Public Perceptions of Palestinian Civil Police Performance

May 2015

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EXECUTIVE SUMMARY

Improving governance and increasing the capacity of the justice system overall and the Palestinian Civil Police (hereinafter PCP) in particular are recognized challenges to securing a peaceful and prosperous future for the State of Palestine. The development of policing in parallel with efforts to strengthen democracy and good governance can help address the State of Palestine's ongoing vulnerabilities to insecurity and instability.

The PCP is part of the Palestinian security services, which together with justice and law enforcement institutions comprise the State of Palestine's core security and justice providers. The PCP is responsible for public protection and safety. The legal framework for the PCP is incomplete but the PCP carries out standard policing functions such as surveillance, investigations, searches, seizures, arrests and interrogations. They also manage the seven detention/prison facilities in the West Bank. While access to security and justice for Palestinians living in the West Bank continues to be compromised by lack of freedom of movement and lack of legal and political jurisdiction in large parts of the territory, the services provided by the PCP are largely regarded as satisfactory.

This report is the product of a partnership established between the United Nations Development Programme (UNDP), the Office of the European Union Representative[1] and the European Union Police Mission for the Palestinian Territories (EUPOL COPPS). The survey was designed with the full engagement of the Palestinian Civil Police (PCP) and the Palestinian Central Bureau for Statistics (PCBS), which conducted the survey.

A total of 4,209 households from across the West Bank were interviewed between the 15 June and 24 July 2014, and the data then disaggregated by the PCBS for analysis. The services of 'Arab World Research and Development' (AWRAD) in Ramallah were contracted to develop a first draft of this report. All partners are committed to carrying forward the recommendations of the report via concrete actions in partnership with the PCP.

This survey forms part of ongoing efforts to guage the PCP's organizational and capacity development, and to evaluate the impact of the investment and support of donors and other key players in the development of the PCP, and to provide a baseline assessment of the services provided by the PCP as perceived and experienced by Palestinian citizens, against which future changes in PCP performance can be measured. The report is intended to serve two purposes: to help the PCP themselves understand and build on their strengths so that public awareness of - and confidence in - the work of the PCP can be improved; and to inform the future development assistance activities of international partners of the PCP.

This report presents a broad comparative description of which services the PCP are providing most effectively and which aspects of PCP services most need improvement. It also helps to identify categories of users who feel they are receiving a less than satisfactory service. Major findings indicate that the services provided by the PCP are largely regarded as satisfactory.

A large majority of Palestinians in the West Bank consider themselves safe in their neighborhoods during both day and at night. Although the feeling of safety diminishes after daylight, nearly

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1   Technical Assistance project to the PCP (expertise provided by Hulla and Co Human Dynamics)

eight out of ten Palestinians still feel safe even at night. Feelings of safety are also linked to the ability of residents to access police services, implying a significant degree of public trust and confidence in the PCP.

More Palestinians feel that crime and disorder in their communities has diminished over the past year rather than increased, and the majority of the public felt that PCP service delivery overall had improved over the last three years. A significant majority of Palestinians feel that the PCP does an excellent job in responding their needs of their communities. While public confidence ratings were positive overall, there is a lower confidence that PCP services are provided equitably and fairly.

Satisfaction with service provision overall is generally positive despite multiple challenges to PCP operations. The Israeli occupation is considered by nine out of ten members of the public as the most important challenge facing the PCP, while lack of resources, inadequate training, and lack of clarity surrounding the division of responsibilities between the PCP and other security services and within the PCP itself are seen as lower level problems. The public consider nepotism as the most significant form of corruption within the PCP, while abuse of power and particularly bribery are of lesser concern.

Overall the public are at least somewhat aware of nine of the ten specific services offered by the PCP, with the exception of the Bureau for Grievances and Human Rights (BGHR), which is known by less than a third of the population. The public also have poor awareness of other key departments including the Family Protection and Juvenile units. Levels of awareness of PCP services are impacted by the absence of their physical presence at district level, but also by gender and location, with women and residents of Area C having much lower levels of awareness of services than men or people living in Areas A and B. Levels of public satisfaction with overall services are reasonably high, and are not strongly correlated with levels of public awareness.

The frequency of public contact with the PCP is quite low with 50% of PCP services requested for two main reasons: a fight or a traffic violation. Service users most commonly contact the PCP by coming to the police station rather than using the telephone. Contact through e-mail is very rare.

On average, 64% of service users are satisfied with all aspects of service provision explored, with the clear exception of the ability of the PCP to access Area C and communities behind the wall. While users from Area C showed almost equal levels of overall satisfaction as users from Areas A and B, Area C users were considerably less satisfied with the distance they had to travel to get to the station, the assistance they needed to contact the station and the impaired access of the PCP. Physical access to the police station in terms of distance and wait time before being dealt with were the two most common difficulties experienced by the public when seeking PCP services.

The public rarely file complaints against police officers. The survey indicates that the largest number of complaints registered over the past three years was for discourteous conduct, with the least common complaint having been for corrupt practices. The most important trigger for lodging a complaint is physical harm, closely followed by threatening conduct.

While relatively high levels of overall public satisfaction with PCP services would support a low citizen complaint rate, other factors play a role. Nearly half of the population does not know how to file a complaint, and only 27% of the population knows of the existence of the BGHR,

the unit primarily mandated to deal with public complaints. The most popular place to file a complaint is the police station. This suggests that the public have considerable confidence that the police themselves would do a good job of handling the complaint against them. It also suggests, however, that the more institutional mechanisms set up to deal with complaints and improve accountability are not well known or/and not used. Males lodged complaints at almost three times the rate as women, and younger age groups filed complaints more frequently than older age groups. While this can be partly explained by females' lower level of awareness of police services, this finding also suggests that other factors play a role, including cultural traditions which do not strongly support an active role for women in the public sphere.

In addition, overall user satisfaction with the complaints process (44%) are significantly lower than user satisfaction ratings for other PCP service aspects (64%) with the speed of the process being both the most important consideration for the public as well as being the aspect with the lowest satisfaction rating. Additional research will be needed to better understand the factors behind the low complaint rate, and their relative influence in the overall complaint process.

The current gender balance in the PCP is overwhelmingly male, with only 3.3% female officers. Nearly one in four female members of the public show a clear preference for dealing with female police officers. While respondents generally considered male officers as having greater authority than female officers, female officers are generally considered to be significantly more respectful, including in terms of people's privacy. The ability of both male and female officers to be helpful is considered by the public to be almost equal.

Little is known by the public about the police performance in the area of juvenile justice. Although four fifths of all households included a juvenile over the past three years, only a very small minority (4.4%) of them had contact with the police over this period.

For almost all Palestinians, the PCP is clearly seen as the legitimate address for issues of public safety and security, with 91.6% of Palestinians saying that they would contact the PCP if they feel in danger, suggesting that for most people, the PCP plays a very significant role in providing their sense of security and safety. Other important factors for using PCP services include a very healthy sense of public duty, high levels of confidence that the PCP can protect women and children, and a reasonable knowledge of how to access PCP services. Personal connections with the PCP play a much more limited - but still significant - role in influencing use of services, cited by one in four respondents.

For the 8.4% of Palestinians who would not use PCP services if they felt in danger, the three top reasons are the lack of PCP capacity to provide effective protection, the higher efficacy of alternative dispute resolution mechanisms, and a perception of lack of equitable treatment from the PCP. There are considerable variations in perception on this issue across some categories of the public including women and people living in Area C communities for who lack of PCP access to Area C and inability to deal with Jerusalem ID holders is a significant issue for a large minority. Cultural traditions and fear of public shame is a factor for nearly one in four people – particularly women - while the issue of PCP's perceived political alignment is only a discouraging factor for one in ten people.

Significant variations in public opinion exist on some issues across governorates, Area C and Not C and gender. In particular, feelings of safety are significantly lower for residents of Area C than for residents of either Area A or B. In addition residents of Area C have lower levels

of awareness of services, higher levels of dissatisfaction with those aspects of PCP service delivery which relate to ease of their physical access to the police and the inability of the PCP to access them, the lack of PCP jurisdiction in dealing with Israelis in their area, and less confidence that they will receive adequate protection from the PCP from external threats than their compatriots in Areas A and B.

Although satisfaction with services in general is high across governorates, Palestinians have issues with specific aspects of services including the speed of the processes, equal treatment, and actually receiving what they want. For example, while the public in Jericho and Al Aghwar (considered one governorate) have a high *overall* satisfaction level (83%), the data shows a much lower level of *user* satisfaction (just 53%).

Gender appears to have a major bearing on levels of awareness and contact with the PCP, rather than satisfaction with services. For the 8.4% of the population who say they would not contact the PCP if they were in danger, significant variations in reasons exist for female and male respondents. The largest gender gap is around fear of shame and pressure from the family and community. For women, pressure from family and community is cited as a major reason for reluctance to contact the PCP (47% compared to just 15% for men). Fear of shame is considered a factor for 41% of women but only for 12% of men. This implies that cultural factors play a significant role in determining women's perceived ability and willingness to engage with the police services.

This report concludes with a series of recommendations. Some notable recmmendations address:

- The need for the international community to support political solutions whereby the PCP is enabled to expand its coverage in Area C and increase citizens' access to its services;

- The need to scale up the visibility and outreach of those PCP units whose work and purpose is relatively unknown to the public, but which nevertheless form an essential part of the service landscape and citizen-police accountability mechanisms;

- The need for the PCP to gain a better understanding of the dynamics of those services that have low levels of public satisfaction, but which are regarded by the public as being very important so that internal efficiencies can be improved, service provision enhanced and greater levels of public satisfaction achieved;

- The need to prioritise recruitment of additional female police officers in the PCP;

- The need for refinement of PCP policies in relation to juveniles (preferably with the input of juvenile offenders themselves); and

- The need to consider how the use of alternate resolution mechanisms can enrich PCP's own practices.

1. Introduction

Evolution of the Palestinian Civil Police

The Palestinian Civil Police (PCP) is part of the Palestinian Internal Security Forces, which together with other justice and security institutions comprise the State of Palestine's core rule of law apparatus.

During the second half of the 1990's, the Palestinian Authority (PA) established the PCP as part of its public administration, the PA itself having been set up in 1994 pursuant to the Israeli-Palestinian Oslo Agreement of the previous year. Initially founded with 9,000 officers[2] the PCP remains the largest element of the Palestinian Internal Security Forces. The Oslo Agreement called for the civil police maintaining public order from 25 stations throughout the Palestinian-administered parts of the Gaza Strip and the West Bank. According to the then Palestinian Minister of Interior, Nasser Yousif, the PCP constitutes the most important of all civil institutions and the PA's objective was to build a "modern, democratic, accountable and effective police service which can help create a safe and secure environment for all who live, work and visit Palestine."

During the second Intifada, Palestinian police were unable to patrol armed or in uniform, lest they be engaged by Israeli security forces as enemy combatants. A total of 45 facilities of the PCP were targeted by the Israeli Air Force, including academies, prisons and the only Palestinian forensic laboratory. The PCP returned to regular operations in 2003-2004.

The PA security forces amount to around 35,000 personnel in the West Bank.[3] There are 7,675[4] PCP officers in the West Bank.[5] The 10 district headquarters [6] (including the one in Ramallah which is also its main central command) form the backbone of the Palestinian Civil Police organization. There are 78 police facilities in the West Bank, 64 of which are police stations and posts. The other facilities include district headquarters, Public Order compounds, prisons and detention centres, training centres and stations for Border Police, Tourist Police, Criminal Investigation Department Police and Traffic Police.

The PCP is primarily responsible for maintaining public order, security and protection, and preventing and detecting crime. The legal framework for the PCP is incomplete but the PCP carries out standard policing functions such as maintenance of public order, road safety, and crime prevention.[7] They also manage the seven detention/prison facilities in the West Bank.

2　The 1993 Oslo Accords and subsequent pacts, including the 1994 Gaza-Jericho Agreement, known as the Cairo Agreement, officially established the General Security Services (GSS), the umbrella organization encompassing the various units. According to the Cairo Agreement, the PNA would establish a temporary "strong police force" that would exist for five years, by which time a permanent settlement to the Palestinian-Israeli conflict would be agreed upon by both parties. The number of members in the police force was set at 9,000, of which 7,000 would be recruited from the PLA and the remaining 2,000 from the West Bank and Gaza Strip. All recruitments required Israeli authorization. The PNA police force was allowed a maximum of 7,000 personal firearms, 120 medium and heavy machine guns and 45 armored vehicles.

3　Subsequent to the 2007 Hamas takeover of the Gaza Strip, effective control (to the extent permitted under the Oslo Accords) by the PA security services has been limited to the West Bank.

4　A Review of Palestinian Justice and Security Sector Data, August 2013, UNDP (data as at 2011)

5　The 12,600 PCP officers in Gaza have been on extended leave with pay since 2006 and not currently in service

6　These are located in Ramallah/Al Bireh, Jenin, Tubas, Qalqilya, Tulkarem, Nablus, Salfit, Jericho/Al-Aghwar,Hebron and Bethlehem.

7　Palestinian Civil Police Strategic Plan (2014-2016)

Contextual challenges to the efficiency of the PCP

Access to security and justice for Palestinians living in the West Bank continues to be compromised by lack of freedom of movement and lack of legal and political jurisdiction in large parts of the territory. Security provision is limited by geographical fragmentation into Areas A, B and C and East Jerusalem, with four differentiated political jurisdictions that limit the ability of Palestinian security services to enforce the law. In addition, in Hebron city, the only urban centre in the West Bank under dual Israeli/Palestinian administration, Palestinian security services have no jurisdiction over area 'H1', where settlers live in the heart of the city. As a result, Palestinian communities in Area C – and to a large extent in Area B – face considerable challenges in accessing the services provided by the Palestinian Civil Police.

Despite the challenging operating conditions, the services provided by the PCP have been largely regarded as satisfactory. In a public perception survey carried out by UNDP in 2012 to assess how Palestinians perceive the justice and security institutions mandated to serve them, the PCP received the highest satisfaction rating among all justice and security institutions in the West Bank. Levels of public trust in the PCP were also high (75%), according to the same survey, while public satisfaction with PCP performance was found to be stronger in cities than in rural areas. The PCP was also ranked by respondents as second out of seven justice and security institutions in terms of their importance with regards to strengthening the rule of law.[8]

Objectives and goals of this survey.

Improving governance and increasing the capacity of the security and justice system overall and the PCP in particular are recognized challenges to securing a peaceful and prosperous future for the State of Palestine. The development of policing in parallel with efforts to strengthen democracy, rule of law and good governance can help address the State of Palestine's ongoing vulnerabilities to insecurity and instability.

The objective of this current survey was to provide a baseline of the services provided by the PCP as perceived by Palestinian citizens. The survey forms part of ongoing efforts to guage the PCP's organizational and capacity development, and to evaluate the impact of the investment and support of donors and other key players in the development of the PCP, in compliance with the aid effectiveness agenda and in partnership between the United Nations Development Programme (UNDP), the Office of the European Union Representative[9] , and the European Union Police Mission for the Palestinian Territories (EUPOL COPPS).

The primary output of this survey is the data contained and analysed in this report, which forms a developmental and organizational baseline on how the Palestinian public perceive the current PCP services and capacities. It is intended that this data and analysis be used in multiple ways. Firstly, this report should assist the PCP themselves in understanding and building on their strengths, raising public awareness of - and building confidence in - the work of the PCP. Secondly, the report should inform the activities of international partners of the PCP in terms of the evolution of development assistance projects.

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8   UNDP, Public Perceptions of Palestinian Justice and Security Institutions (UNDP, 2012).

9   Technical Assistance project to the PCP (expertise provided by Hulla and Co Human Dynamics)

2. The Survey

A total of 4,209 households in areas A, B and C from across the West Bank were interviewed between the 15 June and 24 July 2014. The survey was conducted with a guarantee of anonymity for those taking part.

The sampling framework comprises a list of enumeration areas as derived from the PCBS 2007 Population, Housing and Establishment Census. These are geographical areas mostly of similar size (with 124 households on average). Enumeration areas[10] are used as preliminary sampling units (PSUs) in the first phase of sample selection

The survey sample is a three-stage 'stratified cluster random sample':

(1) Selection of a stratified sample that is commensurate to the size of each enumeration area of households. It comprises 169 enumeration areas.

(2) Selection of an area sample of 25 responsive households from each enumeration area, which were selected in the first stage. Selection starts from a random point in the enumeration area (number of a building).

(3) Selection of a member aged 18 years or above from each household using the 'KISH table'.

Questionnaire development

Development of the questionnaire took place within a working group comprised of all key actors, including the PCP, the Palestinian Central Bureau of Statistics (PCBS), UNDP, EU (Office of the EU Reprsentative[11]), and EUPOL COPPS. Questionnaire development involved selection the most relevant indicators to measure the public perception of PCP Performance. In this context, the survey questionnaire of the 2014 Public Perception Survey of PCP Performance includes several themes as follows:

- Contact with the PCP

- Satisfaction with PCP services

- Trust and confidence in the PCP

- Complaints

- Future Prospects

Data collection

Data collection was carried out by 91 researchers, distributed across the West Bank. A training course of four days was delivered by the PCBS for all researchers from 8-11 June 2014. Researchers were from various backgrounds, including many with previous experience in undertaking public perception surveys, as well as new researchers.Data was collated from 4,209 households from across the West Bank. Once data collection had been finalized, data was audited, encoded and entered into a data processing system.

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10   An enumeration area is the geographic area canvassed by a census representative. It is composed of one or more adjacent bocks and are only used for census data collection.

11   Technical Assistance project to the PCP (expertise provided by Hulla and Co Human Dynamics)

The data was then processed using Oracle and SPSS packages, and entered into nine files reflecting the main components of the survey questionnaire. To control data and detect statistical errors, the data entry program included links to all components of the original questionnaire, thus ensuring control in data disaggregation.

Field challenges

During the course of data collection, researchers encountered a number of challenges which may to a greater or lesser extent have had a bearing on the results of the survey. These challenges included:

- Field researchers recruited by the Palestinian Central Bureau of Statistics could not easily access some localities. This challenge was overcome, however. A field research vehicle was provided to help researchers access such localities.

- Some households were not present at enumeration areas, requiring researchers to survey alrernative households, outside the enumeration process.

- In regard to the completion of survey questionnaires, occasionally field researchers needed to address certain issues to supervisors or auditors, thereby increasing the burden of the interview process.

- Compared to the period shortly before the survey process had been launched, the data collection stage coincided with intensified Israeli military activity throughout the West Bank, following the disappearance of three Israeli settler youths. Particularly in the Hebron governorate, the Israeli forces closed roads, raided residential communities, and searched houses and properties. As a result, field researchers could not reach some localities within the scheduled timeframe. It is difficult to speculate about the impact that these Israeli operations may have had on public perceptions of the Palestinian security apparatus. On the one hand, it is possible that Israeli operations may have negatively distorted the image of Palestinian security forces, including the PCP, as incapable of providing security and protection against Israeli aggressions. On the other hand, elements of the Palestinian population may have been better disposed towards their own national security institutions when juxtaposed with the intensified presence of the Iraeli occupying forces.

- The survey was designed to collect data on Palestinian citizens' awareness of and satisfaction with the PCP services. As Jerusalem (J1)[12] falls under full Israeli security and civil control, Palestinian citizens who live in this area have the least interaction with and awareness of the PCP services. More often, Palestinians in J1 deal with Israeli security, law enforcement, and judicial authorities. With reference to previous experience data and results and with a view to ensure data reliability and accuracy, the PCBS excluded the J1area from the survey sample. Unlike like the rest of the Palestinian population in the West Bank, technical reasons of this survey do not apply to J1 residents.

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12   J1 of the Jerusalem governorate is the area which Israel forcibly annexed following occupation of the West Bank in 1967

3. Analysis of findings

This analysis in this report is divided into eight sections. The sections correspond to a number of key themes identified during development of the questionnaire, and allow focus on these areas. It also compares public and/or user perceptions across PCP services. This approach has the advantage of analyzing comparable data on the most common service aspects (attributes) to gain a better understanding of public and/or user perceptions of a range of PCP services. The approach is thus both general and more specific. It provides a broad comparative understanding of which services the PCP are providing most effectively, which aspects of PCP services most need improving, and helps to identify categories of users who feel they are receiving a less than satisfactory service.

SECTION ONE: FEELINGS OF SAFETY IN THE PUBLIC SPHERE

A large majority of Palestinians consider themselves safe in their neighborhoods both during the day (90%) and at night (76%). Although the feeling of safety diminishes after daylight, nearly eight out of ten Palestinians still feel safe even at night. These figures compare favourably to communities in Europe, where 68% of citizens (nearly seven out of ten) feel safe at night in theirneighborhoods.[13]

The data also shows that feelings of safety in the State of Palestine vary considerably depending on the geo political area in which you live (Area C/Not C). Nearly twice as many residents (15%) in Area C feel completely unsafe at night compared with residents of Not C (8%). The PCP do not enjoy full sovereignty in Area C and have fewer police stations there, which significantly compromises residents' access to effective police services (see section Three below). This seems to suggest that feelings of safety are also linked to the ability of residents to access police services, implying a degree of trust and confidence in the PCP. Feelings of safety show no significant variation across gender. A more detailed analysis is provided in Annex 1.
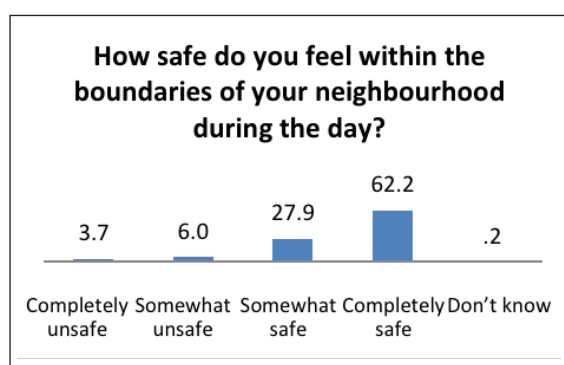
Table 1
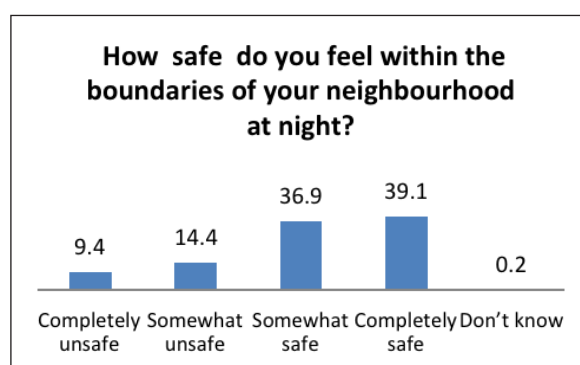
Table 2

More Palestinians (29.3%) feel that crime and disorder in their communities has diminished over the past year than increased (23.7%) as Chart 3 below shows.

