

Citizens annual opinion Poll
About

**The reality of corruption and
anti-corruption efforts in Palestine**

2017

Conducted by: Qiyas for Polling Center - Ramallah - Palestine

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“The reality of corruption and anti-corruption efforts in Palestine-2017”.

Note: The Coalition for Integrity and accountability-AMAN has exerted all efforts possible to verify information provided in this survey, and hence will not bear responsibility arising from the use of this information outside the context of the objectives of this survey.



Coalition for Integrity and Accountability (AMAN)

Headquarters: Ramallah, ALMasayef, Rimawi Building-1st floor

P.O.B: Ramallah, 339- Jerusalem, 69647

Tel: +00972 2 2974949; +00972 2 2989506

Fax: +00972 2 2974948

Gaza Office: Al-Halbi St., Al-Hasham Building, 1st floor

Telafax: 00 972 8-2884768 +00972 8 2884767

Email: info@aman-palestine.org

Website: www.aman-palestine.org

Social media addresses

Amancoalition



AMAN's core program is funded by the governments of Norway, Netherlands, and Luxemburg

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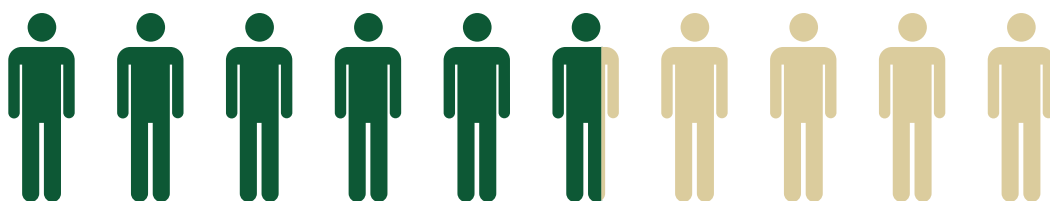
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Summary |

The Reality of Corruption and Anti-Corruption Efforts in Palestine



The Level of Corruption in PNA



59% Of the Surveyed think that Governmental institutions and Local Authorities are the Most Vulnerable to Corruption



82% Said: Dominant Characteristic of Corruption Crimes Perpetrators are the Senior Officials

82% 

Anti-corruption efforts in Palestine insufficient



17%

Abuse of authority



24%

Bribery



26%

Public funds embezzlement

The Most Serious Type of Corruption in Palestine

15%



Distribution of humanitarian and social aid in cash and in kind

17%



Health services

34%



In Process of appointments and promotions

Corruption in Providing Public Services

34%



66%



Resorting to WASTA for Receiving Services

71%



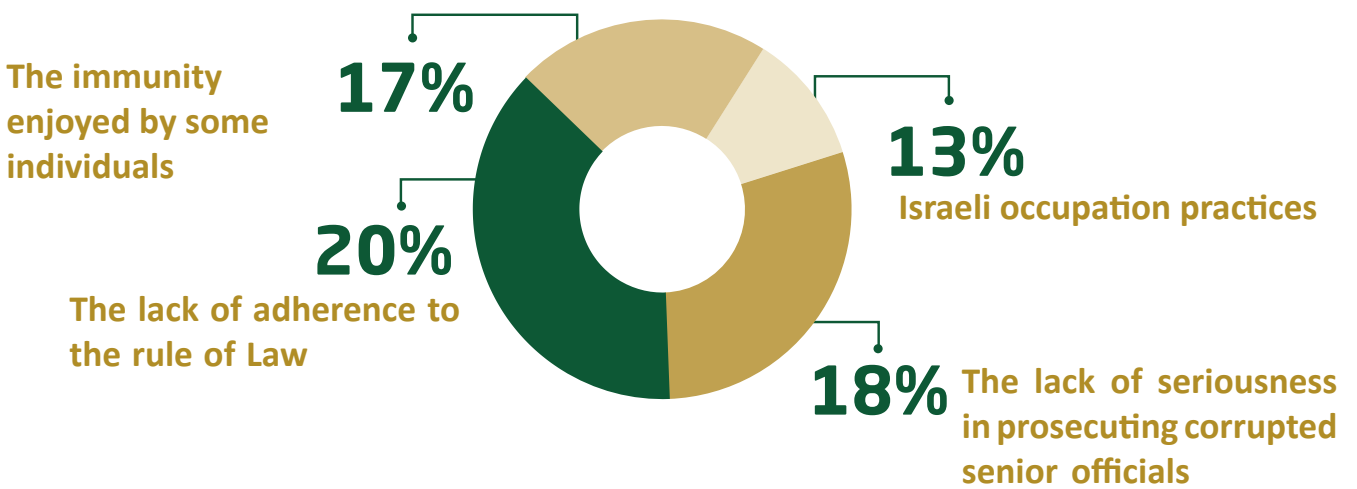
29%



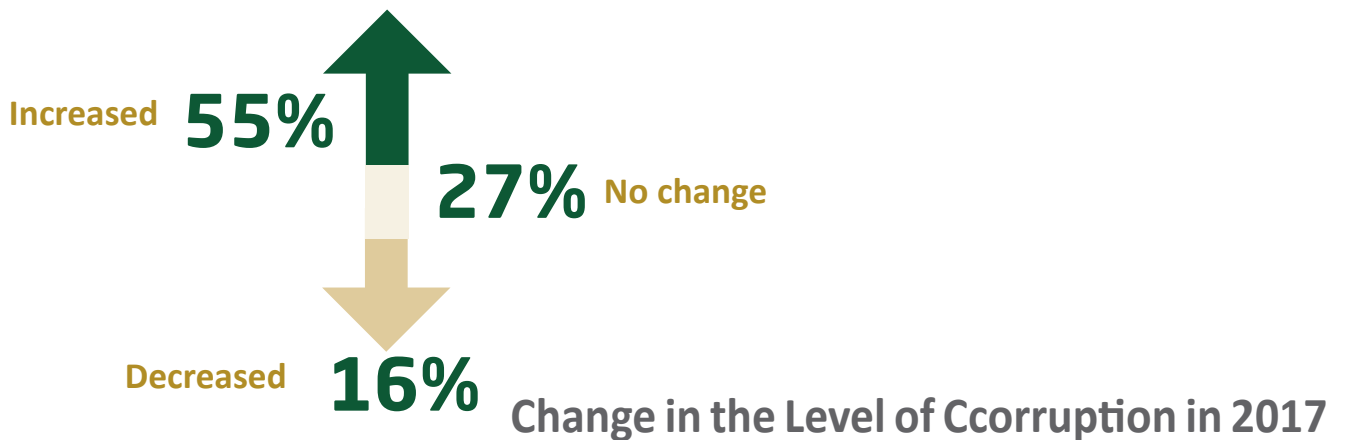
Surveyed believe that WASTA helps them receive services

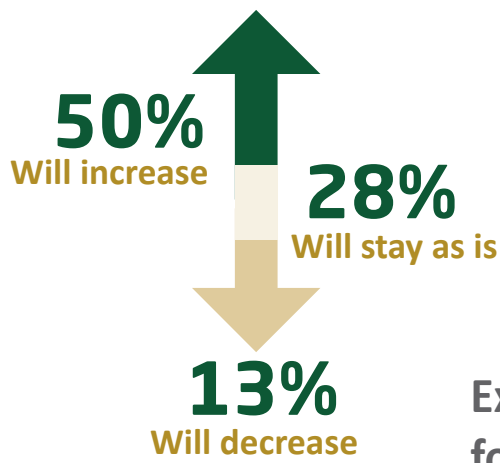
44% lack of trust in the service providers and the fear of not receiving services due to the limited number of opportunities.

Reasons of Resorting to WASTA

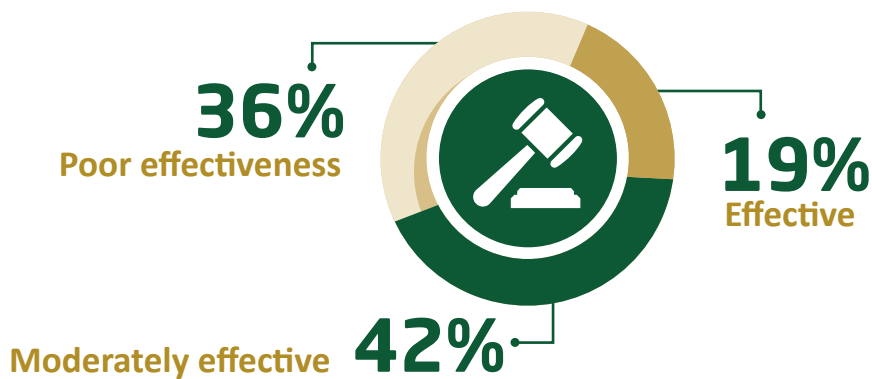


Causes that Contributed to the Spread of Corruption in Palestine





Expectations for the Level of Corruption for 2018



Role of the Media in Combatting Corruption



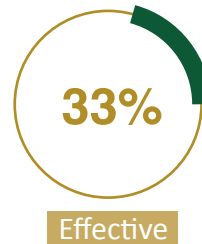
Reasons that Undermine the Role for the Media in Exposing Corruption Cases

Not independent **69%**

Full independence **24%**

Independence of the Anti-Corruption Commission

Efficiency of the Anti-Corruption Commission in Performing its Duties and Role



26%
No



73%
Yes



Belief in the Role of Citizens in Combatting Corruption

75%



21%



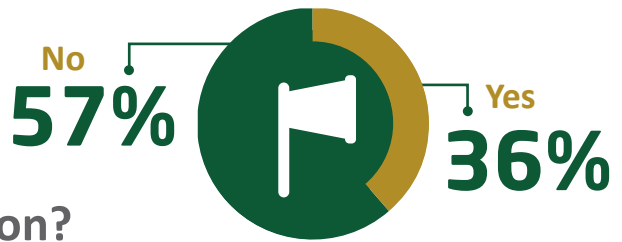
Citizens' contribution to the fight against corruption

Accessibility to Public Records

72%
No



15%
Yes



Do Citizens Reporting Corruption?

16%

Deterrent

78%

Non-deterrent

Penalties Related to Corruption Crimes According to Impressions of the Citizens



Belief in the Existence of Corruption in the Judicial System

24% ↓
Decreased

76% ↑
Increased

Spread of the Phenomenon of Perished Foodstuffs and Medicines in 2017

Introduction

The Coalition for Integrity and Accountability (AMAN) conducts an annual house to house opinion poll on the reality of corruption and anti-corruption efforts in Palestine targeting the public in the West Bank (including Jerusalem) and the Gaza Strip. The Poll is conducted in the last quarter of every year. The Poll aims to monitor the changes in citizens' impressions and awareness of corruption; it also assesses their willingness to engage in combating corruption. (AMAN) Coalition utilizes the results of this Poll to prepare an annual report on the Reality of Integrity and Anti-Corruption Efforts in Palestine among other reference documents on this topic.

For the purposes of this Poll, (AMAN) Coalition developed a special questionnaire with closed questions relevant to several sectors covered by the survey, including:

- ❖ The most prevalent types of corruption in the three sectors (governmental, private, civil society).
- ❖ Sectors and services most vulnerable to corruption.
- ❖ Reasons leading to the spread of corruption.
- ❖ Reporting corruption.
- ❖ Citizens' views on the efforts of several bodies involved in combating corruption such as:
 - Anti-Corruption Commission.
 - Judiciary.
 - Media.
 - Economic crimes.
 - Citizens' awareness of anti-corruption efforts.

The Poll's questionnaire is reviewed annually for improvement to capture any additional variables in the Palestinian context. In 2017, the Coalition for Integrity and Accountability (AMAN) contracted "Qiyas" Polling & Survey Studies Center to conduct the opinion poll. Qiyas for Polling Center conducted the Poll from September 28th to October 4th in the West Bank (including Jerusalem) and the Gaza Strip.

A representative sample of the Palestinian society was selected (1200 individuals aged 18 years and above), 750 of whom from the West Bank (including Jerusalem), and 450 from the Gaza Strip disaggregated over 40 population centers in the cities, villages, towns, and refugee camps with a margin of error of $\pm 3\%$. The interviews were conducted house to house.

Methodology

● The questionnaire

The questionnaire was tailor-designed for the purpose of the Poll. It contained 13 multiple-choice questions, and some sub-questions with a list of 5-8 choices.

● Sampling

The sample was multi-staged with two clusters (the West Bank and the Gaza Strip), similar to the General Population and Housing Census for 2007, implemented by the Palestine Central Bureau of Statistics (PCBS). Afterwards, the sample size was distributed over the governorates to reflect their true weight, hence selecting the population centers of each governorate depending on the results of the General Population and Housing Census, and one or two blocks were selected randomly in each population center. The households chosen in these blocks were selected using a systematic sample, inside the household, Kish Selection Grid was used in selecting the sample's population.

● Data collection

Researchers who conducted the interviews had extensive field research experience, and furthermore received specialized training on the Poll's objectives, methodology and questionnaires. The workshops were organized in cooperation between AMAN and Qiyas Center.

● Questionnaire pre-test

The questionnaire was pre-tested on a sample of 30 persons for adequacy assessment, and to ensure that respondents fully understand the questions and choices presented. Amendments were introduced to fine-tune the questionnaire. Moreover, it was tested for cohesion and consistency using Cronbach's Alpha to measure the Reliability .

● Training of researchers

Qiyas Center in cooperation with (AMAN) conducted two specialized workshops for the field researchers, one in the West Bank, and the other in the Gaza Strip.

The workshops covered all aspects of the opinion poll including methodology, sample respondents, questionnaire, and methods of conducting interviews.

● Monitoring and Evaluation

Two monitoring methods were used by Qiyas Center during the execution of the Poll and these are as follows:

1) **Field monitoring:** Field coordinators and supervisors kept pace with the research team in the field as it conducted its site visits and ensured that interviews are duly conducted. They further produced daily reports on work progress. They further produced daily reports on work progress

2) **Office monitoring:** This was as follows:

- **Phone calls:** The center made random calls to the sample's individuals to make sure the work and interview were carried out properly.

- **Office work:** the filled questionnaire were examined at the office to ensure that answers and transition between questions were cohesive and interconnected.

- **Data entry program:** A data entry program was developed to save

- **Data cleansing:** Any mistakes were identified and addressed through the data cleansing process, whether field researcher mistakes or data entry mistakes.

● Data entry and analysis

Data was entered and analyzed using the SPSS statistical analysis software after the complete revision and processing of the data.

Executive Summary

- **Key findings of the citizens' opinion Poll on the "Reality of Corruption and Anti-Corruption Efforts in Palestine 2017".**

This year's Poll results did not reveal a significant change in the views of the respondents compared to the previous year; the findings were in harmony with the previous year's findings and reflected no significant change in the public's view regarding corruption issues and anti-corruption efforts. Most of the citizens' opinions are that corruption levels have not decreased in the current year, and according to the majority (higher percentage than last year's) of the individuals polled, the anti-corruption efforts are even weaker and less sufficient.

The results of the citizens' opinion Poll still show that the citizens believe there is an increase in the corruption in the Palestinian society; it also revealed that the citizens do not view the Media's role as an active one in exposing cases of corruption. The results revealed a weakness in the understanding of the Palestinian society regarding reporting corruption cases despite the conviction among the citizens of the importance of their role. This is a result of the lack of trust by the public in the legal punitive measures and in the existence of a real will to peruse corrupt individuals.

When disaggregated by geographical areas, findings varied between the west Bank and Gaza Strip where West Bankers viewed corruption more prevalent at top management level, while Gazans believed it was mostly at the level of middle management. Respondents polled in the West Bank viewed their priority as the economic crisis and combatting corruption, while the residents of Gaza highlighted the political division as their top priority.

There was also a clear variance of opinions regarding WASTA, in receiving services, for half of respondents in Gaza stated that they resort to WASTA for receiving services, while in the West Bank, more than half stated that they don't resort to WASTA.

Responses from Gaza showed lack of awareness of corruption issues while in the West Bank a weak willingness to report on cases of corruption was revealed.

- **What citizens viewed as a priority to be addressed**

Variances of priority issues to be addressed between the West Bank and Gaza Strip are noteworthy: In the West Bank, citizens' views focused on the economic crisis and combating corruption, while in the Gaza Strip, their priority was ending the political division followed by the economic crisis. This is due to the huge impact of the political division on the very details of daily lives of people Gaza Strip as compared to its effect on residents of the West Bank..

Aggregated results for West Bank and Gaza Strip together revealed that the majority of citizens viewed the economic crisis as the top priority, followed by combatting corruption. This is consistent with 2016 results and may be attributed to citizens' frustration with the performance of the Palestinian Authority at political and economic levels whereby the political split and financial crisis persist while the rule of law and role of the judiciary weakened.

- **57% of respondents considered that there is a high level of corruption in the Palestinian National Authority's (PNA) institutions.**

Combined results for the West Bank and Gaza Strip showed that 57% of respondents considered corruption prevalent in PNA institutions, but when disaggregated by region, West Bankers viewed corruption mostly at top management levels while Gazans thought it was more spread at the middle management levels.

- **Sectors most vulnerable to corruption**

Fifty-nine percent of respondents thought that central and local government institutions were most vulnerable to corruption. However, the majority (73%) of respondents in the West Bank thought that corruption is more likely to take place at central and local governments' level while Gazans thought it was almost equally happening in all governmental, private and civil sectors.

