



Poll about:

# The Extent of Citizens' Satisfaction with Security Sector Governance

## "West Bank"

Report No. 246



2023



Poll about:

# **The Extent of Citizens' Satisfaction with Security Sector Governance "West Bank"**

**February  
2023**



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The Civil Forum to Promote Good Governance in the Security Sector and the Coalition of Accountability and Integrity (AMAN) would thank Qiyas Center of Poll and Measuring Opinion for carrying on this survey. Thanks are also due to AMAN's work team and Dr. Azmi Shuaibi for his supervision, review and editing of the survey.

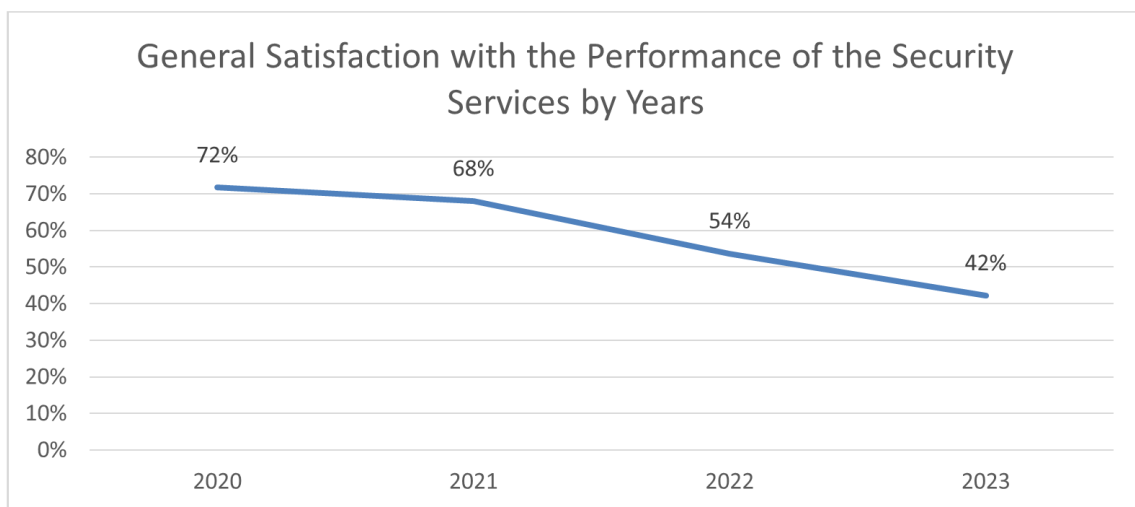
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## ► Executive summary:

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.

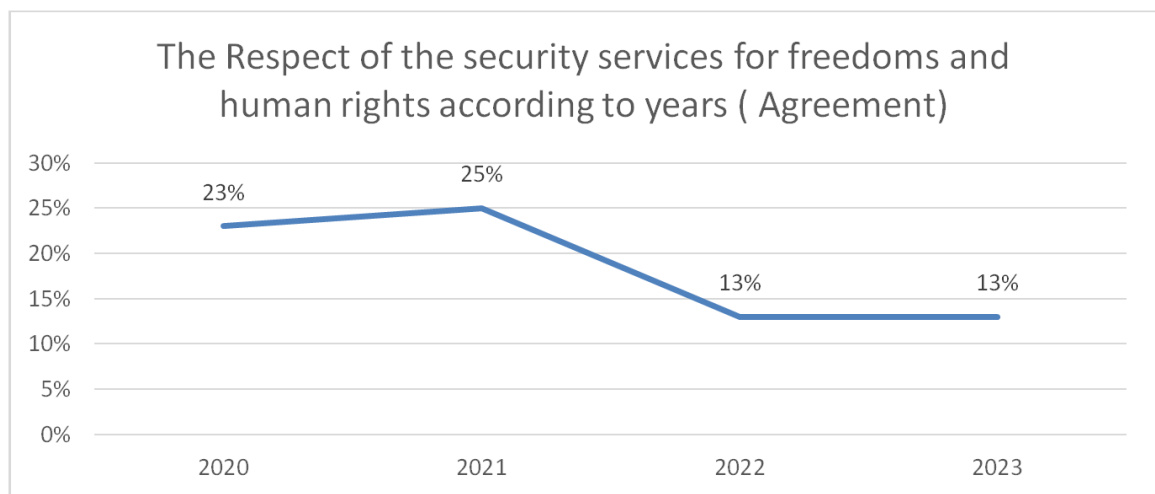
The field work was completed during the period between December 21-31, 2022, and the poll was conducted on a sample of 1850 individuals aged 18 years and over, distributed in 124 work sites (counting areas) of population centers representing cities, villages, towns and camps from all governorates and 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 2023 poll showed a continuous decline in the percentage of satisfaction with the performance of the security services comparing with previous years. Where 42% 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, and 54% in the 2022 poll.



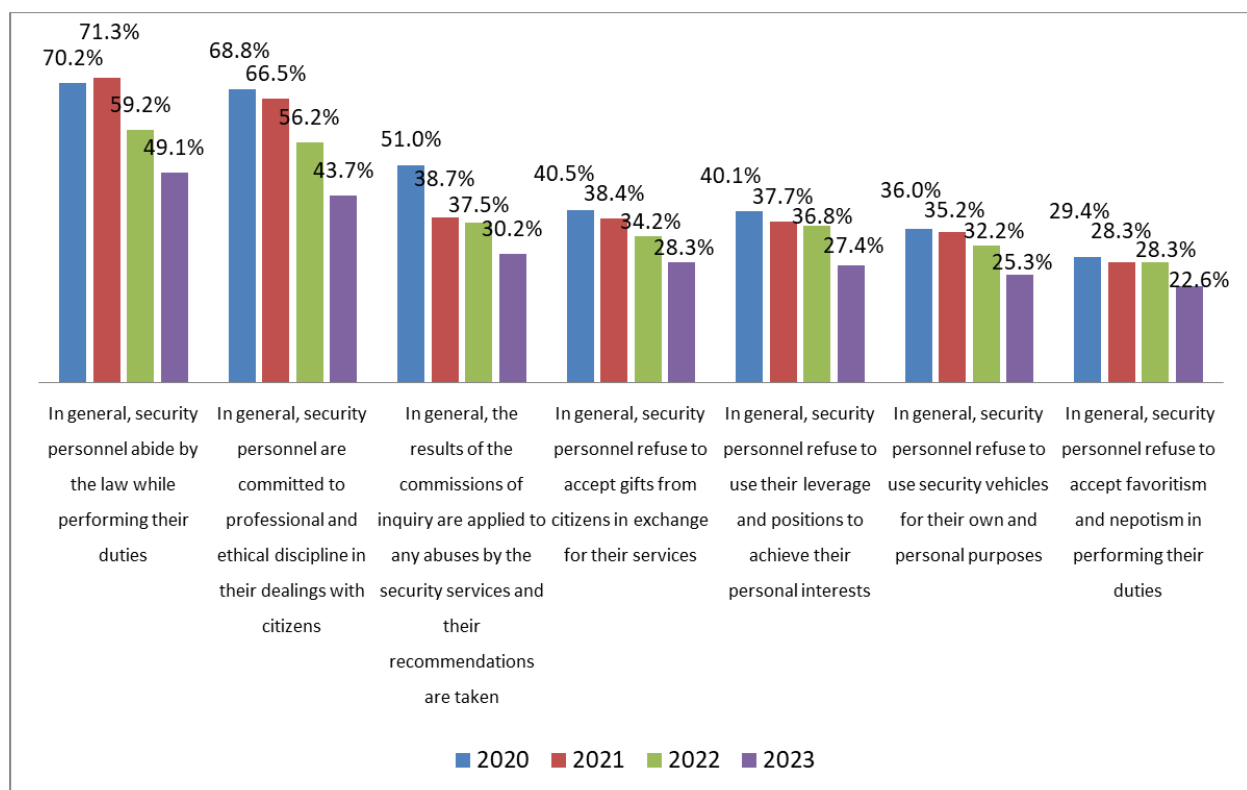
59% of the respondents indicated that they feel less safe than enough, or they don't feel safe at all. While 19% of them they feel the safety they want. Comparing with the previous poll 2022, it found that the percentage people who don't feel enough safe or they don't fell safe at all increased by 6 points ( 59% vs. 53%).

Regards to respect for freedoms and human rights by the security services indicator. The results showed a stability in that indicator, where still the percentage of agreement is similar to last year 2022 (13%). However, all the indicator showed a decline over the years 10 points compared with 2020 and 12 points compared with 2021.



## Integrity indicators

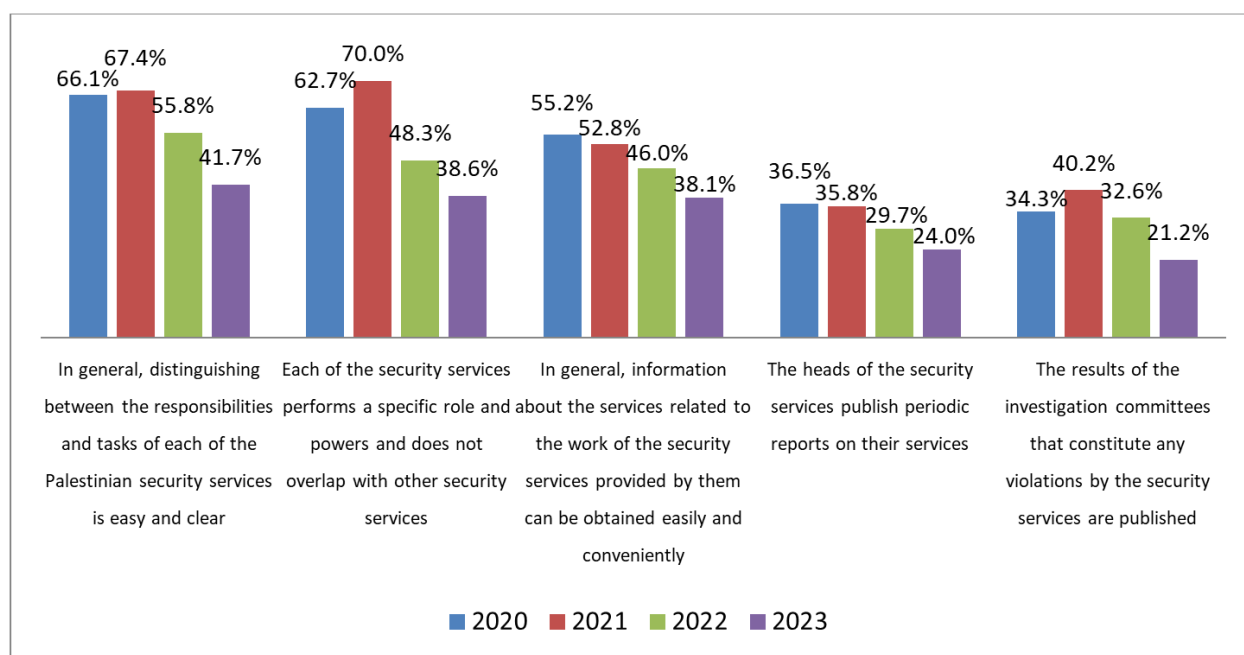
The results showed a regress in respondents' opinions regarding integrity indicators between 2020-2023. The percentage of agreement with compliance of employees of security services with the law decreased by 22 points between 2021- 2023 (71% in 2021- 49% in 2023). As well as the rejection of security forces members for favoritism (Wasta) and interference in the investigation procedures declined by 13 points between 2020-2023 (41% in 2020- 28% in 2023). However, 9% of respondents indicated that they requested for wasta or the intervention of a security service employee to obtain a service or appointing them or any family while 46% of them their requests were accepted. regardless of the decrease in integrity indicators, still 55% 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 31 points between 2021- 2023 (70% in 2021- 31% in 2023).

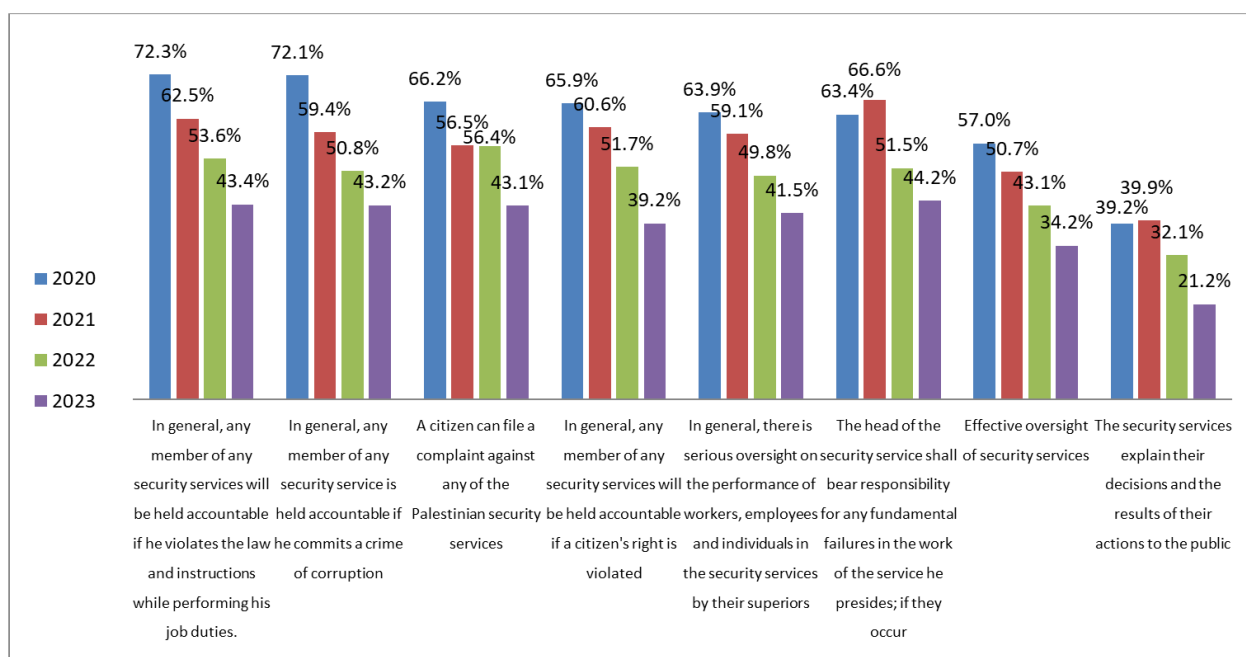
As well the results showed a weakness in accessing to salaries of members of the security services and annual budget of the security services, where respondents indicated that they have access to them 31% and 7% respectively. Moreover, 88% of respondents said they had not heard of the results of the investigation committees that were formed in light of some abuses carried out by some security services during the past four years. For more information see the figure below.



## Accountability indicators

The results showed a regression in accountability indicators, where this year 43% 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 -2023 (57% in 2020 – 34% 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

33% of respondents indicated that they would report if they knew or witnessed suspicion of corruption with any of the security services while to 67% 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 and weak complaints system.