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13   Eurobarometer, 2006

Compared to a year ago, I feel that crime and disorder in my community is

Much worse: 11.7
Somewhat worse: 12.0
About the same: 44.7
Somewhat better than a year ago: 22.3
Much better: 7.0
Don't know: 2.3
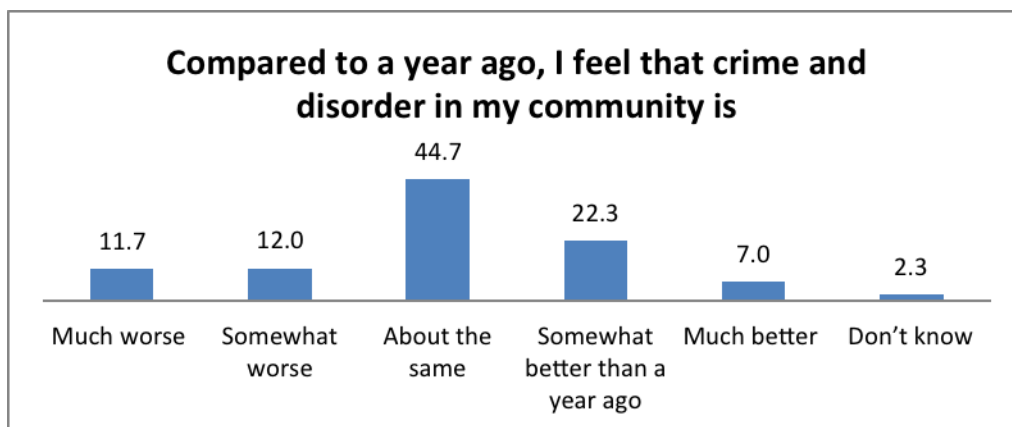
Table 3

SECTION TWO: GENERAL PUBLIC PERCEPTIONS OF THE PCP

2.1   PCP overall service delivery

The majority of the public (51.4%) felt that PCP service delivery overall had improved over the last three years as the chart below illustrates.

In your opinion, has the PCP service delivery improved over the past three years?

Yes: 51.4
Remained as they are: 31.6
No: 6.2
Don't know: 10.7
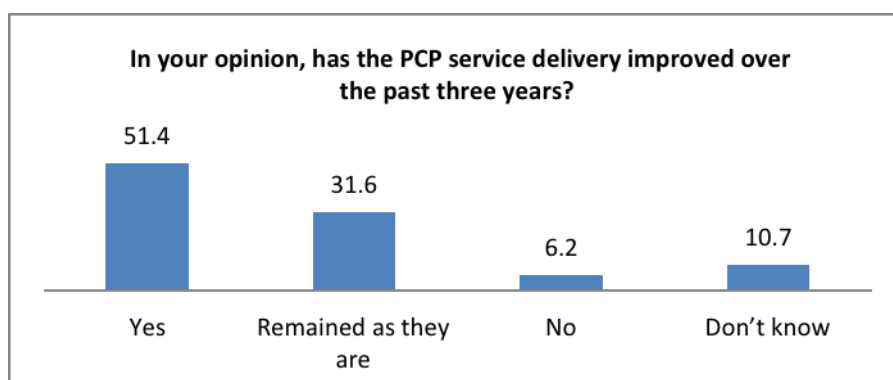
Table 4

While opinions on this are positive overall, perceptions increasingly improve as levels of educational attainment rise. Conversely, only a minority (45%) of residents of Area C communities feel that PCP service delivery has improved over this period. Further analysis of these variations is provided in Annex 2.

2.2   PCP responsiveness to community needs

Respondents agree by a significant majority (71.6%) that the PCP does an excellent job in responding their needs of their communities. There was no significant difference in response between respondents in Area C or Not C or across gender but there were some variations across governorates. Further details are presented in Annex 3

The PCP do an excellent job of responding to the needs of my community. Please circle the answer that best responds to your opinion

		55.3		
7.5	14.4		16.3	6.4
Strongly disagree	Disagreesomehow	Agree somehow	Strongly agree	Don't know
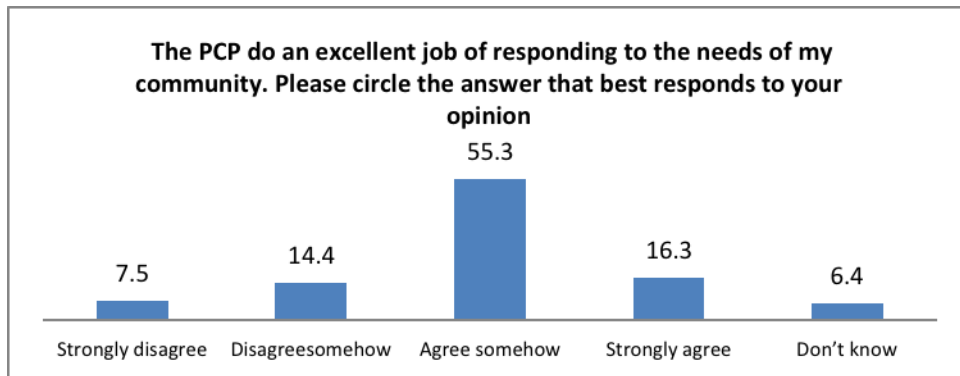
Table 5

2.3   Public confidence in the work of the PCP - overall ratings

The overall confidence rating of respondents across a range of issues is 52.08%. Across all the issues explored, the capability of the PCP to enforce court decisions received the highest confidence rating (69.6), while the independence of the PCP scores lowest at 27.8.

To what extent are you confident that

(Those who said confident and somehow confident only)

That the PCP is capable of enforcing any court decisions	69.6
That the PCP is qualified	62.7
That you will receive PCP services quickly	61.2
That you will receive adequate and effective protection against any external threat	54.8
That you will be treated equitably	47.6
That the PCP is capable of enforcing the rule of law on all individuals	40.9
That the PCP is independent	27.8
Overall	52.08

Table 6

The next chart shows how public ratings out of 5 for confidence with each aspect of PCP work are distributed. While scores tend to be positive on average, just over 2 in 5 (43%) of the public are equivocal or not confident about PCP work overall particularly around issues of equitable and fair treatment.

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Breakdown of public confidence scores

- ■ Not very confident
- ■ Not confident somehow
- ■ Very confident
- ■ Confident somehow
- ■ Don't know

	Not very confident	Not confident somehow	Very confident	Confident somehow	Don't know
That the PCP is capable of enforcing any court decisions	8	16	46	24	6
That the PCP is qualified	10	24	47	16	4
That you will receive PCP services quickly	11	23	45	16	4
That you will receive adequate and effective protection against any external threat	16	25	41	14	4
That you will be treated equitably	18	31	36	12	3
That the PCP is capable of enforcing the rule of law on all individuals	24	31	31	10	4
That the PCP is independent	27	35	22	6	10
Overall	16	27	38	14	5

Table 7

2.4   Satisfaction with aspects of PCP work - overall ratings

The average public satisfaction rating across the 10 aspects of services compared is 60.79. Scores for individual aspects range from 49.1 to 70.6. Across all the aspects explored, respect for privacy receives the highest rating (70.6) while the PCP ability to arrest any person scores lowest at 49.1.

In general, are you satisfied with

(Those who said satisfied and somehow satisfied only)

Aspect	Score
Respect of privacy	70.6
Enforcement of court decisions	68.8
Easy access via the telephone	66.3
Police take requests for intervention seriously	63.7
The Police compliance with the laws	62.2
Effective and efficient investigations	62
Quick Police response	61.5
Sufficient number of Police stations	53.4
Performance in dealing with juveniles	50.3
The ability to arrest any person	49.1
Overall	60.79

Table 8

The chart below shows how satisfaction scores were distributed for each aspect. Despite the generally positive findings – all aspects except one, have the majority of the public giving either somewhat satisfied and very satisfied ratings – for just over half the aspects a significant minority of the public (1 in 3) are either somewhat unsatisfied or very unsatisfied with the aspect. Looking at this another way, only a minority of the public are very satisfied with all aspects of PCP services.
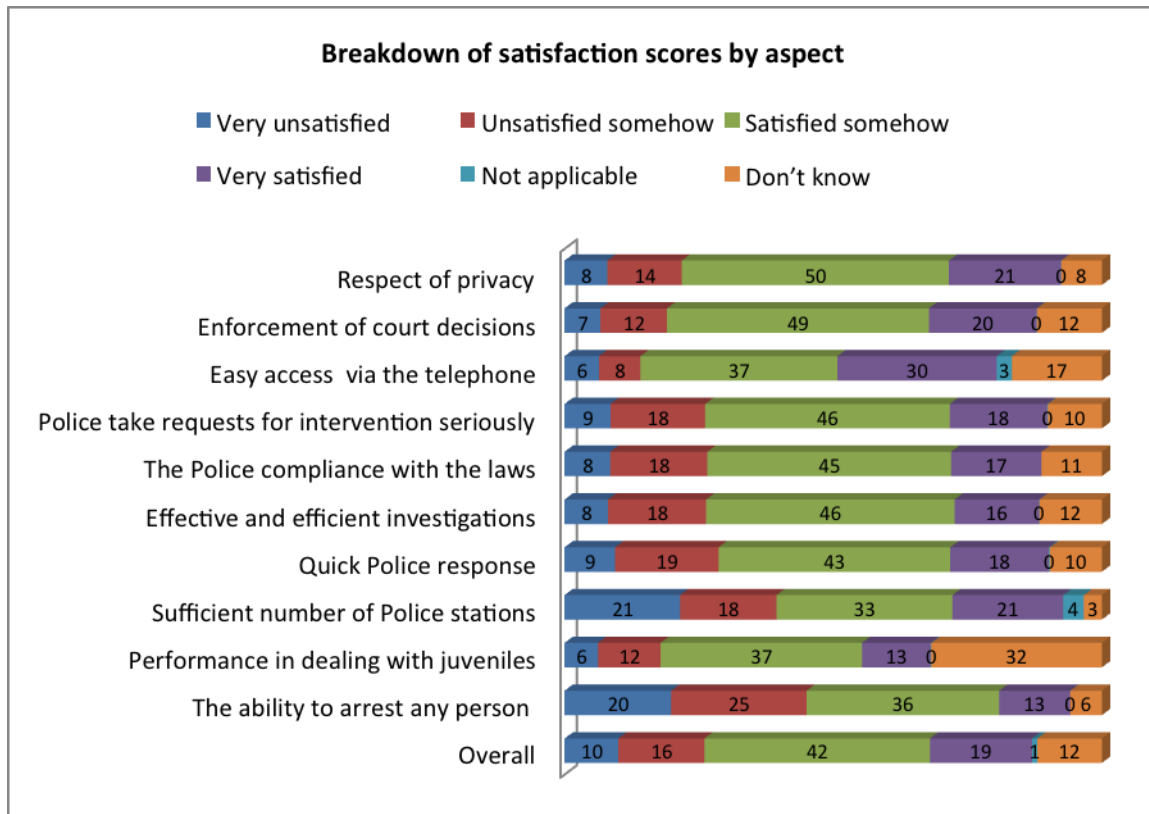
Table 9

2.5 Public perceptions of challenges facing the PCP

Across all the challenges listed, data shows that an emphatic majority (90%) of the public consider the Israeli occupation as the biggest challenge facing the PCP while unclear jurisdiction is perceived to be the least significant impediment of those presented (56%). Other challenges sit within this range.

Challenges facing the police
(Percentage saying"Yes")

The Israeli occupation	90
Widespread corruption	80
Cultural traditions	73
Lack of communication with the public in	72
Public distrust	71
Maladministration	70
Lack of resources	68
Overlapping powers	61
Inadequate training/education	57
Unclear jurisdiction	56
Other	1
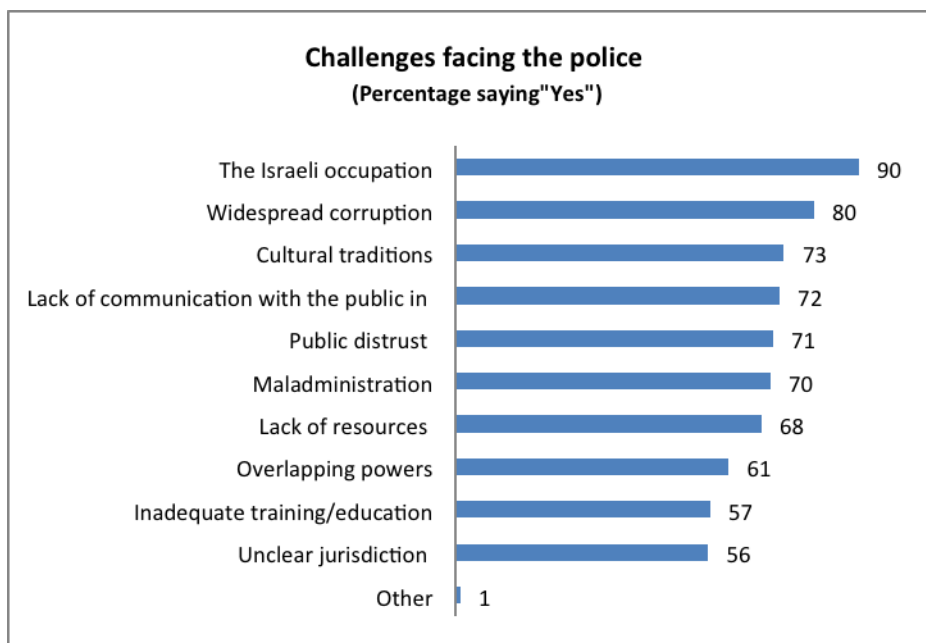
Table 10

2.6   Public perceptions of specific aspects of corruption in the PCP – overall ratings

The public consider that while favouritism and nepotism are believed to be the most significant aspects of corruption in the PCP, they are more hesitant about abuse of power and even more indecisive about bribery. One in seven and just over one in four people do not have an opinion on abuse of power and bribery, suggesting that they do not have enough information or personal experience to judge.

Public perceptions of specific aspects of corruption in the PCP

- ■ Very widespread
- ■ Widespread to some extent
- ■ Neutral
- ■ Not widespread some to some extent
- ■ Not widespread
- ■ Don't know

	Very widespread	Widespread to some extent	Neutral	Not widespread some to some extent	Not widespread	Don't know
Favouritism / nepotism	37	24	19	7	5	7.7
Abuse of power	31	18	18	9	10	14.9
Bribery	16	10	16	10	20	27.1

SECTION THREE: GENERAL PUBLIC PERCEPTIONS OF PCP SERVICE DELIVERY

3.1   Public knowledge about specific PCP services

Overall the public are at least somewhat aware of 9 of the 10 specific services offered by the PCP, with the exception of the Bureau for Grievances and Human Rights (BGHR). Knowledge of traffic regulation scores highest at 97% of all respondents, while the BGHR received the lowest level of public awareness at 29% of all respondents. There is a significant difference in awareness between the services involved, perhaps suggesting that the nature of the service itself – and the relative high profile and publicity attached to them - impacts public awareness. For example, traffic police are very evident in all towns and significant publicity is given to the achievements of narcotics control. By contrast, the work of the Family Protection Unit by its nature has a lower profile.

The chart also shows the distribution of public awareness ratings with each service. While scores tend to be very positive on average, one in four (25%) members of the public are not aware of all the services provided by the PCP including the work of the family protection and juvenile units. In particular, a large majority of the public (71%) is not aware of the work of the BGHR which is the unit primarily mandated to deal with citizen complaints against individual PCP officers, which has implications for citizen oversight mechanisms.

Level of knowledge of PCP services

■ Well aware   ■ Somewhat aware   ■ Not aware

Service	Well aware	Somewhat aware	Not aware
Traffic regulation	73	24	3
Combating narcotic drugs	57	30	13
Arrest of offenders	55	34	11
Enforcement of court decisions	54	32	14
Investigation of crimes	53	35	12
Border control	41	29	30
Prevention of crime	38	32	30
Family protection	36	35	29
Juvenile cases	30	32	38
PCP BGHR	15	14	71
Overall	45	30	25

Table 11

Levels of awareness of PCP are significantly impacted by gender and where you live in geopolitical terms. Females and people living in Area C communities have lower levels of awareness overall. Further details and analysis are provided in Annex 4.

3.2   Public satisfaction with PCP specific services

Across all 10 service areas surveyed, data shows that traffic regulation receives the highest satisfaction score (81), while border control scores lowest (63). There are significant differences between the services, implying that the nature of the service itself in the Palestinian context as well the experience of its delivery may impact overall service satisfaction. Traffic regulation, for example, has a very tangible and mostly desirable outcome – efficient movement of traffic is essential in Palestinian towns for both commercial and private purposes. By contrast, Palestinians do not have independent control of their own borders, nor do they have full jurisdiction to prevent crime even within their borders.

The research shows that when people are asked to reflect on their actual service delivery experience, their perceptions of satisfaction are significantly higher than when the question is put at a very general and abstract level. Put this way, people tend to associate other issues with the services, including their current level of satisfaction with the government itself. Such relatively high levels of public satisfaction evidenced by this data should therefore be seen as extremely encouraging.

Satisfaction with PCP services
(Percentage of those saying satisfied or very satisfied)

Service	Score
Traffic regulation	81
Enforcement of court decisions	78
Family protection	76
Investigation of crimes	76
Arrest of offenders	74
Juvenile cases	74
Combating narcotic drugs	72
Prevention of crime	65
BGHR	65
Border control	63
Overall SSI	72
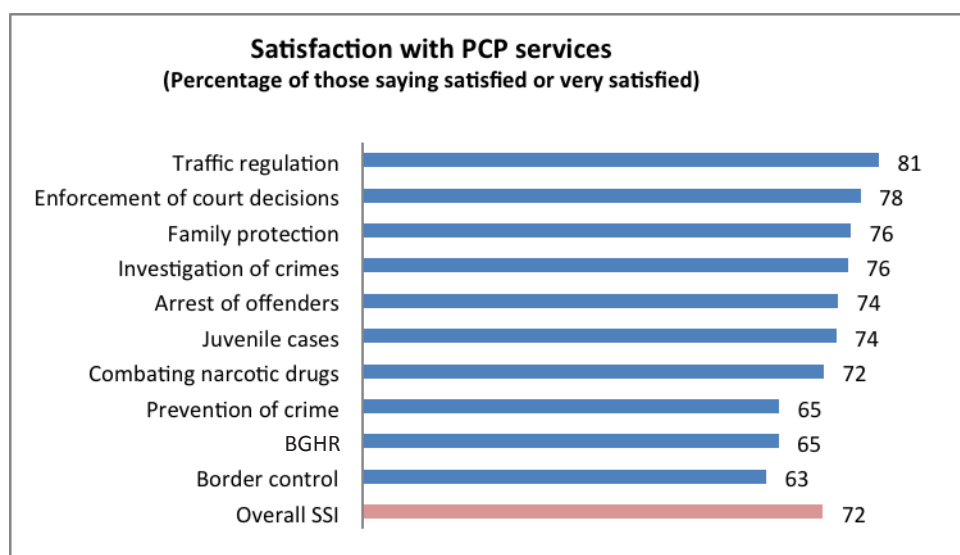
Table 12

The next chart shows how public satisfaction ratings are distributed for each service. Scores tend to be positive on average, with just under 1 in 4 (24%) of the public being unsatisfied with services.

Breakdown of public service satisfaction scores

■ Very unsatisfied ■ Unsatisfied somehow ■ Satisfied somehow
■ Very satisfied ■ Don't know

	Very unsatisfied	Unsatisfied somehow	Satisfied somehow	Very satisfied	Don't know
Traffic regulation	8	11	48	33	1
Enforcement of court decisions	7	13	54	24	2
Family protection	6	13	58	18	4
Investigation of crimes	7	14	55	21	3
Arrest of offenders	8	16	53	22	2
Juvenile cases	7	14	57	17	5
Combating narcotic drugs	10	15	46	26	3
Prevention of crime	16	17	51	14	2
BGHR	7	15	49	16	13
Border control	16	17	48	15	3
Overall	9	15	52	21	4

Table 13

Levels of satisfaction are not strongly correlated with levels of awareness, but where you live does have some bearing on your satisfaction. Annex 5 provides further details and analysis.

SECTION FOUR: CONTACT WITH THE PCP – PERCEPTIONS OF SERVICE USERS

4.1   Frequency of contact with the PCP

Just fewer than one in five (19.1%) members of the public have been in contact with the PCP during the last three years.[14]

Have you ever resorted, contacted or accessed the police during the last three years?

	Yes	No
	19.1	80.9
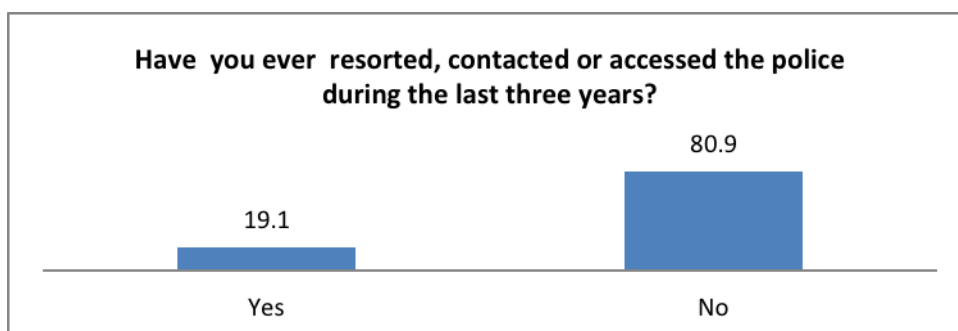
Table 14

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14   Further analysis of differences across gender and comparative figures for other countries are provided in Annex 6.

4.2   Type of contact with the PCP

The most common type of contact with a police station is as a defendant in a case or a claimant in a case, while the least common is for reporting a case.

If you resorted, contacted or accessed a Police station over the past three years, in what capacity were you acting?
(of the percentage saying"Yes")

Defendant	43
Claimant	40
Service customer	15
Detainee	11
Reported a case	5
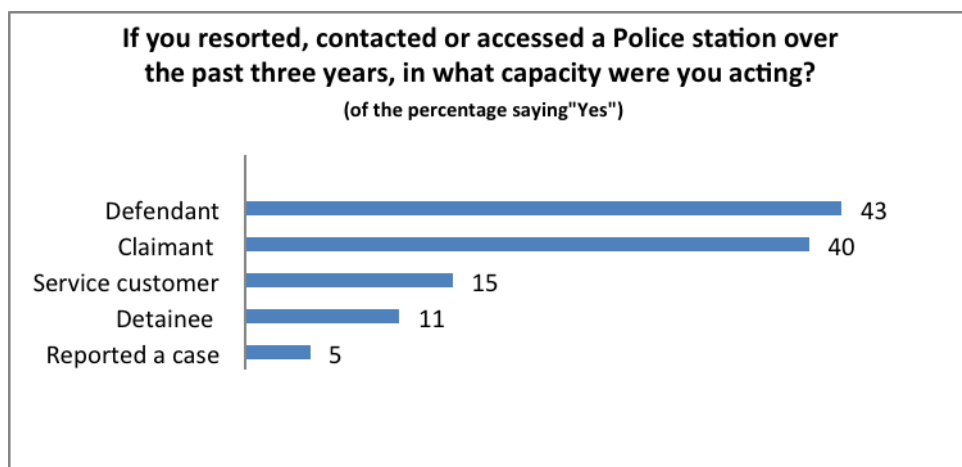
Table 15

4.3   Nature of the PCP services sought

Fifty percent of PCP services requested are for two reasons: a fight (33.3%) or a traffic violation (17.0%), while assault by armed factions is the least common reason at 0.2% of all requests for services.

