

**PUBLIC PERCEPTIONS  
OF PALESTINIAN JUSTICE  
AND SECURITY INSTITUTIONS  
IN 2015**

**THIRD EDITION**

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# ACKNOWLEDGEMENTS

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This survey was commissioned by UNDP under "Sawasya", the UNDP/ UN Women Joint Programme "Strengthening the Rule of Law in the oPt: Justice and Security for the Palestinian People.

The survey was designed and conducted by the Palestinian Central Bureau of Statistics, using a methodology developed Jointly With Sawasya

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# ACRONYMS

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<b>ADR</b>	Alternative Dispute Resolution
<b>EAs</b>	Enumeration Areas
<b>EJ</b>	East Jerusalem
<b>GS</b>	Gaza Strip
<b>HJC</b>	High Judicial Council
<b>JSS</b>	Justice and Security Sector
<b>NCG</b>	National Consensus Government
<b>NGO</b>	Non-governmental organisation
<b>NIS</b>	New Israeli Shekel
<b>oPt</b>	occupied Palestinian territory
<b>PA</b>	Palestinian Authority
<b>PAPP</b>	Programme of Assistance to the Palestinian People
<b>PBA</b>	Palestinian Bar Association
<b>PCP</b>	Palestinian Civil Police
<b>PLC</b>	Palestinian Legislative Council
<b>PCBS</b>	Palestinian Central Bureau of Statistics
<b>RWB</b>	Remaining West Bank (Excluding East Jerusalem )
<b>Sawasya</b>	UNDP/ UN Women Joint Programme":Strengthening the Rule of law in the oPt: Justice and Security for the Palestinian People"
<b>SGBV</b>	Sexual and Gender-Based Violence
<b>UNDP</b>	United Nations Development Programme
<b>WB</b>	West Bank Including East Jerusalem.

# EXECUTIVE SUMMARY

**The success of support to access to justice and the rule of law is determined by its impact on Palestinian households. If ordinary Palestinian men and women do not believe that justice and security institutions can or will protect their rights, they may forego their entitlements, allow disputes to simmer, resort to informal channels or use coercion—such as violence or threats—to address perceived injustice. As citizens progressively accept a duty to use fair, independent government institutions to manage disputes, protect their rights, obtain their entitlements, and uphold contracts, a shared culture of lawfulness emerges. This provides the foundation for sustainable peace, development, and universal enjoyment of human rights.**

This is why the rule of law matters. It is the total sum of individual choices to participate in the democratic processes through which laws are developed and changed; to obey laws; to bring incidents in which laws have been broken to the attention of justice and security institutions; and to refrain from interfering in justice processes.

And this is why UNDP commissions regular public perceptions surveys of justice and security institutions: to assess the extent to which the rule of law and access to justice are institutionalised in the occupied Palestinian territory (oPt). The surveys allow ordinary people to speak, to be heard, and to shape the institutions that are mandated to serve them.

This third survey of the public perceptions of Palestinian justice and security institutions is a continuation of the series, and has been conducted under "Sawasya", the UNDP / UN Women joint Programme "Strengthening the Rule of Law: Justice and Security for Palestinian People". The initial survey conducted in 2011 provided baseline information, while a follow-up survey, carried out in 2012, ascertained progress made in strengthening the rule of law. This survey further measures progress and provides recommendations to authorities, development organisations and civil

society regarding areas in which to focus when designing programming in support of the rule of law.

This survey was conducted on the basis of a questionnaire designed by UNDP in consultation with national and international partners. It was endorsed by a technical committee comprised of the Palestinian Central Bureau of Statistics, the Ministry of Justice, the High Judicial Council, the Attorney General's Office, Sharia' Courts, the Palestinian Civil Police, the Ministry of Interior, the Palestinian Bar Association, and the Independent Commission for Human Rights.

The survey size (8,000 household survey sample, of which 6,823 completed the questionnaire) and sampling methodology enabled a broad range of opinions to be recorded.<sup>1</sup> This report analyses the data generated by the survey and provides an overall picture of how the Palestinian people perceive their justice and security institutions. It shows where they feel that progress has been made, where continued challenges exist and provides recommendations to address them.

The survey was not designed to be exclusively a 'user survey' to ascertain what proportion of the population had been in contact with justice and/or security institutions, or to solicit users'

1. Total sample distribution: 4200 households in the RWB, 335 households in EJ, and 2288 households in GS.

perceptions of justice and security institutions' capacity and performance. The vast majority of the respondents had not been in contact with Palestinian justice and security institutions in the 12 months preceding the survey. Their perceptions may therefore be based on experiences dating from earlier periods during which the capacities of institutions formed as recently as 1994, were nascent. Their perceptions may also still be shaped by the intifada years, during which challenges to effective delivery of justice and security services were considerable. Perceptions shared by those who have never had direct contact with justice and security institutions are also likely to be based on speculation and hearsay. In short, the data do not necessarily reflect the actual and current capacities and actual performance of justice and security institutions.

In addition, the general picture emerging from the data is obscured by the complexity of the legal landscape in the oPt. The interviewers who conducted the survey were trained, and asked households to give their opinions on Palestinian justice and security institutions only, whether in the West Bank or the Gaza Strip.

The overall picture emerging from the data is that progress has been made in strengthening the rule of law and addressing challenges identified in the previous survey. The most prominent improvements are noted in increased awareness among the Palestinian people of their rights and of the functioning of justice and security institutions; increased confidence among Palestinians in justice and security institutions providing fair

and equitable outcomes; increased satisfaction with the performance of Palestinian justice and security institutions, including the closing of the 'gender satisfaction gap', with a significant positive turnaround in women's satisfaction with these institutions. However, the data also demonstrate that challenges persist in the functioning of justice and security institutions and in translating increased civic consciousness of the Palestinian people into greater civic engagement.

There has been a significant increase in the percentage of Palestinian households that have had contact with Palestinian justice and security institutions and a marked decrease in the percentage of those that have had contact with Israeli institutions. The data show that 28.7% of the households in the oPt have had contact with at least one Palestinian institution in the justice and/or security sector mandated to uphold the rule of law over the 12 months leading up to the survey,<sup>2</sup> while 4.3%<sup>3</sup> had contact with at least one Israeli institution<sup>4</sup> over the same period. These numbers represent a significant shift from the data recorded in the last Public Perception Survey in 2012: with a 12.3% increase in the number of respondents who had contact with Palestinian institutions, and a 1.9% decrease in the number of those having come into contact with Israeli institutions.

When broken down by geographic location, there is a pronounced difference in the relationship with Palestinian and Israeli institutions between the Gaza Strip, the West Bank and East Jerusalem. The population of the Gaza Strip has had close to no contact with Israeli security institutions (which

2. RWB = 28.6%, EJ = 6.9%, GS = 31.4%

3. The population of the Gaza Strip has had close to no contact with Israeli security institutions (0.1%) compared to 7.0% to Palestinian living in the RWB, and 5.6% to Palestinian living in EJ.

4. Israeli institutions limited to (1) the Israeli civil police; (2) civil courts; (3) military courts; (4) civil prisons; (5) military prisons; (6) Israeli army.

are not present in Gaza), but has increased its level of contact with Palestinian institutions by nearly three-fold since 2012. A notable increase in contact with Palestinian institutions also took place in the West Bank (excluding East Jerusalem), while in East Jerusalem there has been a decrease in contact with Palestinian and Israeli institutions, including a significant reduction in contact with the latter.

Further, when broken down by gender, women are still less likely to come into contact with justice and security institutions than men. For instance, Palestinian women are six times less likely to use civil courts than men; this is likely to be at least partially rooted in social attitudes, as over a quarter of the Palestinian women<sup>5</sup> polled said they would be prevented from resolving disputes in courts by social traditions and norms.

In addition, income and education are good predictors of how likely Palestinians are to have contact with the police and with prisons. The lower the income of a Palestinian, the more likely he or she is to come into contact with the police.

Aside from the catch-all category of 'requesting services' from justice and security institutions, which 61.5% of Palestinians required, the most frequent types of cases for which Palestinians needed to interact with formal institutions were divorce and marriage cases, followed by cases of violence, such as fights and assaults, and financial cases.<sup>6</sup> This marks a change from previous surveys, where financial cases, land disputes and labour disputes were the three largest categories, respectively. Residents of refugee camps are more likely to be victims and/or perpetrators of cases of violence and theft.

There is a continued trend of improvement in the area of legal awareness and literacy. For example, 29% of Palestinian households stated they had no knowledge of the procedure for filing a complaint to the police.<sup>7</sup> This figure shows considerable

improvement compared to 2012, when 46.7% of Palestinian households did not know how to bring a complaint to police.

Nevertheless, it is the most vulnerable groups that have lesser knowledge of how to access institutions. For instance, while 85.3% of men claim good or basic knowledge of filing claims to the police, the comparative figure is 56.4% for women (though both of these figures have grown, by 18.0% for men and 9.3% for women, respectively). Overall, this increase of awareness in legal literacy among Palestinians represents a promising foundation; however, it also shows that, with the most vulnerable groups lagging behind in this regard, there is a significant amount of work to be done to further strengthen legal literacy and improve access to justice.

There has been a general increase in knowledge of how to complain about abuses of power. However, the data does not draw a satisfying picture for accountability. It shows that a significant number of Palestinian households are not aware of how to bring a complaint against abuses of power by the police, a judge, a prosecutor or their lawyer.<sup>8</sup> This leaves them exposed to abuses of power by officials and representatives of the formal justice system, which, in turn, breeds distrust and a tendency to avoid the system. Moreover, Palestinian respondents have decreasing confidence in accountability mechanisms of Palestinian justice and security institutions. Only 41.9% believe that a complainant would 'get a result' from a complaint to the police about an abuse of power (a significant decrease compared to the 46.2% in 2012).

There is a growing level of confidence in the justice system providing fair and equitable outcomes. Respondents have expressed an increasing level of confidence that the justice system will provide them with fair and equitable outcomes should they choose, or be forced to, engage with it. For instance, compared to 2012, 6.0% more

5. 26.6% of the women polled who said they would not use the courts because of social traditions and customs.

6. For divorce and marriage cases 17% (RWB = 13.9%, EJ = 30.7%, GS = 20.8%), violence cases 10.3% (RWB = 8.3%, EJ = 29.1%, GS = 12.4%) and divided by 12.9% for men and 5.1% for women. And for financial cases 8.5% (RWB = 5.4%, EJ = 22.4%, GS = 12.4%) and divided by 12.2% for men and

only 1.3% for women.

7. RWB= 33.3%, East Jerusalem = 46.5%, Gaza Strip = 20.3%

8. For the police 56.9% (RWB = 59.5%, EJ = 58.7%, GS = 52.9%), for judges 61.6% (RWB = 64.2%, EJ = 41.6%, GS = 60.2%), for prosecutors 63.1% (RWB = 66.1%, EJ = 45.8%, GS = 60.7%), for lawyers 52.1% (RWB = 55.7%, East Jerusalem = 45.9%, Gaza Strip = 47.5%).



Palestinians believe they would receive a fair trial, 7.5% that if a crime was committed against them it would be investigated well; 3.3% that they would be able to resolve civil disputes fairly through the courts; 14.6% that the courts are well qualified; 5.1% that the judiciary is free of external influence and 11.8% that police can enforce the law equally and not be swayed by personal or family relations. Regional differences should also be noted; namely, the residents of the West Bank and of the Gaza Strip have less confidence in Palestinian justice institutions producing fair and equitable outcomes than residents of East Jerusalem, who have limited contact with Palestinian institutions. No such difference exists among genders, where there is remarkably little difference between men and women in their confidence that the justice system will produce fair and equitable outcomes.

The growing level of confidence is accompanied by an increase in the level of trust in, and satisfaction with, most Palestinian justice and security institutions. While the average level of trust in the justice and security institutions measured in 2012 was 2.79 on a 5-point scale, it appears to have increased to an average rating of 3.19. Most notable are increases in the trust enjoyed by CSOs and the police - now the most trusted justice and security institution in the State of Palestine.<sup>9</sup> Further, satisfaction with all six justice and security actors surveyed increased by an overall 1.5%.

Most notably, the gender satisfaction gap has been closed as there has been a significant turnaround in the level of satisfaction of women in the Palestinian justice and security institutions. While the first survey in 2011 recorded a major gender satisfaction gap, which saw women less satisfied than men with Palestinian institutions (by an average of 11%), almost entirely has been reversed in four years. Whereas previously women were less satisfied than men with all of the institutions noted in the survey, now they are more satisfied across the board. The data demonstrates that there has been significant

progress by justice and security institutions in addressing the needs of women utilising the justice system.

The growing overall level of confidence in the justice system and trust in, and satisfaction with, its institutions is countered by a decreasing willingness to engage the system. The survey found that Palestinians have been less willing than before to engage with the justice system, including in instances where they were witnesses to, or have been victims of, crime. More specifically, perceptions that the formal justice system lacks capacity, is too slow and too costly hinder Palestinians from all backgrounds from utilising the justice system. The overwhelming majority of those that would not go to court to resolve a dispute (43.0% of the all respondents, a slight increase from 40.6% in 2012) stated that the reason is that court proceedings are too lengthy (78.2%).<sup>10</sup> Moreover, the informal justice system has a degree of trust that matches that of the formal justice system, with the majority of respondents believing it to be quicker than the formal justice system.

Overall, the level of confidence that Palestinians have in the justice system is sufficient for a functioning rule of law system, but the dissatisfaction of a large minority of citizens could endanger this if challenges are not addressed.

The lack of 'civic engagement' – undertaking actions to protect and uphold the rule of law – is a challenge to the realisation of the rule of law in the oPt. As noted above, the data shows a dichotomy in the views of Palestinians on the rule of law. On the one hand, the data shows increased civic consciousness among Palestinian respondents (15.4% of respondents believe they do not bear individual responsibility for supporting the rule of law,<sup>11</sup> a significant reduction from 2012, when 35% of respondents stated that they did not believe they bear individual responsibility in this regard). However, over half of those polled stated that they

9. For CSOs the trust score increased from 2.99 to a rating of 3.22, and for the police the increase was from a 2.87 to a 3.30.

10. RWB = 76.1%, EJ = 75.9%, GS = 80.7%

11. RWB = 15.4%, EJ = 13.4%, GS = 15.6%

did not report a crime that they were a victim of or a witness to, with men much less likely to report crimes because of a lack of trust in the motives and competences of the police and, somewhat surprisingly, due to a belief that they would be discriminated against on the basis of their sex (6.6% of men, 2.8% of women). Thus it appears the challenge for strengthening the rule of law is to translate growing 'civic consciousness' into 'civic engagement', encouraging citizens to act on their convictions and not let social norms or bureaucracy deter them from doing so.

The Israeli occupation remains a major obstacle to strengthening the rule of law in the oPt. Over two thirds of respondents (67.5%) believe that Israeli occupation and its procedures on the ground are an obstacle to strengthening the rule of law, an increase of 8.3% from 2012. This belief is most pronounced in the West Bank, where over three quarters (77.8%) view the Israeli occupation as hindering the ability of the PA to institute rule of law.<sup>12</sup> These challenges make international support to strengthen the justice system in the oPt both necessary and complex to deliver.

Precious resources of the Palestinian state, the Palestinian Bar Association, civil society and donors for legal representation and assistance may not be sufficiently targeted at indigent and vulnerable individuals, and the availability of free legal services are not sufficiently known amongst those lower income groups. Palestinian households, particularly including those on low income, struggle to access free legal aid. Fewer than two in five members of the poorest households receiving legal aid were given it for free or partially for free.<sup>13</sup> This may be due to a lower level of knowledge about the availability of free legal aid providers amongst this income group. Of the women who asked for legal aid, 46.6% got it for free or partially for free. In fact, the percentage of those receiving free legal aid (of the total number that receive legal assistance) varies little according to income: 60.2% of the

poorest households receiving legal representation paid fully for it, while 35.1% of the households that fall in the highest income category, receiving legal representation were given it for free or partially for free. In the majority of cases, both poorer and wealthier households pay for the services of an independent lawyer.

Of those who did access free legal aid services provided by the Palestinian Bar Association, university legal clinics and civil society organisations, a slightly higher percentage within the lower income brackets received this aid for free or partially free. This highlights both the need to increase awareness of the existence of free legal aid services amongst indigent and vulnerable individuals, as well as ensure better prioritisation and targeting of those services to these same groups.

12. RWB = 77.8%, EJ = 60.6%, GS = 53.0%

13. 39.8% of the poorest households received their legal representation for free (28.3% for free, and 11.5% partially free). And this percent is divided for 49.1% in RWB, 19.1% in EJ, and 36.1% in GS.



## PUBLIC PERCEPTIONS OF PALESTINIAN JUSTICE AND SECURITY INSTITUTIONS

# RECOMMENDATIONS

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Recommendations proposed here derive from particularly striking survey findings only. They are suggestions, not prescriptions, for organisations with a mandate to strengthen the rule of law in the oPt. Whether, and how, to incorporate them in existing programming is a decision best made on the basis of thorough consultations and dialogue to achieve coherent, coordinated approaches. It is suggested that these recommendations be considered and implemented in addition to those provided in the previous survey report, as the challenges which they were intended to address still exist—albeit now to a lesser degree.

### **Focus efforts on most vulnerable and poorest citizens**

The poorest and least educated Palestinians come disproportionately frequently into contact with police and prisons in the oPt. The causes of this are myriad; they include inequality of opportunity in the educational system, a lack of support in the home and others. Nonetheless, reform efforts should focus their attention particularly on this group. This can include:

- Additional efforts to promote legal literacy among members of this group;
- An extension of the availability of free legal aid (more on in recommendation no. IV);
- Advice centres being set up in lower-income neighbourhoods;
- investment in the prevention of violence through early warning, alternative dispute resolution mechanisms.

### **Efforts to help women have to be targeted on family law issues and domestic violence**

Justice reform efforts that concentrate on traditional areas of improvement, such as more efficient civil proceedings and improved criminal chains with greater guarantees of defendants' rights, are worthwhile attempts to strengthen the rule of law in the oPt. However, they fail to address the principal concerns of women and girls, the more vulnerable half of the population. Namely, as shown in the research, women are principally involved in family law disputes, including custody, alimony and divorce, along with one category of criminal law - domestic violence.

### **Address violence in refugee camps through alternative means focusing on prevention**

The previous survey called on increased outreach of security institutions to refugee camps. However, the findings herein indicate that such efforts, where they occurred, have not yet borne fruit. As a result, refugee camps have seen a further spike of violence and theft, which affect their already vulnerable residents. This indicates that efforts that focus on repression need to be supplemented by concerted attempts to address violence and theft in other ways: mediation, community dialogue, and support for residents of refugee camps to find gainful employment. Such initiatives are not the natural province of security institutions, and therefore greater involvement of civil society organisations that specialize in these areas is needed.

## Enhance access to free legal aid services to those who need it the most

The findings of the survey indicate that only a minority of poorer households are accessing free legal services. In the majority of cases, both poorer and richer households pay for the services of an independent lawyer. Of those that do access legal aid services, a slightly higher percentage within the lower income brackets receive this aid for free. This highlights both the need to increase awareness of the existence of free legal aid services amongst indigent and vulnerable individuals, as well as ensure better prioritisation and targeting of those services to these same groups. More specifically, it calls for:

- The review and adoption of a legal aid law for the State of Palestine, and efforts to institutionalise a national legal aid scheme led by the Ministry of Justice, with a strong role for the Palestinian Bar Association.
- As part of their legal aid strategy, legal aid providers to perform a means test to determine whether a person is indigent, and therefore is entitled to free legal aid services.
- Intensify outreach and awareness efforts to lowest income population and provide support to legal aid providers (including legal clinics managed by Civil Society Organisations and universities) in the poorest areas of the oPt.
- Building and expanding on best practices, such as mobile clinics in Gaza, that ensure that resources are directed in priority to lowest income beneficiaries and less accessible areas.

## Develop the focus of programmes to look beyond attitudinal change and focus on behavioural change

The efforts invested by UNDP, UN Women and other actors to increase civic consciousness appear to be paying off, as respondents' attitudes have continued to indicate an ever-growing respect for the rule of law. Nonetheless, these gains have not translated into a change in behaviour – a shift from greater 'civic consciousness' into 'civic engagement', due to a number of reasons including constrictive social norms that prevent respondents (primarily women) from engaging justice and security institutions, the over-bureaucratisation of the police, and others. Creating such behavioural change will be the challenge of future programmes.

# 1 Purpose of Surveying Public Perceptions

Whether or not justice and security sector institutions meet the needs of households is a function of their ability to access those institutions, the degree to which they have confidence in their capacities, and trust them to deliver timely, effective, services. The capacity of justice institutions to deliver such services will ultimately manifest in public perceptions. Why? Because the people who use justice and security services are the best judges of their accessibility, effectiveness, and efficiency. Households which do not believe that justice and security institutions will meet their need for timely, impartial and effective justice services may allow disputes to simmer; or they may take the law into their own hands, with violence ensuing. This is why perceptions of the justice and security apparatus matter. UNDP, UN Women and other actors supporting the rule of law recognise that the success of this support begins and ends in Palestinian households. At the micro level, they indicate the access to justice challenge for ordinary Palestinians. At the macro level, they indicate the strength of the rule of law in the State of Palestine.

**Therefore, to ascertain the impact of investments in the rule of law and access to justice in the oPt to date, UNDP, within the framework of the UNDP/UN Women Joint Programme entitled Strengthening the Rule of Law in Palestine, or *Sawasya*, commissioned a public perception survey of Palestinian justice and security institutions to explore the following issues:**

- Contact with justice and security institutions.
- Challenges to accessing justice and security institutions.
- Satisfaction with justice and security institutions.
- Confidence and trust in the performance of justice and security institutions and the justice system as a whole.

This perception survey is conducted periodically in order to track the effectiveness of existing investments in justice and security sector institutions, identify areas where additional efforts are needed, and prioritise interventions accordingly.

This is the third public perception survey of Palestinian justice and security institutions.<sup>14</sup> It enables UNDP and UN Women, who together implement the broadest programme of support to the justice sector in the State of Palestine—to continue to chart progress towards realising the intended outcomes of the *Sawasya* Programme. It also enables Palestinian justice and security sector institutions to ascertain overall progress towards establishing the rule of law in the State of Palestine: differences between the values of the recent and previous survey indicators show where progress has been made, where challenges persist, and hence indicate how rule of law institutions may become more accessible to the Palestinian people. The consistency of the data across numerous data sets permits a clear understanding of specific challenges.

14. The first survey was published in March 2012, presenting data gathered in summer 2011 from 6,710 households from all oPt governorates. The second survey was carried out in autumn 2012, with data collected from 8,600 households from all oPt governorates (the second survey is scheduled to be published in autumn 2015). The surveys used the same methodology, with the questionnaire modified slightly between 2011 and 2012, and again for this survey (adding a few questions about the anti-corruption commission and about respondents' attendance of awareness-raising sessions).

The survey size — 8,000 households, from the 16 governorates of the oPt (11 governorates in the WB and 5 in the GS) — and sampling methodology enabled the survey results to be representative of the views of a large part of the Palestinian population.<sup>15</sup> This report consolidates

their voices, enabling partners concerned with rule of law in the State of Palestine to understand how Palestinians perceive the rule of law landscape, and how they choose to resolve disputes.

## 2 Context

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The Israeli occupation, incursions and internal political struggles have significantly weakened Palestinian institutional capacities that are essential for the effective administration of justice. UNDP and UN Women, through their joint programme, support efforts to strengthen the rule of law across the oPt. In the Gaza Strip, due to engagement rules limiting the ability of working with institutions, primary focus is given to support to CSOs, to enhance community

access to justice. Investments in the rule of law elsewhere in the State of Palestine have also focused on institutional capacity development of statutory justice institutions, to enhance quality service delivery to the Palestinian public. Such efforts are necessary to strengthen the rule of law because capacity deficits in courts, prisons, and police stations are significant impediments to the smooth administration of justice.

## 3 Objectives

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It is expected that this perception survey will enable partners concerned with the rule of law in the State of Palestine to better understand the factors which structure justice choices. Designed to obtain information on all aspects and objectives of rule of law programming, the bi-

annual perception survey is intended to be part of a feedback loop which informs the Sawasya Programme and its partners of progress to date and to stimulate reflection and responses to improve impact.

## 4 Methodological Note

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This third survey of public perceptions of Palestinian justice and security institutions is an extension of the previous public perception surveys, designed in collaboration with national and international partners with the PCBS and

reviewed by a technical committee consisting of the PCBS, MOJ, HJC, AGO, Sharia Courts, Military Courts, Ministry of Interior, and the PBA.

Respondents in East Jerusalem were asked to express their perceptions of the PA institutions,

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15. As mentioned in the Methodological note section, locality type (Urban, Camp, and rural areas) is considered as core factor in the sampling process. Thus, the sample represents Palestinian population living in these areas, with careful attention to represent people live in area C and East Jerusalem, as special case applies to them (i.e. Palestinian Police has to coordinate with the "District Coordination Office (DCO)" in order to enforce laws in area C, and as per Oslo agreement, Palestinian Authority has no power to enforce Palestinian laws on Jerusalemites).

recognizing their infrequent interactions with PA justice and security institutions. Those in the West Bank (excluding EJ) were asked to share their perceptions of the PA security and justice institutions, while respondents in Gaza their perceptions of justice and security institutions in Gaza.

The questionnaire was originally designed, tested, and used to conduct the first annual survey, carried out in 2011.<sup>16</sup> Additional questions were then added to the second survey (carried out in 2012) and then again for the purposes of this survey, which was conducted under the auspices of Sawasya, the UNDP / UN Women Joint Programme. The questions added to this survey examine the respondents' awareness of the Palestinian Anti-Corruption Commission and their attendance to the awareness-raising sessions. The survey process was administered in August and September 2015, by a field work team consisting of 90 persons.

The process included: training and monitoring interviewers; reviewing and pilot testing the questionnaire; data collection, data entry and coding. Since Palestinian households were found to be more receptive to female interviewers, majority-female teams survey teams were recruited and trained on data collection methods as well as interview techniques. The survey sample consisted of 8,000 households, of which 6,823 households completed the questionnaire. This survey sample was randomly selected using stratified multistage cluster sampling, whereby 320 enumeration areas (EAs) from the 2007 census (geographic regions consisting of buildings that have housing units with an average of 124 households) were considered primary sampling units and were selected by a systematic random sampling method. Within these 320 EAs, 25 households were randomly selected, through systematic sampling, from each EA. The final stage of the selection process was to select one male

or female over 18 years old from each household. The UNDP and the PCBS agreed to choose the sample from PCBS records, which created an opportunity to familiarise themselves with the characteristics of the households in advance, and to ensure a sound distribution of the sample in terms of gender and geographical distribution. This also provides the opportunity to return to the same households in the next survey (it is planned that half of the sample of the next survey will include households from this survey), and to track changes in the perception of the same households between the two surveys.

The sample contained 16 strata representing all the governorates in the West Bank and Gaza Strip. The sample covered urban, rural and refugee camp settings in every oPt governorate, as well as a broad cross-section of society by sex, age, and socio-economic group (including marital status, educational attainment, income group, employment status, employment type and employment sector).

**During the planning, design and execution stages, several measures were taken to ensure quality control, such as:**

- Training of interviewers and pilot testing of the questionnaire;
- Verification and re-assessment of the data entry programme before initiating the data entry process;
- Continuous oversight of the field workers through field visits, and regular meetings with a proactive approach to problem solving;
- Cleaning of data;
- Oversight of final analysis by the Sawasya M&E team, and final rounds of review by programme and senior management of UNDP and UN Women.

16. Both previous iterations of the survey were conducted under UNDP's Access to Justice project (2010-2014)



## 5 Survey Results

### 5.1 Relationship with Justice and Security Institutions

Although there are varieties of contacts with justice and security institutions, they can broadly be grouped in two categories:

- Those who contact the system voluntarily; this category includes victims of crime seeking police assistance, claimants requiring legal aid to resolve a civil dispute, and experts making their services available to the courts.
- Those who come in contact with the justice system involuntarily; this category includes detainees in jails and defendants facing trial.

