and therefore it did not come as a surprise that they were also less experienced (74.7% have no more than 10 years of experience) than workers in the two other sectors (table 3). However, Legal sector respondents were more educated than workers in the Private and Public sectors: around 24% of them held post-graduate degrees against 17.7% and only 10% among the Private and the Public sectors respectively (figure 8).

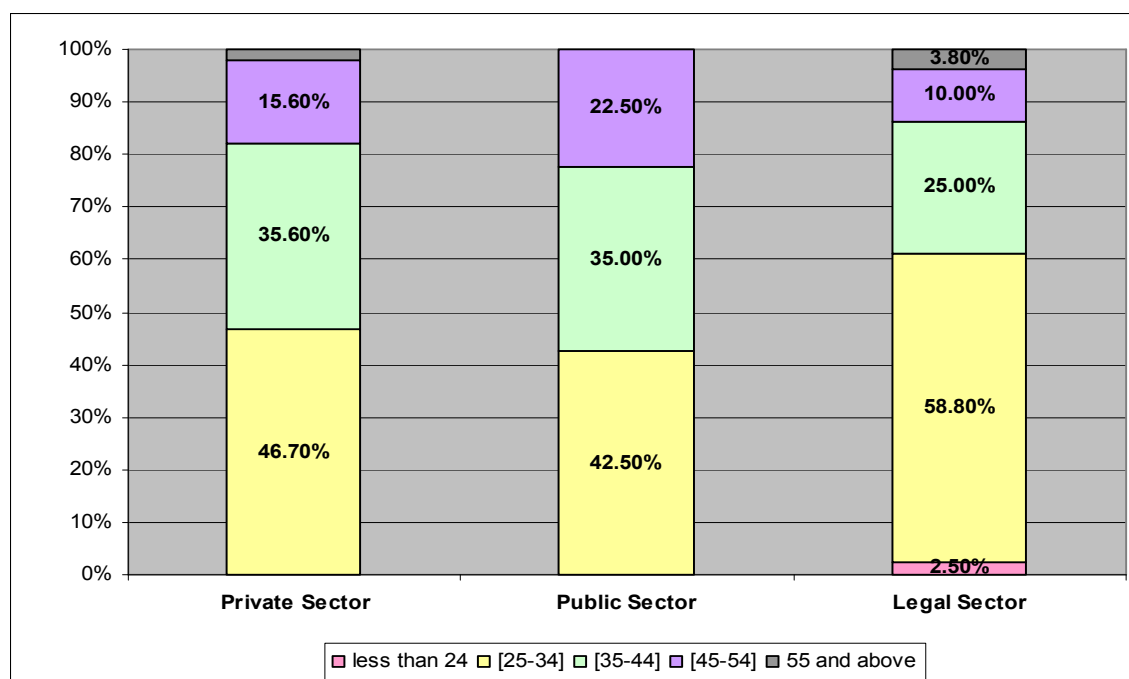


Figure 7: Age Brackets by Sub-Group (percent)

Table 3: Years of Experience by Sub-Group (percent)

	[1-5] years	[6-10] years	[11-15] years	More than 15 years	Total
Private sector	35.60%	31.10%	17.80%	15.60%	100.0%
Public sector	29.70%	29.70%	13.50%	27.00%	100.0%
Legal sector	51.90%	22.80%	11.40%	13.90%	100.0%

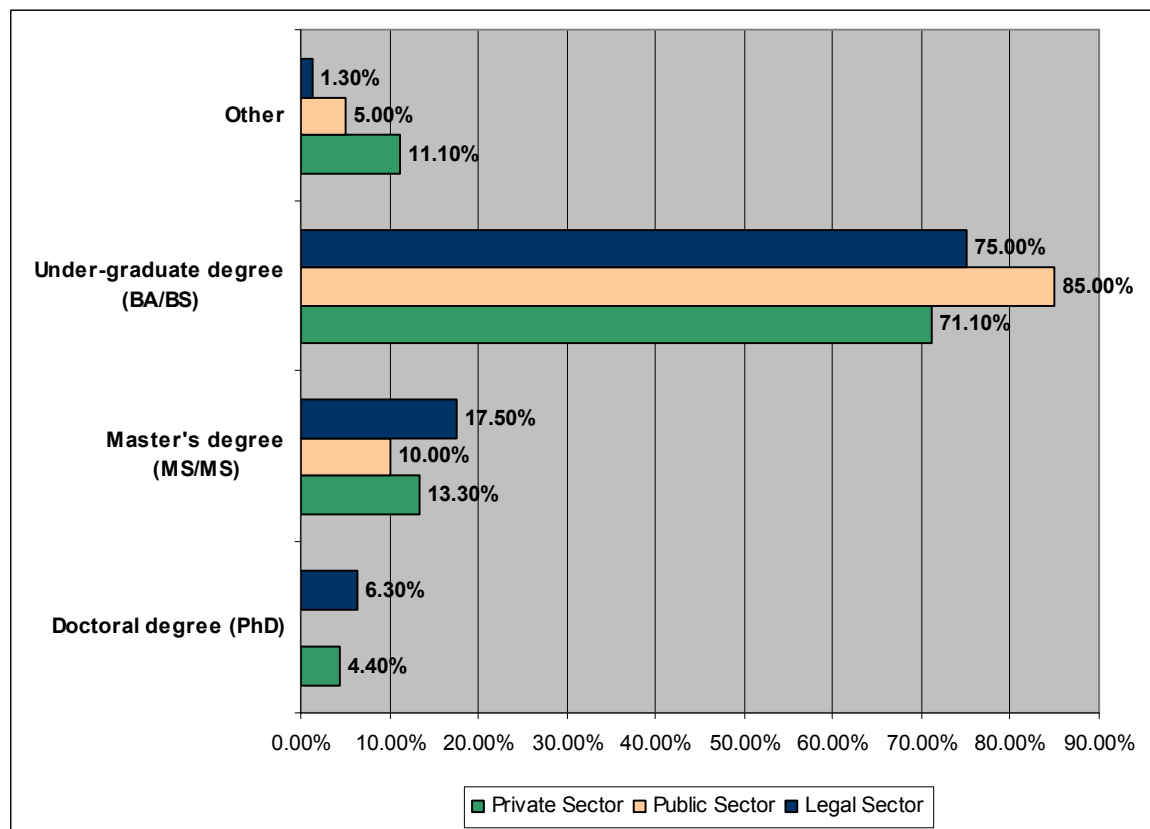


Figure 8: Highest Educational Level Achieved by Sub-Group (percent)

4 Business/Commercial Law

4.1 General Perceptions

4.1.1 Respect of Laws and regulations

On a scale of 1 (Strongly disrespected) to 5 (Strongly respected), respondents were asked to rate their perceptions regarding the Yemeni people's respect for laws and regulations. Only around 28% of the respondents considered the laws and regulations to be either "respected" or 'strongly respected' by people (refer to annex). According to figure 9 below, the Legal sector's respondents considered laws and regulations to be less than "somewhat respected", while the ratings given by Private and Public sectors respondents were 3.0 and 3.4 respectively.

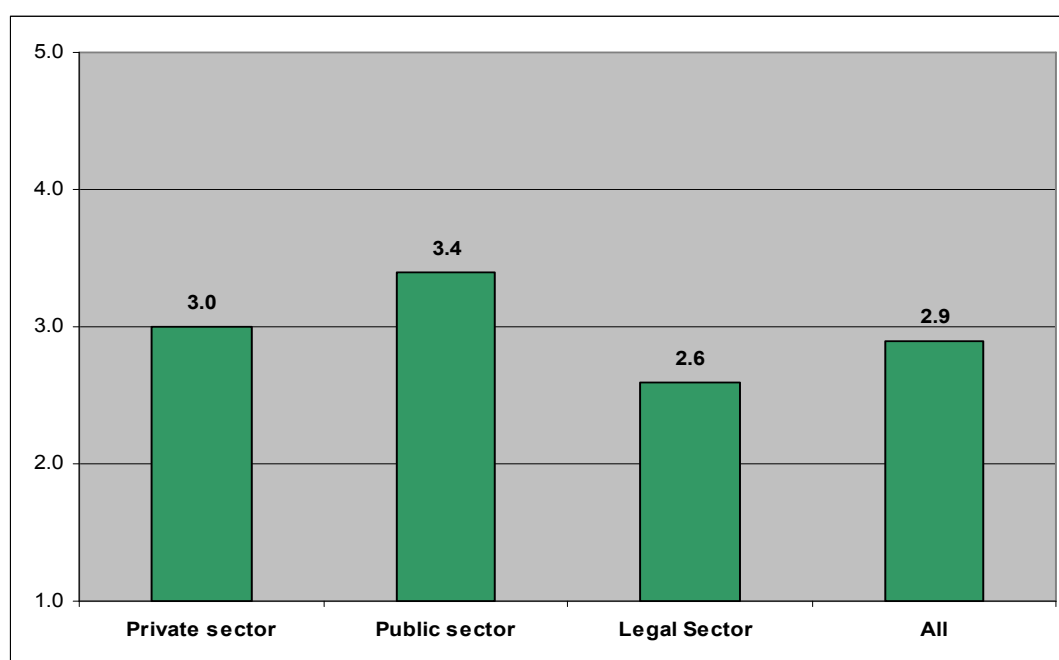


Figure 9: Respect of Laws and Regulations Perception by Sub-Group (rating points)

4.1.2 People's familiarity with laws and regulations

Respondents were also asked to rate the familiarity of the Yemeni people with business/commercial laws and regulations on a scale of 1 (Strongly unfamiliar) to 5 (Strongly familiar). The majority of the sample (62.5%) considered that people were either "unfamiliar" or

“strongly unfamiliar” with business/commercial laws and regulations (refer to annex). Indeed, all the ratings were below average (figure 10) and the lowest rating was given by the Legal sector (2.3). It is noteworthy that the perception of familiarity increases as the respondent’s years of experience increase (figure 11) denoting perhaps that experienced respondents are likely to have being brought into more frequent contact with people who are knowledgeable in business laws.

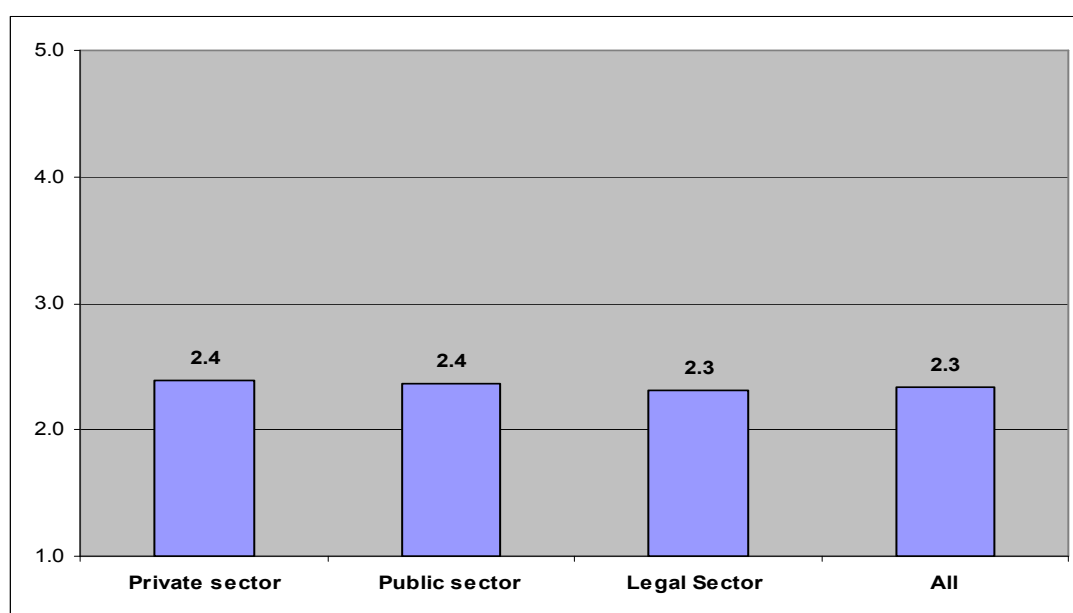


Figure 10: People’s familiarity Perception by Sub-Group (rating points)

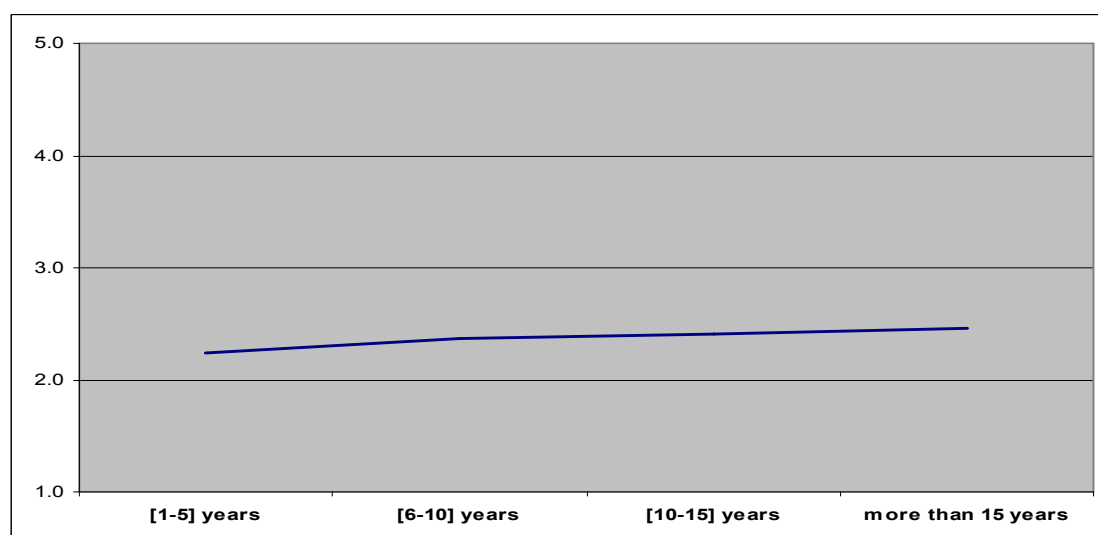


Figure 11: People’s familiarity Perception by Years of Experience (rating points)

4.1.3 Commercial laws and business

Almost three quarters of the interviewed sample considered Yemen's business/commercial laws and regulations to be business/friendly (table 4). However, discrepancies were registered among the surveyed groups (figure 12) with the Public sector giving the highest rating (4.4 on a scale of 5).

Table 4: Commercial Laws Business-Friendly Perception

	Frequency	Percentage
Very unfriendly	7	4.30%
Somewhat unfriendly	27	16.70%
Neutral	7	4.30%
Somewhat friendly	79	48.80%
Very friendly	42	25.90%
Total	162	100.0%

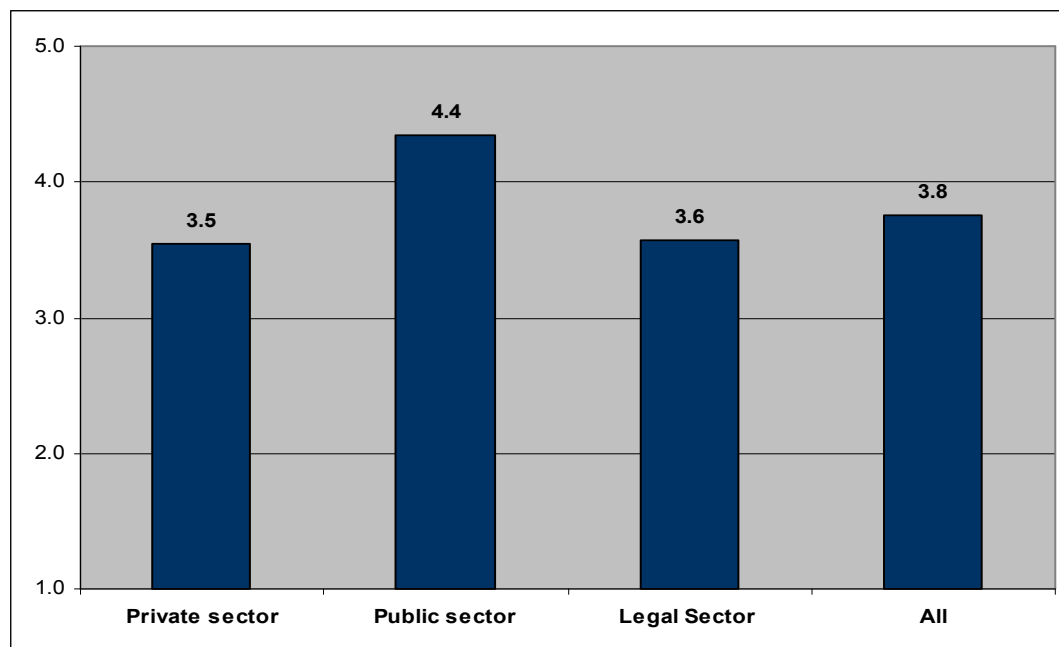


Figure 12: Commercial Laws Business-Friendly Perception by Sub-Group (rating points)

4.1.4 Enforcement of commercial laws and regulations

When asked about the enforcement of commercial laws and regulations, 46.3% of respondents felt that they were either “often” or “always” enforced (figure 13). However, major discrepancies were noted among the three sub-groups. While the majority of Public and Legal sector respondents agreed in this regard (52.5% and 51.3% respectively), most Private sector respondents perceived significantly lower enforcement levels; thus only 31.8% reported either often or always enforced.

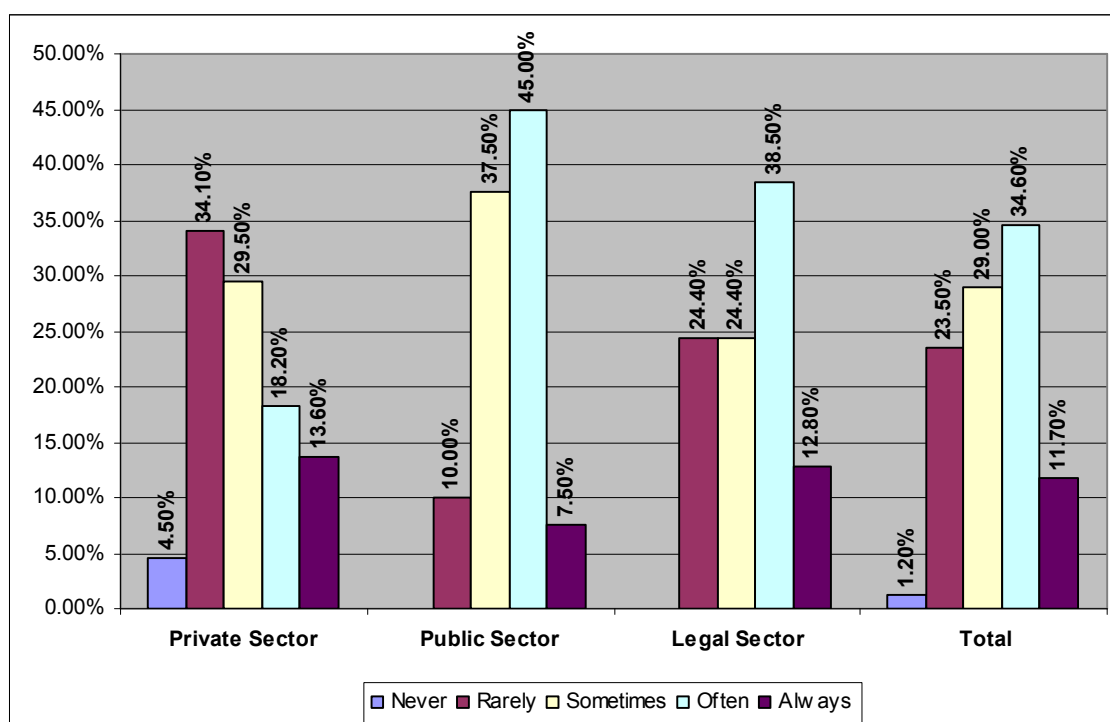


Figure 13: Enforcement of Business/Commercial Laws Perception by Sub-Group (percent)

4.2 Opinions

4.2.1 Agreement/disagreement

Respondents were asked to report their level of agreement/disagreement with a number of statements related to business/commercial laws and regulations on a scale of one (Strongly disagree) to five (Strongly agree). The results were then averaged for all respondents within the three groups of analysis. As shown in the figures below, the average score for three out of four statements was greater than 3, indicating agreement.