Nature of service sought
(Percentage saying"Yes")

A fight	42.3
Traffic ticket	21.8
Road accident	10.6
Losing a document	9.2
Theft /private property, other than cars	6.3
Losing property	5.1
Dispute with a Police	4.4
Domestic violence	3.1
Political targeting	2.7
Report a disturbance	2.4
Theft /car or car parts	2
Feeling danger	1.8
Defamation/insult to honour	1.4
Arson	0.9
Electronic crime (email, computer..)	0.7
Assault by armed factions	0.2
Other	13.7

Table 16

23

4.4   Means used to communicate with the PCP for services

The most frequent way to communicate with the PCP is in person at the police station with 46.8% of PCP service users using this method. Telephone was used by only 17.9% of service users. The least favored means of communication is by letter/e-mail or fax, which was used by less than 1% of all service users.

Means of communication with PCP
(of the percentage saying"Yes")

Means	Value
In person at the police station	62.3
	23.8
A police car/police man flagged me	18.8
	13.8
Arrest from home	8.6
	2.3
PCP website	0.3
	0.2
Other	3.1
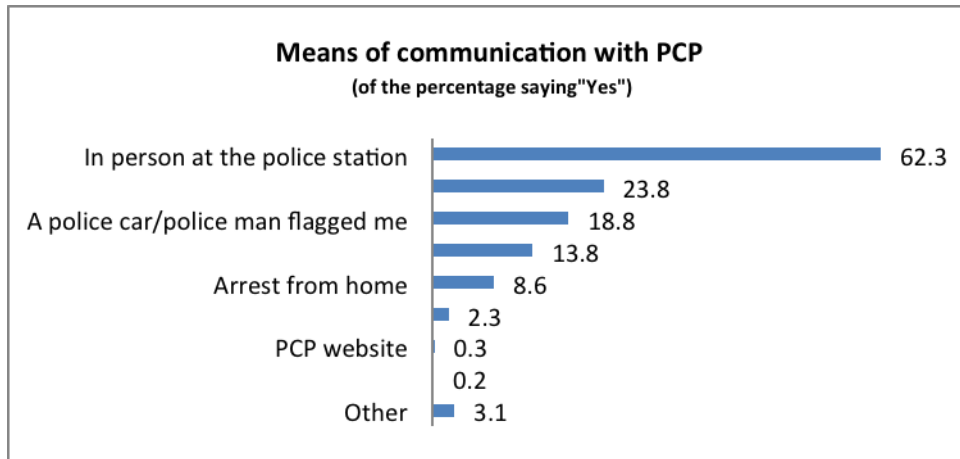
Table 17

4.5   Satisfaction of service users with different aspects of the PCP services

Across all 15 service aspects, easy access to the station received the highest rating (85) while PCP's ability to access some areas scored lowest at 25. There is a significant variation in levels of user satisfaction across the aspects considered.

Satisfaction among service users in the following aspects
(Those who said satisfied or very satisfied)

Aspect	Value
Address of the station was clear	85
Respect at the Police station	79
Contact the station without assistance	78
Behaviour of police	72
Receiving the assistance I needed	71
Friendly/ clear procedures	71
Competent person to deal with	70
Clean and orderly station	68
Distant station	64
Equal treatment	62
Quick response	61
Receiving the service	60
Period of waiting	59
Using favouritism to contact the station	40
PCP ability to access some areas	25
Overall	64

Table 18

24

The next chart shows how user satisfaction ratings out of 4 for satisfaction with each aspect of the service are distributed. While scores are positive on average, just fewer than one in three (32%) users are dissatisfied with their experience of services.

Breakdown of users satisfaction scores

■ Very unsatisfied ■ Unsatisfied somehow ■ Satisfied somehow
■ Very satisfied ■ Don't know

	Very unsatisfied	Unsatisfied somehow	Satisfied somehow	Very satisfied	Don't know
Address of the station was clear	5	9	38	46	1
Respect at the Police station	10	9	49	30	3
Contacting the station without any assistance	7	13	43	35	2
Behaviour of police	11	13	48	23	4
Receiving the assistance I needed	12	16	46	25	1
Friendly/ clear procedures	13	15	42	29	2
Competent person to deal with	14	14	45	24	3
Clean and orderly station	13	11	40	28	9
Distant station	15	20	39	25	1
Equal treatment	21	14	37	25	3
Quick response	21	16	36	25	2
Receiving the service	20	18	35	25	2
Period of waiting	18	19	37	22	4
Using favouritism to contact the station	33	19	27	12	8
PCP ability to access some areas	36	23	18	7	16
Overall	17	15	39	25	4

Table 19

While users from Area C/Not C communities showed almost equal levels of overall satisfaction, Area C users were very considerably less satisfied with the distance they had to travel to get to the station, the assistance they needed to contact the station, and the ability of the PCP to access some areas. Further details are provided in Annex 5.

4.6   Difficulties considered by PCP users in accessing PCP services

A little more than half of the users of PCP services encountered difficulties when they accessed the PCP for their last service.

Did you encounter difficutlies when you accessed the police for the last service?

55.0

44.6

yes

no

Table 20

Difficulties in accessing PCB services
(of those who answered "Yes")

Station is far away	22.3
Long time to reach the responsible Police office	21.6
Unclear process to receive service	19.9
Got bounced around	18.7
Person assigned to deliver required service not available	17.7
No/poor follow up	17.2
Unclear services delivered	16.4
The police officer not interested in taking full details of my issue	15.1
Nowhere private to wait	9.9
I was told to solve the problem myself	7.1
Called the police, received a reply, but the complaint was not admitted	7.1
Unclear address of the required police station	6.3
I was given incorrect/conflicting information	6.2
I was referred to informal justice systems	5.6
Called the police, but got no reply	4.8
Called the police, but line is busy	4.8
The website was down/not working	1.5
Other	0.7

Table 21

26

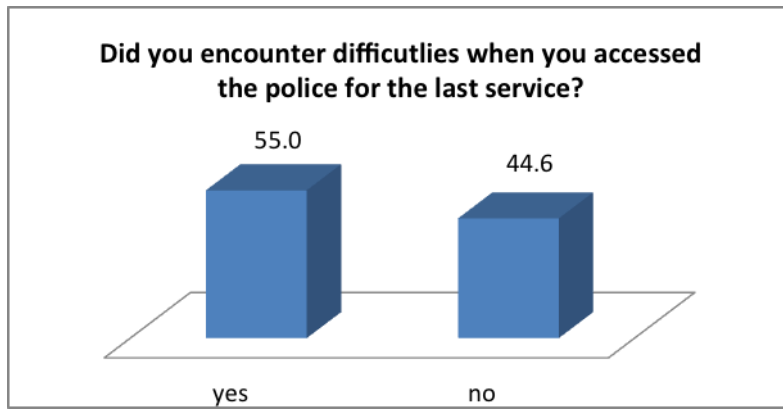The chart below shows the types of difficulties by frequency faced by service users when accessing services. The physical distance to the police station and long time needed to reach the responsible police officer are considered by users as the most frequently experienced difficulties, while the three least commonly experienced difficulties are directly related to communication methods used to access services.

SECTION FIVE: COMPLAINTS MADE BY THE PUBLIC ABOUT PCP

5.1   Exposure to police violations

Overall, the general public was exposed to very low levels of violations by PCP officers. The most frequent forms of abuse were verbal - comprising cursing, insults and humiliation followed by damage to property and beating.

Table 22

5.2   Frequency of complaints against the PCP

A very small percentage of the public have filed complaints against the PCP over the past three years. Data shows that the percentage of complaints (1.6%) is closely correlated to the actual experience of a violation (1.7%).

Table 23

27

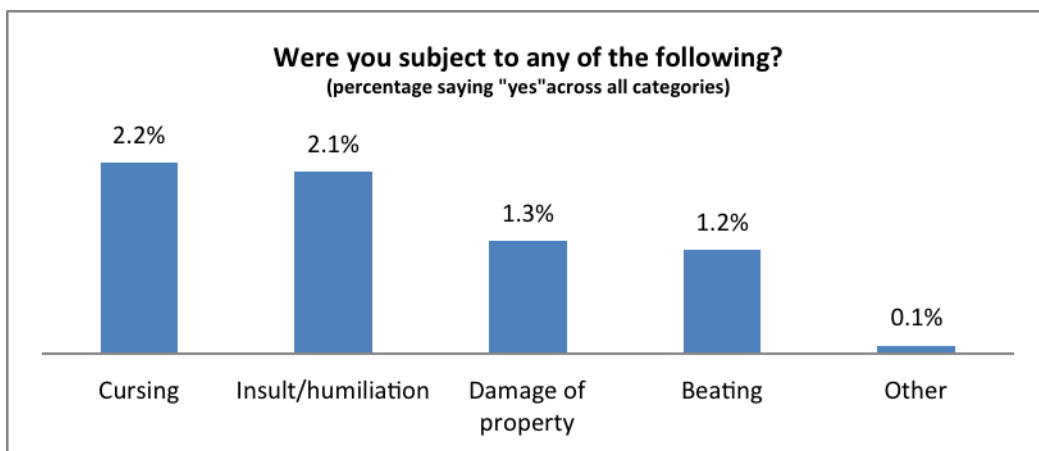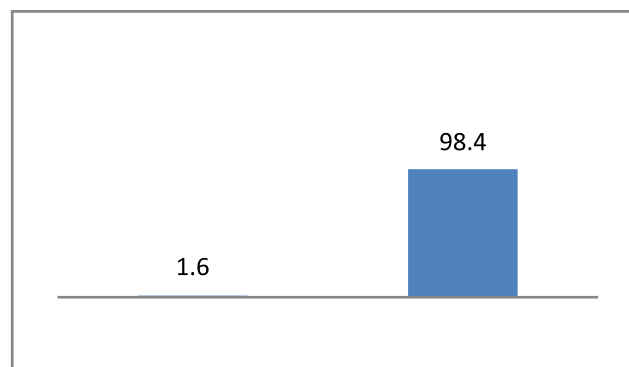The ability to complain about the behaviour and action of police officer is a vital part of police accountability. The rate of complaints evidenced by this survey is extremely low in comparison to data on rates from other countries.15 This could be partly explained by the low levels of contact between citizens and the police (see section Four above), the small size of the PCP relative to population[16] low levels of crimes and misdemeanours, the homogeneity of the population where there is a lack of racial profiling, and the reluctance or ability of some categories of the population – particularly women – to engage with the police. A citizen's decision whether to file a complaint may be influenced by both citizen and police agency characteristics. In addition, the meaning of a complaint rate is not entirely clear: a low force complaint rate could mean that police are performing well or that the complaint process is inaccessible; likewise, a high force complaint rate could mean that officers use force often or that the complaint process is more accessible. In terms of gender, data is a little more aligned with UK finding with 78% of all complaints in the State of Palestine being made by men while the comparative figure for the UK is 64%.

5.3   Types of complaint lodged against the PCP over the past three years

Of those who did file complaints against the PCP, the most frequent triggers for the complaint were discourteous conduct, failure in duty, and unlawful searches of property and person. The least common complaint lodged was for corrupt practices. Looking at this another way, just over 2 in 5 (41.5%) of the complaints were for discourteous conduct.

Did you file a complaint against a Palestinian Police officer over the past three years because of

(Percentage saying "Yes")

Discourteous Conduct	41.5
Failure in Duty	33.3
Unlawful search of property and person	31.8
Unlawful arrest and detention	16
Threatening Conduct	12.8
Physical harm	7.6
Unexecuted court decision	6.7
Corrupt Practices	5.6
Other	7.7
Overall	18.1
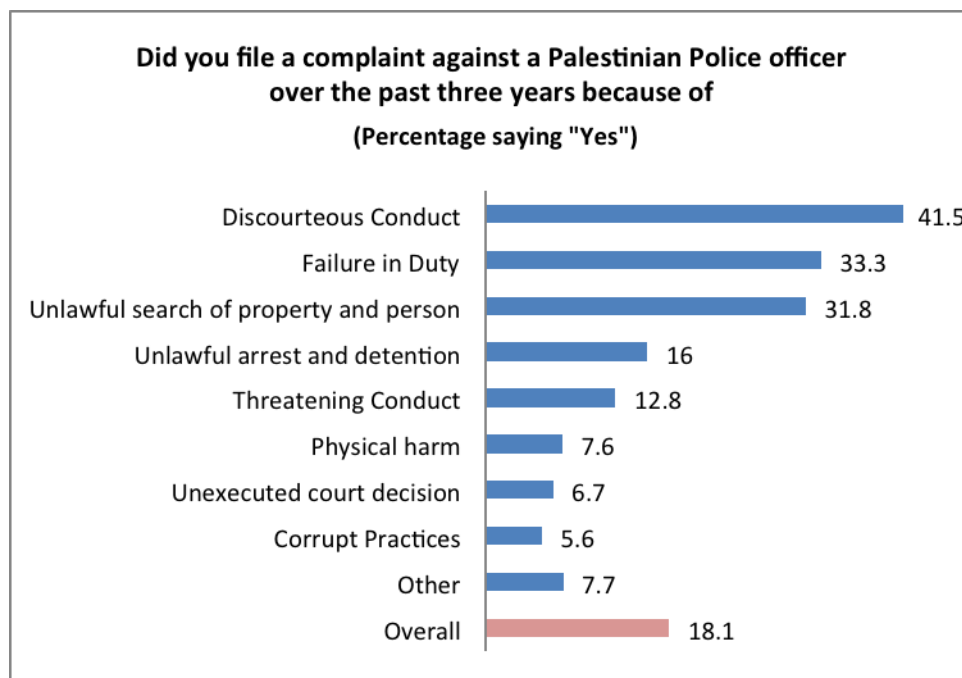
Table 24

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15   The 2012 findings of the Independent Police Commission (IPC) in the UK suggest that 30,143 complaints against the police were received for the year, representing 213 complaints per 1,000 police officers. The findings of a special report from the US Department of Justice suggest that US figures are a little higher. Data from this survey indicates that Palestinian figures represents 2.5 complaints per 1,000 police officers.

16   in the UK, there is one police officer for every 220 people, in the State of Palestine its 1 for every 312 people

5.4   Awareness of complaint mechanisms

The complaint mechanism most well-known to the public is the PCP Police Security and Discipline Department (PSDD) with 56.6% of the public being aware of its existence. The least well known complaint mechanism, although it is the unit primarily mandated to deal with citizens' complaints against police officers - is the PCP BGHR with only 27.3% of users being aware of it.
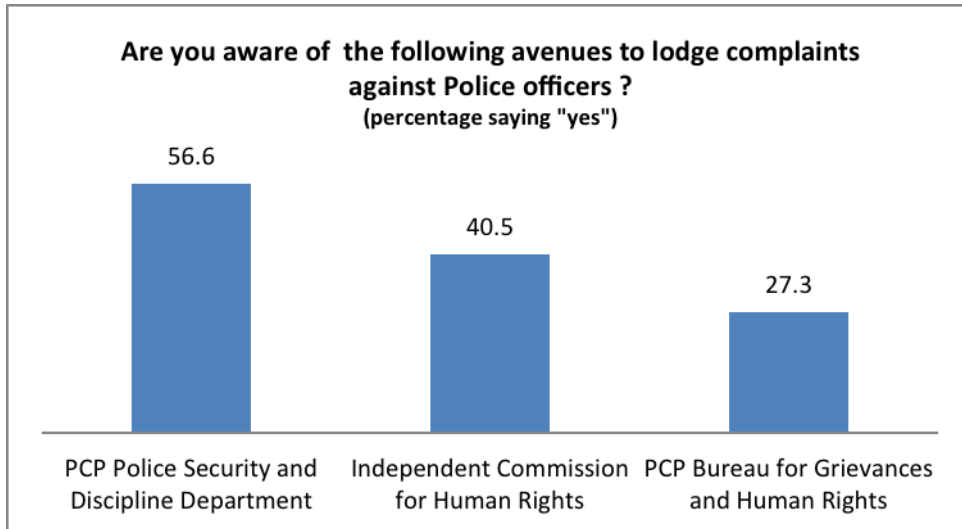
Table 25

While a small majority of the public (52.4%) has some knowledge of how to file a complaint, nearly 1 in 2 (47.6%) members of the public do not know how to do this.

Table 26

29
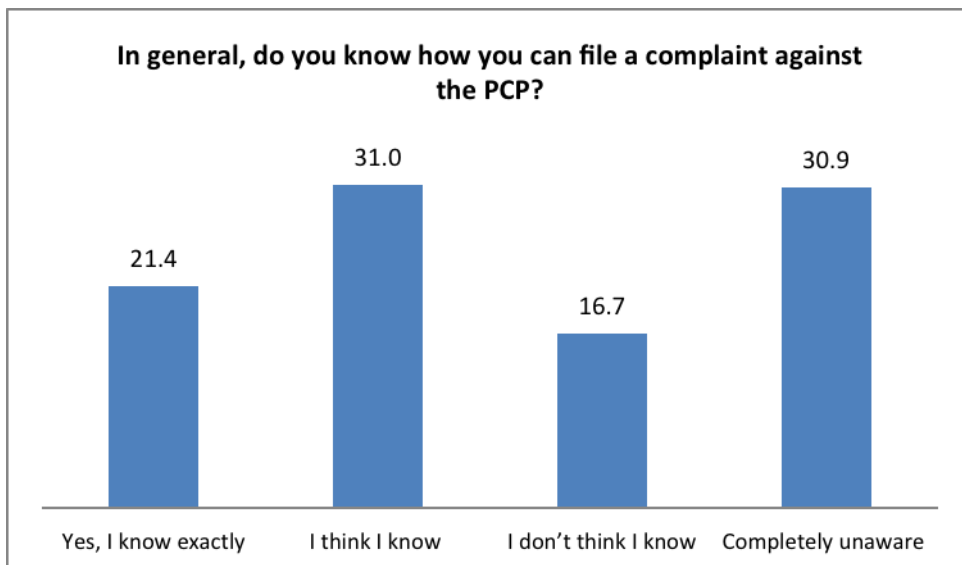
5.5   Filing complaints against the PCP

The most popular place to file a complaint is the police station. This suggests that the public have considerable confidence that the police themselves would do a good job of handling the complaint against them. It also suggests that the more institutional mechanisms set up to deal with complaints and improve accountability are not well known or/and not used.
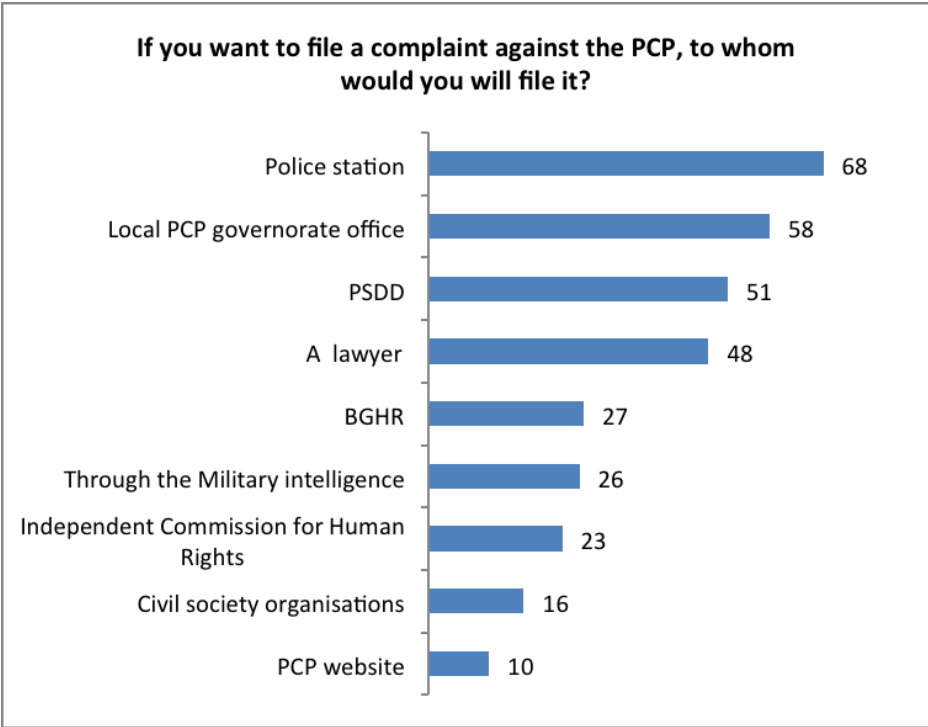
Table 27

When we look at the most recent specific complaint filed, the overall pattern of complaint typologies has remained the same, but the incidence of complaints for discourteous conduct has reduced slightly from 2 in 5 (recall over three years) to 1 in 4 (most recent complaint.

Type of most recent complaint filed by reason
(all figures in percentages)

Unlawful search of proprty and person	22.3
Discourteous conduct	20.4
Threatening conduct	17.9
Failure in duty	17.6
Unlawful arrest or detention	7.6
Physical harm	6.2
Other	3.8
Corrupt practices	2.6
Unexecuted court decision	1.5
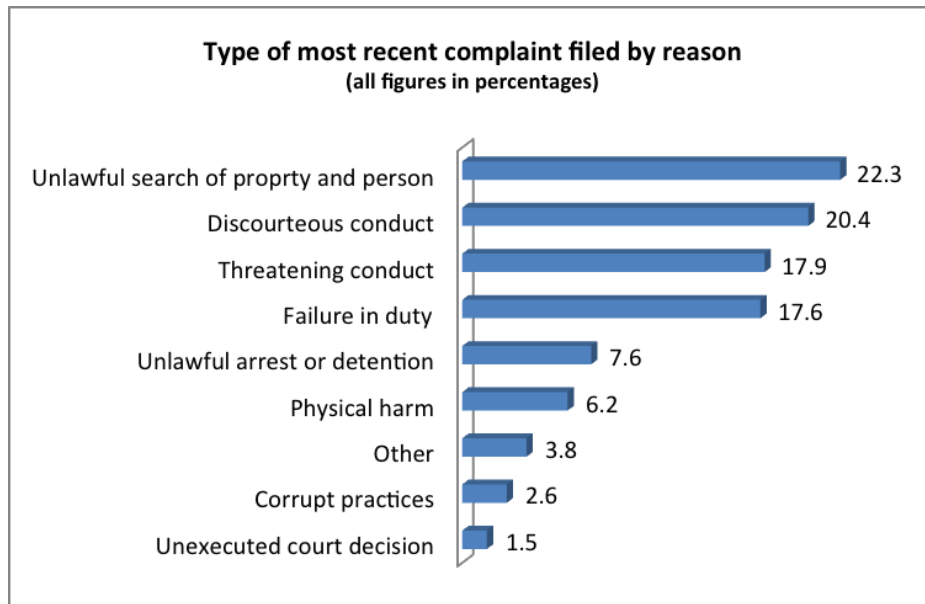
Table 28

Less than half of the complainants have so far received a reply (either written or verbal) regarding their complaint.