- **Most of the perpetrators of corruption are from the senior employees**

Palestinian citizens (with a majority of 82%) still think that corruption is most prevalent among. Citizens in the West Bank thought that officials in senior positions were most corruptible, while respondents of Gaza viewed corruption more prevalent in the ruling party.

Relevant to corruption at low management, 38% of respondents of Gaza believed that junior staff were corrupted, while 7% of West Bank respondents thought the same.

- **Public Institutions Perceived as Most Corruptible**

Forty-one percent of respondents in the West Bank perceived corruption mostly happening in ministries and other public agencies, while 30% of Gaza Strip respondents viewed that corruption is prevalent in security apparatuses.

This can be attributed to the tight security control in the Gaza Strip with lack of trust in the prosecution and judiciary system, both reported as most vulnerable to corruption.

- **Ministries believed to be most vulnerable to corruption**

The Ministry of Finance is still perceived as most vulnerable to corruption. On the other hand, 16% of West Bankers thought that the Ministry of Social Development was corrupted compared to 4% in the Gaza Strip. The variance can be explained by the difference in the type of governance whereby it is civil in the West Bank and security-based in the Gaza Strip.

- **Insufficient Anti-corruption efforts**

82% of respondents stated that the anti-corruption efforts were insufficient.

- **Types of corruption**

The most prominent form of corruption in Palestine is the **[embezzlement of public funds]** followed by **[bribery]**. Worth noting as well that the rate of respondents who believed bribery was most prominent has risen compared to last year.

- **Corruption in the public services sector**

Respondents thought that **[appointments and promotions process]** to higher positions was most corruptible, followed by the **[health services sector]**, while respondents in Gaza considered that the sectors of **[electricity, water, and communications]** are the ones most vulnerable to corruption, followed by **[humanitarian and social assistance]** and **[appointments and promotions process to higher positions]**. The results reflect the daily situation and humanitarian crisis in the Gaza Strip.

- **Resorting to WASTA in receiving services**

Opinion Poll results showed that 34% of respondents have resorted to WASTA (nepotism) to receive public services, with noticeable difference between the West Bank and the Gaza Strip in this respect (West Bank 24%, 52% the Gaza Strip). This indicates the prevalence of WASTA in the Gaza Strip because of the weakness of the direct link between service provision departments in the Gaza Strip with their headquarters in the West Bank.

- **71% of the polled consider that WASTA helps them in receiving services**

Despite a slight improvement in 2017, compared to the previous year, 71% of the polled still consider that WASTA helps them receive services. This is a serious indicator that the society accepts WASTA and mistrusts public service providers.

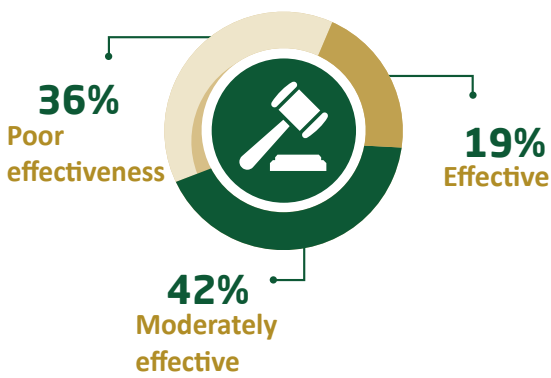
- **Lack of public trust in service providers was their main cause of resorting to WASTA**

While ranking of WASTA in public services varied between the West Bank and Gaza Strip (being first or second place), there was a consensus on the necessity of WASTA to access public services. This was explained by lack of trust in the integrity of such services in the West Bank and by limited opportunities of access to such services in the Gaza Strip (44% in both regions reported that nepotism enabled them to access services). This indicates lack of confidence in the integrity of service providers.

- **Causes of spread of corruption in Palestine**

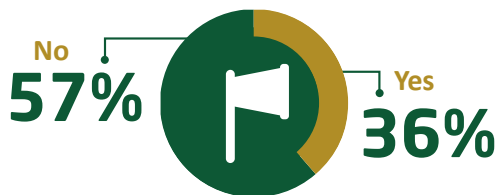
Respondents believed that corruption was spread due to [absence of the rule of law, and the [lack of prosecution of corrupt officials], in addition to the [immunity enjoyed by some of them, which prevents their prosecution.

Interestingly, very few respondents in the West Bank viewed the prolonged disruption of the Palestinian Legislative Council as a reason for the spread of corruption, whereas the view of citizens in the Gaza Strip thought it was. This demonstrates the lack of trust by West Bank citizens in the role of the PLC that has been disrupted (due to the political division) for eleven years now. ¹



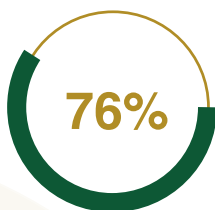
Role of the media in exposing corruption cases in the year 2017

The majority of the polled think that the role of the media lies between medium and poor in exposing corruption cases. Despite the common belief that the media is ineffective, social media however had the greater role in the view of the surveyed in exposing and shedding light on corruption cases in 2017.



Reporting corruption

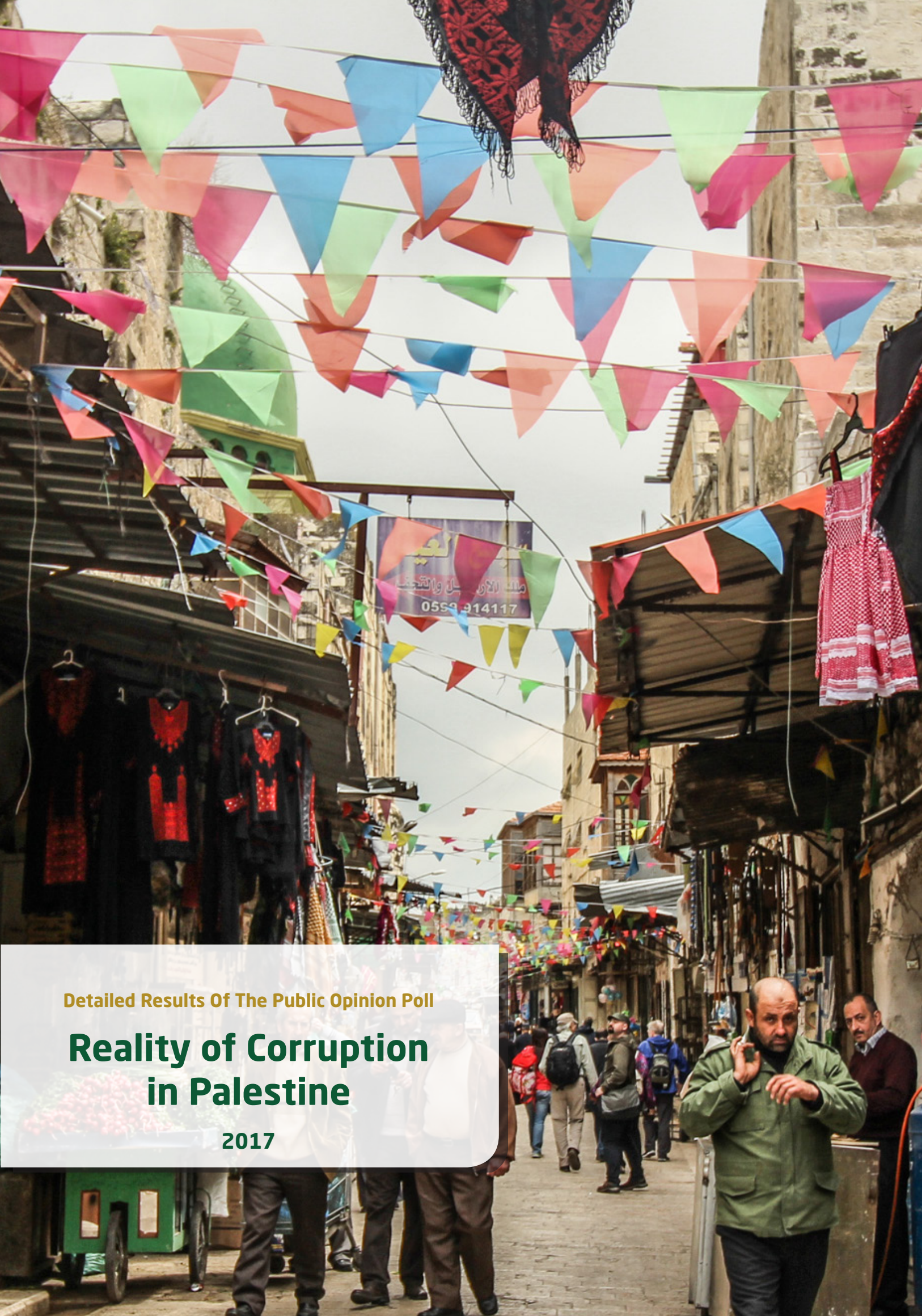
Palestinian citizens still do not practice a culture of reporting on corruption as findings showed they are not persuaded they could play a role in – for instance – preserving public funds or combatting corruption in general.



Economic crimes

76% of the polled believe that crimes pertaining to perished foodstuffs and medicines have increased in the year 2017.

1. See detailed findings for differences between the West Bank and the Gaza Strip



Detailed Results Of The Public Opinion Poll

Reality of Corruption in Palestine

2017



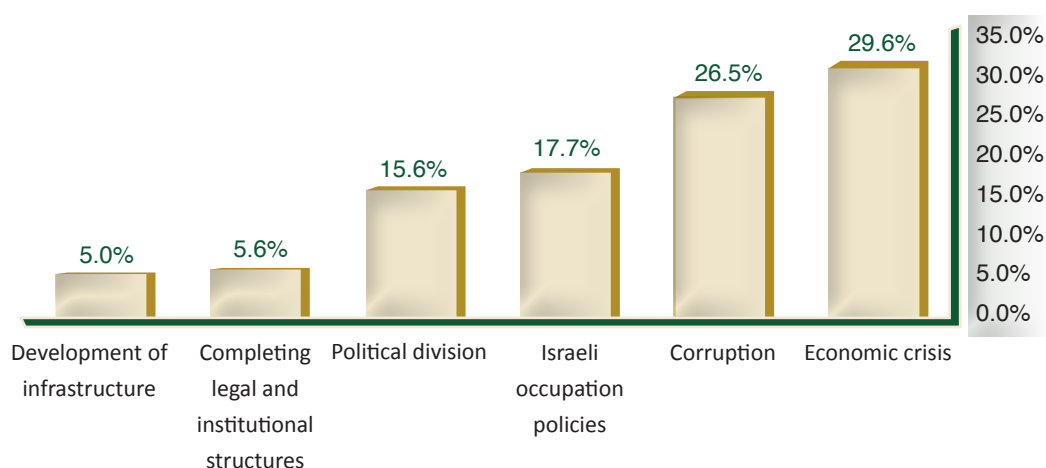
1. Fundamental Problems that Represent a Priority for Solution

The Poll addressed the most pressing issues and challenges faced by the Palestinian society, which represent a priority for solution. 30% of respondents indicated that the **[economic crisis]** was the primary issue (32% in the West Bank compared to 25% in the Gaza Strip), whereas 27% of the surveyed considered that it's the **[issue of corruption]** (32% in the West Bank compared to 17% in the Gaza Strip), while 18% of the surveyed believed that **[policies of the Israeli occupation]** was the priority (19% in the West Bank compared to 17% in the Gaza Strip), and 16% thought that the **[political division]** was the priority issue (10% in the West Bank compared to 26% in the Gaza Strip), while 6% considered **[completion of legal and institutional structures]**, was the utmost priority, compared to 5% who thought that priority was **[development of infrastructure]**. For more details, see the table and graph below:

Table (1): The core priority issue that needs to be addressed

Problem	West Bank	Gaza Strip	Total
Economic crisis	32.2%	25.0%	29.6%
Corruption	31.8%	17.2%	26.5%
Israeli occupation policies	18.3%	16.6%	17.7%
Political division	9.9%	25.6%	15.6%
Completing legal and institutional structures	3.3%	9.8%	5.6%
Development of infrastructure	4.6%	5.7%	5.0%
	100.0%	100.0%	100.0%

Graph (1): The core priority issue that needs to be addressed



There are no differences in terms of priorities when compared to the Poll of 2016, though there are minor differences in the percentages. For more details, see the table below:

Table (1a): The core priority issue that needs to be addressed

Problem	2016	2017
Economic crisis	29.1%	29.6%
Corruption	25.2%	26.5%
Israeli occupation policies	19.7%	17.7%
Political division	15.6%	15.6%
Completing legal and institutional structures	6.3%	5.6%
Development of infrastructure	4.1%	5.0%
Total	100.0%	100.0%

2. Corruption in PNA Institutions:

This section of the study deals with citizens' assessment of the size of corruption in the Palestinian Authority's institutions, and agencies most vulnerable to corruption, whether in local authorities or government ministries, or in governmental, private or civil sectors, in addition to citizens' view on anti-corruption efforts.

2.1 Level of corruption in PNA Institutions:

57% of respondents said that the level of corruption in PNA establishment was high (67% in the West Bank, 40% in the Gaza Strip), while 36% of the surveyed considered that the level of corruption is medium (30% in the West Bank and 46% in the Gaza Strip), and 7% considered the level of corruption is low. There are differences in the views between citizens in the West Bank and the Gaza Strip, where the majority of respondents in the West Bank still think the level of corruption as high, while the majority of the polled in the Gaza Strip think the corruption level as medium. This is an indicator to the weak awareness of people in Gaza regarding corruption. For more details, refer to the table and graph below:

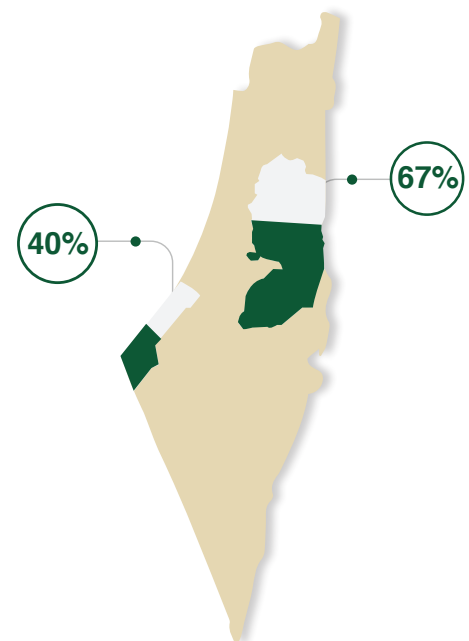
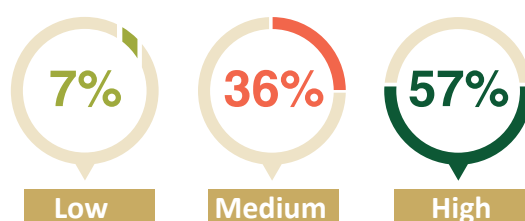


Table (1-2): Level of corruption in the Palestinian National Authority's establishments

	West Bank	Gaza Strip	Total
High	66.7%	40.0%	57.0%
Medium	30.4%	46.3%	36.2%
Low	2.8%	13.7%	6.8%
Total	100.0%	100.0%	100.0%

Graph (1-2): Level of corruption in the Palestinian National Authority's establishments



There are minor differences in the ranking of corruption levels by the polled compared to the 2016 Poll as shown in the table below:

Table (2-1a): Corruption levels in Palestinian National Authority Institutions - comparative table

	2016	2017
High	60.4%	57.0%
Medium	33.2%	36.2%
Low	6.4%	6.8%
Total	100.0%	100.0%

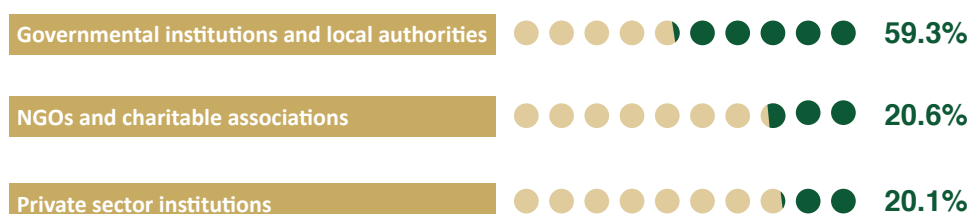
2.2 Sector most vulnerable to corruption:

The Poll results indicate that 59% of the surveyed think that **[governmental establishments and local authorities]** are the most vulnerable to corruption, the highest percentage being in the West Bank (37%) compared to (36%) in the Gaza Strip, followed by **[civil society organizations and charitable organizations]** with a percentage of 21% (14% in the West Bank and 30% in the Gaza Strip), and **[private sector establishments]** received almost the same percentage at 20% (13% in the West Bank and 34% in the Gaza Strip). For more details see the following table and graph below:

Table (2-2) Sector most vulnerable to corruption in Palestine

	West Bank	Gaza Strip	Total
Governmental institutions and local authorities	73.0%	35.5%	59.3%
NGOs and charitable associations	14.0%	30.4%	20.6%
Private sector institutions	13.0%	33.8%	20.1%
Total	100%	100%	100%

Graph (2-2) Sector most vulnerable to corruption in Palestine



Compared to previous (AMAN) polls, it becomes clear that the percentages in this Poll came close to the polls of 2014 and 2015 regarding to **[governmental establishments and local authorities]** (nearly 60%), and are high when compared to the results of the polls of 2013 and 2016. As for civil society organizations and charitable organizations, it is clear that there is a decrease compared to the previous poll, and close to the results of the previous polls of (2013-2015). As for the **[private sector's establishments]**, there was a decrease in this Poll in comparison to the Poll of 2013 and an increase compared to the Poll of 2014. For more details, see the following table:

