

2008 NDI/PEOPLE'S MIRROR EVALUATION OF ADR III PROJECT

Since 2001, Search for Common Ground in Morocco has worked with Moroccan society to transform the manner in which people and institutions resolve conflicts and to develop a culture of mediation in Morocco. In order to reduce the risks and costs of disputes, Search for Common Ground in Morocco enhances the capacity of individuals and institutions to resolve conflicts cooperatively and develops a culture of dialogue by bringing together key actors, including civil society, government, and media.

This particular program was launched in October 2003, with support from the British Embassy, to offer new mechanisms to solve conflicts between disputants, prevent court delays, preserve relationships between the litigants, and to enhance inexpensive methods of problem solving. Specifically, this third phase (ADR III) was implemented between January 2007 and October 2008 with two objectives:

- To provide Civil Society Organizations and Lawyers with adequate training in mediation techniques and mechanisms.
- To raise public awareness of mediation and its usage

To assess the ADR III's relevance and impact in light of these objectives, both qualitative and quantitative data collection tools were employed. These included surveys, key informant interviews, and focus group discussions. Ultimately, the evaluation highlighted a number of positive impacts of the project.

SFCG MOROCCO INTRODUCES ADR MECHANISMS IN THE MOROCCAN JUDICIAL SYSTEM

Interviewees in the primary target groups had a good level of ADR and mediation knowledge. Furthermore, many welcome mediation and ADR processes, hoping they would reduce litigation in Moroccan courts. These findings were a result of SFCG outreach efforts both to core individuals in the judicial system, but also those with regular contact with the court system (business people, trade unions, civil society, etc.).

Apart from micro-level progress in ADR and mediation knowledge, SFCG was also successful on a macro-scale in the adoption of a mediation bill by the Moroccan parliament. This first step toward institutionalization of mediation allows mediators to perform their tasks within a clear, well-defined legal framework.

"It is beneficial for the parties in conflict, because they stay friends, so it preserves the relationships, and this is the most important thing in life ..."

-Participant, Lawyer, from
Casablanca

SFCG MOROCCO BUILDS CAPACITY IN MEDIATION TECHNIQUES

Through a host of trainings, participants were informed on how to use mediation to solve disputes in their communities, but most importantly, they were acutely aware of the benefits mediation would bring to Morocco and its judicial system.

Those who completed the trainings cited high satisfaction with the quality and efforts displayed by SFCG. Many cited that they had informally acted as mediators prior to the training, but that the training provided tools so they participants could mediate within a more formal, legal framework.

RECOMMENDATIONS

The following are a sample of recommendations from on three different programmatic areas

Access to Information

1. The mediatization and promotion of Success Stories of mediation in mass media to undermine the widespread suspicion of mediation as “just ink on paper”
2. Special information days for business leaders on mediation, especially among smaller and family businesses. Whereas large corporations are aware of legal reforms, aware, family businesses are often not aware of the new law
3. A wide circulation of brochures and comic books, especially in areas where potential mediation clients abound.

Advanced Training Sessions for Mediators

1. Implement practical training exercises so mediators can try their newly acquired skills

Establishment and Promotion of Mediation Centers

1. Respondents were in favor of the multiplication of mediation centers around the country. Additionally, these recommendations suggested specialized mediators in specific fields (labor, business, legal, etc.)

Source: This document is a summary of, and taken directly from “National Democratic Institute/People’s Mirror Evaluation of ADRI III Project for Search for Common Ground Morocco” A copy of this document can be acquired at <http://www.sfcg.org/sfcg/evaluations/morocco.html>, or by contacting Nick Oatley, Director Institutional Learning at Search for Common Ground at noatley@sfcg.org

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