Have you received a reply about the last complaint you filed against a Palestinian Police officer?

Yes	No
45.8	54.2
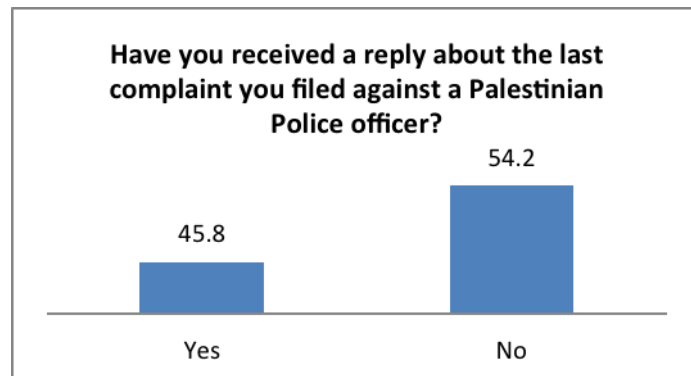
Table 29

In the cases where the police responded to the complaints received the overall rate of response to complaints is show in the graph below. An impressive 55.9% of all complaints are responded to in one week or less, with 30.0% responded to within one day. A total of 72% of all complaints had been responded to within one month. A more careful correlation of the complaint mechanism used and for which type of complaint with its specific speed of response, would provide some additional insights as to the efficacy of the complaints process itself.
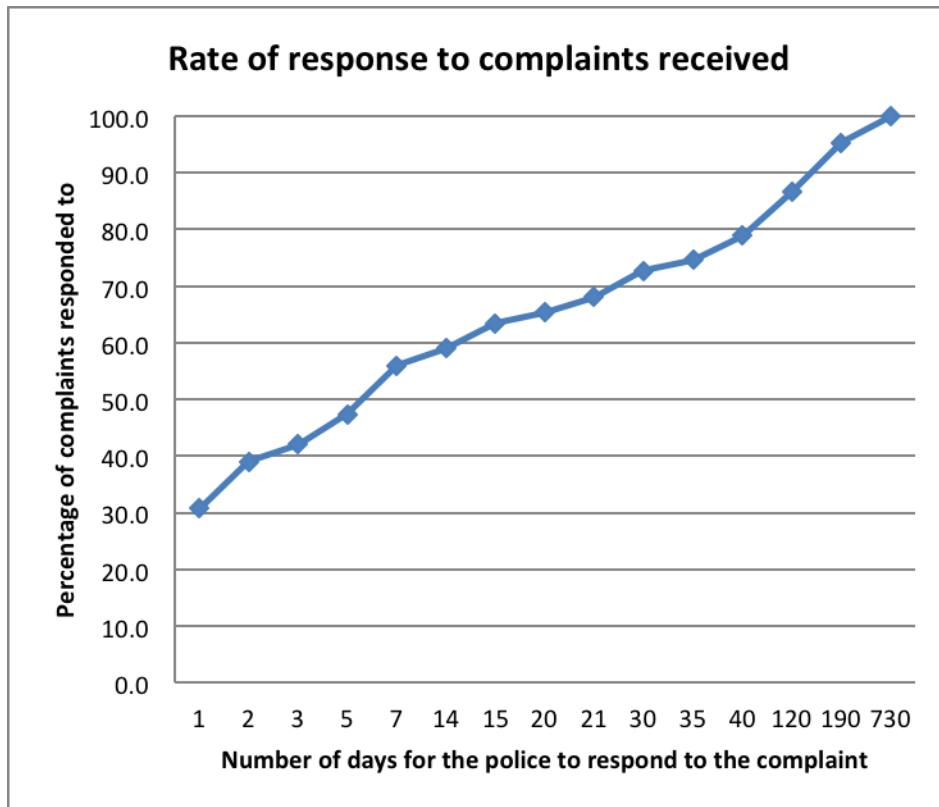
Table 30

5.5   In what circumstance do people file complaints?

The most important trigger for lodging a complaint is physical harm closely followed by threatening conduct, which implies that the public at large have clearly internalised the mandate of the PCP as one of providing "public protection and safety and creating a secure environment".

In what circumstances would you make a complaint against the police?
(Percentage saying "Yes")

Physical harm	91
Threatening Conduct	90
Unlawful arrest and detention	87
Discourteous Conduct	86
Unexecuted court decision	83
Corrupt Practices	82
Unlawful searches of property and person	82
Failure in Duty	76
Other	4
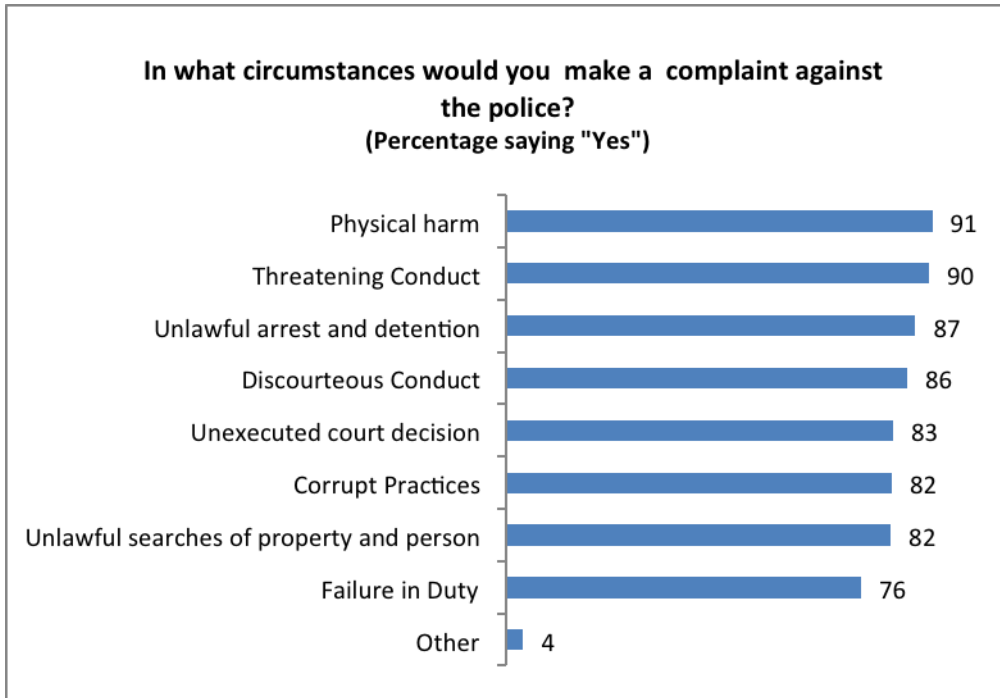
Table 31

5.6 Satisfaction of users with different aspects of complaint mechanism process

Overall user satisfaction rates are significantly lower (44) than for user satisfaction ratings for other PCP service aspects (64).

Regarding the complaint process, how satisfied are you with
(Percentage saying very satisfied or satisfied)

Clearness of regulations	58
Continuous follow up and communication	53
Speed of investigations procedures	47
Disseminations of the results	37
Clearness of the results	35
Enforcement of the punishment	35
Overall	44
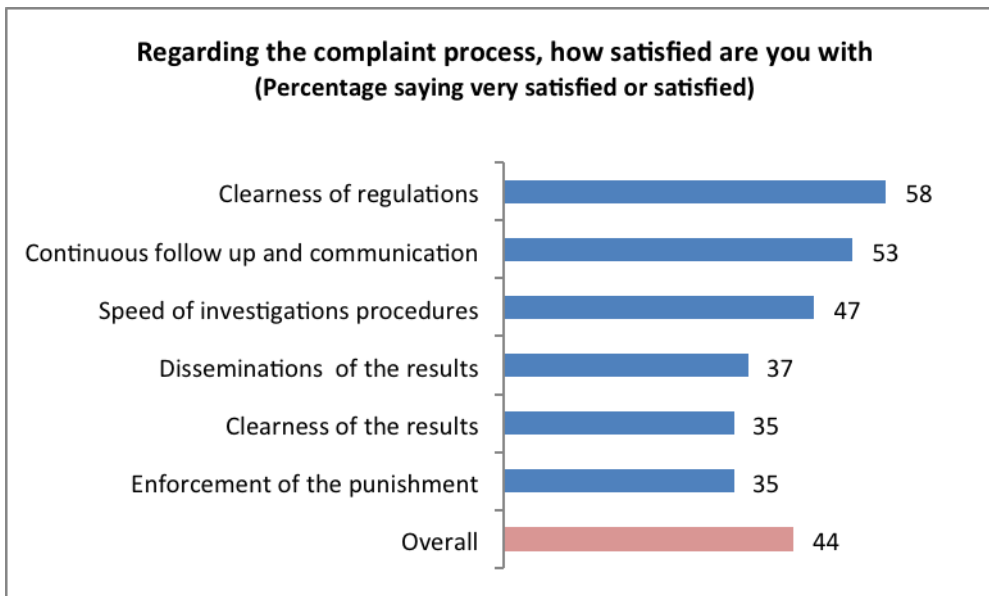
Table 32

The chart below shows how user ratings out of 4 for satisfaction with each aspect of the complaints process are distributed. Scores tend to be negative on average with just under 1 in 2 (49%) Palestinians ranking the speed of procedures and the dissemination of the results as most unsatisfactory aspects of the complaints process.
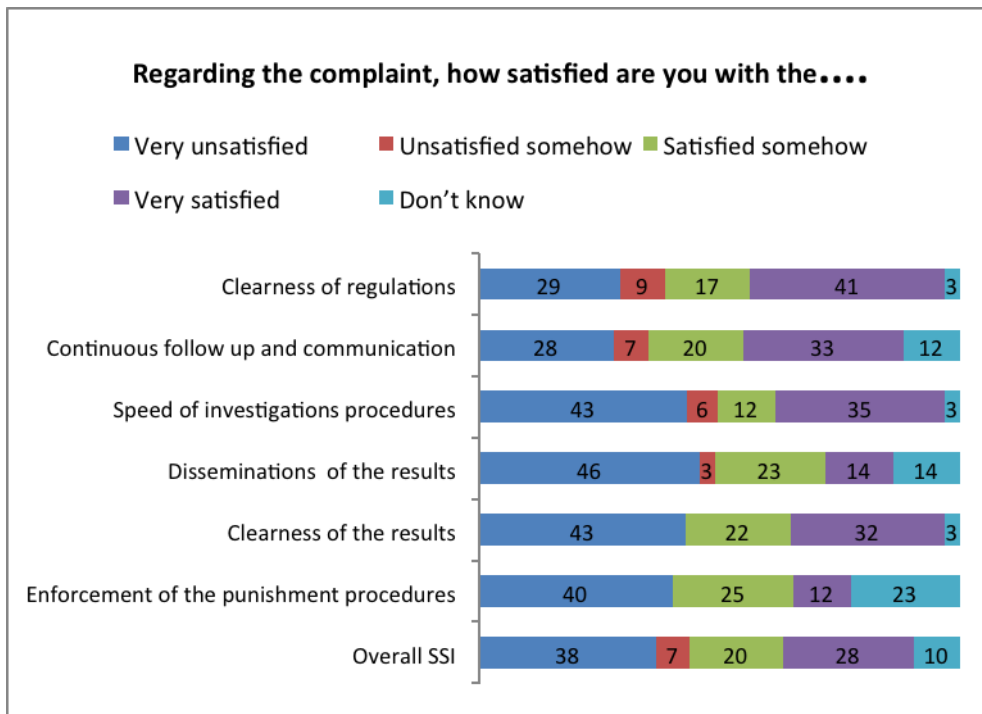
Table 33

Parallel ratings were also obtained for the relative importance of these service aspects for users which show that the most important aspects of the process are speed of the investigation and the clearness of the procedures used.
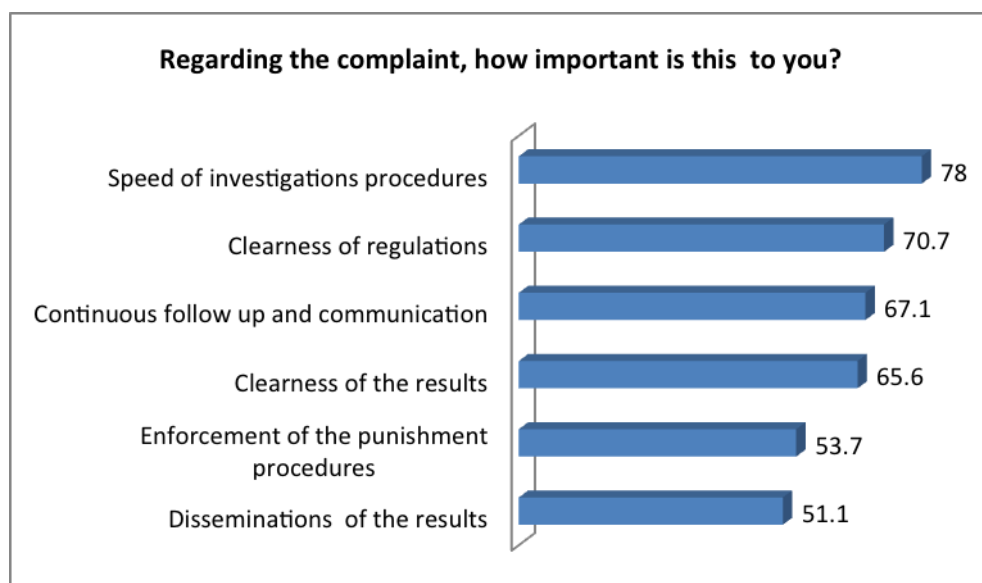
Table 34

Using both sets of data, it is evident that speed of the procedures was the most important aspect of the complaints process for the users, but this aspect scored only just over the average for satisfaction. The perceived importance of the different service aspects helps to explain why the satisfaction ratings for the complaints process is low. In other words, no matter how clear the regulations are, if the speed of the process is not efficient, user satisfaction with the overall service will be low.

Another way of looking at these satisfaction levels is to gauge perceptions of the impact of filing a complaint on improving services in the future. Although a majority of Palestinians felt that it would improve services, a significant 1 in 4 (23.9%) felt that it would make no difference.

Do you think that filing a complaint would improve the situation?

68   23.9   8

yes   no   don't know
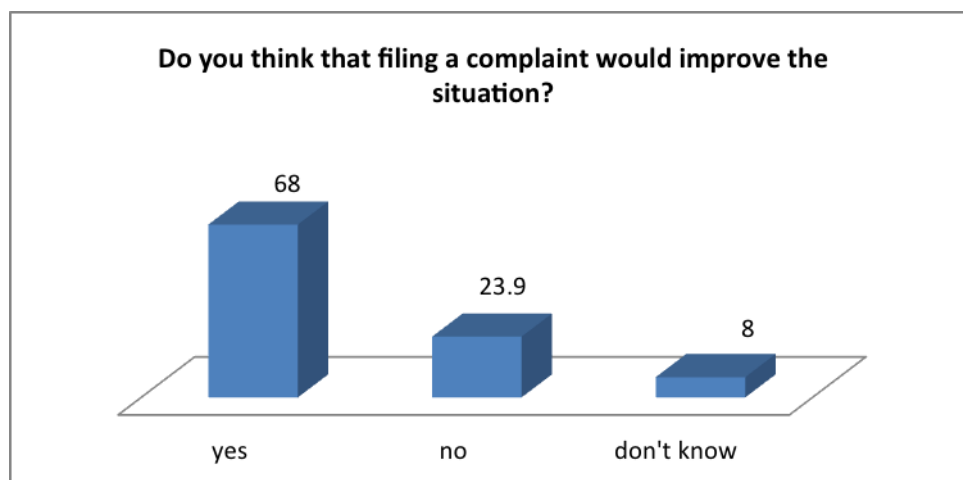
Table 35

SECTION SIX: GENDER SPECIFIC ISSUES

6.1   Meeting the needs of women – gender preference for a police officer

While the majority of the public (66.5%) exhibit no preference for either gender in their dealings with the PCP, 1 in 5 (20.1%) would prefer to deal with a male officer and more than 1 in 7 (13.5%) would prefer to deal with a female officer.

If you had the choice, would you prefer to deal with a male or a female police officer?

66.5

20.1   13.5

Male officer   Female officer   No difference
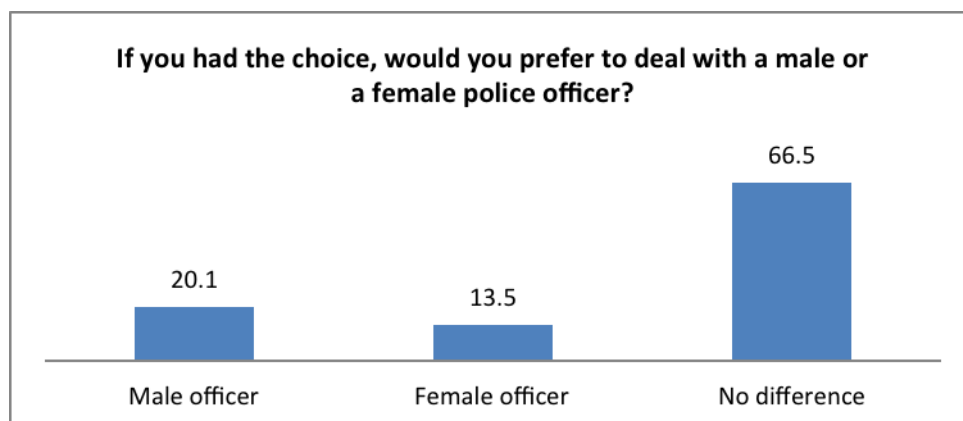
Table 36

When the data is disaggregated by the gender of respondents, a total of 23.4% - or nearly 1 in 4 - of female members of the public show a clear preference for dealing with female officers. The current gender balance in the PCP is overwhelmingly male, with only 3.3% female officers, although PCP has taken steps to recruit more women to the service.[17] With the current gender balance, it will be very difficult for the preferences of female members of the public to be honoured.
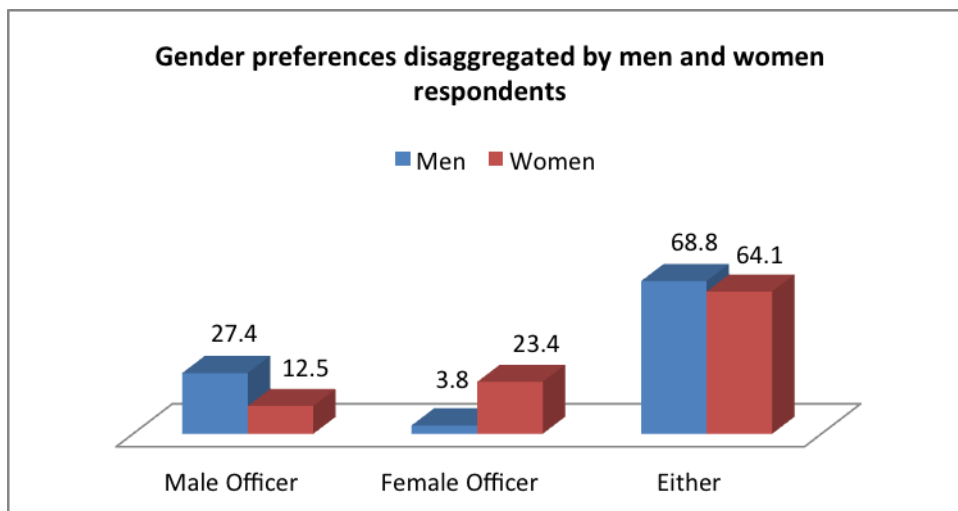
Table 37

6.2   Reasons for gender preference

Palestinians consider that the ability of police officers to understand their issue as being a key attribute and male officers are considered more able to do this. Male officers are also considered to have twice as much authority as female officers. Female officers are, however, considered to be significantly more respectful and also more respectful of

people's privacy. The ability of both male and female officers to be helpful is considered by the public to be almost equal.
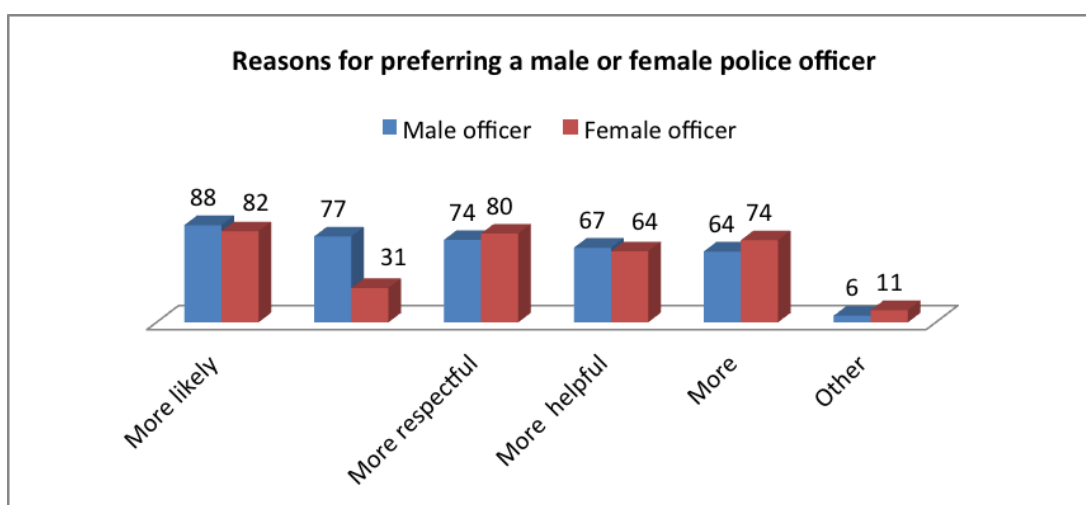
Table 38

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17   A review of justice and security data, UNDP, August 2013.As the UNDP Review of Justice and Security Data goes on to point out, while 3.3% is comparable to other countries in the region, it is very low when compared to the global average (9%).

