



# The Eighteenth Government Performance Monitoring Report for 2023

## Fifth Report

### **Monitoring Group:**

Suhaib Abdat, Sabreen Abo Libda, Majd Abo Raas, Ahmad Elian, Saja Afaneh, Muhera Banat, and Dalia Al-Namoura

### **Supervised by:**

Mr. Jehad Harb

### **Follow Up and Implementation:**

Mr. Nadim Qandil

Mr. Rizeq Atawneh

### **Arabic Proofreading:**

Ms. Nadine Saify

### **English Translation:**

Ms. Hala Morrar

**Published: March 2024**

**All rights are reserved to The Palestinian Association for Empowerment and Local Development—REFORM.**

**Issued by:** The Palestinian Association for Empowerment and Local Development—REFORM

**In case of citation, please refer to the publication as follows:** REFORM. (2023) The Eighteenth Government Performance Monitoring Report for 2023 (Report No. 5). Ramallah-Palestine.

The Palestinian Association for Empowerment and Local Development—REFORM has made its efforts to verify the information contained in this Report. It assumes no responsibility for the use of the information for purposes outside the context of the Report’s objectives after its publication.

The Palestinian Association for Empowerment and Local Development—REFORM would like to express its thanks and appreciation to the Jordanian Life Center for its assistance in the use of the methodology that REFORM has made its adjustments to in order to ensure it is sensitive to the complexity of the current socio-political context of Palestine.

This Report was prepared within the “United in Diversity III” project, implemented by REFORM, in partnership with Norwegian People’s Aid. The information and views set out in this Report are solely those of the author(s) and do not necessarily reflect the official opinion of Norwegian People’s Aid.

## Table of Contents

Abstract	5
Introduction	7
Methodology	9
Results	13
First: Cabinet Decisions Published during 2019-2023	14
Second: Government Commitments	17
Third: Palestinian Citizens' Impressions and Attitudes Towards the Government's Performance in 2023	21
Fourth: Announced Ministers' Field Visits in 2023	37
Fifth: Ministries' Response to Citizens' Inquiries and Questions	39
Sixth: Detailed Results of the Citizens' Opinion Poll on the Government's Performance for 2023	45
Appendix	46



## Abstract:

For the fifth consecutive year, The Palestinian Association for Empowerment and Local Development—REFORM issued its Fifth Government Performance Monitoring Report for 2023, which was accomplished by a team of researchers and monitors trained specifically for this purpose. The report directly addresses the comments made by His Excellency Dr. Mohammad Shtayyeh upon assuming his role as Prime Minister. Dr. Shtayyeh stressed the importance of restoring democratic values and expanding public freedoms. He also acknowledged the President's commitment to building trust between citizens and the government, highlighting that serving the public is a duty that contributes to national independence.

This report directly contributes to fulfilling the commitment mentioned in the preceding paragraph. Palestinians, yearning for freedom and independence, cherish the dream of a sovereign state that safeguards their aspirations, dignity, and freedoms, empowering them to influence their governance.

The Association considers this report a vital tool for community accountability, aiming to engage Palestinian youth in the public sphere. It utilizes civil mechanisms to challenge power dynamics that impede citizens' access to information, emphasizing the citizen's authority over governance, as outlined in the Palestinian Basic Law. This report serves as a tool for democratic action, facilitating the transmission of citizens' perspectives to the government.

Despite the Association's and the report team's awareness of the complexities surrounding the Palestinian government's operations and the regulatory process involving various parties during the reporting period, significant challenges emerged. The government faced immediate confrontation with the Israeli occupation upon commencing its work, with the latter exerting relentless efforts to disrupt and undermine its operations, particularly its ability to secure employee salaries.

This challenging context bred widespread public frustration, compounded by the onset of the COVID-19 pandemic. The government's tenure culminated in the face of unprecedented adversity—the ongoing Israeli aggression against the people of

Gaza. This aggression, characterized by displacement, starvation, and heinous crimes, stands as a dark mark on human civilization, with genocidal acts perpetrated without restraint in Gaza.

Moreover, the relentless aggression against Palestinian camps, villages, and cities has, in our assessment, eroded all efforts by the Palestinian leadership to seek a peaceful resolution to the Palestinian issue in accordance with international legitimacy.

Despite these challenges, the issuance of this report, particularly amidst such complex circumstances, underscores the Palestinian people's steadfast commitment to constructing a civil, democratic state. This report serves as a vital link between the Palestinian citizen and the government, aiming to enhance the citizen's access to justice and security. Hence, its release was deemed essential, even in tumultuous times, to monitor the government's performance both in crises and under normal conditions. It provides an assessment of the government's performance, benchmarked against the obligations outlined in the acceptance letter of its assignment, and includes a survey gauging public satisfaction with that performance. It is worth noting that the Association is conducting this survey through an independent party to uphold the report's impartiality.

This report aligns with the Association's commitment to fostering a pluralistic environment where all Palestinians can actively engage in shaping governance frameworks and outcomes. It also emphasizes the importance of upholding individual and collective human rights, particularly the right of citizens to access information and participate in public affairs.

It is worth highlighting that the fourth edition of this report received significant attention from several ministries. The report's preparation team was received by these ministries, and their recommendations were taken seriously. Promises were made to implement corrective measures in various technical aspects. Notably, among these ministries were those responsible for health, women's affairs, labor, and local government.

**Oday AbuKarsh**

**General Director**

## Introduction:

Community accountability serves as a critical tool for civil society organizations, the media, and other non-governmental actors to ensure that public policies are responsive to citizens' needs. It provides a mechanism for community engagement in the management of public affairs by creating spaces to monitor government decisions and commitments. This approach strengthens the effectiveness of the overall governance system, enhances its outputs, and broadens the scope of participation and partnership in its management. However, effective community participation and accountability require the government to prioritize transparency in governance. This includes ensuring clear decision-making processes in institutions and providing information and data in a timely and sufficient manner.

The Ministerial Statement serves as a foundational document in which the government outlines its program, plans, and commitments to legislators, citizens, and civil society organizations. It is a crucial tool that allows for monitoring the implementation of these commitments and facilitates accountability across various sectors. However, due to the exceptional circumstances faced by Palestinian state institutions resulting from internal division and the Legislative Council's suspension since 2007, the Palestinian governments, including the eighteenth government, have been unable to submit the Ministerial Statement as required by the Basic Law. Despite this, the Prime Minister's response to the assignment letter and the commitments outlined therein, along with statements made in various interviews, serve as the de facto government pledges. These statements form the basis of this report in the absence of the Ministerial Statement, with government decisions acting as the primary executive reference for tracking progress on these pledges.

This report serves as a key tool for enhancing public participation and engagement, enabling citizens to exercise their constitutional rights to societal accountability and monitor public performance. It focuses on monitoring government pledges and decisions, assessing the progress made in achieving them during the period from April 13<sup>th</sup>, 2019, to December 4<sup>th</sup>, 2023. Additionally, it tracks ministers' visits to various governorates and provides insights into the progress of public institutions from January 1<sup>st</sup>, 2023, to November 30<sup>th</sup>, 2023. The report also evaluates the responsiveness of ministries, partic-

ularly service-oriented ones, to citizens' inquiries through their electronic communication platforms.

This report is primarily intended for government decision-makers and public institutions to serve as a comprehensive source of information on commitments, decisions, and the progress made in fulfilling them. It aims to highlight the role of ministers in overseeing the operations of public administrations in the governorates, understanding citizens' needs, and evaluating ministries' responsiveness to citizen inquiries. The report may also be of interest to members of the Legislative Council, if elected, as well as civil society organizations, the media, researchers, academics, and Palestinian citizens, providing them with valuable insights for monitoring government activities.



## Methodology:

The preparation of this monitoring report is based on a comprehensive methodology focused on tracking government commitments. The report's team conducts this work alongside a public opinion poll to gauge perceptions of government performance, conducted by a specialized polling company.

### First: Monitoring Methodology:

#### 1. Data Collection and Classification: The process is divided into three stages:

**Information Collection:** The “United in Diversity IV” project team gathered data related to the report's objectives from various sources, including Palestine's Official Newspaper, Al-Waqa'i Al-Filastiniyya, the websites of the Office of the President of the State of Palestine and the Council of Ministers, as well as Palestinian media outlets and ministries' websites and social media pages.

**Information Verification:** Following data collection, joint Zoom sessions were conducted with the monitoring team to review and verify the collected information's accuracy.

**Information Classification and Analysis:** Once the accuracy of the collected information was confirmed, the team classified and analyzed the data.

#### 2. Government Commitments and Promises

**Quantifying commitments and promises:** For the purposes of inventorying the government's commitments and promises, the monitoring team followed what was issued by the Prime Minister, Dr. Mohammad Shtayyeh, in various platforms and forums. The statement of the Prime Minister's response to the letter of appointment was analyzed and the commitments it contained were extracted, as were the media meetings and field visits of the Prime Minister. In the years 2019 and 2020, they were counted and compared and a single list was produced that included all the government's obligations.

**Classification of obligations:** After enumerating the obligations, they were classified into seven categories according to the type of each obligation, as follows:

1. Administrative Sector
2. Economic and Financial Sector
3. Services Sector
4. Integrity and Transparency Sector
5. Legislative Sector
6. Political Sector
7. Employment and Social Protection Sector

**Tracking the level of implementation of commitments:** The monitoring team, based on the sources of information approved in this report, determined the level of implementation of all government commitments according to three levels, which are:

- **Fully achieved:** The commitment is given a grade of “complete” when the following conditions are met:
  - If all the material elements of the commitment are implemented.
  - If there is a clear way out of the commitment.
- **Implementation in progress:** The commitment is given the “in progress” grade when the following conditions are met:
  - If implementation of one or more of the material elements of the commitment has begun.
  - If there is clarity in the indicators for starting to implement the commitment.
- **Not started:** If the monitoring team does not find any evidence that implementation of any element of the commitment has begun, a grade of “not implemented” will be given.

**Analysis of the language of commitments:** For the purpose of analyzing the accuracy of the language of each government commitment, four indicators were adopted as follows:

- **Time-bound:** Does the language of the commitment specify a time for implementing the commitment?
- **Specific to an entity:** Has an entity responsible for implementing the commitment been identified?
- **Action-specific:** Have the procedures that will be implemented to achieve the commitment been clarified?
- **Measurable:** To what extent can the achievement of commitment be measured?

### 3. Cabinet Decisions

The monitoring team tracked and counted the cabinet decisions issued during the council meetings, which were officially published on the Prime Minister's Office website, [www.pal.gov.ps.](http://www.pal.gov.ps), and the government's website. The decisions were classified according to the sectors they fall under, and eight sectors were adopted according to the following classification:

1. Administrative Sector
2. Economic and Financial Sector
3. Services Sector
4. Employment and Social Protection Sector
5. Legislative Sector
6. International Agreements and Memorandums of Understanding
7. Civil Service Sector
8. Energy Sector

#### Second: Monitoring Ministerial Tours:

Ministerial tours were monitored throughout 2023, focusing on meetings conducted by ministers outside their ministries. These meetings included work-related activities and inspection tours of directorates in the governorates to review work progress. Meetings held by ministers in their offices, ministry headquarters, or with other ministers were excluded from the monitoring process. This approach aimed to identify key instances where ministers had the opportunity to engage with citizens benefiting from ministry services, allowing them to address service quality directly. The monitoring process involved examining ministry websites, social media pages, such as Facebook, and news websites. Researchers trained in monitoring and documentation conducted daily reviews of these sources to capture relevant information.

#### Third: Assessing Ministries' Responsiveness to Citizen Inquiries:

Another aspect of monitoring involved evaluating how ministries, particularly those offering services, responded to citizens' inquiries regarding various services. The monitoring team utilized approved communication platforms, such as WhatsApp numbers, social media messaging services (e.g., Messenger), and official ministry email addresses, to send inquiries.

These inquiries were sent during both working and non-working hours to assess the responsiveness of staff tasked with handling these platforms, which

are intended to facilitate citizen services. Any response from the ministry, whether detailed or indicative, such as referring the inquirer to the ministry's website or headquarters, was considered valid. Immediate or automated responses acknowledging receipt of the inquiry without providing further information were not considered valid responses.