## ► 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 Integrity and Accountability - 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 with regard to 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 21-31/Dec./ 2022, and the poll was conducted on a sample of 1850 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:**

#### **The questionnaire:**

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

#### **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.



### **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 has been 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 by using 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 (Pilot):**

A pre-test was conducted on the form on a sample size of 40 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 the researchers:**

For the purpose 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 the center followed during the implementation of the survey, as follows:

- 1) Field Monitoring: The field research team worked under the supervision and follow-up of the center's management, in contact with researchers in the field to ensure the progress of work and conduct interviews in a proper manner and away from any problems.
- 2) 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 is 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 is able to detect any problems.
  - E) Data clearing: 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 was 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:

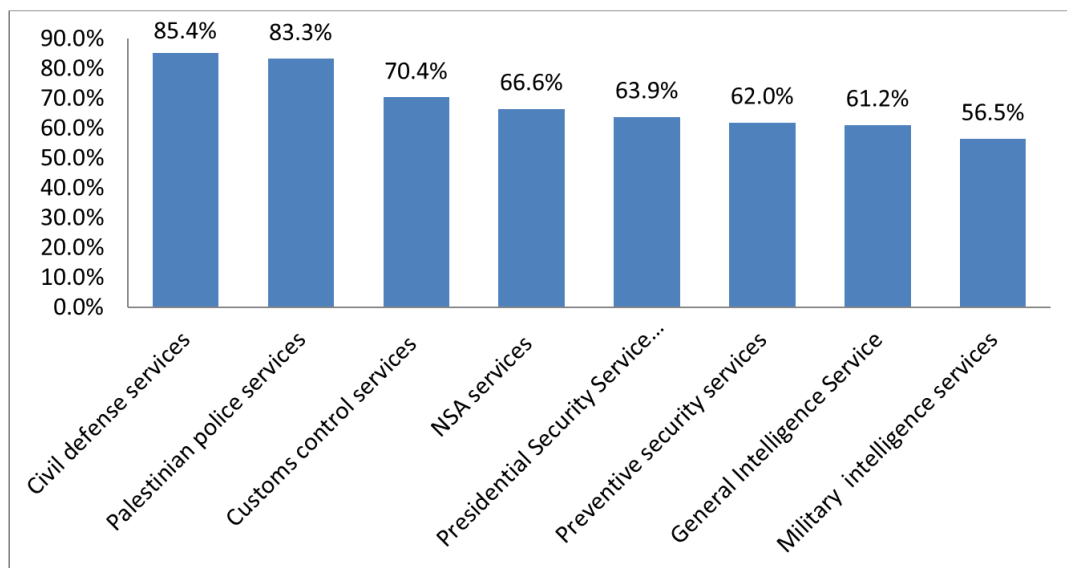
### The Knowledge of security services:

The results of the poll showed that there is a clear variation in the citizens' knowledge of the services provided by the security services in the West Bank, Where the Civil Defense service ranked first with a knowledge rate of 85% of the respondents, followed by the Palestinian Police Services with a knowledge rate of 83%. As for the agencies that obtained the lowest rates of knowledge of their services: Military Intelligence with a percentage of 57%, then the services of the General Intelligence Service with a percentage of 61% and Preventive Security with a percentage of 62%. For more details, look at the table and chart below:

Table 1: The citizens' knowledge of the services provided by the security services

	Percentage
The Knowledge of civil defense services	85.4%
The Knowledge of Palestinian police services	83.3%
The Knowledge of customs control services	70.4%
The Knowledge of NSA services	66.6%
The Knowledge of the services of the Presidential Security Service and the President's Guard	63.9%
The Knowledge of the services of preventive security services	62.0%
The Knowledge of the services of the General Intelligence Service	61.2%
The Knowledge of the services of military intelligence services	56.5%

Figure 1: Citizens' knowledge of the services provided by the security services



By comparing the results of the current poll 2023 with the previous poll 2022, the results show that there is no change in terms of citizens' knowledge of the services provided by the security services. Look at the table below:

Table 1a: Citizens' knowledge of the services provided by the security services (2022-2023)

	<b>2022</b>	<b>2023</b>
The Knowledge of Palestinian police services	85.0%	83.3%
The Knowledge of civil defense services	84.2%	85.4%
The Knowledge of customs control services	70.6%	70.4%
The Knowledge of national security agency services	67.5%	66.6%
The Knowledge of the services of the Presidential Security Service and the President's Guard	65.8%	63.9%
The Knowledge of the services of preventive security services	62.3%	62.0%
The Knowledge of the services of the General Intelligence Service	61.9%	61.2%
The Knowledge of the services of Palestinian intelligence services	56.8%	56.5%

## ► Poll's Fields

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

### **1. The Integrity Field:**

This part of the study 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, their non-exploitation of their positions for their personal interests, their refusal to accept gifts, their refusal to practice nepotism and favoritism, and the use of security vehicles for private and personal purposes. The extent of their commitment to dealing with citizens with professional and moral discipline. The results of the investigation committees are applied in any abuses committed by the security services and their recommendations are taken into account

Those responsible for managing promotions and privileges in the security agencies must comply with the laws and regulations with integrity.

There 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).

#### **1.1.1 Compliance of employees of security services with the law:**

49% of the respondents believe that employees of the security services are committed to the law while performing their job duties, and 47% do not see this.

The percentage of disapproval of this indicator increases among males to 52% compared to females (42%), and among the residents of the northern and central governorates to 55% each compared to the southern governorates (32%), and the percentage also rises among the residents of the camps to 56% compared to Residents of cities (48%) and residents of villages and towns (46%), and among workers to (50%) compared to non-workers (44%), and among workers in the private sector to 55% compared to workers in the public sector (39%).

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

44% of the respondents indicated that workers in the security services are committed to professional and ethical discipline in their dealings with citizens, compared to 54% who did not agree with that.

The percentage of disapproval of the indicator increases among males to 57% compared to females (50%), and among residents of the central West Bank governorates to 58% compared to residents of the north (55%) and residents of the south (48%), and among residents of camps to 61% compared to residents of cities (53% and residents of villages and towns (53%). The percentage of disapproval among private sector workers also rises to 60% compared to workers in the public sector (47%), and among middle-income groups (2500-4500 shekels) to 58% compared to low and high income groups. (49% each).

### **1.1.3 Implementing the results of the investigation committees into any abuses committed by the security services and taking into account their recommendations:**

The results show that 35% of the respondents agree that promotions and privileges in the security services are subject to laws and regulations, compared to 57% who do not agree.

The percentage of disapproval among residents of West Bank governorates rises to 63% compared to residents of the northern West Bank (58%) and residents of the southern West Bank (51%), and among camp residents to 69% compared to residents of cities (58%) and villages and towns (55%). among private sector workers to 62% compared to public sector workers (50%).

### **1.1.4 Applying the results of investigation committees into any abuses committed by the security services, and taking into consideration their recommendations:**

The results show that 30% of the respondents agree with the phrase "the results of investigation committees are applied in any transgressions committed by the security services and their recommendations are taken into account", compared to 58% who do not agree, and 12% answered that they do not know.

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

With regard to 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.

The percentage of disapproval of the indicator rises among males to 66% compared to females (60%), and among the residents of the northern and central governorates of the West Bank to 65% each compared to the residents of the southern governorates (58%), and among the residents of the camps to 75% compared to the residents of cities and residents of villages and towns (62% for each), and for workers in the private sector to 68%, compared to workers in the public sector (55%).

### **1.1.6 Workers in the security services exploit their influence and positions to achieve their personal interests:**

Concerning the phrase "Workers in the security services refuse to exploit their influence and positions to achieve their personal interests," 27% agreed with it compared to 67% who disagreed. The percentage of disapproval of the indicator increases among males to 71% compared to females (64%), among residents of the northern governorates to 71% compared to residents of the central governorates (67%) and residents of the south (62%), and among residents of camps to 79% compared to residents of cities (63%) and residents of villages and towns (67%), and the percentage rises among workers in the private sector to 73% compared to workers in the public sector (57%), and among those in lower job categories to 77% compared to higher job categories (59%), and among employers High incomes (more than 4,500 shekels) to 70% compared to those with low incomes (less than 2,500 shekels) (60%).

### **1.1.7 Use of Security Vehicles for Private and Personal Purposes:**

25% of those working in the security services refuse to use security vehicles for their private and personal purposes, compared to 68% who disagreed with it, while 7% answered that they do not know. The percentage of disapproval of the indicator increases among males to 72% compared to females (64%), among residents of the northern and central governorates to 71% compared to residents of the southern governorates of the West Bank (61%), and among residents of camps to 81% compared to residents of cities, villages and towns (67%) for each), and for private sector workers to 75% compared to public sector workers (60%).

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

23% of respondents agreed with the statement, "The employees of the security services refuse to accept nepotism and nepotism in carrying out their duties," while 72% disagreed.

The percentage of disapproval of the indicator increases among males to 75% compared to females (69%), and among residents of the northern West Bank governorates to 76% compared to residents of the central governorates (72%) and 68% in the southern governorates. It also rises among residents of camps to 77% compared to residents of cities (70%), villages and towns (73%), and 77% of workers in the private sector compared to the government sector (64%).

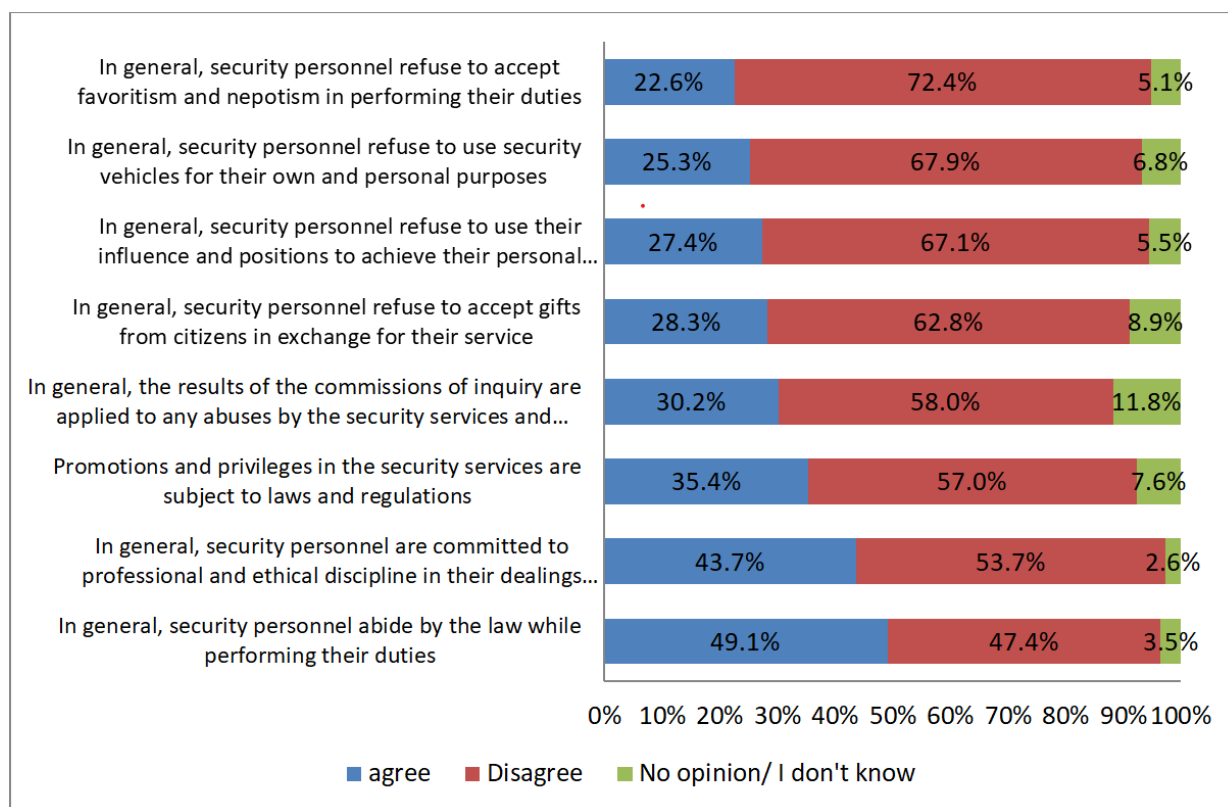
For more details on the results of the integrity indicators, look at the table and chart below:

Table No. (1\_1): Results of Integrity Indicators

	<b>Agree</b>	<b>Disagree</b>	<b>No opinion/ I don't know</b>
In general, security personnel abide by the law while performing their duties	49.1%	47.4%	3.5%
In general, security personnel are committed to professional and ethical discipline in their dealings with citizens	43.7%	53.7%	2.6%
Promotions and privileges in the security services are subject to laws and regulations	35.4%	57.0%	7.6%
In general, the results of the commissions of inquiry are applied to any abuses by the security services and their recommendations are taken	30.2%	58.0%	11.8%
In general, security personnel refuse to accept gifts from citizens in exchange for their service	28.3%	62.8%	8.9%
In general, security personnel refuse to use their influence and positions to achieve their personal interests	27.4%	67.1%	5.5%
In general, security personnel refuse to use security vehicles for their own and personal purposes	25.3%	67.9%	6.8%
In general, security personnel refuse to accept favoritism and nepotism in performing their duties	22.6%	72.4%	5.1%



Figure (1\_1): Results of Integrity Indicators



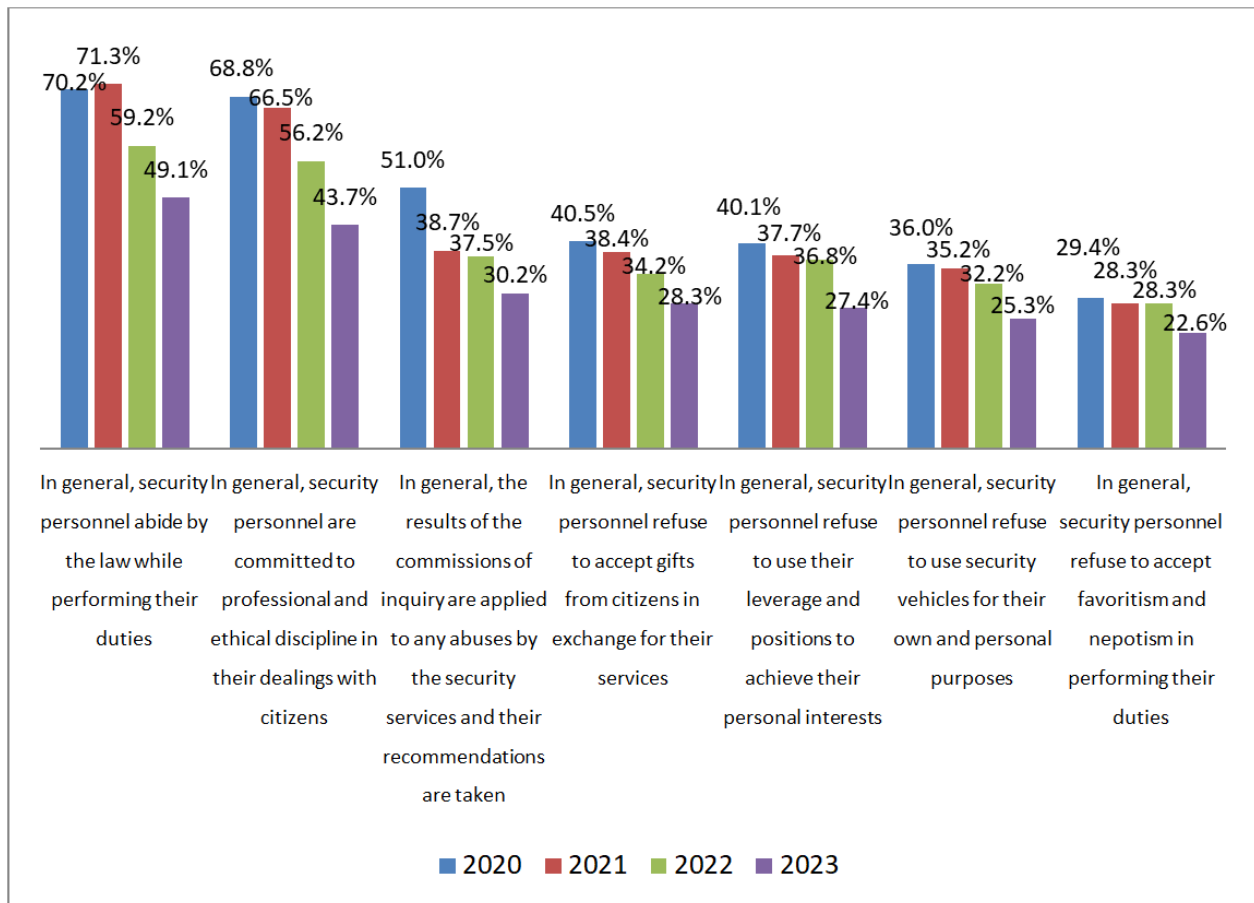
### Comparing the results of integrity indicators for the years 2020-2023

