

# **International and Local Aid during the second Intifada**



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# **INTERNATIONAL AND LOCAL AID DURING THE SECOND INTIFADA**

An Analysis of Palestinian Public Opinion  
in The West Bank and The Gaza Strip  
(October 2000 – February 2001)

## **FINAL REPORT**

Geneva, March 2001

### **Cover photo:**

Palestinians pass an Israeli army checkpoint on the main road from  
Ramallah to Jerusalem (March 13, 2001).

REUTERS/Reinhard Krause

# FOREWORD

The idea for this study originated in early December 2000, in the aftermath of the “UNRWA – SDC Workshop on Emergency Needs of Palestinian Refugees” held in Lausanne on 30.11 – 1.12.2000. The Swiss Agency for Development and Cooperation (SDC) felt it was timely and appropriate to run a poll in the West Bank and the Gaza Strip to better grasp the perceptions of the Palestinian population concerning the role and the impact of international and local aid during the current period of crisis.

SDC contracted the Graduate Institute of Development Studies (IUED) of the University of Geneva, Switzerland, to conduct the study. The IUED set up a small team of experts for the project, composed of Dr. Riccardo Bocco (professor of political sociology and research director at IUED), Mr. Matthias Brunner (lecturer in political science methodology at the Department of Political Science of the University of Geneva and director of CyberProjects) and Mr. Jamil Rabah (poll specialist and consultant for SDC Gaza and West Bank Liaison Office in Palestine).

During the month of December the team worked on the elaboration of the questionnaire for the poll and benefited from exchanges and discussions with Prof. Elia Zureik (sociologist, Queen’s University, Canada), Mr. Jalal Hussein (researcher at the Department of Refugee Affairs, PLO, Ramallah) and Prof. Rémy Leveau (political scientist, Institut d’Etudes Politiques, Paris).

In January 2001, the JMCC (Jerusalem Media & Communication Centre) was contracted to run the poll, under the supervision of Mr. Ghassan Khatib and Ms. Manal Warrad. The draft of the questionnaire was also presented to a number of concerned parties and pre-tested for validity by the JMCC.

The results of the poll were ready by early February and the authors of this report met in Jerusalem from 10 to 17 February to examine the breakdown of the data and its tabulation. During the same week, the authors of the report also interviewed a number of concerned actors in Jerusalem, the Gaza Strip and the West Bank to get a preliminary feedback on the poll’s findings.<sup>1</sup>

The data were coded and entered by the JMCC, while the analysis and weighting of the data is the sole responsibility of the authors of the report.

Geneva, March 2001

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<sup>1</sup> See Annex 1 for the list of experts interviewed.

# TABLE OF CONTENTS

<b>FOREWORD</b> .....	<b>1</b>
<b>TABLE OF CONTENTS</b> .....	<b>2</b>
<b>INTRODUCTION</b> .....	<b>3</b>
<b>METHODOLOGY</b> .....	<b>4</b>
<b>PART ONE : GENERAL DESCRIPTION OF THE SITUATION</b> .....	<b>6</b>
1.1 - POPULATION AND REFUGEES .....	6
1.2 - EMPLOYMENT SITUATION .....	10
1.3 - MOBILITY .....	15
1.4 - HOUSEHOLDS .....	17
1.5 - MARTYRS, PEOPLE INJURED AND DAMAGE TO PROPERTY .....	18
1.6 - IMPACT ON CHILDREN.....	21
<b>PART TWO : ASSISTANCE DELIVERED DURING THE INTIFADA</b> .....	<b>24</b>
2.1 - DISTRIBUTION OF ASSISTANCE .....	24
2.2 - TYPE AND VALUE OF ASSISTANCE .....	28
2.3 - SOURCE OF ASSISTANCE .....	29
2.4 - SATISFACTION WITH THE PROVIDED ASSISTANCE .....	30
<b>PART THREE : IMPACT OF ASSISTANCE DELIVERED AND PRIORITIES FROM PALESTINIANS' PERSPECTIVE</b> .....	<b>32</b>
3.1 - INDIVIDUAL PERSPECTIVE.....	32
3.2 - COMMUNITY PERSPECTIVE.....	37
<b>PART FOUR : UNRWA</b> .....	<b>42</b>
4.1 - TYPES OF ASSISTANCE PROVIDED.....	42
4.2 - SATISFACTION .....	43
<b>REFERENCES</b> .....	<b>45</b>
<b>LIST OF FIGURES</b> .....	<b>47</b>
<b>LIST OF TABLES</b> .....	<b>48</b>
<b>ANNEX I: LIST OF EXPERTS INTERVIEWED</b> .....	<b>49</b>
<b>ANNEX II: MARGINALS</b> .....	<b>50</b>
<b>ANNEX III: COPY OF THE QUESTIONNAIRE IN ARABIC</b> .....	<b>73</b>
<b>ANNEX IV: COPY OF THE QUESTIONNAIRE IN ENGLISH</b> .....	<b>83</b>

## INTRODUCTION

The questionnaire for the poll (see Annex 3 for the English version and Annex 4 for the Arabic version) was elaborated in a way that could offer data on Palestinians in the West Bank and the Gaza Strip (including refugees and non-refugees; refugees residing in camps and outside camps; rural and urban populations) on four main topics<sup>2</sup>:

- A general description of the situation allowing for assessing change in the employment situation and place of work during the past months of Intifada; the socio-economic conditions of households (number of people living in the household; people employed; number of members who lost their jobs); the impact of the crisis on Palestinian families in terms of mobility, material losses (property damaged, trees uprooted, business), as well as human suffering and losses (children, injured and martyrs).

- The assistance delivered according to type and source, as well as the Palestinians' satisfaction in relation to aid providers (private, public, local, international).

- The assistance needed from the Palestinians' perspective, both from an individual and community point of view. This section allows for measuring the perceptions of the impact of the aid delivered at the two above-mentioned levels (in five main areas: health, food, employment, education, infrastructure) as well as to better know the Palestinians' priorities.

- The type of assistance provided by UNRWA and the satisfaction of its beneficiaries.

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<sup>2</sup> Concerning the data collected through questions no. 5, 6, 7 and 10 of the questionnaire, they have not yet been entered and cleaned; they will be used in the future.

# METHODOLOGY

A sample of 1267 Palestinians over the age of 18 were interviewed face-to face between the 25<sup>th</sup> and 29<sup>th</sup> of January 2001. Sixty-three sampling units were randomly selected from both the West Bank (including East Jerusalem) and the Gaza Strip. Cities and regions were stratified according to population size as determined by the Palestinian Central Bureau of Statistics (PCBS).

Sampling units in towns, villages and refugee camps were selected according to simple random sampling from within a list that includes all Palestinian population concentrations. The selection was carried out in accordance to the population size of these concentrations. Each concentration was divided into units comprising one thousand people each. If a population concentration has a population of 10,000, then it is assigned ten units, accordingly it has ten chances of being randomly selected.

Sixty interviewers were then assigned to primary sampling units. Each of the interviewers was instructed to interview not more than twenty respondents. Households were selected according to a pre-defined route. Respondents were selected from within the households according to a Kish table that is an objective procedure for selecting household members. In case a respondent was not available during the interviewers' visits, an appointment was made for a second visit.

West Bank Refugee Camps were over-sampled by 70 people in order to ensure sufficient cases for a deeper analysis of this group. The results presented hereafter are weighted to be representative of the whole Palestinian population.<sup>3</sup>

Following the donors' request, all the results presented in the remainder of this report will be analysed in terms of:

- ▶ **Place of residence:** The West Bank and the Gaza Strip (inside and outside refugee camps) and East Jerusalem.
- ▶ **Refugee Status:** Refugees and non-refugees.
- ▶ **Area of residence:** Cities, villages and camps.
- ▶ **Gender:** men and women.
- ▶ **Age groups:** 18-25 years / 26-35 years / 36-45 years / 46-60 years / more than 60 years.

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<sup>3</sup> According to random sampling, 62 persons in West Bank refugee camps should have been interviewed. The sample of this survey included 132 West Bank camp residents. Therefore, for the results to be representative, less weight (0.497) had to be given to the surveyed West Bank camp residents, while more weight was given to the remaining interviewees (1.059). The only graphs and tables that are not weighted are those that include the category "West Bank refugee camp" as they are representative *per se*.

The first two variables could have been combined into one category. In that case, however, some subgroups would have become too small for analysis (for example: non-refugees in camps). As such, it was thought more appropriate to analyse the variables of “place of residence” and “refugee status” separately.

Results were systematically tested for statistical significance at a 95% confidence level. If no differentiation is shown or mentioned, this means that there was none.

# PART ONE : GENERAL DESCRIPTION OF THE SITUATION

The first part of this report provides a general description of the circumstances the Palestinian population are confronted with. In doing so, special emphasis is given to the four months since the start of the second Intifada<sup>4</sup> (between late September 2000 and the end of January 2001) when a sample of 1267 Palestinians was surveyed for the purposes of this report.

After an overview of the spatial and demographic distribution of the Palestinian population and the refugees, the second section of part one will concentrate on the employment situation. The deterioration in the employment situation is one of the main problems emerging in the present crisis and is mainly an outcome of restrictions on mobility imposed upon the Palestinian population by the Israeli authorities. This will be examined in the third section. The impact of increased job losses will become clearer in the fourth section when the characteristics of the Palestinian households will be scrutinized. The consequences of the “quasi-war” situation with regard to the number of Palestinians injured or martyred and the damages inflicted on private and public property will be discussed in the fifth section. Finally, the last section of this part of the report will provide pointers that may contribute in evaluating the impact of the second Intifada on children.

Whenever possible, consideration was given to data generated from reports and surveys that were made available recently and that cover the same period of time on some issues addressed in this study.

## 1.1 - Population and refugees

In order to indicate the extent to which the data collected for this report are representative, it is important to compare them with some available official figures.

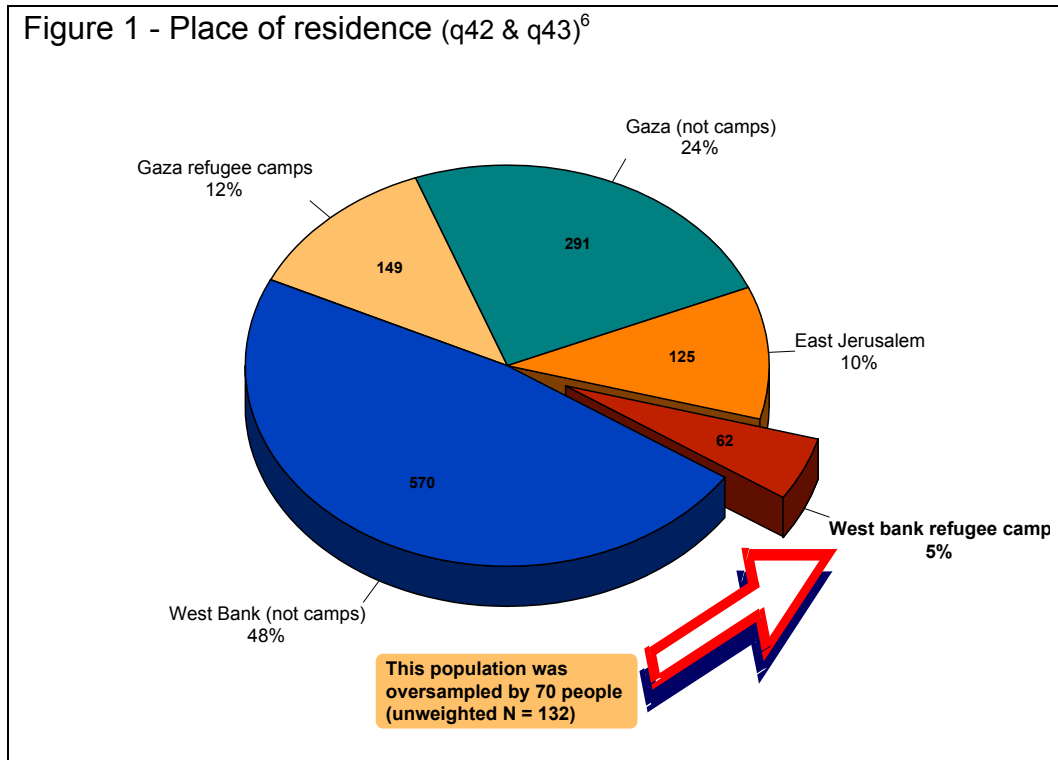
Projections of the Palestinian Central Bureau of Statistics (PCBS), based on the 1997 census, estimated the population residing in the Palestinian territories by mid-2000 to reach 3'150'056 people. Of those, 63.9% (2'011'768) would be living in the West Bank (including East Jerusalem) and 36.1% (1'138'288) would be residing in the Gaza Strip. (see at: [www.pcbs.org](http://www.pcbs.org)).

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<sup>4</sup> The second Intifada is termed locally Intifada al-Aqsa, in reference to the visit of Mr. Ariel Sharon to the Dome of the Rock's complex and the beginning of the Palestinian uprising on September 29, 2000.



Figure 1, below, illustrates the geographical distribution of the sample of this study according to **place of residence**. Whereas PCBS estimated the proportion of West Bank Palestinians, including those living in East Jerusalem, at nearly 64%, West Bank and East Jerusalem respondents represent 63% of all respondents included in the survey conducted for this report.<sup>5</sup>



According to the UNRWA figures for late June 2000, there are 1'407'631 **registered refugees (RR)** living in the West Bank and the Gaza Strip. The majority of the RR resides in the Gaza Strip (824'622). They constitute 78% of the Strip's population and 54.7% of them (i.e. 451'186 people) live in eight Gaza Strip camps. In the West Bank, there are 583'009 RR and they represent 29.7% of the local population. The camp residents' percentage (157'676 persons living in 19 camps) is lower than in the Gaza Strip and does not exceed 27% of the RR (UNRWA 2000a).

Taking into account the PCBS population projections for the year 2000, the percentage of the RR in the Palestinian territories according to

<sup>5</sup> As explained in the methodology, West Bank refugee camps are over-sampled. Instead of interviewing 62 individuals in these locations, 132 were interviewed. Except for the results that single out the population in West Bank refugee camps, all the results presented hereafter are weighted to be representative.

<sup>6</sup> Throughout the report, proper references are made to the questions of the survey used in the figures. I.e. figure 1 is based on questions 42 and 43.

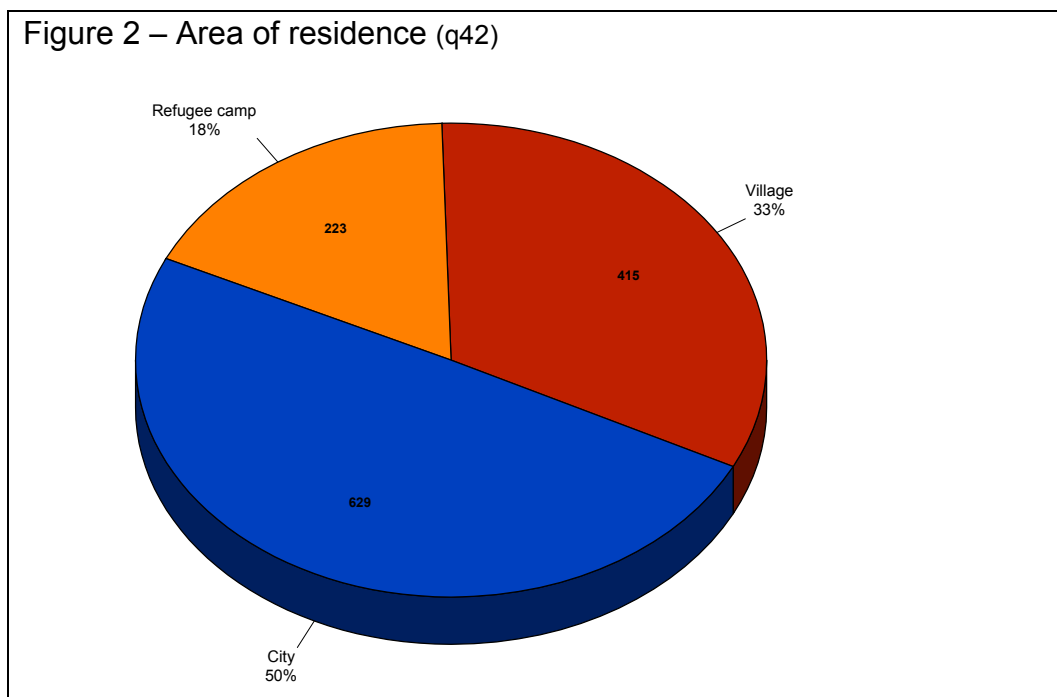
UNRWA is 44.7% (1'407'631/3'150'056). The percentage of RR in the sample of this report is 43%.<sup>7</sup>

Using the same calculation technique for the West Bank, the percentage of RR is 29.0% (583'0097/2'011'768), our figure is 30% while UNRWA gives 29.7%.

However, for the Gaza Strip, the estimation based on PCBS projections is 72.4% (824'622/1'138'288) and in our sample we have 64% of RR, while UNRWA gives 78%.<sup>8</sup>

Furthermore, in the PCBS surveys as well as in the sample of this report, refugees who are not registered with UNRWA and who may or may not reside in camps are included.

Comparing the sample of this report to UNRWA figures, in the West Bank 23% of RR are **camp residents** versus UNRWA's figure of 27%; in the Gaza Strip 48% of RR are camp residents versus almost 55% according to UNRWA.