SECTION SEVEN: JUVENILES AND THE PCP

7.1   Meeting the needs of juveniles

While a majority of the public (50.3%) feel satisfied with PCP performance in this area, a very significant 31.7% - or 1 in 3 people – do not know if they are satisfied or not, implying that for these people, little is known about the police performance in this area.
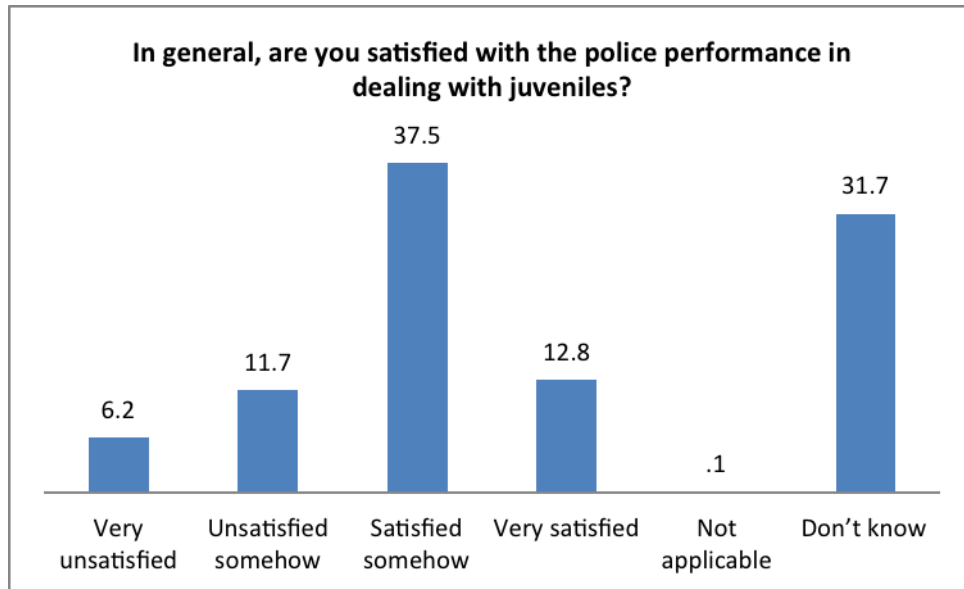
Table 39

7.2   Level of juvenile contact with the PCP

A large majority of households (81%) had juvenile members over the past 3 years.
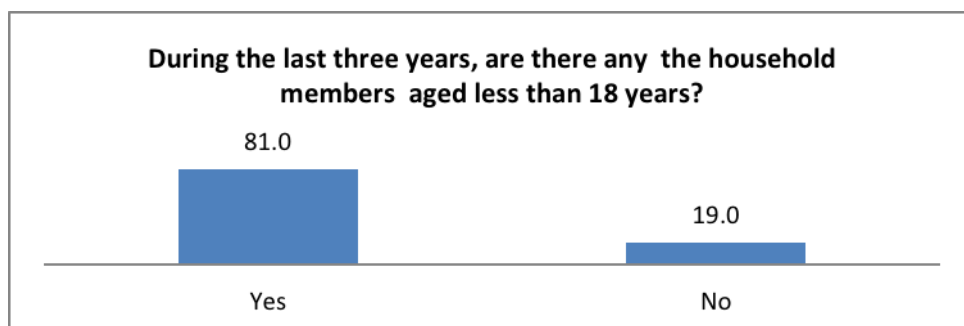
Table 40

A small percentage of these juveniles (4.4%) have had contact with the PCP over the past three years.

During the last three years , has s/he ever resorted, contacted or accessed the Police?

Yes	4.4
No	95.6
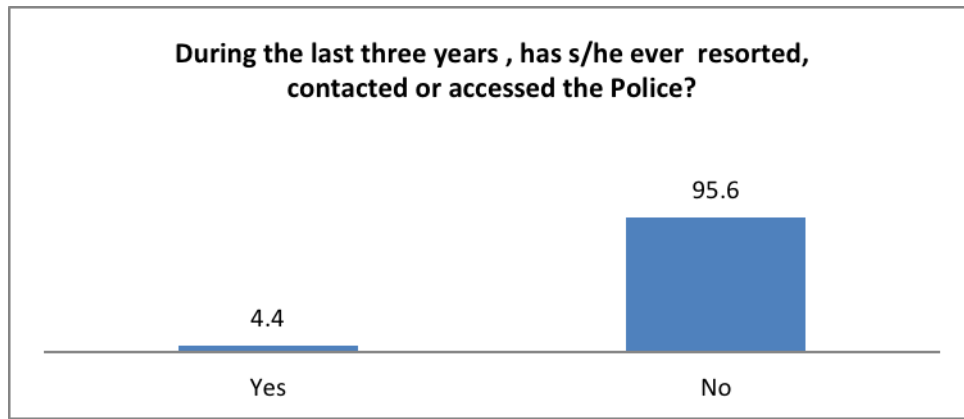
Table 41

Only just over 1 in 4 (27%) of these juveniles were dealt with by the juvenile police who are specialized in providing services for juveniles.

If the child resorted, contacted or accessed the Police, was he/she in contact with the juvenile police?

Yes	27.0
No	73.0
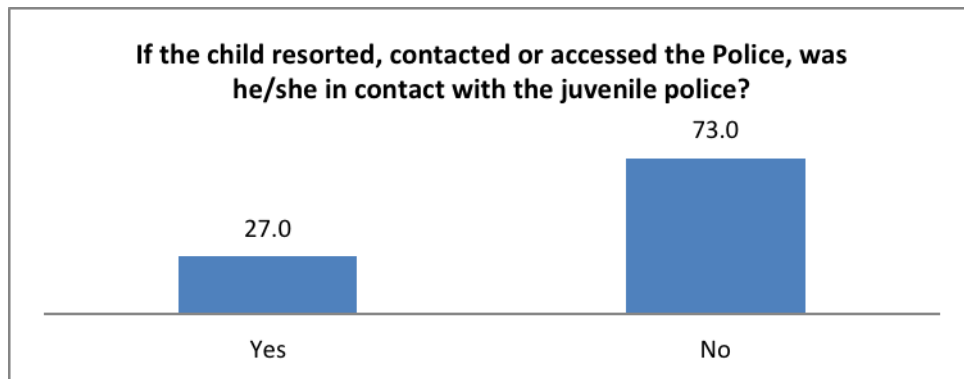
Table 42

Most of the juveniles (88%) were involved in on-going cases as defendants, claimants, witnesses or detainees, while only 6% were requesting services.

If s/he resorted, contacted or accessed a Police station during the last three years , what capacity did he/she have?
(Percentage saying "Yes")

Defendant	49.6
Claimant	29.2
Detained	17.9
Witness	11.6
Service customer	7.5
Reported a case	4.1
Other	2.4
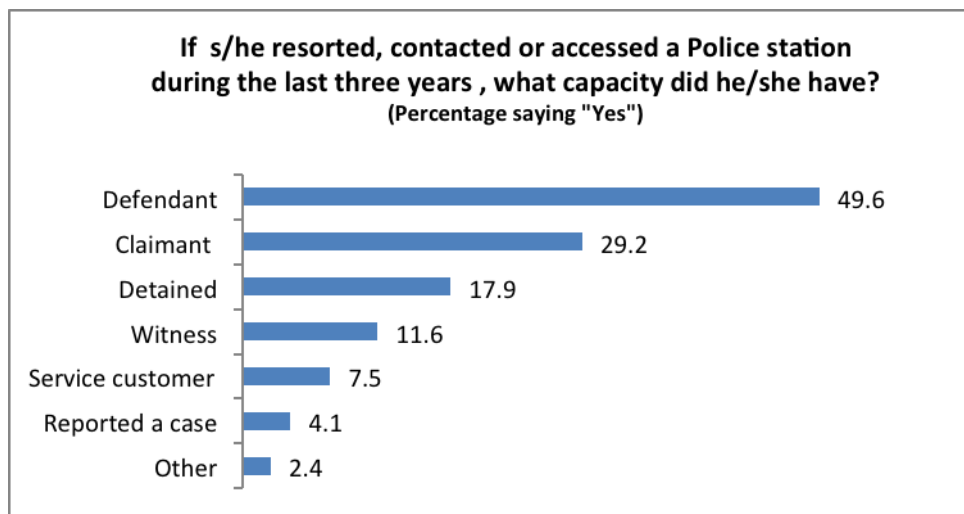
Table 43

SECTION EIGHT: FUTURE PROSPECTS

8.1   Potential use of PCP services

A resounding majority of Palestinians (91.6%) will contact the PCP if they feel in danger, suggesting that for most people, the PCP play a very significant role in providing their sense of security and safety.

In general, if you feel you are in danger in the future, will you resort to the PCP?

91.6 — Yes

8.4 — No
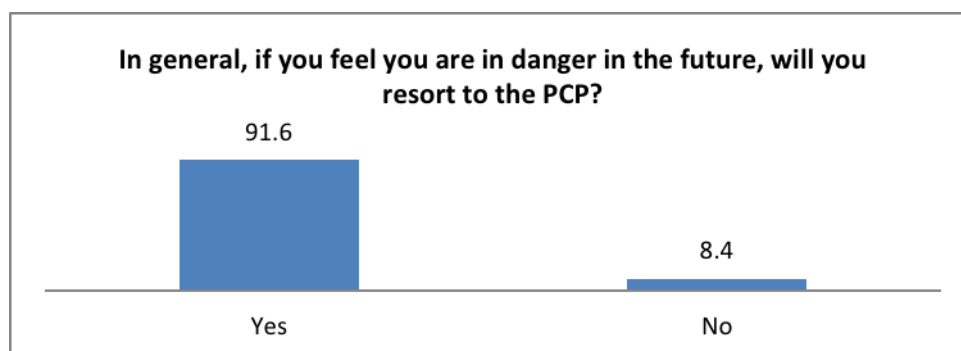
Table 44

8.2   Factors which influence people's intention to use (or not use) PCP services

For almost all Palestinians who use PCP services, PCP is clearly seen as the legitimate address for issues of public safety and security. Other important factors for using PCP services include a very healthy sense of public duty, high levels of confidence that the PCP can protect women and children and a good knowledge of how to access PCP services. Personal connections with the PCP play a much more limited – but still significant- role in influencing use of services, cited by 1 in 4 of respondents.

If you would resort to the police if you feel you are in danger, what are the reasons?
(Percentage saying "Yes")

PCP is the responsible agency	97.8
It is my national duty to report crime	89.9
I trust PCP capacity to protect women & children	78.6
Know how to access the PCP	77.5
Trust in the PCP human treatment	67.1
Trust in the PCP to maintain privacy	64.4
I don't know any other agency	59.4
Trust in the PCP equal treatment of everybody	51.9
I have a personal relationship with a Police officer	28.1
Other	0.7

Table 45

8.3   Alternative venues to resolve complaints

For the 8.4% of Palestinians who would not use PCP services if they felt in danger, the three top reasons are the lack of PCP capacity to provide effective protection, the higher efficacy of alternative dispute resolution mechanisms, and a perception of lack of equitable treatment from the PCP. There are considerable variations in perception on this issue across some categories of the public including women and people living in Area C communities for who lack of PCP access to Area C and inability to deal with Israeli ID holders (settlers) is a significant issue for a large minority. Further details and analysis of these variances are provided in Annex 7. Cultural traditions and fear of public shame is a factor for nearly 1 in 4 people while the issue of PCP's perceived political alignment is only a discouraging factor for 1 in 10 people.

If you would not resort to the police if you felt you were in danger, why not? (percentage saying "no")

Category	Value
Insufficient capacity to protect me	55.8
The alternative dispute resolution mechanisms are more effective	55.2
Distrust in the PCP equal treatment of everybody	54.6
The PCP is unable to access Area C	47.1
The PCP is incapable of arresting suspects holding Israeli-issued ID cards	44.4
Distrust in the PCP to maintain privacy	43.8
Fear that the PCP might abuse its powers	41.6
Avoid the PCP bureaucratic processes	40.1
Distrust in the PCP human treatment	38.1
Pressure/threats from my family members/ community not to complain	24
I would be ashamed to contact the PCP	21.1
The PCP does not have the jurisdiction	19.9
Distance to The police station	16.4
Previous experience	15.4
Leaders of political factions are more effective	15.2
The PCP is politically motivated	11.1
Doesn't know the PCP telephone number	6.5
Other	6.6

Table 46

If you would not resort to the police if you felt you were in danger, why not? (percentage saying "no")

Reason	Percentage
Insufficient capacity to protect me	55.8
The alternative dispute resolution mechanisms are more effective	55.2
Distrust in the PCP equal treatment of everybody	54.6
The PCP is unable to access Area C	47.1
The PCP is incapable of arresting suspects holding Israeli-issued ID cards	44.4
Distrust in the PCP to maintain privacy	43.8
Fear that the PCP might abuse its powers	41.6
Avoid the PCP bureaucratic processes	40.1
Distrust in the PCP human treatment	38.1
Pressure/threats from my family members/community not to complain	24
I would be ashamed to contact the PCP	21.1
The PCP does not have the jurisdiction	19.9
Distance to The police station	16.4
Previous experience	15.4
Leaders of political factions are more effective	15.2
The PCP is politically motivated	11.1
Doesn't know the PCP telephone number	6.5
Other	6.6

Table 47

Of those Palestinians who would not contact the PCP, several combinations of options would be used. The majority (75.8%) would resort their friends and family. A smaller number (58.6%) would take the law into their own hands or resort to their Mukhtar (53.9%). Only 1 in 10 (10.9%) would resort to another branch of the security services. Slightly more would resort to a civil society organization (13.4%) or a member of a political faction (12.7%). The least popular option (4.5%) would be to resort to the Ministry of Social Affairs

If you decide not to go to the Police, what agency(s) would resort to? (Percentage saying "No")

Category	Value
Friends or relatives	75.8
Take the law in my hand	56.8
The senior or mayor of your tribe (mukhtar)	53.9
Individuals within the Palestinian Authority	21.1
Resort to an appropriate civil society organization	13.4
One of the political factions (parties)	12.7
Preventive Security or other agencies	10.9
My local council/municipality camp committee	10.4
Not resort to anybody	8.3
PACC	6.3
MoSA or another line ministry	4.5
Other	9.3

Table 48

SECTION 9: CONCLUSIONS AND RECOMMENDATIONS

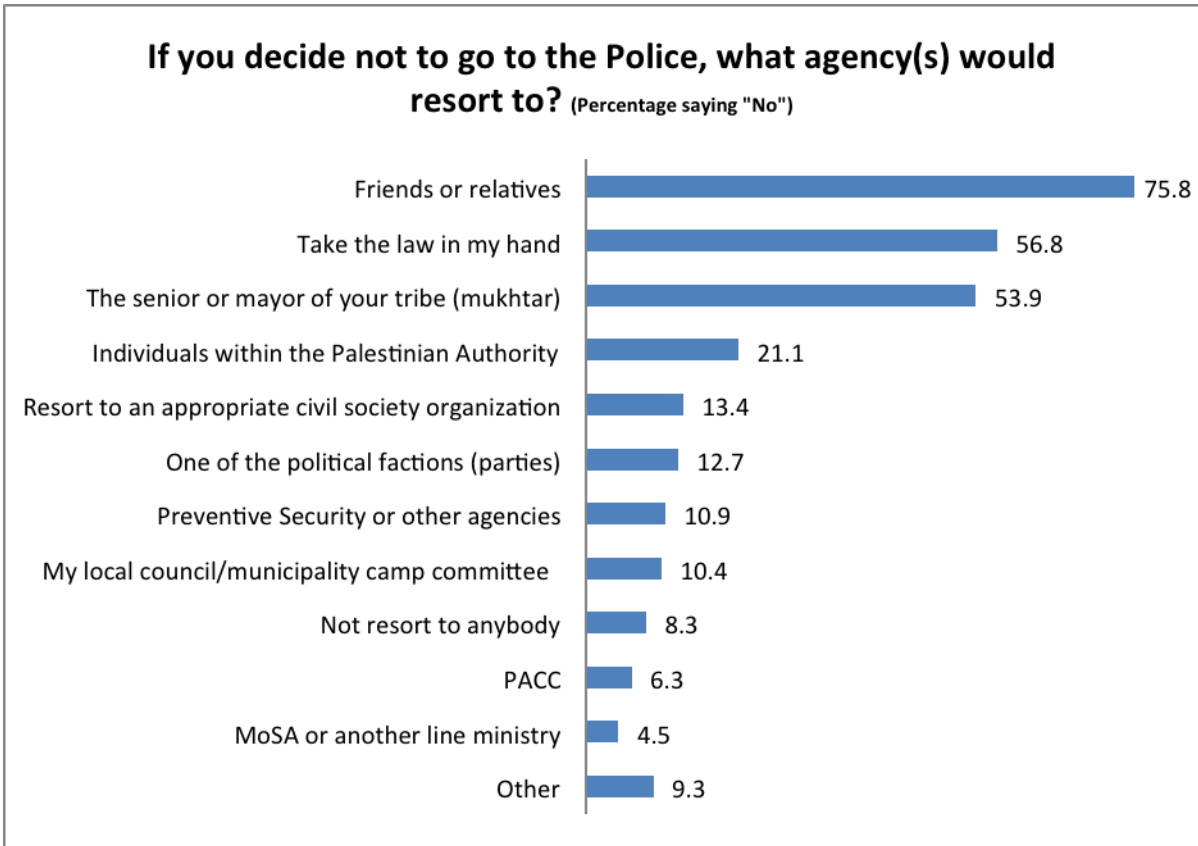Further analysis of the variations in perceptions of PCP performance by demographic variables – gender, age, educational level, and place of residence – are provided in the Annexes attached for ease of reference. The conclusions and recommendations provided below draw on this additional analysis.

9.1 Conclusion:

Just over three quarters (76%) of Palestinian citizens in the West Bank feel safe in their communities at night. At the same time, precise locality is an important factor influencing perceptions of safety. In particular, significantly greater numbers of residents living in Area C feel less safe than those in Not C, While data shows that Area C and Not C residents are equally satisfied with PCP services overall, findings show that more Area C residents report the lowest levels of satisfaction with access to police services (police station is distant, insufficient numbers of police stations, accessibility of the police station by phone and the ability of the PCP to access Area C in comparison to Not C residents). This suggests that feelings of safety are lower when access to police services are impaired by distance or jurisdiction. Palestinians also feel that PCP service delivery is improving overall, but is notably impaired in Area C. In addition, although levels of confidence in PCP performance of Area C/Not C communities are fairly equal, fewer residents of Area C feel that they will receive adequate protection against external threats in comparison with residents of Not C suggesting that in Area C, PCP protection is inadequate (insufficient numbers or lack of effective jurisdication) to deal with the external threats that they face in Area C, which includes a heavy settler and IDF presence.

Recommendation(s):

Additional resources should be considered for Area C policing as far as current political agreements permit. At the same time, the international community must act to support political solutions, including via the Joint Security Committee and other diplomatic avenues, whereby PCP is enabled to expand its coverage in Area C through increasing citizen access to its services.

9.2 Conclusion:

Public knowledge of services is varied, with the services of the BGHR and the Family and Juvenile Protection units least well known. Women are significantly less aware of all PCP services than men, as are communities in Area C. Palestinians in Bethlehem, Tulkarem and Hebron are also less aware of PCP services overall than in other governorates. There is a significant difference in awareness across the various services, suggesting that the nature of the service and high public profile attached to some services, impacts public awareness. Awareness of services is not strongly correlated with levels of satisfaction, but increased awareness would enable increased access to services available.

Recommendation:

The visibility and outreach of the Family Protection and Juvenile units should be enhanced so that increased access to these services is enabled. There should be a raising of public awareness of the work of these units, in particular through the extension of community outreach work, posters / leaflets in frequently used public buildings (for example the Ministry

of Interior and Ministry of Transport,) An upgrade of the PCP website should be considered to focus on, schools, women's centres and organizations and youth clubs with more coverage in Area C communities and those governorates where awareness is the lowest.

9.3 Conclusion:

Public knowledge of institutional accountability and oversight mechanism of the PCP is weak. The work of the BGHR, the unit primarily mandated to deal with citizen complaints against PCP officers has a very low level of recognition among the public. Women in particular are significantly less aware than men of these mechanisms including the complaints mechanisms available and the process of lodging a complaint itself. Young males, the category who complain most frequently are also the most dissatisfied with the way that the complaints process is implemented. This is not to suggest that the PCP are not willing and able to deal with complaints from the public. Rather, that the low levels of satisfaction recorded by users of the complaints process imply that a more efficient system of accountability is required. Over two thirds of Palestinians think that the complaints process does help to improve services, but nearly 1 in 3 are not convinced.

Recommendation:

The visibility and outreach of the BGHR should be enhanced so that citizens have ready access to a mechanism that can transparently deal with public complaints and quality of service issues. It is essential to ensure that the process and procedures in place at the BGHR and the SPDD are efficient and effective. A targeted public information campaign to profile the complaints mechanisms available, the procedures to follow and why it is essential for citizens to keep the police accountable may be a credible option. Public buildings at national and district level most frequently used for PCP and other government services (Ministry of Interior, Ministry of Transport, Ministry of Health) could be targeted as well as venues frequently used by women, including UNRWA health services, women's centers, kindergartens and public health clinics.

9.4 Conclusion:

Overall public satisfaction with PCP services is reasonably high. The public is more satisfied with those services which result in visible and immediate outcomes such as traffic regulation, enforcement of court decisions and family protection. There is less satisfaction with those services whose outcomes are less tangible, of less interest, or whose activities are less well known for example prevention of crime, BGHR and border control. There are significant variations with overall satisfaction across governorates (see Annex 2) implying that where you live does have an impact upon overall satisfaction.

Recommendation:

The PCP should gain additional understanding of which aspects of their services are most important to people by undertaking user surveys and focusing resources upon those services which are known to have low satisfaction ratings yet are regarded by users as important. In this regard, the PCP should enhance its stakeholder communication processes, including community consultation in the development of annual district policing plans, and broader policy formulation. Engaging Palestinian Civil Society could provide a beneficial perspective in this regard, with the dual advantages of advancing crime prevention and of consolidating trust between the public and the police.

9.5 Conclusion:

User satisfaction with PCP services is highest in terms of easy access to PCP stations, but lowest in terms of speed of service delivery. For those users who reported difficulties when accessing services, the biggest problem was the distance of the police station from their location, the time taken to reach the responsible officer and a lack of clarity in the process required to receive the service, resulting in the user getting bounced around from one between officers. Where an individual lives has an impact upon user satisfaction levels, with some governorates including Jericho Al Aghwar, Tubas, Hebron and Qalqilya scoring below average.

Recommendation:

Work flow processes inside police stations should be analysed to establish where efficiencies could be made and to ensure that there is clarity among officers on roles and responsibilities and to improve service delivery to ensure a more citizen orientated service. Review processes and procedures for services is required to be established and rationalization and clarification of processes implemented as necessary with an initial focus on PCP stations in those governorates scoring below average on user satisfaction.

9.6 Conclusion:

A significant number of female members of the public would prefer to be dealt with by a female police officer. The current gender balance within the PCP does not permit this preference to be honored. Although there is little gender difference between satisfaction levels with PCP services, women are a particularly vulnerable group in terms of public safety and security and increasing the numbers of women police officers within the PCP will help to promote uptake of services by women. Men are 4 times more likely to be in touch with the PCP than women. Although cultural factors are at play here (see Annex 9 – who contacts or doesn't contact the PCP for services), the PCP is a key civil institution which helps to create a safe and secure environment for all Palestinians. As women are a particularly vulnerable group within Palestinian society, their concerns, interests and preferences should be addressed.

Recommendation:

The PCP need to ensure that wherever possible there is a female police officer in every police station across governorates to deal with women customers. Public police recruitment strategies should be extended to target potential female applicants by referencing gender policy in adverts. The PCP should profile female police officers in the media and public information campaigns, promote the use of female police officers as spokespersons for public events and press conferences and reach out to schools through the Ministry of Education to organize speaking events at schools for female police officers to promote police service as a worthwhile and empowering career.