In general, people choose to use the formal justice system because they perceive that doing so will lead to private and public benefits.

Individuals might obtain protection from threats to their physical safety or financial security. The community as a whole benefits from the economic and social benefits derived from the community security, stability and predictability achieved when all of its members behave according to the same rules and norms. These benefits rely on citizens reporting crimes and persistent disputes to formal justice institutions. For them to do so, they must have confidence that they are able to provide quick, effective, independent justice and security services. Confidence that the justice system will meet a need for timely, impartial, and effective justice — is therefore the foundation of access to justice.

#### 5.1.1 CONTACT: REGIONAL DIFFERENCES

Contact with Palestinian and Israeli justice and security institutions differs significantly between regions, depending on the degree of control by the Palestinian Authority (PA) and Israeli security, military and administrative control. Under the Oslo Accords, which established the Palestinian National Authority (PA) in 1994, Palestinian territory was organised into areas A, B, and C. Most Palestinian cities were classified as 'A' areas under PA security and administrative control. 'B' areas were kept under the administrative control of the PA, while Israel retained control of security. 'C' areas, comprising 58% of the total area, were

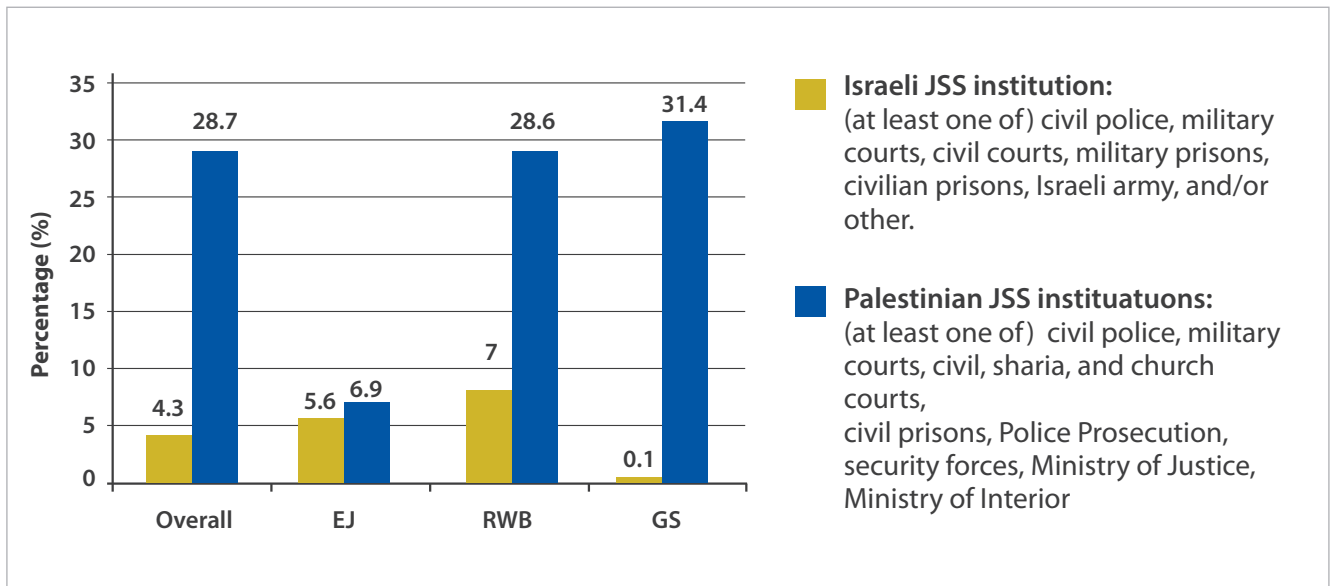
kept under full (administrative and security) Israeli control. Following the Six Day War, in 1967 East Jerusalem came under Israeli control and since then Israeli law has been applied to all its inhabitants by Israeli justice institutions. In 2007, Hamas asserted control over the Gaza Strip and established parallel justice institutions and passed new laws outside of the Palestinian National Authority. In June 2014, Fatah and Hamas formed the National Consensus Government (NCG) comprised of technocrat ministers based in both the Gaza Strip and the West Bank.

Thus, whether or not households come into contact with Palestinian justice and security institutions depends largely on whether they live in East Jerusalem, the West Bank excluding East Jerusalem (Area A, B or C), or Gaza Strip.

The data presented in Figure 1 suggests that 28.7% of the households in the oPt have had contact with at least one Palestinian justice and security institution over the 12 months leading to the survey (it took place in August and September 2015), while 4.3% had contact with at least one Israeli institution over the same period. These numbers represent a significant shift from the data recorded in the last Public Perception Survey: there is a 12.3% increase in the number of respondents who had contact with Palestinian institutions, while there is a 1.9% decrease in the number of those that had contacts with Israeli institutions.

However, the overall data tell us only one part of the story. When broken down by geographic location, there is a pronounced difference in the relationship with Palestinian and Israeli institutions between the Gaza Strip, the West Bank and East Jerusalem. The population of the Gaza Strip has had close to no contact with Israeli security institutions (which are not present in Gaza) as shown by figure 1. There has been far more frequent contact with Israeli institutions in the other regions surveyed, with 7.0% of respondents in the West Bank and 5.6% of respondents in East Jerusalem having had contact.

**FIGURE 1: Contact with Palestinian and Israeli justice and security institutions**



## 5.1.2 CONTACT: GENDER DIFFERENCES

Women are still less likely to come into contact with justice and security institutions than men. Differences between gender are pronounced when it comes to contacts with both Palestinian and Israeli institutions. Namely, men are twice as likely as women to come into contact with Palestinian justice and security institutions.<sup>17</sup> It is notable that men are five times as likely to come into contact with the Palestinian police as women,<sup>18</sup> and approximately twice as likely to come into contact with the Palestinian ministry of justice as women.<sup>19</sup> Moreover, Palestinian women are six times less likely to use civil courts than men. This is likely to be at least partially rooted in social attitudes, as over a quarter of the Palestinian women polled said they would be prevented from resolving disputes in courts by social traditions and norms.<sup>20</sup>

The same social traditions and norms may also be a reason why the disparity between men and women in the use of Palestinian justice and security institutions is smallest when it comes to Sharia' courts. Part of the formal justice system, Sharia' Courts (or family courts) adjudicate matters pertaining to family law (such as divorce, custody and inheritance) using Islamic Sharia' as their legal framework. Namely, while 8% of the men polled have used Sharia' courts, a slightly smaller percentage (5.8%) of women have done so as well.

Moreover, the tendency of women to seek other avenues for redress apart from civil courts is shown by the fact that over a third of the women polled (33.8%) claimed that they would not use these courts because the tribal and non-formal justice system is quicker, while nearly a quarter of the women polled (22.5%) said it is fairer. This indicates that informal justice mechanisms are an important part of the Palestinian justice experience. It is therefore important to take

people's preferences for informal justice into consideration when developing interventions in support of the rule of law in the State of Palestine, particularly in ensuring women and children access to and obtain effective justice.

Of the women who witnessed a crime, a slightly smaller percentage (54.4%) did not report it to the police compared to 2012 (58.8%). Although this change gives small cause for optimism, on the whole it is apparent that women are more hesitant than men to engage certain institutions - particularly courts, where the open and adversarial nature of the proceedings may expose them to criticism for violating entrenched social attitudes.

It is also worth noting that women have barely any contact with Israeli institutions generally. While a tiny percentage has contact with the Israeli army (1.8%), remaining Israeli institutions (civil courts, military courts, Israeli police) deal almost exclusively with Palestinian men. This almost certainly shapes the manner in which Israeli officials, be they soldiers, police officers or others, relate to Palestinians.

17. 37.6% of men; 19.4% of women.

18. 13.1% of men; 2.6% of women.

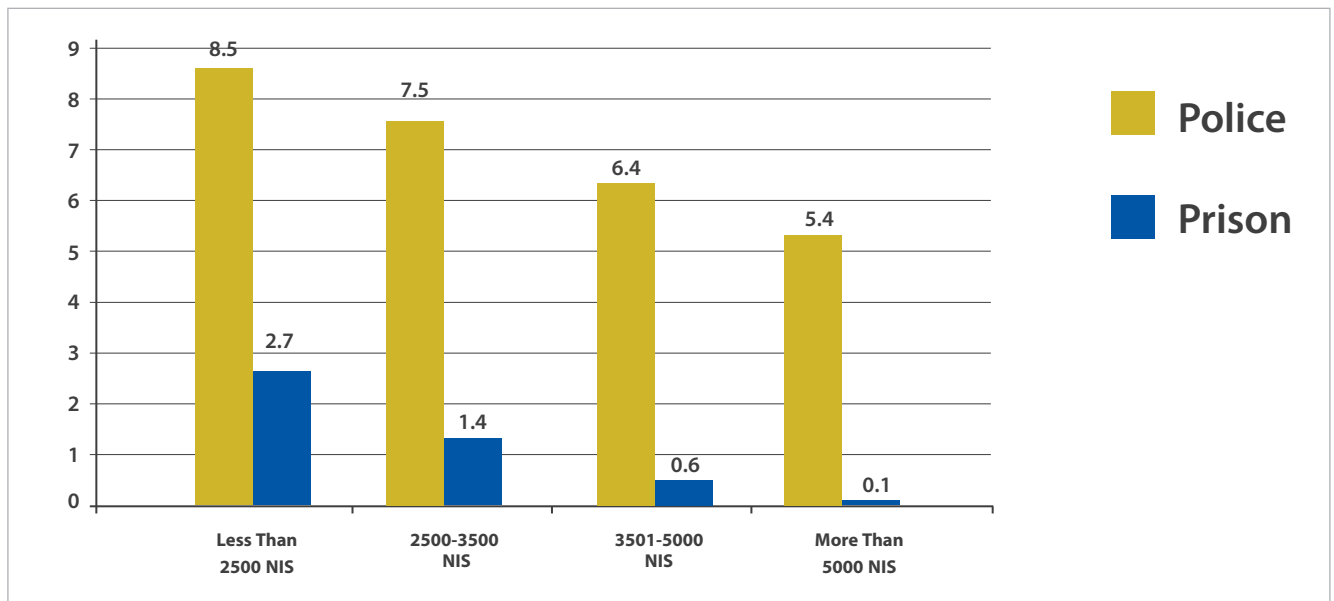
19. 1.3% of men and 0.6% of women came into contact with the Ministry of Justice.

20. 26.6% of the women polled who said they would not use the courts because of social traditions and customs.

## 5.1.3 CONTACT: SOCIO-ECONOMIC DIFFERENCES

Income and education are good predictors of how likely Palestinians are to have contact with the police and with prisons. The lower the income of a Palestinian, the more likely he or she is to come into contact with the police. As shown below in figure 2, income disparity is directly correlated with the frequency of a Palestinian's contact with the police and with prisons.

**FIGURE 2: Contact with Palestinian police and prisons – by income**



More specifically, the lower the income of a Palestinian, the more likely he or she is to have come in contact with the police over domestic violence,<sup>21</sup> financial cases,<sup>22</sup> political or intellectual reasons,<sup>23</sup> and cases of violence such as fights or assaults.<sup>24</sup> In such instances, those in the lowest income category (below 2500 NIS) that come into contact with Palestinian justice and security institutions are more frequently claimants than defendants (although, as with Palestinians with higher incomes, most of their contacts with justice and security institutions (60.0%) consist of them requesting a service).<sup>25</sup> The data for the other income categories shows a smaller percentage of claimants and defendants along with an even higher percentage of those who

contacted Palestinian institutions demanding a service.

In addition to the strong link between a lack of income and contact with the police and prisons, the survey demonstrates a somewhat weaker link between the respondents' level of education and the likelihood they will come into contact the police and prisons. Namely, while there is a slightly higher likelihood that a lower level of education will lead to contact with prisons,<sup>26</sup> the correlation is not ironclad.<sup>27</sup> However, the data shows that a lack of education is directly correlated with a lack of income (please see Figure 3 below), which, as has been shown above, is in turn a direct predictor of a Palestinian citizens' likelihood of

21. 1.5% of those with an income below 2500 NIS, 0.8% of those with an income between 2500-3500 NIS, 0.2% of those with an income between 3501-5000 and 0% of those with an income above 5000 NIS.

22. 9.8% of those with an income below 2500 NIS, 8.4% of those with an income between 2500-3500 NIS, 6.1% of those with an income between 3501-5000 and 1.8% of those with an income above 5000 NIS. Financial cases include: cases involving bad checks, disputed bills, bad loans, unpaid debt and unpaid taxes.

23. 2.8% of those with an income below 2500 NIS, 2.4% of those with an income between 2500-3500 NIS, 2.3% of those with an income between 3501-5000 and 0.2% of those with an income above 5000 NIS.

24. 11.9% of those with an income below 2500 NIS, 8.7% of those with an income between 2500-3500 NIS, 7.5% of those with an income between 3501-5000 and 5.5% of those with an income above 5000 NIS.

25. For the claimants, 16.2% of those with an income below 2500 NIS contacted justice and security institutions. While for the defendants, 12.8% of those with an income below 2500 NIS contacted justice and security institutions.

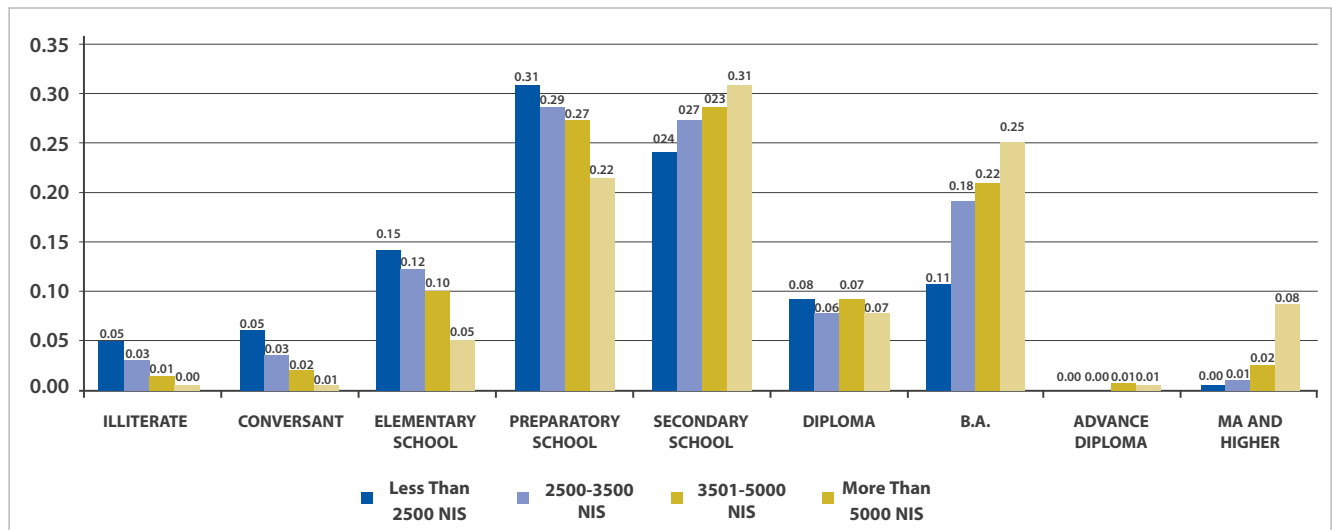
26. 4.4% of those with elementary school, 2.0% of those with preparatory school, 1.3% of those with secondary school and 1.0% of those with a diploma came into contact with Palestinian prisons.

27. As an aberration, 2.5% of those with a BA have come into contact with Palestinian police, more than the percentage of respondents who have a diploma or a lower level of education.

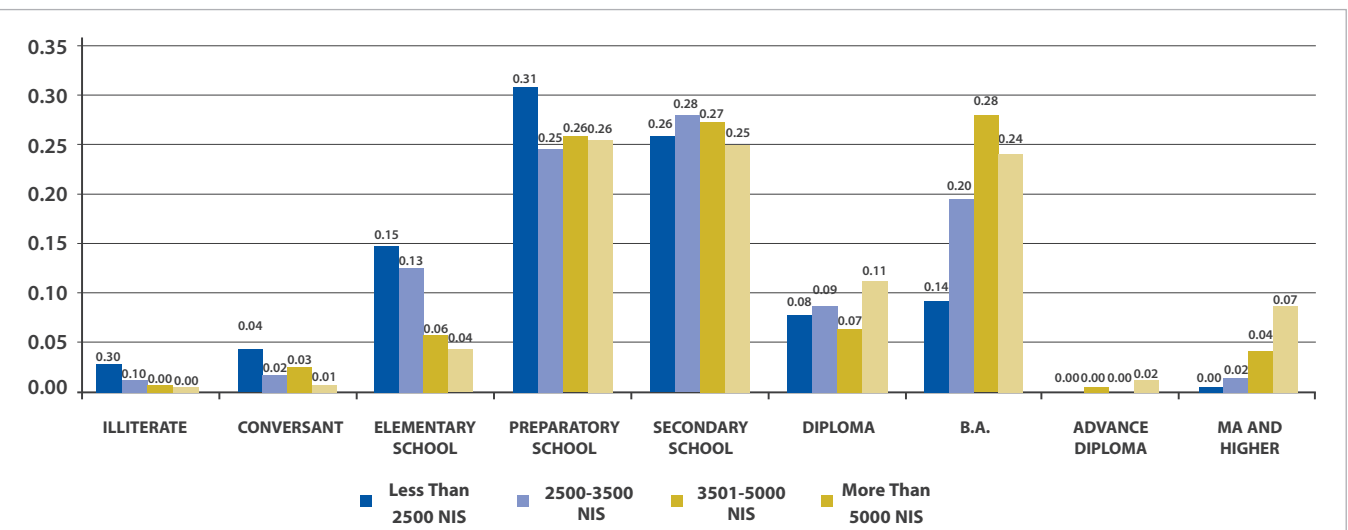
contact with Palestinian police and prisons. Therefore, while it is difficult to draw hard and fast conclusions from the above data, it would seem to suggest that the less educated a Palestinian is, the lower his or her income will be, which will make him/her more likely to be either a victim or a perpetrator of a crime and thus to come into contact with the police or prisons (please see

Figure 4 below). This signifies a continuation of a trend highlighted in the last report from 2012 and that efforts to promote respect for the rule of law and raise awareness on the rights of victims and the competency of the institutions should focus on the poorest citizens.

**FIGURE 3: Relationship between education and income**



**FIGURE 4: Distribution of respondents in contact with justice and security institutions based on their level of education and income**



## 5.1.4 CONTACT: AGE DIFFERENCES AND GENDER

The male residents of the oPt had significantly more contact with the prison system than the female residents. Namely, while approximately one in thirty men had some contact with prisons (3.4%), only one in two hundred women did so (0.5%). Further, as noted in previous the number of young people, Public Perception Survey reports a mark of improvement of the Palestinian justice system has been the reduction of the number of young people (18-24 years old) who are in contact with prisons.<sup>28</sup> While 4.4% of youth surveyed in 2011 had been in contact with prisons, this percentage dropped to 3.1% in 2012 and has dropped further: only 1% of 18-19-year-olds and 2.2% of 20-24-year-olds were in contact with prisons. This marks a continued decline, which could indicate that Palestinian justice and security institutions are becoming more aware of the need to impose fewer prison sentences on children and youth (as they are still in the process

of developing the cognitive and communication skills they need to effectively navigate formal justice processes).

International standards stipulate that, where possible, cases involving children should be handled 'without resorting to judicial proceedings', but through 'a variety of dispositions, such as care, guidance and supervision orders' and other 'alternatives to judicial care'.<sup>29</sup> It is therefore notable that young respondents (18-24-year-olds) had significantly more contact with Sharia' and church courts.<sup>30</sup> Although these may not be the alternatives to formal judicial proceedings envisioned by international standards, this data indicates that there is a demand for alternatives to formal judicial proceedings that should be explored further. This demand appears to exist among both men and women; while 8.0% of men had contact with Sharia' and church courts, nearly as high a percentage (5.8%) of women had as well.

## 5.1.5 CONTACT: TYPES OF CASES AND GENDER

The most frequent types of cases for which Palestinians needed to interact with formal institutions were divorce and marriage cases (17.0% of respondents).<sup>31</sup> This was true of both women and men; 21.5% of the cases for which women had to interact with formal institutions and 14.5% of those for men related to divorce and marriage. The next largest categories are cases of violence, such as fights and assaults (10.3% overall; 12.9% for men and 5.1% for women) and financial cases (8.5% overall; 12.2% for men and only 1.3% for women). This marks a change from previous surveys, where financial cases, land disputes and labour disputes were the three largest categories, respectively. There do not appear to

be any immediately obvious reasons why this would be the case; actors in justice and security sector reform should carry out further research to establish the causes behind this trend.

Aside from the traditional categorisations of the law (such as those between criminal and civil law), the law in the oPt is effectively divided between categories that primarily concern men and categories that primarily concern women. Namely, as shown in table 1, women are the primary users of the system when it comes to family-related matters, while men are more likely to come into contact with the system for reasons relating to violence and to financial, property and labour disputes.<sup>32</sup>

28. This indicator is an extrapolation of the principle that every effort should be made to keep children out of formal justice institutions - particularly courts and prisons. This principle is enshrined in international human rights law through provisions of the Convention of the Rights of the Child and other key documents. It is consequently posited here that the justice system should consider age when processing cases involving young people.

29. Convention on the Rights of the Child, art. 40(3)(b).

30. 6.9% for 18-19-year-olds; 7.8% for 20-24-year-olds.

31. Aside from the catch-all category of 'requesting services' from justice and security institutions, which 61.5% of Palestinians required.

32. Inheritance cases lie at the overlap of the two categories.

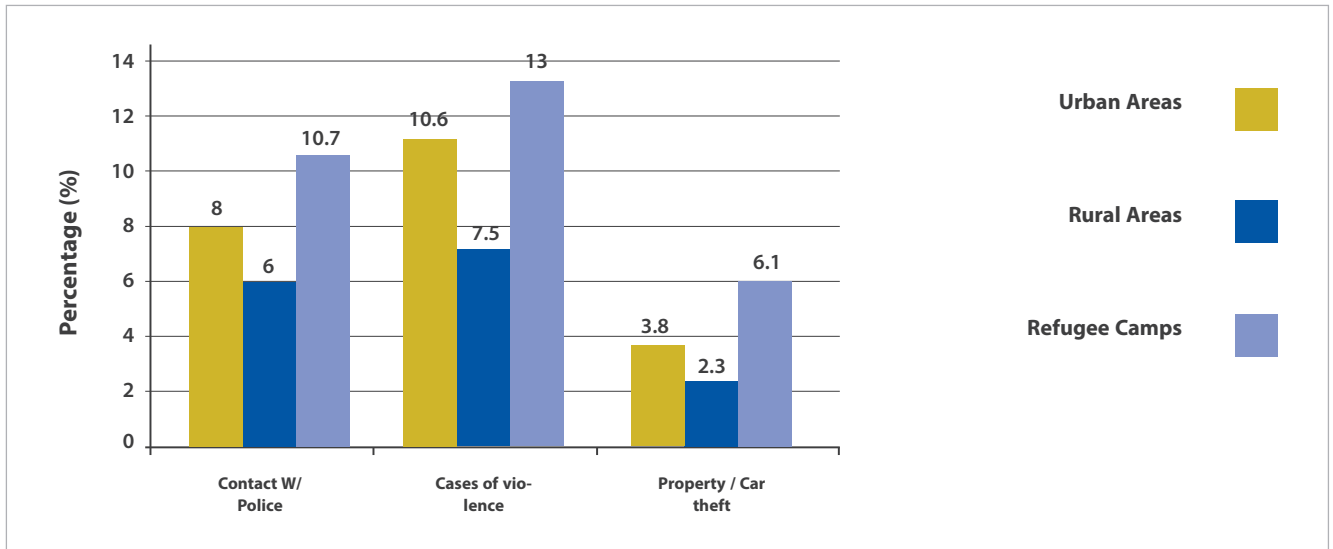
**Table 1: Reasons for being in contact with the courts by type of case**

Case type	Men	Women
Traffic accident	9.4%	1.1%
Property, car theft	4.6%	2.3%
Cases of violence (fight, assault)	12.9%	5.1%
Political, intellectual reasons	3.7%	0%
Land disputes	3.8%	1.1%
Labour disputes, injuries	2.7%	0.3%
Insurance cases	3.0%	0.7%
Financial cases	12.2%	1.3%
Prisons (visits)	7.7%	3.3%
Inheritance cases	4.4%	2.7%
Domestic violence	0.9%	1.4%
Custody	1.3%	2.3%
Divorce, marriage	14.7%	21.7%
Alimony	2.5%	4.8%

Thus, women are significantly more likely than men to be in contact with the courts for reasons relating to family issues (with the exception of inheritance cases, which involve overlapping issues of property and family disputes). The low percentage of women involved in cases revolving around property disputes (including financial cases, land disputes, car theft) shows the inequality in the ownership and the usage of property between men and women in oPt.

Residents of refugee camps are more likely to be victims and/or perpetrators of cases of violence and theft. Of all of the localities examined, residents of refugee camps had the most frequent contacts with the police.<sup>33</sup> Moreover, residents of refugee camps interacted with Palestinian justice and security institutions over cases of violence and property or car theft more than residents of any of the other localities examined. Figure 3 illustrates the exposure of residents of refugee camps to violent crime and theft.

33. 10.7% in refugee camps; 8.0% in urban areas; 6.0% in rural areas.

**Figure 5: Exposure to violence and theft – by locality**

The data above shows the need for a greater focus on addressing the challenges posed by particular features of refugee camps to the establishment of the rule of law. Namely, political disputes between residents of refugee camps, their leaders and the

Palestinian authority can hamper the ability of Palestinian police to enforce the law in the camps. This can often cause the security situation in the camps to deteriorate with a resulting escalation of violent crime and theft.

## 5.2 Challenges to strengthening the rule of law

There are a number of challenges to strengthening the rule of law in the oPt. The most significant are highlighted below.

### 5.2.1 Lack of access to legal aid

Inadequate access to legal aid of the poorest households and the misallocation of resources continue to hamper the realisation of the rule of law in the oPt. A functioning system of legal aid – providing free or partially funded legal assistance and representation to those citizens that cannot afford it – is a precondition for the realisation of the rule of law. It enables a level

playing field, particularly in criminal cases where the defendant is pitted against the resources of the state, including the police and prosecutors' offices. It also improves confidence in the legal system, as it allows citizens to participate equally in proceedings before justice institutions and to receive protection from abuses by the state's officials.<sup>34</sup>

<sup>34</sup> The right to free legal aid has been recognised in key international human rights treaties such as the International Covenant on Civil and Political Rights and the European Convention on Human Rights and Fundamental Freedoms. Further, it is seen as a cornerstone of the right to fair trial by international human rights bodies, including by the European Court of Human Rights and by the Human Rights Committee, and it was recently described as a right in and of itself by the UN Special Rapporteur on the independence of judges and lawyers.



The data shows that Palestinian households, particularly those on low income, struggle to access free legal aid. In the majority of cases, both poorer and richer households pay for the services of an independent lawyer. Fewer than two in five male members of the poorest households (39.8%) receiving legal aid were given it for free or partially for free.<sup>35</sup> Of those women who asked for legal aid, 46.6% got it for free or partially for free. This may be due to a lower level of knowledge about the availability of free legal aid providers.

Of those that did access free legal aid services provided by the Palestinian Bar Association, university legal clinics and Civil Society Organisations, a slightly higher percentage within the lower income brackets received this aid for free or partially free: 41.46% of those with an income of less than 2500 Shekels, 46.53% of those with an income between 2500-3500 Shekels, 0% of those with an income between 3501-5000 Shekels and 34.9% of those with an income above 5000 Shekels, received legal aid for free or partially free by those organisations.<sup>36</sup>

Thus, the data shows that precious resources of the Palestinian state, the Palestinian Bar Association, civil society and donors for legal representation and assistance may not be sufficiently targeted at indigent and vulnerable individuals, and the availability of free legal services are not sufficiently known amongst those lower income groups. An equitable justice system should have wealth as a determining factor in whether a user pays for legal services; in the oPt, however, 60.2% of the poorest households receiving legal aid paid fully for it, while 35.1% of the richest households receiving legal aid were given it for free or partially for free.