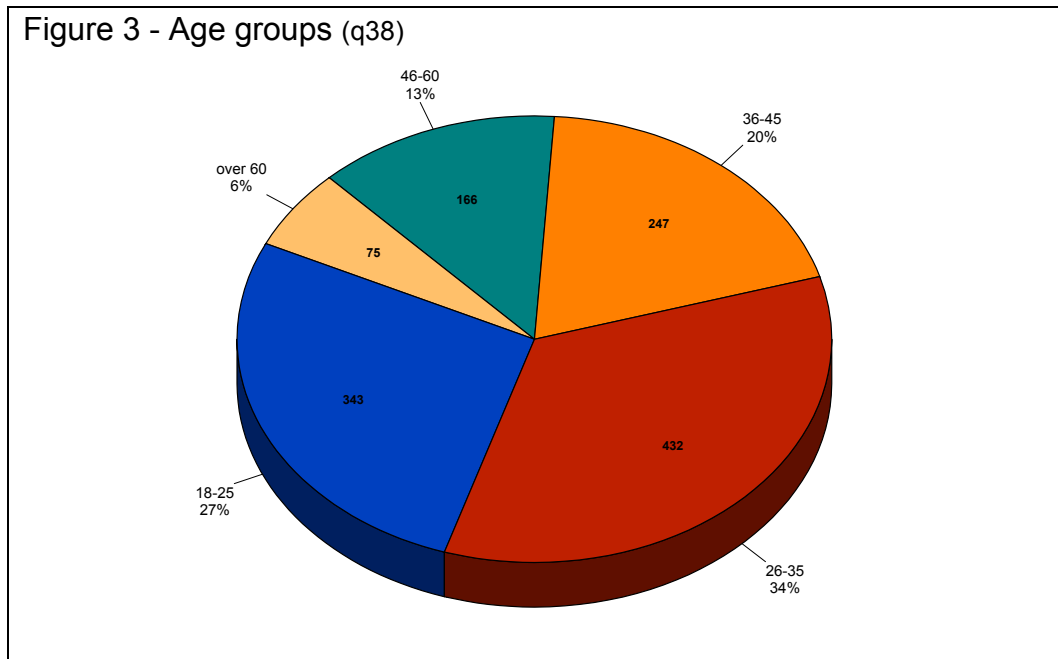
Taking a closer look at the **areas of residence**, figure 2, above, shows that approximately half of the respondents live in urban settings, one fifth in camps and one third in villages.

<sup>7</sup> The percentage of 43% was deduced from the results of questions 1 & 4 in the survey.

<sup>8</sup> It should be noted that while UNRWA and PCBS figures include the population under 18 years, the sample of this report includes only people aged 18 and above. It is plausible that the percentage of population below 18 years is higher among the refugee population, especially among the camp residents. This may provide an explanation for the apparent underestimation of RR in the Gaza Strip sample of this report.

In the survey for this report, 577 **women**<sup>9</sup> were interviewed. They account for 46% of the sample. According to PCBS projections for the year 2000, women account for 49.5% of the population.

Figure 3, below, illustrates the relatively young **age structure** of the Palestinian population surveyed. In fact, people over the age of 60 represent less than 6% of the surveyed population aged 18 and above.



A comparison between PCBS data and results from the survey of this report, illustrated in table 1, indicates the proximity in the age distribution patterns.

Table 1 - Age group distribution comparison (q38)

Age Groups	PCBS estimate		Our sample	
	Count	Percentage	Count	Percentage
20-24	582'389	20.6%	251	20.6%
25-29	489'912	17.4%	222	18.2%
30-34	402'417	14.3%	197	16.2%
35-39	327'183	11.6%	161	13.2%
40-44	276'826	9.8%	118	9.7%
45-49	234'117	8.3%	80	6.6%
50-54	196'221	7.0%	56	4.6%
55-59	161'991	5.7%	37	3.0%
60+	150'779	5.3%	95	7.8%
Total 20+	2'821'835	100.0%	1'217	100.0%

<sup>9</sup> The gender of the respondents is specified in the answers to question 44 in the questionnaire.

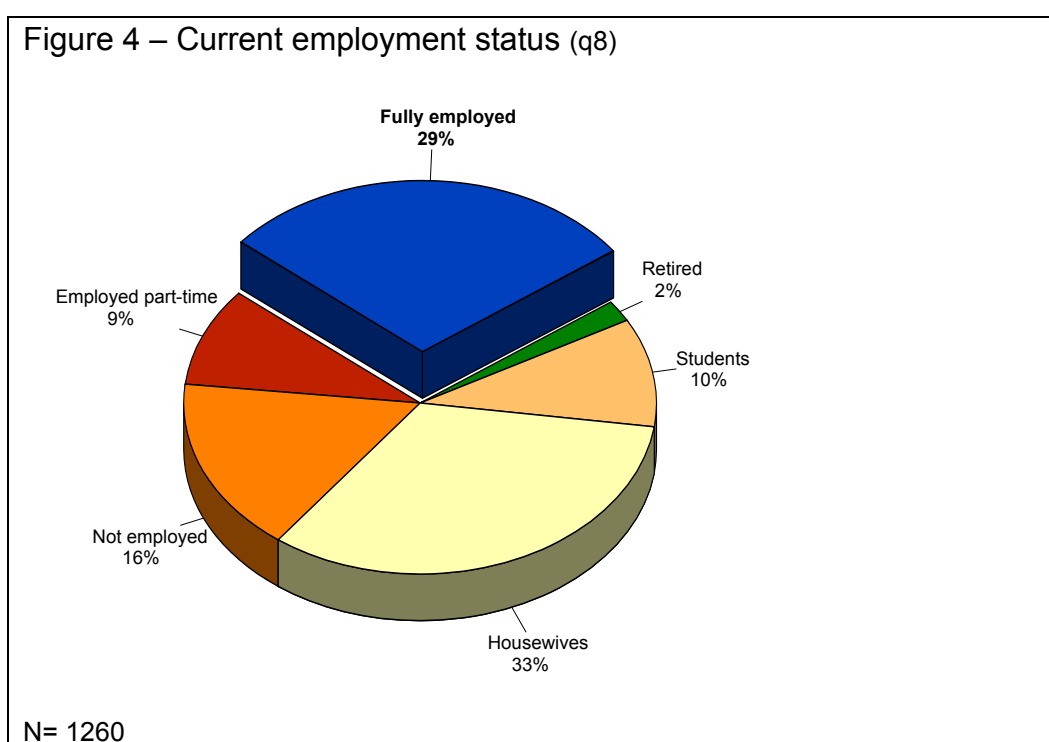
## 1.2 - Employment situation

The recent crisis in the Palestinian territories has led to an increase in unemployment. This situation has put greater pressure on the breadwinners and has negatively influenced the living conditions of the Palestinians.

Between 1997 and the end of September 2000, the Palestinian labour market had witnessed an important employment growth. Data of PCBS indicate that the average rate of 23% of unemployment in 1996 was reduced to about 11% by mid-2000 (PCBS 2000-2001, Rabah 2000).

In its recent report, UNSCO (2001) estimates that already in early October 2000, the core unemployment rate had risen from 11% to almost 30% and that, by late January 2001, 38% of the Palestinian labour force in the West Bank and the Gaza Strip was unemployed<sup>10</sup>.

The results of the poll conducted for this report showed that, at the time the survey was conducted, only 29% of all Palestinians were fully employed. Figures 4 and 5, below, illustrate in further detail the current employment status of Palestinians and the place of work of the employed.

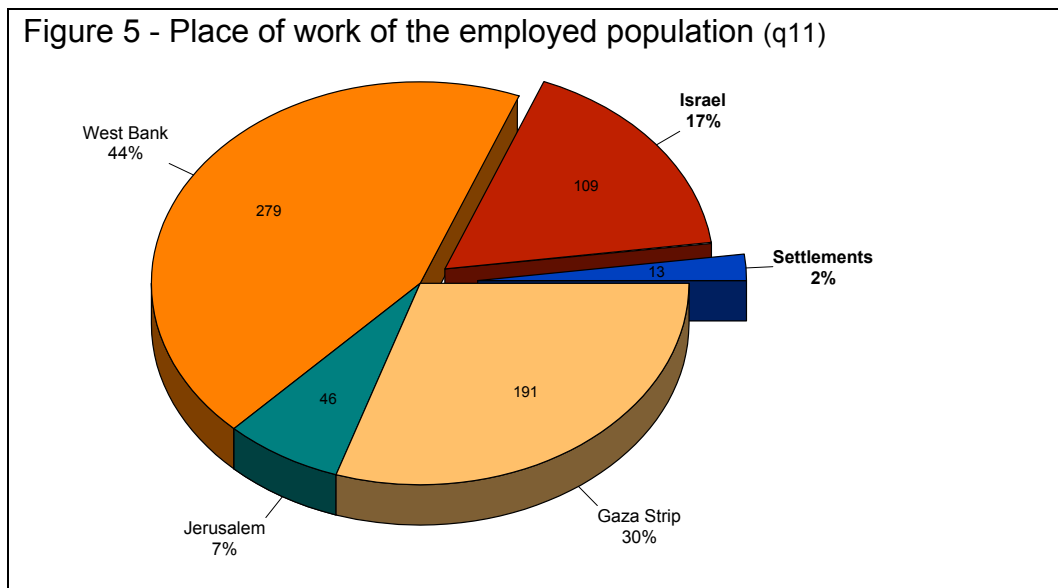


<sup>10</sup> The average number of unemployed people at the end of January 2001 was estimated at 253'000 people (71'000 before the beginning of the Intifada), out of a total labor force of 662'000 persons.

When examining the number of people who are actually in the labor force<sup>11</sup> (they constitute 55% of the sample), the survey showed that at the end of January 2001, only 53% were fully employed, 17% were partially employed, and 30% were unemployed. Although recent figures of the PCBS set the unemployment rate at 39%<sup>12</sup>, it is important to note two important points:

- ▶ The survey for this report was conducted among people aged 18 and above, whilst the employment figures of the PCBS include the workers aged 15 and above.
- ▶ In addition, the poll also showed that a sizeable number of people who lost their jobs during the Intifada, were able to find new jobs.

Since the survey conducted for this report is more recent than the one of the PCBS, it is safe to conclude that for some of those who lost their jobs in Israel, the employment situation may have eased due to an apparent absorption by the Palestinian labor market (in the formal or informal sectors).



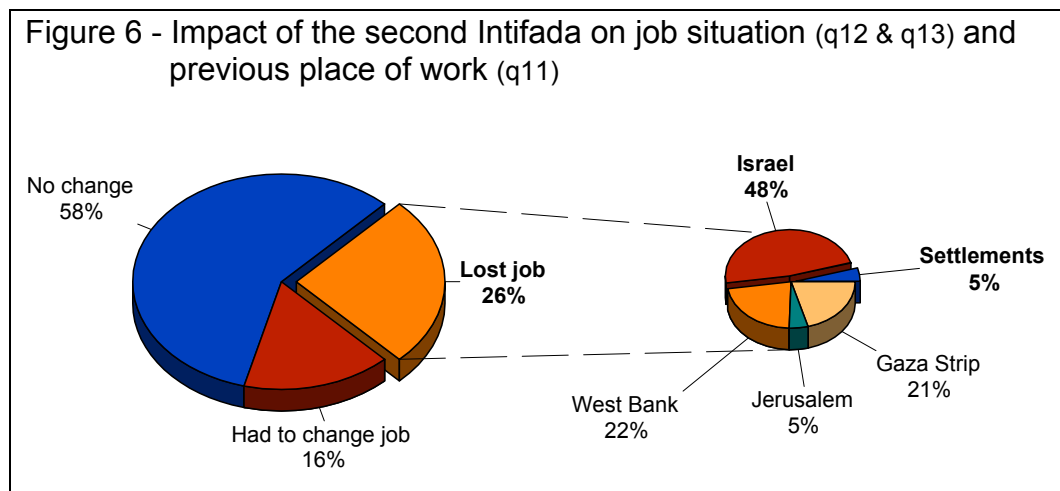
When the respondents were asked about the effect of the Intifada on their employment situation, only 58% said that nothing had changed. As for the remaining 42%, some remained jobless (26%) and others found new jobs (16%).

<sup>11</sup> Labor force excludes respondents who identified themselves as housewives, retired persons or students. They make up 45% of the surveyed population.

<sup>12</sup> According to the communiqué de presse given through Associated Press on February 17, 2001. The PCBS survey was conducted in the 4<sup>th</sup> quarter of 2000.

Figure 6, below, shows the effect of the crisis on Palestinian employment and the previous place of work of those who lost their jobs and remained jobless.

Although the majority of the respondents who said to have lost their jobs in the first four months of the Intifada said that they used to work in Israel or in the settlements, almost 48% of Palestinians who lost their jobs used to work in the Palestinian territories. This shows the harsh impact of the crisis on the internal Palestinian economy and the consequences it had on the social and economic conditions of the West Bank and the Gaza Strip.



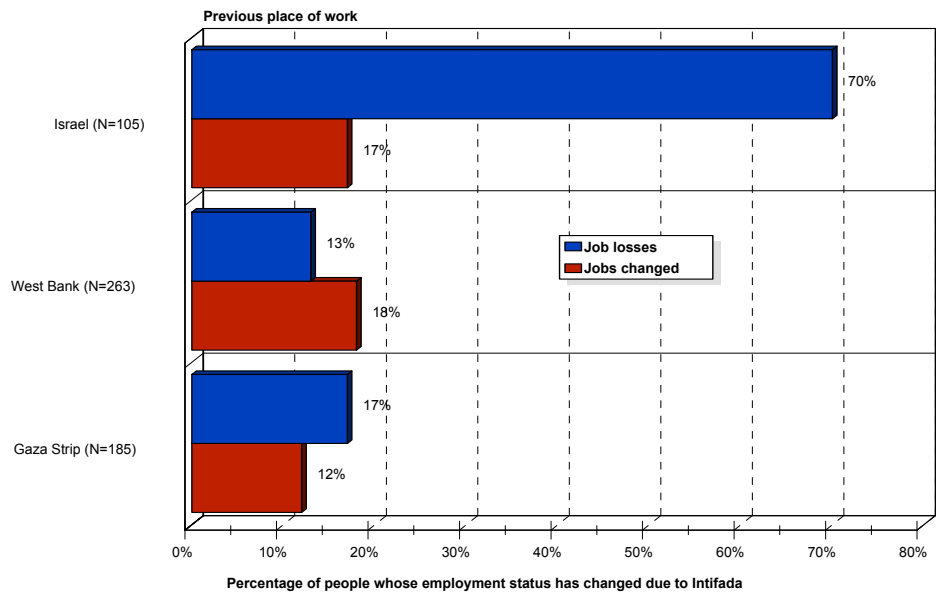
It is also important to stress that, according to UNSCO (2001), Palestinian workers in Israel and in the settlements received, as a group, an average of US\$ 3.5 millions for each working day prior to the crisis. The cumulative income loss for the period 1 October 2000-31 January 2001 has been estimated at US\$ 243.4 millions.<sup>13</sup>

Although nearly one half of the people who lost their jobs used to work on Palestinian territory, the closures hit those who used to work in Israel much harder.<sup>14</sup> Figure 7, below, shows that nearly 7 people out of 10 lost their jobs while this was the case for “only” 12% of the people in the West Bank, 15% in Jerusalem and 18% in Gaza. Job “recovery” was better in the West Bank, where more people were able to change their jobs than in the Gaza Strip.

<sup>13</sup> The value of the internal direct losses in income-earning opportunities is estimated at US\$ 907.3 millions. For the 105 working days during the period from 1.10.2000 to 31.1.2001, the loss is approximately US\$ 8.6 million per day. (UNSCO 2001)

<sup>14</sup> According to PCBS (2000) and UNSCO (2001), an average of 130'000 Palestinians from the West Bank and the Gaza Strip were working in Israel before the end of September 2000. In the first four months of the Intifada, the Palestinians lost over 100'000 jobs.

Figure 7 - Impact of the second Intifada on job situation (q12 & q13) by previous place of work (q11)



Concerning the employment situation for the skilled and unskilled workers, 47% versus 51% respectively lost their jobs, 22% versus 28% changed their occupation, and 32% versus 21% did not change their employment.

Figure 8 - Impact of the second Intifada on job situation (q12 & q13) by place of residence (q42 & q43)

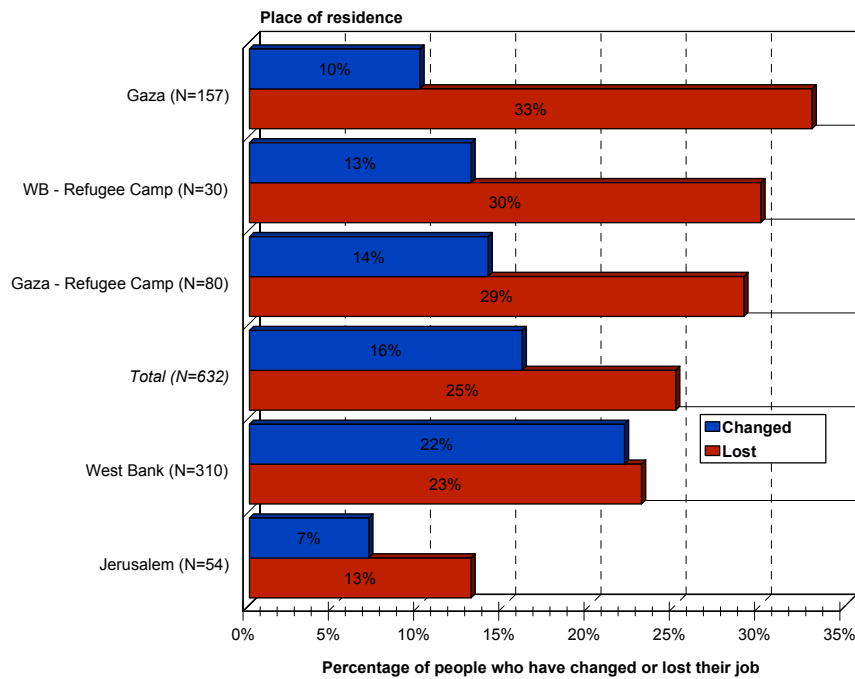
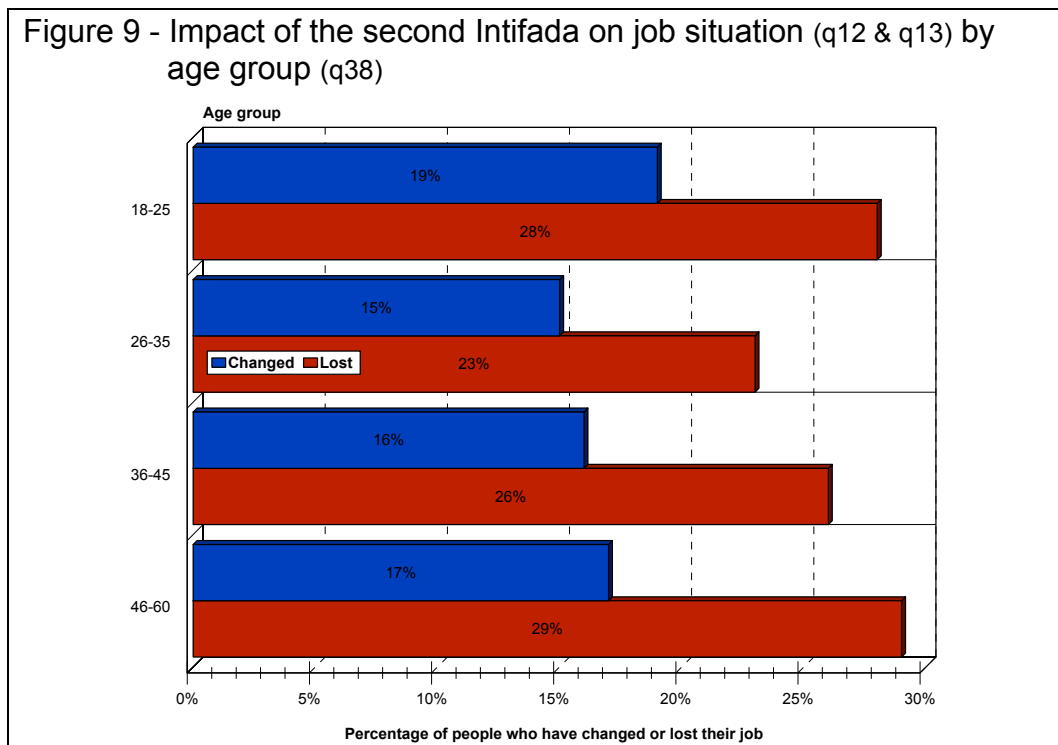


Figure 8, above, indicates that the impact of the second Intifada on the job situation was sharper in the Gaza Strip and in West Bank refugee camps than in the remainder of the West Bank or East Jerusalem.