Table (2-2a) Sector most vulnerable to corruption - comparative table with the previous (AMAN) polls

Sector	2013	2014	2015	2016	2017
Governmental institutions and local authorities	53%	60.8%	60%	52.4%	59.3%
NGOs and charitable associations	18.7%	23.3%	20.3%	25.7%	20.6%
Private sector institutions	28.3%	15.9%	19.8%	22.0%	20.1%
	100%	100.0%	100%	100%	100%

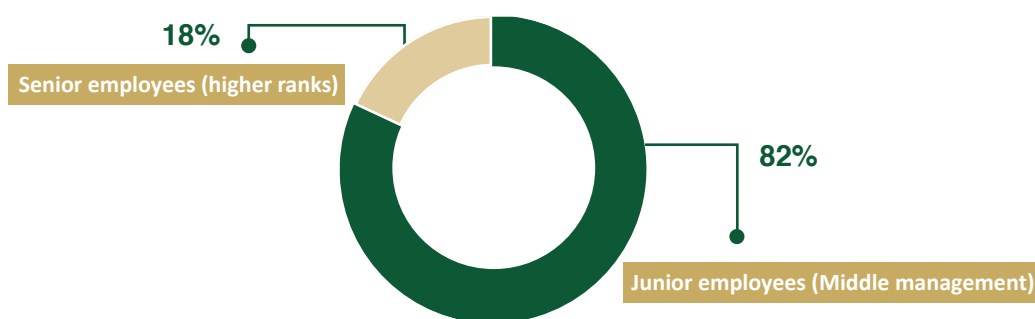
2.3 Characteristic of corruption perpetrators

The Poll findings showed that the characteristic most used to describe corruption perpetrators was that of **senior officials** (higher ranks) according to 82% of the surveyed. The percentage came high in the West Bank at 93% compared to 63% in the Gaza Strip, while 18% stated that corruption is most prevalent in the **junior officials (middle management)** category (7% in the West Bank compared to 38% in the Gaza Strip). For more details, please refer to the table and graph below:

Table (2-3) Dominant characteristic of corruption crimes perpetrators

	West Bank	Gaza Strip	Total
Senior employees (higher ranks)	92.8%	62.5%	81.9%
Junior employees (Middle management)	7.2%	37.5%	18.1%
Total	100%	100%	100%

Graph (2-3) Dominant characteristic of corruption crimes perpetrators



In comparison (AMAN) previous Poll of 2016, a decrease is noted in the percentage of those characterizing corruption crimes perpetrators as **[senior officials]** in the West Bank, and a decrease in the percentage those that characterize them as **[junior public servants]**. For more details, see the table below:

Table (2-3a) Dominant characteristic of corruption crimes perpetrators - comparative table with the previous (AMAN) polls

	2016	2017
Senior employees (top management)	77.7%	81.9%
Junior employees (middle management)	22.3%	18.1%
Total	100%	100%

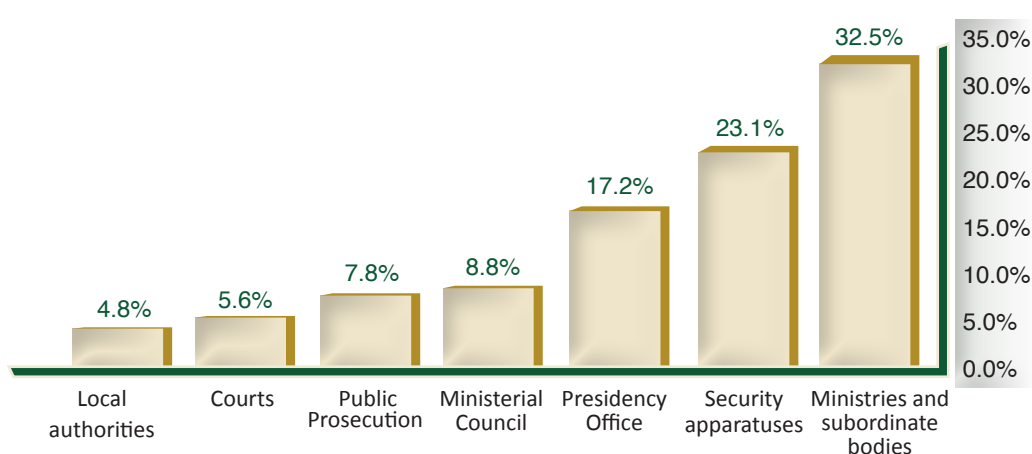
2.4 Public establishments are the most vulnerable to corruption

The results revealed that **[ministries and subordinate bodies]** are most vulnerable to corruption in the view of 33% of the surveyed. Here there also appears to be a clear difference between views in the West Bank and the Gaza Strip in this regard (41% in the West Bank compared to 18% in the Gaza Strip, followed by in second place are the **[security apparatuses]** in the view of 23% (19% in the West Bank compared to 30% in the Gaza Strip). As for the **[Presidency Office]**, it came in third place with a percentage of 17% (18% in the West Bank and 17% in the Gaza Strip), whereas the **[Council of Ministers]** came in fourth place as being most vulnerable to corruption at 9% (9% in the West Bank and 8% in the Gaza Strip), **[public Prosecution's office]** came in fifth with 8% (5% in the West Bank and 12% in the Gaza Strip), and in sixth place came the **[courts]** with 6% (4% in the West Bank and 9% in the Gaza Strip), and last came **[Local Authorities]** in seventh place with 5% (4% in the West Bank and 6% in the Gaza Strip). For more details see the following table and graph below:

Table (2-4): Institutions most vulnerable to corruption

Government institutions	West Bank	Gaza Strip	Total
Ministries and subordinate bodies	40.7%	18.3%	32.5%
Security apparatuses	19.3%	29.9%	23.1%
Presidency Office	17.6%	16.6%	17.2%
Ministerial Council	9.0%	7.7%	8.8%
Public Prosecution	5.3%	12.4%	7.8%
Courts	3.7%	9.1%	5.6%
Local authorities	4.0%	6.3%	4.8%
Total	100%	100%	100%

Graph (2-4): Organizations and public establishments most vulnerable to corruption



In comparison to previous (AMAN) polls, **[ministries and subordinate bodies]** came in first place in this regard as in the previous years. The **[Presidency]** came in third place after previously being in second place in the previous poll. **[Security apparatuses]** came in second as opposed to third in the 2016 poll. For more details, see the following table:

Table (2-4a): Organizations and public establishments most vulnerable to corruption comparative table with the previous (AMAN) polls

Government institutions	2012	2014	2015	2016	2017
Ministries and subordinate bodies	36.1%	24.4%	26.7%	22.5%	32.5%
Security apparatuses	30.0%	23.0%	23.5%	19.9%	23.1%
Establishment of the Presidency	17.5%	21.6%	16.6%	21.9%	17.2%
Ministerial Council	---	6.5%	8.5%	8.7%	8.8%
Public Prosecution	3.5%	21.6%	6.3%	8.8%	7.8%
Courts	6.0%	7.0%	9.6%	6.9%	5.6%
Local authorities	---	8.5%	8.7%	11.4%	4.8%
Total	100%	100%	100%	100%	100%

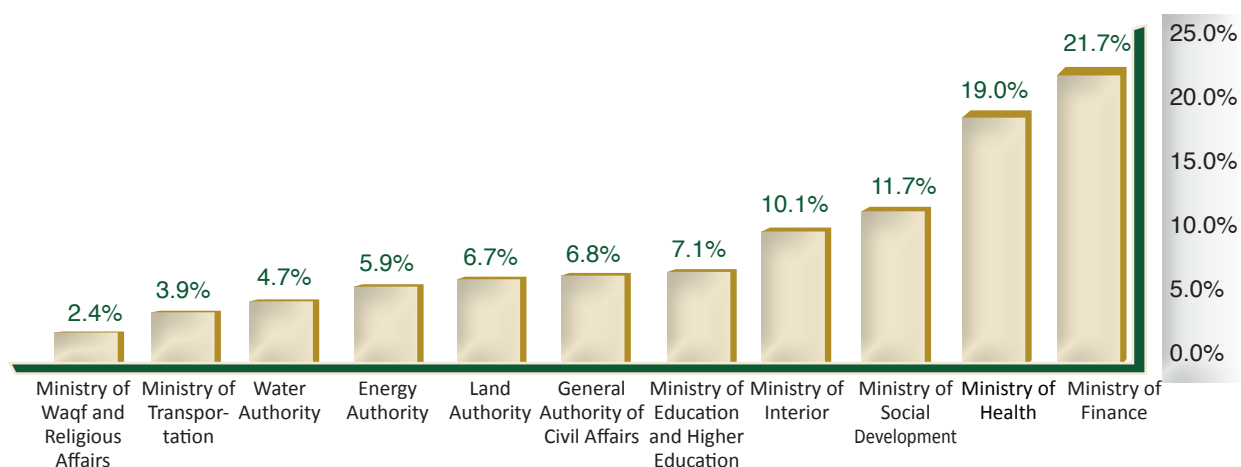
2.5 Ministries most vulnerable to corruption:

The **[Ministry of Finance]** came in the first place as most vulnerable to corruption according to 22% of the surveyed (25% in the West Bank and 16% in the Gaza Strip), followed by the **[Ministry of Health]** in second place according to 19% (21% in the West Bank, 15% in the Gaza Strip), while the **[Ministry of Social Development]** came in third with 12% (16% in the West Bank and 4% in the Gaza strip), **[Ministry of Interior]** came in fourth place according to 10% of the surveyed (8% in the West Bank, 12% in the Gaza Strip), and in the fifth place came the **[Ministry of Education]** according to 7% of those surveyed (7% in the West Bank and 6% in the Gaza Strip). **[The General Authority of Civil Affairs]** came in sixth place with 7% (5% in the West Bank and 10% in the Gaza Strip), the **[Land Authority]** came in the same place with 7% (6% in the West Bank and 7% in the Gaza Strip) while the **[Energy Authority]** came in ninth with 6% (2% in the West Bank and 12% in the Gaza Strip). **[Ministry of Transport]** came in tenth with 4% (3% in the West Bank and 6% in the Gaza Strip), and the **[Ministry of Wakf and Religious Affairs]** came in last place with 2% (2% in the West Bank, 3% in the Gaza Strip). For more information, see the table and graph below:

Table (2-5): Ministries/government institutions most vulnerable to corruption

Ministry/ Government Body	West Bank	Gaza Strip	Total
Ministry of Finance	25.0%	15.9%	21.7%
Ministry of Health	21.3%	15.1%	19.0%
Ministry of Social Development	15.5%	4.1%	11.7%
Ministry of Interior	8.3%	12.3%	10.1%
Ministry of Education and Higher Education	7.4%	6.0%	7.1%
General Authority of Civil Affairs	5.2%	9.5%	6.8%
Land Authority	6.4%	7.1%	6.7%
Energy Authority	2.3%	12.0%	5.9%
Water Authority	2.4%	8.3%	4.7%
Ministry of Transportation	2.6%	6.1%	3.9%
Ministry of Waqf and Religious Affairs	2.3%	2.5%	2.4%
Total	100%	100%	100%

Graph (2-5): Ministries/government institutions most vulnerable to corruption



Similar to 2016 findings, the **[Ministry of Finance]** ranked first as the ministry most corruptible. The same applies to the **[Ministry of Health]** where it remained in the second place, similar to previous year's poll. The **[Ministry of Social Development]** also remained in the third place as in last year's poll, and the **[Ministry of Interior]** in fourth place. As for other ministries and government institutions, there were minor differences when compared to the 2016 poll. For more details, please refer to the table below:

Table (2-5a): Ministries/government institutions most vulnerable to corruption - comparative table with the previous (AMAN) polls results

Ministry/ Government Institution	2012	2014	2015	2016	2017
Ministry of Finance	37.5%	29.6%	23.9%	22.9%	21.7%
Ministry of Health	18.9%	18.4%	15.4%	13.8%	19.0%
Ministry of Social Development	---	23.5%	9.4%	13.3%	11.7%
Ministry of Interior	---	11.1%	9.1%	12.4%	10.1%
Ministry of Education and Higher Education	9.7%	7.5%	13.9%	9.0%	7.1%
General Authority of Civil Affairs	---	---	4.8%	6.8%	6.8%
Land Authority	---	---	---	---	6.7%
Energy Authority	---	---	8.3%	7.6%	5.9%
Water Authority	8.9%	6.2%	7.7%	5.4%	3.9%
Ministry of Transportation	8.2%	3.7%	4.9%	4.3%	4.7%
Ministry of Waqf and Religious Affairs	2.4%	---	2.5%	4.5%	2.4%
Total	100%	100%	100%	100.0%	100%

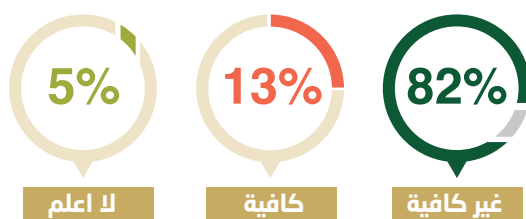
2-6: Anti-corruption efforts:

Findings on respondents' views of anti-corruption efforts in Palestine showed that 82% viewed these efforts insufficient (86% in the West Bank, 75% in the Gaza Strip), whereas 13% said that the efforts were sufficient (11% in the West Bank and 17% in the Gaza Strip). This is an indicator of increased persuasion among Palestinian citizens of the weakness and insufficiency of anti-corruption efforts: For more details, please refer to the table and graph below:

Table (2-6): Anti-corruption efforts

	West Bank	Gaza Strip	Total
Sufficient	10.6%	16.6%	12.7%
Insufficient	85.7%	74.6%	81.7%
I don't know	3.7%	8.8%	5.6%
Total	100.0%	100.0%	100.0%

Graph (2-6): Anti-corruption efforts in Palestine



When compared to (AMAN) previous polls, it clearly appears that the majority still believe that anti-corruption efforts were insufficient. For more details, please refer to the following table:

Table (2-6a): Anti-corruption efforts exerted - comparative table with the previous (AMAN) polls results

	2015	2016	2017
Sufficient	10.6%	21.8%	12.7%
Insufficient	80.2%	72.8%	81.7%
I don't know	9.2%	5.4%	5.6%
Total	%100	%100	%100

2-7 Reasons for the lack of seriousness in combating corruption:

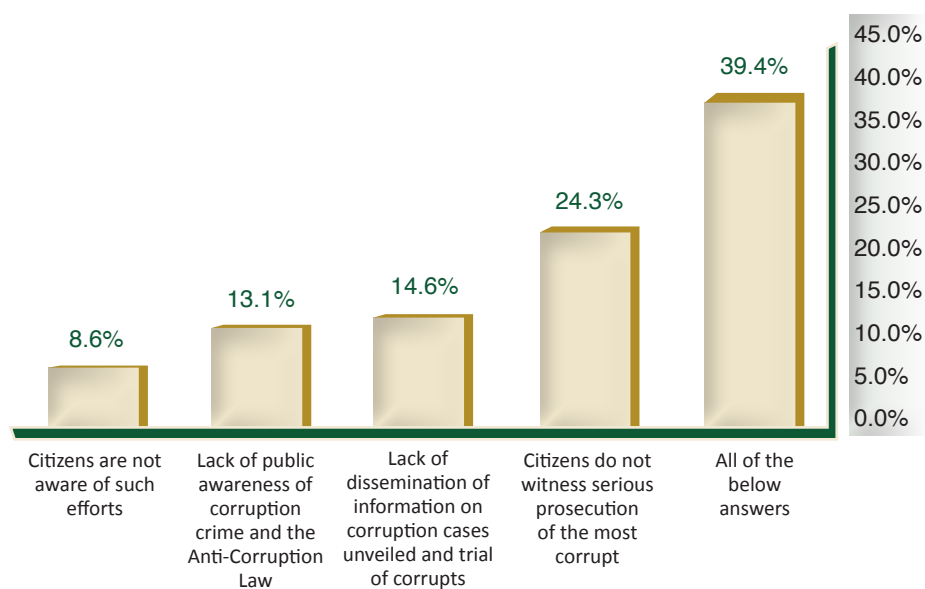
Analysis of the reasons why respondents believed anti-corruption efforts in Palestine were insufficient indicates that 24% believed it was **[lack of seriousness in prosecuting corrupt senior officials]**. The percentage came high in the West Bank compared to the Gaza Strip (30% in the West Bank, 13% in the Gaza Strip), while 15% stated that the reason is the **[lack of dissemination of information on corruption cases that are exposed, and failure to prosecute the offenders]** (14% in the West Bank and 16% in the Gaza Strip). 13% said that the reason is the **[lack of awareness of citizens on corruption crimes and anti-corruption laws]**, 9% said that citizens are unaware of these efforts. Worth noting here is that the higher percentage (39%) stated that the reason is all of the afore mentioned reasons combined. For more details, please refer to the table and graph below:

:

Table (2-7): Reasons for the lack of seriousness in combating corruption

Reason	West Bank	Gaza Strip	Total
All of the below answers	37.9%	42.5%	39.4%
Citizens do not witness serious prosecution of the most corrupt	30.0%	12.7%	24.3%
Lack of dissemination of information on corruption cases unveiled and trial of corrupts	13.8%	16.3%	14.6%
Lack of public awareness of corruption crime and the Anti-Corruption Law	13.0%	13.4%	13.1%
Citizens are not aware of such efforts	5.3%	15.2%	8.6%
Total	100%	100%	100%

Graph (2-7): Reasons for the lack of seriousness in combating corruption



3. Types of corruption:

In regards to the most serious form of corruption in Palestine, 26% of the surveyed considered that it was **[public funds embezzlement]** (30% in the West Bank, 19% in the Gaza Strip), whereas 24% pointed to **[bribery in exchange for undue services or benefits]** (26% in the West Bank, 21% in the Gaza Strip). 17% said its **[abuse of authority]** (18% in the West Bank, 16% in the Gaza Strip). On the other hand, 14% stated that it is **[misuse of public funds]** (11% in the West Bank and 19% in the Gaza Strip). 10% believe it is **[misuse of public trust]** (8% in the West Bank, 14% in the Gaza Strip), and 8% stated that the most serious form of corruption lies in **[money laundering]** (7% in the West Bank, 11% in the Gaza Strip).