### Some contradictory trends are noticeable in this regard:

- A cumulative 27.5% are satisfied or very satisfied with the cost of hiring lawyers,<sup>37</sup> representing an increase from 20.4% in 2012.
- However, of those that would not bring an unresolved dispute to court, 59.4% cite the prohibitive costs, including lawyers' fees, as a reason. This varies little depending on income.<sup>38</sup> This is an increase from the previous figure of 33.7%.
- A cumulative 38.5% (37.3% of women; 39.5% of men) are confident or very confident that they would be able to obtain free legal services if they needed them. This is an increase from 26% of households in 2012.
- However, as in 2012, confidence in ability to obtain free legal aid if required is still among the lowest of all 12 measures in the justice system. Moreover, it is notable that the more educated the respondents are, the less confident they are in their ability to receive free legal assistance.<sup>39</sup> This is not correlated to whether more educated respondents actually receive legal aid (there is no set pattern there). Although there are many possible interpretations for this finding, the one most strongly suggested by the data is that a greater level of education carries with it more knowledge about the manner in which the legal system works and thus greater awareness about the lack of availability of legal aid.

35. 28.3% for free, 11.5% partially free.

36. Of those with an income of less than 2500 Shekels (31.25% for free, 10.21 partially free), of those with an income between 2500-3500 Shekels (12.8% for free, 33.73% partially free), and of those with an income above 5000 Shekels (19.18% for free, 15.72% partially free).

37. 24% of women; 30.9% of men.

38. 63.3% of households with an income under 2500 Shekels and 62.6% of households with an

income of more than 5000 Shekels said they would not bring a case to court due to prohibitive costs, including lawyers' fees.

39. The trend is uniform: 31.7% for illiterate respondents; 45.1% for those who are 'conversant'; 47.9% for those with elementary school; 55.4% for those with preparatory school; 58.8% for those with secondary school; 62.1% for those with a diploma; 65.9% for those with a B.A.; 67.8% for those with an advanced diploma and 72.3% for those with an M.A. or higher.

**Table 2: Distribution of those who asked for legal aid services, by type of provider and by income group (%).**

INCOME GROUP	LEGAL AID PROVIDER				
	Independent Lawyer	Bar Association	Civil Society Organisations	Legal clinics at universities	PA institutions
(LESS THAN 2500 NIS)	78.7	1.22	6.06	0.26	13.76
(2500-3500 NIS)	59.05	0	6.58	0	34.36
(3501-5000 NIS)	43.99	0	2.23	0	53.78
(MORE THAN 5000 NIS)	39.78	0	36.21	8.59	15.41

**Table 3: Distribution, by income group, of those who asked for legal aid services from the Palestinian Bar Association, Civil Society Organisations, and legal clinics at universities (%).**

INCOME GROUP	LEGAL AID		
	Fully funded	Partially funded	Not funded
(LESS THAN 2500 NIS)	31.25	10.21	58.54
(2500-3500 NIS)	12.8	33.73	53.47
(3501-5000 NIS)	0	0	100
(MORE THAN 5000 NIS)	19.18	15.72	65.1

## 5.2.2 Lack of 'civic engagement' in upholding the rule of law

The lack of 'civic engagement' – undertaking actions to protect and uphold the rule of law – is a challenge to the realisation of the rule of law in oPt. According to the data, there is a dichotomy in the views of Palestinians on the rule of law.

On the one hand, 15.4% of respondents (15.1% of men, 15.7% of women) believe they do not bear individual responsibility for supporting the rule of law, and that the sole responsibility in this regard lies with the state. This is a substantive number, but one that is nevertheless a significant reduction from 2012, when a full 35% of respondents stated that they do not believe they bear individual responsibility in this regard. This would indicate that there is a greater degree

of 'civic consciousness' – awareness of one's responsibilities as well as rights in upholding the rule of law – than previously.

**This assertion is supported by respondents' attitudes towards more specific responsibilities than the abstract 'support to the rule of law':**

- 97.6% of respondents believe they should respect the law;
- 92.3% of respondents believe they should not interfere or obstruct with the work of the police, the courts and prosecutors;
- 93.1% of respondents believe they should

report any criminal act to the police;

- 95.2% of respondents believe they should refrain from corruption;
- 93.6% of respondents believe they should refrain from threatening or distorting the reputation of a victim or a witness;
- 92.9% of respondents believe they should support the police in its efforts to maintain stability or security.

These attitudes hold across all regions, localities, income and education groups and genders. Moreover, they represent a uniform increase across the board from attitudes recorded in the oPt in 2012.

**On the other hand, over half (55.9% overall, 56.4% of men, 54.4% of women) of those polled stated that they did not report a crime that they were a victim of or a witness to. The reasons for this were myriad; they included:**

- Avoiding police bureaucracy (42.3%); this was most prominently the case with respondents in rural areas where 64.1% of victims or witnesses of crime provided this reason for their failure to report it. This reason was more prominent among men (45.2%) than among women (33.3%).
- Fear of blame of society (21.7%); the respondents who provided this answer are dominantly men (25.0%; only 11.4% of women);
- A fear of scandal (8.9% overall, with little difference between men and women).

In addition, the reasons provided by men and women for not reporting crimes vary noticeably. While nearly one in ten of the men (9.6%) who did not report a crime provided the unresponsiveness of the police as a reason, this

was true of only one in one hundred women (1%). Further, nearly one in four (24.8%) of men did not report a crime because they believe that the police was powerless to protect them, while only 8.8% of women gave the same reason for not reporting a crime. Men are also more likely to not report crimes because of a perceived lack of confidentiality of the police (23.3% of men, 12.5% of women), family pressure (11.4% of men, 6.9% of women), a general lack of trust in the police (29.4% of men, 11.9% of women) and a fear that the police would abuse their power against the complainant (30.4% of men, 13.5% of women). The data indicates that men are much less likely to report a crime due to a lack of trust in the motives and competences of the police. Somewhat surprisingly, men are also less likely to report crimes due to a belief that they would be discriminated against on the basis of their sex (6.6% of men, 2.8% of women).

Furthermore, 43.0% of respondents would not resort to courts to resolve a dispute with any party. Of these, 48.2% claim they would be prevented from doing so by social traditions and norms; this tendency is stronger among women (57.6%), respondents from the Gaza Strip (55.6%) and from lower income households (50.9%).

The overall picture shows that Palestinians are increasingly supportive of the rule of law in their attitudes, but are less committed in taking actions that would further advance the rule of law. Thus it appears the challenge for strengthening the rule of law is to translate growing 'civic consciousness' into 'civic engagement', encouraging citizens to act on their convictions and not let social norms or bureaucracy deter them from doing so.

## 5.2.3 Israeli occupation

Israeli occupation remains a major obstacle to strengthening the rule of law in the oPt. Over two thirds of respondents (67.5%) believe that Israeli occupation and its procedures on the ground are an obstacle to strengthening the rule of law, an increase of 8.3% from 2012. This belief is most pronounced in the West Bank, where over three quarters (76.5%) view the Israeli occupation as hindering the realisation of the rule of law.

More specifically, the public believes that the Israeli occupation hinders the strengthening of the rule of law in the following ways:

- 90.8% of respondents believe that the PA is unable to hold Israelis who commit crimes in in the oPt accountable. This is a reflection of the fact that Palestinian courts cannot hear cases involving Israeli citizens, which, in turn, means that settlers are often not held accountable for the crimes they commit.
- A large majority of respondents believe that the occupation hinders Palestinian police in performing its duties in a number of ways. 83.3% of respondents believe that the Israeli occupation requires Palestinian police to coordinate its movement in order to access areas B and C. This reflects the arrangement whereby Palestinian police are required to

obtain permission from Israeli authorities to enter Area C. When aligned with the impediment that the Separation Wall and checkpoints present to the movements of the Palestinian police (an identical 83.8% believe that the police is unable to access areas beyond the Separation Wall), the result is that citizens may not receive a timely response from the police and that its effectiveness is compromised.

- 86.5% of respondents believe that the Israeli occupation has obstructed the work of the Palestinian Legislative Council by detaining its members and thus slowing down the legislative process.

The impact of the Israeli occupation on the effectiveness of the Palestinian justice and security institutions differs somewhat between the West Bank, East Jerusalem and the Gaza Strip. While slightly less than a sixth (16.3%) of respondents in East Jerusalem reported crimes that they were victims of, or witnesses to, in the West Bank and the Gaza Strip that percentage is significantly higher (48.6% and 45.6%, respectively). This can be explained by the low exposure and contact East Jerusalem residents have with the Palestinian justice and security institutions, due to the fact that East Jerusalem falls under Israeli jurisdiction.

## 5.2.4 Lack of legal awareness and literacy

Although the lack of legal awareness and literacy is a serious obstacle, particularly for the poor and for vulnerable groups, there is a continued trend of improvement in this area. As noted in previous reports, legal literacy encompasses the following types of knowledge:

- Access: How to take action if rights are violated (i.e. how to press charges).
- Functioning: How the justice system works, including the roles, responsibilities, powers—and limits to the power—of each institution.

- Accountability: How to ensure that the system delivers justice, including by taking action for due process violations.

A basic indicator of legal literacy regarding access used in previous Public Perception Surveys is the knowledge of how to bring a complaint to the police. In this respect, there are mixed findings from the survey. On the one hand, an average of 29% of Palestinian households have no knowledge of the procedure for filing a complaint to the police. On the other hand, this is a major improvement from 2012, when 46.7%

of Palestinian households did not know how to bring a complaint to police.

This increase of awareness among Palestinians on how to access police services represents a promising foundation for the establishment of the rule of law; however, it shows that, with nearly three in ten households not knowing how to avail themselves of the services of the police, a significant minority are left without de facto protection.

**Moreover, it is the most vulnerable groups that are the least legally literate on how to access institutions. Thus:**

- While 85.3% of men claim good or basic knowledge of filing claims to the police, the comparative figure is 56.4% for women (however, it should be noted that both of these figures have grown, by 18.0% for men and 9.3% for women, respectively). A similar disparity between men and women exists in their knowledge of how to access other institutions, such as regular courts (68.2% of men and 40.7% of women), religious courts (70.6% of men and 43.2% of women), Palestinian security forces (59.2% of men and 27.6% of women), Ministry of Justice (46.3% of men and 23.0% of women), Ministry of Interior (81.1% of men and 57.6% of women) and public prosecutors (55.6% of men and 26.3% of women), as well.
- 70.3% of the poorest households have good or basic knowledge of filing claims to the police, while the comparative figure for richer households is 75.1% for those earning between 3,501-5,000 NIS and 73.9% for those earning over 5000 NIS. Again, however, while a small disparity remains between poorer and richer households, we have seen that the figure across income brackets has risen.

This pattern – of an increase in knowledge across the board, but with vulnerable groups lagging behind - is repeated with regard to legal literacy as it relates to the functionality of institutions.

Whereas during 2012, just 25% of Palestinians households knew the functions, powers and limits to the power of judges, lawyers, police, public prosecution, Ministry of Justice and Palestinian Bar Association, these figures have increased across the board. Thus, between 35.5% and 66.8% of Palestinians now claim good or basic knowledge of the limits of the powers of the Ministry of Justice and the police, respectively, with their knowledge of other institutions ranking between these two extremes. This is a significant increase from the figures noted in the previous two surveys.

Nonetheless, as was stated above, vulnerable groups are less aware of the limits of powers of Palestinian institutions. For instance, only 32.6% of women, as compared to 55.9% of men, claim good or basic knowledge of the limits of a public prosecutor's powers. Similar disparities are noted between poorer and richer respondents,<sup>40</sup> as well as between those with a lower level of education and a higher level of education.<sup>41</sup>

As with previous surveys, functional knowledge of the limits of Palestinian institutions' powers is tied to whether respondents were users of the system. However, there has been a rise in functional legal literacy across the board: those who have and have not had contact are more aware of the limits of all of the Palestinian justice and security institutions included in the survey. While many of the increases have been remarkable,<sup>42</sup> it is noticeable that the bigger increases have come among those that have not been in contact with institutions over the last 12 months. This indicates that awareness-raising efforts have been wide-ranging and that they have a significant degree of success, irrespective of the respondents' links with the justice system.

40. For instance, the percentage of those that claim full or partial knowledge of the limits of lawyers' powers ranges from 54.8% for poorest households to 65.9% from the wealthiest households.

41. For instance, the percentage of those that claim full or partial knowledge of the limits of judges' powers ranges from 21.7% of those who are illiterate to 75.5% of those with an MA or higher diploma.

42. For instance, over twice as many Palestinians as in 2012 are aware of the limits of judges' and the Ministry of Justice's powers, respectively.

**Table 4: Functional legal literacy among those who have/have not been in contact with justice and security institutions over the last 12 months – a comparison between 2012 and 2015**

Justice institution	In contact		Percent of change	Not in contact		Percent of change	2015 – overall average*
	2012	2015		2012	2015		
Limits of judges' authority	28.3%	57.5%	+103.2%	20.3%	46.6%	+129.6%	49.7%
Limits of lawyers' authority	40.0%	65.9%	+64.8%	20.1%	53.4%	+165.7%	57.0%
Limits of police authority	44.8%	74.3%	+65.8%	33.3%	63.7%	+91.3%	66.8%
Limits of Public Prosecution authority	28.0%	53.3%	+90.4%	18.7%	40.8%	+107.5%	44.4%
Tasks and power of Ministry of Justice	19.8%	43.8%	+121.2%	14.5%	32.2%	+122.1%	35.5%
Tasks and power of Palestinian Bar Association	27.4%	55.2%	+101.5%	19.6%	43.3%	+120.9%	46.7%
Average	31.6%	58.3%	+85.7%	21.1%	46.7%	+121.3%	50.0%

\* Irrespective of contact.

An important aspect of legal literacy is the ability of citizens to protect themselves from abuses by officials by holding them accountable. As shown in table 4, there has been a general increase in knowledge of how to complain about abuses of power. With the exception of the slight drop-off

in the percentage of respondents who know how to complain about abuses of power by the police, Palestinians are slightly more knowledgeable than before about how to hold institutions accountable.

**Table 5: Knowledge of how to make a complaint about abuses of power by institutions – a comparison between 2012 and 2015**

Complaints against	2012	2015	Percent of change.
Judges	32.5%	38.4%	+18.2%
Lawyers	47.5%	47.9%	+0.8%
Police	46.3%	43.1%	-6.9%
Prosecutors	29.8%	36.9%	+23.8%

This increase in legal knowledge can be attributed to greater knowledge of complaints' procedures in the West Bank, and in East Jerusalem, where the biggest advances in this respect were recorded.

Whereas in 2012 respondents in the Gaza Strip were far more aware of how to complain about abuses of power than those in the West Bank, this gap has substantially closed in 2015. Efforts

to increase legal literacy in the West Bank on the accountability of institutions should therefore be continued, but with a re-dedication of such work in the Gaza Strip. Finally, although there

is no comparative data for East Jerusalem, it is notable that its residents have the highest degree of knowledge on this issue in all three regions surveyed.

**Table 6: Knowledge of how to make a complaint about abuses of power by institutions – a comparison between 2012 and 2015**

Complaints against	Gaza Strip		Remaining West Bank		East Jerusalem	
	2012	2015	2012	2015	2012	2015
Judges	43.7%	39.8%	25.8%	35.8%	12.2%	58.4%
Lawyers	56.9%	52.5%	41.9%	44.3%	31.3%	54.1%
Police	57.6%	47.1%	39.6%	40.5%	24.7%	41.3%
Prosecutors	39.2%	39.3%	24.1%	33.9%	13.2%	54.2%

However, despite these increases, the data does not paint a satisfying picture for accountability. It shows that a significant number of Palestinian households are not aware of how to bring a complaint against abuses of power by the police (56.9%), a judge (61.6%), a prosecutor (63.1%) or their lawyer (52.1%). This leaves them exposed to abuses of power by officials and representatives of the formal justice system, which, in turn, breeds distrust and a tendency to avoid the said justice system. This is demonstrated by the fact that 43% of Palestinian households would not resort to using the courts to resolve their disputes. Moreover, nearly half of Palestinian households (49.0%) are not aware of the existence of the Palestinian Anti-Corruption Commission, which is particularly true of the respondents among the vulnerable groups: women (57.7%), residents of refugee camps (57.0%) as well as of residents of the Gaza Strip (64.2%). This lack of knowledge effectively deprives half of the oPt's population of recourse through an institution designed to hold the public sector accountable.

Palestinian respondents have decreasing confidence in accountability mechanisms. The lack of knowledge on how to complain against institutions is buttressed by respondents' decreasing confidence in accountability mechanisms. Although 44.7% of households believe that the police largely fail to carry out their duties according to the law (an increase from

37.4% in 2012), only 10.9% of households have, or know someone who has, made a complaint against the police (a drop off from 12.9% in 2012). Only 41.9% believe that a complainant would 'get a result' from such a complaint (a reduction from 46.2% in 2012). This view is consistent between those who have had contact with the Palestinian institutions (41.7%) and those who have not (42.0%).

Overall, it appears that efforts to raise legal literacy in the oPt have been met with some success. Nonetheless, the figures suggest that an additional focus needs to be placed on vulnerable groups, such as women and those from poorer households, in order to close the persistent gap with more privileged groups, such as men and those from wealthier households.

### **Perceptions that the formal justice system lacks capacity, is too slow and too costly**

Perceptions that the formal justice system lacks capacity, is too slow and too costly hinder Palestinians from all backgrounds from utilising the justice system. The overwhelming majority of those that would not go to court to resolve a dispute (43.0% of the all respondents, a slight increase from 40.6% in 2012) stated that the reason is that court proceedings are too lengthy (78.2%). The percentage of respondents providing this reason is consistent across age, gender,

regional and income categories. This is a slight drop off from 2012, when 84.3% provided this reason, but still much higher than the baseline from the first survey conducted in 2011, when 50.2% provided this reason. Interestingly, this perception is slightly more widespread than the experiences of the users of the justice and security system would suggest: of the 29.1% of users who are unsatisfied or strongly unsatisfied with their experience, 70.6% gave the length of time as a reason.

The perception that the justice system is slow does not only pertain to the courts; namely, of the nearly half (48.9%) of the respondents that were unsatisfied with the manner in which the police handled their complaint, 81.9% gave the length of the follow-up procedures of the case as a reason.

The justice system is not only perceived to be slow but also to be expensive. Nearly three-fifths (59.4%) of those that would not resort to court to resolve their disputes stated that they could

not afford it financially, which is a very small decrease from the figure in 2012 (61.2%). The cost of going to court is 'higher' for the lowest and highest income households;<sup>43</sup> it is posited that the higher income households face 'opportunity costs' in going to court, which would entail losing income in their other ventures. The other principal apprehension that respondents have with regard to the costs of the justice system are lawyers' fees. Specifically, 52.1% of respondents claimed that the cost of hiring lawyers was a concern. This figure rises to 60.1% among those respondents that have had experience with justice and security institutions over the last 12 months. In addition, somewhat surprisingly, there is greater concern over lawyers' fees in richer households.<sup>44</sup> While one possible reason could be that richer households rely on more experienced and thus more expensive lawyers, the reason for this apparent anomaly can only be determined through further investigation.

**Table 7: Perceptions of the formal justice system among those that would not use courts to resolve disputes**

Reason for not using the courts system	2012	2015	Percent of change.
Proceedings are too lengthy	84.3%	78.2%	-7.2%
Proceedings are too costly	61.2%	59.4%	-2.9%
Lawyers are too expensive	63.1%	52.1%	-17.4%

Finally, the perception of Palestinians is that justice and security institutions lack sufficient capacity to carry out their jobs. Of those who reported a crime over the last 12 months, the overwhelming majority (85.1%) thought that the investigations carried out by the police were below standard, while the majority (54.7%) believed the police did not have the requisite technical or human capacities to carry out their work. In fact, of the entire body of users of Palestinian justice and security institutions over

the last 12 months, nearly half (47.5%) stated that justice and security institutions do not have sufficient capacity. These figures were consistent across income, age, gender and education and point to the need to direct further efforts into strengthening the capacities of these institutions.

43. Households who stated that they cannot afford to go to court financially: 63.3% with an income under 2500 Shekels, 50.4% between 2500-3500 Shekels, 55.8% between 3501-5000 Shekels and 62.6% with an income above 5000 Shekels.

44. While 52.4% of households with an income below 2500 Shekels reported lawyers' fees as a concern, this figure rose to 57.6% and 56.7% for those from households with an income between 3501-5000 Shekels and above 5000 Shekels, respectively.



## 5.3 Confidence and trust in justice and security institutions and the justice system as a whole

The survey polled respondents on their levels of confidence and trust in justice and security institutions and the justice system's ability to produce fair and equitable outcomes. Before the key findings are presented, it is worth briefly distinguishing each of these two concepts in accordance with their definitions in the survey.

Confidence is the conviction that respondents have in the functioning of the rule of law and of justice and security institutions as a whole. It seeks to measure whether Palestinians believe that the justice system can provide them with fair and equitable outcomes and whether it is worth engaging with to resolve legal issues. Trust is the belief that respondents have in each particular institution; it is relational and pertains directly to

justice and security institutions.

A growing level of confidence in the justice system providing fair and equitable outcomes is countered by a decreasing confidence in engaging the system. The data unearthed by the survey points to a somewhat contradictory picture. On the one hand, respondents have expressed an increasing level of confidence that the justice system will provide them with fair and equitable outcomes should they choose, or be forced to, engage with it. This is a positive trend that is to be welcomed. However, it is challenged by the findings that Palestinians have been less willing than before to engage with the justice system, including in instances where they were witnesses to, or have been victims of, crime.

### CONFIDENCE : IN OUTCOMES OF THE JUSTICE SYSTEM

The survey has noted increased confidence among residents of the oPt in the justice system providing fair and equitable outcomes.

More Palestinians believe that the formal justice system will provide them with a fair and equitable outcome if they have legal disputes, be they criminal or civil: 6.0% more Palestinians than in 2012 believe they would receive a fair trial and 7.5% more believe that if a crime was committed against them it would be investigated well. These notable increases are supported by others that reflect a seemingly improved opinion of the courts: 3.3% more Palestinians than in 2012 believe that they would be able to resolve civil disputes fairly through the courts; 14.6% more Palestinians than in 2012 believe that the courts are well qualified and 5.1% more Palestinians believe that the judiciary is free of external

influence. Notably, 11.8% more Palestinians than in 2012 believe that police can enforce the law equally and not be swayed by personal or family relations.

These figures mark a slight shift from the attitudes expressed in the 2012 survey. The overriding picture presented by that survey indicated that Palestinians had a reasonable degree of confidence that trials are fair, while also believing that judges are susceptible to external influence. This perception still holds: 53.7% are confident that they would be able to resolve a civil dispute equitably and 47.9% that they would receive a fair trial if charged with a criminal offence; at the same time, only 36.8% believe that the judiciary is independent of external influences and only 43.5% that the police are not unduly influenced by personal or familial relations. This finding

appears puzzling: a fair trial depends on judicial independence, while a large percentage of Palestinian respondents seem to have decoupled fairness and independence and are of the view that the latter is not necessarily a precondition for fair trials. One possible explanation, posited by this survey in 2012, is that considering 'extra-legal' facts (e.g. the relative size of disputants' families, the strength of their political affiliations, the extent to which they are armed) is regarded as being an integral part of the justice process in the oPt. A judge with a sincere intention to support reconciliation and peace, and having no personal advantage to gain from the process, could consider such factors in order to support a settlement which endures because it is based on a realistic assessment of the balance of power between disputing parties.

However, although this may be true, the percentage of those that believe in police and judicial independence has grown by 11.8% and 5.1% respectively (along with the growth in the number of those that believe they would receive a fair trial). This growing belief in judicial and police independence and fairness augurs well for the growth of the justice system in the oPt.

Finally, although (as noted above) confidence in the ability to obtain free legal aid is among the lowest of all 12 measures of confidence in the justice system, the largest recorded increase from the previous survey came in answer to this question: 42.6% more Palestinians than in 2012 are of the opinion they would be able to do so. This may well be coupled with the number of persons in higher income brackets that have received free legal aid, which underscores the need to carefully analyse whether resources for legal aid are allocated in the optimal fashion.

**Table 8: Perceptions of the formal justice system among those that would not use courts to resolve disputes**

How confident are you that:	2011	2012	2015	Percentage change (2012-2015)
If you were charged with a criminal offence, you would get a fair trial.	43.8	45.2	47.9%	+6.0%
If a crime committed were against you, it would be effectively investigated	47.6	48.3	51.9%	+7.5%
If you had a civil dispute, you would be able to resolve it fairly through recourse to the courts	51.2	52.0	53.7%	+3.3%
You would receive police assistance as soon as you requested it.	63.3	58.3	59.3%	+1.7%
You would be able to obtain free legal aid if you needed it	31.3	27.0	38.5%	+42.6%
Palestinian courts are appropriately qualified	46.2	45.8	53.5%	+14.6%
That the judiciary system is independent from any external influences	31.3	35.0	36.8%	+5.1%
That you will be dealt on an equal footing before the judiciary	42.4	43.7	44.2%	+1.1%
That you will find an appropriate and qualified lawyer if needed	66.4	70.2	69.6%	-0.8%
Palestinian police can enforce the law for all equally, without consideration of individual or family relations	41.2	38.9	43.5%	+11.8%
That, if needed, you can obtain protection from the police against external threats	47.5	48.1	51.0%	+6.0%
A court decision would be enforced	n/a	63.7	64.1%	+0.6%
<b>Average</b>	<b>46.6</b>	<b>48.0</b>	<b>51.1%</b>	<b>+6.39%</b>

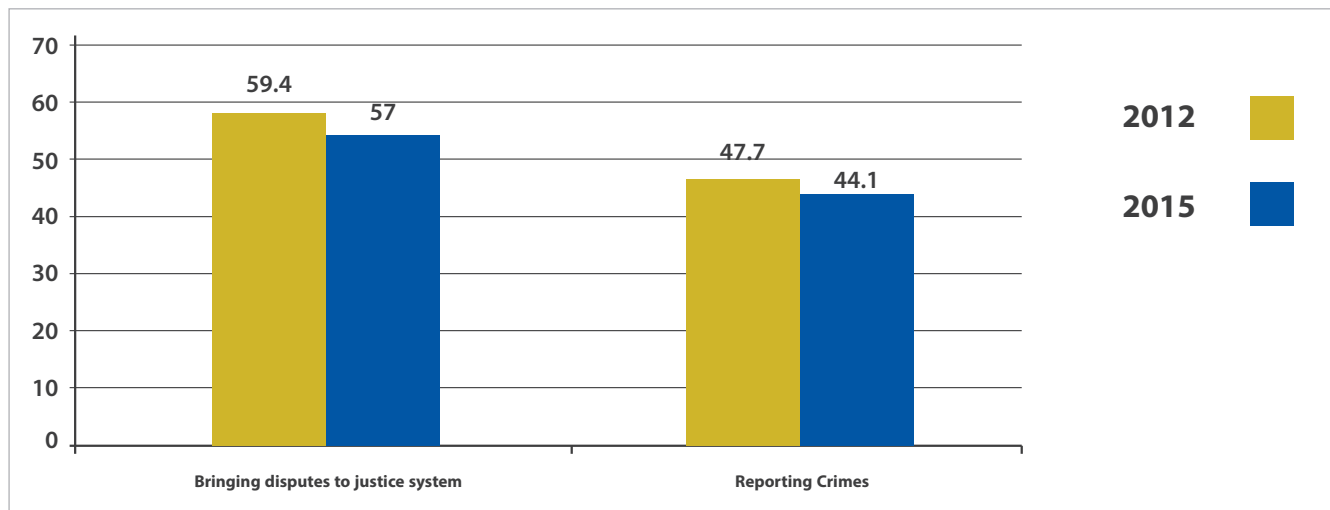
## CONFIDENCE : IN ENGAGING THE SYSTEM

However, the increased confidence in the justice system providing equitable outcomes is not matched by a rising belief in engaging the system.