9.7 Conclusion:

According to the data, 73% of juvenile contact with the PCP was not (to the knowledge of the respondents) handled by the juvenile police. No respondent was below the age of 18, so levels of satisfaction of juveniles with their experience of PCP services cannot be disaggregated from the survey data. In addition, the survey data implies that the public know very little about police performance in the juvenile sector.

Recommendation:

The perceptions of juveniles who have had contact with the PCP or had direct experience of juvenile services should be elicited so that their considered opinions can help shape and inform PCP practice and policy in this area.

9.8 Conclusion:

While the vast majority of the Palestinian public use PCP services, over one quarter of a million Palestinians prefer to use seeks alternative options, primarily because they feel that the PCP has insufficient capacity to protect them, but also because alternative dispute resolution mechanisms are seen as more effective at achieving results. The reach of the PCP and its jurisdiction, particularly in Area C communities is a significant factor in Area C community members making use of alternative dispute resolution mechanisms (see Annex 9). In addition, women feel significantly more shame is attached to contacting the police but most of all receive pressure and threats from their family and community not to contact the PCP.

Recommendation:

Impacting the reach and jurisdiction of the PCP can only realistically be dealt with in a political framework. A solid understanding by the PCP of the value added and the operations of alternative resolution dispute mechanisms should be grasped so that their own policing methods can be informed and enriched. The pressures that women experience from family and community members should be an area of concern as the ability of women to be empowered to ensure their own safety and protection is a critical right. PCP should continue to work closely with women's organizations who deal with gender based violence and women's empowerment so that women at risk are enabled to understand how the PCP can help address their situation. PCP should also extend their outreach to women and their families through women's organizations and through an effective community policing strategy which would help to build the confidence and understanding of women and their families of the role that the PCP can and should play in promoting democratic development.

Annexes

Annex 1 – Who feels safe and unsafe?

Palestinians feel generally very safe, as noted in Section 3.1, with 75% of them feeling somewhat or completely safe in their communities, even at night. Variations are, however, significant across governorates and geopolitical area. Tulkarem is rated the safest governorate (87% of residents saying they feel somewhat or completely safe) and Salfit the least safe with 60% of all residents saying the same. Factors impacting these perceptions - would likely include the extent of ready access to the police, closeness of Israeli settlements and settlers, and extent of levels of violent crime.

Communities in Area C have very significantly lower feelings of night-time safety (65%) compared with communities in Not C (78%) which would give weight to this assumption. Nearly 1 in 7 residents in Area C say they feel completely unsafe at night in their community and 1 in 10 say the same for daytime. As noted in Section One above, this finding seems to support both the low levels of violent crime in the State of Palestine and the sense of safety that the presence of the police confer.

There is no significant variation by gender on feelings of safety in neighbourhoods either during the day or night, although men tend to feel slightly safer overall than women.

Table 49

Perceptions of safety by day by Area C/Not C

■ Completely unsafe ■ Somewhat unsafe ■ Somewhat safe
■ Completely safe ■ Don't know

Area	Completely unsafe	Somewhat unsafe	Somewhat safe	Completely safe	Don't know
Not C	3.2	5.5	26.7	64.6	.1
Area C	10.0	11.5	40.3	37.1	1.1

Table 50

Perceptions of safety by night by Area C/Not C

■ Completely unsafe ■ Somewhat unsafe ■ Somewhat safe
■ Completely safe ■ Don't know

Area	Completely unsafe	Somewhat unsafe	Somewhat safe	Completely safe	Don't know
Not C	8%	14%	35%	43%	0%
Area C	15%	19%	41%	24%	1%

Table 51

Table 52

Table 53

Annex 2 - Who thinks PCP services have improved most over the past 3 years?

There is little variation on this issue by age or gender but there are very significant differences across governorates , communities in Area C/Not C and across levels of educational attainment. Palestinians living in Tubas think that PCP services have improved most over the past 3 years at 64% of residents, while residents of Jericho & Al Aghwar feel the least improvement in PCP services over the same period at 22%.

Perceptions of improvement over the past 3 years by Governorate

- Service delivery has improved
- Services remained the same
- Service delivery has deteriorated
- Don't know

Governorate	Improved	Same	Deteriorated	Don't know
Tubas	64%	28%		8%
Tulkarm	61%	27%	6%	7%
Nablus	61%	26%	4%	9%
Jenin	60%	23%	5%	12%
Qalqiliya	58%	19%	5%	18%
Ramallah & Al Bireh	58%	26%	6%	10%
Jerusalem	56%	30%	7%	8%
Salfit	51%	46%		3%
Hebron	41%	36%	10%	14%
Bethlehem	39%	47%	5%	10%
Jericho & Al Aghwar	22%	58%	14%	6%
Total	52%	31%	6%	11%

Table 54

Significantly more residents (52%) of Not C communities feel that service delivery has improved than residents in Area C communities, only 43% of whom feel this.

In your opinion, has the PCP service delivery improved over the past three years?

- Area C
- Not C

	yes	remained as they are	services have deteriorated	don't know
Area C	43	34	8	16
Not C	52	31	6	10

Table 55

More citizens with higher levels of education tend to think there has been an improvement in PCP services over the past 3 years compared with least educated citizens, only a minority (45%) of whom perceive a positive change.

Has PCP service delivery improved over the past three years? - by educational attainment

- Yes, service delivery has improved
- services have remained as they are
- No, service delivery has deteriorated
- Don't know

	Yes	Remained	No	Don't know
Higher diploma	74	14	12	
Diploma	62	21	7	10
MA or more	60	28	8	5
BA	59	26	6	9
Secondary school	51	34	5	9
Preparatory school	50	32	7	11
Elementary school	47	32	8	13
Illiterate	45	35	3	17
Literate	43	39	3	15

Table 56

Annex 3 – Who feels PCP services are responsive and not responsive to community needs?

There are some differences across governorates on the issue of how responsive the PCP services are to community needs. Although scores are all positive, Palestinians in Salfit feel the most positive on this and those in Hebron the least positive.
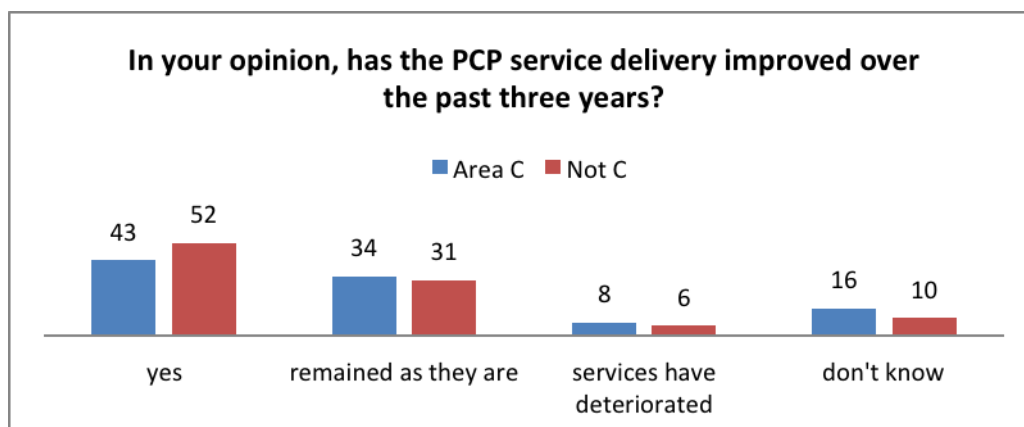
Responsiveness of PCP services to Community needs by governate
(Percentage saying "strongly agree" or "agree")

Governorate	Percentage
Salfit	90%
Jericho & Al Aghwar	88%
Tubas	83%
Jenin	81%
Bethlehem	79%
Tulkarm	78%
Nablus	75%
Ramallah & Al Bireh	73%
Jerusalem	72%
Qalqiliya	71%
Hebron	60%
Total	73%

Table 57

Annex 4 – Who is aware and not aware?

There is little variation in awareness by age. However, where you live, what gender you are and what formal education you have does significantly impact your awareness of PCP services as the following graphs show.

Interestingly, if you live in Bethlehem or Area C, you have the same level of awareness of PCP services. Palestinians living in Qalqiliya have the highest level of awareness.
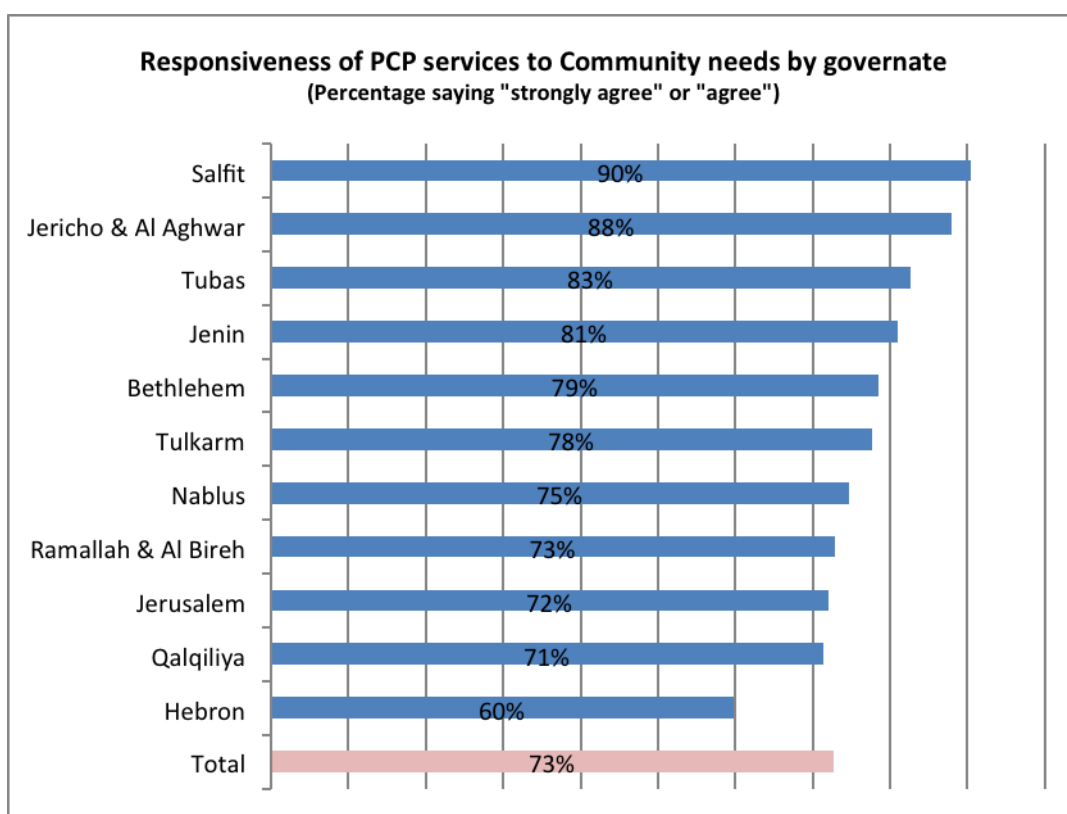

Awareness of PCP services by district

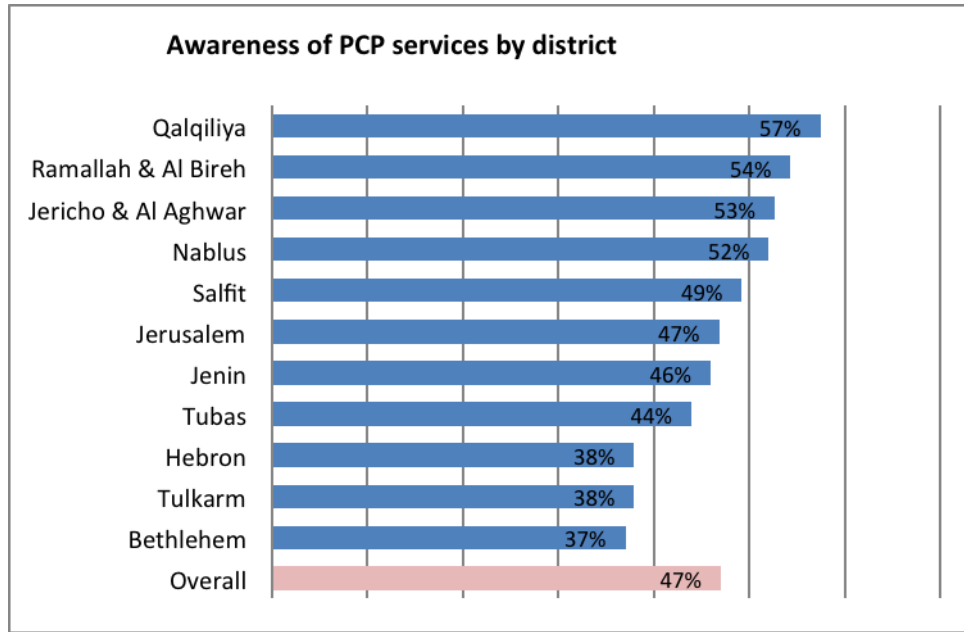| District	Percentage
Qalqiliya	57%
Ramallah & Al Bireh	54%
Jericho & Al Aghwar	53%
Nablus	52%
Salfit	49%
Jerusalem	47%
Jenin	46%
Tubas	44%
Hebron	38%
Tulkarm	38%
Bethlehem	37%
Overall	47%

Table 58

Communities living in Area C have a significantly lower knowledge of PCP services than Not C communities implying that PCP outreach and visible presence in these areas is much lower.
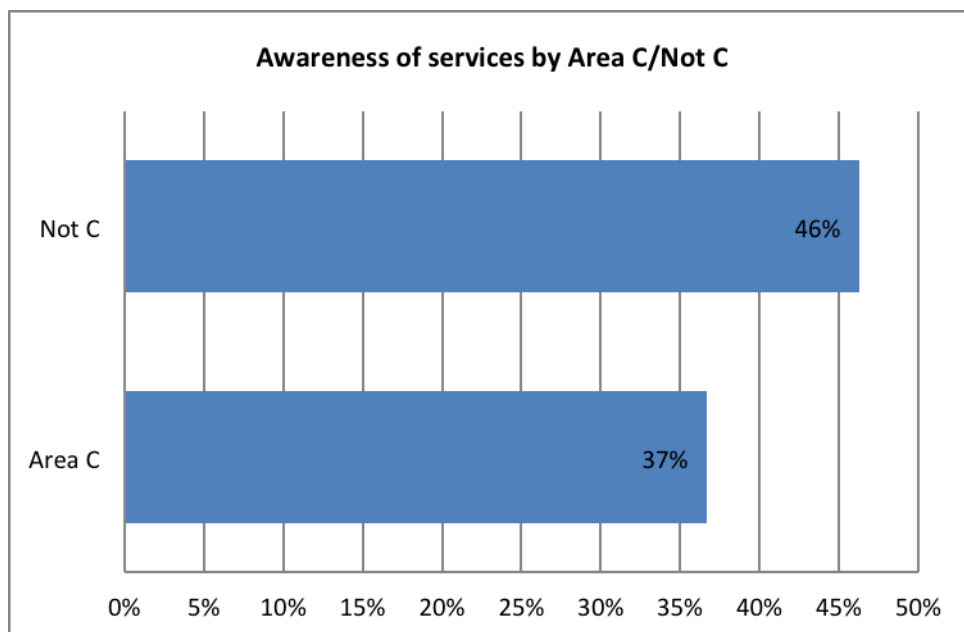

Awareness of services by Area C/Not C

	Percentage
Not C	46%
Area C	37%

Table 59

54

The biggest variation in awareness of PCP services is between the genders. The gender gap is evident across all services. The gap is narrowest around family protection services and traffic regulations, and is widest around the BGHR.

Awareness of of PCP services by gender

	BGHR	Juvenile cases	Family Protection	Prevention of crime	Border control	Combating narcotic drugs	Enforcement of court decision	Investigation of crimes	Arrest of offenders	Traffic regulation
■ men	37.8	68.4	72.8	76.7	78.3	91.3	91.9	92	93.9	98.4
■ women	10.3	55.3	69.4	63.5	61.6	83.4	80.1	82	84.1	94.9
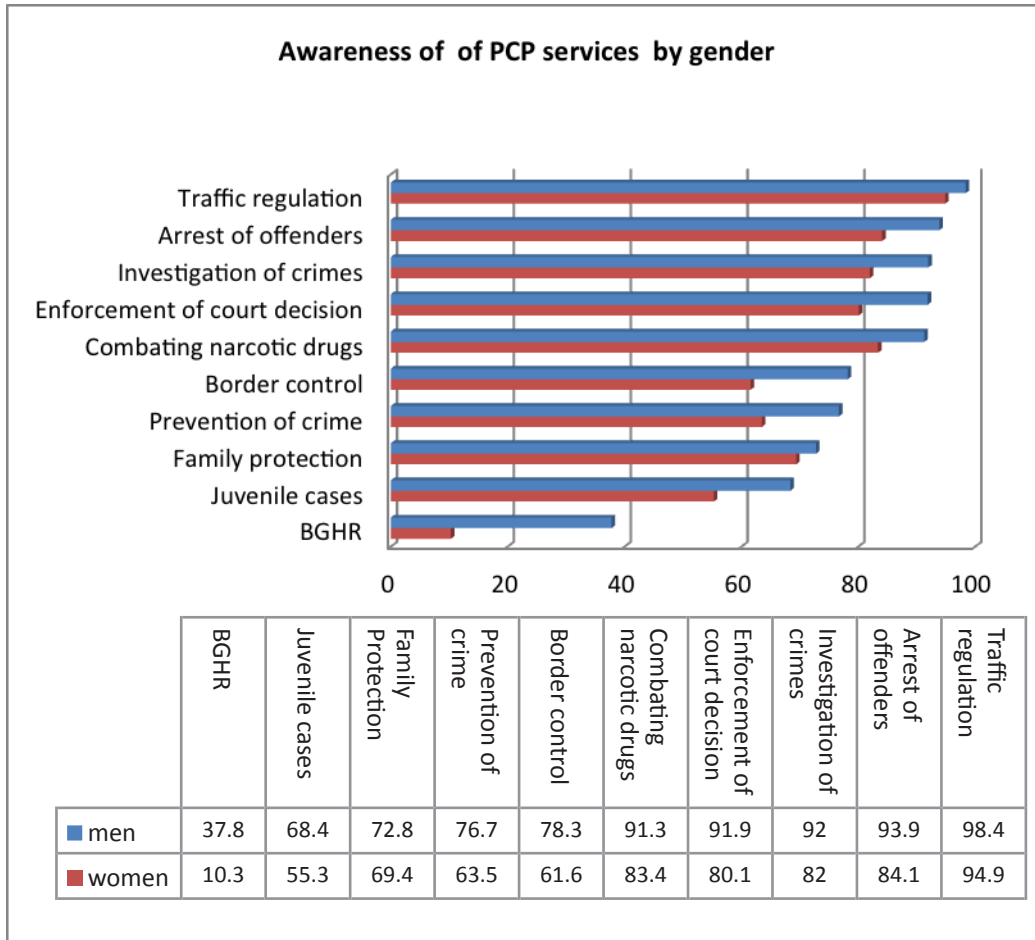
Table 60

The gender gap in awareness is also carried over into knowledge of the complaints mechanisms and process, implying that overall, women have significantly lower levels of knowledge about what the PCP does and how it can be held accountable for its actions.

Awareness of complaint mechanism by gender

■ male ■ female

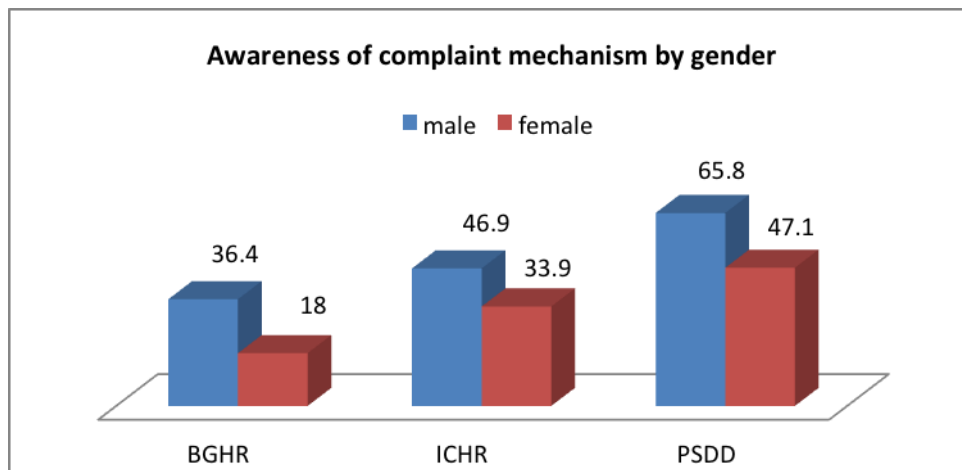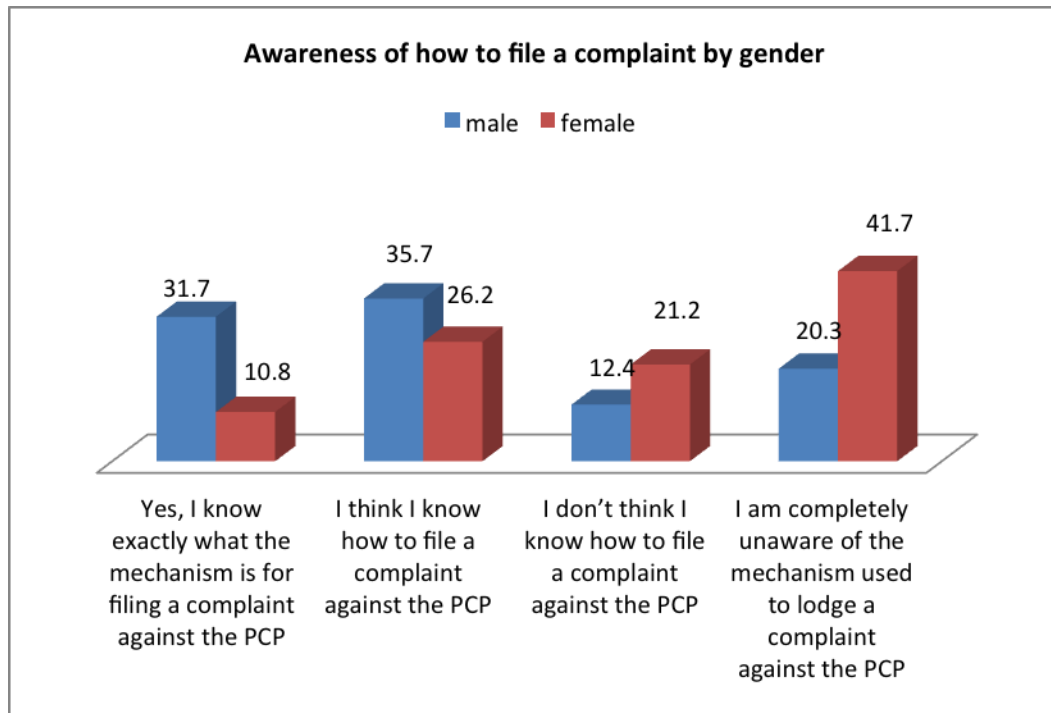|	BGHR	ICHR	PSDD
male	36.4	46.9	65.8
female	18	33.9	47.1

Table 61

55

Table 62

Female members of the public are also less aware of the overall status of corruption in the PCP. While the typology of responses follows the same pattern as for men, females record a much higher level of 'don't knows suggesting that they have considerably less information available or personal experience on which they can base a judgment.
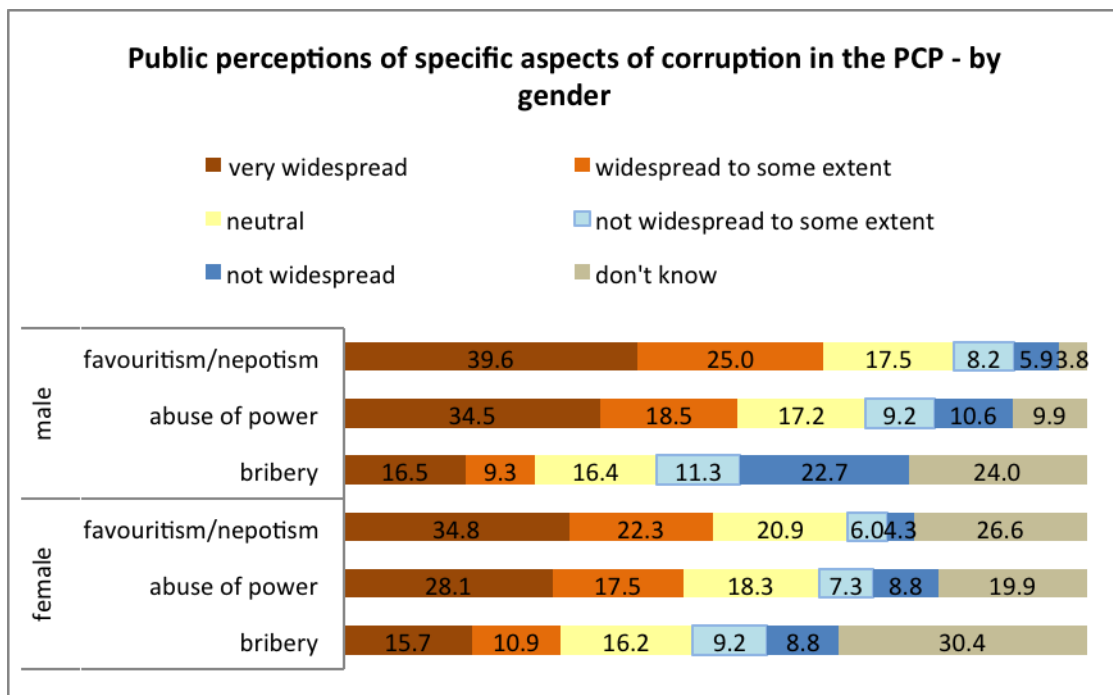

Table 63

56

Annex 5 – Who is satisfied and dissatisfied?