Figure 9, below, illustrates that the Intifada affected the employment situation of the older generation more severely than that of the younger generation.

A potential explanation for these findings could be that less young Palestinians are employed inside Israel or in the settlements than their elders. More specifically, whereas a mere 16% of the 18 to 25 age group works in Israel or in settlements, 25% of the 45-60 age group do so. Incidentally, similar assumptions can be made from a gender perspective. Only 6% of the women labour force worked inside Israel and the settlements compared to 22% of the men. Moreover, more men than women lost their jobs (29% against 9%) or had to change it (18% against 9%).



The questionnaire of this report did not include questions on the strategies adopted by the Palestinian families to face the crisis. However, a poll conducted by a Birzeit University team on 8-10 February 2001 in the West Bank and the Gaza Strip among 1'200 respondents showed the main means adopted by families to cope with the harsh economic conditions. The majority of the Palestinian population surveyed said - in decreasing order of importance - that they reduced expenditures (84%); spent existing savings (55%); took a loan



(43%); asked for assistance (28%); sold wife's dowry and wedding gifts (22%); resorted back to agriculture and raising cattle (17%); sold property (4%). (Birzeit University 2001)

Furthermore, concerning the deterioration in living conditions among Palestinians, the World Bank (2001) and the UNSCO (2001) reports suggest that by January 2001 about 1 million people in the Palestinian territories lived under the poverty line<sup>15</sup> compared to 654'000 before the fall of 2000.

### 1.3 - Mobility

The second Intifada is characterized by severe border closures, internal movement restrictions and the closing of international borders which, of course, affect mobility. As UNSCO (2001) has noted: "the short term and direct economic effects of such policies are to reduce income to farmers, workers, merchants and business people who cannot reach their places of employment or who are unable to obtain inputs and/or sell their goods and services".

Table 2 and table 3, below, on internal closures and international border closures respectively, drawn from a recent UNSCO report, further illustrate the restrictive effects of these closures on the mobility of the Palestinian population.<sup>16</sup>

Internal Closures Imposed in the Occupied Palestinian Territory October 2000 - January 2001	
	Portions of Days Affected By Internal Closures
<b>West Bank</b>	
Partial Closure	44.4%
Severe Closure	55.6%
<b>Gaza Strip</b>	
Partial Closure	81.1%
Severe Closure	8.7%

Source: UNSCO, 2001

<sup>15</sup> The poverty line is estimated by the World Bank at US\$ 2.10 per person per day in consumption expenditures.

<sup>16</sup> For further details with regard to the closure of crossings in the Gaza Strip since the beginning of the Intifada until mid-February 2001, see Annex 1 of PCHR (2001b).

Table 3 - International Borders Closures in Palestine

**International Border Closures Imposed in the OPT**  
October 2000 - January 2001

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	Portions of Days Affected By International Border Closures
<b>West Bank</b>	
Allenby / Karameh Passenger	21.4%
Allenby / Karameh Commercial	36.5%
<b>Gaza Strip</b>	
Rafah Passenger	38.1%
Rafah Commercial	61.1%
Gaza International Airport	51.6%

Source: UNSCO, 2001

At the time the survey was conducted for this report, a mere 2% of the respondents said that mobility had not been a problem since the beginning of the Al-Aqsa Intifada at the end of September 2000; for 19% of the interviewees mobility had posed a small problem, while for 79% mobility had been a serious problem.

The place of residence of Palestinians in the West Bank and the Gaza Strip made a significant difference as to the extent to which mobility posed a problem.

- ▶ In Gaza refugee camps, 84% of the interviewees stated that mobility formed a big problem. In the West Bank, in and outside camps, this proportion amounts to 83%.
- ▶ Among non-camp respondents in the Gaza Strip, the figure decreased to 72%, while in Jerusalem only 65% of the respondents believed that the lack of mobility formed a major impediment.

Although on the issue of mobility, the variable of age of the respondents made no significant difference, the gender of the respondents did. While 82% of the male respondents stated that the inability to move freely had been a serious problem, only 75% of female respondents believed so.

The Birzeit University poll confirms the findings of this report and offers further detail on two specific issues related to mobility restrictions. More than 35% of the respondents in the Gaza Strip and almost 46% of those in the West Bank said that the closures seriously impeded access to health services. More than 70% of the surveyed population affirmed that mobility restrictions totally or partially obstructed access to schools and universities. (Birzeit University 2001)

## 1.4 - Households

In general, households in the Palestinian territories are large. As indicated in table 4 and figure 10 below, the results of the survey reveal that the average Palestinian household is composed of 7.3 individuals.

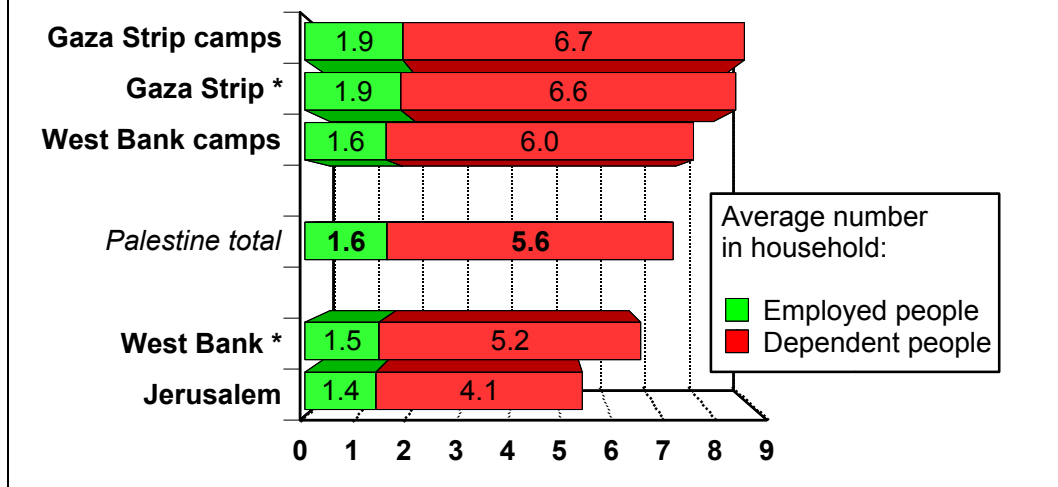
The number of household members substantially varies between the West Bank and the Gaza Strip. Whilst the average size of a West Bank family is 6.6, the average size of a Gaza Strip family is 8.5. Size of families in refugee camps in both the West Bank and the Gaza Strip is higher than that in non-camp areas. Jerusalem has the lowest number of household members with an average of 5.5 per household.

Table 4 - Household size (q14), number of people employed (q15), number of employed women (q16)

Place of residence		No. of people in household	No. of dependents per house hold	No. of employed people	No. of employed women
West Bank	Mean	6.6	5.1	1.5	0.2
	N	570		562	535
WB Camps	Mean	7.7	6.1	1.6	0.2
	N	132		129	113
Jerusalem	Mean	5.5	4.1	1.4	0.4
	N	123		120	109
Gaza	Mean	8.5	6.6	1.9	0.4
	N	291		285	176
Gaza camps	Mean	8.7	6.8	1.9	0.4
	N	148		147	89
Total	Mean	7.3	5.7	1.6	0.3
	N	1264		1243	1018

The large size of Palestinian households puts a great deal of pressure on the standard of living. The survey showed that an average of 3.56 persons depend on a single breadwinner, excluding the breadwinner (the number rises to 4.5 if the breadwinner is included). The number is about the same in the West Bank and the Gaza Strip. This could probably be explained by the fact that more women are employed per family in the Gaza Strip than in the West Bank as indicated in table 4 above.

Figure 10 - Average number of employed and dependent persons per household by place of residence



Respondents were asked to state the impact of the crisis on the wage earners in their household. The results show that in the average household, 0.57 persons lost their jobs due to the current situation. If this figure is compared to the 1.6 average workers, this gives an impressive picture of the effect of the closures on the economic situation of Palestinian households!

Respondents were also asked to state where those who lost their jobs used to work. Interestingly, some differences emerge when comparing the distribution that was reported with the one that comes out from the analysis of the working respondents (figure 6).

When the interviewees were asked about where their household members who lost their job used to work, the settlements (10% against 4%) and Israel (52% versus 48%) are over-reported. Although the figures that emerged from individual analysis can be thought of as more representative of the reality, one can notice here that job losses in Israel and the settlements were more striking to the respondents.

### 1.5 - Martyrs, people injured and damage to property

In addition to the severe economic and social effects of the recent crisis on the Palestinian society, the emotional and psychological conditions of the Palestinian public were also negatively affected. Most households have had to cope with the loss of a beloved one or the injury of a relative.

According to the Palestinian Ministry of Health (quoted in the UNSCO report, 2001), as of 10 February 2001, 337 Palestinians had died as a result of the confrontations and more than 12'000 had been injured. A

report made available by PHR in early November 2000 underlined the high percentage of casualties suffered by children as well as the fact that more than 50% of the injuries were related to the upper part of the body, mainly caused by live and rubber-coated metal bullets.<sup>17</sup> More recent reports of the Palestinian Ministry of Health confirmed these findings.<sup>18</sup>

As indicated in figure 11, below, the number of respondents who had an injured relative or family member is very high. Also worth noting is that while, among the surveyed Palestinians, a higher percentage of refugees than non-refugees stated that they had relatives martyred or injured, more non-refugees than refugees suffered in their business or had their trees uprooted by the Israeli authorities.

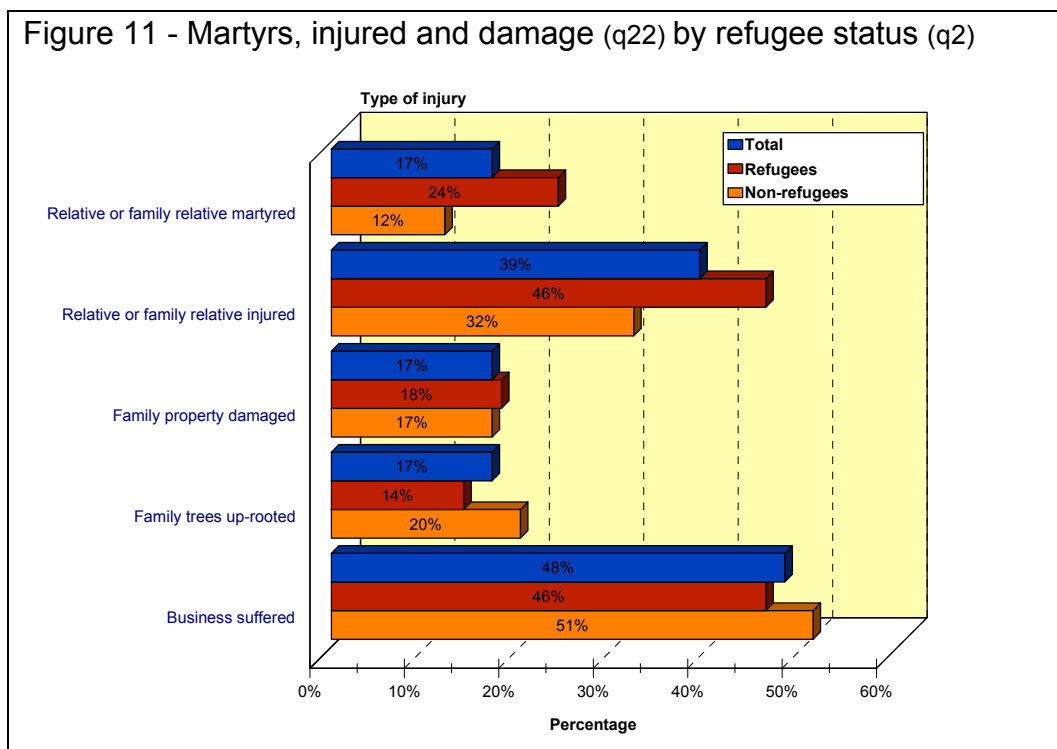


Table 5, below, drawn from a recent report prepared by BADIL (2001) provides an overview of the number of refugee martyrs in the various districts of the West Bank and the Gaza Strip. In total, 146 refugees were martyred between 29 September 2000 and 31 January 2001.

<sup>17</sup> See also UNRWA, 2000b.

<sup>18</sup> The serious attacks on emergency medical personnel and services are also worth mentioning. In its reports of December 2000 and 2001, HDIP indicates the killing of one German doctor and of one Palestinian Red Crescent Society (PRCS) ambulance driver. Furthermore, according to HDIP, 64 PRCS emergency medical technicians and 18 Union of Palestinian Medical Relief Committees first aid workers (including two physicians) have been injured. 49 PRCS ambulances (72% of their fleet) were hit by live ammunition, rubber bullets, and/or stones thrown by Israeli settlers in 96 separate attacks.

**Table 5 - West Bank and Gaza Strip Refugee Martyrs of the *al-Aqsa Intifada*, 29 September 2000 to 31 January 2001**

Location	Age & Gender	Male		Female		Total
		Under 18	18 & over	Under 18	18 & over	
<i>West Bank</i> *						
	Northern Districts**	8	27	0	1	36
	Central Districts***	5	15	0	0	20
	Southern Districts****	3	10	0	0	13
	<b>Total</b>	<b>16</b>	<b>52</b>	<b>0</b>	<b>1</b>	<b>69</b>
<i>Gaza Strip</i> ^						
	Gaza North^^	2	12	0	0	14
	Gaza City^^^	5	21	0	0	26
	Gaza Central^^^^	2	10	0	0	12
	Gaza South^^^^^	7	18	0	0	25
	<b>Total</b>	<b>16</b>	<b>61</b>	<b>0</b>	<b>0</b>	<b>77</b>

**Grand Total = 146 martyrs**

*	From the 29 September 2000 to 31 December 2000
**	Including Nablus, Jenin, Tulkarem and Ramallah
***	Including Jerusalem and Jericho
****	Including Bethlehem and Hebron
^	From the 29 September 2000 to 31 December 2000
^^	Including Jabalyia Camp and Hay Al-Rimal
^^^	Including Sheikh Radwan, Beach Camp and Hay Al-Tufah
^^^^	Including Al-Brejij, Deir Al-Balah and Nuseirat camps
^^^^^	Including Rafah, Khan Yunis and Brazil camps

Source: BADIL, 2001

According to the results of the survey conducted for this report, the crisis affected Palestinians in the Gaza Strip and in the West Bank differently. As shown in table 6, Gaza Strip respondents suffered more in terms of martyrs, injured, property damage and having their trees uprooted than West Bank respondents. However, a higher number of West Bank interviewees than Gaza Strip interviewees reported that their business had suffered since the outbreak of the Intifada.