While the majority of households would be willing to bring disputes to the formal justice system, this percentage has been reduced somewhat since 2012. While nearly three in five households (59.4%) said in 2012 that they would bring any disputes they had to the formal justice system (62.4% of

men and 56.3% of women), that percentage has been reduced to 57.0% (60.1% of men and 53.8% of women). Another indicator of the reduced confidence in the justice system is the similar decrease in the percentage of respondents who reported crimes that they witnessed or were a victim of.<sup>45</sup> The reduced confidence of Palestinians in the justice system is illustrated in Figure 6.

**Figure 6: Willingness to use justice and security institutions**



It should be noted, however, that among those (fewer in number) that would bring disputes to the justice system, there is a stronger confidence than before in the justice system. For instance, nearly nine in ten (89.4%) believe that courts are the only legitimate avenue for resolving conflicts (an increase from 85.05% in 2012 and from 71.0% in 2011). Other data shows that, among the same group, there have been similar (small) increases in the ratio of respondents who would bring disputes to the justice system because laws are clear and comprehensive,<sup>46</sup> and because courts can prevent violence.<sup>47</sup>

It therefore appears that there are increasingly polarised attitudes towards the justice system. While noting an overall decrease in confidence and the willingness to avail themselves of the service of the formal justice system among Palestinians, it is also notable that the 'believers' have increased their confidence in the justice system.

45. 47.7% (47.8% of men and 47.6% of women) in 2012; 44.1% (43.6% of men and 45.6% of women) in 2015.

46. 74.7% in 2012; 77.3% in 2015.

47. 73.3% in 2012; 78.5% in 2015. It should also be noted that there was a decrease, among those that would bring disputes to the justice system, in the percentage of those that believe that courts help to obtain justice: 72.6% in 2012 and 70.4% in 2015.

## Trust

Trust in the justice and security institutions has apparently increased slightly for most Palestinian institutions. In addition to measuring confidence, the survey also measured the trust of respondents in individual institutions.

Trust in justice and security institutions appears to be increasing. When it comes to Palestinian households' trust in individual institutions, it appears, on the whole, to be increasing. While the average level of trust in the justice and security institutions measured in 2012 was 2.79 on a 5-point scale, it appears to have increased to an average rating of 3.19.

Trust in CSOs also appears to have increased. Under previous surveys, trust in human rights and women's rights CSOs was stronger than that of any formal justice or security institution. It appears to have further increased, from a previous rating of 2.99 to a rating of 3.22.

Trust in the police appears to have increased. Under the 2012 survey, Palestinians ranked the police as the third most trusted institution in the justice system. This level of trust has increased even further, from a 2.87 average to a 3.30 average, making it the most trusted institution in the oPt.

**Table 9: Levels of trust in justice and security institutions and CSOs**

Trust in justice and security institutions and CSOs	2015		Average	2012 Average	Percentage change
	Male	Female			
Palestinian civil police	3.27	3.34	3.30	2.87	+15.0%
Palestinian Public prosecution	3.25	3.31	3.28	2.86	+14.7%
Palestinian Bar Association	3.19	3.31	3.25	2.84	+14.4%
Palestinian Courts	3.23	3.31	3.26	2.93	+11.3%
Palestinian Ministry of Justice	3.18	3.30	3.24	2.82	+14.9%
The Palestinian government in supporting and strengthening the rule of law	3.09	3.21	3.14	2.84	+10.6%
The Palestinian Legislative Council	3.00	3.17	3.08	2.66	+15.8%
Human rights and women organizations	3.13	3.31	3.22	2.99	+7.7%
Politicians in supporting and strengthening of the rule of law	2.84	2.97	2.90	2.30	+26.0%
The judiciary as a whole	3.14	3.25	3.19	2.94	+8.5%
Average	3.13	3.24	3.19	2.81	+13.7%

## 5.3.1 Confidence Regional Differences

### Confidence – in outcomes of the justice system

The residents of the West Bank and of the Gaza Strip have less confidence in the system producing fair and equitable outcomes than residents of East Jerusalem. The confidence of the population of East Jerusalem in the Palestinian justice system producing fair and equitable outcomes is higher across the board than of populations in the West Bank and the Gaza Strip. This is similar to the findings of the

2012 survey. This applies to judicial fairness, police effectiveness, and judicial and police independence, to all of the categories surveyed but one (confidence in the enforcement of judicial decisions). It is also notable that the earlier gap in confidence in judicial independence between the West Bank and the Gaza Strip has been reduced as the percentage of residents in Gaza who believe in the independence of the judiciary has significantly increased.

**Table 10: Confidence in the effectiveness, fairness and independence of justice and security institutions – by region**

How confident are you that:	Remaining West Bank	East Jerusalem	Gaza Strip
If you were charged with a criminal offence, you would get a fair trial.	48.3%	53.7%	46.7%
If a crime committed were against you, it would be effectively investigated	51.1%	66.6%	51.2%
If you had a civil dispute, you would be able to resolve it fairly through recourse to the courts	54.4%	67.0%	53.7%
You would receive police assistance as soon as you requested it.	55.9%	72.3%	62.8%
You would be able to obtain free legal aid if you needed it	40.5%	54.7%	33.3%
Palestinian courts are appropriately qualified	54.0%	78.9%	46.9%
That the judiciary system is independent from any external influences	36.0%	51.2%	36.3%
That you will be dealt on an equal footing before the judiciary	43.9%	64.9%	42.0%
That you will find an appropriate and qualified lawyer if needed	67.9%	72.9%	71.6%
Palestinian police can enforce the law for all equally, without consideration of individual or family relations	44.4%	59.4%	39.8%
That, if needed, you can obtain protection from the police against external threats	48.4%	56.0%	54.2%
A court decision would be enforced	63.1%	63.8%	65.6%
Average	50.7%	63.5%	50.3%

## CONFIDENCE : IN ENGAGING THE SYSTEM

The levels of confidence in engaging the system vary significantly between the regions. The percentage of respondents that would resort to the Palestinian courts to resolve any legal disputes they had is by far the highest in East Jerusalem (68.5%). This is consistent with the picture painted by the findings above, which makes it clear that residents of East Jerusalem have by far the highest degree of confidence in the Palestinian justice system and are the most willing to engage it among all of the regions examined. This is interesting, considering that East Jerusalemites fall under Israeli jurisdiction, and therefore have little to no contact with or exposure to Palestinian justice and security institutions. At the same time, the residents of the Gaza Strip have by far the lowest level of confidence in engaging the formal justice system (50.2%), lagging far behind the residents of the West Bank (60.6%).

However, the glaring exception to the confidence that residents of East Jerusalem have in engaging the system is their (lack of) willingness to report crimes to police. Namely, although a higher proportion of East Jerusalem residents witnessed, or was a victim of, a crime than in any other region, only 16.3% of these crimes were reported to the Palestinian police. This is almost three times lower than in the West Bank (48.6%) or in the Gaza Strip (45.6%). This may be due to the fact that residents of East Jerusalem fall under Israeli jurisdiction, and therefore tend to have more exposure to and contact with Israeli police rather than Palestinian police.<sup>48</sup>

### 5.3.2 Confidence Gender Differences

#### Confidence – in outcomes of the justice system

There is remarkably little difference between men and women in their confidence that the justice system will produce fair and equitable outcomes. Women and men score remarkably similarly in their confidence. The only (mild) surprise in this regard is that women score slightly higher in their belief that the police can protect them from external threats (52.9%) than do men (49.0%). This may be explained by the social norms that protect. This may be the result of the improvements made since the first survey in 2011, which, it was suggested in the previous survey, have left women more confident about the justice system.

#### Confidence – in engaging the system

Both women and men are less likely to report crimes than before and women slightly more reluctant to engage the formal justice system than men. The data generated by the survey shows that women and men are less likely to report crimes than in 2012: whereas then 47.6% of women who had been witnesses to, or victims of, a crime had reported the crime, this percentage has now slipped to 45.6%. It dropped even more for men: from 47.8% in 2012 to 43.6% over the last 12 months.

48. It is to be noted that interviewers who conducted the survey asked households, including those in East Jerusalem, on their opinions with regards to Palestinian justice and security institutions only.

A reverse disparity between the genders (with a similar drop-off from 2012) can be seen in the willingness to utilise the system to resolve a dispute with another party. Whereas 60.1% of men

are willing to use the courts to resolve disputes (compared to 61.6% in 2012), 53.8% of women are willing to do so (compared to 55.7% in 2012).

**Table 11: Reasons for not resorting with the judiciary – by gender**

Reasons for not resorting to formal justice	Men		Women	
	2012	2015	2012	2015
Do not trust the courts	41.1%	38.6%	29.5%	23.0%
Cannot realise my rights through courts	44.8%	45.1%	36.0%	27.0%
Court cases take a long time to be resolved	86.9%	83.1%	82.1%	73.8%
Court proceedings are expensive	62.7%	60.8%	59.9%	58.1%
Justice system is corrupt	27.9%	26.5%	19.2%	16.6%
Tribal and non-formal justice is quicker	78.3%	82.8%	74.6%	73.2%
Do not know how to file a claim	28.3%	17.9%	36.4%	33.2%
Social customs prevent me from making a claim	44.9%	37.6%	65.1%	57.6%
I might be discriminated against because of my sex	n/a	11.8%	n/a	13.8%

The data contained in Table 11 shows there has been a general decrease in the reasons for not resorting to formal justice across both genders. It is notable, however, that the largest of the two

increases across the categories is among (male) respondents claiming that they avoid courts because the informal justice system is quicker.

# CONFIDENCE : SOCIO-ECONOMIC DIFFERENCES

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## Confidence – in outcomes of the justice system

Members of vulnerable groups are not significantly less confident in the justice system providing fair and equitable outcomes. Neither age, a lack of income nor a lower level of education affect the confidence of a household in the outcomes of a justice system. However, residents of refugee camps do have less confidence in the justice system providing fair and equitable outcomes than do Palestinians in urban and rural areas.<sup>49</sup>

## Confidence –in engaging the system

Poorer citizens are less likely to resort to courts to resolve disputes. While 53.6% of the poorest households would resort to courts to resolve their disputes, this number rises to approximately three-fifths of middle-income households and 68.6% of the households with the highest income. Similarly, while 43.9% and 37.5% of households from the two lowest-income brackets reported crimes that they had witnessed or were victims of, this number rises to 57.9% and 55.8% for the two highest-income households, respectively.

## Informal justice system

This speaks to the fact that the informal justice system has a degree of trust that matches that of the formal justice system. Among the 57% of the households polled that would take their disputes to courts, 41.0% claimed that they would use the formal system because the informal one is 'unfair' (41.3% of men, 40.6% of women). In other words, 23.4% of all respondents polled prefer the formal

justice system because they believe that the informal justice system is unfair.

However, this figure does not compare too unfavourably with the attitudes expressed about the formal justice system: 30.3% of all respondents polled don't trust the courts (31.3% of respondents in refugee camps), 35.8% believe they cannot realise their rights through the courts (39.6% of respondents in refugee camps), 78.2% believe the informal justice system to be quicker (78.0% of respondents in refugee camps) and that the courts take too long to process cases, and 59.4% believe that the courts are too expensive (62.1% of respondents in refugee camps). These figures indicate the comparative advantages that the informal justice system enjoys over the courts and the formal justice system. It is therefore worth examining further whether the informal justice system can complement the formal justice system in cases where quick and inexpensive justice is a priority. This might require further efforts to be invested in addressing the inadequacies of the informal justice system in order to ensure it satisfies minimum standards of fairness, and adherence to human rights standards more generally.

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49. For instance, while 49.1% of residents of urban areas and 48.0% of residents of rural areas, respectively, have confidence in receiving a fair trial if charged with a crime, this percentage drops to 39.9% for residents of refugee camps.



# CONFIDENCE : OVERALL

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The level of confidence that Palestinians have in the justice system is sufficient for a functioning rule of law system, but the dissatisfaction of a large minority of citizens could endanger this if challenges are not addressed. A majority of Palestinians have confidence in the formal justice system according to most indicators used by the survey. This endows the justice system with the legitimacy that it needs in order to be effective and to maintain social order. However, a

substantial minority of Palestinians do not share this confidence; should this percentage increase – which is possible if the challenges identified in the report are not addressed – this could cause the number of people who do not use or have confidence in the system to reach a ‘tipping point’, after which the legitimacy of the justice system would come into question. This could cause more Palestinians to turn to informal justice institutions to an even greater degree than to date.

## 5.4 Satisfaction with justice and security institutions

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In order to gauge the satisfaction of respondents with justice and security institutions (including Sharia’ and church courts), survey respondents were asked to state how satisfied they are with various aspects of the functioning of justice and security institutions: very dissatisfied, dissatisfied, satisfied, very satisfied. However, it is important to note that this was not a ‘user survey’, soliciting perceptions of justice and security institutions’ capacity and performance from those who had used those institutions. The vast majority of respondents who stated how satisfied they are with justice and security institutions had not actually been in contact with Palestinian justice and security institutions over the last 12 months. Most were not, therefore, in a position to give an opinion based on their own experience over that period.

Their perceptions could thus be based on one or more factors including: experiences dating from periods during which justice and security institutions were nascent; the intifada years, during which challenges to effective delivery of justice and security services were considerable; speculation and hearsay, which play a particularly

large role in shaping the perceptions of those who have never had direct contact with justice and security institutions.

In short, the data provided in this section in particular does not necessarily reflect the current capacities and actual performance of justice and security institutions. In many cases, more than two thirds of respondents answered ‘don’t know’ to questions in this section of the survey, effectively reducing the sample size by this amount.<sup>50</sup> Fewer people giving an opinion results in lower levels of satisfaction and dissatisfaction. Accordingly, (dis)satisfaction data must be read alongside information about the number of people who are silent on each issue.

Overall, satisfaction with all six justice and security actors surveyed increased by 1.5%. Satisfaction increased by 9.38% in East Jerusalem, 2.66% in West Bank, but was reduced by 2.59% in Gaza Strip. The Ministry of Justice scored the largest increase (7.8%) of any particular institution across the oPt; the largest increase in a particular region was scored by the courts (21%) and police (19.5%) in East Jerusalem.

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50. For example, 31.0% of households answered ‘don’t know’ when asked to give their level of satisfaction with the manner in which the courts handled insurance cases.

**Table 12: Satisfaction with justice and security institutions**

Justice and security institutions	2012				2015				Percentage Change (oPt)
	oPt	RWB	EJ	GS	oPt	RWB	EJ	GS	
The Palestinian courts	2.56	2.57	2.24	2.54	2.62	2.64	2.71	2.57	+2.3
The Palestinian Public Prosecution	2.67	2.65	2.77	2.69	2.66	2.70	2.73	2.61	-0.4
The Palestinian Civil Police	2.68	2.61	2.36	2.84	2.75	2.75	2.82	2.74	+2.6
The Palestinian Judges	2.76	2.78	2.71	2.90	2.73	2.76	2.92	2.66	-1.1
The Palestinian Lawyers	2.80	2.73	2.83	2.89	2.73	2.73	2.83	2.71	-2.5
The Palestinian Ministry of Justice	2.43	2.52	2.46	2.31	2.62	2.70	2.79	2.51	+7.8
Average	2.65	2.64	2.56	2.70	2.69	2.71	2.80	2.63	+1.5

## 5.4.1 Satisfaction by gender

As shown by Table 13 below, there has been a significant turnaround in the level of satisfaction of women in the Palestinian justice and security institutions. Namely, whereas the first survey in 2011 recorded a major gender satisfaction gap, which saw women less satisfied than men with Palestinian institutions (by an average of 11%), this trend has been reversed in four years.

Whereas previously women were less satisfied with all of the institutions noted in the survey, now they are more satisfied across the board. Although the disparities between women and men are now slight (in the favour of women), the table demonstrates the impressive step forward that has been made by justice and security institutions in addressing the previous gender satisfaction gap.

**Table 13: Satisfaction by gender**

Justice Institutions	Male	Female	Gender Satisfaction Gap <sup>51</sup>	
			2015	2011
The Palestinian civil courts	2.60	2.67	2.33%	-14.7%
The Palestinian religious courts	2.68	2.73	2.33%	-15.9%
The Palestinian Public Prosecution	2.62	2.71	3.17%	-11.7%
The Palestinian Civil Police	2.72	2.79	2.43%	-3.4%
The Palestinian Judges	2.69	2.78	3.20%	-11.8%
The Palestinian Lawyers	2.72	2.74	0.78%	-9.3%
The Palestinian Ministry of Justice	2.59	2.66	2.86%	-10.3%
Average	2.66	2.72	2.44%	-11.01%

51. The gender satisfaction gap measures the level of discrepancy between women and men in terms of their satisfaction with justice and security institutions, and is calculated as follows:  $[(\text{Women Satisfaction}/\text{Men satisfaction})-1]*100]$ . The closer this indicator is to zero, the more similarity there is between women and men in their satisfaction. When this figure becomes negative, this means that women's satisfaction is lower than men's satisfaction, and vice versa when the value of this indicator is positive.

## 5.4.2 Regular courts and religious courts – a comparison

The survey polled respondents on the level of satisfaction with Palestinian regular courts and with religious courts (Sharia' and church courts).

Respondents are more satisfied with religious courts than with regular courts according to all of the criteria used: speed, promptness, fairness, independence, human and technical capacity, cleanliness, user-friendliness, accessibility (including for persons with disabilities), competence of judges. The survey used nineteen criteria to measure the level of satisfaction of respondents with regular and religious courts. Remarkably, respondents evinced a higher degree of satisfaction for religious courts across all of these criteria. The comparisons below illustrate the results for the most important categories or for those categories where the difference in the levels of satisfaction between religious and regular courts are the highest.

Speed of rulings: religious courts have a net -0.7% satisfaction rating from respondents in this category (38.9% satisfied and 39.6% dissatisfied), which is considerably (23.2%) better than the net -24.9% satisfaction rating of regular courts (27.4% satisfied and 52.3% dissatisfied).

Degree of equality in dealing with individuals: religious courts have a net +6.6% satisfaction rating in this category (40.6% satisfied and 34.0% dissatisfied), which is significantly better (14.7%) than the net -8.1% satisfaction rating of regular courts (33.6% satisfied and 41.7% dissatisfied).

Independence from partisan influences: religious courts have a net +2.9% satisfaction rating from respondents in this category (37.2% satisfied and 34.3% dissatisfied), which is 13.7% better than the net -10.8% satisfaction rating of regular courts (30.8% satisfied and 41.6% dissatisfied).

Independence from personal, family and tribal influences: religious courts have a net -1.6% satisfaction rating from respondents in this

category (35.9% satisfied and 37.5% dissatisfied), which is 11.7% better than the net -13.3% satisfaction rating of regular courts (30.1% satisfied and 44.4% dissatisfied).

Fairness of rulings: religious courts have a net +23.8% satisfaction rating from respondents in this category (49.8% satisfied and 26.0% dissatisfied), which is 12.0% better than the net +11.8% satisfaction rating of regular courts (42.6% satisfied and 30.8% dissatisfied).

The differences in the level of satisfaction with religious courts and with regular courts are less stark in other categories. Nonetheless, it is clear that Palestinians have a considerable degree of satisfaction with religious courts, which creates at least two possible courses of action for stakeholders. First, to help strengthen the capacity of regular courts, thereby restoring the faith of the public in them. Some of the most obvious comparative advantages of religious courts are in technical areas, such as the speed of rulings, which it should be possible to address, particularly with outside technical support. Some others, such as the lack of independence of regular courts as compared to religious courts, are more dependent on the absence of corruption and nepotism, which are harder to tackle through technical support programmes.

Second, in addition to building the capacities of regular courts, outside stakeholders wishing to support the justice sector could also seek to take advantage of the popularity of religious courts, by promoting their use for certain types of cases in which speed is of the essence. At the same time, it would be useful to examine to what degree the proceedings of religious courts conform with minimum international human rights standards and whether they are a useful alternative or complement to regular courts.

Bold and blue.

These satisfaction levels of religious and regular courts are subject to very pronounced regional differences. Residents of the Gaza Strip have a lower net satisfaction rating for both religious and regular courts than the average across oPt, while residents of East Jerusalem have a higher net satisfaction rating for both religious and regular courts.

For instance, regarding the degree of equality courts exhibit in dealing with individuals, religious courts have a net -5.3% rating in the Gaza Strip, but a net +30.6% rating in East Jerusalem (compared to the net +6.6% rating average in the oPt as a whole). Meanwhile, in the same category, regular courts have a net -23.7% rating in the Gaza Strip, but a net +27.8% rating in East Jerusalem (compared to the net -8.1% rating average in the oPt as a whole).

**Table 14: levels of satisfaction (2015) - by region**

Satisfaction with regular and religious courts - category examined	Net satisfaction rating (% satisfied - % dissatisfied)		
	Gaza Strip	Remaining West bank	East Jerusalem
Degree of equality exhibited by religious courts	-5.3%	+12.5%	+30.6%
Degree of equality exhibited by regular courts	-23.7%	-0.4%	+27.8%
Independence from partisan influences by religious courts	-12.3%	+10.6%	+26.6%
Independence from partisan influences by regular courts	-28.2%	-2.0%	+24.4%

The above figures show a vast difference in the level of satisfaction between the regions, be they regarding regular or religious courts. They demonstrate the need to urgently improve the functioning of the justice system in the Gaza Strip and to address the disparate levels of satisfaction between Gaza, West Bank and East Jerusalem.

## Regular courts – by type of case

Palestinians are generally satisfied with how regular courts handle the great majority of cases. When asked whether they are satisfied with how regular courts handle different types of cases, respondents have been positive with regard to most types, including theft,<sup>52</sup> the destruction of property,<sup>53</sup> and domestic violence.<sup>54</sup>

## 5.4.3 Public prosecution

The percentage of Palestinians satisfied with the performance of the public prosecution remains at the same (positive) level. The previous survey marked an increase in the satisfaction of the public with the public prosecution (by 4.7% from 2011 to 2012). This was attributed to new recruitments in Gaza, the introduction of specialities and changes in procedures, which were thought to have increased the prosecution's efficiency and the public's confidence. In the intervening period, the level of satisfaction with the public prosecution has stalled. While a large portion of the public has no contact with, and therefore no opinion of, the public prosecution, the remainder of the public gives prosecutors a positive grade. Thus, 40.2% of respondents are satisfied with the role of the public prosecution in filing a criminal lawsuit (a slight reduction

52. 45.8% of respondents are satisfied with how courts handle cases of theft; 41.7% are not.

53. 41.4% of respondents are satisfied with how courts handle cases of destruction of property; 38.4% are not.

54. 45.6% of respondents are satisfied with how courts handle cases of domestic violence; 33.9% are not.

from 40.5% in 2012, but a net +19.2% rating) and 37.5% of respondents are satisfied with public prosecutors' integrity and independence (a small increase from 36.2% in 2012, along with a net +11.6% rating).

## 5.4.4 Police

The police have the highest net satisfaction rating of any justice and security institution, and it is rising. The respondents are particularly satisfied with the accessibility and responsiveness of the police: 77.4% are satisfied with the ease of contacting the police by phone (down slightly from 80.0% in 2012); 64.4% are satisfied with the number of police stations in their area (up from 52.3% in 2012); 66.3% are satisfied with the seriousness with which the police respond to their requests for assistance (up from 63.6% in 2012); 64.7% are satisfied with the response time of the police; 60.8% of the respondents are satisfied with the effectiveness and efficiency of police investigations (up from 54.3% in 2012); and 60.0% are satisfied with the extent to which the police adhere to the law (up from 55.6% in 2012).

The length of police procedures and limited investigation efforts continue to be a cause of concern, particularly in the Gaza Strip. Of those that did file a complaint with the police or with security agencies, 48.9% were either absolutely dissatisfied (33.9%) or dissatisfied (15.0%), an increase from the recorded figure in 2011 (48.0%). Among these 48.9% of dissatisfied users, the length of procedures and limited investigation efforts were the principal grievances (as in 2012). The length of procedures was reported as a cause of dissatisfaction by 81.9% (an increase from 75.3% in 2012), while 85.1% of the dissatisfied stated that investigations were inadequate (a substantial increase from the already high figure of 74.8% in 2012).

These two reasons were given most frequently in Gaza, where 88.1% of respondents that were dissatisfied with how the police dealt with their case were of the opinion that the length of

procedures was too long while 89.7% of the same group that the investigations were inadequate. Oddly, however, this dissatisfaction about the length of proceedings among those that had unsatisfactory dealings with the police did not seem to affect the opinion of the public at large about the response times or about the efficiency and effectiveness of the police in the Gaza Strip. Namely, when asked to rate their satisfaction with police response times, the entirety of the respondents answered:

- Gaza Strip net +48% rating (71.9% satisfied, 23.9% dissatisfied);
- West Bank net +32.3% rating (59.5% satisfied, 27.2% dissatisfied);
- East Jerusalem +56.3% rating (68.7% satisfied, 12.4% dissatisfied).

Some of this dissatisfaction may stem from victims' unhappiness with the police if their cases – whether in court or by the police – are not resolved in a satisfactory manner to them, and even if it was beyond the police's capacity to resolve the case. Nonetheless, the level of concern about the slowness of the police force in undertaking investigations and discharging its duties (once cases are assigned to it) appears to underscore the need for a review of police processes (originally issued in 2012 report to the survey). This review could help to establish the bottlenecks impeding timely investigations and to devise measures to address them.

## 5.4.5 Lawyers

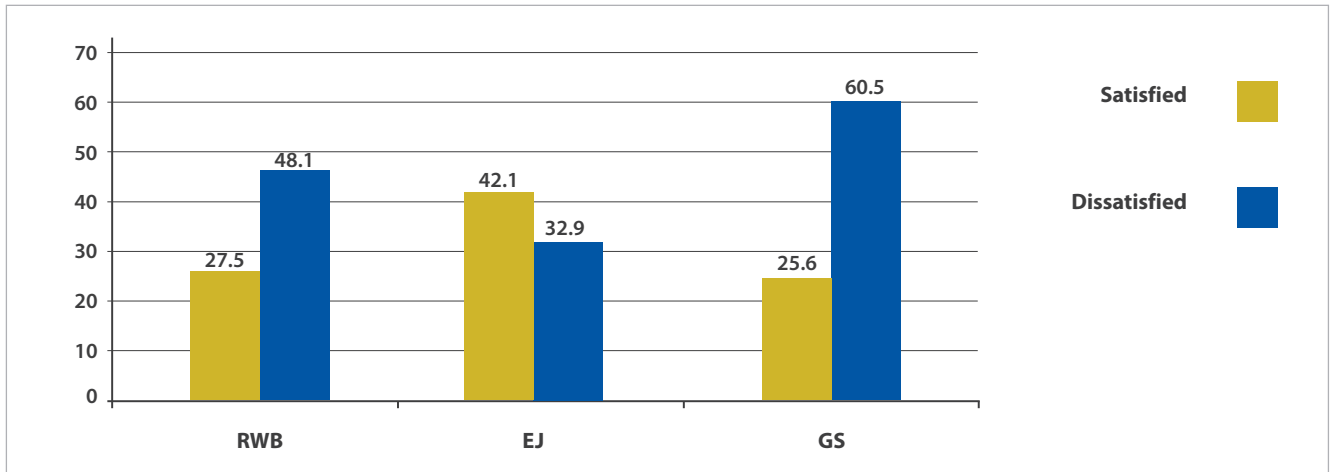
While respondents remain satisfied with the numbers and accessibility of lawyers, their cost is an increasing concern. Palestinian households are satisfied with the accessibility of lawyers: 77.3% said they were happy with the ease of access to lawyers (a slight drop off from 82.0% in 2012),<sup>55</sup> and 71.6% believe there is a sufficient number of lawyers in the oPt. Moreover, lawyers score highly on competence as well: they have a net +35.0% rating in this regard (54.1% satisfied, 19.1% dissatisfied).