## Results

## First: Cabinet Decisions Published during 2019-2023

The report outlines decisions made by the Council of Ministers, as published on the General Secretariat of the Council of Ministers' website, in an attempt to understand the government's priorities and how it resolves various issues that are brought before it. These decisions have been categorized into eight groups, as detailed in the previously mentioned methodology section. The report not only aims to urge decision-makers to implement their decisions and periodically review them, but also to facilitate the Palestinian public's access to information in order to promote active citizenship.

The 18<sup>th</sup> government published a total of 2,258 decisions on its website since the beginning of its term in 2019, including 560 decisions in 2023,<sup>1</sup> 578 decisions in 2022, 482 decisions in 2021, 377 decisions in 2020 and 261 decisions in the first eight months of 2019. The website shows a steady increase in the publication of decisions issued by the Council of Ministers year after year.

### Cabinet decisions for 2019-2023

Year	No of Decisions
2023	560
2022	578
2021	482
2020	377
2019	261
<b>Total</b>	<b>2,258</b>

The government's decisions published on its website indicate that 264 ministerial committees were established, including 65 in 2023, 72 in 2022, 44 in 2021, 41 in 2020 and 42 in 2019, in addition to the 7 permanent ministerial committees. These committees submitted their reports and the Council took decisions based on their 70 recommendations.

### Ministerial committees established through Council of Ministers' decisions.

Year	No. of ministerial committees
2023	65
2022	72
2021	44
2020	41

1 Decisions monitored from the beginning of January to December 4<sup>th</sup>, 2023.

The 18<sup>th</sup> government still faces challenges in providing easy access to information. While the Council of Ministers publishes the titles of its decisions, it does not consistently share the full texts on the General Secretariat's website. Instead, the Prime Minister occasionally posts these decisions directly on his social media accounts. This practice creates an information gap and hinders citizens' ability to engage and discuss issues within the legally mandated time frame. Although the 18th government has published some decisions in Palestine's Official Newspaper, Al-Waqa'i Al-Filastiniyya, the lack of consistent and comprehensive online publication of decisions remains a concern.

According to the 2023 report on the analysis of government decisions issued by the General Secretariat of the Council of Ministers, the Council made a total of 776 decisions in 2023<sup>2</sup>, of which 560 were published. This means that the Council published 72% of its total decisions for the year. The same report indicated that out of 727 decisions analyzed by the General Secretariat, 45% were implemented, 37% remained under implementation, and 18% were not implemented.

The discrepancy between the number of decisions published on the Council of Ministers' website and those included in the General Secretariat's report could be attributed to several factors: (1) that the Council of Ministers chooses not to publish certain decisions, (2) that the General Secretariat does not consistently publish all decisions, (3) the website administrators may not always publish decisions aligned with the Council's session outcomes and/or (4) the lack of a clear regulatory mechanism governing the publishing process. This discrepancy could also be due to the fact that some decisions require the approval from other parties, such as decisions regarding the president's appointments and promotions, or draft laws that need the president's approval.

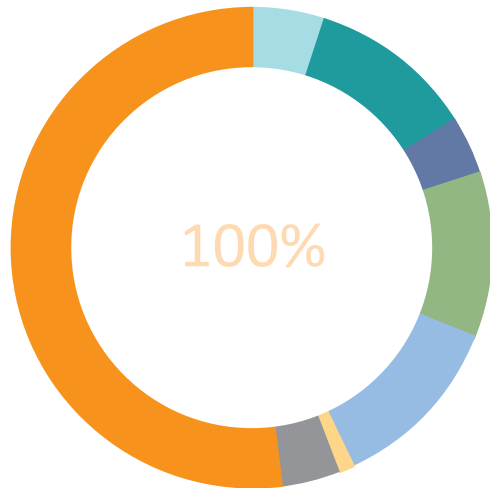
---

2 Annual performance report of the General Secretariat of the Council of Ministers 2023, p. 30, published on the official website of the Palestinian Council of Ministers. For more, please click here: <http://www.palestinecabinet.gov.ps/portal/Reports/20411/>

### Classification of the Eighteenth Government's Decisions Since Inauguration (2019-2023)

Sector	2023		2019-2022		2019-2023	
	No.	Perct.	No.	Perct.	No.	Perct.
International Agreements	28	5%	96	6%	124	5%
Administrative Sector	333	60%	832	49%	1165	52%
Legislative Sector	8	1%	89	5%	97	4%
Employment and Social Protection Sector	0	0%	19	1%	19	1%
Services Sector	36	6%	235	14%	271	12%
Civil Service Sector	88	16%	156	9%	244	11%
Energy Sector	16	3%	66	4%	82	4%
Economic and Financial Sector	51	9%	205	12%	256	11%
<b>Total</b>	<b>560</b>	<b>100%</b>	<b>1698</b>	<b>100%</b>	<b>2258</b>	<b>100%</b>

- 5% ● International Agreements
- 52% ● Administrative Sector
- 4% ● Legislative Sector
- 1% ● Employment and Social Protection Sector
- 12% ● Services Sector
- 11% ● Civil Service Sector
- 4% ● Energy Sector
- 11% ● Economic and Financial Sector





## Second: Government Commitments

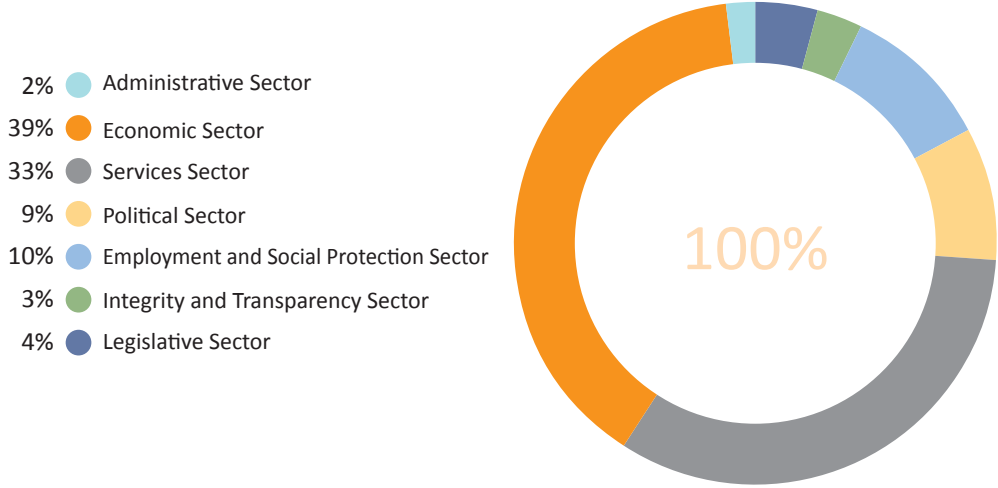
Following his appointment as Prime Minister in March 2019, the Palestinian Prime Minister made 94 commitments to the citizens after taking the constitutional oath. These commitments were outlined in response to President Mahmoud Abbas's speech appointing Dr. Mohammad Shtayyeh, Dr. Mohammad Shtayyeh's commissioning speech, and the decisions of the Council of Ministers. To gain insight into the government's priorities and its focus areas during its tenure, these commitments have been categorized into seven main sectors.

The degree of implementation of commitments is an attempt to clarify the extent of the government's achievements. Governments typically do not fulfill all their comments, except for small or limited projects or short-term promises. On the other hand, the completion or fulfillment of a government's programs signifies a transition phase unless new commitments and programs are introduced. However, some commitments necessitate extensive time frames for realization. For instance, addressing issues like poverty, economic development, and social change often require many years, particularly in the context of developing countries like Palestine. In evaluating such commitments, it is essential to adapt the concept to different contexts and consider the desired outcome. Thus, the assessment of these commitments often reflects ongoing efforts and may be deemed partially achieved until significant progress is made.

However, establishing annual completion rates for commitments can enhance visibility regarding progress and streamline the monitoring process. Policy makers often do not set specific deadlines or timelines for their commitments, which tend to be ambitious. This is unlike the approach taken by technical officials, who tend to present commitments that are more specific and limited in scope.

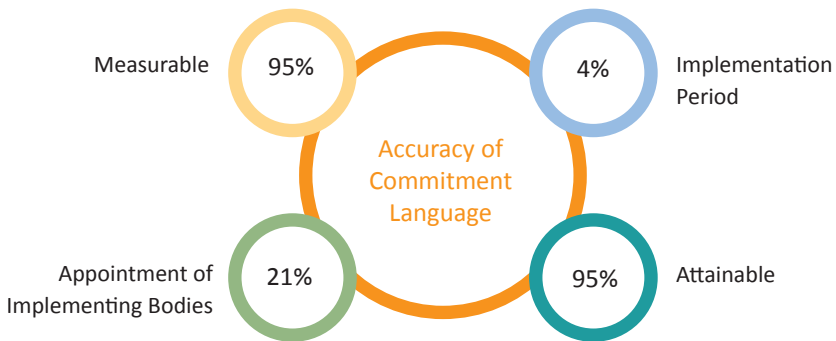
### Government Commitments

Classification of Commitments	Number	Percentage
Economic Sector	37	39%
Services Sector	31	33%
Employment and Social Protection Sector	9	10%
Political Sector	8	9%
Legislative Sector	4	4%
Integrity and Transparency Sector	3	3%
Administrative Sector	2	2%
<b>Total</b>	<b>94</b>	<b>100%</b>



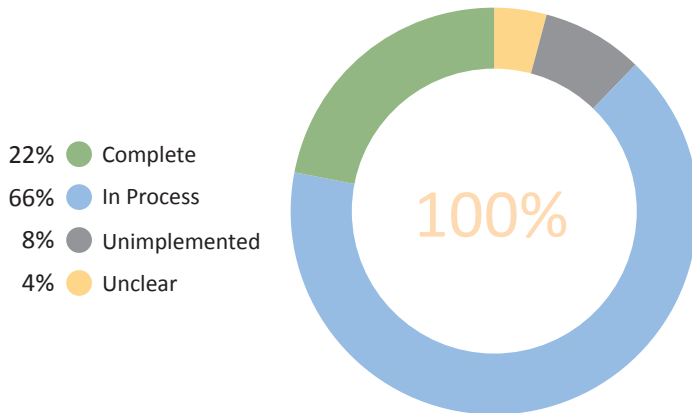
### Accuracy of Commitment Language

	Implementation Period	Measurable	Attainable	Appointment of Implementing Bodies
<b>Number</b>	4	89	89	20
<b>Percentage</b>	4%	95%	95%	21%



## Degree of Verification for the Government's Implementation of Commitments

	Complete	In Process	Unimplemented	Unclear
<b>Number</b>	21	62	7	4
<b>Percentage</b>	22%	66%	8%	4%

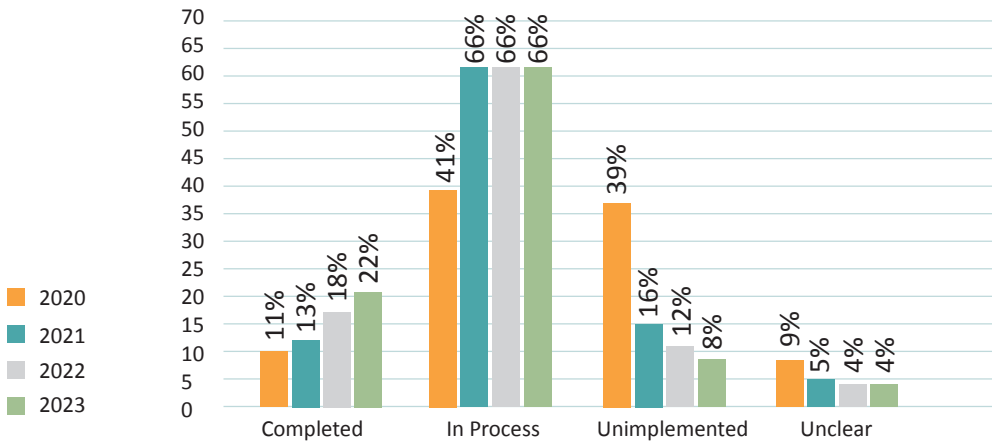


## A Comparison of the Degree of the Government's Implementation of Commitments during 2020 – 2023

The table below shows that there has been a steady development between 2020 and 2022 in the degree of the government's implementation of commitments made by the Prime Minister in his commissioning speech and cabinet decisions in 2019 and 2020. The percentage of "completed" commitments increased from 11% in 2020 to 22% in 2023 of the total commitments and pledges made. The percentage of "in process" commitments increased from 41% in 2020 to 66% in 2023 of the total commitments and pledges made. The percentage of "unimplemented" commitments decreased from 39% in 2020 to 8% in 2023 of the total commitments and pledges made.