The statements in question are presented in what follows in decreasing order of agreement:

All three groups perceived access to information related to business/commercial laws and regulations to be relatively easy with 3.8 rating points (figure 14).

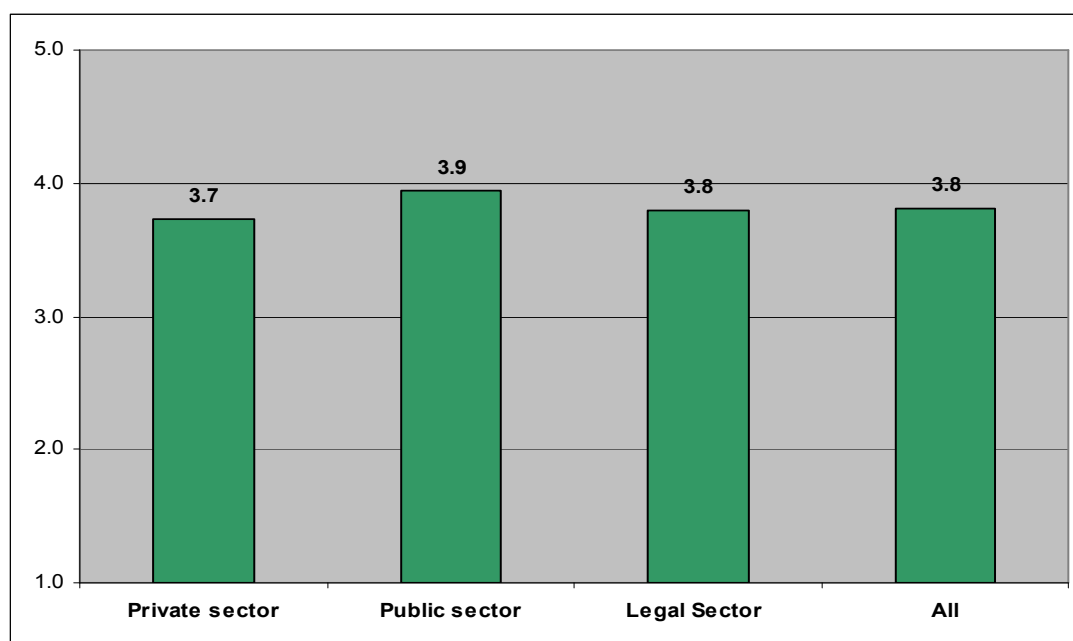


Figure 14: Ease of Access to Information by Sub-Group (rating points)

The three groups did not fully agree regarding the priority of the reform business/commercial laws. While Private and Legal sector (3.4 and 3 rating points respectively) respondents were almost neutral, the reform of business commercial laws was considered as a priority for the national government by Public sector respondents (3.9) (figure 15).

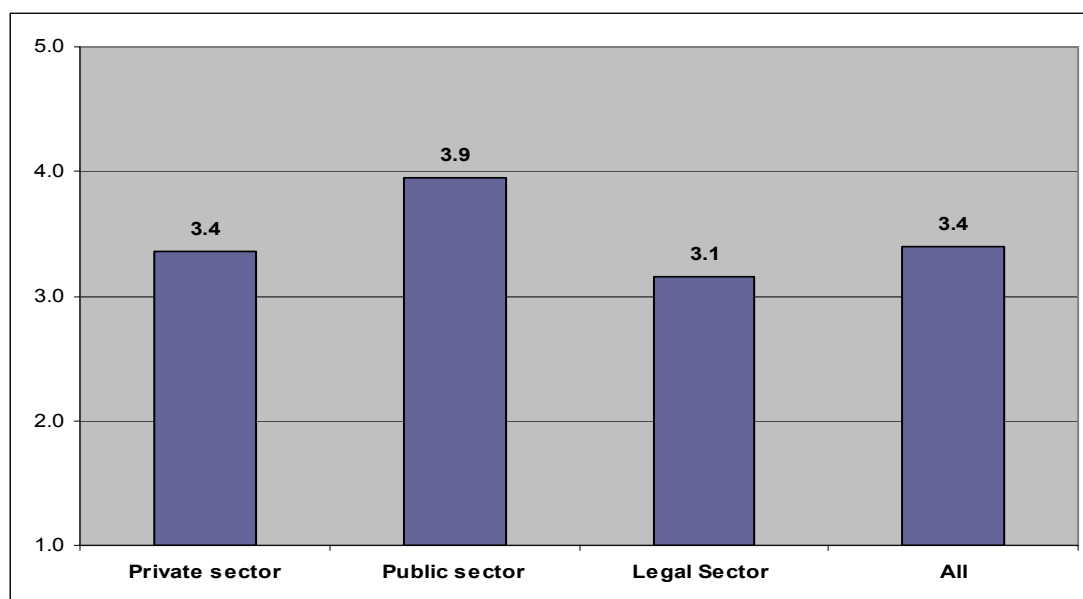


Figure 15: Priority of Law Reform by Sub-Group (rating points)

All three groups were neutral when it comes to the consistency and predictability of the interpretations of business/commercial laws with 3 rating points (figure 16).

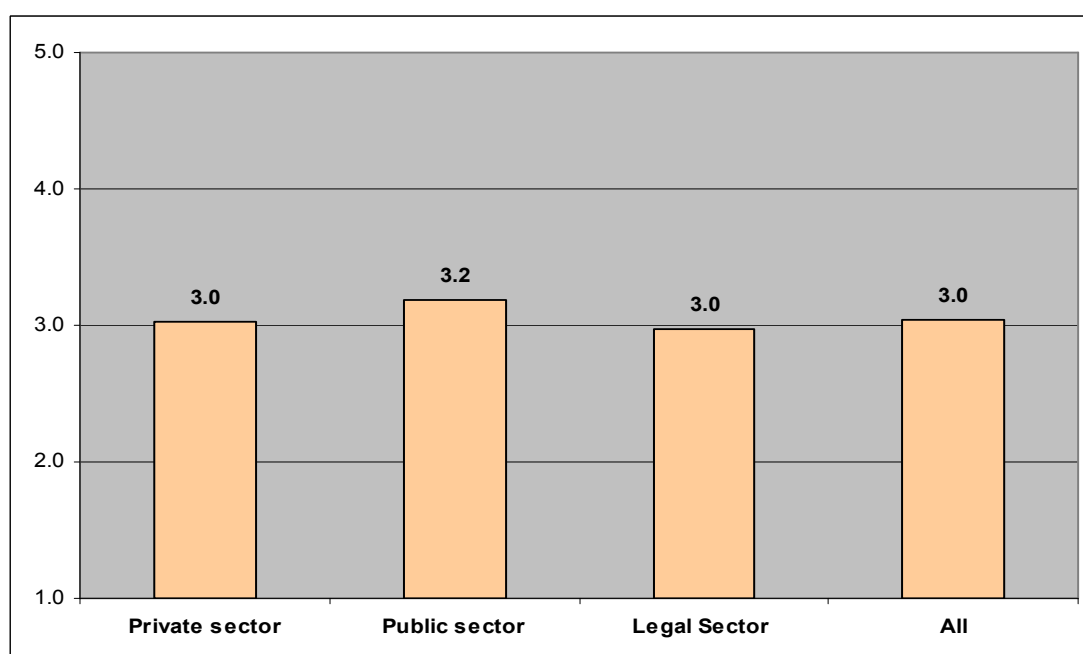


Figure 16: Consistency and Predictability of Interpretations of Laws by Sub-Group (rating points)

Legal sector respondents felt that people had to resort to courts to resolve business disputes (2.4 rating points) while respondents in the Private and the Public sectors were relatively neutral on the subject with 3.3 and 3 respectively (figure 17).

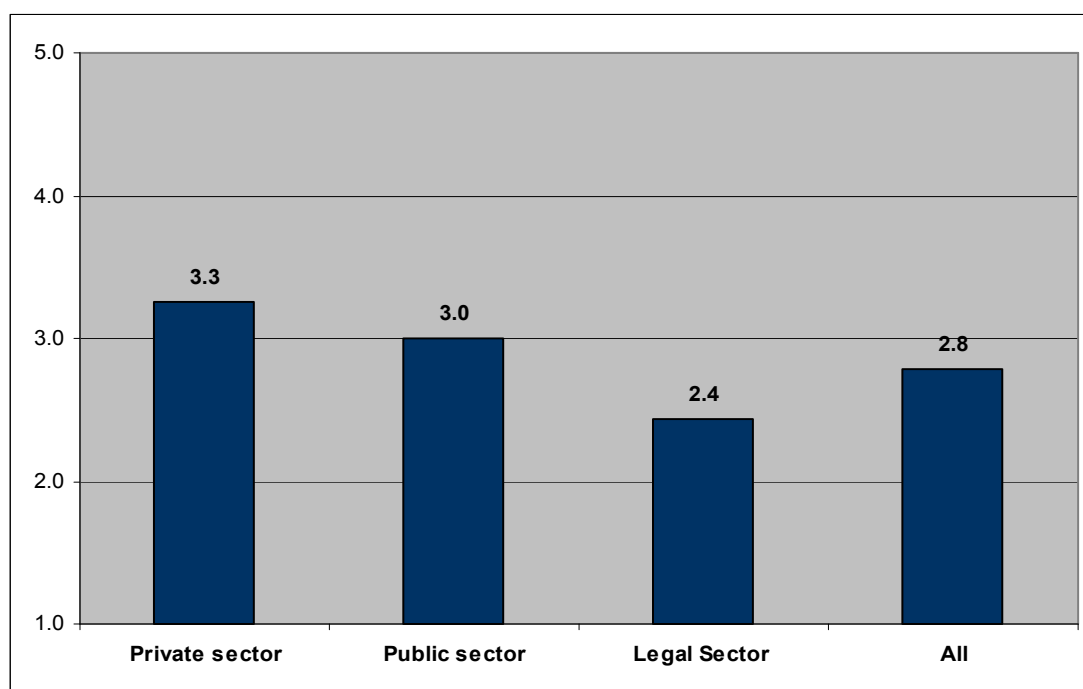


Figure 17: People's Rarity of Resorting to Courts by Sub-Group (rating points)

4.2.2 Importance and satisfaction ratings

Respondents were also asked to give importance and satisfaction ratings to a variety of factors affecting economic growth and development. These results revealed interesting insights (figure 18). All the ratings move within a range of 3.5 to 4.7 for “importance” and a range of 1.7 to 2.7 for “satisfaction” (which is relatively low). In other words, the respondents’ perception of the importance of all factors largely exceeded their satisfaction with these same factors. This indicates a need for improving the current situation in an attempt to fill the gap between these two dimensions with priority being given to the most important factors having the lowest satisfaction ratings.

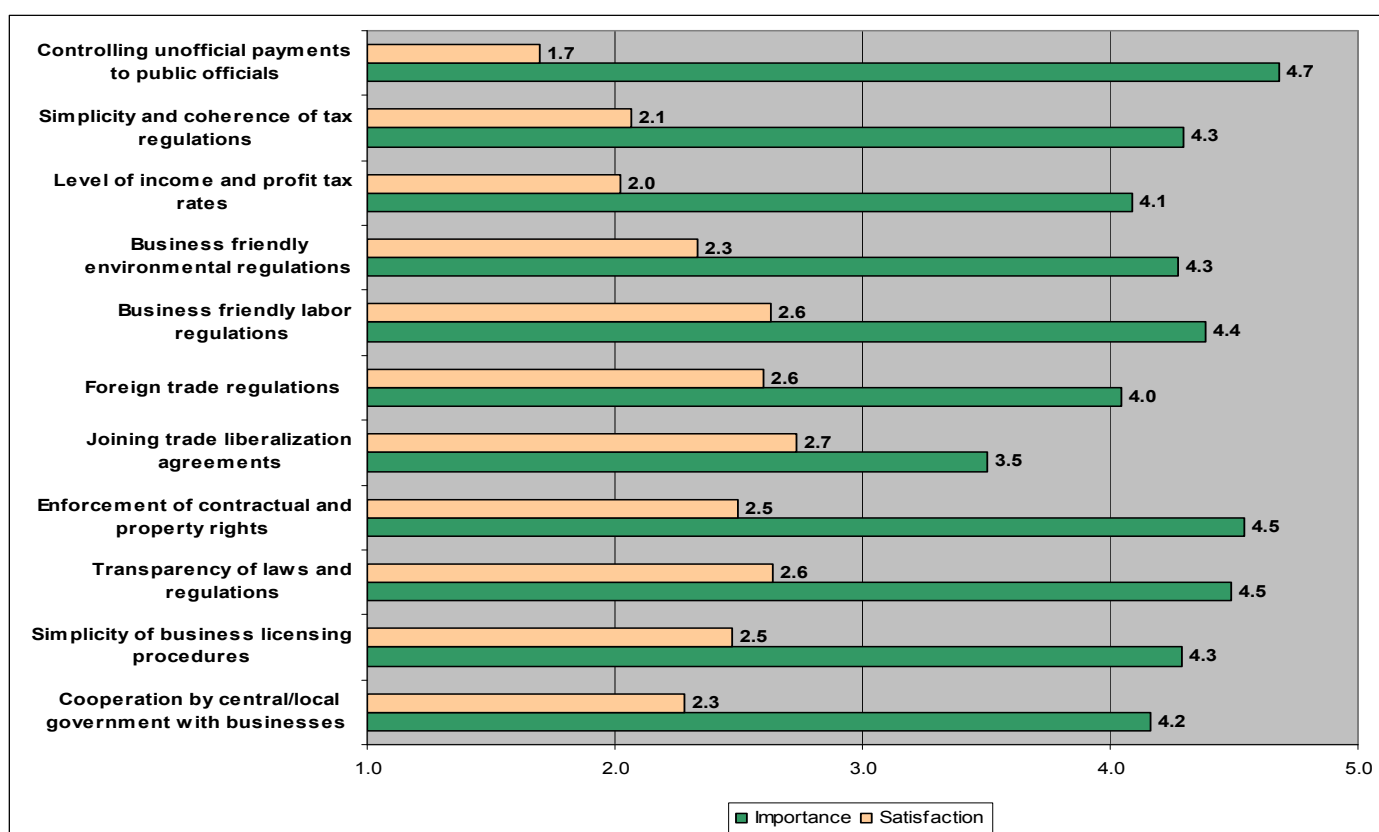


Figure 18: Factors Affecting Economic Growth and Development (importance/satisfaction rating)

As was previously mentioned, all the factors were perceived to be highly important by respondents (corresponding scores are greater than 4), with the exception of “Joining trade liberalization agreements” which scored only 3.5. The highest rating went to “Controlling unofficial payments to public officials” with 4.7. On the other hand, the satisfaction ratings were considerably below average. Paradoxically, the lowest dissatisfaction (2.7) was recorded for the

factor “Joining trade liberalization agreements” which happened to be the least important factor, while “Controlling unofficial payments to public officials” – the most important factor – held the lowest satisfaction rating at 1.7. Given these facts, all these factors represent potential areas of intervention for policymakers in Yemen and ought to be part of any probable reform efforts.

All three profiles of the surveyed sample seemed to register similar overall importance levels for the various proposed factors (figure 19) and very close satisfaction levels with the same factors with Public sector satisfaction ratings being slightly higher (2.6 v/s 2.3 for the other two groups).

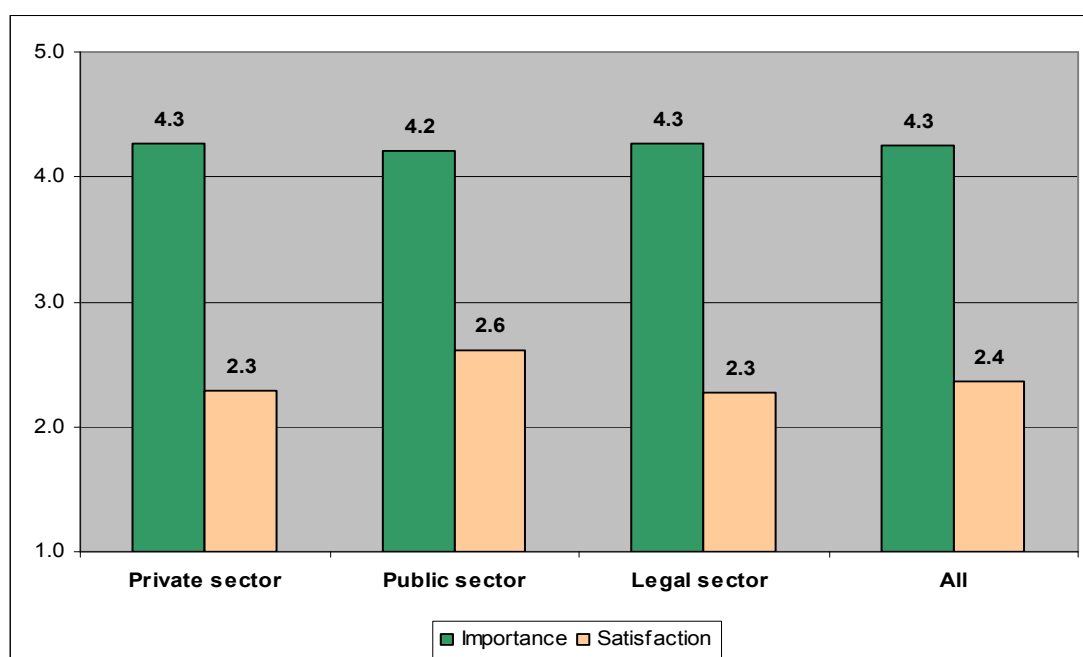


Figure 19: Factors Affecting Economic Growth and Development by Sub-Group (importance/satisfaction rating)

5 Contract Enforcement and Debt Recovery in Yemen

5.1 General Perceptions

5.1.1 Importance of contract enforcement and debt recovery

Almost 96% of the surveyed individuals felt that Contract enforcement and Debt recovery were important for promoting investment and growth in Yemen (annex). On a scale of 1 (Very low importance) to 5 (Very high importance) the overall average rating given by respondents was 4.3 (figure 20).

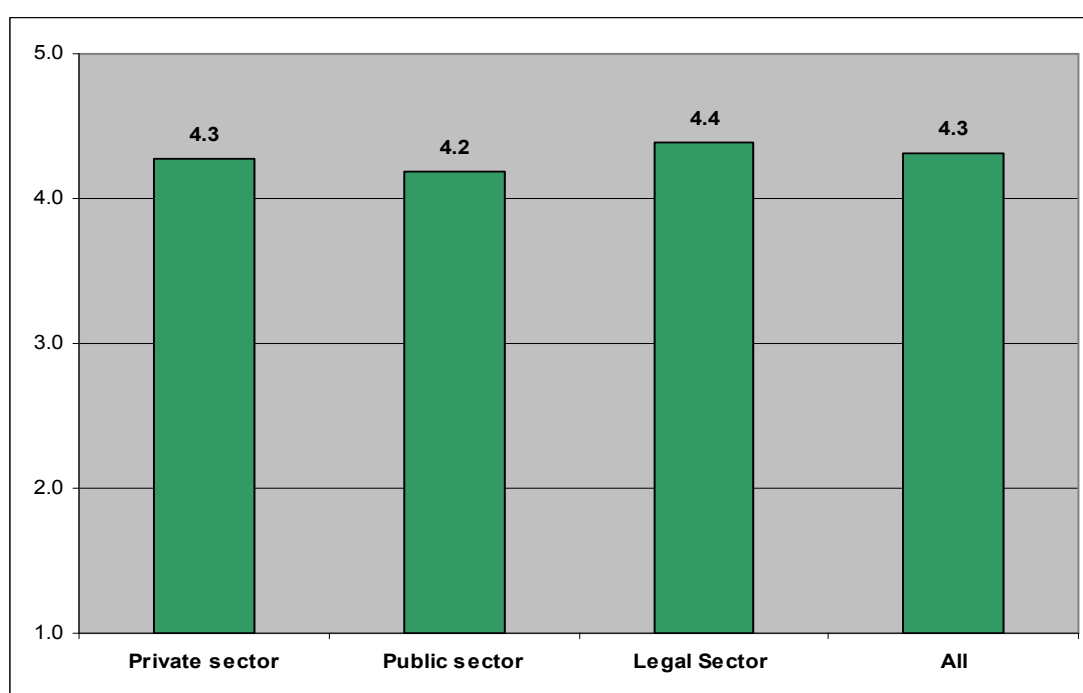


Figure 20: Contract Enforcement and Debt Recovery Importance Perception by Sub-Group (rating points)

5.1.2 Contract enforcement legal framework in Yemen

On a scale of 1 (Near the bottom) to 5 (Near the top), respondents were asked to classify Yemen's contract enforcement legal framework in comparison to neighboring Arab countries and

industrialized countries. The contract enforcement framework was perceived by all three groups to be slightly below average compared to Arab neighboring countries (figure 21). When it comes to industrialized countries (figure 22), the various profiles considered Yemen's contract enforcement framework to be clearly below average with a rating that ranged between 1.8 (Private sector) and 2.1 (Public sector).

