



دار المعارف

للبحوث والإحصاء

Dar Al-Maaref  
for Research & Statistics

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## Social Satisfaction of the Security and Services Status in the City of Mukalla

*During the Period from 24 April 2016 to 24 April 2017 - A Survey Study*



Dar Al-Maaref for Research & Statistics

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## Acknowledgements

The public opinion poll is considered a social innovation that cannot be separated from the institutional fabric in which it operates. It is a means of ascertaining the habits, priorities and tendencies of individuals and social groups. This innovation occupies an important position in industrialized and developed countries. Dar Al-Maaref for Research and Statistics in Hadramout has taken the responsibility to carry out a survey on the opinion of the public in the level of community satisfaction of security conditions and public services delivered in the city of Mukalla after one year of defeating Al-Qaeda and empowering the Hadhramout Elite to regain normal civilian life.

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And Allah grants success.

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## A Summary

### Introduction

Al-Qaeda was able to control joints of civilian life and security in the city of Mukalla and its twelve directorates on the coast of Hadhramout on 2/4/2016, only a week after the start of the 'Decisive Storm' Coalition lead by Saudi Arabia. The people anticipated that this situation would not continue since this armed militia was unaccepted internationally and sought to be an extremist group. However, the public was unable to eliminate this group whom penetrated into governmental departments and established unofficial judicial courts and carried out executions in public squares which spread fear between the people. This situation lasted for over a year until 24 April 2016 when the Arab Coalition was able to liberate the city after a period of preparation and training of forces from local Hadhramout residents called the Hadhramout Elite forces which received military training and was able within days to liberate the city of Mukalla and the rest of the provinces of the coast of Hadramout. The liberating forces gave priority to security aspects while not neglecting the services affected by the circumstances of the war. This study is considered the first to employ a scientific method to detect security and services conditions in the city of Mukalla from the perspective of citizens living in the city.

### Objectives of the Study

1. To determine the level of social satisfaction on the security and safety measures implemented after one year of defeating Al-Qaeda and the take-over of the Hadhramout Elite in the city of Mukalla on the coast of Hadhramout.
2. To assess the level of service delivery from the viewpoint of citizens after one year of defeating Al-Qaeda and empowering the Hadhramout Elite in the city of Mukalla on the coast of Hadhramout.

### Methodology of the Study

This study was based on the quantitative survey methodology as a way to identify perspectives of local residents of Mukalla on the conditions related to security and services. A random sample of 232 respondents was taken from various neighbourhoods of the city of Mukalla (capital of Hadhramout governorate), and 12 university graduates were trained on data collection using a structured questionnaire which included closed questions on demographic variables of the aimed sample, in addition to sections related to community satisfaction with the security and services conditions. A 5-point Likert scale was used to record opinions of respondents. Data was processed using the Statistical Package for Social Sciences (SPSS) version 23, then analyzed and presented in repetitive tables with the percentages and averages calculated and results presented in graphical charts processed using MS Excel. For analysis purposes, percentages of approvers' satisfaction were calculated by combing both the percentage of the strong approvers and the approvers. The differences in the rate of satisfaction attributed to sex and age variables were analysed using the Chi-squared test and the t-test, while the analysis of variance by statistical significance is at 0.05.

## **Results**

The total number of respondents was 232 respondents of whom 120 were male 51.8%, and 112 female 48.2%. The youth of the age group 18-30 years constituted the majority of the sample (166/232) 71.5%, followed by the 31-45 age group 19.4%, followed by the 46-60 years group 6.9%, while the elderly population over 60 years of age were accounted for only 2.2% of the study sample.

In general, the majority of respondents (85.7%) expressed their satisfaction on security measures carried out by the local authorities and the Hadhramout Elite in the city of Mukalla and its suburb, while only half of the sample (53.7%) expressed their satisfaction on the level of services delivered.

With regards to security measures, the study was limited to four results. The satisfaction on the decline of assassinations and shooting cases received the highest percentage (85.7%), followed by the decrease in abduction cases of individuals (78%), while the least satisfaction rate was expressed towards effective procedures to combat drug dealers (45.2%).