## Degree of Verification for the Government's Implementation of Commitments during 2020-2022

	2020		2021		2022		2023	
	No.	Perct.	No.	Perct.	No.	Perct.	No.	Perct.
<b>Completed</b>	10	11%	12	13%	17	18%	21	22%
<b>In Process</b>	39	41%	62	66%	62	66%	62	66%
<b>Unimplemented</b>	37	39%	15	16%	11	12%	7	8%
<b>Unclear</b>	8	9%	5	5%	4	4%	4	4%
<b>Total</b>	<b>94</b>	<b>100%</b>	<b>94</b>	<b>100%</b>	<b>94</b>	<b>100%</b>	<b>94</b>	<b>100%</b>



## Third: Palestinian Citizens' Impressions and Attitudes Towards the Government's Performance in 2023

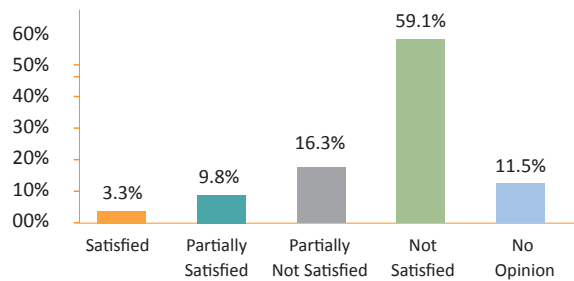
### Assessment of Government Performance in Accordance with Its Program and Mandate Letter

This section examines the satisfaction level<sup>3</sup> with the government's performance, including Prime Minister Dr. Mohammad Shtayeh, based on the mandate letter for the 18<sup>th</sup> government and its program.

#### (1) Presidential and Legislative Elections:

A minority of respondents, 13.1%, expressed satisfaction with the government's efforts in preparing for presidential and legislative elections, while 75.4% indicated dissatisfaction. The remaining 11.5% either did not have a specific opinion or were unsure about these procedures.

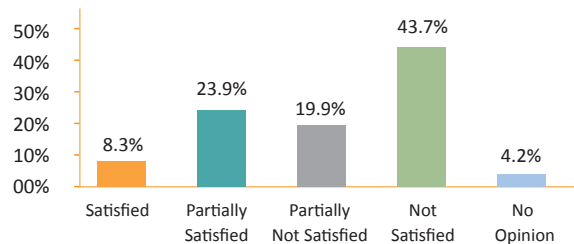
The government's commitment to preparing for presidential and legislative elections



#### (2) The Justice System:

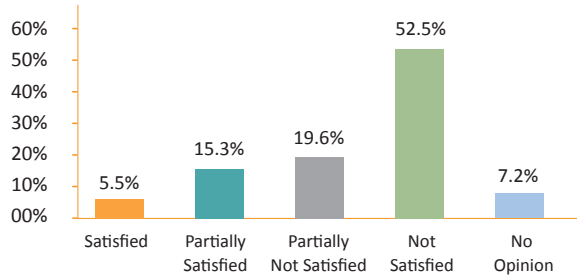
Regarding the enhancement of citizens' access to justice (police, prosecution, and courts), 32.3% of participants expressed satisfaction with the government's performance, while 63.6% indicated dissatisfaction. Additionally, 4.2% either did not have a specific opinion or were unsure about this matter. Regarding the strengthening of the judiciary's independence, 20.8% believed the government's performance was satisfactory, compared to 72.1% who considered it unsatisfactory, while 7.2% stated that they did not have a specific opinion or were unsure about this issue.

The government's performance in enhancing citizens' ability to access the justice system (police, prosecution, and courts)



3 Satisfaction includes (satisfied and somewhat satisfied), while dissatisfaction includes (somewhat dissatisfied and dissatisfied).

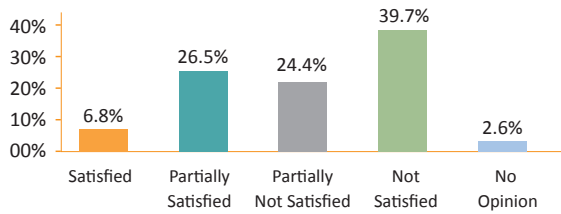
The government's performance in enhancing judicial independence



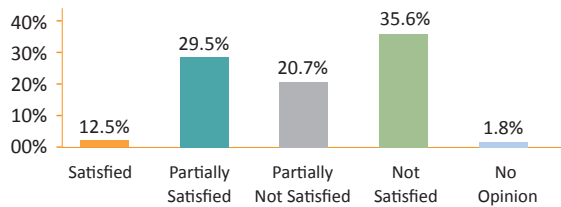
**(3) Maintaining Civil Peace, Fighting Crime, and Ensuring Citizens' Safety:**

One-third of the respondents expressed satisfaction with the government's performance in maintaining civil peace, while 64.1% expressed dissatisfaction. Satisfaction with the government's performance in achieving security and safety for citizens reached 32%, compared to 68% who were dissatisfied. Regarding the fight against crime, 42% expressed satisfaction, while 56% were dissatisfied.

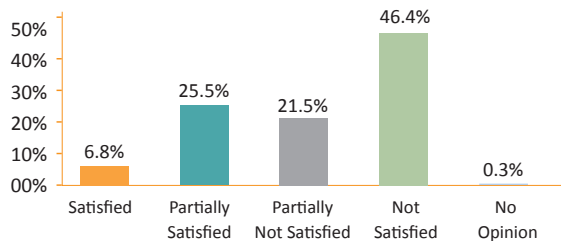
The government's performance in maintaining civil peace



The government's performance in combating crime



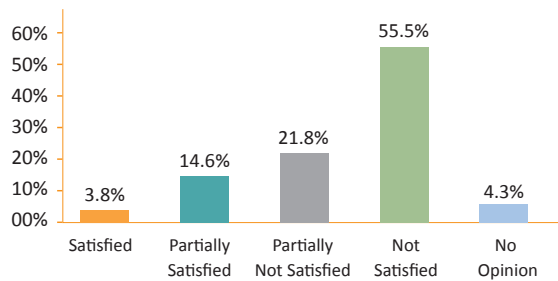
The government's performance in achieving security/safety for citizens



#### (4) Strengthening Palestinians' Resilience in Area C and Jerusalem:

The survey results indicate negative evaluations of the government's efforts in supporting and strengthening the resilience of Jerusalemites and Palestinians in Area C of the West Bank. Satisfaction with the government's support for Jerusalem reached 17.3%, compared to 76.6% expressing dissatisfaction. Similarly, satisfaction with its support for Area C reached 18.4%, with 77.3% expressing dissatisfaction.

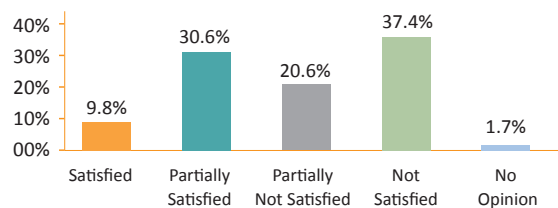
The government's performance in enhancing the resilience of Palestinians in Area C of the West Bank



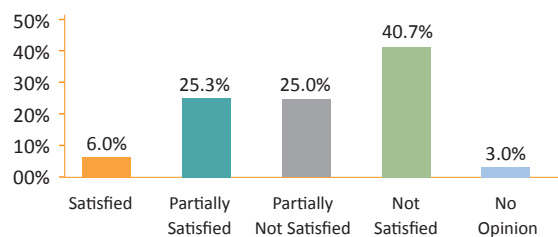
#### (5) Protecting Palestinian Women from Violence and Promoting Economic Empowerment:

In the survey, 40.3% of respondents expressed satisfaction with the government's efforts to protect Palestinian women from violence in all its forms, while 58.0% expressed dissatisfaction. Regarding the economic empowerment of women, 31.3% believed that the government's performance in this area was satisfactory, while 65.7% considered it unsatisfactory.

The government's performance in protecting Palestinian women from violence in all forms



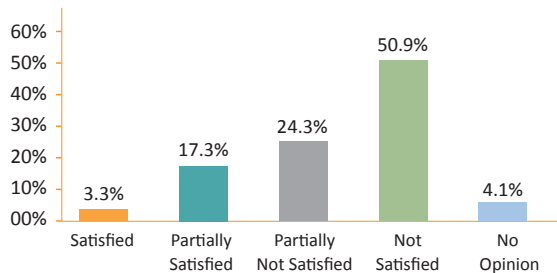
The government's performance in economically empowering women



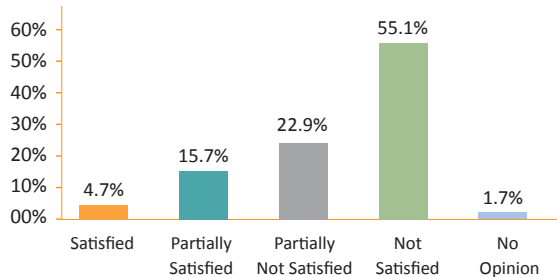
### (6) Respecting the Right to Assembly and Freedom of Opinion and Expression:

The survey results indicate that dissatisfaction with these issues significantly outweighs satisfaction levels. Approximately one-fifth of respondents expressed satisfaction with the extent of the government's respect for the right to assembly, while 75% expressed dissatisfaction. Similarly, regarding freedom of opinion and expression, 20.3% of participants expressed satisfaction with the government's respect for this right, while 78.0% expressed dissatisfaction.

The government's performance in respecting the right to assembly



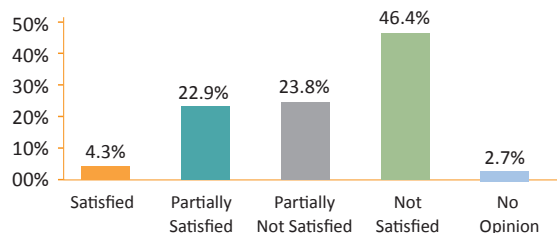
The government's performance in respecting freedom of opinion and expression



### (7) Social Protection and Respect for Human Rights:

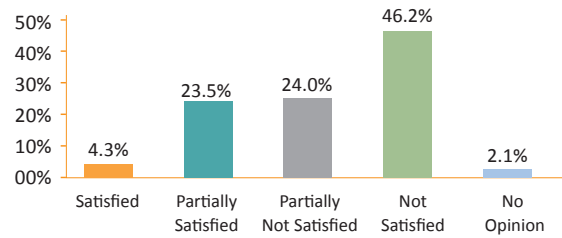
Approximately one-quarter of survey participants, 27.2%, expressed satisfaction with the government's performance in providing social protection, while 70.2% expressed dissatisfaction.

