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|   | [Opinion Polls](http://home.birzeit.edu/dsp/opinionpolls/)Poll No. 17An Opinion Poll Concerning the Performance of Palestinian Institutions, their Service Provision, their Role in the Development Process, and International Funding**[** [**Analysis of Results**](http://home.birzeit.edu/cds/opinionpolls/poll17/analysis.html) **] [ Detailed Results ] [** [**Sample Distribution**](http://home.birzeit.edu/cds/opinionpolls/poll17/sample.html) **] [** [**PDF Format**](http://home.birzeit.edu/cds/opinionpolls/poll17/poll17.pdf) **] [** [**In Arabic**](http://home.birzeit.edu/dsp/arabic/opinionpolls/poll17/) **]** Detailed Results

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|  | Total % | West Bank % | Gaza Strip % |
| ***Section One: Evaluation of Institutions*** |
| **1.              How much do you trust the following Palestinian institutions?** |
| **Schools** |
| 1) Trusting | 82.4 | 78.8 | 88.0 |
| 2) Somewhat trusting | 10.0 | 11.8 | 7.2 |
| 3) Not trusting | 6.7 | 7.9 | 4.8 |
| 4) no answer | 0.9 | 1.5 | 0.0 |
| **Palestinian Universities** |
| 1) Trusting | 61.7 | 62.3 | 60.7 |
| 2) Somewhat trusting | 22.2 | 20.7 | 24.6 |
| 3) Not trusting | 9.8 | 8.4 | 11.9 |
| 4) no answer | 6.3 | 8.6 | 2.9 |
| **Governmental health services** |
| 1) Trusting | 60.6 | 54.5 | 70.2 |
| 2) Somewhat trusting | 21.8 | 24.1 | 18.2 |
| 3) Not trusting | 14.9 | 17.1 | 11.5 |
| 4) no answer | 2.6 | 4.3 | 0.1 |
| **Civil defense**  |
| 1) Trusting | 58.9 | 55.9 | 63.5 |
| 2) Somewhat trusting | 16.5 | 17.6 | 14.6 |
| 3) Not trusting | 15.6 | 14.8 | 15.6 |
| 4) no answer | 9.1 | 11.7 | 4.9 |
| **Zakat Committees** |
| 1) Trusting | 58.0 | 54.0 | 64.3 |
| 2) Somewhat trusting | 21.7 | 22.4 | 20.6 |
| 3) Not trusting | 15.8 | 18.9 | 11.1 |
| 4) no answer | 4.5 | 4.8 | 4.0 |
| **Traditional conciliation councils** |
| 1) Trusting | 57.1 | 53.1 | 63.2 |
| 2) Somewhat trusting | 18.0 | 18.4 | 17.3 |
| 3) Not trusting | 16.8 | 17.9 | 15.0 |
| 4) no answer | 8.2 | 10.6 | 4.4 |
| **UNRWA** |
| 1) Trusting | 53.4 | 46.6 | 63.8 |
| 2) Somewhat trusting | 18.9 | 20.0 | 17.1 |
| 3) Not trusting | 16.4 | 19.2 | 12.2 |
| 4) no answer | 11.3 | 14.2 | 6.9 |
| **Local Media** |
| 1) Trusting | 50.4 | 48.5 | 53.4 |
| 2) Somewhat trusting | 25.6 | 26.6 | 24.1 |
| 3) Not trusting | 17.4 | 17.7 | 17.1 |
| 4) no answer | 6.6 | 7.2 | 5.5 |
| **NGO’s** |
| 1) Trusting | 47.4 | 44.4 | 52.2 |
| 2) Somewhat trusting | 27.6 | 28.9 | 25.5 |
| 3) Not trusting | 19.4 | 20.0 | 18.4 |
| 4) no answer | 5.6 | 6.7 | 3.9 |
| **The Judiciary**  |
| 1) Trusting | 42.5 | 39.9 | 46.4 |
| 2) Somewhat trusting | 22.1 | 22.1 | 22.1 |
| 3) Not trusting | 26.1 | 25.9 | 26.3 |
| 4) no answer | 9.4 | 12.1 | 5.2 |
| **Women's Unions** |
| 1) Trusting | 37.7 | 35.0 | 42.0 |
| 2) Somewhat trusting | 20.5 | 21.5 | 18.9 |
| 3) Not trusting | 24.0 | 23.1 | 25.5 |