**Table 6 - Impact of the crisis (q22) by place of residence (q42 & q43)**

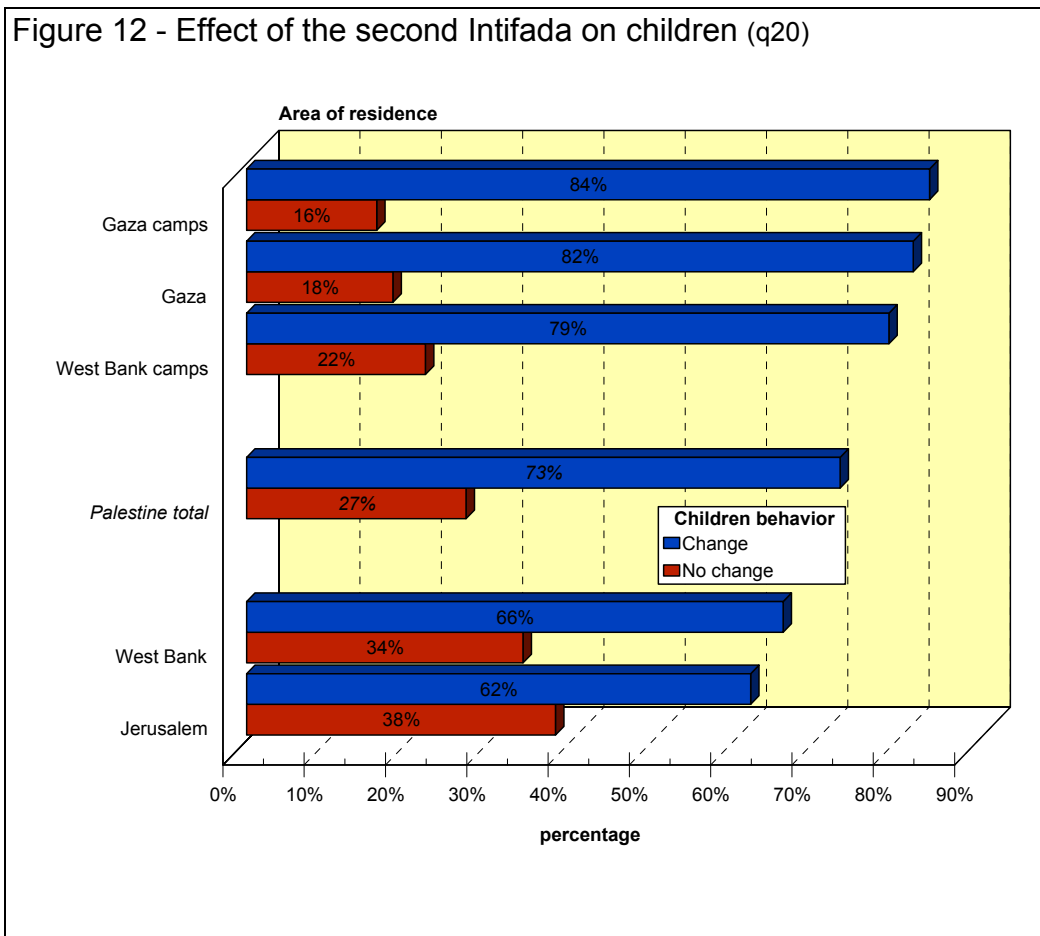
TYPE OF INJURY	PLACE OF RESIDENCE				
	WEST BANK	WB RC	JERUSALEM	GAZA	GAZA STRIP RC
RELATIVE MARTYRED	11%	20%	5%	27%	31%
RELATIVE INJURED	28%	48%	23%	62%	44%
FAMILY PROPERTY DAMAGED	17%	15%	10%	23 %	17%
FAMILY TREES UPROOTED	18%	2%	6 %	28%	10%
FAMILY BUSINESS SUFFERED	56%	37%	41 %	46%	34%

Incidentally, perceptions on the impact of the crisis among respondents do not differ according to gender. Furthermore, when analyzing the impact of the crisis according to the various age groups surveyed, it seemed that the youngest and eldest respondents were less aware of the general situation regarding casualties and other issues than the other respondents.

Finally, the value of damages to private and public properties (such as housing, buildings and infrastructure, shops, workshops, offices, schools, medical facilities, vehicles, agricultural land) during the first four months of the Intifada has been estimated in the tens of millions of US\$. PCHR (2000, 2001a, 2001b) has accurately documented the situation in the Gaza Strip. The reports of the Palestinian Ministry of Agriculture (2001) and of PHRMG (2001) also cover the situation for the West Bank.

## 1.6 - Impact on Children

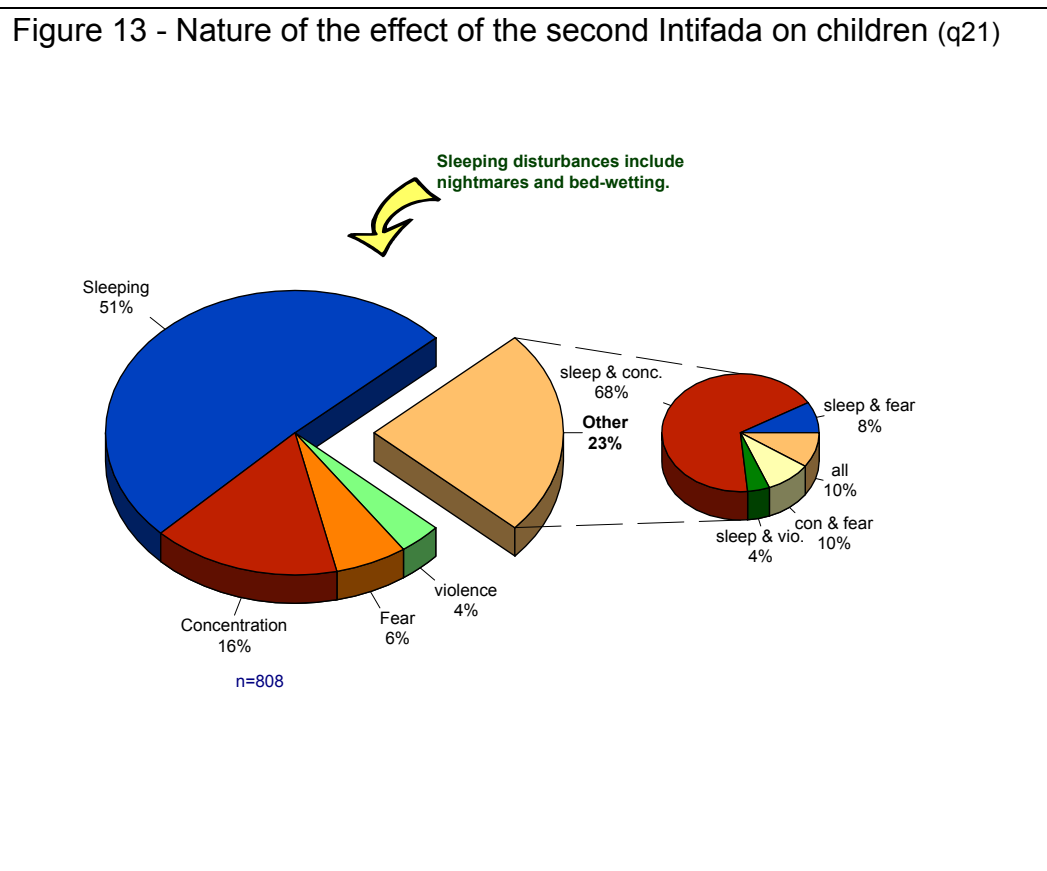
The devastating effects of the crisis on the Palestinian society are severely felt. As illustrated in figure 12, below, the crisis has also harshly affected the Palestinian children. Over 70% of the respondents stated that they noticed changes in their children's behavior.



The Birzeit University survey reveals that the age group 5-14 years is the most affected by the crisis in terms of manifesting psychological problems, followed by children under 5 years. The suffering of children, though significant throughout the West Bank and the Gaza Strip, is observed higher in the Gaza Strip than in the West Bank. (Birzeit University 2001)

Figure 13, below, illustrates the type of changes the parents and the other household adults that were surveyed for the purpose of this report, have witnessed in their children as a result of the conflict. The most frequently stated change in behavior of children evolved around sleeping disorders, including nightmares and bed-wetting. Over 50% of the respondents stated that the children in their households are suffering from sleeping disturbances.

A significant number also observed other disturbances such as fear, lack of concentration, and violent behavior. Over 15% of the respondents who noticed a change in the behavior of children (son, daughter, brother, sister, etc.) said that children are having difficulties in concentration. The rest noticed multiple effects on their children since the outbreak of the Intifada, as indicated below.





The results of the survey conducted for this report also indicate that refugee children seem to have suffered more than non-refugee children. Indeed, 80% of the refugee respondents reported a change in children's behavior as a result of the crisis compared to 67% of the non-refugee respondents.

According to the results of the survey, the place of residence also had an impact on whether or not Palestinian children manifested behavioral changes. Of all respondents, 84% of Gazan refugee camp residents noticed a change in behavior in their children and 82% of the total Gaza Strip respondents did so. Similarly, 79% of West Bank refugee camp respondents reported behavioral changes in their children and 66% of total West Bank respondents did so. The perceived behavioral changes in children were the lowest among respondents from Jerusalem, with 62%.

## PART TWO : ASSISTANCE DELIVERED DURING THE INTIFADA

The severe impact of the crisis on Palestinian society prompted many local and international organizations to deliver services for the needy.

According to UNSCO, during the last quarter of 2000 more than 32% of the Palestinian population in the Occupied Palestinian Territories (i.e. more than one million people) benefited from emergency aid: "Some 340'000 persons in the West Bank and 693'000 persons in Gaza received assistance from national and international agencies. About 42.5% of the registered refugee population in the Occupied Palestinian Territories received assistance from UNRWA". (UNSCO 2001)<sup>19</sup>

In order of importance, the main types of emergency aid consisted of: food aid, one-off cash assistance, health insurance coverage and/or distribution of household items.

Although a number of services that were delivered between October 2000 and the end of January 2001 were very effective in relieving the suffering of the Palestinian population, many services were not perceived as such by the vast majority of Palestinians. The increased efforts by the various departments of the Palestinian Authority, for example, were not necessarily considered as an extra effort. Furthermore, the provision of health and education services were rarely stated as assistance provided to the Palestinian public because, in the view of the authors of this report, such services are taken for granted and their provision is looked upon as a responsibility and as an obligation by the government towards the public.

### 2.1 - Distribution of Assistance

While the assistance delivered during the first four months of the new Intifada was mostly emergency aid, one should put the donors' actions into the local context.

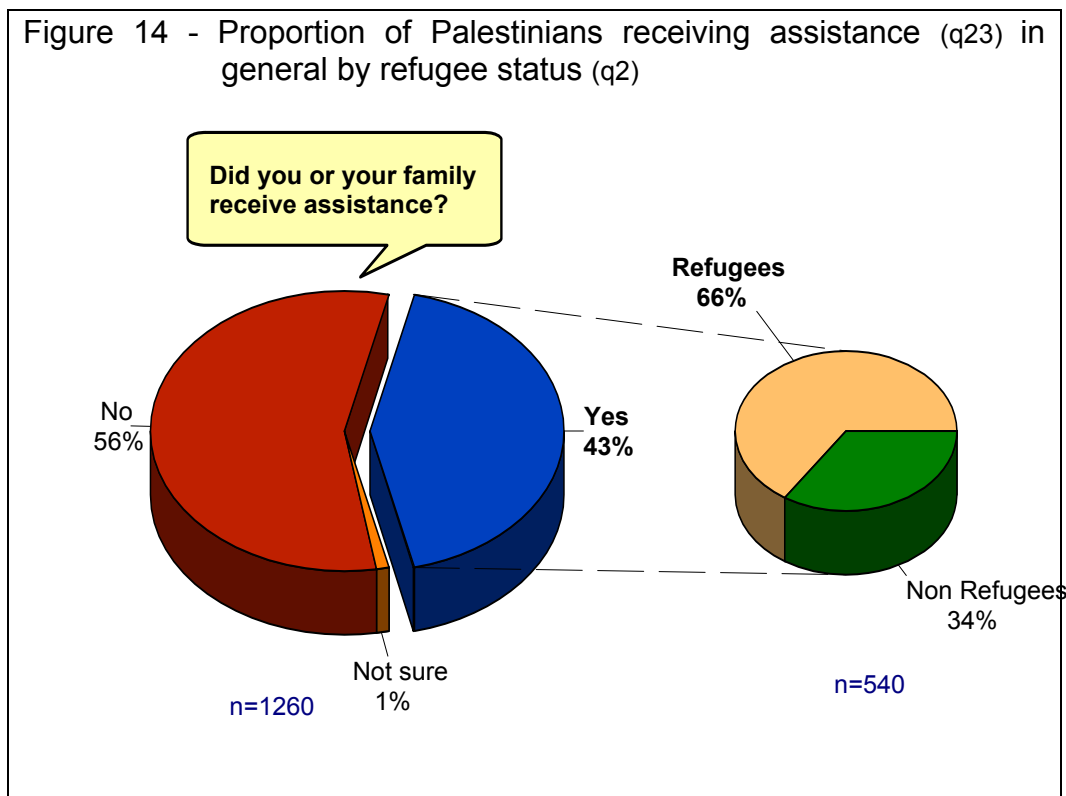
As a study of the JMCC (1999) has pointed out, during the past decade, the planning initiatives and efforts of international donors have constantly tried to make the bridge between development programs and the peace process. A poll run by the JMCC in the spring of 1997 revealed considerable public disenchantment with the donors' initiatives. Cynicism about foreign aid and its distribution seemed an

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<sup>19</sup> UNSCO information is based on data available from the Palestinian Ministry of Social Affairs, the Palestinian Ministry of Supply, the UN World Food Program, UNRWA, and the NGO World Vision International.

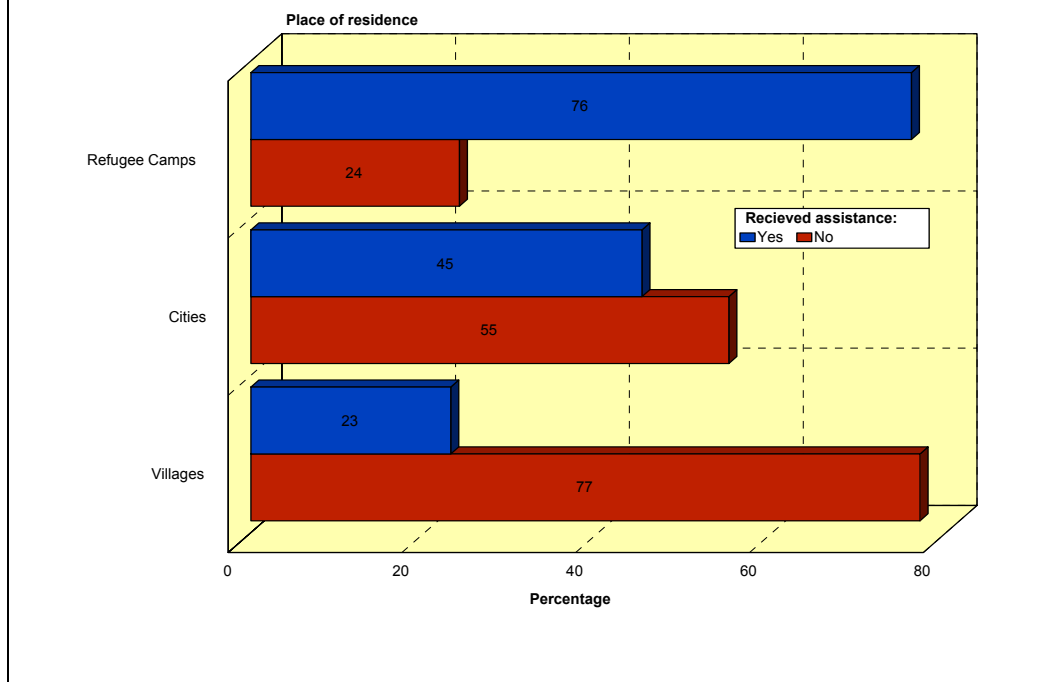
important conclusion in the analysis of the survey, while the PNA's performance was rated only slightly better. From the point of view of the authors of this report, this means – *inter alia* – that donors' assistance during this new Intifada is intervening in a context of disillusionment, marked both by the progressive decline of momentum in the peace process and the absence of its promised dividends, and by a lack of trust in the "peace-brokers".

Having said that, a large portion of the sampled population stated that they did receive assistance in one form or another. As illustrated in figure 14, below, 43% of the respondents stated that they received some form of assistance. Of those respondents who said that they received assistance, 66% are refugees and 34% are non-refugees. In fact, as the sample of the survey includes 45% refugees and 55% non-refugees, this means that 64% of the refugee population surveyed in the poll has received assistance, against 27% of non-refugees.



The results in figure 15, below, indicate that assistance heavily targeted refugee camps. Moreover, the results point out the almost opposite situation between refugee camps and villages with regard to receipt of assistance. Indeed, while three quarters of the respondents in the camps said they received assistance, more than 75% of the respondents in the villages stated that they did not receive any assistance.

Figure 15 - Assistance (q23) by area (q43)



The concentration of assistance to camps may be explained by two reasons. Firstly, the refugee camp population is certainly the most needy of assistance. Secondly, due to the “visibility” of UNRWA, many perceive it as the main source of assistance in refugee camps.

The results of the survey do not only indicate that refugee camp respondents received more assistance than city or village respondents, they also point to major differences between the West Bank and the Gaza Strip with respect to assistance distribution.

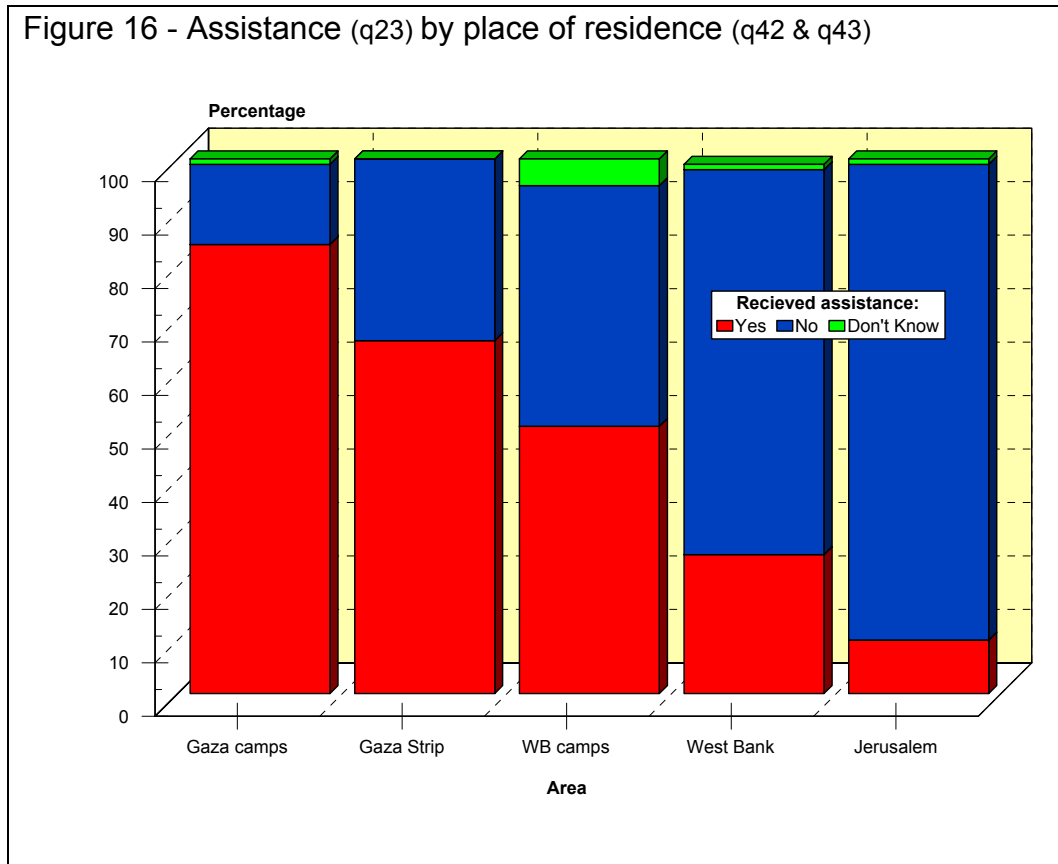
As specified in figure 16, below, the majority of Gaza’s non-refugee camp respondents received assistance, while the majority of West Bank and Jerusalem non-camp residents did not. Clearly, least assistance was distributed in Jerusalem.

