



Poll about:

The extent of citizens' satisfaction with security sector governance «West Bank»



February 2022

AMAN
Transparency Palestine



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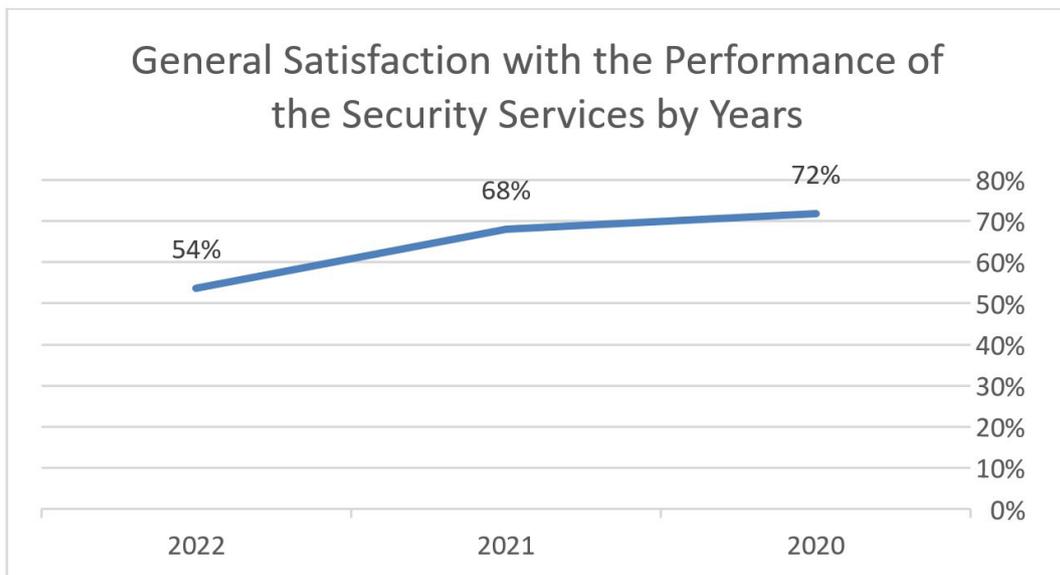
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► Executive summary

Within the framework of the work of the Coalition for Accountability and Integrity - AMAN and the Civil Forum to Promote Good Governance in the Security Institution, Qiyas Center for polls and Studies was assigned to implement an opinion poll on the extent of citizens' satisfaction with security sector governance in the West Bank. The poll aims primarily to measure the degree of satisfaction with governance in the security sector in the West Bank regarding the extent to which security sector institutions are committed to the principles of transparency, integrity, and accountability systems.

The field work was completed during the period between February 12-22, 2022, and the poll was conducted on a sample of 1858 individuals aged 18 years and over, distributed in 124 work sites (counting areas) of population centers representing cities, villages, towns and camps from all governorates and with a margin of error of less than +3% and a confidence score of 99%, where the interviews were conducted face-to-face and at houses using (tablets) through an electronic form specially designed for this purpose.

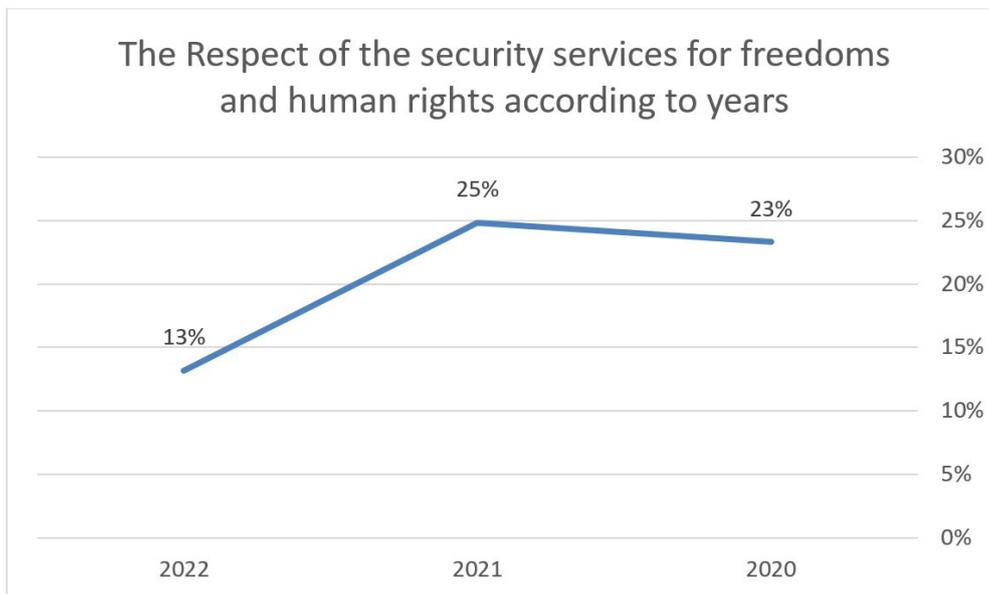
The results of 2022 poll showed a decline in the percentage of satisfaction with the performance of the security services. Where 54% of the respondents expressed their satisfaction (very satisfied + satisfied) with the performance of the security services, compared to 72% in the 2020 poll and 68% in the 2021 poll.



14% of the respondents indicated that they feel the security they want because of the presence of security services, while 33% say that they feel safe enough, but do not feel the security they want, 30% say that they feel, while 23% say they do not feel Safe at all.

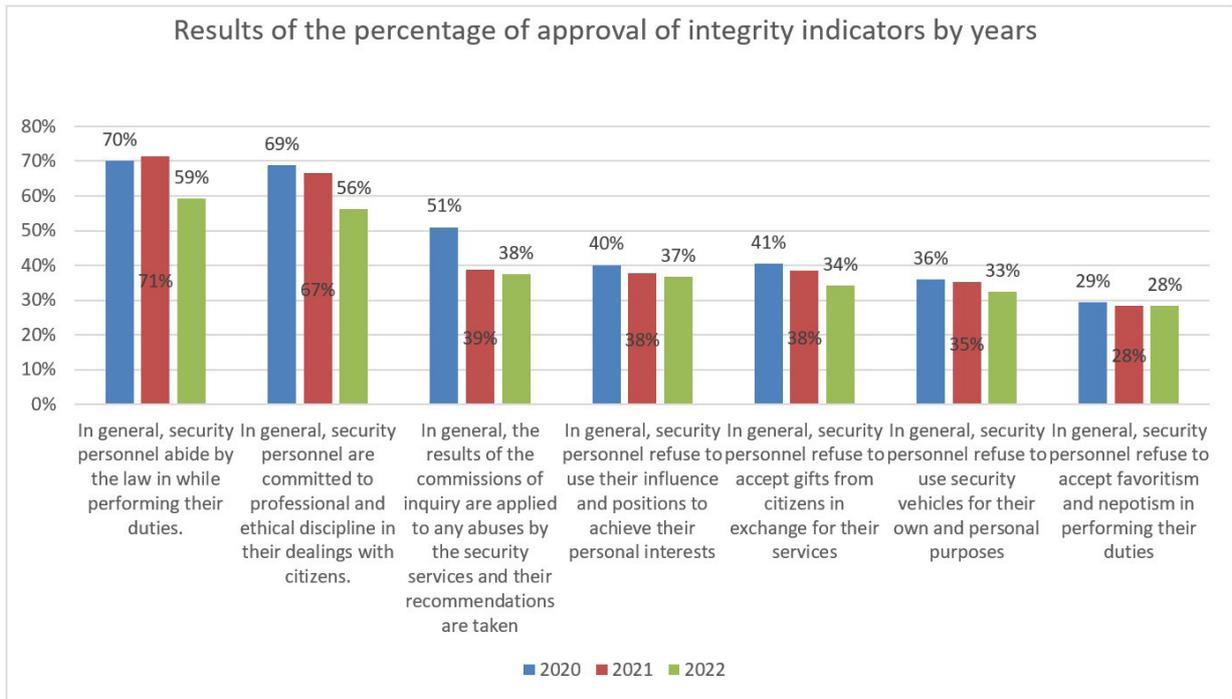
Regarding the indicator of feeling secure in the presence of security forces, 53% of the respondents indicated that they don't feel safe enough or at all. While 13% of them stated they feel safe. In comparison with 2021 poll results, there is a raise in the percentage of people who don't feel safe enough or at all around 23 points (30% in 2021- 53% in 2022).

Regards to respect for freedoms and human rights by the security services indicator. The results showed there is an obvious decline in that indicator, where the percentage of agreed respondents who see believe that the security services respect freedoms and human rights in their dealings with citizens decreased 10 points between 2020- 2022 (23% vs. 13% respectively) and 12 points between 2021- 2022 (25% vs. 13% respectively)



Integrity indicators

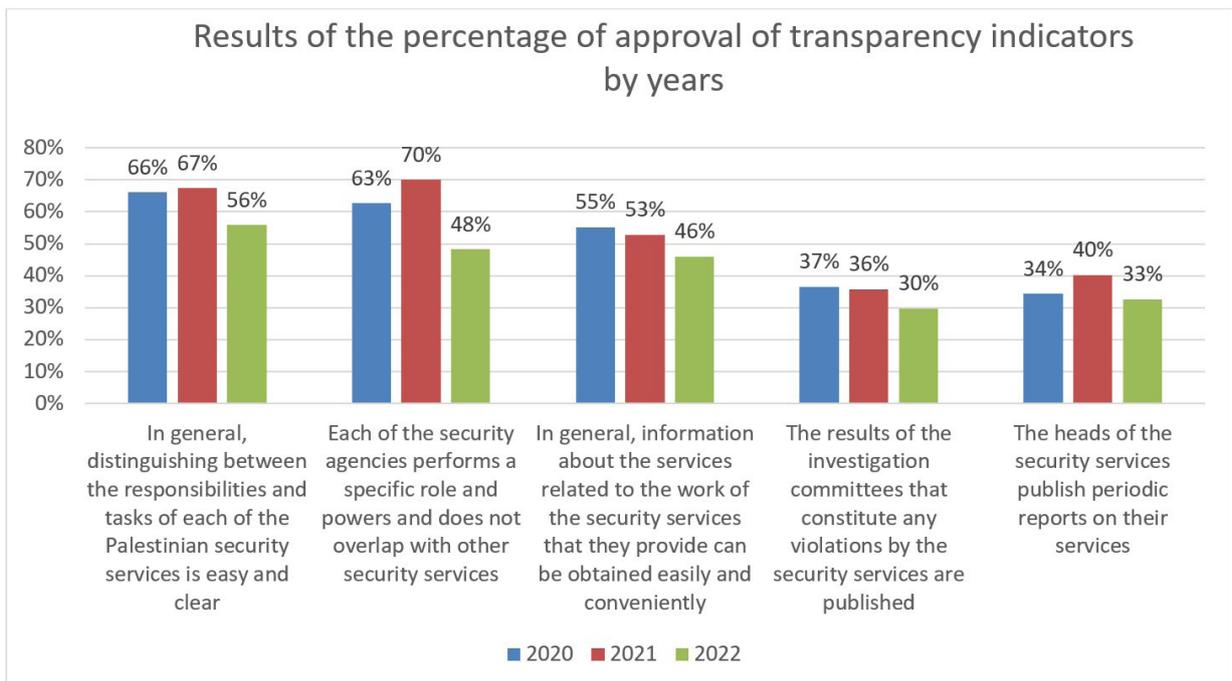
The results showed a regress in respondents' opinions regarding integrity indicators between 2020-2022. The percentage of agreement with compliance of employees of security services with the law decreased by 12 points between 2021- 2022 (71% in 2021- 59% in 2022). As well rejection of security forces members for favoritism (Wasta) and interference in the investigation procedures declined by 11 points between 2020-2022 (45% in 2020- 34% in 2022). However, 12.5% of respondents indicted that they requested for wasta or the intervention of a security service employee to obtain a service or appointing them or any family while 44% of them their requests were accepted. regardless of the decrease in integrity indicators, still 68% of respondents they have confidence or trust to some extent in the ability of the security services to achieve security for citizens. For more information see the figure below



Transparency indicators

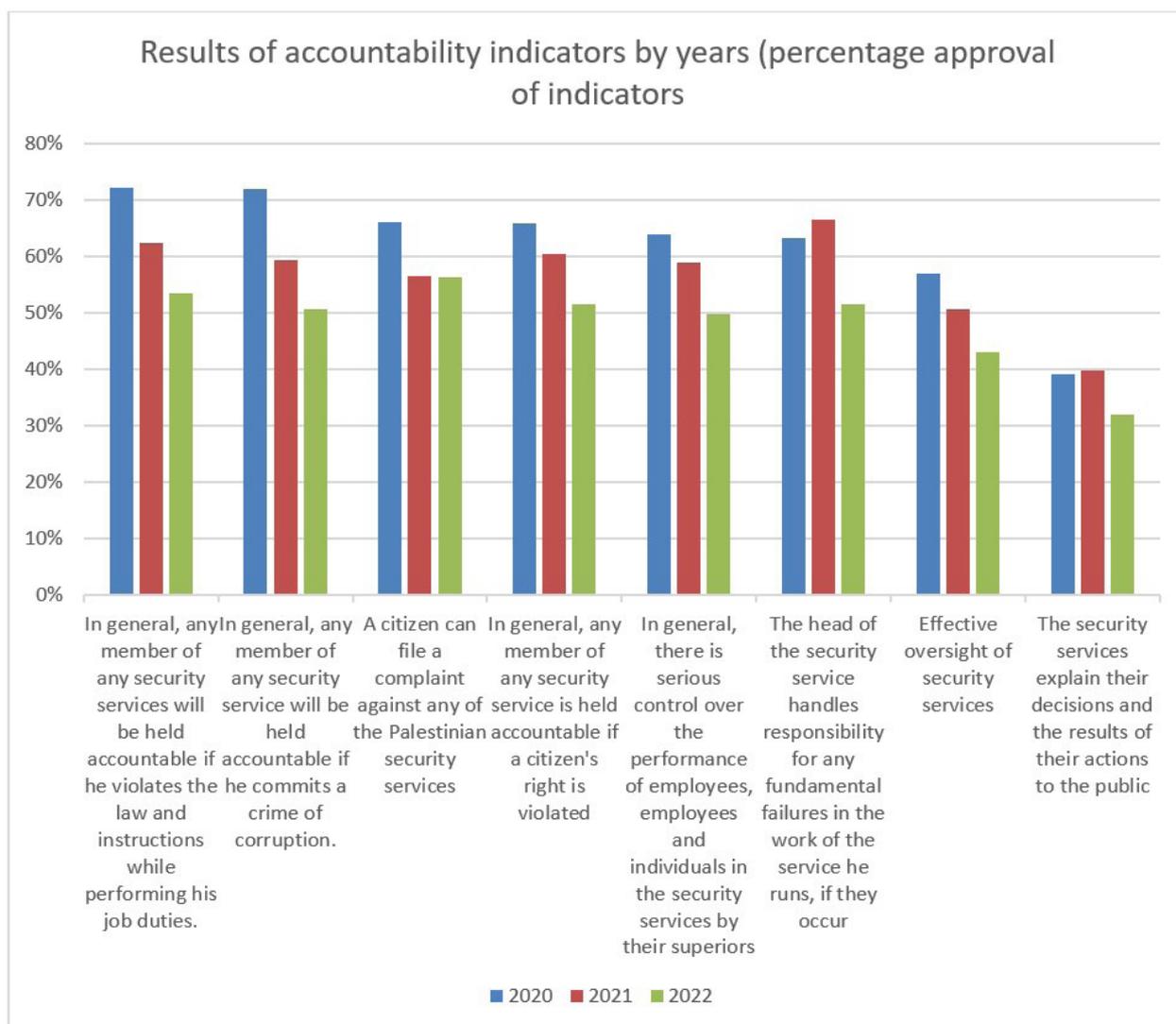
In general, all transparency indicators had a decline in respondents' opinions, where the satisfaction percentage of the security services performs a specific role and powers that do not overlap with other security services decreased by 22 points between 2021- 2022 (70% in 2021- 48% in 2022).

As well the results showed a weakness in accessing to salaries of members of the security services and annual budget of the security services, where respondents indicated that they have access to them 30% and 9% respectively. Moreover, 84% of respondents said they had not heard of the results of the investigation committees that were formed in light of some abuses carried out by some security services during the past three years. For more information see the figure below.



Accountability indicators

The results showed a regression in accountability indicators, where this year 51% of respondents agree that any member of the security service will be held accountable for committing a crime of corruption compared to 72% in 2020. As well the effectiveness of monitoring the security services declined in approval percentage between 2020 -2022 (57% in 2020 – 43% 2022). In addition, the approval percentage of “security services are held accountable by the government” showed a decline comparing with past years. For more information see the figure below.



Anti-Corruption

37% of respondents indicated that they would report if they knew or witnessed suspicion of corruption with any of the security services while to 63% who indicated that they would not report. The reasons behind they would not report back to the lack of conviction in the usefulness of reporting as no procedures will be taken against them, as well lack of adequate protection for reporting citizens and witnesses.

► Introduction:

Since 2007, the Palestinian security services in the West Bank have been operating separately from Gaza Strip. These services have operated in accordance with the laws, regulations, and procedures of the authority under its control in each area.

In the areas of the Palestinian National Authority in the West Bank and Gaza Strip, seven security services operate, the majority of which are of a military security nature, the most important of which are: National Security, General Intelligence, Preventive Security, the President's Guard, and Military Intelligence. Military liaison and its activities are supervised by the National Security Council headed by the President of the National Authority as the Commander-in-Chief

In addition, other civil bodies operate under the supervision of the Ministry of Interior, the most important of which are: the police, the civil defense, and the customs police.

About the Poll

Within the framework of the work of the Coalition for Accountability and Integrity - AMAN and the Civil Forum to Promote Good Governance in the Security Institution, Qiyas Center for polls and Studies was assigned to implement an opinion poll on the extent of citizens' satisfaction with security sector governance in the West Bank.

The poll aims primarily to measure the degree of satisfaction with governance in the security sector in the West Bank regarding the extent to which security sector institutions are committed to the principles of transparency, integrity and accountability systems.

The field work was completed during the period between February 12-22, 2022, and the poll was conducted on a sample of 1858 individuals aged 18 years and over, distributed in 124 work sites (counting areas) of population centers representing cities, villages, towns and camps from all governorates and with a margin of error of less than +3% and a confidence score of 99%, where the interviews were conducted face-to-face and at houses using (tablets) through an electronic form specially designed for this purpose.

Research Methodology:

1. The questionnaire:

The questionnaire was designed in cooperation with the Coalition for Accountability and Integrity -Aman and the Civil Forum to Promote Good Governance in the Security Institution, which included all questions covering the poll objectives, as brainstorming meetings were held in which the questionnaire was developed in proportion to the poll.

2. Sample selection:

The sample was selected using a multi-stage cluster sampling based on the results of the General Population and Housing Census in 2017, which was carried out by the Palestinian Central Bureau of Statistics. The sample was distributed to the governorates of the West Bank (clusters) to reflect the true weight of each of them, and then the population centers were selected for each

district based on the results of the general census of population and housing for these communities. Houses in these blocks (enumeration areas) were selected using a systematic random sampling. As for inside the house, the Kish sampling table was used to select the sample members.

3. Data collection

The people who worked in conducting the interviews are field researchers who have long experience in field research where they underwent specialized workshops that discussed the objectives of the poll, the work methodology and the questionnaire. This was done by filling out the questionnaire's form through the use of face-to-face interviews with sample members and at houses, in addition to using the electronic form through Tablets.

The questionnaire:

The questionnaire was designed and proposed questions in cooperation with the Civil Forum to Promote Good Governance and Aman Corporation to cover all aspects for which the poll was designed, including demographic variables (such as age, gender, place of residence, education, work, income level), and then it was programmed electronically on Tablets to be used as an advanced tool in the process of data collection, auditing and instant entry.

Pre-test for the form:

A pre-test was conducted on the form on a sample size of 30 to ensure its validity and the respondents' comprehension and understanding of the nature of the questions and options offered, which helped in making any amendments to it before it was finally approved.

Training of researchers:

For purposes of the poll, the center held two specialized training workshops for field researchers that covered all its aspects, including the details of the methodology, the sample, the questionnaire questions, the interviews, and the handling of the electronic form loaded on smart devices (tablets).

Monitoring and follow-up:

There are two types of monitoring followed by the Center during the implementation of the poll, as follows:

1-Field monitoring: The field research work team worked under the supervision and follow-up of the center's management, where field visits were made to the research sites to ensure the workflow and interviews were conducted in a proper manner and away from any problems. So that the research team provides a daily report on it.