The government's performance in providing social protection





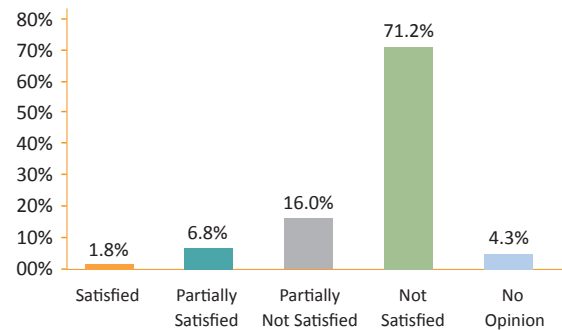
### The government's performance in respecting human rights



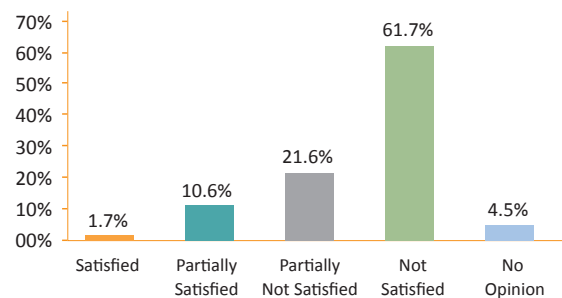
### (8) Economic Independence and Economic Development:

Regarding the achievement of economic independence through disengagement from the Israeli occupation economy, 8.5% expressed satisfaction with the government's performance, while 87.2% expressed dissatisfaction. Regarding economic development, 12.3% expressed satisfaction, while 88.3% expressed dissatisfaction.

#### The government's performance in achieving economic independence through the disengagement from the Israeli occupation's economy



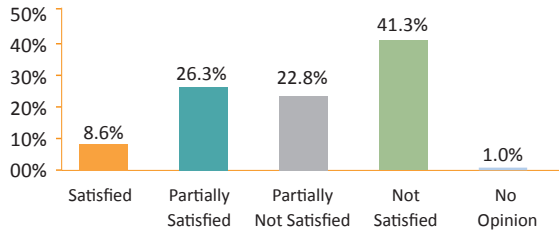
#### The government's performance in achieving economic development



**(9) Improving Infrastructure:**

The results indicate that 34.9% of participants are satisfied with the government's efforts in improving infrastructure, while 64.1% perceive these efforts as unsatisfactory.

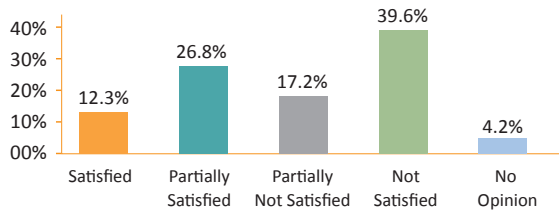
The government's performance in improving infrastructure



**(10) Caring for Those Affected by the Occupation, Including Martyrs and Prisoners:**

The results indicate that a significant portion of participants are dissatisfied with the care provided to those affected by the occupation, with a satisfaction rate of 39.1% and a dissatisfaction rate of 56.8%, while 4.2% expressed a lack of knowledge regarding this issue.

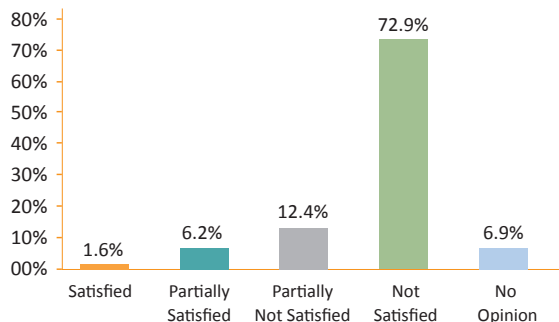
The government's performance in caring for those affected by the occupation, including martyrs, prisoners, and the wounded



**(11) Unifying Laws between the West Bank and Gaza Strip:**

The results indicate widespread dissatisfaction with the unification of laws between the West Bank and Gaza. According to the majority of responses, only a small percentage of participants, 7.8%, expressed satisfaction with this aspect. Conversely, 85.3% stated their dissatisfaction, with an additional 6.9% not having a clear opinion on the matter.

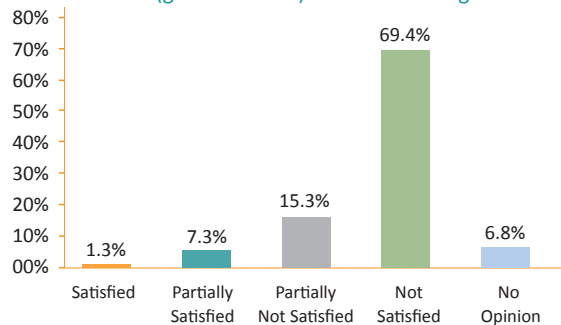
The government's performance in unifying laws between the West Bank and Gaza Strip



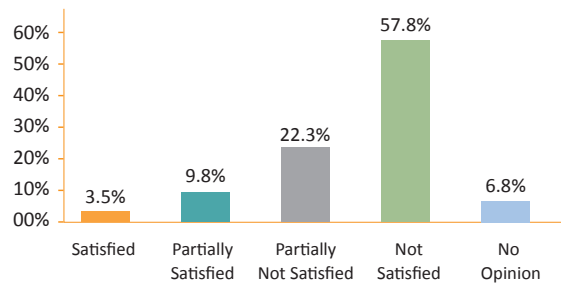
## (12) Public Participation and Enhancing Confidence: Transparency of Information and Decision-Making for Palestinian Citizens:

Based on the survey results, a small percentage of respondents expressed satisfaction with the government's role in allowing public participation in decision-making, 8.5%, while the majority expressed dissatisfaction, 84.8%, while a notable portion did not have a clear opinion, 6.8%. The survey also indicates that the majority of Palestinians are dissatisfied with the government's transparency and availability of information, with 80.0% expressing dissatisfaction. Regarding the government's performance in enhancing citizen confidence, 85.8% of respondents were dissatisfied, while 11.1% expressed satisfaction and a small percentage 3.2% did not have a clear opinion on this issue.

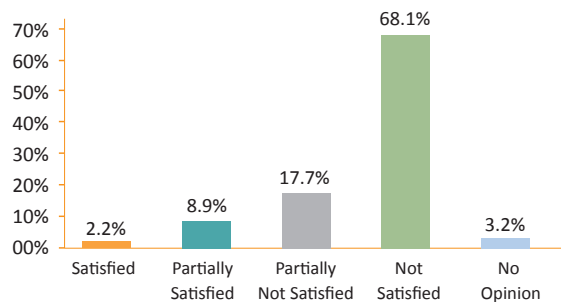
The government's performance in enabling public participation in public (governmental) decision-making



The government's performance in enhancing transparency and providing information to citizens



The government's performance in enhancing citizens' trust in the government



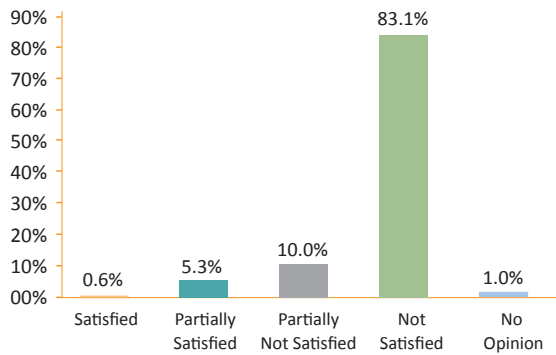
## Evaluating the Government's Performance in Addressing Union Claims

Overall, there is a high level of dissatisfaction with the government's handling of various union activities, as indicated by many participants expressing dissatisfaction with the government's approach to these events over the past year. This highlights an urgent need to enhance relations and dialogue between the government and union activists to achieve consensus and pursue common interests that benefit society. The results are as follows:

### (1) The Government's Response to the 2023 Teachers' Strike:

Only 5.9% of respondents expressed satisfaction with the government's handling of the teachers' strike, while a significant 93.1% expressed dissatisfaction.

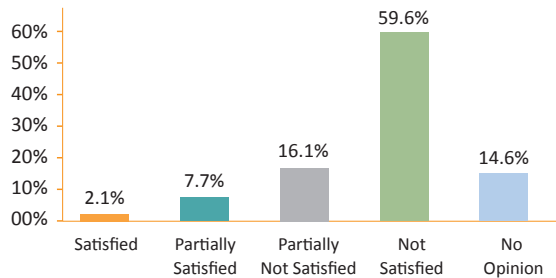
The government's management of the teachers' strike during the 2023 academic year



### (2) The Government's Response to the 2023 Lawyers' Strike:

The survey revealed that only 9.8% of participants were satisfied with the government's handling of the lawyers' strike, while 75.7% expressed dissatisfaction and 14.6% stated that they did not have any knowledge or opinion on this topic.

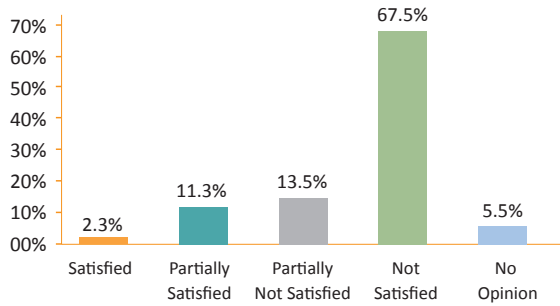
The government's response to the lawyers' strike during the summer of 2023



### (3) The Government's Response to the 2023 Health Sector Strikes:

A relatively higher percentage of respondents, 13.5%, expressed satisfaction with the government's handling of the health sector strikes. However, the majority, 81.1%, expressed dissatisfaction, with 5.5% indicating they did not have any knowledge or opinion on this issue.

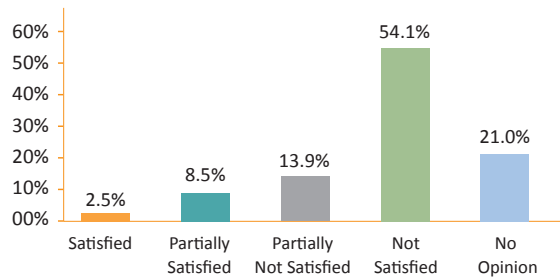
The government's response to the healthcare sector strikes in 2023



### (4) The Government's Response to the 2023 Engineers' Strikes:

Similar to the previous strikes, only 11% of participants expressed satisfaction with the government's handling of the engineers' strikes, while 68% expressed dissatisfaction and 21% reported that they did not have any knowledge or opinion on this topic.

The government's response to the 2023 engineers' strikes



## Assessment of Parties Regarding Public Freedoms and Human Rights:

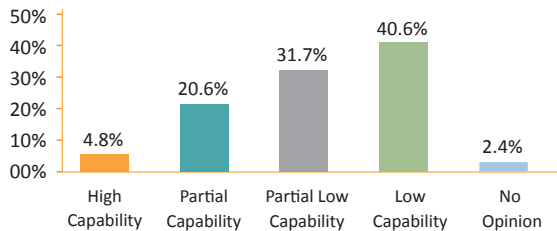
The poll results revealed a negative assessment of the Palestinian government, led by Dr. Mohammad Shtayyeh, in its approach to public freedoms and human rights. Only 10.3% of participants expressed satisfaction with the government's performance in this regard, while 86.6% expressed dissatisfaction. In contrast, the evaluation of the Palestinian Police Service was relatively more positive. 42.7% of participants expressed satisfaction with the police's handling of public freedoms and human rights, while 54.8% expressed dissatisfaction.

### Sense of Security and Satisfaction with Entity Performance

#### (1) Maintenance of Civil Peace:

A quarter of Palestinians believe that the security institution has a high or somewhat high ability to maintain civil peace at present. However, the largest percentage, 72.3%, stated that the Palestinian security institution is currently unable to maintain civil peace, while 2.4% of participants expressed uncertainty or did not have a clear opinion on this matter.

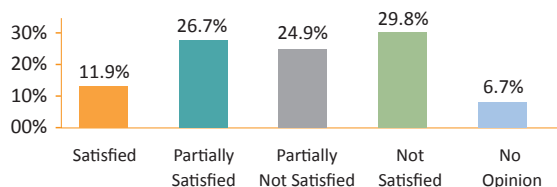
To what extent do you believe the Palestinian security institution is capable of maintaining civil peace?



#### (2) Participation in International Human Rights Agreements:

Approximately 38.6% of survey participants expressed satisfaction with the State of Palestine's accession to international agreements related to human rights, while 54.8% expressed dissatisfaction and 6.7% did not have a clear opinion or preferred not to express their opinion on this subject.

