



# **Public Opinion Poll On Corruption in Palestine 2016**

**December 2016**



## Key Findings of the 2016 Public Opinion Poll

on

### the State of Corruption and Methods of Combating it in Palestine

#### Introduction

The Coalition for Integrity and Accountability-AMAN conducts this poll yearly in order to monitor changes in citizens' perceptions and impressions of corruption and their willingness to engage in combating it. In this regard, this opinion poll is considered an important indicator in addition to results obtained from objective research, published information and data, the Observatory for Promoting Integrity and Combating Corruption, and information cited from direct interviews with officials. Additional sources include specific studies on the state of integrity, transparency and accountability in Palestine. To utilize all this diverse information, AMAN analysis results of these studies and other information when preparing its annual report on "The State of Integrity and Combating Corruption in Palestine."

For the above-mentioned purpose, AMAN commissioned the Palestinian Center for Policy and Survey Research (PCPSR) to conduct this poll on the state of citizens' perception of corruption and methods of combating it in 2016. The Center conducted the poll in the period between the 5<sup>th</sup> to the 9<sup>th</sup> of November, 2016 in the West Bank (WB) and Gaza Strip (GS).

The sample survey included 1230 individuals ages 18 years and above equally divided between males and females; 780 of them were from the WB including East Jerusalem, which constitutes 63.6%, and 450 from the GS constituting 36.4%. The sample was distributed among 50 residential agglomerations representing cities, villages, towns and refugee camps. The interviews were conducted face to face through home visits.

The sample survey was characterized by a diversity of educational levels (illiterate, elementary, preparatory, secondary, community college/ institute, bachelor degrees, higher than a bachelor's degree). 48.1% of the sample were employed versus 51% who were unemployed. Work sectors included 31.4% who worked in the public sector; 57% in the private sector: 3.3% in the civil sector; 6.3% with (UNRWA) and 2% with international organizations.

The sample was selected using the multi-stage selection method after which the total sample was divided into two parts (the WB and GS) according to the results of the 2007 General Census of Population and Housing implemented by Palestinian Central Bureau of Statistics. After that, the sample was distributed on the various governorates according to size; after which residential areas were selected from each governorate based on results of the census mentioned within the residential areas, where one or two blocks were chosen randomly to work with. In addition, house selection within the selected blocks was also carried out using systematic random sampling. However, within the household, the pre-assigned table of random numbers was used to select persons who will be interviewed (**Kish**), noting that the margin of error is 0.3%.

**AMAN relies on observing changes occurring on perceptions of Palestinian citizens in specific areas, which AMAN repeats annually. These areas are:**

- **Level of corruption and extent of its prevalence:**

Results of the poll showed that 55% of respondents said that corruption increased in 2016. A noticeable increase was revealed in the WB in comparison with the GS (60% WB; 46% GS); versus 15% of respondents who said that the level of corruption has declined (13% WB; 19% GS). While 27% of respondents said it has not changed.

- **Underlying reasons for lack of seriousness in combating corruption**

Absence of holding senior corrupt officials accountable, as seen by citizens; and lack of awareness among citizens of corruption crimes and the Anti-Corruption Law were among the reasons pointed out for people



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Quays Center for Opinion Polls and Surveys  
Ramallah-Palestine



not to take combating corruption seriously. However, it was lack of published information on corruption cases, especially those that have been exposed and perpetrators were held accountable, which formed the most important reason as seen by respondents.

#### • **Corruption in service provision**

It was the process of appointments and promotion which came in the first place, followed by distribution of humanitarian and social assistance, in-kind and cash. Then came health services; water, electricity, and communications were not far behind; tax and customs assessments; transactions carried out by the General Authority of Civil Affairs; and university scholarships were all considered to be amongst public services most susceptible to the spread of corruption, as viewed by respondents. When compared with previous opinion polls, a clear decline was noticed in the spread of corruption in humanitarian aid (in-kind and cash) according to respondents.

#### • **Most prevalent Forms of corruption in Palestine**

Regarding the most prevalence forms of corruption in Palestine, embezzlement of public funds took first place, followed by abuse of power, then bribery in exchange for public services or obtaining a benefit unjustly, came in third place. Fourth place was given to compromising public funds, followed by money laundering, and in last place was misuse of trust. In comparison with results of the 2015 opinion poll, the ratio was close for all of the forms of corruption, with the exception of bribery where in 2016 a decline was revealed.

#### • **Wasta or (the use of an intermediary) in obtaining public services**

75% of respondents believe that wasta helps them in obtaining a public service. In comparison with past polls, there was a rise in the use of wasta in 2016 (38%) comparing to (26%) in 2015; while it was low in comparison with the 2013 poll (72%).

#### • **Media's role in combating corruption**

46% of respondents interviewed for the 2016 poll feel that Palestinian media is weak in exposing and highlighting issues of corruption.

#### • **Citizen's role in combating corruption**

72% of respondents believe that the citizen has an effective role in combating corruption.

#### • **Reporting corruption or Whistleblowing**

56% of respondents see that reporting corruption is a duty.

#### • **Economic crimes**

74% of respondents believe that crimes related to spoiled food and medicine have increased in 2016.

### **Key Findings of the Opinion Poll**

- 60% of respondents considered the level of corruption in institutions of the Palestinian National Authority (PNA) is immense. Differences were revealed between the WB and the GS by a 15% ratio (66% in the WB; 51% in the GS), versus 33% of them who said it was average (31% in the WB; 37% in the GS); while 6% said it was small.
- Future predictions of citizens in terms of the level of corruption in 2017, it was close to last year's results, as more than half of respondents are unsure and uncertain that sufficient improvement will occur to control the spread of corruption in 2017. This was verified by the results as 52% of respondents who said that it will increase. A significant difference was revealed between the WB and GS with (56% in the WB; 46% in the GS). In contrast, 13% felt that it will decrease (11% in the WB; 15% in the GS); while 27% of them said that the level of corruption will remain the same (25% in the WB; 31% in the GS). This may be attributed to the fact that the exerted anti-corruption efforts are not tangible for them to see. All of this led to lack of optimism among respondents in regard to a decrease of corruption levels in 2016.
- Notwithstanding exerted anti-corruption efforts in Palestine, a high percentage of respondents (73%)

see that these efforts are insufficient, although this ratio was lower than last year as results of the 2015 poll revealed an (80.2%).

- 19% of respondents said that lack of respect to the rule of law is the most important reason for the spread of corruption in Palestine. While 18% of them said that lack of holding corrupt senior officials accountable was the reason, and 13% said that it was the Israeli occupation and its role in creating and maintaining an encouraging environment for corruption was the reason. Another 12% said that the reason was connected to the immunity granted to individuals, while 10% of respondents considered the reason to be the internal division between the WB and GS. The ratio was equal in regard to lack of activation of the Palestinian Legislative Council (PLC) and regulatory institutions. As for weakness of the role of civil society (CS) in combating corruption, the ratio was equal with lack of citizens' awareness of corruption forms, where the percentage accounted to 9% for each. And in comparison with past polls conducted by AMAN, results clearly revealed a lower ratio in regard to lack of respect for the rule of law as illustrated by results of the 2014 poll. Similarly, lack of seriousness in holding corrupt individuals accountable showed a decrease when compared with the 2012, and 2014 polls. Also the ratio was clearly lower in the 2015 poll regarding the internal division between the WB and GS, as well as to the lack of activation of the PLC, where results showed a low ratio in comparison with the 2014 poll.
- 35% of the sample survey said that the main reason was the negative outlook of respondents in regard to being unable to tangibly see official anti-corruption efforts on the ground, epitomized by citizens not witnessing individuals who committed big crimes held liable for their acts. While 24% of them said that citizens lack awareness of what is a corruption crime, as well as their lack of knowledge of the Anti-Corruption Law. In the meantime, 23% attributed it to the absence of published information on corruption cases that have been exposed and perpetrators convicted, while 18% said that they are unaware of anti-corruption efforts.
- Results of the poll confirmed that ministries and subsidiary commissions are more susceptible to corruption in the view of 22.5% of respondents, followed by the presidency institution with 22%. In third place was the security apparatuses in terms of being susceptible to corruption with 20%. As for the Local Government Units (LGUs) which took fourth place with 11%. In fifth place came the Council of Ministers and the Prosecution with equal ratio of 9% each; while the courts came in last place with 7%. In comparison with past polls conducted by AMAN, which revealed that the ratio related to ministries and their subsidiary institutions came lower than in past years; similarly, was the case of the security apparatuses. While ministries and affiliated bodies showed a decline in 2016 to reveal a 22.5% after being 23.5% in 2015, and 24.4% in 2014. Also ratio for the security apparatus revealed a decline, as an institution more susceptible to corruption, from 30% in 2012 to 23.5% in 2015 according to respondents.
- In regard to ministries in terms of being more susceptible to corruption, the Ministry of Finance (MoF) came into first place with 23% according to respondents, followed by the Ministry of Health (MoH) according to 14% of respondents; while the Ministry of Social Affairs (MoSA) came in third place with 13%, and in fourth place was the Ministry of Interior (MoI) with 12%. In fifth place was the Ministry of Education (MoE) with 9%, and the Energy Authority came in sixth place with 8%. In the meantime, the General Authority of Civil Affairs (GAoCA) came in seventh place with 7%, and in eighth place was the Ministry of Transport (MoT) with 5%. The Ministry of Al-Awqaf and Water Authority came in last place and with the very close ratio of 4%. In comparison with past polls conducted by AMAN, the MoF result was a bit lower. Also results of the MoSA revealed a significant decline from the 2014 poll results. It is possible to analyze people's perceptions by attributing results of the above-mentioned ministries to being more susceptible to corruption due to the nature of services rendered by these ministries hence have more and closer contact with citizens, and are also the ministries that take more administrative and financial decisions.
- In regard to public services that considered most likely to be more susceptible to corruption as viewed by respondents, 34% indicated that it was the appointments and promotions process, followed by distribution of humanitarian and social assistance as seen by 15% of respondents. 14% said it was the



health services, and 12% said it was in water, electricity, and communication services. While 9% said it was in assessing tax and customs, and 8% said it was in the GAoCA) transactions; while 7% said it was in university scholarships.

In comparison with past polls conducted by AMAN, there was a clear decline in regard to distribution of humanitarian and social assistance, in-kind and cash; and close in other services.

- Results showed that the sector most vulnerable to the spread of corruption is services since 75% of respondents believe that *wasta* helps them in obtaining a public service.; versus 25% who do not believe in the use of *wasta*. Ratios were close for the past two years with 81% and 73% for 2014 and 2015 consecutively, regarding respondents who said that they sought *wasta* to obtain public services, versus 61% of respondents who said they did not seek *wasta*. In comparison with previous polls, results for requesting *wasta* in 2016 showed a significant decline in comparison to the 2013 poll; while it was higher than results of the 2015 poll.
- Fear of the possibility of losing the opportunity of obtaining the service, due to the limited number, was the main reason for using *wasta* according to 20% of respondents, when asked about the reason for resorting to *wasta*. While 19% of respondents said it was a Palestinian culture not to see anything wrong in using *wasta*. However, 18% said that it was for fear of losing it to someone who does not deserve it due to corruption, and 15% said it was to avoid bureaucratic procedures hence shorten the time needed. The same ratio of 15% was reached in regard to lack of trust in the integrity of those providing services. In comparison with past polls, however, the ratio was lower, to a large extent, than that of the 2014 poll concerning fear of obtaining the service due to the limited opportunities available, but was clearly higher in reference to the Palestinian culture in the 2014 poll.
- Approximately half of the Palestinian population whose opinion was sought (46%) see that the media role was weak and insufficient in exposing and highlighting issues of corruption hence in combating corruption. While 15% of respondents believe that the role of media was effective in exposing cases of corruption, and 37% of them said it was average in its effectiveness. This reflects that the Palestinian citizen sees the role of media as positive, but insufficient until now. Moreover, results of the poll showed that the following constituted the underlying reasons prevent media from being effective as required: fear of legal prosecution; lack of access to information; lack of independence of media outlets; absence of legal and professional protection; and lack of will amongst owners and heads of media outlets.
- In comparison with results of past polls conducted by AMAN, the ratio was clearly lower than the 2015 poll in regard to fear of legal prosecution. As for lack of access to information, the ratio was high in comparison with the 2013 and 2014 polls, and significantly higher than the 2015 poll results. In relation to lack of independence of media outlets, the ratio was lower than that of the 2014, and 2015 polls. As for the absence of legal and professional protection, the ratio was high comparing to the 2013 poll results, and also low in comparison to results of the 2013 poll in results, and higher comparing to the results of the 2014 and 2015 polls in terms of lack of will on the part of owners and editors of media outlets.
- There is a general perception among respondents that the Palestinian citizen has a vital role to play in combating corruption, confirmed by 72% of those who believe that the Palestinian citizen has a basic role in fighting corruption. The ratio in this poll was low in comparison with results of the 2014 poll where the ratio was around 90%.
- 86% of respondents in the WB and the GS do not see the possibility of accessing public information related to public records, and further confirm the difficulty of reaching it as it is not available. When compared to the 2014 poll, it is discovered that 72.4% of respondents of that poll also believed the same. Results illustrate a clear difference between the WB and GS as 68% of those who see the impossibility of accessing information, 73% of those are in the WB versus 60% in the GS.
- Although the majority of respondents see that reporting corruption as a duty in accordance with the law (56%) or a citizen's right (38%), in practice they do not exercise it for many reasons, most impor-

tantly of which are: lack of sufficient protection for whistleblowers; lack trust in reporting corruption since no measures have been taken concerning the corrupt; and lack of sufficient awareness of the concept of corruption and its forms, with an equal ratio for lack ability to prove corruption. And close to that was the fear of retaliation and the party delegated to receive complaints. Weakness of complaint units in the Palestinian public institutions was pointed out by 8% of respondents, and in last place with 7% was the conviction that reporting on corruption is a form of slander (snitching). The ratio was lower in this poll in comparison with previous polls on lack of sufficient protection for whistleblowers, and also low in comparison to past polls in regard to lack of faith in reporting corruption.

- 78% of respondents considered that penalties imposed on perpetrators of corruption crimes are not deterrent. the ratio was close to those of previous polls of 2013, 2014, 2015.
- The majority of respondents believe that corruption is found in all three authorities (executive, legislative, and judicial), as 69% of respondents believe in the existence of corruption in the judicial authority, and upon comparing this result with results of the past three years, 2013, 2014, 2015, we find that 69%, 72% and 55% respectively, believed in the existence of corruption in the Judicial authority, noting the close ratio between 2014and 2015, and an increase from 2013.
- Despite the fact that the economic crimes related to trading in spoiled food and medicines, which is in violation of conditions and standards of health and safety, has an impact on the health and safety of citizens and is linked to the private sector, 74% of respondents believe that these crimes have increased in 2016. As for reasons behind this growing phenomenon, the first was attributed to lack of holding perpetrators of these crimes liable as expressed by 30% of respondents. In second place was that penalties stipulated in the Penal Code are not deterrent; while in third place was due to the practice of *wasta*, nepotism, and favoritism to turn a blind eye to these crimes with 23% of respondents attesting to that. While 14% was attributed to the fragmentation and overlapping of responsibilities of the official parties entrusted to follow-up on food and drug issues. Lack of citizens' awareness of these crimes came in the fifth and last place with 10% of respondents confirming it. For comparison purposes, results showed a rise in the 2013 and 2015 polls in regard to not holding perpetrators accountable for their crimes, which constituted the most important reason contributing to the increase in this phenomenon. In this conclusion detected is a call to increase the severity of penalties for this type of crimes, and to imprison, fine, and publish black lists of names of those committing such cries. Also to call on competent parties to withdraw their licenses and work permits upon conviction.



## Introduction:

In preparation for the issuance of the 2016 annual corruption report, the **Coalition for Integrity and Accountability-AMAN** commissioned the **Palestinian Center for Policy and Survey Research (PCPSR)** to conduct an opinion poll on the state of corruption in areas of the Palestinian Authority. This poll, including its analyzed results, constitute one measurement of many used in preparing the corruption report mentioned. The poll was conducted between November 5-9, 2016 in the West Bank and Gaza.

The sample survey was 1230 individuals who are 18 years and older, 780 of them are from the West Bank (WB) and East Jerusalem and 450 are from the Gaza Strip (GS). The sample was distributed among 50 residential agglomerations representing cities, villages and towns the margin of error is +3%. Interviews for the poll were conducted face to face.

## Methodology:

### 1. The questionnaire:

The questionnaire was specifically designed, in cooperation with AMAN, to cover objectives of the survey.

### 2. Sample selection:

The sample was selected using the multi-stage selection method after which the total sample was divided into two parts (the WB and GS) according to the results of the 2007 General Census of Population and Housing implemented by Palestinian Central Bureau of Statistics. After that, the sample was distributed on the various governorates according to size; after which residential areas were selected from each governorate based on results of the census mentioned; within the residential areas, one or two blocks were chosen randomly to work with. In addition, house selection within the selected blocks was also carried out using systematic random sampling. However, within the household, the pre-assigned table of random numbers was used to select persons who will be interviewed (**Kish**).

### 3. Data collection

Experienced field researchers conducted interviews of the survey. Prior to that, all of them had undergone specialized workshops, conducted in cooperation with AMAN, where the survey's objectives, methodology, and questionnaire were thoroughly discussed.