Office oversight, which consisted of the following:

A) Phone calls: The center made random calls with some sample members to ensure the validity of the work and the validity of the interviews.

b) Office work: checking the electronically uploaded forms on a daily and instantaneous basis, ensuring answers and transitions between questions, and checking the validity of the forms. In addition to making sure the researchers work in their specific locations in the sample through the application loaded on the tablets.

C) The Entry Program: A program was designed to enter data through the CSPro program within certain controls and parameters that are able to detect any problems.

D) The entry program: data is entered immediately and during interviews through the application on the tablet, within certain controls and parameters, which are able to detect any problems.

E) Data cleaning: through a daily analysis of the completed data, observing the progress of the work and noting any errors that may have occurred during the work.

Data entry and analysis:

The data were entered through a specialized program CSPro and then transferred to the SPSS program for analysis after the review and full processing of it.

► The Poll Results

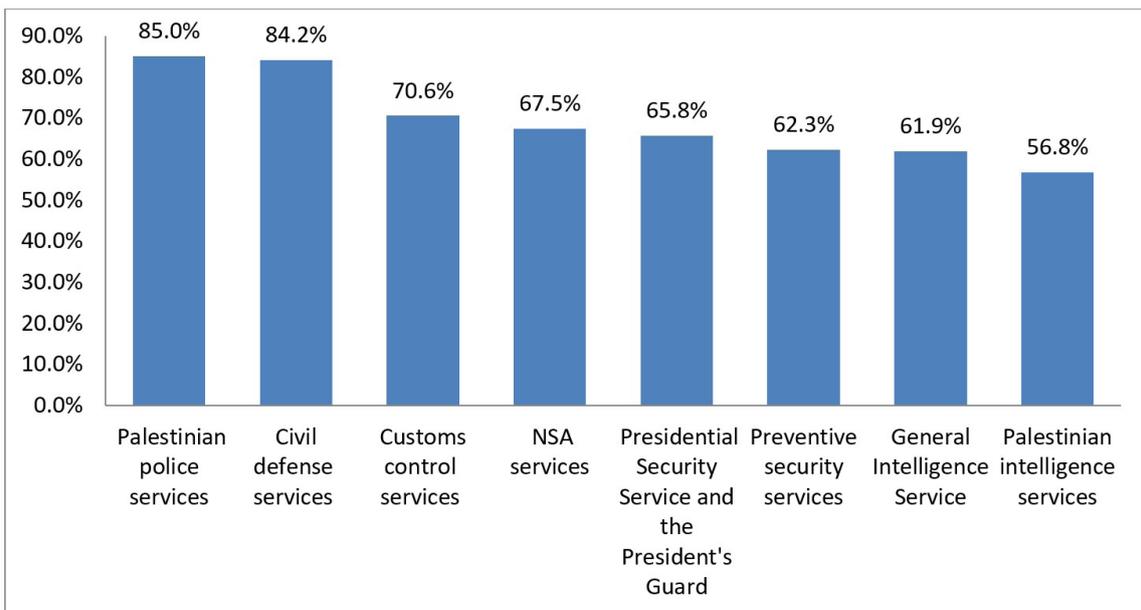
The knowledge of security services:

The results of the poll showed that there is a clear discrepancy in the citizens' knowledge of the services provided by the security services in the West Bank, where 85% of the respondents indicated their knowledge of police services, and 84% of the services of the Civil Defense. As for the services that got the lowest percentage of knowledge of their services, the military intelligence was 57%, then the General Intelligence and Preventive Security services by 62% for each: For more details, look at the table and the chart below.

Knowledge of the services provided by the security services

	The percentage
The Knowledge of Palestinian police services	85.0%
The Knowledge of civil defense services	84.2%
The Knowledge of customs control services	70.6%
The Knowledge of NSA services	67.5%
The Knowledge of the services of the Presidential Security Service and the President's Guard	65.8%
The Knowledge of the services of preventive security services	62.3%
The Knowledge of the services of the General Intelligence Service	61.9%
The Knowledge of the services of Palestinian intelligence services	56.8%

The Knowledge of the services provided by the security services



► Poll's axes

The poll was divided into three main axes: integrity, transparency, and accountability. A set of indicators were presented for each axis.

1. Integrity Axis:

This part of the survey deals with measuring the respondents' opinion about some indicators of the application of integrity standards in the various security services in the West Bank, such as the commitment of workers to the regulations and laws while performing their duties, non-exploitation of their positions for personal interests, refusal to accept gifts, refusal to practice nepotism and favoritism, and the use of security vehicles for private and personal purposes. As well as the extent of their commitment to dealing with citizens with professional and moral discipline and applying investigation committees results and its recommendations in any abuses committed by the security services. Thereupon, here are some indicators that were presented through specific parts, where four options were identified in the statements (paragraphs) directed to the respondents - the Likert quadrilateral scale (1. strongly agree, 2. agree, 3. disagree, 4. strongly disagree). In order to analyze the data descriptively, the results were combined with two options: 1. Agree (agree + strongly agree), 2. Disagree (disagree + strongly disagree).

1.1 Integrity Indicators:

1.1.1 Compliance of employees of security services with the law:

59% of the respondents believe that employees of the security services are committed to the law while performing their job duties, and 35% do not see this.

1.1.2 The commitment of workers in the security services to professional and ethical discipline in dealings with citizens:

56% of the respondents indicated that workers in the security services are committed to professional and ethical discipline in their dealings with citizens, compared to 38% who did not agree with that.

1.1.3 Implementing investigation committees' results and its recommendation into any abuses committed by the security services:

The results show that 38% of the respondents agree with the phrase "the results of the investigation committees are applied in any violations committed by the security services and their recommendations are taken into account", compared to 45% who do not agree, and 18% who answered that they do not know.

1.1.4 Workers in the security services exploit their influence and positions to achieve personal interests:

Concerning the phrase "workers in the security services refuse to use their influence and positions to achieve their personal interests", 37% agreed with it, compared to 55% who did not agree.

1.1.5 Employees in the security services accept gifts from citizens in return for providing services:

Regarding the phrase “the workers in the security services refuse to accept gifts from citizens in exchange for providing their services”, 34% indicated that they support it, compared to 49% who do not agree, while 17% answered that they do not know.

1.1.6 Use of Security Vehicles for Private and Personal Purposes:

Regard to the phrase “the workers in the security services refuse to use security vehicles for their private and personal purposes,” 33% agreed with it, compared to 55% who did not agree with it, while 12% answered that they do not know.

1.1.7 Employees in the security services accept nepotism and favoritism (Wasta) during implementing their duties:

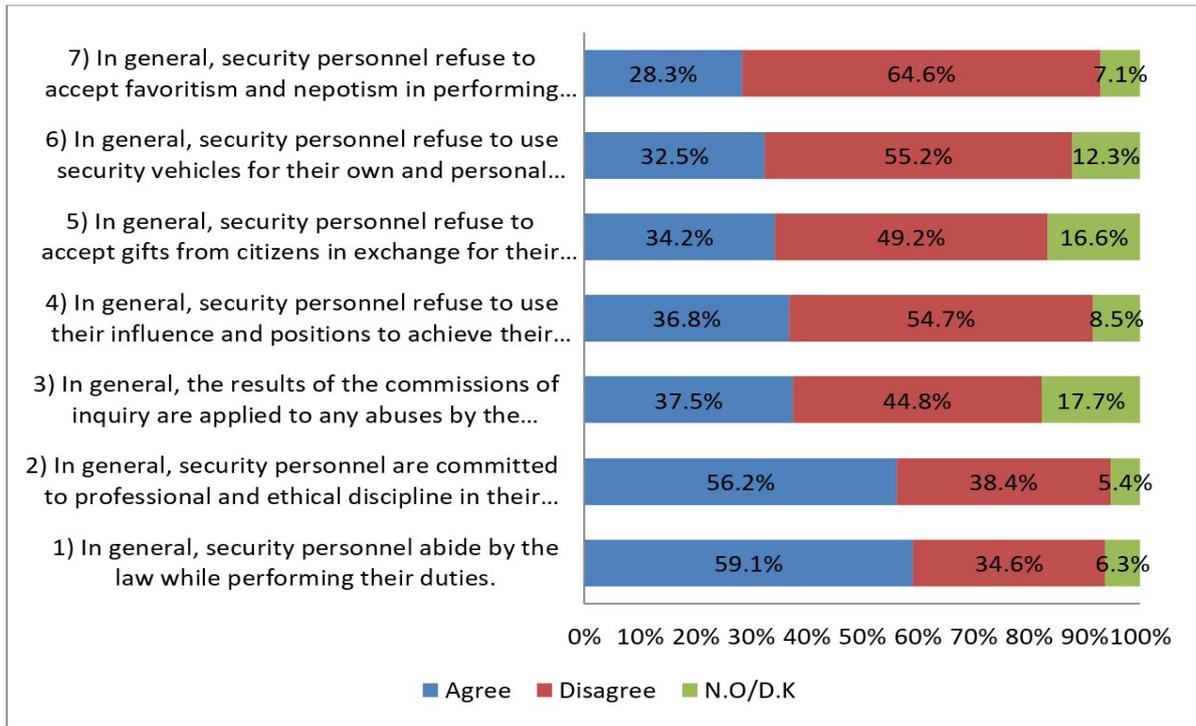
Only 28% of respondents agreed with the statement “the workers in the security services refuse to accept favoritism (wasta) and nepotism during implementing their duties: their tasks,” while 65% did not agree with it.

For more details on the results of the Integrity Indicators, look at the table and chart below:

Table No. (1.1): Results of Integrity Indicators

		Agree	Disagree	N.O/D.K	Total
1.	In general, security personnel abide by the law while performing their duties.	59.2%	34.6%	6.3%	100.0%
2.	In general, security personnel are committed to professional and ethical discipline in their dealings with citizens	56.2%	38.4%	5.4%	100.0%
3.	In general, the results of the commissions of inquiry are applied to any abuses by the security services and their recommendations are taken	37.5%	44.8%	17.7%	100.0%
4.	In general, security personnel refuse to use their influence and positions to achieve their personal interests	36.8%	54.7%	8.5%	100.0%
5.	In general, security personnel refuse to accept gifts from citizens in exchange for their services	34.2%	49.2%	16.6%	100.0%
6.	In general, security personnel refuse to use security vehicles for their own and personal purposes	32.5%	55.2%	12.3%	100.0%
7.	In general, security personnel refuse to accept favoritism and nepotism in performing their duties	28.3%	64.6%	7.1%	100.0%

Figure (1.1): Results of Integrity Indicators

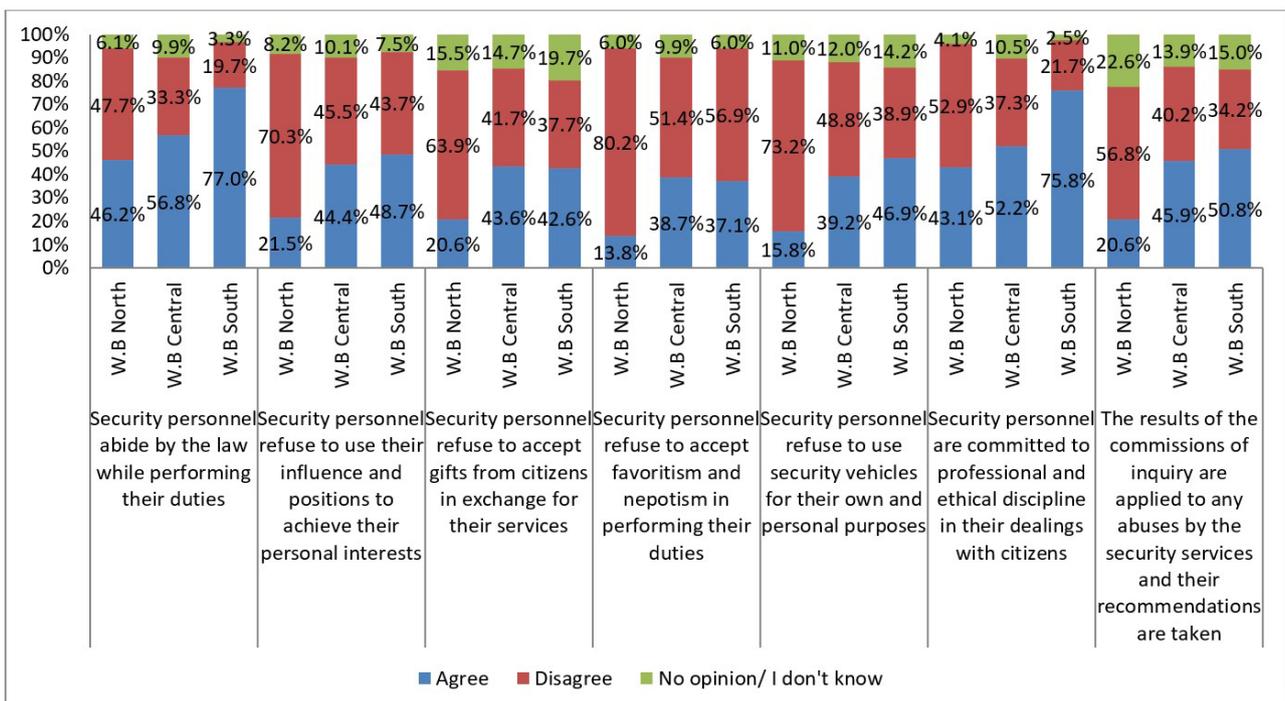


1.2 Analysis of integrity indicators according to selected variables

1.2.1 By the Districts

It is obvious from the results that the districts of the southern West Bank have the highest approval of all indicators related to integrity values compared to the districts of the northern West Bank that have the lowest approval of almost all indicators. For more, look at the chart below:

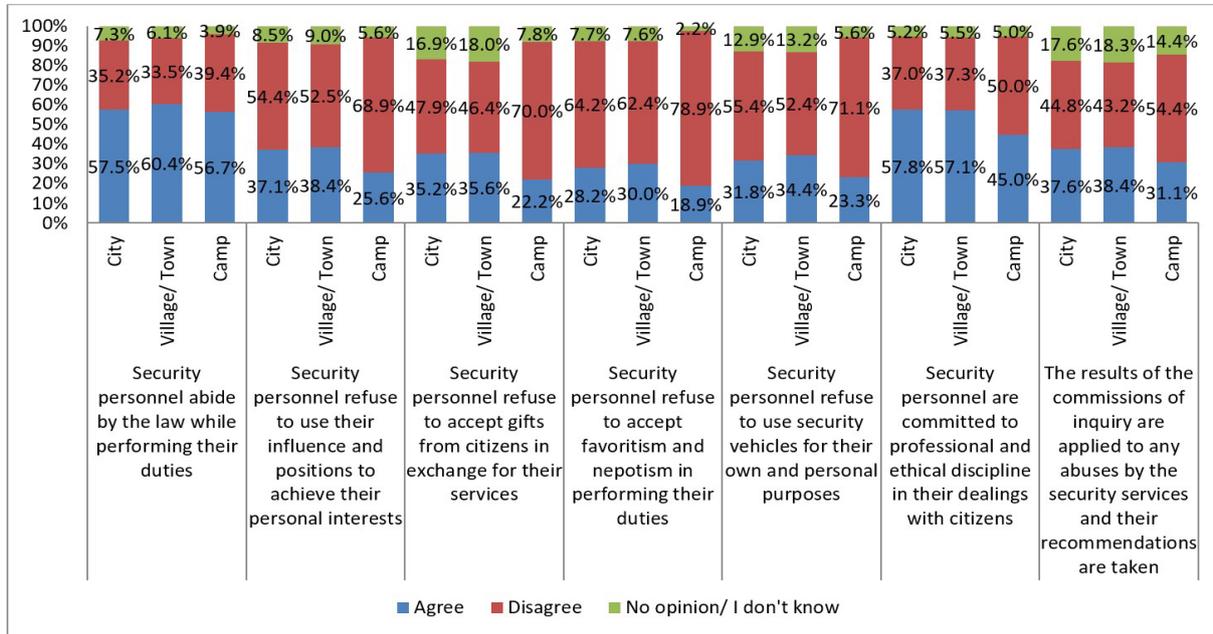
Chart: Analysis of integrity indicators by district



1.2.2 By Type of Locality

It is clear from the poll results that camp residents are the least in agreement with all indicators of integrity values compared to cities and villages. For more, look at the chart below:

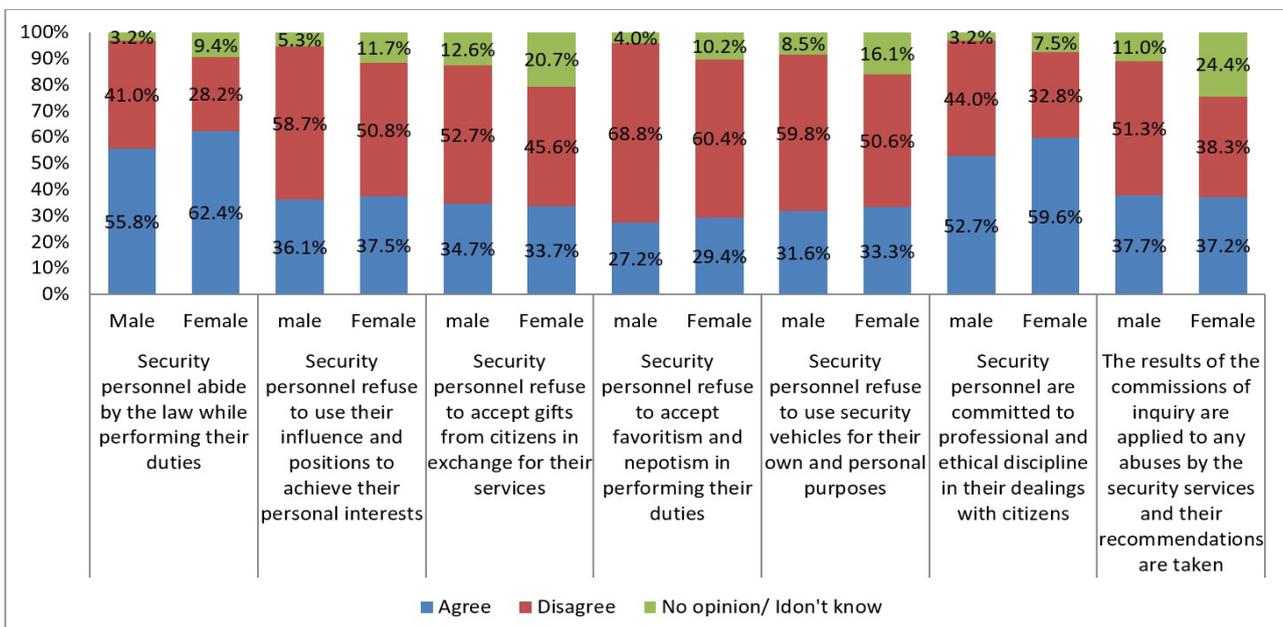
Chart: Analysis of Integrity Indicators by Type of Residential



1.2.3 By Gender

In general, there is a convergence of results in the approval rates for all indicators of integrity values at the gender level, except for items: the commitment of workers in the security services to the law while performing their duties, and the commitment of workers to important and moral discipline in dealing with citizens, where the percentage of approval of females is higher compared to males. For more, look at the chart below:

