



Development Studies Programme



**شركاء في التنمية
Partners in Development**

Needs and Priorities: A Community Study of the Gaza Middle Area

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Introduction - SMDM

The Project “support to Municipal Development and Management in the Gaza Middle Area” (SMDM) commenced in January 1999. It is funded by the Danish Government until January 2002, but it is expected to continue for further 2 years. The current total budget until January 2002 is approximately 10 million USD.

The long term objective of the project is to improve the living conditions of all the residents in the municipalities of Al Bureij, Al Maghazi and Al Nusseirat through close co-operation between the municipal administrations, and all neighborhood and community organizations. In addition, some activities are being directed towards the adjacent municipality of Al Zuwada and the Village Council of Al Musaddar. Almost 80% of the Project budget is directed to improving basic, and very much needed, infrastructure.

This study marks a very important step forward in achieving the goals that the Municipalities and the project team are working towards.

We, ‘Partners in Development’, are preparing a Community Development Strategy that sets out how the men and women of the Gaza Middle Area can be empowered and enabled to Participate in the planning and development of their community and neighborhoods. The Municipalities also wish to improve the quantity and quality of public services they deliver to local residents. Our approach is therefore integrated and comprehensive.

For these reasons the Municipalities, through the SMDM project, commissioned Birzeit University to undertake a survey of 1200 households in the Gaza Middle Area. We want to know what residents feel about their area and their municipalities.

We hope that the findings will help Palestine Authorities, International Agencies, Donors and NGOs refine their strategies for sustainable development in the Middle Area. For our part we furthermore hope that the findings will help us target our work more effectively as well as providing a forum for debate about many development issues that affect Palestinian people.

We hope you find the study useful

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Introduction – Development Studies Programme

The Development Studies Programme's staff are honored to be part of this serious end endeavour that aims at assisting the residents of the middle Area in Gaza to improve their living conditions and to enjoy the basic human rights that they rightly deserve. Human Development could only be achieved if people's collective choices and rights aspirations and interests are integrated in any strategies and plans that affect their lives. Development projects in the Middle Area in Gaza are essential, but must be part of a holistic approach to a just solution to the refugee problem in general. Their right to return must not be compromised.

This study used a participatory methodology. The major contribution came from the residents of the area who participated in the study; we thank them for their cooperation. Many thanks go to all of the experts who participated in the focus groups. Special thanks are due to the heads and staff of the three municipalities: Al-Maghazi, Al-Bureij, and Al-Nusseurat, for their constant support. The SMDM staff were instrumental in the design and implementation of the study; their input is highly appreciated. We also like to thank the research team and DSP staff for their efforts in bringing this study to a successful conclusion.

We sincerely hope that this study will be useful in devising strategies and plans that will bring better life to Palestinians in general, and the residents of the Gaza Middle Area in particular,

Nader I. Said

Director

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Executive Summary

This report aims at defining needs and setting a baseline reference for the development of local government in three areas of the Gaza Middle Area: Al-Nuseirat, Al-Bureij, and Al-Maghazi. It reflects the results of a study project carried by the Development Studies Program at Birzeit University that was designed to fit the general project document "Support for Municipal Development and Management in the Middle Area of Gaza". The main focus of the report is on the needs, fears, aspirations, and priorities of the population of the Middle Camps in Gaza. In this report the main findings are presented in the form of a set of "two-group" priority lists that reflect the situation regarding studied issues in comparison with relevant and compatible issues. The grouping was made on the basis of the score for each question compared with the mean of scores for all questions in each section.

The main findings are summarized below:

- **Safe drinking water as a top priority:**
The most worrying issue for respondents is not having safe drinking water in the house. In the second place comes incorrect garbage disposal and unpaved streets.
- **Participation as vital:**
Special attention seems to be needed to several ways of enhancing participation. While necessary, the survey shows that neighborhood committees are still "weak". Empowerment of neighborhood committees and refugees' popular committees is necessary, and must be accompanied with efficient division of labor.
- **Regular meetings:**
Concerning means to ameliorate the current situation respondents are very keen on holding regular meetings between the municipality and the public. The respondents are eager to participate actively, and on a day-to-day basis. As a second priority comes training of municipal employees.
- **Citizens are willing to contribute:**
Respondents are keen on voluntary work as a means of contribution to municipal recourses. They are also willing to contribute to the necessary expenses for projects based on citizen's interests. This appears coherent with what might be described as a third degree willingness of respondents to participate in cooperatives.
- **The private sector:**
Such conclusions should lead to an exploration of the possibility of establishing certain service organizations where some local inhabitants are shareholders, and the municipality is a shareholder and main manager. This, for respondents, sounded much better in comparison with the idea of using private companies to provide services such as emptying sewers, garbage collection, and provide water and electricity, which got the lowest score in its section.
- **Dissatisfaction with services:**
Respondents were generally dissatisfied with the current services in the area. The most unsatisfactory issue was that of the infrastructure. The second lowest was of the maintenance of infrastructure. The third was of the marketplace.

- **Concern with the infrastructure:**
As far as the infrastructural needs of the population are concerned, sewer systems and providing houses with water occupy the highest rank in priorities. Garbage collection and services to combat flies, insects, mice, etc. came second. Establishing a hospital and a system for channeling rainwater came third.
- **Sewer system: A top priority**
When asked to specify the most important issue amongst several mentioned in the infrastructure section of the survey the highest rate (44%) was for sewer systems. Second, with a big gap, comes providing homes with water (19%). Third priority is establishing a hospital (12%).
- **Citizens' willingness to approach municipalities:**
When asked where they would address their municipal related problems, a majority of the respondents (85%) chose the municipality, 7% chose "well connected" relatives, 3% chose the neighborhood committee, 2% chose the refugees' popular committee, and 3% chose "other", showing that the traditional problem of distrust can be overcome.
- **Dissatisfaction with living conditions:**
As a general baseline question for future comparison purposes, the respondents were asked about the degree of satisfaction with their life in this region. This question scored 47 (out of one hundred), with no significant differences amongst the three targeted areas.

1. Introduction

This report contains five parts and three annexes, and describes the project undertaken by the Development Studies Program at Birzeit University (DSP). The work was undertaken under a contract with "Support of Municipal of Development and Management Project Middle Area of Gaza - SMDM".

The project aimed at eliciting attitudes of local residents on various developmental issues and assessing community needs. The results would constitute a baseline reference for the development of local government in three areas of the Gaza Middle Area: Al-Nuseirat, Al-Bureij, and Al-Maghazi.

This report describes the process that the DSP undertook to fulfill the above- mentioned endeavor, together with the results of the survey, and an analysis of the results.

2. Background

The Survey was designed to fit the general project document "Support for Municipal Development and Management in the Middle Area of Gaza". The project team, based on its developmental vision, decided to design the survey in a manner that goes beyond purely technical aspects. The team was determined to balance both quantitative and qualitative approaches for sustainable development. This is necessary so that the project would integrate with any other current or possible future developmental efforts. One of the main objectives, besides the needs assessment and establishment of the baseline is to avoid any de-developmental outcomes as a by-product of this project.

3. Project Design

The project was designed in coordination with SMDM to ensure the maximal use outputs. The DSP team that designed the project held several meeting with SMDM team at different stages of the project. SMDM representatives were appraised and consulted on all stages of the design of this project.

The focal point in the project design is the survey. All other activities had the purpose of either helping design the survey questionnaire, or help the research team analyze survey results. Preparation for the survey involved conducting a number of focus groups.

3.1. Focus Groups

Prior to the survey design, the Development Studies team held four "focus-group" sessions. In addition to the members of the team, businessmen attended the first meeting on 23/7/1999. Municipal heads of Al-Nuseirat, Al-Maghazi, and Al-Bureij attended the meeting on 24/7/1999. Municipal employees of the Middle Area and staff from the SMDM project attended the third meeting, and representatives of the local community attended the fourth. The members of the team then held a brainstorming session on 25/7/1999.

The raised issues were used principally for putting together the research questionnaire (that was used in the field on 18/8/1999 through 21/8/1999) and for analytical purposes.

Issues Raised in the Focus Groups

We have set out below some of the issues raised in the focus group. These issues should be taken into consideration when reading the results and when thinking of the future stages of the project. They are not necessarily final recommendations nor do they reflect the position of the Development Studies Program.

a. From research to action

A dominant feeling among the participants was that the area targeted by the project is “over-studied”, and as a result the citizens of this area have become extremely sensitive towards all projects for which they do not see tangible results. The extreme poverty and the need for all kinds of infrastructure, which characterize the middle region, makes it unnecessary, from the point of view of the residents, to spend money on studying the needs, which they believe are obvious and in no need of study. They believe that studying the priorities is not a priority because all areas are in need of development and there will be no superfluous projects as long as they are developing the infrastructure.

b. Follow-up

The importance of following up on projects on two levels was emphasized: the first level concerns providing the necessary resources for sustaining the projects by guaranteeing running expenses. The second level concerns the kind of services resulting from the projects and ways to maintain their quality.

c. The role of the private sector

Many of the focus group participant expressed need to be cautious about approaching the private sector. Because of the lack of development of the judicial and legal system and the freedom of the market, it is possible that privatization will turn from a process aiming at improving services at the same costs into a process that increases costs for consumers for services no better in quality than what the public sector can offer. The current situation threatens to create new areas of monopoly through new projects, which depend on the private sector.

d. Relations with municipalities

There is a lack of trust in municipalities. This constitutes a crisis for the citizens as well as for the municipalities themselves. Because of this mistrust, the people feel that they are not represented. The signs of lack of trust were talked of, which some believe reinforce the crisis of confidence. Regardless of the reality and the reasons for this feeling, it is important to note that it increases citizens’ alienation from local government. Alienation coincides with lack of belonging, that negates feelings of citizenship, thus hindering the development of people’s trust and participation in local government.

Lack of trust takes many forms. For example, in more than one meeting it was repeated that the people feel that municipal councils are only concerned with collection of taxes and chargers, and this reminds Palestinians with the historical picture of the collectors of the Ottoman State. Stories about these collectors were transmitted from grandfathers to their children and grandchildren, along with anecdotes about the people’s heroics in getting rid of the collectors and in out-witting them.

The picture becomes even worse when the municipalities are accused of using the projects supported by donor countries for profit. If the speakers are asked about the motives behind this and the reason for assuming the ill will of the municipalities, the answer will extend the charge to include the Ministry of Local Government. The impression

of some, then, is that the municipalities do not collect for themselves and for local projects, but for the benefit of the Ministry of Local Government, especially since the latter does not allow the municipal councils decision-making powers. Some mentioned that the municipal councils do not have control over the money they collect. The speakers attribute this to the fact that the municipal councils lack legal authority since they are appointed, not elected.

e. Election

It is worth mentioning that people do not always think that the problem of appointed councils lies with specific individuals, but with these individuals' submission to the authority that appointed them. It is believed that things could change if the same people were elected to their posts. Electing councils by the public reinforces confidence in the municipal council and helps to bridge the gap of mistrust between the municipality and the public.

f. Infrastructure

The residents of the area give extreme importance to the development of the infrastructure and objectively imagine their region after the execution of infrastructure projects (a result confirmed by the findings). Thus they maintain that building an appropriate infrastructure will make the children's trip to school easier and less dangerous. Also that if an industrial area was established, the people will get rid of the factories currently standing among their houses and will be relieved of the accompanying noise and pollution. Moreover, many of the participants mentioned that the need for a central hospital is greater than the need for a clinic.

g. Overlapping of responsibilities

The residents of the area are aware of the problems resulting from overlapping of responsibilities between the UNRWA and municipal councils. They are torn, on the one hand, between their desire to receive better services, and on the other hand between their wish to remain completely under the umbrella of UNRWA in order to maintain their status as refugees, which is a highly sensitive issue for the refugee population.

h. Other issues

Among the other issues discussed during the meetings:

- People's skepticism about the nature of the tangled relationship between the water provider and the Israeli company and about the usefulness of providing water and electricity through private companies.
- People's belief that the municipalities have to find more flexible ways to solve their financial problems, including collecting the accumulated debts of the citizens.
- Many demanded the development of impact municipal communications in order to get real information about the work of municipalities to the public.
- The participants demanded that solutions be found for many problems such as organizing construction, over-crowdedness, and the municipal financial crisis. Some asked that neighborhood committees are made more effective and that they be based on elections. Also there was a demand for improving the administrative and performance development of the municipal staff.

3.2. The Survey Sample

The survey sample was 1200 respondents in the three targeted areas (400 respondents in each area). The sampling method used for this survey was multistage cluster sampling. This method was chosen so that the survey will guarantee a better representation of opinion of all geographical areas, and all population categories.

Table (1) illustrates distribution of the sample. It shows that over 50% of the sample were women, and that over 43% were less than 33 years old. About 21% of the respondents attained some education beyond secondary schooling. One third of the households have a family size of 10 or more. Half of the families live in 2-3 rooms within houses that are covered by Asbestos or metallic sheets.

Table 1: Sample Distribution					
		Nuseirat	Bureij	Maghazi	General
Gender	Male	50.4%	49.1%	43.7%	47.7%
	Female	49.6%	50.9%	56.3%	52.3%
Age groups	18-22	15.5%	13.1%	16.7%	15.1%
	23-27	17.0%	12.8%	10.6%	13.5%
	28-32	15.5%	12.8%	15.9%	14.7%
	33-37	14.2%	14.6%	13.6%	14.2%
	38-42	11.9%	11.8%	12.4%	12.0%
	43-47	10.4%	11.6%	11.1%	11.0%
	48-52	4.6%	8.3%	7.1%	6.7%
	More than 52	10.9%	14.9%	12.6%	12.8%
Educational level	Illiterate	9.3%	12.6%	9.3%	10.4%
	Elementary	11.1%	11.3%	12.1%	11.5%
	Preparatory	25.9%	26.2%	21.9%	24.7%
	Secondary	29.2%	31.7%	36.3%	32.4%
	Collage	14.6%	9.3%	12.1%	12.0%
	Bachelor+	9.8%	8.8%	8.3%	9.0%
Marital status	Married	79.3%	76.9%	75.7%	77.3%
	Single	17.6%	18.5%	20.5%	18.9%
	Other	3.0%	4.5%	3.8%	3.8%
Refugee status	Refugee	98.2%	99.0%	99.0%	98.7%
	Non-refugee	1.8%	1.0%	1.0%	1.3%
Family size	1-2	3.5%	2.3%	4.3%	3.4%
	3-5	20.7%	16.6%	17.2%	18.2%
	6-9	43.3%	39.4%	47.6%	43.4%
	10-15	28.7%	36.2%	27.1%	30.7%
	More than 15	3.8%	5.5%	3.8%	4.4%

Table (1).....continue					
Children under 15 years	1-2	24.1%	21.0%	18.7%	21.3%
	3-5	48.8%	51.6%	53.7%	51.4%
	6-10	24.4%	23.6%	25.0%	24.4%
	More than 10	2.6%	3.7%	2.6%	3.0%
Occupation	Worker	8.4%	9.8%	10.9%	9.7%
	Employee	16.2%	15.4%	14.1%	15.3%
	Merchant	4.3%	3.3%	2.8%	3.5%
	Housewife	41.1%	42.9%	46.5%	43.5%
	Craftsman	8.9%	3.5%	4.0%	5.5%
	Student	8.6%	8.1%	9.3%	8.7%
	Unemployed	7.9%	10.6%	8.6%	9.0%
	Farmer	0.5%	0.8%		0.4%
	Retired	2.0%	2.0%	2.5%	2.2%
	Professional	2.0%	2.5%	0.5%	1.7%
	Other		1.0%	0.8%	0.6%
Sector of labor activity	Public	23.9%	14.2%	19.5%	18.4%
	UNRWA	8.5%	5.5%	8.1%	7.1%
	Private	49.5%	25.6%	31.9%	33.8%
	Other	18.1%	54.7%	40.5%	40.7%
Place of work	Gaza strip	77.3%	42.9%	52.4%	55.0%
	Israel and settlements	7.0%	5.4%	11.1%	7.6%
	Other	15.7%	51.7%	36.5%	37.4%
Number of rooms	1	3.5%	1.5%	4.0%	3.0%
	2-3	45.1%	52.6%	52.6%	50.1%
	4-6	49.1%	42.4%	42.8%	44.8%
	>6	2.3%	3.5%	0.5%	2.1%
Type of house sealing	Metallic sheets	2.3%	3.8%	2.5%	2.8%
	Asbestos sheets	52.1%	48.5%	49.9%	50.2%
	Cement	36.6%	35.9%	37.8%	36.8%
	Other	9.0%	11.8%	9.8%	10.2%
Garbage gathering responsibility	Municipality	48.9%	40.2%	40.3%	43.1%
	UNRWA	11.3%	7.9%	25.8%	15.0%
	Both	39.6%	49.9%	32.4%	40.6%
	Other	0.3%	2.0%	1.5%	1.3%
Which type of street is the house entrance on?	Paved street	23.9%	38.8%	35.7%	32.8%
	Unpaved	76.1%	61.2%	64.3%	67.2%
Monthly income in NIS	< 1000	40.8%	41.9%	51.8%	44.8%
	1001-2000	46.6%	44.4%	38.1%	43.1%
	2001-3000	9.6%	8.8%	8.0%	8.8%
	3001-4000	2.0%	2.5%	1.3%	2.0%
	>4000	1.0%	2.3%	0.8%	1.4%

3.3. The Questionnaire

The questionnaire that was used in the survey needs to fit several criteria. In designing the questionnaire the team had in mind the project document, discussions with SMDM team, the focus groups, the contract, the DSP's experience in the Gaza Middle Area, and the team's developmental approach.