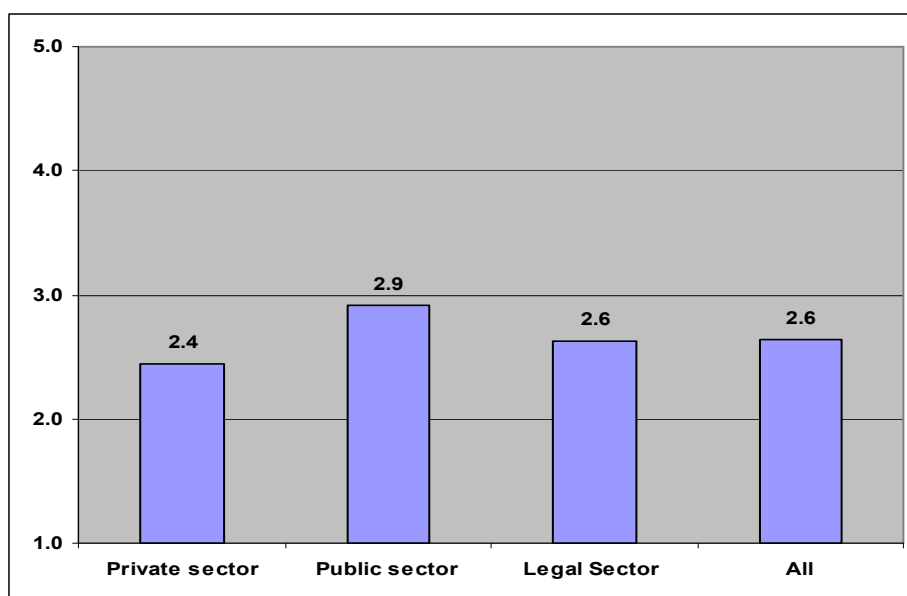


Figure 21: Classification of Contract Enforcement Legal Framework In Comparison to Arab/Neighboring Countries Perception by Sub-Group (rating points)

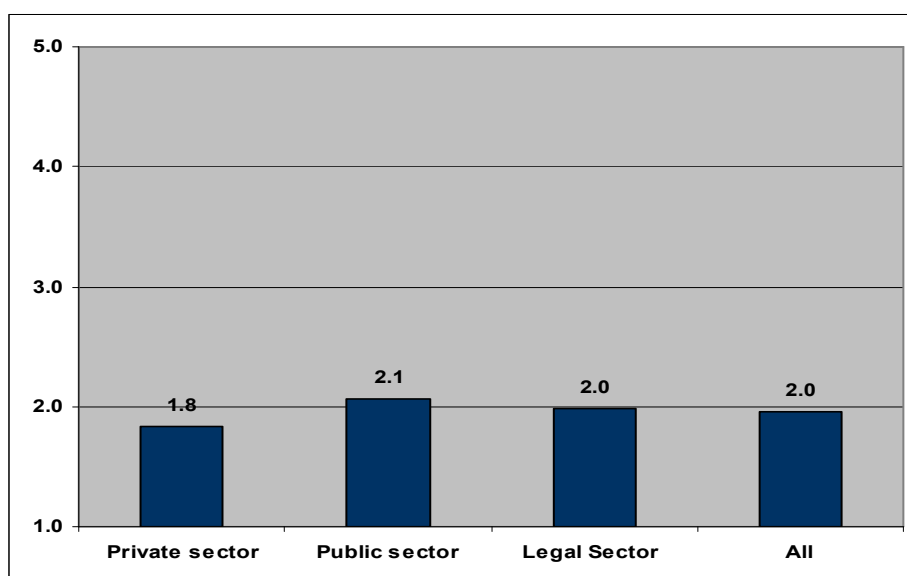


Figure 22: Classification of Contract Enforcement Legal Framework In Comparison Industrialized Countries Perception by Sub-Group (rating points)

Furthermore, the classification rating increases as the respondents' educational level decreases, with systematically higher ratings in the comparison with Arab/neighboring countries, as show in the figure below.

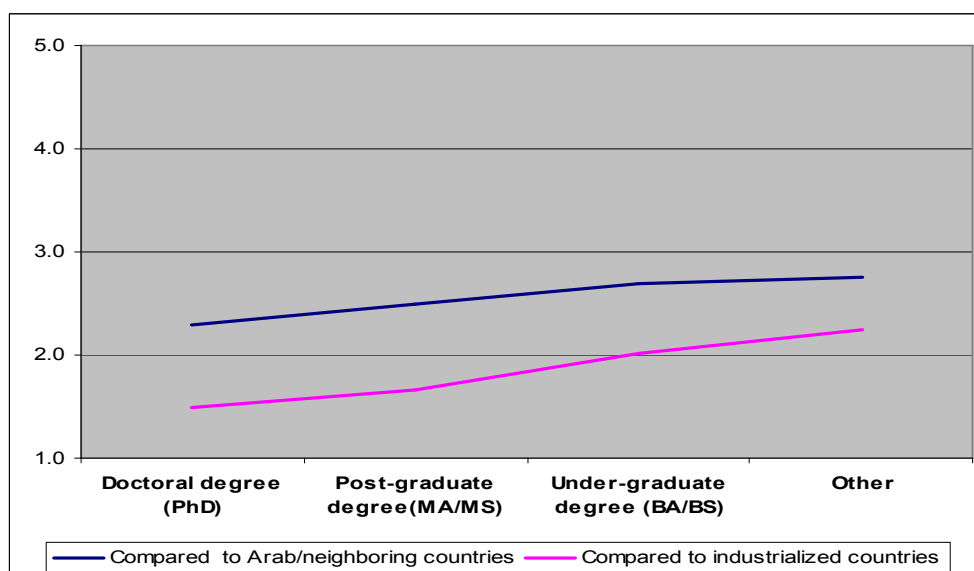


Figure 23: Classification of Contract Enforcement Legal Framework Perception by Highest Educational Level Achieved (rating points)

5.2 Opinions

Once again, respondents were asked to report their level of agreement/disagreement with a number of statements related to contract enforcement and debt recovery on a scale of one (Strongly disagree) to five (Strongly agree). As shown in the figures below, the three statements were rated differently by the different groups.

The statements in question are presented in what follows in decreasing order of agreement:

The three groups agreed that interference impedes contract enforcement and complicates the debt recovery process in Yemen with 4 rating points (figure 24).

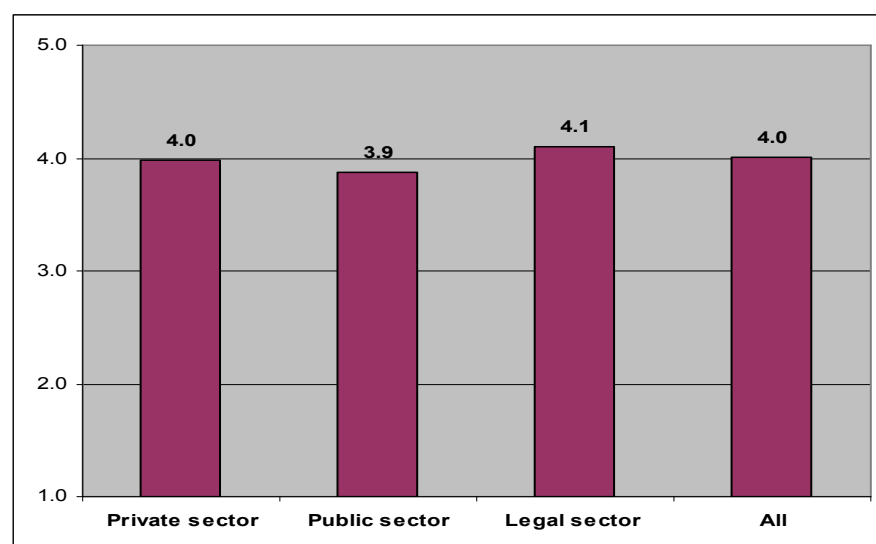


Figure 24: Interference Impedes Contract Enforcement and Complicates the Debt Recovery Process Perception by Sub-group (rating point)

When asked if they were confident that the legal system could redeem outstanding debt, different ratings were given by different sectors (figure 25). Legal sector respondents seemed to be more confident (with 3.5 rating points) than the two other sectors, while the agreement level was slightly below average among Private sector respondents.

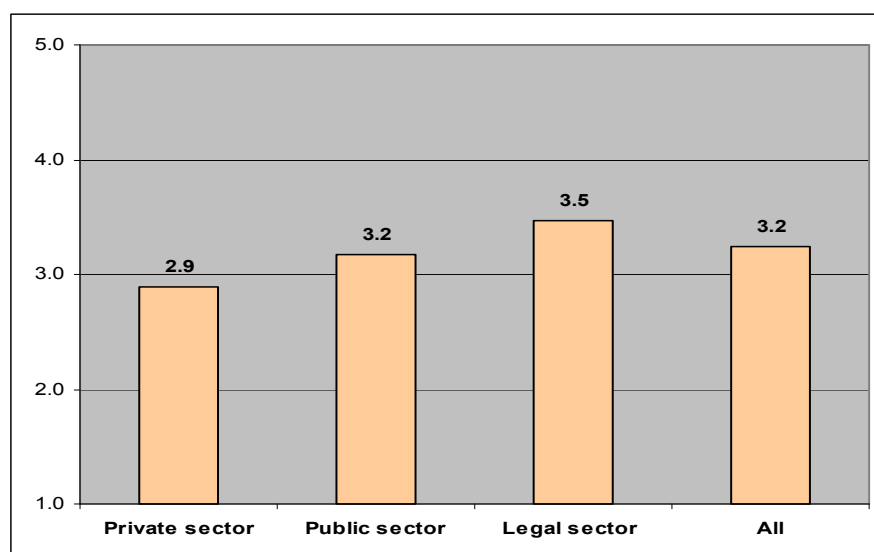


Figure 25: Confidence in Legal System Capability to Redeem Outstanding Debt Perception by Sub-Group (rating points)

Respondents were more or less neutral when asked about people having to resort to courts to enforce a contract with agreement levels ranging from 2.8 (Legal sector) to 3.3 (Private sector) (figure 26).

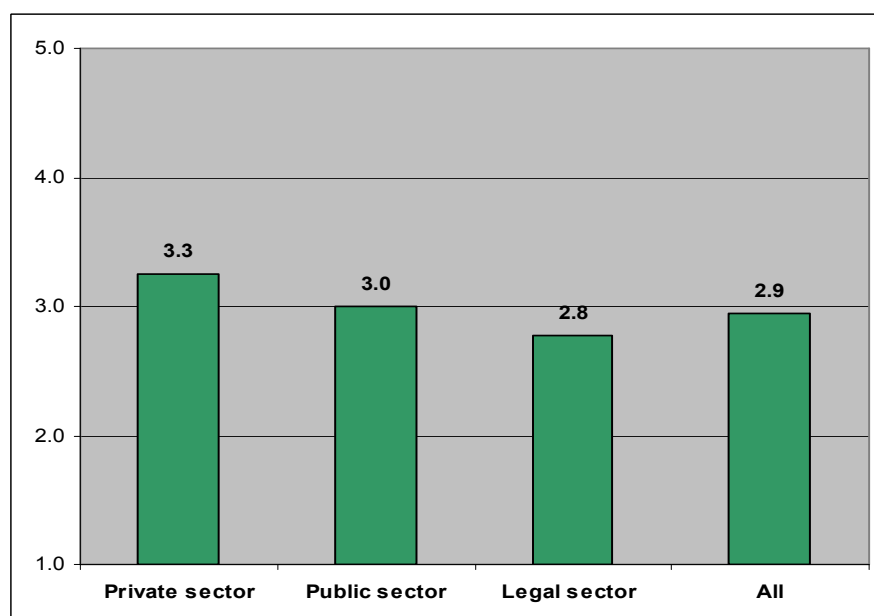


Figure 26: Rarity of Resorting to Courts to Enforce Contracts Perception by Sub-Group (rating points)

5.3 The Court System and the Resolution of Business Disputes

On a scale of 1 (Never) to 5 (Always), respondents were asked to rate a variety of descriptions with the court system in the context of resolving business disputes (figure 27). The scores moved within a range of 2 to 3.1 with the Private sector giving the lowest ratings for all items. Respondents reported that the court system is sometimes “Fair and impartial” with 3 rating points (highest rating). On the other hand, the lowest rating went to “Quick”; respondents considered the court system to be “rarely” quick in resolving business disputes. According to these results, the court system’s situation seems not to be in ideal disposition and all aspects in this regard can be considered as potential areas of intervention for policymakers in Yemen.

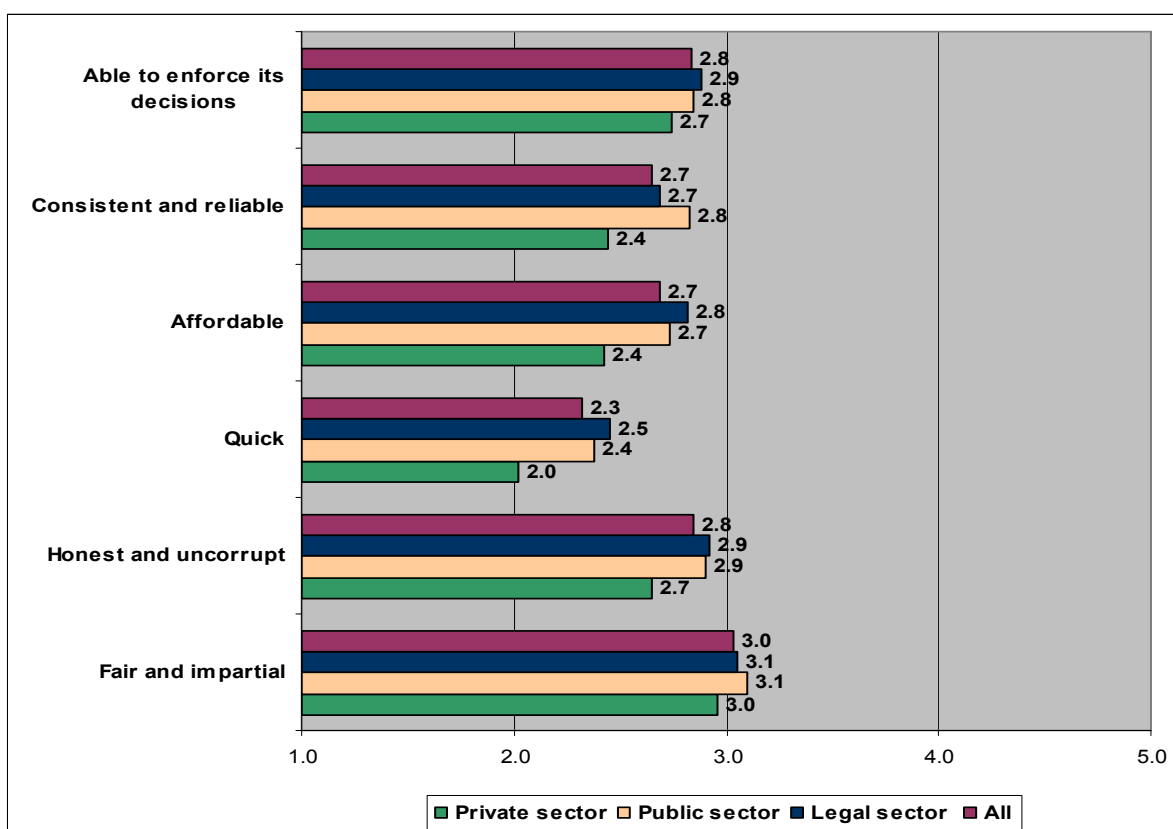


Figure 27: Evaluation of the Court System and the Resolution of Business Disputes by Sub-Group (rating points)

5.4 Investment Protection (Importance and Satisfaction Ratings)

Respondents were asked to give importance and satisfaction ratings to a variety of legal factors in the context of investment protection. Interesting insights appeared in this regard (figure 28). All ratings moved within a range of 3.8 to 4.7 for “importance” and a range of 2.4 to 2.9 for “satisfaction”.

Respondents gave high importance ratings to all factors. For instance, “A specialized commercial court” was perceived to be the most important with 4.7 rating points, while “Resorting to the cassation court does not suspend the execution of a verdict issued by the appeals court” held the lowest rating at 3.8. As for satisfaction ratings, respondents were dissatisfied with all factors except the specialized commercial court (3.5). Furthermore, the lowest satisfaction ratings were given to the following factors: “Legal obligation for judges to disclose their personal assets or business interests” with 2.4, and “Alternative Dispute Resolution mechanisms” and “Electronic filing of cases and trial documents” with 2.5 each. As a result, once again all these factors could constitute potential areas of intervention for Yemeni policymakers.

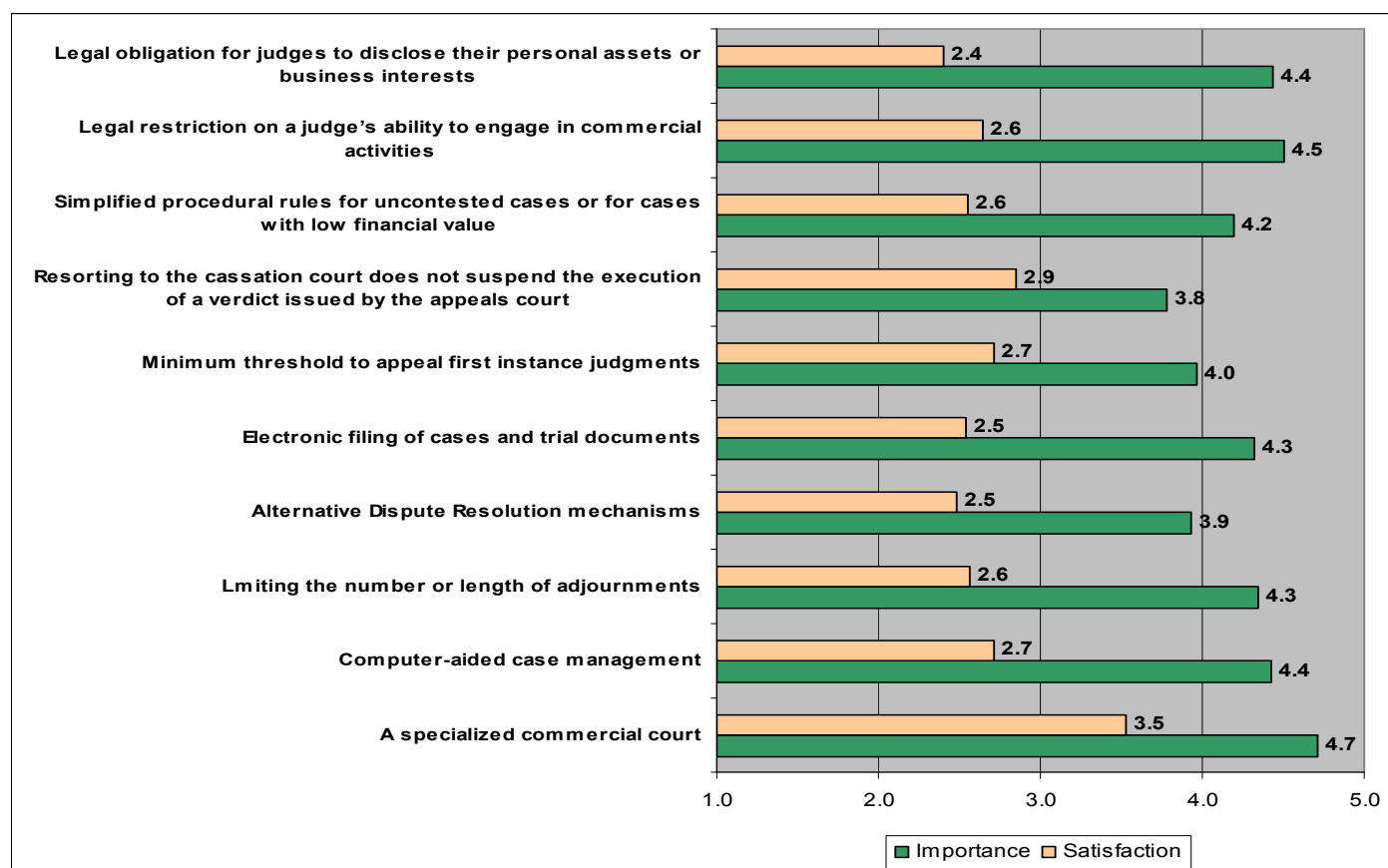


Figure 28: Investment Protecting Factors (importance/satisfaction ratings)

Finally, an analysis of average ratings per sub-group showed that the importance perception was the same across the three groups of analysis (figure 29). In addition, the entire sample reported below-average satisfaction levels although the overall satisfaction rating was higher among Public sector respondents than the two other groups.