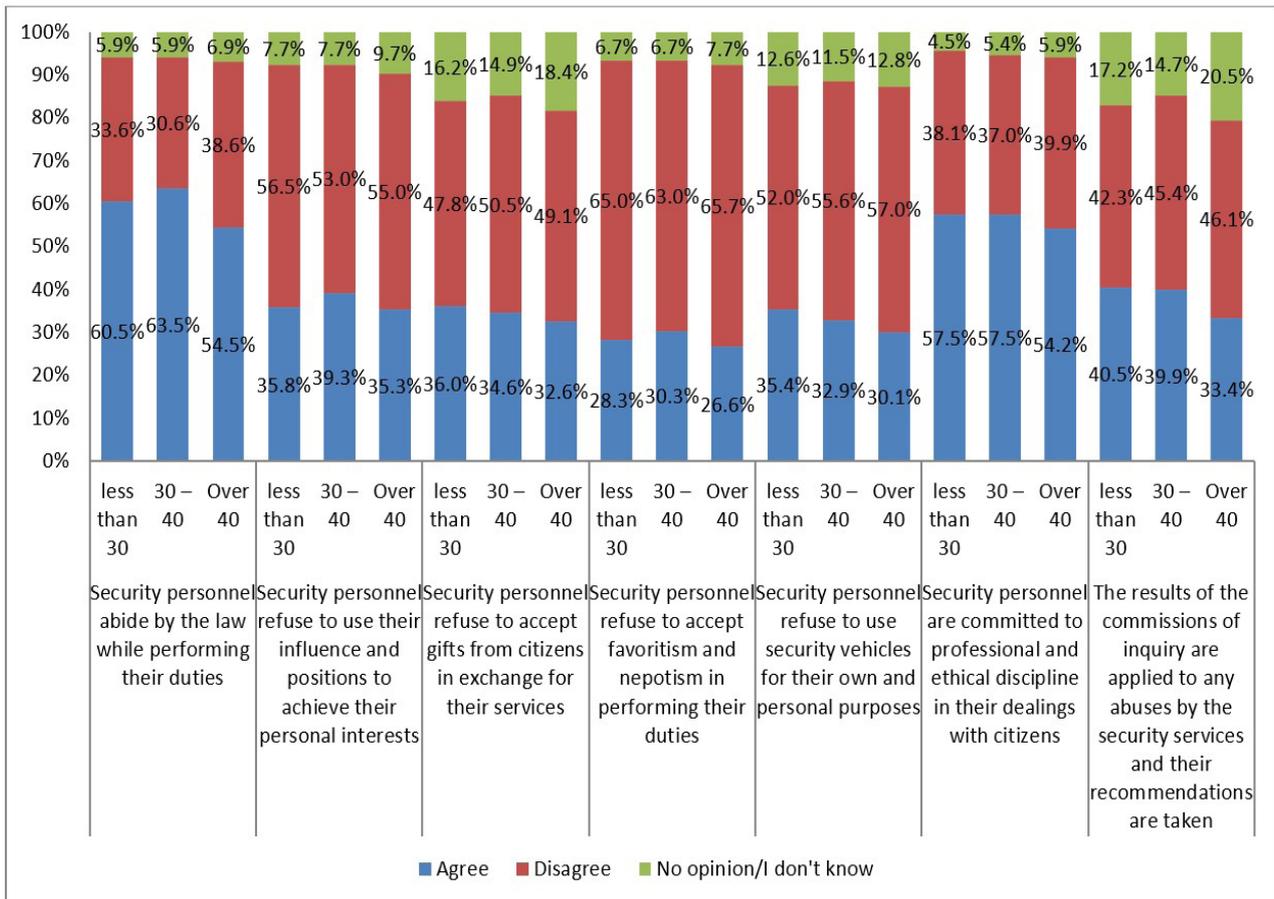
Chart: Analyzing Integrity Indicators by Gender



1.2.4 By Age Groups

Regarding the age groups it is clear that, there is a convergence of results in the approval rates for all indicators of integrity values at the level of age groups, except for the items: The commitment of workers in the security services to the law while performing their duties. For those under 40 years old versus those over 40 years old. For more, look at the chart below:

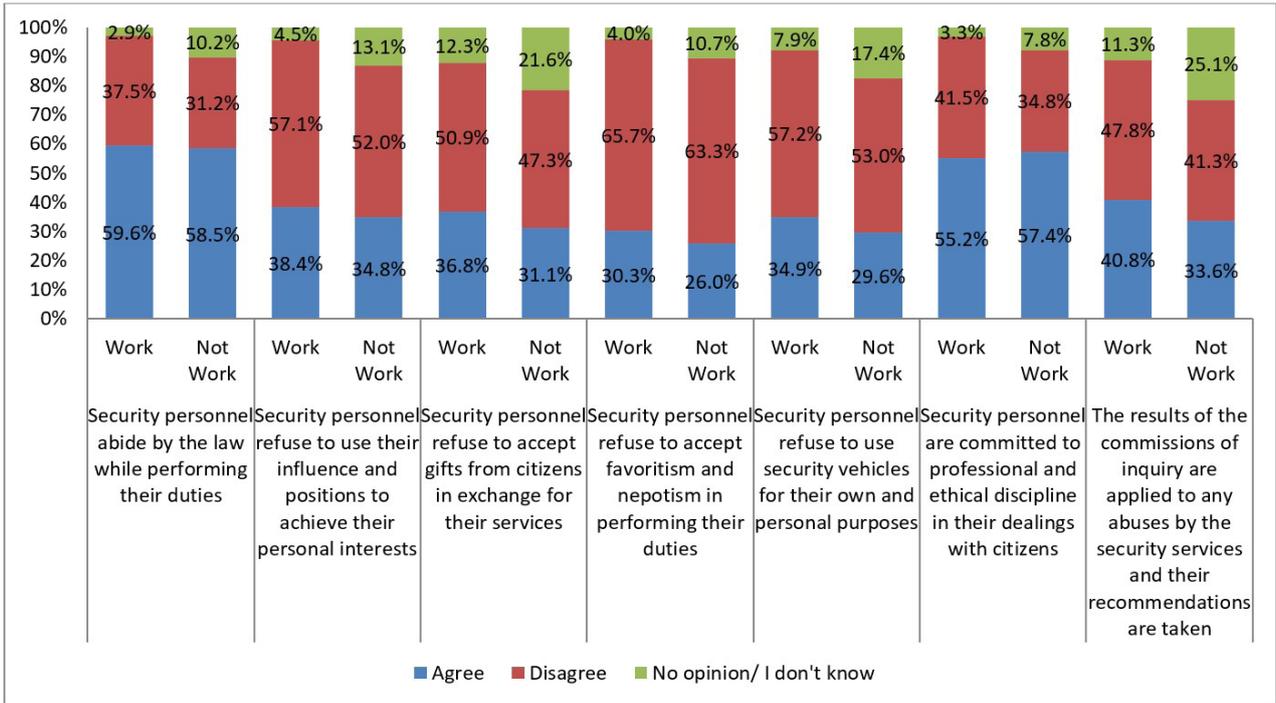
Chart: Analysis of Integrity Indicators by Age Group



1.2.5 By the labor status

Regarding the labor status, it is clear from the results of the poll that there is convergence between working and non-working respondents in the approval rates for all indicators of integrity values, except for items: Workers in the security services refuse to use security vehicles for their personal purposes. High for workers compared to non-workers. For more, look at the chart below:

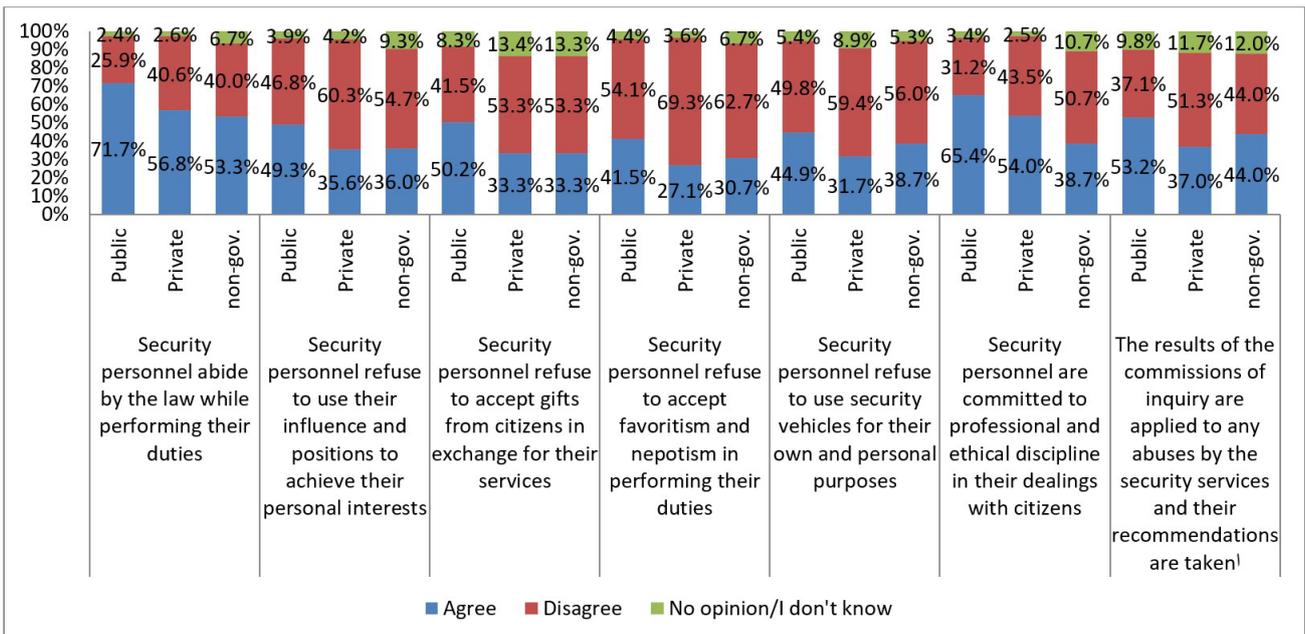
Chart: Analyzing Integrity Indicators by practical situation



1.2.6 By working sector

It is clear from the results that the approval rates are high for all indicators of integrity values among workers in the public sector compared to workers in private sectors. For more, look at the chart below

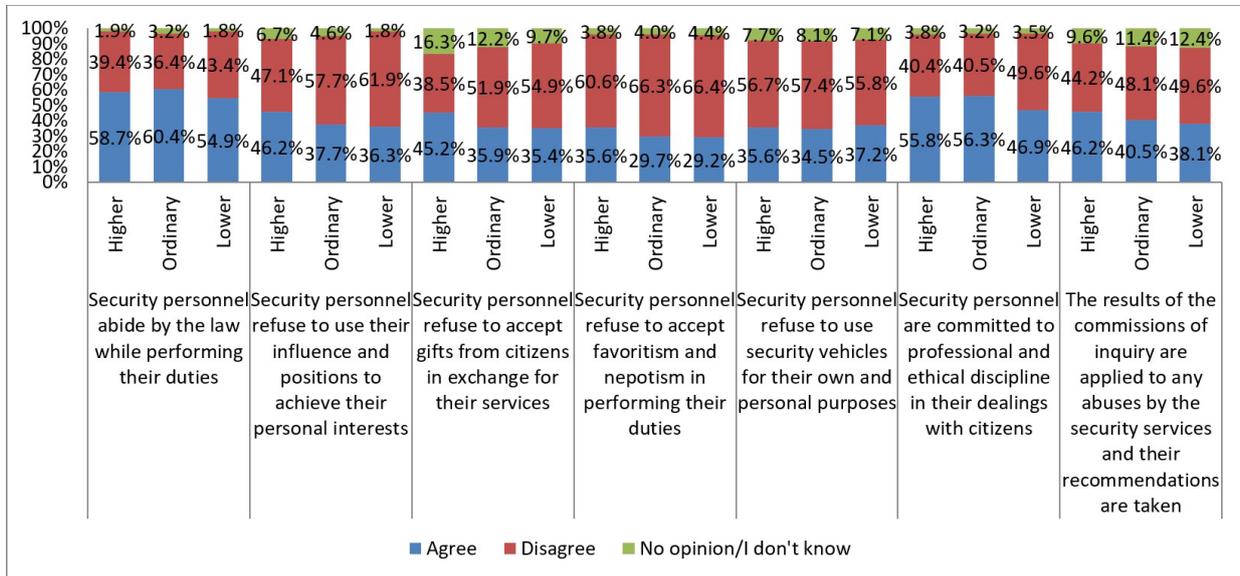
Chart: Analysis of Integrity Indicators by working Sector



1.2.7 By job level

It is clear from the results that approval rates are high for all indicators of integrity values among senior and middle-level job holders compared to lower job levels. For more, look at the chart below:

Chart: Analyzing Integrity Indicators according to job level



1.3 Comparing the results of the Integrity Indicators for the years 2020-2022

By comparing the results of the integrity indicators in this poll with the results of previous polls, it becomes obvious that there is a clear decline in terms of approval of the indicators of integrity values, as evidenced by below:

Results of the percentage of approval of integrity indicators by years

	2020	2021	2022
1) In general, security personnel abide by the law in while performing their duties.	70.2%	71.3%	59.2%
2) In general, security personnel are committed to professional and ethical discipline in their dealings with citizens.	68.8%	66.5%	56.2%
3) In general, the results of the commissions of inquiry are applied to any abuses by the security services and their recommendations are taken	51.0%	38.7%	37.5%
4) In general, security personnel refuse to use their influence and positions to achieve their personal interests	40.1%	37.7%	36.8%
5) In general, security personnel refuse to accept gifts from citizens in exchange for their services	40.5%	38.4%	34.2%
6) In general, security personnel refuse to use security vehicles for their own and personal purposes	36.0%	35.2%	32.5%
7) In general, security personnel refuse to accept favoritism and nepotism in performing their duties	29.4%	28.3%	28.3%

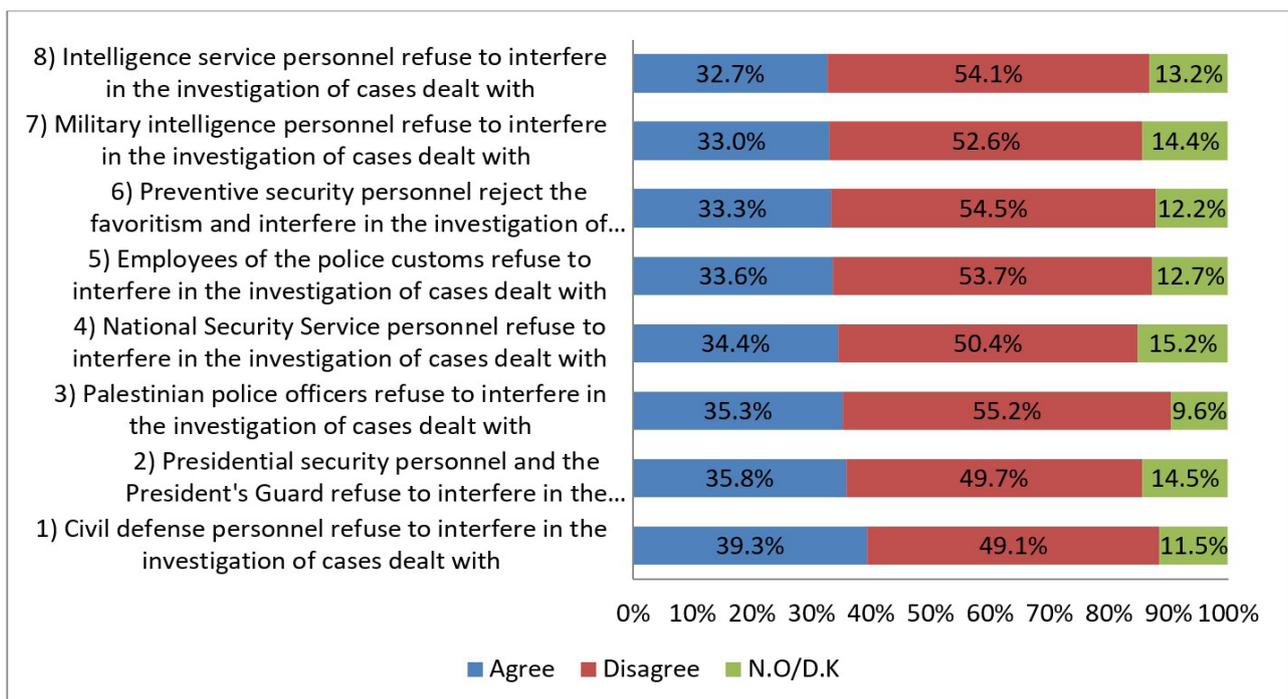
1.4 Favoritism (Wasta) and interference in the investigation procedures in the cases being dealt with:

The results indicate that 39% of respondents believe that the civil defense service rejects favoritism (wasta) and interference in the issues being dealt with, followed by the presidential security service, the president’s guard and the Palestinian police, with an approval rate of 36% for each, while the rest of the agencies obtained a score of 33 %-34% each. For more, look at the table and graph below:

Table No. (1.4): favoritism (wasta) and interference in the investigation procedures of the security services

	Agree	Disagree	N.O/D.K	Total
1) Civil defense personnel refuse to interfere in the investigation of cases dealt with	39.3%	49.1%	11.5%	100.0%
2) Presidential security personnel and the President’s Guard refuse to interfere in the investigation of cases dealt with	35.8%	49.7%	14.5%	100.0%
3) Palestinian police officers refuse to interfere in the investigation of cases dealt with	35.3%	55.2%	9.6%	100.0%
4) National Security Service personnel refuse to interfere in the investigation of cases dealt with	34.4%	50.4%	15.2%	100.0%
5) Employees of the police customs refuse to interfere in the investigation of cases dealt with	33.6%	53.7%	12.7%	100.0%
6) Preventive security personnel reject the favoritism and interfere in the investigation of cases dealt with	33.3%	54.5%	12.2%	100.0%
7) Military intelligence personnel refuse to interfere in the investigation of cases dealt with	33.0%	52.6%	14.4%	100.0%
8) Intelligence service personnel refuse to interfere in the investigation of cases dealt with	32.7%	54.1%	13.2%	100.0%

Figure No. (1.4): favoritism (wasta) and interference in the investigation procedures of the security services



1.4a Comparing the results of refusal of favoritism (wasta) and interference for the years 2020-2022

Regarding comparing the results of this poll with the results of previous polls about the refusal of workers in the various security services to intercede in the investigation procedures, there are no clear differences in this poll in the percentages of approval for this for all services compared to the poll of the previous year 2021, but the difference and the decline is clear in terms of approval for all security services. For more, look at the table below:

Table No. (1.4a): Results of those approving the refusal of favoritism (wasta) and intervention by years

	2020	2021	2022
Refusal of favoritism (wasta) and interference investigation procedures - Civil Defense	56.6%	44%	39.3%
Rejection of favoritism (wasta) and interference investigation procedures - presidential security and the president's guard	46.7%	32%	35.8%
Refusal of favoritism (wasta) and interference in the investigation procedures - Palestinian police	45.9%	36.7%	35.3%
Refusal of favoritism (wasta) and interference in investigative procedures - National Security	45.2%	34.5%	34.4%
Refusal of favoritism (wasta) and interference in the investigation procedures - customs police	42.9%	33.8%	33.6%
Refusal of favoritism (wasta) and interference in investigative procedures - military intelligence	41.4%	30.7%	33.0%
Refusal of favoritism (wasta) and interference investigation procedures - preventive security	39.3%	30.7%	33.3%
Refusal of favoritism (wasta) and interference in investigative procedures - General Intelligence service	38.2%	30.5%	32.%

1.5 Request for favoritism (wasta) and interference in recruitments

During the poll, respondents were asked about their request for wasta or intervention during the past three years from a security service employee in appointing them or any family member, as 11% of them indicated that they had done so. When asked if there was a response to the request of those who requested wasta, 41% indicated that it had been responded to.

As well they were asked about their request for wasta or the intervention of a security service employee to obtain a service from an official institution or a private sector, 14% indicated that they did so, and 46% had responded to their requests.

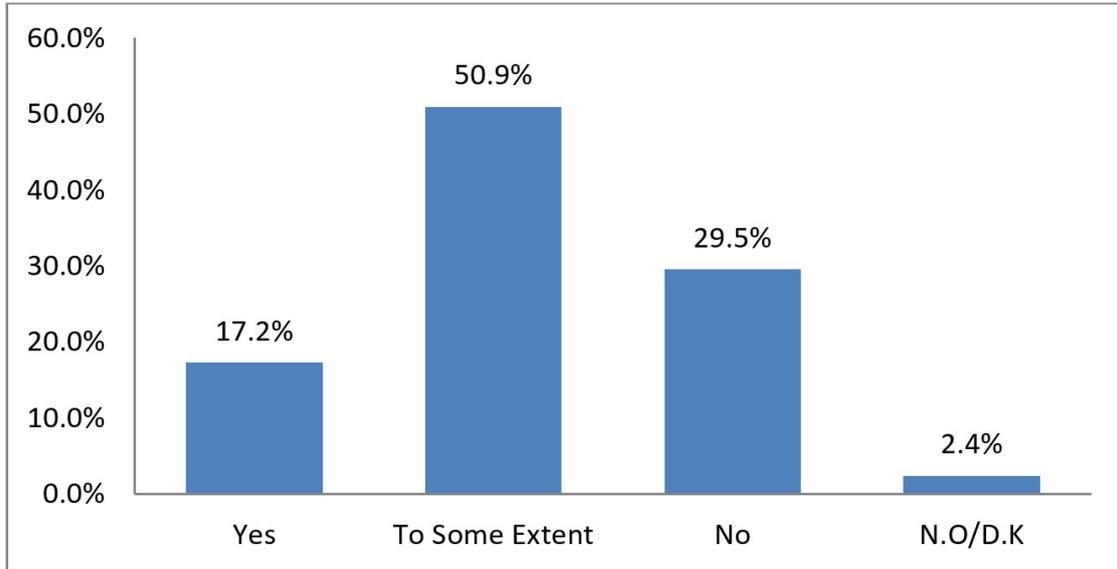
1.6 The ability of security services to achieve security

The results of the poll indicate that 68% of the respondents stated that they have confidence or trust to some extent in the ability of the security services to achieve security for citizens, compared to 30% who said the opposite. For more, look at the table and graph below:

Table (1.6): Confidence in the ability of the security services to achieve security

	Percentage
Yes	17.2%
To Some Extent	50.9%
No	29.5%
N.O/D.K	2.4%
	100.0%

Figure (1.6): Confidence in the ability of the security services to achieve security



2. Transparency Axis:

This part of the poll deals with measuring the extent of the Palestinian public's knowledge of the services provided by the security services to public, in addition to identifying their views on some indicators related to this subject, such as the distinction between the responsibilities and tasks of the services, overlapping of powers, obtaining information related to services, publishing reports and publishing the results of committee investigations.