The questionnaire¹ consisted of 3 parts. Both the first and the last parts dealt with demographic information about the respondents. The second part had 8 sections in it. The first part's main aim was of a technical nature: define the placement of the respondent in the sample, register necessary data for field work control, and for the repetition of a similar survey on the same sample for reasons of comparison in the future. The second part was designed to obtain the maximum possible data in order to make the needs assessment, set priorities, and define baseline scores. The questions were mainly policy oriented. The answer pattern that dominated in this part was designed to make the result transform into scores with minimal loss of data. The scores were necessary in such a survey to enable a clearer analysis, and create a stricter prioritization of relevant issues in the survey.

The first section of this part dealt with environmental conditions. In it respondents were asked to state the degree of their concern, according to their experience and the experience of members of their families, with certain issues. The second section dealt with issues related to participation in local activities and in decision making on the local level

The third section dealt with administrative issues in local government. In it respondents were asked to evaluate certain measures, which might contribute to the improvement of the performance of the municipality in dealing with citizens and in boosting their confidence in it.

The fourth section dealt with possible ways to ameliorate the current situation. The fifth section dealt with the relationship between the municipality and other governmental, non-governmental, and international structures. In the sixth section this part the respondents were asked to express the degree of his/her satisfaction with current services. Section seven dealt with infrastructure priority needs.

Section Eight consisted of miscellaneous questions. It was intended to help in developing municipal policies that are relevant to the issue of relations between municipalities and citizens. It also included a question that was intended to serve as a general baseline for future reference.

The third part's main objective was to know as much as possible about the respondent in order to use this data in the analysis. This kind of data is usually referred to as "independent variables" (some of which can be found in the first part of the questionnaire).

3.4. Field Research

Work on field research took place over four days from 18/8/1999 through 21/8/99; 400 questionnaires were distributed in each of Al-Bureij, Al-Maghazi, and Al-Nuseirat (for a total of 1200 questionnaires). The field researchers did not face any significant field problems, and it was evident that there was a clear public interest in this project and in working within priorities for the sake of public interest.

Nine intensive interviews were undertaken during the fieldwork. They were used in the analysis of survey results.

Training for field workers was undertaken in a workshop that took place on Tuesday 17/8/1999 in the hall of the Nuseirat Municipal library. This extended workshop was held

¹The questionnaire is annexed to this document as "ANNEX 6".

with thirty researchers to train them in the use of the field research questionnaire. The trainees came from the various regions of the Gaza Strip (eight researchers from the middle region, and two researchers from the SMDM project participated).

The training program included an extended discussion of development concepts, human development, and the development of local community along with a discussion of the importance of comprehensive development, of attending to marginalized groups, and of working on the issue of gender and on integrating it into human development. There was also a discussion of the issue of citizens' priorities and the development perspective on which the project is based in addition to the nature and objectives of the suggested project for this region, and the need for coordination between the different institutions involved. The participants were trained on working with the questionnaire in field research, in the interpretation of questions, and in dealing with the subjects of research especially among the refugees. Moreover, they were trained in how to choose a sample, how to use the map in picking a sample, and in the geographic division of the region. It was clear that the field researchers realized the importance of the project and felt highly responsible towards it.

3.5. Analysis

The survey analysis aims at drawing a picture of the situation in the three targeted areas according to the responses of the sampled population. It will describe what respondents think to be the most important issues, what are their priorities, how do they think of different suggested solutions, to which extent are they involved, and want to be involved in decision making at the level of local government.

Since figures are never able to reflect people's aspirations and needs, the main thing to conclude from this survey was a comparison between different issues or items in several groupings according to topic. The team believes that an issue does not become less important if less people think it is not, nor does it stop being a priority if a smaller group are in need for it.

One of the problems that face researchers when dealing with surveys assessing needs is the balance between the quantitative and the qualitative. In a survey that is designed for "pure" quantitative analysis a question most probably would sound like "do you want or do not want a thing to happen?" In a survey questionnaire that is intended for a "more qualitative" analysis a question would more likely sound like "do you really want it [badly] or do you just want it, etc.?" It is hard to choose between the two types when you need to compare things in an obvious way without relying on the notions of feelings and statements that appeal to a "deeper" understanding that that which be simply stated in a yes or no answer.

Scoring in this survey

The questions were mostly designed to get a more qualitative response, which can be summed up on a quantitative scale of 0 - 100. This was done through giving scores to each "more qualitative" answer and then taking the mean of those scores.

So, for instance, if the respondent could choose to either strongly agree, agree, disagree, or strongly disagree with a statement, the response was re-coded into scores of 100, 66.6, 33.3, and zero. This means that if we had only four respondents to such a question who responded in the four different possible answers, the question score would be the mean of the four scores: $(100+66.6+33.3+0)/4=50$

The analyses presented below will depend mainly on tables of scores that list the scores for answers of questions broken down by each of the three targeted areas.

Four comments need to be made before proceeding with the analysis: The first is that using averages as a criterion for underlining issues is not a common statistical procedure. It is more of a common sense issue in this survey, since it is based on prioritization.

The second comment is that it is highly desirable to look into “percentages” of answers (available in the “Results” section of this report) to get a less abstract picture of the answers.

The third is that the scores used in this analysis are means of scores given to answers. They have what is called the “standard error of mean”. A statistically significant difference between two score should be greater than twice the twice the standard error of mean. The table in “ANNEX 7” gives the standard error of mean for all scores. The average standard error for scores broken down by area is around 1.5 for each of the areas and 1.3 for the general scores. Attention should be made when looking at scores with relatively high standard errors of mean (it is usually the case when there are many missing answers) the following is a list of the numbers of questions with such scores: S2-5, S2-6, S2-8, S8-1, S8-2, S8-6.

The fourth comment is about the shortcomings of the scoring procedure. Briefly two points need to be stated:

- 1) The scoring procedure neglects the “no answer” category and treats it as if respondents did not answer the question.
- 2) The scoring procedure fails to show the variation of answers. For example if two questions were answered as follow:

Example	
First question:	Second question:
Agree 25%	Strongly agree 50%
Strongly agree 25%	Agree 0%
Disagree 25%	Disagree 0%
Strongly disagree 25%	Strongly disagree 50%
Then both questions will get the same score:	
Score of First question :50	Score of Second question :50

The attempt below is to create a two-group priority list. The grouping was made on basis of the score of each question compared to the mean of scores for all questions in each section. Bold and non-bold figures in all tables of this part identify score above or below the mean. Bold scores are those, which seem to need special attention based on the average of scores for all questions in the same group. A breakdown of scores on the level of each of the targeted areas can be found in all tables and figures of this part.

Other independent variables, such as gender (Annex 2), age (Annex 3), education (Annex 4), income (Annex 5), and others, did not have any statistically significant impact for this

research. Minor changes, which exist, are not of a type that might lead to generalizations on policy questions, or matters related to the SMDM project.

Gender – Related Analysis

The results show the similarities between men and women in relation to their evaluation of the developmental reality and needs in the area. In almost all issues men and women have agreed. Two issues, however, stand out: the first of which relates to their top priorities. While both agree that the sewer system is the top priority, more men are interested in the establishment of a sewage system. Both agreed that water is a second priority, but a higher percentage of women is interested in supplying water to the houses. Men in Al-Maghazi are the most interested in establishing a sewage system, followed by women in the same camp. In contrast, women in Al-Nusairat and Al-Maghazi are the most interested groups in water, followed by men from Al-Nusairat. Women are generally more interested in building a clinic, establishing a sports center, and building a public library. The second issue of concern is that women were less informed than men in almost all fields. They knew less about the municipalities, the various local committees, and the SMDM project. They are also more hesitant to approach the municipalities to resolve problems. (see Annex 2 for more details)

The analysis below will be presented in coherence with the questionnaire structure. The results of each section will be discussed separately. All indications show that the situation is “equally” critical in the targeted areas, special attention will be given to averages of scores as explained above.

5. Results

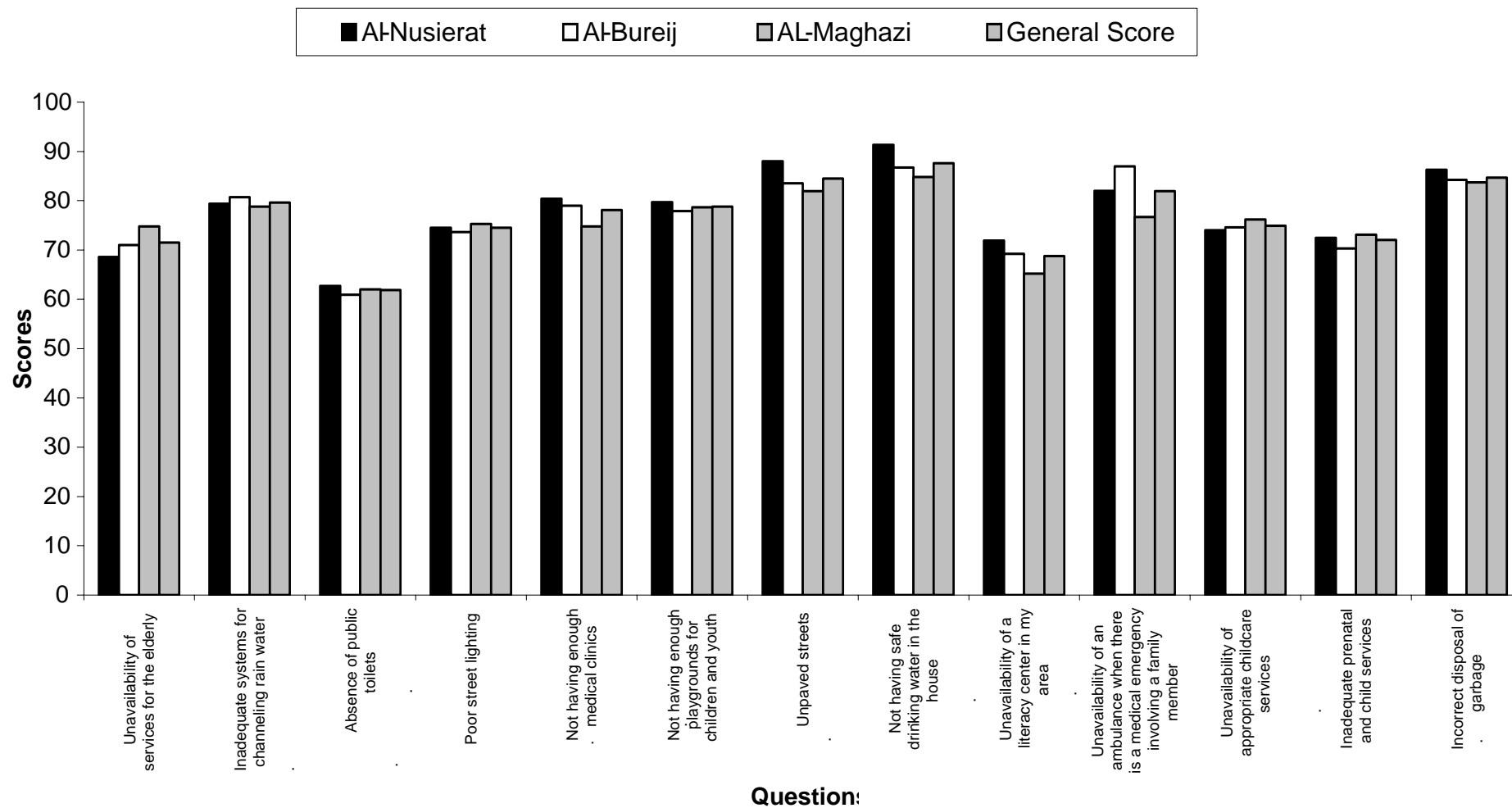
Annex (1) below shows the results in percentage form broken down into the three targeted areas. The following is a brief presentation of the main results of the survey.

Section One: Environmental Conditions

As scores in table (2) and figure (1) below show, the most worrying issue for respondents is not have safe drinking water in the house, in the second place comes “incorrect garbage” disposal and unpaved streets. It should be noted that not having enough medical clinics seems to be on the higher priority list for Al-Nuseirat and Al-Bureij, but not for Al-Maghazi. On the other hand unavailability of childcare services is in an opposite situation.

Table (2): Sources of worry to citizens (descending)	Area Scores			General Score
	Nusierat	Bureij	Maghazi	
Not having safe drinking water in the house.	91.3	86.7	84.8	87.6
Incorrect disposal of garbage.	86.3	84.2	83.7	84.7
Unpaved streets.	88.0	83.5	81.9	84.5
Unavailability of an ambulance when there is a medical emergency involving a family member.	82.0	87.0	76.7	81.9
Inadequate systems for channeling rain water.	79.4	80.7	78.8	79.6
Not having enough playgrounds for children and youth.	79.7	77.9	78.7	78.8
Not having enough medical clinics.	80.4	79.0	74.8	78.1
Unavailability of appropriate childcare services.	74.0	74.6	76.2	74.9
Poor street lighting.	74.5	73.6	75.3	74.5
Inadequate prenatal and child services.	72.5	70.3	73.1	72.0
Unavailability of services for the elderly.	68.6	71.0	74.8	71.5
Unavailability of a literacy center in my area.	71.9	69.2	65.2	68.8
Absence of public toilets.	62.7	60.9	62.0	61.9
Averages	77.8	76.8	75.9	76.8

Figure 1: Sources of worry



Section Two: Participation in Local Government.

Special attention seems to be needed to identifying ways of enhancing participation. The weakest point according to this survey is the neighborhood committees. Empowerment of neighborhood committees should not weaken refugees' popular committees. According to the survey these were doing a better job than the neighborhood committees. The worst situation in this issue is in Al-Maghazi. As a second priority one might look at providing the population with information about municipal development plans. A third priority might be training for municipal workers leading to a better involvement in citizens' concerns. Al-Bureij municipal workers seem to be doing relatively better on this issue. Table (3) and figure (2) below show the scores of respondents' satisfaction with these issues.