## Pilot survey:

Prior to conducting the main survey, the questionnaire was tested on a sample of 30 respondents in order to ensure its suitability and clarity to respondents (i.e., ensuring their understanding the nature of these questions and options offered). This step was vital in revising the questionnaire where necessary before adopting the final copy. In addition, the questionnaire was also tested for cohesion and constancy using Cronbach's Alpha as an index of reliability.

## Training workshops:

In cooperation with AMAN, the Center held two specifically designed training workshops for the field researchers, one in the WB and the other in GS. The workshops covered all aspects of the survey/opinion poll including methodology, sample respondents, questionnaire, and methods of conducting interviews.

## Supervision and follow-up:

Two methods were followed by the center during implementation of the survey:

1. **Field monitoring and supervision:** the research team worked under supervision and follow up of field coordinators and supervisors whose task was to make surprise visits to research sites in order to ensure that interviews are being conducted properly and work is problem free. In addition, the team submitted daily progress reports.
2. **Office monitoring and supervision:**
  - a. **Phone contacts:** the center carried out random phone calls with few individuals from the sample survey to ensure appropriateness of interviews and work ethics.
  - b. **Office work:** the questionnaire was examined at the office to ensure that answers and transition between questions were cohesive and interconnected.
  - c. **Data entry program:** a special program was designed for data entry containing specific controls and determinants that enable us to detect any problem.
  - d. **Data filtering:** this review process enabled us to define and address any errors that may have occurred by the researcher or during data entry.

## Data entry and analysis:

After the above-mentioned filter and review of collected data, final data entry and analysis was executed by using the statistical analysis program SPSS.



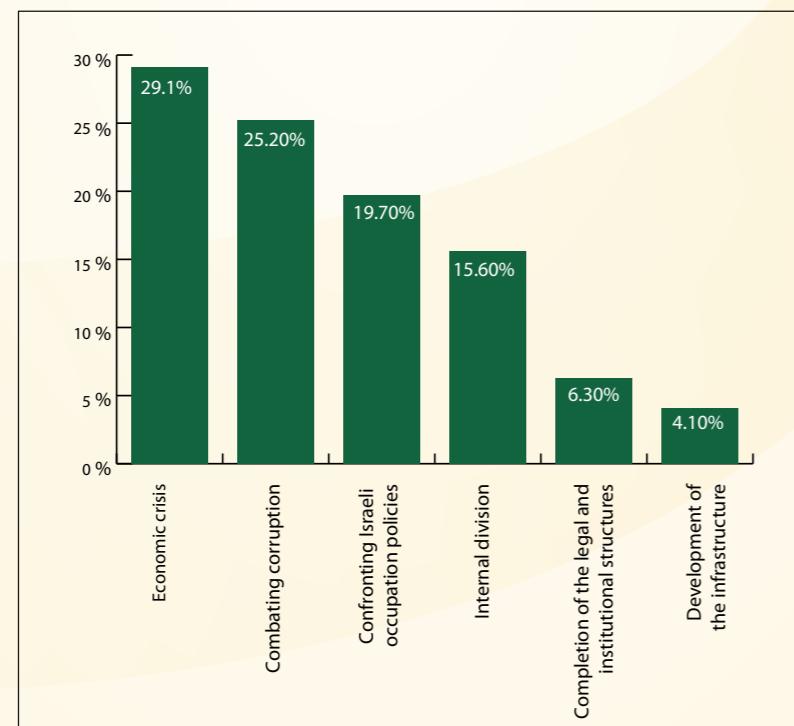
## Results of the 2016 Public Opinion Poll on Corruption in Palestine

### 1. Fundamental problems that resolving them must be a priority

The poll covered main problems and challenges that are faced by the Palestinian society, which need to be on top of the list for resolving. In this regard, 29% of the total respondents indicated that the **economic crisis** constitutes the main problem (31% in the WB and 26% in the GS). While 25% of the respondents said that **combating corruption** was a big issue (27% in the WB and 22% in the GS). 20% of respondents said that **confronting policies of the Israeli occupation** (21% in the WB and 18% GS), versus 16% who said it was the **internal division** with (14% in the WB and 19% GS). At the same time only 6% said that **completion of the legal and institutional structure** was an issue (4% in the WB and 10% in the GS); and 4% thought that **development of the infrastructure** was a problem. For more details, see the table below:

Table (1): Fundamental problems that resolving them must be a priority

Problem	West Bank	Gaza Strip	total
Economic crisis	31.0%	25.6%	29.1%
Combating corruption	27.1%	22.0%	25.2%
Confronting Israeli occupation policies	20.9%	17.7%	19.7%
Internal division	13.6%	19.1%	15.6%
Completion of the legal and institutional structures	4.2%	10.0%	6.3%
Development of the infrastructure	3.2%	5.7%	4.1%
Total	100.0%	100.0%	100.0%



The title and content list is the same as in table (please arrange accordingly in figure (1)).

### 2. Corruption in institutions of the Palestinian National Authority:

This section addresses citizens' evaluation of the magnitude of corruption in institutions of the Palestinian National Authority (PNA), as well as parties that are most susceptible to corruption, whether at the level of government commissions and ministries or government sectors (private or civil). In addition, this section also looks into public opinion concerning anti-corruption efforts exerted in the WB and GS.

#### 2-1 the level of corruption in PNA institutions:

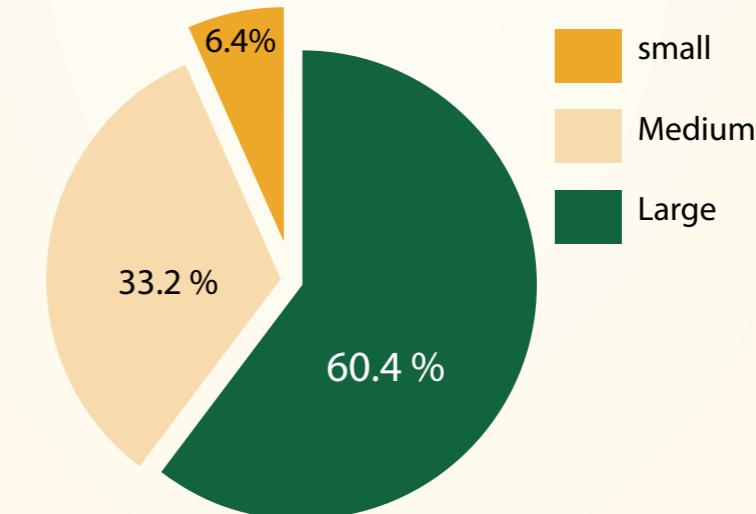
60% of respondents said that corruption in institutions of the PNA is huge with a clear discrepancy of 15% between the WB and the GS (66% in the WB and 51% in the GS). While 33% of them thought that the level of corruption is average (31% in the WB and 37% in the GS), and 6% believed it was small; more details are illustrated in table 1-2 below:

Table (2-1): level of corruption in PNA institutions

Level	West Bank	Gaza Strip	Total
Big	66.0%	50.5%	60.4%
Medium/average	30.9%	37.2%	33.2%
small	3.1%	12.2%	6.4%
Total	100.0%	100.0%	100.0%

Insert figure 2-1 here

Figure (2-1): level of corruption in PNA institutions



#### 2-2: The sector most susceptible to corruption:

52% of respondents believed that government institutions and local government units are most susceptible to corruption; where the percentage reached (61%) in the WB compared to (44%) in the GS. Second was civil sector with 26% (22% in the WB and 29% in the GS). The private sector came last with 22%. More details are illustrated in table (2-2) below:



Table (2-2): Sectors that are most susceptible to corruption

Sector	West Bank	Gaza Strip	Total
Government institutions and local government units	60.8%	43.8%	52.4%
Civil sector	22.3%	29.2%	25.6%
Private sector	16.9%	27.0%	22.0%
Total	100.0%	100.0%	100.0%

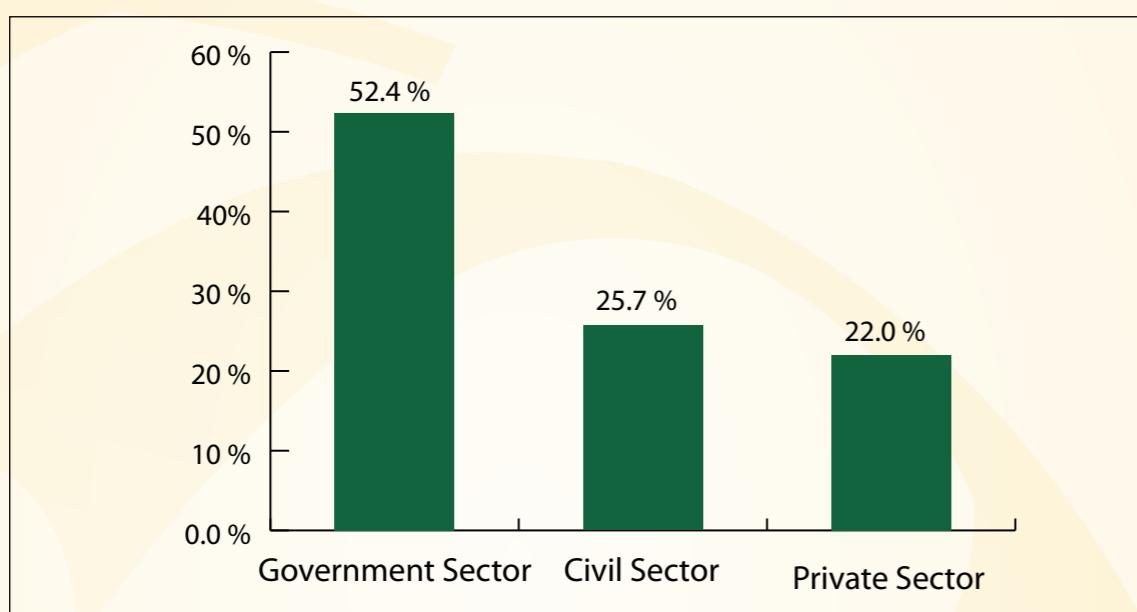


Figure 2-2: Sectors that are most susceptible to corruption in Palestine

When compared to other similar opinion polls conducted by AMAN, it is noticeable that results of this poll concerning **government institutions** revealed a ratio that is close to the results of the opinion poll conducted in 2013, and lower scores in comparison with the 2014 and 2015 polls. Results concerning the **civil sector** however, reveal a clear increase when compared to previous polls. As for the **private sector**, the results of this poll were lower than those of 2013, and higher than those of 2014 and 2015; more details are illustrated in the following table:

#### Sectors that are most susceptible to corruption

Comparative Chart: previous polls conducted by AMAN

Sector	2013	2014	2015	2016
Government institutions and local government units	53%	60.8%	60%	52.4%
Civil sector	18.7%	23.3%	20.3%	25.7%
Private sector	28.3%	15.9%	19.8%	22.0%
Total	100%	100.0%	100%	100.2%

2-3: Characteristics of those who commit acts of corruption

When defining corruption perpetrators in Palestine, 78% of respondents said it was mainly those who hold **senior positions**; percentage for the WB was very high, an (85%) comparing to (65%) in the GS. In the meantime, 22% (15% in the WB and 35% in the GS) said that it was the "**small employee**" who practices corruption most.

Table (2-3): Dominant characteristics of those who commit acts of corruption

Category	West Bank	Gaza Strip	Total
Senior employee (upper class)	85.2%	64.7%	77.7%
Small employee (average employees)	14.8%	35.3%	22.3%
Total	100.0%	100.0%	100.0%

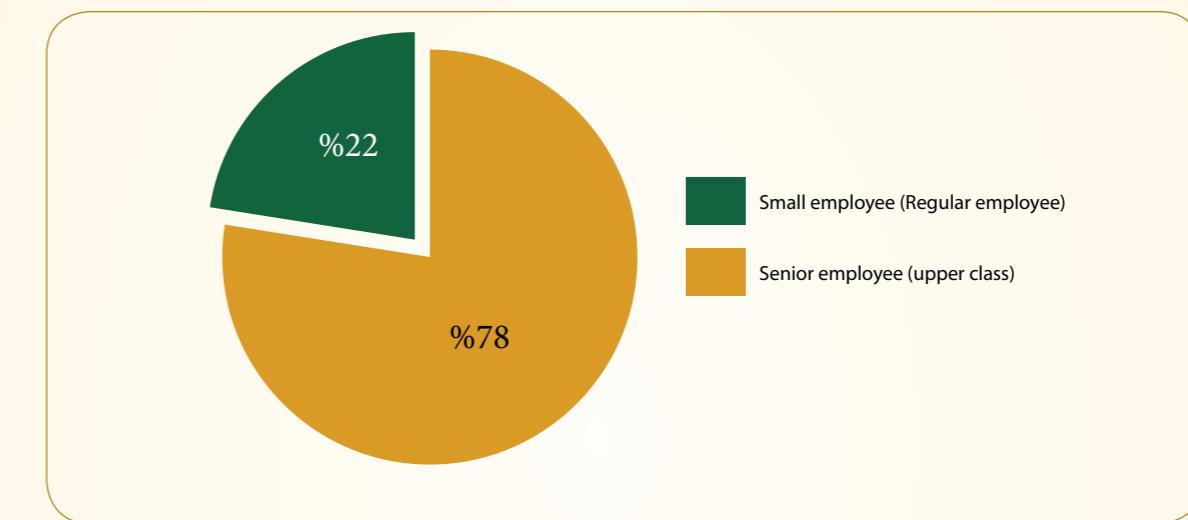


Figure (2-3): Dominant characteristics of those who commit acts of corruption

2-4: Public institutions or commissions are more susceptible to corruption:

**Ministries and affiliated commissions** are more susceptible to corruption according to 22.5% of the survey respondents. The results also showed a clear discrepancy of 16% higher in the WB than in Gaza (28% in the WB and 12% in the GS). In second place was **Bureau of the Presidency** with 22%; higher in the GS by 9% (18% in the WB and 27% in the GS). **The security apparatuses came in third place** in relation to being more susceptible to corruption with 20% (20% in the WB and 21% in the GS). The **local government units** were in fourth place with 11% where the result was nearly the same in both the WB and GS. The fifth place was the same for the **Council of Ministers** and the **Public Persecution** with 9% each, while the **courts** took last place with 7% (5% in the WB and 9% in the GS).

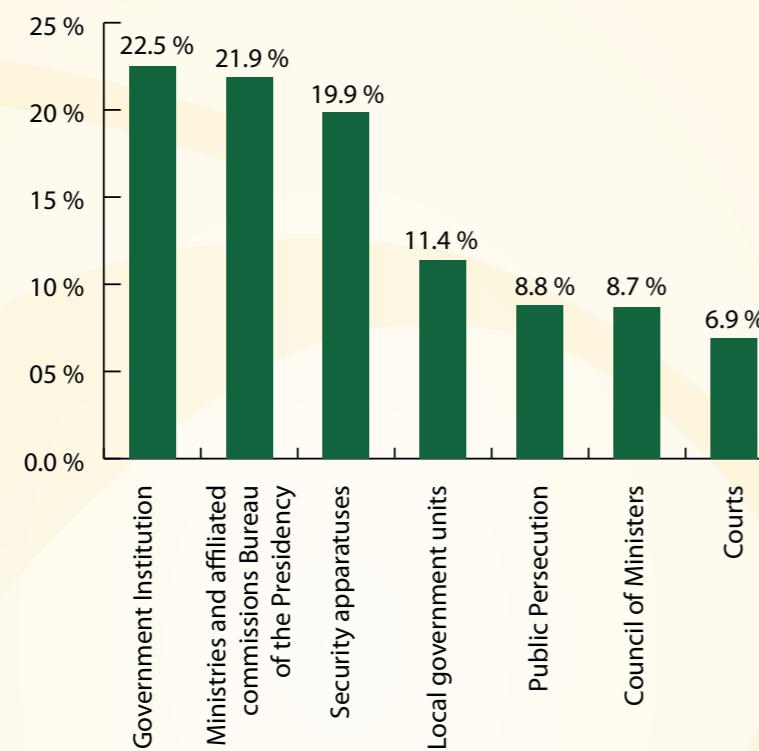
Table (2-4): Institutions and commissions most susceptible to corruption

Government Institution	West Bank	Gaza Strip	Total
Ministries and affiliated commissions	27.8%	12.4%	22.5%
Bureau of the Presidency	18.1%	27.2%	21.9%
Security apparatuses	19.7%	21.3%	19.9%
Local government units	11.5%	11.9%	11.4%
Public Persecution	8.8%	9.3%	8.8%



Council of Ministers	8.6%	8.6%	8.7%
Courts	5.4%	9.2%	6.9%
Total	100.0%	100.0%	100.0%

Figure (4-2): Institutions and commissions most susceptible to corruption



As we compare past polls with this year's, we discover that there is a clear decline in public's opinion of the susceptibility to corruption of **ministries and affiliated commissions under their jurisdictions**. Similarly, the **security apparatuses** also showed a decline. The following table illustrates more details in this regard:

#### Institutions and commissions most susceptible to corruption

##### Comparative chart: results of past opinion polls conducted by AMAN

Government Institution	2012	2014	2015	2016
ministries and affiliated commissions under their jurisdictions	36.1%	24.4%	26.7%	22.5%
Presidency Bureau	17.5%	21.6%	16.6%	21.9%
security apparatuses	30.0%	23.0%	23.5%	19.9%
Local Government Units	---	8.5%	8.7%	11.4%
Public Prosecution	3.5%	21.6%	6.3%	8.8%
Council of Ministers	---	6.5%	8.5%	8.7%
Courts	6.0%	7.0%	9.6%	6.9%

#### 5-2: Ministries that are most susceptible to corruption:

The **Ministry of Finance (MoF)** occupied the first rank in regard to the most institution susceptible to corruption according to 23% of respondents, with (21% in the WB and 26% in the GS). The **Ministry of Health (MoH)** was next in line where 14% of respondents said that it was the most susceptible (17% in the WB and 9% in the GS); while the **Ministry of Social Development (MoSD)** came third with 13% percent (16% in the WB and 9% in the GS). In fourth place was the **Ministry of Interior (MoI)** with 12% (11% in the WB and 14% in the GS); while the **Ministry of Education (MoE)** came in the fifth place with 9% (10% in the WB and 8% in the GS). As for the **Palestinian Energy and Natural Resources Authority (PENRA)**, it came in the sixth place with 8% (5% in the WB and 11% in the GS); while the **General Authority for Civil Affairs** ranked seven with 7% (5% in the WB and 11% in the GS). And in eighth place was the **Ministry of Transportation (MoT)** with 5% (8% in the WB and 4% in the GS); while the last place was taken by the **Ministry of Wakf and the Water authority** with a very low percentage of 4% each.