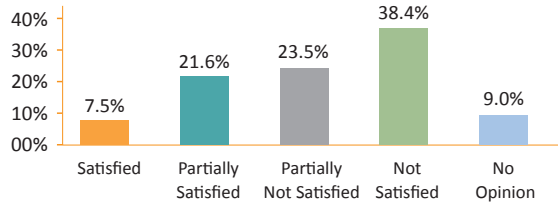
In general, to what extent are you satisfied with the State of Palestine's accession to international agreements related to human rights?



### (3) Civil Society Accountability:

Approximately 29.1% of participants expressed general satisfaction with the Palestinian government's acceptance of societal accountability conducted by civil society organizations and the media on public issues. However, the majority, 61.9%, expressed dissatisfaction with this matter.

In general, how satisfied are you with the government's acceptance of social accountability conducted by civil society organizations and the media in public issues?



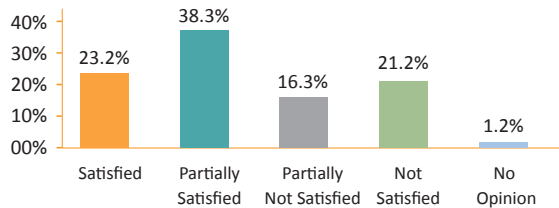
## Evaluation of Health Services

Below are key results and points regarding the evaluation of health services in the Ministry's centers, clinics, and hospitals.

### (1) Satisfaction with Primary Care:

61.4% of participants expressed satisfaction with the services of primary care centers (health directorates and health centers in the region), while 37.4% expressed dissatisfaction.

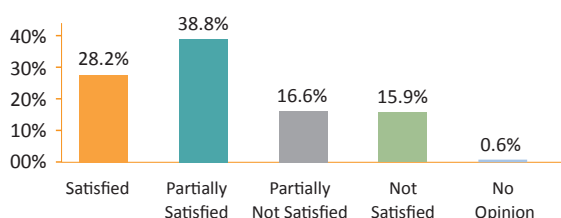
How satisfied are you with the services provided at primary care centers (health directorates and health centers) in your area?



## (2) Access to Health Services

The government achieved high levels of satisfaction with its performance in providing health services. Two-thirds of respondents expressed satisfaction with their ability to access health services without difficulties or discrimination. However, 32.5% of participants expressed dissatisfaction with their ability to access health services without difficulties. Additionally, 74.8% expressed satisfaction with the availability and proximity of health centers and hospitals to their place of residence, compared to 25.3% of participants who expressed dissatisfaction with this aspect.

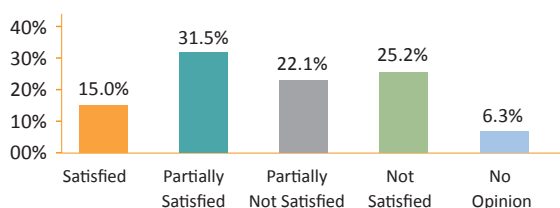
How satisfied are you with your ability to access healthcare services without any difficulties or discrimination?



## (3) Guidance, Information, and Data Provided by the Ministry of Health:

The survey results indicate varying opinions regarding participants' satisfaction with their ability to access information and data provided by the Ministry of Health at all service levels. The satisfaction rate reached 43.3%, while 48.9% expressed dissatisfaction. Regarding satisfaction with the guidance and awareness provided by the Ministry, the satisfaction rate reached 46.5%, while 47.3% expressed dissatisfaction. Additionally, 6.3% stated that they did not have any knowledge or opinion regarding these instructions.

How satisfied are you with the instructional and awareness-raising guidelines provided by the Ministry of Health?

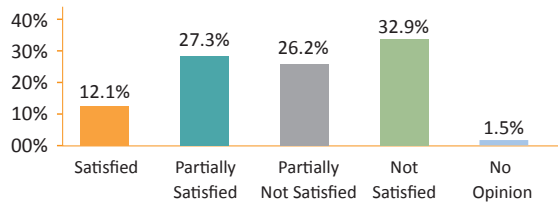


## (4) Capacity of Government Clinics and Hospitals:

The satisfaction rate with the capacity of government clinics and hospitals reached 39.4%, while the dissatisfaction rate reached 59.1%.



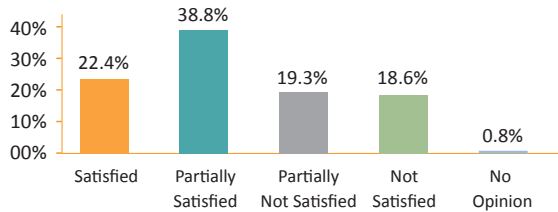
How satisfied are you with the capacity of government clinics and hospitals?



### (5) Performance of Medical Staff and Quality of Services:

The satisfaction rate with the performance of medical staff in government hospitals and clinics reached 61.3%, indicating a positive perception. However, the satisfaction rate with the quality of services provided in Ministry of Health hospitals and clinics reached 52.2%, with 46.2% of participants expressing dissatisfaction with the quality of services provided.

How satisfied are you with the performance of the medical staff in government hospitals and clinics?



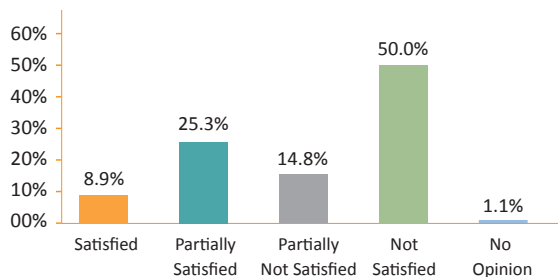
## Evaluation of Educational Services

Below are key results and points regarding the evaluation of educational services in the Ministry's directorates and schools.

### (1) Quality of Education in Public Schools:

The satisfaction rate with the quality of education in public schools was 34.2%, while 64.8% expressed dissatisfaction with the quality provided.

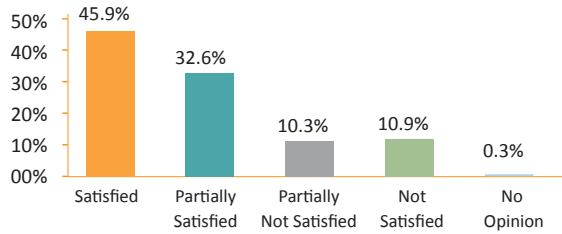
The quality of education in government schools



## (2) Proximity of Schools to Place of Residence:

A large majority of survey participants, 78.5%, expressed satisfaction with the proximity of schools to their place of residence, compared to 21.3% who were dissatisfied.

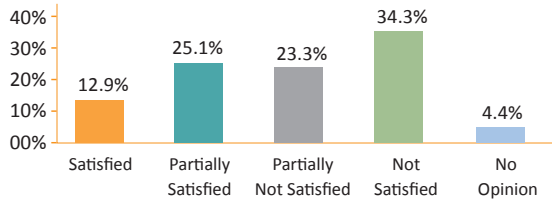
The proximity of schools to your place of residence



## (3) Overcrowding in Schools:

38.0% of survey respondents were satisfied with the number of students in school classes in their area, while 57.6% were dissatisfied with class sizes.

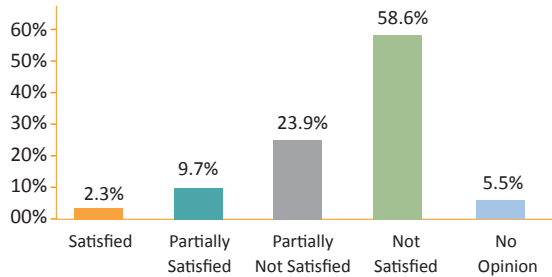
The number of students in schools in your area



## (4) Ability to Meet Labor Market Needs:

Only 12% of survey participants expressed satisfaction with the education system's ability to meet the needs of the labor market, while 82.5% stated the opposite.

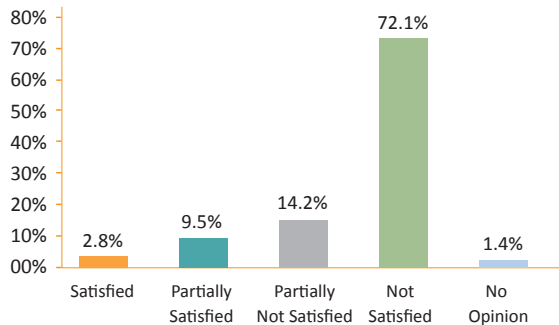
The ability to meet the needs of the labor market



### (5) Implementation of Distance E-Learning:

Satisfaction rates regarding the government's approach to implementing distance e-learning during emergencies reached 12.3%, compared to 86.3% who expressed dissatisfaction. Additionally, 1.4% stated that they had no opinion or knowledge on this subject.

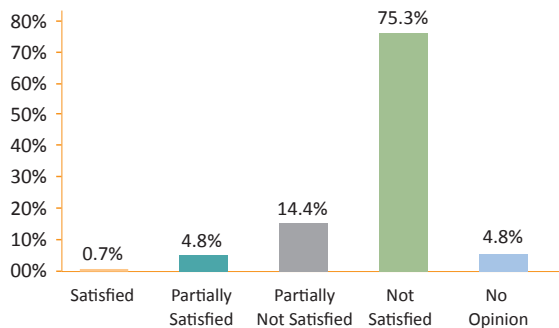
How satisfied are you with the government's approach in implementing remote electronic education in emergency situations?



### (6) Contribution to Alleviating Poverty:

The satisfaction rate with education's contribution to alleviating poverty was only 5.4%, the lowest among the educational services mentioned, while the dissatisfaction rate reached 89.8%.

The government's performance in contributing to poverty alleviation



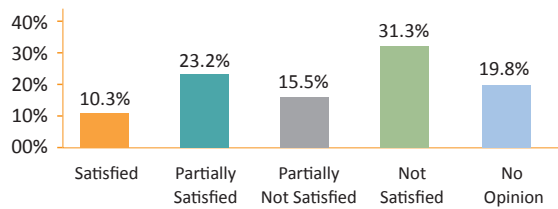
## Evaluation of Ministry of Local Government Services

The survey results indicate varying levels of satisfaction among participants regarding the services of the Ministry of Local Government in its directorates:

### (1) Building Licensing Procedures:

33.4% of survey participants expressed satisfaction with the building permit procedures in local government directorates, while 34.8% expressed dissatisfaction, and 19.8% stated a lack of knowledge about these procedures.

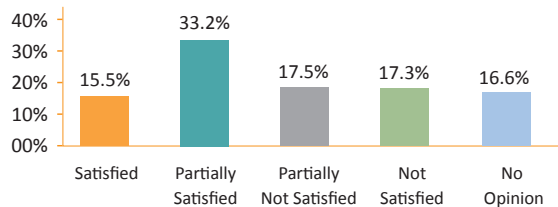
The Ministry's performance in procedures related to building permits



### (2) Employee Interaction with Citizens:

48.7% expressed satisfaction with employee interactions in local government directorates, while 34.8% expressed dissatisfaction, and 16.6% were not aware of these interactions.

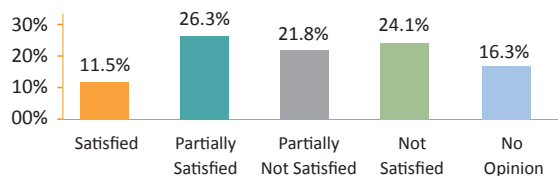
The interaction of employees in local government directorates with citizens



### (3) Follow-up on Citizens' Issues:

37.8% expressed satisfaction with employees' follow-up on citizens' issues, while 45.9% were dissatisfied, and 16.3% did not have a clear opinion.