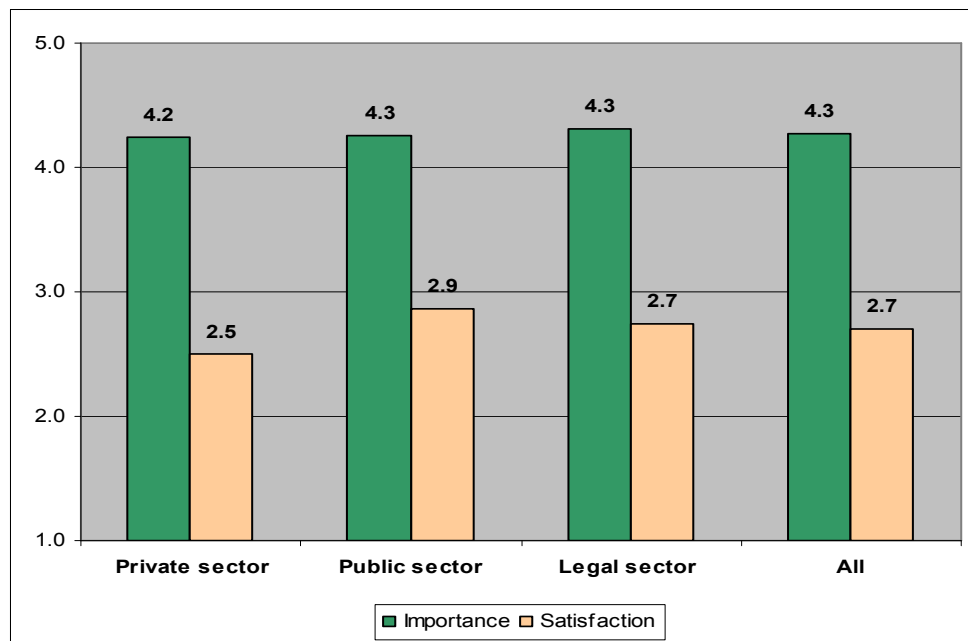


Figure 29: Investment Protecting Factors by Sub-Group (importance/satisfaction ratings)

5.5 Contract Enforcement

Contract enforcement is usually composed of the following three phases:

- Phase 1: Filing and service, which extends from the moment the plaintiff decides to sue until the defendant is served with process;
- Phase 2: Trial and judgment, which extends from the moment the defendant is served with process, through the judgment, until time for appeal has expired;
- Phase 3: Enforcement of judgment, which extends from the moment the judgment becomes final at the end of the appeal period until the moment the plaintiff obtains payment.

For each of the above mentioned phases of contract enforcement, respondents were asked to rate their level of satisfaction with the number of procedures required, the length of time required, the attorney's fees, and the other direct and indirect costs.

The results illustrated in the figure 30 reveal several interesting insights. Each item was rated differently by the different sectors; however several findings deserve mentioning. To begin with, ratings moved within a range of 1.8 to 2.6; in other words, the surveyed sample was clearly dissatisfied with all the items in all three phases. In general, Private sector respondents seemed to be more dissatisfied than the two other sectors. Moreover, the satisfaction ratings given to items in phase 1 were relatively higher than were those given for phases 2 and 3.

Looking at each phase separately, respondents seemed to be most dissatisfied with “Direct and indirect general expenses” in phase 1 (2.2), and with the “Number of procedures” in phase 2 and phase 3 (2.0 and 1.9 respectively). On the other hand, the highest ratings within each phase were given to “Number of procedures” in phase 1 with 2.5 rating points, and attorney’s fees in the two other phases with 2.2 and 2.1 rating points respectively.

To conclude, an overall view shows low ratings indicating low levels of satisfaction with all three phases of contract enforcement; in a decreasing way from phase 1 to phase 3. Therefore, policymakers are advised to address the entire contract enforcement process in any potential reform efforts in Yemen.

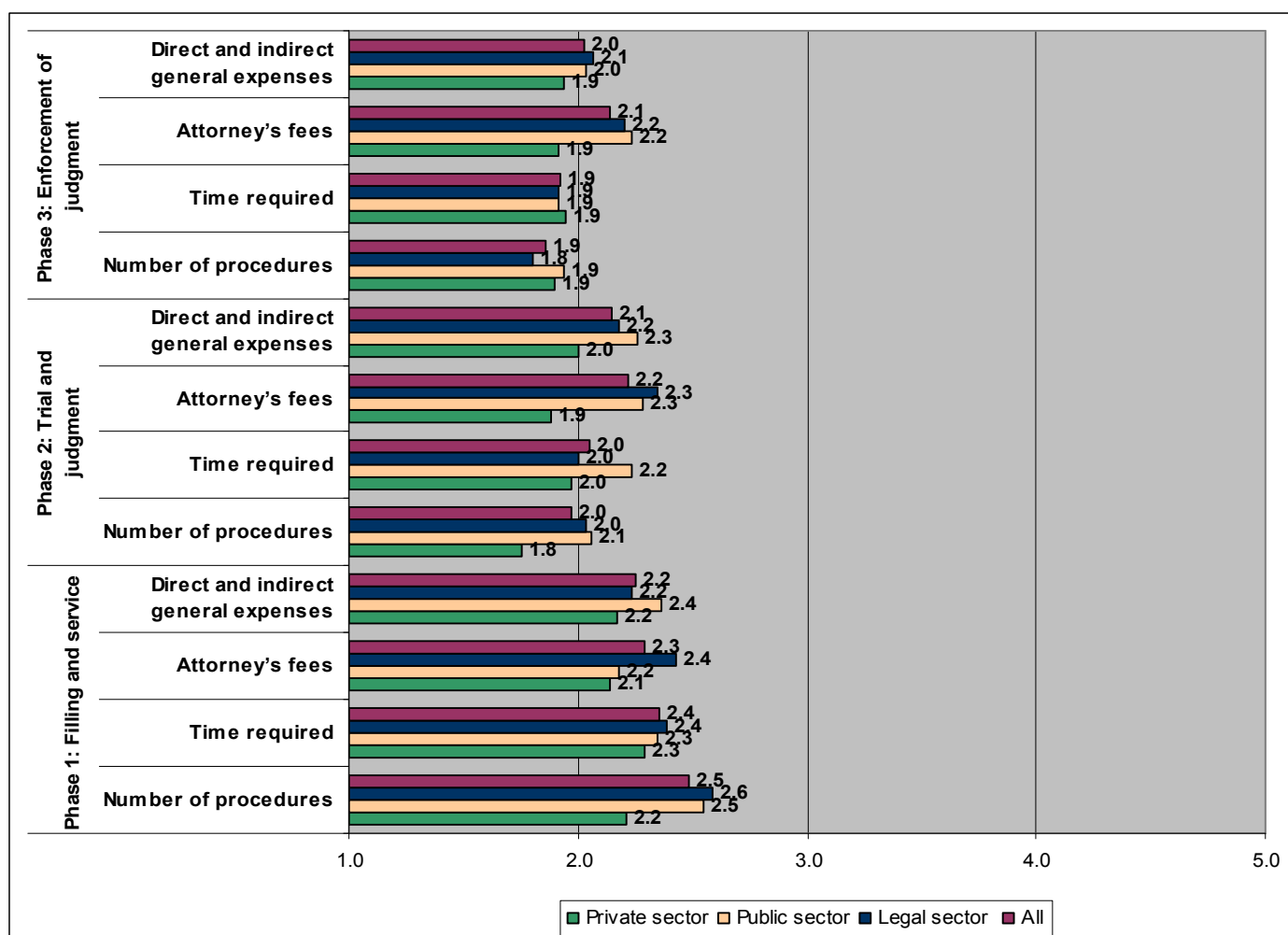


Figure 30: Evaluation of Contract Enforcement Process by Sub-Group (satisfaction rating)

5.6 Unofficial Payments

Respondents were asked to report their level of agreement with a few statements regarding the unofficial payments issue in Yemen. It is noteworthy that ratings were more or less similar among all three groups of analysis and this was the case for five out of six statements (figure 31).

The surveyed sample “somewhat” agreed that parties resorted to some irregular additional payments in order to enforce contracts (3.3 rating points), and respondents agreed - to the same extent - that the service was delivered as agreed following the execution of additional payments and that refusing to pay these additional payments was costly for businesses. On the other hand, respondents tended to disagree that parties had previous knowledge about the amount to be paid.

Moreover, as mentioned previously, one statement was rated differently by different groups. While the Public sector agreed (3.5) that if an official asks for additional payments, people can resort to his superior to get the correct treatment without recourse to unofficial payments, Legal sector respondents were neutral in this regard (2.8), and Private sector respondents did not agree at all (2.2). Finally, all groups agreed that one way to address the issue of unofficial payments is to establish a paid legal option of expedited processing for transactions (3.7 rating points). Consequently, this paid legal option is a suggestion that policymakers ought to consider in any future administrative reforms.

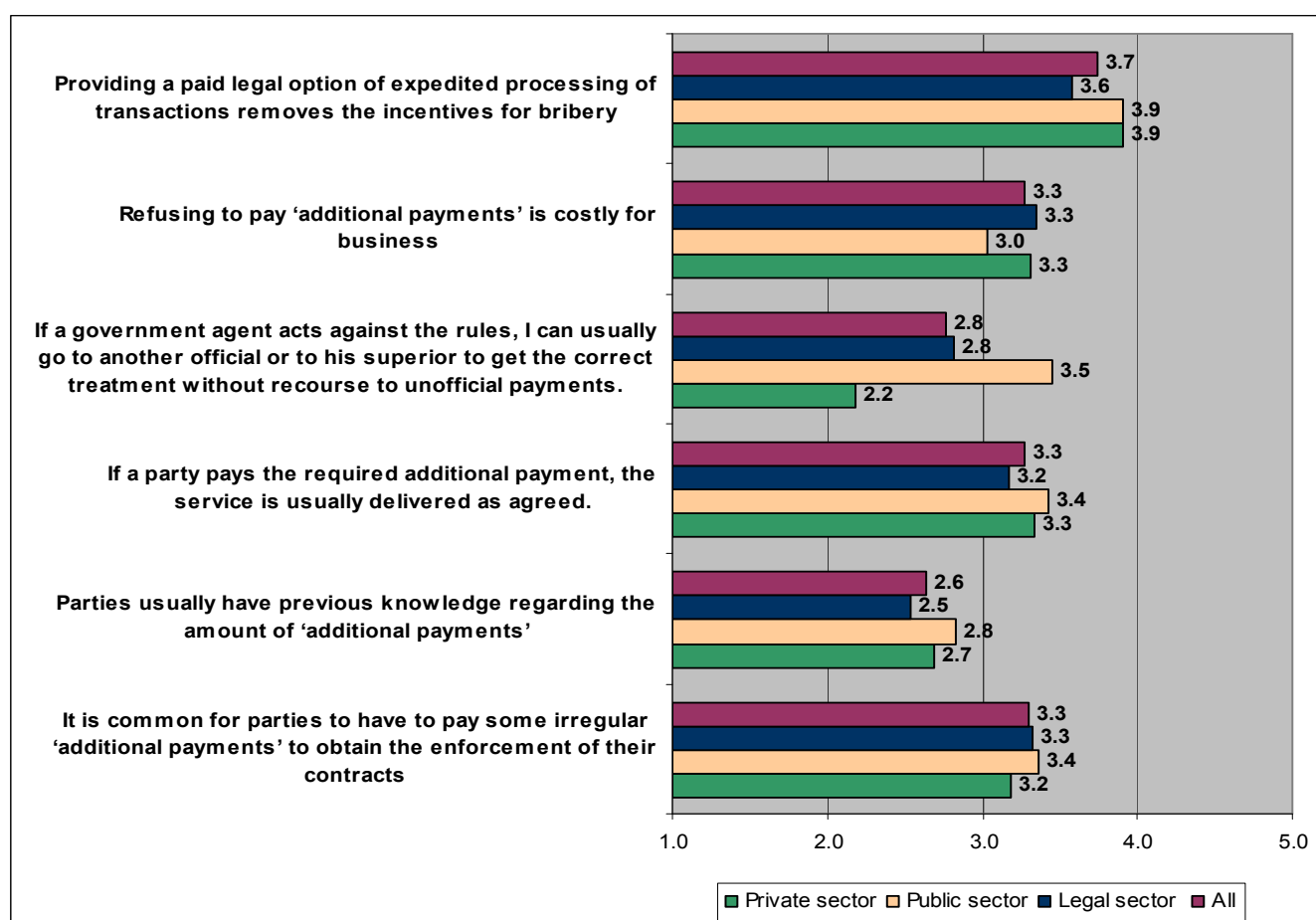


Figure 31: Unofficial Payments (agreement/disagreement ratings)

5.7 Arbitration

5.7.1 Enforcement of arbitration laws

When asked about the enforcement of arbitration laws, the surveyed sample was almost equally split among three different options. Indeed, around 28% reported that arbitration laws were either “never” or “rarely” enforced; 38% reported that they were “sometimes” enforced; and the remaining 34% answered either “often” or “always” enforced. Moreover, a sub-group comparison revealed a noteworthy insight; although the ratings were more or less similar among Private and Public sectors, Legal sector respondents tended to stand out in this regard (figure 32).

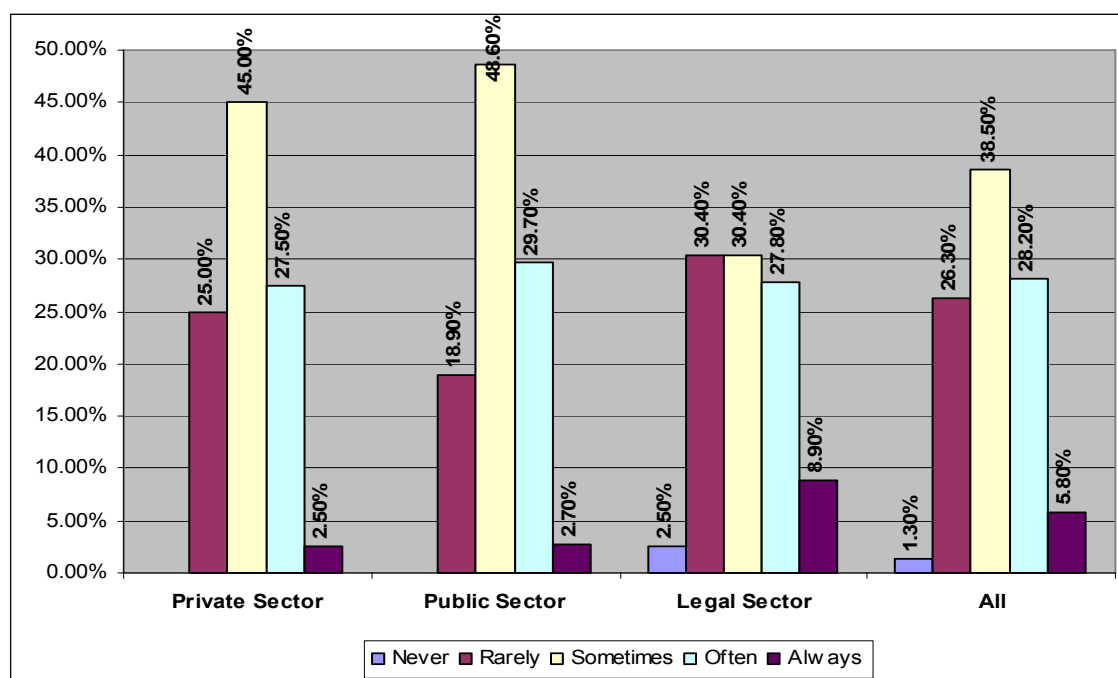


Figure 32: Enforcement of Arbitration Laws Perception by Sub-Group (percent)

5.7.2 Courts and/or arbitration

The majority of respondents (52.5%) preferred resorting to arbitration for contract enforcement rather than courts. When comparing the three groups (figure 33), it can be pointed out that the majority among either Private sector (65.8%) or Public sector (53.6%) respondents preferred arbitration, while quite surprisingly this percentage did not exceed 45.2% among Legal sector respondents. Moreover, as shown in figure 34 below, the preference for arbitration increases as we move up the age ladder.

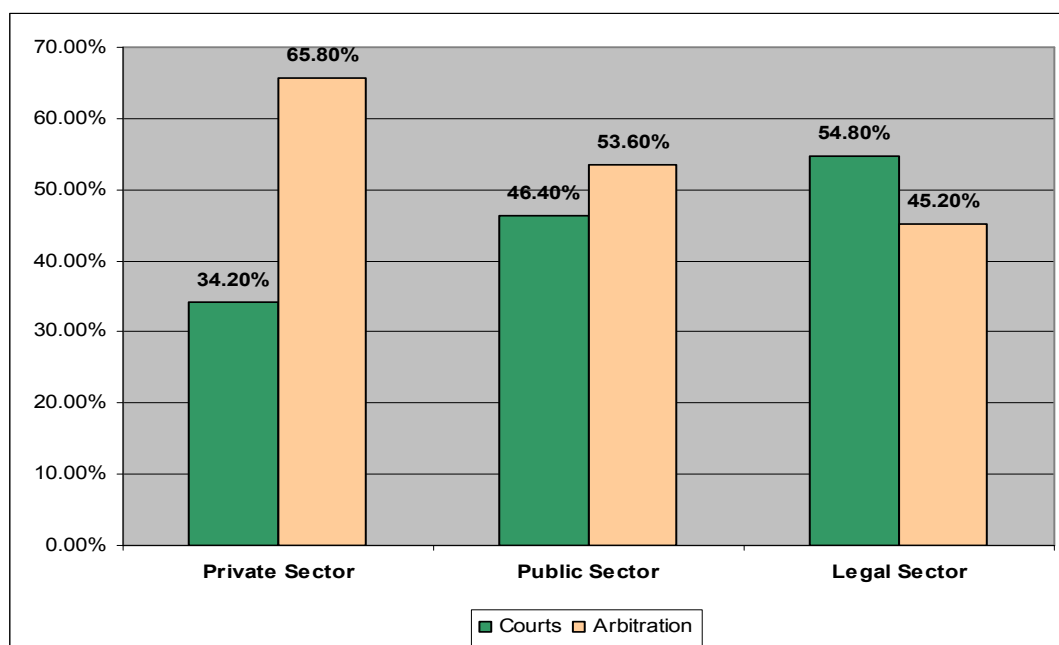


Figure 33: Resorting for Contract Enforcement Preference by Sub-Group (percent)

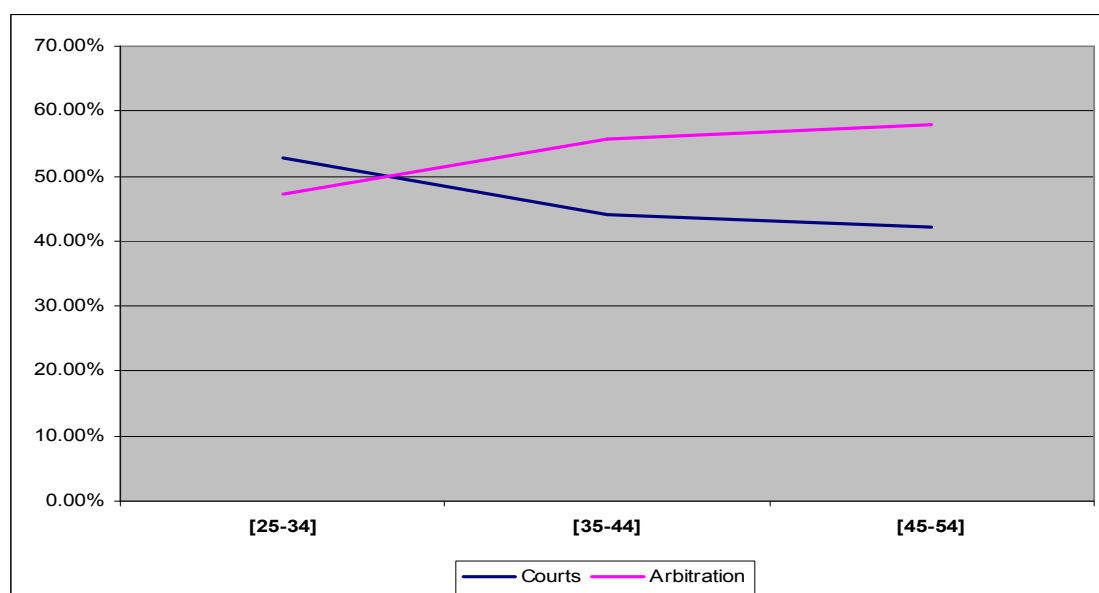


Figure 34: Resorting for Contract Enforcement Preference by Age (percent)

5.7.3 Evaluation of the Yemen Center for Conciliation and Arbitration

Respondents were asked to evaluate the Yemen Center for Conciliation and Arbitration. It is noteworthy that a significant number of respondents did not completely answer this section (e.g. 117 out of 165 respondents rated “Technical competence” and 69 only rated “Coordination with the International Chamber of Commerce”).

