



الإمارات العربية المتحدة  
وزارة تنمية المجتمع

دولة الإمارات العربية المتحدة

وزارة تنمية المجتمع

قسم الدراسات والبحوث

# Community Members Survey on The Implementation of Government Authorities & Ministries of the Provisions of Senior citizens Protection Law

Prepared by: Research & Statistics Department  
Ministry of Community Development

20 May 2024



## Part One: Theoretical Framework of the Survey:

### Introduction:

The UAE government has adopted Federal Law No. (9) of 2019 regarding the rights of senior citizens. According to the law, the term "senior citizens" refers to individuals holding UAE nationality who have reached (60) years and above. The aim of the law is to ensure that senior citizens enjoy their rights and freedoms as guaranteed by the constitution, access information and services related to their rights and provide them with care, psychological, social, and healthcare stability.

The law includes the following rights for senior citizens:

- The right to independence and privacy, including the right to make decisions regarding their properties, finances, places of residence, and more.
- The right to protection from violence, abuse, and neglect.
- The right to an eligible environment, housing, education, and employment, promoting the use of their abilities and inclusion within the community of all age groups.
- The right to access social services through senior citizens' institutions, clubs, community centres, and mobile care units.
- The right to healthcare services through the provision of health and preventive care, health insurance, home nursing, and supporting devices.
- The right to maintain the confidentiality of their information and data, except to be disclosed in accordance with the law.
- The right to access social services through institutions for senior citizens, clubs, community centres, and mobile care units.
- The right to healthcare through providing healthcare services, preventive care, health insurance, home nursing, and supportive devices.
- The right to preferential treatment, including prioritizing the interests of senior citizens regardless of the interests of other parties in all matters related to housing applications, completing government transactions, obtaining assistance, healthcare services, and more.

## Part Two: Survey Methodological Procedures

### Survey Objectives:

- Investigating the views of community members on the extent to which government authorities and ministries implement the provisions of the Senior Citizens Protection Law and the provision of services to the targeted categories.
- Developing appropriate plans that would improve the implementation of the provisions of the Senior Citizens Protection Law by government authorities.

### Survey Importance

The importance of the current study is twofold:

- A. The scientific dimension aims to obtain data and information about the survey sample from the individual members of the community.
- B. The practical dimension, by reaching some recommendations and proposals that contribute to improving the implementation of the provisions of the Senior Citizens Protection Law by government entities.



### Analysis Methodology:

A pentagonal Likert scale was used to answer the questions, with responses ranging from very satisfied, satisfied, somewhat satisfied, dissatisfied, and completely dissatisfied and weights were assigned to the responses as follows:

Totally Disagree	Disagree	Agree to an Extent	Agree	Totally Agree	Response
0	25	50	75	100	Weight

To calculate the level of satisfaction of the respondents about the application of the provisions of the law by government authorities and the provision of the required services, the weighted median average of the answers was taken.

### Part Two: Methodological Procedures for the Survey:

#### Human Factor:

An e-survey link was prepared and shared through the ministry's social media platforms, with a total number of (183) responses received.

#### Space Field:

The survey was conducted on all community members from various emirates.

#### Time Range:

The survey was applied between April 4th - May 8th, 2024.

### Statistical analysis and conclusions:

The data was classified and presented in statistical tables for easy reading. Frequencies and percentages were extracted and the weighted happiness average was calculated.

### Part Three: Survey Results Summary:

Percentage	Repetition	What is your level of satisfaction with the application of government agencies to the provisions of the law and the provision of the required services?	Serial. No.
%45	83	Very Satisfied	1
%33	61	Satisfied	2
%14	26	Somewhat Satisfied	3
%4	8	Dissatisfied	4
%3	5	Totally Dissatisfied	5
%100	183	Total	
%78.6	The level of satisfaction among respondents about the extent to which government authorities apply the provisions of the law and provide the required services		

The table above reveals that survey study respondents answered that they were satisfied with the implementation of government authorities to the provisions of the law and required services; the results were respectively (very satisfied = 45%, satisfied = 33%, somewhat satisfied = 14%), while there were only 7% of the study specimen answered "dissatisfied" or "totally dissatisfied", and the average satisfaction of the sample members about the implementation of government authorities to the provisions of the law was 78.6%, which is a very good satisfaction rate.



## Remarks & Recommendations:

Recommendations	Remarks & Suggestions	Area/Field
Preparing a guide on the general principles and basic rules for dealing with senior citizens and distributing them to government authorities and private sector.	These observations include the general principles and basic rules that must be adopted in dealing with senior citizens, such as respect, appreciation, provision of basic services and care for them.	General Principles
Communicate and coordinate with senior citizens to participate in the initiatives and programs implemented by the Ministry. <ul style="list-style-type: none"><li>• Encourage external authorities to enhance the participation of senior citizens in initiatives and events implemented by them.</li></ul>	Providing social and psychological support to senior citizens through programs and services that promote inclusion and participation in society.	Social Support
Implement a campaign that includes raising awareness among the authorities of the need to provide services for senior citizens and raise awareness of their rights.	The government's role is to provide the necessary services and support to senior citizens ensuring their rights and effective care	Government Role
Collaboration with partners such as the Ministry of Health and Prevention to provide home screening and preventive care through home visits to senior citizens across UAE.	Provide adequate and free health care services to senior citizens, including therapeutic services, examinations and preventive care.	Healthcare Services
Carrying out field visits to government authorities thus evaluating the extent of their implementation of the provisions of the Senior Citizens Protection Law, and honoring the most committed entity.	Monitoring the implementation of all laws related to the protection of senior citizens and the imposition of penalties on those who do not comply with those laws.	Legislations & Implementation
Develop a comprehensive plan to educate community members and senior citizens about the Senior Citizens Protection Law through the Ministry's social media.	Focus on the importance of educating the community about the rights and needs of senior citizens, and promote awareness of the laws and services available to them.	Education & Awareness

## Annex:



## Share your opinion on the extent to which government authorities implement the provisions of the Senior Citizens Protection Law

As part of achieving the goal "Promoting equality, inclusiveness and cohesion within families and society", the Ministry of Community Development seeks to oversee the views of community members on the implementation of government authorities of the provisions of the Senior Citizens Protection Law provided services to the targeted categories. To ensure the confidentiality of the data, we reassure that all the information shall be used for development and improvement purposes only.

### What is your level of satisfaction with the implementation of government authorities to the provisions of the law and required services?

Totally dissatisfied	dissatisfied	Somewhat satisfied	Satisfied	Totally satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Suggestions & Remarks

Thank you for your cooperation