

AMAN
Transparency Palestine



Coalition for Accountability and Integrity (AMAN)

Surveying the opinion of women beneficiaries of the social development, health, and education services on the impact of corruption on service delivery.

2021

AMAN
Transparency Palestine



AMAN Coalition wishes to thank

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The views in this survey do not necessarily reflect the view of the European Union nor does it assume responsibility thereof.

Contains

Introduction	4
Services of the Ministry of Education, Health and Social Development Bookmark not defined.	Error!
Satisfaction with the services provided by the Ministry of Education and its district offices: Bookmark not defined.	Error!
Facing problems/ Forms of corruption endured in accessing the services:	7
Types of problems and/or corruption faced by women beneficiaries of the ministries' services	9
Obligated to have recourse to nepotism to access or accelerate access to services:	10
Obligated to pay a bribe in exchange for access or accelerating access to services:	11
Ministry's Complaint Unit/ Department:	14

Introduction

The report displays the findings of the opinion poll conducted by the Coalition for Integrity and Accountability (AMAN), to survey the opinions of women beneficiaries of the services of the Ministry of Social Development (cash assistance program) and women heads of households receiving services from the Ministries of Health and Education in the West Bank (including Jerusalem) and Gaza Strip. The survey consults the opinions and attitudes of service recipients and their awareness of the possible cases and forms of corruption in the delivery of social development, health, and education services. The poll focuses more particularly on the forms of gender-based corruption and women's readiness to report on the cases or be involved in combatting corruption. The survey aims to assess their satisfaction with the integrity and transparency of the services provided by the three ministries (Social Development, Health, and Education) and their awareness of the complaints system as well as their satisfaction with the handling of complaints and the quality of services offered by the three ministries. The survey also asks questions on whether they have been the victim of any form of gender-based corruption in their attempts to access these services.

AMAN Coalition will benefit from the findings to inform its priority interventions and shed light on the effects of corruption on the provision of services, especially in the areas of social development, health, and education with a special focus on women. The findings will be used to formulate recommendations to promote integrity in the provision of these services.

The survey adopted international scientific methodologies and criteria applicable to this type of research. The following two methodologies were particularly used:

- 1- Collection of data on social development services by phone in the period from 20th April 2021 to 28th April 2021, using a random sample of 620 women beneficiaries of the services of the Ministry of Social Development (53% in the West Bank and 47% in the Gaza Strip).
- 2- Collection of data on the health and education services, by face-to-face meetings with the beneficiaries upon their departure from the district offices after receiving the service, in the period from 20th April 2021 till 28th April 2021, using a random sample of 620 women (53% in the West Bank and 47% in the Gaza Strip)

Satisfaction with the services provided by the Ministry of Education and its district offices:

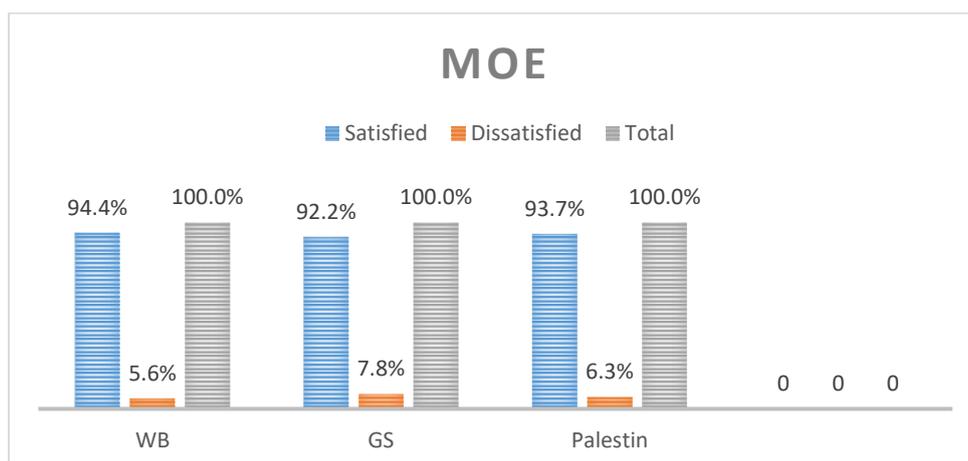
The women beneficiaries were asked to express their level of satisfaction with the services they received at the Ministry or any of its district offices.

Findings showed that a large percentage of the beneficiaries of the services of the Ministry of Education are satisfied with the services at the Ministry and its district offices (94% satisfied, compared to 6% dissatisfied).

Disaggregated according to the geographic locations, the findings revealed a close percentage of satisfaction with the service in Gaza (47%) and the West Bank (46%).

The following figure represents the findings:

Figure: 1: *level of satisfaction with the services delivered by the Ministry of Education and its district offices*



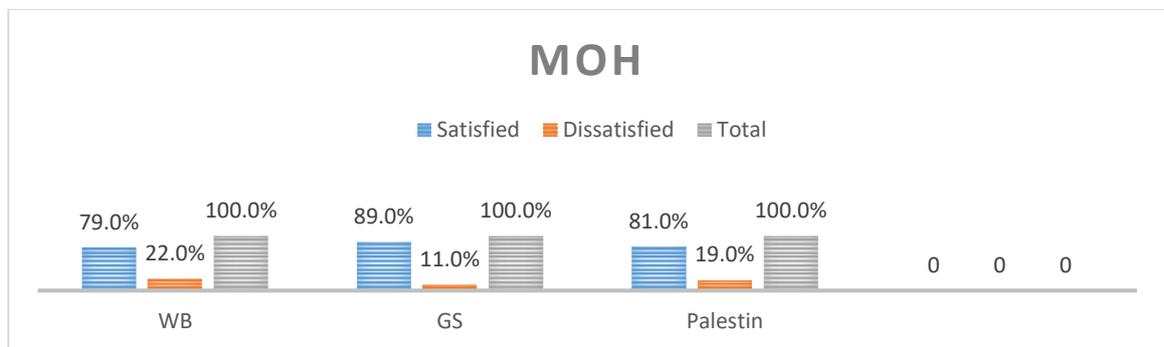
Satisfaction with the Services of the Ministry of Health

When women beneficiaries of the services of the Ministry of Health were asked about their satisfaction with the services, a large percentage explained that they were satisfied (80.9%), compared to (19%) who said they were dissatisfied.

Geographically disaggregated, the results showed that beneficiaries in Gaza were relatively more satisfied compared to the ones in the West Bank (88.6% in Gaza compared to 78.5% in the West Bank).