The overall ratings moved within a range of 2.1 to 2.7 (figure 35). The lowest satisfaction rating (2.1 rating points) was given to “Enforcement authority”, while “Technical competence” held the highest score at 2.7. It can be pointed out that Public sector respondents reported the relatively highest satisfaction ratings (or the lowest dissatisfaction ratings to be more accurate) for almost all items. All in all, the surveyed sample was clearly dissatisfied with all the items, which indicates a clear need for improving the current situation.

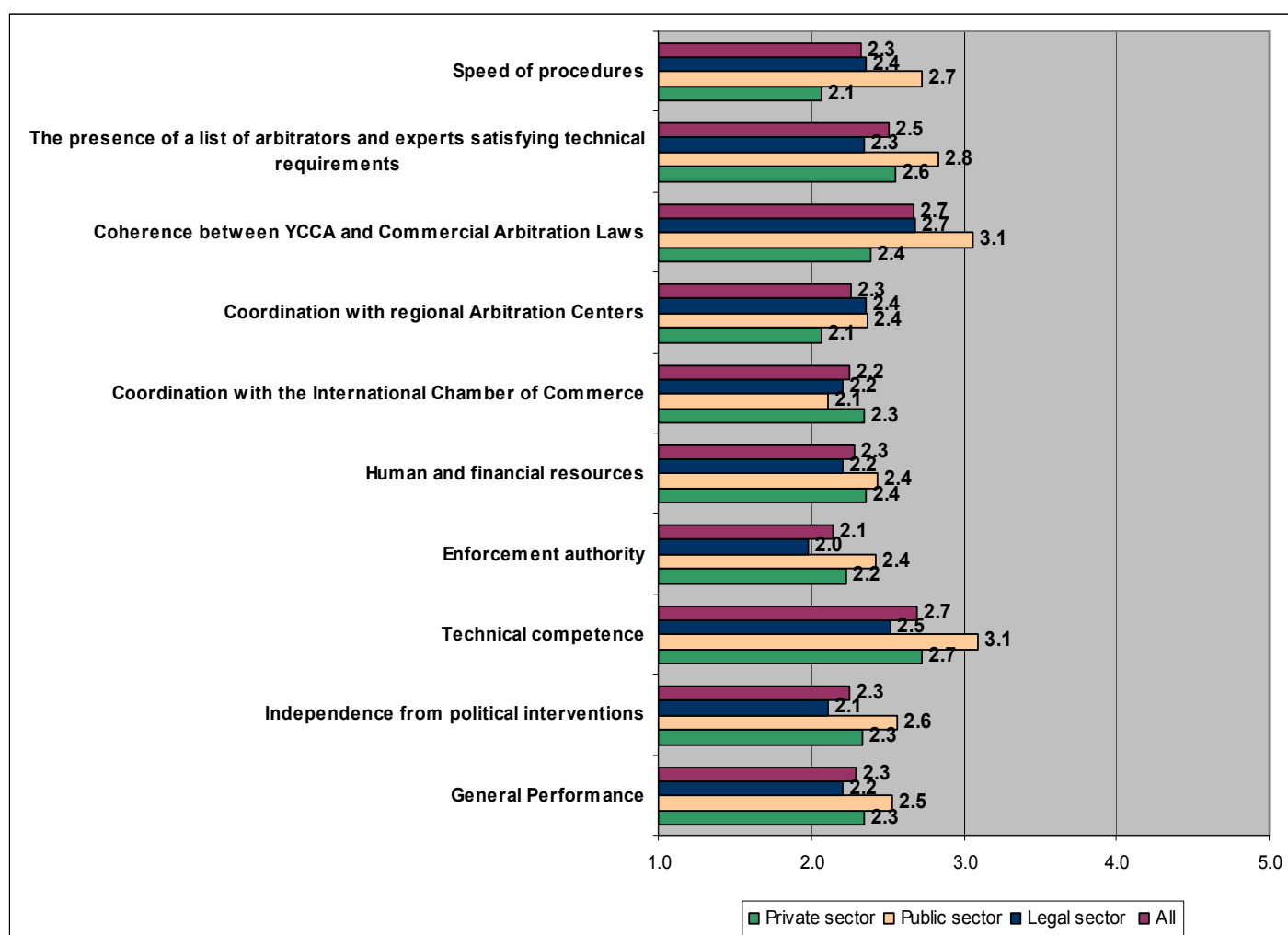


Figure 35: Evaluation of the Yemen Center for Conciliation and Arbitration (satisfaction rating)

6 Concluding Remarks

The foremost purpose of this survey was to gauge the perceptions of the stakeholders regarding different issues and to identify strengths and weaknesses in order to point out areas of strength that could be emulated and figure out potential areas of intervention that ought to be addressed by policymakers during any potential reform efforts.

Two measures were used to allow the identification of these strengths and weaknesses:

- An overall rating calculated by classifying the scores into two equally-sized classes: (i) scores that are less than or equal to 3 representing “weakness” and (ii) scores that are greater than 3 indicating “strength”;
- The degree of convergence among the answers of the three groups of analysis: indeed, the similarity of the ratings reported by the three profiles adds credibility to the importance of the finding.

Based on the above methodology, the three groups perceived two points of strength only:

- Ease of access to information on business/commercial laws;
- A satisfaction with specialized commercial courts.

The dissatisfaction ratings were high and concerned almost all the topics covered by the survey. Therefore, the three groups identified several potential areas of improvement which are the following:

- A weak familiarity with business/commercial laws and regulations;
- A lack of simplicity and coherence in tax regulations;
- A dissatisfaction with the degree of control over unofficial payments to public officials;
- A dissatisfaction with business-friendly environmental regulations;
- A lack of simplicity of business licensing procedures;
- A weak enforcement of contractual and property rights;
- A weak cooperation by central and local governments with businesses;
- A lack of speed in resolving business disputes by the court system;
- A dissatisfaction with electronic filing of cases and trial documents;
- A lack of Alternative Disputes Resolution mechanisms;
- Dissatisfaction with all phases of contract enforcement regarding the number of procedures and the length of time required, the attorney’s fees, and the other direct and indirect costs.

7 Annex

1. *Questionnaire – Yemen (English)*
2. *Questionnaire – Yemen (Arabic)*
3. *Statistical Appendix Tables*

Introduction:

The Arab Center for the Rule of Law and Integrity (ACRLI) is a regional, non-governmental and not-for-profit organization that works to strengthen the rule of law and integrity in the region through research, capacity building and advocacy.

With the support of the Middle East Partnership Initiative (MEPI), ACRLI is implementing the MENA Commercial Law Strengthening Project (MENA-CLS) in four MENA project countries: Lebanon, Tunisia, UAE, and Yemen, during the period 2008-2010.

Project activities include the preparation of a thematic study for each project country depending on the reform needs and priorities that have been identified in the earlier phase of the project. Each study is expected to focus on a specific commercial law theme with a view to contributing to related reforms through analyzing existing regulatory frameworks and examining the state of implementation. Ultimately, the study shall put forward a series of reform recommendations.

In order to ensure a comprehensive picture, ACRLI will work with specialized institutions to develop and implement a user-survey on each theme in the project country; this survey will inform the development of the study, and provide it with primary information on the subject matter.

Your response to the below questionnaire would serve as a main source of information to the drafting process of the thematic national report. Any information that you disclose will remain confidential and shall be used solely for professional purposes.

Section 1: Identification Sheet - Interviewer

- | | |
|-----------------------------|---|
| 1.1. Country Code: ____ | 1.2. Serial Number: ____/____/____/ |
| 1.3. Sub-sample Code: ____ | 1.4. Interviewer Name: _____ |
| 1.5. Interviewer Code: ____ | 1.6. Date of completion: ____/____/2009
DD/MM/2009 |
| 1.7. Number of visits: ____ | 1.8. Supervisor Name: _____ |
| 1.9. Supervisor Code: ____ | 1.10. Data entry officer: _____ |
| 1.11. Data entry Code: ____ | 1.12. _____ |

General comments:

(Please provide any useful information on the interview process: from initial contact until completing the questionnaire)



Section 2: Identification Sheet - Respondent

2.1.	Name of respondent:	_____
2.2.	Title	_____
2.3.	Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
2.4.	Address	a City
	<i>b Street</i>	c Telephone number
	<i>d Cell number</i>	e Email address
2.5.	Age of Respondent:	1. less than 24 2. [25-34] 3. [35-44] 4. [45-54] 5. 55 and above
2.6.	Highest educational level achieved	1. Doctoral degree (PhD) 2. Master's degree(MA/MS) 3. Under-graduate degree (BA/BS) 4. Other
2.7.	Nationality:	1. Yemeni 2. Other, specify: _____
2.8.	Profession: (provide a detailed description)	_____ _____
2.9.	Years of experience in this field:	___/___/ years
2.10.	Type of economic sector	1. Private sector 2. Public sector 3. Semi-public 4. Other (NGOs, etc.), specify: _____
2.11.	Sector (do not ask the interviewee, for coding purposes only)	1. Private Sector 2. Public Sector 3. Legal Sector (lawyers, judges, professors, etc.)
2.12.	Sector of activity of your agency (provide a detailed description)	_____ _____



Section 3: Business/Commercial Laws

3.1. To what extent do you consider that laws and regulations are respected by people in your country?

1. Strongly disrespected
2. Quite disrespected
3. Somewhat respected
4. Quite respected
5. Strongly respected
6. No Answer or don't know

3.2. To what extent do you think are people in your country familiar or unfamiliar with Business/Commercial Laws and Regulations?

1. Strongly unfamiliar
2. Quite unfamiliar
3. Somewhat familiar
4. Quite familiar
5. Strongly familiar
6. No Answer or don't know

3.3. Do you consider your country's Business/Commercial laws to be business-friendly?

1. Very unfriendly
2. Somewhat unfriendly
3. Neutral
4. Somewhat friendly
5. Very friendly
6. No Answer or don't know

3.4. In your opinion, how often are Business/Commercial Laws and Regulations enforced?

1. Never
2. Rarely
3. Sometimes
4. Often
5. Always
6. No Answer or don't know

3.5. To what extent do you agree or disagree with the following statements?

Use the coding system presented in the Show Card #1, here below:

Show Card #1

<i>Strongly disagree</i>	<i>1</i>
<i>Disagree</i>	<i>2</i>
<i>Neither agree nor disagree</i>	<i>3</i>
<i>Agree</i>	<i>4</i>
<i>Strongly agree</i>	<i>5</i>
<i>No Answer or don't know</i>	<i>6</i>

	Statements	Code
3.5.1	Access to information related to Business/Commercial laws and regulations is easy	___/
3.5.2	Interpretations of Business/Commercial regulations are consistent and predictable	___/
3.5.3	Business/Commercial Law reform is a priority for the national government	___/
3.5.4	Rarely do people have to resort to courts to resolve business disputes	___/

Using the provided show cards (Show Card #2 and #3), please give importance and satisfaction ratings to each of the factors listed in the table below. Please make sure you complete both ratings for each factor, before moving on to the next one (i.e. fill the table row by row).

3.6. To what extent are these factors important for economic growth and development?

Use the coding system presented in the Show Card #2 here below:

Show Card #2

Very low importance	1
Low importance	2
Average importance	3
High importance	4
Very high importance	5
No Answer or don't know	6

3.7. What is your degree of satisfaction of the current status of these factors in your country?

Use the coding system presented in the Show Card #3 here below:

Show Card #3

Very low satisfaction	1
Low satisfaction	2
Average satisfaction	3
High satisfaction	4
Very high satisfaction	5
No Answer or don't know	6

Factors	3.6. Importance	3.7. Satisfaction
1 Cooperation by central/local government with businesses	___/	___/
2 Simplicity of business licensing procedures	___/	___/
3 Transparency of laws and regulations	___/	___/
4 Enforcement of contractual and property rights	___/	___/
5 Joining trade liberalization agreements	___/	___/
6 Foreign trade regulations	___/	___/
7 Business friendly labor regulations	___/	___/
8 Business friendly environmental regulations	___/	___/
9 Level of income and profit tax rates	___/	___/
10 Simplicity and coherence of tax regulations	___/	___/
11 Controlling unofficial payments to public officials	___/	___/



Section 4: Thematic Section – Contract Enforcement/Debt Recovery in Yemen

4.1. In your opinion, how important is Contract Enforcement/Debt Recovery for protecting investment and growth in Yemen?

1. Not important at all
2. Low importance
3. Average importance
4. High importance
5. Very high importance
6. No Answer or don't know

4.2. In your opinions, how often are arbitration laws enforced?

Use the coding system presented in the Show Card #4, here below:

Show Card #4

<i>Never</i>	<i>1</i>
<i>Rarely</i>	<i>2</i>
<i>Sometimes</i>	<i>3</i>
<i>Most of the time</i>	<i>4</i>
<i>Always</i>	<i>5</i>
<i>No Answer or don't know</i>	<i>6</i>

4.3. Thinking about your country's legal system, how often do you associate the following descriptions with the court system in resolving business disputes?

Use the coding system presented in the Show Card #4, here below:

Show Card #4

<i>Never</i>	<i>1</i>
<i>Rarely</i>	<i>2</i>
<i>Sometimes</i>	<i>3</i>
<i>Most of the time</i>	<i>4</i>
<i>Always</i>	<i>5</i>
<i>No Answer or don't know</i>	<i>6</i>

	Court System descriptions	Code
4.3.1	Fair and impartial	___/
4.3.2	Honest/Uncorrupt	___/
4.3.3	Quick	___/
4.3.4	Affordable	___/
4.3.5	Consistent/Reliable	___/
4.3.6	Able to enforce its decisions	___/

4.4. To what extent do you agree or disagree with the following statements?

Use the coding system presented in the Show Card #1, here below:

Show Card #1

<i>Strongly disagree</i>	<i>1</i>
<i>Disagree</i>	<i>2</i>
<i>Neither agree nor disagree</i>	<i>3</i>
<i>Agree</i>	<i>4</i>
<i>Strongly agree</i>	<i>5</i>
<i>No Answer or don't know</i>	<i>6</i>

	Statements	Code
4.4.1	Rarely do people have to resort to courts to enforce a contract	___/
4.4.2	I am confident that the legal system can redeem outstanding debt	___/
4.4.3	Interference impedes contract enforcement and complicates the debt recovery process	___/

4.5.1 In your opinion, where do you classify the contract enforcement legal framework in Yemen in comparison to Arab/neighboring countries?

4.5.2 In your opinion, where do you classify the contract enforcement legal framework in Yemen in comparison to industrialized countries?

Use the coding system presented in the Show Card #5 here below:

Show Card #5

<i>Near the bottom</i>	<i>1</i>
<i>Below average</i>	<i>2</i>
<i>Average</i>	<i>3</i>
<i>Above average</i>	<i>4</i>
<i>Near the top</i>	<i>5</i>
<i>No Answer or don't know</i>	<i>6</i>

	Factors	Code
4.5.1	contract enforcement legal framework in Yemen in comparison to Arab/neighboring countries	___/
4.5.2	contract enforcement legal framework in Yemen in comparison to industrialized countries	___/

Using the provided show cards (Show Card #2 and #3), please give importance and satisfaction ratings to each of the factors listed in the table below. Please make sure you complete both ratings for each factor, before moving on to the next one (i.e. fill the table row by row).

4.6. To what extent are these factors important for economic growth and development in Yemen, in terms of protecting investment?

Use the coding system presented in the Show Card #2 here below:



Show Card #2

Not important at all	1
Low importance	2
Average importance	3
High importance	4
Very high importance	5
No Answer or don't know	6

4.7. What is your current degree of satisfaction with each of these factors?

Use the coding system presented in the Show Card #3 here below:

Show Card #3

Very low satisfaction	1
Low satisfaction	2
Average satisfaction	3
High satisfaction	4
Very high satisfaction	5
No Answer or don't know	6

Factors	4.6. Importance	4.7. Satisfaction
1 A specialized commercial court (division)	___/	___/
2 Computer-aided case management	___/	___/
3 Limiting the number of adjournments	___/	___/
4 Alternative Dispute Resolution mechanisms	___/	___/
5 Electronic filing of cases and trial documents	___/	___/
6 Minimum threshold to appeal first instance judgments	___/	___/
7 Resorting to the cassation court does not suspend the execution of a verdict issued by the appeals court	___/	___/
8 Simplified procedural rules for uncontested cases or for cases with low financial value	___/	___/
9 Legal restriction on a judge's ability to engage in commercial activities	___/	___/
10 Legal obligation for judges to disclose their personal assets or business interests	___/	___/

4.8. *Contract enforcement is usually composed of the following three phases:*

- *Phase 1: Filing and service, which extends from the moment the plaintiff decides to sue until the defendant is served with process*
- *Phase 2: Trial and judgment, which extends from the moment the defendant is served with process, through the judgment, until time for appeal has expired*
- *Phase 3: Enforcement of judgment, which extends from the moment the judgment becomes final at the end of the appeal period until the moment the plaintiff obtains payment*

For each of the above mentioned phases of contract enforcement, please rate your degree of satisfaction with the number of procedures required, the length of time required, and the costs involved.

Use the coding system presented in the Show Card #3 here below:



Show Card #3

<i>Very low satisfaction</i>	<i>1</i>
<i>Low satisfaction</i>	<i>2</i>
<i>Average satisfaction</i>	<i>3</i>
<i>High satisfaction</i>	<i>4</i>
<i>Very high satisfaction</i>	<i>5</i>
<i>No Answer or don't know</i>	<i>9</i>

	Contract Enforcement Phases	Code
	Phase 1: Filing and Service	
4.8.1	Number of procedures	___/
4.8.2	Time required	___/
4.8.3	Attorney's fees	___/
4.8.4	Direct and indirect general expenses (registration, ...)	___/
	Phase 2: Trial and Judgment	
4.8.5	Number of procedures	___/
4.8.6	Time required	___/
4.8.7	Attorney's fees	___/
4.8.8	Direct and indirect general expenses (expert fees, ...)	___/
	Phase 3: Enforcement of judgment	
4.8.9	Number of procedures	___/
4.8.10	Time required	___/
4.8.11	Attorney's fees	___/
4.8.12	Direct and indirect general expenses (registering judgment, organizing public sale, ...)	___/

4.9. Which instance do you prefer resorting to for contract enforcement?

1. Courts
2. Arbitration
3. No answer/don't know

4.10. We now want to ask your opinion about 'unofficial payments' to officials in this country. Please be assured that:

- We are interested in your opinion in a personal capacity
- We do not imply in any way that your company makes unofficial payments
- We recognize that your company as well as 'name of implementing company' neither approves of nor condones the use of unofficial payments
- The responses that you give will be aggregated and presented in purely statistical terms; any comments you give me cannot be attributed to either you or your company.