55. Nonetheless a very high percentage, particularly as only 6.7% are dissatisfied with ease of access to lawyers.

However, Palestinians' concern about the cost of hiring lawyers remains high, with almost twice as many being dissatisfied about the expenditure needed to contract a lawyer (52.1%) as are satisfied (26.5%).<sup>56</sup> This underlines the need for wider availability of free legal aid across the oPt

generally and in the Gaza Strip particularly, where the cost of lawyers registered as a particularly significant concern. In addition, Palestinians are split on whether lawyers handle cases with integrity; while 39.5% are satisfied in this regard, 37.3% are not.

**Figure 7: Cost of lawyers – regional comparison**



## 5.4.6 Ministries of Justice and Interior

Households predominantly do not have an opinion about the performance of the Ministry of Justice; of those that do, most are satisfied with its performance. While most respondents are not informed well enough to have an opinion on its work, the Ministry of Justice scores positively among the rest, across a number of indicators. Thus, it scores a net +18.1% satisfaction rating for its ability to defend the independence of the judiciary (32.5% are satisfied, 14.4% are dissatisfied); a net +15.9% satisfaction rating for its ability to lead judicial reform (31.0% satisfied,

15.1% dissatisfied) and a net +17.5% satisfaction rating for its services in providing citizens with information on their rights (31.5% satisfied, 14.0% dissatisfied). However, it should be noted that Palestinian households register concern over the Ministry's ability to confront the violations of human rights by Israeli actors (a net -10.3% satisfaction rating) and by Palestinian security agencies (a net +1.3% satisfaction rating).

The Ministry of Interior has a higher satisfaction rating. Its overall performance is adjudged very favourably by respondents, who give it a net +61.5% satisfaction rating (74.3% satisfied, 12.8% dissatisfied).

56. This concern is present across income brackets: while 27.8% of poorest households are satisfied with the cost of hiring lawyers, only 23.1% of those from wealthiest households are.

## 6 Conclusion

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This third iteration of the public survey of Palestinian Justice and Security Institutions has produced a number of important lessons for stakeholders involved in supporting the rule of law in the oPt. A comparison of the three surveys carried out to date paints the picture of a sector that is gaining confidence in the eyes of those it serves: the Palestinian population. Nevertheless, the performance of justice and security institutions in the State of Palestine is hampered by a complex set of contextual and operational factors, as referred to throughout this document. The survey findings reflect those challenges. It is hoped that the survey recommendations will support rule of law stakeholders in addressing these challenges, and inform future programming and policy development within the sector.

## Annex No. 1

### Questionnaire



#### Palestinian Central Bureau of Statistics

#### Survey of Public perception on status of justice in Palestine, 2015

All information in this questionnaire are used merely and solely for statistical purposes and are considered confidential in accordance with the General Statistics Law of 2000

<b>ID00-Serial number of questionnaire in the sample:</b> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		<b>ID03-Number of enumeration area in the locality</b> <input type="text"/> <input type="text"/> <input type="text"/>	
<b>ID01- Governorate:</b> <input type="text"/> <input type="text"/>		<b>ID04-Number of questionnaire in enumeration area</b> <input type="text"/> <input type="text"/>	
<b>ID02- Locality:</b> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>			

ID05-	Family information	
1	Name of head of household:	.....
2	Landline phone number:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
3	Mobile phone number:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
ID06-	Family references:	
1	Full name:	.....
2	Mobile number:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

#### Interview record

IR01-Schedule of visits	Day	Month	Time		
			Hour	Minute	
First visit					Start- First visit
					End- First visit
Second visit					Start- Second visit
					End- Second visit

IR02- Result of interview:	1.	Completed	6.	No information available	<input type="checkbox"/>
	2.	Partially completed	7.	Non-existing unit	
	3.	Family is travelling	8.	Uninhabited residential unit	
	4.	No one at home	9.	Other (specify).....	
	5.	Refusal to cooperate, reason .....			



<b>IV</b>	<b>Family members who are 18 years old and up</b>	
<b>IV01-Number of family male members age 18 years and above</b> <input type="text"/> <input type="text"/>	<b>IV02-Number of family female members age 18 years and above</b> <input type="text"/> <input type="text"/>	

IK01- Name of researcher:	IK02 Researcher's number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Date: / / 2015
IK03: Name of supervisor:	IK04 Supervisor's number <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Date: / / 2015
IK05- Name of auditor:	IK06: Auditor's number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Date: / / 2015
IK07- Name of coder:	IK08: Coder's number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Date: / / 2015
IK09- Name of data entry clerk:	IK10 Data-entry clerk's number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Date: / / 2015

### Section 1: Social background

B01	Sex	1.Male	2.Female	<input type="checkbox"/>
B02	Age in full years (18 and above)			<input type="text"/> <input type="text"/>
B03	Marital status	1. Single 2. Marriage contract for the first time without consummation of marriage 3. Married	4. Divorced 5. Widower/Widow 6. Separated	<input type="checkbox"/>
B04	Number of family members			<input type="text"/> <input type="text"/>
B05	Relationship to head of household	01. Head of family 02. Husband/wife 03. Son/Daughter 04. Father/mother 05. Brother/Sister	06. Grandfather/grandmother 07. Grandson/Granddaughter 08. Daughter/Son-in-law 09. Other relatives 10. Others	<input type="text"/> <input type="text"/>
B06	Education	1. Illiterate 2. Conversant 3. Elementary school 4. Preparatory school 5. Secondary school	6. Diploma 7. B.A. 8. Advance diploma 9. M.A. and higher	<input type="checkbox"/>

B07	<p>Relation to work force during the last week?</p> <p>Note: temporary absence should be recorded as regular work hours</p> <p>For individuals who answered this question from the options (4-9), skip to question B09</p>	<p>1. Worked 1-14 hours</p> <p>2. Worked 15 hours and up</p> <p>3. Unemployed but had worked previously Searching for work during the past four weeks</p> <p>4. Unemployed but had never worked before Searching for work during the past four weeks</p>	<p>5. Left work for studying/training</p> <p>6. Dedicated to housework</p> <p>7. Disability/old age/illness</p> <p>8. Availability of income/retirement allowance</p> <p>9. Other/specify.....</p>	<input type="checkbox"/>
B08	Sector you work/worked in?	<p>1. Private (national)</p> <p>2. Private (foreign)</p> <p>3. Central government</p> <p>4. Local authority</p> <p>5. Foreign government</p>	<p>6. Charitable commission or society/Not-for-profit organizations</p> <p>7. UNRWA</p> <p>8. International agency</p>	<input type="checkbox"/>
B09	Net average monthly income of the family in Shekels	<p>1. Less than 2500 NIS</p> <p>2. 2500-3500 NIS</p> <p>5. Refused to answer</p>	<p>3. 3501-5000 NIS</p> <p>4. More than 5000 NIS</p>	<input type="checkbox"/>

## Section 2: Relationship with institutions of justice and security sectors

R01	Did you resort/call/interact/communicate with any Israeli side/security agencies within the past 12 months?	<p>1. Yes</p> <p>2. No Move to question R03</p>	<input type="checkbox"/>
R02	Which of the Israeli sides/security agencies did you resort/call/interact/communicate with during the past 12 months (including arrest and detention)	1. Israeli police	<input type="checkbox"/>
		2. Civil courts	<input type="checkbox"/>
		3. Military courts	<input type="checkbox"/>
		4. Civil prisons	<input type="checkbox"/>
		5. Military prisons	<input type="checkbox"/>
		6. Israeli army	<input type="checkbox"/>
		7. Other official Israeli side/specify....	<input type="checkbox"/>
R03	Did you resort/call/interact/communicate with any of the institutions of the justice and Palestinian security sector during the past 12 months:	1. Yes	<input type="checkbox"/>
		2. No	
		<b>Note:</b> if the answer to all the options of this question is no, then move to question R11	
		1. Palestinian civil police	
		2. Regular courts	
		3. Sharia' (religious) courts/Church courts	
		4. Military courts	
		5. Civil prisons (Correction and rehabilitation centers)	
		6. Public prosecution	
7. Palestinian security forces (preventive security, intelligence, etc.)			
8. Ministry of Justice	<input type="checkbox"/>		
9. Ministry of Interior	<input type="checkbox"/>		

R04	<p>What is the nature of the case/service for which you communicated/resorted/interacted with institutions of the Palestinian sector of justice and security during the past 12 months:</p> <p>1. Yes</p> <p>2. No</p>	1. Traffic accident/ ticket	<input type="checkbox"/>
		2. Property/car theft	<input type="checkbox"/>
		3. Cases of violence (fight/assault)	<input type="checkbox"/>
		4. Political/intellectual reasons	<input type="checkbox"/>
		5. Land disputes	<input type="checkbox"/>
		6. Work disputes/injuries	<input type="checkbox"/>
		7. Insurance cases	<input type="checkbox"/>
		8. Financial cases	<input type="checkbox"/>
		9. Cases of domestic violence	<input type="checkbox"/>
		10. Custody cases (custody of children after divorce or separation)	<input type="checkbox"/>
		11. Inheritance cases	<input type="checkbox"/>
		12. Divorce/marriage cases	<input type="checkbox"/>
		13. Alimony cases	<input type="checkbox"/>
		14. Visit to prisons (correction and rehabilitation centers)	<input type="checkbox"/>
		15. Requesting a service	<input type="checkbox"/>
		16. Other/specify	<input type="checkbox"/>
R05	<p>If you had resorted /called /interacted /communicated with any of the institutions of the Palestinian sector of justice and security during the past 12 months, what was your legal capacity? (Last communication or interaction)</p>	<p>1. Applicant (filing a complaint)</p> <p>2. Respondent</p> <p>3. Witness</p> <p>4. Expert (like an assessor for car accidents and theft...)</p> <p>5. Visit to prisons (correction and rehabilitation centers)</p> <p>6. Requesting a service</p> <p>7. Other/specify .....</p>	<input type="checkbox"/>
R06	<p>Did you get legal aid from any side? (for the last communication or interaction)</p>	<p>1. Yes</p> <p>2. No (move to R09)</p> <p>3. Not applicable (move to R09)</p>	<input type="checkbox"/>
R07	<p>If you had received legal aid, who provided it: (last communication or interaction)</p>	<p>1. Independent lawyer</p> <p>2. Bar association</p> <p>3. Civil society organizations</p> <p>4. Legal clinics at universities</p> <p>5. PA institutions (Ministry of prisoners affairs, Department for Wall and settlement affairs, Ministry of Justice, etc.)</p>	<input type="checkbox"/>
R08	<p>If you had received legal aid from any side, was it for free? (Last communication or interaction)</p>	<p>1. Yes, fully.</p> <p>2. Yes, partially.</p> <p>3. No</p>	<input type="checkbox"/>
R09	<p>What is your level of satisfaction with the way Palestinian courts/institutions of Palestinian justice and security sector handled the case during the past 12 months? (Last communication or interaction)</p>	<p>1. Strongly unsatisfied</p> <p>2. Unsatisfied</p> <p>3. Satisfied (Move to question R11)</p> <p>4. Strongly satisfied (Move to question R11)</p>	<input type="checkbox"/>

R10	<p>If you are not satisfied with the performance of the Palestinian courts/institutions of the justice and security sector in handling your case, what was the reason for your dissatisfaction?</p> <p>1. Yes 2. No 8. N/A 9. I don't know</p>	1. Case follow up procedures/service took a long time	<input type="checkbox"/>
		Palestinian courts/institutions of the justice and security sector did not have the technical or human capacities to properly fulfill their work	<input type="checkbox"/>
		2. I did not feel that my case/requested service was not taken seriously	<input type="checkbox"/>
		3. I did not feel that the exerted effort was adequate to help me get justice	<input type="checkbox"/>
		4. I did not feel that I received the necessary help for reasons related to my academic or job level or to political, religious affiliation or to gender	<input type="checkbox"/>
		5. Lack of judges/employees specialized in my case	<input type="checkbox"/>
		6. Court rulings were not fair	<input type="checkbox"/>
		7. Israeli courts prevented Palestinian courts/institutions of justice and security from properly performing their job.	<input type="checkbox"/>
		8. I was not shown respect at court/institutions of Palestinian justice and security justice	<input type="checkbox"/>
		9. I was asked directly or implicitly to give a bribe	<input type="checkbox"/>
		10. I was discriminated against for reasons related to academic and professional status or political, religious affiliation, or gender	<input type="checkbox"/>
	11. Other/specify .....	<input type="checkbox"/>	
R11	<p>In general, if you faced failure to perform as required or abuse of power by ...are you aware of how you can complain against it?</p> <p>1. Yes, fully 2. Yes, partially 3. I don't know at all</p>	1. The judge at court	<input type="checkbox"/>
		2. Prosecutor/member of prosecution/ representative of the prosecution	<input type="checkbox"/>
		3. Your lawyer	<input type="checkbox"/>
R12	<p>If you face conflicts or disputes in the future with any party, would you resort to courts or the official judiciary?</p> <p>1. Yes 2. No (move to R14)</p>		<input type="checkbox"/>
R13	<p>If you face conflicts and disputes in the future with any party, and decided to resort to court, the reason would be:</p> <p>1. Yes 2. No</p>	1. Courts are the only legitimate/legal party through which conflicts are resolved	<input type="checkbox"/>
		2. Courts are capable of preventing violence	<input type="checkbox"/>
		3. Justice is guaranteed through resorting to courts	<input type="checkbox"/>
		4. Non-formal or tribal justice is unfair	<input type="checkbox"/>
		5. Non-formal or tribal justice is ineffective	<input type="checkbox"/>
		6. Laws that courts refer to are clear and comprehensive and take into consideration all the contentious aspects	<input type="checkbox"/>
		7. Courts can issue rulings for all cases without family, political party or movement, sex, or age considerations.	<input type="checkbox"/>
		8. Case follow up procedures and resolution in courts are quick	<input type="checkbox"/>
		9. Courts have competent judges to deal with my case	<input type="checkbox"/>
		10. Laws that courts work with are based on human rights principles.	<input type="checkbox"/>
			11. Other/specify .....

R14	If you face conflicts or disputes in the future with any party, and you decide not to resort to court, the reason for that would be:  1. Yes  2. No	1. I don't trust courts	<input type="checkbox"/>
		2. I cannot get my rights through courts	<input type="checkbox"/>
		3. Court cases take long time to be resolved	<input type="checkbox"/>
		4. Resorting to courts is very expensive and I cannot afford it financially (including lawyers' fees)	<input type="checkbox"/>
		5. Official justice system is corrupt	<input type="checkbox"/>
		6. Tribal and non-formal justice system is quicker	<input type="checkbox"/>
		7. I have no idea whatsoever as to how one files a claim with the courts	<input type="checkbox"/>
		8. Social traditions and norms prevent me from filing a complaint with the courts	<input type="checkbox"/>
		9. I might be discriminated against because of my sex	<input type="checkbox"/>
		10. Tribal and non-formal justice is more fair	<input type="checkbox"/>
		11. Other/ specify .....	<input type="checkbox"/>
R15	During the past 12 months, have you been a victim or a witness to a crime?	1. Yes 2. No (Move to R23)	<input type="checkbox"/>
R16	Did you report or file a complaint about the incident with the Palestinian police/security agencies?	1. Yes 2. No (Move to R21)	<input type="checkbox"/>
R17	If you have reported the incident to the Palestinian police/security agencies, how long did it take from the time you reported/complained to the time in which the police handled the case (in number of days)? <b>The researcher should record (999) if the person is unaware of the duration</b>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
R18	If you had filed a complaint with the Palestinian police/security agencies, what was the result?  1. Yes  2. No  3. N/A  4. I don't know	1. The Palestinian police/security agencies initiated an investigation into the case	<input type="checkbox"/>
		2. The case was transferred to the public prosecution	<input type="checkbox"/>
		3. The case led to the charging of the perpetrator	<input type="checkbox"/>
		4. The court ruling was respected and enforced	<input type="checkbox"/>
R19	What is your level of satisfaction with the Palestinian police/security agencies' engagement with the case?	1. Absolutely Dissatisfied 2. Dissatisfied 3. Satisfied (Move to R23) 4. Very satisfied (Move to R23) 5. Not applicable because he is not part of the case (Move to R23)	<input type="checkbox"/>

R20	<p>If you were dissatisfied with the Palestinian police/security agencies' performance, what was the reason behind that?</p> <p>1. Yes</p> <p>2. No</p> <p>3. N/A</p> <p>After answering all questions, move to R23</p>	1. Case follow up procedures took too long	<input type="checkbox"/>
		2. Investigations were not up the required standard	<input type="checkbox"/>
		3. The police did not have the technical or human capacities to properly perform their work	<input type="checkbox"/>
		4. The Israeli restrictions prevented the police from properly performing their work	<input type="checkbox"/>
		5. I did not feel that my case was taken in serious consideration	<input type="checkbox"/>
		6. I was not respected at the police station /Palestinian security agencies	<input type="checkbox"/>
		7. I did not feel that the efforts exerted were adequate to help me get justice	<input type="checkbox"/>
		8. I was asked directly or implicitly to give a bribe	<input type="checkbox"/>
		9. I did not feel that I received the necessary assistance due to reasons related to my academic or professional status or political or religious affiliation	<input type="checkbox"/>
		10. Lack of privacy or confidentiality at the police/security agencies to protect the information	<input type="checkbox"/>
		11. My case was ignored because I am a woman	<input type="checkbox"/>
		12. My privacy and dignity were not preserved	<input type="checkbox"/>
		13. Other/specify .....	<input type="checkbox"/>
R21	<p>If you haven't reported to the police the crime that you have been the victim of or the witness thereof, what was the reason that prevented you from doing that?</p> <p>1. Yes</p> <p>2. No</p>	1. I did not know the number for the police	<input type="checkbox"/>
		2. I tried to call the police previously and didn't get a response	<input type="checkbox"/>
		3. The police does not have the adequate power to protect me	<input type="checkbox"/>
		4. Lack of confidentiality at the police	<input type="checkbox"/>
		5. One of my family members prevented me from filing a complaint whether the father/mother/brothers/sisters	<input type="checkbox"/>
		6. Fear of the scandal	<input type="checkbox"/>
		7. I don't trust the police	<input type="checkbox"/>
		8. I wanted to avoid the bureaucratic procedures of the police	<input type="checkbox"/>
		9. I was afraid that the police might abuse its power against me	<input type="checkbox"/>
		10. Fear of blame from the society	<input type="checkbox"/>
		11. Fear from discrimination against me based on sex	<input type="checkbox"/>
		12. Other/specify .....	<input type="checkbox"/>
R22	<p>If you haven't reported to the police the crime that you have been victim of or witness thereof, what did you do instead?</p> <p>1. Yes</p> <p>2. No</p>	1. I called my personal contacts within the PA	<input type="checkbox"/>
		2. I called friends and relatives	<input type="checkbox"/>
		3. I went to one of the civil society organizations for advice	<input type="checkbox"/>
		4. I took justice in my own hand	<input type="checkbox"/>
		5. I resorted to a leader or the leading figure within my tribe	<input type="checkbox"/>
		6. I resorted to civil society organizations	<input type="checkbox"/>
		7. I resorted to the media	<input type="checkbox"/>
		8. I did nothing and remained silent	<input type="checkbox"/>
		9. Other/specify .....	<input type="checkbox"/>

R23	To what extent do you believe that Palestinian police members are performing their duties according to the law?	1. A very large extent	<input type="checkbox"/>
		2. Large extent	
		3. A small extent	
		4. They do not perform their duties according to the law at all	
		5. I don't know	
R23_1	If you faced a failure to perform as required or abuse of power by the Palestinian police, do you know how you can complain against the police? 1. Yes      2. No	<input type="checkbox"/>	
R23_2	Have you or (anyone you know) filed a complaint form against the Palestinian police? 1. Yes      2. No	<input type="checkbox"/>	
R23_3	If anyone had filed a complaint against the Palestinian police, do you think there will be a result for this complaint? 1. Yes      2. No	<input type="checkbox"/>	
R24	Do you know: 1. Yes, fully 2. Yes, partially 3. I don't know at all	1. How to file a lawsuit against an individual or institution	<input type="checkbox"/>
		2. What are the limits of lawyers' powers	<input type="checkbox"/>
		3. What are the limits of police powers	<input type="checkbox"/>
		4. What are the limits of public prosecution powers	<input type="checkbox"/>
		5. What are the limits of judges' powers	<input type="checkbox"/>
		6. What are the duties and powers of the Ministry of Justice	<input type="checkbox"/>
		7. What are the duties and powers of the Palestinian Bar Association	<input type="checkbox"/>
R25	Do you see in the Israeli occupation and its procedures on the ground as an obstacle to the strengthening of the rule of law?      1. Yes      2. No (Move to question R27)	<input type="checkbox"/>	
R26	Please specify the nature of the Israeli occupation's restrictions that you see have obstructed/are obstructing the work of the institutions of the Palestinian justice and security sectors? 1. Yes 2. No 8. N/A 9. I don't know	1. The PA is unable to hold Israelis who commit crimes in Palestinian territories accountable	<input type="checkbox"/>
		2. The Palestinian police needs to coordinate its movement in order to access areas B and C	<input type="checkbox"/>
		3. The Israeli occupation obstructed the work of the PLC by detaining its members and thus obstructed the legislative aspect for the laws	<input type="checkbox"/>
		4. The Palestinian police is unable to access areas isolated behind the Wall	<input type="checkbox"/>
		5. The legal annex of Paris Protocol is unfair and unclear and serves the Israeli side at the account of the Palestinian side	<input type="checkbox"/>
		6. The PA is unable to oblige witnesses living in areas B or C to attend court sessions	<input type="checkbox"/>
		7. The PA is unable to arrest accused Palestinians who flee to Israel	<input type="checkbox"/>
		8. Other/specify .....	<input type="checkbox"/>
R27	Do you think that you bear part of the responsibility for supporting the rule of law or does the responsibility or that fall completely on the shoulders of the state of Palestine?	1. I bear part of the responsibility for supporting the rule of law	<input type="checkbox"/>
		2. The full responsibility lies with the state of Palestine	

R28	believe is your personal responsibility in supporting the rule of law: 1. Yes 2. No	1. Respecting the law	<input type="checkbox"/>
		2. Not interfering/obstructing the work of the police, or the public prosecution, or the courts	<input type="checkbox"/>
		3. Report any criminal act to the policed	<input type="checkbox"/>
		4. Refraining from resorting to any alternative to the formal justice sector	<input type="checkbox"/>
		5. Refraining from being a party to any suspicious corruption operation	<input type="checkbox"/>
		6. Refraining from threatening or distorting the reputation of the victim or the witness	<input type="checkbox"/>
		7. Support the police in its efforts to maintain stability or security	<input type="checkbox"/>

### Section 3: Satisfaction with institutions of the justice and security sectors

		Items	A. Palestinian regular courts	B. Religious courts (Sharia' and church courts)
S01	Please specify the extent of your satisfaction with Palestinian regular courts and the religious courts (Sharia' courts and church courts) in terms of the following: 1. Not satisfied at all 2. Not satisfied 3. Satisfied 4. Very satisfied 5. I don't know	1. Speed with which rulings are concluded	<input type="checkbox"/>	<input type="checkbox"/>
		2. Waiting period inside the court chamber	<input type="checkbox"/>	<input type="checkbox"/>
		3. Degree of equality in dealing with individuals before the law	<input type="checkbox"/>	<input type="checkbox"/>
		4. Independence of courts from partisan influences	<input type="checkbox"/>	<input type="checkbox"/>
		5. Independence of courts from influence of personal, family, and tribal influences	<input type="checkbox"/>	<input type="checkbox"/>
		6. Fairness of rulings issued by courts	<input type="checkbox"/>	<input type="checkbox"/>
		7. Capacity of courts' clerks	<input type="checkbox"/>	<input type="checkbox"/>
		8. Sufficiency of number of court clerks available now	<input type="checkbox"/>	<input type="checkbox"/>
		9. Personal skills of court clerks	<input type="checkbox"/>	<input type="checkbox"/>
		10. Cleanliness, order and readiness of courts	<input type="checkbox"/>	<input type="checkbox"/>
		11. Guiding signs inside the courts	<input type="checkbox"/>	<input type="checkbox"/>
		12. Organization of times of court session	<input type="checkbox"/>	<input type="checkbox"/>
		13. System of lining up inside the courts	<input type="checkbox"/>	<input type="checkbox"/>
		14. Feeling safe inside the court rooms	<input type="checkbox"/>	<input type="checkbox"/>
		15. Information services in the courts	<input type="checkbox"/>	<input type="checkbox"/>
		16. Ease of access to courts	<input type="checkbox"/>	<input type="checkbox"/>
		17. Courts' adaptation to meet the needs of the disabled	<input type="checkbox"/>	<input type="checkbox"/>
		18. Competence of judges	<input type="checkbox"/>	<input type="checkbox"/>
		19. Availability of judges who are specialized in social cases	<input type="checkbox"/>	<input type="checkbox"/>



S02	<p>To what extent are you satisfied with the performance of courts in handling the following:</p> <p>1. Not satisfied at all</p> <p>2. Not satisfied</p> <p>3. Satisfied</p> <p>4. Very satisfied</p> <p>9. I don't know</p>	1. Fraud crimes	<input type="checkbox"/>
		2. Murders	<input type="checkbox"/>
		3. Theft	<input type="checkbox"/>
		4. Destroying properties	<input type="checkbox"/>
		5. Drugs	<input type="checkbox"/>
		6. Domestic violence (against women, children, youth, elderly)	<input type="checkbox"/>
		7. Personal status: marriage, divorce, inheritance, custody, alimony	<input type="checkbox"/>
		8. Corruption cases	<input type="checkbox"/>
		9. Land disputes	<input type="checkbox"/>
		10. Financial claims	<input type="checkbox"/>
		11. Insurance cases	<input type="checkbox"/>
		12. Work injuries	<input type="checkbox"/>
		13. Honor killings	<input type="checkbox"/>
		14. Juvenile cases	<input type="checkbox"/>
		15. Violence against individuals with special needs	<input type="checkbox"/>
S03	<p>To what extent are you satisfied with the role of prosecution in:</p> <p>1. Not satisfied at all</p> <p>2. Not satisfied</p> <p>3. Satisfied</p> <p>4. Very satisfied</p> <p>5. I don't know</p>	1. Complaints filed by citizens	<input type="checkbox"/>
		2. Filing a criminal lawsuit	<input type="checkbox"/>
		3. Procedures undertake during any investigation	<input type="checkbox"/>
		4. Integrity and independence of public prosecution	<input type="checkbox"/>
		5. Respect of personal privacy	<input type="checkbox"/>
		6. Competence of prosecution's personnel	<input type="checkbox"/>
		7. Respect of privacy when interrogating women or children	<input type="checkbox"/>
S04	<p>To what extent are you satisfied with the performance of the police in:</p> <p>1. Not satisfied at all</p> <p>2. Not satisfied</p> <p>3. Satisfied</p> <p>4. Very satisfied</p> <p>5. I don't know</p>	1. Effectiveness of the police in enforcing court rulings	<input type="checkbox"/>
		2. Ease of contacting the police through the phone	<input type="checkbox"/>
		3. Sufficiency of police stations in the area where you live	<input type="checkbox"/>
		4. Seriousness of police in dealing with requests of assistance submitted to them	<input type="checkbox"/>
		5. The response time of police to requests of assistance submitted to them	<input type="checkbox"/>
		6. Ability of the police to arrest anyone anywhere	<input type="checkbox"/>
		7. Efficiency and effectiveness of the investigations undertaken by the police	<input type="checkbox"/>
		8. Extent of police compliance with the laws and procedures that govern their work	<input type="checkbox"/>
		9. Extent of police's respect of personal privacy	<input type="checkbox"/>
		10. Family protection unit's handling of cases of violence against women	<input type="checkbox"/>
		11. Police performance in dealing with juveniles	<input type="checkbox"/>
S05	<p>To what extent are you satisfied with the judges in terms of:</p> <p>1. Not satisfied at all</p> <p>2. Not satisfied</p> <p>3. Satisfied</p> <p>4. Very satisfied</p> <p>5. I don't know</p>	1. Number of current working judges at courts	<input type="checkbox"/>
		2. Competence of judges	<input type="checkbox"/>
		3. Experience of judges	<input type="checkbox"/>
		4. Qualifications of judges	<input type="checkbox"/>
		5. Independence of judges	<input type="checkbox"/>
		6. Fairness of judges	<input type="checkbox"/>