This does not imply that foreign donors and/or local agencies were less inclined to provide assistance in Jerusalem and the West Bank. Indeed, when examining the provision of assistance in those areas it is essential to keep in mind the realities on the ground, such as: the topography and the size of the West Bank<sup>20</sup>; the difficulties of distributing aid, especially in villages located in areas “B” and “C”, or villages close to Israeli settlements; the difficulties created by the closure policies with the numerous road-blocks and check-points of the Israeli army; the long procedures of clearance and security checks at the international borders. In addition, with regard to Jerusalem, despite the real needs of the Palestinian population, international donors might shun from

<sup>20</sup> The West Bank is 14 times the size of the Gaza Strip.

providing major assistance in the eastern part of the Holy City in order not to further irritate the Israeli authorities. Moreover, the capacity of the various Palestinian private and public institutions in this respect is limited by their inability to provide direct support to Jerusalem residents because of Israeli restrictions.

Figure 16 - Assistance (q23) by place of residence (q42 & q43)



In conclusion, a comparison between the results on distribution of assistance and the results presented in part one of this report, demonstrates that the assistance provided seems coherent with the needs, at least according to place of residence. As discussed earlier in the report, the crisis had a sharper impact in the West Bank's and the Gaza Strip's refugee camps in the following aspects:

- ▶ employment ;
- ▶ the number of the dependent people for one worker ;
- ▶ martyrs and people injured ;
- ▶ children.

## 2.2 - Type and value of assistance

The survey showed that of those respondents who confirmed that they received aid, the majority received food assistance followed by financial aid. As figure 17, below, illustrates, 72% of assistance provided was in the form of food and 24% in the form of financial assistance.

Figure 17 -Type of assistance during the first four months of Intifada (q24)

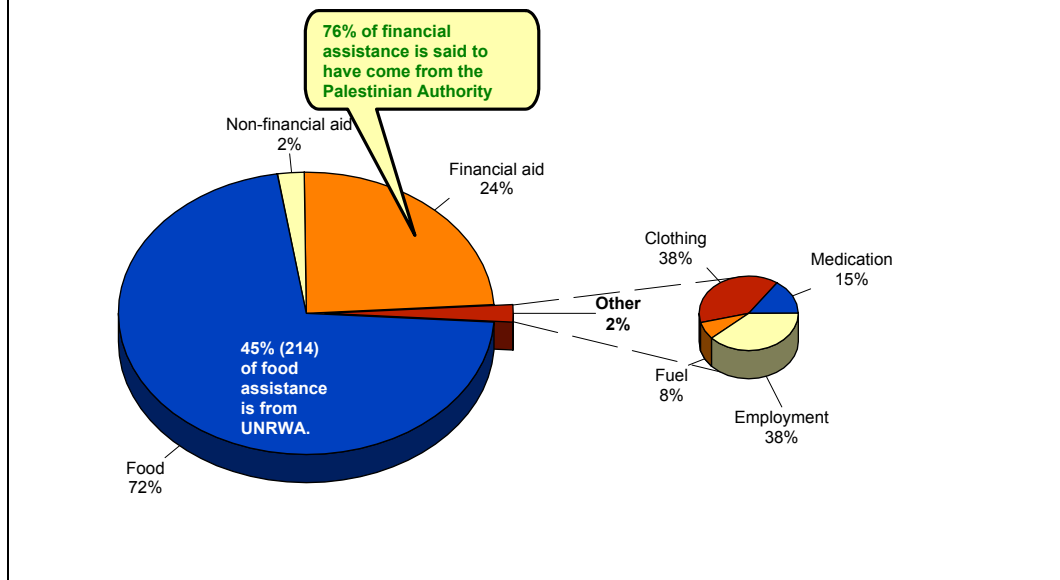
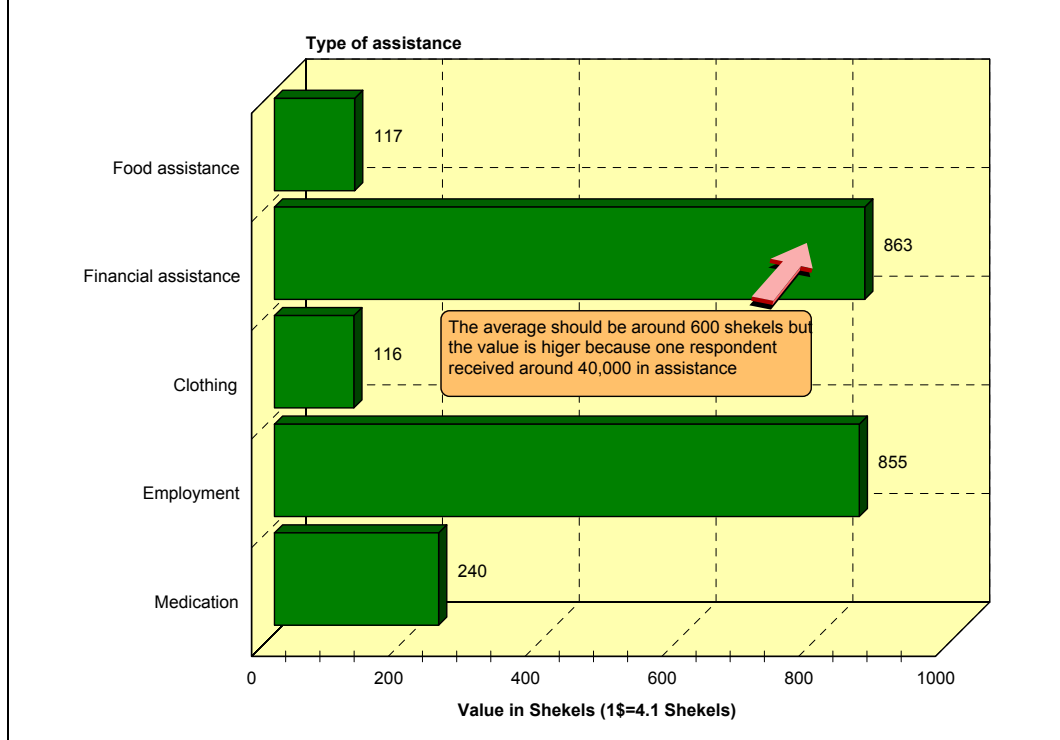


Figure 18 - Average value of assistance received by type (q24)

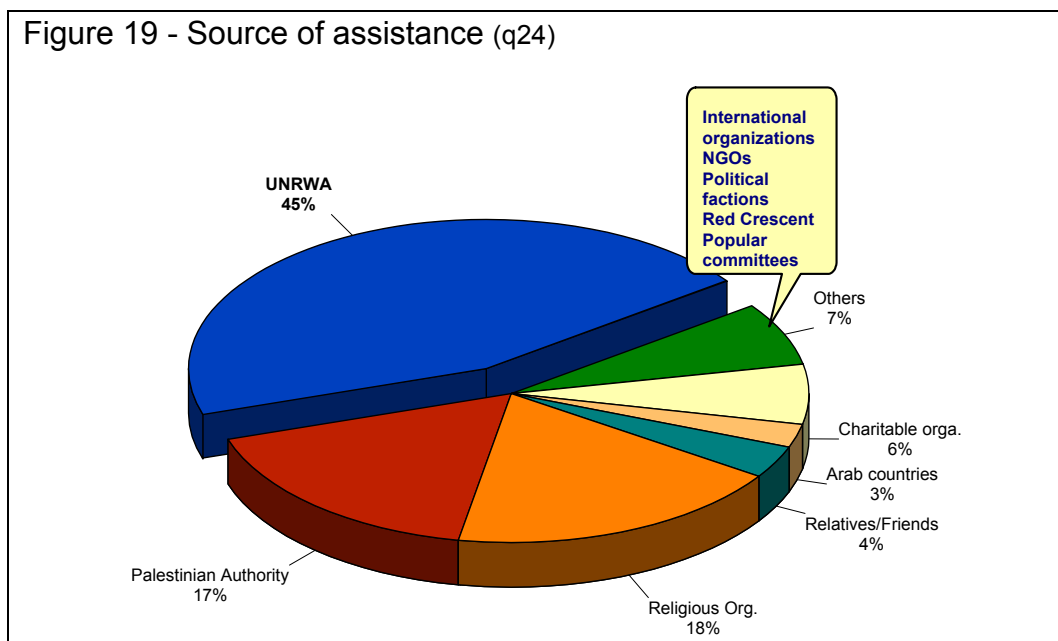


When respondents were asked to assess the value of the provided assistance, the average value of food came at a little less than 30 US\$. Figure 18, above, provides a picture as to the perception of recipients with regard to the value of the assistance provided.

Surprisingly, many respondents have failed to mention received benefits such as health care and education. Possibly, and as indicated earlier, respondents perceived such assistance as an obligation by service providers that should be delivered irrespectively of whether or not there is an emergency situation. In any case, as will be discussed later, the sampled population were generally satisfied with the delivery of health and educational services.

### 2.3 - Source of assistance

Not unexpectedly, the United Nations Relief and Works Agency for Palestine refugees (UNRWA) was identified as the main single source of assistance, followed by the Palestinian Authority. Whilst it is acknowledged that the efforts and services of the above organizations are supported by various local and international organizations, it is safe to conclude that most respondents know only the direct provider. Only few have mentioned the efforts and assistance of non-government organizations, or international organizations as shown in figure 19 below.

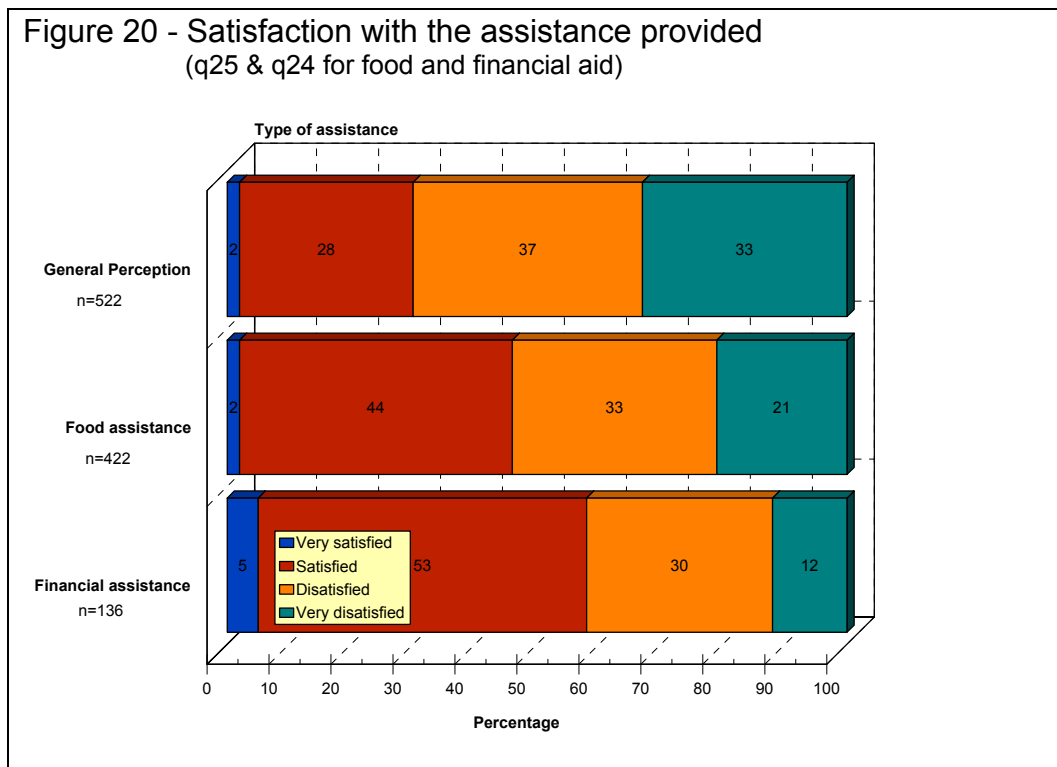


## 2.4 - Satisfaction with the provided assistance

The respondents were asked to affirm their level of satisfaction with assistance in two different manners. First, they were asked to state their level of satisfaction with assistance in general, and, second, they were requested to specify their level of satisfaction with assistance they themselves benefited from.

Regarding the level of satisfaction with assistance in general, respondents were relatively negative. As indicated in figure 20, of the respondents who stated that they received assistance, only 30% said that they were satisfied or very satisfied with the provided assistance. The remaining 70% of the respondents evaluated aid provision negatively.

When examining the question of satisfaction with assistance in general according to different subgroups, there were no significant differences in the responses to this question according to the refugee status of the respondents, their gender or their age. However, a significant difference in the evaluation of assistance in general was found depending on the place of residence of the respondents. Almost 62% of the respondents in Jerusalem said they were at least satisfied, compared to only 25% of their colleagues in the West Bank agreeing. In the Gaza Strip, a mere 34% of the respondents in refugee camps and 30% of non-camp respondents were either very satisfied or satisfied with the general state of assistance provision.





Regarding the level of satisfaction with assistance respondents themselves benefited from, the evaluation became somewhat more positive. More specifically, and as illustrated in figure 20, above, 46% of the respondents who received food assistance were at least satisfied with it and 58% of the respondents who benefited from financial assistance were either satisfied or very satisfied.

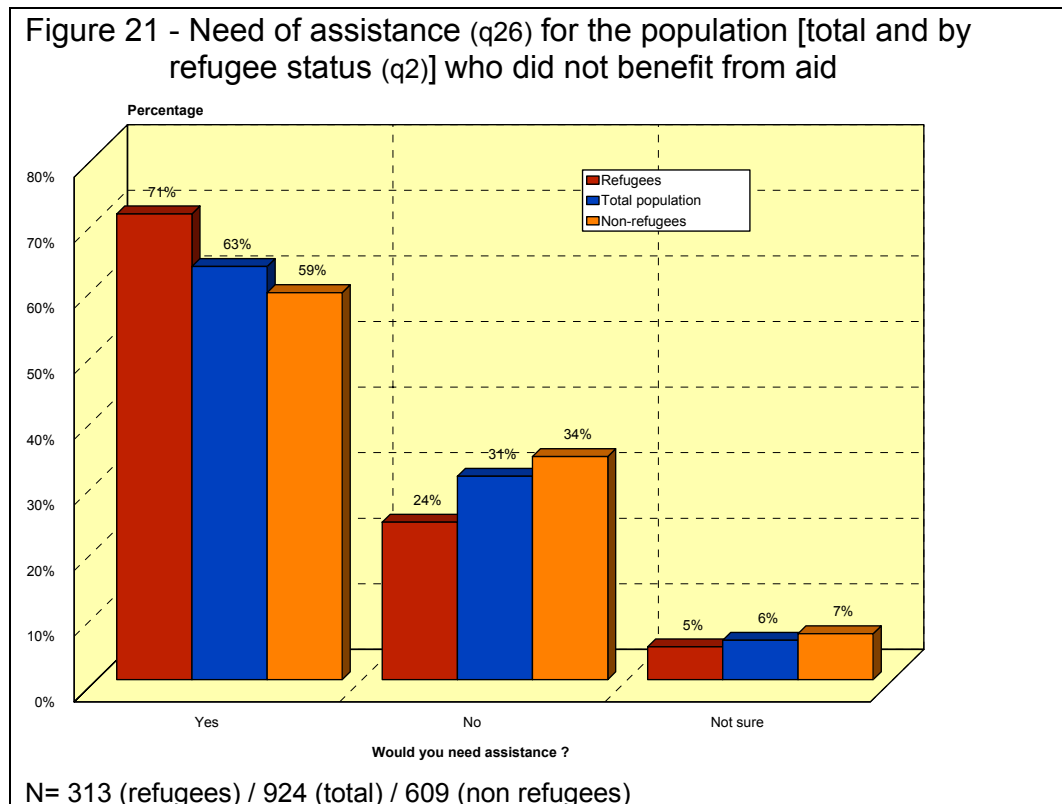
Although the positive attitude towards financial assistance was expected, one could argue that the less positive evaluation of food assistance stems from the feeling that other forms of assistance are more appropriate and constitute a priority for the Palestinian public. Part three of this report will address this issue and the attitudes of the sampled population towards what kind of assistance is needed.

## PART THREE : IMPACT OF ASSISTANCE DELIVERED AND PRIORITIES FROM PALESTINIANS' PERSPECTIVE

In the second part of the report, it became clear that the Palestinian public did not always evaluate the assistance distributed by the various service providers positively. This could be a consequence of the public's perception that the provided assistance does not fully answer the main needs and priorities of the community as a whole or on an individual level. This perception will be the object of the analysis in part three of this report.

### 3.1 - Individual perspective

Figure 21, below, indicates that of all the respondents who confirmed not to have received any assistance, 63% stated that they were in need of it, 30% affirmed that they did not need assistance and 6% said that they were not sure whether or not they were in need of assistance.



Moreover, it becomes clear from figure 21, above, that 71% of the refugees who did not receive any assistance stated that they were in need of it. This percentage falls to 59% among the non-refugee population.

Figure 22, below, indicates that the need for assistance for those who did not receive any differs according to the place of residence of the respondents. In the West Bank, 80% of camp respondents indicated their need for assistance compared to only 49% of Gaza camp residents.

In fact, whereas in the West Bank, more camp respondents than non-camp respondents affirmed their need for assistance, the opposite is true for the Gaza Strip where respondents living outside camps stated more frequently than their colleagues residing in camps that they were in need of assistance.