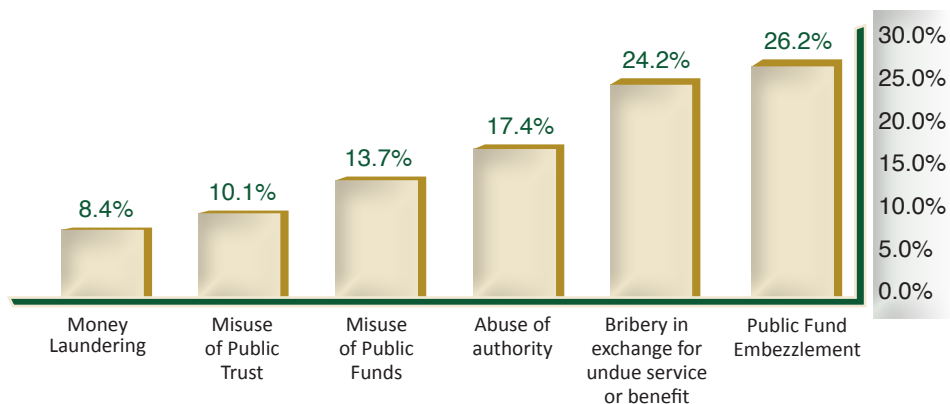
Noteworthy is the increase in the percentage of those who pointed to bribery as a form of corruption.

For more details see the following table and graph below:

Table (3): Most serious types of corruption in Palestine

Form of corruption	West Bank	Gaza Strip	Total
Public Fund Embezzlement	30.2%	19.3%	26.2%
Bribery in exchange for undue service or benefit	26.2%	20.6%	24.2%
Abuse of authority	18.0%	16.3%	17.4%
Misuse of Public Funds	10.8%	18.9%	13.7%
Misuse of Public Trust	8.1%	13.7%	10.1%
Money Laundering	6.7%	11.2%	8.4%
Total	100%	100%	100%

Graph (3): Most serious types of corruption in Palestine



When compared to the results of (AMAN) last year’s (2016) poll, it is noted that **[embezzlement of public funds]** remained the most serious and received first place, while **[bribery in exchange for undue services or benefits]** came in second as opposed to third place in last year’s (2016) poll. **[Abuse of authority]** came in third in this Poll as opposed to the second place in 2016’s poll. For more details see the following table:

Table (3a): Most serious types of corruption in Palestine - comparative table with the previous (AMAN) polls results

Form of Corruption	2015	2016	2017
Public Fund Embezzlement	25%	24.7%	26.2%
Bribery in exchange for undue service or benefit	26%	17.9%	24.2%
Abuse of authority	19%	22.9%	17.4%
Misuse of Public Funds	14%	12.4%	13.7%
Misuse of Public Trust	6%	10.8%	10.1%
Money Laundering	10%	11.4%	8.4%
Total	100%	100%	100%

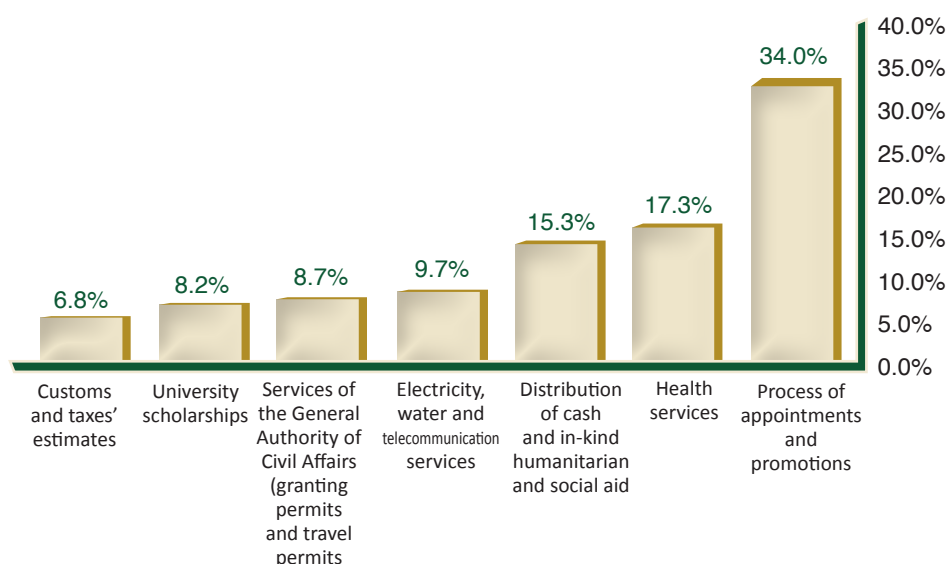
4. Corruption in providing public services:

In regards to the sector of **[public services]** which was deemed as the most vulnerable sector to corruption in 2017 based on personal experiences of the surveyed or their acquaintances, 34% stated that the **[Process of appointments and promotions]** comes in first place. There was a clear difference in views between respondents in the West Bank and those in the Gaza Strip (44% in the West Bank and 17% in the Gaza Strip), followed by **[health services]** according to 17% of the polled (19% in the West Bank and 14% in the Gaza Strip), while 15% pointed to the **[distribution of humanitarian and social aid in cash and in kind]** (15% in the West Bank, 17% in the Gaza Strip). 10% stated that corruption is spread in the sectors of **[electricity, water, and communications]** (4% in the West Bank, 20% in the Gaza Strip), while 9% stated that most vulnerable sector to corruption was in the **[transactions at the General Authority of Civil Affairs]** (7% in the West Bank, 12% in the Gaza Strip). 8% said corruption lies most in the **[university education scholarships]** (6% in the West Bank, 12% in the Gaza Strip). 7% said it is most spread in the **[customs and tax estimations]** (5% in the West Bank, 9% in the Gaza Strip). For more details see the table and graph below:

Table (4): Public services that were most exposed to corruption in 2017

	West Bank	Gaza Strip	Total
Process of appointments and promotions	44.0%	16.5%	34.0%
Health services	19.1%	14.2%	17.3%
Distribution of cash and in-kind humanitarian and social aid	14.5%	16.8%	15.3%
Electricity, water and telecommunication services	3.8%	19.8%	9.7%
Services of the General Authority of Civil Affairs (granting permits and travel permits)	7.1%	11.6%	8.7%
University scholarships	6.3%	11.8%	8.2%
Customs and taxes' estimates	5.1%	9.2%	6.8%
Total	100%	100%	100%

Graph (4): Public services that were most exposed to corruption in 2017



When compared to the previous polls conducted by (AMAN), it becomes evident that the **[process of promotions and appointments]** remained in first place in this Poll (2017) in terms of the public services sector most vulnerable to corruption through personal experiences or that of acquaintances. **[Humanitarian aid and social assistance]** came in third place in this Poll as opposed to second place in last year's (2016) poll. **[Health services]** came in second place in this Poll as opposed to third place in last year's (2016) poll. For more details see the following table:

Table (4a): Public services that were most exposed to corruption - comparative table with the previous (AMAN) polls results

	2012	2014	2015	2016	2017
The process of appointments and promotions	35.4%	---	33.6%	33.9%	34.0%
Health services	17.3%	22.7%	10.8	14.4%	17.3%
Distribution of cash and in-kind humanitarian and social aid	28.8%	40.0%	18.8%	15.3%	15.3%
Electricity, water and telecommunication services	---	11.0%	9.1%	12.4%	9.7%
Services of the General Authority of Civil Affairs (granting permits and travel permits)	8.4%	7.7%	6.1%	8.3%	8.7%
University scholarships	---	8.8%	---	7.0%	8.2%
Customs and taxes' estimates	3.6%	9.8%	7.8%	8.6%	6.8%
Total	100%	100%	100%	100%	100%

5. WASTA in receiving services

This section of the study deals with the practice of resorting to WASTA for receiving services and the causes thereof.

1-5 Resorting to WASTA for receiving services:

Poll results show that 34% of the surveyed have asked for help for receiving services. A clear difference was noted between percentages in the West Bank and the Gaza Strip (24% in the West Bank, 52% in the Gaza Strip). This is an indicator to the spread of the phenomenon of WASTA in the Gaza Strip due to the absence of a direct connection between service provision departments in Gaza with their headquarters in the West Bank. For more details see the table and graph below **Table (1-5): Resorting to WASTA for receiving services**

	West Bank	Gaza Strip	Total
Yes	24.0%	52.1%	34.2%
No	76.0%	47.9%	65.8%
Total	100%	100%	100%

Graph (1-5): Resorting to WASTA for receiving services



There has been a decrease according to this Poll in resorting to WASTA for receiving public services in comparison to the previous Poll of 2016. See the following table for details:

Table (1-5a): Resorting to WASTA for receiving services - comparative table with the previous (AMAN) polls results

	2014	2015	2016	2017
Yes	34.5%	26%	38.6%	34.2%
No	65.5%	74%	61.4%	65.8%
Total	100%	100%	100%	100%

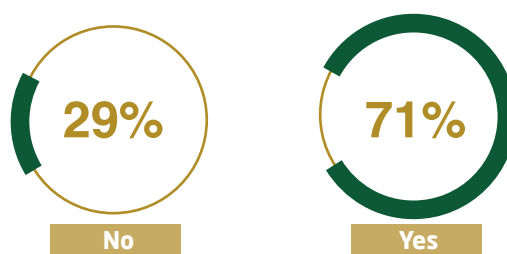
5-2: WASTA in receiving services

Poll results revealed that 71% of the surveyed believe that WASTA helps them receive services, as opposed to 29% who don't subscribe to that view. Additionally, the results show no differences in the percentages concerning the use of WASTA for receiving services between the surveyed in the West Bank and the Gaza Strip. For more details see the table and graph below:

Table (2-5): resorting to WASTA for receiving services

	West Bank	Gaza Strip	Total
Yes	70.8%	70.3%	70.6%
No	29.2%	29.7%	29.4%
Total	100.0%	100.0%	100.0%

Table (2-5): resorting to WASTA for receiving services



In comparison to the 2016 poll, we find that the percentage of those who believe that resorting to WASTA can help receive services has dropped from 75% in the previous poll, to 71% in this poll. Though there is a slight improvement between years 2016 and 2017, this remains a serious indicator to society's acceptance of the practice of WASTA, and to the lack of trust by citizens in service providers. For more details see the table below:

Table (2-5a): WASTA helps for receiving services - comparative table with the previous (AMAN) polls results

	2015	2016	2017
Yes	90%	75%	70.6%
No	10%	25%	29.4%
Total	100%	100%	100%

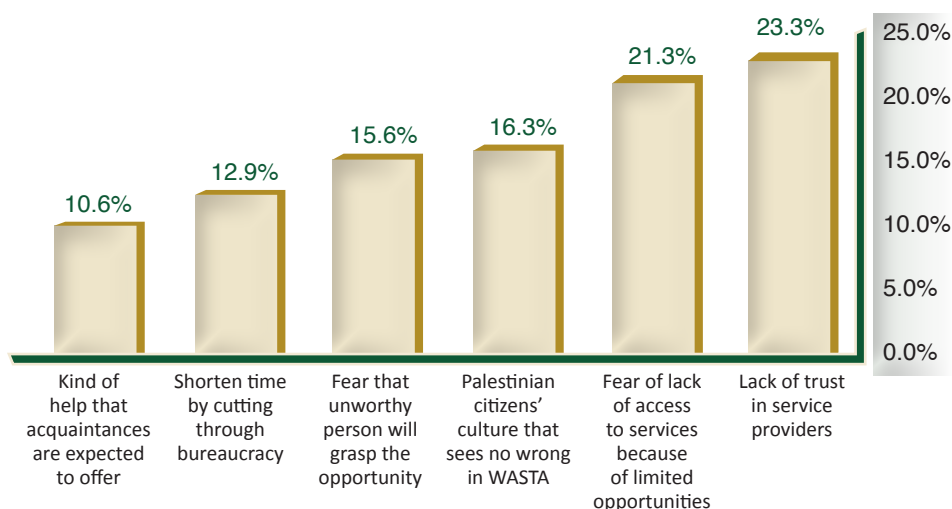
5-3 Reasons of resorting to WASTA:

Regarding the reasons cited for resorting to WASTA, 23% of the surveyed stated that the most important reason is the **[lack of trust in the service providers]** (27% in the West Bank, 16% in the Gaza Strip), while 21% cited the **[fear of not receiving services due to the limited number of opportunities]** as the reason (18% in the West Bank, 27% in the Gaza Strip). While both the **[prevailing understanding that sees nothing wrong in resorting to nepotism]** and the **[fear that someone undeserving might receive it]** got the same percentage (16%). 13% stated that WASTA **[shortens the time by cutting through bureaucracy]**, and 11% stated that it is a **[form of help that is the duty of acquaintances to provide]** (9% in the West Bank, 14% in the Gaza Strip). For more details see the table and graph below:

Table (5-3) Reasons for resorting to WASTA

Reason	West Bank	Gaza Strip	Total
Lack of trust in service providers	27.3%	16.3%	23.3%
Fear of lack of access to services because of limited opportunities	18.0%	27.0%	21.3%
Palestinian citizens’ culture that sees no wrong in WASTA	16.5%	15.9%	16.3%
Fear that unworthy person will grasp the opportunity	15.9%	15.2%	15.6%
Shorten time by cutting through bureaucracy	13.7%	11.4%	12.9%
Kind of help that acquaintances are expected to offer	8.6%	14.2%	10.6%
Total	100%	100%	100%

Graph (5-3) Reasons for resorting to WASTA



The **[fear of not receiving services due to the limited number of opportunities]** as a reason for resorting to WASTA came in second place in this year's Poll compared to first place in last year's (2016) poll. Worth noting in this Poll is that the reason **[lack of trust in the integrity of service providers]** came in first place with a large spike compared to fifth place in the previous poll. For more details see the following table:

Table (5-3a): Reasons for resorting to WASTA - comparative table with the previous (AMAN) polls results

Reason	2016	2017
Lack of trust in service providers	15.0%	23.3%
Fear of lack of access to services because of limited opportunities	19.9%	21.3%
Palestinian citizens' culture that sees no wrong in WASTA	18.7%	16.3%
Fear that unworthy person will grasp the opportunity	18.4%	15.6%
Shorten time by cutting through bureaucracy	15.0%	12.9%
Kind of help that acquaintances are expected to offer	13.0%	10.6%
Total	100%	100%

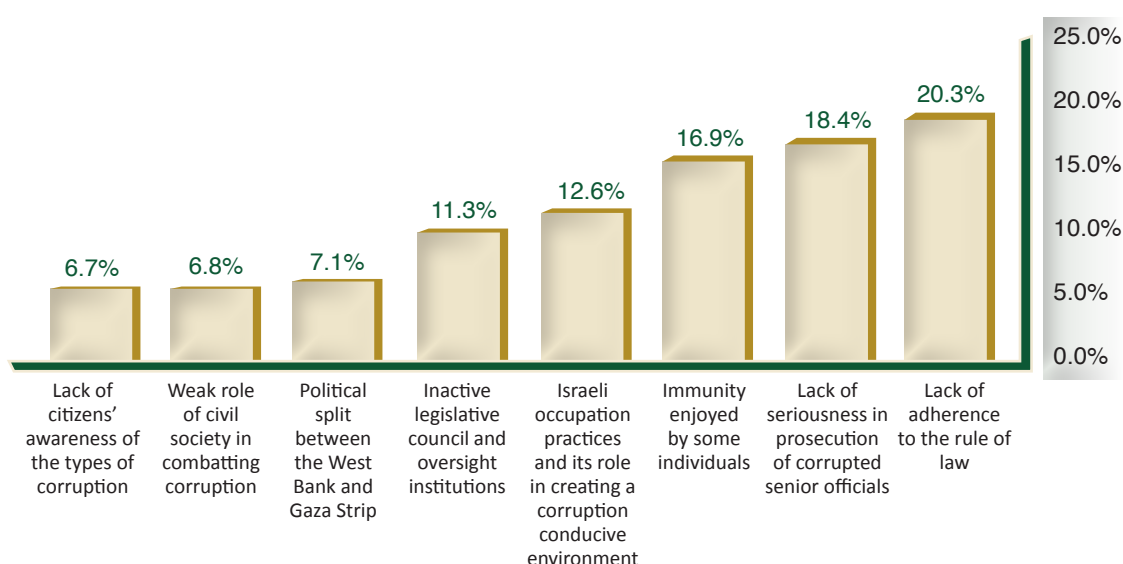
6. Causes that contributed to the spread of corruption in Palestine