As for assessing the level of local services delivered, the study was limited to eight basic services whereby the continuance of schools received the highest satisfaction rate (77.5%). This was followed by contentment on electricity services (66.8%), then telephone landline services provided (66.2%), as well as water availability (55%), while the percentage for the accessibility of basic health services was 42.2% and mobile services 40.2%. The least satisfaction was expressed for providence of internet services (32.1%), in addition to the maintenance of roads (19.7%)

## **Conclusions and Recommendations**

The results of this study summarize the perspectives of the study sample on the security situation in general, and more specifically their satisfaction with the results of the security measures carried out by the local authority and the Hadhramout Elite. This satisfaction was expressed by the respondents in the evident decrease of the number of shooting and abduction cases, however anti-drug measures are still a major concern. As for assessing the level of local services delivered, satisfaction rates were lower than that of security aspects. Such results remain acceptable to a certain degree considering the exceptional circumstances of the country as respondents expressed clearly their satisfaction of the regularity of school admission, while results on internet services and road conditions were not satisfactory.

The study recommends preserving and reinforcing security measures, while creating effective anti-drug defence procedures. In the field of service delivery, the study recommends supporting and strengthening the educational structure, in addition to local services infrastructure (electricity, water and internet sector). Furthermore, special attention should be given to improve health services and road and transportation networks.



## Section I: The Significance and Objectives of the Study

### Introduction

The fall of the Yemeni capital in the hands of the Houthi group, also known as “Ansar Allah”, was a critical turning point in the conflict in Yemen. The scene was further complicated when the Houthi militia forces who were backed by the former President Saleh’s forces tried to overthrow the transitional President of Yemen Abdu-Rabbu Mansur Hadi. The conflict was intensified when the Houthi militia along with their regional ally Iran attempted to take over Yemen and turn it into another station to threaten the security and stability of neighbouring Arab Gulf States. These developments led to crucial and significant regional reactions in the form of military intervention and coalition operations of ten Arab countries led by Saudi Arabia. This manoeuvre is seen as an unusual involvement of regional powers to prevent the expansion of Iran which has become a deliberate threat to the Arab presence.



Al-Qaeda was able to impose its control over basic civilian and security life in the city of Mukalla and the 12 directorates of the coast of Hadhramout since 2/4/2015, only one week after the ‘Decisive Storm’ Arab Coalition led by Saudi Arabia. The Arab coalition aimed to restore rule to the legitimate government and end the coup of the Houthi militia group who took control of the Yemeni capital Sanaa and expanded to neighbouring provinces and afterwards attacked the city of Aden, capital of the South. In the midst of these events, Al-Qaeda headed to the southern regions and seized the city of Mukalla. The instant collapse of the official military forces and security services and lack of confrontation encouraged them to spread in the province, and in the process they released convicted prisoners from local prisons. A few days later, they managed with only a few soldiers to tighten control of the coast of Hadramout and found themselves in command to rule and secure the city.

During the rule of al-Qaeda in the city of Mukalla, all civil and military institutions were paralyzed. The central bank of the Mukalla branch was robbed and shut down along with several other branches of commercial banks. The military camps that surround the city were handed over to Al-Qaeda without confrontation or even a shot. A number of Al-Qaeda leaders whom were imprisoned in the central prison of Mukalla were released and managed to take control of the presidential palace, in addition to the house of the governor who miraculously managed to flee from Hadramout. In the first weeks, the local public was terrified and streets were empty while shops, schools and universities were shut down. In addition to the previous, Al Rayyan Airport which is the main airport in Mukalla was seized and closed. However, the militant group ordered the operation and function of the sea port of Mukalla which overlooks the Arabian Sea. Through such exploitation of the seaport, they gained large income especially from importing and selling oil which enabled them to operate some service facilities such as electricity and schooling services, in addition to paving several roads. The local residents of Mukalla anticipated this situation will not continue as this group originated from an extremist

background which is internationally unaccepted. This reflects the failure of such political religious groups to respond to the requirements of modern-day society, and in the forefront of this is its rejection to scientific progress as they suffer from intellectual isolation. However, the public was unable to get rid of this group whom penetrated governmental departments and established unofficial judicial courts and carried out executions in public squares which intimidated and spread fear between the people. This situation lasted for over a year until 24 April 2016 when the Arab Coalition was able to liberate the city after a period of preparation and training of local recruits called the Hadhramout Elite forces whom received military training and was able within days to liberate the city of Mukalla and the rest of the provinces of the coast of Hadramout from the rule of Al-Qaeda and regain normal life. The liberating forces gave priority to security aspects while not neglecting the services affected by the circumstances of the war. During the rule of Al-Qaeda, the legitimate government was unable to implement any developmental programs or pay the salaries of civilians or military retirees. Furthermore, the cessation of domestic and foreign investments and the suspension of any new jobs was prevalent.