The following figure represents the findings

Figure 2 : Satisfaction with the services of the Ministry of Health

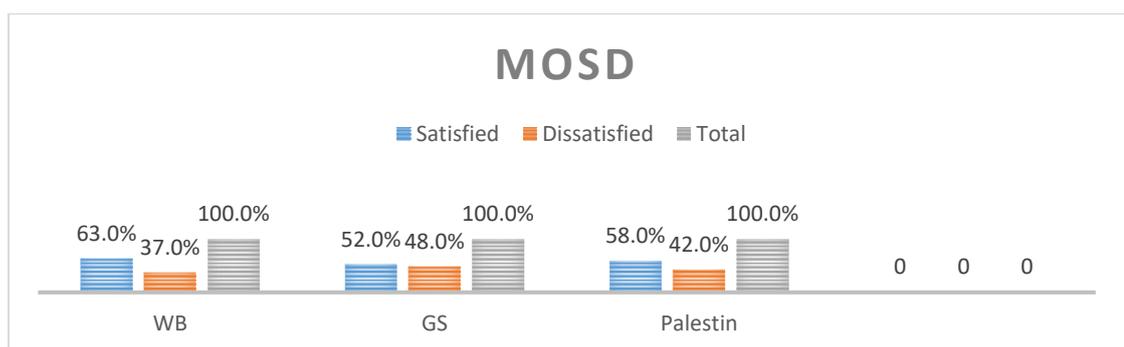


Satisfaction with the services delivered by the Ministry of Social Development and its district offices

The women beneficiaries were asked to express their level of satisfaction with the services they received at the Ministry or any of its district offices. The findings showed that half of the beneficiaries were satisfied with the services (58%), compared to 42% who expressed their dissatisfaction.

Regional disaggregation showed that beneficiaries in the West Bank were more satisfied than those of the Gaza Strip (63% and 52% respectively).

Figure 3 : Satisfaction with the services of the Ministry of Social Development and its district offices



Facing problems/ Forms of corruption endured in accessing the services:

Ministry of Education:

The beneficiaries were asked if they faced any problems/ forms of corruption in accessing the services of the Ministry of Education and its district offices in general.

The findings showed that the majority of the beneficiaries have not faced any problem/ form of corruption (92%), compared to (8%) who reported facing a form of corruption when accessing the service.

The regional distribution shows that West Bank beneficiaries face more problems/ forms of corruption when accessing the services of the Ministry and its district offices, compared to the beneficiaries in the Gaza Strip (9% and 5% respectively)

When we listed some of the problems or forms of corruption the beneficiaries may have faced, the percentage of those reporting having faced a problem/ form of corruption increased to 14% while 86% confirmed they did not face any problem/ form of corruption in accessing the service.

Regional distribution showed that beneficiaries from the West Bank faced more problems/ forms of corruption when accessing the Ministry's services compared to the West Bank (16% and 9% respectively).

Ministry of Health:

When we asked the beneficiaries if they faced any problems/ forms of corruption in accessing the services of the Ministry of Health in general, the majority reported not having faced any problem/corruption (87%), compared to (13%) who said they faced problems/ form of corruption in accessing the services.

Regional disaggregation showed that beneficiaries in the West Bank faced more problems/ forms of corruption (15%), compared to 6% in the Gaza Strip.

When we listed some of the problems or forms of corruption they may have faced, the percentage increased to 30%, compared to 70% who confirmed they had not faced any problem/form of corruption in accessing the services of the Ministry of Health.

Geographically disaggregated, the findings showed that beneficiaries in the West Bank faced more problems/ forms of corruption (34%) than the beneficiaries in the Gaza Strip (19%).

Ministry of Social Development and its district offices:

When the beneficiaries were asked if they had faced any problems/ forms of corruption in accessing the services of the Ministry of Social Development or its district offices, the great majority reported (89%) they had not encountered any problem or form of corruption, while 23% said they did.

The regional distribution showed that beneficiaries in the West Bank face more problems or corruption than those of the Gaza Strip (14% and 9% respectively).

When we listed some of the problems or forms of corruption they may have faced, more beneficiaries explained they had faced such a thing (23%), compared to 77% who confirmed they had not faced any problem or form of corruption in accessing MoSD services.

Regionally speaking, the beneficiaries who reported facing problems or corruption increased evenly in the West Bank and Gaza Strip to 23% in each region. The increase was significant in the Gaza Strip.

The following figures elucidate the findings:

Figure 4 :Facing problems or corruption in accessing the services of the Ministry of Education & Ministry of Health (Unaided)

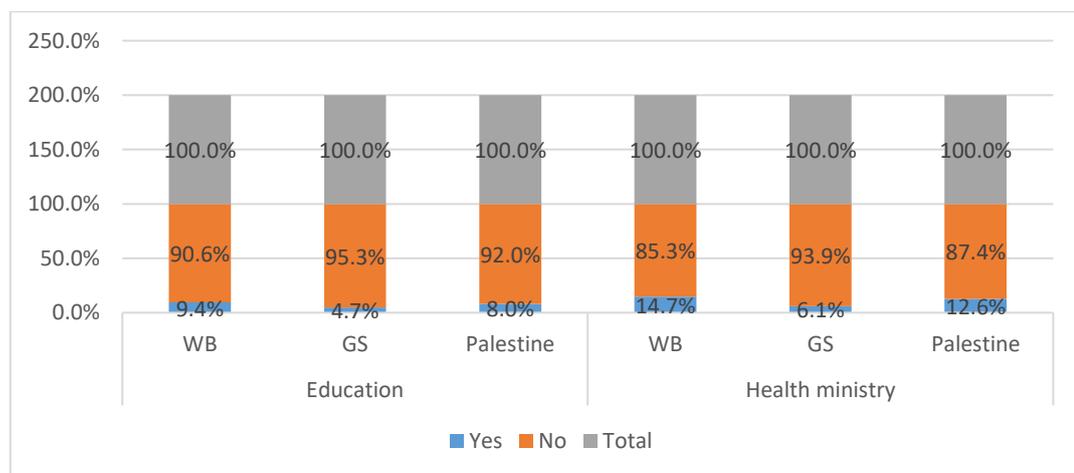


Figure 5: Facing problems or corruption in accessing the services of the Ministry of Education & Ministry of Health (Aided)