Table (3): participation in Local governance	Area Scores			General Score
	Nusierat	Bureij	Maghazi	
I know the channels through which citizens can influence municipal work.	45.8	46.3	51.5	48.0
The people working in the municipality care about the issues the citizens bring to their attention.	33.5	41.1	33.0	35.8
Information about municipal development plans (future municipal projects, structural plans, etc.) is available for the public.	34.3	33.0	24.9	30.7
I know that a neighborhood committee exists in my area.	14.8	11.2	5.4	10.5
I am aware of the activities of the neighborhood committee.	52.4	49.3	58.8	52.4
I believe that the neighborhood committee is doing the job expected of it.	41.6	56.7	58.7	49.9
I know that a refugees' popular committee exist in my neighborhood.	6.8	23.5	12.6	14.3
I believe that the refugees' popular committee performs its job concerning issues of local government.	49.2	50.9	49.0	50.0
Averages	34.8	39.0	36.7	36.5

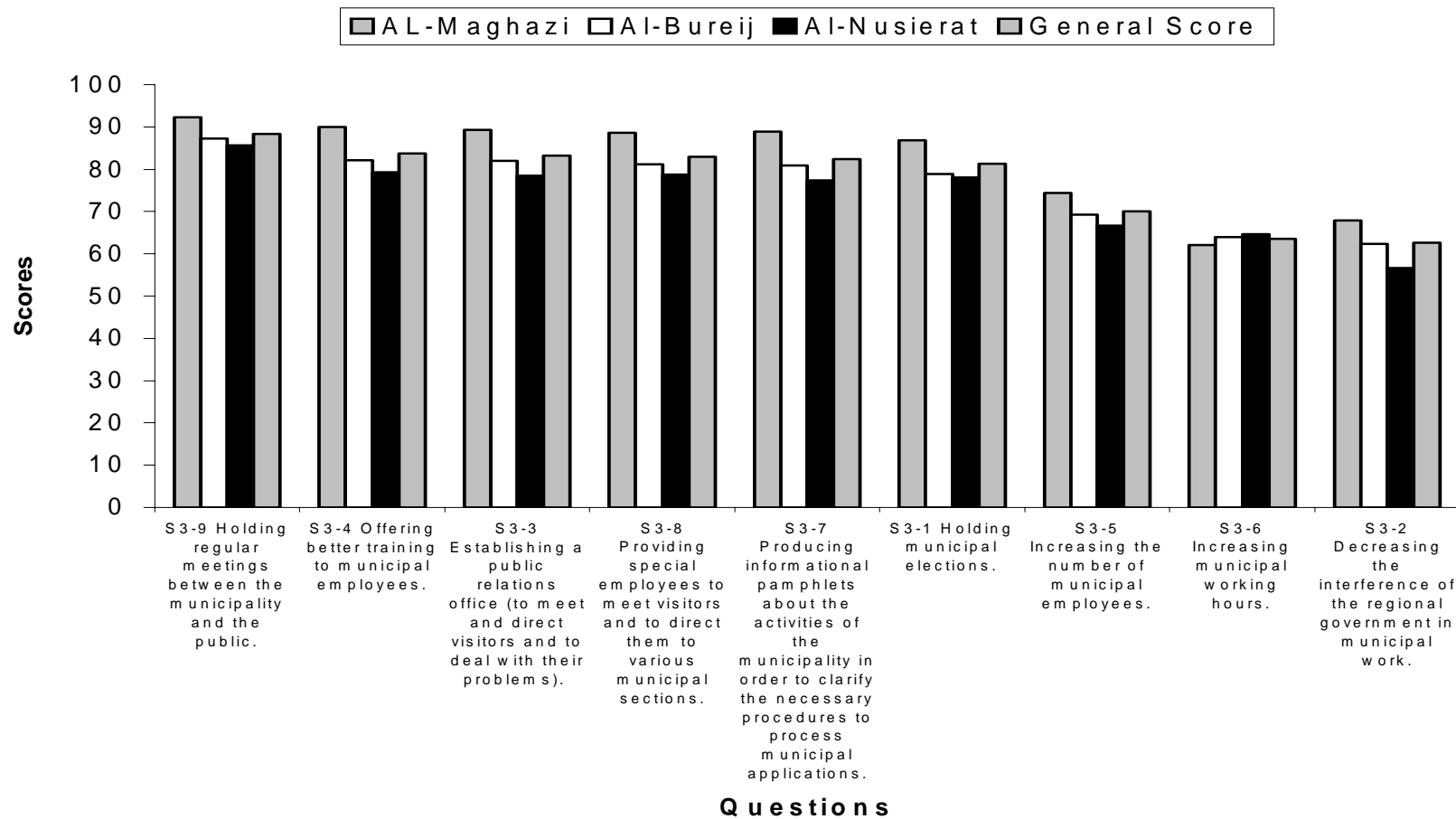
Section Three: Administration of Local Government

Concerning means to ameliorate the current situation respondents, as table (4) and figure (2) below show are very keen on holding regular meetings between the municipality and the public. This shows that the respondents are eager to participate actively, and on a day-to-day basis. As a second priority comes training for municipal employees, which comes in resonance with the conclusion in section two. As a third priority one might look into such options as establishing a public relations office in municipalities, or providing special employees to meet with citizens and discuss and refer their issues, or producing information pamphlets to clarify procedures to process municipal applications. Respondents do not feel strong about increasing the number of municipal employees, or increasing municipal working hours. In contrast with what was concluded in the focus-group meetings, holding municipal elections

comes as a sixth priority amongst nine proposals in the direction of improving the administrative situation in the three municipalities.

Table (4): Improving the Administration of Municipalities (descending)	Area Scores			General Score
	Nusierat	Bureij	Maghazi	
Holding regular meetings between the municipality and the public.	85.6	87.2	92.3	88.4
Offering better training to municipal employees.	79.3	82.1	90.0	83.8
Establishing a public relations office (to meet and direct visitors and to deal with their problems).	78.4	82.0	89.3	83.2
Providing special employees to meet visitors and to direct them to various municipal sections.	78.7	81.2	88.6	82.9
Producing informational pamphlets about the activities of the municipality in order to clarify the necessary procedures to process municipal applications.	77.4	80.9	88.9	82.4
Holding municipal elections.	78.1	78.8	86.9	81.3
Increasing the number of municipal employees.	66.7	69.2	74.4	70.1
Increasing municipal working hours.	64.6	63.9	62.0	63.5
Decreasing the interference of the central government in municipal work.	56.6	62.3	67.9	62.6
Averages	73.9	76.4	82.3	77.6

Figure 2: Issues of participation



Section Four: Means for Ameliorating the Current Situation

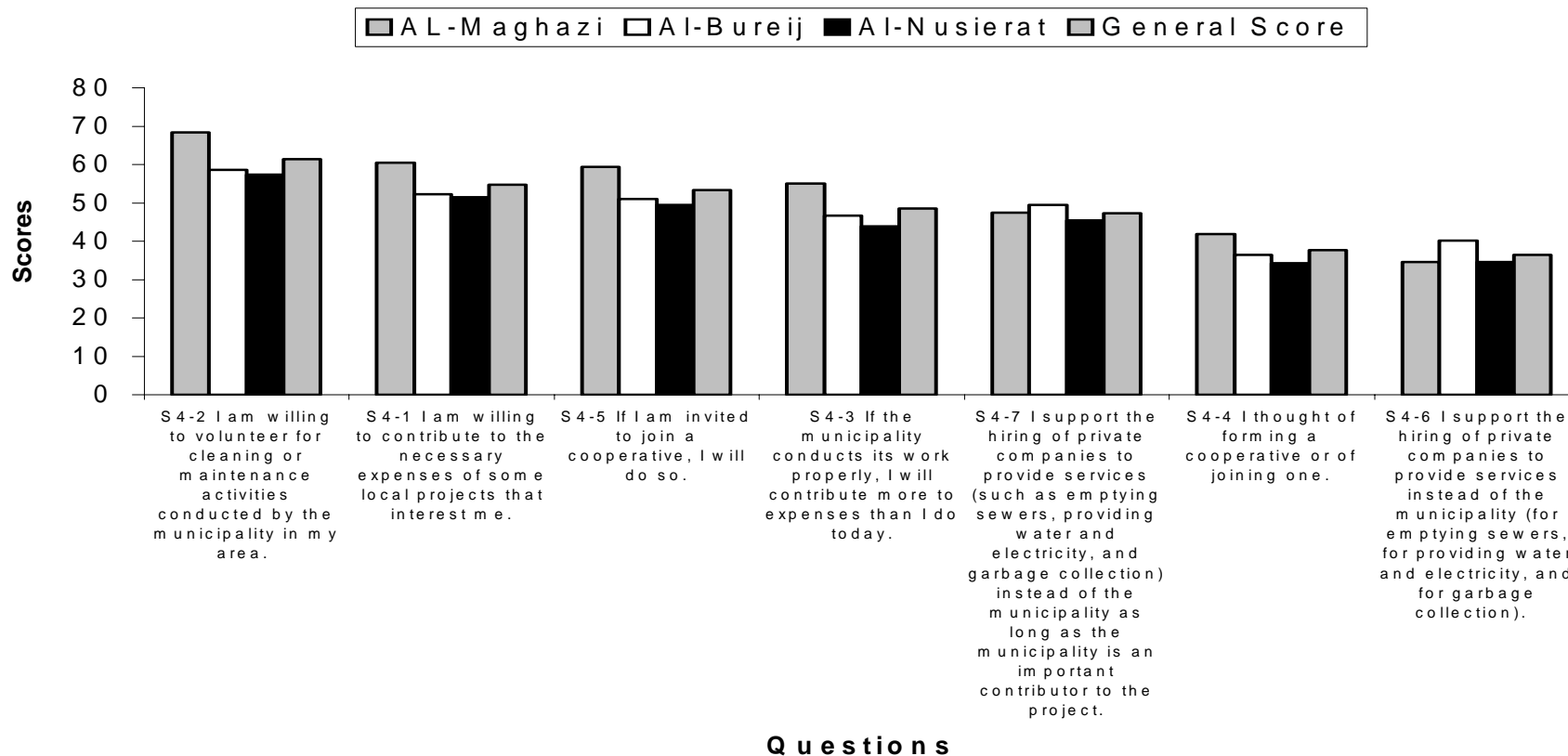
The majority of citizens are willing to volunteer their time in assisting in cleaning and fixing roads and other public utilities. They are also willing to contribute in the necessary expenses of projects based on citizen's interest. This comes coherent with the third highest score, which is about the willingness of respondents to participate in cooperatives.

Such conclusions lead to further exploring the possibility of establishing certain service-organizations where some local inhabitants are shareholders, and the municipality is a shareholder and main manager. This was preferred to the idea of using private companies to provide services such as maintenance of sewers, collection of garbage, and provision of water and electricity. The idea of joint projects between the municipality and the private sector got a higher score.

There is a need to note that respondents in Al-Maghazi gave the highest score for cooperatives, and the lowest for both the ideas of private sector involvement, and joint involvement of the private sector and the municipality. (See Table 5)

Table (5): The role of citizens in resolving local problems	Area Scores			General Score
	Nusierat	Bureij	Maghazi	
I am willing to volunteer for cleaning or maintenance activities conducted by the municipality in my area.	57.3	58.6	68.4	61.4
I am willing to contribute to the necessary expenses of some local projects that interest me.	51.4	52.2	60.5	54.7
If I am invited to join a cooperative, I will do so.	49.4	51.0	59.4	53.4
If the municipality conducts its work properly, I will contribute more to expenses than I do today.	43.9	46.6	55.0	48.5
I support the hiring of private companies to provide services (such as emptying sewers, providing water and electricity, and garbage collection) instead of the municipality as long as the municipality is an important contributor to the project.	45.4	49.4	47.4	47.3
I thought of forming a cooperative or of joining one.	34.3	36.5	41.9	37.7
I support the hiring of private companies to provide services instead of the municipality (for emptying sewers, for providing water and electricity, and for garbage collection).	34.6	40.1	34.6	36.4
Averages	45.2	47.8	52.4	48.5

Figure 3: Role of citizens



Section Five: Relations of Municipalities with Other Organizations

Respondents gave relatively low scores (table 6) to the effectiveness and adequateness of the municipal coordination with other organizations. As it was made clear in section two, effort is needed in work and empowerment of neighborhood committees, and the refugees' popular committees. Secondly the issue of municipal-individual relations should be attended to.

Al-Bureij respondents were more optimistic in answering this section than the respondent's from Al-Nuseirat and Al-Maghgazi. More variation in answers amongst respondents from each of the targeted areas was found in this sector. The least dissatisfaction was with the coordination between the municipalities and UNRWA. The issue of coordination with neighborhood and refugees' popular committees was less of a problem to respondents in Al-Bureij than in the other two areas.

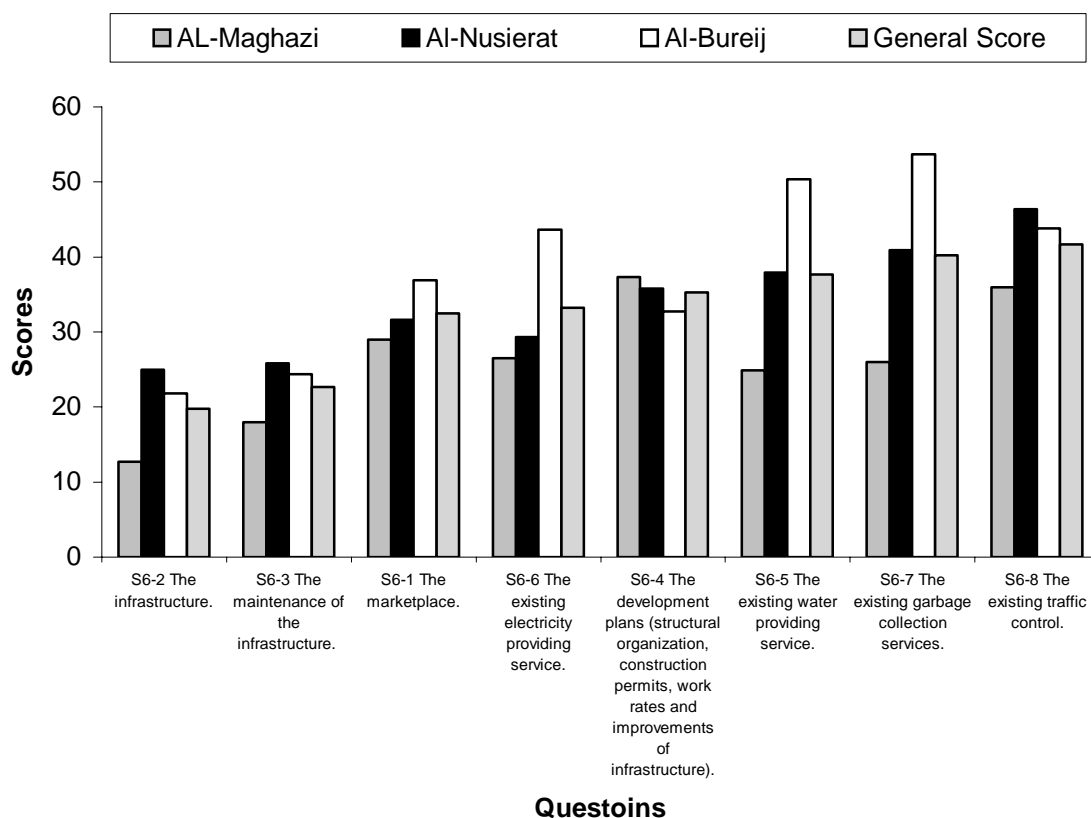
Table (6): Coordination issues	Area Scores			General Score
	Nusierat	Bureij	Maghazi	
There is effective coordination between the municipality and UNRWA.	48.9	53.0	43.4	48.3
There is adequate coordination between the municipality and civil organizations (clubs, societies).	35.6	46.2	39.0	39.7
I believe the municipality makes up for the shortages in UNRWA services.	38.8	42.5	32.0	37.6
There is adequate coordination between the municipality and the residents as individuals.	37.2	41.6	32.3	36.8
There is adequate coordination between the municipality and refugees' popular committees.	31.5	48.0	31.7	36.0
There is adequate coordination between the municipality and neighborhood committees.	31.1	47.2	30.2	34.4
Averages	37.2	46.4	34.8	38.8

Section Six: Satisfaction with Services

On the degree of satisfaction with current services respondents had the lowest scores amongst all sections of the survey. The most unsatisfactory issue was, as figure (4) shows, that of the infrastructure. The second lowest was of the maintenance of infrastructure. The third was of the marketplace. Respondents in Al-Maghazi did not have this issue as the third worst. It came as the third high score amongst eight issues. On the other hand Al-Maghazi respondents were more unsatisfied with water and garbage collection services. In general, respondents from Al-Maghazi were the least satisfied with current services. (See Table 7).