The war is still ongoing and many provinces have been affected by this conflict. Furthermore, the humanitarian situation was complicated with the spread of epidemics such as cholera which has spread for the second time since 27 April 2107 in Sana'a and Al-Hudaidah (northern Yemen), in addition to Aden and Abyan (southern Yemen). It was reported that 70,000 cases of cholera were reported in a single month and approximately 600 people died. Fortunately, Hadramout remained unaffected from such disasters, although it was relatively affected by the immigration of displaced persons from other provinces in the year 2016. Such circumstances and concerns for the future of Hadramout require the study of the local security and safety situation, in addition to assessing the level of services delivered from the viewpoint of citizens who benefit from the stability of the region.

### **Significance of the Study**

The significance of the study comes from the fact that it is the first study applying a scientific method to detect security and service conditions from the perspective of citizens after the defeat of Al-Qaeda and the liberation of the city by the Elite forces. The results of this study will give decision makers indicators to assess their plans and address vulnerabilities. This study can also be applied in other regions or countries that have been exposed to similar circumstances to the city of Mukalla.

### **Research Question**

This study aims to determine the percentage of satisfaction of citizens in the city of Mukalla for both the security and services status after one year of defeating Al-Qaeda and regaining normal life, and whether there are significant statistical differences attributed to the gender or age variable.

## **Objectives**

1. To determine the level of social satisfaction on the security and safety measures implemented after one year of defeating Al-Qaeda and the take-over of the Hadhramout Elite in the city of Mukalla on the coast of Hadhramout.
2. To assess the level of service delivery from the viewpoint of citizens after one year of defeating Al-Qaeda and empowering the Hadhramout Elite in the city of Mukalla on the coast of Hadhramout.

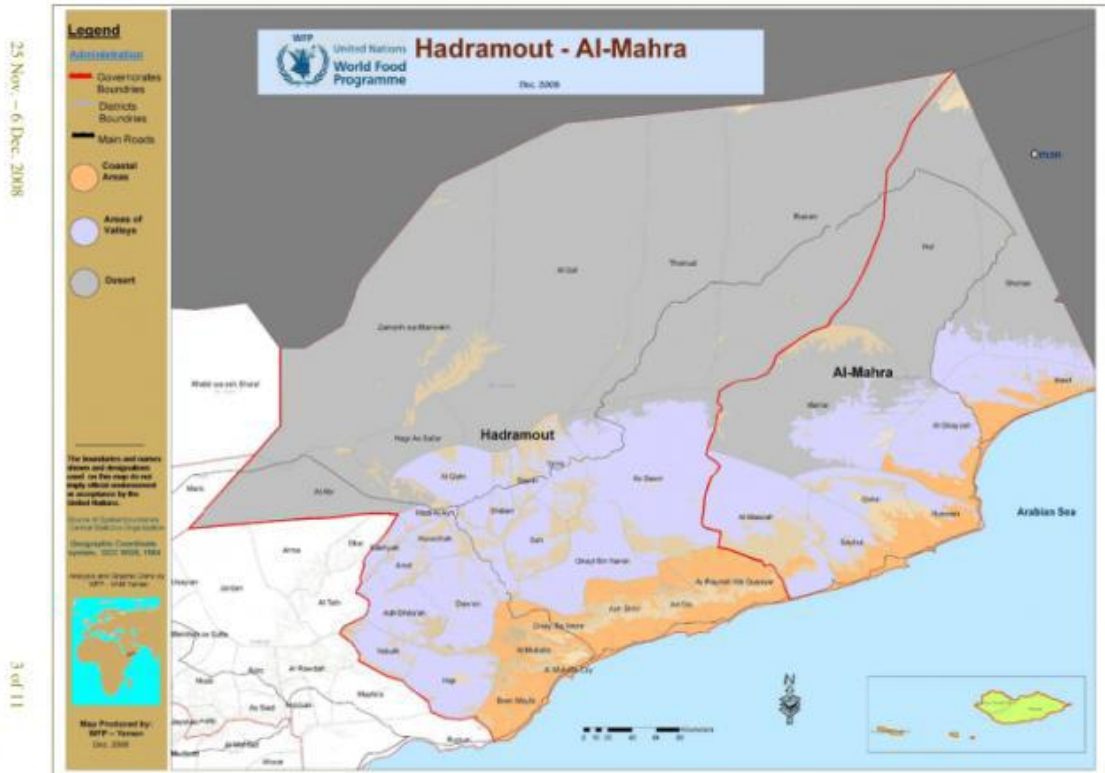
## **Geography of the Study Location (City of Mukalla):**