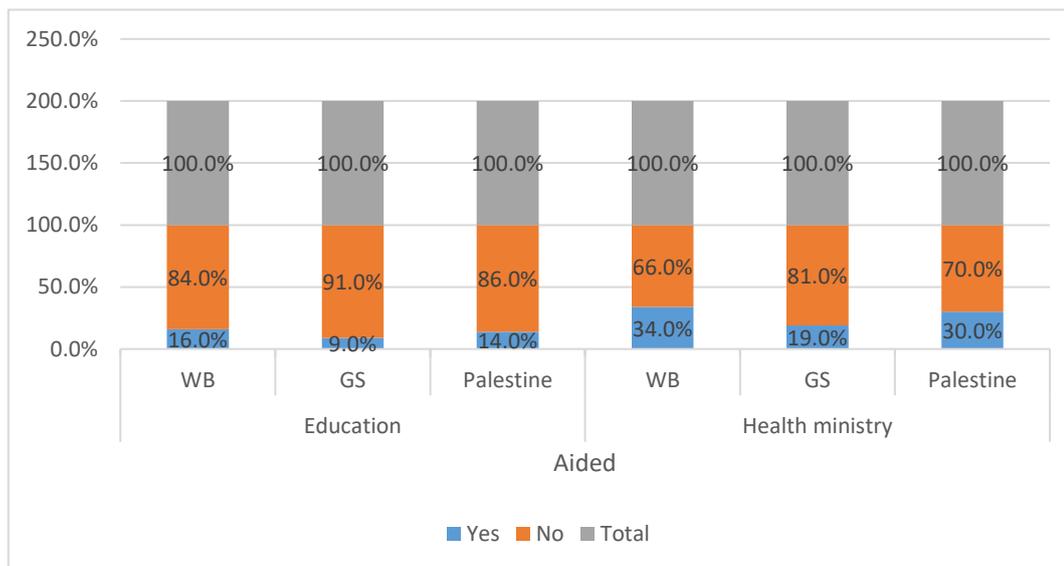
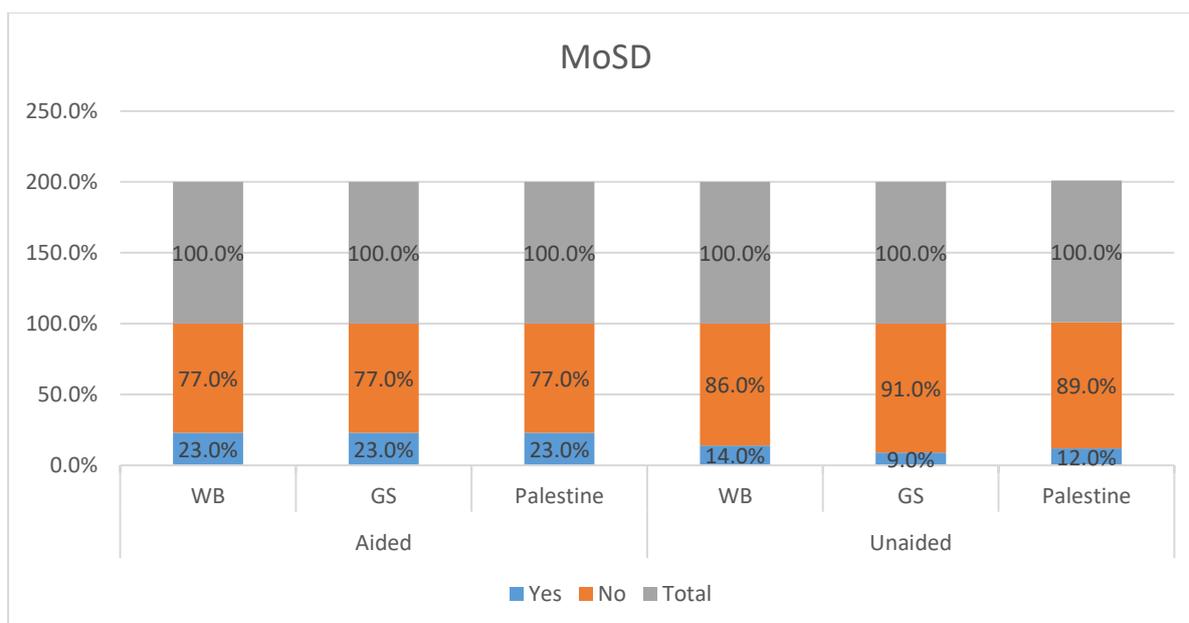


Figure 4: Facing problems or corruption in accessing the services of the Ministry of Social Development



Types of problems and/or corruption faced by women beneficiaries of the ministries' services

Negligence or delayed delivery:

After explaining some of the forms of corruption or problems to the respondents, 13% of the women beneficiaries of the services of the Ministry of Education reported that the major problem they faced was negligence or delayed delivery of service.

Geographically, the rate was 15% in the West Bank, compared to 8% in the Gaza Strip.

The same applies to the Ministry of Health, as 25% of the women beneficiaries reported that they faced negligence and delay in delivering the service

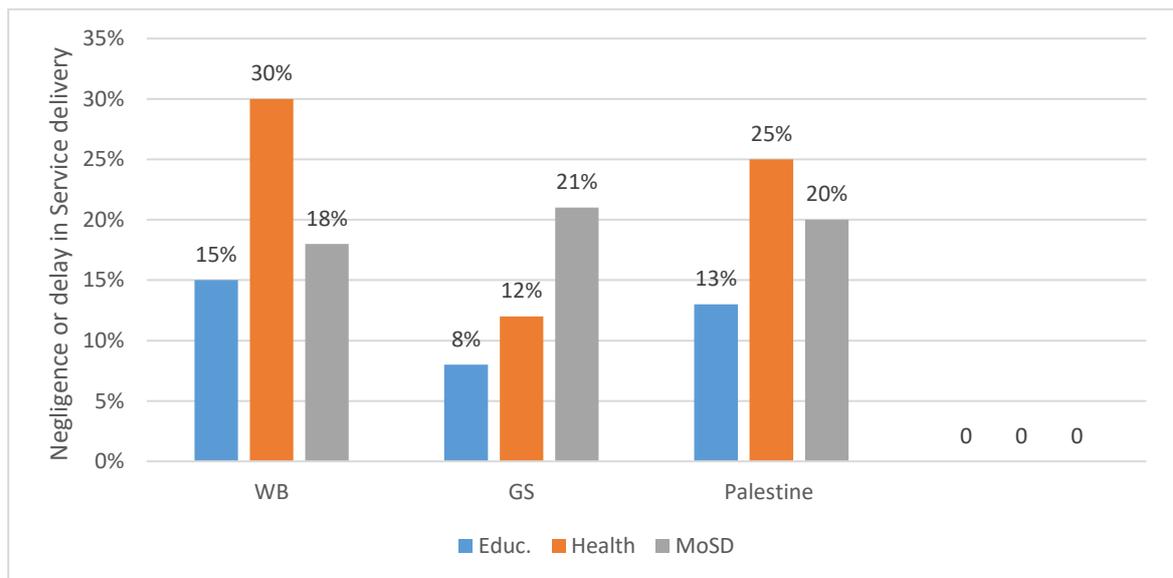
Geographically, beneficiaries in the West Bank faced negligence and delay more than the ones in the Gaza Strip (27% and 12% respectively).

For the Ministry of Social Development, negligence and delay in service delivery were mentioned by 20% of the beneficiaries.

Regionally, beneficiaries in the Gaza Strip faced negligence and delay in service delivery more than the West Bank (21% and 18% respectively).

The following figure shows the findings:

Figure 5: Women beneficiaries who reported having faced negligence or delay in service delivery



Obliged to have recourse to nepotism to access or accelerate access to services:

The second major problem reported by the women beneficiaries was being **obliged to use nepotism to access or accelerate access to services.**

2% of the women beneficiaries explained they needed nepotism to access or accelerate access to the services delivered by the Ministry of Education, compared to 7% in the case of the Ministry of Health.