Table (2-5): Ministries that are most susceptible to corruption

Ministry/government commission	West Bank	Gaza Strip	Total
Ministry of Finance	20.9%	26.4%	22.9%
Ministry of Health	16.7%	9.4%	13.8%
Ministry of Social Development	15.9%	8.7%	13.3%
Ministry of Interior	10.8%	13.7%	12.4%
Ministry of Education	9.7%	7.8%	9.0%
Energy and Natural Resources Authority	4.7%	10.8%	7.6%
General Authority for Civil Affairs	4.7%	10.5%	6.8%
Ministry of Transportation (MoT)	6.7%	4.0%	5.4%
Ministry of Wakf	4.9%	4.5%	4.5%
Water authority	4.8%	4.4%	4.3%
	100.0%	100.1%	100.0%

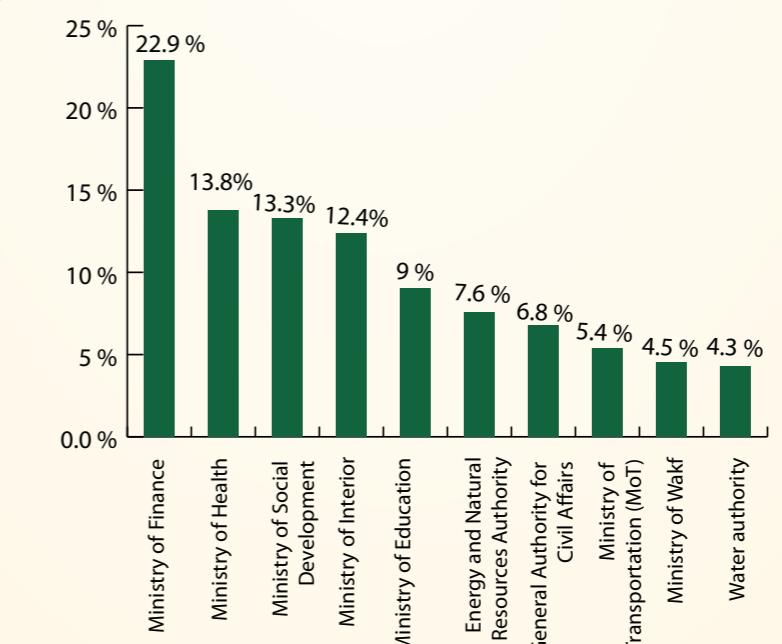


Figure (2-5): Ministries that are most susceptible to corruption



The results showed a lower percentage for the MoF if compared with results of previous polls conducted by AMAN. As for the MoSD, the result of this poll showed a decline from the 2014 poll. The table below illustrates more details in that regard:

#### Ministries that are most susceptible to corruption

Comparative chart: results of past opinion polls conducted by AMAN

Ministry/Government Commission	2012	2014	2015	2016
Ministry of Finance	37.5%	29.6%	23.9%	22.9%
Ministry of Health	18.9%	18.4%	15.4%	13.8%
Ministry of Social Development	---	23.5%	9.4%	13.3%
Ministry of Interior	---	11.1%	9.1%	12.4%
Ministry of Education	9.7%	7.5%	13.9%	9.0%
Energy and Natural Resources Authority	---	---	8.3%	7.6%
General Authority for Civil Affairs	---	---	4.8%	6.8%
Ministry of Transportation (MoT)	8.9%	6.2%	7.7%	5.4%
Ministry of Wakf	---	---	2.5%	4.5%
Water authority	8.2%	3.7%	4.9%	4.3%
	100%	100%	100%	100.0%

#### 2-6: Anti- corruption efforts:

In regard to the anti-corruption efforts exerted in Palestine, **22% of respondents said that it was sufficient** versus **71% of them who said it was not**. The ratio was near equal in the WB and GS in both cases.

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

Anti-corruption efforts	West Bank	Gaza Strip	Total
Sufficient	22.0%	21.4%	21.8%
Insufficient	72.6%	73.1%	72.8%
Do not know	5.4%	5.4%	5.4%
Total	100.0%	100.0%	100.0%

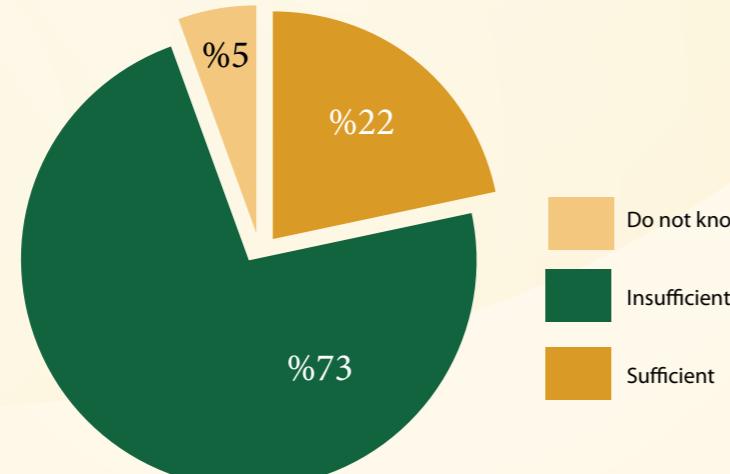


Figure (2-6): Anti-corruption efforts in Palestine

In comparison with the 2015 opinion poll conducted by AMAN, results of this poll show an improvement in public's opinion regarding the anti-corruption efforts exerted in Palestine (i.e., they perceive it to be more sufficient); more details are illustrated in the table below:

#### Anti-corruption efforts

Comparative chart: results of past opinion polls conducted by AMAN

Anti-corruption efforts	2015	2016
Sufficient	10.6%	21.8%
Insufficient	80.2%	72.8%
Do not know	9.2%	5.4%
Total	100%	100.0%

#### 2-7: Why anti-corruption efforts are not taken seriously: reasons behind the attitude

In regard to reasons behind people's impressions that exerted anti-corruption efforts are insufficient, as concluded by 35% of respondents, is epitomized by **citizens' beliefs that those who committed big corruption crimes (i.e., officials) have not seriously been held accountable**, hence it is difficult to believe in the current efforts. The result was higher by 10% in the WB than in the GS (39% in the WB and 29% in the GS); while 24% of respondents attributed it to **lack of citizens' awareness of corruption crimes and the Palestinian Anti-Corruption Law** (23% in the WB and 24% in the GS). Another 23% mentioned that **information on corruption cases that have been uncovered and criminals have been indicted is not published** (21% in the WB and 26% in the GS); and 18% said that **they do not know of such efforts**.

Table (2-7): anti-corruption efforts are not taken seriously: reasons behind the attitude

Reason	West Bank	Gaza Strip	Total
Citizens' perception: Those who committed big corruption crimes have not been seriously held accountable	38.6%	28.7%	34.9%
lack of citizens' awareness of corruption crimes and the Palestinian Anti-Corruption Law	23.4%	23.6%	23.5%
Lack of information on corruption cases that have been uncovered and its criminals have been indicted	21.2%	26.1%	23.1%
Lack of citizens' knowledge of existing anti-corruption efforts	15.4%	21.6%	17.7%
All of the above	1.4%	0.0%	0.9%
	100.0%	100.0%	100.0%

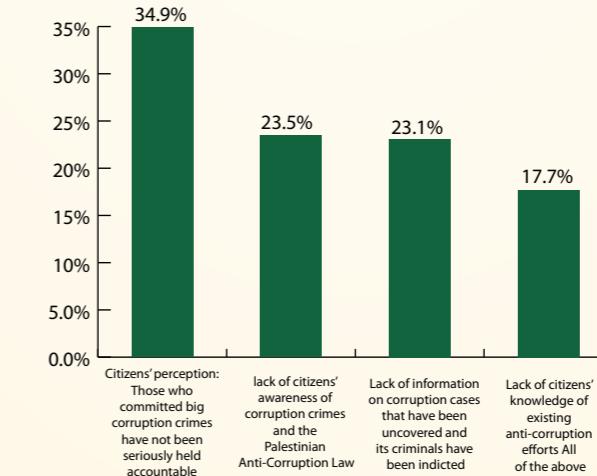


Figure (2-7): anti-corruption efforts are not taken seriously: reasons behind the attitude



### 3. Corruption forms:

In reference to the most serious forms of corruption in Palestine, 25% of respondents said it was **“embezzlement of public funds”** with (30% in the WB and 16% in the GS); while 23% said it was **abuse of power** (22% in the WB and 25% in the GS). 18% said that **bribery in exchange for a public service or obtaining benefit unjustly** is a serious form corruption; **compromising public funds** accounted for 10% in the WB and 17% in the GS); versus 11% who believed it was **money laundering** with (10% in the WB and 14% in the GS), and (10% in the WB and 12% in the GS) said it was **misappropriation/ breach of trust**.

Table (3): most serious forms of corruption in Palestine

Corruption Form	West Bank	Gaza Strip	Total
Embezzlement of public funds	29.8%	16.1%	24.7%
Abuse of power	21.6%	25.3%	22.9%
Bribery in exchange for a public service or obtaining benefit unjustly	18.6%	16.2%	17.9%
Compromising public funds	9.8%	16.9%	12.4%
Money laundering	9.9%	14.0%	11.4%
Misappropriation/ breach of trust	10.3%	11.5%	10.8%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

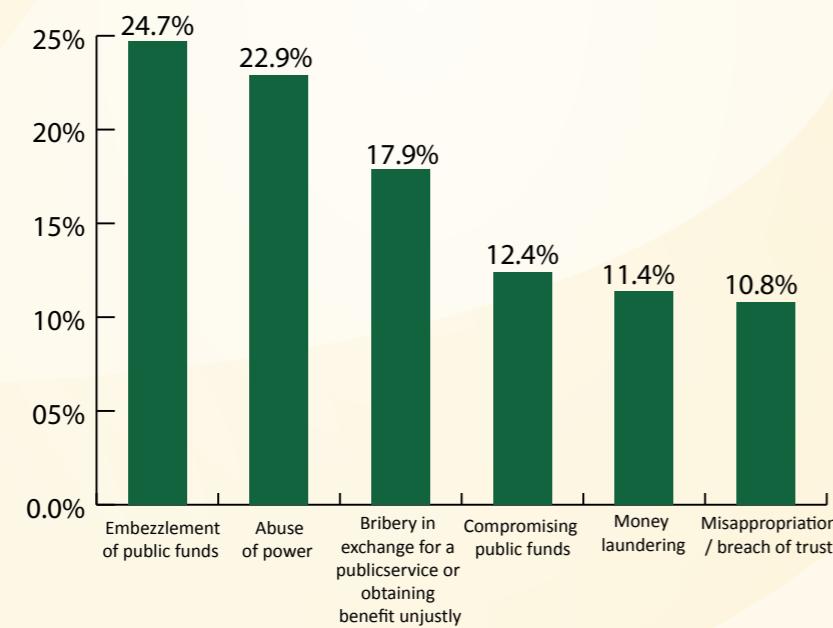


Figure (3): Most serious forms of corruption in Palestine

When comparing the results of this poll with the 2015 poll results, one would discover that **the ratio for all of the forms of corruption mentioned was close**, except for **bribery in exchange for a public service or obtaining a benefit unjustly** which showed a decline. More details are illustrated in the Comparative chart below.

### Most serious forms of corruption in Palestine

Comparative chart: results of past opinion polls conducted by AMAN

Corruption Form	2015	2016
Embezzlement of public funds	25%	24.7%
Abuse of power	19%	22.9%
Bribery in exchange for a public service or obtaining benefit unjustly	26%	17.9%
Compromising public funds	14%	12.4%
Money laundering	10%	11.4%
Misappropriation/ breach of trust	6%	10.8%
<b>Total</b>	<b>100%</b>	<b>100.0%</b>

### 4. Corruption in public service provision

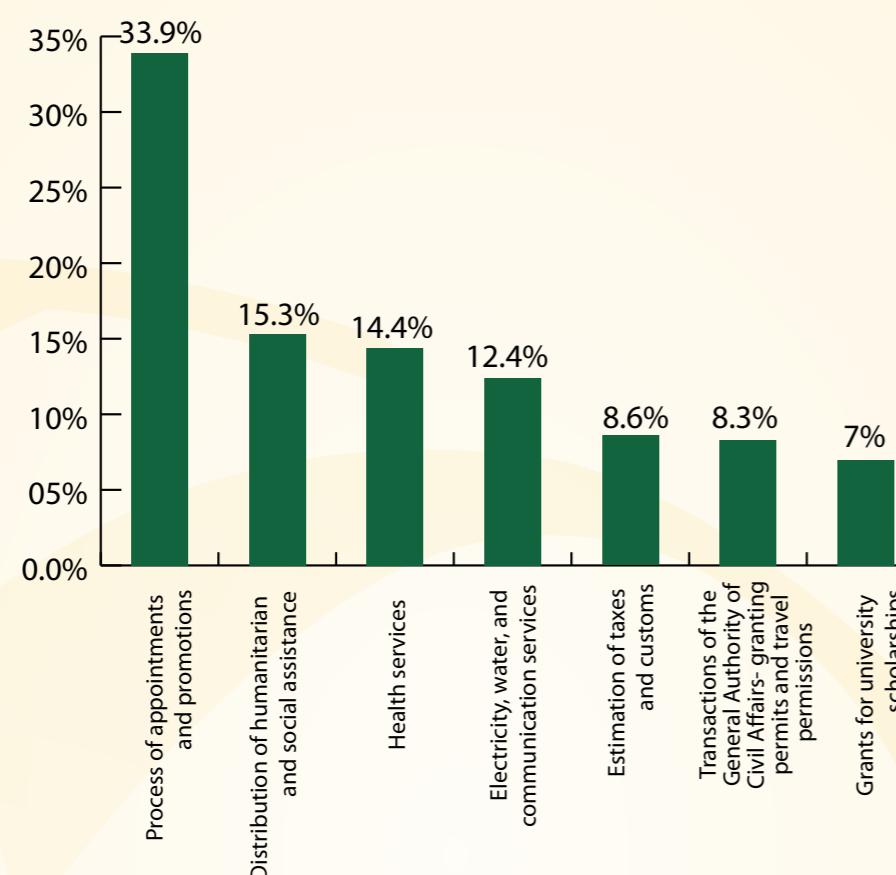
In regard to public services where corruption is prevalent, 34% of respondents indicated that it is mainly in **the process of appointments and promotions**. An apparent difference of 15% is revealed in the perception of the WB respondents compared with those in the GS with (39% in the WB and 24% in the GS). It was followed by **distribution of humanitarian and social assistance** according to 15% of those interviewed (17% in the WB and 12% in the GS); while 14% of them, with an equal ratio in the WB and GS, said it was prevalent in the **health services**. And 12% of respondents felt it was prevalent in **the electricity, water, and communication services** (9% in the WB and 18% in the GS); while 9% of them said it was in the **estimation of taxes and customs**. 8% said that was in the **transactions of the General Authority of Civil Affairs** (7% in the WB and 11% in the GS), and 7% said that it was prevalent in **grants for university scholarships**.