| 4) no answer | 17.8 | 20.5 | 13.6 |
| **The Police** |
| 1) Trusting | 37.2 | 34.3 | 41.6 |
| 2) Somewhat trusting | 24.5 | 24.3 | 24.9 |
| 3) Not trusting | 33.5 | 34.7 | 31.8 |
| 4) no answer | 4.8 | 6.7 | 1.7 |
| **Funding Organizations** |
| 1) Trusting | 36.7 | 30.8 | 45.9 |
| 2) Somewhat trusting | 25.3 | 26.4 | 23.6 |
| 3) Not trusting | 28.4 | 31.3 | 23.8 |
| 4) no answer | 9.6 | 11.4 | 6.7 |
| **Labour Unions** |
| 1) Trusting | 36.2 | 31.4 | 43.8 |
| 2) Somewhat trusting | 25.2 | 26.1 | 23.9 |
| 3) Not trusting | 27.5 | 27.7 | 27.1 |
| 4) no answer | 11.0 | 14.8 | 5.2 |
| **Palestinian Opposition** |
| 1) Trusting | 35.9 | 35.6 | 36.5 |
| 2) Somewhat trusting | 24.4 | 22.4 | 27.5 |
| 3) Not trusting | 28.4 | 28.1 | 29.0 |
| 4) no answer | 11.2 | 13.9 | 7.0 |
| **Security Agencies** |
| 1) Trusting | 31.9 | 29.5 | 35.6 |
| 2) Somewhat trusting | 24.3 | 23.8 | 25.2 |
| 3) Not trusting | 37.3 | 38.4 | 35.5 |
| 4) no answer | 6.5 | 8.3 | 3.7 |
| **PNA Ministries** |
| 1) Trusting | 31.2 | 29.9 | 33.3 |
| 2) Somewhat trusting | 25.4 | 27.2 | 22.7 |
| 3) Not trusting | 35.1 | 31.8 | 40.1 |
| 4) no answer | 8.3 | 11.0 | 4.0 |
| **Palestinian Legislative Council** |
| 1) Trusting | 27.8 | 28.7 | 26.4 |
| 2) Somewhat trusting | 25.7 | 25.3 | 26.2 |
| 3) Not trusting | 37.0 | 33.4 | 42.7 |
| 4) no answer | 9.5 | 12.6 | 4.6 |
| **Political groups** |
| 1) Trusting | 26.6 | 27.9 | 24.5 |
| 2) Somewhat trusting | 25.9 | 25.3 | 26.9 |
| 3) Not trusting | 34.6 | 30.8 | 40.5 |
| 4) no answer | 12.9 | 16.0 | 8.2 |
| **2.              The following questions concern the conduct of the PNA and other Palestinian institutions in the current political climate.** |
| **The PNA is carrying out its duty of providing security to its citizens** |
| 1) Right   | 32.5 | 28.2 | 39.1 |
| 2) Right to some extent | 29.4 | 28.3 | 31.1 |
| 3) Wrong  | 34.9 | 38.6 | 29.3 |
| 4) No opinion | 3.2 | 4.9 | 0.5 |
| **The PNA is providing for the day-to-day needs of its citizens** |
| 1) Right   | 11.9 | 11.6 | 12.3 |
| 2) Right to some extent | 25.8 | 23.8 | 28.9 |
| 3) Wrong  | 58.0 | 59.0 | 56.4 |
| 4) No opinion | 4.3 | 5.6 | 2.3 |
| **The PNA is making the necessary provisions for the poor**  |
| 1) Right   | 13.5 | 14.0 | 12.8 |
| 2) Right to some extent | 22.3 | 23.2 | 21.0 |
| 3) Wrong  | 57.4 | 53.4 | 63.6 |
| 4) No opinion | 6.8 | 9.4 | 2.6 |
| **The PNA is actively engaged in resolving conflicts among the Palestinian people**  |
| 1) Right   | 32.9 | 29.1 | 38.8 |
| 2) Right to some extent | 30.9 | 30.6 | 31.3 |
| 3) Wrong  | 32.5 | 34.4 | 29.4 |
| 4) No opinion | 3.8 | 5.9 | 0.5 |
| **The PNA enjoys a high standing among the Palestinian people** |
| 1) Right   | 31.2 | 29.5 | 33.8 |
| 2) Right to some extent | 21.9 | 19.6 | 25.5 |
| 3) Wrong  | 43.4 | 45.6 | 40.0 |
| 4) No opinion | 3.5 | 5.3 | 0.7 |
| **I trust the PNA’s ability to tackle social problems** |
| 1) Right   | 26.6 | 26.8 | 26.3 |
