

Stakeholder Perceptions of the Dubai Financial Services Authority

Executive summary

Background: This document provides an overview of a qualitative & quantitative research project conducted on 60 stakeholder organisations of the Dubai Financial Services Authority (DFSA).

Research objectives: The research examined a range of issues including:

- Stakeholder awareness of the DFSA & its objectives.
- Satisfaction with the DFSA, & the drivers of that satisfaction.
- Attitudes toward compliance costs.
- Other perceptions of the DFSA.

Sample: The sample consisted of a random sample of 60 organisations (including 81 individual stakeholders). Depth interviews were conducted with stakeholders in which both qualitative commentary & quantitative ratings of the DFSA were obtained.

It is noted that a sample of 60 organisations from a population of 150+ stakeholders (at the time of interview) represents a suitable sample size to adequately represent the population of interest.

Stakeholders were assured that the information collected would be treated in confidence.

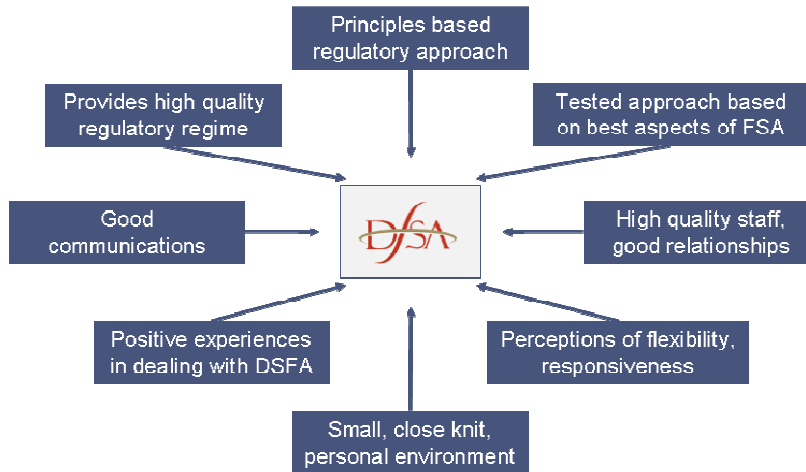
The Chant Link & Associates team conducting the interviews all had extensive experience conducting research of this nature with regulators in a range of geographic environments including Australia & Asia.

The following provides a description of the key qualitative outputs of the research together with a summary of the results of the rankings stakeholders gave the DFSA.

Key outcomes

The key outcomes of this research were:

1. High satisfaction: Stakeholders showed high levels of awareness of & satisfaction with the DFSA. The key drivers of the high levels of satisfaction are summarised below:



2. High quality staff: A key reason for the high level of satisfaction with the DFSA was stakeholders' perceptions of the high quality of the DFSA's staff. This included the leadership team of the DFSA in addition to Relationship Managers.

3. No call for substantive change: While some suggestions were made for improving the performance of the DFSA, there was no drive for substantive change to the DFSA by interviewees. When such suggestions were made, interviewees still expressed high levels of satisfaction with the DFSA in its current form.

4. Expectations of future changes to the environment: Notwithstanding the strong support for the DFSA, there was a relatively strong view that it is too early to confidently assess the DFSA as compared to other established regulators given the likelihood of the DIFC growing in size & complexity in the future.

5. Compliance costs acceptable: Cost of compliance with the DFSA's regulatory regime were not perceived as problematic. It will be seen from the following quantitative results that "Costs of compliance are appropriate" achieved the lowest agreement score of all the agreement statements. However even here over 70% gave an agreement score for the statement of at least 6 out of ten.

In the qualitative interviews by far the majority were of the view that the DFSA compliance costs were not different to other environments, & importantly there was no confusion between compliance costs & other costs of doing business.