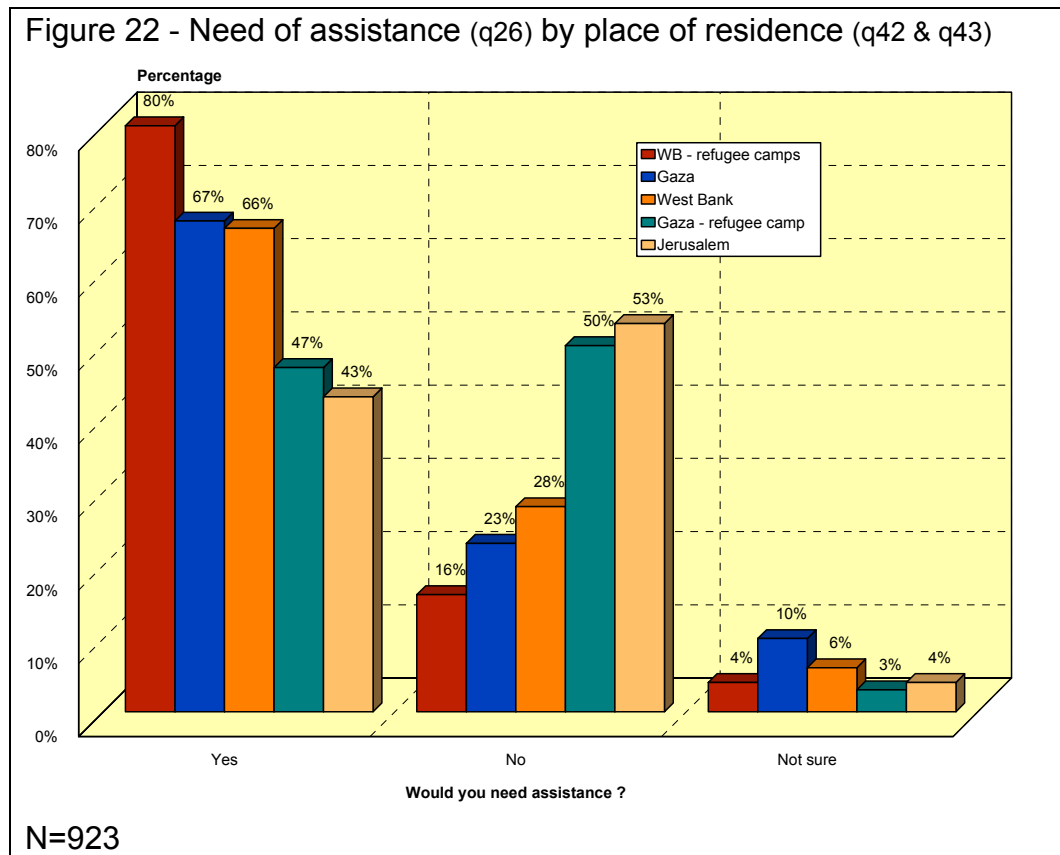
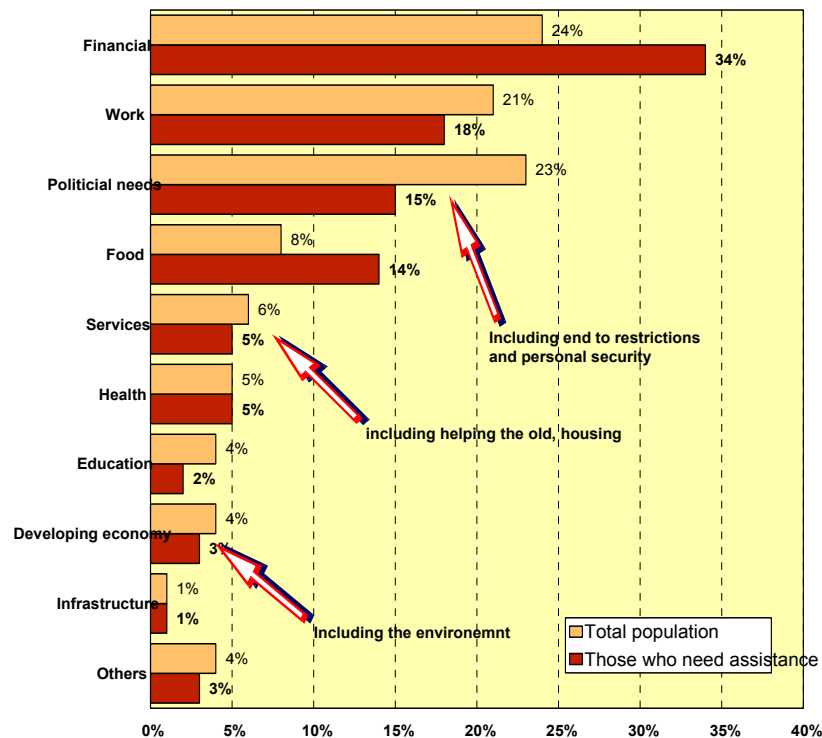


Figure 23, below, compares the most important needs of the total sample of the survey with those of the respondents who said they were in need of assistance. When looking at the responses of the total sample, the four main needs in order of importance are: financial needs (24%), political and security needs (23%), employment (21%), and food (8%). When looking at the responses of the respondents who said they

were in need of assistance, the three main needs in order of importance are: Financial needs (34%), employment (18%), political and security needs (15%), and food (14%). From the comparison of the above figures, three main deductions can be drawn:

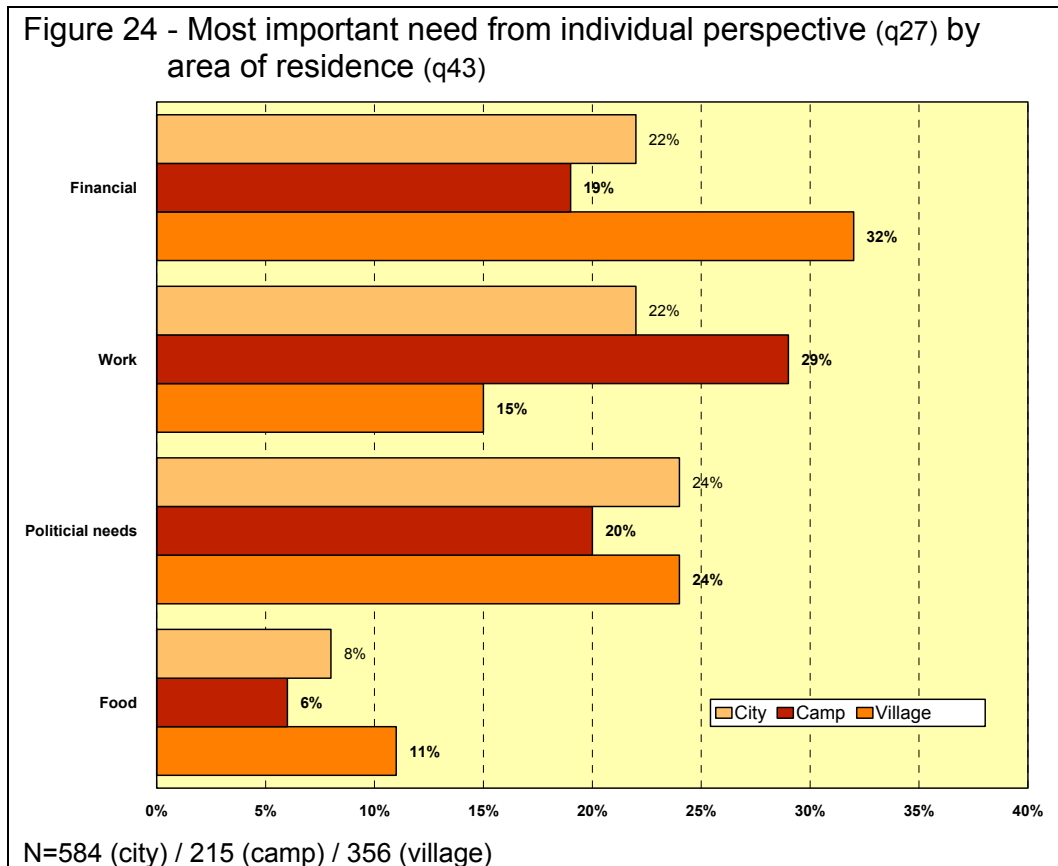
1. Although financial need is the priority for both the total sample and those respondents who said they were in need of assistance, it was even more valued for the latter than for the former.
2. Although the need for employment is the second priority for the respondents who affirmed their need of assistance and only the third priority for the total sample, the percentage of respondents selecting employment as a need in the total sample is higher than among respondents who said they were in need of assistance.
3. Although food is the fourth priority for both the total sample and those respondents who said they were in need of assistance, it was even more valued for the latter than for the former.

Figure 23 - Most important need for oneself (q27) in general and for those who say they need assistance (q26)



N=1157 (total) / 551 (those who need assistance)

When comparing the most important needs of the respondents according to area of residence, as illustrated in figure 24, below, financial needs, political needs and need of food are proportionally higher among respondents from cities and villages than among respondents from refugee camps. However, the need for employment was a priority for a significantly higher proportion of camp respondents than respondents from villages and cities.



Focusing further on the topic of financial needs, respondents were asked how much money they would need for their household to meet their basic life necessities. The responses averaged at 2733 shekels, and half of the respondents said that they need 2500 shekels or less.

The results in table 7, below, illustrate that the sampled respondents did not overestimate their needs. In fact, by multiplying the average number of people employed in an average sized household by the average income of an employed individual, a number close to the above-mentioned figure can be reached.

A breakdown of the sample according to refugee status did not reveal any significant differences between refugee respondents and non-refugee respondents as to the monthly income necessary to meet basic needs. However, a breakdown according to place of residence, as

specified in table 7, did disclose that respondents in Jerusalem and West Bank refugee camps estimated the average monthly income needed to meet ends higher than the respondents in other places of residence.

Although not indicated in a table, it is worth noting that respondents who affirmed their need of assistance, estimated the monthly income to cover basic necessities lower (2568 NIS, N=579) than those who stated that they did not receive any assistance (3017 NIS, N=272).

Table 7 - Monthly income needed (q42) by place of residence (q42 & q43)

Location	Average Shekels needed per month	Number of respondents
Jerusalem	3894	123
West Bank camps	3071	123
Gaza Camp	2750	148
Gaza Strip	2568	287
West Bank	2528	560
Total	2733	1245

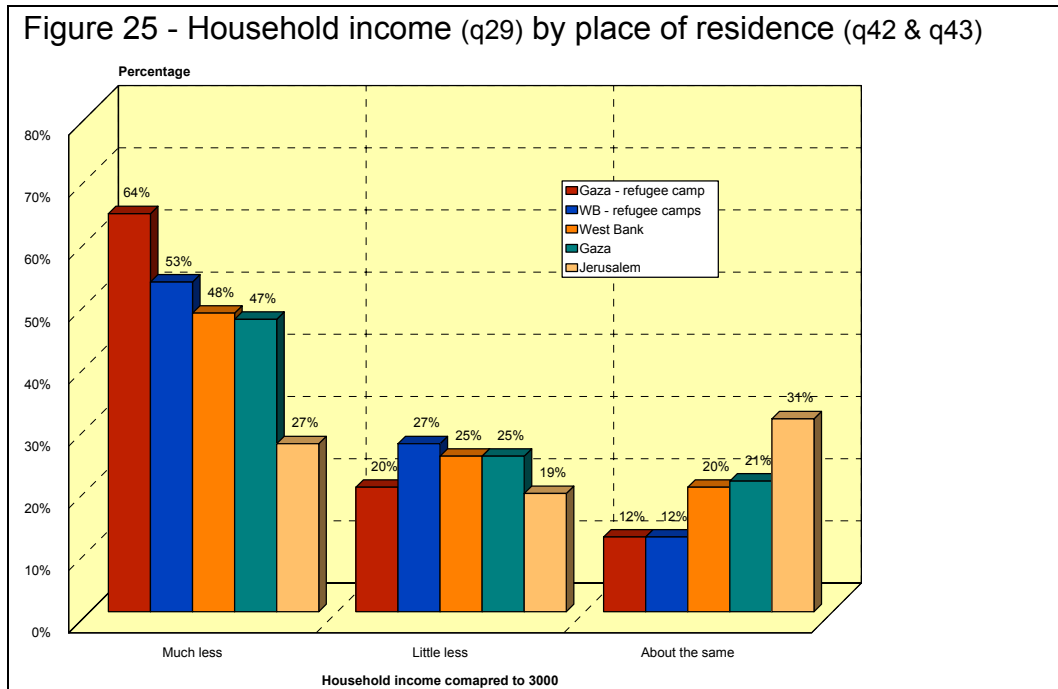
median=2500 min=100 max=20000

Respondents were also asked how close their present income is to 3000 shekels. The results in table 8, below, indicate that less than 9% of the sampled respondents have a higher household income than the one necessary to meet basic life necessities. Even by including the respondents with revenue close to 3000 shekels, there are still about 70% of the interviewees unable to meet their household's basic needs.

Table 8 - Household income (q29)

Household income	Percentage	N
Much higher than 3000 shekels	3%	34
Little higher than 3000 shekels	6%	74
About the same	20%	247
Little less than 3000 shekels	24%	298
Much less than 3000	47%	587
Total	100%	1240

A breakdown of the total sample according to refugee status reveals that 77% of the refugee respondents compared to 68% of the non-refugee respondents have a household income that does not suffice to meet basic necessities. Analysis on this issue according to place of residence, illustrated in figure 25, below, accentuates the dire financial needs in refugee camps as 82% of the sampled refugee camp households have a monthly income that is either a little or much less than 3000 Shekels.



### 3.2 - Community perspective

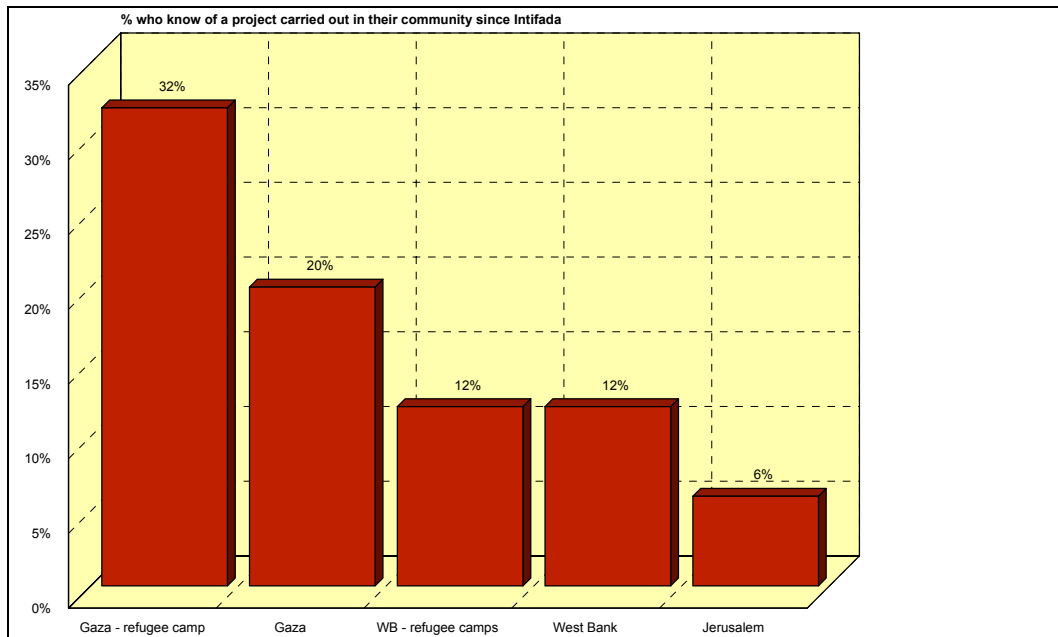
Only 16% of the respondents know of a project that was carried out in their community since *al-Aqsa Intifada* started. This proportion is about 20% among the refugees, but only 12% among the remainder of the population.

As figure 26 below indicates, emergency assistance was visible to approximately one third of the respondents living in Gaza camps compared to only 6% of those living in Jerusalem. This confirms some of the previous findings in this report.

With a more general area analysis, visibility of assistance reaches 26% in refugee camps, however, with great variation between the Gaza Strip and the West Bank. Emergency assistance was visible to about 13% of the respondents in villages and to 14% of those in the cities.

Those in the sample who knew about a project had to name it. 187 persons described a project in an open response. This small number does not permit a detailed analysis, however the most cited project was “fixing roads” (32% of the answers); followed by “building and renovating schools” (15%); “building medical centers and clinics (13%); “unemployment” (9%); and “infrastructure” (8%).

Figure 26 - Visibility of assistance (q30) projects by place (q42 & q43)



In an open question, the interviewees were asked what, in their opinion, is the most important need for their community. As specified in figure 27, below, 22% of the respondents mentioned job opportunities as the most needed relief for their community, followed by 16% who stated that health related relief is the most important need. Surprisingly, the need for relief that boosts the morale and self-esteem of the population was cited more frequently than the need for food and financial assistance.

A closer analysis on the issue of relief needed by the community according to refugee status reveals that 25% of the refugee respondents compared to 20% of the non-refugee respondents considered job creation as the most important need for their community. However, the need to boost the morale within the community was valued higher by the surveyed non-refugees than by the surveyed refugees (16% against 10%).

A breakdown of the results on relief needed by the community according to the place of residence of the respondents points to some interesting variations in opinions.