To what extent do you agree or disagree with the following statements?

Use the coding system presented in the Show Card #1, here below:



Show Card #1

<i>Strongly disagree</i>	<i>1</i>
<i>Disagree</i>	<i>2</i>
<i>Neither agree nor disagree</i>	<i>3</i>
<i>Agree</i>	<i>4</i>
<i>Strongly agree</i>	<i>5</i>
<i>No Answer or don't know</i>	<i>6</i>

	Statements	Code
4.10.1	It is common for parties to have to pay some irregular 'additional payments' to obtain the enforcement of their contracts	___/
4.10.2	Parties usually have previous knowledge regarding the amount of 'additional payments'	___/
4.10.3	If a party pays the required additional payment, the service is usually delivered as agreed.	___/
4.10.4	If a government agent acts against the rules, I can usually go to another official or to his superior to get the correct treatment without recourse to unofficial payments.	___/
4.10.5	Refusing to pay 'additional payments' is costly for business	___/
4.10.6	Providing a paid legal option of expedited processing of transactions removes the incentives for bribery	___/

4.11. Please rate your degree of satisfaction regarding the following factors pertaining to the Yemen Center for Conciliation and Arbitration.

Use the coding system presented in the Show Card #3 here below:

Show Card #3

<i>Very low satisfaction</i>	<i>1</i>
<i>Low satisfaction</i>	<i>2</i>
<i>Average satisfaction</i>	<i>3</i>
<i>High satisfaction</i>	<i>4</i>
<i>Very high satisfaction</i>	<i>5</i>
<i>No Answer or don't know</i>	<i>6</i>

	Factors pertaining to this structure	Code
4.11.1	General Performance	___/
4.11.2	Independence from political interventions	___/
4.11.3	Technical competence	___/
4.11.4	Enforcement authority	___/
4.11.5	Human and financial resources	___/
4.11.6	Coordination with the International Chamber of Commerce	___/
4.11.7	Coordination with regional Arbitration Centers	___/
4.11.8	Coherence between YCCA and Commercial Arbitration Laws	___/
4.11.9	The presence of a list of arbitrators and experts satisfying technical requirements	___/
4.11.10	Speed of procedures	___/



Please use this section to note any comments or suggestions provided by the respondent during the interview. Whenever the comment is in reference to a specific question, please indicate the number of that question.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

مشروع تعزيز القوانين التجارية في دول الشرق الأوسط وشمال إفريقيا

اليمن

المركز العربي لتطوير حكم القانون والنزاهة هو مؤسسة إقليمية عربية غير حكومية لا تتوخى الربح تعمل على تعزيز حكم القانون في المنطقة العربية من خلال إعداد الدراسات والقيام بأبحاث مركزة وبناء القدرات وتطوير المعرفة ودعم مفهوم النزاهة.

يقوم المركز، بدعم من مبادرة الشراكة الشرق أوسطية (MEPI)، بتنفيذ مشروع حول "تعزيز القوانين التجارية في دول الشرق الأوسط وشمال إفريقيا" وذلك بهدف دعم وتشجيع إصلاح القوانين التجارية بما يساهم في تعزيز البيئة القانونية الملائمة للأعمال في أربعة بلدان وهي: لبنان، تونس، اليمن والإمارات العربية المتحدة.

ويتضمن المشروع تنفيذ عدة نشاطات، من بينها إعداد دراسات وطنية حول مواضيع تجارية محددة خاصة بكل بلد من هذه البلدان الأربعة. وقد تم اختيار هذه المواضيع بحسب حاجات وأولويات الإصلاح التي تم تحديدها في مرحلة سابقة من المشروع، وذلك من أجل تحليل الأطر القانونية والتشريعية القائمة وآليات تنفيذها ليصار في النهاية إلى إصدار سلسلة من الاقتراحات التوصيات الإصلاحية.

بغية تأمين صورة شاملة وواضحة عن الحالة القائمة لهذه المواضيع القانونية، يقوم المركز بالتعاون مع مؤسسات متخصصة بتنفيذ استطلاع للرأي يؤدي إلى جمع المعطيات الإحصائية والمعلومات الأولية المتوفرة التي من شأنها المساعدة على تطوير التقارير الوطنية الخاصة بكل بلد حول الموضوع المطروح.

إن تجاوبكم مع استطلاع الرأي هذا يشكل إحدى المصادر الأساسية لإعداد التقرير الوطني، علماً أنّ أي معلومات أو بيانات سوف تستخدم فقط لغاية العمل وأن أية تعليقات أو ملاحظات تتقدمون بها هي سرية للغاية وليست للنشر ولا يمكن الاطلاع عليها من أية جهة كانت.

القسم الأول: معلومات عامة حول الاستثمار - المحقق

- 1-1 رمز البلد: _____ 2-1 رقم الإستثمار التسلسلي: _____
- 3-1 رمز العينة الفرعية: _____
- 4-1 اسم المحقق الميداني: _____ 5-1 رمز المحقق الميداني: _____
- 6-1 تاريخ إجراء المقابلة: _____ 7-1 عدد الزيارات: _____
- 8-1 اسم المشرف الميداني: _____ 9-1 رمز المشرف الميداني: _____
- 10-1 اسم مُدخل البيانات: _____ 11-1 رمز مُدخل البيانات: _____

ملاحظات عامة: (الرجاء الإدلاء بأي تعليقات أو ملاحظات أو معلومات إضافية مفيدة حول المقابلة ومسارها: منذ الاتصال الأول وحتى تنفيذ الاستثمار):

القسم الثاني: معلومات حول المستطلع

- 1-2 اسم الشخص المستطلع: _____
- 2-2 المنصب: _____
- 3-2 الجنس: 1. ذكر 2. أنثى
- 4-2 العنوان: _____
- أ. المدينة: _____ ، ب. الشارع: _____
- ج. رقم الهاتف الثابت: _____ د. رقم الهاتف الخليوي: _____
- ه. عنوان البريد الإلكتروني: _____
- 5-2 العمر :

1	دون 24 سنة	2	25-34 سنة	3	35-44 سنة
4	45-54 سنة	5	55 سنة وما فوق		

6-2 مستوى التحصيل العلمي:

1	دكتوراه (PHD)	2	ماجستير (MS/MA/LLM)	3	إجازة (LLB/BA/BS)
4	غيره				



7-2 الجنسية:

1	يميني	2	غيره، حدد
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8-2 المهنة (الرجاء تفصيل المهنة) :

9-2 سنوات الخبرة في هذا المجال: سنة

10-2 القطاع:

1	القطاع الخاص	2	القطاع العام	3	قطاع مشترك (خاص وعام)
4	قطاعات أخرى (منظمات أو هيئات غير حكومية، ...الخ) حدد،				

11-2 (لا تسأل المستطلع، فقط للترميز الخاص بالإستمارة): مجال عمل المستطلع:

1. قطاع خاص 2. قطاع عام 3. قطاع قانوني (محام، قاضي، استاذ قانون)

12-2 مجال نشاط مؤسستكم (الرجاء تفصيل النشاط) :

القسم الثالث : القوانين التجارية/قطاع الأعمال

1-3 إلى أي مدى تعتبرون أن ثقافة القانون والأنظمة المعممة ومحترمة في بلدكم ؟

1	غير معممة إطلاقاً	2	نادراً ما هي معممة	3	معممة أحياناً
4	معممة إلى حد كبير	5	معممة بشكل كامل	6	لا جواب

2-3 برأيكم ، ما مدى اطلاع الناس في بلدكم على القوانين والأنظمة التجارية المتصلة بالأعمال ؟

1	لا اطلاع إطلاقاً	2	اطلاع قليل	3	إلى حد ما
4	إلى حد كبير	5	اطلاع تام	6	لا جواب

3-3 إلى أي مدى تعتبرون أن القوانين التجارية مشجعة للأعمال في بلدكم؟

1	غير مشجعة إطلاقاً	2	غير مشجعة إلى حد ما	3	حيادية
4	مشجعة إلى حد ما	5	مشجعة جداً	6	لا جواب

4-3 برأيكم، إلى أي مدى تعتبر القوانين التجارية والقوانين المتصلة بالأعمال نافذة ومطبقة؟

1	غير نافذة ومطبقة إطلاقاً	2	نادراً ما هي مطبقة	3	نافذة أحياناً
4	نافذة ومطبقة في كثير من الأحيان	5	مطبقة دائماً	6	لا جواب

5-3 على سلم من 1 الى 5، حيث 1= لا أوافق بتاتا و 5= أوافق تماما، الرجاء تحديد مدى موافقتك أو عدم موافقتك على المقولات التالية:

المقولات	لا أوافق بتاتا	لا أوافق	محايد	أوافق	أوافق تماما	لا جواب
يسهل الحصول على المعلومات المتعلقة بالأنظمة والقوانين التجارية المتصلة بالأعمال	1	2	3	4	5	6
إنّ التفسيرات المتعلقة بالأنظمة التجارية متجانسة وغير ملتبسة	1	2	3	4	5	6
إنّ إصلاح القانون التجاري والقوانين المتصلة بالأعمال يندرج ضمن أولويات الحكومة	1	2	3	4	5	6
نادراً ما يتمّ اللجوء إلى القضاء لحلّ المنازعات التجارية	1	2	3	4	5	6

6-3 على سلم من 1 الى 5، حيث 1= غير مهم اطلاقاً و 5= مهم للغاية، يرجى تحديد درجة أهمية كلّ من العوامل الواردة في الجدول أدناه بالنسبة للنمو الاقتصادي والتنمية. ويرجى تدوين هذه الدرجة لكل عامل من العوامل على حدى قبل الانتقال إلى العامل التالي (أي ملء الجدول بشكل افقي).

العوامل	غير مهم اطلاقاً	قليل الأهمية	متوسط الأهمية	مهم جداً	مهم للغاية	لا جواب/ لا يعلم
1. تعاون السلطات المحلية والسلطة المركزية مع قطاع الأعمال	1	2	3	4	5	6
2. تسهيل إجراءات الترخيص للأعمال	1	2	3	4	5	6
3. شفافية القوانين والأنظمة	1	2	3	4	5	6
4. تطبيق حقوق الملكية والعقود واحترامها	1	2	3	4	5	6
5. الانضمام إلى اتفاقيات تحرير التجارة	1	2	3	4	5	6
6. تدابير وأنظمة المبادلات التجارية الخارجية	1	2	3	4	5	6
7. أنظمة وقوانين العمل المشجعة للأعمال	1	2	3	4	5	6
8. النظم البيئية المشجعة للأعمال	1	2	3	4	5	6
9. مستويات ضريبة الدخل والضرائب على الأرباح	1	2	3	4	5	6
10. بساطة وتناسق الأنظمة الضريبية والرسوم	1	2	3	4	5	6
11. مراقبة وضبط الرشاوى للعاملين في القطاع العام	1	2	3	4	5	6

7-3 على سلم من 1 الى 5، حيث 1= غير راض اطلاقاً و 5= راض تماماً، يرجى تقييم مستوى رضاكم عن كلّ من العوامل الواردة في الجدول أدناه. ويرجى تدوين هذه الدرجة لكل عامل من العوامل على حدى قبل الانتقال إلى العامل التالي (أي ملء الجدول بشكل افقي).

العوامل	غير راض اطلاقاً	راض قليلاً	راض	راض كثيراً	راض تماماً	لا جواب/ لا يعلم
1. تعاون السلطات المحلية والسلطة المركزية مع قطاع الأعمال	1	2	3	4	5	6
2. تسهيل إجراءات الترخيص للأعمال	1	2	3	4	5	6
3. شفافية القوانين والأنظمة	1	2	3	4	5	6
4. تطبيق حقوق الملكية والعقود واحترامها	1	2	3	4	5	6
5. الانضمام إلى اتفاقيات تحرير التجارة	1	2	3	4	5	6
6. تدابير وأنظمة المبادلات التجارية الخارجية	1	2	3	4	5	6
7. أنظمة وقوانين العمل المشجعة للأعمال	1	2	3	4	5	6
8. النظم البيئية المشجعة للأعمال	1	2	3	4	5	6
9. مستويات ضريبة الدخل والضرائب على الأرباح	1	2	3	4	5	6
10. بساطة وتناسق الأنظمة الضريبية والرسوم	1	2	3	4	5	6
11. مراقبة وضبط الرشاوى للعاملين في القطاع العام	1	2	3	4	5	6



القسم الرابع : انفاذ العقود/استرداد الديون التجارية في اليمن

1-4 برأيكم، ما مدى أهمية انفاذ العقود/استرداد الديون الخارجية في حماية الإستثمار والنمو في اليمن؟

1	غير مهم إطلاقاً	2	قليل الأهمية	3	متوسط الأهمية
4	مهم جداً	5	مهم للغاية	6	لا جواب / لا يعلم

2-4 إلى أي مدى تعتبرون أن قانون التحكيم نافذ ومطبق ؟

1	إطلاقاً	2	نادراً	3	أحياناً
4	في أكثر الأحيان	5	دائماً	6	لا جواب / لا يعلم

3-4 انطلاقاً من واقع النظام القضائي في بلدكم، إلى أي مدى يمكنكم الربط بين هذا النظام القضائي والمواصفات المدرجة في الجدول أدناه في ما يتعلق بحل المنازعات وذلك على سلم من 1 إلى 5، حيث 1= إطلاقاً و 5 = دائماً:

المواصفات	إطلاقاً	نادراً	أحياناً	في أكثر الأحيان	دائماً	لا جواب / لا يعلم
1-3-4 العدل والحياد	1	2	3	4	5	6
2-3-4 النزاهة والابتعاد عن الفساد	1	2	3	4	5	6
3-3-4 سرعة إجراءات التقاضي	1	2	3	4	5	6
4-3-4 مستوى نفقات مقبول Affordable	1	2	3	4	5	6
5-3-4 التجانس والثبات consistency/ reliability	1	2	3	4	5	6
6-3-4 القدرة على تنفيذ الأحكام الصادرة	1	2	3	4	5	6

4-4 على سلم من 1 إلى 5، حيث 1= لا أوافق بتاتاً و 5= أوافق تماماً، الرجاء تحديد درجة موافقتكم أو عدم موافقتكم على البيانات المدرجة في الجدول أدناه؟

البيانات	لا أوافق بتاتاً	لا أوافق	لا	محايد	أوافق	أوافق تماماً	لا جواب أو لا يعلم
1-4-4 نادراً ما يتم اللجوء إلى القضاء لتنفيذ العقود	1	2	3	4	5	6	
2-4-4 أنا واثق بأن القضاء قادر على استعادة الديون المستحقة	1	2	3	4	5	6	
3-4-4 التدخلات والواسطات تعيق تنفيذ العقود وتعقد عملية استرداد الديون	1	2	3	4	5	6	

1-5-4 في أي مرتبة تصنفون الإطار القانوني لتنفيذ العقود في اليمن مقارنة بالبلدان العربية المجاورة؟

1	في المراتب الدنيا	2	دون الوسط	3	في الوسط
4	أعلى من الوسط	5	في المراتب العليا	6	لا جواب / لا يعلم

2-5-4 في أي مرتبة تصنفون الإطار القانوني لتنفيذ العقود في اليمن مقارنة بالبلدان الصناعية؟

1	في المراتب الدنيا	2	دون الوسط	3	في الوسط
4	أعلى من الوسط	5	في المراتب العليا	6	لا جواب / لا يعلم

6-4 على سلم من 1 الى 5، حيث 1= غير مهم إطلاقاً و 5= مهم للغاية، يرجى تحديد درجة أهمية العوامل المدرجة في الجدول أدناه للنمو الاقتصادي والتطور في اليمن لجهة حماية الاستثمار. ويرجى تدوين هذا التقييم لكل عامل من العوامل على حدة قبل الانتقال إلى العامل التالي (أي ملء الجدول بشكل أفقي).

العوامل	غير مهم إطلاقاً	قليل الأهمية	متوسط الأهمية	مهم جداً	مهم للغاية	لا جواب / لا يعلم
1. وجود محكمة تجارية مختصة	1	2	3	4	5	6
2. إدارة وحفظ القضايا إلكترونياً (بمساعدة الحاسوب)	1	2	3	4	5	6
3. تخفيض عدد القضايا المؤجلة و/أو مدد التأجيل	1	2	3	4	5	6
4. وضع آليات بديلة لحل المنازعات	1	2	3	4	5	6
5. التدوين الإلكتروني للقضايا ووثائق المحكمة	1	2	3	4	5	6
6. وضع حد أدنى مالي لاستئناف الأحكام الابتدائية	1	2	3	4	5	6
7. اللجوء إلى محكمة التمييز لا يستتبع وقف تنفيذ الحكم الصادر عن محكمة الاستئناف	1	2	3	4	5	6
8. تبسيط القواعد الإجرائية للقضايا غير المعقدة أو ذات القيمة المالية المنخفضة	1	2	3	4	5	6
9. وضع قيود قانونية على انخراط القضاة في الأنشطة التجارية	1	2	3	4	5	6
10. التزام القضاة بالكشف عن الأصول والممتلكات الشخصية أو المصالح والأعمال التجارية	1	2	3	4	5	6

7-4 على سلم من 1 الى 5، حيث 1= غير راض إطلاقاً و 5= راض تماماً، يرجى تقييم درجة رضاكم عن العوامل المدرجة في الجدول أدناه للنمو الاقتصادي والتطور في اليمن لجهة حماية الاستثمار. يرجى تدوين هذا التقييم لكل عامل من العوامل على حدة قبل الانتقال إلى العامل التالي (أي ملء الجدول بشكل أفقي).

العوامل	غير راض إطلاقاً	راض قليلاً	راض	راض كثيراً	راض تماماً	لا جواب / لا يعلم
1. وجود محكمة تجارية مختصة	1	2	3	4	5	6
2. إدارة وحفظ القضايا إلكترونياً (بمساعدة الحاسوب)	1	2	3	4	5	6
3. تخفيض عدد القضايا المؤجلة و/أو مدد التأجيل	1	2	3	4	5	6
4. وضع آليات بديلة لحل المنازعات	1	2	3	4	5	6
5. التدوين الإلكتروني للقضايا ووثائق المحكمة	1	2	3	4	5	6
6. وضع حد أدنى مالي لاستئناف الأحكام الابتدائية	1	2	3	4	5	6
7. اللجوء إلى محكمة التمييز لا يستتبع وقف تنفيذ الحكم الصادر عن محكمة الاستئناف	1	2	3	4	5	6
8. تبسيط القواعد الإجرائية للقضايا غير المعقدة أو ذات القيمة المالية المنخفضة	1	2	3	4	5	6
9. وضع قيود قانونية على انخراط القضاة في الأنشطة التجارية	1	2	3	4	5	6
10. التزام القضاة بالكشف عن الأصول والممتلكات الشخصية أو المصالح والأعمال التجارية	1	2	3	4	5	6

8-4 تتوزع عملية إنفاذ العقود عموماً على ثلاث مراحل، هي كالتالي:

- المرحلة الأولى: إعداد ملف الدعوى والإشعار والتبليغ، بدءاً من إقامة المدعى للدعوى وانتهاءً بتبليغ المدعى عليه
- المرحلة الثانية: المحاكمة وإصدار الحكم، وتمتد من حين يتم تبليغ المدعى عليه بالدعوى، مروراً بإجراءات المحاكمة، وحتى انتهاء مهل الاستئناف.
- المرحلة الثالثة: إنفاذ الحكم، وتمتد من حين صدور الحكم النهائي بعد مرحلة الاستئناف إلى حين تسلم المدعى أمواله.



على سلم من 1 إلى 5، حيث 1= غير راض إطلاقاً و 5= راض تماماً، الرجاء تقييم درجة رضاكم عن كل مرحلة من المراحل المذكورة أعلاه لجهة عدد الإجراءات المطلوبة والمهل المحددة والأكلاف.