Satisfaction of employees' follow-up on citizen issues

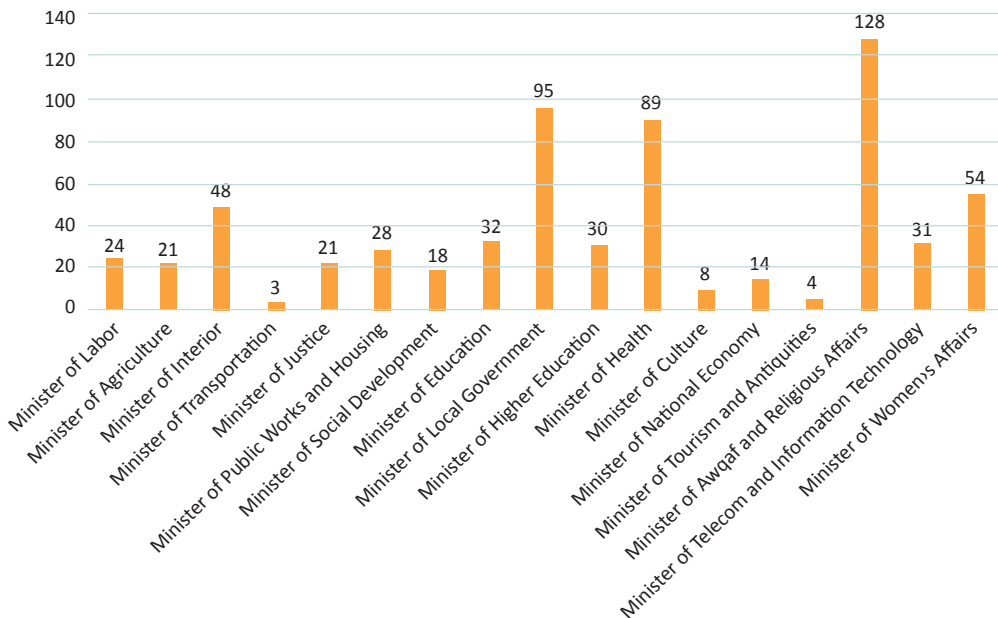


## Fourth: Announced Ministers' Field Visits in 2023

For the second consecutive year, the team monitored the visits of both male and female ministers, as reported on their official Facebook pages. These visits were made to ministries where the activity of these ministers was observed.<sup>4</sup>

The following figure illustrates the number of visits ministers made to participate in activities outside their ministries' headquarters in 2023. These visits were primarily aimed at supervising and overseeing work in directorates or agencies under their jurisdiction. The data also highlights the Minister of Awqaf and Religious Affairs as the most active in this regard. The Minister conducted visits to Awqaf and Religious Affairs Directorates and inspected religious sites more frequently compared to other ministers in the government. Following closely were the Minister of Local Government, the Minister of Health, the Minister of Women's Affairs, and the Minister of the Interior. The following figure indicates the number of ministers' field visits, whether to work, participate in activities, or supervise and follow up on the directorates' work. This was monitored by the team through the ministries' websites or their official Facebook pages. The figure also shows that the Minister of Local Government conducted the most field visits, such as visits to local government directorates and local councils, followed by the Minister of Health, the Minister of Interior, the Minister of Awqaf and Religious Affairs and the Minister of Telecom and Information Technology.

### The Number of Ministers' Field Tours<sup>5</sup>



<sup>4</sup> It should be noted that the monitoring period extended over a period of eleven months, i.e., the period between January 1st, 2023 and November 30th, 2023.

<sup>5</sup> The monitoring process is limited to service ministries, as the policy ministries, such as the Ministry of Information, Finance, Jerusalem Affairs, Foreign Affairs, Entrepreneurship and Empowerment, the Prime Ministry or the Deputy Prime Minister were not monitored. The Ministry of Women's Affairs was added this year at the request of Her Excellency the Minister.

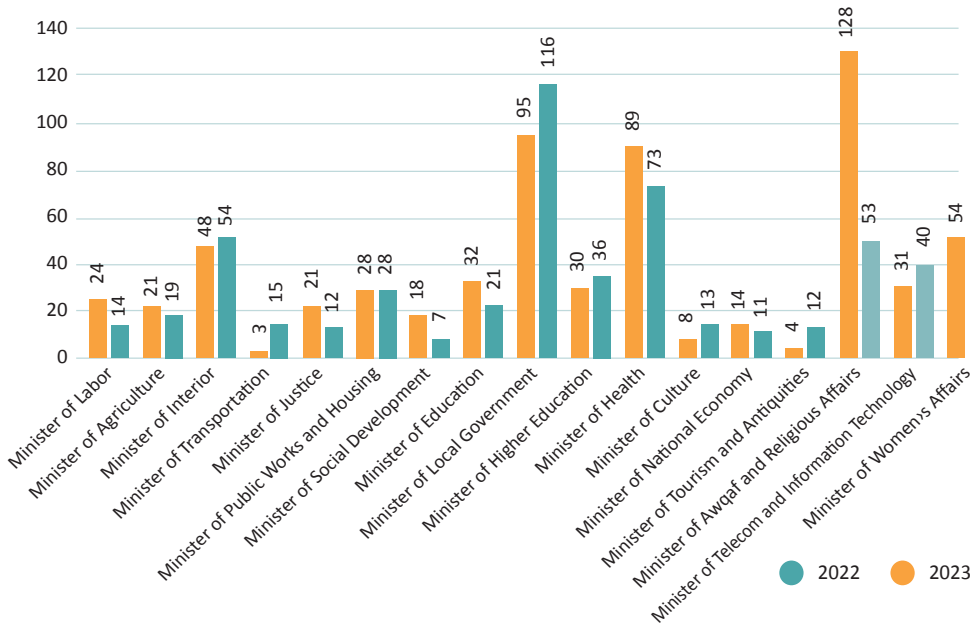
The monitoring team acknowledges that these field visits do not fully represent the extent of ministers' activities or serve as a comprehensive evaluation of their work. While some ministries engage in activities for citizens, beneficiaries, and local and international partners to follow and supervise their work, the purpose of these field visits is primarily for ministers to oversee the progress of work in directorates and institutions affiliated with their ministries. During these visits, ministers aim to understand the challenges faced by citizens or local bodies and institutions benefiting from the ministry's services, as well as to gather feedback on the quality of services provided. The monitoring process aimed to identify key opportunities where ministers could engage with citizens benefiting from ministry services, interact with them to gauge service quality, and oversee ministry work in various governorates.

### Comparison of Field Tours by Ministers in 2022 and 2023

This year's monitoring process has revealed a shift in the activity levels of several ministers compared to the previous year (2022). The number of visits and meetings increased for eight ministers, namely the Minister of Labor, the Minister of Agriculture, the Minister of Justice, the Minister of Social Development, the Minister of Education, the Minister of Health, the Minister of National Economy, and the Minister of Awqaf and Religious Affairs.

Conversely, the number of visits by seven ministers decreased in 2023. These include the Minister of Interior, the Minister of Transportation, the Minister of Local Government, the Minister of Higher Education, the Minister of Culture, the Minister of Tourism and Antiquities, and the Minister of Telecom and Information Technology. Meanwhile, the Minister of Public Works and Housing maintained the same number of visits as in 2022 (28 visits).

### Comparison of Field Visits by Ministers in their Respective Ministries in 2022 and 2023



It is important to note that the months of October and November 2023 were marked by Israeli aggression on the Gaza Strip, and exceptional conditions prevailed in the West Bank, impacting movement in the region. These conditions affected the ability of male and female ministers to conduct on-site visits to directorates or hold meetings with citizens. Furthermore, the Ministers of Culture and Public Works and Housing were in the Gaza Strip during this period, and the aggression prevented them from moving or carrying out their duties.






### **Fifth: Ministries' Response to Citizens' Inquiries and Questions**

Providing a platform for citizens to ask questions and seek information plays a vital role in easing their access to answers without encountering difficulties. This approach not only reduces the burden on ministries but also facilitates the transition to e-government, enabling swift responses to individual citizens' or audience members' needs for each ministry. To ensure effectiveness, officials must continuously monitor the responsiveness of assigned employees, ensuring they respond promptly. Activating social media platforms, which are cost-effective for the government and offer advanced, faster, and more responsive communication channels, is also crucial. All ministries should adopt and activate various electronic means to address citizens' inquiries effectively.

The monitoring team conducted an examination of service ministries' websites to assess their responsiveness to citizens' inquiries. This involved testing the available electronic communication channels, including WhatsApp, Messenger, and email, to ensure efficient communication. These communication tools are designed to facilitate citizens' interactions with ministries, allowing them to inquire about services offered by specific ministries and seek guidance or assistance as needed.

The examination revealed variations among ministries in their use of electronic communication tools. While most ministries utilize email and Facebook Messenger for inquiries, the Ministry of Public Works and Housing and the Ministry of Finance exclusively rely on Facebook Messenger and the Ministry of Education and the Ministry of Social Development primarily use email for communication. On the other hand, ministries such as Justice, Culture, Labor, Local Government, Awqaf and Religious Affairs, National Economy, Agriculture, and Higher Education utilize both Messenger and email. Ministries like Telecom and Information Technology, Agriculture, and Tourism and Antiquities employ all three communication channels, including WhatsApp, Facebook Messenger, and email. The Ministry of Health responds to inquiries via email, Twitter, and Instagram, while the Ministry of Women's Affairs utilizes email, Messenger, and Twitter for communication with citizens.

## Ministries' Electronic Means of Communication

	Name of Ministry	WhatsApp	Messenger	Email	Twitter	Instagram
1	Ministry of Telecom and Information Technology	*	*	*		
2	Ministry of Interior	*	*	*		
3	Ministry of Transportation	*	*			
4	Ministry of Justice		*	*		
5	Ministry of Culture		*	*		
6	Ministry of Public Works and Housing		*			
7	Ministry of Labor		*	*		
8	Ministry of Agriculture		*	*		
9	Ministry of Social Development					
10	Ministry of Finance		*			
11	Ministry of Education			*		
12	Ministry of Local Government		*	*		
13	Ministry of Higher Education		*	*		
14	Ministry of Health			*	*	*
15	Ministry of Tourism and Antiquities	*	*	*		
16	Ministry of Awqaf and Religious Affairs		*	*		
17	Ministry of National Economy		*	*		
18	Ministry of Women's Affairs		*	*	*	

The monitoring team sent 141 questions online to the ministries at different times, most of them during working hours and some after working hours, in order to check whether it is followed up by the employees assigned to respond at all times. The number of questions ranged from 6 to 8 for each ministry on one or more of the available electronic means of communication. The monitoring team obtained 43 responses from the eighteen ministries, that is, about 31% of the total questions and inquiries that were sent to the ministries on electronic communication means. Thus, the examination process indicated that the speed of response varies from one ministry to another regarding the questions and inquiries it receives on electronic means of communication. The Ministry of Local Government, the Ministry of Health, the Ministry of Agriculture, the Ministry of Transportation, and the Ministry of



Justice answered most of the questions, while the Ministry of Culture answered three questions, while the Ministry of Labor, the Ministry of Telecom and Information Technology, the Ministry of National Economy, and the Ministry of Tourism only answered two questions and the Ministries of Interior, Higher Education, Public Works and Housing, Finance, Social Development, Awqaf and Religious Affairs, Women's Affairs, and Education did not answer any of the questions.

### The Responsiveness of Ministries to Electronically Submitted Inquiries

	Name of Ministry	No. of Questions	No. of Answers	Notes
1	Ministry of Interior	8	No response	All questions were sent via WhatsApp
2	Ministry of Local Government	8	7	All questions were sent and answered via Messenger
3	Ministry of Higher Education	8	No response	All questions were sent via Messenger
4	Ministry of Health	8	5	All questions were sent and answered via e-mail
5	Ministry of Education	8	No response	All questions were sent via Messenger
6	Ministry of Agriculture	8	7	All questions were sent and answered via Messenger
7	Ministry of Transportation	8	6	All questions were sent and answered via Messenger
8	Ministry of Justice	8	7	All questions were sent and answered via Messenger
9	Ministry of Labor	8	2	All questions were sent and answered via Messenger
10	Ministry of Public Works and Housing	8	No response	All questions were sent via Messenger
11	Ministry of Finance	7	No response	All questions were sent via Messenger
12	Ministry of Social Development	8	No response	All questions were sent via e-mail
13	Ministry of Telecom and Information Technology	8	2	All questions were sent and answered via Messenger
14	Ministry of National Economy	8	2	All questions were sent and answered via Messenger

15	Ministry of Tourism and Antiquities	8	3	Six questions were sent via Messenger, two via WhatsApp, and two were answered via Messenger.
16	Ministry of Awqaf and Religious Affairs	8	No response	All questions were sent via Messenger
17	Ministry of Culture	8	3	All questions were sent and answered via Messenger
18	Ministry of Women's Affairs	6	No response	All questions were sent via Messenger

In terms of average response speed, the Ministry of National Economy was the fastest, taking an average of one minute for responses (ranging from the fastest answer of one minute to the slowest answer of one minute). The Ministry of Local Government followed, with an average response time of two hours (ranging from one minute to eight hours). The Ministry of Telecom and Information Technology ranked third, with an average response time of 22 hours (ranging from 19 hours to 26 hours), while the Ministry of Health ranked fourth, with an average response time of 23.5 hours (ranging from 21 hours to 24 hours). The Ministry of Agriculture came fifth, with an average response time of 26 hours (ranging from 10 minutes to 3 days), and the Ministry of Transportation ranked sixth, with an average response time of 49 hours, or approximately two days (ranging from one minute to four days). Seventh was the Ministry of Justice, with an average response time of 56 hours, or about two and a half days (ranging from 26 hours to four days). The Ministry of Tourism and Antiquities followed in eighth place, with an average response time of 82 hours, or approximately three and a half days (ranging from one minute to six days). The Ministry of Culture ranked ninth, with an average response time of 552 hours, or about 23 days (ranging from seven days to 30 days). Lastly, the Ministry of Labor had the longest average response time, at 792 hours, or approximately 33 days (ranging from a month and eight days to a month and nine days).