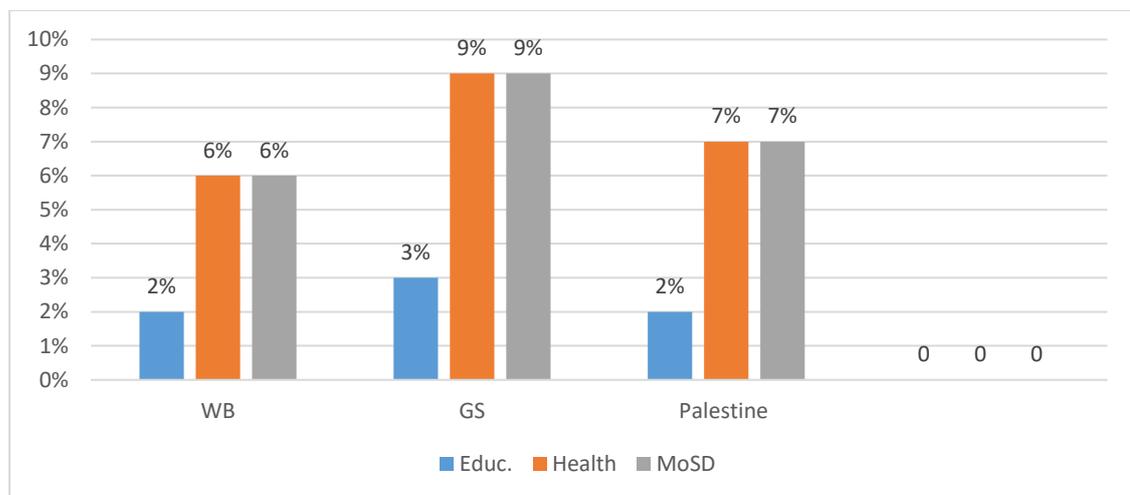
Regionally, women in the West Bank needed nepotism less than women in Gaza (2% and 3% respectively).

The women beneficiaries who needed nepotism to access the services of the Ministry of Health represented 6% in the West Bank and 9% in Gaza.

On the other hand, 6% of the beneficiaries reported needing nepotism to access the services of MoSD (8% in the West Bank and 4% in Gaza).

The following figure shows the findings:

Figure 6: Beneficiaries who needed nepotism to access services at the ministries.



Obligated to pay a bribe in exchange for access or accelerating access to services:

None of the women beneficiaries of the services of the Ministries of education and Social Development had to pay a financial bribe to access or accelerate access to services.

By contrast, a small percentage of the beneficiaries of the MoH services had to pay a financial bribe to access or accelerate their access to the services, they represented 0.2%, mostly from the Gaza Strip.

Obligated to pay sexual bribery to access or accelerate access to services:

None of the beneficiaries of the services of the Ministries of Education and Social Development had to pay sexual bribery to access or accelerate access to services.

However, a small percentage of the women beneficiaries of the MoH services had to pay sexual bribery to access or accelerate access to services; they represented 0.02% and were all from the West Bank.

Blackmail by service providers to acquire financial and in-kind benefits

Women beneficiaries of the MOE services were asked if they endured blackmail by a service officer to extort financial or in-kind benefits, 0.9% affirmed they did.

Regional disaggregation showed that all these beneficiaries were in the Gaza Strip and non in the West Bank.

On the other hand, none of the beneficiaries of the MoH services faced blackmail by any service officer to extort financial or in-kind favours.

Women benefiting from MoSA services were also asked if they were blackmailed by service officers to extort financial or in-kind favors. Three beneficiaries (0.5%) affirmed having been victim of such act.

Geographic distribution showed that one beneficiary in the West Bank was blackmailed by the public servant delivering the service, representing 0.3%, compared to two beneficiaries reporting the same in the Gaza Strip, representing 0.7%.

One of your friends/ acquaintances faced corruption

The women beneficiaries of the services of the Ministries of Education were asked of **any of their friends/acquaintances faced any form of corruption in general:**

The findings showed that very few answered yes (13%), compared to 87% who explained that none of their friends of acquaintances has faced any form of corruption or problems in accessing the services of the Ministry of Education. The percentage was higher in the West Bank compared to the Gaza Strip. When we explained the problems/ forms of corruption that their friends or acquaintances may confront in accessing the services of the Ministry of Education, 11% reported that some of their friends and acquaintance faced **negligence and delay in delivery of service by MOE.**

Geographic disaggregation showed that the beneficiaries who reported that some of their friends or acquaintances confronted negligence of delay in delivery of service by MOE in the Gaza Strip was lower than that in the West Bank (8% and 12% respectively).

Women beneficiaries were also asked of any of their friends or acquaintances **had to use nepotism to access the services**, 2% reported yes, mostly in the West Bank (2.5% compared to 1.6% in the Gaza Strip).

When asked if any of their friends and acquaintances had to pay a financial bribe to access or accelerate a service, 0.9% reported that they did, mostly in the Gaza Strip (1.6%).

When asked of any of their friends or acquaintances had to pay a sexual bribery to access to accelerate access to a service, none of them replied that they did.

It should be noted that 0.04% of women beneficiaries reported that some of their friends or acquaintances **faced sextortion by the officer in charge of the service to enable them to access the service,** specifically in the West Bank.

Findings regarding the **Ministry of Health (MoH):**

Twenty-six percent (26%) of the women beneficiaries of MoH services reported that a friend or acquaintance confronted a problem/ form of corruption compared to 74% who said none of their friends or acquaintances did. It should be noted that the rate was slightly higher in the West Bank, compared to Gaza.

When we explained the problems/ forms of corruption that any of their friends or acquaintances may have faced in accessing MoH services, 19% affirmed that some of their friends or acquaintances faced **negligence or delay in delivery of service by MoH.**

Disaggregated by location, it was found that less beneficiaries in the Gaza Strip reported that any of their friends or acquaintances confronted negligence or delay in delivery of MoH services compared to the West Bank (11% in Gaza and 21% in the West Bank).

When female beneficiaries were asked if any of their friends or acquaintances **had to use nepotism to access or accelerate access to MoH services,** 7% affirmed so with the larger percentage being in the Gaza Strip (9%), compared to 6% in the West Bank.

On the question if any of their friends or acquaintances had to pay a financial bribe to access or accelerate access to MoH service, 0.2% reported yes, all of whom are in the West Bank.

If any of their friends or acquaintances had to pay a sexual bribery to access or accelerate access to service, they all replied that none of their acquaintances has faced such a problem.

It should be noted that 0.2% of women beneficiaries explained that **some of their friends or acquaintances faced sextortion by the officer in charge of service delivery**, specifically in the Gaza Strip.

Women beneficiaries of MoSD services were also asked if any of their friends or acquaintances had faced a problem/ form of corruption in general, 9% reported “Yes” compared to 91% who said that none of their friends or acquaintances faced a problem or form of corruption in accessing these services. The percentage was higher in the Gaza Strip compared to the West Bank (11% and 7% respectively).

When we listed some of the problems/ forms of corruptions that any of their friends or acquaintances may have faced, 8% explained that some of their friends or acquaintances confronted negligence or delay in delivery of service by MoSD.

Geographically, the beneficiaries who reported that a friend or acquaintance faced negligence or delay in deliver of MoSD service was higher in the Gaza Strip (10%), compared to the West Bank (5%).

When beneficiaries were asked if any of their friends or acquaintances had to use nepotism to access or accelerate access to service, 2% replied yes, the majority being in the Gaza Strip (3%), compared to 1% in the West Bank.