مراحل تنفيذ العقود

المرحلة الأولى: إعداد الملف والإشعار والتبليغ		غير راض إطلاقاً	راض قليلاً	راض	راض كثيراً	راض تماماً	لا جواب/ لا يعلم
1-8-4	عدد الإجراءات	1	2	3	4	5	6
2-8-4	المهل المطلوبة	1	2	3	4	5	6
3-8-4	أتعاب المحامي	1	2	3	4	5	6
4-8-4	النفقات العامة المباشرة وغير المباشرة (أتعاب الخبراء، رسوم التسجيل، ...)	1	2	3	4	5	6
المرحلة الثانية: المحاكمة وإصدار الأحكام		غير راض إطلاقاً	راض قليلاً	راض	راض كثيراً	راض تماماً	لا جواب/ لا يعلم
5-8-4	عدد الإجراءات	1	2	3	4	5	6
6-8-4	المهل المطلوبة	1	2	3	4	5	6
7-8-4	أتعاب المحامي	1	2	3	4	5	6
8-8-4	النفقات العامة المباشرة وغير المباشرة (أتعاب الخبراء، ...)	1	2	3	4	5	6
المرحلة الثالثة: إنفاذ الأحكام		غير راض إطلاقاً	راض قليلاً	راض	راض كثيراً	راض تماماً	لا جواب/ لا يعلم
9-8-4	عدد الإجراءات	1	2	3	4	5	6
10-8-4	المهل المطلوبة	1	2	3	4	5	6
11-8-4	أتعاب المحامي	1	2	3	4	5	6
12-8-4	النفقات العامة المباشرة وغير المباشرة (تتظيم مزاد علني، ...)	1	2	3	4	5	6

2. التحكيم

1. القضاء

9-4 أي وسيلة تفضل اللجوء إليها لتنفيذ العقود؟

98. لا جواب/لا يعلم

10-4 نود أن نسألكم عن رأيكم بالنسبة " للنفقات الخارجية الإضافية" التي تدفع بشكل غير رسمي لبعض الموظفين والمسؤولين الرسميين في بلدكم. ونرجو أن تكونوا على يقين :

- أننا مهتمون برأيكم بصفتم الشخصية
- أننا لا نعني بأي حال من الأحوال أن مؤسستكم تقوم بمثل هذه الممارسات
- أننا نقر بأن مؤسستكم وكذلك المؤسسة المولجة بتنفيذ المسح لا توافق أو تتسامح باستخدام وسيلة الدفع هذه غير الرسمية
- أن إجاباتكم سوف يتم تجميعها وعرضها بشكلها الإحصائي البحث (جداول إحصائية مجمعة)، وأن أي ملاحظات تدلون بها تتمتع بالسرية التامة وغير قابلة للنشر ولن تنسب لكم أو لمؤسستكم في أي حال من الأحوال.

على سلم من 1 إلى 5، حيث 1= لا أوافق بتاتاً و 5= أوافق تماماً، الرجاء تحديد درجة موافقتكم أو عدم موافقتكم على البيانات المدرجة في الجدول أدناه على الصفحة التالية؟



المقولات/البيانات	لا أوافق بتاتا	لا أوافق	محايد	أوافق	أوافق تماما	لا جواب أو لا يعلم
10-4-1 من الشائع أن تقوم الأطراف المعنية بدفع "مبالغ إضافية" خلافاً للقواعد من أجل تنفيذ الأحكام	1	2	3	4	5	6
10-4-2 غالباً ما تكون الأطراف المعنية على علم مسبق بقيمة "المبلغ الإضافي"	1	2	3	4	5	6
10-4-3 في حال قام أحد الأطراف بدفع "المبلغ الإضافي" المطلوب فإنه غالباً ما يحصل على الخدمة المتفق عليها	1	2	3	4	5	6
10-4-4 في حال قام أحد موظفي القطاع الرسمي بتصرفات مخالفة للقواعد القانونية، فبالإمكان التوجه نحو موظف آخر أو نحو المسؤول عنه للحصول على المعالجة السليمة والصحيحة دون اللجوء إلى دفع "مبالغ إضافية"	1	2	3	4	5	6
10-4-5 إن رفض دفع "مبالغ إضافية" يرتب كلفة اقتصادية أكبر على المؤسسات والشركات	1	2	3	4	5	6
10-4-6 إن توفير خيار قانوني (مدفوع) لتسريع انجاز المعاملات يزيل حوافز الرشوة	1	2	3	4	5	6

11-4 على سلم من 1 إلى 5، حيث 1= غير راض إطلاقاً و 5= راض تماماً، يرجى تقييم درجة رضاكم عن بعض الجوانب المتعلقة بالمركز اليمني للتوفيق والتحكيم.

بعض الجوانب المتعلقة بالمركز	غير راض إطلاقاً	راض قليلاً	راض	راض كثيراً	راض تماماً	لا جواب/ لا يعلم
1-11-4 الأداء العام	1	2	3	4	5	6
2-11-4 الاستقلال عن التدخلات السياسية	1	2	3	4	5	6
3-11-4 الكفاءة المهنية	1	2	3	4	5	6
4-11-4 سلطة الإنفاذ	1	2	3	4	5	6
5-11-4 الموارد البشرية والمالية	1	2	3	4	5	6
6-11-4 التعاون والتنسيق مع محكمة التجارة الدولية في غرفة التجارة الدولية	1	2	3	4	5	6
7-11-4 التعاون والتنسيق مع مراكز التحكيم الإقليمية	1	2	3	4	5	6
8-11-4 التناسق بين "المركز اليمني للتوفيق والتحكيم" وقوانين التحكيم التجارية اليمنية	1	2	3	4	5	6
9-11-4 وجود لائحة محكمين وخبراء مختصين تلبي الحاجات من الناحية التقنية	1	2	3	4	5	6
10-11-4 سرعة الإجراءات	1	2	3	4	5	6

الرجاء تخصيص هذا القسم لتكوين أية ملاحظات أو تعليقات أو اقتراحات يدلي بها المجيب خلال إجراء المقابلة. وفي حال كانت الملاحظة على علاقة بسؤال محدد، الرجاء الإشارة إلى رقم السؤال.

[illegible]

Section 1: Profile of the Respondents

<i>Q2_3 Gender</i>		
No answer	0	
Male	145	87.90%
Female	20	12.10%
Total answers	165	100.00%

<i>Q2_5 Age of Respondent:</i>		
No answer	0	
less than 24	2	1.20%
[25-34]	85	51.50%
[35-44]	50	30.30%
[45-54]	24	14.50%
55 and above	4	2.40%
Total answers	165	100.00%

<i>Q2_6 Highest educational level achieved</i>		
No answer	0	
Doctoral degree (PhD)	7	4.20%
Post-graduate degree(MA/MS)	24	14.50%
Under-graduate degree (BA/BS)	126	76.40%
Other	8	4.80%
Total answers	165	100.00%

<i>Q2_7 Nationality:</i>		
No answer	0	
Yemenite	161	97.60%
Jordanian	3	1.80%
Syrian	1	0.60%
Total answers	165	100.00%

<i>Q2_9s Years of experience in this field</i>		
No answer	4	
[1-5] years	68	42.20%
[6-10] years	43	26.70%
[11-15] years	22	13.70%
more than 15 years	28	17.40%
Total answers	161	100.00%

<i>Q2_10 Type of economic sector</i>		
No answer	0	
Private sector	106	64.20%
Public sector	53	32.10%
Semi-public	3	1.80%
Other (NGOs, etc.), specify:	3	1.80%
Total answers	165	100.00%

<i>Q2_11 Sector</i>		
No answer	0	
Private Sector	45	27.30%
Public Sector	40	24.20%
Legal Sector	80	48.50%
Total answers	165	100.00%

Section 2: Business and Commercial Laws

<i>Q3_1 To what extent do you consider that laws and regulations are respected by people in your country?</i>		
No answer	5	
Strongly disrespected	13	8.10%
Quite disrespected	44	27.50%
Somewhat respected	58	36.30%
Quite respected	37	23.10%
Strongly respected	8	5.00%
Total answers	160	100.00%

<i>Q3_2 To what extent do you think are people in your country familiar or unfamiliar with Business/Commercial Laws and Regulations?</i>		
No answer	5	
Strongly unfamiliar	15	9.40%
Quite unfamiliar	85	53.10%
Neither	51	31.90%
Quite familiar	8	5.00%
Strongly familiar	1	0.60%
Total answers	160	100.00%

<i>Q3_3 Do you consider your country's Business/Commercial laws to be business-friendly?</i>		
No answer	3	
Very unfriendly	7	4.30%
Somewhat unfriendly	27	16.70%
Neutral	7	4.30%
Somewhat friendly	79	48.80%
Very friendly	42	25.90%
Total answers	162	100.00%

<i>Q3_4 In your opinion, how often are Business/Commercial Laws and Regulations enforced?</i>		
No answer	3	
Never	2	1.20%
Rarely	38	23.50%
Sometimes	47	29.00%
Often	56	34.60%
Always	19	11.70%
Total answers	162	100.00%

<i>Q3_5_1 To what extent do you agree or disagree with the following statements? Access to information related to Business/Commercial laws and regulations is easy</i>		
No answer	7	
Strongly disagree	6	3.80%
Disagree	16	10.10%
Neither agree nor disagree	16	10.10%
Agree	84	53.20%
Strongly agree	36	22.80%
Total answers	158	100.00%

<i>Q3_5_2 To what extent do you agree or disagree with the following statements? Interpretations of Business/Commercial regulations are consistent and predictable</i>		
No answer	18	
Strongly disagree	12	8.20%
Disagree	36	24.50%
Neither agree nor disagree	44	29.90%
Agree	45	30.60%
Strongly agree	10	6.80%
Total answers	147	100.00%

<i>Q3_5_3 To what extent do you agree or disagree with the following statements? Business/Commercial Law reform is a priority for the national government</i>		
No answer	12	
Strongly disagree	10	6.50%
Disagree	35	22.90%
Neither agree nor disagree	29	19.00%
Agree	42	27.50%
Strongly agree	37	24.20%
Total answers	153	100.00%

<i>Q3_5_4 To what extent do you agree or disagree with the following statements? Rarely do people have to resort to courts to resolve business disputes</i>		
No answer	5	
Strongly disagree	27	16.90%
Disagree	57	35.60%
Neither agree nor disagree	22	13.80%
Agree	31	19.40%
Strongly agree	23	14.40%
Total answers	160	100.00%

<i>Q3_6_1 To what extent are these factors important for economic growth and development. Cooperation by central/local government with businesses</i>		
No answer	3	
Very low importance	2	1.20%
Low importance	8	4.90%
Average importance	19	11.70%
High importance	66	40.70%
Very high importance	67	41.40%
Total answers	162	100.00%

<i>Q3_6_2 To what extent are these factors important for economic growth and development. Simplicity of business licensing procedures</i>		
No answer	3	
Very low importance	0	0.00%
Low importance	9	5.60%
Average importance	8	4.90%
High importance	72	44.40%
Very high importance	73	45.10%
Total answers	162	100.00%

<i>Q3_6_3 To what extent are these factors important for economic growth and development. Transparency of laws and regulations</i>		
No answer	3	
Very low importance	2	1.20%
Low importance	2	1.20%
Average importance	9	5.60%
High importance	51	31.50%
Very high importance	98	60.50%
Total answers	162	100.00%

<i>Q3_6_4 To what extent are these factors important for economic growth and development. Enforcement of contractual and property rights</i>		
No answer	7	
Very low importance	2	1.30%
Low importance	3	1.90%
Average importance	10	6.30%
High importance	36	22.80%
Very high importance	107	67.70%
Total answers	158	100.00%

<i>Q3_6_5 To what extent are these factors important for economic growth and development. Joining trade liberalization agreements)</i>		
No answer	21	
Very low importance	8	5.60%
Low importance	18	12.50%
Average importance	44	30.60%
High importance	42	29.20%
Very high importance	32	22.20%
Total answers	144	100.00%

<i>Q3_6_6 To what extent are these factors important for economic growth and development. Foreign trade regulations</i>		
No answer	9	
Very low importance	2	1.30%
Low importance	8	5.10%
Average importance	15	9.60%
High importance	87	55.80%
Very high importance	44	28.20%
Total answers	156	100.00%

<i>Q3_6_7 To what extent are these factors important for economic growth and development. Business friendly labor regulations</i>		
No answer	8	
Very low importance	1	0.60%
Low importance	4	2.50%
Average importance	11	7.00%
High importance	59	37.60%
Very high importance	82	52.20%
Total answers	157	100.00%

<i>Q3_6_8 To what extent are these factors important for economic growth and development. Business friendly environmental regulations</i>		
No answer	13	
Very low importance	1	0.70%
Low importance	5	3.30%
Average importance	21	13.80%
High importance	49	32.20%
Very high importance	76	50.00%
Total answers	152	100.00%

<i>Q3_6_9 To what extent are these factors important for economic growth and development. Level of income and profit tax rates</i>		
No answer	11	
Very low importance	1	0.60%
Low importance	5	3.20%
Average importance	24	15.60%
High importance	73	47.40%
Very high importance	51	33.10%
Total answers	154	100.00%

<i>Q3_6_10 To what extent are these factors important for economic growth and development. Simplicity and coherence of tax regulations</i>		
No answer	18	
Very low importance	2	1.40%
Low importance	3	2.00%
Average importance	14	9.50%
High importance	58	39.50%
Very high importance	70	47.60%
Total answers	147	100.00%

<i>Q3_6_11 To what extent are these factors important for economic growth and development. Controlling unofficial payments to public officials</i>		
No answer	5	
Very low importance	2	1.30%
Low importance	4	2.50%
Average importance	7	4.40%
High importance	17	10.60%
Very high importance	130	81.30%
Total answers	160	100.00%

<i>Q3_7_1 What is your degree of satisfaction of the status of current these factors in your country: Cooperation by central/local government with businesses</i>		
No answer	10	
Very low satisfaction	48	31.00%
Low satisfaction	50	32.30%
Average satisfaction	32	20.60%
High satisfaction	15	9.70%
Very high satisfaction	10	6.50%
Total answers	155	100.00%

<i>Q3_7_2 What is your degree of satisfaction of the status of current these factors in your country: Simplicity of business licensing procedures</i>		
No answer	5	
Very low satisfaction	31	19.40%
Low satisfaction	65	40.60%
Average satisfaction	36	22.50%
High satisfaction	13	8.10%
Very high satisfaction	15	9.40%
Total answers	160	100.00%

<i>Q3_7_3 What is your degree of satisfaction of the status of current these factors in your country: Transparency of laws and regulations</i>		
No answer	11	
Very low satisfaction	29	18.80%
Low satisfaction	44	28.60%
Average satisfaction	46	29.90%
High satisfaction	24	15.60%
Very high satisfaction	11	7.10%
Total answers	154	100.00%

<i>Q3_7_4 What is your degree of satisfaction of the status of current these factors in your country: Enforcement of contractual and property rights</i>		
No answer	7	
Very low satisfaction	36	22.80%
Low satisfaction	52	32.90%
Average satisfaction	41	25.90%
High satisfaction	14	8.90%
Very high satisfaction	15	9.50%
Total answers	158	100.00%

<i>Q3_7_5 What is your degree of satisfaction of the status of current these factors in your country: Joining trade liberalization agreements)</i>		
No answer	27	
Very low satisfaction	20	14.50%
Low satisfaction	43	31.20%
Average satisfaction	42	30.40%
High satisfaction	20	14.50%
Very high satisfaction	13	9.40%
Total answers	138	100.00%

<i>Q3_7_6 What is your degree of satisfaction of the status of current these factors in your country: Foreign trade regulations</i>		
No answer	24	
Very low satisfaction	16	11.30%
Low satisfaction	55	39.00%
Average satisfaction	46	32.60%
High satisfaction	17	12.10%
Very high satisfaction	7	5.00%
Total answers	141	100.00%

<i>Q3_7_7 What is your degree of satisfaction of the status of current these factors in your country: Business friendly labor regulations</i>		
No answer	10	
Very low satisfaction	31	20.00%
Low satisfaction	47	30.30%
Average satisfaction	41	26.50%
High satisfaction	21	13.50%
Very high satisfaction	15	9.70%
Total answers	155	100.00%

<i>Q3_7_8 What is your degree of satisfaction of the status of current these factors in your country: Business friendly environmental regulations</i>		
No answer	15	
Very low satisfaction	44	29.30%
Low satisfaction	50	33.30%
Average satisfaction	31	20.70%
High satisfaction	12	8.00%
Very high satisfaction	13	8.70%
Total answers	150	100.00%

<i>Q3_7_9 What is your degree of satisfaction of the status of current these factors in your country: Level of income and profit tax rates</i>		
No answer	13	
Very low satisfaction	58	38.20%
Low satisfaction	55	36.20%
Average satisfaction	23	15.10%
High satisfaction	10	6.60%
Very high satisfaction	6	3.90%
Total answers	152	100.00%

<i>Q3_7_10 What is your degree of satisfaction of the status of current these factors in your country: Simplicity and coherence of tax regulations</i>		
No answer	14	
Very low satisfaction	62	41.10%
Low satisfaction	46	30.50%
Average satisfaction	23	15.20%
High satisfaction	11	7.30%
Very high satisfaction	9	6.00%
Total answers	151	100.00%

<i>Q3_7_11 What is your degree of satisfaction of the status of current these factors in your country: Controlling unofficial payments to public officials</i>		
No answer	9	
Very low satisfaction	106	67.90%
Low satisfaction	24	15.40%
Average satisfaction	6	3.80%
High satisfaction	7	4.50%
Very high satisfaction	13	8.30%
Total answers	156	100.00%

Section 3: Thematic Section

<i>Q4_1 In your opinion, how important is Contract Enforcement/Debt Recovery for protecting investment and growth in Yemen?</i>		
No answer	13	
Very low importance	1	0.70%
Low importance	6	3.90%
Average importance	9	5.90%
High importance	65	42.80%
Very high importance	71	46.70%
Total answers	152	100.00%

<i>Q4_2 In your opinions, how often are arbitration laws enforced.</i>		
No answer	9	
Never	2	1.30%
Rarely	41	26.30%
Sometimes	60	38.50%
Often	44	28.20%
Always	9	5.80%
Total answers	156	100.00%

<i>Q4_3_1 Thinking about your country's legal system, how often do you associate the following descriptions with the court system in resolving business disputes? Fair and impartial</i>		
No answer	3	
Never	11	6.80%
Rarely	32	19.80%
Sometimes	68	42.00%
Often	42	25.90%
Always	9	5.60%
Total answers	162	100.00%

<i>Q4_3_2 Thinking about your country's legal system, how often do you associate the following descriptions with the court system in resolving business disputes? Honest/Uncorrupt</i>		
No answer	4	
Never	16	9.90%
Rarely	47	29.20%
Sometimes	52	32.30%
Often	38	23.60%
Always	8	5.00%
Total answers	161	100.00%

Q4_3_3 Thinking about your country's legal system, how often do you associate the following descriptions with the court system in resolving business disputes? Quick

No answer	6	
Never	35	22.00%
Rarely	56	35.20%
Sometimes	54	34.00%
Often	10	6.30%
Always	4	2.50%
Total answers	159	100.00%

Q4_3_4 Thinking about your country's legal system, how often do you associate the following descriptions with the court system in resolving business disputes? Affordable

No answer	30	
Never	23	17.00%
Rarely	37	27.40%
Sometimes	44	32.60%
Often	21	15.60%
Always	10	7.40%
Total answers	135	100.00%

Q4_3_5 Thinking about your country's legal system, how often do you associate the following descriptions with the court system in resolving business disputes? Consistent/Reliable

No answer	36	
Never	15	11.60%
Rarely	47	36.40%
Sometimes	39	30.20%
Often	24	18.60%
Always	4	3.10%
Total answers	129	100.00%

Q4_3_6 Thinking about your country's legal system, how often do you associate the following descriptions with the court system in resolving business disputes? Able to enforce its decisions

No answer	10	
Never	15	9.70%
Rarely	51	32.90%
Sometimes	41	26.50%
Often	40	25.80%
Always	8	5.20%
Total answers	155	100.00%