| 2) Right to some extent | 27.4 | 27.8 | 26.9 |
| 3) Wrong  | 41.2 | 40.1 | 43.0 |
| 4) No opinion | 4.7 | 5.3 | 3.8 |
| **I trust the PNA’s ability to impose law and order** |
| 1) Right   | 30.4 | 26.6 | 36.2 |
| 2) Right to some extent | 23.5 | 22.8 | 24.6 |
| 3) Wrong  | 41.6 | 44.7 | 36.8 |
| 4) No opinion | 4.5 | 5.9 | 2.4 |
| **The PNA treats all citizens equally** |
| 1) Right   | 17.7 | 17.6 | 18.0 |
| 2) Right to some extent | 17.4 | 17.4 | 17.4 |
| 3) Wrong  | 59.4 | 57.4 | 62.4 |
| 4) No opinion | 5.5 | 7.6 | 2.2 |
| **Entrepreneurs are playing their part in tackling the country’s economic problems** |
| 1) Right   | 12.1 | 9.6 | 16.0 |
| 2) Right to some extent | 21.1 | 21.4 | 20.6 |
| 3) Wrong  | 62.4 | 63.0 | 61.3 |
| 4) No opinion | 4.4 | 6.0 | 2.1 |
| **The private sector treats all employees equally** |
| 1) Right   | 10.8 | 9.3 | 13.1 |
| 2) Right to some extent | 21.9 | 23.3 | 19.7 |
| 3) Wrong  | 61.1 | 60.0 | 60.5 |
| 4) No opinion | 6.0 | 7.4 | 6.8 |
| **Civil society organizations and charities are carrying out their duties towards Palestinians society** |
| 1) Right   | 37.5 | 31.0 | 47.8 |
| 2) Right to some extent | 35.5 | 38.2 | 31.3 |
| 3) Wrong  | 20.5 | 22.7 | 17.1 |
| 4) No opinion | 6.5 | 8.2 | 3.8 |
| **Political movements are playing a part  in presenting solutions to political and social problems** |
| 1) Right   | 33.5 | 32.1 | 35.6 |
| 2) Right to some extent | 27.4 | 25.8 | 29.8 |
| 3) Wrong  | 27.7 | 29.3 | 25.3 |
| 4) No opinion | 11.4 | 12.9 | 9.2 |
| **3.              How do you evaluate the performance of Prime Minister Mr. Ahmad Queri’?** |
| 1) Good | 25.9 | 23.6 | 29.6 |
| 2) Fair | 30.6 | 30.4 | 31.1 |
| 3) Weak | 32.9 | 34.0 | 31.3 |
| 4) No opinion | 10.5 | 12.0 | 8.0 |
| **4.              How do you evaluate the performance of the current Palestinian government** |
| 1) Good | 21.8 | 19.3 | 25.7 |
| 2) Fair | 31.7 | 30.3 | 33.9 |
| 3) Weak | 35.7 | 36.8 | 33.9 |
| 4) No opinion | 10.9 | 13.6 | 6.5 |
| **5.              In general, do you believe that the PNA has an effective plan for dealing with the concerns and needs of the Palestinian people**  |
| 1) Yes | 18.9 | 16.4 | 22.9 |
| 2) To some extent | 32.4 | 35.1 | 28.0 |
| 3) No | 40.0 | 38.5 | 42.1 |
| 4) No opinion | 8.8 | 9.9 | 6.9 |
| **6.              In general, how do you rate the effectiveness of the following types of public service provision?**  |
| **Education** |
| 1) Good  | 63.6 | 61.9 | 66.3 |
| 2) Fair  | 28.3 | 29.5 | 26.5 |
| 3)Weak  | 6.3 | 6.0 | 6.8 |
| 4) No opinion   | 1.8 | 2.7 | 0.4 |
| **Refuse collection and general cleanliness** |
| 1) Good  | 49.0 | 50.9 | 46.2 |
| 2) Fair  | 28.9 | 27.8 | 30.5 |
| 3)Weak  | 20.5 | 18.8 | 23.3 |
| 4) No opinion   | 1.6 | 2.5 | 1.0 |
| **Healthcare provision** |
| 1) Good  | 48.3 | 43.5 | 55.8 |
| 2) Fair  | 37.1 | 38.6 | 34.7 |
| 3)Weak  | 12.5 | 14.4 | 9.5 |
| 4) No opinion   | 2.2 | 3.6 | 0.0 |