The indicators were selected through brainstorming meetings with the Coalition for Integrity and Accountability (AMAN).

There are some indicators that were presented through specific sections, where four options were identified in the statements (sections) directed to the respondents - the Likert quadrilateral scale (1. strongly agree, 2. agree, 3. disagree, 4. strongly disagree). In order to analyze the data descriptively, the results were combined with two options: 1. Agree (agree + strongly agree), 2. Disagree (disagree + strongly disagree).

2.1 Transparency Indicators:

2.1.1 Distinguishing the responsibilities and tasks of the services

The results show that 56% of respondents agree that the distinction between the responsibilities and tasks of each of the Palestinian security services is easy and clear, and 38% do not agree with that.

2.1.2 Overlap in the powers of the security services

Regard to the overlap between the powers of the security services, 48% of the respondents indicated their agreement that each of the security services performs a specific role and powers that do not overlap with other security services, 43% do not agree with this.

2.1.3 The possibility of obtaining information about the services provided by the security services

The results indicate that 46% of the respondents believe that it is easy to obtain information about the services related to the work of the security services that they provide, and 45% do not agree with that.

2.1.4 publishing periodic reports by the heads of the security services on their services

Regarding the publication of periodic reports, only 33% of the respondents indicated their agreement that the heads of the security services publish periodic reports on their bodies, 47% indicated that they did not agree to this, and 20% indicated that they do not know.

2.1.5 Publication of the results of the investigation committees that constitute any violations by the security services

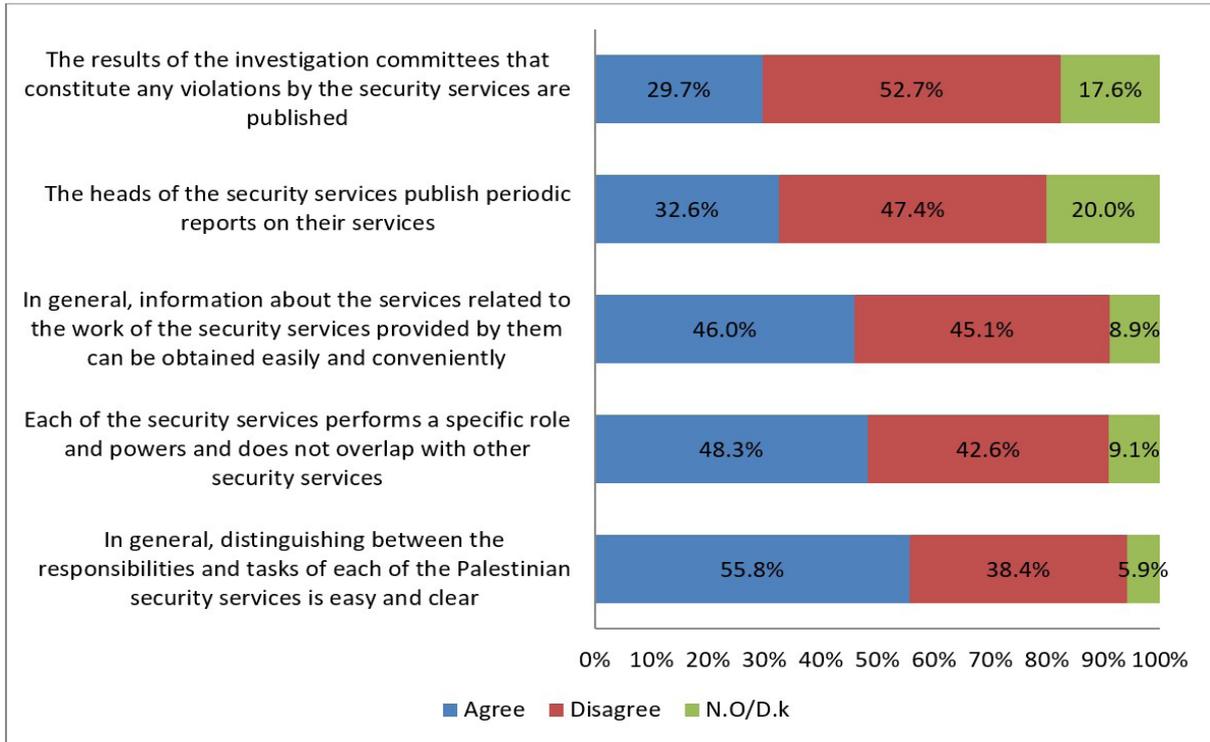
Regard to publishing the results of the investigation committees formed in any violations by the security services, 30% of the respondents indicated their agreement to this, while 39% believed that this does not happen, while 18% indicated that they do not know.

For more details about the results of the transparency indicators, look at the table and graph below

Table No. (2.1): Results of Transparency Indicators

	Agree	Disagree	N.O/D.k	Total
In general, distinguishing between the responsibilities and tasks of each of the Palestinian security services is easy and clear	55.8%	38.4%	5.9%	100.0%
Each of the security services performs a specific role and powers and does not overlap with other security services	48.3%	42.6%	9.1%	100.0%
In general, information about the services related to the work of the security services provided by them can be obtained easily and conveniently	46.0%	45.1%	8.9%	100.0%
The heads of the security services publish periodic reports on their services	32.6%	47.4%	20.0%	100.0%
The results of the investigation committees that constitute any violations by the security services are published	29.7%	52.7%	17.6%	100.0%

Figure No. (2.1): Results of Transparency Indicators

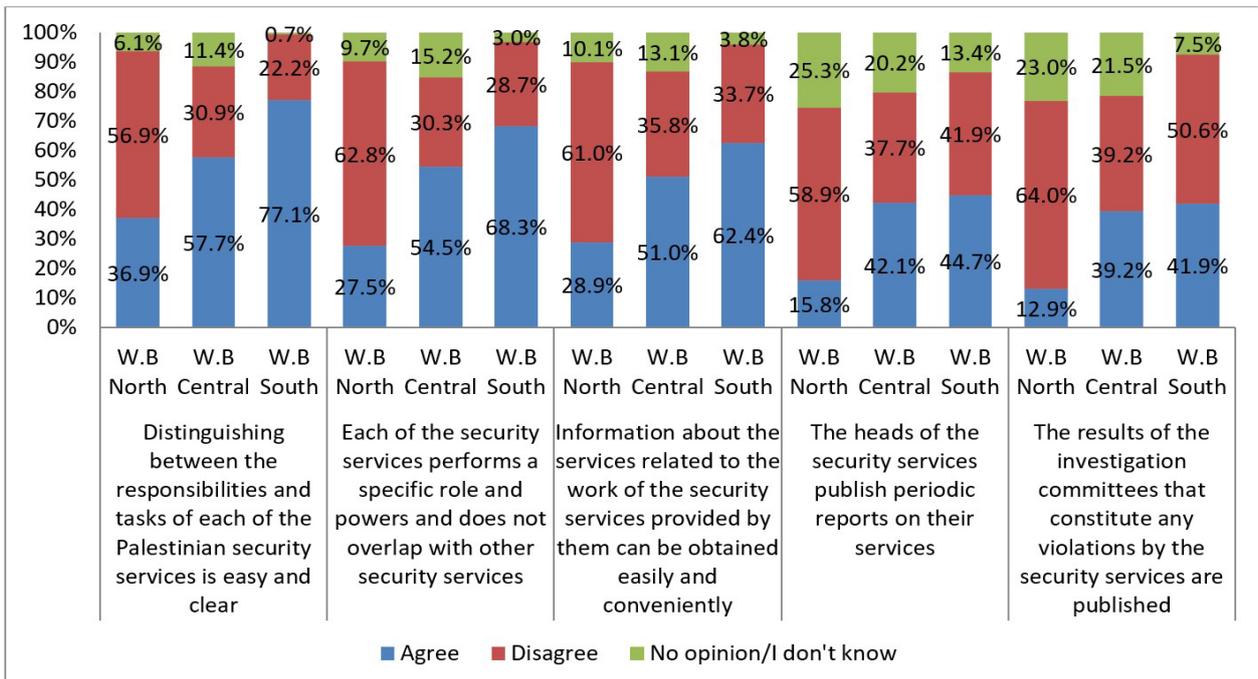


2.2 Analysis of transparency indicators according to selected variables

2.2.1 By the districts

It is clear from the results that the districts of the southern West Bank are the most in agreement with all indicators related to transparency, compared to the governorates of the northern and central West Bank. For more, look at the chart below:

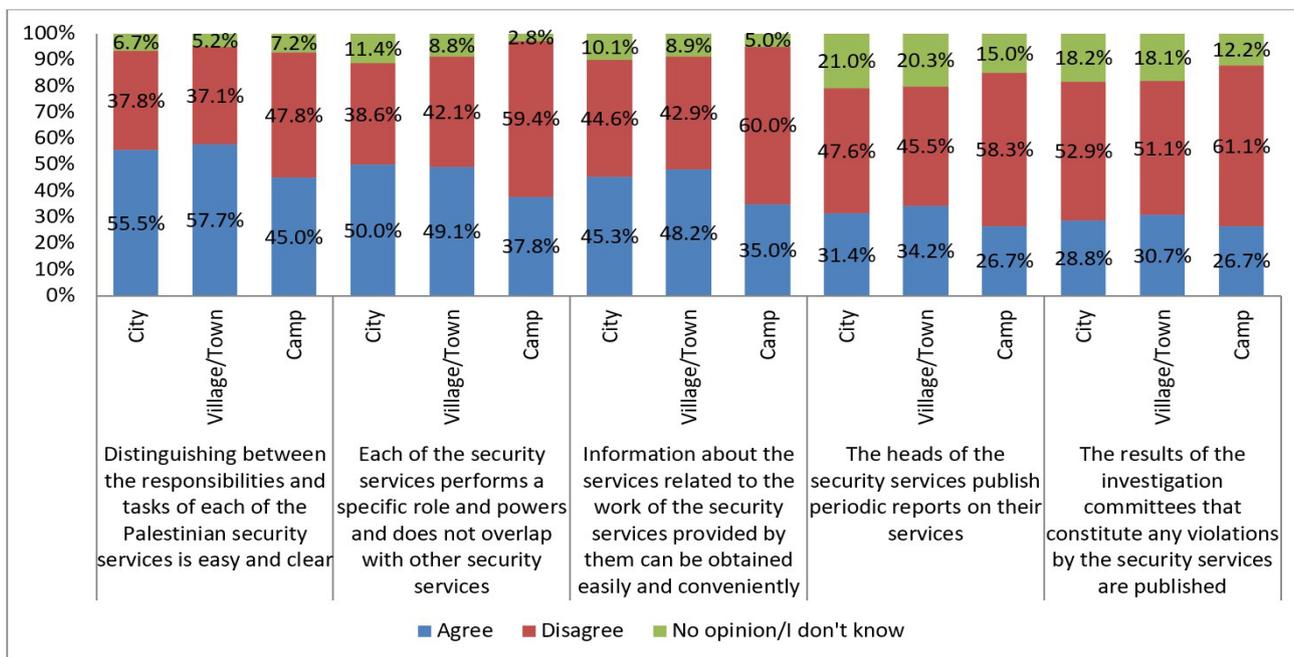
Chart: Analysis of transparency indicators by district



2.2.2 By type of Locality

It is clear from the results that camp residents are the least in agreement with all indicators related to transparency compared to residents of cities, villages and towns. For more, look at the chart below:

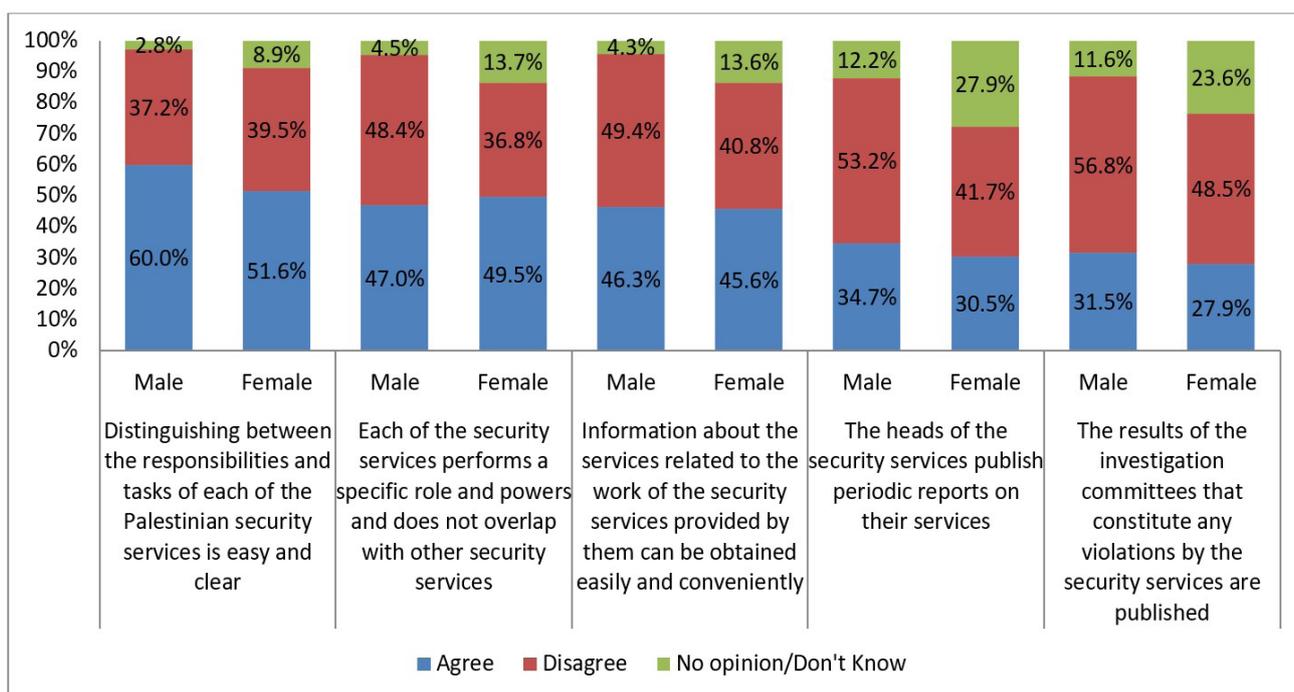
Chart: Analysis of transparency indicators according to the type of Residential



2.2.3 by gender

In general, there are no differences between males and females regarding approval of all indicators related to transparency. For more, look at the chart below:

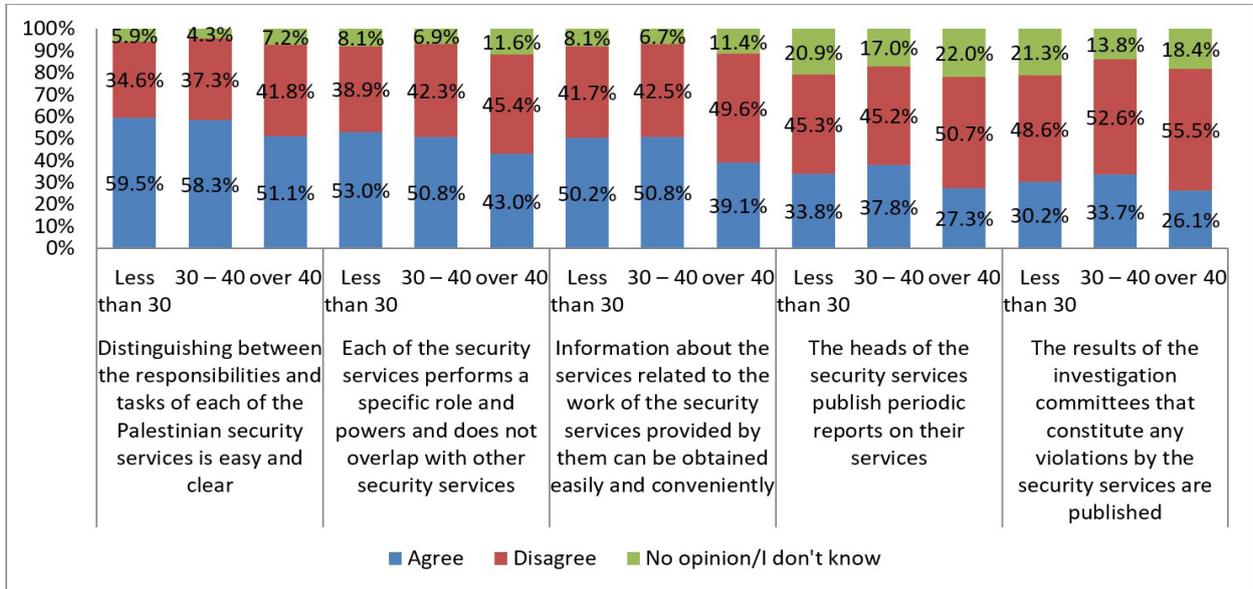
Chart: Analyzing Transparency Indicators by Gender



2.2.4 By age groups

Regarding the age categories, it is clear that the older age groups (above 40 years old) are the least in agreement with all indicators related to transparency compared to the younger age groups (less than 40 years old). For more, look at the chart below:

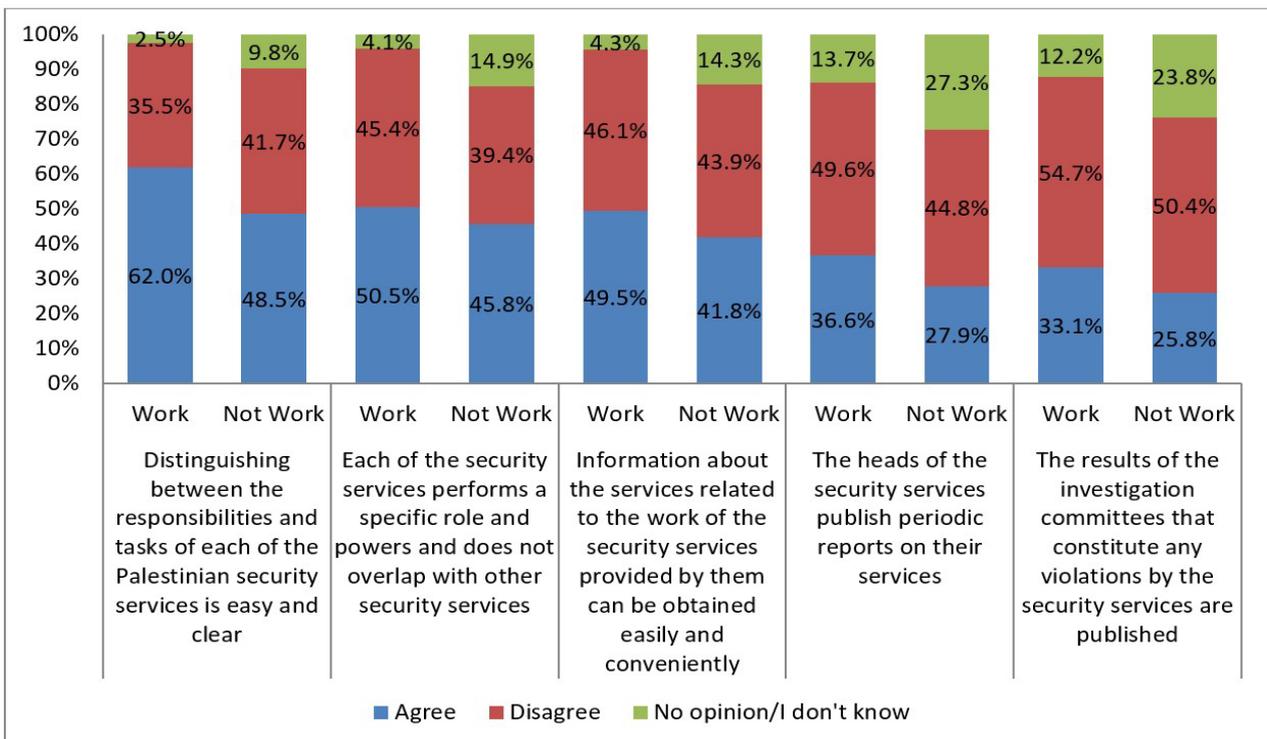
Chart: Analyzing transparency indicators by age categories