20% of the surveyed considered the **[lack of adherence to the rule of law]** as the reason for the spread of corruption in Palestine, with large differences between the views in the West Bank and the Gaza Strip (25% in the West Bank, 12% in the Gaza Strip), while 18% considered that the reason is the **[lack of seriousness in prosecuting corrupted senior officials]** (19% in the West Bank, 17% in the Gaza Strip). 17% stated the **[immunity enjoyed by some individuals]** as the reason (19% in the West Bank, 13% in the Gaza Strip). 13% stated that they believe the reason to be **[Israeli occupation practices]** and its role in creating an environment conducive to corruption (10% in the West Bank, 17% in the Gaza Strip). 11% think the reason as the **[continued disruption of the Legislative Council and oversight bodies]** (8% in the West Bank, 16% in the Gaza Strip). As for the reasons the **[political division between the West Bank and the Gaza Strip]**, and the **[weak role played by civil society establishments in combatting corruption]**, and the **[lack of awareness by citizens regarding types of corruption]**, all three received the same percentage of 7% for each reason. For more details see the table and graph below:

Table (6): Causes of the spread of corruption in Palestine

Reason	West Bank	Gaza Strip	Total
Lack of adherence to the rule of law	25.1%	12.1%	20.3%
Lack of seriousness in prosecution of corrupted senior officials	19.1%	17.3%	18.4%
Immunity enjoyed by some individuals	19.4%	12.5%	16.9%
Israeli occupation practices and its role in creating a corruption conducive environment	9.9%	17.3%	12.6%
Inactive legislative council and oversight institutions	8.4%	16.3%	11.3%
Political split between the West Bank and Gaza Strip	6.1%	8.8%	7.1%
Weak role of civil society in combatting corruption	5.5%	8.7%	6.8%
Lack of citizens' awareness of the types of corruption	6.2%	7.2%	6.7%
Total	100%	100%	100%

Graph (6): Causes of the spread of corruption in Palestine



Compared to the results of last year's poll, we can think that the percentage given to the **[non-adherence to the rule of law]** was clearly low compared to the 2014 Poll results, and the same goes for the **[lack of seriousness in prosecuting high ranking corruption perpetrators]** were it received a lower percentage compared to the results of the polls of 2012 and 2014. The percentage came also clearly lower in regards to **[the political division between the West Bank and the Gaza Strip]** when compared to the results of the Poll of 2015. The same also goes for **[the continued disruption of the role of the Legislative Council]** were the percentage came lower than the 2014 Poll results. For details see the table below:

Table (6a): Causes of the spread of corruption in Palestine - comparative table with the previous (AMAN) polls results

Reason	2012	2014	2015	2016	2017
Lack of adherence to the rule of law	20.2%	26.6%	13%	18.9%	20.3%
Lack of seriousness in prosecution of corrupted senior officials	21.7%	20.9%	15%	17.9%	18.4%
Immunity enjoyed by some individuals	19.5%	19.5%	18%	12.8%	12.6%
Israeli occupation practices and its role in creating a corruption conducive environment	---	---	11%	11.9%	16.9%
Inactive legislative council and oversight institutions	---	---	19%	10.4%	7.1%
Political split between the West Bank and Gaza Strip	14.5%	21.7%	7%	10.4%	11.3%
Weak role of civil society in combatting corruption	8.8%	5.6%	8%	8.9%	6.7%
Lack of citizens' awareness of the types of corruption	15.4%	5.7%	9%	8.8%	6.8%
Total	100%	100%	100%	100%	100%

7. Change in the level of corruption

This section of the Poll examines the views of the citizens and their impressions on the changes in the level of the spread of corruption during the year 2017 and their expectations for 2018.

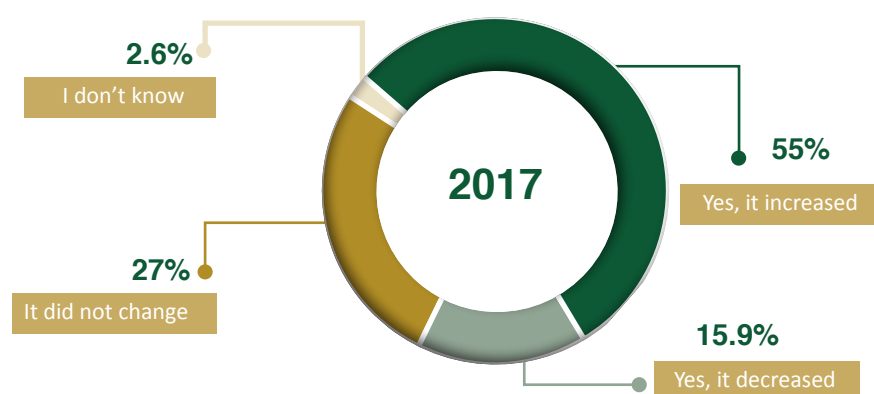
7-1 Change in the level of corruption in 2017:

The Poll results show that 55% of those surveyed are of the view that corruption has increased during 2017. The percentage of those subscribing to this view was clearly higher in the West Bank compared to Gaza (60% in the West Bank, 28% in the Gaza Strip), as opposed to 16% of the surveyed who considered the level of corruption has decreased (9% in the West Bank, 28% in the Gaza Strip), while 27% of respondents think that there was no change, with a clear increase of this view in the Gaza Strip compared to the West Bank (19% in the West Bank, 41% in the Gaza Strip). These differences speak to the pessimistic outlook of those surveyed in the West Bank compared to those of the Gaza Strip. For more details see the following table and graph below:

Table (7-1): Change in the level of the spread of corruption in 2017

	West Bank	Gaza Strip	Total
Yes, it increased	69.5%	28.3%	54.6%
It did not change	19.1%	40.9%	27.0%
Yes, it decreased	9.3%	27.5%	15.9%
I don't know	2.1%	3.3%	2.6%
	100%	100%	100%

Graph (7-1): Change in the level of the spread of corruption in 2017



When comparing the results of this Poll to previous polls of (AMAN), no changes are noticeable in the views of the polled on their opinion on the level of the spread of corruption. See the table below for details:

Table (7-1a): Change in the level of the spread of corruption in 2017 - comparative table with the previous (AMAN) polls results

	2013	2014	2015	2016	2017
Yes, it increased	52.4%	54.1%	51%	54.9%	54.6%
It did not change	26.5%	30.8%	33%	26.8%	27.0%
Yes, it decreased	18.2%	11.9%	11%	15.2%	15.9%
I don't know	2.9%	3.2%	6%	3.1%	2.6%
	100%	100%	100%	100%	100%

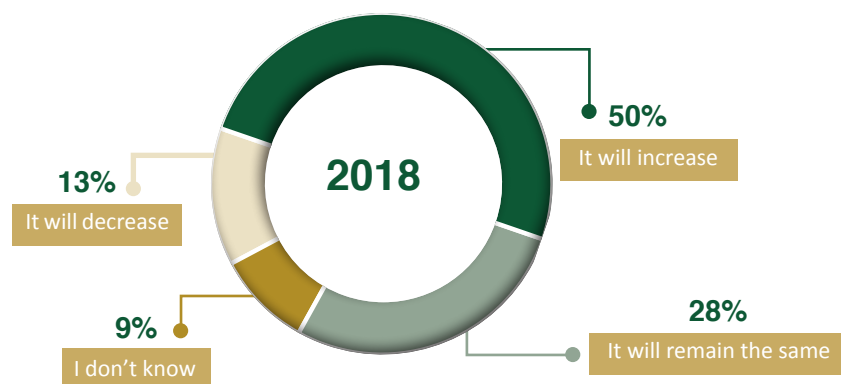
7-2 Expectations for the level of corruption for 2018:

In regards to the future expectations of citizens concerning the level of corruption in 2018, 13% of the surveyed thought it will decrease (8% in the West Bank, 21.8% in the Gaza Strip) as opposed to 50% who said it will increase (59% in the West Bank, 36% in the Gaza Strip), while 28% stated that the level of corruption will stay as is (24% in the West Bank, 34% in the Gaza Strip). For more details see the table and graph below:

Table (7-2): Expectations for the level of corruption for 2018

	West Bank	Gaza Strip	Total
It will decrease	8.2%	21.8%	13.1%
It will increase	58.5%	35.8%	50.2%
It will remain the same	24.4%	34.2%	28.0%
I don't know	8.9%	8.2%	8.7%
Total	100%	100%	100%

Graph (7-2): Expectations for the level of corruption for 2018



When comparing results of this year's Poll to those of last year's (2016) (AMAN) Poll results, it becomes evident that there are no changes in the future expectations of the surveyed in regards to the level of corruption. For more details see the table below:

Table (7-2a): Expectations for the level of corruption for 2018 - comparative table with the previous (AMAN) poll's results

	2016	2017
It will decrease	12.8%	13.1%
It will increase	52.1%	50.2%
It will remain the same	27.1%	28.0%
I don't know	8%	8.7%
Total	100%	100%

8. Role of the media in combatting corruption:

This section deals with citizens' opinion on the role the media plays in combatting corruption, and what the most effective means are, and the reasons hindering an effective role for the media in exposing corruption cases.

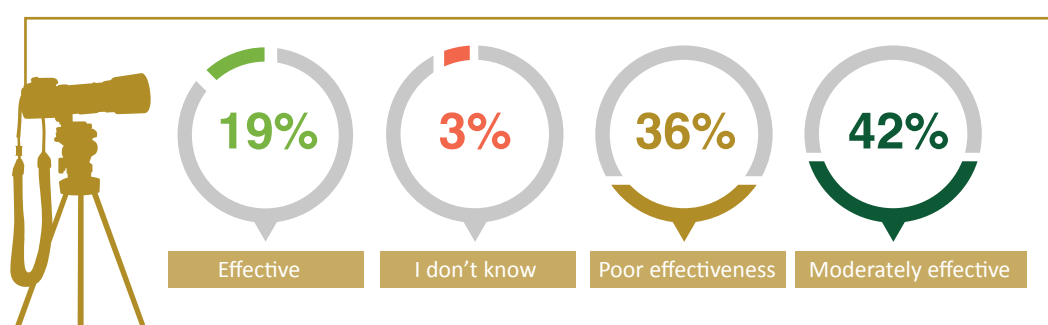
8-1 Evaluation of the role of the media in exposing corruption cases in 2017

The results of the Poll revealed that 19% of the surveyed think that the media has played an active role in exposing and shedding light on corruption cases that occurred during 2017, as opposed to 42% who considered that the media's role has been of medium efficiency (46% in the West Bank, 35% in the Gaza Strip), while 36% stated that the role of the media is poor in terms of exposing corruption cases (33% in the West Bank, 42% in the Gaza Strip). For more details see the table and graph below:

Table (8-1): Evaluation of the role of the media in exposing corruption cases in 2017

	West Bank	Gaza Strip	Total
Effective	18.6%	19.1%	18.8%
Moderately effective	46.4%	35.0%	42.3%
Poor effectiveness	32.5%	42.4%	36.1%
I don't know	2.5%	3.4%	2.9%
	100%	100%	100%

Graph (8-1): Evaluation of the role of the media in exposing corruption cases in 2017



When compared to the results of the 2016 Poll, we notice a slight increase, though limited, in this year's Poll in regards to the effectiveness of the role of the media in exposing and shedding light on corruption cases in that occurred during 2017. For more details see the following table:

Table (8-1a) Evaluation of the role of the media in exposing corruption cases in 2017 in comparison to the 2016 poll

	2016	2017
Effective	14.8%	18.8%
Moderately effective	37.0%	42.3%
Poor effectiveness	45.6%	36.1%
I don't know	2.6%	2.9%
	100%	100%

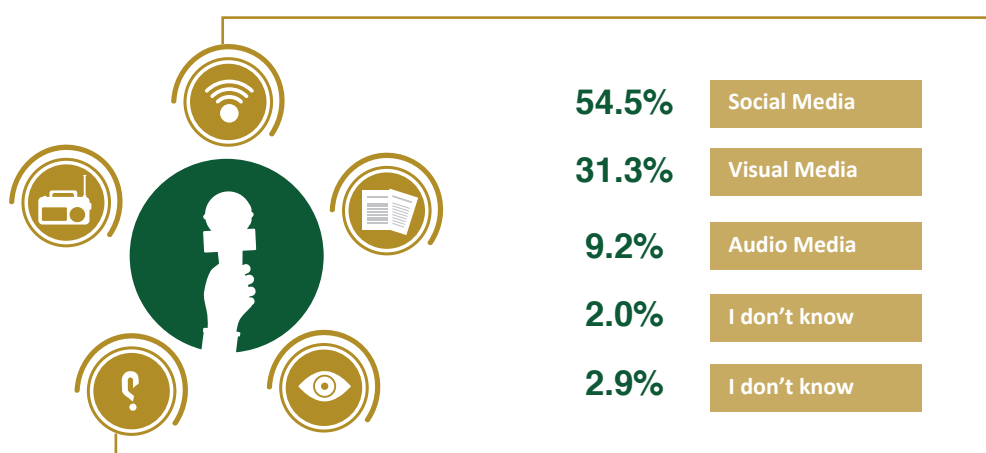
8-2 The most effective type of media:

The results showed that 50% of the surveyed believe **social media** outlets to be the most effective type of media (55% in the West Bank, 42% in the Gaza Strip), followed by **visual media** at 32% (31% in the West Bank, 35% in the Gaza Strip), while 12% believe **radio** to be most effective (9% in the West Bank, 16% in the Gaza Strip). As for **printed media**, only 4% think it as the most effective (2% in the West Bank, 6% in the Gaza Strip). For more details see the table and graph below:

Table (8-2): The most effective type of media

	West Bank	Gaza Strip	Total
Social Media	54.5%	42.4%	50.1%
Visual Media	31.3%	34.9%	32.6%
Audio Media	9.2%	16.1%	11.8%
Printed Press	2.0%	6.1%	3.5%
I don't know	2.9%	0.4%	2.0%
Total	100%	100%	100%

Graph (8-2): The most effective type of media



8-3 Reasons that undermine the role for the media in exposing corruption cases:

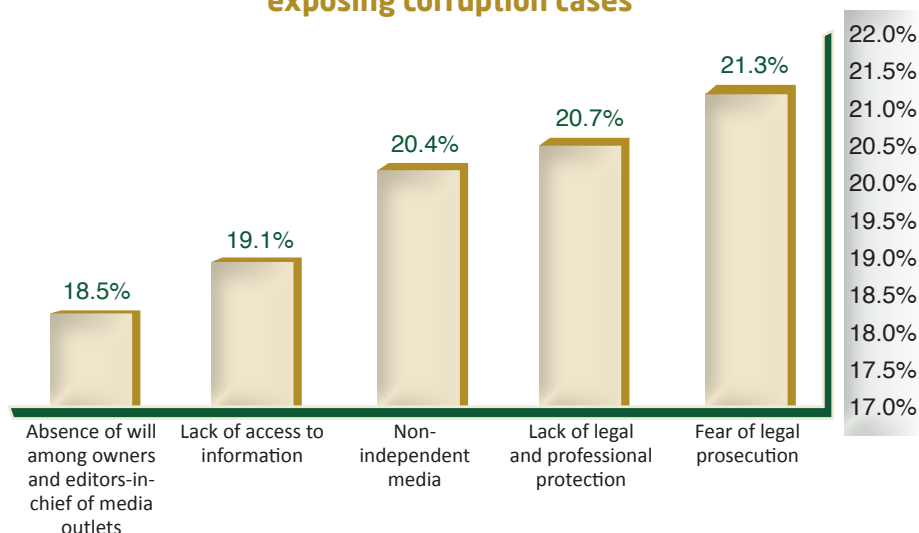
Poll results showed that 21% of those surveyed believe that the real reason hampering the media's effective role in exposing corruption cases is **[fear of legal prosecution]** (20% in the West Bank, 24% in the Gaza Strip). Poll results showed that the second reason is the **[lack of legal protection and lack of independence of the media]** in the view of 21% of the surveyed, while 19% considered the reason as **[lack of information]**, and the same percentage for the **[lack of real will among owners and editors-in-chief of media outlets]**. For more information see the table and graph below:

Table (8-3): Reasons that hamper a effective role for the media in exposing corruption cases

Reason	West Bank	Gaza Strip	Total
Fear of legal prosecution	19.7%	24.1%	21.3%
Lack of legal and professional protection	20.6%	20.8%	20.7%
Non-independent media	21.9%	17.8%	20.4%
Lack of access to information	21.4%	15.7%	19.1%
Absence of will among owners and editors-in-chief of media outlets	16.4%	21.7%	18.5%
Total	100%	100%	100%

Percentages of the answers above by the surveyed came relatively close which indicates that the views of the polled on what the reasons are for the lacking role by the media are all the above.

Graph (8-3): Reasons that hinder a true effective role for the media in exposing corruption cases



When compared to the previous polls by (AMAN), the view of the surveyed, was that the main reason preventing an effective media role in exposing corruption cases remained the **[fear of legal prosecution]**, and the percentages and ranking have not changed much compared to the Poll of 2016. For more details see the following table:

Table (8-3a): Reasons that hamper a true effective role for the media in exposing corruption cases - comparative table with the previous (AMAN) Poll's results

	2013	2014	2015	2016	2017
Fear of legal prosecution	24.9%	28.6%	36%	24.7%	21.3%
Lack of legal and professional protection	11.3%	13.3%	7%	19.8%	19.1%
Non-independent media	14.8%	25.3%	26%	18.8%	20.4%
Lack of access to information	25.6%	23.2%	19%	18.8%	20.7%
Absence of will among owners and editors-in-chief of media outlets	23.4%	9.6%	11%	17.9%	18.5%
Total	100%	100%	100%	100%	100%

9. The Anti-Corruption Commission:

This section addresses the views of the surveyed concerning the independence of the Anti-Corruption Commission on one hand, and the bodies that interfere in its work on the other, and the extent of the commission's efficiency.