When asked if any of their friends or acquaintances had to pay a financial bribe to access or accelerate access to MoSD services, none of the beneficiary replied that they did.

When asked if a friend or acquaintance had to pay a sexual bribe to access or accelerate access to service, one beneficiary (0.2%) reported that a friend or acquaintance had to do so in the Gaza Strip.

It should be noted that two beneficiaries (0.3%) reported that a friend or acquaintance faced sextortion by the officer in charge of the service to enable them access the service, specifically in the Gaza Strip.

Ministry’s Complaint Unit/ Department:

Awareness of existence of a complaint unit/ department at MOE, MoH, MoSD

Ministry of Education and Higher Education (MOE):

Female beneficiaries were asked if they were aware of the availability of a complaints unit/department at MOE, the majority reported that yes (58%) compared to 42% who said they were not aware of such a unit.

Geographically speaking, 55% were aware of such units in the West Bank, compared to 64% in the Gaza Strip.

Ministry of Health (MoH)

Female beneficiaries were asked if they knew of the complaints unit/department at MoH, the majority (67%) answered yes, compared to 34% who said they were not aware of the existence of such a unit at MoH.

Geographically disaggregated, less beneficiaries were aware of such a department in the West Bank (31%) compared to the Gaza Strip (43%).

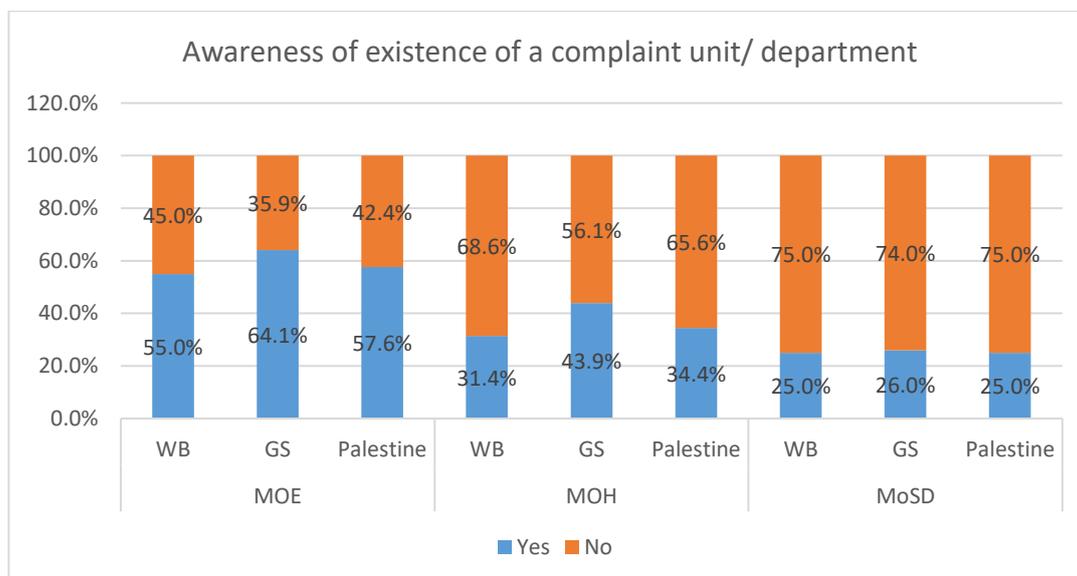
Ministry of Social Development (MoSD):

Beneficiaries were asked if they knew of the availability of a complaints' department/unit at MoSD, the findings showed that the majority were not aware of this (75%), compared to 25% who said they knew about this department.

Geographically disaggregated, the rate of awareness of this department was very close in both regions (25% in the West Bank, compared to 26% in the Gaza Strip).

The following figure shows these rates:

Figure 7 : Awareness of the availability of a complaints unit/ department at the Ministry.



Awareness of the availability of an electronic complaints system

Women beneficiaries were asked if they were aware that MOE had an electronic complaints system; the majority reported they were not (63%), compared to 36% who said they were aware of the availability of such a system.

By region, beneficiaries in the Gaza Strip were more aware than those of the West Bank of such a system (64% compared to 55% respectively).

When female beneficiaries were asked if they were aware of the MoH electronic complaints system, 85% reported they did not, compared to 15% who were aware of the system.

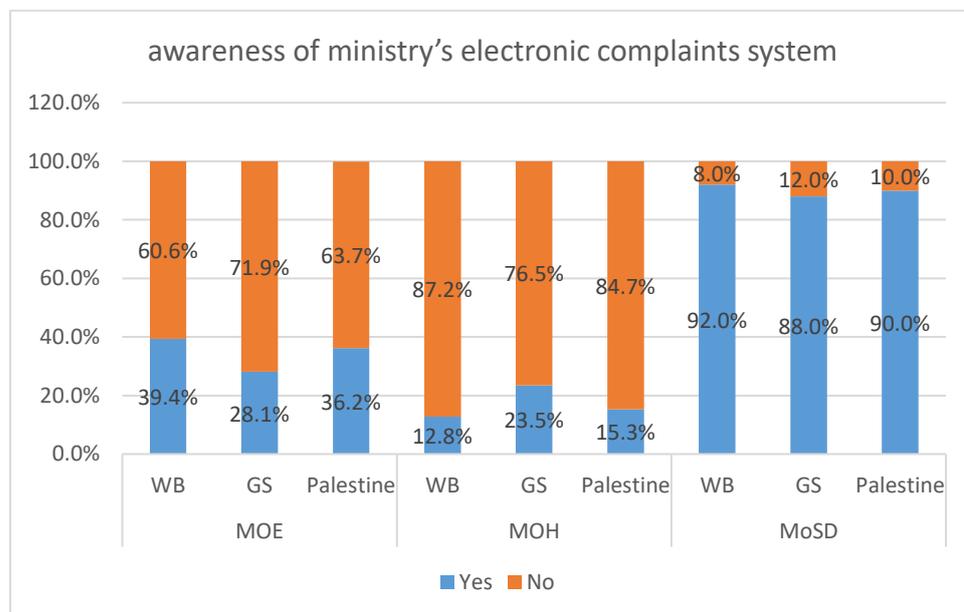
Regionally, women from the Gaza Strip were more aware of the system compared to those of the West Bank (24% and 13% respectively).

When asking the same question about awareness of an electronic complaints system to the beneficiaries of MoSD, the majority responded they were not aware of such a system (90% unaware and 10% aware).

Geographically, respondents from the Gaza Strip were more aware than those of the West Bank (12% and 8% respectively).

The following figure shows these rates:

Figure 8: awareness of ministry's electronic complaints system.



Filing a complaint with a complaint unit/ department

Findings showed that the majority of the female beneficiaries of MOE services (99%) have not filed a complaint to any unit or department at the Ministry regarding the problems or forms of corruption they encountered in accessing the Ministry's services. On the other hand, 1% of the beneficiaries have actually filed a complaint.