2.2.5 By the labor status

Regarding the practical situation, it is clear that those who do not work are the least in agreement with all indicators related to transparency. For more, look at the chart below:

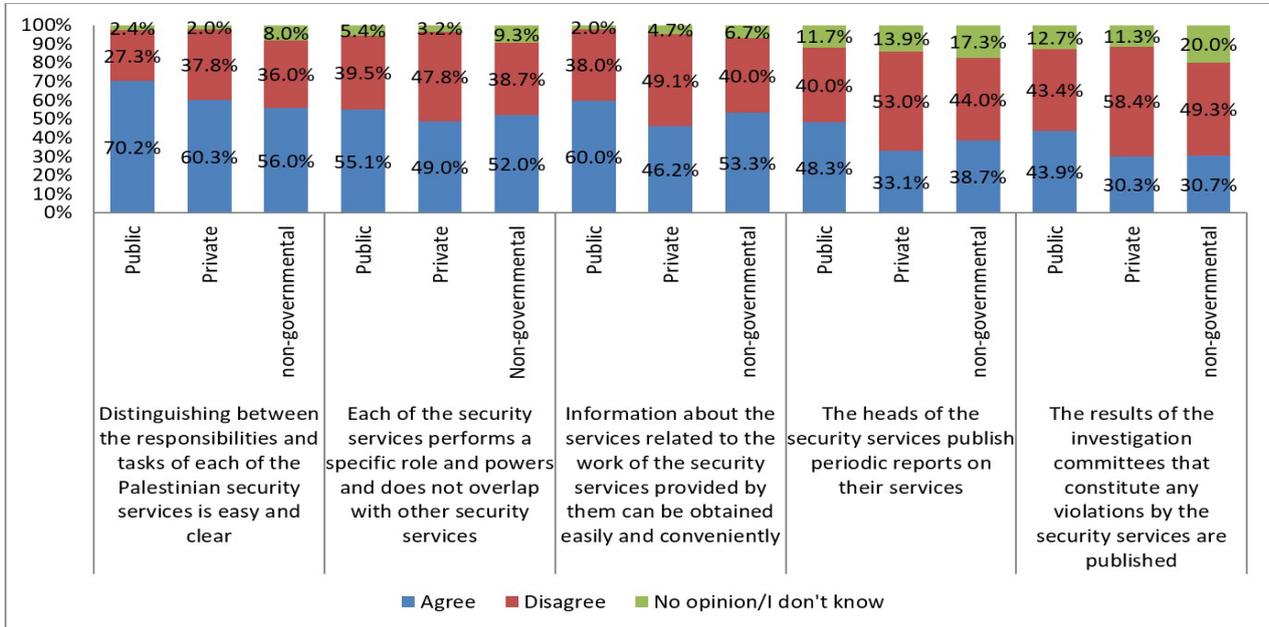
Chart: Analyzing transparency indicators by practical situation



2.2.6 By the labor sector

The results show that workers in the private sector are the least in agreement with all indicators related to transparency compared to workers in the public sector. For more, look at the chart below:

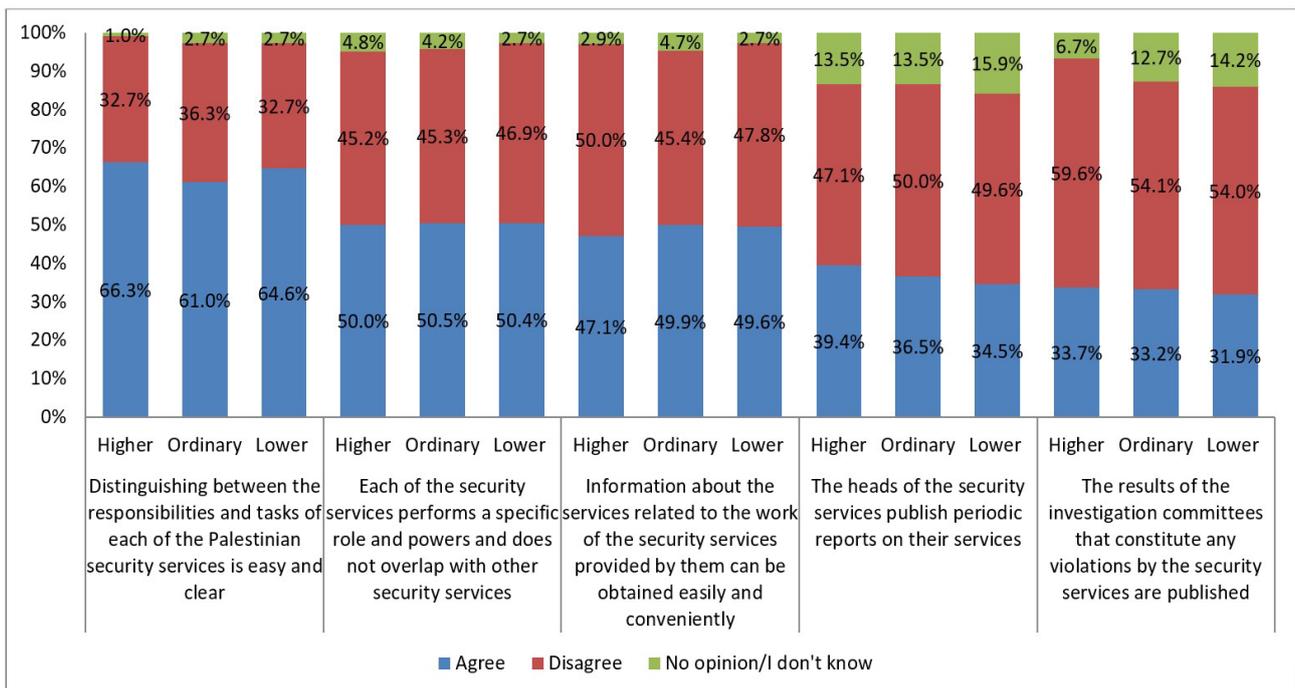
Chart: Analysis of transparency indicators by labor sector



2.2.7 By the job level

The results show that there is no difference by job level between the different groups regarding approval of all indicators related to transparency compared to workers in the public sector. For more, see the chart below:

Chart: Analyzing Transparency Indicators by Job Level



2.3 Comparison of results of transparency indicators by years 2020-2022

By comparing the results of the transparency indicators in this poll with the results of previous polls, it becomes obvious that there is a clear decline in terms of approval of all indicators, as shown in the table below:

Results of the percentage of approval of transparency indicators by years

	2020	2021	2022
In general, distinguishing between the responsibilities and tasks of each of the Palestinian security services is easy and clear	66.1%	67.4%	55.8%
Each of the security agencies performs a specific role and powers and does not overlap with other security services	62.7%	70.0%	48.3%
In general, information about the services related to the work of the security services that they provide can be obtained easily and conveniently	55.2%	52.8%	46.0%
The results of the investigation committees that constitute any violations by the security services are published	36.5%	35.8	29.7%
The heads of the security services publish periodic reports on their services	34.3%	40.2%	32.6%

2.4 Appointments in the security services:

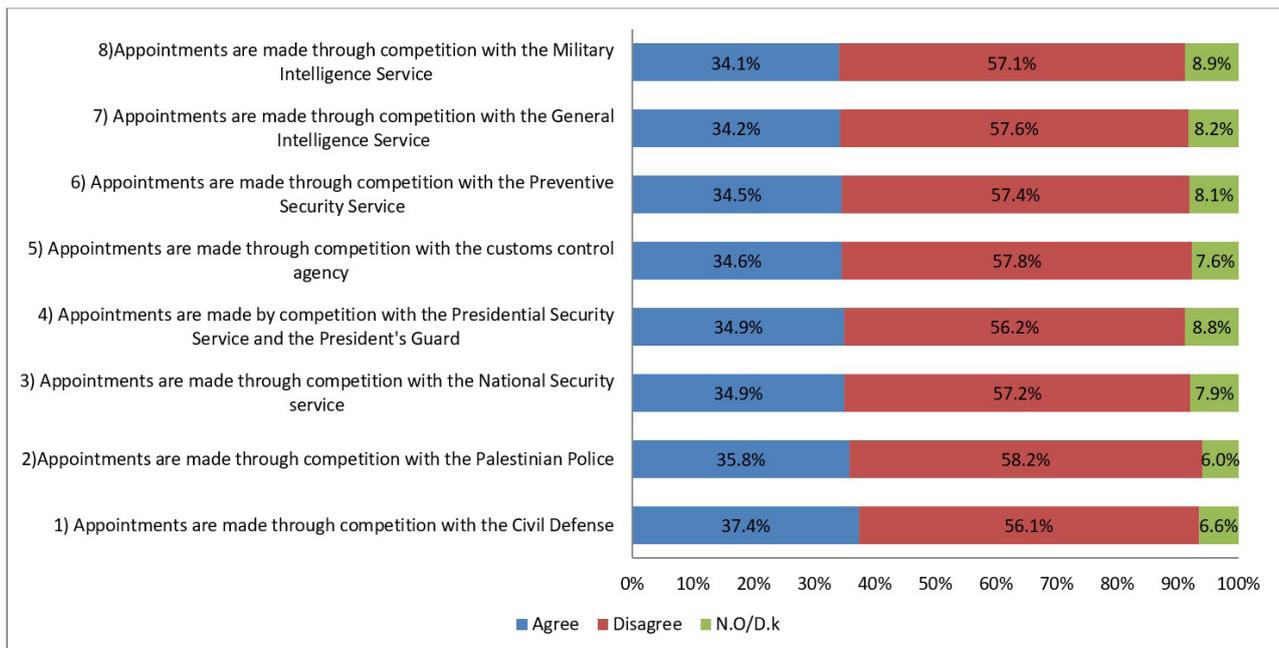
During the poll, a question was asked of the respondents about their opinion of competition and equal opportunities for appointments to job applicants in the various security services. The results indicate that there is a clear division in the respondents' opinion regarding these appointments in most of these services.

The Civil Defense received the highest approval rate (48%) that appointments are made by competition, followed by the Palestinian Police service with 46%. While 53% believed that the General Intelligence Service is not appointed with competition and equal opportunities, and the same is true for the Preventive Security Service (52%) and the Military Intelligence Service. (50%)

Table No. (2.4): Appointments in the security services

	Agree	Disagree	No opinion/ I don't know	Total
1) Appointments are made through competition with the Civil Defense	37.4%	56.1%	6.6%	100.0%
2) Appointments are made through competition with the Palestinian Police	35.8%	58.2%	6.0%	100.0%
3) Appointments are made through competition with the National Security service	34.9%	57.2%	7.9%	100.0%
4) Appointments are made by competition with the Presidential Security Service and the President's Guard	34.9%	56.2%	8.8%	100.0%
5) Appointments are made through competition with the customs control agency	34.6%	57.8%	7.6%	100.0%
6) Appointments are made through competition with the Preventive Security Service	34.5%	57.4%	8.1%	100.0%
7) Appointments are made through competition with the General Intelligence Service	34.2%	57.6%	8.2%	100.0%
8) Appointments are made through competition with the Military Intelligence Service	34.1%	57.1%	8.9%	100.0%

Figure (2.4): Appointments in the security services



Comparing the results of the indicators of appointments to competition in the security services by the years 2020-2022

By comparing the results of the indicators of appointments to competition in the security services in this poll with the results of previous polls, it turns out that there is a clear decline in terms of approval of most indicators, as shown in the table below:

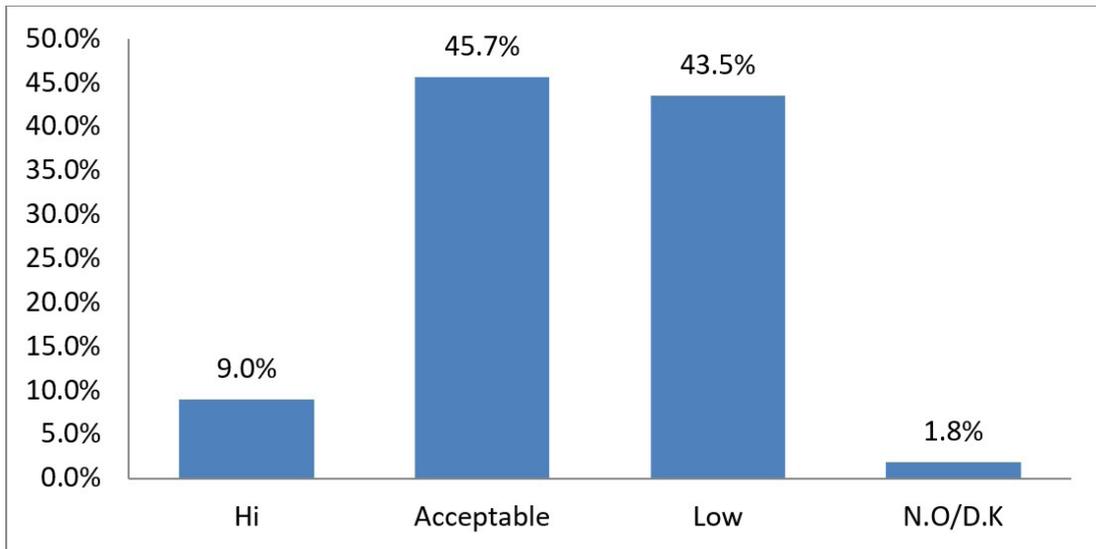
The results of the percentage of approval of the indicators of appointments in competition in the security services, by years

	2020	2021	2022
Appointments are made through competition with the Civil Defense	48.4%	39.4%	37.4%
Appointments are made through competition with the Palestinian Police	45.6%	38.3%	35.8%
Appointments are made through competition with the National Security service	42.8%	35.2%	34.6%
Appointments are made by competition with the Presidential Security Service and the President's Guard	41.8%	34.1%	34.9%
Appointments are made through competition with the customs control service	41.1%	33.7%	34.9%
Appointments are made through competition with the Military Intelligence Service	38.5%	31.4%	34.1%
Appointments are made through competition with the Preventive Security Service	38.0%	32.4%	34.5%
Appointments are made through competition with the General Intelligence Service	36.9%	31.0%	34.2%

2.5 Salaries of members of the security services:

A question was asked to the respondents if they were aware of the salaries of members of the security services, as 30% of them indicated that they are familiar with it, and 70% are not. When insiders were asked about their opinions on these salaries, 9% indicated that they are high and 44% indicated that they are low, while 46% consider them acceptable. For more, look at the chart below

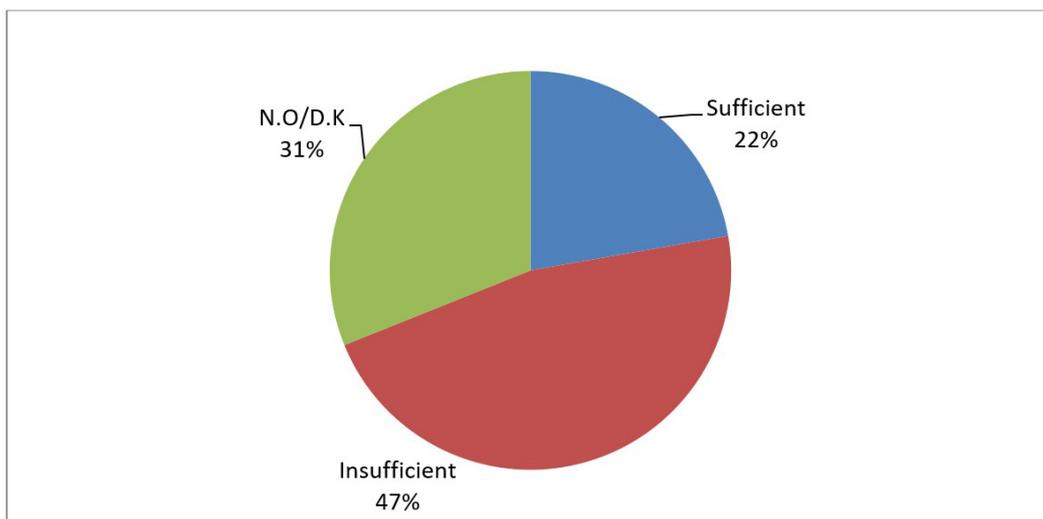
Figure No. (2.5): Salaries of members of the security services



2.6 The annual budget of the security services:

A question was asked to the respondents if they were aware of the annual budget of the security services, as only 9% indicated that they were familiar with it and 91% were not. When informing the respondents that the annual budget size of the security services is approximately 23%, and then asked them about its sufficiency, 22% indicated that it is sufficient and 47% that it is insufficient, while 31% answered without having an opinion/I don't know. For more, look at the chart below

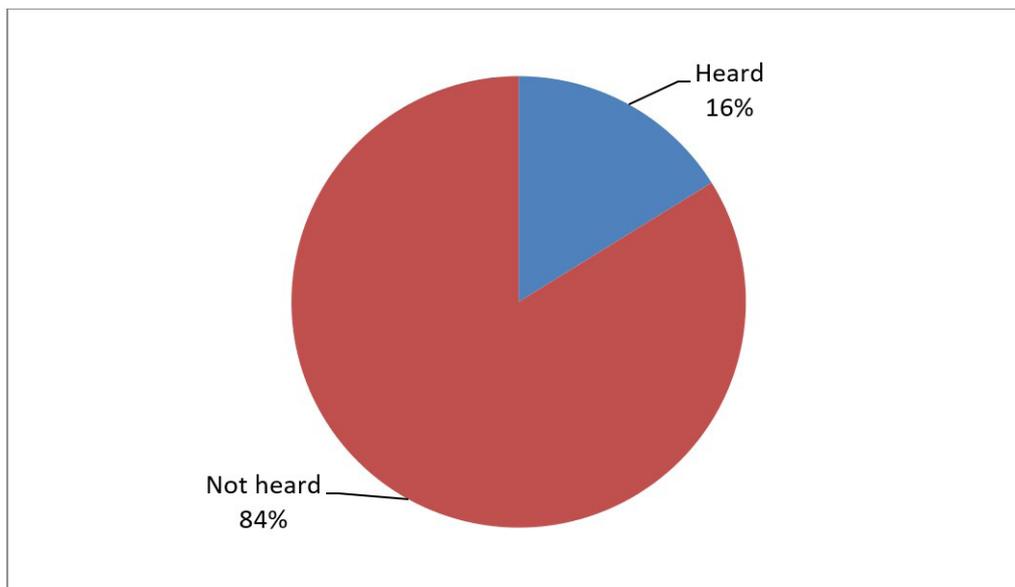
Figure No. (2.6): Salaries of members of the security services



2.7 Results of investigation committees related to excesses committed by some security services:

The results show that 84% of the respondents had not heard of the results of the investigation committees that were formed in light of some abuses carried out by some security services during the past three years, and only 16% had heard of it. For more, look at the chart below

Figure (2.7): Results of investigation committees



3. Accountability Axis:

This part of the study deals with measuring the respondents' opinion on indicators related to accountability standards and the extent of their application in the various security services in the West Bank. The most important of which are: holding members of the security services accountable in case they violate the laws and perpetrate corruption crimes, file complaints against any of the Palestinian security services, hold any member of any security service accountable if one of the rights of the citizen is violated, and seriously monitor the performance of workers, employees and individuals in the security services by their superiors. The head of the security services bears responsibility for any fundamental failures in the work of the service he presides, if they occur, the effectiveness of oversight over the security agencies, the security services' interpretation of their decisions and the results of their actions to the public.

It should be noted here that four options were selected in the statements directed to the respondents - Likert scale (1. Strongly agree, 2. Agree, 3. Do not agree, 4. Strongly disagree). In order to analyze the data descriptively, the results were combined with two options: 1. Agree (agree + strongly agree), 2. Disagree (disagree + strongly disagree)

3.1 Accountability Indicators:

3.1.1 The ability for citizens to file complaints against any of the security services:

The results show that 56% agree that citizens can file a complaint against any of the security services, and 36% do not see that.

3.1.2 Accountability of members of the security services in case of violation of laws and instructions while performing their duties:

The results of the poll indicate that 54% of the respondents stated their agreement that any member of any security apparatus will be held accountable if he violates the law and instructions while performing his job duties, and 40% believe that this does not happen.

3.1.3 Accountability of members of the security services in case of a violation of a citizen's right:

The results indicate that 52% of the respondents believe that any member of any security services is held accountable if a citizen's right is violated, and 41% do not see that.

3.1.4 The head of the security service bears responsibility for any fundamental failures in the work of the service:

It is clear from the results that 52% of the respondents agree that the head of the security service bears responsibility for any fundamental failures in the work of the apparatus he heads, if they occur, and 38% do not agree with that.