Table (4): Public services with more opportunities for corruption

Service	West Bank	Gaza Strip	Total
Process of appointments and promotions	39.0%	24.2%	33.9%
Distribution of humanitarian and social assistance	17.2%	12.4%	15.3%
Health services	14.4%	14.4%	14.4%
Electricity, water, and communication services	8.8%	18.4%	12.4%
Estimation of taxes and customs	7.3%	11.4%	8.6%
Transactions of the General Authority of Civil Affairs- granting permits and travel permissions	6.7%	10.7%	8.3%
Grants for university scholarships	6.6%	8.4%	7.0%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>



Figure (4): Public services with more opportunities for corruption



In comparison with previously carried out polls, this poll's result indicated a **clear decline in regard to distribution of humanitarian and social, in-kind and cash assistance**. The results were also **close in regard to other services**; ore details are illustrated in the chart below:

#### Public services with more opportunities for corruption

##### Comparative chart: results of past opinion polls conducted by AMAN

Service	2012	2014	2015	2016
Process of appointments and promotions	35.4%	---	33.6%	33.9%
Distribution of humanitarian and social assistance	28.8%	40.0%	18.8%	15.3%
Health services	17.3%	22.7%	10.8	14.4%
Electricity, water, and communication services	---	11.0%	9.1%	12.4%
Estimation of taxes and customs	3.6%	9.8%	7.8%	8.6%
Transactions of the General Authority of Civil Affairs- granting permits and travel permissions	8.4%	7.7%	6.1%	8.3%
Grants for university scholarships	---	8.8%	---	7.0%

#### 5. Wasta as means to obtain services:

This section of the survey addresses the use of (Wasta), which is a form of favoritism, in obtaining public services or assisting citizens to obtain services. The section will also look into the reasons behind the use of Wasta.

##### 5-1: requesting Wasta to obtain a service:

Results of this survey revealed that **39% of respondents have requested assistance in obtaining a public service**. These results also showed a distinct difference of 20% more in in the GS than in the WB (31% in the WB and 51% in the GS). However, there were 61% of respondents who said that they did not seek and help (69% in the WB and 49% in the GS).

Table (1-5): Wasta as means to obtain services:

Requesting Wasta	West Bank	Gaza Strip	Total
Yes	31.3%	51.4%	38.6%
No	68.7%	48.6%	61.4%
Total	100.0%	100.0%	100.0%

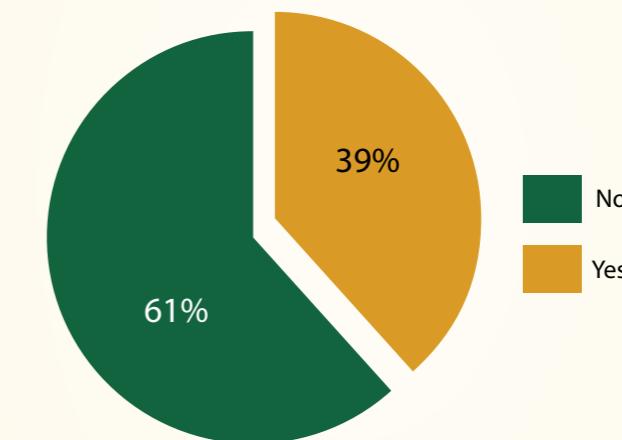


Figure (5-1): Wasta as means to obtain services:

In comparison with past opinion polls, the results of this poll **showed a huge decline in the ratio of those requesting Wasta from the 2013 poll's results; but higher than results of the 2015 opinion poll**. More details are illustrated in the chart below:

##### Wasta as means to obtain services

##### Comparative chart: results of past opinion polls conducted by AMAN

Requesting Wasta	2013	2014	2015	2016
Yes	72.7%	34.5%	26%	38.6%
No	27.3%	65.5%	74%	61.4%
Total	100%	100.0%	100%	100.0%



### 5-2: Wasta as means to obtain services

Results of the survey revealed that 75% of respondents believe that Wasta helps in obtaining services (74% in the WB and 77% of the GS); versus 25% who do not believe that Wasta is a help (26% in the WB and 23% in the GS).

Table 5-2: Wasta as means to obtain services

Requesting Wasta	West Bank	Gaza Strip	Total
Yes	73.8%	77.1%	75.0%
No	26.2%	22.9%	25.0%
Total	100.0%	100.0%	100.0%

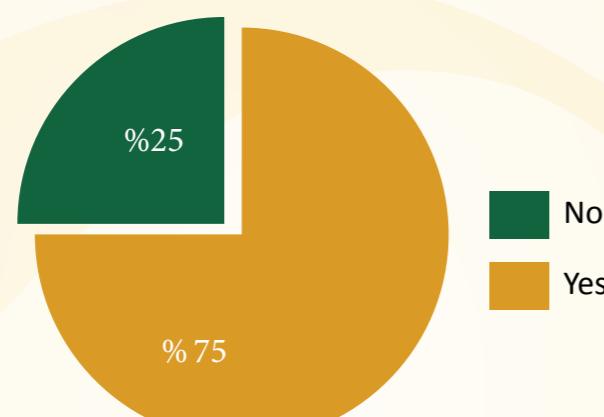


Figure 5-2: Wasta as means to obtain services

### 5-3 Reasons for resorting to Wasta:

In regard to reasons for resorting to Wasta, 25% of those who used it said that the most important reason is **fear of losing the chance due to the limited opportunities available** (18% in the WB and 23% in the GS); while 19% **attributed it to culture where a Palestinian citizen does not see wrong in resorting to Wasta** (19% in the WB and 18% in the GS). And 18% of respondents said it was **fear of losing the opportunity to someone else due to corruption** (19% in the WB and 18.4% in the GS); while 15% said they used Wasta to **shorten time of going through bureaucratic procedures** (16% in the WB and 14% in the GS). And **lack of trust in the integrity of service providers** was the answer for (16% in the WB and 13% in the GS).

Table (3-5): Reasons for resorting to Wasta

Reason	West Bank	Gaza Strip	Total
Fear of losing the chance due to the limited opportunities available	17.9%	23.3%	19.9%
Attributed to culture where a Palestinian citizen does not see wrong in resorting to Wasta	19.0%	18.3%	18.7%
Fear of losing the opportunity to someone else due to corruption	17.8%	19.4%	18.4%
To shorten time of going through bureaucratic procedures	15.6%	13.9%	15.0%
Lack of trust in the integrity of service providers	16.4%	12.6%	15.0%
A form of assistance that should be provided by acquaintances	13.3%	12.4%	13.0%
Total	100.0%	100.0%	100.0%

Fear of losing the chance due to the limited opportunities available

Attributed to culture where a Palestinian citizen does not see wrong in resorting to Wasta

Fear of losing the opportunity to someone else due to corruption

To shorten time of going through bureaucratic procedures

Lack of trust in the integrity of service providers

A form of assistance that should be provided by acquaintances

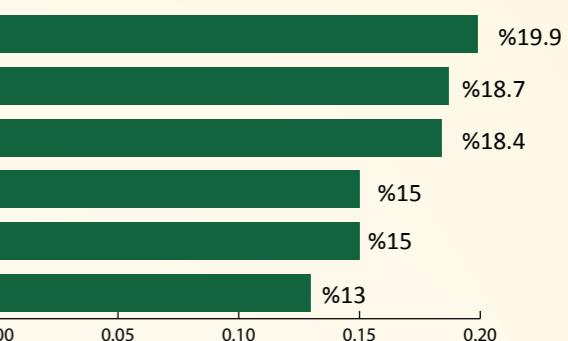


Figure (3-5): Reasons for resorting to Wasta

In comparison with previous polls conducted by AMAN, this year's result witnessed a significant decline in relation to **fear of losing the chance due to the limited opportunities available**, from the 2014 poll's result for example. However, **the result was much higher in relation to the citizen's culture**; more details are illustrated in the Comparative chart below:

#### Reasons for resorting to Wasta

Comparative chart: results of past opinion polls conducted by AMAN

Reason	2013	2014	2016
Fear of losing the chance due to the limited opportunities available	19.5%	52.2%	19.9%
Attributed to culture where a Palestinian citizen does not see wrong in resorting to Wasta	---	9.2%	18.7%
Fear of losing the opportunity to someone else due to corruption	13.6%	14.1%	18.4%
To shorten time of going through bureaucratic procedures	14.1%	17.2%	15.0%
Lack of trust in the integrity of service providers	12%	11.7%	15.0%
A form of assistance that should be provided by acquaintances	---	---	13.0%

### 6. Reasons for the spread of corruption in Palestine:

In regard to the spread of corruption in Palestine, 19% of respondents answered that it was due to **Non-commitment to the rule of law**, with a noticeable difference between the WB and GS of 14% (24% in the WB and 10% in the GS). While 18% of respondents attributed it to **lack seriousness in holding corrupt officials accountable**, with a ratio of 7% difference; higher in the WB than in the GS (20% in the WB and 13% in the GS).

**Israeli occupation practices and its role in promoting a corruption fertile environment** was expressed by 13% of respondents, with an 8% difference higher in the GS than in the WB (10% in the WB and 18% in the GS).

Another 12% said that it is **the immunity enjoyed by some individuals** that is the reason for the spread of corruption (13% in the WB and 10% in the GS). 10% of respondents attributed it to **the political division between the WB and GS**, with a clear difference that is higher in the GS than in the WB (8% in the WB and 15% in the GS). A similar result was concluded concerning attributing it to the **lack of activation of the Palestinian Legislative Council (PLC) and other monitoring institutions roles** (9% in the WB and 13% in the GS). An equal 9% for each was the result for **the weak role of civil society in combating corruption and to lack of public awareness of the forms of corruption**.



Table (6): Reasons for the spread of corruption in Palestine

Reason	West Bank	Gaza Strip	Total
Non-commitment to the rule of law	23.9%	9.6%	18.9%
Lack seriousness in holding corrupt officials accountable	20.4%	13.0%	17.9%
Israeli occupation practices and its role in promoting a corruption fertile environment	10.4%	17.5%	12.8%
Immunity enjoyed by some individuals	13.4%	9.6%	11.9%
The political division between the WB and GS	7.9%	15.4%	10.4%
Lack of activation of the PLC and other monitoring institutions' roles	9.0%	12.6%	10.4%
Weak role of civil society in combating corruption	7.5%	11.5%	8.9%
lack of public awareness of the forms of corruption	7.5%	10.9%	8.8%
Total	100.0%	100.0%	100.0%

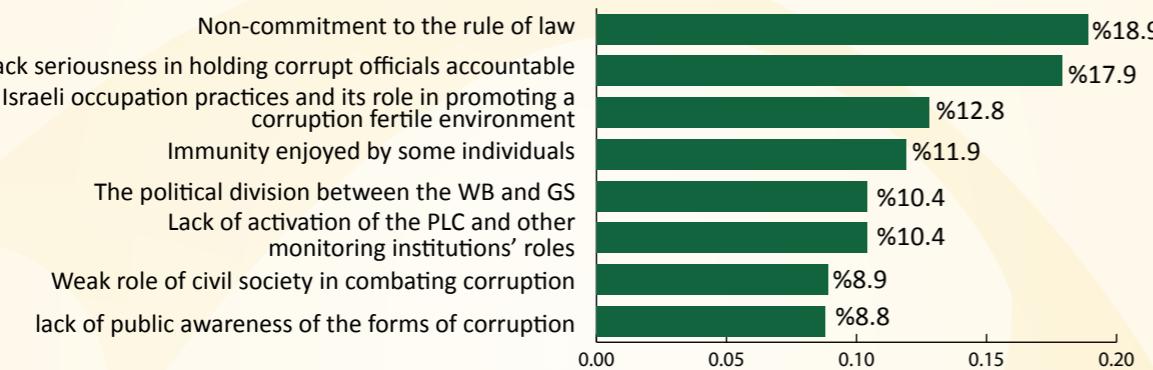


Figure (6): Reasons for the spread of corruption in Palestine

When compared with results of the 2014 opinion poll, carried out by AMAN, results of this poll showed a decline in regard to **lack of commitment to the rule of law**. Results also showed a decline in regard to the **lack of seriousness in holding corrupt officials accountable** when compared to results of the 2012 and 2014 polls. In addition, this poll's results indicated a decline from the 2015 poll concerning the **political division between the WB and GS**; **lack of activation of the role of the PLC** also received a lower ranking if compared to the 2014 poll. More details are illustrated in the Comparative chart below:

#### Reasons for the spread of corruption in Palestine

##### Comparative chart: results of past opinion polls conducted by AMAN

Reason	2012	2014	2015	2016
Non-commitment to the rule of law	20.2%	26.6%	13%	18.9%
Lack seriousness in holding corrupt officials accountable	21.7%	20.9%	15%	17.9%
Israeli occupation practices and its role in promoting a corrupt fertile environment	19.5%	19.5%	18%	12.8%
Immunity enjoyed by some individuals	---	---	11%	11.9%
The political division between the WB and GS	---	---	19%	10.4%
Lack of activation of the PLC and other monitoring institutions' roles	14.5%	21.7%	7%	10.4%
Weak role of civil society in combating corruption	8.8%	5.6%	8%	8.9%
lack of public awareness of the forms of corruption	15.4%	5.7%	9%	8.8%

## 7. Change in the level of corruption:

This section of the survey looks into the public's opinion perception pertaining to change/s that occurred on the level of the spread of corruption during 2016 and their predictions for 2017 concerning this issue.

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

According to 55% of those surveyed, 2016 witnessed **an increase** in the level of corruption with a higher ratio in the WB than the GS (60% in the WB and 46% in the GS), versus 15% who said that the level of corruption was **decreased** during the year mentioned (13% in the WB and 19% in the GS). While 27% of respondents felt that **no change** has occurred with a distinct discrepancy in the results between the WB and GS (24% in the WB and 32% in the GS).

Table 7-1: Change in the level of corruption in 2016

Perception of change in the level of corruption	West Bank	Gaza Strip	Total
It increased	60.0%	46.2%	54.9%
It decreased	13.0%	19.1%	15.2%
No change occurred	23.7%	32.1%	26.8%
Do not know	3.3%	2.7%	3.1%
Total	100.0%	100.0%	100.0%

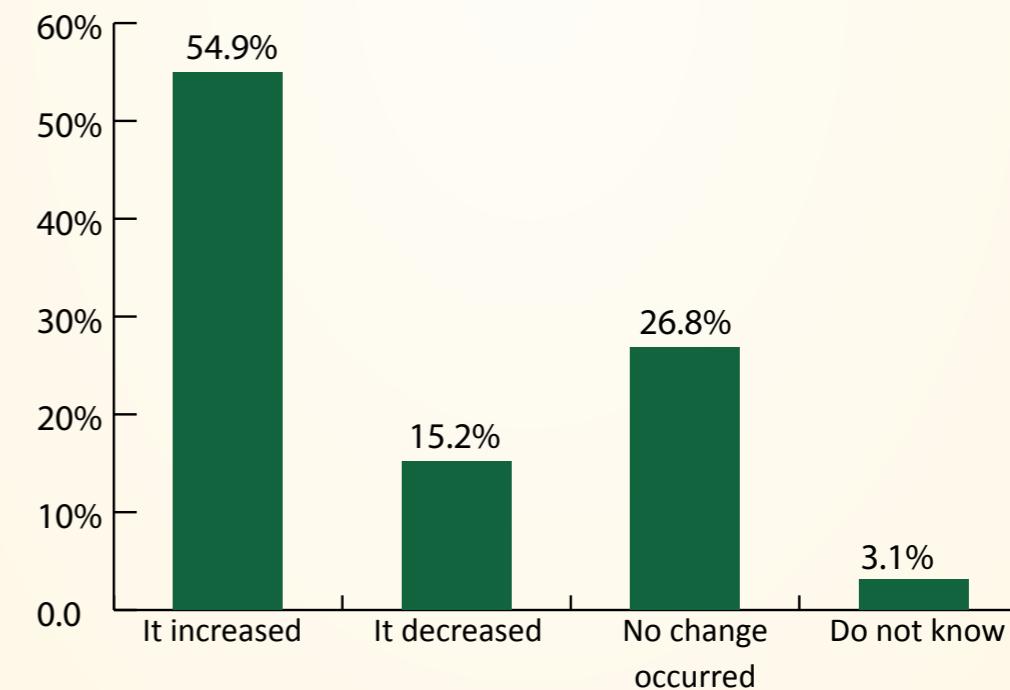


Figure (7-1) Change in the level of corruption- 2016

In comparison with past polls, an increase was noticed in this poll's results concerning the spread of corruption in Palestine and specifically the 2012 poll although it was also close with results of other polls. Details are illustrated in the following comparative chart:



### Change in the level of corruption- 2016

Comparative chart: results of past opinion polls conducted by AMAN

Perception-change in the level of corruption	2012	2013	2014	2015	2016
It increased	23.8%	52.4%	54.1%	51%	54.9%
It decreased	22.4%	18.2%	11.9%	11%	15.2%
No change occurred	47.9%	26.5%	30.8%	33%	26.8%
Do not know	5.8%	2.9%	3.2%	6%	3.1%
Total	100.0%	100%	100.0%	100%	100.0%

### 7-2: Public's predictions of the level of corruption in 2017:

In regard to the public's future predictions of the level of corruption for 2017, 13% of those surveyed believe that it **will decrease** (11% in the WB and 15% in the GS), versus 52% of them who think that it **will increase**; a distinct difference surfaced in responses of those living in the WB compared to those living in the GS (56% in the WB and 46% in the GS) and 27% indicated that the level will **remain the same** (25% in the WB and 31% in the GS).