This study was conducted in the city of Mukalla, the capital of the Hadramout province in Yemen Republic. The governorate of Hadramout is located to the east of Yemen and is considered the largest governorate representing thirty-two percent of the total area. It constitutes an area of 190,000 square kilometres with around one million and two hundred and fifty six thousand inhabitants which is approximately 5.2% of the total population of Yemen. It is bordered by the desert of the Empty Quarter and Saudi Arabia to the north, the governorate of Al-Maharah to the east which is adjacent to the Sultanate of Oman, the Arabian Sea to the south and the governorate of Shabwa to the west. The Hadramout province contains Yemen's main oil fields. Dr. Al-Aqil mentions in his study on oil in Southern Yemen that the revenues of crude oil produced and exported from the governorates of Hadramout and Shabwa reach to 70% of the resources of the state budget which makes the region a natural area of conflict since 80% of the oil fields are located in the eastern provinces of Hadramout and Shabwa. Hadramout is divided geographically into two administrative areas: Wadi Hadramout and the desert with its capital at the city of Say'oun located around 300 km to the north of the city of Mukalla, and the coastal area with its capital Mukalla.

The city of Mukalla is the capital of the Hadramout province and the third most important Yemeni city after Sana'a and Aden. It is located on the Arabian Sea and separated by the Creek of Mukalla which splits the city into two halves. It has a population of over half a million people, and its urban population is relatively civilized compared to the rest of Yemen's major cities which include Bedouin and rural populations. Mukalla is also a meeting point for all the tribes of Hadramout. The city of Mukalla has a main seaport, an international airport and a nearby seaport of Al-Doba for oil export, in addition to the seaport of Al-Shahr specialized for fish export located to the east and the seaport of Balhaf for the export of liquefied gas to the west. The Mukalla also hosts one public university, Hadramout University (which includes 13 colleges), two non-governmental universities (Ahkaf and Al-Rayyan University), in addition to branches of several private universities based in the capital Sana'a. The city is headquarters to the Second Military District and a number of military brigades and security units, in addition to the Central Security Agency, the Military Police, Special and Air Defence Forces which existed until April 2, 2016. Moreover, the Presidential Palace as well as governor's residence and several branches of the ministries regional offices are located in Mukalla. There is also a branch of the Central Bank and several branches to other commercial banks. Local residents work in trade, fishing and the public sector.



Figure (1): Map showing the location of the province of Hadramout (east of Yemen)



## Section II: The Methodology

This study was based on the quantitative survey methodology to identify perspectives of the local community in the city of Mukalla on security and services conditions after one year of defeating Al-Qaeda and take-over of the Hadhramout Elite.



### Target Sample

These are the citizens of the city of Mukalla and its surrounding suburbs. During the past period, Al-Qaeda had absolute control presence in all aspects of official, cultural, security and service life, has now become under the control of the Hadhramout Elite. It is considered as a gathering point for all the people of Hadramout especially the coastal areas. In addition, the majority of the government, service, security and sovereign organizations are located in Mukalla whether in the pre-liberation or post-liberation period.

### Study Sample and Selection

The population of the city of Mukalla is expected to be around 500,000 people and since there were no previous studies that have examined the security or services situation while under the control of extremists in Mukalla or Yemen, or in other countries with similar situations, we assumed that the percentage of community satisfaction would reach 50% with a difference of 7% more or less. This was done for the purpose of calculating the sample size with a 5% error rate and a 95% confidence rate. The study sample was calculated at 196 citizens with an additional percentage of 15% added in order to avoid lack in participation. The end sample was calculated to 235 people. The sample was selected by youth participants whom collected the data and whom were trained in a statistical analysis course organized by Dar Al-Ma'aref for Research & Statistics (a non-governmental organization, also funding this study). The survey was distributed in the city's neighbourhoods in 3 consequent days, while at the same time interviewing citizens of both gender, male and female, over 18 years of age. Each collector was to gather data from 15-20 citizens until the completion of the required sample.