S06	To what extent are you satisfied with the lawyers in terms of: 1. Not satisfied at all 2. Not satisfied 3. Satisfied 4. Very satisfied 5. I don't know	1. Qualifications of lawyers	<input type="checkbox"/>
		2. Competence of lawyers	<input type="checkbox"/>
		3. Ease of access to lawyers	<input type="checkbox"/>
		4. Cost of hiring lawyers	<input type="checkbox"/>
		5. Sufficiency of number of lawyers in the Palestinian territories	<input type="checkbox"/>
		6. Integrity of lawyers in their handling of cases	<input type="checkbox"/>
		S07	To what extent are you satisfied with the Ministry of Justice in terms of: 1. Not satisfied at all 2. Not satisfied 3. Satisfied 4. Very satisfied 5. I don't know
2. Ability of the Ministry to lead the reform process within the justice sector	<input type="checkbox"/>		
3. Providing relevant parties with information regarding legal rights	<input type="checkbox"/>		
4. Ability of the Ministry to guarantee the protection of rights of vulnerable groups	<input type="checkbox"/>		
5. Legal aid services provided by the Ministry	<input type="checkbox"/>		
6. Ability of the Ministry in confronting the violations of human rights by Israeli actors	<input type="checkbox"/>		
7. Ability of the Ministry in confronting the violations of human rights by Palestinian security agencies	<input type="checkbox"/>		
8. Obtaining all official certified papers easily	<input type="checkbox"/>		
9. Ministry's handling of complaints filed by citizens	<input type="checkbox"/>		
10. Obtaining certificate of no criminal record easily	<input type="checkbox"/>		
11. Ability of the Ministry to support and develop the process of Palestinian legislative process	<input type="checkbox"/>		
S07_1	To what extent are you satisfied with the services of the Ministry of Interior in general:	1. Not satisfied at all	<input type="checkbox"/>
		2. Not satisfied	
		3. Satisfied	
		4. Very satisfied	
		5. I don't know	
S08	To what extent are you familiar with procedures of filing a claim with institutions of the justice and security sector: 1. Good knowledge 2. Basic knowledge 3. I have no idea	1. Regular courts	<input type="checkbox"/>
		2. Religious courts (Sharia' and church courts)	<input type="checkbox"/>
		3. Military courts	<input type="checkbox"/>
		4. Public prosecution	<input type="checkbox"/>
		5. Procedures for filing a complaint with the Palestinian civil police	<input type="checkbox"/>
		6. Palestinian security forces (preventive security, intelligence, etc.)	<input type="checkbox"/>
		7. Ministry of Justice	<input type="checkbox"/>

**Section 4: Trust in the justice sector**

T1	<p>Are you confident:</p> <p>1. Not confident at all</p> <p>2. Not confident</p> <p>3. Confident</p> <p>4. Very confident</p> <p>5. I don't know</p>	1. That you will receive a fair trial if you were charged of committing a criminal act/delinquency	<input type="checkbox"/>
		2. That there will be an effective investigation if a crime is committed against you	<input type="checkbox"/>
		3. That you will be able to resolve any civil conflict that you might face by resorting to courts	<input type="checkbox"/>
		4. That you will receive police services quickly as soon as you ask for them	<input type="checkbox"/>
		5. That you will be able to receive free legal services if you needed them	<input type="checkbox"/>
		6. That Palestinian courts are well qualified	<input type="checkbox"/>
		7. That the judiciary system is independent from any external influences	<input type="checkbox"/>
		8. That you will be dealt with at equal footage before the judiciary	<input type="checkbox"/>
		9. That you will be capable of finding an appropriate and qualified lawyer when you need a lawyer's services	<input type="checkbox"/>
		10. That the police is capable of strengthening the rule of law and enforce it across the board equally without any consideration for personal or family relations	<input type="checkbox"/>
		11. That you will obtain sufficient and effective protection from the police against any external threat	<input type="checkbox"/>
		12. That in the case a ruling is issued by the court, it would be enforced by the Palestinian police/public prosecution	<input type="checkbox"/>
T2	<p>To what extent do you trust institutions of the justice sector:</p> <p>1. Not confident at all</p> <p>2. Not confident</p> <p>3. Confident</p> <p>4. Very confident</p> <p>5. I don't know</p>	1. Palestinian civil police	<input type="checkbox"/>
		2. Public prosecution	<input type="checkbox"/>
		3. Bar Association	<input type="checkbox"/>
		4. Courts	<input type="checkbox"/>
		5. Ministry of Justice in supporting and strengthening the rule of law	<input type="checkbox"/>
		6. The Palestinian government in supporting and strengthening the rule of law	<input type="checkbox"/>
		7. The Palestinian Legislative Council in enhancing the rule of law	<input type="checkbox"/>
		8. Human rights and women organizations in strengthening the rule of law	<input type="checkbox"/>
		9. Politicians in supporting and strengthening of the rule of law	<input type="checkbox"/>
		10. The judiciary as a whole	<input type="checkbox"/>
		11. The political parties in supporting and strengthening the rule of law	<input type="checkbox"/>
		12. Ministry of Interior	<input type="checkbox"/>
T3	<p>During the past 12 months, have you participated in any awareness-raising or educational workshops or attended meetings or events regarding the subject of security and justice in the following fields:</p> <p>1. Yes</p> <p>2. No</p>	1. Mechanisms and procedures of lawsuits (Lawsuits proceedings)	<input type="checkbox"/>
		2. Law on family protection and personal status law (drafts or bills)	<input type="checkbox"/>
		3. Human rights principles	<input type="checkbox"/>
		4. Palestinian legislations and laws	<input type="checkbox"/>
		5. Role of Palestinian police and security agencies	<input type="checkbox"/>
		6. Cases of domestic violence	<input type="checkbox"/>
		7. Other/specify .....	<input type="checkbox"/>

C01	Are you aware of the existence of an Anti-Corruption Commission in Palestine? 1. Yes 2. No (End of Questionnaire)	<input type="checkbox"/>
C02	To what extent do you have confidence in the work of the Anti-Corruption Commission? 1. Not confident at all. 2. Not confident 3. Confident 4. Very confident 5. I don't know	<input type="checkbox"/>
C03	To what extent are you satisfied with the performance of the Anti-Corruption Commission? 1. Not satisfied at all 2. Not satisfied 3. Satisfied 4. Very satisfied 5. I don't know	<input type="checkbox"/>

## Annex No. 2:

### Statistical Tables

**Table 1: Type of Palestinian Justice and Security Institutions That Have Been Contacted by Palestinians in the Last 12 Months by Sex and Region (%).**

			Region			Total	Sex		Total
			Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
Palestinian civil Police	Yes	% within Institutions*	46.3	1.8	51.9	100.0	83.7	16.3	100.0
		% within Region/Sex**	6.4	3.0	10.7	7.9	13.1	2.6	7.9
	No	% within Institutions	57.8	5.1	37.1	100.0	47.8	52.2	100.0
		% within Region/Sex	93.6	97.0	89.3	92.1	86.9	97.4	92.1
Regular courts	Yes	% within Institutions	56.9	2.1	41.0	100.0	86.0	14.0	100.0
		% within Region/Sex	5.8	2.5	6.2	5.8	9.8	1.6	5.8
	No	% within Institutions	56.9	5.0	38.1	100.0	48.4	51.6	100.0
		% within Region/Sex	94.2	97.5	93.8	94.2	90.2	98.4	94.2
Sharia/Church courts	Yes	% within Institutions	43.3	1.2	55.5	100.0	58.7	41.3	100.0
		% within Region/Sex	5.3	1.7	10.0	6.9	8.0	5.8	6.9
	No	% within Institutions	57.9	5.1	37.0	100.0	50.0	50.0	100.0
		% within Region/Sex	94.7	98.3	90.0	93.1	92.0	94.2	93.1
Military courts	Yes	% within Institutions	65.0	17.7	17.3	100.0	90.6	9.4	100.0
		% within Region/Sex	0.5	1.7	0.2	0.5	0.9	0.1	0.5
	No	% within Institutions	56.8	4.8	38.4	100.0	50.4	49.6	100.0
		% within Region/Sex	99.5	98.3	99.8	99.5	99.1	99.9	99.5
Prisons	Yes	% within Institutions	36.4	3.4	60.2	100.0	86.6	13.4	100.0
		% within Region/Sex	1.3	1.4	3.2	2.0	3.4	0.5	2.0
	No	% within Institutions	57.3	4.9	37.9	100.0	49.9	50.1	100.0
		% within Region/Sex	98.7	98.6	96.8	98.0	96.6	99.5	98.0
Public Prosecution	Yes	% within Institutions	43.5	4.3	52.2	100.0	91.8	8.2	100.0
		% within Region/Sex	1.7	2.0	3.0	2.2	4.0	0.4	2.2
	No	% within Institutions	57.2	4.8	38.0	100.0	49.7	50.3	100.0
		% within Region/Sex	98.3	98.0	97.0	97.8	96.0	99.6	97.8
Security forces	Yes	% within Institutions	73.1	5.4	21.5	100.0	86.8	13.2	100.0
		% within Region/Sex	1.9	1.6	0.8	1.5	2.5	0.4	1.5
	No	% within Institutions	56.6	4.8	38.6	100.0	50.1	49.9	100.0
		% within Region/Sex	98.1	98.4	99.2	98.5	97.5	99.6	98.5
Ministry of Justice	Yes	% within Institutions	41.6	7.9	50.5	100.0	66.8	33.2	100.0
		% within Region/Sex	0.7	1.6	1.3	1.0	1.3	0.6	1.0
	No	% within Institutions	57.0	4.8	38.2	100.0	50.4	49.6	100.0
		% within Region/Sex	99.3	98.4	98.7	99.0	98.7	99.4	99.0

\* % within Institutions reflects the distribution for each institution. Namely, the raw summation should add up to 100. For example, 46.3% out of those who contacted the Palestinian Civil Police were living in the West Bank, versus 1.8% for those living in East Jerusalem, and 51.9% for Gaza Strip.

\*\* % within Region/Sex reflects each type of region and sex. Namely, the summation of Yes and No of each column should add up to 100. For example, only 6.4% of the Palestinian living in the West Bank have contacted the Palestinian Civil Police, while 93.6% did not.

**Table 2: Type of Israeli Justice and Security Institutions That Have Been Contacted by Palestinians in the Last 12 Months by Sex and Region (%).**

			Region			Total	Sex		Total
			Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
Israeli Police	Yes	% within Institutions	86.3	13.7	0.0	100.0	92.8	7.2	100.0
		% within Region/Sex	37.6	87.5	0.0	40.3	47.1	14.1	40.3
	No	% within Institutions	96.7	1.3	2.0	100.0	70.5	29.5	100.0
		% within Region/Sex	62.4	12.5	100.0	59.7	52.9	85.9	59.7
Civil Courts	Yes	% within Institutions	68.0	30.9	1.1	100.0	98.2	1.8	100.0
		% within Region/Sex	10.4	69.5	13.5	14.2	17.5	1.3	14.2
	No	% within Institutions	96.6	2.2	1.2	100.0	76.4	23.6	100.0
		% within Region/Sex	89.6	30.5	86.5	85.8	82.5	98.7	85.8
Military courts	Yes	% within Institutions	59.5	34.3	6.2	100.0	90.8	9.2	100.0
		% within Region/Sex	8.9	75.0	72.3	13.8	15.7	6.2	13.8
	No	% within Institutions	97.8	1.8	0.4	100.0	77.7	22.3	100.0
		% within Region/Sex	91.1	25.0	27.7	86.2	84.3	93.8	86.2
Civil prisons	Yes	% within Institutions	56.0	44.0	0.0	100.0	89.0	11.0	100.0
		% within Region/Sex	6.4	73.7	0.0	10.6	11.8	5.7	10.6
	No	% within Institutions	96.8	1.9	1.3	100.0	78.4	21.6	100.0
		% within Region/Sex	93.6	26.3	100.0	89.4	88.2	94.3	89.4
Military prisons	Yes	% within Institutions	74.2	21.8	3.9	100.0	70.5	29.5	100.0
		% within Region/Sex	17.4	75.0	72.3	21.6	19.2	31.2	21.6
	No	% within Institutions	97.6	2.0	0.4	100.0	82.0	18.0	100.0
		% within Region/Sex	82.6	25.0	27.7	78.4	80.8	68.8	78.4
Israeli army	Yes	% within Institutions	89.8	8.6	1.7	100.0	77.9	22.1	100.0
		% within Region/Sex	59.6	83.7	86.5	61.4	60.2	66.2	61.4
	No	% within Institutions	96.9	2.7	0.4	100.0	82.0	18.0	100.0
		% within Region/Sex	40.4	16.3	13.5	38.6	39.8	33.8	38.6

**Table 3: Type of Legal Cases for Which the Palestinian Public have been in Contact with a Palestinian Justice/Security Sector in the Last 12 Months by Sex and Region (%).**

			Region			Total	Sex		Total
			Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
Traffic accident/Ticket	Yes	% within Type of case	72.5	4.0	23.6	100.0	94.3	5.7	100.0
		% within Region/Sex	8.5	22.4	3.7	6.6	9.4	1.1	6.6
	No	% within Type of case	55.7	1.0	43.3	100.0	64.5	35.5	100.0
		% within Region/Sex	91.5	77.6	96.3	93.4	90.6	98.9	93.4
Property/Car theft	Yes	% within Type of case	23.3	10.1	66.6	100.0	79.5	20.5	100.0
		% within Region/Sex	1.6	32.8	6.0	3.8	4.6	2.3	3.8
	No	% within Type of case	58.1	0.8	41.1	100.0	66.0	34.0	100.0
		% within Region/Sex	98.4	67.2	94.0	96.2	95.4	97.7	96.2
Cases of violence (Fight/assault)	Yes	% within Type of case	46.0	3.3	50.7	100.0	83.3	16.7	100.0
		% within Region/Sex	8.3	29.1	12.4	10.3	12.9	5.1	10.3
	No	% within Type of case	58.0	0.9	41.0	100.0	64.6	35.4	100.0
		% within Region/Sex	91.7	70.9	87.6	89.7	87.1	94.9	89.7
Political/intellectual reasons	Yes	% within Type of case	37.2	10.6	52.3	100.0	100.0	0.0	100.0
		% within Region/Sex	1.6	22.4	3.1	2.5	3.7	0.0	2.5
	No	% within Type of case	57.3	0.9	41.8	100.0	65.6	34.4	100.0
		% within Region/Sex	98.4	77.6	96.9	97.5	96.3	100.0	97.5
Land disputes	Yes	% within Type of case	47.4	11.2	41.5	100.0	87.7	12.3	100.0
		% within Region/Sex	2.4	27.7	2.9	2.9	3.8	1.1	2.9
	No	% within Type of case	57.1	0.9	42.0	100.0	65.9	34.1	100.0
		% within Region/Sex	97.6	72.3	97.1	97.1	96.2	98.9	97.1
Work disputes	Yes	% within Type of case	35.3	14.0	50.6	100.0	94.5	5.5	100.0
		% within Region/Sex	1.2	22.4	2.3	1.9	2.7	0.3	1.9
	No	% within Type of case	57.2	0.9	41.9	100.0	66.0	34.0	100.0
		% within Region/Sex	98.8	77.6	97.7	98.1	97.3	99.7	98.1
Insurance cases	Yes	% within Type of case	70.0	11.5	18.5	100.0	89.1	10.9	100.0
		% within Region/Sex	2.8	22.4	1.0	2.3	3.0	0.7	2.3
	No	% within Type of case	56.5	0.9	42.6	100.0	66.0	34.0	100.0
		% within Region/Sex	97.2	77.6	99.0	97.7	97.0	99.3	97.7
Financial cases	Yes	% within Type of case	35.9	3.1	61.0	100.0	95.1	4.9	100.0
		% within Region/Sex	5.4	22.4	12.4	8.5	12.2	1.3	8.5
	No	% within Type of case	58.8	1.0	40.3	100.0	63.8	36.2	100.0
		% within Region/Sex	94.6	77.6	87.6	91.5	87.8	98.7	91.5
Cases of domestic violence	Yes	% within Type of case	13.4	21.6	64.9	100.0	56.2	43.8	100.0
		% within Region/Sex	0.3	20.4	1.7	1.1	0.9	1.4	1.1
	No	% within Type of case	57.3	0.9	41.8	100.0	66.6	33.4	100.0
		% within Region/Sex	99.7	79.6	98.3	98.9	99.1	98.6	98.9
Custody cases (custody of children after divorce or separation)	Yes	% within Type of case	22.4	14.9	62.7	100.0	53.0	47.0	100.0
		% within Region/Sex	0.6	20.4	2.4	1.6	1.3	2.3	1.6
	No	% within Type of case	57.4	0.9	41.7	100.0	66.7	33.3	100.0
		% within Region/Sex	99.4	79.6	97.6	98.4	98.7	97.7	98.4

Inheritance cases	Yes	% within Type of case	44.1	6.3	49.6	100.0	76.6	23.4	100.0
		% within Region/Sex	2.9	20.4	4.5	3.8	4.4	2.7	3.8
	No	% within Type of case	57.3	1.0	41.7	100.0	66.1	33.9	100.0
		% within Region/Sex	97.1	79.6	95.5	96.2	95.6	97.3	96.2
Divorce/marriage cases	Yes	% within Type of case	46.5	2.1	51.4	100.0	57.3	42.7	100.0
		% within Region/Sex	13.9	30.7	20.8	17.0	14.7	21.7	17.0
	No	% within Type of case	58.9	1.0	40.1	100.0	68.4	31.6	100.0
		% within Region/Sex	86.1	69.3	79.2	83.0	85.3	78.3	83.0
Alimony cases	Yes	% within Type of case	31.8	7.3	60.8	100.0	50.4	49.6	100.0
		% within Region/Sex	1.8	20.4	4.7	3.3	2.5	4.8	3.3
	No	% within Type of case	57.6	1.0	41.4	100.0	67.0	33.0	100.0
		% within Region/Sex	98.2	79.6	95.3	96.7	97.5	95.2	96.7
Visit to prisons (correction and rehabilitation centers)	Yes	% within Type of case	42.7	4.1	53.2	100.0	82.1	17.9	100.0
		% within Region/Sex	4.7	21.7	7.9	6.2	7.7	3.3	6.2
	No	% within Type of case	57.7	1.0	41.3	100.0	65.5	34.5	100.0
		% within Region/Sex	95.3	78.3	92.1	93.8	92.3	96.7	93.8
Requesting a service	Yes	% within Type of case	64.7	1.2	34.1	100.0	62.0	38.0	100.0
		% within Region/Sex	70.1	60.9	49.9	61.5	57.3	69.8	61.5
	No	% within Type of case	44.1	1.2	54.7	100.0	73.7	26.3	100.0
		% within Region/Sex	29.9	39.1	50.1	38.5	42.7	30.2	38.5



**Table 4: Percentage Distribution of the Legal Status of those in Contact with Palestinian Justice and Security Institutions in the last 12 Months by Region and Sex (%).**

Legal Status		Region			Total	Sex		Total
		Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
Applicant (filing a complaint)	% within Legal status	38.6	0.6	60.8	100.0	70.0	30.0	100.0
	% within Region/Sex	8.9	7.0	18.8	13.0	13.7	11.7	13.0
Respondent	% within Legal status	47.1	1.2	51.7	100.0	90.2	9.8	100.0
	% within Region/Sex	9.5	11.5	14.0	11.4	15.5	3.3	11.4
Witness	% within Legal status	37.2	3.2	59.6	100.0	84.9	15.1	100.0
	% within Region/Sex	2.8	11.5	6.0	4.3	5.4	1.9	4.3
Expert	% within Legal status	100.0	0.0	0.0	100.0	88.4	11.6	100.0
	% within Region/Sex	0.4	0.0	0.0	0.2	0.3	0.1	0.2
Visit to prisons	% within Legal status	40.5	4.2	55.3	100.0	76.0	24.0	100.0
	% within Region/Sex	1.8	8.9	3.3	2.5	2.8	1.8	2.5
Requesting a service	% within Legal status	64.8	1.0	34.2	100.0	60.0	40.0	100.0
	% within Region/Sex	74.9	57.8	53.3	65.6	59.2	78.4	65.6

**Table 5: Percentage Distribution of the Level of Satisfaction from the Palestinian Courts Treatment of Legal Cases Brought Before the Courts in the Last 12 Months by Region and Sex (%).**

		Region			Total	Sex		Total
		Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
Strongly unsatisfied	Raw distribution	37.3	2.5	60.2	100.0	82.5	17.5	100.0
	Column distribution	7.5	24.5	16.3	11.4	14.1	6.0	11.4
Unsatisfied	Raw distribution	43.7	1.3	55.0	100.0	66.8	33.2	100.0
	Column distribution	13.6	19.4	23.1	17.6	17.7	17.5	17.6
Satisfied	Raw distribution	63.9	1.0	35.1	100.0	63.3	36.7	100.0
	Column distribution	74.8	54.9	55.6	66.5	63.3	72.9	66.5
Strongly satisfied	Raw distribution	52.7	0.3	46.9	100.0	72.3	27.7	100.0
	Column distribution	4.1	1.3	5.0	4.5	4.8	3.7	4.5

**Table 6: Percentage Distribution of the Knowledge of How to Complaint Against Judges, Prosecutors or Lawyers for Misuse of Power/Authority or Breach of Trust in the Last 12 Months by Region and Sex (%).**

		Region			Total	Sex		Total
		Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
Judges	Yes, fully	9	3.2	9.4	8.9	14.7	3	8.9
	Yes, partially	26.7	55.1	30.4	29.5	34.9	24	29.5
	I don't know at all	64.2	41.6	60.2	61.6	50.5	73	61.6
Prosecutors	Yes, fully	8	2.5	8.9	8.1	13.3	2.7	8.1
	Yes, partially	25.9	51.7	30.4	28.9	34	23.6	28.9
	I don't know at all	66.1	45.8	60.7	63.1	52.7	73.7	63.1
Lawyers	Yes, fully	11.7	2.6	12.6	11.6	18.5	4.5	11.6
	Yes, partially	32.6	51.5	39.8	36.3	41.7	30.8	36.3
	I don't know at all	55.7	45.9	47.5	52.1	39.8	64.7	52.1

**Table 7: Reasons to Go to the Formal Justice System in Case of Conflicts or Disputes in the Future by Region and Sex (%).**

		Region			Total	Sex		Total
		Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
Courts are the only legitimate/legal party through which conflicts are resolved	Yes	88.2	98.3	90.2	89.4	88.7	90.3	89.4
	No	11.8	1.7	9.8	10.6	11.3	9.7	10.6
Courts are capable of preventing violence	Yes	79	77.9	77.6	78.5	78.3	78.7	78.5
	No	21	22.1	22.4	21.5	21.7	21.3	21.5
Justice is guaranteed through resorting to courts	Yes	70.1	92.1	67.2	70.4	70.8	70	70.4
	No	29.9	7.9	32.8	29.6	29.2	30	29.6
Non-formal or tribal justice is unfair	Yes	39.2	77.4	37.9	41	41.3	40.6	41
	No	60.8	22.6	62.1	59	58.7	59.4	59
Non-formal or tribal justice is ineffective	Yes	39.6	74	38.5	41.2	40.6	41.8	41.2
	No	60.4	26	61.5	58.8	59.4	58.2	58.8
Laws that courts refer to are clear and comprehensive and take into consideration all the contentious aspects	Yes	76.9	88.1	76.1	77.3	76.8	77.9	77.3
	No	23.1	11.9	23.9	22.7	23.2	22.1	22.7
Courts can issue rulings for all cases without family, political party or movement, sex, or age considerations.	Yes	60.2	82.7	56.4	60.2	58.2	62.5	60.2
	No	39.8	17.3	43.6	39.8	41.8	37.5	39.8
Case follow up procedures and resolution in courts are quick	Yes	31	65.7	29.5	32.5	32.8	32.2	32.5
	No	69	34.3	70.5	67.5	67.2	67.8	67.5
Courts have competent judges to deal with my case	Yes	68.9	87.7	63.7	68.2	66.8	69.8	68.2
	No	31.1	12.3	36.3	31.8	33.2	30.2	31.8
Laws that courts work with are based on human rights principles.	Yes	70.5	93.8	65.9	70.3	66.7	74.5	70.3
	No	29.5	6.2	34.1	29.7	33.3	25.5	29.7

Table 8: Reasons for not going to the Formal Justice System in Case of Conflicts or Disputes in the Future by Region and Sex (%).