Figure 27 – Relief needed by your community (q34)

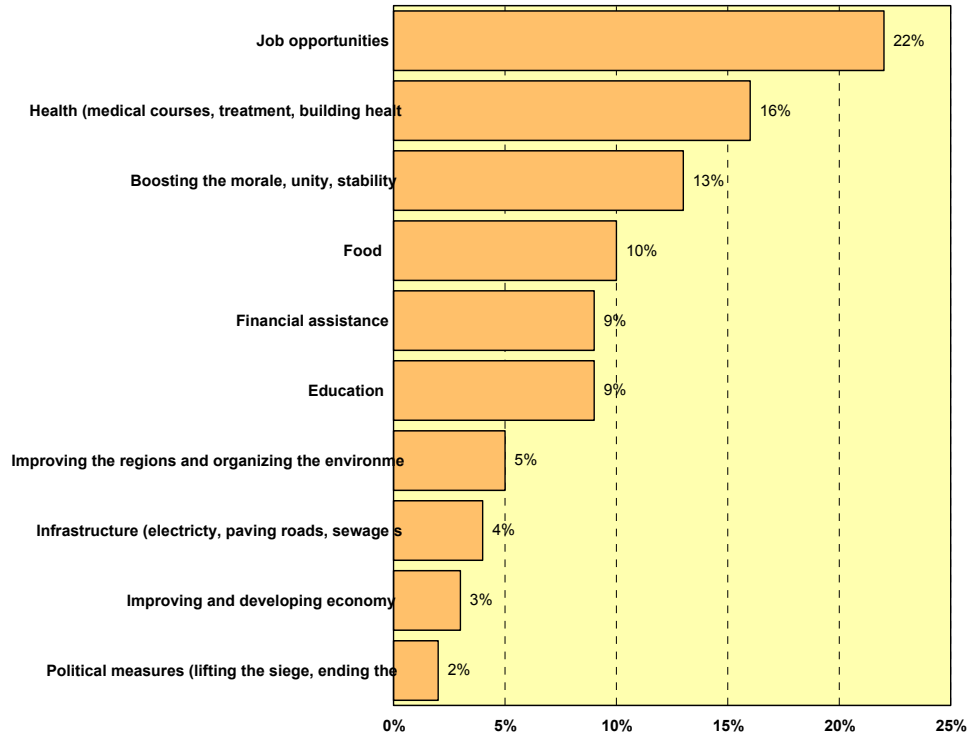
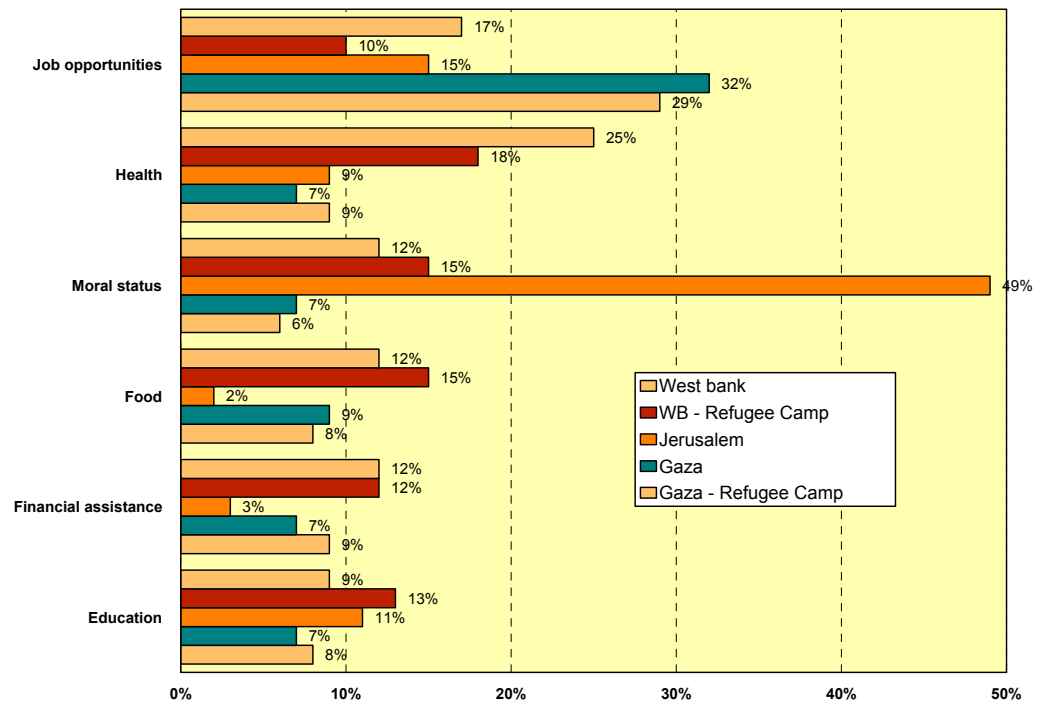


Figure 28 – Relief needed by your community (q34) by place of residence (q42 & q43)



As illustrated in figure 28, above, a very high percentage of Jerusalemite respondents, 49%, considered the need to boost the morale of the community a priority. The need to create job opportunities in the community was higher valued among respondents in the Gaza Strip than among their colleagues in the West Bank and in Jerusalem. Health related relief was a much more important need for West Bank respondents than for respondents in Jerusalem and the Gaza Strip.

The respondents were also asked to evaluate various types of assistance according to their level of importance and effectiveness. As indicated in table 9, below, assistance in employment generation was rated as highly important by 81% of the respondents. Assistance in health related areas was considered highly important by 73% of the respondents, followed by 71.6% of the respondents who stated that assistance in the field of education was highly important. Aid in terms of food distribution came in fourth with 64.5% of the respondents deeming it to be highly important. Only 45.3% of the respondents rated assistance in the domain of infrastructure as highly important and it is, as such, the least important issue under study.

Assistance was evaluated relatively poorly in terms of its effectiveness. Assistance in health related areas was rated most positively with 50.7% of the respondents stating that it was at least effective, followed by 44.2% of the surveyed public evaluating assistance in the field of education as such. Only 22.1% of the interviewees said that aid related to food distribution was either very effective or effective. Assistance in the field of infrastructure and especially aid in employment generation were evaluated very negatively. Over 88% of the respondents felt that assistance in the domain of infrastructure was either not very effective or not effective at all. Assistance in job creation, which was rated the highest in terms of its importance, was considered by 96.1% of the respondents as either not so effective or not effective at all.

<b>Importance (%)</b>	Very high	High	Medium	Low	Very low	N
Education	71.6	23.0	4.3	0.7	0.3	1260
Health	73.0	22.1	3.6	1.0	0.3	1261
Food distribution	64.5	24.1	8.7	1.9	0.7	1259
Employment generation	81.0	11.7	2.8	2.3	2.1	1260
Infrastructure	45.3	26.9	19.3	6.1	2.4	1227

<b>Effectiveness (%)</b>	Very effectively	Effectively	Not so eff.	Not eff. at all	N
Education	7.5	36.7	47.1	8.8	1249
Health	12.1	38.6	37.6	11.6	1249
Food distribution	2.5	19.6	47.2	30.8	1219
Employment generation	1.4	2.5	28.0	68.1	1234
Infrastructure	1.3	10.1	41.4	47.2	1146

It is worth noting that the relatively better evaluation of assistance both in health related areas and in the field of education might have been a reflection of some positive initiatives taken during the crisis in those

domains. The Palestinian Ministry of Education has implemented a decentralization plan that has allowed for a reduction in problems of mobility caused to students and teachers by the closures' policies of the Israeli authorities. As for health assistance, the work of the PRCS and its mobile clinics, the role of the Ministry of Health and the hospitals, - despite the inconveniencies created by the Israeli army - have all proved very efficient in their mission.

A breakdown of the results according to refugee status on the level of importance of assistance does not reveal any major differences in opinion between refugees and non-refugees. As for the effectiveness of assistance, non-refugees seem to evaluate most types of assistance more positively than refugees, with the exception of health related aid.

Table 10 contains a breakdown of the results according to place of residence on the level of importance and effectiveness of assistance. It shows, for example, that more frequently health assistance was perceived to be effective in Gaza refugee camps than in other places.

% who think it is important		Education	Health	Food	Employment	Infrastructure
West Bank - non RC	%	94.0	92.9	86.3	89.9	66.1
	N	567	566	568	565	542
WB - Refugee Camp	%	87.4	84.6	82.3	91.6	66.4
	N	127	130	130	131	119
Jerusalem	%	94.4	96.8	86.9	93.6	81.0
	N	125	125	122	125	121
Gaza - non RC	%	96.2	98.6	92.4	96.2	75.9
	N	290	290	289	290	291
Gaza - Refugee Camp	%	97.3	99.3	94.6	96.6	82.6
	N	149	149	149	149	149
Total	%	94.3	94.5	88.3	92.7	71.9
	N	1258	1260	1258	1260	1222
% who think it is effective		Education	Health	Food	Employment	Infrastructure
West Bank - non RC	%	53.5	42.5	21.4	5.6	13.2
	N	561	560	552	558	508
WB - Refugee Camp	%	43.8	39.1	22.3	8.5	9.8
	N	128	128	130	129	112
Jerusalem	%	40.8	45.5	6.7	2.7	9.3
	N	120	123	105	111	86
Gaza - non RC	%	29.9	57.4	24.8	1.4	11.8
	N	291	289	286	288	289
Gaza - Refugee Camp	%	39.9	77.7	29.7	1.4	6.8
	N	148	148	148	148	147
Total	%	44.2	50.1	22.0	4.1	11.4
	N	1248	1248	1221	1234	1142

Finally, it is interesting to note that the respondents to the Birzeit University poll were rather negative concerning the question of distribution of food and cash aid to those who deserve it. More than 60% of the population surveyed in the West Bank and almost 50% in Gaza, answered that this kind of assistance did not target the needy (Birzeit University 2001).

## PART FOUR : UNRWA

The UN Agency deserves a section by itself because of its services and special role towards the refugee population.

UNRWA has a further specificity. Its Headquarters are in the Gaza Strip and although a majority of its managerial staff is international, its local employees (area posts) in the West Bank (3447 persons) and in the Gaza Strip (6652 persons) are all Palestinian, the majority of them refugees. (UNRWA 2000a).

This puts the UN Agency in a privileged position and provides it with direct contact with the beneficiaries of its assistance. This, in principle, helps the organization's decision-makers to adopt strategies in tune with the needs of its clients, and/or allows it to redirect rather quickly its programs and activities in case of a crisis.

UNRWA has already passed through the first Intifada, has capitalized on this experience. Perhaps as a result of this, the respondents in the survey conducted for this report evaluated UNRWA and its assistance rather positively.

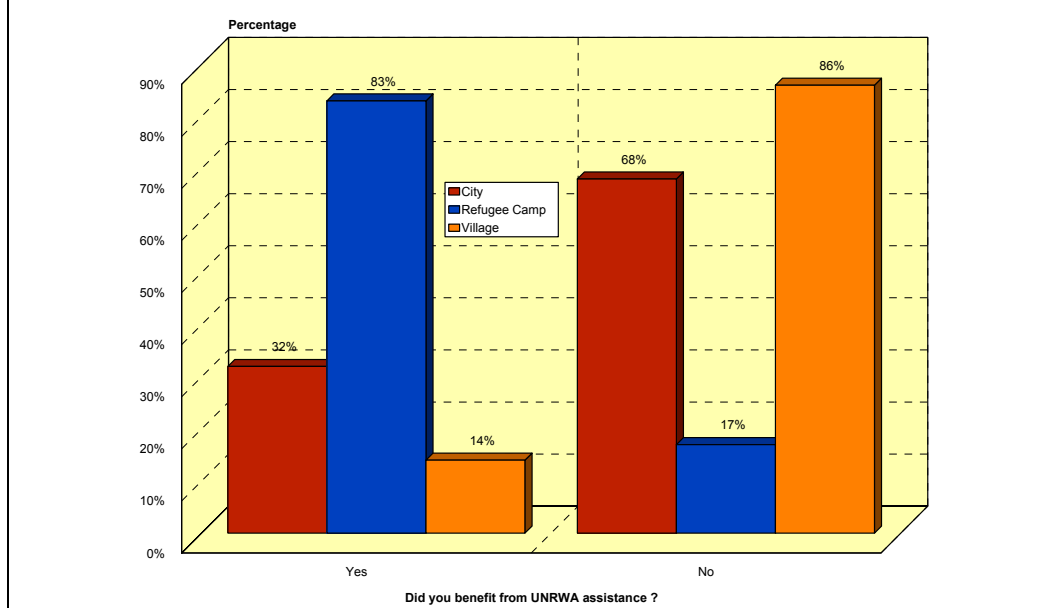
### 4.1 - Types of assistance provided

As discussed earlier in this report, the majority of respondents perceived UNRWA as the main provider of assistance. Of those interviewees affirming that they received food assistance, 45% said that they received it from UNRWA. Only one respondent said UNRWA assisted him in finding employment. Of those receiving financial assistance, 8% said that they received it from UNRWA. As indicated earlier, the Palestinian Authority and its various institutions and ministries provided the largest amount (70%) of financial assistance.

35% of all the Palestinians surveyed say that they benefit from UNRWA assistance. Among the refugees this proportion rises to 77% compared to only 2% among non-refugees.

While the assistance provided by UNRWA seems to be targeted at refugee camps in particular, a closer examination of the assistance provided to non-camp areas will reveal that a significant number of Palestinians residing outside camps have also benefited from UNRWA's assistance. As figure 29, below, indicates, more households in cities than in refugee camps have benefited from UNRWA. A possible explanation to this trend could be the concentration of large numbers of non-camp refugees in cities.

Figure 29 - Benefit from UNRWA (q32) by area of residence (q43)

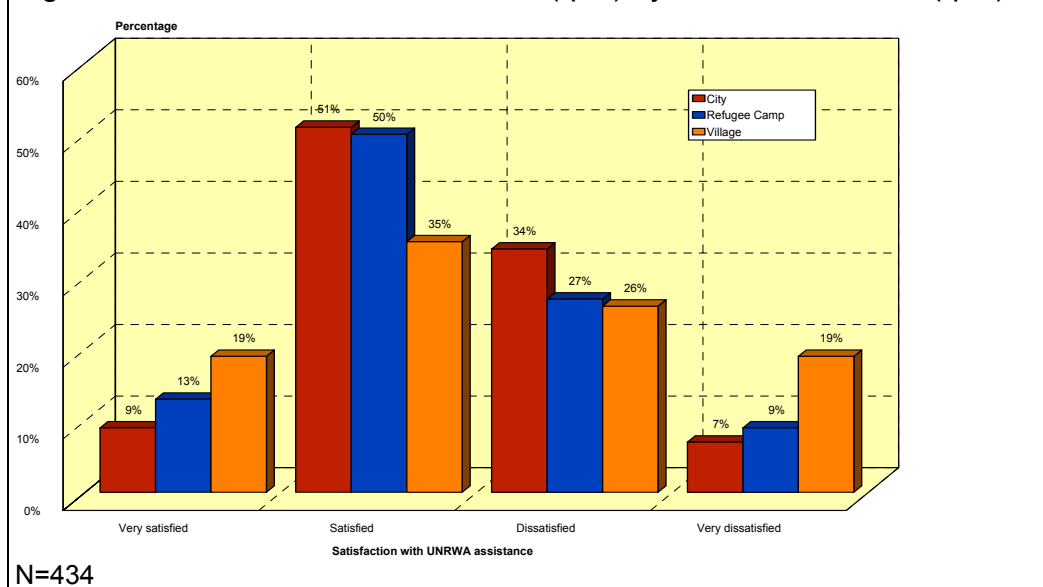


Detailed analysis according to place of residence reveals that 88% of the interviewees in Gaza refugee camps have received assistance from UNRWA compared to 70% of the interviewees in West Bank refugee camps.

#### 4.2 - Satisfaction

Respondents benefiting from UNRWA's services were generally satisfied. Over 60% of respondents said that they were very satisfied or satisfied with the services provided by UNRWA. As illustrated in figure 30, below, refugee camp respondents assessed UNRWA most positively.

Figure 30 - Satisfaction with UNRWA (q33) by area of residence (q43)



Finally, in the questionnaire of this report, no specific questions were included about on-going programs started by the Agency before October 2000. Although the numerous activities of UNRWA deserve a separate and appropriate study, it is also important to mention the danger that the crisis situation constitutes for the micro-credit and micro-finance programs that have had a successful beginning. By the spring 2000, 4350 loans had been awarded to such programs in the West Bank and almost 28'300 in the Gaza Strip, with a cumulative value of more than US\$ 44 million.

At the time of the authors' visit to the Gaza Strip early February 2001, UNRWA was already planning an ad-hoc employment generation program.