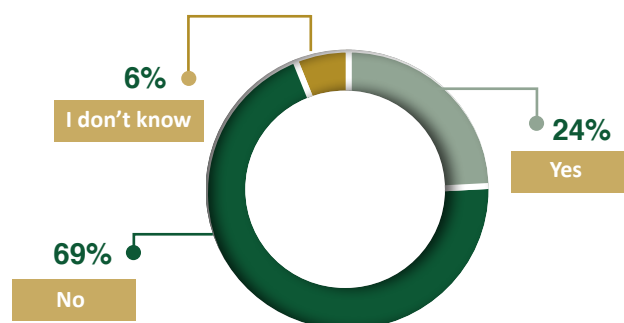
9-1: independence of the Anti-Corruption Commission:

In regards to the independence of the Anti-Corruption Commission, the results revealed that 24% of the surveyed believe that the Commission discharges its duties with **full independence** (18% in the West Bank, 35% in the Gaza Strip), as opposed to 69% who believe that it is **not independent** (75% in the West Bank, 60% in the Gaza Strip). For more details see the table and graph below:

Table (9-1): independence of the operations of the Anti-Corruption Commission

	West Bank	Gaza Strip	Total
Yes	18.4%	34.5%	24.2%
No	74.6%	59.7%	69.2%
I don't know	7.0%	5.8%	6.6%
Total	100%	100%	100%

Graph (9-1): independence of the operations of the Anti-Corruption Commission



When compared to the previous polls of 2016, it is noted that two thirds of the polled believe that the Anti-Corruption Commission does not discharge its duties with independence, the results also revealed a regression in the independence of the Anti-Corruption Commission according to the views of the citizens polled. For more details see the following table:

Table (9-1a): independence of the operations of the Anti-Corruption Commission - comparative table with the previous (AMAN) poll's results

	2014	2015	2016	2017
Yes	46.6%	30.8%	27.8%	24.2%
No	44.5%	49%	66.7%	69.2%
I don't know	8.9%	20,2%	5.5%	6.6%
Total	100%	100%	100%	100%

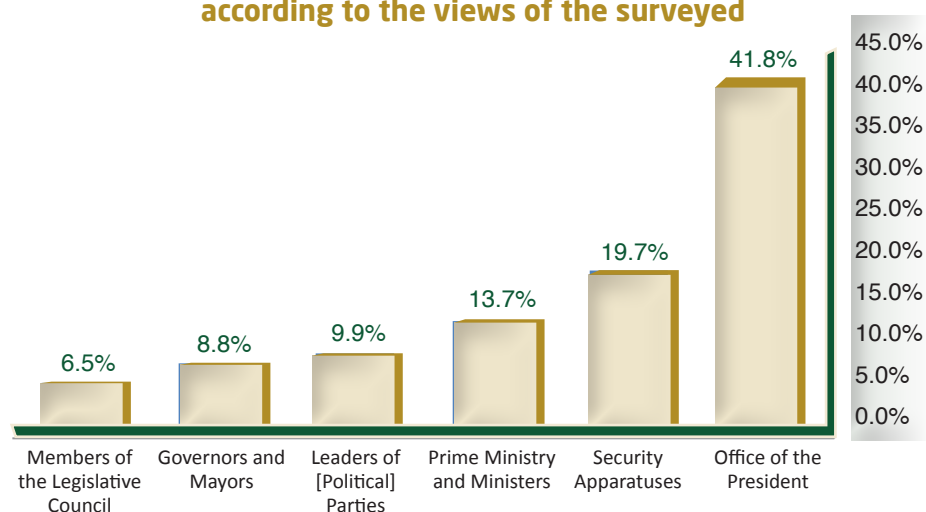
9-2 Parties that interfere the most the in operations of the Anti-Commission according to the view of the surveyed in 2017:

Poll results show that 42% of those surveyed who do not believe the Anti-Corruption Commission is independent believe that **Office of the President is the party that interferes the most in the operations of the Anti-Corruption Commission** (47% in the West Bank, 31% in the Gaza Strip), followed by the **security apparatuses** in the view of 20% of the polled, while 14% think that it is the **Prime Minister's Office** and **cabinet ministers** that interfere the most in the Commission's operations, and **party leaders** with 10%, **Governors and Mayors** 9%, while 7% pointed to **members of the Legislative Council**. For more details see the table and graph below:

Table (9-2): Parties that interfere most in the operations of the Anti-Corruption Commission according to the views of the surveyed

Agency	West Bank	Gaza Strip	Total
Office of the President	47.1%	31.0%	41.8%
Security Apparatuses	17.9%	23.4%	19.7%
Prime Ministry and Ministers	14.7%	11.7%	13.7%
Leaders of [Political] Parties	6.9%	16.2%	9.9%
Governors and Mayors	8.0%	10.3%	8.8%
Members of the Legislative Council	6.2%	7.0%	6.5%
Total	100%	100%	100%

Graph (9-2): Parties that interfere most in the operations of the Anti-Corruption Commission according to the views of the surveyed



When compared to previous polls, it becomes clear that the **Office of the President** comes in the first place in terms interfering in the commission's operations, the **security apparatuses** came in second place, while the **Office of the Prime Minister** and **Cabinet Ministers** came in third place as opposed to fifth place in the Poll of 2016. For more details see the following table:

Table (9-2a): Parties that interfere most in the operations of the Anti-Commission according to the views of the surveyed - comparative table with the previous (AMAN) poll's results

Agency	2012	2013	2014	2015	2016	2017
Office of the President	32%	16%	34.4%	25%	44.0%	41.8%
Security Apparatuses	23%	19%	22.2%	35%	15.0%	19.7%
Prime Ministry and Ministers	9%	12%	13.0%	10%	11.4%	9.9%
Leaders of [Political] Parties	9%	14%	3.3%	7%	11.8%	8.8%
Governors and Mayors	20%	15%	20.8%	17%	10.4%	13.7%
Members of the Legislative Council	8%	24%	6.3%	7%	7.4%	6.5%
Total	100%	100%	100%	100%	100%	100%

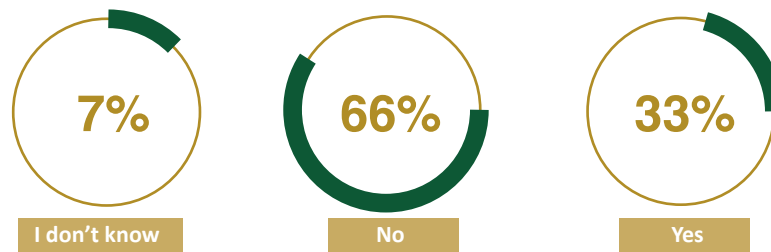
9-3 Efficiency of the Anti-Corruption Commission in performing its duties and role:

33% of the surveyed think that the Anti-Corruption Commission is effective in performing its duties (32% in the West Bank, 36% in the Gaza Strip), while 60% do not subscribe to this view. For more details see the table and graph below:

Table (9-3): Efficiency of the Anti-Corruption Commission in performing its duties and role

	West Bank	Gaza Strip	Total
Yes	31.5%	36.1%	33.2%
No	60.2%	58.5%	59.6%
I don't know	8.3%	5.4%	7.2%
	100%	100%	100%

Graph (9-3): Efficiency of the Anti-Corruption Commission in performing its duties and role



The percentage of those surveyed who still believe that the Anti-Corruption Commission is ineffective in its role is still high when compared to (AMAN) 2016 poll.

Table (9-3a): efficiency of the Anti-Corruption Commission in performing its duties and role - compared to previous (AMAN) polls

	2016	2017
Effective	29.2%	33.2%
Ineffective	63.7%	59.6%
I don't know	7.1%	7.2%
	100%	100%

10. Role of citizens in combatting corruption:

This section examines the citizens' role in combatting corruption and the extent of their contribution to this effort, in addition to examining citizens' accessibility to public records.

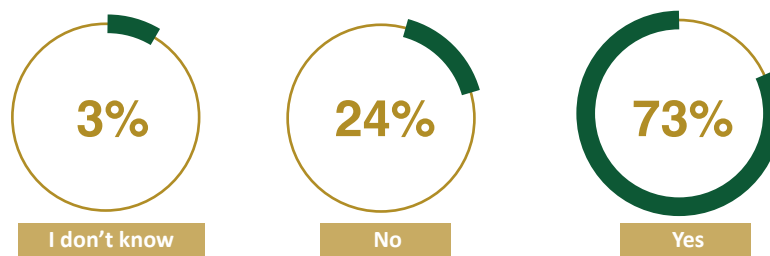
10-1 Belief in the role of citizens in combatting corruption:

The Poll results show that 73% of the surveyed believe that the citizens have a role in combatting corruption (77% in the West Bank, 66% in the Gaza Strip), as opposed to 26% who believe the contrary. For more details see the table and graph below:

Table (10-1): Belief in the role of citizens in combatting corruption according to citizens' impressions in 2017

	West Bank	Gaza Strip	Total
Yes	76.5%	66.0%	72.7%
No	20.3%	30.1%	23.8%
I don't know	3.2%	3.9%	3.5%
	100%	100%	100%

Graph (10-1): Belief in the role of citizens in combatting corruption according to citizens' impressions in 2017



Compared to previous polls, the majority of the surveyed still believe that the citizens have a major role in combatting corruption. For more details, see the table below:

Table (10-1a): Belief in the citizens' role in combatting corruption according to citizens' impressions - comparative table of previous (AMAN) poll's

	2014	2015	2016	2017
Yes	82.3%	89.9%	71.7%	72.7%
No	14.8%	10.2%	25.8%	23.8%
I don't know	3.0%	0%	2.5%	3.5%
Total	100%	100%	100%	100%

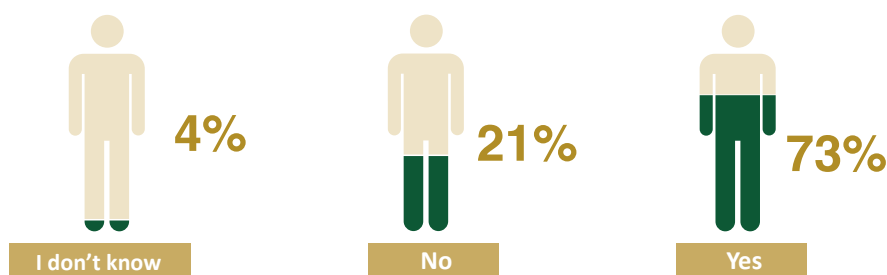
10-2 Citizens' contribution to the fight against corruption:

75% of the surveyed believe citizens can contribute to the fight against corruption (78% in the West Bank, 69% in the Gaza Strip), as opposed to 21% who believe the contrary (16% in the West Bank, 29% in the Gaza Strip). For more details see the table and graph below:

Table (10-2): Citizens' contribution to the fight against corruption

	West Bank	Gaza Strip	Total
Yes	77.6%	69.0%	74.5%
No	16.3%	29.3%	21.0%
I don't know	6.1%	1.7%	4.5%
Total	100%	100%	100%

Graph (10-2): Citizens' contribution to the fight against corruption



Compared to the results of previous (AMAN) polls, a majority still believes that Palestinian citizens can contribute to the fight against corruption. For more details see the table below:

Table (10-2a): Citizens' contribution to the fight against corruption - comparative table of previous (AMAN) polls

	2014	2015	2016	2017
Yes	68.2%	66.9%	73.4%	74.5%
No	27.1%	33.1%	24.4%	21.0%
I don't know	4.7%	0%	2.3%	4.5%
Total	100%	100%	100%	100%

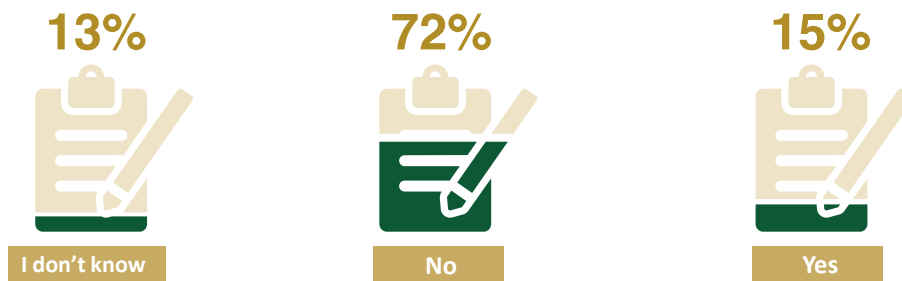
10-3 Accessibility to public records:

Results of the study showed that 72% of the surveyed do not believe that the citizens have easy access to public records (74% in the West Bank, 69% in the Gaza Strip), and only 15% believe citizens have easy access (9% in the West Bank, 24% in the Gaza Strip). For more details see the table and graph below:

Table (10-3): Accessibility to public records

	West Bank	Gaza Strip	Total
Yes	9.0%	24.3%	14.6%
No	74.3%	68.7%	72.3%
I don't know	16.7%	7.0%	13.1%
	100%	100%	100%

Graph (10-3): Accessibility to public records



11. Reporting corruption:

This section deals with the behavior of the surveyed regarding reporting corruption, whether as a witness to, or as a victim of corruption, In addition to their belief in their right to report corruption, and the views on penalties pertaining to corruption crimes.

11-1 reporting corruption:

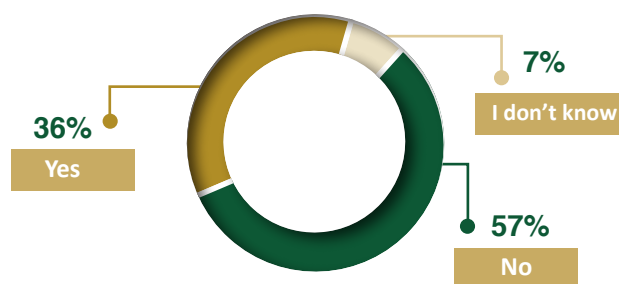
36% of the surveyed believe that citizens usually report corruption cases that they notice (33% in the West Bank, 41% in the Gaza Strip); while 57% of them believe that they don't (63% in the West Bank, 48% in the Gaza Strip).

No change occurred in citizens' views concerning citizens reporting corruption. This indicates that the culture of not reporting corruption remains prevalent. For more details see the table and graph below:

Table (11-1): Reporting corruption

	West Bank	Gaza Strip	Total
Yes	33.1%	40.7%	35.9%
No	59.4%	53.9%	57.4%
I don't know	7.5%	5.5%	6.7%
	100.0%	100.0%	100.0%

Graph (11-1): Reporting corruption



Compared to previous polls, the majority of the surveyed still believe that citizens do not report corruption cases that they witness. For more details see the following table:

Table (11-1a): Reporting corruption - Comparative tables of previous (AMAN) polls

	2012	2015	2015	2016	2017
Yes	39.1%	32%	28.1%	32.7%	35.9%
No	57.6%	62.7%	57.4%	57.4%	57.4%
I don't know	3.3%	5.3%	0%	9.9%	6.7%
Total	100%	100%	100%	100%	100%

11-2 The state of corruption reporting:

In regards to reporting corruption cases to the Anti-Corruption Commission, 66% of the surveyed stated that they would report and testify as witnesses, as opposed to 34% who stated the contrary.