By comparing the results of integrity indicators in this poll with the results of previous polls, it becomes clear that there is a clear decrease in approval rates on all indicators, as evidenced by the table and chart below:

Table No. (a1\_1): Results of Integrity Indicators by Years (2020-2023)

	2020	2021	2022	2023
In general, security personnel abide by the law while performing their duties	70.2%	71.3%	59.2%	49.1%
In general, security personnel are committed to professional and ethical discipline in their dealings with citizens	68.8%	66.5%	56.2%	43.7%
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%	30.2%
In general, security personnel refuse to accept gifts from citizens in exchange for their services	40.5%	38.4%	34.2%	28.3%
In general, security personnel refuse to use their leverage and positions to achieve their personal interests	40.1%	37.7%	36.8%	27.4%
In general, security personnel refuse to use security vehicles for their own and personal purposes	36.0%	35.2%	32.2%	25.3%
In general, security personnel refuse to accept favoritism and nepotism in performing their duties	29.4%	28.3%	28.3%	22.6%

Figure No. (a1\_1): Results of Integrity Indicators by Years (2020-2023)



## 1. Wasta and intervention in the investigation procedures in cases dealt with:

The poll dealt with an attempt to identify citizens' impressions and opinions regarding the acceptance or rejection of nepotism and the intervention in the investigation procedures in the cases that are dealt with.

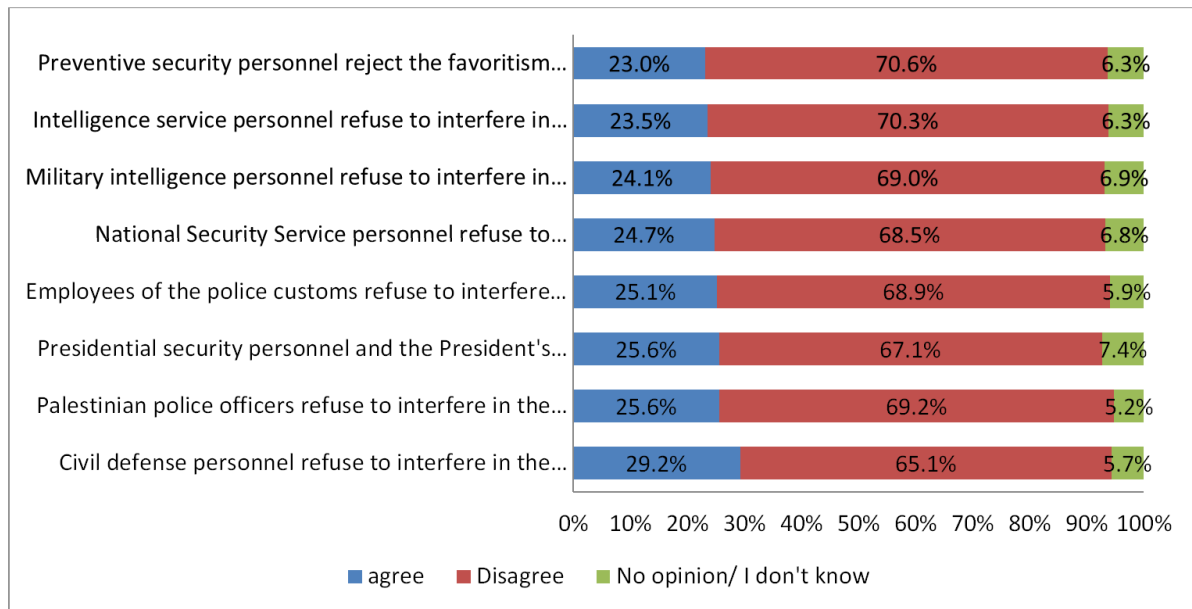
The results indicate that the Civil Defense service ranked first with a rate of 29% in approval that it rejects nepotism and interference in cases dealt with, followed by the Palestinian Police, Presidential Security and Presidential Guard with an approval rate of 27% each, and the Customs Police and National Security Approval with 25% each. Of these, military intelligence and general intelligence accounted for 24% each, and preventive security accounted for 23%.

It is noticeable here that there is a convergence between the agencies with regard to the percentages of approval that their employees reject nepotism and interference in the cases dealt with, except that the Civil Defense service obtained the highest approval compared to other agencies. For more, look at the table and chart below:

Table No. (2\_1): favoritism (wasta) and interference in the investigation procedures of the security services

Indicator	Agree	Disagree	No opinion/I don't know
Civil defense personnel refuse to interfere in the investigation of cases dealt with	29.2%	65.1%	5.7%
Palestinian police officers refuse to interfere in the investigation of cases dealt with	25.6%	69.2%	5.2%
Presidential security personnel and the President's Guard refuse to interfere in the investigation of cases dealt with	25.6%	67.1%	7.4%
Employees of the police customs refuse to interfere in the investigation of cases dealt with	25.1%	68.9%	5.9%
National Security Service personnel refuse to interfere in the investigation of cases dealt with	24.7%	68.5%	6.8%
Military intelligence personnel refuse to interfere in the investigation of cases dealt with	24.1%	69.0%	6.9%
Intelligence service personnel refuse to interfere in the investigation of cases dealt with	23.5%	70.3%	6.3%
Preventive security personnel reject the favoritism and interfere in the investigation of cases dealt with	23.0%	70.6%	6.3%

Figure No. (2\_1): favoritism (wasta) and interference in the investigation procedures of the security services



## Comparison of the results of refusal of nepotism and intervention for the years 2020-2023

With regard to comparing the results of the current poll 2023 with the results of previous polls about citizens' impressions and their agreement that workers in the various security agencies reject nepotism and interfering in investigation procedures, it is clear that there is a clear decrease in the percentage of approval of this, amounting to approximately 10 degrees compared to the 2022 poll, and a decrease of between 15 - 25 points compared to the 2020 poll. For more, look at the table below:

Table No. (2\_1a): Refusal of nepotism and intervention by years - Percentage of those who agree on the indicators (2020-2023)

Indicator	2020	2021	2022	2023
Refusal of favoritism (wasta) and interference investigation procedures - Civil Defense	56.6%	44%	39.3%	29.2%
Rejection of favoritism (wasta) and interference investigation procedures - presidential security and the president's guard	46.7%	32%	35.8%	25.6%
Refusal of favoritism (wasta) and interference in the investigation procedures - Palestinian police	45.9%	36.7%	35.3%	25.6%
Refusal of favoritism (wasta) and interference in investigative procedures - National Security	45.2%	34.5%	34.4%	24.7%
Refusal of favoritism (wasta) and interference in the investigation procedures - customs police	42.9%	33.8%	33.6%	25.1%
Refusal of favoritism (wasta) and interference in investigative procedures - military intelligence	41.4%	30.7%	33.0%	24.1%
Refusal of favoritism (wasta) and interference investigation procedures - preventive security	39.3%	30.7%	33.3%	23.0%
Refusal of favoritism (wasta) and interference in investigative procedures - General Intelligence service	38.2%	30.5%	32.7%	23.5%

### 1.3 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 9% of them indicated that they had done so. When asked if there was a response to the request of those who requested wasta, 46% indicated that it had been responded to.

A question was also asked of the respondents 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, 12% indicated that they did so, and 40% had responded to their requests.

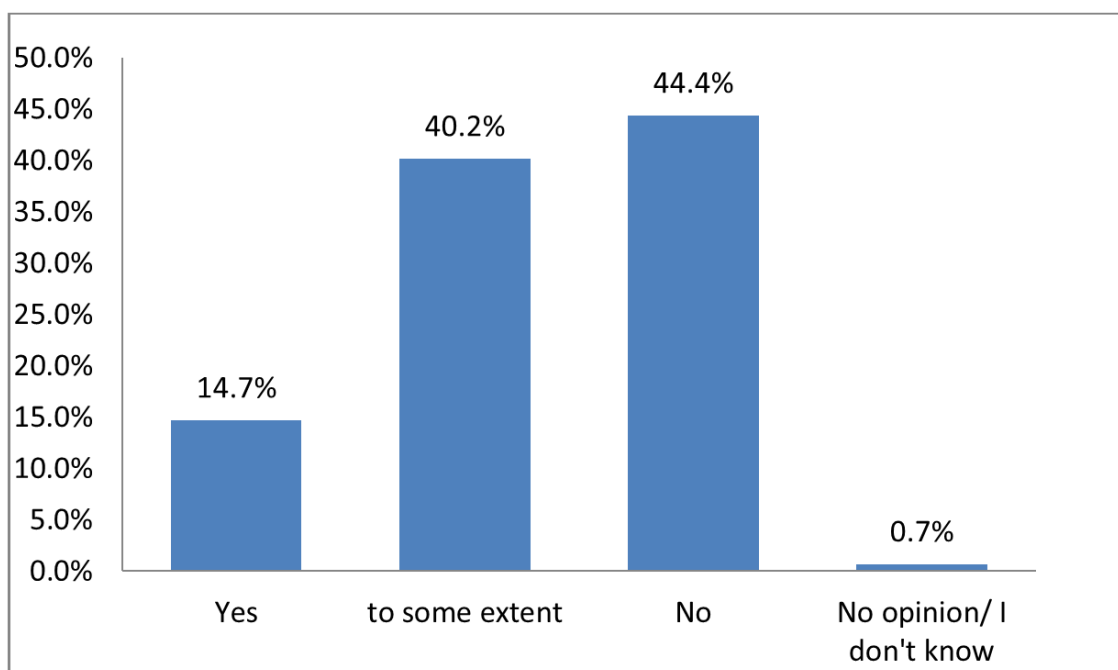
### 1.4 Confidence in the ability of the security services to achieve security

The results of the survey indicate that 55% of the respondents stated that they have confidence or confidence to some extent in the ability of the security services to achieve security for citizens, compared to 44% who stated the opposite. For more, look at the table and chart below:

Table (1\_4): Confidence in the ability of the security services to achieve security

	Percentage
Yes	14.7%
To some extent	40.2%
No	44.4%
No opinion/ I don't know	0.7%
Total	100.0%

Figure (1\_4): Confidence in the ability of the security services to achieve security



The percentage of mistrust in the ability of the security services to achieve security for the citizen among the residents of the northern and central West Bank rises to 47% for each of them compared to the residents of the southern West Bank (39%), and among the residents of the camps to 53% compared to the residents of cities (42%) and villages and towns (45%), and among residents of the camps (45%) 47% of workers in the private sector, compared to workers in the public sector (38%).

Table No. (4\_1): Confidence in the ability of the security services to achieve security - comparison table (2022-2023)

	2022	2023
Yes	17.2%	14.7%
To some extent	50.9%	40.2%
No	29.5%	44.4%
No opinion/ I don't know	2.4%	0.7%
	100.0%	100.0%

## 2. Transparency Field:

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 the public, in addition to identifying their views on some indicators related to this field, 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 Knowledge of the strategy or action plan of the security services. 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 42% agree that the distinction between the responsibilities and tasks of each of the Palestinian security services is easy and clear, and 56% do not agree with that.

The percentage of disapproval of the indicator among the residents of the northern West Bank governorates rises to 66% compared to the residents of the central West Bank governorates (57%) and the residents of the southern West Bank (41%). Villages and towns (56%), and for workers in the private sector to 55%, compared to workers in the public sector (44%).

#### 2.1.2 Overlap in the powers of the security services

With regard to the overlap between the powers of the security services, 39% 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, 56% do not agree with this.

The percentage of disapproval of the indicator among residents of the northern governorates of the West Bank rises to 66% compared to residents of the central West Bank (58%) and residents of the southern West Bank (42%). The percentage of disapproval among residents of camps rises to 67% compared to residents of cities (53%) and villages and towns. (56%), and for workers in the private sector to 61%, compared to workers in the government sector (50%).

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

The results indicate that 38% of the respondents believe that information about the services related to the work of the security services provided by them can be easily obtained. 58% do not agree with this.

The percentage of disapproval of the indicator among residents of the northern governorates rises to (64%) compared to residents of the central West Bank (61%) and the south of the West Bank (48%). The percentage of disapproval among residents of camps rises to 69% compared to residents of cities (56%) and residents of villages. and towns (57%), and among the age group (less than 30 years) to 61% compared to the age group (30-40 years) (53%) and the age group (over 40 years) (59%), and among workers in the private sector to 61% compared to the public sector (46%).

#### 2.1.4 The heads of the security agencies publish periodic reports on their agencies

Concerning the publication of periodic reports, 24% of the respondents indicated that they agreed that the heads of the security services publish periodic reports on their agencies, 63% indicated that they did not agree with that, and 13% indicated that they did not know.

The percentage of disapproval of the indicator increases among males to 66% compared to females (61%), and among residents of the northern and central West Bank to 66% each compared to residents of the south of the West Bank (57%). The percentage of disapproval among camp residents rises to 73% compared to residents Cities, villages, and towns (62% for each), and for workers in the private sector to 68%, compared to workers in the public sector (58%).



### 2.1.5 Publication of the results of the investigation committees formed into any violations by the security services

With regard to publishing the results of investigation committees formed into any violations by the security services, 21% of the respondents indicated their agreement that this is being done, while 68% believed that this is not being done, while 10% indicated that they do not know.

The rate of disapproval of the indicator rises among camp residents to 78% compared to residents of cities, villages, and camps (68% for each), and among workers in the private sector to 74% compared to workers in the public sector (60%).