Table (2-7): Public's predictions of the level of corruption in 2017

Predictions: Level of corruption 2017	West Bank	Gaza Strip	Total
Will decrease	11.3%	15.5%	12.8%
Will increase	55.7%	45.7%	52.1%
Will remain the same	24.6%	31.4%	27.1%
Do not know	8.4%	7.4%	8.0%
total	100.0%	100.0%	100.0%

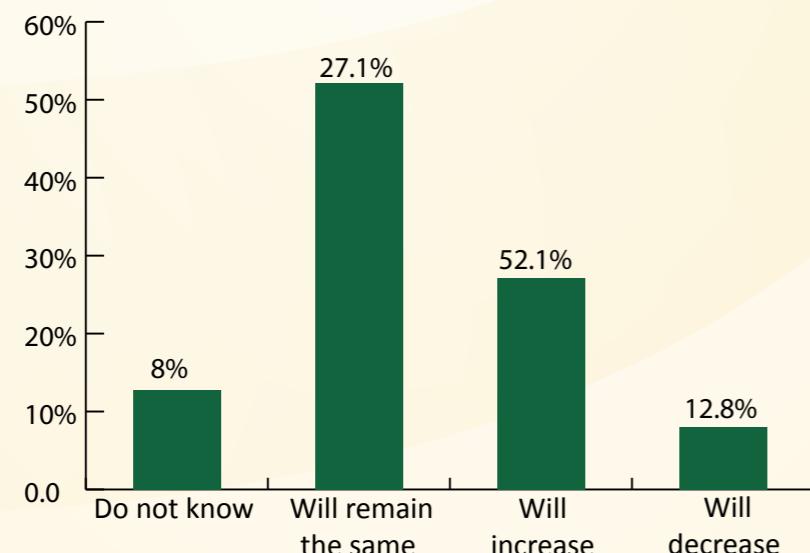


Figure 7-2: Public's predictions of the level of corruption in 2017

### 8. Media's role in combating corruption:

This section of the survey will address public's opinion on media's role in combating the spread of corruption; most effective methods used; and reasons that prevent media sources from playing an active role in uncovering corruption cases.

#### 8-1: assessment of the role of Palestinian media sources in uncovering corruption cases in 2016:

15% of those surveyed believe that the **role played by media outlets in uncovering corruption cases was effective** (14% in the WB and 17% in the GS), versus 37% who said it was **average (medium)** (38% in the WB and 35% in the GS). However, 46% of them said it was **weak** (45% in the WB and 47% in the GS), while 3% said that they **do not know**.

Table 8-1: assessment of the role of Palestinian media in uncovering corruption cases in 2016:

Media's Role	West Bank	Gaza Strip	Total
Effective	13.7%	16.8%	14.8%
Average (medium)	38.2%	34.8%	37.0%
Weak	44.7%	47.2%	45.6%
Do not know	3.4%	1.2%	2.6%
Total	100.0%	100.0%	100.0%

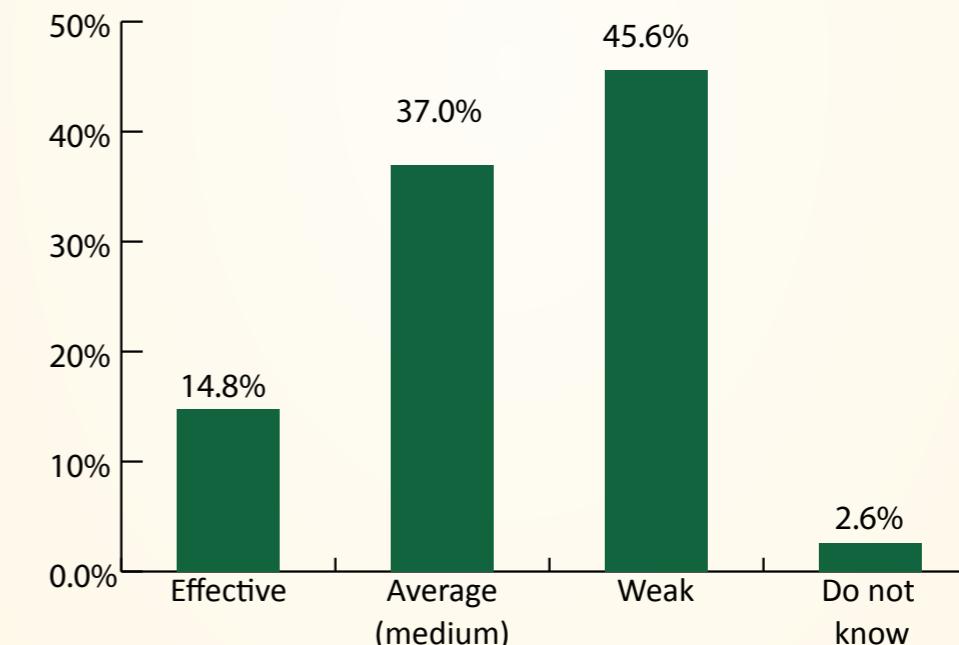


Figure 8-1: assessment of the role of Palestinian media in uncovering corruption cases in 2016:

#### 8-2: Most effective media means:

Results of the survey indicated that **social media is the most effective media** according to 47% of those surveyed. This result was nearly equal between the WB and GS, followed by **audio-visual media** as expressed by 25% of the respondents (22% in the WB and 30% in the GS). While 15% believe that **audio media is more effective** (17% in the WB and 13% in the GS). And 8% of the respondents said it was **print media** that is more effective (9% in the WB and 8% in the GS).



Table (8-2): Most effective media means

Most effective media means	West Bank	Gaza Strip	Total
Social media means	46.4%	46.8%	46.5%
Audio-visual media	22.4%	30.4%	25.3%
Audio media	16.7%	13.1%	15.4%
Print media	8.5%	7.9%	8.3%
Do Not know	5.9%	1.8%	4.4%
Total	100.0%	100.0%	100.0%

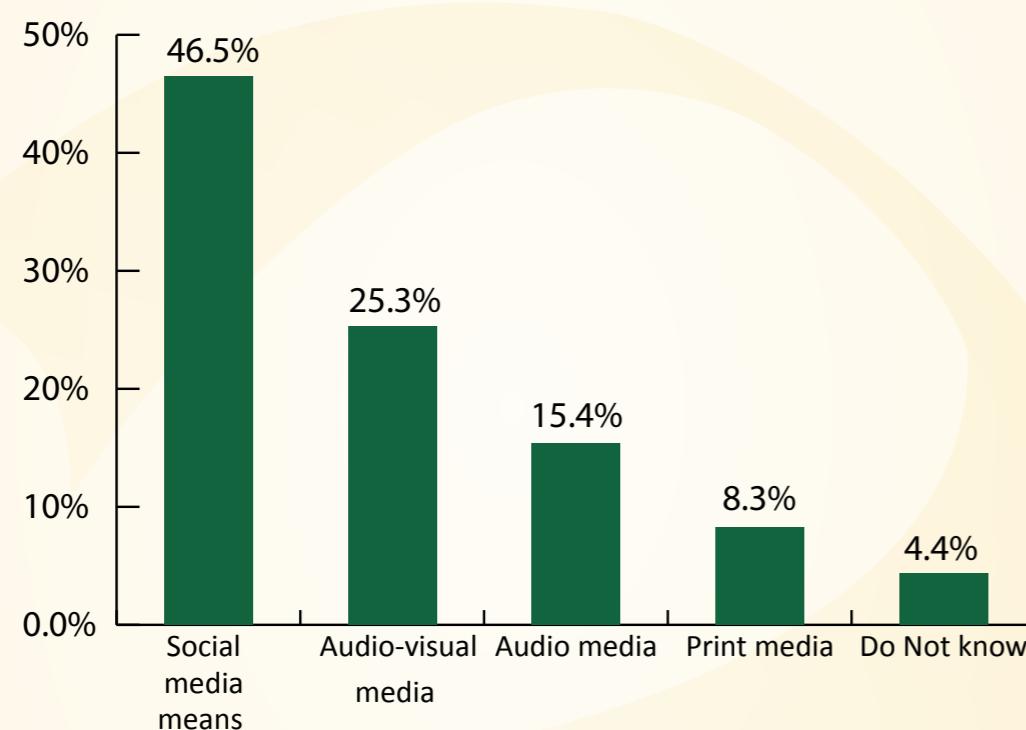


Figure (8-2): Most effective media means

### 8-3: Reasons that prevent media sources from playing an active role in uncovering corruption cases:

25% of respondents believe that **fear from legal prosecution** is the main reason for the absence of an active role in detecting corruption cases, with a clear ratio discrepancy between the WB and GS (28% in the WB and 18% in the GS).

The second reason was **lack of access to information** according to 20% of those surveyed (19% in the WB and 20% in the GS). The third reason, with equal ratio with 19% for each, included **lack of independence of media outlets** and the **absence of job and legal protection**; percentage for the two reasons was very close between the WB and GS. 18% of respondents considered that **owners and chief editors of media outlets lack the Will** to uncover corruption cases, with a higher ratio in the GS than in the WB (14% in the WB and 23% in the GS).

Table (8-3): Reasons that prevent media from taking an active role

Reason	West Bank	Gaza Strip	Total
Fear of legal prosecution	28.4%	18.3%	24.7%
Lack of access to information	19.4%	20.3%	19.8%
Lack of independence of media outlets	18.9%	19.2%	18.8%
Absence of legal protection	18.9%	18.8%	18.8%
Lack of will among owners & chief editors of media outlets	14.4%	23.4%	17.9%
Total	100%	100%	100%

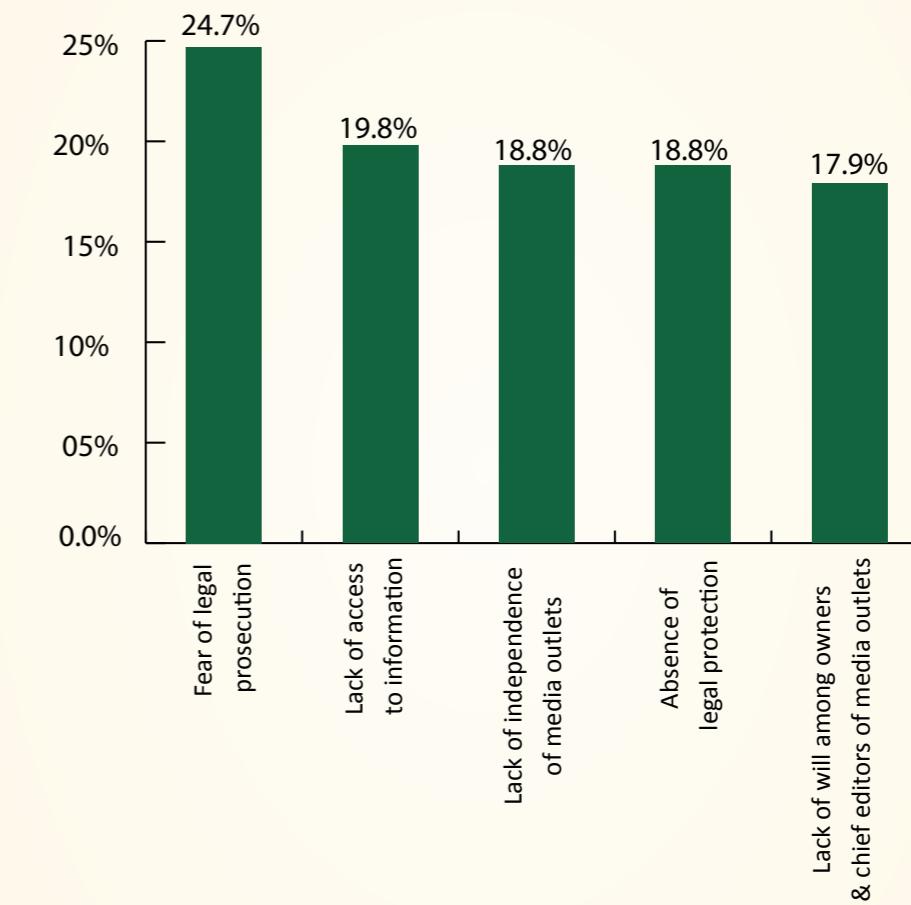


Figure (8-3): Reasons that prevent media from taking an active role

Trans. Inside the figure: Fear of legal prosecution: 24.70%; Lack of access to information: 19.80%; ... continue as in table above.

In comparison with polls carried out previously by AMAN, results of this poll showed a clear decline from the 2015 opinion poll in regard to **fear from legal prosecution**. As for **lack of access to information**, the ratio was slightly higher than the 2013 and 2014 polls, and much higher than the 2015 poll. Responses for **lack of independence of media outlets** turned out to be lower than results of the 2014 and 2015 polls. Results concerning the **absence of legal and job protection** was higher than the 2013 poll. Similarly, the ratio for this poll was lower than the 2013 poll, and higher than the 2014 and 2015 polls in regard to **lack of Will among owners and chief editors of media outlets**; more details are illustrated in the Comparative chart below:



#### Reasons that prevent media from taking an active role

##### Comparative chart: Comparative chart: results of past opinion polls conducted by AMAN

Reason	2013	2014	2015	2016
Fear of legal prosecution	24.9%	28.6%	36%	24.70%
Lack of access to information	11.3%	13.3%	7%	19.80%
Lack of independence of media outlets	14.8%	25.3%	26%	18.80%
Absence of legal protection	25.6%	23.2%	19%	18.80%
Lack of will among owners & chief editors of media outlets	23.4%	9.6%	11%	17.90%
Total	100%	100%	100%	100.00%

## 9. The Palestinian Anti-Corruption Commission:

This section of the survey addresses public opinion on the independence of the Anti-Corruption Commission (ACC) on the one hand, and parties who interfere in its affairs, on the other hand.

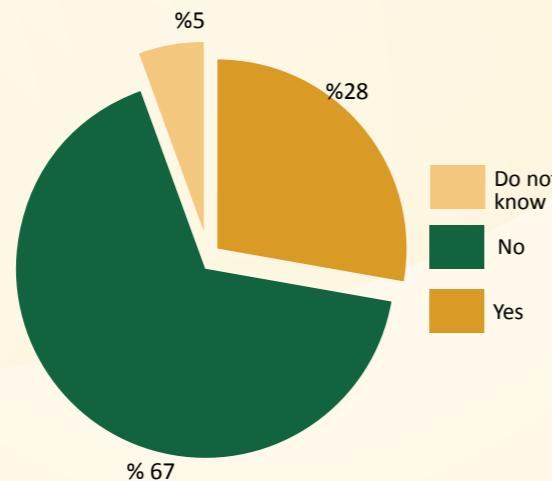
#### 9-1: independence of the Anti-Corruption Commission:

Concerning the independence of the ACC, results of the survey indicated that the commission **carries out its role independently and without interference from outside parties**, as stated by 28% of respondents (26% in the WB and 31% in the GS); versus 67% of them who felt that **it is not independent**. The ratio was equal in the WB and GS.

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

Independence of the ACC	West Bank	Gaza Strip	Total
Yes	26.1%	30.8%	27.8%
No	66.6%	66.8%	66.7%
Do not know	7.3%	2.4%	5.5%
Total	100.0%	100.0%	100.0%

Figure (9-1): Independence of the Anti-Corruption Commission



#### 9-2: Parties that interfere most in the work of the Anti-Corruption Commission:

44% of those surveyed who do not believe that the ACC is independent felt that the **President's office is the party which interferes most in the work of the commission**, with a clear difference in the ratio between the WB and the GS (49% in the WB and 36% in the GS); followed by the **security apparatuses** according to 15% of respondents. An equal ratio of (11%) was the result for each of the **political leaders, governors, and heads of municipalities**; while 10% mentioned the **Council of Ministers and ministers** as the parties who interfere most, with equal ratio between the WB and GS. Only 7% of respondents pointed to the PLC and an interfering body in the work of the ACC (7% in the WB and 8% in the GS).

Table (9-2): Parties that interfere most in the work of the Anti-Corruption Commission

Party	West Bank	Gaza Strip	Total
Office of the President	48.7%	36.4%	44.0%
Security Apparatuses	15.4%	14.4%	15.0%
Leaders of political parties	9.8%	14.4%	11.4%
Governors and Heads of municipalities	8.4%	17.2%	11.8%
Council of Ministers and ministers	10.8%	9.8%	10.4%
Members of the PLC	6.9%	7.8%	7.4%
Total	100%	100%	100%

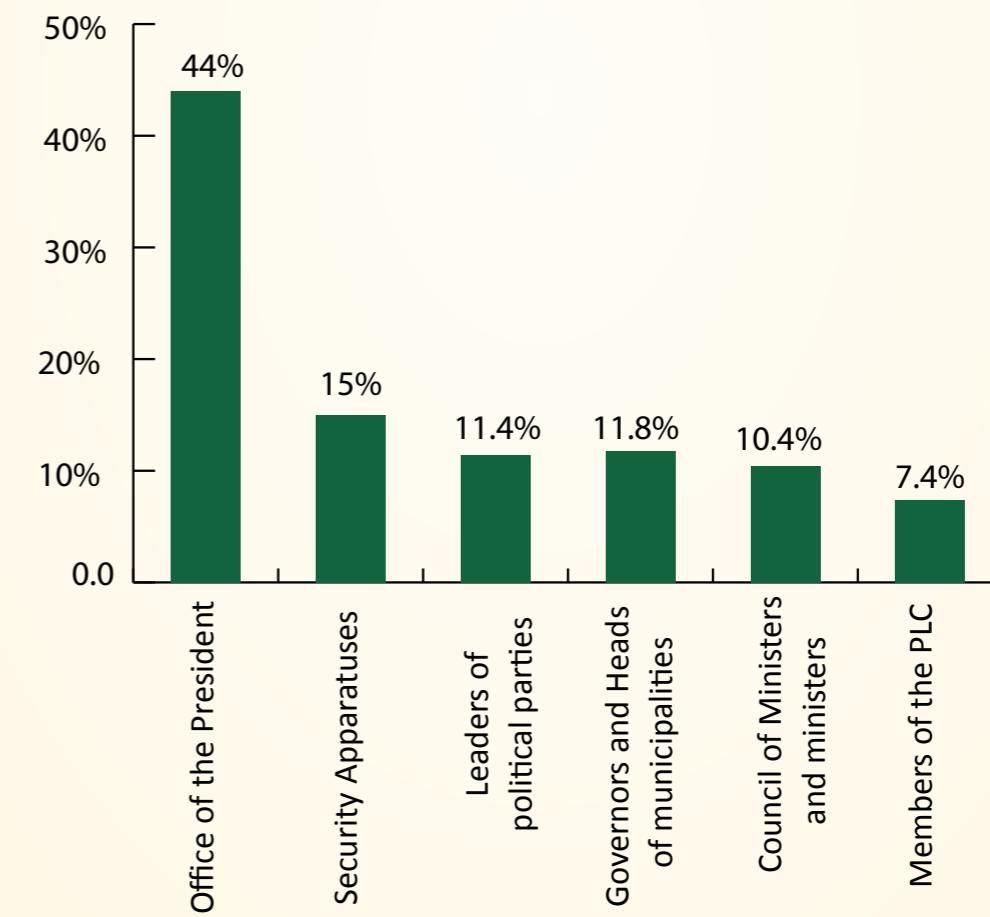


Figure (9-2): Parties that interfere most in the work of the Anti-Corruption Commission



Office of the President: 44.0%; Security Apparatuses: 15.0%; Leaders of political parties: 11.4%, continue...