Table (11-2): Reporting corruption as a witness according to citizens' impressions

	West Bank	Gaza Strip	Total
Yes	63.9%	68.7%	65.6%
No	36.1%	31.3%	34.4%
	100%	100%	100%

Graph (11-2): Reporting corruption as a witness according to citizens' impressions



Compared to the results of previous (AMAN) polls, the percentage citizens not reporting corruption acts as witnesses is still high, where the percentage increased by two thirds in this Poll compared to the 2016 poll. For more details see the table below:

Graph (11-2a): Reporting acts of corruption as a witness according to citizens' impressions - Comparative tables of previous (AMAN) polls

	2012	2013	2014	2015	2016	2017
Yes	69.2%	69%	68.4%	67%	76.7%	65.6%
No	27.6%	31%	27.1%	33%	23.3%	34.4%
I don't know	3.2%	0%	4.5%	0%	0%	0%
Total	100.0%	100%	100.0%	100%	100.0%	100%

As for reporting acts of corruption as a victim, 60% stated that they would report corruption in the case they fell victim to it (62% in the West Bank, 57% in the Gaza Strip), as opposed to 40% who stated that they would not (38% in the West Bank, 43% in the Gaza Strip). For more details see the table and graph below:

Table (11-2): Reporting acts of corruption as a victim according to citizens' impressions

	West Bank	Gaza Strip	Total
Yes	62.3%	57.2%	60.4%
No	37.7%	42.8%	39.6%
	%100	%100	%100

Graph (11-2): Reporting acts of corruption as a victim according to citizens' impressions



Compared to previous Poll results, the percentage of those declining to report corruption in the case they were victims to it has risen remarkably in this Poll reaching 40% compared to the 2016 Poll where it was 23%. For more details see the table below:

Table (11-2a): Reporting acts of corruption as a victim according to citizens' impressions - Comparative table of previous (AMAN) polls

	2012	2013	2014	2015	2016	2017
Yes	73.3%	%68	74.9%	%79	77.2%	60.4%
No	22.9%	%31	21.1%	%21	22.8%	39.6%
I don't know	3.8%	%0	3.9%	%0	0%	0%
Total	100%	100%	100%	100%	100%	100%

11-3 Public opinion regarding reporting corruption:

42% of the surveyed think reporting corruption as a right to citizens and are free to practice this right (42% in the West Bank, 40% in the Gaza Strip), while 52% think it as a duty under the law (54% in the West Bank, 49% in the Gaza Strip), and 6% view it as snitching and should not be practiced (4% in the West Bank, 11% in the Gaza Strip). For more details see the table and graph below:

Table (11-3): Public opinion regarding reporting corruption

	West Bank	Gaza Strip	Total
A right that one is free to exercise	42.3%	40.1%	41.5%
A duty under the law	54.0%	48.7%	52.1%
A snitching that should not be practiced	3.7%	11.1%	6.4%
	100%	100%	100%

Graph (11-3): Public opinion regarding reporting corruption



Regarding the right to report corruption, compared to previous polls, more than half of the surveyed said they believe that **reporting corruption is a duty under the law**, and came in first place, while the percentage of those who think it as a **citizen's right and is free to practice it** has risen slightly compared to previous Poll of 2016 and remained in second place. For more details see the following table:

Table (11-3a): Reporting acts of corruption as a victim according to citizens' impressions - Comparative table of previous (AMAN) polls

	2012	2013	2014	2015	2016	2017
A right that one is free to exercise	61.4%	27%	31.8%	26%	38.2%	41.5%
A duty under the law	34.6%	68%	61%	70%	55.5%	52.1%
A snitching to avoid practicing	2.4%	5.1%	2.2%	4%	6.2%	6.4%
I don't know	1.6%	---	4.9%	---	---	---
Total	100%	100%	100%	100%	100%	100%

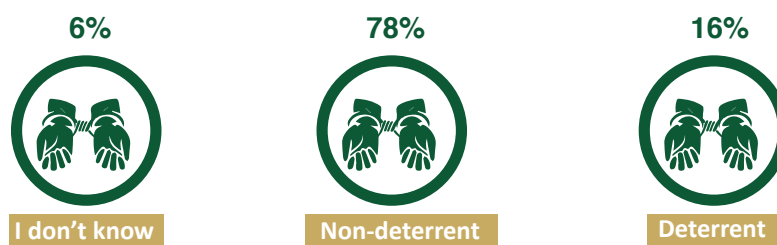
11-4 Penalties applied to perpetrators of corruption crimes:

The results of the Poll showed that 78% of the surveyed believe that penalties imposed on perpetrators of corruption crimes as **non-deterrent** (85% in the West Bank, 67% in the Gaza Strip), while only 17% think them as **deterrent** (9% in the West Bank, 28% in the Gaza Strip). This is an indicator to the lack of trust in the judiciary by citizens. For more details see table and graph below:

Table (11-4): Penalties related to corruption crimes according to impressions of the citizens

	West Bank	Gaza Strip	Total
Deterrent	9.0%	27.9%	15.9%
Non-deterrent	85.0%	66.6%	78.3%
I don't know	6.0%	5.6%	5.8%
Total	100%	100%	100%

Table (11-4): Penalties related to corruption crimes according to impressions of the citizens



By comparing results of this Poll to those of previous ones, it is clear that more than 75% of the surveyed still believe **penalties** imposed on corruption crimes perpetrators to be **non-deterrent**. For more details see the table below:

Table (11-4a): Penalties related to corruption crimes according to impressions of the citizens - Comparative table of previous (AMAN) polls

	2012	2013	2014	2015	2016	2017
Deterrent	26%	18%	17%	21%	17.4%	15.9%
Non-deterrent	67%	70%	73%	74%	77.9%	78.3%
I don't know	8%	12%	10%	6%	4.7%	5.8%
Total	100%	100%	100%	100%	100%	100%

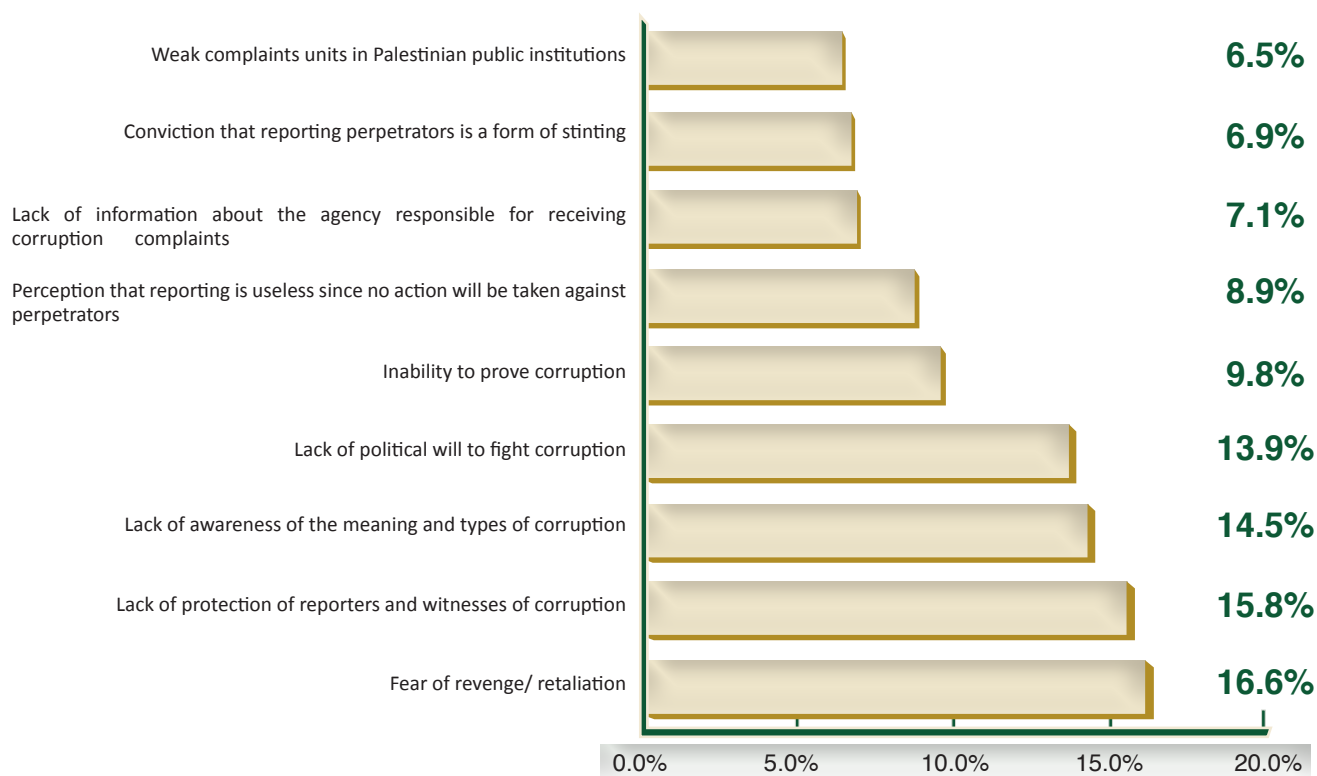
12. Reasons for refraining from reporting corruption:

The Poll results revealed that the reason that received first place for refraining from reporting corruption is [**fear of revenge**] in the view of 17% of the surveyed (20% in the West Bank, 12% in the Gaza Strip), while in second place, 16% believed it to be **the [lack of sufficient protection for reporters of corruption and for witnesses]** (13% in the West Bank, 21% in the Gaza Strip). As for the reasons [**lack of sufficient understanding of the meaning and types of corruption**] and the [**lack of the political will to combat corruption**], both these reasons received 14% and came in third place. The reasons the [**inability to prove corruption**] and the [**lack of conviction in the benefit of reporting corruption since no action will be taken against perpetrators**], both these reasons came in fourth place with 9% for each of them, followed by the [**unfamiliarity of the body in charge of receiving corruption reports**] and the [**conviction that reporting corruption perpetrators is a form of snitching**] and [**weakness of the complaints departments at Palestinian public establishments**], where these three reasons received 7% each. *These results show a weakness in the understanding of Palestinians concerning the importance of their role in protecting public funds.* For more details see table and graph below:

Table (12): Reasons for refraining from reporting corruption

	West Bank	Gaza Strip	Total
Fear of revenge/ retaliation	19.5%	12.4%	16.6%
Lack of protection of reporters and witnesses of corruption	12.9%	20.7%	15.8%
Lack of awareness of the meaning and types of corruption	18.2%	8.2%	14.5%
Lack of political will to fight corruption	14.3%	13.2%	13.9%
Inability to prove corruption	7.2%	13.2%	9.8%
Perception that reporting is useless since no action will be taken against perpetrators	8.4%	9.9%	8.9%
Lack of information about the agency responsible for receiving corruption complaints	8.3%	5.3%	7.1%
Conviction that reporting perpetrators is a form of stinting	5.8%	8.7%	6.9%
Weak complaints units in Palestinian public institutions	5.3%	8.3%	6.5%
Total	100%	100%	100%

Graph (12): Reasons for refraining from reporting corruption



Compared to previous (AMAN) polls, the reason [**lack of sufficient protection for citizens reporting corruption**] came in second place in this Poll as compared to the first place in the 2016 poll. The reason [**fear of revenge**] came in first place in this Poll compared to fifth place in the 2016 poll. The reason [**lack of belief in the usefulness of reporting corruption because no action will be taken against perpetrators**] dropped to sixth place in this Poll as opposed to second place in the 2016 poll. For more details see the following table:

Table (12a): Reasons for refraining from reporting corruption - Comparative table of previous (AMAN) polls

Reasons that refrain citizens from reporting corruption	2012	2014	2015	2016	2017
Lack of protection of reporters and witnesses of corruption	16.8%	22%	30%	16.4%	15.8%
Perception that reporting is useless since no action will be taken against perpetrators	28.6%	27%	16%	14.5%	8.9%
Lack of awareness of the meaning and types of corruption	0%	13.1%	10%	11.9%	14.5%
Inability to prove corruption	9.3%	8.8%	15%	11.8%	9.8%
Fear of revenge/retaliation	28.7%	---	---	11.4%	16.6%
Lack of political will to fight corruption	---	---	---	9.9%	13.9%
Lack of information about the agency responsible for receiving corruption complaints	12.3%	23%	10%	8.8%	7.1%
Weak complaints units in Palestinian public institutions	---	---	11%	8.4%	6.5%
Conviction that reporting perpetrators is a form of stinting	3.8%	6%	8%	6.9%	6.9%
Total	100%	100%	100%	100%	100%

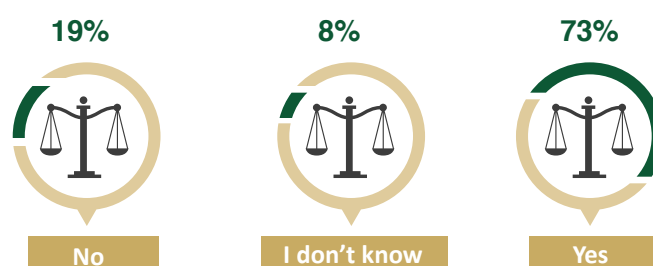
13. Belief in the existence of corruption in the judicial system:

Poll results showed that 73% of the surveyed believe in the existence of corruption in the judicial system (80% in the West Bank, 62% in the Gaza Strip), as opposed to 19% who don't think so. For more details see table and graph below:

Table (13): Belief in the existence of corruption in the judicial system

	West Bank	Gaza Strip	Total
Yes	79.8%	61.7%	73.2%
No	11.1%	31.6%	18.5%
I don't know	9.2%	6.7%	8.3%
Total	100%	100%	100%

Graph (13): Belief in the existence of corruption in the judicial system



Poll results showed a high percentage of those believing in the **[existence of corruption in the judicial system]** compared to the 2013 poll, and closer percentages to the polls of 2014 and 2015. For more details see the following table:

Table (13): Belief in the existence of corruption in the judicial system - Comparative table of previous (AMAN) polls

	2013	2014	2015	2016	2017
Yes	55.3%	72.4%	69%	70.7%	73.2%
No	29.3%	16.8%	18%	22.9%	18.5%
I don't know	15.4%	10.8%	13%	6.5%	8.3%
Total	100%	100%	100%	100%	100%

14. Economic crimes:

This section addresses the public's belief in the increase/ decrease of economic crimes related to perished foodstuffs and medicines in Palestine in 2017, and the reasons leading to the increase of the phenomenon, in addition to most effective procedures in perusing perpetrators of perished foodstuffs and medicines crimes.

14-1 Spread of the phenomenon of perished foodstuffs and medicines in 2017:

Poll results indicate that 76% of the surveyed believe that economic crimes pertaining to perished foodstuffs and medicines has risen in 2017 (84% in the West Bank, 62% in the Gaza Strip), as opposed to 24% who believe they have decreased. For more details see table and graph below:

Table (14-1): Spread of the phenomenon of perished foodstuffs and medicines in 2017

	West Bank	Gaza Strip	Total
Increased	83.9%	61.6%	75.7%
Decreased	16.1%	38.4%	24.3%
Total	100%	100%	100%

Graph (14-1): Spread of the phenomenon of perished foodstuffs and medicines in 2017



14-2 Reasons leading to the increase of the phenomenon of perished foodstuffs and medicines in Palestine during 2017:

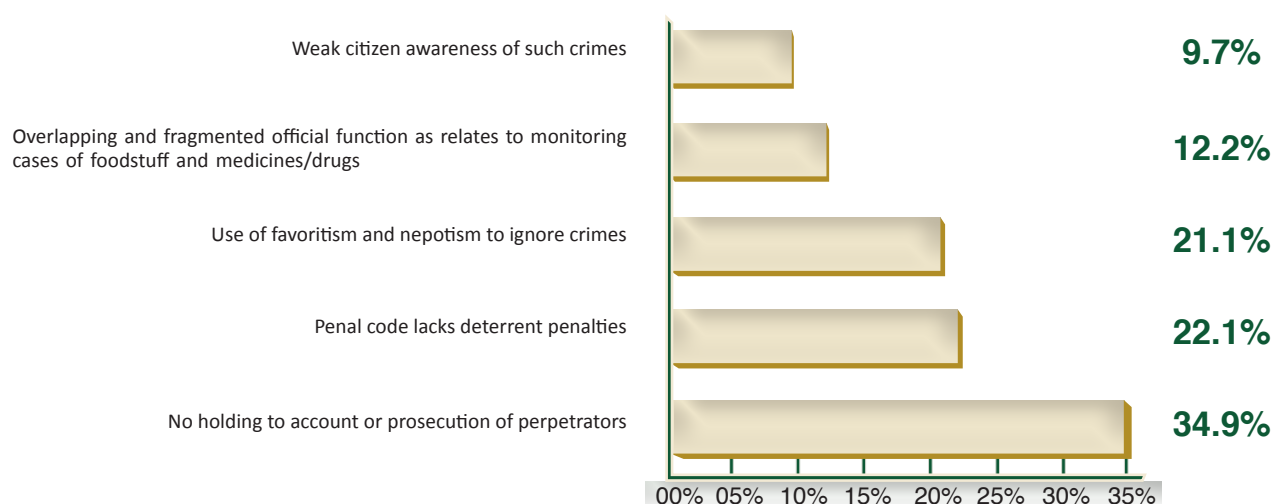
In first place as the reason for the increase of the phenomenon of crimes related to perished foodstuffs and medicines was **[lack of holding to account or prosecution of perpetrators]** in the view of 35% of those surveyed. There was a clear difference in the percentages between the surveyed in the West Bank and those in the Gaza Strip (44% in the West Bank, 15% in the Gaza Strip). Second came **[penal code does not provide for sufficiently deterring penalties]** with 22% of the votes of the surveyed, in third place came **[nepotism and favoritism in turning a blind eye to corruption cases]** with 21%, and 12% said its **[overlapping and fragmentation of official bodies in charge of monitoring issues of foods and medicines]** (9% in the West Bank, 20% in the Gaza Strip). As for the fifth reason, it was **[lack of citizens' awareness of such crimes]** in the opinion of 10% of the surveyed (8% in the West Bank, 14% in the Gaza Strip). For more details see the table and graph below:

Table (14-2): Reasons for the persistence of the perished foodstuffs and medicines phenomenon during the past years according to the citizens' Poll of 2017

Reason	West Bank	Gaza Strip	Total
No holding to account or prosecution of perpetrators	43.6%	14.5%	34.9%
Penal code lacks deterrent penalties	21.9%	22.6%	22.1%
Use of favoritism and nepotism to ignore crimes	17.8%	29.5%	21.1%
Overlapping and fragmented official function as relates to monitoring cases of foodstuff and medicines/drugs	8.9%	19.7%	12.2%
Weak citizen awareness of such crimes	7.8%	13.8%	9.7%
Total	100%	100%	100%

Poll results showed major differences in views between the surveyed in the West Bank and those surveyed in Gaza regarding the reasons for the spread of the perished foodstuffs and medicines phenomenon, for the surveyed in the West Bank think that the main reason is the **[lack of penalties and prosecution of perpetrators]**, while in the Gaza Strip the opinion is that it is due to **[nepotism and favoritism and turning a blind eye]** to such crimes.