### 2.1.6 Knowledge of the strategy or action plan of the security services

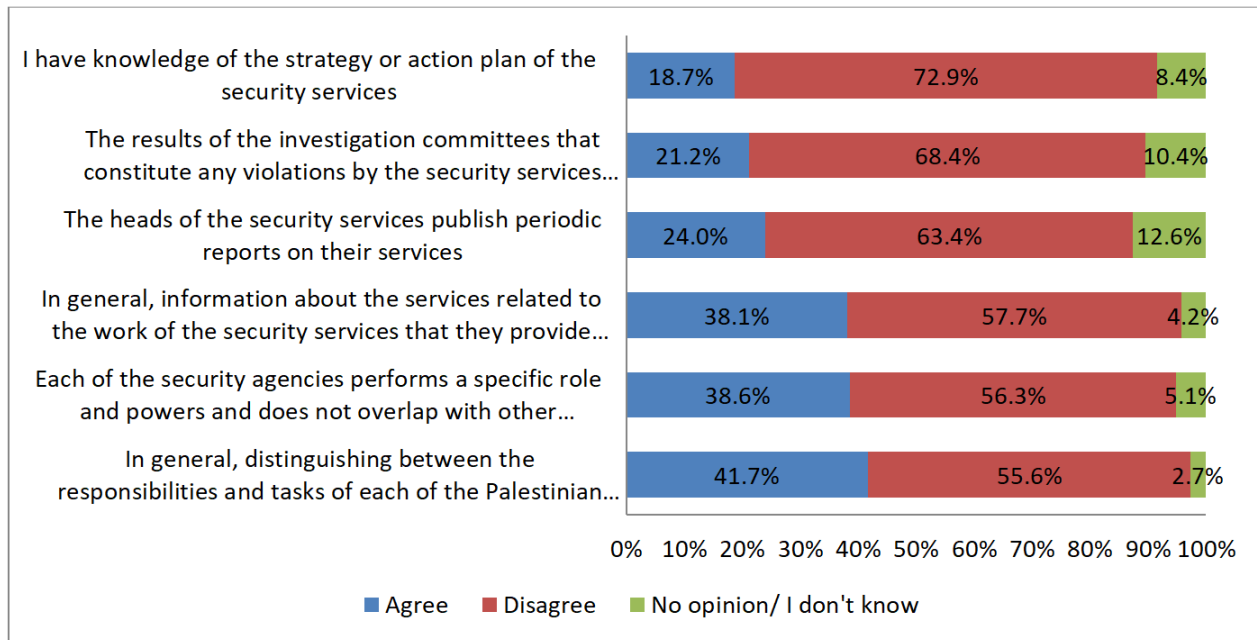
Regarding citizens' knowledge of the strategy or action plan of the security services, 19% of the respondents indicated that they agreed that they knew about it, while 73% indicated that they did not know. The percentage of disapproval of the indicator rises among the residents of the northern and central governorates to 78% for each of them, compared to the residents of the south (63%). The percentage of disapproval among the residents of the camps rises to 81% compared to the residents of cities, villages and towns (71% for each), and among workers. in the private sector to 75% compared to workers in the public sector (61%).

For more details on the results of the transparency indicators, look at the table and chart below:

Table No. (2\_1): Results of Transparency Indicators

Indicator	Agree	Disagree	No opinion/ I don't know
In general, distinguishing between the responsibilities and tasks of each of the Palestinian security services is easy and clear	41.7%	55.6%	2.7%
Each of the security services performs a specific role and powers and does not overlap with other security services	38.6%	56.3%	5.1%
In general, information about the services related to the work of the security services provided by them can be obtained easily and conveniently	38.1%	57.7%	4.2%
The heads of the security services publish periodic reports on their services	24.0%	63.4%	12.6%
The results of the investigation committees that constitute any violations by the security services are published	21.2%	68.4%	10.4%
I have knowledge of the strategy or action plan of the security services	18.7%	72.9%	8.4%

Figure No. (2\_1): Results of Transparency Indicators



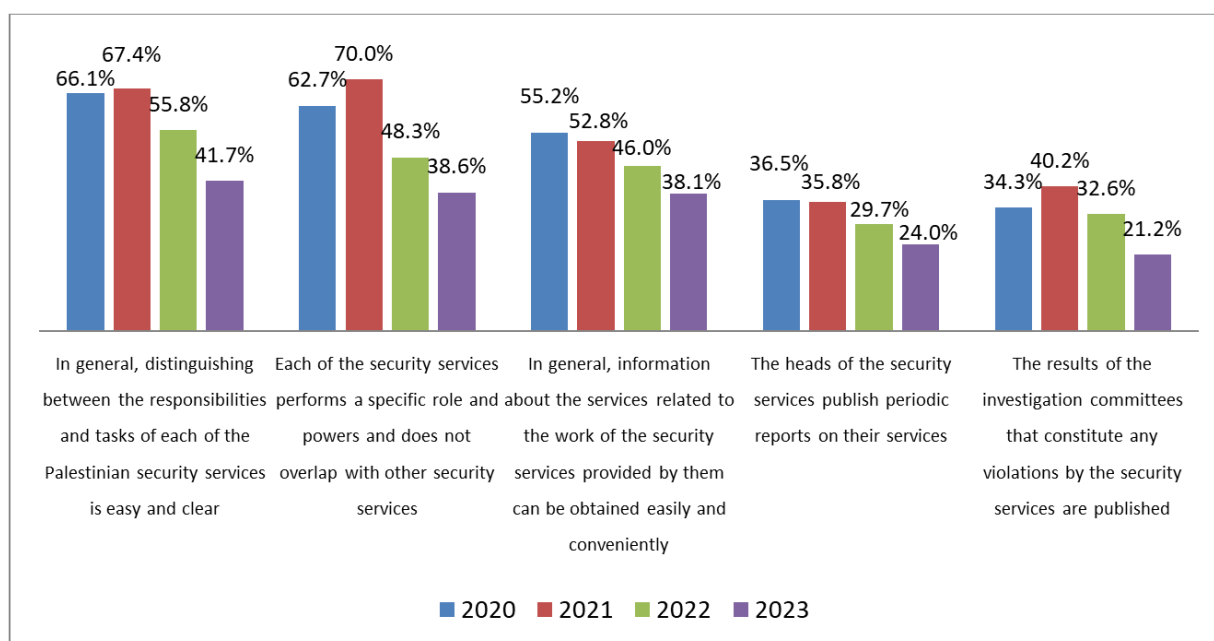
### Comparison of the results of the transparency indicators according to the years 2020-2023

By comparing the results of the transparency indicators in this poll with the results of previous polls, it becomes clear that there is a clear decrease in approval rates for all indicators, as shown in the table and chart below.

Table No. (2\_1 a): Results of Transparency Indicators by Years - Approval Rate (2020-2023)

Indicator	2020	2021	2022	2023
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%	41.7%
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%	38.6%
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%	38.1%
The heads of the security services publish periodic reports on their services	36.5%	35.8%	29.7%	24.0%
The results of the investigation committees that constitute any violations by the security services are published	34.3%	40.2%	32.6%	21.2%

Figure No. (2\_1a): Results of Transparency Indicators by Years - Approval Rate (2020-2023)



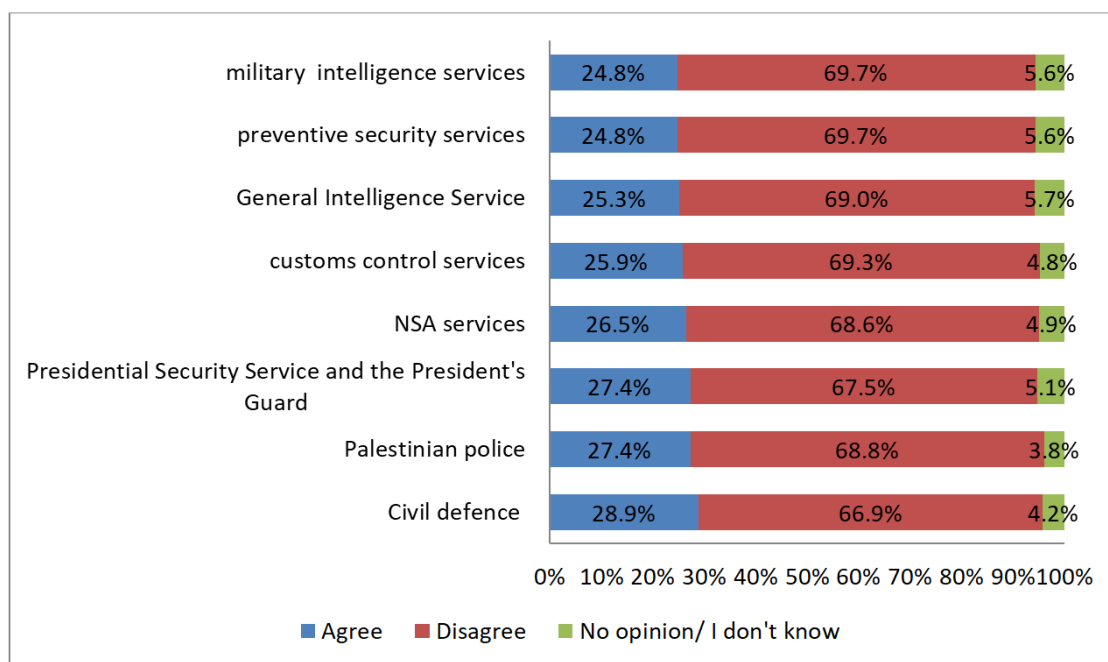
## 2.2 Appointments in the security services:

During the poll, a question was asked to the respondents about their opinion of competition and equal opportunities for appointments for job applicants in the various security agencies, as the results indicate that there are no significant differences between the different security agencies, as the percentages of approval that appointments are made by competition ranged between 25%-29%. For more, look at the table and chart below.

Table No. (2\_2): Appointments in the security services through competition and equal opportunities

Indicator	Agree	Disagree	No opinion/ I don't know
1- Civil defense	28.9%	66.9%	4.2%
2- Palestinian police	27.4%	68.8%	3.8%
3- Presidential Security Service and the President's Guard	27.4%	67.5%	5.1%
4- national security	26.5%	68.6%	4.9%
5- Customs police	25.9%	69.3%	4.8%
6- General Intelligence Service	25.3%	69.0%	5.7%
Preventive security	24.8%	69.7%	5.6%
Military Intelligence Service	24.8%	69.7%	5.6%

Figure No. (2\_2): Appointments in the security services through competition and equal opportunities



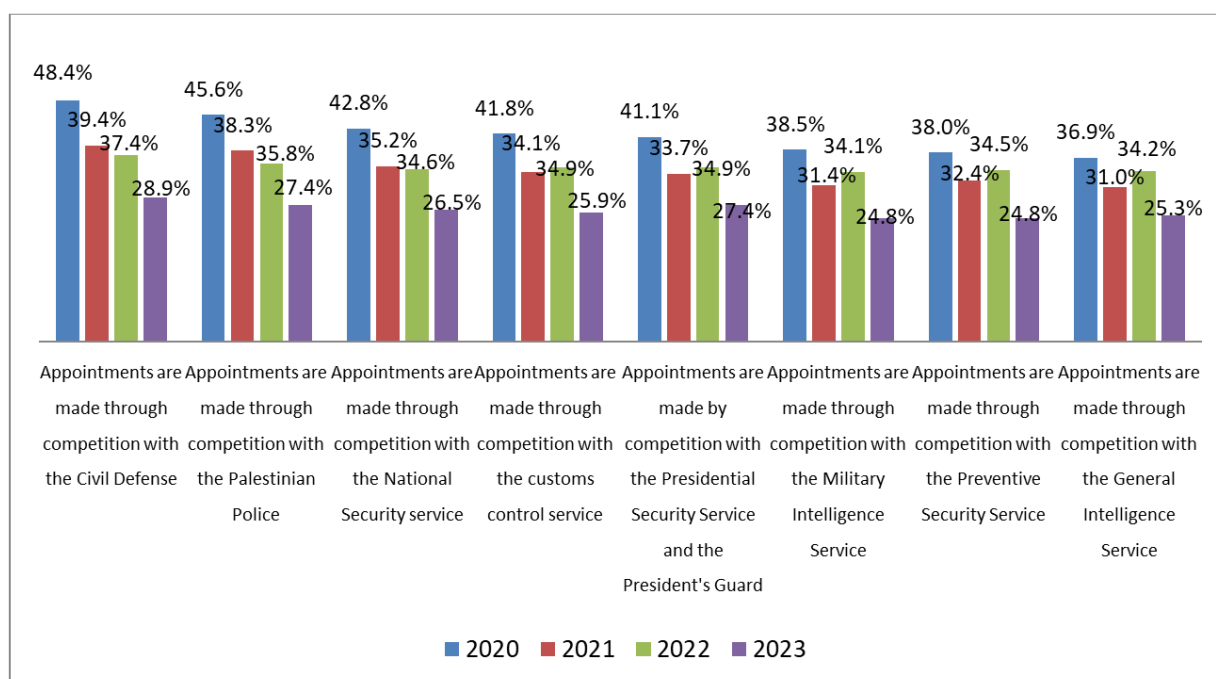
### Comparing the results of appointment indicators with competition in the security services, according to the years 2020-2023

By comparing the results of the recruitment-by-competition index in the security agencies in this poll with the results of previous polls, it is clear that there is a clear decrease in approval for this among all agencies. For more, look at the table and chart below:

Table No. (2\_2a): Results of the indicators of competitive appointments in the security services - the percentage of those who approved the indicators (2020-2023)

	2020	2021	2022	2023
Appointments are made through competition with the Civil Defense	48.4%	39.4%	37.4%	28.9%
Appointments are made through competition with the Palestinian Police	45.6%	38.3%	35.8%	27.4%
Appointments are made through competition with the National Security service	42.8%	35.2%	34.6%	26.5%
Appointments are made through competition with the customs control service	41.8%	34.1%	34.9%	25.9%
Appointments are made by competition with the Presidential Security Service and the President's Guard	41.1%	33.7%	34.9%	27.4%
Appointments are made through competition with the Military Intelligence Service	38.5%	31.4%	34.1%	24.8%
Appointments are made through competition with the Preventive Security Service	38.0%	32.4%	34.5%	24.8%
Appointments are made through competition with the General Intelligence Service	36.9%	31.0%	34.2%	25.3%

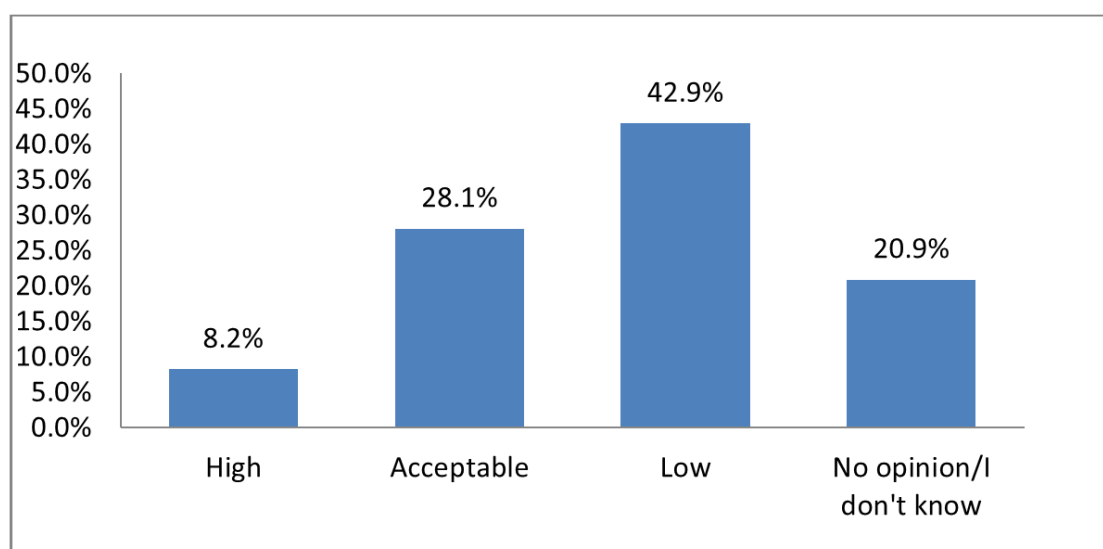
Figure No. (2\_2a): Results of the indicators of competitive appointments in the security services - the percentage of those who approved the indicators (2020-2023)



## 2.3 Salaries of members of the security services:

A question was asked to the respondents if they are aware of the salaries of employees of the security services, as 31% of them indicated that they are familiar with them, 69% are not. When the insiders were asked about their view of these salaries, 8% indicated that they are high, 43% indicated that they are low, while 28% considered them acceptable and 21% have no knowledge. For more, see the chart below:

Figure No. (2\_3): Salaries of the security services affiliates

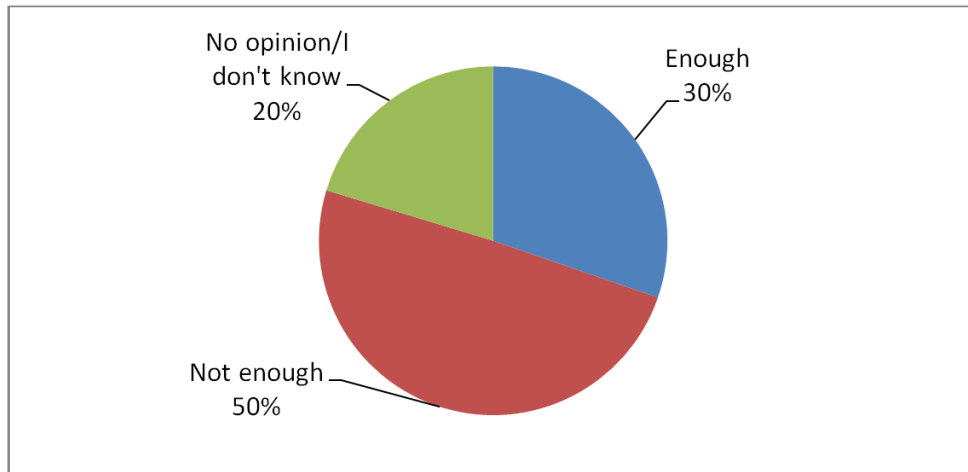


## 2.4 The annual budget of the security agencies and their adequacy:

A question was asked to the respondents if they are aware of the annual budget of the security services, as only 7% indicated that they are familiar with it and 93% are not.