### Positive Developments and Declines in Ministries' Handling of Inquiries in 2022-2023

This year's report highlights a significant improvement in the speed of response from several ministries to citizens' inquiries, with some ministries now responding within just one minute. Ministries such as Economy, Local Government, Transportation, and Tourism and Antiquities have shown remarkable progress compared to last year, which was only achieved by two ministries, Agriculture and Telecom and Information Technology. The current year sees four ministries responding within a minute, marking a notable improvement from the previous year.

	Name of Ministry	2022		2023	
		No. of Questions	No. of Answers	No. of Questions	No. of Answers
1	Ministry of Interior	8	No response	8	4
2	Ministry of Local Government	8	7	8	5
3	Ministry of Higher Education	8	No response	9	No response
4	Ministry of Health	8	5	9	No response
5	Ministry of Education	8	No response	9	No response
6	Ministry of Agriculture	8	7	8	7
7	Ministry of Transportation	8	6	9	4
8	Ministry of Justice	8	7	9	8
9	Ministry of Labor	8	2	9	4
10	Ministry of Public Works and Housing	8	No response	8	No response
11	Ministry of Finance	7	No response	9	No response
12	Ministry of Social Development	8	No response	8	Undeliverable
13	Ministry of Telecom and Information Technology	8	2	7	4
14	Ministry of National Economy	8	2	7	No response
15	Ministry of Tourism and Antiquities	8	2	8	1
16	Ministry of Awqaf and Religious Affairs	8	No response	8	2
17	Ministry of Culture	8	3	7	No response
18	Ministry of Women's Affairs	6	No response	--	--

The table above illustrates changes in the ministries' responses to team members' inquiries compared to last year. This year, the Ministry of Health, Culture, and Economy responded to inquiries. However, the Ministry of Interior and the Ministry of

Endowments declined to answer. Additionally, five ministries, including the Ministry of Higher Education, the Ministry of Education, the Ministry of Public Works and Housing, the Ministry of Finance, and the Ministry of Social Development, continued to fail to respond.

The number of questions answered this year increased compared to last year in the Ministry of Local Government, Health, Transportation, Economy, Tourism and Antiquities, and Culture. Conversely, the number of questions answered this year decreased compared to last year in the Ministry of Interior, Telecom and Information Technology, Awqaf and Religious Affairs, and Labor, while the number of answers for both Agriculture and Justice remained constant over the two years.

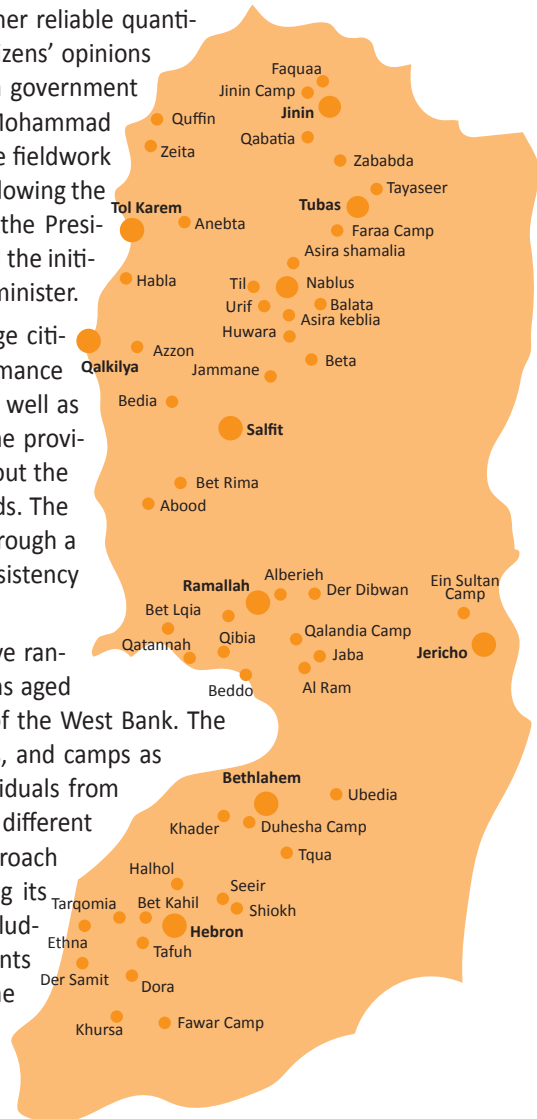
## Sixth: Detailed Results of the Citizens' Opinion Poll on the Government's Performance for 2023

The Arab World for Research and Development (AWRAD) conducted a field survey in the West Bank, including Jerusalem, on behalf of The Palestinian Association for Empowerment and Local Development—REFORM. The aim was to gather reliable quantitative data and information on Palestinian citizens' opinions regarding the performance of the Palestinian government under the leadership of Prime Minister Dr. Mohammad Shtayyeh, five years into his appointment. The fieldwork was conducted from March 7<sup>th</sup> – 14<sup>th</sup>, 2024, following the government's resignation, its acceptance by the President of the Palestinian National Authority, and the initiation of the process to appoint a new prime minister.

The survey covered a range of topics to gauge citizens' assessment of the government's performance in political, economic, and health spheres, as well as its stance on freedoms, human rights, and the provision of services. It also included questions about the respondents' social and economic backgrounds. The form's validity and reliability were ensured through a pre-test and statistical audit to guarantee consistency in the questions' statistical analysis.

The survey was conducted on a representative random sample of 1,200 male and female citizens aged 18 years or older, covering all governorates of the West Bank. The sample was distributed among villages, cities, and camps as shown in the map below, and included individuals from various age and educational groups, as well as different labor and income sectors. A multi-stage approach was employed to select the sample, ensuring its representation of Palestinian society. This included the use of the Kish table to select participants within households. The margin of error for the sample is 3% with a confidence level of 95%.

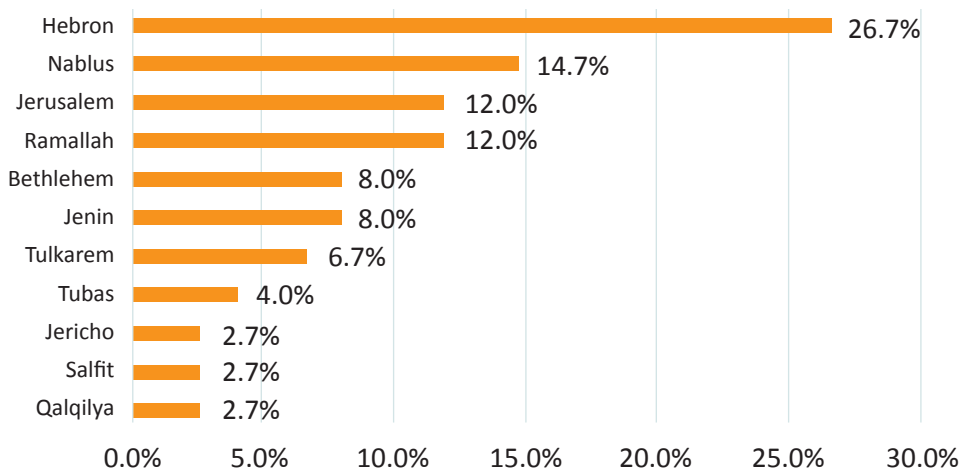
The interviews were conducted by female researchers with extensive experience in public opinion polls and interviews. Before commencing work, the research team underwent training on the survey and detailed research methodology. Interviews were conducted face-to-face in respondents' homes using a tablet and an interactive data system. This system contributed to monitoring the quality of work and ensuring the accuracy of the sample. Data was entered electronically and downloaded directly via an Internet connection at all times. The data was audited and analyzed using advanced statistical programs such as Excel and SPSS.



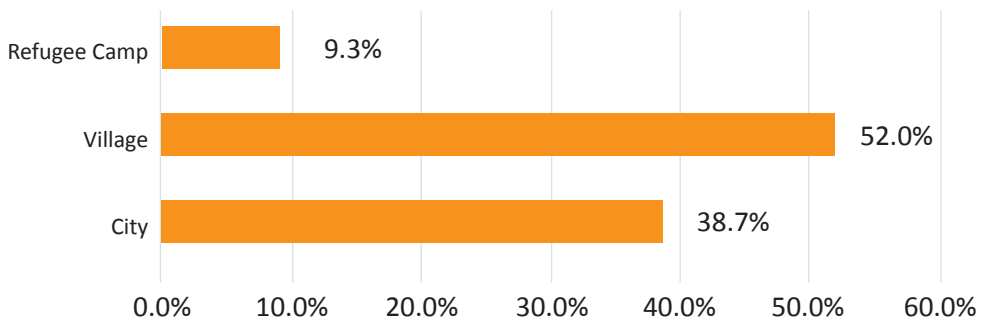
## Appendix No. 1: Demographic Distribution of the Sample

The sample was selected in the governorates of the West Bank using a stratified sampling method based on the population size of the 11 governorates. This approach ensured proportional representation of cities, villages, towns, and camps in each governorate, as per the 2017 Palestinian census. The selection process incorporated a systematic mechanism to ensure proportional representation of key variables such as gender, age, education, among others.