Table (7): Evaluation of current services (degree of satisfaction – ascending)	Area Scores			General Score
	Nusiat	Bureij	Maghazi	
The infrastructure.	25.0	21.8	12.7	19.8
The maintenance of the infrastructure.	25.8	24.4	18.0	22.7
The marketplace.	31.6	36.9	29.0	32.5
The existing electricity providing service.	29.3	43.6	26.5	33.2
The development plans (structural organization, construction permits, work rates and improvements of infrastructure).	35.8	32.7	37.3	35.3
The existing water providing service.	37.9	50.4	24.9	37.7
The existing garbage collection services.	40.9	53.7	26.0	40.2
The existing traffic control.	46.4	43.8	36.0	41.7
Averages	34.1	38.4	26.3	32.9

Figure 4: Degree of satisfaction with current services



Section Seven: Infrastructure Needs

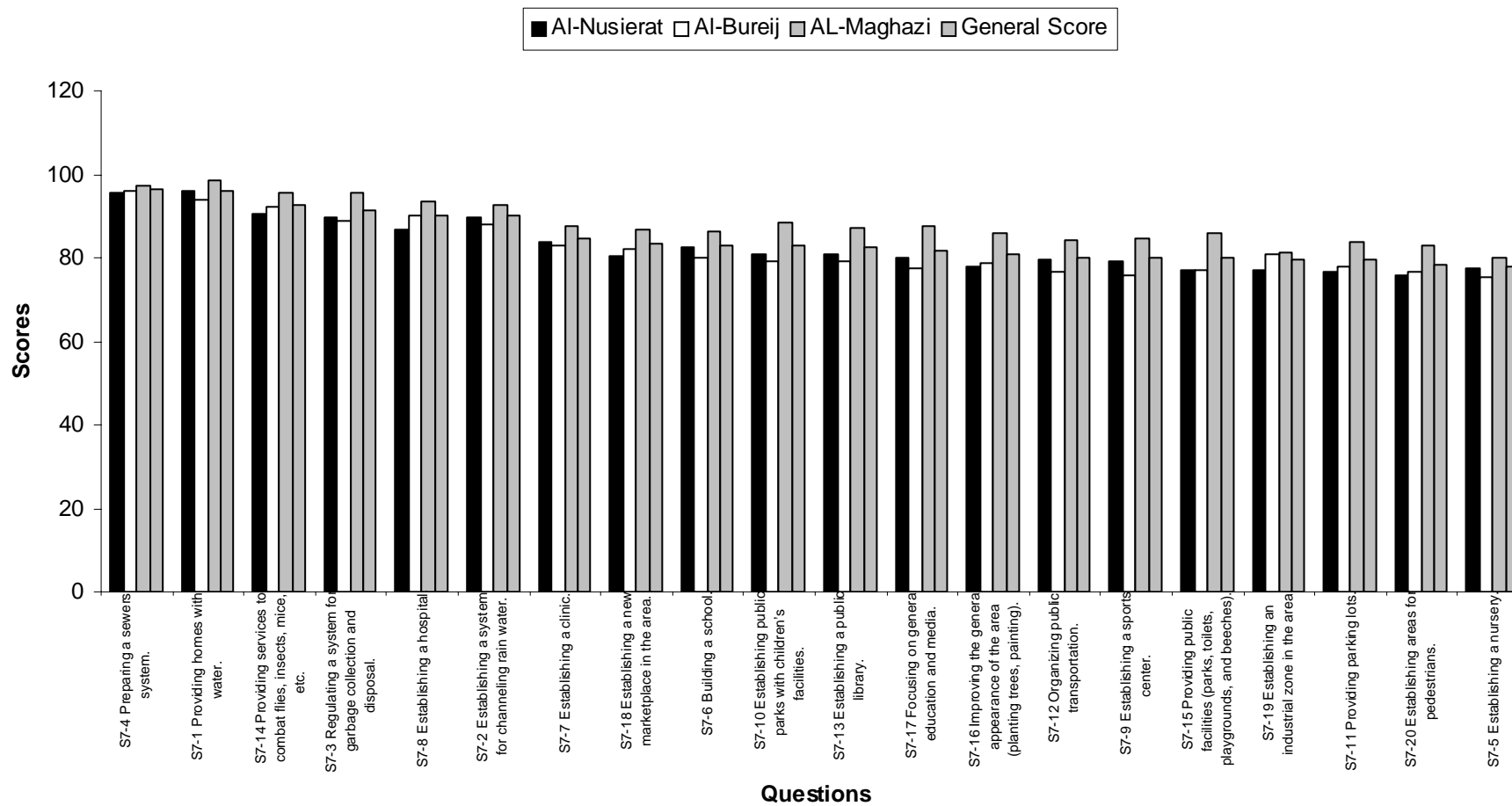
As far as the infrastructure needs of the populations, establishing sewer systems and providing houses with water occupy the highest rank in priorities as figure (5) shows. Garbage collection and services to combat flies, insects, mice, etc. come second. Establishing a hospital and a system for channeling rainwater come third.

It should be noted that respondents in Al-Maghazi seem more eager for the suggested infrastructure issues (table 8), they keep the general pattern of interest in this section with two exceptions:

1. The establishment of a new clinic does not figure as high a priority as it is in Al-Bureij and Al-Nuseirat.
2. There is interest in public parks with facilities for children higher than the interest in the same issue in the other two areas.

Table (8): Infrastructure needs & priorities (descending)	Area Scores			General Score
	Nusierat	Bureij	Maghazi	
Establishing a sewage system.	95.6	95.9	97.4	96.3
Providing homes with water.	96.1	94.1	98.4	96.2
Providing services to combat flies, insects	90.6	92.1	95.4	92.7
Regulating a system for garbage collection and disposal.	89.8	88.9	95.4	91.4
Establishing a hospital.	86.9	90.1	93.5	90.2
Establishing a system for channeling rainwater.	89.5	88.0	92.7	90.1
Establishing a clinic.	83.9	82.8	87.5	84.7
Establishing a new marketplace in the area.	80.6	82.1	86.9	83.2
Building a school.	82.6	80.2	86.4	83.1
Establishing public parks with children's facilities.	80.9	79.0	88.6	82.8
Establishing a public library.	80.7	79.1	87.3	82.4
Focusing on general education and media.	80.2	77.5	87.7	81.8
Improving the general appearance of the area (planting trees, painting).	77.7	78.6	86.1	80.8
Organizing public transportation.	79.4	76.7	84.2	80.1
Establishing sports center.	79.2	75.9	84.8	80.0
Providing public facilities (parks, toilets, playgrounds, and benches).	77.1	77.0	85.9	80.0
Establishing an industrial zone in the area.	76.9	80.9	81.2	79.6
Providing parking lots.	76.6	77.9	83.6	79.4
Establishing areas for pedestrians.	75.6	76.8	82.8	78.4
Establishing a nursery.	77.4	75.5	80.2	77.7
Averages	82.9	82.5	88.3	84.5

Figure 5: Infrastructural needs & priorities



When asked to specify the most important issue amongst those mentioned in this section the highest rate (44%) was for sewer systems as table (9) below shows. Second comes providing homes with water (19%). Third comes establishing a hospital (12%). This need for a hospital comes in the fourth place in Al-Nuseirat, where a system of garbage collection and disposal comes in the third place.

The respondents were also asked about on issue, of those mentioned, if there is a specific service provided by the municipality the respondent is willing to pay more money to improve. The highest rate came for sewer systems (36%), then for providing home with water (33%), and then for garbage collection (12%).

Table (9) The most important issues (6 top priorities)	Nuseirat	Bureij	Maghazi	General
Which of the above issues do you consider to be the most important?				
Establishing a sewage system	37.2%	42.6%	49.6%	44.2%
Providing homes with water	23.0%	15.3%	20.8%	19.0%
Establishing a hospital	7.1%	14.5%	12.5%	12.3%
Regulating a system for garbage collection and disposal	8.2%	3.8%	3.5%	4.6%
Establishing public parks with children's facilities	3.6%	3.8%	2.1%	3.1%
Establishing a new marketplace in the area	2.0%	4.6%	0.5%	2.5%
Does the municipality provide a specific service you are willing to pay more money to improve? Mention the service that you are most willing to pay for its improvement				
Establishing a sewage system	32.5%	46.4%	29.6%	35.8%
Providing homes with water	22.5%	31.9%	39.0%	32.8%
Regulating a system for garbage collection and disposal	8.3%	10.2%	16.1%	12.4%
Establishing a hospital	5.0%	3.0%	4.5%	4.1%
Establishing public parks with children's facilities	1.7%	5.4%	4.0%	3.9%
Providing services to combat flies insects, mice, etc.	7.5%	1.2%	1.3%	2.8%

Section Eight: Other Relevant Issues

This section was designed in away that issues could serve several purposes (See table 10).

A) Resolving Matters Related To Municipal Services

The first issue was about respondents' feeling of security concerning their knowledge of where to go in case a problem related to municipal services arises. About 60% of the population answered positively, which can be rated as a medium situation. The highest positive percentage breakdown was 65% in Al-Bureij; the lowest was 55% in Al-Nuseirat. The respondents were asked if they have approached any side for resolving matters related to municipal services. The results show a positive response in 32% of the cases, indicating that residents of the area are not active in following up on their problems. When asked if they have succeeded, provided the answer to the previous question was positive, responses were positive in 49% of the cases, meaning that the success rate is medium.

When asked where they would address their municipal related problem, a majority of the respondents (85%) chose the municipality, 7% chose “well connected relatives, 3% chose the neighborhood committee, 2% chose the refugees’ popular committee, and 3% chose “other”.

To draw conclusions, two directions might be investigated. The first is popular education on rights in local government, empowerment through a “know your rights” kind of campaign. The second is training of municipal workers on being responsive to needs and concerns of the population. After all most people are approaching the municipality directly for a solution of their problems.

B) Access to Information

When asked about the best way to get information about municipal services, a “magazine or bulletin issued by the municipality” got the highest rating (36%), second come “television” (30%) and “social field workers (28%). Only 3% answered in favor of “radio”.

Twenty five percent said they knew about the " Support to Municipal Development and Management in the Middle Region in the Gaza Strip". The percentage was higher in Al-Maghazi (30%) and lower in Al-Nuseirat (20%).

C) Abuse Of Public Services

As table (4-8) below shows the score for respondents declaring that they pay their bills was higher in Al-Maghazi than in Al-Burieij, and better than in Al-Nuseirat. Few respondents said that not paying the bill has any justification (this question scored 16). Those who thought it is justified said that the main justification is the high cost (53%), then poor services (12%), then the lack of collectors and other difficulties in paying the bills (11%), then lack of trust in municipality and the lack of payment plans for overdue bills (10% each).

D) Satisfaction with living conditions

As a general baseline question for future comparison purposes, the respondents were asked about the degree of satisfaction with their life in this region. This question scored 47 (out of hundred), with no significant differences amongst the three targeted areas. About two third of the respondents said that their degree of satisfied falls between 1-5 (out of 10). One fifth were extremely dissatisfied with their lives in the region. About 30% evaluated their satisfaction as medium (5/10). Only 4.3% said that their satisfaction was (10 out of 10).

Table (10) Attitudes on relevant issues	Area Scores			General Score
	Nusiarat	Bureij	Maghazi	
In case there are problems concerning municipal services, do you know where to go?	55.3	65.7	62.3	61.1
Did you ever approach any side to solve a problem you had concerning municipal services?	30.9	33.2	31.8	32.0
Were you able to solve it?	51.6	56.4	51.1	53.1
Do you know about the project for supporting development and municipal administration in the middle region in the Gaza Strip, which is funded by the Danish government?	20.1	26.6	30.0	25.5
Do you usually pay your municipality bills?	83.4	88.0	92.9	88.1
Do you believe that getting some services (water and electricity) illegally is justified	15.8	16.1	14.7	15.5
What is the degree of your satisfaction with your life in this region?	47.4	48.0	45.0	46.8

Part II

Main Results & Annexes

Annex 1
Main results (in percentage form)

Table (11): Environmental conditions (sources of worry)		Nusierat	Bureij	Maghazi	General
Incorrect disposal of garbage.	Strongly agree	64.0%	60.6%	74.9%	66.5%
	Agree	32.0%	32.2%	11.6%	25.2%
	Disagree	3.5%	5.3%	3.8%	4.2%
	Strongly disagree	0.5%	1.3%	9.8%	3.9%
	No answer	0.0%	0.8%	0.0%	0.3%
Not having safe drinking water in the house.	Strongly agree	77.4%	67.9%	77.9%	74.4%
	Agree	19.6%	24.1%	9.3%	17.7%
	Disagree	3.0%	6.0%	2.3%	3.8%
	Strongly disagree	0.0%	1.0%	10.6%	3.8%
	No answer	0.0%	1.0%	0.0%	0.3%
Unpaved streets.	Strongly agree	65.6%	56.4%	69.8%	63.9%
	Agree	33.4%	39.1%	16.3%	29.6%
	Disagree	1.0%	4.0%	3.8%	2.9%
	Strongly disagree	0.0%	0.5%	10.1%	3.5%
Not having enough playgrounds for children and youth.	Strongly agree	46.2%	46.9%	60.6%	51.2%
	Agree	48.2%	41.6%	22.6%	37.5%
	Disagree	5.0%	10.3%	8.5%	7.9%
	Strongly disagree	0.5%	1.0%	7.8%	3.1%
	No answer	0.0%	0.3%	0.5%	0.3%
Not having enough medical clinics.	Strongly agree	50.8%	48.1%	49.0%	49.3%
	Agree	41.0%	41.4%	33.9%	38.7%
	Disagree	8.0%	7.8%	9.8%	8.5%
	Strongly disagree	0.3%	1.5%	7.0%	2.9%
	No answer	0.0%	1.3%	0.3%	0.5%
Poor street lighting.	Strongly agree	36.0%	37.1%	50.5%	41.2%
	Agree	53.1%	47.4%	31.9%	44.1%
	Disagree	10.3%	13.5%	10.8%	11.6%
	Strongly disagree	0.5%	1.0%	6.5%	2.7%
	No answer	0.0%	1.0%	0.3%	0.4%
Absence of public toilets.	Strongly agree	27.1%	23.8%	30.9%	27.3%
	Agree	39.9%	39.6%	32.7%	37.4%
	Disagree	27.4%	30.3%	27.9%	28.5%
	Strongly disagree	5.3%	4.8%	8.0%	6.0%
	No answer	0.3%	1.5%	0.5%	0.8%
Inadequate systems for channeling rain water.	Strongly agree	48.5%	52.1%	59.8%	53.5%
	Agree	42.0%	38.8%	24.6%	35.1%
	Disagree	8.5%	7.8%	8.3%	8.2%
	Strongly disagree	0.5%	0.8%	7.3%	2.8%
	No answer	0.5%	0.5%	0.0%	0.3%

Unavailability of services for the elderly.	Strongly agree	33.9%	37.1%	51.8%	40.9%
	Agree	42.0%	36.8%	26.9%	35.2%
	Disagree	20.6%	18.3%	15.6%	18.2%
	Strongly disagree	3.3%	2.8%	5.5%	3.8%
	No answer	0.3%	5.0%	0.3%	1.8%
Inadequate prenatal and child services.	Strongly agree	35.3%	32.3%	47.7%	38.4%
	Agree	48.4%	45.9%	30.7%	41.6%
	Disagree	15.6%	16.8%	14.6%	15.7%
	Strongly disagree	0.5%	2.0%	6.5%	3.0%
	No answer	0.3%	3.0%	0.5%	1.3%
Unavailability of appropriate childcare services.	Strongly agree	37.7%	36.6%	51.0%	41.8%
	Agree	47.5%	49.4%	31.9%	42.9%
	Disagree	13.3%	11.3%	11.3%	12.0%
	Strongly disagree	0.8%	0.5%	5.3%	2.2%
	No answer	0.8%	2.3%	0.5%	1.2%
Unavailability of an ambulance when there is a medical emergency involving a family member.	Strongly agree	57.0%	67.9%	55.8%	60.3%
	Agree	33.4%	26.6%	25.9%	28.6%
	Disagree	8.3%	4.0%	11.1%	7.8%
	Strongly disagree	1.0%	1.3%	7.0%	3.1%
	No answer	0.3%	0.3%	0.3%	0.3%
Unavailability of a literacy center in my area.	Strongly agree	36.7%	30.6%	32.9%	33.4%
	Agree	45.0%	46.9%	36.2%	42.7%
	Disagree	16.3%	19.0%	24.1%	19.8%
	Strongly disagree	1.8%	1.5%	6.0%	3.1%
	No answer	0.3%	2.0%	0.8%	1.0%

Table (12) Participation at the local level					
		Nusierat	Bureij	Maghazi	General
I know the channels through which citizens can influence municipal work.	Strongly agree	7.5%	6.8%	12.9%	9.1%
	Agree	34.2%	27.0%	35.4%	32.2%
	Disagree	30.9%	36.8%	37.2%	35.0%
	Strongly disagree	15.3%	8.8%	8.9%	11.0%
	No answer	12.1%	20.7%	5.6%	12.8%
The people working in the municipality care about the issues the citizens bring to their attention.	Strongly agree	4.3%	5.8%	3.5%	4.5%
	Agree	15.8%	28.8%	22.4%	22.3%
	Disagree	52.9%	41.6%	40.5%	45.0%
	Strongly disagree	23.1%	17.5%	29.6%	23.4%
	No answer	4.0%	6.3%	4.0%	4.8%
Information about municipal development plans (future municipal projects, structural plans, etc.) is available for the public.	Strongly agree	3.0%	2.0%	1.5%	2.2%
	Agree	21.1%	17.8%	13.6%	17.5%
	Disagree	49.9%	49.5%	42.0%	47.1%
	Strongly disagree	23.3%	21.9%	40.7%	28.6%
	No answer	2.8%	8.8%	2.3%	4.6%
I know that a neighborhood committee exists in my area.	Yes	14.8%	11.2%	5.4%	10.5%
	No	85.2%	88.8%	94.6%	89.5%
I am aware of the activities of the neighborhood committee.	Strongly agree	5.2%	14.0%	31.8%	13.0%
	Agree	56.9%	39.5%	27.3%	45.5%
	Disagree	29.3%	27.9%	27.3%	28.5%
	Strongly disagree	8.6%	18.6%	13.6%	13.0%
I believe that the neighborhood committee is doing the job expected of it.	Strongly agree	3.4%	14.0%	18.2%	9.8%
	Agree	43.1%	53.5%	50.0%	48.0%
	Disagree	29.3%	18.6%	22.7%	24.4%
	Strongly disagree	24.1%	11.6%	9.1%	17.1%
	No answer	0.0%	2.3%	0.0%	0.8%
I know that a refugee' popular committee exist in my neighborhood.	Yes	6.8%	23.5%	12.6%	14.3%
	No	93.2%	76.5%	87.4%	85.7%
I believe that the refugees' popular committee performs its job concerning issues of local government.	Strongly agree	11.1%	14.6%	17.3%	14.5%
	Agree	24.4%	34.4%	21.2%	28.5%
	Disagree	40.0%	36.5%	36.5%	37.3%
	Strongly disagree	6.7%	11.5%	13.5%	10.9%
	No answer	17.8%	3.1%	11.5%	8.8%