When informing the respondents that the annual budget of the security services is approximately 23% of the general budget, and then asking them about its adequacy, 30% indicated that it is sufficient, 49% indicated that it is insufficient, while 20% answered that they don't have an opinion/don't know. For more, look at the chart below

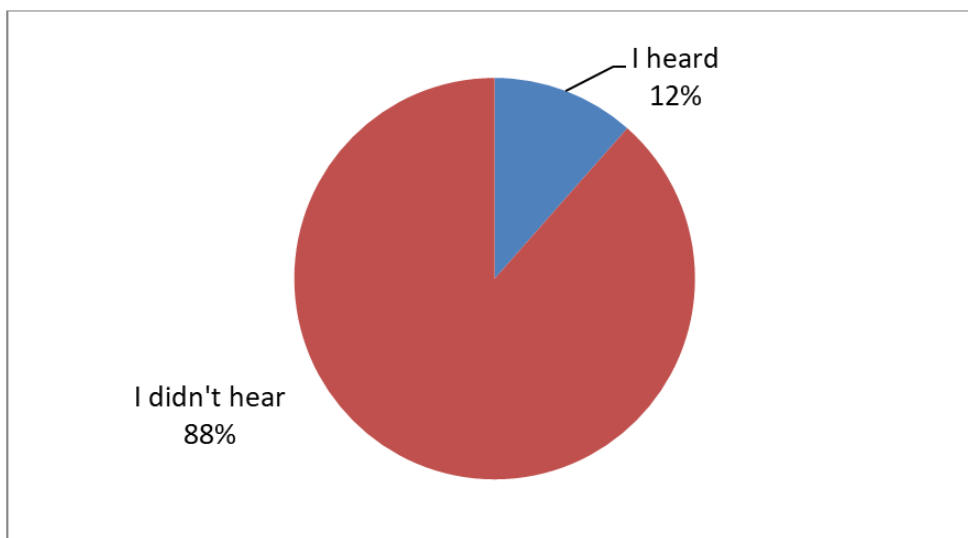
Figure No. (2\_4): Adequacy of the annual budget of the security services



## 2.5 Results of investigation committees related to abuses committed by some security services:

The results show that 88% of the respondents did not hear about the results of the investigation committees that were formed in the light of some violations committed by some security agencies during the past three years, and only 12% heard of them. For more, look at the chart below

Figure No. (2\_5): Hearing the respondents of the results of the investigation committees





### 3. The Accountability Field

This part of the study deals with measuring the respondents' opinion on indicators related to accountability and 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 monitoring 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 it occurs, 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 Taking responsibility by the head of the security service for any fundamental failures in the work of the security service:

It is clear from the results that 44% of the respondents agree that the head of the security service bears responsibility for any fundamental failures in the work of the service he heads in the event if it occurs, and 49% do not agree with that.

The percentage of disapproval of the indicator increases among males to 52% compared to females (46%), and among residents of the northern governorates to 58% and residents of the central governorates (53%) compared to residents of the southern governorates (35%). The percentage of disapproval of the indicator increases among residents. Camp residents reach 61% compared to urban residents (46%) and residents of villages and towns (49%), and workers in the private sector reach 55% compared to workers in the public sector (56%).

##### 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 survey indicate that 43% of the respondents stated their agreement that any member of any security service will be held accountable if he violates the law and instructions while performing his job duties, and 53% believe that this hasn't been done.

The percentage of disapproval of the indicator rises among males to 56% compared to females (50%), and among residents of the northern and central governorates to 58% for each of them compared to residents of the southern governorates (41%), and among residents of camps to 65% compared to residents of cities, villages and towns (51% for each), and for workers in the private sector to 58% compared to the public sector (46%).

### **3.1.3 Holding members of the security services accountable in the event of committing a corruption crime:**

43% of the respondents believe that any member of a security service will be held accountable for committing a corruption crime, and 53% do not believe that.

The percentage of disapproval of the indicator rises among males to 57% compared to females (48%), among residents of the northern governorates (59%) and the center (56%) compared to residents of the southern governorates (42%), and among residents of camps to 64% compared to residents of cities (50%), villages and towns (52%), and 58% of workers in the private sector, compared to workers in the public sector (50%).

### **3.1.4 The ability for citizens to file complaints against any of the security services**

The results show that 43% agree that citizens can file a complaint against any of the security services, and 54% do not see it.

The percentage of disapproval of the indicator is higher among the residents of the central governorates (60%) and the north (58%) compared to the residents of the southern governorates (43%), and among the residents of the camps to 68% compared to the residents of cities, villages and towns (53% for each), and among workers in the private sector to 57%, compared to workers in the government sector (46%).

### **3.1.5 The Existence of serious oversight on the performance of members of the security services by their superiors:**

With regard to the indicator of the existence of serious control over the performance of employees in the security services by their superiors, 42% of the respondents indicated that they agree with this, while 53% do not agree.

The percentage of disapproval of the indicator increases among males to 57% compared to females (49%), among residents of the northern and central governorates to 59% each compared to residents of the southern governorates, and among residents of camps to 63% compared to residents of cities, villages and towns (52% each). ), and the percentage of disapproval among private sector workers rises to 60% compared to workers in the public sector (47%).

### **3.1.6 Holding members of the security services accountable in the event of a violation of a citizen's rights:**

The results indicate that 39% of the respondents believe that any member of any security service is held accountable if a citizen's right is violated, and 57% do not believe that.

The percentage of disapproval of the indicator increases among males to 61% compared to females (53%), and among residents of the governorates of the central West Bank (63%) and residents of the governorates of the northern West Bank (60%) compared to residents of the southern West Bank (48%). The percentage of disapproval is also higher among residents Camp residents reach 70% compared to residents of cities, villages and towns (56% for each), and private sector workers reach 64% compared to public sector workers (53%).

### **3.1.7 The effectiveness of monitoring the security services:**

34% of the respondents believe that the oversight of the security services is effective, while 58% do not think so.

The percentage of disapproval of the indicator increases among males to 61% compared to females (55%), among residents of the northern and central governorates to 62% each compared to residents of the southern governorates (49%), and among residents of camps to 70% compared to residents of cities, villages and towns (58% % for each), and for workers in the private sector to 64%, compared to workers in the public sector (52%).

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

The results indicate that 21% of the respondents believe that the security services interpret their decisions and the results of their actions to the public, and 71% do not see this.

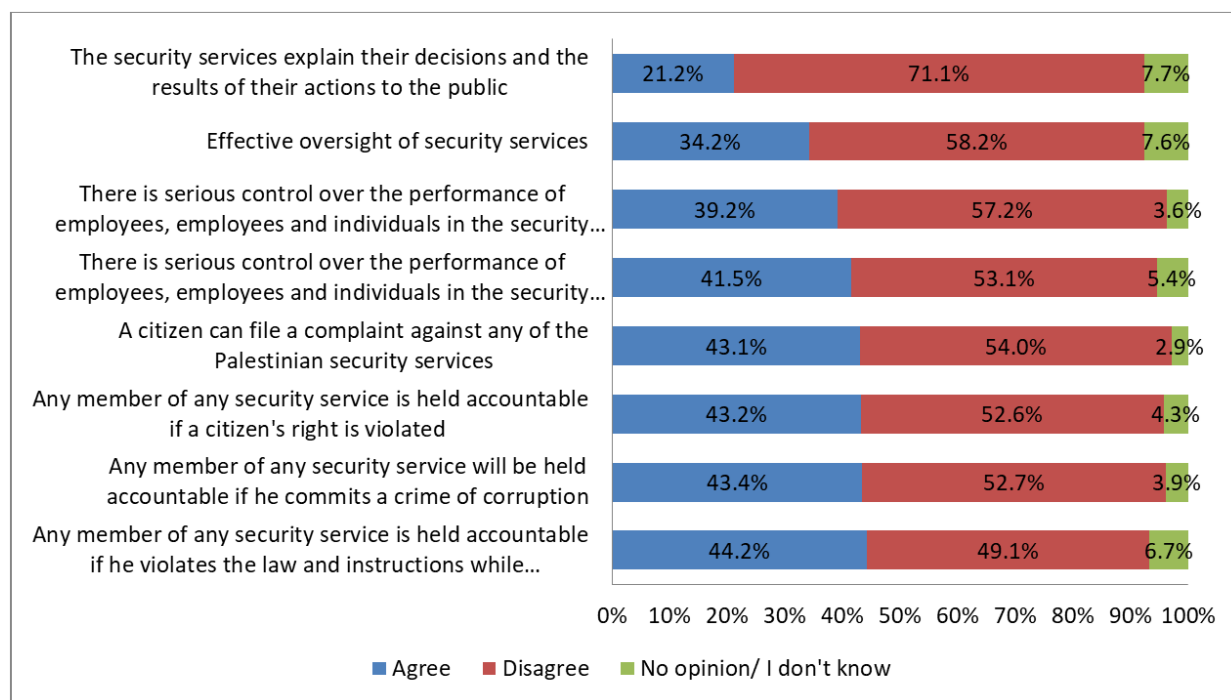
The percentage of disapproval of the indicator rises among males to 74% compared to females (68%), among residents of the northern governorates (72%) and the center (71%) compared to residents of the southern governorates (65%), and among residents of camps to 80% compared to residents of cities (69%), and the population of villages and towns (71%), and for workers in the private sector to 77%, compared to workers in the government sector (63%).

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

Table No. (3\_1): Results of accountability indicators

	<b>Agree</b>	<b>Disagree</b>	<b>No opinion/ I don't know</b>
The head of the security service handles responsibility for any fundamental failures in the work of the service he runs, if they occur	44.2%	49.1%	6.7%
In general, any member of any security services will be held accountable if he violates the law and instructions while performing his job duties.	43.4%	52.7%	3.9%
In general, any member of any security service will be held accountable if he commits a crime of corruption.	43.2%	52.6%	4.3%
A citizen can file a complaint against any of the Palestinian security services	43.1%	54.0%	2.9%
In general, there is serious oversight over the performance of employees, employees and individuals in the security services by their superiors	41.5%	53.1%	5.4%
In general, any member of any security service is held accountable if a citizen's right is violated	39.2%	57.2%	3.6%
Effective oversight of security services	34.2%	58.2%	7.6%
The security services explain their decisions and the results of their actions to the public	21.2%	71.1%	7.7%

Figure No. (3\_1): Results of accountability indicators



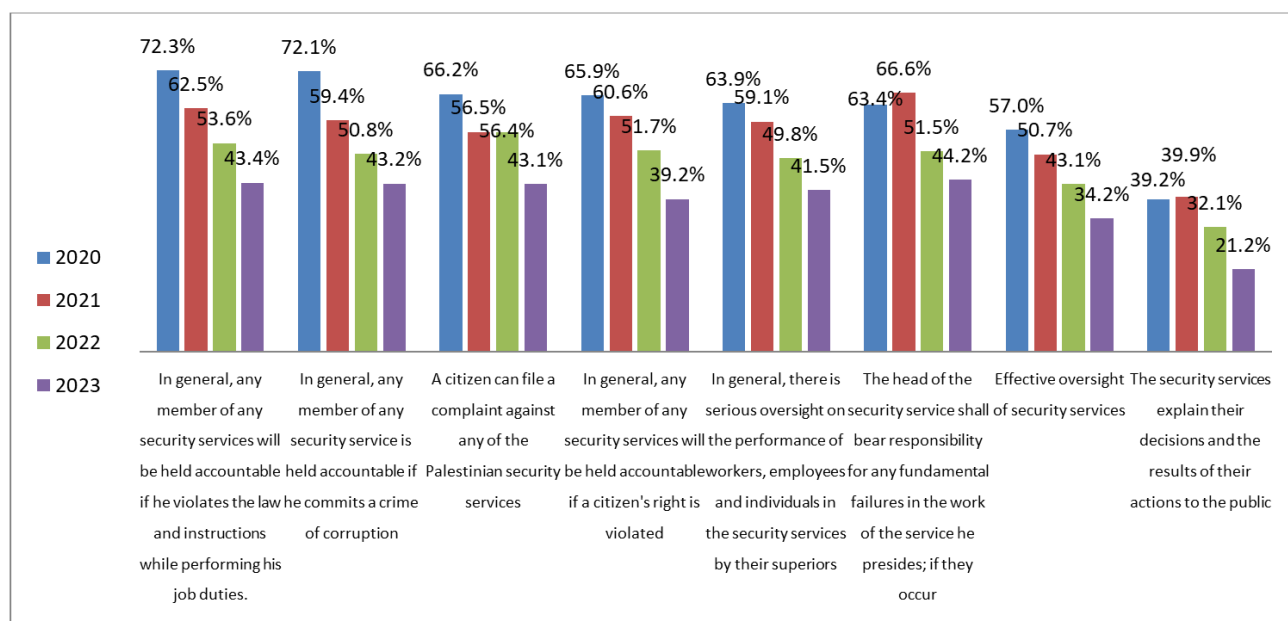
### Comparing the results of accountability indicators by years, 2020-2023

By comparing the results of the current poll 2023 with previous polls, it is clear from the results that there is a clear decrease (about 10 points) in this poll regarding approval of all indicators of accountability. For more, look at the table and chart below:

Table No. (3\_1a): Results of Accountability Indicators by Years - Approval Rate (2020-2023)