There is little overall variance in levels of satisfaction with overall PCP services by gender, suggesting that there is no strong correlation between awareness of and satisfaction with services. Data shows that there is also no significant link between satisfaction and age or whether you live in Area C or not. But where you live in terms of governorate does impact your satisfaction overall. Palestinians living in Salfit are the most satisfied Palestinians by some margin with Palestinians living in Hebron being the least satisfied.
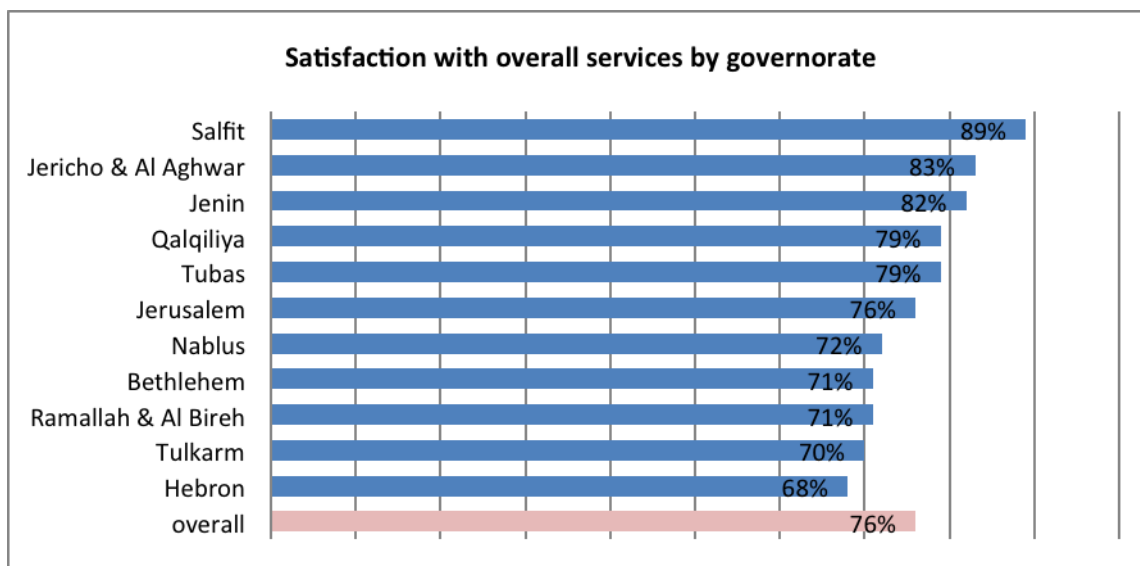
Table 64

Actual user satisfaction across specific aspects of services is lower overall at 65% (compared to 76% for services in general) with some significant differences across governorates. Salfit and Jenin still have the highest levels of satisfaction, but Jericho & Al Aghwar show a much lower level of user satisfaction – in fact the lowest at 53% of all respondents - in comparison with an 83% for services in general. This implies that, although satisfaction with services in general is high, Palestinians have issues with specific aspects of services including the speed of the process, equal treatment and actually receiving what they want.
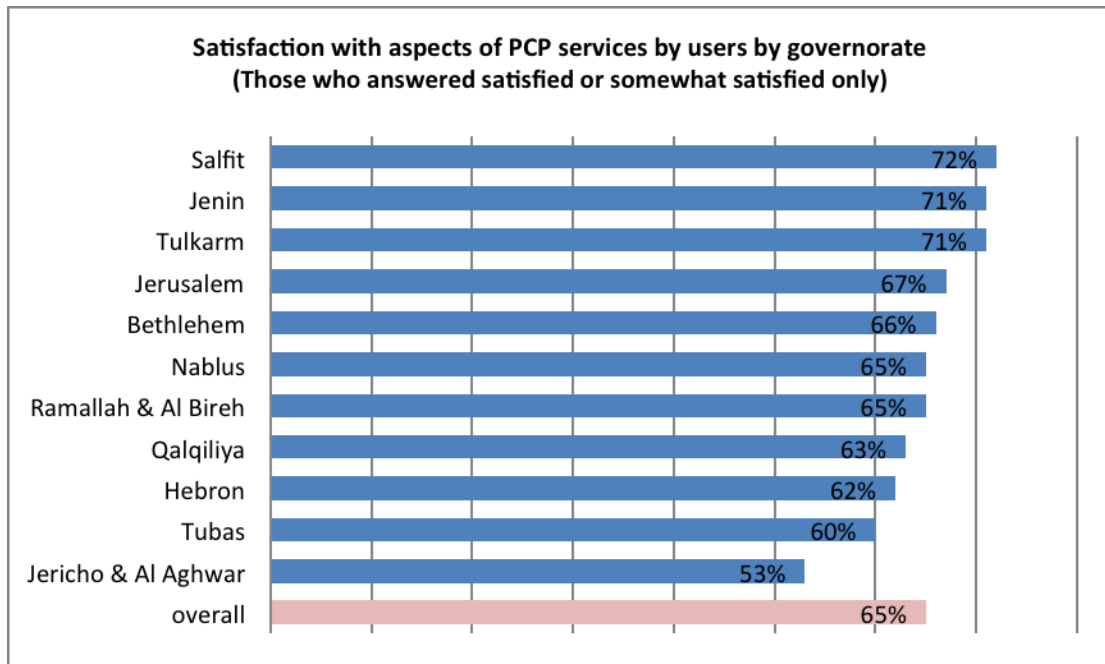
Table 65

When user satisfaction is disaggregated by Area C/Not C, both types of communities show almost equal levels of satisfaction with overall PCP services.
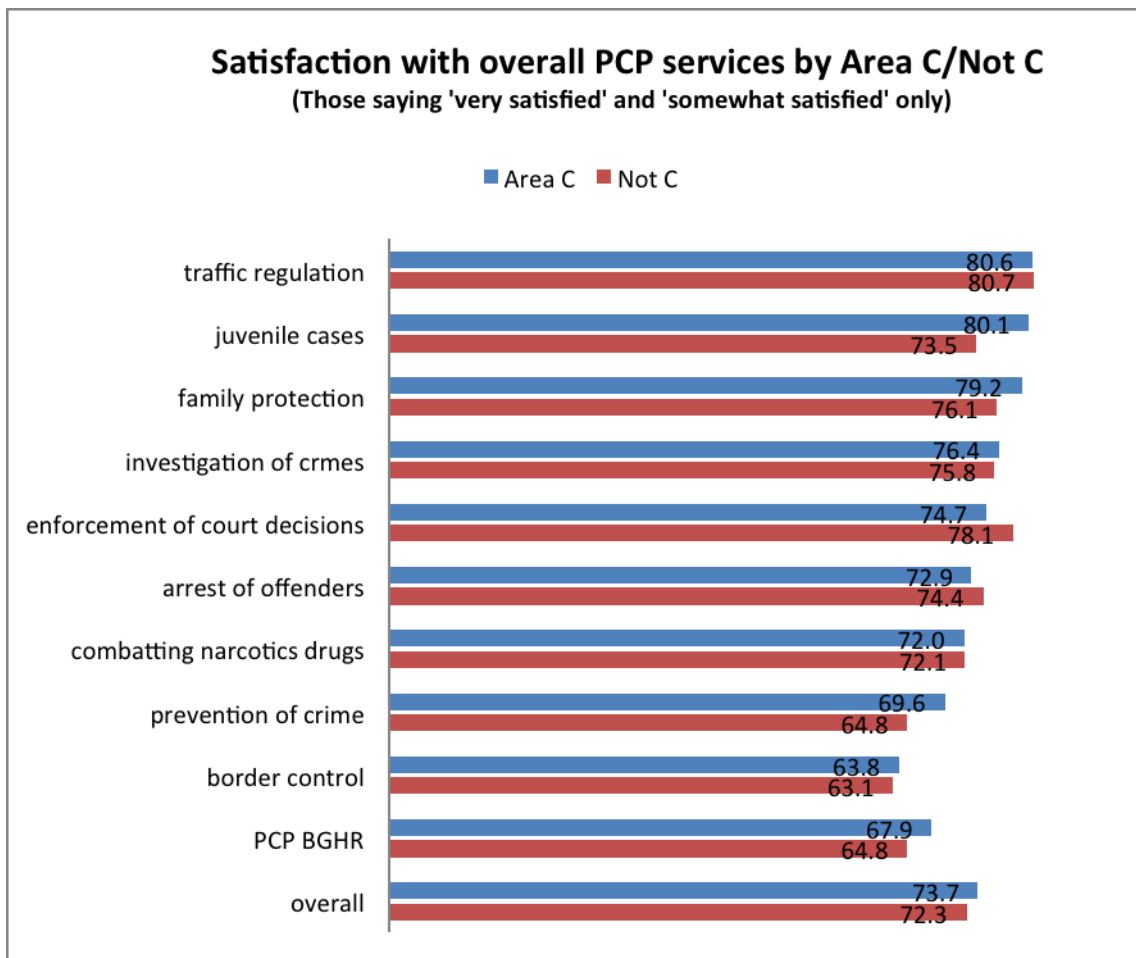
Table 66

However, very considerable satisfaction gaps appear when the different aspects of services are considered which specifically impact Area C residents including the distance they have to travel to reach the station, the assistance they need to access the station, and the inability of the PCP to access some areas. The biggest gap in satisfaction - which clearly impacts all other aspect of service – is the distance to the police station itself. More than 1 in 2 (56%) of Area C residents are dissatisfied with the distance of the station compared with 34% of Not C residents.

Satisfaction among service users of the following aspects by Area C/Not C
(Those who said satisfied or very satisfied only)

■ Area C   ■ Not C

Aspect	Area C	Not C
respect at the police station	78.2	78.6
address of station clear	77.9	85.3
receiving the assistance I needed	73.9	70.6
clean, orderly station	71.8	67.6
competent person to deal with	69.4	69.8
friendly/clear procedures	68.8	70.8
receiving the required service	68.2	58.8
equal treatment	66.5	61.5
contact the station without assistance	66.0	78.6
quick response	64.9	60.6
period of waiting before meeting with a responsible officer	62.7	59.1
behaviours of police officers	62.4	72.3
distant station	44.0	66.1
using favouritism to contact the stations	34.7	40.3
PCP ability to access some areas	15.5	25.5
overall	61.7	64.4

Table 67

The percentage of complaints filed against PCP officers is very low overall at 1.6% of all Palestinians with men at 78% filing most complaints. However, it is interesting to note some significant variations in satisfaction with this process across some categories, including gender,

age and governorate as the charts below show. The Of those that have lodged complaints against a PCP officer over the past 3 years, females are significantly more satisfied with the process, as are those aged 31-40. Palestinians in Jerusalem are the very satisfied with the process at 92% but very few living in Hebron – only 4%- are satisfied. Notably, it is young men, who most frequently lodge complaints, who are least satisfied with the complaints process.
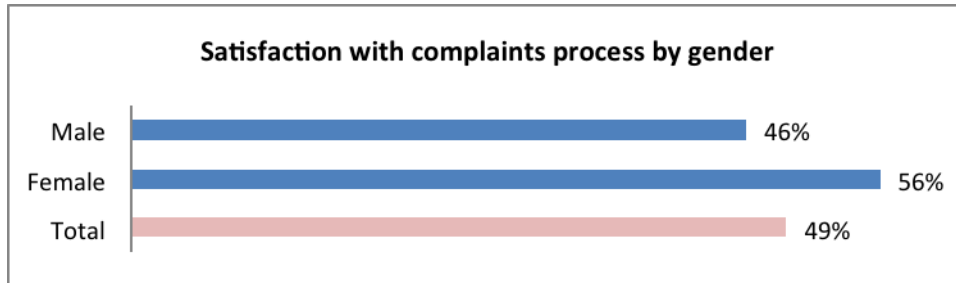
Table 68
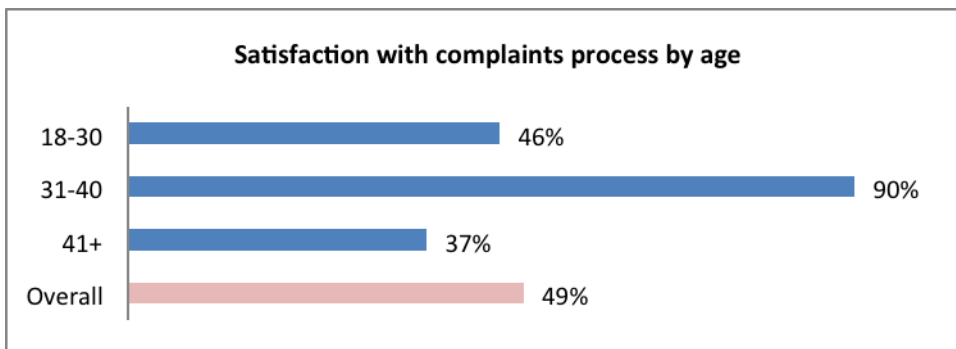
Table 69
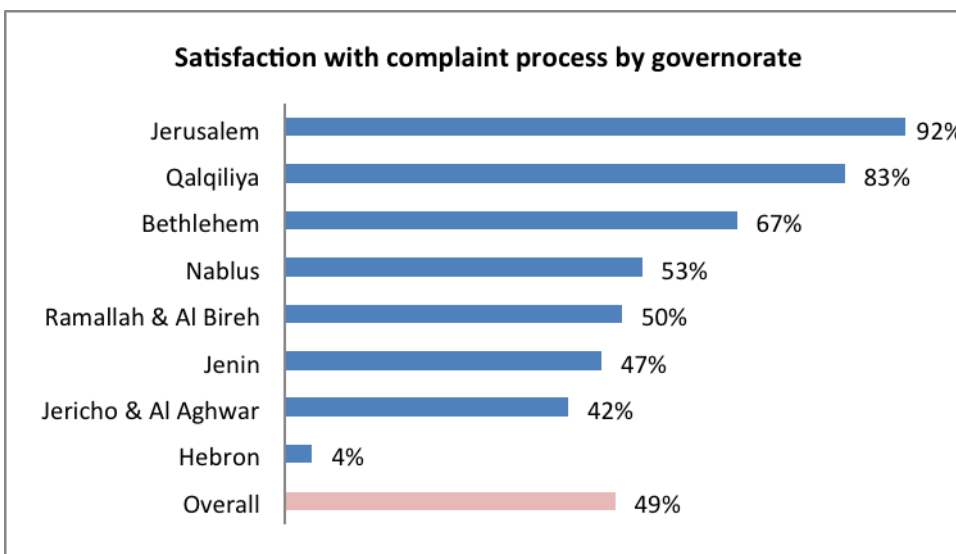
Table 70

Annex 6 – Who has the most and least contact with the PCP?

The more educated you are, the more contact you tend to have with the PCP. This finding aligns well with other research in western literature. Men have nearly four times as much contact with the PCP than women.
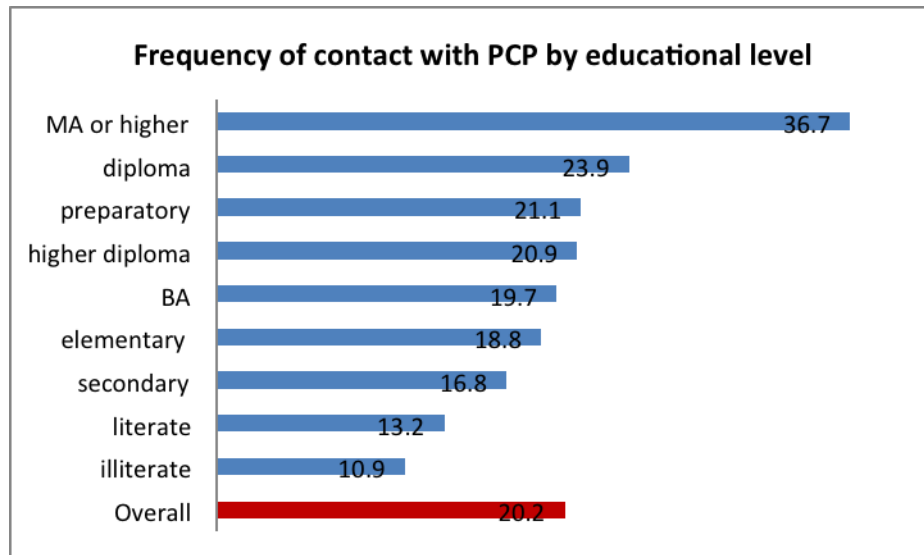
Table 71
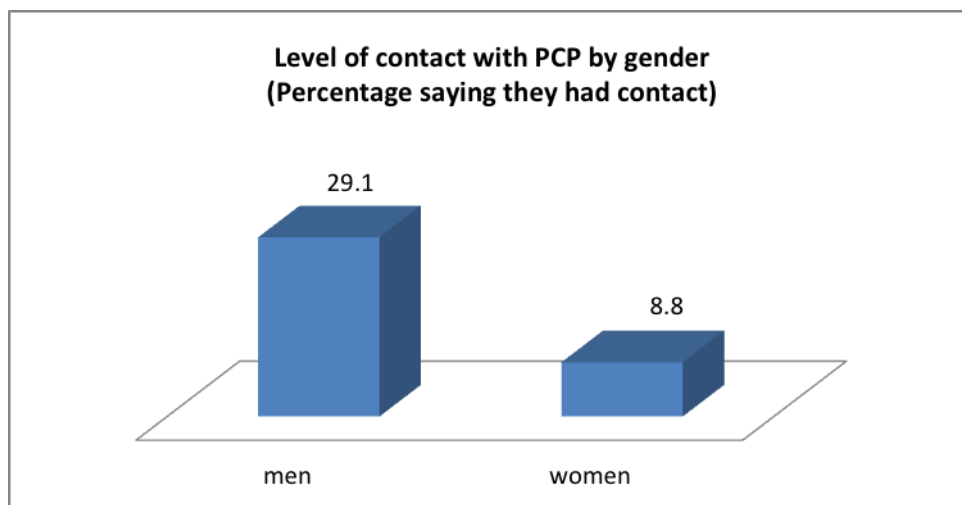
Table 72

Levels of contact differ across governorates with Salfit having the highest level at 30% of all residents. In contrast, Palestinians in Jericho & Al Aghwar have the lowest levels of contact, three times less than in Salfit.