In comparison with previous polls, results of this survey indicated a rise in regard to **interference of the office of the President in the work of the ACC** and a **decline concerning interference by the Security apparatuses**; more details are illustrated in Comparative chart below:

#### Parties that interfere most in the work of the Anti-Corruption Commission

##### Comparative chart: previous polls conducted by AMAN

Party	2012	2013	2014	2015	2016
Office of the President	32%	16%	34.4%	25%	44.00%
Security Apparatuses	23%	19%	22.2%	35%	15.00%
Leaders of political parties	9%	12%	13.0%	10%	11.40%
Governors and Heads of municipalities	9%	14%	3.3%	7%	11.80%
Council of Ministers and ministers	20%	15%	20.8%	17%	10.40%
Members of the PLC	8%	24%	6.3%	7%	7.40%
Total	100%	100%	100%	100%	100%

#### 9-3: Effectiveness of the Anti-Corruption Commission in performing its role and tasks entrusted:

29% of those surveyed said that **the ACC is effective in performing its role and tasks entrusted**, with a clear discrepancy between the WB and the GS (26% in the WB and 34% in the GS); while 64% of them said the opposite.

##### Table (9-3): Effectiveness of the Anti-Corruption Commission in performing its role and tasks

Effectiveness of the ACC role	West Bank	Gaza Strip	Total
	26.3%	34.3%	29.2%
No	63.5%	63.9%	63.7%
Do not know	10.2%	1.8%	7.1%
Total	100.0%	100.0%	100.0%

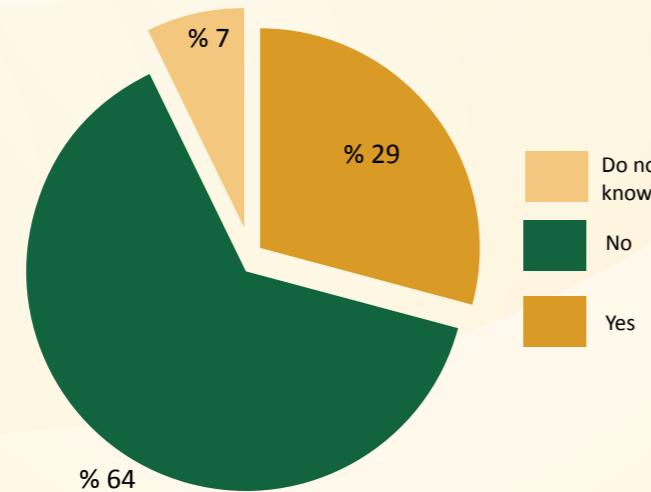


Figure (9-3): Effectiveness of the Anti-Corruption Commission in performing its role and tasks

#### 10.Citizens' role in combating corruption

This section of the survey seeks to determine the role of citizens in combating corruption and the extent of his/her contribution in this regard. It also addresses the issue of citizens' access to public records.

##### 10-1: public's conviction of citizens' role in combating corruption:

72% of those surveyed believe that **the citizen has a role to play in combating corruption**; a clear discrepancy was revealed between the WB and GS (69% in the WB and 77% in the GS), versus 26% who said the opposite (**do not believe**).

Table (10-1): public's conviction of citizens' role in combating corruption

	West Bank	Gaza Strip	Total
yes	69.0%	76.5%	71.7%
No	28.5%	21.0%	25.8%
Do not know	2.4%	2.5%	2.5%
Total	100.0%	100.0%	100.0%

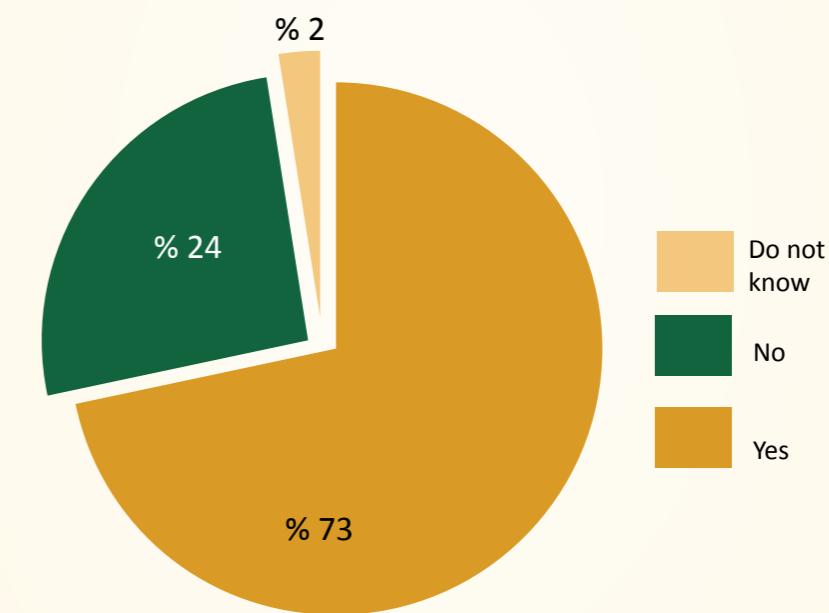


Figure (10-1): public's conviction of citizens' role in combating corruption

Results of this poll showed a decline in comparison with results of the 2014 poll concerning public's beliefs of the citizens' role in combating corruption. More details are illustrated in the comparative chart below:

##### public's conviction of citizens' role in combating corruption

##### Comparative chart: previous polls conducted by AMAN

	2014	2016
Yes	82.3%	71.7%
No	14.8%	25.8%
Do not know	3.0%	2.5%
Total	100.0%	100.0%



### 10-2: Citizen's contribution to the fight against corruption

73% of respondents believe that citizens have the potential to contribute to the fight against corruption (71% in the WB and 77% in the GS); versus 24% who do not believe (27% in the WB and 21% in the GS).

Table 10-2: Citizen's contribution to the fight against corruption

	West Bank	Gaza Strip	Total
Yes	71.0%	77.4%	73.4%
No	26.5%	20.8%	24.4%
Do not know	2.5%	1.8%	2.3%
Total	100.0%	100.0%	100.0%

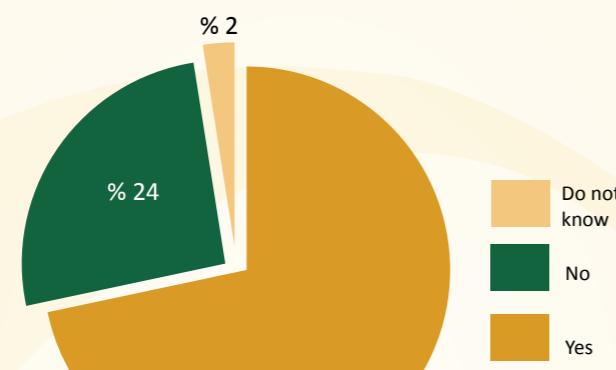


Figure (2-10): Public's conviction of citizens' potential to contribute to the fight against corruption

In comparing results of this poll with the 2014 poll, we see that the percentage regarding citizens' potential to contribute to the fight against corruption is higher. More details in the comparative chart below:

Comparative chart: previous polls conducted by AMAN

	2014	2016
Yes	68.2%	73.4%
No	27.1%	24.4%
Do not know	4.7%	2.3%
Total	100.0%	100.0%

### 10-3: Access to public records:

Results of the survey indicated that 22% of respondents see that citizens are able to access public records easily, with a clear difference between the WB and GS (19% in the WB and 27% in the GS); versus 68% who said that access was not possible with a clear discrepancy between the WB and GS (73% in the WB and 60% in the GS).

Table (10-3): Easy access to public records

	West Bank	Gaza Strip	Total
Yes	18.5%	27.3%	21.7%
No	73.1%	59.8%	68.3%
Do not know	8.4%	13.0%	10.0%
Total	100.0%	100.0%	100.0%

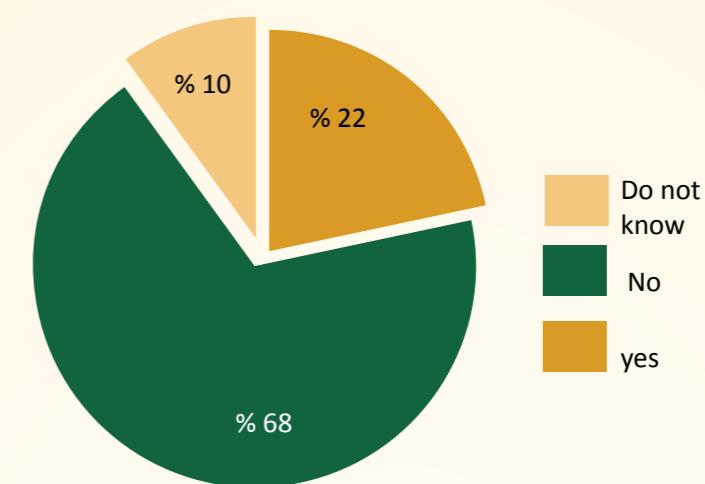


Figure 10-3: Citizen's contribution to the fight against corruption

### 11. Reporting corruption (Whistleblowing)

This section of the survey addresses respondents' actions concerning reporting corruption cases, to authorized bodies, whether as a witness or victim. In addition, respondents were asked if they believed that reporting corruption was their right, in addition to asking them about their knowledge of penalties concerning corruption crimes.

#### 11-1: Reporting corruption acts /whistleblowing

One third of respondents (33%) believe that citizens usually do report cases of corruption that they notice or witness. This answer differed significantly between the WB and GS (29% in the WB and 39% in the GS); while 57% of respondents believe that citizens do not report corruption cases they see (63% in the WB and 48% in the GS); 10% said they do not know.

Table (11-1): whistleblowing

	West Bank	Gaza Strip	Total
Yes	29.2%	38.8%	32.7%
No	62.7%	48.2%	57.4%
Do not know	8.1%	13.1%	9.9%
total	100.0%	100.0%	100.0%

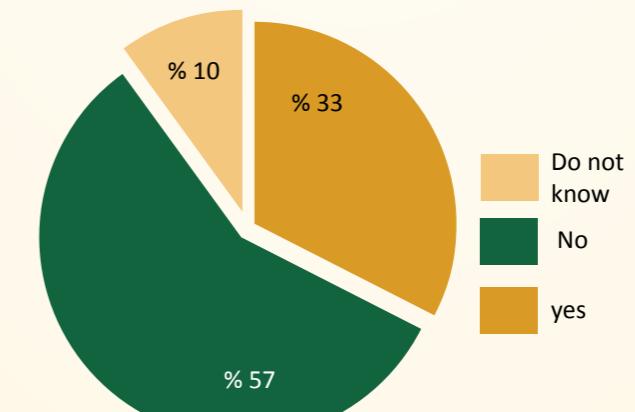


Figure (11-1): Belief that citizens do report corruption cases



In regard to reporting corruption acts, this poll results showed a decline in comparison with results of the 2012 poll. More details are illustrated in the comparative chart below:

#### Whistleblowing

Comparative chart: previous polls conducted by AMAN

	2012	2016
Yes	39.1%	32.7%
No	57.6%	57.4%
Do not know	3.3%	9.9%
total	100.0%	100.0%

#### 11-2: Reporting corruption cases/acts:

In regard to reporting cases of corruption to the ACC, 77% of respondents said they would report if they witnessed an act; versus 23% who said they would not.

Table (11-2): Reporting corruption acts as a witness, according to perception of citizens in 2016

	West Bank	Gaza Strip	Total
Yes	77.1%	76.1%	76.7%
No	22.9%	23.9%	23.3%
Total	100.0%	100.0%	100.0%

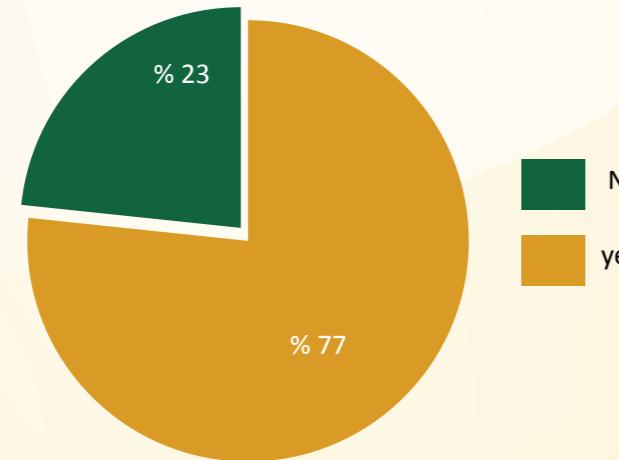


Figure (11-2): Reporting corruption acts as a witness, according to perception of citizens in 2016

The result was clearly higher if compared to AMAN's previously conducted polls on **reporting corruption acts as a witness**. More details are illustrated in comparative chart below:

#### Reporting corruption acts as a witness, according to perception of citizens

Comparative chart: previous polls conducted by AMAN

	2012	2013	2014	2015	2016
Yes	69.2%	69%	68.4%	67%	76.7%
No	27.6%	31%	27.1%	33%	23.3%
Do not know	3.2%	0%	4.5%	0%	0%
Total	100.0%	100%	100.0%	100%	100.0%

As for reporting corruption acts **if one is a victim**, 77% of those surveyed said that they **would report it** (79% in the WB and 74% in the GS), versus 23% of them who said they **would not report it** (21% in the WB and 26% in G).

Table (11-2): Reporting corruption cases if one is a victim; public perception 2016

	West Bank	Gaza Strip	total
Yes	79.2%	73.6%	77.2%
No	20.8%	26.4%	22.8%
Do not know	100.0%	100.0%	100.0%



Figure (11-2): Reporting corruption cases if one is a victim according to public perception 2016

This poll's result concerning **reporting acts of corruption if one is a victim** was high if compared with results of 2013 poll, and low if compared to the 2015 poll. More details are illustrated in the comparative chart below:


**Reporting corruption cases if one is a victim according to public perception 2016**
**Comparative chart: previous polls conducted by AMAN**

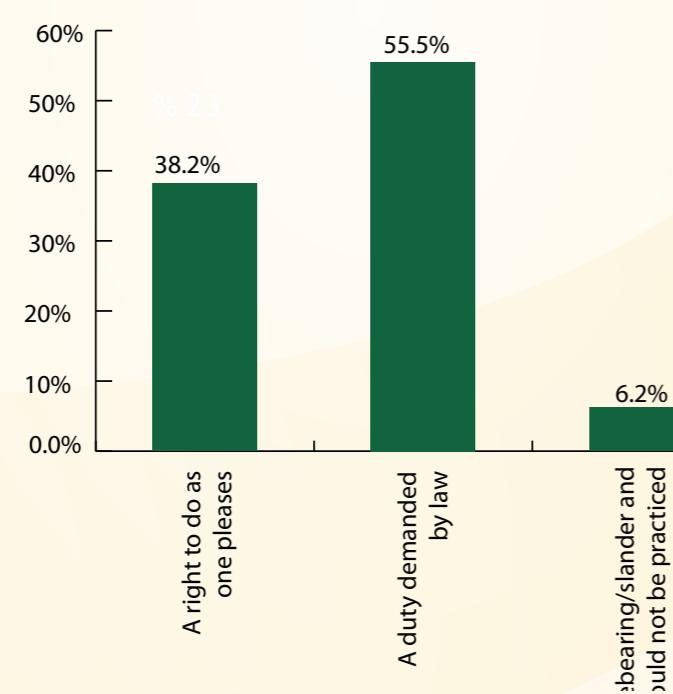
	2012	2013	2014	2015	2016
Yes	73.3%	68%	74.9%	79%	77.2%
No	22.9%	31%	21.1%	21%	22.8%
Do not know	3.8%	0%	3.9%	0%	0%
total	100.0%	100%	100.0%	100.0%	100.0%

**11-3: Public opinion on reporting corruption/ whistleblowing**

38% of respondents believe that reporting corruption is a Right of all citizens (39% in the WB and 37% in the GS), while 56% feel it is a duty since it is required by law (56% in the WB and 55% in the GS). However, 6% of respondents considered it slander/talebearing; an act that should not be practiced (5% in the WB and 6% in the GS).