3.1.5 Accountability of members of the security services in case of a corruption crime:

51% of the respondents believe that any member of the security service will be held accountable for committing a crime of corruption, 42% do not think so.

3.1.6 Existence of serious oversight on the performance of members of the security services by their superiors:

Regarding the indicator of the existence of serious control over the performance of workers in the security services by their superiors, 50% of the respondents indicated that they agree with this and 41% do not agree.

3.1.7 The effectiveness of monitoring the security services:

43% of the respondents believe that oversight of the security services is effective, and 46% do not see so.

3.1.8 Security services explain their decisions and the results of their actions to the public:

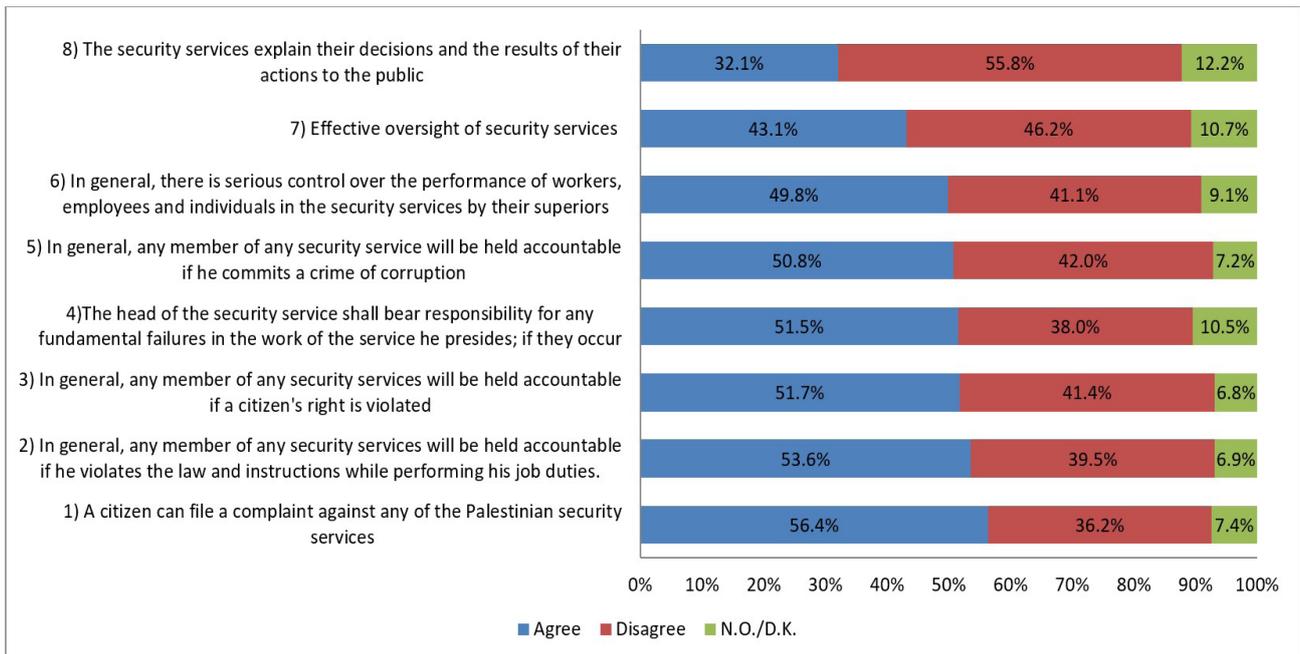
The results indicate that 32% of the respondents believe that the security services explain their decisions and the results of their actions to the public, and 56% do not see this.

For more details about the results of the accountability indicators, look at the table and chart below:

Table No. (3.1): Results of accountability indicators

	Agree	Disagree	N.O/D.K	Total
1) A citizen can file a complaint against any of the Palestinian security services	56.4%	36.2%	7.4%	100.0%
2) In general, any member of any security services will be held accountable if he violates the law and instructions while performing his job duties.	53.6%	39.5%	6.9%	100.0%
3) In general, any member of any security services will be held accountable if a citizen's right is violated	51.7%	41.4%	6.8%	100.0%
4)The head of the security service shall bear responsibility for any fundamental failures in the work of the service he presides, if they occur	51.5%	38.0%	10.5%	100.0%
5) In general, any member of any security service will be held accountable if he commits a crime of corruption	50.8%	42.0%	7.2%	100.0%
6) In general, there is serious control over the performance of workers, employees and individuals in the security services by their superiors	49.8%	41.1%	9.1%	100.0%
7) Effective oversight of security services	43.1%	46.2%	10.7%	100.0%
8) The security services explain their decisions and the results of their actions to the public	32.1%	55.8%	12.2%	100.0%

Figure (3.1): Results of accountability indicators

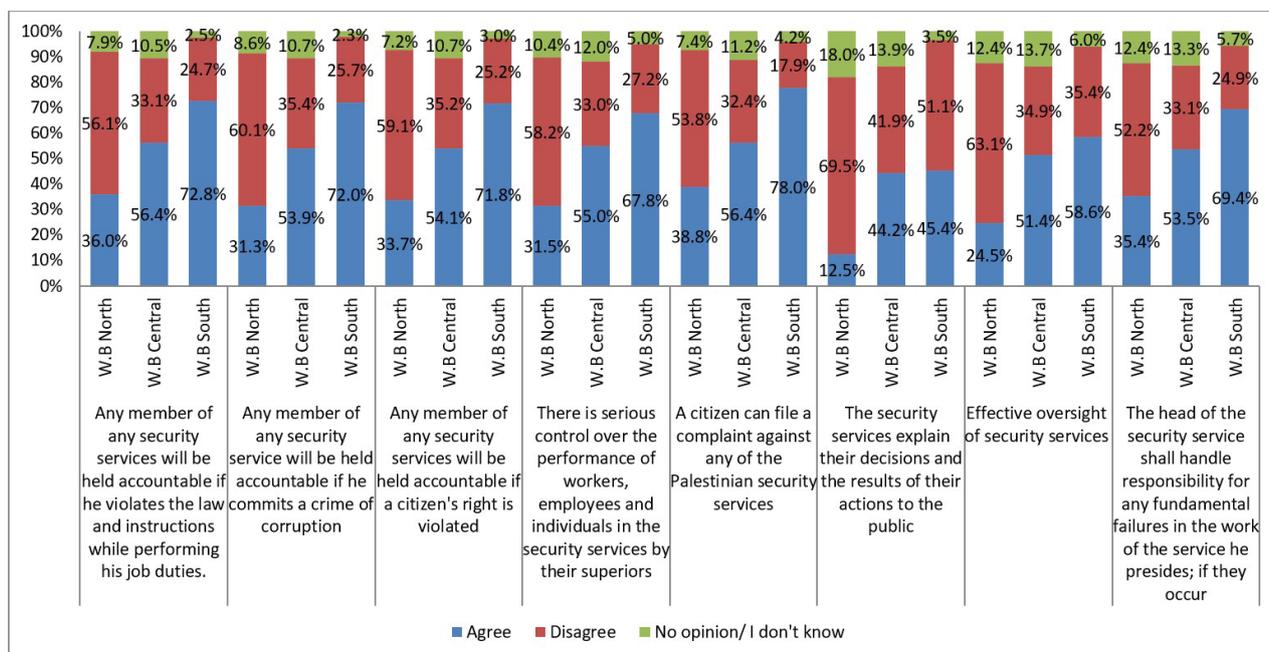


3.2 Analysis of accountability indicators according to selected variables

3.2.1 According to the districts

The results show that the residents of the southern West Bank governorates are the most in agreement with all indicators related to accountability. For more, look at the chart below:

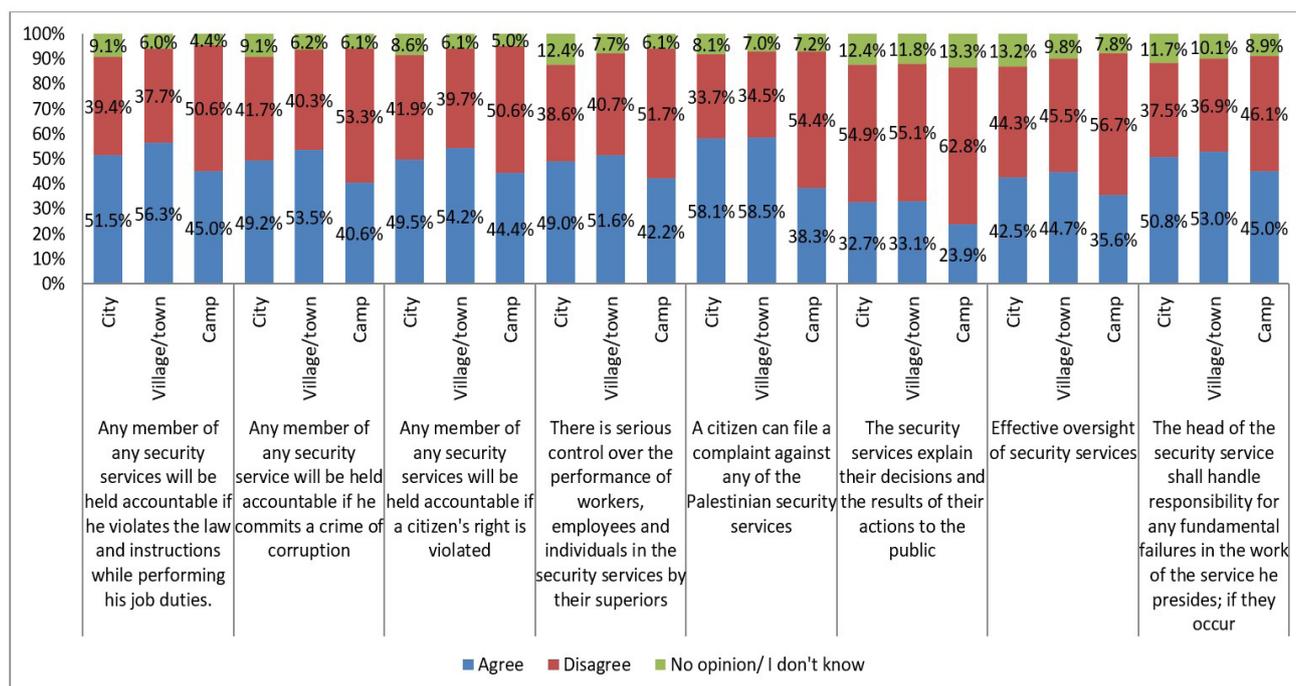
Chart: Analysis of accountability indicators by district



3.2.2 According to the type of locality

The results show that camp residents are the least in agreement with all indicators related to accountability compared to residents of cities, villages and towns. For more, look at the chart below:

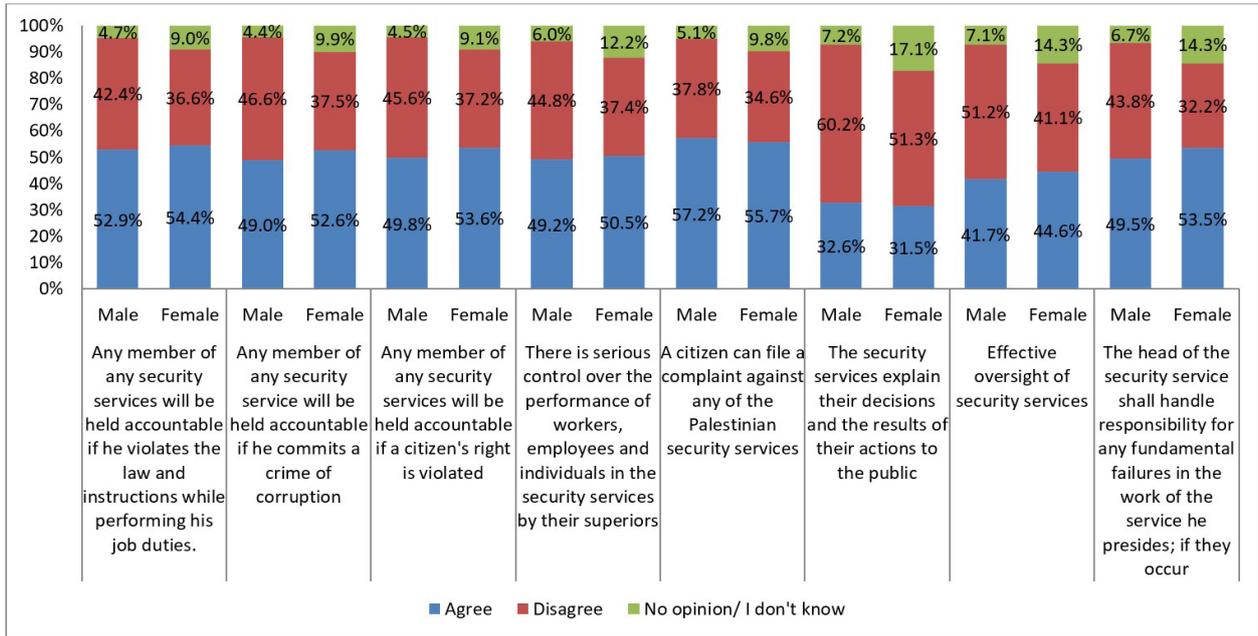
Chart: Analysis of accountability indicators by residential type



3.2.3 By gender

It is clear from the results that there are no clear differences between males and females regarding approval of all indicators related to accountability. For more, look at the chart below:

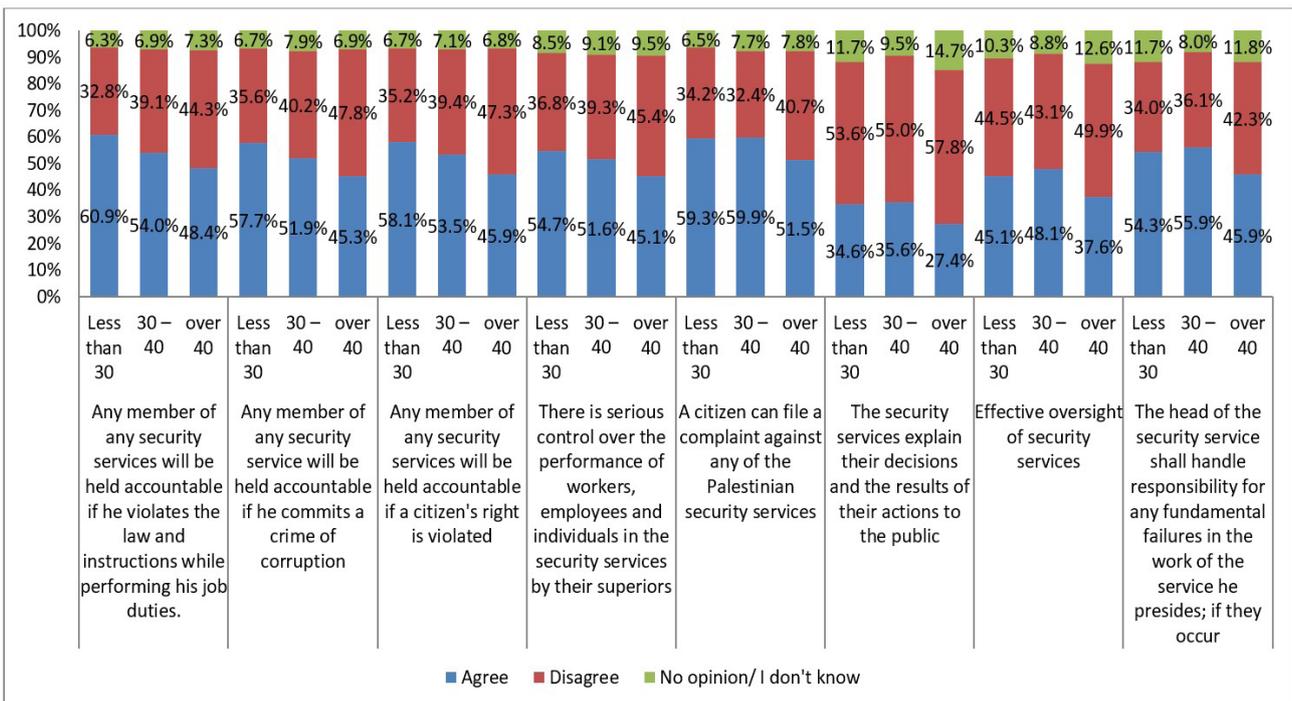
Chart: Analyzing indicators of accountability by gender



3.2.4 By Age

The results show that the age category (over 40 years) is the least in agreement with all indicators related to accountability, compared to those under the age Category of 40 years. For more, look at the chart below:

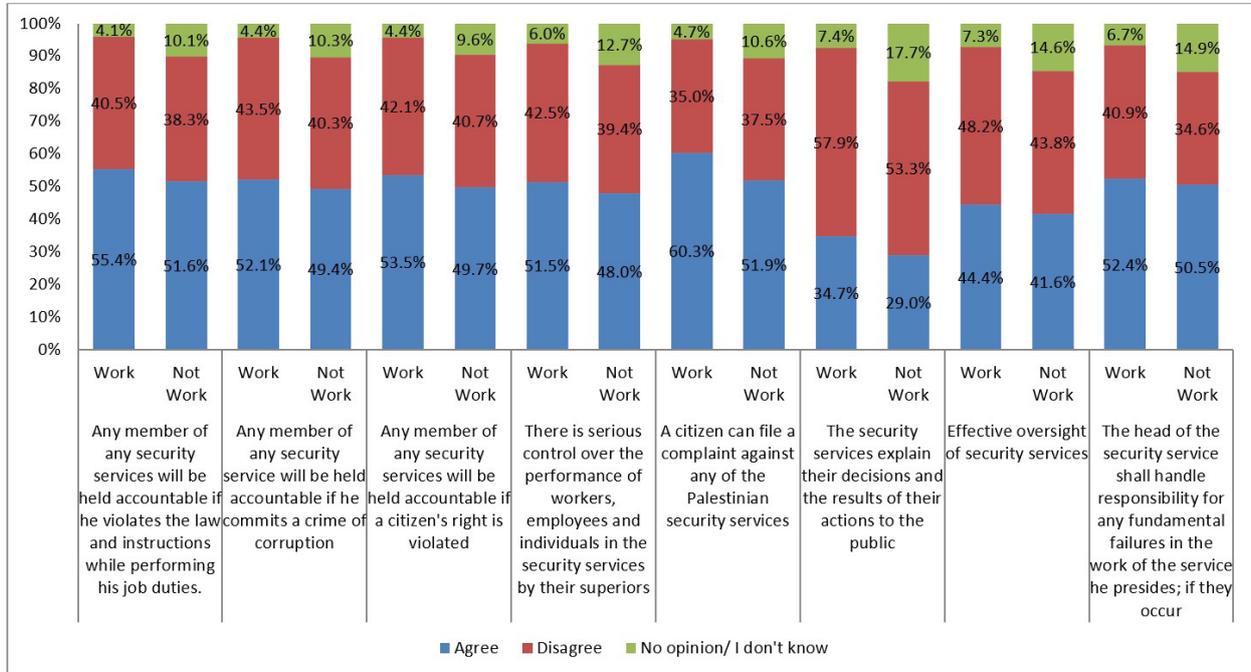
Chart: Analyzing indicators of accountability by age categories



3.2.5 According to labor status

The results show that there are no fundamental differences at the level of the practical situation regarding approval of all indicators related to accountability, except for one item, which is the ability of citizens to file a complaint against any of the Palestinian security services, as the approval rate is higher among non-workers compared to employees. For more, look at the chart below:

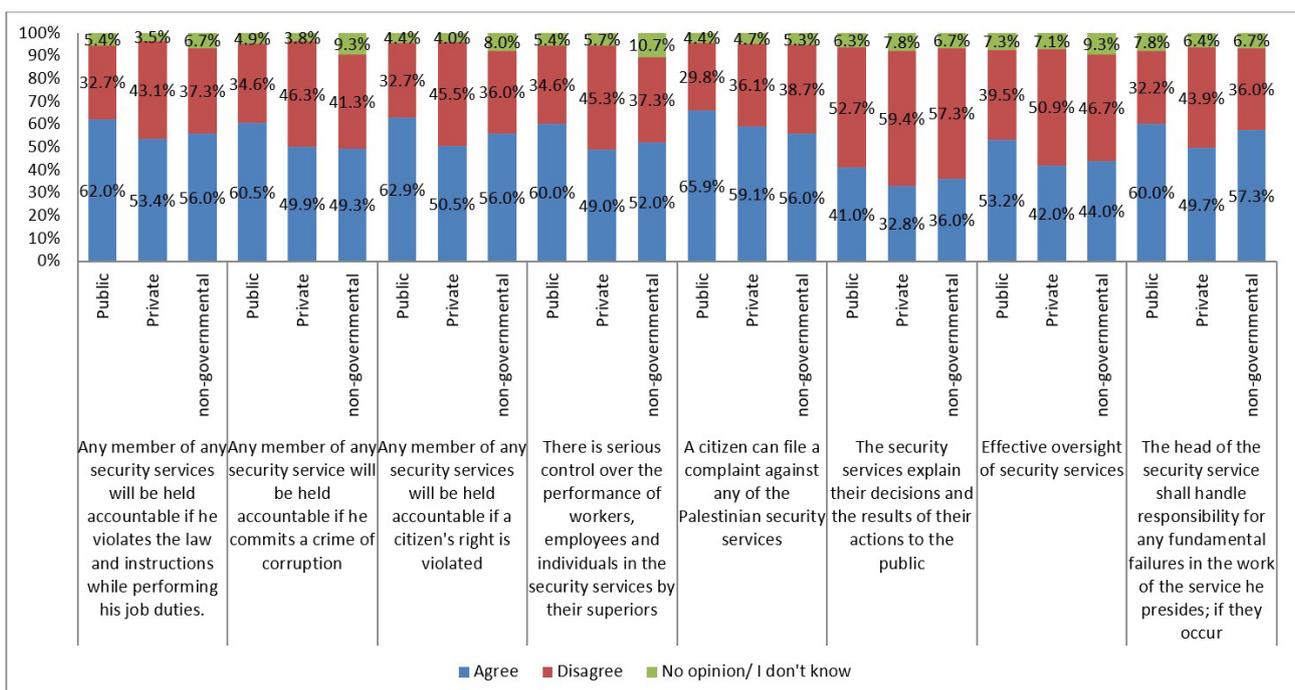
Chart: Analysis of accountability indicators by practical situation



3.2.6 By labor sector

The results indicate that workers in the private sector are less in agreement with all indicators related to accountability compared to workers in the public sector. For more, look at the chart below:

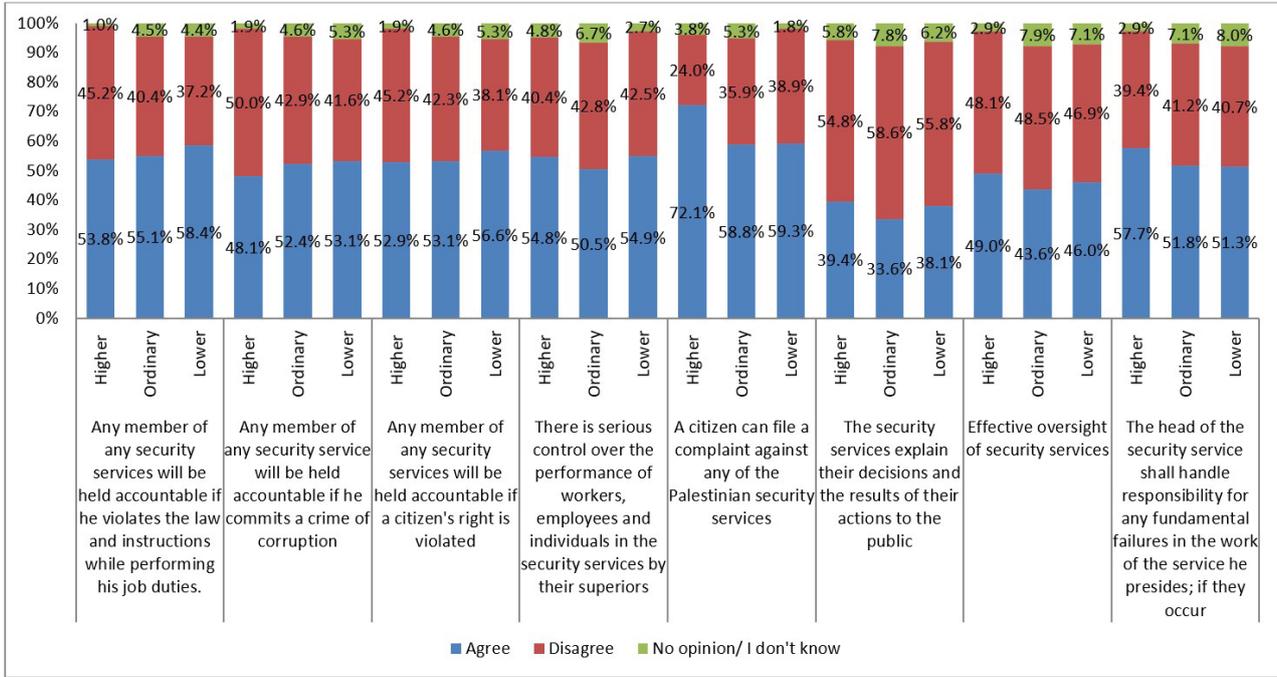
Chart: Analysis of indicators of accountability by labor sector



3.2.7 By job level

The results indicate that there are no fundamental differences at the level of the functional level variable about their approval of all indicators related to accountability, except for one item, which is that citizens can file complaints against any of the security services. Employees from the ordinary and lower categories are less agreeable to this compared to workers in the public sector. For more, look at the chart below:

Chart: Analysis of accountability indicators by functional level



3.3 Comparing the results of accountability indicators by years, according to the years 2020-2022

It is clear from the results that there is a clear decline in this poll regarding the approval of all accountability clauses. For more, look at the table below:

Results of accountability indicators by years (percentage approval of indicators)

	2020	2021	2022
In general, any member of any security services will be held accountable if he violates the law and instructions while performing his job duties.	72.3%	62.5%	53.6%
In general, any member of any security service will be held accountable if he commits a crime of corruption.	72.1%	59.4%	50.8%
A citizen can file a complaint against any of the Palestinian security services	66.2%	56.5%	56.4%
In general, any member of any security service is held accountable if a citizen's right is violated	65.9%	60.6%	51.7%
In general, there is serious control over the performance of employees, employees and individuals in the security services by their superiors	63.9%	59.1%	49.8%
The head of the security service handles responsibility for any fundamental failures in the work of the service he runs, if they occur	63.4%	66.6%	51.5%
Effective oversight of security services	57.0%	50.7%	43.1%
The security services explain their decisions and the results of their actions to the public	39.2%	39.9%	32.1%

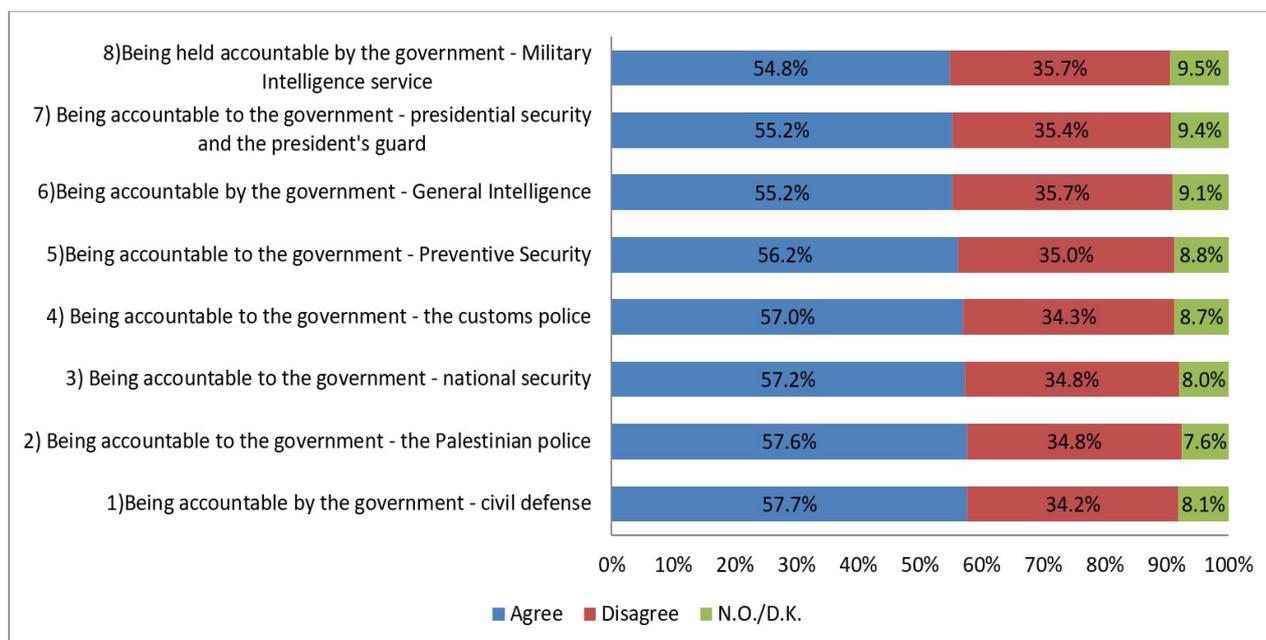
3.4 Accountability of the security services by the government:

The results show that 58%-55% of the respondents believe that the security services are held accountable by the government, and there are no fundamental differences in the ratios between these indicators. For more, look at the table and graph below.

Table No. (3.4): Accountability of the security services by the government

	Agree	Disagree	N.O/D.K	Total
1)Being accountable by the government - civil defense	57.7%	34.2%	8.1%	100.0%
2) Being accountable to the government - the Palestinian police	57.6%	34.8%	7.6%	100.0%
3) Being accountable to the government - national security	57.2%	34.8%	8.0%	100.0%
4) Being accountable to the government - the customs police	57.0%	34.3%	8.7%	100.0%
5)Being accountable to the government - Preventive Security	56.2%	35.0%	8.8%	100.0%
6)Being accountable by the government - General Intelligence	55.2%	35.7%	9.1%	100.0%
7) Being accountable to the government - presidential security and the president's guard	55.2%	35.4%	9.4%	100.0%
8)Being held accountable by the government - Military Intelligence service	54.8%	35.7%	9.5%	100.0%

Figure (3.4): Accountability of the security services by the government



Comparing the results of the security services accountability index by the years 2020-2022

The results show a clear decline in this poll regarding the citizens' approval of the indicator of the security services being held accountable by the government compared to previous polls. For more, look at the table below:

Subjecting the security services to accountability according to the years (approval percentages)

	2020	2021	2022
Being accountable by the government - civil defense	78.0%	68.7%	57.7%
Being accountable to the government - the Palestinian police	77.7%	68.2%	57.6%
Being accountable to the government - national security	76.3%	67.7%	57.2%
Being accountable to the government - the customs police	74.4%	66.0%	57.0%
Being accountable to the government presidential security and the president's guard	73.0%	64.8%	55.2%
Being accountable to the government - Preventive Security	71.4%	64.6%	56.2%
Being held accountable by the government - Military Intelligence service	70.4%	63.2%	54.8%
Being accountable by the government - General Intelligence	69.5%	63.3%	55.2%

4. General questions

4.1 Corruption and its reporting:

A question was asked to respondents, if they knew or witnessed suspicion of corruption with any of the security services, would they report it, as 37% of them stated that they would do so compared to 63% who indicated that they would not report.

As for who they will report to, 24% referred to the relevant security service, while 5% referred to the Ministry of the Interior, the Anti-Corruption Commission by 20%, the Council of Ministers by 2%, and the Office of Administrative and Financial Control by 5%. For more, look at the table below:

Table No. (4.1): The entity he will go to

	Yes	No	Total
Reporting agency - the relevant security service	24.1%	75.9%	100.0%
Reporting authority - Ministry of the Interior	5.3%	94.7%	100.0%
Reporting authority - Anti-Corruption authority	20.3%	79.7%	100.0%
Reporting authority - Council of Ministers	1.9%	98.1%	100.0%
Reporting authority - Administrative and Financial Supervision Bureau	4.8%	95.2%	100.0%

By comparing the results of this polls with the results of the polls for previous years about going to any parties if they knew or witnessed suspicion of corruption with any of the security services' employees, the orientation to the concerned security service remained at the first rank, with a clear decline in the percentage from what it was in previous years, followed by the Anti-Corruption Commission and with a decline It is clear in the ratio compared to previous years. For more, look at the table below:

Table No. (4.1a): the entity to which he will go according to years

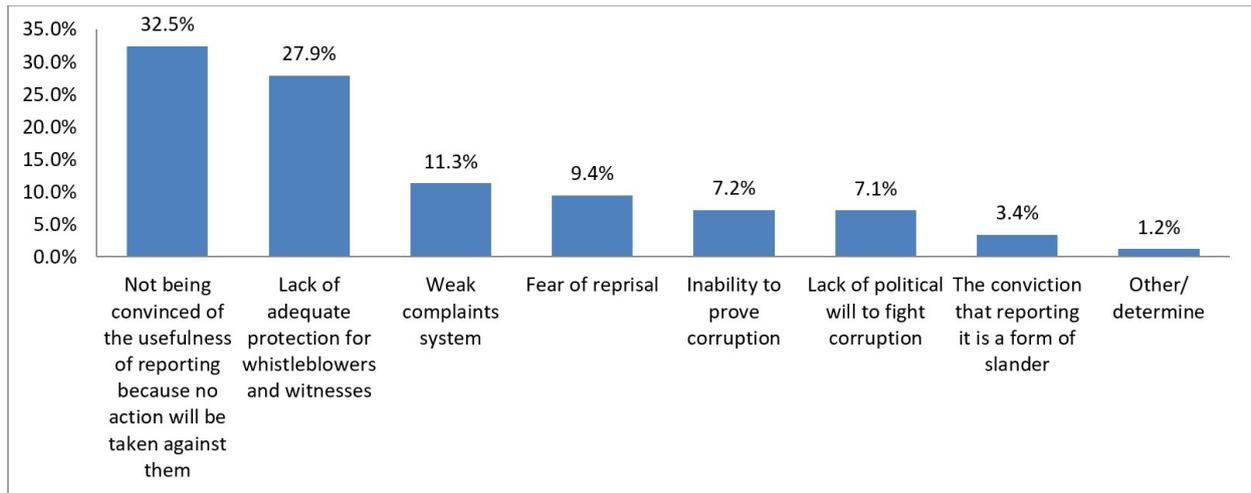
	2020	2021	2022
Reporting agency - the relevant security service	57.0%	56.9%	24.1%
Reporting authority - Ministry of the Interior	6.0%	3.7%	5.3%
Reporting authority - Anti-Corruption authority	29.3%	30.7%	20.3%
Reporting authority - Council of Ministers	1.4%	2.2%	1.9%
Reporting authority - Administrative and Financial Supervision Bureau	4.0%	2.0%	4.8%

When asking about those who do not wish to report the most important reason that motivates them to do so, 32% of them indicated that the most important reason is due to the lack of conviction in the usefulness of reporting because no procedures will be taken against them, followed by the reason for the lack of adequate protection for reporting citizens and witnesses, according to what 28% indicated. Then the weakness of the complaints system (11%), and the fear of reprisal (9%). For more, look at the table and graph below:

Table No. (4.2): Motives for not reporting corruption

	The percentage
Not being convinced of the usefulness of reporting because no action will be taken against them	32.5%
Lack of adequate protection for whistleblowers and witnesses	27.9%
Weak complaints system	11.3%
Fear of reprisal	9.4%
Inability to prove corruption	7.2%
Lack of political will to fight corruption	7.1%
The conviction that reporting it is a form of slander	3.4%
Other/ determine	1.2%
	100.0%

Figure (4.2): Motives for not reporting corruption



By comparing the motives for not reporting corruption in this polls with previous polls, it is clear from the results that there is no clear change in this regard, and the reasons related to the lack of conviction in the feasibility of reporting and the lack of adequate protection for whistleblowers and witnesses remained the leading causes, for more, look at the table below

Table No. (4.2a): Motives for not reporting corruption by years

	2020	2021	2022
Not being convinced of the usefulness of reporting because no action will be taken against them	30.30%	30.4%	32.5%
Lack of adequate protection for whistleblowers and witnesses	24.2%	15.8%	27.9%
Weak complaints system	8.1%	10.0%	11.3%
Fear of reprisal	11.9%	16.4%	9.4%
Inability to prove corruption	9.7%	8.9%	7.2%
Lack of political will to fight corruption	4.2%	6.4%	7.1%
The conviction that reporting it is a form of slander	8.9%	10.7%	3.4%
Other/ determine	2.5%	1.5%	1.2%
	100.0%	100.0%	100.0%

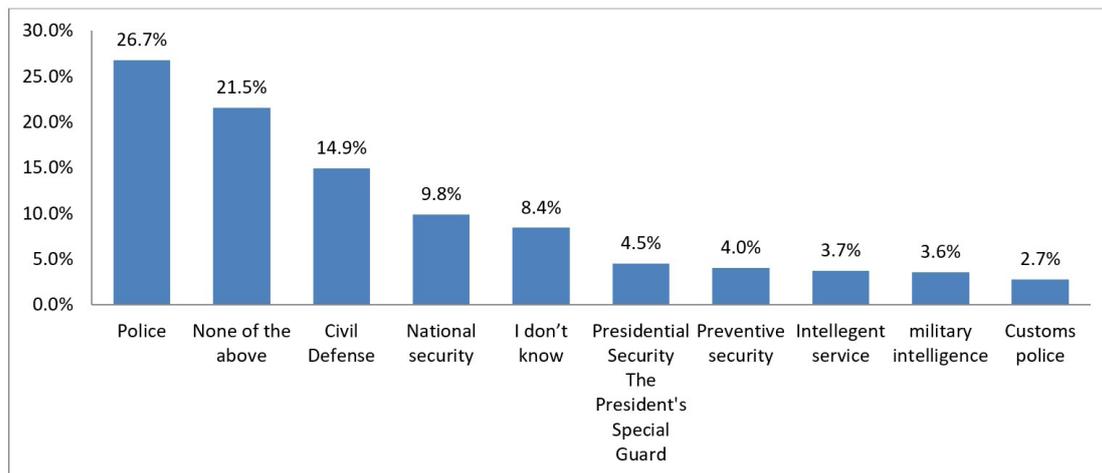
4.3 Discipline of the security services and their commitment to the law:

27% of the respondents believe that the police service is the most disciplined and abiding by the law, followed by the civil defense service (15%), and then the national security (10%). As for the Preventive Security Services, General Intelligence, Military Intelligence and the Customs Police, they got the lowest percentage (4% each). It is remarkable that 22% answered none of these services. For more, look at the table and graph below

Table No. (4.3): The most disciplined and law-abiding security service

	The percentage
Police	26.7%
None of the above	21.5%
Civil Defense	14.9%
National security	9.8%
I don't know	8.4%
Presidential Security the President's Special Guard	4.5%
Preventive security	4.0%
Intelligent service	3.7%
military intelligence	3.6%
Customs police	2.7%
	100.0%

Figure No. (4.3): The most disciplined and law-abiding security service



By comparing the results of this poll with the 2020's poll, it becomes obvious that there is no clear change in the percentages regarding the discipline of the security services, as the Palestinian police force remained the most disciplined body. For more, look at the table below:

Table No. (4.3a): The most disciplined and law-abiding security service by years

	2020	2021	2022
Police	28.2%	40.0%	26.7%
Civil defense	15.2%	17.9%	14.9%
National security	9.2%	12.3%	9.8%
Presidential Security the President's Special Guard	5.4%	9.9%	4.5%
Preventive security	6.1%	5.7%	4.0%
Intelligent service	4.5%	3.8%	3.7%
military intelligence	3.9%	5.1%	3.6%
Customs police	8.5%	5.4%	2.7%
None of the above	7.6%	---	21.5%
I don't know	11.4%	---	8.4%
	100.0%	100.0%	100.0%