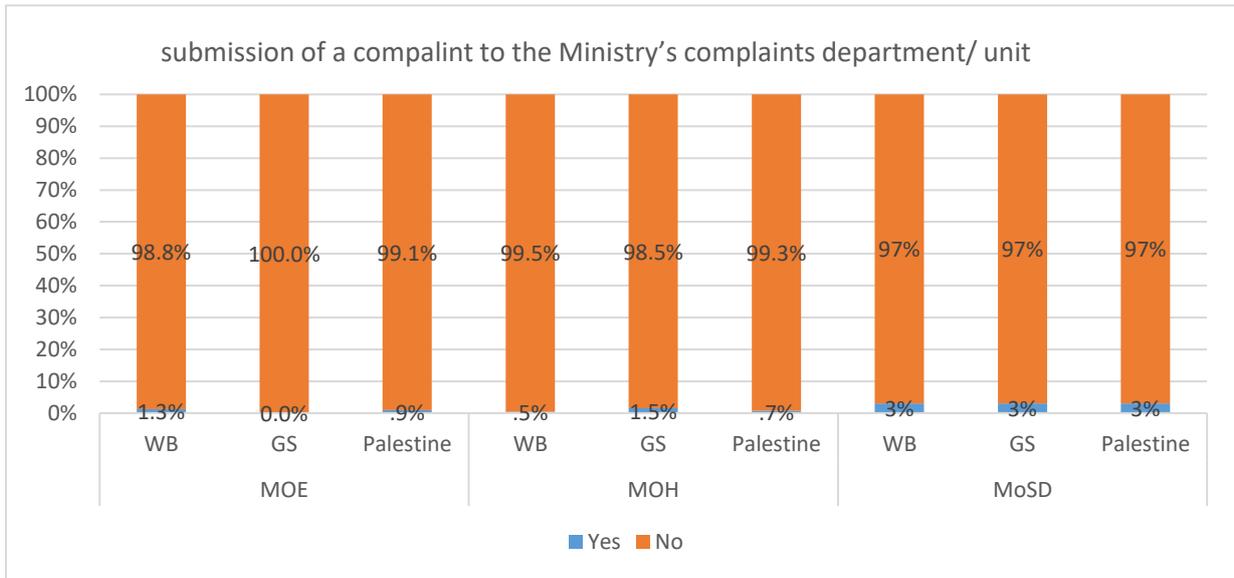
It should be noted that all the beneficiaries who submitted a complaint at MOE complaints unit/department regarding any problems or forms of corruption they faced in accessing the Ministry's services were in the West Bank.

The same applies to MoH as most beneficiaries reported they had not submitted any complaints to the complaints' department/ unit regarding any problems or forms of corruption they faced in accessing MoH services (99.3% in both regions. On the other hand, 0.7% reported having filed a complaint.

It should be noted that more female beneficiaries in the Gaza Strip have filed complaints compared to the West Bank (1.5% compared to 0.5% respectively).

The findings also showed that the majority of MoSD beneficiaries (97%) have not filed a complaint to the complaints' unit/department regarding any problem or form of corruption they faced in accessing the Ministry's services in both regions, while 3% (20 beneficiaries, 10 in each region) reported having filed a complaint.

Figure 9: *submission of a complaint to the Ministry's complaints department/ unit. .*



Response to the complaints:

When the female beneficiaries who had filed a complaint at MOE department were asked if they received a response, they answered no.

As for the beneficiaries of MoH who filed complaints, 25% received answers, all of whom were in the West Bank.

When we asked MoSD beneficiaries who filed a complaint to the Ministry's department, the majority responded they had not (12 out of 20 complaints, i.e., 60% to 40%). Only 8 complainants received responses.

Regional distribution was as follows: MoSD in the Gaza Strip responded to the complaints more than the West Bank department (responses in the Gaza Strip were 60%, compared to 20% in the West Bank)

Handling the complaints:

When the beneficiaries were asked if they received a timely and satisfactory response to their complaints filed with MoH, all respondents replied the response was timely and satisfactory for 100% of respondents – all in the West Bank. The same applies to respondents' satisfaction with the response from the Ministry and its district offices (100% satisfied).

As for beneficiaries' satisfaction with the handling of the complaint by MoH and whether it was done with rigor and without discrimination on the basis of gender, the satisfaction levels did not change, as 100% responded they were satisfied, and they did not notice any gender-based discrimination. All respondents were in the West Bank.

The following figure summarizes beneficiaries' satisfaction with the complaints' handling by MoH.

Asking the female beneficiaries on their satisfaction with the response to their complaints filed to MoSD, the majority expressed their satisfaction with MoSD timely response (75% or 6 beneficiaries), while the other 25% were not satisfied (2 beneficiaries) with the timing of the response.

Regionally, responses to complaints in the West Bank were less than in the Gaza Strip; however, women beneficiaries' satisfaction with the response to their complaints was higher in the West Bank (the two beneficiaries who filed complaints); while four beneficiaries (67%) who filed complaints in the Gaza Strip reported they had received a timely and satisfactory response, compared to two beneficiaries who said they had not.

When the beneficiaries were asked about their satisfaction with the Ministry's (and its districts) response, the findings showed an overall satisfaction (7 beneficiaries or 88% of respondents expressed their satisfaction while one beneficiary was not satisfied).

Regionally speaking, the two beneficiaries who received responses to their complaints in the West Bank were satisfied with the Ministry's response. Five Gaza Strip beneficiaries explained they were satisfied (83%) while a beneficiary reported dissatisfaction with the response from the Ministry and its district offices to her complaint.

As for beneficiaries' satisfaction with the handling of their complaints by MoSD and its district offices and if this was done with rigor and without gender-based discrimination, the findings showed general satisfaction (88%) with the level of rigor and lack of discrimination.

Regional distribution showed 100% satisfaction levels in the West Bank, compared to 83% in the Gaza Strip.

The following figure summarizes beneficiaries' satisfaction with MoSD handling of their complaints:

Reasons for non-submission of a complaint:

MOE:

When the beneficiaries were asked why they had not filed a complaint, 12% responded they were not aware of the availability of a complaint's unit at the Ministry (5% in the Gaza Strip and 15% in the West Bank).

Furthermore, 90% of the respondents mentioned they had not faced a situation that necessitated filing of a complaint (91% in the Gaza Strip and 89% in the West Bank).

On the other hand, 5% of the beneficiaries explained they were not confident that their complaints would be seriously considered by the MOE complaints department. This lack of confidence was higher in the Gaza strip (6%), compared with the West Bank (5%).

Fear of retaliation in case of filing a complaint was mentioned by 1% of the beneficiaries, noting that they were mostly in the Gaza Strip (2%), compared with 1% in the West Bank.

Furthermore, 0.5% of the beneficiaries explained they had not filed a complaint with MOE because the complaints' department procedures do not respect the privacy of women complainants. This percentage was 2% in the Gaza Strip.

MoH:

When the beneficiaries were asked why they had not filed a complaint to MoH, 23% replied they were not aware of the availability of a complaints department at the Ministry (15% in the Gaza Strip and 27% in the West Bank).

Moreover, 80% of the beneficiaries reported they had not faced a situation that necessitated filing a complaint (85% in the Gaza Strip, 80% in the West Bank).