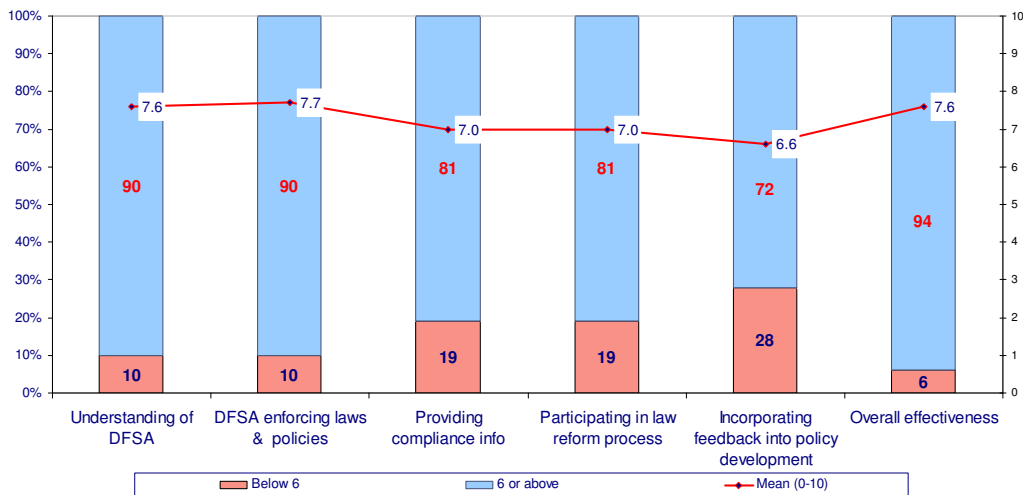
Quantitative outcomes

Respondents were asked to rate the DFSA on range of measures associated with the performance of the DFSA.

Overall scores for total sample: As can be seen from the following exhibits, the DFSA consistently scored highly across all of these dimensions. The overall scores for the total sample indicate:

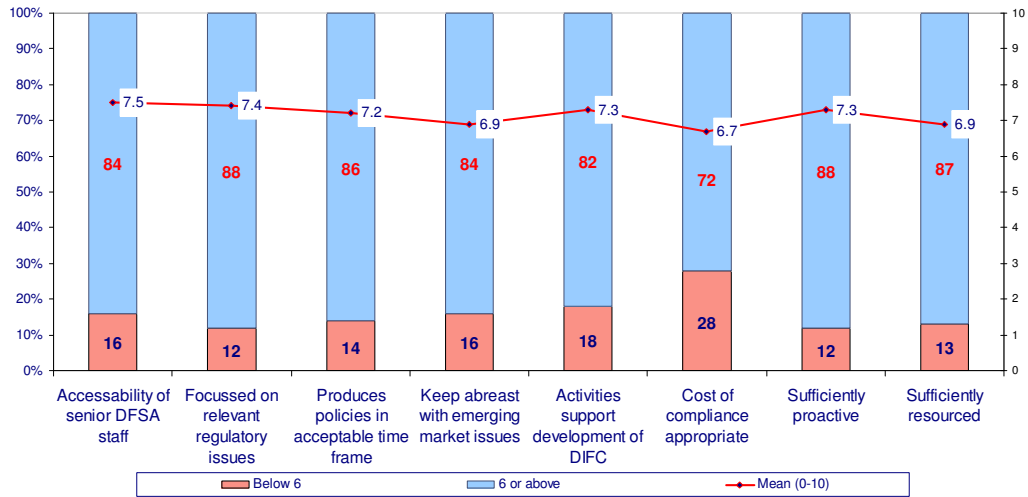
- The DFSA was viewed very positively by the overwhelming majority of respondents; Only five respondents gave the DFSA a score of less than 6 on overall effectiveness (& even here the score was 5);
- When the scores were proportioned between those who gave scores below 6 & those who scored above 5, in almost all cases (apart from “Cost of compliance is appropriate” & “DSFA’s performance on incorporating feedback into policy development”) at least 80% of respondents gave scores of 6 or more. For the two exceptions at least 70% of respondents gave a score of 6 or more

As can be seen from the following exhibit the DFSA scored high on all its main functions & received a high score for overall effectiveness with 94% giving a score of 6 or more.