	2020	2021	2022	2023
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%	43.4%
In general, any member of any security service is held accountable if he commits a crime of corruption	72.1%	59.4%	50.8%	43.2%
A citizen can file a complaint against any of the Palestinian security services	66.2%	56.5%	56.4%	43.1%
In general, any member of any security services will be held accountable if a citizen's right is violated	65.9%	60.6%	51.7%	39.2%
In general, there is serious oversight on the performance of workers, employees and individuals in the security services by their superiors	63.9%	59.1%	49.8%	41.5%
The head of the security service shall bear responsibility for any fundamental failures in the work of the service he presides, if they occur	63.4%	66.6%	51.5%	44.2%
Effective oversight of security services	57.0%	50.7%	43.1%	34.2%
The security services explain their decisions and the results of their actions to the public	39.2%	39.9%	32.1%	21.2%

Figure No. (3\_1a): Results of accountability indicators by years - approval rate (2020-2023)



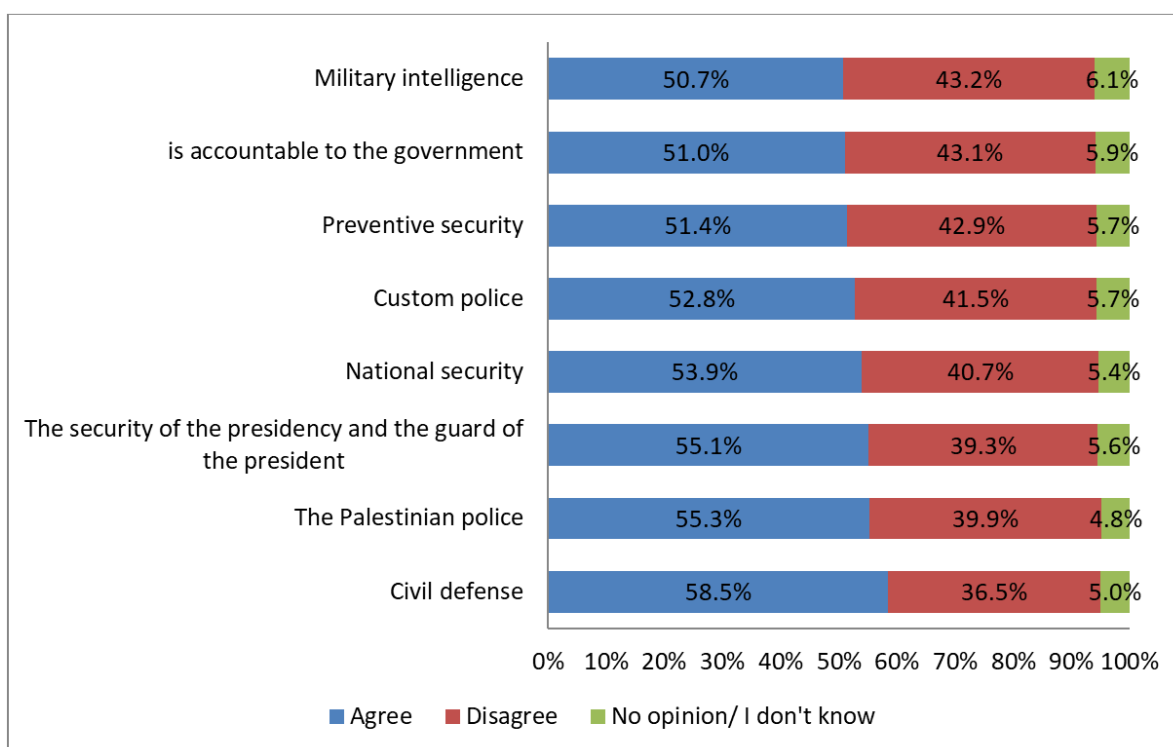
### 3.2 Accountability of the security services by the government

The results show that between 50% and 59% of the respondents believe that the security services are accountable to the government, with the Civil Defense getting the highest percentage, while the Military Intelligence, General Intelligence, and Preventive Security agencies got the lowest percentage. For more, look at the table and chart below.

Table No. (3\_2): Accountability of the security services by the government

	Agree	Disagree	No opinion/ I don't know
Civil defense is accountable to the government	58.5%	36.5%	5.0%
The Palestinian police are accountable to the government	55.3%	39.9%	4.8%
The security of the presidency and the guard of the president shall be held accountable by the government	55.1%	39.3%	5.6%
National security is accountable to the government	53.9%	40.7%	5.4%
National security is accountable to the government	52.8%	41.5%	5.7%
Preventive security is accountable to the government	51.4%	42.9%	5.7%
The General Intelligence Service is accountable to the government	51.0%	43.1%	5.9%
Military intelligence is accountable to the government	50.7%	43.2%	6.1%

Figure No. (3\_2): Accountability of the security services by the government



### Comparison of the results of the security services' accountability index by the government, according to the years 2020-2023

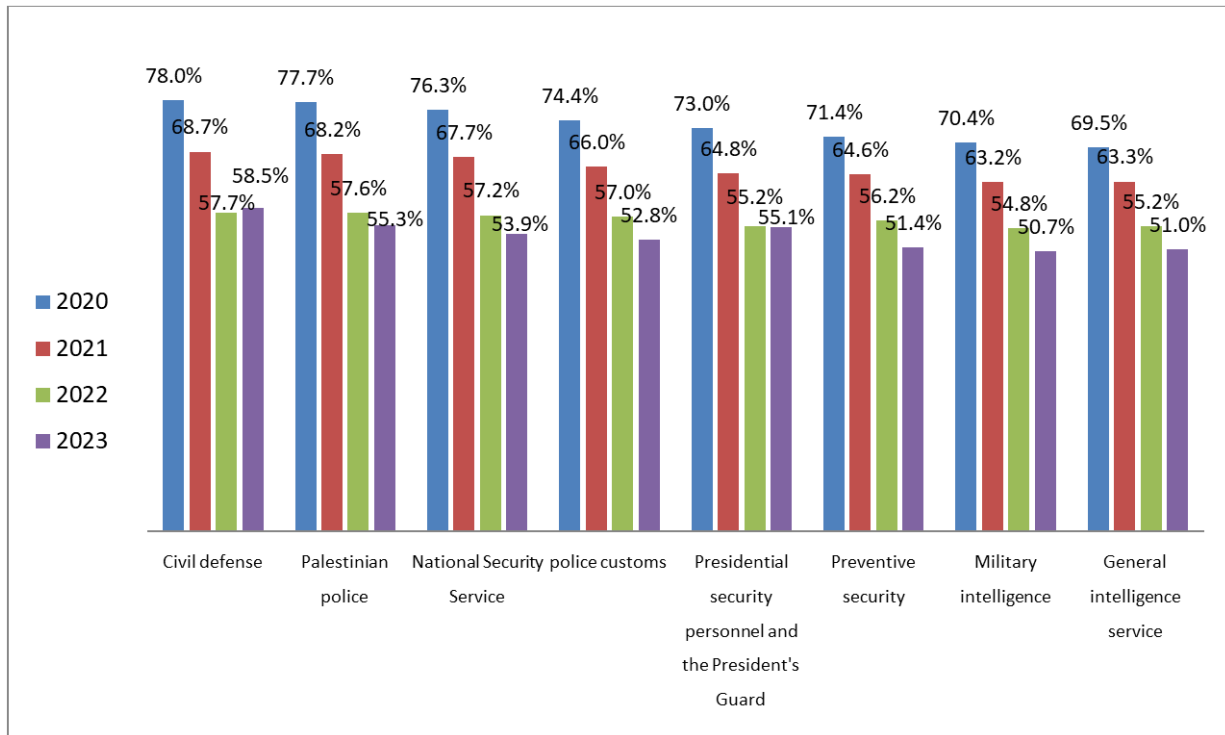
The results show a clear decline in the citizens' approval of the indicator of holding the security services accountable by the government in this poll, compared to previous polls. For more, look at the table below:

Table No. (3\_2a): Accountability of security services - Approval rates (2020-2023)

	2020	2021	2022	2023
Being accountable by the government - civil defense	78.0%	68.7%	57.7%	58.5%
Being accountable to the government - the Palestinian police	77.7%	68.2%	57.6%	55.3%
Being accountable to the government - national security	76.3%	67.7%	57.2%	53.9%
Being accountable to the government - the customs police	74.4%	66.0%	57.0%	52.8%
Being accountable to the government - presidential security and the president's guard	73.0%	64.8%	55.2%	55.1%
Being accountable to the government - Preventive Security	71.4%	64.6%	56.2%	51.4%
Being held accountable by the government - Military Intelligence service	70.4%	63.2%	54.8%	50.7%
Being accountable by the government - General Intelligence	69.5%	63.3%	55.2%	51.0%



Figure No. (3\_2a): Accountability of security services - approval rates (2020-2023)



## 4. General Indicators

### 4.1 Corruption and reporting:

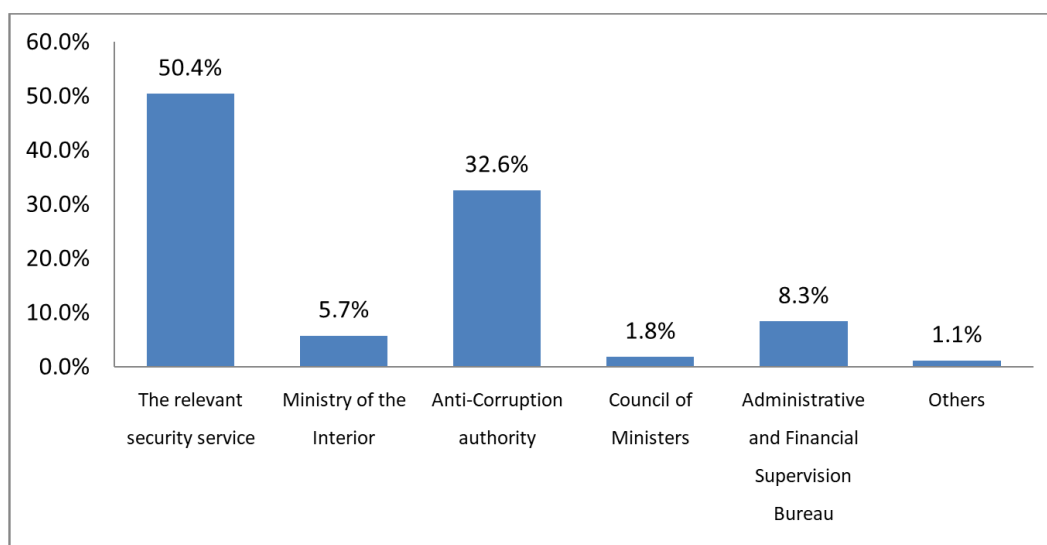
A question was asked on the respondents, if they knew or witnessed suspicion of corruption with any of the security services, would they report it, as 33% of them stated that they would do so compared to 67% who indicated that they would not report.

As for who they will report to, 50% referred to the relevant security service, while 6% referred to the Ministry of the Interior, the Anti-Corruption Commission by 33%, the Council of Ministers by 2%, and the Office of Administrative and Financial Control by 8%. For more, look at the table below:

Table No. (4\_1): The entity that citizens will go to in case they know or witness a case of corruption among any of the employees of the security services

	Yes	No
The relevant security service	50.4%	49.6%
Ministry of the Interior	5.7%	94.3%
Anti-Corruption authority	32.6%	67.4%
Reporting authority - Council of Ministers	1.8%	98.2%
Administrative and Financial Supervision Bureau	8.3%	91.7%

Figure No. (4\_1): The destination that citizens will go to if they know or witness a case of corruption among any of the employees of the security services



### Comparison of the results of the index to which authorities citizens will go to if they know or witness a suspicion of corruption with any of the employees of the security services 2020-2023

By comparing the results of the current poll with the results of previous years' polls about which authorities citizens will go to if they know or witness suspicions of corruption with any of the security services' employees, the approach to the concerned security agency remains ranked first, with a clear increase in the percentage compared to the 2022 poll, when the percentage increased from 24% to 50%, followed by the Anti-Corruption Commission, where the percentage increased in this poll to 33% compared to the 2022 poll, where the percentage was 20%. For more, look at the table below:

Table No. (4\_1 a): The destination that citizens will go to if they know or witness a case of corruption (2020-2023)

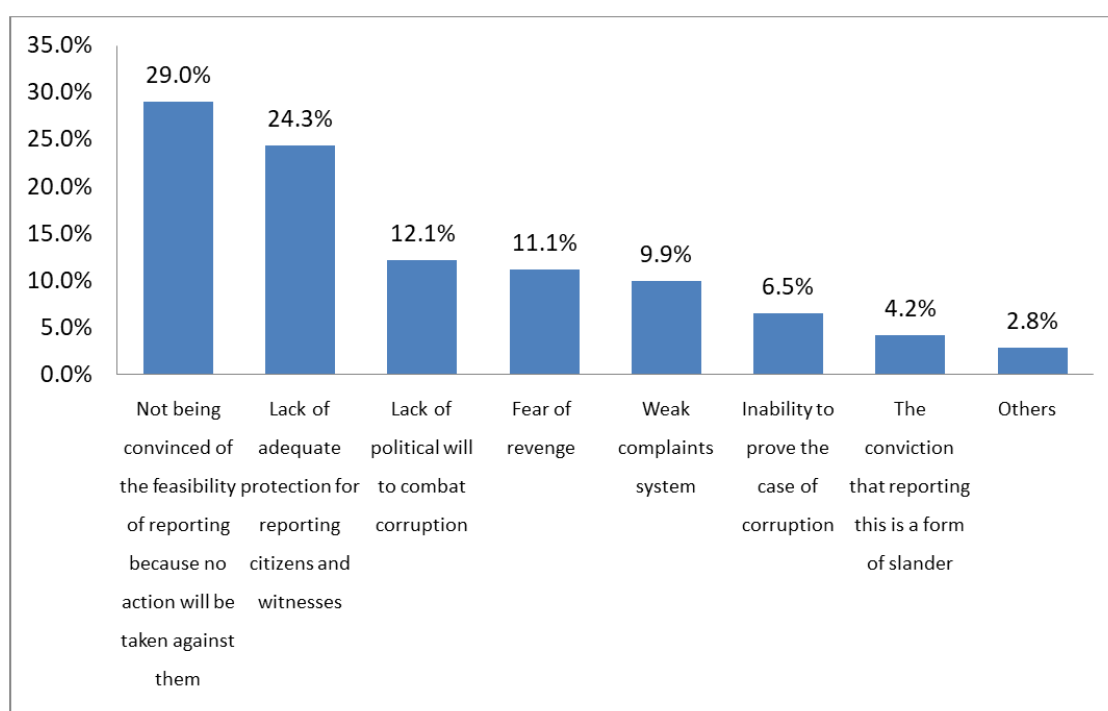
	2020	2021	2022	2023
the relevant security service	57.0%	56.9%	24.1%	50.4%
Ministry of the Interior	6.0%	3.7%	5.3%	5.7%
Anti-Corruption authority	29.3%	30.7%	20.3%	32.6%
Council of Ministers	1.4%	2.2%	1.9%	1.8%
Administrative and Financial Supervision Bureau	4.0%	2.0%	4.8%	8.3%

When asking those who do not wish to report the most important reason that motivates them to do so, 29% of them indicated that the most important reason is due to lack of conviction in the feasibility of reporting because no action will be taken against them, followed by the reason for the lack of sufficient protection for reporting citizens and witnesses, according to what 24% indicated, then Lack of political will to combat corruption by 12%, fear of retaliation by 11%, and weak complaints system by 10%. For more look at the table and chart below:

Table No. (4\_2): Motives for not reporting corruption

	Percentage
Not being convinced of the feasibility of reporting because no action will be taken against them	29.0%
Lack of adequate protection for reporting citizens and witnesses	24.3%
Lack of political will to combat corruption	12.1%
Fear of revenge	11.1%
Weak complaints system	9.9%
Inability to prove the case of corruption	6.5%
The conviction that reporting this is a form of slander	4.2%
Others	2.8%
	100.0%

Figure No. (4\_2): Motives for not reporting corruption



### Comparing the results of the motives for not reporting corruption 2020-2023

By comparing the motives for not reporting corruption in this poll 2023 with previous polls, it is clear from the results that there is no clear change in this regard, and the reasons related to lack of conviction in the usefulness of reporting and the lack of adequate protection for whistleblowers and witnesses remain the top reasons, for more see the table below:

Table No. (4\_2a): Motives for not reporting corruption by years

	2020	2021	2022	2023
Not being convinced of the feasibility of reporting because no action will be taken against them	30.3%	30.4%	32.5%	29.0%
Lack of adequate protection for reporting citizens and witnesses	24.2%	15.8%	27.9%	24.3%
Weak complaints system	8.1%	10.0%	11.3%	9.9%
Fear of revenge	11.9%	16.4%	9.4%	11.1%
Inability to prove the case of corruption	9.7%	8.9%	7.2%	6.5%
Lack of political will to combat corruption	4.2%	6.4%	7.1%	12.1%
The conviction that reporting this is a form of slander	8.9%	10.7%	3.4%	4.2%
Others	2.5%	1.5%	1.2%	2.8%
	100.0%	100.0%	100.0%	%100.0

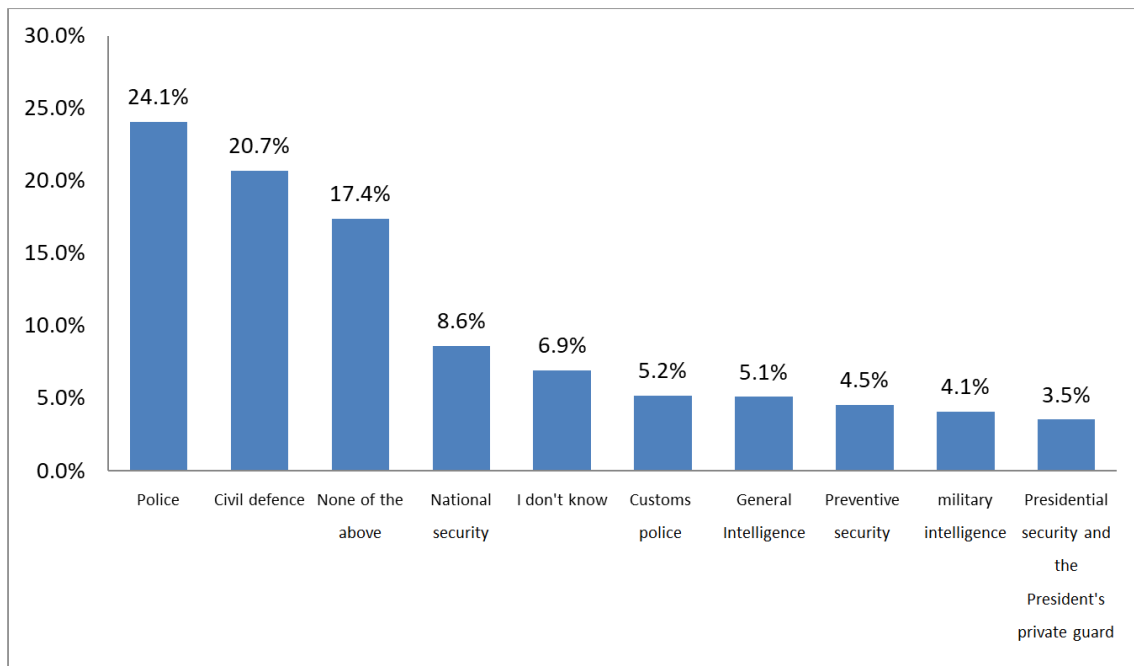
### 4.3 Discipline of the security services and their commitment to the law:

24% of the respondents believe that the police force is the most disciplined and abiding by the law, followed by the civil defense apparatus (21%), then the national security apparatus (9%). As for the customs police and the General Intelligence, they got 5% each, and the Preventive Security, Military Intelligence, and Presidential Security (4% each). It is remarkable that 21% answered none of these services. For more, look at the table and chart below:

Table No. (4\_3): The most disciplined and law-abiding security service

	Percentage
Police	24.1%
Civil defense	20.7%
None of the above	17.4%
National security	8.6%
I don't know	6.9%
Customs police	5.2%
General Intelligence	5.1%
Preventive security	4.5%
military intelligence	4.1%
Presidential security and the President's private guard	3.5%
	100.0%

Figure No. (4\_3): The most disciplined and law-abiding security service



### Comparing the results on the discipline of the security services 2020-2023

And by comparing the results of the current poll with the 2022 poll, it becomes clear that there is no clear change in the percentages regarding the discipline of the security services, as the Palestinian police remained the most disciplined agency, followed by the civil defense, with an increase in the percentage of those who believe that the civil defense is the most disciplined, as the percentage rose to 21% in the current poll, compared to 15% in the 2022 poll. For more, look at the table below:

Table No. (a3\_4): The most disciplined and law-abiding security service by years

	2020	2021	2022	2023
Police	28.2%	40.0%	26.7%	24.1%
None of the above	7.6%	---	21.5%	17.4%
Civil defense	15.2%	17.9%	14.9%	20.7%
National security	9.2%	12.3%	9.8%	8.6%
I don't know	11.4%	---	8.4%	6.9%
Presidential security and the President's private guard	5.4%	9.9%	4.5%	3.5%
Preventive security	6.1%	5.7%	4.0%	4.5%
General Intelligence	4.5%	3.8%	3.7%	5.1%
military intelligence	3.9%	5.1%	3.6%	4.1%
Police customs	8.5%	5.4%	2.7%	5.2%
	100.0%	100.0%	100.0%	100.0%

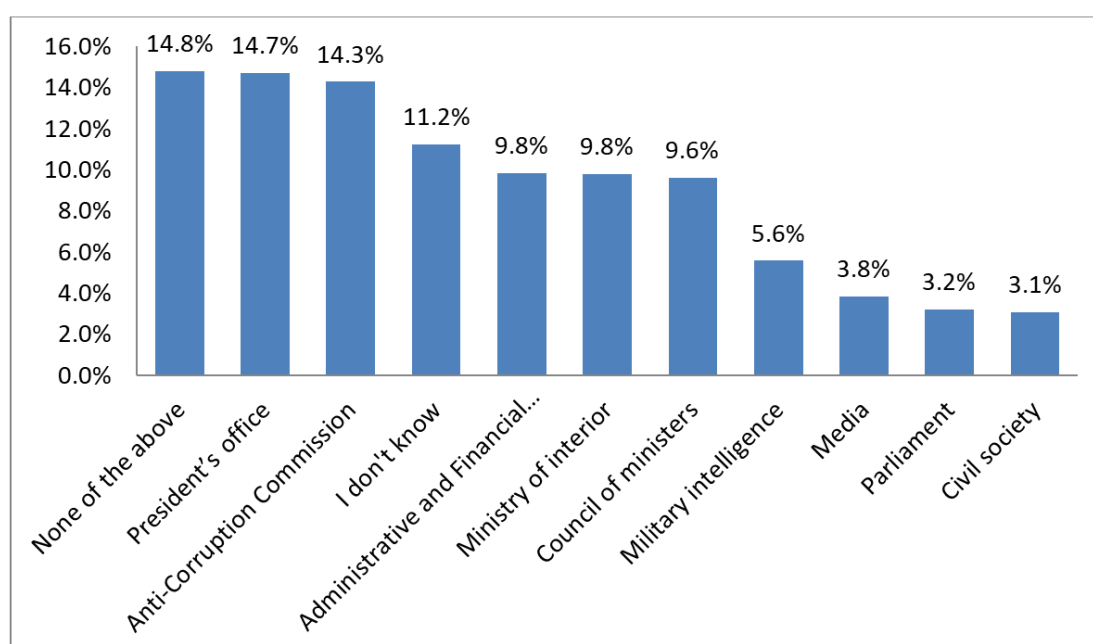
#### 4.4 Oversight responsibility for security agencies:

The poll addressed the question of the respondents about the entity that is considered the most responsible for oversight of the security services, as 15% referred to president's office followed by the Anti-Corruption Commission at 14%, then the Administrative and Financial Control Bureau, the Ministry of Interior and the Council of Ministers (10% each), then Military Intelligence by 6%, and the rest of the services by (less than 4% for each). It is remarkable that 17% answered that none of these agencies were present, 11% did not know about that. For more, look at the table and chart below:

Table No. (4\_4): Oversight responsibility for the security agencies

	Percentage
President's office	14.7%
Anti-Corruption Commission	14.3%
Administrative and Financial supervision Bureau	9.8%
Ministry of interior	9.8%
Council of ministers	9.6%
Military intelligence	5.6%
Media	3.8%
Parliament	3.2%
Civil society	3.1%
None of the above	14.8%
I don't know	11.2%
	100.0%

Figure No. (4\_4): Oversight responsibility for the security agencies



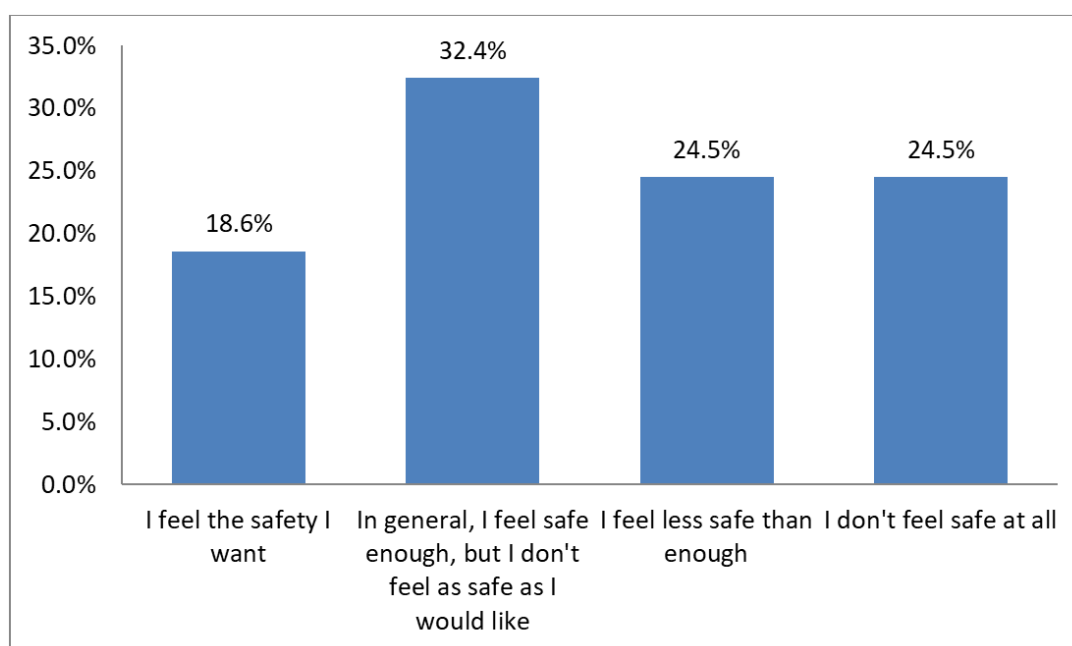
#### 4.5 Citizens' feeling of safety and security due to the presence of security services:

19% of the respondents indicated that they feel the security they want due to the presence of security services, while 32% stated that they feel safe enough, but do not feel the security that they want, 25% stated that they feel safe less than what is sufficient, while 25% stated that they do not feel safe absolutely. For more, look at the table and chart below:

Table No. (4\_5): Citizens' feeling of safety and security due to the presence of security services

	Percentage
I feel the safety I want	18.6%
In general, I feel safe enough, but I don't feel as safe as I would like	32.4%
I feel less safe than enough	24.5%
I don't feel safe at all	24.5%
	100.0%

Figure No. (4\_5): Citizens' feeling of safety and security due to the presence of security services



The percentage of the respondents who do not feel safe at all increases among the residents of the northern governorates of the West Bank to 32% and the southern governorates to 24%, compared to the residents of the central governorates (15%).

## Comparing the results of citizens' feeling of security due to the presence of the security services 2020-2023

And by comparing the results of the current poll with the polls of previous years, there is no change in the percentage of insecurity in this poll compared to the 2022 poll, and a clear increase in the percentage of those who feel insecure compared to the 2020 and 2021 polls. For more, look at the table below:

Table No. (4\_5a): Citizens' feeling of safety and security due to the presence of security services, by years (2020-2023)

	2020	2021	2022	2023
I feel the safety I want	24.7%	31.6%	13.7%	18.6%
In general, I feel safe enough, but I don't feel as safe as I would like	39.2%	39.6%	33.2%	32.4%
I feel less safe than enough	23.9%	19.8%	29.7%	24.5%
I don't feel safe at all	12.2%	9.9%	23.4%	24.5%
	100.0%	100.0%	100.0%	100.0%

## 4\_6 Respect by the security services for freedoms and human rights

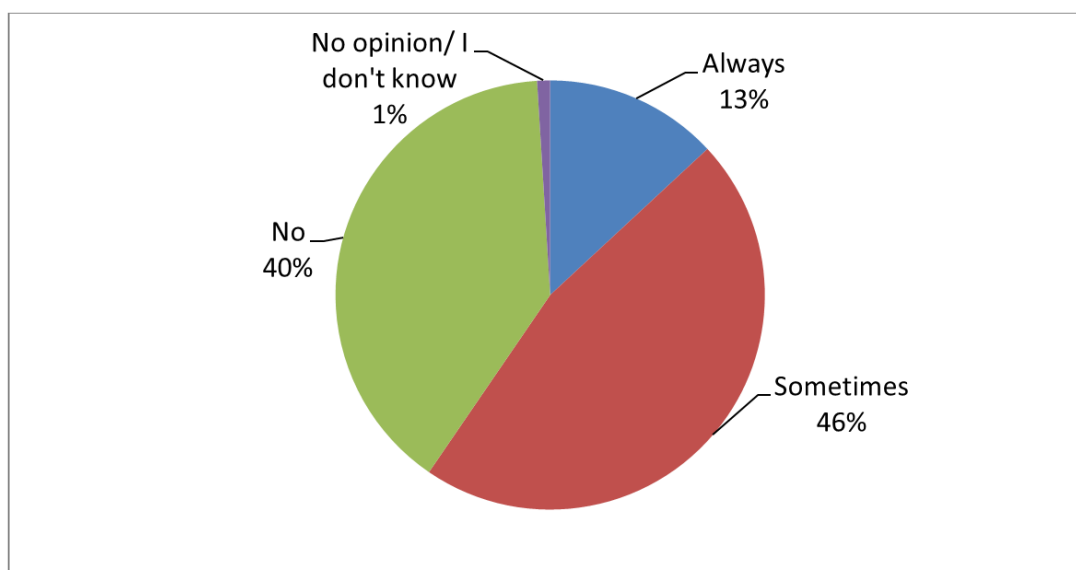
The results show that 13% of the respondents believe that the security services always respect freedoms and human rights in their dealings with citizens, while 47% indicated that they sometimes respect freedoms and human rights, and 40% stated that they do not respect freedoms and human rights. For more, look at the table and chart below.