On the other hand, 7% of the beneficiaries explained they did not trust that their complaint would be treated seriously by MoH complaints department. This percentage was higher in the Gaza Strip (8%) compared to the West Bank (7%).

Fear of backlash was the reason behind non-submission of complaint by 0.5% of the beneficiaries, noting that they were mostly from the Gaza Strip (0.8%) compared to 0.5% in the West Bank.

On the other hand, 1% of the beneficiaries explained they had not filed a complaint because the procedures of MoH complaints department do not respect women's privacy (2% in the Gaza Strip compared to 1% in the West Bank).

MoSD:

When asked why they did not file a complaint, 20% of the beneficiaries explained that they were not aware of the complaints department, with this rate being higher in the Gaza Strip (30%), compared to (13%) in the West Bank.

Furthermore, 6% of the beneficiaries reported they did not trust their complaint would be considered seriously by MoSD complaints department. This rate was higher in the Gaza Strip (9%), compared to (4%) in the West Bank.

Fear of backlash appeared as a reason behind refraining from filing a complaint for 4% of the beneficiaries, mostly those from the Gaza Strip (7%), compared to (1%) in the West Bank.

Additionally, 2% of the beneficiaries explained that they did not file a complaint because the procedures did not respect women's privacy. (2% in the Gaza Strip and 1% in the West Bank).

Attitude of the staff of ministry's headquarter and district offices

We asked the female beneficiaries of the services of MOE if unofficial telecommunication means have been used (WhatsApp, Facebook, etc.) by any of the Ministry's or its district offices' staff members to reach out to them relating to the Ministry's services. The majority have reported not receiving any unofficial communication via these channels from any of the staff members of the Ministry or its headquarters. Actually, 76% reported not receiving while 13% said they did and 11% answered they did not know.

Regionally distributed, the unofficial communication channels were used more in the West Bank (14%), compared with the Gaza Strip (11%).

MoH beneficiaries were also asked if they have received any communication from the Ministry's and district offices' staff via an unofficial communication channel (WhatsApp, Facebook, etc.). The findings showed that the majority have not (71%), while (9%) reported they have and (18%) said they did not know.

Regionally, there were more unofficial communication in the West Bank (11%), compared to (2%) in the Gaza Strip

MoSD beneficiaries were also asked the same question. The majority (92%) reported they had not received any such unofficial communication while (3%) said they did. It should be noted that 5% said they did not know.

Disaggregated per region, there were more communications via unofficial channels in the West Bank (4%), compared with the Gaza Strip (2%).

The following figure highlights these rates

Women beneficiaries were also asked if they heard of cases of women who tried to access ministries' services and confronted blackmailing, harassment, or any form of provocation by staff members.

The majority of the beneficiaries of MOE reported they had not faced such a thing (98%), while 2% said they heard of cases of women who were blackmailed or harassed by the Ministry's or district offices' staff members when attempting to access services.

Regionally disaggregated, there were more beneficiaries who heard of cases of blackmailing or harassment by ministry's staff in the West Bank (3%), compared with the Gaza Strip (2%).

Regarding MoS, the majority of the beneficiaries have denied having faced such cases (97%), while (3%) reported having heard of cases of women who were subject to blackmailing, harassment or provocation by MoH staff when attempting to access services.

The regional disaggregation showed that more beneficiaries heard of cases of blackmail and harassment in the Gaza Strip (5%), compared with the West Bank (3%).

The findings also showed that MoSD beneficiaries have not faced such a situation (98%), while (2%) said they heard of cases of women who were blackmailed or harassed in accessing the Ministry's services by staff members.

Regional disaggregation showed that only the beneficiaries in the Gaza Strip have heard of such cases (4%), while the beneficiaries of the West Bank have not.

The women beneficiaries were also asked if their personal data (phone number, social media pages, etc.) have been misused by ministries' staff for purposes other than those of the ministries' activities.

The results for MOE were: 60% of the women beneficiaries have faced or heard of cases of such abuse, with the majority being in the Gaza Strip.

For MoS, the percentage was 33%, mostly in the West Bank (42%), compared with the Gaza Strip (17%).

For MoSD, 64% of the women beneficiaries have reported such cases, all of whom are in the Gaza Strip.

When the beneficiaries were asked if they faced or heard of cases when they needed or heard of cases that needed nepotism to access a service, the results were as follows:

For MOE, (60%) of the beneficiaries – all of whom are in the West Bank – faced cases or heard of cases that need nepotism to access a service.

The percentage for the Ministry of Health was 44%, with the majority being in Gaza (83%), compared with the West Bank (25%).

MoSD had the highest rate among all ministries (64%) and all cases were in the Gaza Strip.

We also asked the women beneficiaries if any staff member offered to modify their social surveying data to extort financial benefits for the staff member him/herself or his/her supervisor. We found that none of the beneficiaries of the Ministry of Education have faced such a case (100% said they did not).

However, there were such cases in the Gaza Strip relevant to the services of MoH (6%).

The highest rate was found in the Ministry of Social Development (27% - all cases are in the Gaza Strip).

In the end, we asked the female beneficiaries if any civil servant extorted financial benefits from them in exchange of modifying their data on the social survey. Forty percent (40%) affirmed having personally faced or heard of such a situation at MOE, all in the West Bank.

However, this rate was minimal in the case of MoH and stayed at 6%, only in the Gaza Strip.

For MoSD, the rate was 27% and only in the Gaza Strip.

Recommendations on where to refer to in case a beneficiary faces any improper conduct by a staff member:

The women beneficiaries of the MOE services were asked on the place they are advised to refer to in case they face blackmail, improper conduct, or harassment by the Ministry's staff; the findings were as follows:

- Over half of the beneficiaries (58%) are advised to refer to the complaint's unit at the Ministry, mostly in the Gaza Strip (72%), compared with the West Bank (53%).

- Police and security agencies ranked next as the place women beneficiaries are advised to refer to in case they face any harassment, blackmail or other improper behavior by the Ministry's staff members (the rate was 50% and mostly in the West Bank).
- As a third suggestion, women were advised to address the Anti-Corruption Commission (22%) (being 31% in the West Bank and 2% in Gaza).
- Moreover, 16% of the beneficiaries were advised to refer to their family in case of blackmail, harassment or other improper conduct by a Ministry's staff member to ask for help. The rate was even in the West Bank and Gaza Strip.
- As for human rights organizations, only 13% of women (mostly in the West Bank (16%), compared with Gaza (5%)) were advised to address a human rights organization; furthermore, only 12% of the beneficiaries (mostly in the West Bank) were advised to address a women's rights organization.