**Level of contact with PCP by governorate
(Percentage saying they had contact)**

Governorate	Percentage
Salfit	30%
Ramallah & Al Bireh	23%
Qalqiliya	23%
Tubas	22%
Nablus	19%
Hebron	18%
Tulkarm	18%
Jerusalem	16%
Jenin	15%
Bethlehem	15%
Jericho & Al Aghwar	10%
Total	18%
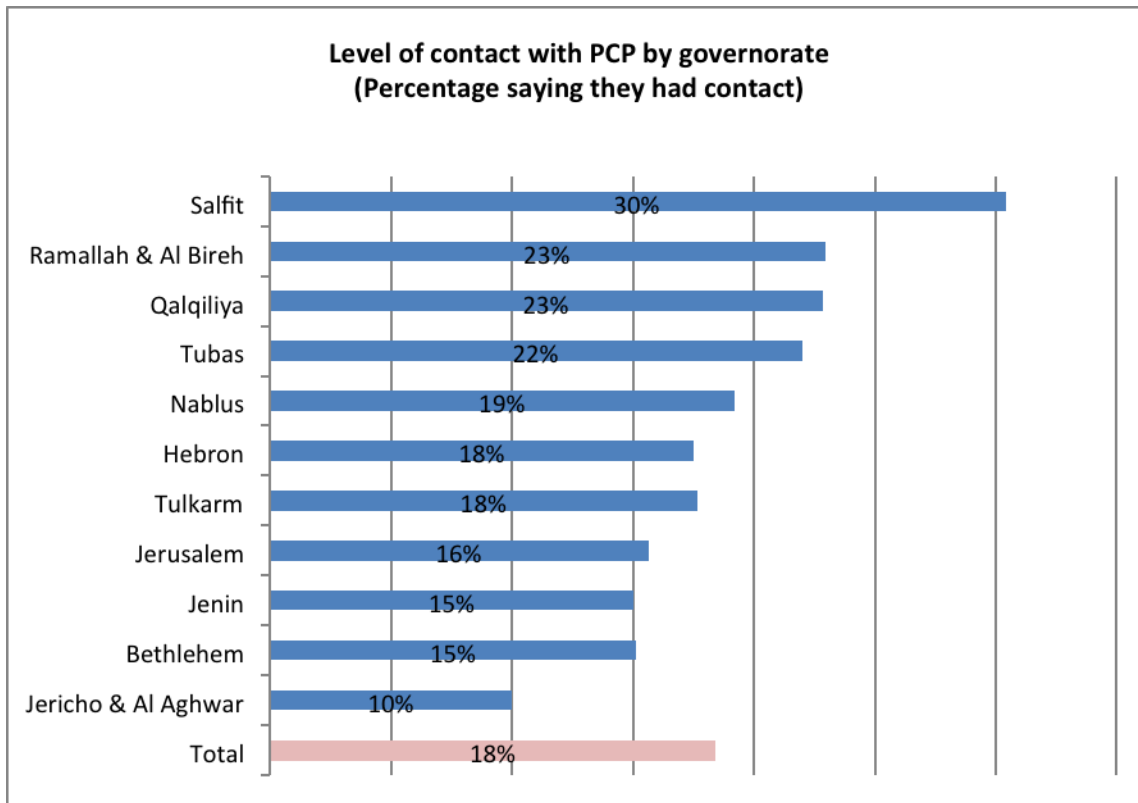
Table 73

Police-citizen contact has been well researched in the Western literature, but has shown a substantial level of variability in the frequency or rate of contact with the police across cities and across countries, with percentages ranging from 19% (Police-Public Contact Survey, US, 2005) to 54% (British Crime Survey, UK, 1994). Factors impacting frequency of contact include crime rates, socio-economic status, gender and law enforcement philosophies and strategies. In the UK for example, more frequent rates of contact (citizen initiated) are associated with higher income and educational attainment level, while police-initiated contact are more associated with low income young people. The most common type of contact is police-initiated, which form 60% of all contacts. The findings of this survey are outside the range of empirically established rate of contact frequencies of other research on the issue and but are aligned to some extent with the factors impacting frequency of contact in other countries including level of educational attainment and gender (the rate of contact with the PCP increases with increasing level of educational attainment, and men have more frequent contact with the PCP than women).

Annex 7 – Who contacts or doesn't contact the PCP for services if they are in danger?

For almost all Palestinians, across all categories of age, gender, educational level, membership of Area C communities, PCP is seen as the legitimate address for issues of public safety and security. There are some differences on this issue across governorates. All Salfit residents (99%) would contact the PCP if they were in danger but only 86% of Tulkarem residents would do the same.

Percentage saying that they would contact PCP if in danger in the future by governorate

Governorate	Percentage
Salfit	99%
Jericho & Al Aghwar	98%
Nablus	95%
Jenin	95%
Tubas	94%
Jerusalem	94%
Bethlehem	93%
Ramallah & Al Bireh	92%
Qalqiliya	92%
Hebron	88%
Tulkarm	86%
Total	92%
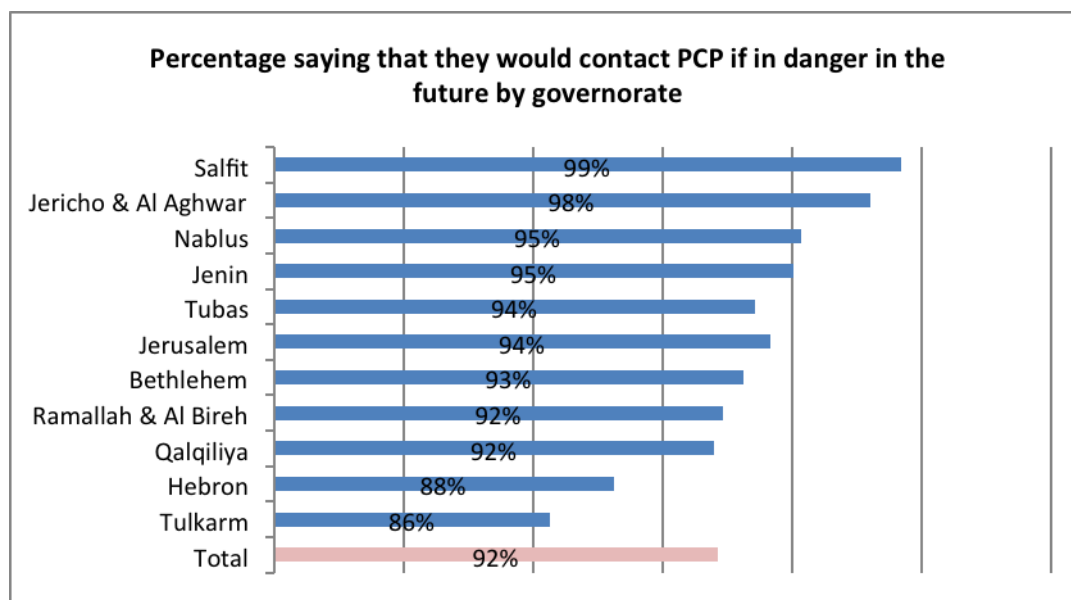
Table 74

Multiple combinations of reasons are given for not contacting the PCP if in danger. Some of these are connected to gender, some to membership of Area C communities where the jurisdiction and reach of the PCP is very restricted, and others to specific factors within the governorate.

Significant variations in reasons exist across gender for not contacting the PCP. The largest gender gap is around fear of shame and pressure from the family and community. For women, pressure from her family and community is cited as a reason by 47%, compared to 15% for men. Fear of shame is considered a factor for 41% of women but only for 12% of men. This implies that   cultural factors play a significant role in determining women's perceived ability and willingness to engage with the police services. Palestinian society is a profoundly patriarchal one and levels of engagement of women in the public sphere in terms of political representation are low. This low level of public engagement in general is carried over into the interface with public institutions, such as the PCP, which in common with all Palestinian public institutions is populated predominantly by males.

■ Male ■ Female   Reasons for not contacting the PCP by gender

Reason	Male	Female
The PCP don't have the sufficient capacity to protect me	63%	42%
The alternative dispute resolution mechanisms (tribal conciliation, etc.) are more effective	59%	50%
Distrust in the PCP equal treatment of everybody	58%	48%
The PCP is unable to access Area C or communities behind the Wall	51%	36%
The PCP is incapable of arresting suspects holding Israeli-issued ID cards	48%	29%
Distrust in the PCP to maintain privacy of the family or a family member	44%	40%
Fear that the PCP might abuse its powers	41%	32%
Avoid the PCP bureaucratic processes	39%	39%
Distrust in the PCP human treatment	42%	32%
Pressure/threats from my family members/community not to complain	15%	47%
I would be ashamed to contact the PCP	12%	41%
The PCP does not have the jurisdiction	19%	19%
The police station is too far away from my community	19%	19%
Previous experience with the PCP. Adequate response was not provided	21%	8%
Leaders of political factions are more effective in resolving disputes	16%	9%
The PCP is politically motivated	11%	6%
Doesn't know the PCP telephone number	5%	14%
Other	7%	6%

Table 75

More residents in Area C communities cite issues of PCP access, their access to the PCP and PCP's jurisdiction as reasons for not contacting the PCP than residents in Not C communities. Four factors account for the biggest gaps between Area C/Not C communities: the PCP is unable to access Area C or communities behind the wall – 89% compared to 40% respectively (gap of 49 percentage points);the police station is distant from the community – 49% compared to 15% (gap of 34 percentage points); and the PCP is incapable of arresting suspects holding Israeli ID cards – 68% to 39% (gap of 29 percentage points).

Reasons for not contacting the PCP for services by Area C/ Not Area C

■ Area C ■ Not C

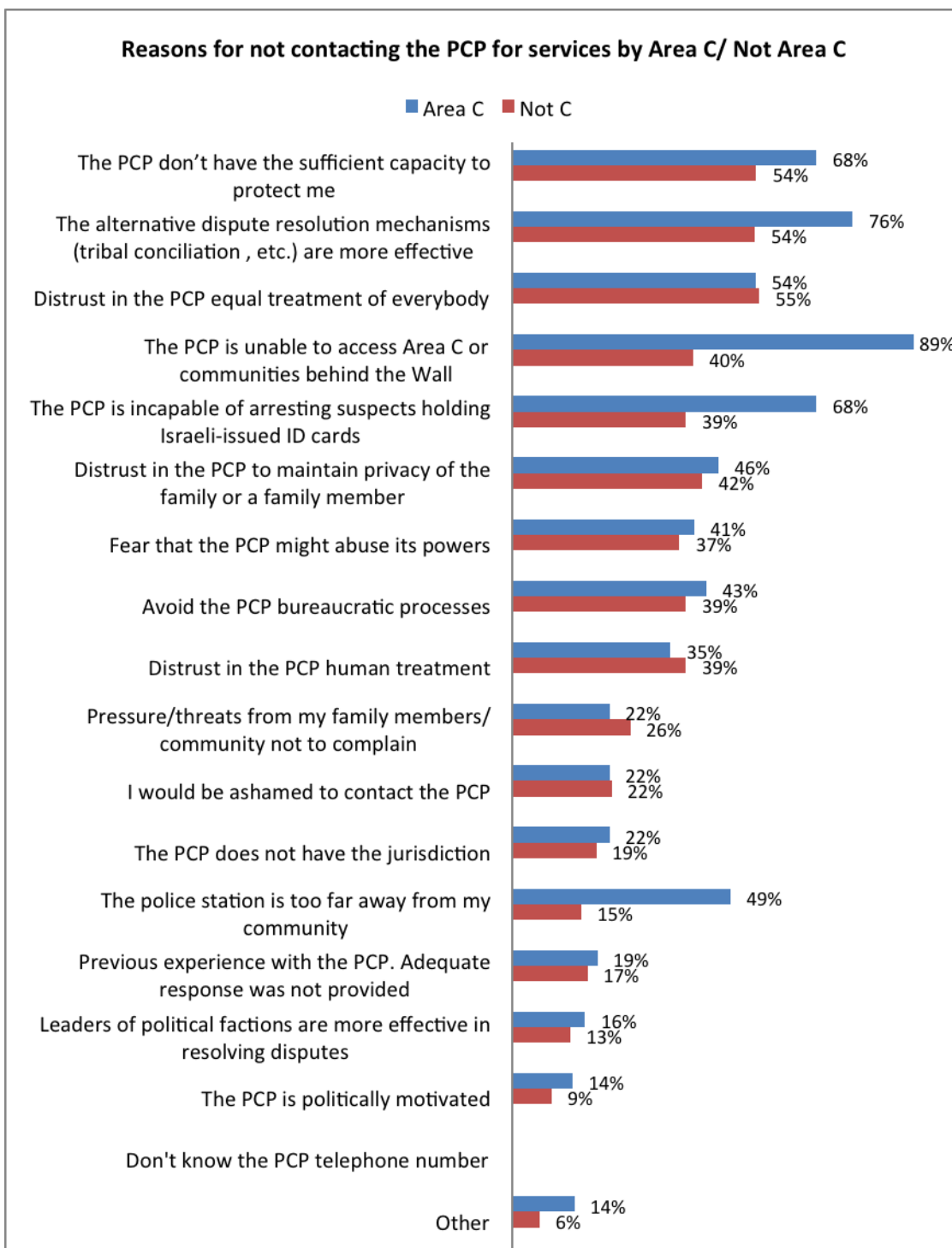| Reason	Area C	Not C
The PCP don't have the sufficient capacity to protect me	68%	54%
The alternative dispute resolution mechanisms (tribal conciliation , etc.) are more effective	76%	54%
Distrust in the PCP equal treatment of everybody	54%	55%
The PCP is unable to access Area C or communities behind the Wall	89%	40%
The PCP is incapable of arresting suspects holding Israeli-issued ID cards	68%	39%
Distrust in the PCP to maintain privacy of the family or a family member	46%	42%
Fear that the PCP might abuse its powers	41%	37%
Avoid the PCP bureaucratic processes	43%	39%
Distrust in the PCP human treatment	35%	39%
Pressure/threats from my family members/ community not to complain	22%	26%
I would be ashamed to contact the PCP	22%	22%
The PCP does not have the jurisdiction	22%	19%
The police station is too far away from my community	49%	15%
Previous experience with the PCP. Adequate response was not provided	19%	17%
Leaders of political factions are more effective in resolving disputes	16%	13%
The PCP is politically motivated	14%	9%
Don't know the PCP telephone number		
Other	14%	6%

Table 76

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Annex 8 – Who most commonly seeks PCP services?

Men seek PCP services more frequently than women. The gender gap is widest for traffic violations - with men more than 3 times as likely as women to seek this service – followed by fights, with men nearly twice as likely to request services in connection with a fight. Men and women have similar need of services for road accidents.
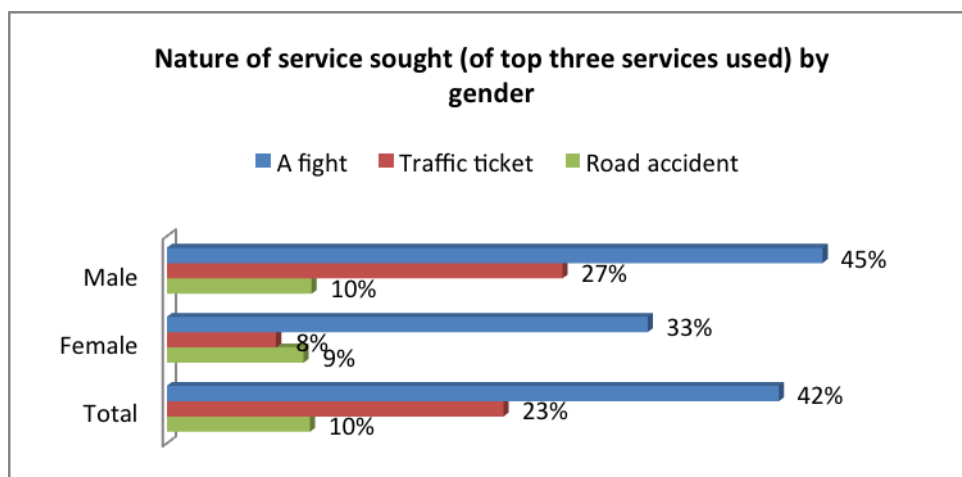

Table 77

Significant differences emerge by governorate in terms of the nature of the top three most popular services sought overall. Jerusalem seeks the highest percentage of services for fights and the lowest for traffic tickets, while Jericho & Al Aghwar seeks the lowest percentage of services for fights and the highest for traffic tickets and road accidents.
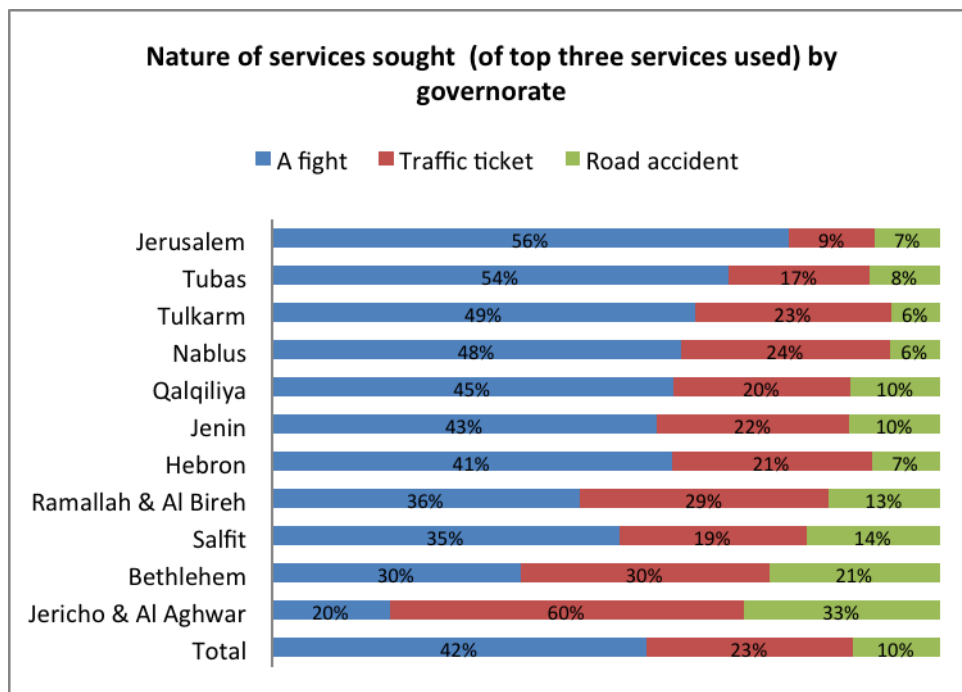

Table 78

66

Annex 9 – Who is confident and not confident?

Generally speaking there is little variation in the levels of confidence with the seven aspects of PCP performance by age, gender, educational status of those living in Area C/Not C. There are however some significant differences across governorates in this area. Palestinians living in Salfit are most confident with these aspects of PCP performance, and Palestinians living in Hebron are the least confident.

Confidence in 7 aspects of police performance by district

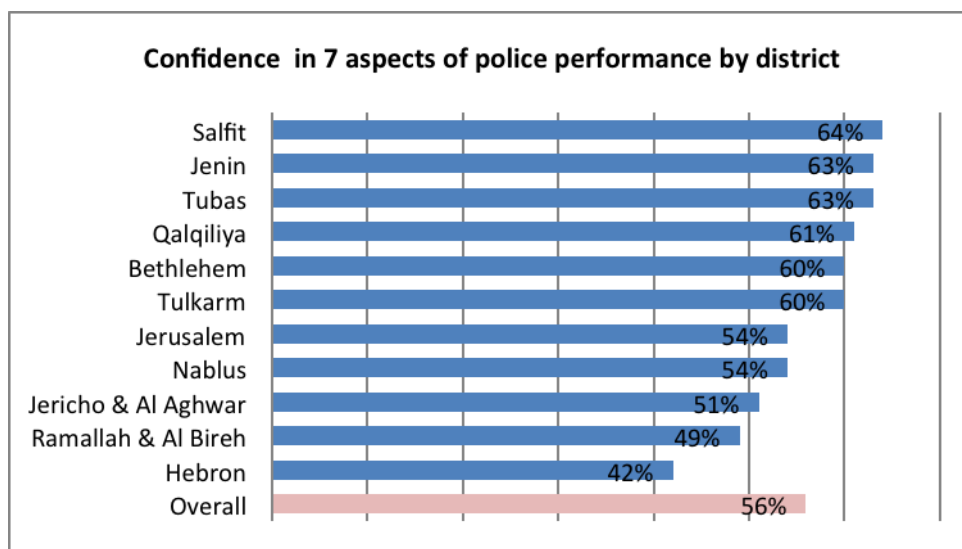| District	%
Salfit	64%
Jenin	63%
Tubas	63%
Qalqiliya	61%
Bethlehem	60%
Tulkarm	60%
Jerusalem	54%
Nablus	54%
Jericho & Al Aghwar	51%
Ramallah & Al Bireh	49%
Hebron	42%
Overall	56%

Table 79

Although levels of confidence of Area C/Not C communities are fairly equal, there is some variation in the level of confidence of Area C communities that they will receive adequate protection against external threats, with 48.1% of residents of Area C feeling confident of this compared with 55.4% of residents of Not C, implying that PCP protection is inadequate (insufficient numbers or lack of effective jurisdication) to deal with the external threats that they face in Area C, which includes a heavy settler and army presence.
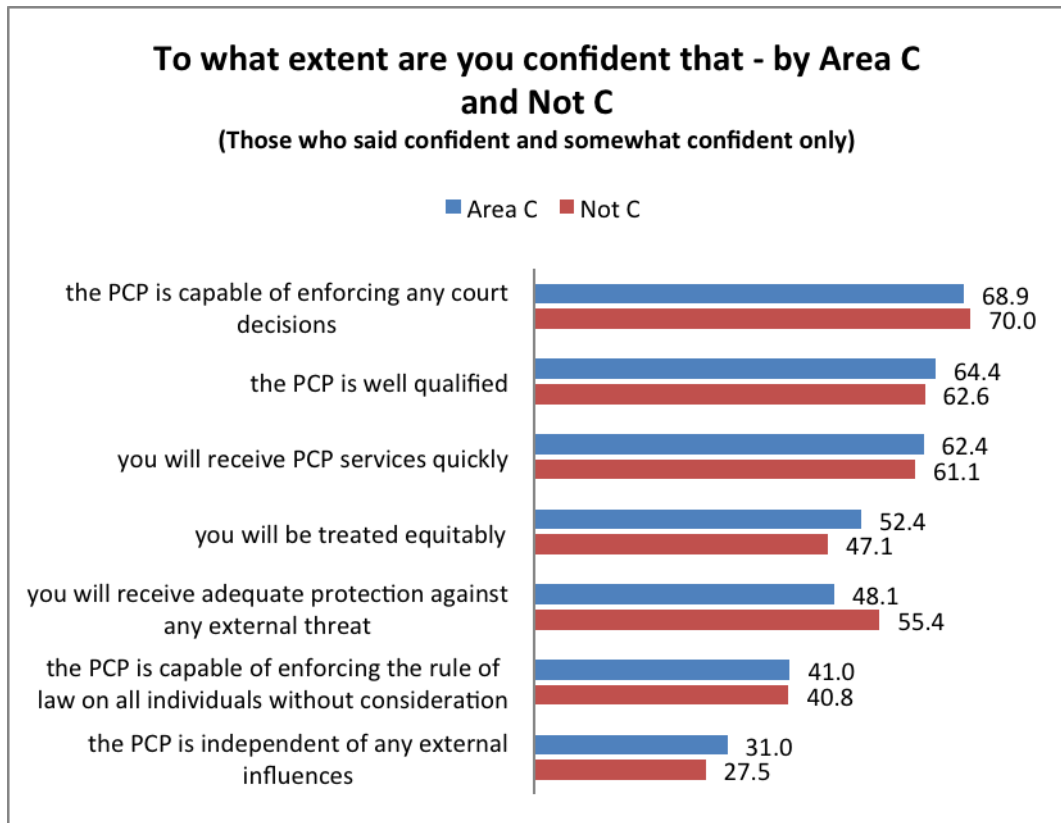
To what extent are you confident that - by Area C and Not C
(Those who said confident and somewhat confident only)

■ Area C ■ Not C

	Area C	Not C
the PCP is capable of enforcing any court decisions	68.9	70.0
the PCP is well qualified	64.4	62.6
you will receive PCP services quickly	62.4	61.1
you will be treated equitably	52.4	47.1
you will receive adequate protection against any external threat	48.1	55.4
the PCP is capable of enforcing the rule of law on all individuals without consideration	41.0	40.8
the PCP is independent of any external influences	31.0	27.5

Table 80