| **Service provision of Governmental departments**  |
| 1) Good  | 38.9 | 36.3 | 42.9 |
| 2) Fair  | 38.6 | 38.5 | 38.8 |
| 3)Weak  | 16.5 | 17.4 | 15.3 |
| 4) No opinion   | 6.0 | 7.9 | 3.1 |
| **Traffic organization** |
| 1) Good  | 31.4 | 24.7 | 41.9 |
| 2) Fair  | 25.6 | 22.9 | 29.9 |
| 3)Weak  | 38.8 | 45.8 | 27.7 |
| 4) No opinion   | 4.1 | 6.5 | 0.5 |
| **7.              Do you think that the PNA is doing enough to tackle corruption in its institutions?** |
| 1) Yes  | 24.9 | 24.4 | 25.8 |
| 2) No  | 56.6 | 54.0 | 60.6 |
| 3) Don’t know  | 14.1 | 17.7 | 8.6 |
| 4) There is no corruption  | 4.3 | 3.8 | 5.1 |
| **8.              Do you think that there is a need to change the current Palestinian Government ?** |
| 1) Yes | 51.7 | 45.3 | 60.2 |
| 2) No | 35.7 | 39.4 | 30.0 |
| 3)Don’t Know | 13.2 | 15.3 | 9.8 |
| **9.              Do you believe that the Palestinian National Authority contributes to the building and empowerment of Palestinian society?** |
| 1) Yes | 47.2 | 44.4 | 51.4 |
| 2) No | 44.6 | 44.6 | 44.6 |
| 3)Don’t Know | 8.3 | 11.0 | 4.0 |
| **10.            Do you believe that the Palestinian National Authority encourages the participation of Palestinians in determining its priorities and programs?** |
| 1) Yes | 35.5 | 35.9 | 34.9 |
| 2) No | 55.2 | 53.3 | 58.2 |
| 3)Don’t Know | 9.3 | 10.8 | 6.9 |
| **11.            Do you believe that the PNA institutions are performing their role in developing Palestinian society?** |
| 1) Yes | 41.3 | 40.4 | 42.8 |
| 2) No49.9 | 49.9 | 49.2 | 51.0 |
| 3)Don’t Know | 8.8 | 10.4 | 6.2 |
| **12.            How do you describe your feelings about the future of the PNA? Do you feel?**  |
| 1) Secure | 18.4 | 16.8 | 20.9 |
| 2) Secure to an extent | 33.6 | 34.2 | 32.7 |
| 3) Insecure | 44.3 | 44.8 | 43.6 |
| 4) No Opinion | 3.7 | 4.3 | 2.9 |
| **13.            Do you believe that the Palestinian civil society organizations contribute to the building and empowerment of Palestinian society?** |
| 1) Yes  | 55.3 | 52.2 | 60.1 |
| 2) No  | 24.5 | 26.4 | 21.4 |
| 3) I’m not sure | 20.3 | 21.4 | 18.5 |
| **14.            Do you believe that the Palestinian civil society organizations encourage the participation of Palestinians in determining their priorities and programs?** |
| 1) Yes  | 48.5 | 44.8 | 54.2 |
| 2) No  | 30.2 | 33.2 | 25.5 |
| 3) I’m not sure | 21.4 | 22.1 | 20.2 |
| **15.            Do you believe that Palestinian civil society organizations are performing their role in developing Palestinian society?** |
| 1) Yes  | 48.9 | 45.2 | 54.8 |
| 2) No  | 29.7 | 31.2 | 27.2 |
| 3) I’m not sure | 21.4 | 23.5 | 18.0 |
| ***Section Two: International Funding***  |
| **16.            In general, do you believe that international funding contributes to the development of Palestinian society?** |
| 1) yes | 38.9 | 35.8 | 43.6 |
| 2) To some extent | 38.2 | 39.7 | 35.9 |
| 3) No | 20.9 | 22.0 | 19.1 |
| 4) No opinion  | 2.0 | 2.4 | 1.4 |