**Table (11-3): Public opinion on reporting corruption/whistleblowing**

	West Bank	Gaza Strip	total
A right to do as one pleases	39.0%	36.9%	38.2%
A duty demanded by law	56.0%	54.8%	55.5%
Talebearing/slander and should not be practiced	5.0%	8.3%	6.2%
total	100.0%	100.0%	100.0%


**Figure (11-3): Public opinion on reporting corruption/whistleblowing**

In comparison with previous AMAN's polls, this poll's result was clearly lower than results of the 2012 opinion poll, and higher than the 2013, 2014, and 2015 polls concerning **reporting on corruption as a Right**. While reporting corruption acts from a perspective of being **a duty required by law**, the ratio was high in comparison with 2012 poll, and very low comparing to 2013, 2014, 2015. More details are illustrated in the comparative chart below:

**Reporting corruption cases if one is a victim according to public perception**
**Comparative chart: previous polls conducted by AMAN**

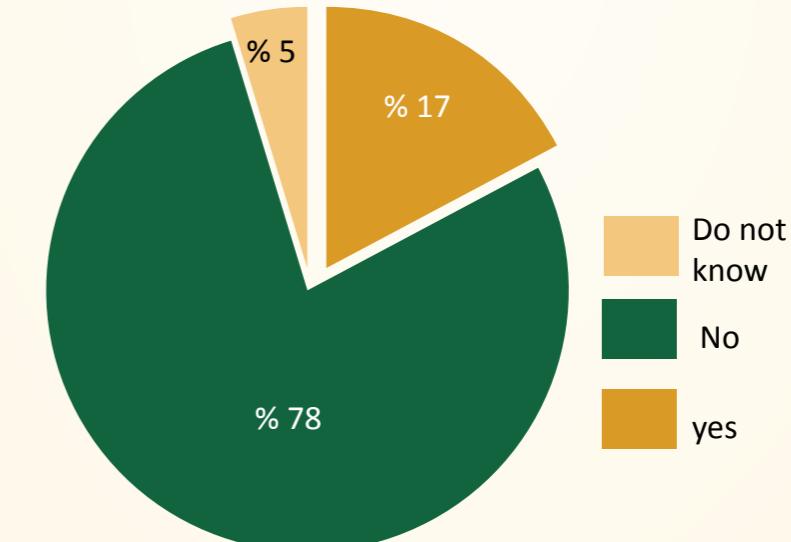
	2012	2013	2014	2015	2016
A right to do as one pleases	61.4%	27%	31.8%	26%	38.2%
A duty demanded by law	34.6%	68%	61%	70%	55.5%
Talebearing/slander and should not be practiced	2.4%	5.1%	2.2%	4%	6.2%
Do not know	1.6%	---	4.9%	---	---
total	100%	100%	100%	100%	100%

**11-4: Penalties applied on perpetrators of corruption crimes:**

78% of respondents said that the current penalties applied on perpetrators of corruption crimes are **non-deterrent** (80% of the WB and 75% in the GS), versus 17% of them who see it as deterrent (16% WB 20% the GS), while 5% of them do not know.

**Table (11-4): Penalties applied on perpetrators of corruption crimes-2016**

	West Bank	Gaza Strip	Total
Deterrent	15.8%	20.2%	17.4%
Non-deterrent	79.8%	74.8%	77.9%
Do not know	4.5%	5.0%	4.7%
total	100%	100%	100%


**Table (11-4): Penalties related to corruption crimes according to citizens' perceptions-2016**

Compared with previously conducted polls, results of this poll, on **whether the current penalties for corruption crimes are deterrent or not**, were very low when compared to the 2012 poll and close when compared to other polls conducted in the past few years; more details are illustrated in the comparative chart below:



### Penalties related to corruption crimes according to citizens' perceptions-2016

#### Comparative chart: previous polls conducted by AMAN

	2012	2013	2014	2015	2016
Deterrent	26%	18%	17%	21%	17.4%
Non-deterrent	67%	70%	73%	74%	77.9%
Do not know	8%	12%	10%	6%	4.7%
total	100.0%	100%	100.0%	100%	100%

### 12. Reasons for not reporting corruption acts:

Results of the survey revealed that the first reason for not reporting corruption acts, according to 16% of those surveyed (18% in the WB and 13% in the GS) was the **“absence of sufficient whistleblowers’ protection”**. Another 15% of them said it was attributed to **“their conviction of the futility of reporting (i.e., no measures will be taken against the corrupt)”** (12% in the WB and 17% in the GS). Also 12% of respondents said that the reason was **“lack of sufficient awareness of the meaning and forms of corruption”** (13% in the WB and 11% in the GS), with an equal ratio for the **“inability to prove corruption crimes”**. While 11% of respondents, with an equal ratio between the WB and GS, said that **“fear of retaliation”** was the reason, followed by **“lack of political will to combat corruption”**, according to 10% of them (7% in the WB and 14% in the GS). 9% of those surveyed said that it was **“lack of knowledge of the authorized body for receiving corruption complaints”**, while **“weakness of complaint units within public institutions”** was mentioned by 8% of respondents. **“Reporting corruption is a form of talebearing/ slander”** was the response of 7% of those surveyed.

Table (12): Reasons for not reporting corruption acts

Reasons preventing citizens from reporting corruption	West Bank	Gaza Strip	Total
Absence of sufficient whistleblowers’ protection	17.9%	13%	16.4%
People’s conviction of the futility of reporting (i.e., no measures will be taken against the corrupt)	12.4%	16.9%	14.5%
Lack of sufficient awareness of the meaning and forms of corruption	12.6%	11.3%	11.9%
Inability to prove corruption crimes	12.4%	11%	11.8%
Fear of retaliation	11.4%	11.4%	11.4%
Lack of political will to combat corruption	7.4%	14.4%	9.9%
Lack of knowledge of the authorized body for receiving corruption complaints	10.6%	5.8%	8.8%
Weakness of complaint units within public institutions	8.9%	8.3%	8.4%
Reporting corruption is a form of talebearing/ slander	6.4%	7.9%	6.9%
Total	100%	100%	100%

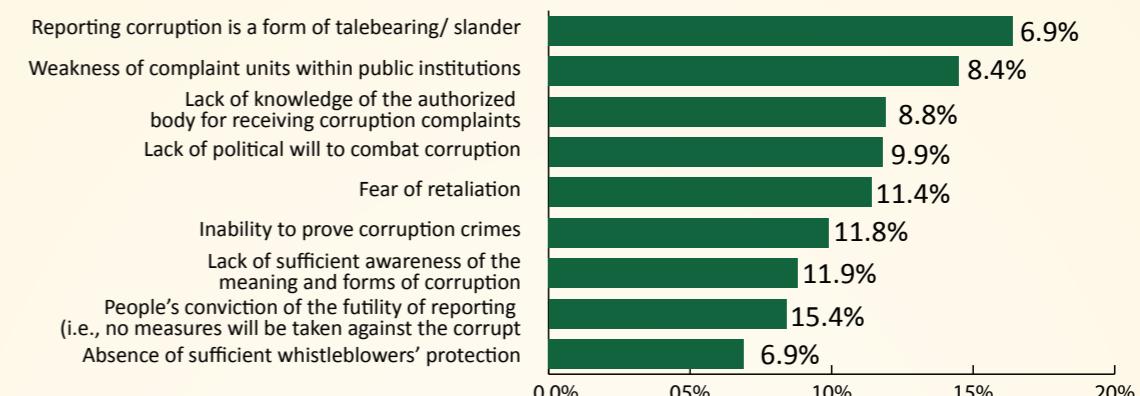


Figure (12): Reasons for not reporting corruption acts

Percentage calculated from results of this poll, in regard to the **“absence of sufficient whistleblowers’ protection”**, was low when compared to results of previous polls. It is also low in regard to **“people’s conviction of the futility of reporting (i.e., no measures will be taken against the corrupt)”**. More details are illustrated in the comparative chart below:

### Reasons for not reporting corruption acts

#### Comparative chart: previous polls conducted by AMAN

Reasons preventing citizens from reporting corruption	2012	2014	2015	2016
Absence of sufficient whistleblowers’ protection	16.8%	22%	30%	16.4%
People’s conviction of the futility of reporting (i.e., no measures will be taken against the corrupt)	28.6%	27%	16%	14.5%
Lack of sufficient awareness of the meaning and forms of corruption	0%	13.1%	10%	11.9%
Inability to prove corruption crimes	9.3%	8.8%	15%	11.8%
Fear of retaliation	28.7%	---	---	11.4%
Lack of political will to combat corruption	---	---	---	9.9%
Lack of knowledge of the authorized body for receiving corruption complaints	12.3%	23%	10%	8.8%
Weakness of complaint units within public institutions	---	---	11%	8.4%
Reporting corruption is a form of talebearing/ slander	3.8%	6%	8%	6.9%
Total	100%	100%	100%	100%

### 13. Belief in the existence of corruption in the judiciary authority:

Results of the survey illustrate that 71% of respondents believe in the existence of corruption in the judiciary authority, revealing an equal ratio between the WB and GS, versus 23% of them who do not believe that there is corruption in the judiciary authority.



Table (13): Belief in the existence of corruption in the judiciary authority

	West Bank	Gaza Strip	Total
Yes	70.8%	70.4%	70.7%
No	22.7%	23.2%	22.9%
Do not know	6.5%	6.4%	6.5%
total	100.0%	100.0%	100.0%

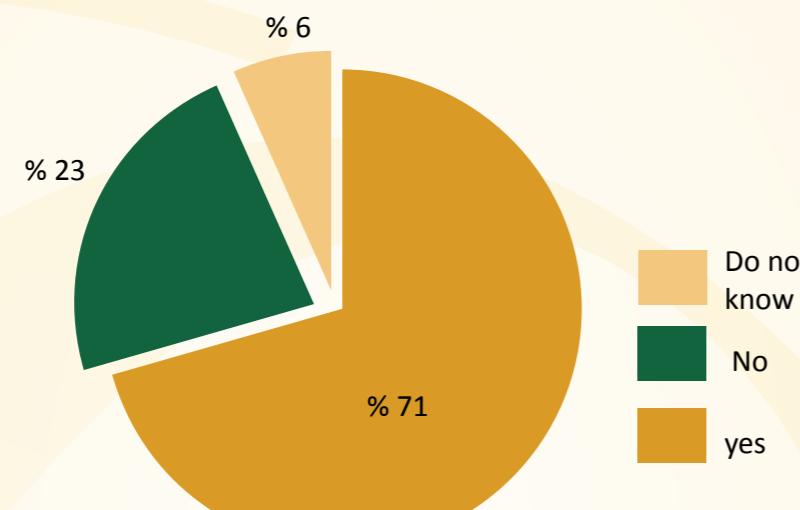


Figure (13): Belief in the existence of corruption in the judiciary authority

Results of the survey indicated that the ratio for this poll is higher than the 2013 poll, and is close to results of the 2014 and 2015 in regard to the belief that corruption exists in the judiciary authority. More details are illustrated in the comparative chart below:

#### Belief in the existence of corruption in the judiciary authority

Comparative chart: previous polls conducted by AMAN

	2013	2014	2015	2016
Yes	55.3%	72.4%	69%	70.7%
No	29.3%	16.8%	18%	22.9%
Do not know	15.4%	10.8%	13%	6.5%
total	100%	100.0%	100%	100.0%

#### 14. Economic crimes:

This section of the survey addresses public's beliefs in the rise or decline of prevalent economic crimes in Palestine during 2016; and specifically those related to spoiled food and expired drugs. It also looks into the underlying reasons, which led to the increase of this phenomenon in 2016. In addition, this

section will attempt to conjure an idea regarding the most effective sanctions in prosecuting those who commit corruption crimes related to spoiled food and medicine.

#### 14-1: The spread of spoiled food and drug phenomenon in 2016

As revealed by the results of this survey, 71% of respondents believe that corruption crimes related to spoiled food and drugs have increased during 2016 (74% in the WB and 73% in the GS), versus 26% of the who believe it did not.

Table (14-1): Spread of the phenomenon of spoiled food and drug in 2016

	West Bank	Gaza Strip	Total
Increased	74.3%	72.5%	73.6%
Decreased	25.7%	27.5%	26.4%
	100.0%	100.0%	100.0%

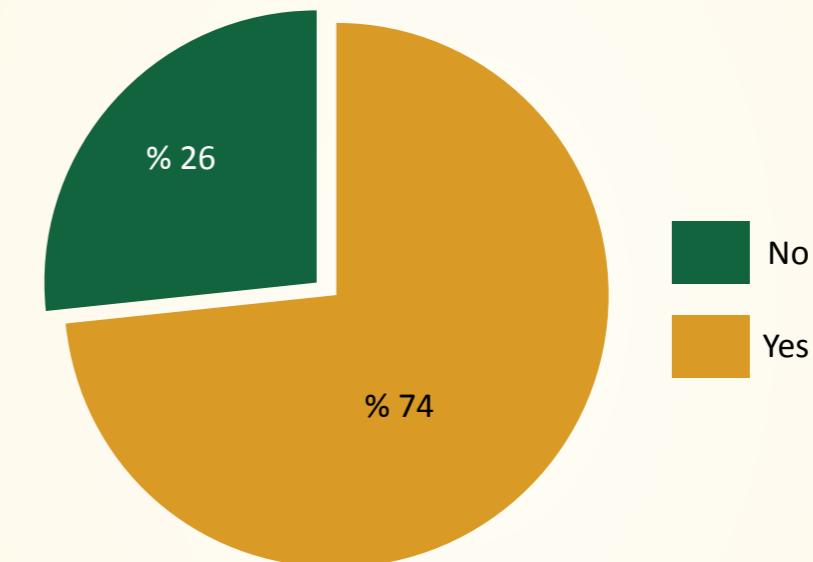


Figure (14-1): Spread of the phenomenon of spoiled food and drug in 2016

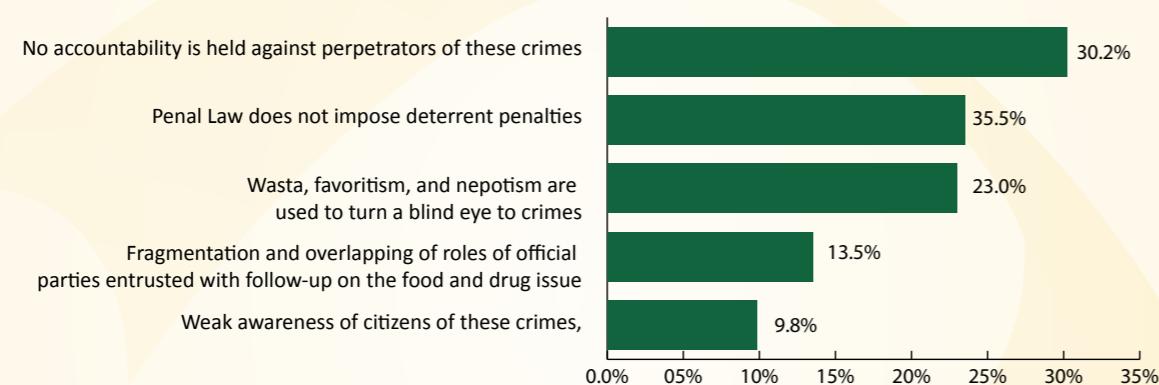
#### 14-2: Reasons that led to the growing phenomenon of spoiled food and drug during 2016:

The first reason mentioned for the growing phenomenon of spoiled food and drug was "lack of holding perpetrators of these crimes accountable" according to 30% of respondents, with a distinct difference between ratios of the WB and GS (35% in the WB and 21% in the GS). The second reason mentioned was that the Palestinian Penal Law does not impose deterrent penalties, according to 24% of respondents. In third place was that "Wasta, favoritism, and nepotism are methods in turning a blind eye to crimes" according to 23% of respondents (23% in the WB and 24% in the GS); and 14% said it was the "fragmentation and overlapping of roles of official parties entrusted with follow-up on the food and drug issue" (12% in the WB and 17% in the GS). The fifth and final reason was attributed to the weak awareness of citizens of these crimes, as stated by 10% of respondents (7% in the WB and 15% in the GS).