Table (13): Means of ameliorating the current situation					
		Nusier at	Bureij	Maghazi	General
Holding municipal elections.	Strongly agree	50.8%	48.4%	70.1%	56.4%
	Agree	33.2%	38.6%	21.9%	31.2%
	Disagree	11.8%	6.8%	5.3%	7.9%
	Strongly disagree	2.3%	2.8%	2.0%	2.3%
	No answer	2.0%	3.5%	0.8%	2.1%
Decreasing the interference of the regional government in municipal work.	Strongly agree	12.7%	14.8%	30.9%	19.5%
	Agree	35.4%	43.9%	36.2%	38.5%
	Disagree	25.3%	15.5%	21.1%	20.6%
	Strongly disagree	5.1%	4.3%	2.8%	4.0%
	No answer	21.5%	21.6%	9.0%	17.4%
Establishing a public relations office (to meet and direct visitors and to deal with their problems).	Strongly agree	41.3%	50.9%	71.1%	54.4%
	Agree	53.1%	41.9%	25.1%	40.0%
	Disagree	3.8%	4.3%	1.5%	3.2%
	Strongly disagree	0.8%	0.5%	1.0%	0.8%
	No answer	1.0%	2.5%	1.3%	1.6%
Offering better training to municipal employees.	Strongly agree	44.0%	51.6%	73.0%	56.2%
	Agree	50.5%	43.4%	23.9%	39.3%
	Disagree	4.3%	3.8%	1.5%	3.2%
	Strongly disagree	0.5%	0.5%	0.8%	0.6%
	No answer	0.8%	0.8%	0.8%	0.8%
Increasing the number of municipal employees.	Strongly agree	30.4%	31.8%	49.1%	37.1%
	Agree	40.2%	43.9%	27.2%	37.1%
	Disagree	21.9%	18.8%	15.9%	18.8%
	Strongly disagree	3.8%	2.3%	5.0%	3.7%
	No answer	3.8%	3.3%	2.8%	3.3%
Increasing municipal working hours.	Strongly agree	27.6%	24.6%	29.7%	27.3%
	Agree	39.2%	44.1%	32.0%	38.4%
	Disagree	27.1%	24.8%	29.2%	27.1%
	Strongly disagree	2.8%	3.3%	6.5%	4.2%
	No answer	3.3%	3.3%	2.5%	3.0%
Producing informational pamphlets about the activities of the municipality in order to clarify the necessary procedures to process municipal applications.	Strongly agree	42.7%	49.1%	70.1%	54.0%
	Agree	48.2%	44.1%	27.1%	39.8%
	Disagree	6.8%	3.8%	2.0%	4.2%
	Strongly disagree	1.5%	1.3%	0.5%	1.1%
	No answer	0.8%	1.8%	0.3%	0.9%
Providing special employees to meet visitors and to direct them to various municipal sections.	Strongly agree	44.7%	49.9%	68.8%	54.5%
	Agree	48.0%	42.8%	28.4%	39.7%
	Disagree	5.8%	5.0%	1.8%	4.2%
	Strongly disagree	1.0%	0.5%	0.5%	0.7%
	No answer	0.5%	1.8%	0.5%	0.9%
Holding regular meetings between the municipality and the public.	Strongly agree	62.3%	65.5%	79.6%	69.1%
	Agree	32.4%	30.0%	18.4%	26.9%
	Disagree	3.8%	2.5%	1.8%	2.7%
	Strongly disagree	0.8%	0.8%	0.3%	0.6%
	No answer	0.8%	1.3%	0.0%	0.7%

Table (14): Partnership in development					
		Nusierat	Bureij	Maghazi	General
I am willing to contribute to the necessary expenses of some local projects that interest me.	Strongly agree	15.1%	15.8%	28.1%	19.7%
	Agree	43.5%	40.6%	38.2%	40.8%
	Disagree	21.6%	26.1%	19.3%	22.3%
	Strongly disagree	18.8%	15.5%	13.1%	15.8%
	No answer	1.0%	2.0%	1.3%	1.4%
I am willing to volunteer for cleaning or maintenance activities conducted by the municipality in my area.	Strongly agree	14.0%	17.3%	33.7%	21.7%
	Agree	54.9%	48.1%	43.2%	48.7%
	Disagree	20.8%	22.3%	16.1%	19.7%
	Strongly disagree	10.0%	8.5%	5.8%	8.1%
	No answer	0.3%	3.8%	1.3%	1.8%
If the municipality conducts its work properly, I will contribute more to expenses than I do today.	Strongly agree	13.3%	8.3%	21.5%	14.3%
	Agree	33.9%	38.8%	35.4%	36.0%
	Disagree	23.4%	34.8%	29.8%	29.3%
	Strongly disagree	28.4%	15.5%	12.6%	18.9%
	No answer	1.0%	2.5%	0.8%	1.4%
I thought of forming a cooperative or of joining one.	Strongly agree	3.8%	5.8%	7.5%	5.7%
	Agree	18.8%	18.3%	30.2%	22.4%
	Disagree	44.0%	42.9%	41.2%	42.7%
	Strongly disagree	22.9%	20.8%	19.1%	20.9%
	No answer	10.6%	12.3%	2.0%	8.3%
If I am invited to join a cooperative, I will do so.	Strongly agree	11.3%	10.1%	17.6%	13.0%
	Agree	41.0%	40.7%	50.5%	44.1%
	Disagree	25.4%	26.4%	21.1%	24.3%
	Strongly disagree	16.8%	12.3%	8.3%	12.5%
	No answer	5.5%	10.6%	2.5%	6.2%
I support the hiring of private companies to provide services instead of the municipality (for emptying sewers, for providing water and electricity, and for garbage collection).	Strongly agree	6.0%	8.8%	11.6%	8.8%
	Agree	21.9%	27.1%	18.3%	22.4%
	Disagree	37.2%	28.1%	25.6%	30.3%
	Strongly disagree	29.4%	25.6%	37.4%	30.8%
	No answer	5.5%	10.5%	7.0%	7.7%
I support the hiring of private companies to provide services (such as emptying sewers, providing water and electricity, and garbage collection) instead of the municipality as long as the municipality is an important contributor to the project.	Strongly agree	9.5%	11.3%	15.1%	12.0%
	Agree	36.7%	37.6%	34.4%	36.2%
	Disagree	26.9%	23.1%	20.4%	23.4%
	Strongly disagree	20.9%	16.5%	24.1%	20.5%
	No answer	6.0%	11.5%	6.0%	7.9%

Table (14) Continue					
There is effective coordination between the municipality and UNRWA.	Strongly agree	11.6%	9.6%	5.5%	8.9%
	Agree	27.2%	29.0%	21.9%	26.0%
	Disagree	32.2%	25.4%	38.8%	32.2%
	Strongly disagree	11.1%	6.0%	9.3%	8.8%
	No answer	17.9%	30.0%	24.4%	24.1%
I believe the municipality makes up for the shortages in UNRWA services.	Strongly agree	4.5%	6.0%	0.8%	3.8%
	Agree	20.9%	22.7%	17.4%	20.3%
	Disagree	49.6%	40.1%	48.9%	46.2%
	Strongly disagree	14.4%	11.8%	21.7%	16.0%
	No answer	10.6%	19.4%	11.3%	13.8%
There is adequate coordination between the municipality and refugees' popular committees.	Strongly agree	3.0%	2.5%	0.8%	2.1%
	Agree	9.3%	16.0%	8.5%	11.3%
	Disagree	27.0%	14.3%	24.1%	21.8%
	Strongly disagree	18.1%	4.3%	11.8%	11.4%
	No answer	42.6%	62.9%	54.8%	53.4%
There is adequate coordination between the municipality and neighborhood committees.	Strongly agree	2.0%	1.5%	1.0%	1.5%
	Agree	10.6%	13.5%	6.5%	10.2%
	Disagree	25.1%	10.3%	24.9%	20.1%
	Strongly disagree	17.8%	4.0%	12.3%	11.4%
	No answer	44.5%	70.7%	55.3%	56.8%
There is adequate coordination between the municipality and civil organizations (clubs, societies).	Strongly agree	2.3%	3.5%	2.5%	2.8%
	Agree	19.1%	21.1%	19.1%	19.7%
	Disagree	34.2%	21.3%	29.4%	28.3%
	Strongly disagree	17.8%	7.0%	12.6%	12.5%
	No answer	26.6%	47.1%	36.4%	36.7%
There is adequate coordination between the municipality and the residents as individuals.	Strongly agree	3.5%	6.3%	2.0%	3.9%
	Agree	26.3%	26.8%	23.9%	25.6%
	Disagree	41.7%	28.6%	38.2%	36.1%
	Strongly disagree	21.7%	18.5%	29.9%	23.4%
	No answer	6.8%	19.8%	6.0%	10.9%

Table (15): Satisfaction with current services					
		Nusierat	Bureij	Maghazi	General
The marketplace.	Fully satisfied	4.0%	6.3%	2.3%	4.2%
	Satisfied	24.4%	26.1%	26.6%	25.7%
	Not satisfied	34.0%	40.1%	27.4%	33.8%
	Not satisfied at all	36.8%	27.1%	43.2%	35.7%
	No answer	0.8%	0.5%	0.5%	0.6%
The infrastructure.	Fully satisfied	2.3%	3.3%	1.3%	2.3%
	Satisfied	13.8%	12.0%	7.0%	11.0%
	Not satisfied	40.2%	28.6%	20.6%	29.8%
	Not satisfied at all	42.2%	50.6%	71.1%	54.6%
	No answer	1.5%	5.5%	0.0%	2.3%
The maintenance of the infrastructure.	Fully satisfied	1.3%	2.8%	1.5%	1.8%
	Satisfied	15.8%	12.8%	8.8%	12.5%
	Not satisfied	40.7%	34.6%	32.2%	35.8%
	Not satisfied at all	39.7%	42.4%	57.3%	46.4%
	No answer	2.5%	7.5%	0.3%	3.4%
The development plans (structural organization, construction permits, work rates and improvements of infrastructure).	Fully satisfied	3.5%	2.3%	1.8%	2.5%
	Satisfied	26.4%	23.9%	38.2%	29.5%
	Not satisfied	39.9%	33.8%	29.1%	34.3%
	Not satisfied at all	25.4%	29.5%	28.9%	27.9%
	No answer	4.8%	10.6%	2.0%	5.8%
The existing water providing service.	Fully satisfied	1.8%	6.8%	0.5%	3.0%
	Satisfied	36.9%	49.6%	19.1%	35.2%
	Not satisfied	34.7%	32.1%	35.7%	34.1%
	Not satisfied at all	25.9%	11.0%	44.5%	27.1%
	No answer	0.8%	0.5%	0.3%	0.5%
The existing electricity providing service.	Fully satisfied	2.5%	3.3%	0.5%	2.1%
	Satisfied	21.6%	41.1%	19.6%	27.4%
	Not satisfied	37.4%	39.3%	39.7%	38.8%
	Not satisfied at all	37.7%	15.8%	40.2%	31.2%
	No answer	0.8%	0.5%	0.0%	0.4%
The existing garbage collection services.	Fully satisfied	5.0%	12.8%	0.8%	6.2%
	Satisfied	35.7%	46.6%	20.9%	34.4%
	Not satisfied	35.9%	30.1%	34.7%	33.6%
	Not satisfied at all	22.1%	10.0%	43.7%	25.3%
	No answer	1.3%	0.5%	0.0%	0.6%
The existing traffic control.	Fully satisfied	4.0%	4.0%	1.8%	3.3%
	Satisfied	38.9%	35.1%	36.9%	37.0%
	Not satisfied	29.4%	18.5%	27.6%	25.2%
	Not satisfied at all	12.6%	18.3%	31.7%	20.8%
	No answer	15.1%	24.1%	2.0%	13.7%

Table (16): Priorities for future action					
		Nusierat	Bureij	Maghazi	General
Providing homes with water.	Very important	88.4%	84.2%	96.0%	89.5%
	Important	11.6%	14.5%	3.3%	9.8%
	Not important	0.0%	1.0%	0.8%	0.6%
	Not important at all	0.0%	0.3%	0.0%	0.1%
Establishing a system for channeling rain water.	Very important	70.3%	65.4%	79.6%	71.8%
	Important	28.5%	33.8%	18.8%	27.1%
	Not important	1.3%	0.3%	1.3%	0.9%
	Not important at all	0.0%	0.3%	0.0%	0.1%
Regulating a system for garbage collection and disposal.	Very important	70.6%	69.7%	87.4%	75.9%
	Important	28.9%	27.8%	11.6%	22.8%
	Not important	0.5%	2.5%	1.0%	1.3%
	No answer	0.0%	0.3%	0.3%	0.2%
Establishing a sewer system.	Very important	88.7%	88.7%	93.2%	90.2%
	Important	9.5%	10.5%	6.0%	8.7%
	Not important	1.3%	0.8%	0.5%	0.8%
	Not important at all	0.3%	0.0%	0.3%	0.2%
Establishing a nursery.	Very important	43.1%	35.6%	47.0%	41.9%
	Important	47.1%	56.1%	47.7%	50.3%
	Not important	9.3%	7.5%	5.0%	7.3%
	Not important at all	0.3%	0.3%	0.3%	0.3%
Building a school.	Very important	55.7%	47.6%	65.1%	56.1%
	Important	36.8%	46.4%	30.4%	37.9%
	Not important	6.8%	6.0%	3.8%	5.5%
	Not important at all	0.3%	0.0%	0.8%	0.3%
Establishing a clinic.	Very important	59.5%	53.6%	66.3%	59.8%
	Important	32.9%	41.6%	30.9%	35.1%
	Not important	6.8%	4.5%	2.3%	4.5%
	Not important at all	0.3%	0.0%	0.5%	0.3%
Establishing a hospital.	Very important	66.1%	73.2%	83.4%	74.2%
	Important	27.9%	24.1%	14.6%	22.2%
	Not important	4.8%	1.8%	1.5%	2.7%
	Not important at all	0.3%	0.5%	0.5%	0.4%
Establishing a sports center.	Very important	48.5%	38.3%	60.1%	49.0%
	Important	41.2%	52.4%	35.7%	43.1%
	Not important	9.3%	8.5%	3.8%	7.2%
	Not important at all	0.5%	0.5%	0.5%	0.5%
Establishing public parks with children's facilities.	Very important	52.0%	44.1%	71.4%	55.8%
	Important	40.5%	49.6%	24.1%	38.1%
	Not important	6.5%	5.8%	4.0%	5.4%
	Not important at all	1.0%	0.3%	0.5%	0.6%
	No answer	0.0%	0.3%	0.0%	0.1%

Table (16) Continue					
Providing parking lots.	Very important	44.7%	41.4%	55.8%	47.3%
	Important	42.2%	52.9%	40.5%	45.2%
	Not important	10.3%	4.5%	3.3%	6.0%
	Not important at all	2.0%	1.0%	0.5%	1.2%
	No answer	0.8%	0.3%	0.0%	0.3%
Organizing public transportation.	Very important	47.7%	38.1%	55.8%	47.2%
	Important	43.5%	56.4%	42.5%	47.4%
	Not important	6.0%	4.3%	1.3%	3.8%
	Not important at all	1.5%	1.3%	0.5%	1.1%
	No answer	1.3%	0.0%	0.0%	0.4%
Establishing a public library.	Very important	49.0%	44.1%	64.3%	52.5%
	Important	45.5%	50.4%	34.2%	43.3%
	Not important	3.8%	4.8%	1.3%	3.3%
	Not important at all	1.3%	0.5%	0.3%	0.7%
	No answer	0.5%	0.3%	0.0%	0.3%
Providing services to combat flies, insects, mice, etc.	Very important	75.9%	78.2%	87.2%	80.4%
	Important	21.6%	20.1%	12.1%	17.9%
	Not important	1.5%	1.3%	0.8%	1.2%
	Not important at all	1.0%	0.3%	0.0%	0.4%
	No answer	0.0%	0.3%	0.0%	0.1%
Providing public facilities (parks, toilets, playgrounds, and beaches).	Very important	42.5%	38.3%	62.6%	47.8%
	Important	48.0%	55.1%	33.7%	45.6%
	Not important	8.3%	6.3%	3.3%	5.9%
	Not important at all	1.0%	0.0%	0.5%	0.5%
	No answer	0.3%	0.3%	0.0%	0.2%
Improving the general appearance of the area (planting trees, painting).	Very important	44.2%	40.6%	61.6%	48.8%
	Important	47.0%	54.6%	35.9%	45.9%
	Not important	7.5%	4.0%	2.5%	4.7%
	Not important at all	1.3%	0.0%	0.0%	0.4%
	No answer	0.0%	0.8%	0.0%	0.3%
Focusing on general education and media.	Very important	47.9%	39.3%	64.3%	50.5%
	Important	46.1%	54.6%	35.2%	45.3%
	Not important	5.3%	5.3%	0.5%	3.7%
	Not important at all	0.5%	0.3%	0.0%	0.3%
	No answer	0.3%	0.5%	0.0%	0.3%
Establishing a new marketplace in the area.	Very important	52.5%	56.1%	67.3%	58.7%
	Important	37.9%	35.8%	26.9%	33.6%
	Not important	8.0%	7.0%	5.5%	6.9%
	Not important at all	1.0%	1.0%	0.3%	0.8%
	No answer	0.5%	0.0%	0.0%	0.2%
Establishing an industrial zone in the area.	Very important	51.8%	52.6%	57.5%	54.0%
	Important	31.9%	38.8%	30.4%	33.7%
	Not important	10.1%	6.0%	9.5%	8.5%
	Not important at all	5.3%	1.8%	2.0%	3.0%
	No answer	1.0%	0.8%	0.5%	0.8%
Establishing areas for pedestrians.	Very important	40.6%	38.6%	55.3%	44.8%
	Important	49.0%	55.4%	39.2%	47.9%
	Not important	7.4%	4.5%	5.0%	5.6%
	Not important at all	2.8%	1.3%	0.5%	1.5%
	No answer	0.3%	0.3%	0.0%	0.2%