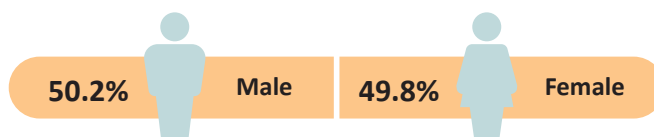
**Illustration 1 - Sample Distribution by Governorates**

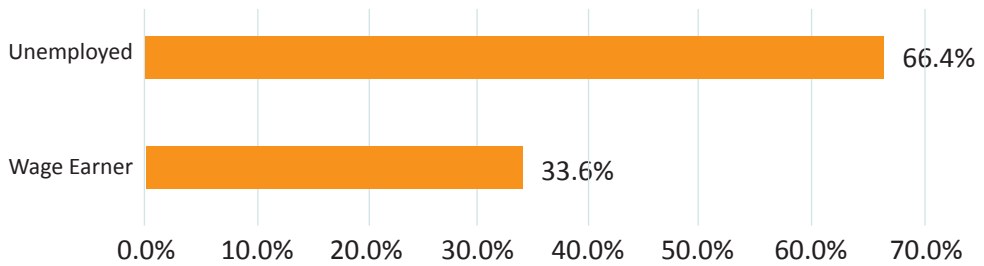
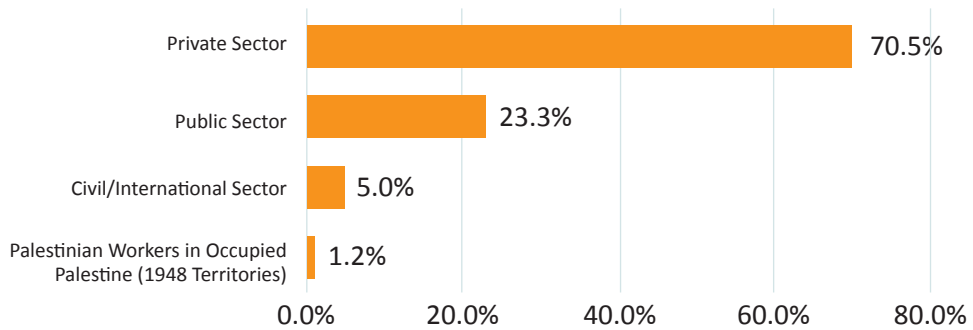
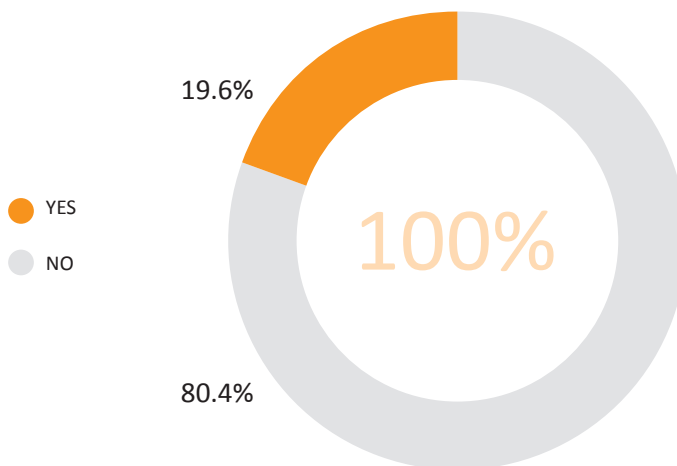


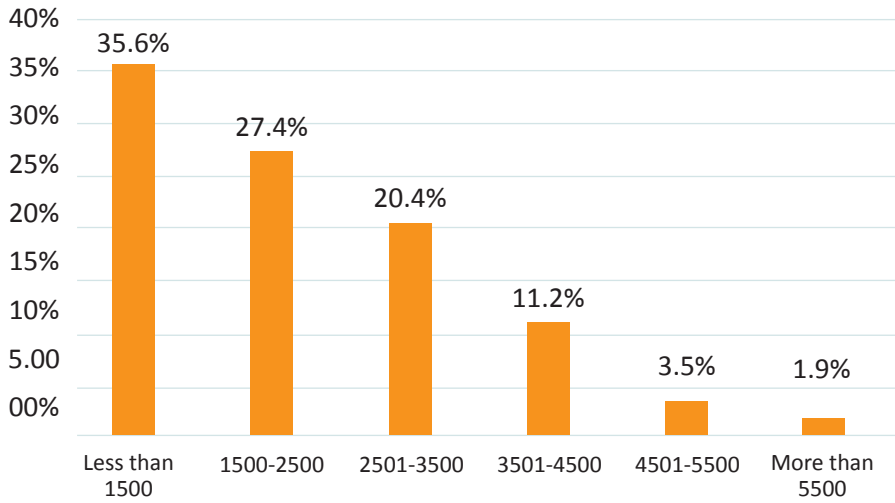
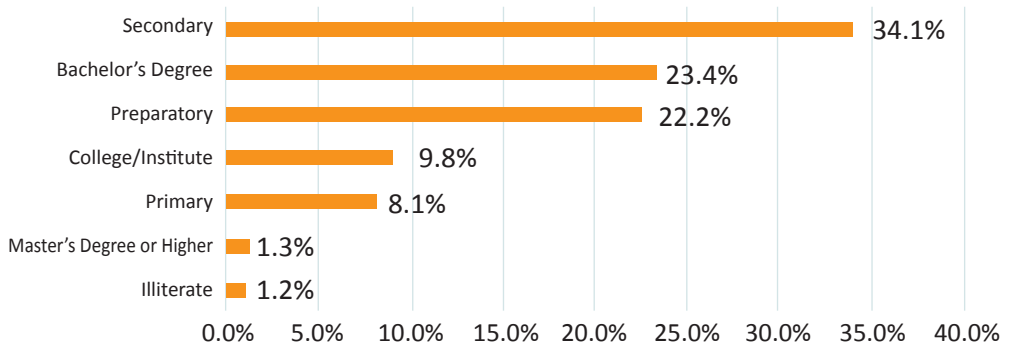
**Illustration 2 - Sample Distribution by Place of Residence**



**Illustration 3 - Sample Distribution by Gender**



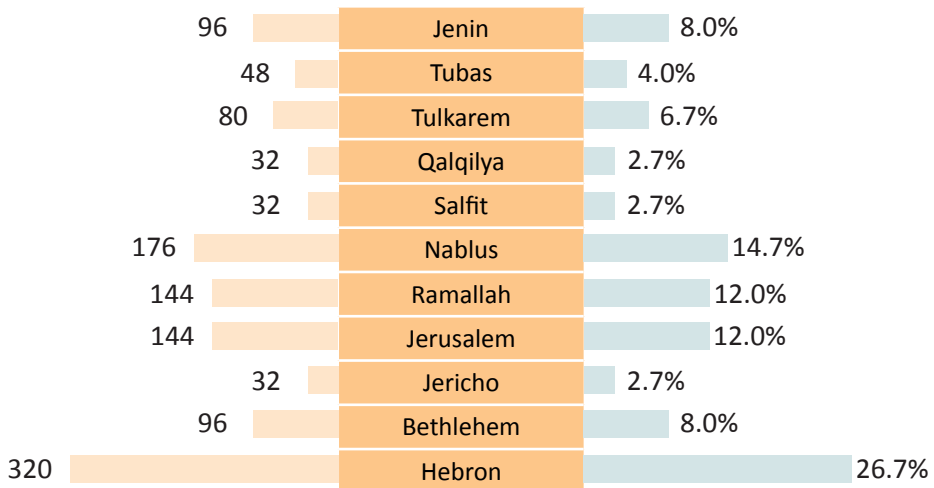
**Illustration 4 - Sample Distribution by Work Status****Illustration 5 - Sample Distribution by Work Sector (Employees Only)****Illustration 6 - Was the subject employed in Occupied Palestine (1948 Territories) prior to the recent war on Gaza? (Applies to former employees only)**

**Illustration 7 - Sample Distribution by Family Income****Illustration 8 - Sample Distribution by Educational Level**

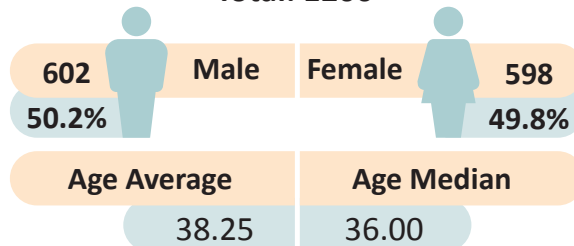


## Demographic Distribution of the Sample

		#	%
Governorate	Jenin	96	8.0%
	Tubas	48	4.0%
	Tulkarem	80	6.7%
	Qalqilya	32	2.7%
	Salfit	32	2.7%
	Nablus	176	14.7%
	Ramallah	144	12.0%
	Jerusalem	144	12.0%
	Jericho	32	2.7%
	Bethlehem	96	8.0%
	Hebron	320	26.7%



**Total: 1200**



		#	%
<b>Population Cluster</b>	Jenin	32	2.7%
	Jenin Refugee Camp	16	1.3%
	Zababdeh	16	1.3%
	Qabatiya	16	1.3%
	Faqqua	16	1.3%
	Al-Fari'a Refugee Camp	16	1.3%
	Tubas	16	1.3%
	Tayasir	16	1.3%
	Tulkarem	32	2.7%
	Anabta	16	1.3%
	Zeita	16	1.3%
	Qaffin	16	1.3%
	Nablus	48	4.0%
	Beita	16	1.3%
	Huwwara	16	1.3%
	Aseera Al-Shamaleya	16	1.3%
	Balata Refugee Camp	16	1.3%
	Tal	16	1.3%
	Urif	16	1.3%
	Jamma'in	16	1.3%
	Asira Al-Qibliya	16	1.3%
	Qalqilya	16	1.3%
	Azzoun	16	1.3%
	Salfit	16	1.3%
	Bidya	16	1.3%
	Ramallah	32	2.7%
	Al-Bireh	32	2.7%
	Deir Dibwan	16	1.3%
	Beit Liqya	16	1.3%
	Beit Reema	16	1.3%
Aboud	16	1.3%	

Population Cluster	Kufur Ni'ma	16	1.3%
	Al-Ram	16	1.3%
	Biddu	16	1.3%
	Al-Jadeera	16	1.3%
	Qatanna	16	1.3%
	Beir Nabala	16	1.3%
	Qalandia Refugee Camp	16	1.3%
	Al-Qabayba	16	1.3%
	Al-Jeeb	16	1.3%
	Jaba'	16	1.3%
	Jericho	16	1.3%
	Ein Al-Sultan Refugee Camp	16	1.3%
	Bethlehem	32	2.7%
	Taqqou'	16	1.3%
	Dheisha Refugee Camp	16	1.3%
	Al-Khader	16	1.3%
	Ubeidiya	16	1.3%
	Hebron	96	8.0%
	Idhna	16	1.3%
	Dura	16	1.3%
	Sa'eer	16	1.3%
	Halhul	32	2.7%
	Beit Kahel	16	1.3%
	Tafouh	16	1.3%
	Al-Fawwar Refugee Camp	16	1.3%
	Al-Shuyukh	16	1.3%
	Deir Samet	16	1.3%
	Tarqumiyah	16	1.3%
	Yatta	32	2.7%
	Kharsa	16	1.3%
	Total	1200	100.0%

		#	%
<b>Residence Type</b>	City	464	38.7%
	Village	624	52.0%
	Refugee Camp	112	9.3%

		Gender					
		Male		Female		Total	
		#	%	#	%	#	%
<b>Educational Level</b>	Illiterate	2	0.3%	12	2.0%	14	1.2%
	Primary	51	8.5%	46	7.7%	97	8.1%
	Preparatory	142	23.6%	124	20.7%	266	22.2%
	Secondary	215	35.7%	194	32.4%	409	34.1%
	College/Institute	57	9.5%	60	10.0%	117	9.8%
	Bachelor's Degree	126	20.9%	155	25.9%	281	23.4%
	Master's Degree or Higher	9	1.5%	7	1.2%	16	1.3%

		Gender					
		Male		Female		Total	
		#	%	#	%	#	%
<b>Work Status</b>	Wage Earner	297	49.3%	106	17.7%	403	33.6%
	Unemployed	305	50.7%	492	82.3%	797	66.4%

		Gender					
		Male		Female		Total	
		#	%	#	%	#	%
<b>Was the subject employed in Occupied Palestine (1948 Territories) prior to the recent war on Gaza?</b>	Yes	148	48.5%	8	1.6%	156	19.6%
	No	157	51.5%	484	98.4%	641	80.4%

		Gender					
		Male		Female		Total	
		#	%	#	%	#	%
<b>Current Job Sector</b>	Public Sector	62	20.9%	32	30.2%	94	23.3%
	Private Sector	217	73.1%	67	63.2%	284	70.5%
	Civil Sector (NGOs)	10	3.4%	5	4.7%	15	3.7%
	Palestinian Workers in Occupied Palestine (1948 Territories)	5	1.7%	0	0.0%	5	1.2%
	UNRWA	2	0.7%	2	1.9%	4	1.0%
	International Organizations	1	0.3%	0	0.0%	1	0.2%

		Gender					
		Male		Female		Total	
		#	%	#	%	#	%
<b>Average Monthly Family Income (in shekels)</b>	Less than 1500	217	36.0%	210	35.1%	427	35.6%
	1500-2500	147	24.4%	182	30.4%	329	27.4%
	2501-3500	132	21.9%	113	18.9%	245	20.4%
	3501-4500	70	11.6%	64	10.7%	134	11.2%
	4501-5500	21	3.5%	21	3.5%	42	3.5%
	More than 5500	15	2.5%	8	1.3%	23	1.9%