Q4_4_1 To what extent do you agree or disagree with the following statements? Rarely do people have to resort to courts to enforce a contract

No answer	7	
Strongly disagree	15	9.50%
Disagree	48	30.40%
Neither agree nor disagree	34	21.50%
Agree	52	32.90%
Strongly agree	9	5.70%
Total answers	158	100.00%

Q4_4_2 To what extent do you agree or disagree with the following statements? I am confident that the legal system can redeem outstanding debt

No answer	2	
Strongly disagree	19	11.70%
Disagree	31	19.00%
Neither agree nor disagree	31	19.00%
Agree	56	34.40%
Strongly agree	26	16.00%
Total answers	163	100.00%

Q4_4_3 To what extent do you agree or disagree with the following statements? Interference impedes contract enforcement and complicates the debt recovery process

No answer	7	
Strongly disagree	7	4.40%
Disagree	9	5.70%
Neither agree nor disagree	14	8.90%
Agree	73	46.20%
Strongly agree	55	34.80%
Total answers	158	100.00%

Q4_5_1 In your opinion, where do you classify the contract enforcement legal framework in Yemen in comparison to Arab/neighboring countries? contract enforcement legal framework in Yemen in comparison to Arab/neighboring countries

No answer	24	
Near the bottom	25	17.70%
Below average	40	28.40%
Average	41	29.10%
Above average	30	21.30%
Near the top	5	3.50%
Total answers	141	100.00%

<i>Q4_5_2 In your opinion, where do you classify the contract enforcement legal framework in Yemen in comparison to industrialized countries? contract enforcement legal framework in Yemen in comparison to industrialized countries</i>		
No answer	30	
Near the bottom	60	44.40%
Below average	40	29.60%
Average	18	13.30%
Above average	15	11.10%
Near the top	2	1.50%
Total answers	135	100.00%

<i>Q4_6_1 To what extent are these factors important for economic growth and development in Yemen, in terms of protecting investment? A specialized commercial court (division)</i>		
No answer	3	
Very low importance	1	0.60%
Low importance	0	0.00%
Average importance	1	0.60%
High importance	40	24.70%
Very high importance	120	74.10%
Total answers	162	100.00%

<i>Q4_6_2 To what extent are these factors important for economic growth and development in Yemen, in terms of protecting investment? Computer-aided case management</i>		
No answer	2	
Very low importance	1	0.60%
Low importance	1	0.60%
Average importance	8	4.90%
High importance	70	42.90%
Very high importance	83	50.90%
Total answers	163	100.00%

<i>Q4_6_3 To what extent are these factors important for economic growth and development in Yemen, in terms of protecting investment? Judges limiting the number or length of adjournments</i>		
No answer	9	
Very low importance	1	0.60%
Low importance	0	0.00%
Average importance	12	7.70%
High importance	74	47.40%
Very high importance	69	44.20%
Total answers	156	100.00%

<i>Q4_6_4 To what extent are these factors important for economic growth and development in Yemen, in terms of protecting investment? Alternative Dispute Resolution mechanisms</i>		
No answer	11	
Very low importance	5	3.20%
Low importance	7	4.50%
Average importance	34	22.10%
High importance	55	35.70%
Very high importance	53	34.40%
Total answers	154	100.00%

<i>Q4_6_5 To what extent are these factors important for economic growth and development in Yemen, in terms of protecting investment? Electronic filing of cases and trial documents</i>		
No answer	6	
Very low importance	1	0.60%
Low importance	1	0.60%
Average importance	19	11.90%
High importance	62	39.00%
Very high importance	76	47.80%
Total answers	159	100.00%

<i>Q4_6_6 To what extent are these factors important for economic growth and development in Yemen, in terms of protecting investment? Minimum threshold to appeal first instance judgments</i>		
No answer	8	
Very low importance	2	1.30%
Low importance	10	6.40%
Average importance	31	19.70%
High importance	62	39.50%
Very high importance	52	33.10%
Total answers	157	100.00%

Q4_6_7 To what extent are these factors important for economic growth and development in Yemen, in terms of protecting investment? Resorting to the cassation court does not suspend the execution of a verdict issued by the appeals court

No answer	47	
Very low importance	2	1.70%
Low importance	8	6.80%
Average importance	33	28.00%
High importance	46	39.00%
Very high importance	29	24.60%
Total answers	118	100.00%

Q4_6_8 To what extent are these factors important for economic growth and development in Yemen, in terms of protecting investment? Simplified procedural rules for uncontested cases or for cases with low financial value

No answer	7	
Very low importance	2	1.30%
Low importance	4	2.50%
Average importance	15	9.50%
High importance	77	48.70%
Very high importance	60	38.00%
Total answers	158	100.00%

Q4_6_9 To what extent are these factors important for economic growth and development in Yemen, in terms of protecting investment? Legal restriction on a judge's ability to engage in commercial activities

No answer	9	
Very low importance	2	1.30%
Low importance	5	3.20%
Average importance	6	3.80%
High importance	42	26.90%
Very high importance	101	64.70%
Total answers	156	100.00%

<i>Q4_6_10 To what extent are these factors important for economic growth and development in Yemen, in terms of protecting investment? Legal obligation for judges to disclose their personal assets or business interests</i>		
No answer	14	
Very low importance	2	1.30%
Low importance	6	4.00%
Average importance	12	7.90%
High importance	35	23.20%
Very high importance	96	63.60%
Total answers	151	100.00%

<i>Q4_7_1 What is your current degree of satisfaction with each of these factors? A specialized commercial court (division)</i>		
No answer	4	
Very low satisfaction	10	6.20%
Low satisfaction	27	16.80%
Average satisfaction	40	24.80%
High satisfaction	36	22.40%
Very high satisfaction	48	29.80%
Total answers	161	100.00%

<i>Q4_7_2 What is your current degree of satisfaction with each of these factors? Computer-aided case management</i>		
No answer	10	
Very low satisfaction	42	27.10%
Low satisfaction	34	21.90%
Average satisfaction	30	19.40%
High satisfaction	25	16.10%
Very high satisfaction	24	15.50%
Total answers	155	100.00%

<i>Q4_7_3 What is your current degree of satisfaction with each of these factors? Judges limiting the number or length of adjournments</i>		
No answer	13	
Very low satisfaction	39	25.70%
Low satisfaction	49	32.20%
Average satisfaction	22	14.50%
High satisfaction	24	15.80%
Very high satisfaction	18	11.80%
Total answers	152	100.00%

<i>Q4_7_4 What is your current degree of satisfaction with each of these factors? Alternative Dispute Resolution mechanisms</i>		
No answer	18	
Very low satisfaction	39	26.50%
Low satisfaction	51	34.70%
Average satisfaction	22	15.00%
High satisfaction	17	11.60%
Very high satisfaction	18	12.20%
Total answers	147	100.00%

<i>Q4_7_5 What is your current degree of satisfaction with each of these factors? Electronic filing of cases and trial documents</i>		
No answer	17	
Very low satisfaction	47	31.80%
Low satisfaction	38	25.70%
Average satisfaction	21	14.20%
High satisfaction	20	13.50%
Very high satisfaction	22	14.90%
Total answers	148	100.00%

<i>Q4_7_6 What is your current degree of satisfaction with each of these factors? Minimum threshold to appeal first instance judgments</i>		
No answer	18	
Very low satisfaction	29	19.70%
Low satisfaction	43	29.30%
Average satisfaction	34	23.10%
High satisfaction	23	15.60%
Very high satisfaction	18	12.20%
Total answers	147	100.00%

<i>Q4_7_7 What is your current degree of satisfaction with each of these factors? Resorting to the cassation court does not suspend the execution of a verdict issued by the appeals court</i>		
No answer	43	
Very low satisfaction	22	18.00%
Low satisfaction	26	21.30%
Average satisfaction	36	29.50%
High satisfaction	24	19.70%
Very high satisfaction	14	11.50%
Total answers	122	100.00%

<i>Q4_7_8 What is your current degree of satisfaction with each of these factors? Simplified procedural rules for uncontested cases or for cases with low financial value</i>		
No answer	14	
Very low satisfaction	46	30.50%
Low satisfaction	36	23.80%
Average satisfaction	28	18.50%
High satisfaction	21	13.90%
Very high satisfaction	20	13.20%
Total answers	151	100.00%

<i>Q4_7_9 What is your current degree of satisfaction with each of these factors? Legal restriction on a judge's ability to engage in commercial activities</i>		
No answer	16	
Very low satisfaction	57	38.30%
Low satisfaction	22	14.80%
Average satisfaction	23	15.40%
High satisfaction	11	7.40%
Very high satisfaction	36	24.20%
Total answers	149	100.00%

<i>Q4_7_10 What is your current degree of satisfaction with each of these factors? Legal obligation for judges to disclose their personal assets or business interests</i>		
No answer	22	
Very low satisfaction	68	47.60%
Low satisfaction	23	16.10%
Average satisfaction	10	7.00%
High satisfaction	10	7.00%
Very high satisfaction	32	22.40%
Total answers	143	100.00%

<i>Q4_8_1 Phase 1: Filing and Service: please rate your degree of satisfaction with the number of procedures required, the length of time required, and the costs involved: Number of procedures</i>		
No answer	16	
Very low satisfaction	28	18.80%
Low satisfaction	49	32.90%
Average satisfaction	51	34.20%
High satisfaction	14	9.40%
Very high satisfaction	7	4.70%
Total answers	149	100.00%

<i>Q4_8_2 Phase 1: Filing and Service: please rate your degree of satisfaction with the number of procedures required, the length of time required, and the costs involved: Time required</i>		
No answer	14	
Very low satisfaction	37	24.50%
Low satisfaction	50	33.10%
Average satisfaction	44	29.10%
High satisfaction	14	9.30%
Very high satisfaction	6	4.00%
Total answers	151	100.00%

<i>Q4_8_3 Phase 1: Filing and Service: please rate your degree of satisfaction with the number of procedures required, the length of time required, and the costs involved: Attorney's fees</i>		
No answer	30	
Very low satisfaction	33	24.40%
Low satisfaction	48	35.60%
Average satisfaction	41	30.40%
High satisfaction	8	5.90%
Very high satisfaction	5	3.70%
Total answers	135	100.00%

<i>Q4_8_4 Phase 1: Filing and Service: please rate your degree of satisfaction with the number of procedures required, the length of time required, and the costs involved: Direct and indirect general expenses (registration, ...)</i>		
No answer	20	
Very low satisfaction	42	29.00%
Low satisfaction	47	32.40%
Average satisfaction	38	26.20%
High satisfaction	14	9.70%
Very high satisfaction	4	2.80%
Total answers	145	100.00%

<i>Q4_8_5 Phase 2: Trial and Judgment: please rate your degree of satisfaction with the number of procedures required, the length of time required, and the costs involved. Number of procedures</i>		
No answer	16	
Very low satisfaction	54	36.20%
Low satisfaction	55	36.90%
Average satisfaction	34	22.80%
High satisfaction	2	1.30%
Very high satisfaction	4	2.70%
Total answers	149	100.00%

Q4_8_6 Phase 2: Trial and Judgment: please rate your degree of satisfaction with the number of procedures required, the length of time required, and the costs involved. Time required

No answer	16	
Very low satisfaction	50	33.60%
Low satisfaction	54	36.20%
Average satisfaction	36	24.20%
High satisfaction	6	4.00%
Very high satisfaction	3	2.00%
Total answers	149	100.00%

Q4_8_7 Phase 2: Trial and Judgment: please rate your degree of satisfaction with the number of procedures required, the length of time required, and the costs involved. Attorney's fees

No answer	30	
Very low satisfaction	33	24.40%
Low satisfaction	50	37.00%
Average satisfaction	44	32.60%
High satisfaction	6	4.40%
Very high satisfaction	2	1.50%
Total answers	135	100.00%

Q4_8_8 Phase 2: Trial and Judgment: please rate your degree of satisfaction with the number of procedures required, the length of time required, and the costs involved. Direct and indirect general expenses (expert fees, ...)

No answer	31	
Very low satisfaction	39	29.10%
Low satisfaction	46	34.30%
Average satisfaction	39	29.10%
High satisfaction	10	7.50%
Very high satisfaction	0	0.00%
Total answers	134	100.00%

Q4_8_9 Phase 3: Enforcement of judgment: please rate your degree of satisfaction with the number of procedures required, the length of time required, and the costs involved. Number of procedures

No answer	17	
Very low satisfaction	64	43.20%
Low satisfaction	51	34.50%
Average satisfaction	27	18.20%
High satisfaction	2	1.40%
Very high satisfaction	4	2.70%
Total answers	148	100.00%

<i>Q4_8_10 Phase 3: Enforcement of judgment: please rate your degree of satisfaction with the number of procedures required, the length of time required, and the costs involved. Time required</i>		
No answer	14	
Very low satisfaction	64	42.40%
Low satisfaction	45	29.80%
Average satisfaction	35	23.20%
High satisfaction	4	2.60%
Very high satisfaction	3	2.00%
Total answers	151	100.00%

<i>Q4_8_11 Phase 3: Enforcement of judgment: Attorney's fees please rate your degree of satisfaction with the number of procedures required, the length of time required, and the costs involved.</i>		
No answer	27	
Very low satisfaction	44	31.90%
Low satisfaction	41	29.70%
Average satisfaction	45	32.60%
High satisfaction	6	4.30%
Very high satisfaction	2	1.40%
Total answers	138	100.00%

<i>Q4_8_12 Phase 3: Enforcement of judgment: please rate your degree of satisfaction with the number of procedures required, the length of time required, and the costs involved. Direct and indirect general expenses (registering judgment, organizing public sale, ...)</i>		
No answer	24	
Very low satisfaction	48	34.00%
Low satisfaction	50	35.50%
Average satisfaction	35	24.80%
High satisfaction	7	5.00%
Very high satisfaction	1	0.70%
Total answers	141	100.00%

<i>Q4_9 Which instances do you prefer resorting to for contract enforcement.</i>		
No answer	26	
courts	66	47.50%
arbitration	73	52.50%
Total answers	139	100.00%

Q4_10_1 To what extent do you agree or disagree with the following statements? It is common for parties to have to pay some irregular 'additional payments' to obtain the enforcement of their contracts

No answer	15	
Strongly disagree	29	19.30%
Disagree	16	10.70%
Neither agree nor disagree	19	12.70%
Agree	54	36.00%
Strongly agree	32	21.30%
Total answers	150	100.00%

Q4_10_2 To what extent do you agree or disagree with the following statements? Parties usually have previous knowledge regarding the amount of 'additional payments'

No answer	30	
Strongly disagree	23	17.00%
Disagree	45	33.30%
Neither agree nor disagree	34	25.20%
Agree	23	17.00%
Strongly agree	10	7.40%
Total answers	135	100.00%

Q4_10_3 To what extent do you agree or disagree with the following statements? If a party pays the required additional payment, the service is usually delivered as agreed.

No answer	25	
Strongly disagree	16	11.40%
Disagree	18	12.90%
Neither agree nor disagree	33	23.60%
Agree	58	41.40%
Strongly agree	15	10.70%
Total answers	140	100.00%

Q4_10_4 To what extent do you agree or disagree with the following statements? If a government agent acts against the rules, I can usually go to another official or to his superior to get the correct treatment without recourse to unofficial payments.

No answer	16	
Strongly disagree	28	18.80%
Disagree	45	30.20%
Neither agree nor disagree	28	18.80%
Agree	30	20.10%
Strongly agree	18	12.10%
Total answers	149	100.00%

<i>Q4_10_5 To what extent do you agree or disagree with the following statements? Refusing to pay 'additional payments' is costly for business</i>		
No answer	27	
Strongly disagree	20	14.50%
Disagree	23	16.70%
Neither agree nor disagree	23	16.70%
Agree	43	31.20%
Strongly agree	29	21.00%
Total answers	138	100.00%

<i>Q4_10_6 To what extent do you agree or disagree with the following statements? Providing a paid legal option of expedited processing of transactions removes the incentives for bribery</i>		
No answer	22	
Strongly disagree	14	9.80%
Disagree	13	9.10%
Neither agree nor disagree	19	13.30%
Agree	46	32.20%
Strongly agree	51	35.70%
Total answers	143	100.00%

<i>Q4_11_1 Please rate your degree of satisfaction regarding the following factors pertaining to the Yemen Center for Conciliation and Arbitration: General Performance</i>		
No answer	58	
Very low satisfaction	23	21.50%
Low satisfaction	43	40.20%
Average satisfaction	31	29.00%
High satisfaction	6	5.60%
Very high satisfaction	4	3.70%
Total answers	107	100.00%

<i>Q4_11_2 Please rate your degree of satisfaction regarding the following factors pertaining to the Yemen Center for Conciliation and Arbitration: Independence from political interventions</i>		
No answer	65	
Very low satisfaction	32	32.00%
Low satisfaction	31	31.00%
Average satisfaction	23	23.00%
High satisfaction	8	8.00%
Very high satisfaction	6	6.00%
Total answers	100	100.00%

<i>Q4_11_3 Please rate your degree of satisfaction regarding the following factors pertaining to the Yemen Center for Conciliation and Arbitration: Technical competence</i>		
No answer	48	
Very low satisfaction	12	10.30%
Low satisfaction	41	35.00%
Average satisfaction	41	35.00%
High satisfaction	17	14.50%
Very high satisfaction	6	5.10%
Total answers	117	100.00%

<i>Q4_11_4 Please rate your degree of satisfaction regarding the following factors pertaining to the Yemen Center for Conciliation and Arbitration: Enforcement authority</i>		
No answer	64	
Very low satisfaction	30	29.70%
Low satisfaction	42	41.60%
Average satisfaction	17	16.80%
High satisfaction	9	8.90%
Very high satisfaction	3	3.00%
Total answers	101	100.00%

<i>Q4_11_5 Please rate your degree of satisfaction regarding the following factors pertaining to the Yemen Center for Conciliation and Arbitration: Human and financial resources</i>		
No answer	66	
Very low satisfaction	14	14.10%
Low satisfaction	55	55.60%
Average satisfaction	19	19.20%
High satisfaction	10	10.10%
Very high satisfaction	1	1.00%
Total answers	99	100.00%

<i>Q4_11_6 Please rate your degree of satisfaction regarding the following factors pertaining to the Yemen Center for Conciliation and Arbitration: Coordination with the International Chamber of Commerce</i>		
No answer	96	
Very low satisfaction	20	29.00%
Low satisfaction	25	36.20%
Average satisfaction	15	21.70%
High satisfaction	5	7.20%
Very high satisfaction	4	5.80%
Total answers	69	100.00%

<i>Q4_11_7 Please rate your degree of satisfaction regarding the following factors pertaining to the Yemen Center for Conciliation and Arbitration: Coordination with regional Arbitration Centers</i>		
No answer	84	
Very low satisfaction	21	25.90%
Low satisfaction	32	39.50%
Average satisfaction	18	22.20%
High satisfaction	6	7.40%
Very high satisfaction	4	4.90%
Total answers	81	100.00%

<i>Q4_11_8 Please rate your degree of satisfaction regarding the following factors pertaining to the Yemen Center for Conciliation and Arbitration: Coherence between YCCA and Commercial Arbitration Laws</i>		
No answer	65	
Very low satisfaction	15	15.00%
Low satisfaction	30	30.00%
Average satisfaction	35	35.00%
High satisfaction	13	13.00%
Very high satisfaction	7	7.00%
Total answers	100	100.00%

<i>Q4_11_9 Please rate your degree of satisfaction regarding the following factors pertaining to the Yemen Center for Conciliation and Arbitration: The presence of a list of arbitrators and experts satisfying technical requirements</i>		
No answer	72	
Very low satisfaction	22	23.70%
Low satisfaction	31	33.30%
Average satisfaction	21	22.60%
High satisfaction	9	9.70%
Very high satisfaction	10	10.80%
Total answers	93	100.00%

<i>Q4_11_10 Please rate your degree of satisfaction regarding the following factors pertaining to the Yemen Center for Conciliation and Arbitration: Speed of procedures</i>		
No answer	62	
Very low satisfaction	27	26.20%
Low satisfaction	38	36.90%
Average satisfaction	21	20.40%
High satisfaction	11	10.70%
Very high satisfaction	6	5.80%
Total answers	103	100.00%