Table (17): The most important priorities (top choices)				
	Nusierat	Bureij	Maghazi	General
Establishing a sewer system.	37.2%	42.6%	49.6%	44.2%
Providing homes with water.	23.0%	15.3%	20.8%	19.0%
Establishing a hospital.	7.1%	14.5%	12.5%	12.3%
Regulating a system for garbage collection and disposal.	8.2%	3.8%	3.5%	4.6%
Establishing a public library.	0.0%	1.0%	2.4%	1.3%
Establishing public parks with children's facilities.	3.6%	3.8%	2.1%	3.1%
Providing services to combat flies, insects, mice, etc.	1.0%	1.8%	1.9%	1.7%
Establishing an industrial zone in the area.	2.6%	1.0%	1.3%	1.5%
Establishing a clinic.	2.6%	2.0%	1.3%	1.9%
Establishing a system for channeling rain-water.	3.6%	1.5%	0.8%	1.7%
Building a school.	3.1%	2.0%	0.8%	1.8%
Providing public facilities (parks, toilets, playgrounds, and beaches).	1.5%	2.0%	0.8%	1.5%
Establishing a new marketplace in the area.	2.0%	4.6%	0.5%	2.5%
Establishing a sports center.	0.5%	2.0%	0.5%	1.1%
Establishing a nursery	1.0%	0.5%	0.3%	0.5%
Improving the general appearance of the area (planting trees, painting).	0.5%	0.3%	0.3%	0.3%
Establishing areas for pedestrians	0.5%	0.3%	0.3%	0.3%
Providing parking lots	0.0%	0.0%	0.3%	0.1%
Focusing on general education and media.	2.0%	0.0%	0.0%	0.4%
Organizing public transportation	0.0%	0.8%	0.0%	0.3%

Table (18): Willingness to contribute to establishing services (top choices)				
	Nusierat	Bureij	Magha zi	General
Regulating a system for garbage collection and disposal.	8.3%	10.2%	16.1%	12.4%
Providing services to combat flies, insects, mice, etc.	7.5%	1.2%	1.3%	2.8%
Providing public facilities (parks, toilets, playgrounds, and beaches).	1.7%	0.0%	0.0%	0.4%
Providing homes with water.	22.5%	31.9%	39.0%	32.8%
Improving the general appearance of the area (planting trees, painting).	0.8%	0.0%	0.9%	0.6%
Focusing on general education and media.	1.7%	0.0%	0.0%	0.4%
Establishing public parks with children's facilities.	1.7%	5.4%	4.0%	3.9%
Establishing an industrial zone in the area.	1.7%	0.6%	0.0%	0.6%
Establishing a system for channeling rain-water.	2.5%	0.6%	0.4%	1.0%
Establishing a sports center.	0.8%	0.6%	0.4%	0.6%
Establishing a sewer system.	32.5%	46.4%	29.6%	35.8%
Establishing a public library.	3.3%	0.0%	0.4%	1.0%
Establishing a nursery	0.8%	0.0%	0.4%	0.4%
Establishing a new marketplace in the area.	2.5%	0.0%	1.3%	1.2%
Establishing a hospital.	5.0%	3.0%	4.5%	4.1%
Establishing a clinic.	2.5%	0.0%	1.3%	1.2%
Building a school.	4.2%	0.0%	0.0%	1.0%

Table (19): Attitudes on relevant issues					
		Nusierat	Bureij	Maghazi	General
In case there are problems concerning municipal services, do you know where to go?	Yes	54.9%	64.9%	60.9%	60.2%
	No	44.3%	33.8%	36.9%	38.3%
	No answer	0.8%	1.3%	2.3%	1.4%
Did you ever approach any side to solve a problem you had concerning municipal services?	Yes	30.9%	33.1%	31.4%	31.8%
	No	69.1%	66.7%	67.3%	67.7%
	No answer	0.0%	0.3%	1.3%	0.5%
Were you able to solve it?	Yes	51.6%	52.4%	44.4%	49.3%
	No	48.4%	40.6%	42.4%	43.6%
	No answer	0.0%	7.0%	13.2%	7.1%
If you face a problem caused by the municipality, you solve it by addressing	The municipality	82.3%	84.1%	87.4%	84.6%
	The neighborhood committee	2.5%	2.5%	3.3%	2.8%
	The refugees' popular committee	1.5%	4.0%	0.8%	2.1%
	Well-connected relatives	11.4%	6.3%	4.3%	7.3%
	Other	2.3%	3.0%	4.3%	3.2%
The best way to get information about municipal services is	A magazine or bulletin issued by the municipality	35.1%	37.2%	35.9%	36.1%
	Radio	2.5%	3.8%	2.0%	2.8%
	Television	22.4%	43.5%	22.8%	29.6%
	Social field workers	34.1%	13.4%	37.5%	28.3%
	Other	5.9%	2.0%	1.8%	3.2%
Do you know about the project for supporting development and municipal administration in the middle region in the Gaza Strip which is funded by the Danish government?	Yes	20.0%	26.4%	29.8%	25.4%
	No	79.7%	72.9%	69.4%	74.0%
	No answer	0.3%	0.8%	0.8%	0.6%
Do you usually pay your municipality bills?	Always	75.4%	81.8%	89.3%	82.2%
	Often	13.4%	11.9%	4.8%	10.1%
	Never	9.6%	6.1%	4.6%	6.8%
	No answer	1.5%	0.3%	1.3%	1.0%
Do you believe that getting some services (water and electricity) illegally is justified	Yes	15.4%	16.0%	14.4%	15.3%
	No	82.5%	83.5%	84.1%	83.3%
	No answer	2.0%	0.5%	1.5%	1.3%

In your opinion, what is the main justification for people getting services illegally?	High costs	53.0%	58.7%	45.8%	52.7%
	Poor service (delays, weakness)	7.6%	1.6%	27.1%	11.7%
	Difficulty of paying bills and not having collectors	15.2%	15.9%	1.7%	11.2%
	Lack of trust in the municipality (municipality does not treat everyone equally)	10.6%	11.1%	6.8%	9.6%
	Everybody does it	3.0%	1.6%	1.7%	2.1%
	The municipality does not offer a payment plan for overdue bills.	10.6%	7.9%	10.2%	9.6%
	Other	0.0%	3.2%	6.8%	3.2%

Scale	Nusierat	Bureij	Maghazi	General
1	18.9%	18.8%	21.7%	19.8%
2	0.5%	0.3%	0.8%	0.5%
3	14.4%	11.0%	19.6%	15.0%
4	2.0%	4.3%	0.5%	2.3%
5	32.6%	30.3%	27.7%	30.2%
6	10.6%	15.0%	8.3%	11.3%
7	1.0%	2.5%	2.0%	1.8%
8	14.9%	13.3%	14.9%	14.3%
9	0.0%	0.3%	1.0%	0.4%
10	5.1%	4.3%	3.5%	4.3%

Annex 2

Results Disaggregated by Gender

Table (21): Environmental conditions (sources of worry)	GENDER	
	Male	Female
Incorrect disposal of garbage.	86.7	82.9
Not having safe drinking water in the house.	90.3	85.1
Unpaved streets.	86.7	82.4
Not having enough playgrounds for children and youth.	81.0	76.8
Not having enough medical clinics.	79.6	76.7
Poor street lighting.	75.7	73.3
Absence of public toilets.	63.0	60.7
Inadequate systems for channeling rain water.	80.9	78.5
Unavailability of services for the elderly.	72.8	70.3
Inadequate prenatal and child services.	72.0	72.0
Unavailability of appropriate childcare services.	75.4	74.4
Unavailability of an ambulance when there is a medical emergency involving a family member.	84.0	80.0
Unavailability of a literacy center in my area.	72.0	65.9
Average	78.5	75.3

Table (22): Participation at the local level	M	F
I know the channels through which citizens can influence municipal work.	51.5	44.5
The people working in the municipality care about the issues the citizens bring to their attention.	35.8	35.8
Information about municipal development plans (future municipal projects, structural plans, etc.) is available for the public.	31.1	30.3
I know that a neighborhood committee exists in my area.	13.3	7.9
I am aware of the activities of the neighborhood committee.	50.9	54.9
I believe that the neighborhood committee is doing the job expected of it.	48.3	52.5
I know that a refugees' popular committee exist in my neighborhood.	21.9	7.3
I believe that the refugees' popular committee performs its job concerning issues of local government.	46.8	57.5
Average	37.4	36.3

Table (23): means of ameliorating current conditions	M	F
Holding municipal elections.	82.8	80.0
Decreasing the interference of the regional government in municipal work.	65.5	59.8
Establishing a public relations office (to meet and direct visitors and to deal with their problems).	84.6	82.0
Offering better training to municipal employees.	84.4	83.3
Increasing the number of municipal employees.	69.2	70.9
Increasing municipal working hours.	64.3	62.8
Producing informational pamphlets about the activities of the municipality in order to clarify the necessary procedures to process municipal applications.	82.9	82.0
Providing special employees to meet visitors and to direct them to various municipal sections.	82.4	83.2
Holding regular meetings between the municipality and the public.	88.6	88.2
Average	78.3	76.9

Table (24): Partnership in development	M	F
I am willing to contribute to the necessary expenses of some local projects that interest me.	56.3	53.2
I am willing to volunteer for cleaning or maintenance activities conducted by the municipality in my area.	64.0	59.0
If the municipality conducts its work properly, I will contribute more to expenses than I do today.	49.5	47.5
I thought of forming a cooperative or of joining one.	39.5	36.1
If I am invited to join a cooperative, I will do so.	56.9	50.0
I support the hiring of private companies to provide services instead of the municipality (for emptying sewers, for providing water and electricity, and for garbage collection).	35.5	37.3
I support the hiring of private companies to provide services (such as emptying sewers, providing water and electricity, and garbage collection) instead of the municipality as long as the municipality is an important contributor to the project.	47.0	47.7
There is effective coordination between the municipality and UNRWA.	48.1	48.6
I believe the municipality makes up for the shortages in UNRWA services.	36.3	38.9
There is adequate coordination between the municipality and refugees' popular committees.	35.3	36.8
There is adequate coordination between the municipality and neighborhood committees.	34.6	34.2
There is adequate coordination between the municipality and civil organizations (clubs, societies).	39.1	40.5
There is adequate coordination between the municipality and the residents as individuals.	35.8	37.8

Table (25): Satisfaction with current services	M	F
The marketplace.	30.3	34.5
The infrastructure.	16.8	22.6
The maintenance of the infrastructure.	20.4	24.8
The development plans (structural organization, construction permits, work rates and improvements of infrastructure).	33.0	37.6
The existing water providing service.	37.3	38.1
The existing electricity providing service.	31.6	34.6
The existing garbage collection services.	41.7	38.8
The existing traffic control.	40.9	42.4
Average (Sec 6)	31.5	34.2

Table (26): Priorities for future action	M	F
Providing homes with water.	96.6	95.9
Establishing a system for channeling rainwater.	89.6	90.6
Regulating a system for garbage collection and disposal.	91.1	91.6
Preparing a sewers system.	96.7	95.9
Establishing a nursery.	77.2	78.1
Building a school.	82.3	83.8
Establishing a clinic.	84.6	84.8
Establishing a hospital.	89.6	90.7
Establishing a sports center.	80.4	79.6
Establishing public parks with children's facilities.	82.1	83.5
Providing parking lots.	78.6	80.1
Organizing public transportation.	80.1	80.1
Establishing a public library.	82.4	82.4
Providing services to combat flies, insects, mice, etc.	92.4	93.0
Providing public facilities (parks, toilets, playgrounds, and beaches).	80.6	79.4
Improving the general appearance of the area (planting trees, painting).	81.2	80.5
Focusing on general education and media.	82.3	81.4
Establishing a new marketplace in the area.	84.5	82.0
Establishing an industrial zone in the area.	81.9	77.6
Establishing areas for pedestrians.	78.9	78.0
Average	84.7	84.4

Table (27): Attitudes on relevant issues	M	F
In case there are problems concerning municipal services, do you know where to go?	66.3	56.4
Did you ever approach any side to solve a problem you had concerning municipal services? (if the answer is no, move to 4)	38.3	26.2
Were you able to solve it?	49.3	57.9
Do you know about the project for supporting development and municipal administration in the middle region in the Gaza Strip which is funded by the Danish government?	33.1	18.6
Do you usually pay your municipality bills?	88.8	85.8
Do you believe that getting some services (water and electricity) illegally is justified	14.9	16.1
What is the degree of your satisfaction with your life in this region?	45.3	48.2

Annex 3

Results Disaggregated by Age

Table (28): Sources of worry	Age groups							
	18-22	23-27	28-32	33-37	38-42	43-47	48-52	> 52
Incorrect disposal of garbage.	87.1	82.6	87.3	84.8	83.8	82.4	83.3	83.8
Not having safe drinking water in the house.	90.2	84.7	89.8	88.4	86.7	85.8	84.2	87.5
Unpaved streets.	83.6	81.1	87.6	86.9	81.8	83.0	81.2	87.5
Not having enough playgrounds for children and youth.	77.3	77.7	83.6	82.3	78.0	78.7	72.7	75.4
Not having enough medical clinics.	80.2	75.3	80.3	78.7	77.4	78.5	74.4	77.2
Poor street lighting.	78.3	70.3	78.5	75.7	70.8	72.7	72.3	73.8
Absence of public toilets.	65.2	59.0	63.3	60.7	60.7	58.5	59.6	65.9
Inadequate systems for channeling rain water.	80.2	76.7	82.6	80.5	77.8	80.7	76.5	80.4
Unavailability of services for the elderly.	69.7	71.9	71.4	67.2	70.7	73.8	71.9	76.6
Inadequate prenatal and child services.	71.3	69.9	75.4	72.1	71.5	71.5	68.4	73.3
Unavailability of appropriate childcare services.	74.1	73.1	80.1	77.3	73.4	73.1	70.6	74.6
Unavailability of an ambulance when there is a medical emergency involving a family member.	84.4	79.9	85.3	80.3	79.0	78.7	80.9	85.3
Unavailability of a literacy center in my area.	70.6	71.6	70.9	63.3	68.7	68.9	68.0	67.6
Average	77.9	74.9	79.7	76.8	75.4	75.9	74.2	77.6

Table (29): Participation at the local level								
	18-22	23-27	28-32	33-37	38-42	43-47	48-52	> 52
I know the channels through which citizens can influence municipal work.	49.6	50.7	51.2	49.4	42.5	49.7	45.5	44.9
The people working in the municipality care about the issues the citizens bring to their attention.	38.4	34.7	33.0	37.4	34.7	35.2	38.4	35.7
Information about municipal development plans (future municipal projects, structural plans, etc.) is available for the public.	35.1	31.8	27.1	27.3	30.2	30.6	35.3	30.6
I know that a neighborhood committee exists in my area.	7.3	7.5	11.8	13.8	12.1	12.3	12.7	8.8
I am aware of the activities of the neighborhood committee.	50.9	55.0	45.0	46.0	49.6	52.9	70.0	66.3
I believe that the neighborhood committee is doing the job expected of it.	60.8	49.6	45.0	48.9	28.9	55.1	51.6	68.8
I know that a refugees' popular committee exist in my neighborhood.	9.8	15.6	18.0	16.8	14.4	14.6	22.8	6.8
I believe that the refugees' popular committee performs its job concerning issues of local government.	57.1	52.4	47.7	45.7	42.3	50.6	62.4	49.7
Average	38.6	37.2	34.9	35.6	31.8	37.6	42.3	38.9