		Region			Total	Sex		Total
		Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
I don't trust courts	Yes	25.2	53	34.5	30.3	38.6	23	30.3
	No	74.8	47	65.5	69.7	61.4	77	69.7
I cannot get my rights through courts	Yes	31.4	60.3	38.9	35.8	45.1	27.5	35.8
	No	68.6	39.7	61.1	64.2	54.9	72.5	64.2
Court cases take long time to be resolved	Yes	76.1	75.9	80.7	78.2	83.1	73.8	78.2
	No	23.9	24.1	19.3	21.8	16.9	26.2	21.8
Resorting to courts is very expensive and I cannot afford it financially (including lawyers' fees)	Yes	55.3	52.5	64.7	59.4	60.8	58.1	59.4
	No	44.7	47.5	35.3	40.6	39.2	41.9	40.6
Official justice system is corrupt	Yes	17.5	51.3	23.3	21.3	26.5	16.6	21.3
	No	82.5	48.7	76.7	78.7	73.5	83.4	78.7
Tribal and non-formal justice system is quicker	Yes	74	73.4	82.5	77.7	82.8	73.2	77.7
	No	26	26.6	17.5	22.3	17.2	26.8	22.3
I have no idea whatsoever as to how one files a claim with the courts	Yes	22.5	41	29	26	17.9	33.2	26
	No	77.5	59	71	74	82.1	66.8	74
Social traditions and norms prevent me from filing a complaint with the courts	Yes	42.3	42.1	55.6	48.2	37.6	57.6	48.2
	No	57.7	57.9	44.4	51.8	62.4	42.4	51.8
I might be discriminated against because of my sex	Yes	11.4	26.8	13.5	12.8	11.8	13.8	12.8
	No	88.6	73.2	86.5	87.2	88.2	86.2	87.2
Tribal and non-formal justice is more fair	Yes	46.3	66.7	60.5	53.4	58.5	48.8	53.4
	No	53.7	33.3	39.5	46.6	41.5	51.2	46.6

**Table 9: Level of the Palestinians' Knowledge and Awareness of the Role of the Justice/Security Sector Institutions in the Last 12 Months  
by Region and Sex (%).**

		Region			Total	Sex		Total
		Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
How to file a lawsuit against an individual or institution	Yes, fully	22.9	5.5	21.5	21.5	33.6	9.1	21.5
	Yes, partially	45.2	60.2	46	46.2	49.3	43.2	46.2
	I don't know at all	32	34.2	32.4	32.2	17.1	47.7	32.2
What are the limits of lawyers' powers	Yes, fully	10.4	3.1	9.6	9.7	15	4.4	9.7
	Yes, partially	41.4	66.9	53.5	47.3	51.5	43	47.3
	I don't know at all	48.2	29.9	36.9	43	33.6	52.7	43
What are the limits of police powers	Yes, fully	12.5	2.3	15.1	13	20.8	5.1	13
	Yes, partially	46.8	72.1	61.8	53.8	56.5	50.9	53.8
	I don't know at all	40.7	25.6	23.1	33.2	22.7	44	33.2
What are the limits of public prosecution powers	Yes, fully	6.9	0.7	9.2	7.5	12.9	1.9	7.5
	Yes, partially	31.6	57.1	42.3	36.9	43	30.7	36.9
	I don't know at all	61.5	42.2	48.5	55.6	44.1	67.4	55.6
What are the limits of judges' powers	Yes, fully	7.2	0.7	9.7	7.8	12.7	2.8	7.8
	Yes, partially	35	58.1	50.1	41.9	45.8	37.9	41.9
	I don't know at all	57.9	41.2	40.2	50.3	41.5	59.3	50.3
What are the duties and powers of the Ministry of Justice	Yes, fully	5	0.9	6.1	5.2	8.6	1.7	5.2
	Yes, partially	26.8	47	33.4	30.3	35.6	24.9	30.3
	I don't know at all	68.2	52.1	60.5	64.5	55.8	73.4	64.5
What are the duties and powers of the Palestinian Bar Association	Yes, fully	6.7	3.6	8.5	7.3	11.4	3	7.3
	Yes, partially	34.3	51.5	45.7	39.5	45.1	33.7	39.5
	I don't know at all	59	44.8	45.8	53.3	43.4	63.3	53.3

**Table 10: How the Palestinian Perceive the Israeli Constraints Against the Performance of the Palestinian Justice and Security Institutions by Region and Sex (%).**

		Region			Total	Sex		Total
		Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
The PA is unable to hold Israelis who commit crimes in Palestinian territories accountable	Yes	91.6	90.5	89.2	90.8	92.1	89.5	90.8
	No	4.6	2.7	6.5	5.1	5.2	5	5.1
	Not Applicable*	0	0.2	2.3	0.7	0.7	0.7	0.7
	I don't know	3.9	6.5	2	3.4	2.1	4.8	3.4
The Palestinian police needs to coordinate its movement in order to access areas B and C	Yes	91.5	91.9	64.4	83.3	86.2	80.4	83.3
	No	3.1	1.5	3.6	3.2	3.6	2.8	3.2
	Not Applicable	0	0.2	23.4	7.1	6.3	7.8	7.1
	I don't know	5.4	6.4	8.7	6.4	4	9	6.4
The Israeli occupation obstructed the work of the PLC by detaining its members and thus obstructed the legislative aspect for the laws	Yes	84.9	90.3	89.9	86.6	88.9	84.4	86.6
	No	4.3	1.6	5.9	4.7	5.8	3.5	4.7
	Not Applicable	0	1	0.7	0.2	0.2	0.3	0.2
	I don't know	10.7	7.1	3.5	8.4	5.1	11.8	8.4
The Palestinian police is unable to access areas isolated behind the Wall	Yes	88.1	89.5	73.6	83.8	86.3	81.2	83.8
	No	4.6	3.7	4.5	4.5	5	4	4.5
	Not Applicable	0	0	17.2	5.2	5.1	5.2	5.2
	I don't know	7.3	6.8	4.7	6.5	3.6	9.5	6.5
The legal annex of Paris Protocol is unfair and unclear and serves the Israeli side at the account of the Palestinian side	Yes	65.1	80.6	58.3	63.8	71.1	56.1	63.8
	No	3.6	4.1	5	4	3.9	4.2	4
	Not Applicable	0.2	0	1	0.4	0.5	0.3	0.4
	I don't know	31.1	15.2	35.7	31.8	24.5	39.3	31.8
The PA is unable to oblige witnesses living in areas B or C to attend court sessions	Yes	77.7	87	58.4	72.3	76.3	68.2	72.3
	No	8	3.1	4.3	6.7	8.6	4.6	6.7
	Not Applicable	0	0.2	22.7	6.8	6.1	7.6	6.8
	I don't know	14.4	9.6	14.5	14.2	9.1	19.6	14.2
The PA is unable to arrest accused Palestinians who flee to Israel	Yes	83.3	87.1	83.9	83.6	87.5	79.7	83.6
	No	7.1	4.1	8.6	7.4	7.7	7.2	7.4
	Not Applicable	0	0	0.1	0	0.1	0	0
	I don't know	9.6	8.8	7.4	8.9	4.7	13.2	8.9

\* Some questions do apply to the case of Gaza Strip.

Table 11: Percentage Distribution of the Level of Satisfaction with the Performance of the Palestinian Civil Courts by Region and Sex (%)

		Region			Total	Sex		Total
		Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
Speed with which rulings are concluded	Not satisfied at all	7.2	9.5	13.4	9.7	12.1	7.3	9.7
	Not satisfied	39.2	33.3	49.0	42.6	46.7	38.5	42.6
	Satisfied	27.3	42.7	23.3	26.5	27.4	25.6	26.5
	Very satisfied	0.7	0.5	1.3	0.9	1.1	0.8	0.9
	I dont know	25.6	13.9	12.9	20.2	12.7	27.8	20.2
Waiting period inside the court chamber	Not satisfied at all	5.0	3.9	6.7	5.6	7.7	3.5	5.6
	Not satisfied	33.4	34.9	39.5	35.8	42.5	28.9	35.8
	Satisfied	24.9	43.0	22.0	24.7	26.5	22.8	24.7
	Very satisfied	0.7	1.9	0.7	0.8	0.9	0.6	0.8
	I dont know	35.9	16.3	31.1	33.1	22.4	44.1	33.1
Degree of equality in dealing with individuals before the law	Not satisfied at all	4.5	2.9	9.3	6.2	8.0	4.5	6.2
	Not satisfied	30.2	24.6	44.8	35.5	40.4	30.6	35.5
	Satisfied	33.0	51.0	28.6	32.2	33.8	30.5	32.2
	Very satisfied	0.9	4.3	1.8	1.4	2.0	0.7	1.4
	I dont know	31.4	17.2	15.5	24.7	15.8	33.7	24.7
Independence of courts from partisan influences	Not satisfied at all	4.8	5.4	11.5	7.4	10.1	4.5	7.4
	Not satisfied	28.1	20.1	45.0	34.2	39.0	29.2	34.2
	Satisfied	30.1	44.5	27.0	29.6	31.5	27.6	29.6
	Very satisfied	0.8	5.4	1.3	1.2	1.7	0.6	1.2
	I dont know	36.2	24.7	15.3	27.7	17.6	38.0	27.7
Independence of courts from influence of personal, family, and tribal influences	Not satisfied at all	5.3	3.3	11.0	7.4	9.5	5.2	7.4
	Not satisfied	31.5	27.6	46.4	37.0	41.9	32.0	37.0
	Satisfied	28.5	40.8	27.3	28.6	30.9	26.3	28.6
	Very satisfied	1.1	6.4	1.6	1.5	1.8	1.2	1.5
	I dont know	33.6	21.8	13.7	25.4	15.9	35.2	25.4
Fairness of rulings issued by courts	Not satisfied at all	3.6	3.6	5.6	4.4	6.4	2.4	4.4
	Not satisfied	24.4	17.6	38.3	29.4	33.2	25.5	29.4
	Satisfied	39.9	59.8	40.4	41.0	43.2	38.9	41.0
	Very satisfied	1.3	4.1	1.8	1.6	1.8	1.4	1.6
	I dont know	30.8	14.8	13.8	23.5	15.4	31.8	23.5
Capacity of courts' clerks	Not satisfied at all	0.9	0.5	1.9	1.2	1.8	0.6	1.2
	Not satisfied	7.8	12.7	13.1	10.1	12.5	7.6	10.1
	Satisfied	35.6	54.3	37.1	37.1	43.5	30.6	37.1
	Very satisfied	1.5	3.1	1.8	1.7	2.0	1.4	1.7
	I dont know	54.2	29.3	46.2	49.9	40.2	59.9	49.9

Sufficiency of number of court clerks available now	Not satisfied at all	0.6	0.8	1.1	0.8	1.2	0.5	0.8
	Not satisfied	8.1	10.8	14.6	10.7	13.3	8.2	10.7
	Satisfied	31.7	51.5	30.4	32.2	38.3	25.8	32.2
	Very satisfied	1.9	4.3	1.9	2.0	2.5	1.6	2.0
	I dont know	57.6	32.7	51.9	54.2	44.8	63.9	54.2
Personal skills of court clerks	Not satisfied at all	0.5	0.1	1.4	0.8	1.1	0.5	0.8
	Not satisfied	6.3	8.7	12.2	8.7	10.6	6.7	8.7
	Satisfied	33.1	49.8	34.4	34.4	41.6	27.1	34.4
	Very satisfied	2.0	6.8	1.3	2.0	2.5	1.5	2.0
	I dont know	58.1	34.6	50.6	54.1	44.2	64.2	54.1
Cleanliness, order and readiness of courts	Not satisfied at all	1.0	0.5	2.4	1.5	2.1	0.9	1.5
	Not satisfied	10.7	10.7	15.9	12.7	15.9	9.5	12.7
	Satisfied	47.3	53.2	48.4	48.0	54.3	41.5	48.0
	Very satisfied	2.6	6.2	1.8	2.5	2.9	2.0	2.5
	I dont know	38.4	29.4	31.5	35.3	24.8	46.1	35.3
Guiding signs inside the courts	Not satisfied at all	1.1	1.1	2.4	1.6	2.3	0.9	1.6
	Not satisfied	11.3	11.5	12.6	11.8	15.7	7.8	11.8
	Satisfied	42.8	43.4	44.9	43.6	49.5	37.6	43.6
	Very satisfied	2.4	5.5	1.7	2.3	2.9	1.7	2.3
	I dont know	42.4	38.5	38.5	40.7	29.6	52.0	40.7
Organization of times of court session	Not satisfied at all	3.4	0.9	2.5	2.9	4.0	1.9	2.9
	Not satisfied	17.8	13.3	16.2	16.9	21.3	12.5	16.9
	Satisfied	33.8	49.6	43.7	38.4	42.2	34.4	38.4
	Very satisfied	1.4	6.6	1.3	1.6	2.1	1.1	1.6
	I dont know	43.5	29.6	36.4	40.1	30.4	50.1	40.1
System of lining up inside the courts	Not satisfied at all	2.8	0.4	2.8	2.7	3.3	2.0	2.7
	Not satisfied	19.2	18.6	21.0	19.8	25.9	13.6	19.8
	Satisfied	31.6	41.2	35.6	33.6	38.1	29.0	33.6
	Very satisfied	1.1	7.1	1.3	1.5	1.8	1.2	1.5
	I dont know	45.3	32.6	39.3	42.4	30.8	54.2	42.4
Feeling safe inside the court rooms	Not satisfied at all	2.0	7.0	1.8	2.2	2.8	1.5	2.2
	Not satisfied	12.2	11.8	15.3	13.4	16.1	10.6	13.4
	Satisfied	47.5	55.3	55.2	50.8	56.1	45.4	50.8
	Very satisfied	3.1	6.3	4.4	3.7	4.7	2.7	3.7
	I dont know	35.2	19.6	23.3	29.9	20.3	39.8	29.9
Information services in the courts	Not satisfied at all	1.3	1.7	1.9	1.5	2.1	0.9	1.5
	Not satisfied	8.7	12.1	11.6	10.0	13.2	6.6	10.0
	Satisfied	46.8	44.0	49.0	47.5	53.4	41.4	47.5
	Very satisfied	2.2	3.9	2.0	2.2	3.3	1.1	2.2
	I dont know	41.1	38.3	35.5	38.8	28.0	49.9	38.8

Ease of access to courts	Not satisfied at all	0.4	0.0	1.3	0.7	0.8	0.6	0.7
	Not satisfied	5.7	7.0	6.9	6.2	6.9	5.5	6.2
	Satisfied	64.1	63.3	68.0	65.6	71.2	59.8	65.6
	Very satisfied	7.9	13.4	10.8	9.3	9.6	8.9	9.3
	I dont know	22.0	16.3	13.0	18.3	11.5	25.2	18.3
Courts' adaptation to meet the needs of the disabled	Not satisfied at all	3.8	3.1	6.9	4.9	6.0	3.8	4.9
	Not satisfied	19.0	9.2	24.2	20.5	26.1	14.8	20.5
	Satisfied	23.5	44.6	24.5	24.9	28.0	21.7	24.9
	Very satisfied	1.3	5.0	1.0	1.4	1.5	1.2	1.4
	I dont know	52.5	38.1	43.4	48.3	38.4	58.4	48.3
Competence of judges	Not satisfied at all	1.4	0.9	2.5	1.8	2.6	0.9	1.8
	Not satisfied	10.2	8.5	18.0	13.1	16.4	9.7	13.1
	Satisfied	37.8	58.8	44.2	41.3	46.0	36.4	41.3
	Very satisfied	2.1	5.8	1.8	2.2	2.6	1.7	2.2
	I dont know	48.6	26.0	33.5	41.7	32.4	51.2	41.7
Availability of judges who are specialized in social cases	Not satisfied at all	1.0	0.7	1.7	1.3	2.0	0.5	1.3
	Not satisfied	8.1	6.8	13.5	10.1	13.7	6.4	10.1
	Satisfied	37.4	52.5	43.5	40.4	43.1	37.7	40.4
	Very satisfied	1.6	8.5	1.7	2.0	2.6	1.3	2.0
	I dont know	52.0	31.5	39.6	46.2	38.6	54.0	46.2



Table 12: Percentage Distribution of the Level of Satisfaction with the Performance of the Palestinian Religious Courts by Region and Sex (%)

		Region			Total	Sex		Total
		Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
Speed with which rulings are concluded	Not satisfied at all	3.9	8.3	7.3	5.4	6.3	4.6	5.4
	Not satisfied	30.9	31.0	39.9	34.3	36.9	31.8	34.3
	Satisfied	36.3	46.4	38.0	37.4	39.7	35.1	37.4
	Very satisfied	1.3	0.2	2.1	1.5	1.9	1.2	1.5
	I don't know	27.7	14.2	12.7	21.3	15.3	27.4	21.3
Waiting period inside the court chamber	Not satisfied at all	3.5	3.7	4.5	3.9	5.0	2.8	3.9
	Not satisfied	27.5	33.6	33.4	30.1	34.6	25.4	30.1
	Satisfied	30.2	44.7	31.7	31.5	34.9	28.1	31.5
	Very satisfied	0.9	1.4	1.6	1.2	1.4	1.0	1.2
	I don't know	37.9	16.5	28.7	33.3	24.1	42.8	33.3
Degree of equality in dealing with individuals before the law	Not satisfied at all	3.2	2.9	7.6	4.8	6.4	3.3	4.8
	Not satisfied	23.9	23.8	37.6	29.2	31.9	26.3	29.2
	Satisfied	38.3	53.0	37.3	38.6	41.0	36.2	38.6
	Very satisfied	1.3	4.3	2.6	2.0	2.6	1.3	2.0
	I don't know	33.3	16.0	14.9	25.4	18.1	32.9	25.4
Independence of courts from partisan influences	Not satisfied at all	3.2	3.3	8.2	5.1	7.0	3.2	5.1
	Not satisfied	22.7	20.0	40.1	29.2	32.5	25.9	29.2
	Satisfied	35.4	44.3	34.8	35.6	39.2	31.9	35.6
	Very satisfied	1.1	5.6	1.8	1.6	2.1	1.0	1.6
	I don't know	37.6	26.8	15.2	28.5	19.2	38.0	28.5
Independence of courts from influence of personal, family, and tribal influences	Not satisfied at all	4.4	3.4	8.7	6.0	8.1	4.0	6.0
	Not satisfied	25.7	24.5	41.0	31.5	34.2	28.7	31.5
	Satisfied	33.2	42.8	33.9	33.9	37.5	30.3	33.9
	Very satisfied	1.3	6.3	2.5	2.0	2.3	1.6	2.0
	I don't know	35.4	23.0	13.9	26.6	17.9	35.4	26.6
Fairness of rulings issued by courts	Not satisfied at all	2.1	2.4	3.5	2.7	3.9	1.4	2.7
	Not satisfied	18.0	14.6	32.2	23.3	25.1	21.4	23.3
	Satisfied	46.1	64.2	47.8	47.6	50.9	44.2	47.6
	Very satisfied	1.6	3.9	2.9	2.2	2.4	2.0	2.2
	I don't know	32.2	14.8	13.5	24.2	17.6	31.0	24.2
Capacity of courts' clerks	Not satisfied at all	0.8	0.3	1.2	0.9	1.4	0.5	0.9
	Not satisfied	6.7	12.4	11.6	8.8	10.7	6.9	8.8
	Satisfied	35.9	53.6	39.1	38.0	44.2	31.5	38.0
	Very satisfied	1.8	3.6	2.6	2.2	2.8	1.5	2.2
	I don't know	54.9	30.1	45.5	50.1	40.9	59.5	50.1
Sufficiency of number of court clerks available now	Not satisfied at all	0.7	0.4	0.9	0.7	1.2	0.3	0.7
	Not satisfied	7.5	10.7	14.2	10.2	12.4	7.9	10.2
	Satisfied	31.9	49.9	31.8	32.7	38.8	26.6	32.7
	Very satisfied	2.0	4.4	2.3	2.2	2.7	1.7	2.2
	I don't know	58.0	34.6	50.9	54.1	45.0	63.4	54.1

Personal skills of court clerks	Not satisfied at all	0.5	0.4	1.1	0.7	1.0	0.5	0.7
	Not satisfied	6.1	8.8	11.7	8.4	10.0	6.7	8.4
	Satisfied	33.1	48.9	36.1	35.0	42.2	27.7	35.0
	Very satisfied	2.1	7.5	2.0	2.3	2.6	2.0	2.3
	I don't know	58.2	34.5	49.1	53.6	44.2	63.1	53.6
Cleanliness, order and readiness of courts	Not satisfied at all	1.6	0.4	2.1	1.7	2.3	1.2	1.7
	Not satisfied	10.0	9.9	14.7	11.8	14.7	8.8	11.8
	Satisfied	48.2	56.2	51.3	49.8	54.9	44.5	49.8
	Very satisfied	2.4	5.4	2.9	2.7	3.2	2.3	2.7
	I don't know	37.8	28.1	29.0	33.9	24.9	43.2	33.9
Guiding signs inside the courts	Not satisfied at all	1.1	0.8	2.1	1.5	2.0	0.9	1.5
	Not satisfied	10.2	11.3	12.1	11.0	14.2	7.6	11.0
	Satisfied	42.9	44.4	48.1	45.0	50.1	39.7	45.0
	Very satisfied	2.5	5.1	2.3	2.6	3.2	1.9	2.6
	I don't know	43.3	38.4	35.4	40.0	30.5	49.8	40.0
Organization of times of court session	Not satisfied at all	1.7	1.3	1.6	1.6	2.2	1.1	1.6
	Not satisfied	14.4	12.9	14.6	14.4	17.6	11.1	14.4
	Satisfied	37.3	48.3	46.3	41.3	45.4	37.0	41.3
	Very satisfied	1.5	8.0	1.7	1.9	2.5	1.3	1.9
	I don't know	45.1	29.5	35.8	40.8	32.3	49.5	40.8
System of lining up inside the courts	Not satisfied at all	2.3	1.2	2.2	2.2	2.6	1.8	2.2
	Not satisfied	17.6	15.3	18.9	18.0	22.5	13.3	18.0
	Satisfied	29.9	41.4	36.7	33.1	37.5	28.6	33.1
	Very satisfied	4.1	8.7	4.0	4.3	5.0	3.5	4.3
	I don't know	46.1	33.5	38.1	42.5	32.4	52.7	42.5
Feeling safe inside the court rooms	Not satisfied at all	1.4	8.2	1.2	1.7	2.3	1.1	1.7
	Not satisfied	9.3	13.2	13.6	11.1	12.7	9.5	11.1
	Satisfied	50.1	53.5	57.7	53.1	57.6	48.5	53.1
	Very satisfied	3.2	5.3	5.8	4.3	5.4	3.2	4.3
	I don't know	36.0	19.9	21.8	29.8	22.1	37.7	29.8
Information services in the courts	Not satisfied at all	0.9	2.2	1.5	1.2	1.8	0.5	1.2
	Not satisfied	8.2	11.7	10.9	9.4	12.2	6.7	9.4
	Satisfied	46.5	44.4	51.0	48.1	53.7	42.4	48.1
	Very satisfied	2.1	3.8	2.8	2.4	3.2	1.7	2.4
	I don't know	42.3	37.8	33.8	38.8	29.1	48.7	38.8
Ease of access to courts	Not satisfied at all	0.2	0.0	0.8	0.4	0.5	0.3	0.4
	Not satisfied	5.4	6.9	5.9	5.7	6.3	5.1	5.7
	Satisfied	64.9	62.8	69.8	66.7	71.7	61.5	66.7
	Very satisfied	8.0	14.2	11.6	9.7	10.0	9.4	9.7
	I don't know	21.5	16.1	11.9	17.5	11.6	23.6	17.5
Courts' adaptation to meet the needs of the disabled	Not satisfied at all	4.0	2.8	7.0	5.1	6.1	4.0	5.1
	Not satisfied	18.6	9.5	23.5	20.1	24.8	15.2	20.1
	Satisfied	22.8	44.1	25.6	24.9	27.9	21.8	24.9
	Very satisfied	1.3	5.5	1.3	1.5	1.7	1.3	1.5
	I don't know	53.3	38.0	42.7	48.5	39.5	57.7	48.5

Competence of judges	Not satisfied at all	0.9	0.9	2.0	1.3	2.0	0.6	1.3
	Not satisfied	8.4	8.8	14.8	10.9	13.2	8.5	10.9
	Satisfied	39.5	57.4	49.2	44.1	49.0	39.1	44.1
	Very satisfied	2.5	6.6	2.5	2.7	3.2	2.1	2.7
	I don't know	48.7	26.3	31.5	41.0	32.7	49.6	41.0
Availability of judges who are specialized in social casesx	Not satisfied at all	0.7	0.6	1.4	1.0	1.5	0.5	1.0
	Not satisfied	7.3	6.7	12.2	9.1	12.1	6.1	9.1
	Satisfied	38.1	53.8	46.0	41.9	45.0	38.8	41.9
	Very satisfied	2.0	7.3	2.3	2.3	2.9	1.8	2.3
	I don't know	51.9	31.5	38.2	45.6	38.6	52.9	45.6

Table 13: Percentage Distribution of the Level of Satisfaction with the Performance of the Palestinian Public Prosecution by Region and Sex (%).

		Region			Total	Sex		Total
		Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
Complaints filed by citizens	Not satisfied at all	2.2	4.8	3.5	2.8	4.0	1.7	2.8
	Not satisfied	16.6	19.3	27.0	20.7	24.5	16.8	20.7
	Satisfied	37.5	43.2	47.0	41.4	44.7	38.0	41.4
	Very satisfied	1.3	4.0	1.7	1.6	1.9	1.2	1.6
	I dont know	42.4	28.8	20.8	33.5	24.9	42.3	33.5
Filing a criminal lawsuit	Not satisfied at all	1.7	5.0	3.0	2.4	3.6	1.1	2.4
	Not satisfied	14.9	15.5	24.6	18.6	21.9	15.3	18.6
	Satisfied	34.9	44.3	43.9	38.8	42.6	34.9	38.8
	Very satisfied	1.1	4.0	1.5	1.4	1.8	1.1	1.4
	I dont know	47.4	31.1	26.9	38.8	30.1	47.6	38.8
Procedures undertake during any investigation	Not satisfied at all	1.3	3.8	3.5	2.3	3.2	1.4	2.3
	Not satisfied	13.8	15.3	22.9	17.3	20.6	14.0	17.3
	Satisfied	36.6	45.6	47.4	41.2	45.7	36.6	41.2
	Very satisfied	1.3	4.1	1.8	1.6	2.1	1.2	1.6
	I dont know	47.0	31.3	24.3	37.5	28.5	46.8	37.5
Integrity and independence of public prosecution	Not satisfied at all	2.3	3.2	5.4	3.5	5.3	1.7	3.5
	Not satisfied	17.5	16.0	30.6	22.4	25.8	19.0	22.4
	Satisfied	33.0	48.7	38.5	35.8	38.8	32.8	35.8
	Very satisfied	1.3	3.7	2.0	1.7	2.0	1.3	1.7
	I dont know	46.0	28.4	23.6	36.5	28.2	45.1	36.5
Respect of personal privacy	Not satisfied at all	1.4	2.7	4.7	2.8	3.7	1.7	2.8
	Not satisfied	14.0	15.4	23.4	17.7	22.3	12.9	17.7
	Satisfied	39.5	50.4	46.0	42.5	45.2	39.8	42.5
	Very satisfied	1.5	3.6	2.2	1.9	2.4	1.4	1.9
	I dont know	43.5	28.0	23.7	35.2	26.4	44.2	35.2

Competence of prosecution's personnel	Not satisfied at all	1.1	3.6	2.9	1.9	3.0	0.9	1.9
	Not satisfied	12.9	11.8	21.8	16.3	20.2	12.2	16.3
	Satisfied	35.9	52.3	44.3	39.9	43.1	36.6	39.9
	Very satisfied	1.4	2.3	1.7	1.5	2.2	0.8	1.5
	I dont know	48.7	30.0	29.3	40.4	31.5	49.5	40.4
Respect of privacy when interrogating women or children	Not satisfied at all	1.0	3.2	3.4	2.0	2.9	1.1	2.0
	Not satisfied	11.9	12.7	18.4	14.4	17.8	10.9	14.4
	Satisfied	38.9	50.0	48.9	43.3	46.2	40.3	43.3
	Very satisfied	1.9	5.1	2.9	2.5	3.0	1.9	2.5
	I dont know	46.3	29.0	26.4	37.8	30.1	45.7	37.8

Table 14: Percentage Distribution of the Level of Satisfaction with the Performance of the Palestinian Civil Police by Region and Sex (%).

		Region			Total	Sex		Total
		Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
Effectiveness of the police in enforcing court rulings	Not satisfied at all	1.5	3.8	3.7	2.5	3.5	1.5	2.5
	Not satisfied	15.9	13.9	20.8	17.7	21.2	14.1	17.7
	Satisfied	55.3	58.9	59.7	57.2	58.0	56.3	57.2
	Very satisfied	4.1	2.9	5.6	4.6	5.8	3.4	4.6
	I dont know	23.1	20.5	10.2	18.0	11.5	24.7	18.0
Ease of contacting the police through the phone	Not satisfied at all	1.0	2.9	2.0	1.5	1.8	1.2	1.5
	Not satisfied	11.0	10.9	10.5	10.8	11.9	9.6	10.8
	Satisfied	67.0	60.4	68.6	67.3	67.3	67.3	67.3
	Very satisfied	8.0	4.8	13.9	10.1	12.0	8.1	10.1
	I dont know	13.0	20.9	5.1	10.3	7.0	13.7	10.3
Sufficiency of police stations in the area where you live	Not satisfied at all	4.0	10.3	3.7	4.2	4.6	3.8	4.2
	Not satisfied	22.9	15.0	24.5	23.1	24.8	21.4	23.1
	Satisfied	57.2	53.8	60.0	58.1	58.3	57.8	58.1
	Very satisfied	5.6	3.2	7.6	6.3	7.9	4.7	6.3
	I dont know	10.3	17.5	4.3	8.3	4.5	12.3	8.3
Seriousness of police in dealing with requests of assistance submitted to them	Not satisfied at all	2.8	3.6	2.8	2.9	4.1	1.5	2.9
	Not satisfied	18.7	13.2	22.7	20.0	22.9	17.0	20.0
	Satisfied	59.7	57.9	63.9	61.3	60.5	62.0	61.3
	Very satisfied	4.1	5.5	6.2	5.0	5.9	4.1	5.0
	I dont know	14.6	19.7	4.3	10.9	6.6	15.3	10.9
The response time of police to requests of assistance submitted to them	Not satisfied at all	3.6	1.5	2.5	3.1	4.4	1.8	3.1
	Not satisfied	23.6	11.0	21.3	22.1	25.7	18.5	22.1
	Satisfied	54.7	63.8	62.4	58.1	57.1	59.1	58.1
	Very satisfied	4.8	4.9	9.5	6.6	7.2	6.0	6.6
	I dont know	13.2	18.9	4.2	10.1	5.6	14.6	10.1

Ability of the police to arrest anyone anywhere	Not satisfied at all	5.4	6.1	6.8	6.0	7.9	4.0	6.0
	Not satisfied	32.8	19.4	24.9	29.2	32.9	25.3	29.2
	Satisfied	45.6	52.6	58.7	51.0	49.6	52.4	51.0
	Very satisfied	2.5	3.9	6.2	4.0	4.6	3.4	4.0
	I dont know	13.7	18.0	3.3	9.9	5.1	14.8	9.9
Efficiency and effectiveness of the investigations undertaken by the police	Not satisfied at all	2.3	2.0	3.1	2.6	3.8	1.4	2.6
	Not satisfied	19.8	11.7	25.1	21.5	25.2	17.6	21.5
	Satisfied	56.4	63.9	58.0	57.4	58.3	56.4	57.4
	Very satisfied	2.5	5.2	4.5	3.4	3.8	3.0	3.4
	I dont know	18.9	17.2	9.2	15.1	8.9	21.5	15.1
Extent of police compliance with the laws and procedures that govern their work	Not satisfied at all	2.1	2.1	4.5	3.0	4.3	1.7	3.0
	Not satisfied	19.6	17.1	25.2	21.6	25.0	18.2	21.6
	Satisfied	56.8	56.0	56.0	56.5	57.2	55.6	56.5
	Very satisfied	3.2	3.5	3.8	3.5	4.0	3.0	3.5
	I dont know	18.2	21.3	10.5	15.4	9.5	21.5	15.4
Extent of police's respect of personal privacy	Not satisfied at all	2.2	0.5	5.7	3.4	4.7	2.1	3.4
	Not satisfied	16.7	8.7	27.4	20.4	23.6	17.2	20.4
	Satisfied	59.6	64.2	52.9	57.2	58.6	55.9	57.2
	Very satisfied	2.9	8.9	4.4	3.8	3.8	3.7	3.8
	I dont know	18.6	17.7	9.6	15.1	9.3	21.1	15.1
Family protection unit's handling of cases of violence against women	Not satisfied at all	1.0	1.6	2.4	1.6	2.0	1.1	1.6
	Not satisfied	14.1	10.9	19.2	15.9	17.5	14.4	15.9
	Satisfied	53.5	64.8	48.7	52.2	54.1	50.3	52.2
	Very satisfied	2.1	2.8	3.5	2.7	3.1	2.3	2.7
	I dont know	29.2	19.8	26.1	27.6	23.3	31.9	27.6
Police performance in dealing with juveniles	Not satisfied at all	1.6	0.6	2.8	2.1	2.8	1.3	2.1
	Not satisfied	14.1	8.7	21.3	16.6	19.7	13.4	16.6
	Satisfied	49.4	62.1	49.0	49.8	52.8	46.8	49.8
	Very satisfied	2.2	7.1	3.5	2.9	3.6	2.3	2.9
	I dont know	32.6	21.6	23.4	28.6	21.0	36.3	28.6

Table 15: Percentage Distribution of the Level of Satisfaction with the Performance of the Judges by Region and Sex (%).