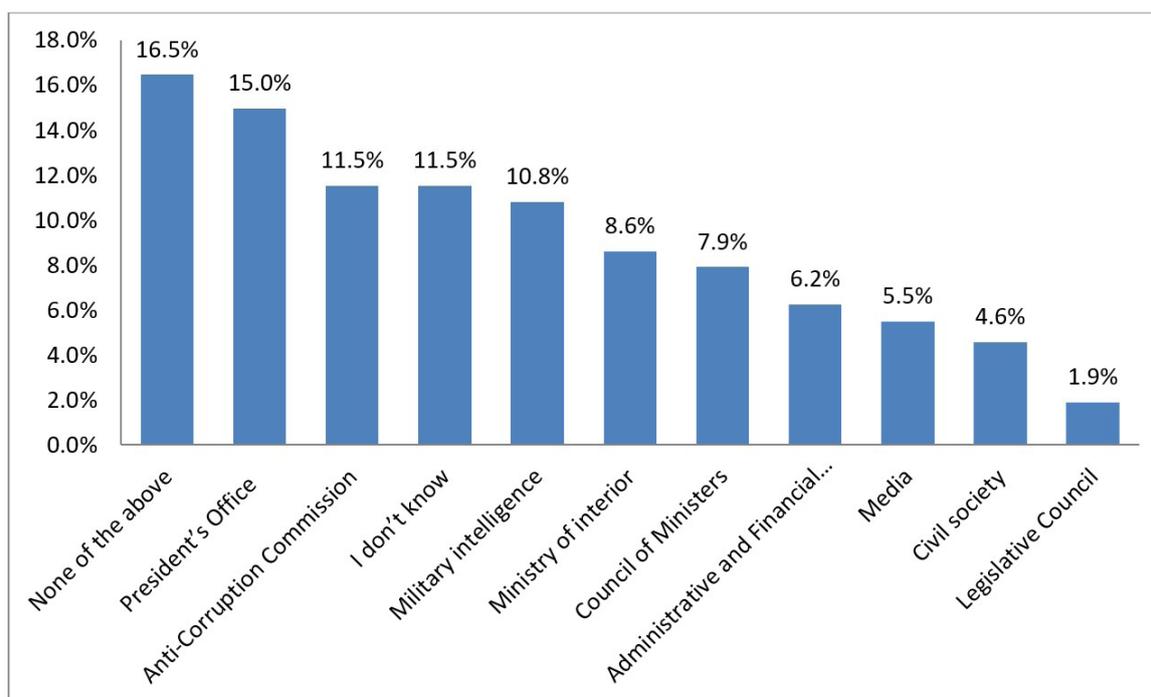
4.4 Oversight responsibility for security services:

The poll addressed the question of the respondents about who is considered the most responsible for monitoring the security services, as 15% referred to the office of the president, followed by the Anti-Corruption Commission with 12%, then Military Intelligence with 11%, while 17% answered none of these. Entities and 12% do not know about it. For more, look at the table and graph below:

Table No. (4.4): Oversight responsibility for security agencies

	Percentage
None of the above	16.5%
President's Office	15.0%
Anti-Corruption Commission	11.5%
I don't know	11.5%
Military intelligence	10.8%
Ministry of interior	8.6%
Council of Ministers	7.9%
Administrative and Financial Supervisory Authority	6.2%
Media	5.5%
Civil society	4.6%
Legislative Council	1.9%
	100.0%

Figure (4.4): Oversight responsibility for security services



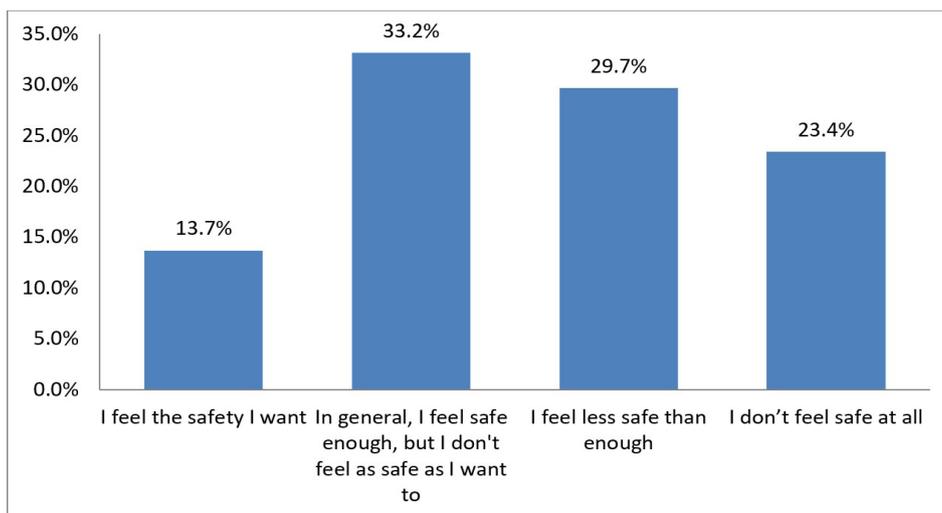
4.5 Citizens feel safe and secure due to the presence of security services:

14% of the respondents indicated that they feel the security they want because of the presence of security services, while 33% say that they feel safe enough, but do not feel the security they want, 30% say that they feel safe less than enough, while 23% say they do not feel Safe at all. For more, look at the table and graph below:

Table No. (4.5): Citizens feel safe and secure due to the presence of security services

	percentage
I feel the safety I want	13.7%
In general, I feel safe enough, but I don't feel as safe as I want to	33.2%
I feel less safe than enough	29.7%
I don't feel safe at all	23.4%
	100.0%

Figure (4.5): Citizens feel safe and secure due to the presence of security services



By comparing the results of the poll with the polls of previous years, it is clear that the percentage of those who do not feel safe at all has increased and the feeling of security has declined in different degrees. For more, look at the table below:

Table No. (4.5a): Citizens feel safe and secure due to the presence of security services by years

	2022	2021	2022
I feel the safety I want	24.7%	31.6%	13.7%
In general, I feel safe enough, but I don't feel as safe as I want to	39.2%	39.6%	33.2%
I feel less safe than enough	23.9%	1980.0%	29.7%
I don't feel safe at all	12.2%	9.9%	23.4%
	100.0%	100.0%	100.0%

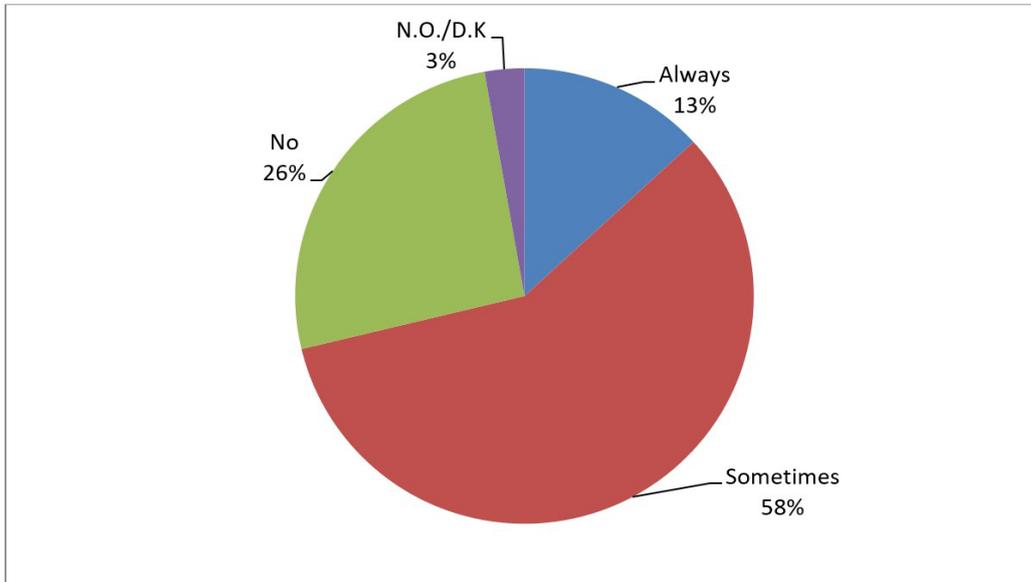
4.6 Respect for freedoms and human rights by the security services:

The results show that 13% of the respondents believe that the security services always respect freedoms and human rights in their dealings with citizens, while 58% indicated that they sometimes respect freedoms and human rights, and 26% declared that they do not respect freedoms and human rights. For more, look at the table and graph below:

Table No. (4.6): The security services respect freedoms and human rights

	Percentage
Always	13.2%
Sometimes	58.1%
No	25.9%
No opinion/ I don't know	2.8%
	100.0%

Figure (4.6): The security services respect freedoms and human rights



Comparing the results with the polls of previous years, the results show a clear and noticeable decline in the percentage of those who see that the security services always respect freedoms and human rights in their dealings with citizens, reaching 13%, down from 23% in the 2020 poll and 25% in the 2021 poll. For more, look at the table below.

Table No. (4.6a): The Respect of the security services for freedoms and human rights according to years

	2020	2021	2022
Always	23.3%	24.8%	13.2%
Sometimes	61.9%	57.6%	58.1%
No	13.5%	16.5%	25.9%
No opinion/ I don't know	1.6%	1.1%	2.8%
	100.0%	100.0%	100.0%

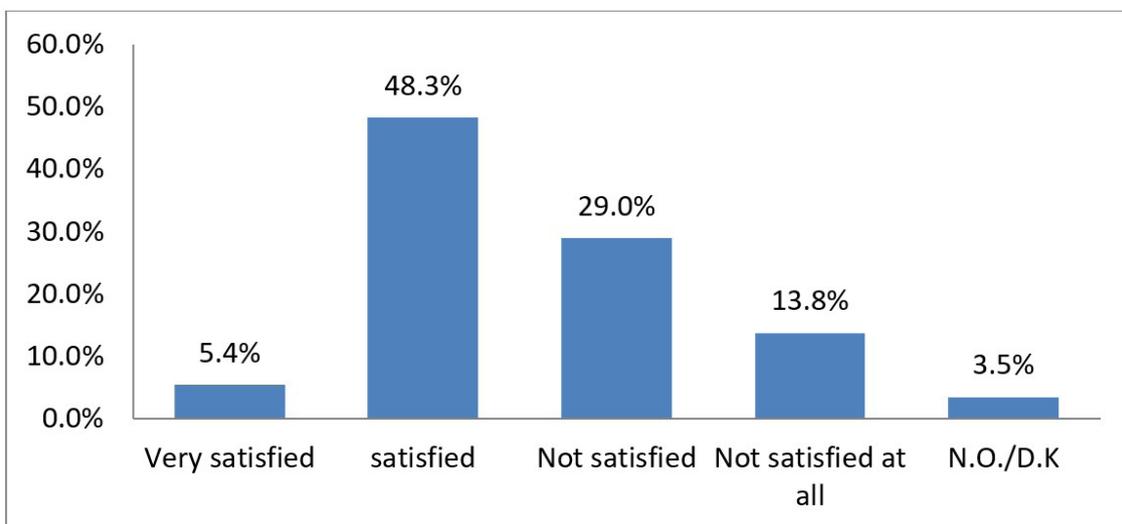
4.7 General satisfaction with the performance of the security services:

54% of the respondents expressed their satisfaction (very satisfied + satisfied) with the performance of the security services, while 33% expressed their dissatisfaction (not satisfied + not satisfied at all). For more, look at the table and graph below:

Table No. (4.7): General Satisfaction with the Performance of the Security Services

	Percentage
Very satisfied	5.4%
satisfied	48.3%
Not satisfied	29.0%
Not satisfied at all	13.8%
No opinion/ I don't know	3.5%
	100.0%

Figure No. (4.7): General satisfaction with the performance of the security services



By comparing the result in this poll with the polls of previous years, the results showed a clear decline in the percentage of satisfaction with the performance of the security services compared to previous years, reaching 54%, compared to 72% in the 2020 poll and 68% in the 2021 poll. For more, see the table below:

Table No. (4.7a): General Satisfaction with the Performance of the Security Services by Years

	2020	2021	2022
Very satisfied	7.5%	10.9%	5.4%
satisfied	64.2%	57.1%	48.3%
Not satisfied	20.9%	22.4%	29.0%
Not satisfied at all	5.7%	8.1%	13.8%
No opinion/ I don't know	1.6%	1.4%	3.5%
	100.0%	100.0%	100.0%

► Annex No. (1): Sample Distribution

		Percentage
District	Jenin	10.4%
	Tubas	2.4%
	Tulkarm	6.5%
	Qalqilya	4.0%
	Salfeet	2.4%
	Nablus	13.7%
	Ramallah and Al-bireh	11.3%
	Jersusalem	14.5%
	Jericho	2.4%
	Betlehem	7.3%
Hebron	25.0%	
Total		100.0%
Residential type	City	33.0%
	Town/ village	57.3%
	Camp	9.7%
Total		100.0%
Gender	Male	50.0%
	Female	50.0%
Total		100.0%
Age	Less than 30	26.6%
	30 – 40	33.6%
	Over 40	39.8%
Total		100.0%
Marital status	Bachleor	18.2%
	married	75.2%
	Divorced	2.0%
	Widow	4.6%
Total		100.0%
Educational level	Illiterate/literate	1.3%
	elementary	7.8%
	preparatory	21.7%
	Secondary	37.1%
	College/institute	9.0%
	Bachleor degree	21.7%
	Master's degree/above	1.3%
Total		100.0%
practical situation	Employed	53.7%
	unemployed	46.3%
Total		100.0%
If he's employed labor sector	Public(governmental)	20.6%
	Private	71.9%
	Non-governmental	7.5%

Total		100.0%
Job level	High categories director- and above	10.4%
	Ordinary categories (regular employees)	78.2%
	Lower Categories (office boys, etc.)	11.3%
Total		100.0%
Average Household Monthly Income (NIS)	Less than 1500	7.2%
	1500-2500	24.5%
	2501-3500	34.2%
	3501-4500	21.4%
	4501-5500	6.1%
	5500over	6.7%
Total		100.0%

► Annex No. (2): Poll Form

Measuring citizens' opinion on the governance of security services 2022 (January-February 2022)

My citizen sister / my citizen brother

I am a researcher from Qiyas Center for Polls and Survey Studies. I conduct an opinion poll for citizens on the governance of security services in the West Bank, and it is implemented in cooperation between Qiyas and the Civil Forum to promote good governance in the security establishment.

The respondent is selected through a scientific random sample, where you were selected in the sample from among the 1850 families from the West Bank governorates.

Qiyas Center would like to confirm that the information contained in this form is used only for research purposes. Thank you for your cooperation

General information

Questionnaire number: _____ RESEARCHER NUMBE: _____ District: _____

Name of the work location (residential community):

Place of residency: 1- city 2- town/village 3- Camp

The Sample

Gender: 1- male 2- female

individual number	18 years-over Starting with the oldest	Age	family serial number															
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1			1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
2			2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1
3			3	2	1	3	2	1	3	2	1	3	2	1	3	2	1	3
4			4	3	2	1	4	3	2	1	4	3	2	1	4	3	2	1
5			5	4	3	2	1	5	4	3	2	1	5	4	3	2	1	5
6			6	5	4	3	2	1	6	5	4	3	2	1	6	5	4	3

Security Services Governance Questions

The security sector in Palestine consists of a number of security agencies:

- 1) Palestinian Police
- 2) National Security
- 3) Preventive Security
- 4) General Intelligence
- 5) Customs Police
- 6) Military Intelligence
- 7) Civil Defense
- 8) Presidential Security and President's Guard

A1 During the past three years, did you have experience in dealing with any of them in any service?

- 1) Yes
- 2) No (move to A6)

A2 If yes, with which security service was it dealt? Answer (insert number): _____

A3 If yes, what is the nature of this service? Answer: _____

A4 Who did the follow-up family member?

- 1) The head of the family
- 2) A family member

A5 was the respondent the one who personally followed up?

- 1) Yes
- 2) No

Everyone asks

A6. Do you have knowledge of the services provided by the _____ device to the Palestinian citizen?

	1) yes	2) No
Palestinian Police		
National Security		
Preventive security		
General intelligence service		
Customs police		
Military service		
Civil defense		
Presidential Security and President's Guard		

S1 Part One: Integrity

S1_1 To what extent do you agree with the following statements (please tick an X in front of your choice:

		1) Strongly agree	2) agree	3) disagree	4) strongly disagree	5) n.o/d.k
1	In general, employees of the security services abide by the law while performing their job duties					
2	In general, workers in the security services refuse to use their influence and positions to achieve their personal interests					
3	In general, workers in the security services refuse to accept gifts from citizens in exchange for their services					
4	In general, workers in the security services refuse to accept favoritism(wasta) and nepotism while performing their tasks					
5	In general, workers in the security services refuse to use security vehicles for their private and personal purposes					
6	In general, workers in the security services adhere to professional and ethical discipline in their dealings with citizens					
7	In general, the results of the investigation committees are applied to any abuses committed by the security services, and their recommendations are taken into consideration					

S1_2 The employees of the _____ service refuse to interfere in the investigation procedures in the cases that are being dealt with

		1) Strongly agree	2) agree	3) disagree	4) strongly disagree	5) n.o/d.k
1	Palestinian Police					
2	National security					
3	Preventive security					
4	intelligence service					
5	Custom Police					
6	Military service					
7	Civil Defense					
8	Presidential Security and President's Guard					

S1_3: During the past three years, have you requested an intervention) from a security service employee to interfere in an appointment that belongs to you or to one of your family members?

- 1) Yes) 2) No (Go to S1_5)

S1_4 For those who answered yes, has your request been answered? S1_4

- 1) Yes 2) No

S1_5 During the past three years, have you requested an intervention) from a security agency employee in order to obtain a service from an official institution or a private sector (ministries, government institutions, municipalities and village councils, the judiciary ?

1) Yes 2) No (go to S1_7)

S1_6 for those who answered yes, has your request been answered?

1) Yes 2) No

S1_7 Do you have confidence in the ability of the security services to achieve security for the citizen?

1)Yes 2) To some extent 3) No 4) No opinion/I don't know

S2 Part Two: Transparency

S2_1 To what extent do you agree with the following statements (please tick an X in front of your choice

		1) Strongly agree	2) agree	3) dis-agree	4) strongly disagree	5) n.o/d.k
1	In general, distinguishing between the responsibilities and tasks of each of the Palestinian security services is easy and clear					
2	Each of the security services performs a specific role and powers and does not overlap with other security services					
3	In general, information about the services related to the work of the security services provided by them can be obtained easily and conveniently					
4	The heads of the security services publish periodic reports on their devices					
5	The results of the investigation committees that constitute any violations by the security services are published					

S2_2 Appointments in the _____ service is made through competition between job applicants and the principle of equal opportunities is achieved among its employees

		1) Strongly agree	2) agree	3) dis-agree	4) strongly disagree	5) n.o/d.k
1	Palestinian Police					
2	National security					
3	Preventive security					
4	intelligence service					
5	Customs police					
6	Military service					
7	Civil Defense					
8	Presidential Security and President's Guard					

S2_3 There is a law in Palestine that determines the salaries of members of the security services. Do you have access to these salaries?

- 1) Yes 2) No

S2_4 For those who answered yes, how do you see these salaries?

- 1) High 2) Acceptable 3) Low 4) No opinion/I don't know

S2_5 Do you have knowledge of the annual budget of the Palestinian security services?

- 1) Yes 2) No (go to S2_6)

The annual budget of the Palestinian security services is approximately 23% of the general budget. In your opinion, is this percentage of the budget sufficient?

- 1) Sufficient 2) Not enough 3) No opinion/I don't know

S2_7 During the past years, the government formed investigation committees related to abuses committed by some security services. Have you heard of these investigation results?

- 1) I heard 2) I didn't hear

S3 Part Three: Accountability

S3_1 To what extent do you agree with the following statements (please tick an X in front of your choice :

		1) Strongly agree	2) agree	3) disagree	4) strongly disagree	5) n.o/d.k
1	In general, any member of any security service is held accountable if he violates the law and instructions while performing his job duties					
2	In general, any member of any security apparatus will be held accountable if he commits a crime of corruption					
3	In general, any member of any security apparatus is held accountable if a citizen's right is violated					
4	In general, there is serious control over the performance of employees, employees and individuals in the security services by their superiors					
5	A citizen can file a complaint against any of the Palestinian security services					
6	The security services explain their decisions and the results of their actions to the public					
7	Effective oversight of security services					
8	The head of the security apparatus bears responsibility for any fundamental failures in the work of the service he heads, if they occur					

Q7 In general, do you think that the security services respect freedoms and human rights in their dealings with citizens?

1) Always 2) Sometimes 3) No 4) No opinion/I don't know

Q8 In general, how satisfied are you with the performance of the Palestinian security services?

1) Very satisfied 2) Satisfied 3) Not satisfied 4) Not at all satisfied 5) No opinion/I don't know

General and demographic data

Age: 1) Under 30 2) 30-40 3) Over 40

Marital Status: 1) Single 2) Married 3) Divorced 4) Widowed

Educ. Educational Level: 1) Illiterate 2) Primary 3) Preparatory 4) Secondary
5. College/Institute 6) Bachelor's degree 7) Master's degree or higher

Work Status: 1) Work 2) Not work

(If he's employed)

Sector 1) public (governmental) 2) private 3) civil/non-governmental organization

Employee level: 1) higher categories (manager and above) 2) ordinary categories (regular employees)
3) lower categories (correspondents and others)

Average monthly household income (NIS): 1) less than 1500 2) 1500-2500 3) 2501-3500
4) 3501- 4500 5) 4501- 5500 6) more than 5500

(To the researcher) According to your observation and interview, Does the respondent suffer from any disability?

1) yes 2) no

(If yes) According to your observation and interview, type of disability: _____

Telephone/mobile number if it is possible: _____