**Table (14-2): reasons that led to the continuation of the spoiled food and drug phenomenon for the past few years as perceived by respondents**

Reason	West Bank	Gaza Strip	total
No accountability is held against perpetrators of these crimes	35.1%	21.0%	30.2%
Penal Law does not impose deterrent penalties	23.2%	24.2%	23.5%
Wasta, favoritism, and nepotism are used to turn a blind eye to crimes	22.7%	23.6%	23.0%
Fragmentation and overlapping of roles of official parties entrusted with follow-up on the food and drug issue	11.7%	16.7%	13.5%
Weak awareness of citizens of these crimes,	7.3%	14.5%	9.8%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100.00%</b>



**Figure (14-2): Reasons that led to the continuation of the spoiled food and drug phenomenon for the past few years as perceived by respondents**

If compared to results of the 2013 and 2015 polls, this poll's results reveal a rise in public's opinion regarding **"lack of accountability /prosecution of those who commit economic crimes related to spoiled food and drugs"**. This constituted the main reason for increasing the phenomenon of this issue. More details are illustrated in the comparative chart below:

**reasons that led to the continuation of the spoiled food and drug phenomenon for the past few years as perceived by respondents**

**Comparative chart: previous polls conducted by AMAN**

Reason	2013	2014	2015	2016
No accountability is held against perpetrators of these crimes	26.4%	31.4%	27%	30.2%
Penal Law does not impose deterrent penalties	23.1%	21%	25%	23.5%
Wasta, favoritism, nepotism is used to turn a blind eye to crimes	40.1%	36.2%	25%	23%
Fragmentation and overlapping of roles of official parties entrusted with follow-up on the food and drug issue	---	---	9%	13.5%
Weak awareness of citizens of these crimes,	10.4%	11.5%	15%	9.8%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

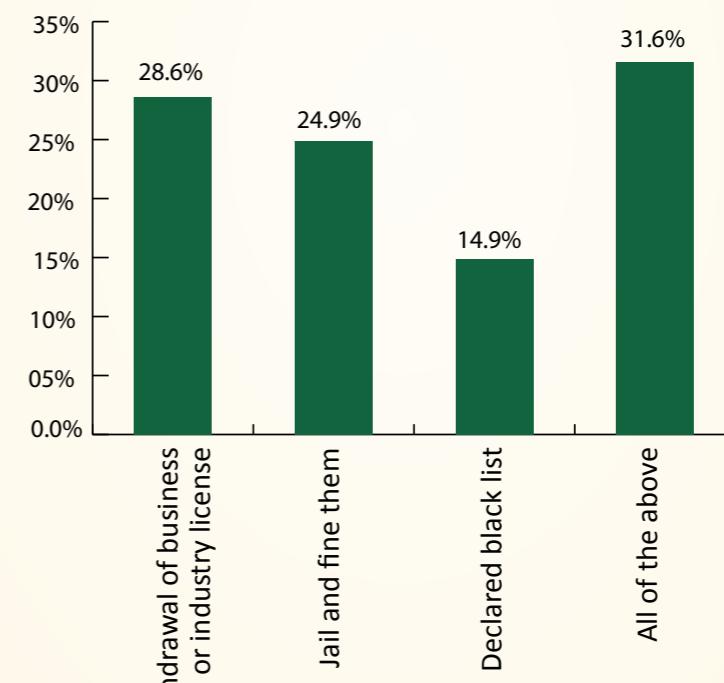
**14-3: Most effective sanction to prosecute perpetrators of corruption crimes related to food and drugs:**

29% of respondents confirmed that **"withdrawal of business or industry license from those who commit food and drug corruption crimes"** is an effective penalty, with a clear difference in the ratio between the WB and Gaza (34% in the WB and 20% in the GS). And one fourth (25%) of respondents said that they should be **jailed and fined** (26% in the WB and 22% in the GS); while 15% said that their names should be **listed on a declared black list** (17% in the WB and 11% in the GS). And 32% called for **applying all of the above punishments** with a stark difference between the WB and GS (23% in the WB and 47% in the GS).

**Table (3-14): Most effective sanctions for prosecuting perpetrators of corruption crimes of food & medicine**

	West Bank	Gaza Strip	Total
Withdrawal of business or industry license	33.5%	20.1%	28.6%
Jail and fine them	26.3%	22.4%	24.9%
Declared black list	17.2%	11.0%	14.9%
All of the above	23.0%	46.6%	31.6%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

**Figure (3-14): Most effective sanctions for prosecuting perpetrators of corruption crimes of food & medicine**





**Public Opinion Poll on Issues Related to Corruption and Methods of Combating it in the Occupied Palestinian Territories- 2016**

**October 2016**

**Question (1): Priorities of the Palestinian citizen**

The Palestinian society and government are facing many challenges that need resolving; in your opinion, which key issue from those listed below should take priority?

1. Economic crisis	2. Combating corruption	3. Completion of the legal & institutional structures
4. Developing the current infrastructure	5. Ending the political division	6. Confronting Israeli occupation policies

**Question (2): Corruption is defined as any action that entails abuse of public position for personal gain. Corruption maybe found in the various countries of the world, communities, and in sectors, whether public, private or civil.**

**2-1. how would you rate the extent of corruption in Palestinian institutions?**

a. Big	b. Average	c. small
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**2-2. Arrange as you see fit: in which of the following Palestinian institutions manifestations of corruption is more prominent and which are less; please give the number 3 to the institution that is more susceptible to the spread of corruption and the number 1 to the least.**

a. Government institutions and local government units	b. Private sector institutions	c. NGOs and charitable organizations
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**2-3. perpetrators of corruption in Palestine are mostly from:**

1. Senior employees (high officials)	Regular employee (staff category)
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**2-4. Arrange as you see fit which of the following public institutions/commissions are more susceptible to corruption. (please give the number 7 to the institution most susceptible to corruption and the number 1 to the least).**

a. Ministries and affiliated commissions	b. Security apparatuses	c. Courts	d. Local government units
e. Prosecution	f. the Presidential Bureau	g. the Council of Ministers	

Grand Corruption is defined as: acts committed at a high level of government such as senior level employees, ministers, heads of states, etc. enabling them to benefit at the expense of the public good. Such acts include: allocation of public funds; embezzlement of public funds; bribery; cover/hide the source of illicit funds through money laundering. Grand corruption also distorts policies and impacts decisions such as in the establishment of new economic projects, or granting bids and tenders.



Petty Corruption: it is possible to distinguish between two types of petty corruption. The first constitutes accepting a bribe for providing an already legitimate and approved service. The second type is typified by the small bribes accepted by the average employee and some government officials with limited incomes in return for illegal actions such as: disclosure of confidential information or granting unwarranted licenses. In addition, petty corruption also includes what is called disguised bribery or in-kind provided to relatives and friends within the work institution or labor sector, even when there is no need for such jobs; and without competition, as stated by law.

**2-5. Arrange as you see fit the following ministries, authorities, commissions according to their susceptibility to corruption.** Please give the number 10 to the most susceptible, and 1 to the least.

a. Ministry of Social Affairs	b. Ministry of Health	c. Ministry of Transport and Transportation	d. Awqaf Ministry
e. Ministry of Finance	f. Water Authority	g. Ministry of Education	h. Energy Authority
i. Ministry of Interior	j. General Authority of Civil Affairs		

**2-6. Do you believe that the anti-corruption efforts in Palestine are?**

1. Sufficient	2. Insufficient (go to question 3)	3. Do not know
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**2-7. If the answer to the above question was “sufficient”? in your opinion, why is the Palestinian public unable to see the impact of the anti-corruption efforts; please mark the most important reason.**

1. Lack of information published on cases of corruption that have been uncovered and perpetrators have been prosecuted	2. Citizens lack knowledge of these efforts
3. Citizens are unaware of corruption crimes and the Anti-Corruption Law	4. Citizens lack faith in holding perpetrators of big corruption crimes accountable
5. All of the above	

### Question 3. Forms of Corruption

During the past few years, records of the Anti-Corruption Court revealed the existence of several forms of corruptions including: abuse of trust, embezzlement, abuse of power, bribery, and money laundering. In your opinion, which are the most serious forms of corruption in Palestine?

Please rate according to importance giving the number 6 to the most serious, and the number 1 to the least

a. Abuse of trust	b. Embezzlement of public funds	c. Abuse of power
d. Money laundering	e. Compromising public funds	f. Bribery in return for providing a public service, or in obtaining a benefit unjustly

### Question 4. Corruption in service provision

Public institutions are entrusted with certain tasks one of which is providing services to the public. In which areas do you think corruption is more prevalent? (arrange as you see fit based on a personal experience or the experience of a relative, which services provided more opportunities for corruption during 2016, (Please give 7 for the most prevalent and 1 for the least)

a. Health services	b. The appointment and promotions process	c. University scholarship grants
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d. Distribution of humanitarian and social assistance, cash and in-kind	e. Customs and tax estimations	f. Water, electricity, and communications services
g. Transactions of the General Authority of Civil Affairs (permits and permissions)		

### Question 5. Wasta in obtaining services

One form of corruption is the use of Wasta in order to obtain a public service, which means intervention on behalf of an individual or a group without complying with the work rules and requirements. For example, appointing a person in a certain position based on kinship or political affiliation, despite being incompetent.

**5-1. During 2016, have you asked for Wasta from anyone in order to obtain a service from the services mentioned above?**

1. yes	2. No
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**5-2. Do you believe that Wasta can help you in obtaining public service?**

1. yes	2. No
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**5-3. a citizen may resort to Wasta for one of the following reasons; which do you think is the most important:**

1. Shortens time by not going through bureaucratic procedures
2. Fear of losing the opportunity to an undeserving person due to corruption
3. It is one form of assistance that should be provided by acquaintances
4. Culture of the Palestinian citizen who does not see wrong in resorting to Wasta
5. Fear of not accessing the service because of the limited opportunities available
6. Lack of trust in the service providers

### Question 6. Reasons for the spread of corruption in Palestine

Please arrange the following reasons in the order of importance, as you see it contributing to the spread of corruption in Palestine. (please give 8 to the most and 1 to the least contributor of corruption)

a. Non-compliance with the rule of law	b. Lack of activation of the Palestinian Legislative Council (PLC) and control institutions
c. Weakness of civil society's role in combating corruption	d. Israeli occupation practices and role in creating a fertile environment for corruption
e. Lack of seriousness in holding big corrupt individuals accountable	f. Insufficient awareness of citizens of the various forms of corruption
g. The political division between the West Bank and Gaza	h. Immunity enjoyed by some individuals

### Question 7. Change in the level of corruption

**7-1. In your view, do you feel a change has occurred concerning the level of corruption during 2016?**

1. Yes, it increased	2. Yes, it decreased	3. No change occurred	4. Do not know
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**7-2. Do you believe that the level of corruption in 2017 will...:**

1. decrease	2. Increase	3. Remain the same	4. Do not know
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**Question 8. Role of media in combating corruption**

**8-1. in your opinion, how do you rate the role of Palestinian media “in terms of effectiveness” in uncovering and shedding light on cases of corruption which occurred in 2016?**

1. Effective	2. Average	3. Weak	4. Do not know
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**8-2. In your view, which one was the most effective?**

1. Visual media	2. Audio media	3. Print media	4. Social media	5. Do not know
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**8-3. According to importance, please arrange reasons that prevent media from playing an active role in uncovering cases of corruption in Palestine; (please give 5 to the most important and 1 for the least**

a. Lack of access to information	b. Absence of will among owners and chief editors of media outlets
c. Fear of legal prosecution	d. Absence of legal and job protection
e. Lack of sovereignty of media outlets	

**Question 9. The Anti-Corruption Commission**

**9-1. Do you believe that the Anti-Corruption Commission carries out its tasks independently?**

1. Yes (go to 3-9)	2. No	3. Do not know
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**2-9. If your answer to the above question is no, please arrange the parties listed below in terms of the level of attempting to influence and interfere in the work of the Commission; giving the number 6 to the party with most interference and 1 to the least.**

a. Members of the PLC	b. Office of the President	c. Council of Ministers & ministers
d. Political leaders	e. Governors and Heads of municipalities	f. Security apparatuses

**9-3. Do you believe that that the ACC is effective in performing its role and tasks entrusted to it?**

1. Yes	2. No	3. Do not know
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**Question 10. Citizen's role in combating corruption**

**10-1. Do you believe that the citizen has a key role in combating corruption?**

1. Yes	2. No	3. Do not know
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**10-2. Do you believe that the Palestinian citizen is able to contribute to the fight against corruption?**

1. Yes	2. No	3. Do not know
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**10-3. do you believe that citizens are able to access public records easily?**

1. Yes	2. No	3. Do not know
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**Question 11. Reporting corruption/whistleblowing**

**11-1. Do you believe that it is common for citizens to report witnessed cases of corruption to the ACC?**

1. Yes	2. No	3. Do not know
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**11-2. If you were exposed to a case of corruption, would you report it to the ACC if you were:**

**11-2a. Witness to a corruption act**

1. Yes	2. No
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**11-2b. Victim of a corruption crime**

1. Yes	2. No
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**11-3. Do you believe that reporting corruption/whistleblowing is a...:**

1. Right for you to practice	2. Duty required by law	3. Talebearing that should not be practiced
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**11-4. Do you believe that penalties imposed on perpetrators of corruption crimes are...:.**

1. Deterrent	2. Non-deterrent	3. Do not know
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**Question 12. Failure to report corruption**

**Many reasons may stand in the way of not reporting corruption... (please arrange the given reasons below by giving 9 to the most used reason and 1 to the least**

a. Lack of sufficient awareness of the meaning and forms of corruption	b. Lack of knowledge of the authorized body to receive corruption complaints
c. Absence of an adequate of sufficient protection for whistleblowers and witnesses	d. Conviction of the futility of whistleblowing due to lack faith among citizens that measures will be taken against the corrupt.
e. The inability to prove cases of corruption	f. The conviction that whistleblowing is a form of talebearing/slander
G. Weakness of complaint units in public institutions	h. Fear of retaliation
i. Absence of political will to combat corruption	

**Question 13. Do you think there is corruption in the Judiciary?**

4. Yes	5. No	6. Do not know
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**Question 14. Economic crimes**

**1-14. Crimes related to spoiled food and drugs are considered part of the economic crimes prevalent in Palestine. Do you believe that in 2016 these crimes have...?**

1. Increased	2. Decreased (go to 3-14)
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**14-2. Please rank the reasons which led to the increase of the phenomenon of spoiled food and drugs during 2016; giving number 5 to the reason most prevalent and number 1 to the least**



a. Perpetrators of these crimes are not held accountable or prosecuted	b. Wasta, nepotism, and favoritism are used to turn a blind eye to corruption
c. The Penal Law does not impose deterrent sanctions	d. Weak awareness of citizens of these crimes
e. Fragmentations and overlapping of roles of official parties entrusted in follow-up on these issues	

**14-3. In your opinion, which of the penalties listed below do you think is most effective in prosecuting perpetrators of food and drug corruption crimes?**

1.The use of a declared black list	2.Withdrawal of granted business and industry licenses
3. Jail and fine	4. All of the above

**Demographic Data:**

<b>Age</b>	1.Under 30	2.30-40	Above 40	
<b>Educational level</b>	1.Illiterate	2. Elementary	2 . P r e p / m i d d l e school	3.Secondary
	4.Comm.College/institute	5 . B a c h e l o r Degree (BA)	6.Master's or higher	
<b>Work status</b>	1.Employed	2.Unemployed		
<b>Work sector (for employed only)</b>	1.Public/Government	2.Private sector	3.Civil society (NGOs)	
	4.UNRWA	5.International institutions		
<b>Monthly Income</b>	Average monthly household income _____ Israeli Shekel (NIS)			
<b>Contacts</b>	Phone No (cell / land line)_____			

**Survey on Corruption in Palestine-2016**

**Distribution of the sample:**

		<b>Percentage</b>
<b>Area</b>	West Bank	63.6%
	Gaza Strip	36.4%
<b>Total</b>		100.0%

		<b>Percentage</b>
<b>Governorate</b>	Jenin	7.1%
	Tubas	1.0%
	Tulkarem	4.0%
	Qalqeliya	3.0%
	Silfeet	2.1%
	Nablus	9.1%
	Jericho	1.0%
	Ramallah	7.0%
	Jerusalem	10.1%
	Bethlehem	5.0%
	Hebron	14.1%
	Northern Gaza	7.1%
	Gaza	13.1%
	Khan-Younis	7.1%
	Deir Al-Balah	5.0%
	Rafah	4.1%
<b>Total</b>		100.0%

		<b>Percentage</b>
<b>Place of residence</b>	City	51.7%
	Village/Town	15.4%
	Refugee camp	32.9%
<b>Total</b>		100%

		<b>Percentage</b>
<b>Gender</b>	Male	50.1%
	Female	49.9%
<b>Total</b>		100%

		Percentage
Age (yrs)	Under 30	34.7%
	30-40	32.1%
	Above 40	33.2%
	Total	100.0%

		Percentage
Educational level	Illiterate/educated	2.8%
	Elementary	7.9%
	Prep./mid-school	19.5%
	Secondary	33.1%
	Comm. College/institute	5.0%
	Bachelor degree (BA)	21.2%
	Higher than BA	10.5%
Total		100.0%

		Percentage
Working Status	Employed	48.1%
	Unemployed	51.0%
	Home-maker	0.3%
	Student	0.1%
	Retired	0.5%
Total		100%

		Col %
Employment Sector	Public/government	31.4%
	Private	57.0%
	Civil Society (NGOs)	3.3%
	UNRWA	6.3%
	International	2.0%
Total		100%

		Col %
Average monthly income of household	Less than 1500	21.6%
	1500 - 2500	40.4%
	2501 - 3500	19.5%
	3501 - 4500	9.1%
	4501 - 5500	4.1%
	More than 5500	5.2%
Total (income is quoted in Israeli Shekels)		100.0%