Table (30): Means of ameliorating current conditions								
	18-22	23-27	28-32	33-37	38-42	43-47	48-52	> 52
Holding municipal elections.	83.0	81.4	82.3	78.8	81.2	80.0	82.7	81.1
Decreasing the interference of the regional government in municipal work.	64.8	63.1	64.6	60.2	61.9	64.5	60.8	58.9
Establishing a public relations office (to meet and direct visitors and to deal with their problems).	85.7	85.7	84.8	81.5	82.6	83.8	81.5	78.5
Offering better training to municipal employees.	86.3	85.6	85.8	82.1	84.1	82.3	81.5	80.7
Increasing the number of municipal employees.	69.1	70.4	73.1	68.0	69.6	70.7	69.0	70.6
Increasing municipal working hours.	64.2	66.9	65.9	59.5	64.6	61.0	62.3	61.9
Producing informational pamphlets about the activities of the municipality	83.9	82.7	82.7	82.7	83.4	81.4	79.9	80.5
Providing special employees to meet visitors and to direct them to various municipal sections.	82.2	85.1	83.6	82.5	80.2	81.1	85.6	83.0
Holding regular meetings between the municipality and the public.	88.5	89.9	89.5	86.7	87.7	87.7	88.7	88.4

Table (31): Partnership	18-22	23-27	28-32	33-37	38-42	43-47	48-52	> 52
I am willing to contribute to the necessary expenses of some local projects that interest me.	60.0	61.3	56.1	56.4	55.2	52.9	47.5	44.2
I am willing to volunteer for cleaning or maintenance activities conducted by the municipality in my area.	66.3	63.2	61.8	58.8	65.3	62.2	57.4	53.5
If the municipality conducts its work properly, I will contribute more to expenses than I do today.	52.6	49.7	52.6	45.7	51.9	50.3	45.4	38.4
I thought of forming a cooperative or of joining one.	38.5	38.7	40.9	37.4	38.2	36.0	37.1	32.8
If I am invited to join a cooperative, I will do so.	57.4	52.6	55.8	51.8	55.4	53.0	55.5	43.8
I support the hiring of private companies to provide services instead of the municipality (for emptying sewers, for providing water and electricity, and for garbage collection).	38.2	37.3	34.3	34.8	35.5	33.9	43.2	35.7
I support the hiring of private companies to provide services (such as emptying sewers, providing water and electricity, and garbage collection) instead of the municipality as long as the municipality is an important contributor to the project.	53.7	47.3	47.5	45.5	44.2	45.9	47.5	45.1
There is effective coordination between the municipality and UNRWA.	47.1	47.7	45.8	47.0	47.9	50.3	53.1	51.2
I believe the municipality makes up for the shortages in UNRWA services.	37.0	40.4	35.2	33.5	37.8	37.9	45.0	38.1
There is adequate coordination between the municipality and refugees' popular committees.	37.0	39.4	31.5	33.0	38.8	41.4	39.2	28.7
There is adequate coordination between the municipality and neighborhood committees.	30.9	38.9	33.1	32.1	40.0	35.7	34.9	31.8
There is adequate coordination between the municipality and civil organizations (clubs, societies).	46.2	39.8	36.4	36.1	41.7	40.0	41.7	34.9
There is adequate coordination between the municipality and the residents as individuals.	36.2	39.4	33.9	39.5	37.2	37.3	36.3	33.9

Table (32): Satisfaction with current services	18-22	23-27	28-32	33-37	38-42	43-47	48-52	> 52
The marketplace.	31.4	30.1	28.5	29.2	37.5	34.3	35.2	37.4
The infrastructure.	20.4	19.8	16.3	19.0	20.4	24.3	17.3	20.6
The maintenance of the infrastructure.	27.3	21.6	18.5	22.1	20.5	24.6	21.6	24.3
The development plans	40.4	36.3	34.4	34.9	34.5	33.3	29.7	34.5
The existing water providing service.	37.5	31.6	36.0	39.0	42.0	39.4	36.9	40.5
The existing electricity service.	36.4	31.4	31.5	33.0	34.2	33.3	34.7	31.7
The existing garbage collection services.	38.8	35.9	37.0	40.6	41.8	40.9	42.7	46.1
The existing traffic control.	41.1	43.8	38.2	41.2	45.6	40.3	36.4	44.5
Average	34.2	31.3	30.1	32.4	34.6	33.8	31.8	34.9

Table (33): Priorities	18-22	23-27	28-32	33-37	38-42	43-47	48-52	> 52
Providing homes with water.	96.0	96.6	96.5	96.8	95.0	96.9	97.0	95.3
Establishing a system for channeling rain water.	90.6	88.6	91.8	90.5	90.5	88.3	89.1	89.9
Regulating a system for garbage collection and disposal.	92.2	91.3	92.6	91.7	90.3	89.1	93.1	90.4
Preparing a sewer system.	97.1	95.3	96.7	97.6	95.7	95.1	95.7	96.2
Establishing a nursery.	75.0	78.2	78.9	76.7	79.2	76.5	81.5	77.5
Building a school.	81.8	83.3	85.3	83.1	85.4	78.9	83.9	82.6
Establishing a clinic.	85.2	86.9	84.7	83.3	86.4	82.8	82.4	85.2
Establishing a hospital.	90.5	89.1	92.4	88.7	91.4	89.8	90.1	89.4
Establishing a sports center.	78.8	80.8	83.0	79.9	80.1	80.2	80.3	76.5
Establishing public parks with children's facilities.	82.0	83.4	85.3	83.1	83.9	81.4	81.1	80.8
Providing parking lots.	82.0	79.8	80.8	77.8	78.0	78.3	78.2	78.1
Organizing public transportation.	81.1	79.6	80.9	80.2	81.0	78.7	80.3	78.6
Establishing a public library.	83.7	80.9	83.7	83.6	81.6	82.3	82.0	80.2
Providing services to combat flies, insects, mice,	93.0	92.4	92.4	93.9	92.7	91.0	94.4	92.1
Providing public facilities (parks, toilets, etc.)	78.2	80.3	80.8	81.7	82.2	78.0	80.3	77.9
Improving the general appearance of the area	82.8	78.9	81.8	81.3	81.7	80.2	81.1	78.0
Focusing on general education and media.	83.2	81.2	84.7	82.0	82.9	79.6	81.7	78.3
Establishing a new marketplace in the area.	79.6	86.2	83.8	83.5	82.1	82.8	86.7	83.1
Establishing an industrial zone in the area.	74.3	79.1	81.9	81.9	78.9	78.3	82.0	82.0
Establishing areas for pedestrians.	77.7	80.0	78.8	77.7	79.1	76.6	79.0	78.6
Average	84.3	84.6	85.8	84.7	84.9	83.2	85.0	83.5

Table (34): Attitudes on relevant issues	18-22	23-27	28-32	33-37	38-42	43-47	48-52	> 52
In case there are problems concerning municipal services, do you know where to go?	58.5	65.0	57.8	64.7	61.4	65.6	63.6	55.5
Did you ever approach any side to solve a problem you had concerning municipal services?	27.4	27.5	33.9	29.2	39.3	31.5	36.7	35.1
Were you able to solve it?	47.2	52.3	50.8	63.5	56.1	53.5	41.4	55.8
Do you know about the project for supporting development and municipal administration in the middle region in the Gaza Strip, which is funded by the Danish government?	25.9	23.9	30.1	26.9	24.6	29.8	21.8	20.0
Do you usually pay your municipality bills?	86.7	87.4	90.8	87.1	86.3	85.5	85.3	87.3
Do you believe that getting some services (water and electricity) illegally is justified	18.8	15.7	17.0	11.8	14.3	20.2	16.9	11.2
What is the degree of your satisfaction with your life in this region?	47.3	45.2	47.3	44.6	47.7	46.5	49.9	47.8
Average	44.5	45.3	46.8	46.8	47.1	47.5	45.1	44.7

Annex 4
Results Disaggregated by Education

Table (35): Sources of worry	Educational level					
	ILL.	ELEM.	PREP	SEC.	COLL.	BACH.+
Incorrect disposal of garbage.	81.6	83.2	85.1	84.6	86.7	86.9
Not having safe drinking water in the house.	84.9	83.4	88.0	88.2	89.9	89.2
Unpaved streets.	83.9	83.7	85.6	83.7	84.4	85.3
Not having enough playgrounds for children and youth.	72.0	78.8	78.6	78.9	81.8	82.8
Not having enough medical clinics.	73.1	79.7	79.9	78.0	78.6	75.4
Poor street lighting.	70.6	75.9	76.5	75.0	71.2	73.2
Absence of public toilets.	62.1	64.9	61.2	62.2	62.4	57.2
Inadequate systems for channeling rain water.	79.1	80.4	80.1	79.3	81.6	76.1
Unavailability of services for the elderly.	76.7	77.8	68.7	70.6	69.9	69.5
Inadequate prenatal and child services.	71.3	76.0	70.7	71.6	71.7	72.4
Unavailability of appropriate childcare services.	73.8	79.2	74.7	73.3	75.1	76.5
Unavailability of an ambulance when there is a medical emergency involving a family member.	83.2	82.2	81.1	83.5	79.6	78.7
Unavailability of a literacy center in my area.	67.1	72.5	67.4	70.3	63.7	70.8
Average	75.3	78.3	76.7	76.9	76.7	76.5

Table (36): Priorities	Educational level					
	ILL.	ELEM.	PREP.	SEC.	COLL.	BACH.+
Providing homes with water.	95.1	94.8	96.1	96.7	98.1	95.6
Establishing a system for channeling rain water.	88.9	89.7	88.7	90.8	91.6	91.1
Regulating a system for garbage collection and disposal.	89.9	89.0	90.6	91.8	92.4	94.9
Preparing a sewers system.	97.0	94.0	96.1	96.8	96.2	97.5
Establishing a nursery.	76.5	79.3	76.6	76.8	79.7	80.6
Building a school.	81.4	84.8	82.5	83.3	83.7	82.9
Establishing a clinic.	84.6	85.7	83.4	84.2	86.0	87.3
Establishing a hospital.	87.2	89.9	89.1	91.0	93.4	89.9
Establishing a sports center.	76.3	80.4	79.3	80.7	80.8	81.4
Establishing public parks with children's facilities.	80.3	81.6	83.0	83.1	84.8	82.9
Providing parking lots.	77.9	81.3	80.2	79.6	78.4	76.6
Organizing public transportation.	79.2	81.0	80.0	79.9	82.0	78.5
Establishing a public library.	79.8	83.7	79.8	84.0	83.9	82.9
Providing services to combat flies, insects, mice, etc.	93.1	92.0	92.2	92.8	94.3	92.4
Providing public facilities (parks, toilets, playgrounds, and beaches).	76.7	81.8	79.2	80.0	81.8	81.0
Improving the general appearance of the area (planting trees, painting).	78.0	81.5	79.0	81.8	83.6	80.7
Focusing on general education and media.	78.6	80.9	81.8	81.5	85.8	82.6
Establishing a new marketplace in the area.	83.1	84.6	81.9	83.8	85.5	79.8
Establishing an industrial zone in the area.	81.5	80.5	80.4	77.9	82.8	76.1
Establishing areas for pedestrians.	77.0	80.4	77.6	78.3	79.5	78.5
Average	83.1	84.8	83.9	84.7	86.2	84.7

Annex 5

Results Disaggregated by Income

Table (37): Sources of worry	Monthly income (NIS)				
	1000<	1001-2000	2001-3000	3001-4000	>4000
Incorrect disposal of garbage.	85.4	84.1	82.4	89.8	95.8
Not having safe drinking water in the house.	88.0	87.9	84.2	86.9	95.8
Unpaved streets.	85.5	84.3	79.9	83.9	89.4
Not having enough playgrounds for children and youth.	79.3	79.2	75.1	76.5	78.9
Not having enough medical clinics.	78.6	78.4	75.0	78.0	83.1
Poor street lighting.	75.2	74.3	74.0	70.7	74.6
Absence of public toilets.	62.6	62.0	58.8	64.9	64.3
Inadequate systems for channeling rain water.	80.5	80.3	73.8	80.9	74.7
Unavailability of services for the elderly.	73.8	70.9	69.3	63.4	57.5
Inadequate prenatal and child services.	72.7	72.7	66.7	78.5	66.3
Unavailability of appropriate childcare services.	76.5	74.8	71.0	76.6	64.1
Unavailability of an ambulance when there is a medical emergency involving a family member.	83.0	82.6	75.1	80.9	83.1
Unavailability of a literacy center in my area.	69.1	70.0	64.0	75.5	62.3
Average	77.7	77.0	73.0	77.4	76.1

Table (38): Priorities	Monthly income				
	1000<	1001-2000	2001-3000	3001-4000	>4000
Providing homes with water.	96.6	96.1	95.8	95.6	91.5
Establishing a system for channeling rain water.	90.3	89.9	88.6	92.6	93.6
Regulating a system for garbage collection and disposal.	90.9	91.7	90.5	95.6	95.8
Preparing a sewer system.	96.0	97.0	93.8	95.6	97.9
Establishing a nursery.	78.8	77.0	74.5	79.3	87.3
Building a school.	84.1	83.0	80.0	80.9	83.1
Establishing a clinic.	86.1	84.3	80.8	80.9	87.3
Establishing a hospital.	90.1	90.1	88.0	95.6	100.0
Establishing a sports center.	81.7	79.3	76.6	75.0	83.1
Establishing public parks with children's facilities.	83.7	82.5	79.8	79.4	89.4
Providing parking lots.	81.1	78.3	75.0	79.4	87.3
Organizing public transportation.	80.8	79.3	79.6	82.3	80.9
Establishing a public library.	83.3	81.2	81.4	83.8	91.5
Providing services to combat flies, insects, mice, etc.	93.4	91.9	90.6	97.0	97.9
Providing public facilities (parks, toilets, playgrounds, and beaches).	81.4	78.6	77.5	80.8	95.8
Improving the general appearance of the area (planting trees, painting).	81.7	79.8	78.5	86.7	91.5
Focusing on general education and media.	82.4	80.9	80.3	85.2	89.4
Establishing a new marketplace in the area.	83.3	83.5	81.0	85.3	85.2
Establishing an industrial zone in the area.	81.4	78.5	76.0	79.4	86.5
Establishing areas for pedestrians.	79.6	77.9	75.6	79.4	83.1
Average	85.3	84.0	82.2	85.5	89.9

Annex 6

The Questionnaire

Section One: General Information

1. VO1 Number of research team
2. VO2 Number of Questionnaire
3. Date
 1. Wednesday 18/8
 2. Thursday 19/8
 3. Friday 20/8
 4. Saturday 21/8
4. VO4 Name of area (Municipality)
 1. Al-Nuseirat
 2. Al-Breij
 3. Al-Maghazi
5. VO5 Block number (the number should be written in the square)
6. VO6 House number

Insert Kish Table

7. V07 Sex
 1. Male
 2. Female

Section Two: Main Questions

In the following parts (1-5) there are statements the subject needs to state the degree of his/her agreement with. The subject is asked to what extent he/she agrees with the following statements:

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree
5. No answer or inapplicable

The subject is reminded of the above choices at the beginning of each part.

Part One: Environmental Conditions

In your experience and the experience of members of your family, are the following issues a source of worry for you and them? (Do you agree or disagree that they are a source of worry?)

1. S1-1 Incorrect disposal of garbage.
2. S1-2 Not having safe drinking water in the house.
3. S1-3 Unpaved streets.
4. S1-4 Not having enough playgrounds for children and youth.
5. S1-5 Not having enough medical clinics.
6. S1-6 Poor street lighting.
7. S1-7 Absence of public toilets.
8. S1-8 Inadequate systems for channeling rain water.

9. S1-9 Unavailability of services for the elderly.
10. S1-10 Inadequate prenatal and child services.
11. S1-11 Unavailability of appropriate childcare services.
12. S1-12 Unavailability of an ambulance when there is a medical emergency involving a family member.
13. S1-13 Unavailability of a literacy center in my area.

Part Two: Participation in Local Activities and Participation in Decision Making on the Local Level

The subject is reminded of the question and the choices

- 1. Strongly agree 2. Agree 3. Disagree 4. Strongly disagree
5. No answer or inapplicable**

1. S2-1 I know the channels through which citizens can influence municipal work.
2. S2-2 The people working in the municipality care about the issues the citizens bring to their attention.
3. S2-3 Information about municipal development plans (future municipal projects, structural plans, etc.) is available for the public.
4. S2-4 I know that a neighborhood committee exists in my area (if the answer is no, move to 7).
1. Yes 2. No
5. S2-5 I am aware of the activities of the neighborhood committee.
6. S2-6 I believe that the neighborhood committee is doing the job expected of it.
7. S2-7 I know that a refugees' popular committee exist in my neighborhood (if the answer is no, move to part three)
1. Yes 2. No
8. S2-8 I believe that the refugees' popular committee performs its job concerning issues of local government.