Table No. (4\_6): Respect by the security services for freedoms and human rights

	Percentage
Always	13.1%
Sometimes	46.5%
No	39.5%
No opinion/ I don't know	1.0%
	100.0%



Figure No. (4\_6): Respect by the security services for freedoms and human rights



The percentage of those who believe that the security services do not respect freedoms and human rights in their dealings with citizens among the residents of the northern West Bank governorates rises to 43% compared to the residents of the central governorates of the West Bank (39%) and the residents of the southern governorates of the West Bank (36%). The percentage also rises among the camp residents to 52% compared to the population of cities, villages and towns (38% for each), and among the age group (less than 30 years) to 45% compared to the age group (30-40 years) (35%) and the age group (over 40 years) (39%) , and for workers in the private sector to 43%, compared to workers in the public sector (34%).

### Comparing the results of the security services' respect for freedoms and human rights in their dealings with citizens 2020-2023

By comparing the results with previous years' polls, the results show that the percentage of those who believe that the security services always respect freedoms and human rights in their dealings with citizens has remained the same in the current poll compared to the 2022 poll (13%), with a clear increase in the percentage of those who believe that the security services do not respect freedoms and human rights. to 40% compared to the 2022 poll (26%). For more, look at the table below:

Table No. (4\_6a): Respect by the security services for freedoms and human rights, by years

	2020	2021	2022	2023
Always	23.3%	24.8%	13.2%	13.1%
Sometimes	61.9%	57.6%	58.1%	46.5%
No	13.5%	16.5%	25.9%	39.5%
No opinion/ I don't know	1.6%	1.1%	2.8%	1.0%
	100.0%	100.0%	100.0%	100.0%

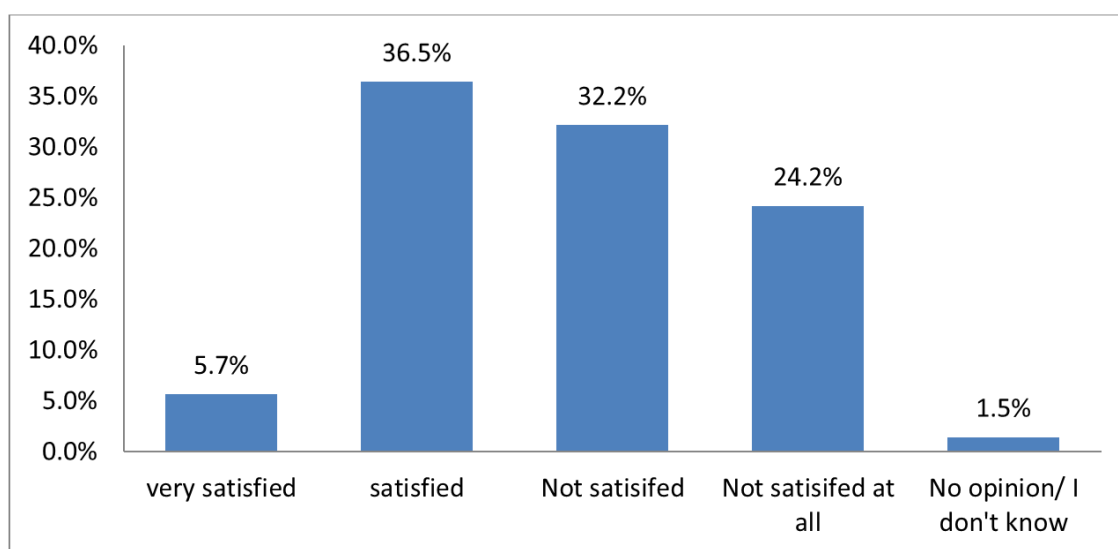
#### 4.7 General satisfaction with the performance of the security services:

42% of the respondents expressed their satisfaction (very satisfied + satisfied) with the performance of the security services, while 56% expressed their dissatisfaction (not satisfied + not satisfied at all). For more, look at the table and chart below:

Table No. (4\_7): General satisfaction with the performance of the security services

	Percentage
Very satisfied	5.7%
satisfied	36.5%
Not satisfied	32.2%
Not satisfied at all	24.2%
No opinion/ I don't know	1.5%
	100.0%

Figure No. (4\_7): General satisfaction with the performance of the security services



The percentage of dissatisfaction with the performance of the security services in the northern governorates rises to 60%, and for the residents of the center to 59%, compared to the residents of the southern governorates (49%). The percentage of dissatisfaction among the residents of the camps rises to 69% compared to the residents of cities, villages and towns (55%). The age category (18-30 years) to 60% compared to the age category (20-40 years) (52%) and the age category (over 40 years) (57%), and among workers in the private sector to 62% compared to workers in the public sector (49 %).

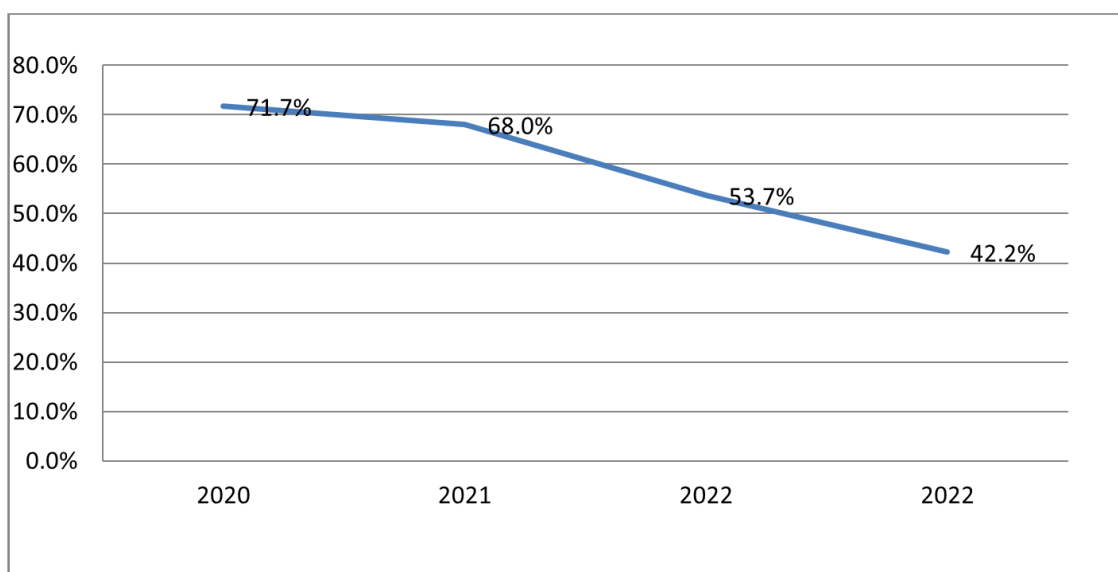
## Comparing the results of satisfaction with the performance of the security services 2020-2023

By comparing the result in this poll with the polls of previous years, the results show a clear decline in the percentage of satisfaction with the performance of the security services compared to previous years, reaching 42% in the current poll compared to the 2022 poll (54%), and compared to 72% in the 2020 poll and 68% in the 2020 poll. 2021. For more, look at the table below and the chart below:

Table No. (4\_7a): General satisfaction with the performance of the security services by years (2020-2022)

	2020	2021	2022	2022
Very satisfied	7.5%	10.9%	5.4%	5.7%
satisfied	64.2%	57.1%	48.3%	36.5%
Not satisfied	20.9%	22.4%	29.0%	32.2%
Not satisfied at all	5.7%	8.1%	13.8%	24.2%
No opinion/ I don't know	1.6%	1.4%	3.5%	1.5%
	100.0%	100.0%	100.0%	100.0%

Figure No. (4\_7a): General satisfaction with the performance of the security services by years



## Appendix No. (1): Distribution of the sample

		Percentage
District	Jenin	10.5%
	Tubas	2.4%
	Tulkarm	6.5%
	Qalqilya	4.1%
	Salfeet	2.4%
	Nablus	13.8%
	Ramallah and Al-bireh	11.4%
	Jerusalem	14.6%
	Jericho	2.4%
	Bethlehem	7.3%
	Hebron	24.6%
	Total	100.0%
The type of residential community	City	29.1%
	Village/town	62.8%
	camp	8.1%
	Total	100.0%
gender	Male	50.1%
	female	49.9%
	Total	100.0%
Age	Less than 30	25.9%
	30-40	33.4%
	Over 40	40.7%
	Total	100.0%
Marital status	Bachelor	19.4%
	married	73.4%
	divorced	2.7%
	widow	4.5%
	Total	100.0%

		Percentage
Educational level:	Illiterate/literate	1.3%
	elementary	7.2%
	preparatory	22.5%
	Secondary	34.4%
	College/institute	10.4%
	Bachelor's degree	22.9%
	Master's degree/above	1.4%
	Total	100.0%
employment situation	working	51.6%
	Not working	48.4%
	Total	100.0%
If he's employed (public sector)	(Public(governmental	24.3%
	private	69.2%
	Non-governmental	6.5%
	Total	100.0%
Job level	High categories (director- and above	7.9%
	Ordinary categories (regular employees	76.1%
	Lower Categories (office boys, etc.)	16.0%
	Total	100.0%
Average Household Monthly Income (NIS)	Less than 1500	5.6%
	2500-1500	18.8%
	3500-2501	30.6%
	4500-3501	24.4%
	5500-4501	11.4%
	Over 5500	9.2%
	Total	100.0%

## Annex No. (2): Poll Questionnaire

### Measuring citizens' opinion on the governance of security services 2023 (December 2022)

#### Greetings

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 for the year 2022, 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 NUMBER: \_\_\_\_\_ District: \_\_\_\_\_

Name of the work location (residential community):

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

#### sample

Gender 1) Male 2) Female

individual number	years - 18 over	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

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

## 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) No opinion/ I don't know
1	<b>In general, employees of the security services abide by the law while performing their job duties</b>					
2	<b>In general, workers in the security services refuse to use their influence and positions to achieve their personal interests</b>					
3	<b>In general, workers in the security services refuse to accept gifts from citizens in exchange for their services</b>					
4	<b>In general, workers in the security services refuse to accept favoritism( wasta) and nepotism while performing their tasks</b>					
5	<b>In general, workers in the security services refuse to use security vehicles for their private and personal purposes</b>					
6	<b>In general, workers in the security services adhere to professional and ethical discipline in their dealings with citizens</b>					
7	<b>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</b>					
8	<b>Promotions and privileges in the security services are subject to laws and regulations</b>					

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) No opinion/ I don't know
1	<b>Palestinian Police</b>					
2	<b>National security</b>					
3	<b>Preventive security</b>					
4	<b>intelligence service</b>					
5	<b>Custom Police</b>					
6	<b>Military service</b>					
7	<b>Civil Defense</b>					
8	<b>Presidential Security and President's Guard</b>					

## 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) disagree	4) strongly disagree	4) strongly disagree
1	<b>In general, distinguishing between the responsibilities and tasks of each of the Palestinian security services is easy and clear</b>					
2	<b>Each of the security services performs a specific role and powers and does not overlap with other security services</b>					
3	<b>In general, information about the services related to the work of the security services provided by them can be obtained easily and conveniently</b>					
4	<b>The heads of the security services publish periodic reports on their devices</b>					
5	<b>The results of investigation committees formed into any violations by the security services are published.</b>					
6	<b>I have knowledge of the strategy and action plan of the security services</b>					



S2\_2 Appointments in the \_\_\_\_ service are made through competition between job applicants and the principle of equal opportunities is achieved among its employees

		1) strongly agree	2) agree	3) disagree	4) strongly disagree	5) strongly disagree
1	<b>Palestinian Police</b>					
2	<b>National security</b>					
3	<b>Preventive security</b>					
4	<b>intelligence service</b>					
5	<b>Customs police</b>					
6	<b>Military service</b>					
7	<b>Civil Defense</b>					
8	<b>Presidential Security and President's Guard</b>					

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 S2\_6

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 No opinion/ I don't know
1	<b>In general, any member of any security service is held accountable if he violates the law and instructions while performing his job duties</b>					
2	<b>In general, any member of any security apparatus will be held accountable if he commits a crime of corruption</b>					
3	<b>In general, any member of any security apparatus is held accountable if a citizen's right is violated</b>					
4	<b>In general, there is serious control over the performance of employees, employees and individuals in the security services by their superiors</b>					
5	<b>A citizen can file a complaint against any of the Palestinian security services</b>					
6	<b>The security services explain their decisions and the results of their actions to the public</b>					
7	<b>Effective oversight of security services</b>					
8	<b>The head of the security apparatus bears responsibility for any fundamental failures in the work of the service he heads, if they occur</b>					

S3\_2 The following security services \_\_\_\_\_ are held accountable by the government

		1) strongly agree	2) agree	3) disagree	4) strongly disagree	5) No opinion/ I don't know
1	<b>Palestinian Police</b>					
2	<b>National Security</b>					
3	<b>Preventive security</b>					
4	<b>intelligence service</b>					
5	<b>Customs Police</b>					
6	<b>Military intelligence</b>					
7	<b>Civil Defense</b>					
8	<b>Presidential Security and President's Guard</b>					

## General Questions

Q1) If you knew or witnessed a suspicion of corruption (demanding to do something or to prevent something in return for offering a bribe) with any of the members of the security services, will you report it?

- 1) yes      2) no (go to Q3)

Q2: If yes, which authority will you report to

- 1) The relevant security apparatus
- 2) The Ministry of the Interior
- 3) The Anti-Corruption Commission
- 4) Council of Ministers
- 5) Administrative and Financial Oversight Bureau
- 6) Others

Q3 If not, what is the most important reason for not reporting?

- 1) Lack of adequate protection for reporting citizens and witnesses
- 2) Lack of conviction of the usefulness of reporting because no actions will be taken against them
- 3) Inability to prove a case of corruption
- 4) Conviction that reporting it is a form of slander
- 5) Weak complaints system
- 6) Fear of retaliation
- 7) (Lack of political will to fight corruption
- 8) Other (specify: \_\_\_\_\_)

Q4 In your opinion, which of the security services is considered the most disciplined and abiding by the law in the performance of its tasks:

- |                         |  |                          |
|-------------------------|--|--------------------------|
| 1) Police               | 2) National Security                                       | 3) Preventive Security   |
| 4) General Intelligence | 5) Customs Police  | 6) Military Intelligence |
| 7) Civil Defense        | 8) Presidential Security and the President's Special Guard |                          |
| 9) None of the above    | 10) I don't know   |                          |

Q5 There are several bodies that exercise oversight responsibility over the security services. From your point of view, which party is considered the most responsible?

- |   |                          |                               |
|---|--------------------------|-------------------------------|
| 1) Office of the President                        | 2) council of ministers  | 3) Legislative Council        |
| 4) Civil society                                  | 5) Ministry of Interior  | 6) Anti-Corruption Commission |
| 7) Media  | 8) Military Intelligence |                               |
| 9) Administrative and Financial Control Authority | 10) None of the above    | 11) I don't know              |

Q6 In general, which of the following statements best describes how safe you feel with the presence of security devices?

- 1) I feel as safe as I want
- 2) in general
- 2) I feel safe enough, but I don't feel as safe as I want to
- 3) I feel less safe than I am
- 4) I don't feel safe at all

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) My mother/mm    2) Primary    3) Preparatory    4) Secondary  
5) College/Institute    6) Bachelor's degree    7) Master's degree or higher

Work Status:

- 1) employed      2) unemployed

(If employed)

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

Carlev:

- 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

Disable (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: \_\_\_\_\_