### Data Collection

The data was collected through a questionnaire that included closed questions (see Appendix 1) designed and reviewed by the management of Dar Al-Ma'aref for Research and Statistics. The questionnaire is simple and consists of 3 main parts:

The first section includes demographic information which includes the age, age group and gender. Age groups were divided into four categories (18-30 years, 31-45 years, 46-60 years, and over 60 years).

The second section includes questions on the social satisfaction of the security status and includes four questions: the opinion of the citizens around the security situation in general, the decrease in the number of assassinations, the decrease in the number of abductions, the

decrease in the number of theft of cars, and the opinion of citizens on anti-drug control procedures.

The third section includes questions on social satisfaction with basic public services and includes satisfaction of citizens with the level of services delivered in general, their satisfaction with electricity services, water availability, opening of schools, providing health services, telephone services (landline), mobile telephone services (car or cell phone), internet services, and road maintenance.

The public's level of satisfaction with security and service conditions was measured in the second and third part through the Likert scale, 5 levels (Strongly agree = 5 degrees, Agree = 4 degrees, unspecified = 3 degrees, Disagree = 2 degrees, Strongly disagree = 1 degree). The fieldwork was conducted during May 2017 (9-11 May, 2105).

### **Methods of Statistical Analysis**

The data was entered into the system using the Statistical Package for Social Sciences (SPSS) version 23, then analyzed and organized and presented in repetitive tables, while percentages and averages were calculated and processed in graphical charts using MS Excel. For analysis purposes, the percentage of satisfaction was calculated by combining the percentage of the strong approvers and the approvers. The differences in the rate of satisfaction attributed to sex and age variables were analysed using the Chi-Squared test and the t-test while the analysis of variance by statistical significance is at 0.05.

### Section III: Results

Upon Revision of the questionnaires, three questionnaires were excluded due to incomplete data. The total number of questionnaires which were processed is 232 questionnaires. After analyzing the data, results were divided into three parts. The first part described the study samples demographic information. The second part focused on the level of satisfaction on security measures, while the third part focused on satisfaction with the level of public services delivery.



## Section IV

### Conclusions

Results of this study summarize the satisfaction of the study sample on the security status carried out by the local authority and the Hadhramout Elite. This contentment was expressed by the respondents in the decrease in the rate of assassinations and abduction cases. However, the study displayed dissatisfaction rates to procedures executed against drug dealers and abusers (45%) considered to be the lowest satisfaction rate on the overall security situation.

As for public services provided, the satisfaction rate of respondents was 53.7% which is lower than the level of satisfaction with the security situation. Still this percentage remains acceptable to a certain degree considering the exceptional circumstances of the country. Respondents in this segment expressed their satisfaction with the level of continuance of schools (77.5%) which is considered the highest rate amongst the remaining services. This was followed by contentment on electricity services (66.8%), then telephone landline services provided (66.2%), as well as water availability (55%), while the percentage for the accessibility of basic health services was 42.2% and mobile services 40.2%. The least satisfaction was expressed for providence of internet services (32.1%), in addition to the maintenance of roads (19.7%)

Although the sample included different age groups of both sexes, there were no statistically significant differences attributed to the age or gender variable.

### Recommendations

- 1) Preserve and reinforce existing security measures.
- 2) Create effective anti-drug procedures so that the community is assured of a secure future for coming generations.
- 3) Support and strengthen educational systems and support the Office of Education as well as schools with teachers and textbooks, in addition to expanding school buildings to create effective learning environments.
- 4) Develop energy generating solutions and expand the infrastructure to meet local needs as well as provide investment opportunities.
- 5) Develop solutions for water shortages in the city of Mukalla.
- 6) Improve health services by enhancing services and expanding hospital buildings, in addition to recruiting competent medical and health personnel.
- 7) Resolve problems in telecommunication services and more specifically internet services which are considered inefficient by sample members.
- 8) Invest in road construction since the study showed that roads are neglected and there is need of urgent intervention.

## References

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