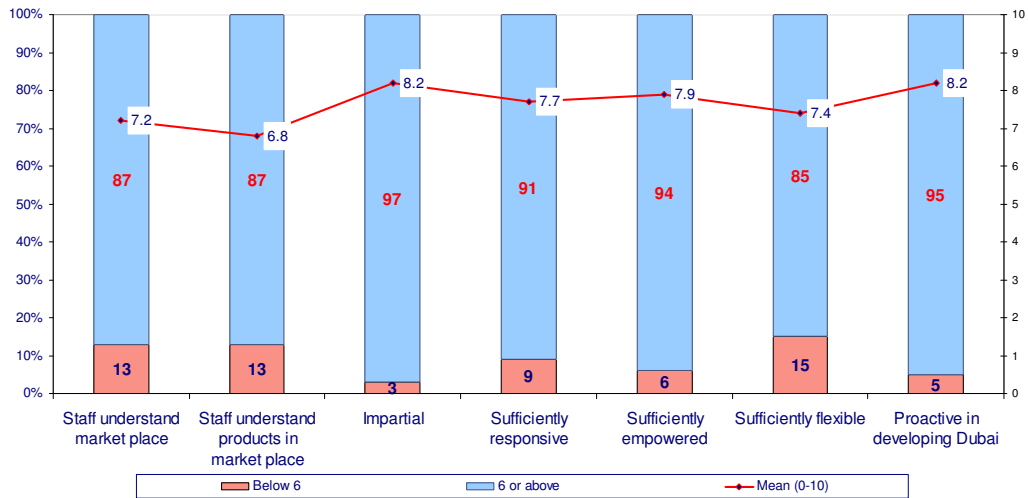


N varies from 24 to 69

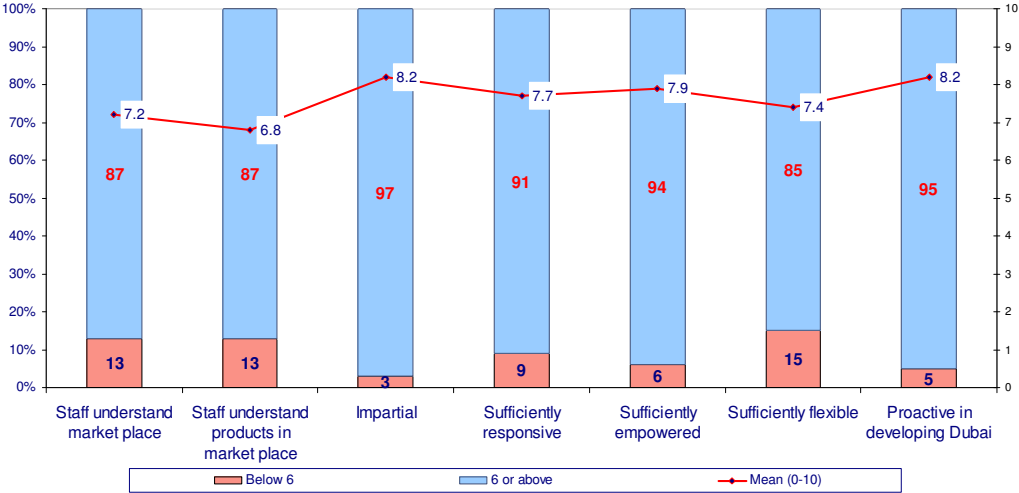
The next three exhibits show levels of agreement regarding various descriptions associated with the DFSA. It will be noted that in almost all cases the mean score is above 7 & in all cases except one over 80% agree that the description of the DFSA rates at least 6 out of ten in accuracy.



N varies from 24 to 69



N varies from 24 to 69



N varies from 24 to 69