Part Three: Administrative Issues in Local Government

Evaluate the following measures according to the degree they contribute to the improvement of the performance of the municipality in dealing with citizens and in boosting their confidence in it: (Do the following measures contribute to the improvement of the performance

of the municipality in dealing with the citizens and in boosting their confidence in it? Tell us if you agree/ strongly or disagree/ strongly)

The subject is reminded of the choices

**1. Strongly agree 2. Agree 3. Disagree 4.Strongly disagree
5. No answer or inapplicable**

1. S3-1 Holding municipal elections.
2. S3-2 Decreasing the interference of the regional government in municipal work.
3. S3-3 Establishing a public relations office (to meet and direct visitors and to deal with their problems).
4. S3-4 Offering better training to municipal employees.
5. S3-5 Increasing the number of municipal employees.
6. S3-6 Increasing municipal working hours.
7. S3-7 Producing informational pamphlets about the activities of the municipality in order to clarify the necessary procedures to process municipal applications.
8. S3-8 Providing special employees to meet visitors and to direct them to various municipal sections.
- 9.
10. S3-9 Holding regular meetings between the municipality and the public.

Part Four: Ways to Ameliorate the Current Situation

The subject is reminded of the choices

**1. Strongly agree 2. Agree 3. Disagree 4.Strongly disagree
5. No answer or inapplicable**

1. S4-1 I am willing to contribute to the necessary expenses of some local projects that interest me.
2. S4-2 I am willing to volunteer for cleaning or maintenance activities conducted by the municipality in my area.
3. S4-3 If the municipality conducts its work properly, I will contribute more to expenses than I do today.
4. S4-4 I thought of forming a cooperative or of joining one.
5. S4-5 If I am invited to join a cooperative, I will do so.

6. S4-6 I support the hiring of private companies to provide services instead of the municipality (for emptying sewers, for providing water and electricity, and for garbage collection).
7. S4-7 I support the hiring of private companies to provide services (such as emptying sewers, providing water and electricity, and garbage collection) instead of the municipality as long as the municipality is an important contributor to the project.

Part Five: The Relationship between the Municipality and Others

The subject is reminded of the choices

- 1. Strongly agree 2. Agree 3. Disagree 4. Strongly disagree
5. No answer or inapplicable**

1. S5-1 There is effective coordination between the municipality and UNRWA.
2. S5-2 I believe the municipality makes up for the shortages in UNRWA services.
3. S5-3 There is adequate coordination between the municipality and refugees' popular committees.
4. S5-4 There is adequate coordination between the municipality and neighborhood committees.
5. S5-5 There is adequate coordination between the municipality and civil organizations (clubs, societies).
6. S5-6 There is adequate coordination between the municipality and the residents as individuals.

Part Six: Satisfaction with Current Services

The subject is asked to express the degree of his satisfaction with the following issues as they exist now.

- 1. Completely satisfied 2. Satisfied 3. Dissatisfied
4. Completely dissatisfied 5. No answer or inapplicable**

1. S6-1 The marketplace.
2. S6-2 The infrastructure.
3. S6-3 The maintenance of the infrastructure.
4. S6-4 The development plans (structural organization, construction permits, work rates and improvements of infrastructure).

5. S6-5 The existing water providing service.
6. S6-6 The existing electricity providing service.
7. S6-6 The existing garbage collection services.
8. S6-8 The existing traffic control.

Part Seven: Infrastructure Priority Needs

Evaluate the following issues according to what you think is their priority to the area.

- 1. Very important 2. Important 3. Unimportant**
4. Absolutely unimportant 5. No answer or inapplicable

1. S7-1 Providing homes with water.
2. S7-2 Establishing a system for channeling rain water.
3. S7-3 Regulating a system for garbage collection and disposal.
4. S7-4 Preparing a sewers system.
5. S7-5 Establishing a nursery.
6. S7-6 Building a school.
7. S7-7 Establishing a clinic.
8. S7-8 Establishing a hospital.
9. S7-9 Establishing a sports center.
10. S7-10 Establishing public parks with children's facilities.
11. S7-11 Providing parking lots.
12. S7-12 Organizing public transportation.
13. S7-13 Establishing a public library.
14. S7-14 Providing services to combat flies, insects, mice, etc.
15. S7-15 Providing public facilities (parks, toilets, playgrounds, and beaches).
16. S7-16 Improving the general appearance of the area (planting trees, painting).

17. S7-17 Focusing on general education and media.
18. S7-18 Establishing a new marketplace in the area.
19. S7-19 Establishing an industrial zone in the area.
20. S7-20 Establishing areas for pedestrians.
21. S7-21 Which of the above issues do you consider to be the most important (one choice only)

Answer is written here _____

22. S7-22 Is there a specific service provided by the municipality you are willing to pay more money to improve? Mention the service that you are most willing to pay for its improvement:

_____.

Part Eight: Miscellaneous

1. S8-1 In case there are problems concerning municipal services, do you know where to go?
 1. Yes
 2. No
 3. No answer
2. S8-2 Did you ever approach any side to solve a problem you had concerning municipal services? (if the answer is no, move to 4)
 1. Yes
 2. No
 3. No answer
3. S8-3 Were you able to solve it?
 1. Yes
 2. No
 3. No answer
4. S8-4 If you face a problem caused by the municipality, you solve it by addressing
 1. The municipality
 2. The neighborhood committee
 3. The refugees' popular committee
 4. Well-connected relatives
 5. Other. Specify _____
5. S8-5 The best way to get information about municipal services is
 1. A magazine or bulletin issued by the municipality
 2. Radio
 3. Television
 4. Social field workers
 5. Other. Specify _____
6. S8-6 Do you know about the project for supporting development and municipal administration in the middle region in the Gaza Strip which is funded by the Danish government?
 1. Yes
 2. No
 3. No answer
7. S8-7 Do you usually pay your municipality bills?
 1. Always
 2. Most of the time
 3. Sometimes
 4. I did not pay any
 5. No answer

8. S8-8 Do you believe that getting some services (water and electricity) illegally is justified (if the answer is No, move to 10)
1. Yes 2. No 3. No answer/Not applicable
(the services are not available to begin with)
9. S8-9 In your opinion, what is the main justification for people getting services illegally?
1. High costs
2. Poor service (delays, weakness)
3. Difficulty of paying bills and not having collectors
4. Lack of trust in the municipality (municipality does not treat everyone equally)
5. Everybody does it
6. The municipality does not offer a payment plan for overdue bills.
7. Other
10. S8-10 On a scale from 1-10, what is the degree of your satisfaction with your life in this region (10 means completely satisfied, 8 means generally satisfied, 6 means more satisfied than dissatisfied, 5 means in-between satisfied and dissatisfied, 3 means generally dissatisfied, and 1 means completely dissatisfied. The number should be put in the square).

Section Three: Subject's Background and Housing Characteristics

8. V08 Age
9. V09 Highest educational level
1. Illiterate 2. Primary School 3. Middle School
4. Secondary School 5. Middle Diploma 6. B.A and above
10. V10 Marital Status
1. Married 2. Single 3. Other (Divorce, Widowed)
11. V11 Refugee Status
1. Refugee 2. Non-Refugee
12. V12 Number of family members who eat together at the same table
(number should be written in the square)
13. V13 Number of children below 15 years of age
14. V14 Work Status
1. Worker 2. Employee 3. Merchant 4. Housewife 5. Artisan
6. Student 7. Farmer 8. Unemployed (Job seeker) 9. Retired
10. Professional 11. Other
15. V15 Work Sector

- 1. Governmental 2. UNRWA 3. Private 4. Other (inapplicable)
- 16. V16 Place of work
 - 1. The Gaza Strip 2. Israel (and settlements) 3. Other (inapplicable)
- 17. V17 Number of Rooms used by the family (without bathroom and kitchen)
- 18. V18 Size of house lived in and used by the family in square meters
- 19. V19 Kind of roof
 - 1. Corrugated metal 2. Asbestos 3. Cement
 - 4. Other (specify _____)
- 20. V20 Who collects garbage in your area?
 - 1. The municipality 2. UNRWA 3. Both
 - 4. Other (specify _____)
- 21. V21 House entrance is on
 - 1. A paved street 2. A dirt road
- 22. V22 Median Income of family
 - 1. Less than NIS 1000
 - 2. NIS 1000-NIS 2000
 - 3. NIS 2001-NIS 3000
 - 4. NIS 3001-NIS 4000
 - 5. NIS 4001 and above

Researcher's Comments:

Annex 7
Table of Standard Errors of Means

	Nusirat	Bureij	Maghazi	General Score	Error margin +/-
Incorrect disposal of garbage.	1.0	1.1	1.6	0.7	1.5
S1-1 Not having safe drinking water in the house.	0.8	1.1	1.6	0.7	1.4
S1-2 Unpaved streets.	0.8	1.0	1.6	0.7	1.4
S1-3 Not having enough playgrounds for children and youth.	1.0	1.2	1.6	0.7	1.5
S1-4 Not having enough medical clinics.	1.1	1.2	1.5	0.7	1.5
S1-5 Poor street lighting.	1.1	1.2	1.5	0.7	1.5
S1-6 Absence of public toilets.	1.5	1.4	1.6	0.9	1.7
S1-7 Inadequate systems for channeling rain water.	1.1	1.1	1.5	0.7	1.5
S1-8 Unavailability of services for the elderly.	1.4	1.4	1.5	0.8	1.7
S1-9 Inadequate prenatal and child services.	1.2	1.3	1.6	0.8	1.6
S1-10 Unavailability of appropriate childcare services.	1.2	1.1	1.5	0.7	1.5
S1-11 Unavailability of an ambulance when there is a medical emergency involving a family member.	1.2	1.1	1.6	0.7	1.5
S1-12 Unavailability of a literacy center in my area.	1.3	1.3	1.5	0.8	1.6
S2-1 I know the channels through which citizens can influence municipal work.	1.5	1.5	1.5	0.9	1.7
S2-2 The people working in the municipality care about the issues the citizens bring to their attention.	1.3	1.4	1.4	0.8	1.6
S2-3 Information about municipal development plans (future municipal projects, structural plans, etc.) is available for the public.	1.3	1.3	1.3	0.7	1.5
S2-4 I know that a neighborhood committee exists in my area.	1.8	1.6	1.2	0.9	1.8
S2-5 I am aware of the activities of the neighborhood committee.	3.2	4.9	7.6	2.6	5.3
S2-6 I believe that the neighborhood committee is doing the job expected of it.	3.8	4.4	6.2	2.7	5.4
S2-7 I know that a refugees' popular committee exist in my neighborhood.	1.3	2.1	1.7	1.0	2.0
S2-8 I believe that the refugees' popular committee performs its job concerning issues of local government.	4.6	3.1	4.8	2.3	4.5
S3-1 Holding municipal elections.	1.3	1.3	1.2	0.7	1.5
S3-2 Decreasing the interference of the regional government in municipal work.	1.5	1.5	1.5	0.9	1.7
S3-3 Establishing a public relations office (to meet and direct visitors	1.0	1.0	0.9	0.6	1.2

and to deal with their problems).					
S3-4 Offering better training to municipal employees.	1.0	1.0	0.9	0.6	1.2
S3-5 Increasing the number of municipal employees.	1.4	1.3	1.5	0.8	1.7
S3-6 Increasing municipal working hours.	1.4	1.4	1.6	0.8	1.7
S3-7 Producing informational pamphlets about the activities of the municipality in order to clarify the necessary procedures to process municipal applications.	1.1	1.1	0.9	0.6	1.2
S3-8 Providing special employees to meet visitors and to direct them to various municipal sections.	1.1	1.1	0.9	0.6	1.2
S3-9 Holding regular meetings between the municipality and the public.	1.0	1.0	0.8	0.6	1.1
S4-1 I am willing to contribute to the necessary expenses of some local projects that interest me.	1.6	1.6	1.7	0.9	1.9
S4-2 I am willing to volunteer for cleaning or maintenance activities conducted by the municipality in my area.	1.4	1.4	1.4	0.8	1.7
S4-3 If the municipality conducts its work properly, I will contribute more to expenses than I do today.	1.7	1.4	1.6	0.9	1.9
S4-4 I thought of forming a cooperative or of joining one.	1.4	1.5	1.4	0.8	1.7
S4-5 If I am invited to join a cooperative, I will do so.	1.6	1.5	1.4	0.9	1.8
S4-6 I support the hiring of private companies to provide services instead of the municipality (for emptying sewers, for providing water and electricity, and for garbage collection).	1.5	1.7	1.8	1.0	1.9
S4-7 I support the hiring of private companies to provide services (such as emptying sewers, providing water and electricity, and garbage collection) instead of the municipality as long as the municipality is an important contributor to the project.	1.6	1.7	1.8	1.0	2.0
S5-1 There is effective coordination between the municipality and UNRWA.	1.7	1.7	1.5	0.9	1.9
S5-2 I believe the municipality makes up for the shortages in UNRWA services.	1.3	1.5	1.2	0.8	1.6
S5-3 There is adequate coordination between the municipality and refugees' popular committees.	1.8	2.1	1.8	1.1	2.3
S5-4 There is adequate coordination between the	1.8	2.4	1.8	1.2	2.3

municipality and neighborhood committees.					
S5-5 There is adequate coordination between the municipality and civil organizations (clubs, societies).	1.5	1.8	1.6	1.0	1.9
S5-6 There is adequate coordination between the municipality and the residents as individuals.	1.4	1.7	1.4	0.9	1.7
S6-1 The marketplace.	1.5	1.5	1.5	0.9	1.7
S6-2 The infrastructure.	1.3	1.4	1.1	0.8	1.5
S6-3 The maintenance of the infrastructure.	1.3	1.4	1.2	0.7	1.5
S6-4 The development plans (structural organization, construction permits, work rates and improvements of infrastructure).	1.4	1.5	1.4	0.8	1.7
S6-5 The existing water providing service.	1.4	1.3	1.3	0.8	1.6
S6-6 The existing electricity providing service.	1.4	1.3	1.3	0.8	1.6
S6-7 The existing garbage collection services.	1.4	1.4	1.3	0.9	1.7
S6-8 The existing traffic control.	1.4	1.7	1.5	0.9	1.8
S7-1 Providing homes with water.	0.5	0.7	0.4	0.3	0.7
S7-2 Establishing a system for channeling rain water.	0.8	0.8	0.7	0.5	0.9
S7-3 Regulating a system for garbage collection and disposal.	0.8	0.9	0.6	0.5	0.9
S7-4 Preparing a sewers system.	0.7	0.6	0.5	0.3	0.7
S7-5 Establishing a nursery.	1.1	1.0	1.0	0.6	1.2
S7-6 Building a school.	1.1	1.0	1.0	0.6	1.2
S7-7 Establishing a clinic.	1.1	1.0	0.9	0.6	1.2
S7-8 Establishing a hospital.	1.0	0.9	0.8	0.5	1.0
S7-9 Establishing a sports center.	1.1	1.1	1.0	0.6	1.3
S7-10 Establishing public parks with children's facilities.	1.1	1.0	1.0	0.6	1.2
S7-11 Providing parking lots.	1.2	1.0	1.0	0.6	1.3
S7-12 Organizing public transportation.	1.1	1.0	0.9	0.6	1.2
S7-13 Establishing a public library.	1.1	1.0	0.9	0.6	1.2
S7-14 Providing services to combat flies, insects, mice, etc.	0.9	0.8	0.6	0.5	0.9
S7-15 Providing public facilities (parks, toilets, playgrounds, and beaches).	1.1	1.0	1.0	0.6	1.2
S7-16 Improving the general appearance of the area (planting trees, painting).	1.1	1.0	0.9	0.6	1.2
S7-17 Focusing on general education and media.	1.0	1.0	0.8	0.6	1.1
S7-18 Establishing a new marketplace in the area.	1.2	1.1	1.0	0.6	1.3
S7-19 Establishing an industrial zone in the area.	1.5	1.2	1.3	0.8	1.5

S7-20 Establishing areas for pedestrians.	1.2	1.0	1.0	0.6	1.3
S8-1 In case there are problems concerning municipal services, do you know where to go?	2.5	2.4	2.5	1.4	2.8
S8-2 Did you ever approach any side to solve a problem you had concerning municipal services? (if the answer is no, move to 4)	2.3	2.4	2.4	1.4	2.7
S8-3 Were you able to solve it?	4.4	4.3	4.4	2.5	5.0
S8-6 Do you know about the project for supporting development and municipal administration in the middle region in the Gaza Strip which is funded by the Danish government?	2.0	2.2	2.3	1.3	2.5
S8-7 Do you usually pay your municipality bills?	1.6	1.4	1.2	0.8	1.6
S8-8 Do you believe that getting some services (water and electricity) illegally is justified	1.9	1.8	1.8	1.1	2.1
S8-10 What is the degree of your satisfaction with your life in this region?	1.3	1.2	1.3	0.7	1.5
Average	1.4	1.5	1.5	1.3	2.7