MOH

- Half of the beneficiaries were directed to the Ministry's complaints department (51% divided into 57% in the Gaza Strip and 49% in the West Bank).
- The second proposed place was security and police forces (42% of the beneficiaries, being 46% in the West Bank and 31% in Gaza).
- The third place was ACC (6% mostly in the West Bank (7%) compared with Gaza (2%)).
- Furthermore, 19% of the beneficiaries explained they were advised to turn to their families in case they face blackmail, harassment or any other improper behavior by the Ministry's staff and as for family's help. The rates were close in both regions (West Bank: 19% and Gaza: 17%).
- 13% of the beneficiaries were advised to refer to human rights organizations (Gaza 17% and West Bank 11%), while 11% were advised to turn to women's rights organizations (West Bank 12% and Gaza: 11%)

MoSD

- The same question was asked to MoSD beneficiaries and 53% responded they were advised to turn to MoSD Complaints Department.
- Regionally disaggregated, MoSD Complaints Department was the first choice for 57% of the Gaza -beneficiaries and 50% of the West Bank beneficiaries.

- As for police and security forces, they ranked second with 26% advised to turn to them in such situations.

It should be noted that beneficiaries in the West Bank are more encouraged to turn to the police and security forces than the ones in Gaza (30% and 23% respectively).

- Furthermore, 20% of the beneficiaries explained they were advised to turn to human rights organizations, with a higher rate in Gaza (25%), compared with the West Bank (16%).

Beneficiaries' willingness to file a complaint in case of sexual abuse or sextortion:

We asked the women beneficiaries about their willingness to file a complaint in case of sexual abuse or sextortion by a Ministry's staff member (an officer or a researcher):

The finding showed that most of the beneficiaries (81%) will do; with close rates in the West Bank and Gaza Strip, being 82% and 80% respectively.

However, 19% of the beneficiaries explained they would not file a complaint in case of sexual abuse or sextortion by a ministry's staff member.

The findings were similar for the Ministry of Health (86% of the beneficiaries expressed their willingness to file a complaint in case they faced such a situation. The percentage was slightly higher in the West Bank (88%) compared with Gaza (80%).

The findings also showed that most of the MoSD beneficiaries would file a complaint in case they faced such a situation (88%), being 89% in the West Bank and 88% in Gaza. However, 12% explained they would not file a complaint in case of sexual abuse or sextortion by a Ministry's employee.

The entities to which the beneficiaries would file a complaint in case of sexual abuse or sextortion:

The findings regarding the entities to which these beneficiaries would refer to in case of sexual abuse or sextortion did not differ from those relating to blackmail, harassment or any other improper conduct. The Complaints Department of MOE was the prime place for over half of the beneficiaries (64%).

It was followed by the police and security forces (54%) then ACC (23%) then human rights organizations (16%) then family (15%) while women organizations ranked lowest (10%).

Regionally distributed, the rate of turning to the complaints department was slightly higher in the Gaza Strip (71%), compared with the West Bank (61%).

Regional distribution for referral to police and security forces was higher in the West Bank (57%), compared with Gaza (45%).

Regarding the other bodies, human rights organizations (West Bank 19% and Gaza 8%), women organizations (12% in the West Bank and 6% in Gaza), ACC 31% in the West Bank and 0% in Gaza.

Turning to the family ranked higher in the Gaza Strip (22%), compared with the West Bank (12%).

For MoH, there were minor differences in the findings. The Complaints Department remained the prime place to refer to in case blackmail or harassment (53% at national level, and 61% and 51% in the Gaza Strip and West Bank respectively).

The second place to refer to was police and security forces (52% at the national level, mostly in the West bank (54%) compared with Gaza (47%).

A fair percentage of women explained they would turn to their families in case they faced such a situation (20% nationally, being 25% in Gaza and 18% in the West bank).

Moreover, 11% opted for referring to human rights organizations (Gaza 16% and West Bank 10%).

The rate was close for going to a women's organization or to ACC and was mostly in the West Bank.

For MoSD beneficiaries, the findings did not differ much. 57% of the beneficiaries explained they would turn to MoSD complaints department in case they faced such a situation.

The second option was security and police forces (30%) while human rights organizations had (16%).

Regionally, referral to the MoSD complaints department was at close rates in both regions (56% in the West Bank and 58% in Gaza).

For referral to the police and security services, this was an option for 34% of the West Bank Beneficiaries and 26% in Gaza.

Referral to other entities included: human rights organizations: Gaza 20% and West bank 13%; family (Gaza 15% and West Bank 6%); women's organizations (Gaza 12% and West Bank 6%; and ACC (Gaza 9% and West Bank 3%).

Reasons behind unwillingness to file a complaint against a Ministry's employee in case of sextortion, harassment or other improper sexual conduct

MOE

The reasons for MOE beneficiaries' unwillingness to submit a complaint in case they faced sextortion, harassment or other improper sexual conduct by a Ministry's employee included first **fear of disclosure of such information to the public** (43%)

Regional distribution showed that West Bank beneficiaries feared such disclosure less than Gaza Beneficiaries (38% and 54% respectively).

The second reason for 36% of the beneficiaries was **lack of guarantees of full confidentiality** (West bank 31% and Gaza 46%).

Other reasons (expressed by 31% of the beneficiaries) included **lack of accountability guarantees**, mostly in the Gaza Strip (62%), compared with the West Bank (17%).

On the other hand, 26% expressed their concern regarding **lack of response to their complaint** in case they faced such a situation (West Bank 28% and Gaza 23%).

Moreover, 14% explained that **access to the service** hindered them from filing a complaint, noting that this rate was 0% in Gaza compared with the West Bank (21%).

As for MoH, the reasons included mostly beneficiaries' fear that they would not receive a response to their complaint (38% at the national level, being 43% in the West Bank and 27% in Gaza).

The second reason mentioned by MoH beneficiaries was **lack of guarantees of full confidentiality**. (mentioned by 34% of respondents: West Bank 22% and Gaza 58%).

Another key reason was fear of **disclosure of the matter** (31% at the national level, being Gaza 35% and West Bank 29%).

Lack of guarantees of accountability was also mentioned by 26% of the beneficiaries as a hindrance to filing a complaint in case of sexual harassment, sextortion or other improper sexual behaviors by MoH staff. The rate in the West Bank was higher than in Gaza (29% and 23% respectively).

Access to service was another reason mentioned by 13% of the beneficiaries with close percentages (West Bank 14% and Gaza 12%)

We also asked MoSD beneficiaries why they would not file a complaint against an employee's harassment or sextortion, the reason they mentioned most was fear of disclosure to the public (32%).

It should be noted that almost double the beneficiaries in the West Bank mentioned fear of disclosure compared those in Gaza (42% and 22% respectively)

Age distribution showed that beneficiaries who are younger than 35 years old reported fear of public disclosure as a reason for not filing a complaint in case they were sexually abused or blackmailed by a ministry's employee. They represented 100% of this response.

The second reason mentioned by the beneficiaries was lack of response to these complaints (31% at the national level, being 32% in the West Bank and 30% in Gaza).

Another important reason mentioned was fear of being deprived of the service (20%).

Lack of accountability guarantees appeared to be the reason behind refraining from submitting a complaint in case of sexual harassment or sextortion for 16% of the beneficiaries.

Furthermore, lack of accountability guarantees was mentioned by 24% in Gaza and 8% in the West Bank.

Lack of guarantees of full confidentiality was mentioned by 15% at the national level (Gaza 19% and West Bank 11%).