| **17.            Do you believe that international funding reduces the human suffering of the Palestinian people in the West Bank & Gaza?** |
| 1) yes | 48.8 | 44.2 | 56.0 |
| 2) To some extent | 32.5 | 34.0 | 30.3 |
| 3) No | 16.3 | 18.3 | 13.4 |
| 4) No opinion  | 2.3 | 3.6 | 0.4 |
| **18.            Do you believe that international funding contributes to the protection of the rights of refugees or does it contribute to their annihilation?**  |
| 1) Contributes to their protection | 45.4 | 39.4 | 54.7 |
| 2) Contribute to their annihilation | 44.9 | 49.0 | 38.5 |
| 3) No opinion  | 9.7 | 11.6 | 6.8 |
| **19.            Do you believe that donor countries and agencies determine priorities according to the needs of Palestinian society or according to their own political agendas?**  |
| 1)  According to the needs of Palestinian society  | 13.5 | 12.3 | 15.5 |
| 2)  According to their own political agendas | 61.8 | 64.8 | 57.0 |
| 3) Both  | 24.3 | 22.9 | 26.4 |
| 4) Don’t know | 0.5 | 0.0 | 1.2 |
| **20.            Does international funding help support the achievement of Palestinian national goals or does it reinforce the Israeli occupation?**  |
| 1)  Supports the achievement of Palestinian national goals  | 32.4 | 28.9 | 37.9 |
| 2)  Reinforces the Israeli occupation  | 54.5 | 56.7 | 51.1 |
| 3) No opinion   | 13.0 | 14.4 | 11.0 |
| **21.            At the present time, which of the following must be the main priority for international funding agencies?** |
| 1)      Support the creation of jobs | 48.4 | 51.1 | 44.2 |
| 2)      Build the physical and services infrastructure | 24.0 | 21.6 | 27.7 |
| 3)      Support relief and social protection programs | 10.6 | 11.7 | 8.9 |
| 4)      Build social institutions | 7.6 | 7.9 | 7.2 |
| 5)      Support economic productive projects | 5.5 | 4.4 | 7.3 |
| 6)      Support civic society – democracy and participation programs | 3.8 | 3.2 | 4.8 |
| **22.            Do you believe that international funding must go primarily to:** |
| 1)      PNA institutions? | 23.9 | 24.4 | 23.1 |
| 2)      NGOs | 55.9 | 56.7 | 54.8 |
| 3)      Private sector | 20.2 | 18.9 | 22.1 |
| **23.            On a personal level, do you feel that you (or a member of your immediate family) benefited directly form projects funded by international agencies?** |
| 1)  Yes | 21.7 | 16.5 | 29.8 |
| 2)  No | 77.5 | 82.1 | 70.2 |
| 3)  Don’t know  | 0.9 | 1.4 | 0.0 |
| **24.            If yes,  In which of the following fields did you benefit the most?** |
| 1)      1)  Relief, emergency, and social protection programs | 59.1 | 52.3 | 65.2 |
| 2)      Job creation projects | 20.7 | 19.9 | 21.4 |
| 3)      Productive economic projects | 6.4 | 8.8 | 4.3 |
| 4)      Civic education projects (awareness and training) | 3.9 | 3.0 | 4.7 |
| 5)      Infrastructure projects | 9.9 | 16.0 | 4.4 |
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