Graph (14-2): Reasons for the persistence of the perished foodstuffs and medicines phenomenon during the past years according to the citizens' Poll of 2017



Compared to previous (AMAN) polls, the current Poll results show that the reasons that led to the continuation of the perished foodstuffs and medicines phenomenon retained the same ranking as in the previous polls of 2015 and 2016, where **[lack of holding to account or prosecution of perpetrators]** came in first place, followed in second place by the reasons of **[penal code does not provide for sufficiently deterring penalties]** and **[nepotism and favoritism in turning a blind eye to corruption cases]**. For more details see the table below:

Table (14-2): Reasons for the persistence of the perished foodstuffs and medicines phenomenon during the past years according to the citizens' Poll of 2017

Reason	2013	2014	2015	2016	2017
No holding to account or prosecution of perpetrators	26.4%	31.4%	27%	30.2%	34.9%
Penal code lacks deterrent penalties	23.1%	21%	25%	23.5%	22.1%
Use of favoritism and nepotism to ignore crimes	40.1%	36.2%	25%	23%	21.1%
Overlapping and fragmented official function as relates to monitoring cases of foodstuff and medicines/drugs	---	---	9%	13.5%	12.2%
Weak citizen awareness of such crimes	10.4%	11.5%	15%	9.8%	9.7%
Total	100%	100%	100%	100%	100%

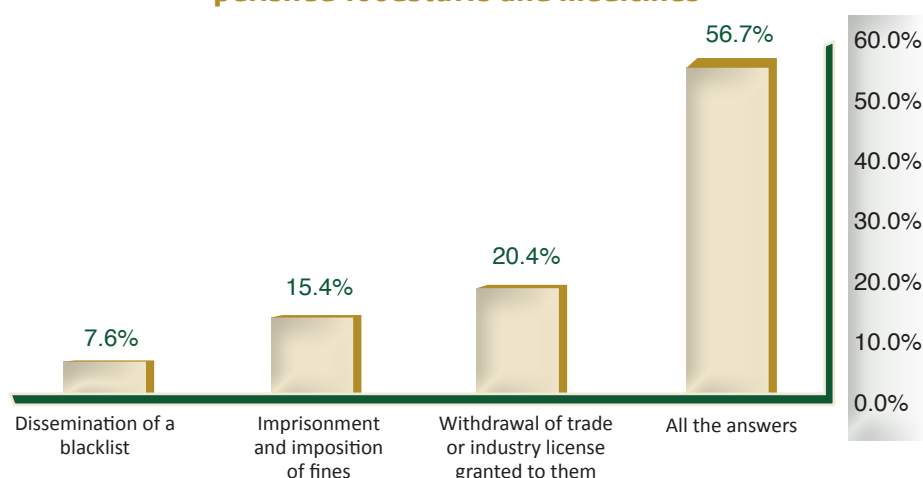
14-3 Penalties most effective against perpetrators of corruption crimes pertaining to perished foodstuffs and medicines:

20% of the surveyed were in favor of revoking trading or manufacturing licenses granted to perpetrators of perished foodstuffs and medicines crimes as a more effective punishment to deter perpetrators of such crimes (19% in the West Bank, 23% in the Gaza Strip), while 15% called for imprisonment and fines, while 7% called for the making of a publicly declared black list of such perpetrators (5% in the West Bank, 12% in the Gaza Strip), while 57% demanded application of all above penalties (60% in the West Bank, 50% in the Gaza Strip). For more details, please refer to table and graph below:

Table (14-3) Penalties most effective against perpetrators of corruption crimes pertaining to perished foodstuffs and medicines

	West Bank	Gaza Strip	Total
All the answers	60.0%	50.9%	56.7%
Withdrawal of trade or industry license granted to them	19.0%	22.8%	20.4%
Imprisonment and imposition of fines	16.2%	14.0%	15.4%
Dissemination of a blacklist	4.8%	12.4%	7.6%
Total	100%	100%	100%

Graph (14-3) Penalties most effective against perpetrators of corruption crimes pertaining to perished foodstuffs and medicines



Citizens' Opinion Poll on Issues related to Corruption and Anti-Corruption Efforts in the Palestinian Territory 2017

(September – October 2017)

General Information

Ques. No.

Respondent

District. _____

Location

Residency: 1. City

2. Village/Town

3. Camp

Sample

Gender: 1. Male

2. Female

No	+ 18y Starting with 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
			2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1
			3	2	1	3	2	1	3	2	1	3	2	1	3	2	1	3
			4	3	2	1	4	3	2	1	4	3	2	1	4	3	2	1
			5	4	3	2	1	5	4	3	2	1	5	4	3	2	1	5
			6	5	4	3	2	1	6	5	4	3	2	1	6	5	4	3

Priorities of Palestinian Citizens

Question 1: The Palestinian society and government are facing many challenges that require efforts to solve. In your opinion, what is the main problem that must receive priority for solution?

- | | | |
|----------------------------------|---------------------------|--|
| 1. Economic crisis | 2. Fighting corruption | 3. completing legal and institutional structures |
| 4. Development of infrastructure | 5. Ending political split | 6. Confronting Israeli occupation policies |

Question 2: Corruption is defined as an act that involves abuse of public position to serve a personal interest. Corruption may exist in different countries, societies and sectors whether in public, private or civil sectors.

2-1 How do you assess the size of corruption in Palestinian institutions?

1. Wide-spread. 2. Moderately spread 3. A few cases

2-2 Put in order – in your opinion – which of the following Palestinian institutions has most spread of corruption of different forms and which has least?

(Give “3” to the institutions most vulnerable to corruption and “1” to the least vulnerable)

- Government Institutions and Local Authorities Private Sector Institutions
- Civil Society Organizations and Charitable Associations

2-3 Characteristics that describe most perpetrators of corruption in Palestine²:

1. Senior official (Top Management) 2. Junior official (Middle Management)

2-4 Put in order according to which entity is most vulnerable to spread of corruption

(where 7 is given to the most exposed to corruption and 1 to the least exposed)

<input type="checkbox"/> Ministries and subordinate bodies	<input type="checkbox"/> Security apparatuses	<input type="checkbox"/> Presidency Office	<input type="checkbox"/> Ministerial Council
<input type="checkbox"/> Public Prosecution	<input type="checkbox"/> Courts	<input type="checkbox"/> Local authorities	

2. Senior officials corruption: is an act of corruption committed by a senior official, minister or head of state; it may include allocation of public funds, embezzlement, acceptance of bribes, covering for illicit gain of funds through money laundering. It is also connected to influencing decisions like establishment of economic projects or award of bids and tenders.

Junior officials corruption: it can be differentiated in two cases of minor corruption: first, acceptance of bribe to provide regular and legal service, and second, acceptance of small bribes (tips) by junior staff and some middle-managemnt government officials to facilitated illegal act or disclose confidential information or grant unjustified licenses or tax facilities. This also includes masked bribes or (tips) to children or relatives in the public sector or business sector without there be a need for such posts or without organizing recruitment competition as prescribed by law.

2-5 Put in order according to which Ministries and institutions is most vulnerable to spread of corruption

(where 11 is given to the most exposed to corruption and 1 to the least exposed)

<input type="checkbox"/> Ministry of Social Development	<input type="checkbox"/> Ministry of Health	<input type="checkbox"/> Ministry of Transportation	<input type="checkbox"/> Ministry of Waqf
<input type="checkbox"/> Ministry of Finance	<input type="checkbox"/> Water Authority	<input type="checkbox"/> Ministry of Education	<input type="checkbox"/> Energy Authority
<input type="checkbox"/> Ministry of Interior	<input type="checkbox"/> General Authority of Civil Affairs	<input type="checkbox"/> Land Authority	

2-6 Do you believe that anti-corruption efforts in Palestine are sufficient?

1. Sufficient (move to question 3) 2. Insufficient 3. I don't know

2-6 In case your answer was “insufficient”, in your opinion, what is the most important reason behind public weak perception of anti-corruption efforts in Palestine?

1. Lack of dissemination of information on cases of corruption discovered and prosecution of perpetrators
2. Citizens are not aware of such efforts.
3. Lack of public awareness of the crime of corruption and the Palestinian Anti-Corruption Law
4. Citizens do not think corrupted senior officials being prosecuted
5. All of the above.

Question 3: Types of corruption in Palestine

In the past few years, the Anti-Corruption Court records unveiled several types of corruption (abuse of trust, embezzlement, abuse of power, bribery, money laundering). In your opinion, which of these forms is the most dangerous for Palestine? (kindly give “6” to the most dangerous form and “1” to the least dangerous)

<input type="checkbox"/> abuse of trust	<input type="checkbox"/> embezzlement of public fund	<input type="checkbox"/> abuse of power
<input type="checkbox"/> Money laundering	<input type="checkbox"/> abuse of public funds	
<input type="checkbox"/> acceptance of bribes to provide public service or acquire undue benefits		

Question 4: Corruption in Provision of Public Services

Official organizations fulfill functions and provide different public services, where do you believe that corruption is spread most?

(Place in order the services you believe are most vulnerable to corruption in 2017 based on your personal experience or in the experience of a close acquaintance – please give 7 to the most spread and 1 to the least spread)

<input type="checkbox"/> health services	<input type="checkbox"/> appointments and promotions	<input type="checkbox"/> university scholarships
<input type="checkbox"/> distribution of humanitarian and social cash and in-kind assistance	<input type="checkbox"/> assessment of customs duties and taxes	
<input type="checkbox"/> water, electricity and transport services		
<input type="checkbox"/> transactions of the General Authority of Civil Affairs (granting of permits and travel permits)		

Question (5) Nepotism to access service

One of the types of corruption is to access public services via nepotism, which means: intervening to serve an individual or a particular group interest without any compliance with work procedures and ethics including appointment of a person to a particular position for reasons like this person is an acquaintance, relative or member of a particular party although this person is not qualified for the position

5-1 During the year, did you ask any party to help you access any of the above mentioned services?

1. Yes
2. No

5-2 So you consider that nepotism enables you access public services?

1. Yes
2. No

5-3 Citizens resort to nepotism for one of the following reasons; in your opinion, which is the most important reason?

1. Shorten time and cut through bureaucracy.
2. Fear that the service be offered another non-worthy person.
3. A form of help that acquaintances must provide.
4. Culture of Palestinian citizens who do not think wrong in resorting to nepotism.
5. Fear of inability to acquire/ access service because of limited opportunities
6. Lack of trust in the integrity of service providers.

Question 6: Reasons behind the spread of corruption in Palestine

Please place in order the following reasons by order of importance as a cause behind the spread of corruption in Palestine (please give number 8 to the most important reason and 1 to the least important)

<input type="checkbox"/> lack of adherence to the rule of law	<input type="checkbox"/> inactive legislative council and oversight organizations
<input type="checkbox"/> weak role of civil society in fighting corruption	<input type="checkbox"/> israeli occupation practices and its role in creating a corruption conducive environment
<input type="checkbox"/> lack of seriousness in prosecuting top corrupts	<input type="checkbox"/> lack of public awareness of the types of corruption
<input type="checkbox"/> political split between the West Bank and Gaza Strip	<input type="checkbox"/> Immunity enjoyed by some individuals

Question 7: Change in the level of corruption

7-1 In your opinion, has there been a change in the level of spread of corruption in 2017?

1. Yes/ it increased.
2. Yes/ it decreased
3. It did not change
4. I don't know

7-2 Do you believe that the level of corruption in 2018 will?

1. Decrease
2. Increase
3. Remain the same
4. I don't know

Question 8: Role of the Media in Combatting Corruption

8-1 How do you assess the role of Palestinian media in revealing and spotting cases of corruption that took place in 2017?

1. Effective
2. Moderately effective
3. Weak
4. I don't know

8-2 In your opinion, which is most effective?

1. Visual media.
2. Audio media
3. Printed press
4. Social Media
5. I don't know

8-3 Please place in order the reasons behind the ineffectiveness of the media in revealing cases of corruption in Palestine (kindly give "5" to the most important reason and "1" to the least important)

1. Lack of access to information
2. Lack of will among owners and editors in chief of media outlets
3. Fear of legal prosecution
4. Lack of legal and professional protection
5. Non-independence of media

Question 9: Anti-Corruption Commission

9-1 Do you believe that the Palestinian Anti-Corruption Commission exercises its role with independence?

1. Yes (move to question 9-3) 2. No 3. I don't know

9-2 In case you answered No, put in order – in your opinion – the following parties as regards their level of influence and intervention in the operations of the Anti-Corruption Commission

1. Members of the Legislative Council
2. Office of the President
3. Prime Ministry and Ministers
4. Leaders of political parties
5. Governors and mayors
6. Security apparatuses

9-3 Do you think that the Palestinian Anti-Corruption Commission is effective in the performance of its functions prescribed by the law?

1. Yes 2. No 3. I don't know

Question 10: Role of Citizens in Combatting Corruption

10-1 Do you think that citizens play a key role in combatting corruption?

1. Yes 2. No 3. I don't know

10-2 Do you think that Palestinian citizens can contribute to combatting corruption?

1. Yes 2. No 3. I don't know

10-3 Do you believe that citizens may access public records easily and readily?

1. Yes 2. No 3. I don't know

Question 11: Reporting Corruption

11-1 Do you think that citizens usually report on the cases of corruption they notice to the Anti-Corruption Commission?

1. Yes 2. No 3. I don't know

11-2 In case you are confronted with a case of corruption, will you report to the Anti-Corruption Commission, had you been:

- | | | | |
|----|----------------------------------|--------|-------|
| A- | Witness to the act of corruption | 1. Yes | 2. No |
| B- | Victim of the act of corruption | 1. Yes | 2. No |

11-3 Do you believe that reporting corruption is:

1. A right you are free to practice 2. a duty under the law 3. stinting to refrain from

11-4 Do you believe that penalties inflicted upon corruption perpetrators are:

1. Deterrent 2. Non-deterrent 3. I don't know

Question 12: Non reporting of corruption

Many reasons hinder reporting corruption (please place them in order where 9 is the most important and 1 is the least important)

- Lack of awareness of the meaning and types of corruption
- Lack of awareness of the entity authorized to receive corruption complaints
- Lack of sufficient protection to reporting citizens or to witnesses
- Lack of trust in the use of reporting since no prosecution of perpetrators is conducted
- Inability to prove cases of corruption
- Belief that reporting the corrupts is a form of stinting
- Weak complaints units in Palestinian public institutions
- Fear of revenge/ retaliation
- Lack of real political will to combat corruption

Question 13: Do you believe that there is corruption in the judiciary system?

1. Yes 2. No 3. I don't know

Question 14: Economic Crimes

14-1 Crimes related to perished food and medicines/ drugs are part of the economic crimes spread in Palestine. Do you believe that in 2017, these crimes?

1. Increased
2. Decreased (move to question 14-3)

14-2 Please put in order the reasons that led to further spread of trade in perished food and medicines/ drugs in 2017, where 5 refers to the most important and 1 to the least important

- Lack of prosecution of perpetrators of the crimes
- Recourse to nepotism and favoritism to ignore such crimes
- The penal code does not prescribe for deterrent sanctions
- Lack of public awareness of such crimes
- Overlapping and fragmented functions of official parties including monitoring cases related to food and medicine

14-3 in your opinion, what sanctions you believe are most effective to prosecute perpetrators of crimes of corruption related to food and medicines

- Dissemination of a blacklist
- Withdrawal of trade or industry license granted to perpetrators
- Imprisonment and imposition of fines
- All of the above

Demographic Data

Age: 1) less than 30 2) 30-40 3) above 40

Education: 1) illiterate/ literate 2) Elementary 3) Preparatory 4) Secondary
5) College/ Institute 6) BA 7) MA and higher

Work: 1) Employed 2) Unemployed

Sector (for the employed only): 1) Public/government sector 2) Private sector
3) NGOs 4) UNRWA 5) International organizations

Average household monthly income: NIS

Tel/ Mobile Number (if possible):

Appendix 2: Poll's Sample

		Percentage
Area	West Bank	63.6%
	Gaza Strip	36.4%
Total		100%
Governorate	Jenin	7.1%
	Toubas	1.0%
	Tulkarem	4.0%
	Qalqilia	3.0%
	Salfeet	2.1%
	Nablus	9.1%
	Jericho	1.0%
	Ramallah	7.0%
	Jerusalem	10.1%
	Bethlehem	5.0%
	Hebron	14.1%
	North Gaza	7.1%
	Gaza	13.1%
	Khanyounes	7.1%
	Dier AlBalah	5.0%
Rafah	4.1%	
Total		100%
Place of residency	City	51.3%
	Village/town	15.1%
	Camp	33.5%
Total		100%
Gender	Male	49.7%
	Female	50.3%
Total		100%
Age	Less than 30	33.0%
	30-40	31.7%
	Over 40	35.3%
Total		100%
Education	Illiterate/ literate	3.7%
	Elementary	8.9%
	Preparatory	19.5%
	Secondary	34.1%
	College/ institute	9.9%
	BA	22.3%
	MA and higher	1.7%
Total		100%

Work	Employed	45.6%
	Unemployed	53.9%
	Housewife	0.1%
	Student	0.1%
	Unable to work	0.3%
Total		100%
Work sector	Public/ government	27.1%
	Private	62.9%
	NGOs	4.2%
	UNRWA	4.9%
	International Organizations	0.9%
Total		100%
Average monthly household income	Less than 1500	25.1%
	1500-2500	38.8%
	2501-3500	18.5%
	3501-4500	8.2%
	4501-5500	3.7%
	More than 5500	5.8%
Total		100%