		Region			Total	Sex		Total
		Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
Number of current working judges at courts	Not satisfied at all	1.1	1.0	2.0	1.4	2.1	0.7	1.4
	Not satisfied	9.3	10.1	17.4	12.4	15.4	9.4	12.4
	Satisfied	34.7	55.7	32.4	34.8	38.6	30.9	34.8
	Very satisfied	1.4	3.4	1.6	1.6	1.9	1.2	1.6
	I dont know	53.5	29.9	46.8	49.8	42.1	57.7	49.8
Competence of judges	Not satisfied at all	0.9	1.0	2.0	1.3	1.9	0.8	1.3
	Not satisfied	9.8	7.8	17.5	12.7	16.2	9.1	12.7
	Satisfied	39.9	59.5	43.5	42.2	46.3	38.0	42.2
	Very satisfied	1.3	5.6	2.3	1.9	2.1	1.8	1.9
	I dont know	48.1	26.0	34.6	41.9	33.5	50.4	41.9
Experience of judges	Not satisfied at all	0.9	0.9	1.9	1.3	1.9	0.6	1.3
	Not satisfied	9.2	8.4	17.6	12.3	15.6	9.1	12.3
	Satisfied	39.1	59.1	44.6	42.2	46.0	38.2	42.2
	Very satisfied	2.0	5.3	1.9	2.1	2.6	1.6	2.1
	I dont know	48.8	26.2	34.0	42.1	33.8	50.5	42.1
Qualifications of judges	Not satisfied at all	0.7	0.3	1.7	1.0	1.6	0.5	1.0
	Not satisfied	8.3	8.0	14.1	10.5	12.8	8.2	10.5
	Satisfied	37.3	61.7	45.9	41.8	46.1	37.4	41.8
	Very satisfied	2.0	3.3	1.8	2.0	2.3	1.7	2.0
	I dont know	51.7	26.7	36.4	44.6	37.3	52.1	44.6
Independence of judges	Not satisfied at all	1.9	0.3	4.4	2.8	4.1	1.4	2.8
	Not satisfied	16.3	8.9	26.0	19.7	24.2	15.0	19.7
	Satisfied	33.0	56.8	38.0	36.1	38.6	33.4	36.1
	Very satisfied	1.2	4.5	2.5	1.8	2.5	1.1	1.8
	I dont know	47.7	29.5	29.1	39.7	30.5	49.0	39.7
Fairness of judges	Not satisfied at all	2.0	0.8	3.4	2.5	3.9	1.0	2.5
	Not satisfied	14.8	9.5	24.5	18.3	21.8	14.6	18.3
	Satisfied	39.2	53.1	43.7	41.6	44.4	38.8	41.6
	Very satisfied	1.3	7.0	1.9	1.8	2.2	1.3	1.8
	I dont know	42.7	29.6	26.5	35.9	27.6	44.3	35.9

Table 16: Percentage Distribution of the Level of Satisfaction with the Performance of the Lawyers by Region and Sex (%).

		Region			Total	Sex		Total
		Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
Qualifications of lawyers	Not satisfied at all	1.5	0.9	1.7	1.5	2.2	0.9	1.5
	Not satisfied	13.7	7.4	16.0	14.3	16.9	11.6	14.3
	Satisfied	49.2	62.5	57.9	53.2	55.7	50.7	53.2
	Very satisfied	2.3	3.5	3.2	2.7	3.5	1.9	2.7
	I dont know	33.3	25.6	21.3	28.3	21.8	35.0	28.3
Competence of lawyers	Not satisfied at all	1.6	0.1	1.4	1.5	2.1	0.8	1.5
	Not satisfied	16.1	9.8	20.7	17.6	20.7	14.3	17.6
	Satisfied	47.5	62.3	56.8	51.7	54.1	49.3	51.7
	Very satisfied	2.5	2.6	2.2	2.4	3.0	1.8	2.4
	I dont know	32.3	25.1	18.9	26.8	20.1	33.7	26.8
Ease of access to lawyers	Not satisfied at all	0.5	0.6	1.0	0.7	0.6	0.8	0.7
	Not satisfied	5.3	7.7	6.8	6.0	6.5	5.5	6.0
	Satisfied	64.3	65.5	71.3	67.0	69.9	64.1	67.0
	Very satisfied	10.1	4.3	11.5	10.3	12.3	8.4	10.3
	I dont know	19.8	21.9	9.4	15.9	10.8	21.2	15.9
Cost of hiring lawyers	Not satisfied at all	11.3	10.8	16.1	13.1	15.1	11.1	13.1
	Not satisfied	36.8	22.1	44.4	39.0	40.2	37.8	39.0
	Satisfied	26.1	38.5	24.7	26.2	29.3	23.0	26.2
	Very satisfied	1.4	3.6	0.9	1.3	1.6	1.0	1.3
	I dont know	24.3	25.1	13.9	20.4	13.8	27.1	20.4
Sufficiency of number of lawyers in the Palestinian territories	Not satisfied at all	0.5	1.6	0.6	0.6	0.7	0.6	0.6
	Not satisfied	6.7	9.2	9.7	8.0	8.3	7.6	8.0
	Satisfied	52.5	60.7	50.7	52.2	55.7	48.6	52.2
	Very satisfied	18.0	6.6	23.0	19.4	22.1	16.6	19.4
	I dont know	22.3	21.8	16.0	19.8	13.1	26.7	19.8
Integrity of lawyers in their handling of cases	Not satisfied at all	6.8	1.2	6.8	6.5	8.7	4.3	6.5
	Not satisfied	29.6	13.6	34.6	30.8	34.8	26.6	30.8
	Satisfied	34.1	58.3	41.1	37.9	38.5	37.4	37.9
	Very satisfied	1.8	3.8	1.1	1.6	2.4	0.9	1.6
	I dont know	27.7	23.0	16.4	23.2	15.7	30.8	23.2

Table 17: Percentage Distribution of the Level of Satisfaction with the Performance of the Ministry of Justice by Region and Sex (%).

		Region			Total	Sex		Total
		Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
Ability of the Ministry to defend the independence of the judiciary	Not satisfied at all	1.0	0.6	2.5	1.6	2.4	0.7	1.6
	Not satisfied	10.5	7.5	16.8	12.8	16.4	9.1	12.8
	Satisfied	28.5	48.4	32.9	31.2	34.5	27.8	31.2
	Very satisfied	1.2	4.4	1.1	1.3	1.9	0.7	1.3
	I dont know	58.7	39.1	46.8	53.2	44.9	61.7	53.2
Ability of the Ministry to lead the reform process within the justice sector	Not satisfied at all	1.0	0.4	2.3	1.5	2.2	0.7	1.5
	Not satisfied	10.8	8.7	18.3	13.6	17.3	9.8	13.6
	Satisfied	28.1	43.7	30.9	29.9	33.4	26.3	29.9
	Very satisfied	0.9	3.4	1.0	1.1	1.6	0.5	1.1
	I dont know	59.2	43.9	47.4	53.9	45.4	62.7	53.9
Providing relevant parties with information regarding legal rights	Not satisfied at all	1.0	1.6	1.9	1.4	2.1	0.6	1.4
	Not satisfied	9.7	10.7	17.1	12.6	16.0	9.2	12.6
	Satisfied	28.4	38.4	31.1	29.9	33.5	26.3	29.9
	Very satisfied	1.3	4.4	1.9	1.6	1.7	1.6	1.6
	I dont know	59.7	44.9	48.0	54.5	46.8	62.4	54.5
Ability of the Ministry to guarantee the protection of rights of vulnerable groups	Not satisfied at all	1.5	1.4	3.8	2.4	3.5	1.3	2.4
	Not satisfied	13.5	10.8	22.4	16.8	20.0	13.5	16.8
	Satisfied	27.3	47.5	29.9	29.3	32.0	26.5	29.3
	Very satisfied	1.4	2.5	1.1	1.3	1.6	1.0	1.3
	I dont know	56.3	37.8	42.8	50.2	42.9	57.7	50.2
Legal aid services provided by the Ministry	Not satisfied at all	1.0	1.6	2.1	1.5	2.2	0.7	1.5
	Not satisfied	11.2	8.5	18.6	13.9	17.1	10.6	13.9
	Satisfied	28.2	40.0	29.7	29.4	33.2	25.4	29.4
	Very satisfied	0.8	8.5	1.7	1.5	1.6	1.4	1.5
	I dont know	58.8	41.4	47.9	53.8	45.9	61.8	53.8
Ability of the Ministry in confronting the violations of human rights by Israeli actors	Not satisfied at all	5.8	9.8	23.5	12.8	15.3	10.1	12.8
	Not satisfied	16.7	19.4	24.0	19.6	22.0	17.1	19.6
	Satisfied	23.2	33.7	16.7	21.2	23.6	18.8	21.2
	Very satisfied	0.9	1.7	0.8	0.9	0.8	1.0	0.9
	I dont know	53.5	35.4	35.1	45.6	38.4	53.0	45.6
Ability of the Ministry in confronting the violations of human rights by Palestinian security agencies	Not satisfied at all	3.2	9.5	9.7	6.0	7.6	4.2	6.0
	Not satisfied	14.3	16.1	27.7	19.5	23.1	15.8	19.5
	Satisfied	27.3	35.8	22.8	26.0	28.4	23.5	26.0
	Very satisfied	0.7	3.3	0.7	0.8	1.0	0.6	0.8
	I dont know	54.5	35.3	39.3	47.7	39.9	55.8	47.7
Obtaining all official certified papers easily	Not satisfied at all	1.3	1.8	3.6	2.2	2.4	2.0	2.2
	Not satisfied	13.3	13.3	19.4	15.6	18.9	12.3	15.6
	Satisfied	32.4	48.9	32.3	33.1	37.4	28.7	33.1
	Very satisfied	1.8	3.5	1.6	1.8	2.2	1.4	1.8
	I dont know	51.2	32.4	43.2	47.2	39.1	55.6	47.2
Ministry's handling of complaints filed by citizens	Not satisfied at all	1.2	1.7	2.6	1.7	2.3	1.1	1.7
	Not satisfied	11.3	16.4	20.7	15.1	18.8	11.4	15.1
	Satisfied	30.2	44.3	31.0	31.2	34.9	27.5	31.2
	Very satisfied	1.0	1.9	0.8	1.0	1.1	0.9	1.0
	I dont know	56.3	35.7	44.9	51.0	43.0	59.1	51.0
Obtaining certificate of no criminal record easily	Not satisfied at all	1.1	1.4	2.2	1.5	1.7	1.3	1.5
	Not satisfied	12.1	12.6	17.0	14.0	17.2	10.7	14.0
	Satisfied	29.9	46.2	30.9	31.1	36.8	25.2	31.1
	Very satisfied	1.1	3.1	1.5	1.4	1.6	1.2	1.4
	I dont know	55.8	36.8	48.4	52.0	42.7	61.6	52.0



Ability of the Ministry to support and develop the process of Palestinian legislative process	Not satisfied at all	1.3	1.9	2.5	1.8	2.8	0.8	1.8
	Not satisfied	10.5	13.2	21.2	14.7	18.5	10.9	14.7
	Satisfied	27.3	39.0	26.4	27.5	31.5	23.4	27.5
	Very satisfied	0.8	3.2	0.9	0.9	1.0	0.9	0.9
	I don't know	60.1	42.7	49.0	55.0	46.2	64.0	55.0

**Table 18: Percentage Distribution of the Level of Confidence in the Performance of the Justice and Security Sector in the last 12 Months by Region and Sex.**

		Region			Total	Sex		Total
		Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female	
That you will receive a fair trial if you were charged of committing a criminal act/ delinquency	Not confident at all	4.2	3.8	9.2	6.1	7.7	4.5	6.1
	Not confident	29.6	24.5	38.8	32.9	35.8	29.9	32.9
	Confident	45.9	50.8	43.3	45.1	43.7	46.6	45.1
	Very confident	2.4	2.9	3.4	2.8	3.6	1.9	2.8
	I don't know	17.9	18.1	5.3	13.0	9.2	17.0	13.0
That there will be an effective investigation if a crime is committed against you	Not confident at all	3.1	2.5	7.8	4.9	6.2	3.5	4.9
	Not confident	28.6	14.5	36.4	30.9	33.3	28.4	30.9
	Confident	48.5	63.7	48.3	49.1	48.2	50.2	49.1
	Very confident	2.6	2.9	2.9	2.8	3.5	2.0	2.8
	I don't know	17.2	16.4	4.6	12.3	8.8	15.9	12.3
That you will be able to resolve any civil conflict that you might face by resorting to courts	Not confident at all	2.3	2.2	5.3	3.4	4.4	2.5	3.4
	Not confident	29.5	12.6	36.2	31.3	34.0	28.5	31.3
	Confident	51.8	60.6	51.6	52.1	51.9	52.4	52.1
	Very confident	2.6	6.4	2.1	2.6	3.1	2.0	2.6
	I don't know	13.8	18.1	4.8	10.6	6.7	14.6	10.6
That you will receive police services quickly as soon as you ask for them	Not confident at all	3.0	1.4	3.1	3.0	3.6	2.3	3.0
	Not confident	28.9	10.4	29.6	28.3	31.7	24.7	28.3
	Confident	52.8	66.9	58.7	55.7	54.7	56.8	55.7
	Very confident	3.1	5.4	4.1	3.6	3.7	3.4	3.6
	I don't know	12.2	15.8	4.5	9.4	6.2	12.7	9.4
That you will be able to receive free legal services if you needed them	Not confident at all	6.1	5.5	12.4	8.5	9.1	7.8	8.5
	Not confident	36.7	21.8	45.2	39.2	41.9	36.5	39.2
	Confident	38.8	49.9	32.0	36.8	37.2	36.3	36.8
	Very confident	1.7	4.8	1.3	1.7	2.3	1.0	1.7
	I don't know	16.8	18.0	9.0	13.9	9.4	18.4	13.9
That Palestinian courts are well qualified	Not confident at all	3.1	1.6	4.9	3.7	4.8	2.6	3.7
	Not confident	26.3	6.8	38.1	29.8	33.9	25.7	29.8
	Confident	51.3	68.6	44.4	49.5	48.9	50.0	49.5
	Very confident	2.7	10.1	2.5	3.0	3.1	2.8	3.0
	I don't know	16.7	12.9	10.1	14.0	9.2	18.8	14.0
That the judiciary system is independent from any external influences	Not confident at all	5.6	11.0	7.9	6.7	8.0	5.4	6.7
	Not confident	35.5	23.3	46.3	39.1	42.3	35.7	39.1
	Confident	34.9	44.0	35.0	35.4	36.7	34.1	35.4
	Very confident	1.1	5.2	1.3	1.4	1.6	1.2	1.4
	I don't know	22.9	16.4	9.4	17.4	11.4	23.6	17.4
That you will be dealt with at equal footage before the judiciary	Not confident at all	4.3	3.2	6.7	5.2	6.4	3.9	5.2
	Not confident	32.3	17.4	43.9	36.0	38.8	33.2	36.0
	Confident	42.5	60.3	40.7	42.7	42.6	42.7	42.7
	Very confident	1.4	4.6	1.3	1.5	1.9	1.2	1.5
	I don't know	19.5	14.5	7.4	14.6	10.2	19.1	14.6

That you will be capable of finding an appropriate and qualified lawyer when you need a lawyer's services	Not confident at all	1.5	3.4	2.3	1.9	2.0	1.8	1.9
	Not confident	16.5	9.4	20.4	17.7	19.5	15.8	17.7
	Confident	62.2	66.2	65.0	63.5	64.0	62.9	63.5
	Very confident	5.7	6.7	6.6	6.1	7.1	5.1	6.1
	I don't know	14.1	14.3	5.7	10.9	7.4	14.5	10.9
That the police is capable of strengthening the rule of law and enforce it across the board equally without any consideration for personal or family relations	Not confident at all	6.6	4.2	9.6	7.6	8.8	6.4	7.6
	Not confident	33.1	21.8	45.7	37.4	40.3	34.5	37.4
	Confident	42.7	54.1	38.0	41.5	40.6	42.4	41.5
	Very confident	1.9	5.3	1.8	2.0	2.3	1.7	2.0
	I don't know	15.7	14.6	4.8	11.5	8.1	14.9	11.5
That you will obtain sufficient and effective protection from the police against any external threat	Not confident at all	4.7	9.2	5.4	5.2	6.4	3.9	5.2
	Not confident	30.6	18.1	35.9	32.0	36.0	27.9	32.0
	Confident	46.1	46.2	51.3	48.1	45.7	50.5	48.1
	Very confident	2.3	9.8	2.9	2.9	3.3	2.4	2.9
	I don't know	16.4	16.7	4.6	11.9	8.6	15.3	11.9
That in the case a ruling is issued by the court, it would be enforced by the Palestinian police/public prosecution	Not confident at all	1.6	4.1	2.4	2.0	2.8	1.3	2.0
	Not confident	18.0	16.6	23.7	20.1	22.9	17.4	20.1
	Confident	60.2	57.8	61.2	60.5	60.5	60.4	60.5
	Very confident	2.9	6.0	4.4	3.6	4.5	2.8	3.6
	I don't know	17.2	15.4	8.2	13.7	9.4	18.1	13.7

**Table 19: Percentage Distribution of the Level of Confidence in the Performance of the Justice and Security Institutions in the last 12 Months by Region and Sex.**

		Region			Total	B01		Total	Age				Total
		Remaining West Bank	East Jerusalem	Gaza Strip		Male	Female		18-24	25-29	30-39	40+	
Palestinian civil police	Not confident at all	2.5	1.8	4.5	3.2	3.8	2.6	3.2	3.5	3.0	3.1	3.1	3.2
	Not confident	19.2	6.4	24.1	20.4	23.4	17.5	20.4	22.9	20.9	21.0	17.9	20.4
	Confident	63.5	65.9	62.4	63.2	61.6	64.8	63.2	60.5	64.6	63.1	64.7	63.2
	Very confident	3.5	11.6	4.6	4.3	5.3	3.3	4.3	3.8	5.3	4.0	4.4	4.3
	I don't know	11.4	14.3	4.4	8.9	5.9	11.9	8.9	9.2	6.2	8.7	9.9	8.9
Public prosecution	Not confident at all	1.8	1.5	3.4	2.4	3.1	1.7	2.4	1.9	1.8	2.5	3.0	2.4
	Not confident	15.2	9.0	24.2	18.4	21.5	15.2	18.4	18.5	18.4	20.0	17.1	18.4
	Confident	50.0	63.1	53.7	52.0	53.9	50.1	52.0	51.2	54.3	53.2	50.9	52.0
	Very confident	2.7	5.5	2.7	2.8	3.6	2.1	2.8	2.1	4.2	2.7	2.9	2.8
	I don't know	30.3	20.9	16.0	24.4	18.0	30.9	24.4	26.2	21.2	21.6	26.1	24.4
Bar Association	Not confident at all	1.9	1.0	2.6	2.1	2.7	1.5	2.1	1.8	2.2	1.8	2.5	2.1
	Not confident	17.7	10.0	25.2	20.2	24.3	16.1	20.2	20.1	21.4	20.6	19.6	20.2
	Confident	48.9	67.0	53.4	51.5	51.5	51.5	51.5	49.8	55.3	52.8	50.2	51.5
	Very confident	2.1	4.0	2.3	2.2	2.4	2.1	2.2	2.5	2.6	1.6	2.3	2.2
	I don't know	29.4	18.0	16.5	23.9	19.1	28.8	23.9	25.8	18.4	23.1	25.5	23.9
Courts	Not confident at all	1.9	0.8	4.5	2.9	3.5	2.1	2.9	1.7	3.1	2.7	3.7	2.9
	Not confident	19.9	8.5	27.3	22.2	25.0	19.3	22.2	24.3	21.2	22.0	21.1	22.2
	Confident	60.3	64.1	58.1	59.6	59.8	59.5	59.6	59.8	60.9	61.0	58.0	59.6
	Very confident	2.8	12.3	2.8	3.3	3.5	3.1	3.3	2.7	4.3	2.6	3.7	3.3
	I don't know	15.1	14.3	7.3	12.1	8.2	16.0	12.1	11.4	10.4	11.7	13.6	12.1
Ministry of Justice in supporting and strengthening the rule of law	Not confident at all	1.4	0.3	3.9	2.3	3.2	1.4	2.3	2.1	2.1	1.9	2.9	2.3
	Not confident	13.8	10.3	23.3	17.3	21.2	13.3	17.3	18.9	18.1	16.9	15.9	17.3
	Confident	43.4	63.6	44.0	44.6	45.7	43.6	44.6	42.6	44.4	47.5	44.5	44.6
	Very confident	1.8	3.4	1.6	1.8	2.4	1.3	1.8	1.0	3.2	1.5	2.0	1.8
	I don't know	39.5	22.5	27.1	33.9	27.6	40.4	33.9	35.4	32.1	32.2	34.7	33.9
The Palestinian government in supporting and strengthening the rule of law	Not confident at all	2.5	1.1	7.3	4.2	5.5	2.9	4.2	3.5	4.7	4.5	4.5	4.2
	Not confident	21.8	12.4	34.6	26.2	30.1	22.3	26.2	30.6	27.5	25.4	22.7	26.2
	Confident	51.7	64.6	46.4	50.3	49.6	51.0	50.3	46.8	48.9	52.6	52.1	50.3
	Very confident	3.3	3.8	2.4	3.0	3.6	2.4	3.0	2.2	4.3	2.3	3.4	3.0
	I don't know	20.8	18.1	9.4	16.3	11.2	21.4	16.3	16.8	14.7	15.1	17.3	16.3
The Palestinian Legislative Council in enhancing the rule of law	Not confident at all	3.1	0.3	7.6	4.7	6.0	3.4	4.7	3.7	5.0	4.8	5.3	4.7
	Not confident	21.6	14.1	34.4	26.1	31.1	21.0	26.1	26.2	28.7	27.3	24.1	26.1
	Confident	45.2	60.4	42.6	44.9	43.4	46.4	44.9	45.8	43.6	45.0	44.8	44.9
	Very confident	1.8	3.7	1.9	1.9	2.1	1.8	1.9	1.5	2.7	1.8	2.0	1.9
	I don't know	28.3	21.4	13.6	22.3	17.4	27.4	22.3	22.8	20.0	21.2	23.8	22.3

Human rights and women organizations in strengthening the rule of law	Not confident at all	2.4	0.4	4.4	3.1	4.3	1.8	3.1	3.2	2.6	3.1	3.1	3.1
	Not confident	17.5	19.0	27.3	21.3	26.4	16.1	21.3	22.7	23.3	21.0	19.5	21.3
	Confident	50.0	57.6	54.0	51.9	49.8	54.0	51.9	51.8	50.1	53.9	51.5	51.9
	Very confident	1.7	5.4	2.8	2.3	2.8	1.9	2.3	2.1	2.4	2.4	2.4	2.3
	I don't know	28.4	17.6	11.6	21.4	16.7	26.3	21.4	20.2	21.6	19.6	23.5	21.4
Politicians in supporting and strengthening of the rule of law	Not confident at all	5.1	8.9	8.5	6.6	8.6	4.5	6.6	5.3	7.5	7.1	6.9	6.6
	Not confident	28.7	16.9	44.5	34.2	37.9	30.4	34.2	38.2	35.6	33.4	30.8	34.2
	Confident	35.4	46.0	34.4	35.5	36.4	34.6	35.5	33.3	34.1	37.3	36.8	35.5
	Very confident	1.4	10.6	1.2	1.8	1.5	2.0	1.8	1.9	2.0	1.3	1.9	1.8
	I don't know	29.4	17.6	11.4	21.9	15.6	28.5	21.9	21.3	20.8	20.9	23.6	21.9
The judiciary as a whole	Not confident at all	2.9	2.7	4.8	3.6	4.4	2.8	3.6	3.1	3.5	3.3	4.3	3.6
	Not confident	20.1	10.9	31.4	24.0	28.3	19.6	24.0	26.7	26.4	23.7	20.9	24.0
	Confident	56.1	66.2	55.6	56.4	56.0	56.8	56.4	55.1	56.1	57.5	56.9	56.4
	Very confident	1.8	4.5	1.4	1.8	2.2	1.4	1.8	1.3	2.2	1.5	2.1	1.8
	I don't know	19.2	15.6	6.7	14.3	9.2	19.5	14.3	13.8	11.8	14.0	15.9	14.3
The political parties in supporting and strengthening the rule of law	Not confident at all	6.8	7.3	13.3	9.3	11.8	6.8	9.3	8.0	10.2	9.5	9.8	9.3
	Not confident	33.7	19.4	49.0	38.9	42.2	35.5	38.9	42.8	41.4	38.9	34.6	38.9
	Confident	30.5	49.4	27.2	30.1	30.6	29.7	30.1	28.7	27.9	31.1	31.7	30.1
	Very confident	0.9	6.3	1.0	1.2	1.4	1.0	1.2	1.1	1.6	1.2	1.0	1.2
	I don't know	28.1	17.6	9.5	20.5	14.1	27.0	20.5	19.4	18.9	19.3	22.9	20.5
Ministry of Interior	Not confident at all	0.9	0.4	3.6	1.9	2.6	1.2	1.9	1.7	1.4	2.2	2.2	1.9
	Not confident	11.5	8.8	21.5	15.2	17.6	12.7	15.2	16.1	16.1	16.0	13.5	15.2
	Confident	68.0	69.4	67.4	67.8	68.3	67.2	67.8	66.5	71.0	67.7	67.5	67.8
	Very confident	5.1	8.4	2.4	4.2	4.3	4.2	4.2	3.9	4.0	4.2	4.7	4.2
	I don't know	14.5	13.0	5.1	10.8	7.2	14.6	10.8	11.8	7.5	9.9	12.2	10.8