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## LIST OF FIGURES

Figure 1 - Place of residence (q42 & q43).....	7
Figure 2 – Area of residence (q42).....	8
Figure 3 - Age groups (q38).....	9
Figure 4 – Current employment status (q8) .....	10
Figure 5 - Place of work of the employed population (q11) .....	11
Figure 6 - Impact of the second Intifada on job situation (q12 & q13) and previous place of work (q11) .....	12
Figure 7 - Impact of the second Intifada on job situation (q12 & q13) by previous place of work (q11) .....	13
Figure 8 - Impact of the second Intifada on job situation (q12 & q13) by place of residence (q42 & q43) .....	13
Figure 9 - Impact of the second Intifada on job situation (q12 & q13) by age group (q38).....	14
Figure 10 - Average number of employed and dependent persons per household by place of residence .....	18
Figure 11 - Martyrs, injured and damage (q22) by refugee status (q2)...	19
Figure 12 - Effect of the second Intifada on children (q20).....	21
Figure 13 - Nature of the effect of the second Intifada on children (q21) .....	22
Figure 14 - Proportion of Palestinians receiving assistance (q23) in general by refugee status (q2).....	25
Figure 15 - Assistance (q23) by area (q43).....	26
Figure 16 - Assistance (q23) by place of residence (q42 & q43) .....	27
Figure 17 -Type of assistance during the first four months of Intifada (q24).....	28
Figure 18 - Average value of assistance received by type (q24).....	28
Figure 19 - Source of assistance (q24) .....	29
Figure 20 - Satisfaction with the assistance provided (q25 & q24 for food and financial aid).....	30
Figure 21 - Need of assistance (q26) for the population [total and by refugee status (q2)] who did not benefit from aid .....	32
Figure 22 - Need of assistance (q26) by place of residence (q42 & q43) .....	33
Figure 23 - Most important need for oneself (q27) in general and for those who say they need assistance (q26) .....	34
Figure 24 - Most important need from individual perspective (q27) by area of residence (q43) .....	35
Figure 25 - Household income (q29) by place of residence (q42 & q43)..	37
Figure 26 - Visibility of assistance (q30) projects by place (q42 & q43)....	38
Figure 27 – Relief needed by your community (q34).....	39
Figure 28 – Relief needed by your community (q34) by place of residence (q42 & q43).....	39
Figure 29 - Benefit from UNRWA (q32) by area of residence (q43) .....	43
Figure 30 - Satisfaction with UNRWA (q33) by area of residence (q43) .....	43

## LIST OF TABLES

Table 1 - Age group distribution comparison (q38) .....	9
Table 2 - Internal Closures in Palestine .....	15
Table 3 - International Borders Closures in Palestine .....	16
Table 4 - Household size (q14), number of people employed (q15), number of employed women (q16).....	17
Table 5 - West Bank and Gaza Strip Refugee Martyrs of the <i>al-Aqsa Intifada</i> , 29 September 2000 to 31 January 2001 .....	20
Table 6 - Impact of the crisis (q22) by place of residence (q42 & q43).....	20
Table 7 - Monthly income needed (q42) by place of residence (q42 & q43) .....	36
Table 8 - Household income (q29) .....	36
Table 9 - Importance (q35) and effectiveness (q35) of the assistance....	40
Table 10 - Importance (q35) and effectiveness (q35) of the assistance by place of residence.....	41

## ANNEX I: LIST OF EXPERTS INTERVIEWED

UNESCO - Jerusalem	<i><b>Mrs. Costanza Farina</b></i>
UNRWA Jerusalem Field Office	<i><b>Mr. Guy Siri</b></i>
UNRWA Headquarters - Gaza	<i><b>Mrs. Safiye Cagar</b></i> <i><b>Mrs. Kumiko Yatagai</b></i> <i><b>Dr. Alex Pollock</b></i>
UNICEF - Jerusalem	<i><b>Mr. Bertrand Bainvel</b></i>
UNSCO (UN Special Coordinator Office) – Gaza	<i><b>Dr. Salem Ajlouni</b></i>
UNDP (United Nations Development Programme) – Jerusalem	<i><b>Mrs. Lana Abu Hijleh</b></i>
EC (European Commission) – Jerusalem	<i><b>Mr. Nadim Karkutli</b></i> <i><b>Ms. Zeina Mogarbel Valles</b></i>
Ministry of Social Affairs / PNA – Ramallah	<i><b>Mr. Abu Na'el Al-Qalqili</b></i>
OXFAM – Jerusalem	<i><b>Mrs. Lee O'Brien</b></i>
Australian Embassy	<i><b>Mr. Ben Scott</b></i>
World Bank – Jerusalem	<i><b>Dr. Claus P. Astrup</b></i> <i><b>Dr. Sébastien Dessus</b></i>
Department of Refugees' Affairs / PNA – Ramallah	<i><b>Mr. Daoud Barakat</b></i> <i><b>Mr. Jalal Hussein</b></i>
PCBS (Palestinian Central Bureau of Statistics) – Ramallah	<i><b>Dr. Hassan Abu Libdeh</b></i>
ICRC (International Committee of the Red Cross) – Jerusalem	<i><b>Mr. Martin Hahn</b></i> <i><b>Mr. Walter Stocker</b></i>
Ministry Of Planning & Int'l Cooperation / PNA – Gaza	<i><b>Dr. Ali Sha'ath</b></i>

## ANNEX II: MARGINALS

**C1 refugee or not**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	563	44.4	44.5	44.5
	no	701	55.4	55.5	100.0
	Total	1264	99.7	100.0	
Missing	D'K	2	.2		
	no answer	1	.1		
	Total	3	.3		
Total		1267	100.0		

**C2 which generation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first generation	83	6.5	15.1	15.1
	second generation	195	15.4	35.7	50.8
	third generation	269	21.3	49.2	100.0
	Total	547	43.2	100.0	
Missing	other	5	.4		
	D'K	2	.2		
	NA	703	55.5		
	no answer	9	.7		
	Total	720	56.8		
Total		1267	100.0		

**C3A when did you become a refugee**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1948	410	32.3	74.0	74.0
	1967	107	8.5	19.4	93.4
	1948 & 1967	36	2.9	6.6	100.0
	Total	554	43.7	100.0	
Missing	other	1	.1		
	D'K	1	.1		
	NA	703	55.5		
	no answer	8	.6		
	Total	713	56.3		
Total		1267	100.0		

**C3B when did your family become a refugee**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1948	454	35.8	81.4	81.4
	1967	92	7.2	16.4	97.8
	1948 &1967	13	1.0	2.2	100.0
	Total	558	44.1	100.0	
Missing	D'K	1	.1		
	NA	703	55.5		
	no answer	4	.3		
	Total	709	55.9		
Total		1267	100.0		

**C4 do you have an UNRWA card**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	538	42.5	96.0	96.0
	no	22	1.8	4.0	100.0
	Total	560	44.2	100.0	
Missing	NA	703	55.5		
	no answer	3	.3		
	Total	707	55.8		
Total		1267	100.0		

**C8 working or not**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	employed full-time	365	28.8	28.9	28.9
	employed part-time	118	9.3	9.4	38.3
	not employed	208	16.4	16.5	54.8
	housewife	417	32.9	33.1	87.9
	student	127	10.0	10.1	97.9
	retired	26	2.1	2.1	100.0
	Total	1260	99.5	100.0	
Missing	NA	7	.5		
Total		1267	100.0		

**C9 occupation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	professional	45	3.6	7.0	7.0
	skilled worker	147	11.6	22.6	29.5
	unskilled worker	120	9.5	18.4	47.9
	technician	39	3.0	5.9	53.8
	employee	223	17.6	34.1	88.0
	merchant	51	4.0	7.7	95.7
	farmer	13	1.0	1.9	97.7
	barber	1	.1	.2	97.8
	driver	12	1.0	1.9	99.7
	unemployed	2	.2	.3	100.0
	Total	653	51.5	100.0	
Missing	NA	581	45.9		
	no answer	33	2.6		
	Total	614	48.5		
Total	1267	100.0			

**OCCUP Work Occupation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Professionals	45	3.6	7.0	7.0
	Workers	267	21.1	41.1	48.1
	Technicians and drivers	51	4.0	7.8	55.9
	Employees	223	17.6	34.2	90.1
	Merchants	52	4.1	7.9	98.0
	Farmers	13	1.0	2.0	100.0
	Total	650	51.3	100.0	
Missing	System	617	48.7		
Total		1267	100.0		

**C11 place of work**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	settlement	13	1.0	2.0	2.0
	Israel	109	8.6	16.9	18.8
	West Bank	279	22.0	43.2	62.1
	Gaza Strip	191	15.0	29.6	91.6
	Jerusalem	46	3.6	7.1	98.8
	other	8	.6	1.2	100.0
	Total	644	50.8	100.0	
Missing	don't work	12	.9		
	NA	582	45.9		
	no answer	29	2.3		
	Total	623	49.2		
Total		1267	100.0		

**C12 change in the employment situation during the past 3-4 months**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	361	28.5	57.2	57.2
	had to search for a different employment	103	8.2	16.4	73.6
	lost my job	167	13.2	26.4	100.0
	Total	632	49.9	100.0	
Missing	NA	606	47.8		
	no answer	29	2.3		
	Total	635	50.1		
Total		1267	100.0		

**C13 change consequence of the current situation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	260	20.5	97.6	97.6
	no	6	.5	2.4	100.0
	Total	266	21.0	100.0	
Missing	NA	996	78.6		
	no answer	4	.3		
	Total	1001	79.0		
Total		1267	100.0		

**JOBAFF Job affected by Intifada**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	1001	79.0	79.0	79.0
Changed	99	7.8	7.8	86.8
Lost	167	13.2	13.2	100.0
Total	1267	100.0	100.0	

**C14**

C14 no of people in household including children

N	Valid	1264
	Missing	3
Mean		7.25
Median		7.00
Minimum		1
Maximum		38

**C14C People in household (inc. children)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	21	1.6	1.6	1.6
2	61	4.8	4.8	6.4
3	71	5.6	5.6	12.0
4	119	9.4	9.4	21.4
5	174	13.7	13.7	35.2
6	153	12.0	12.0	47.2
7	127	10.0	10.0	57.2
8	144	11.4	11.4	68.6
9	125	9.9	9.9	78.5
10	75	5.9	5.9	84.4
11	50	3.9	3.9	88.3
12	51	4.0	4.0	92.3
13+	97	7.7	7.7	100.0
Total	1267	100.0	100.0	



**C15**

C15 no of employed people

N	Valid	1243
	Missing	24
Mean		1.62
Median		1.00
Minimum		0
Maximum		10

**C15\_DEP Nb of dependent people**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	74	5.8	6.0	6.0
	1	98	7.7	7.9	13.8
	2	136	10.7	11.0	24.8
	3	186	14.7	15.0	39.8
	4 to 5	320	25.2	25.8	65.5
	6	134	10.6	10.8	76.3
	7	99	7.8	8.0	84.3
	8 to 9	112	8.9	9.0	93.3
	10+	83	6.5	6.7	100.0
	Total	1241	97.9	100.0	
Missing	-1.00	0	.0		
	System	26	2.0		
	Total	26	2.1		
Total		1267	100.0		

**Statistics**

		C17 household members lost their jobs in the past 3-4 months	C18 household members lost their job due to the current situation
N	Valid	538	515
	Missing	729	752
Mean		1.44	1.41
Median		1.00	1.00
Minimum		1	1
Maximum		10	10

	C18 A Used to work in the West Bank	C18B Used to work in Gaza	C18C Used to work in Jerusalem	C18D Used to work in the settlements	C18E Used to work in Israel
	Count	Count	Count	Count	Count
1	69	92	27	46	242
2	9	15	6	5	38
3	0	2	3	1	12
4		3		3	2
5	1				2
6					1

By multiplying the number of people, you get the following:

Settlements	9.8%
Israel	51.6%
West Bank	14%
Gaza	18%
Jerusalem	6.6%

N= 738 reported persons (by 751 cases)

#### C19 mobility was a problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	a lot	994	78.5	78.8	78.8
	a little	238	18.8	18.9	97.7
	not at all	29	2.3	2.3	100.0
	Total	1262	99.6	100.0	
Missing	don't know	2	.2		
	no answer	3	.3		
	Total	5	.4		
Total		1267	100.0		

#### C20 change in your children behavior

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	818	64.5	73.0	73.0
	no	303	23.9	27.0	100.0
	Total	1120	88.4	100.0	
Missing	no answer	147	11.6		
Total		1267	100.0		

**C21R Effect of al-aqsa on your children**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sleep (nightmares, bed wetting,...)	411	32.4	50.8	50.8
	Concentration (school, elocution,...)	129	10.2	15.9	66.8
	Fear (crying, anxieties,...)	50	3.9	6.1	72.9
	Violence (aggressive, no control..)	30	2.3	3.7	76.6
	Other	16	1.3	2.0	78.6
	Sleep + Concentration	121	9.5	15.0	93.5
	Sleep + Fear	15	1.2	1.9	95.4
	Sleep + Violence	8	.6	1.0	96.4
	Concentration + Fear	17	1.3	2.1	98.5
	Concentration + Violence	4	.3	.5	99.0
	Fear + Violence	1	.1	.1	99.2
	Sleep + Concentration + Fear	5	.4	.6	99.7
	Sleep + Concentration + Violence	2	.2	.3	100.0
	Total	808	63.8	100.0	
	Missing	NA	451	35.6	
NR		7	.6		
Total		459	36.2		
Total	1267	100.0			

		yes	no	Total
C22A relative or family	Count	217	1044	1262
relative member martyred	%	17.2%	82.8%	100.0%
C22B relative or family	Count	489	775	1264
relative injured	%	38.7%	61.3%	100.0%
C22C own's or family's	Count	218	1038	1256
property damaged	%	17.4%	82.6%	100.0%
C22D own's or family's	Count	216	1036	1252
trees uprooted	%	17.3%	82.7%	100.0%
C22E own's or family	Count	602	640	1242
business suffered	%	48.4%	51.6%	100.0%

**C23 you or your family received any assistance from any party**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	540	42.6	43.3	43.3
	no	708	55.9	56.7	100.0
	Total	1248	98.5	100.0	
Missing	don't know	13	1.0		
	no answer	6	.5		
	Total	19	1.5		
Total		1267	100.0		

**C24FOOD Recieved food**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	776	61.2	61.2	61.2
	Yes	491	38.8	38.8	100.0
	Total	1267	100.0	100.0	

**C24MED Recieved medication**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1265	99.9	99.9	99.9
	Yes	2	.1	.1	100.0
	Total	1267	100.0	100.0	

**C24CLO Recieved clothing**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1262	99.6	99.6	99.6
	Yes	5	.4	.4	100.0
	Total	1267	100.0	100.0	

**C24FUE Recieved fuel**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1266	99.9	99.9	99.9
	Yes	1	.1	.1	100.0
	Total	1267	100.0	100.0	

**C24EMP Recieved employment**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1262	99.6	99.6	99.6
	Yes	5	.4	.4	100.0
	Total	1267	100.0	100.0	

**C24OFIN Recieved other financial aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1101	86.9	86.9	86.9
	Yes	166	13.1	13.1	100.0
	Total	1267	100.0	100.0	

**C24ONFIN Recieved other non-financial aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1252	98.8	98.8	98.8
	Yes	15	1.2	1.2	100.0
	Total	1267	100.0	100.0	

**C24FOODS Source of food aid**

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Palestinian Authority	10	.8	2.2	2.2	
	Fateh	31	2.4	6.4	8.6	
	Zakat	47	3.7	9.9	18.5	
	UNRWA	214	16.9	44.8	63.3	
	UNDP	4	.3	.9	64.2	
	UNICEF	1	.1	.2	64.4	
	Religious organizations	31	2.4	6.4	70.8	
	Charitable organizations	30	2.3	6.2	77.1	
	popular committees	8	.7	1.8	78.8	
	arab countries	12	.9	2.4	81.3	
	ministries, village councils & municipalities	42	3.3	8.9	90.2	
	NGO	4	.3	.8	90.9	
	red crescent	11	.9	2.3	93.2	
	islamic factions & organizations	10	.8	2.1	95.4	
	other political factions	4	.3	.8	96.1	
	others	1	.1	.2	96.3	
	friends & relatives	17	1.4	3.7	100.0	
	Total	477	37.6	100.0		
	Missing	.00	776	61.2		
		System	15	1.2		
Total		790	62.4			
Total		1267	100.0			

**C24MEDS Source of medication aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	UNRWA	0	.0	100.0	100.0
Missing	.00	1265	99.9		
	System	1	.1		
Total		1267	100.0		
Total		1267	100.0		

**C24CLOS Source of clothing aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Zakat	1	.1	20.0	20.0
	Charitable organizations	2	.2	40.0	60.0
	red crescent	1	.1	20.0	80.0
	other political factions	1	.1	20.0	100.0
	Total	5	.4	100.0	
Missing	.00	1262	99.6		
Total		1267	100.0		

**C24FUES Source of fuel aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Zakat	1	.1	100.0	100.0
Missing	.00	1266	99.9		
Total		1267	100.0		

**C24EMPS Source of employment aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Zakat	0	.0	10.5	10.5
	UNRWA	1	.1	22.4	32.9
	ministries, village councils & municipalities	3	.3	67.1	100.0
	Total	5	.4	100.0	
Missing	.00	1262	99.6		
Total		1267	100.0		

**C24OFINS Source of other financial aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	PLO	1	.1	.6	.6
	Palestinian Authority	7	.6	4.5	5.2
	Fateh	3	.3	1.9	7.1
	Zakat	7	.5	4.2	11.3
	UNRWA	13	1.1	8.2	19.5
	Charitable organizations	2	.2	1.3	20.8
	popular committees	4	.3	2.2	23.0
	arab countries	1	.1	.6	23.6
	ministries, village councils & municipalities	114	9.0	69.6	93.2
	NGO	0	.0	.3	93.5
	islamic factions & organizations	1	.1	.6	94.2
	other political factions	2	.2	1.3	95.5
	others	1	.1	.6	96.1
	friends & relatives	6	.5	3.9	100.0
	Total	164	12.9	100.0	
Missing	.00	1101	86.9		
	System	2	.1		
Total		1103	87.1		
Total		1267	100.0		

**C24ONFIS Source of other non financial aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Zakat	1	.1	6.9	6.9
	Charitable organizations	4	.3	24.0	30.9
	popular committees	6	.5	41.5	72.4
	ministries, village councils & municipalities	1	.1	6.9	79.3
	friends & relatives	3	.3	20.7	100.0
	Total	15	1.2	100.0	
Missing	.00	1252	98.8		
Total		1267	100.0		



**C24FOODE Evaluation of food aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	10	.8	2.4	2.4
	satisfied	187	14.8	44.1	46.5
	dissatisfied	140	11.1	33.0	79.5
	very dissatisfied	87	6.9	20.5	100.0
	Total	424	33.5	100.0	
Missing	.00	776	61.2		
	don't know	2	.2		
	System	65	5.1		
	Total	843	66.5		
Total		1267	100.0		

**C24MEDE Evaluation of medication aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	1	.1	68.0	68.0
	satisfied	0	.0	32.0	100.0
	Total	2	.1	100.0	
Missing	.00	1265	99.9		
Total		1267	100.0		

**C24CLOE Evaluation of clothing aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	satisfied	4	.3	80.0	80.0
	dissatisfied	1	.1	20.0	100.0
	Total	5	.4	100.0	
Missing	.00	1262	99.6		
Total		1267	100.0		

**C24FUEE Evaluation of fuel aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	satisfied	1	.1	100.0	100.0
Missing	.00	1266	99.9		
Total		1267	100.0		

**C24EMPE Evaluation of employment aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	satisfied	4	.3	89.5	89.5
	very dissatisfied	0	.0	10.5	100.0
	Total	5	.4	100.0	
Missing	.00	1262	99.6		
Total		1267	100.0		

**C24OFINE Evaluation of other financial aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	8	.7	5.8	5.8
	satisfied	77	6.0	52.4	58.2
	dissatisfied	44	3.4	29.9	88.1
	very dissatisfied	17	1.4	11.9	100.0
	Total	146	11.5	100.0	
Missing	.00	1101	86.9		
	System	20	1.5		
	Total	1121	88.5		
Total		1267	100.0		

**C24ONFIE Evaluation of other non-financial aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	satisfied	10	.8	75.9	75.9
	dissatisfied	3	.3	24.1	100.0
	Total	13	1.0	100.0	
Missing	.00	1252	98.8		
	System	2	.2		
	Total	1254	99.0		
Total		1267	100.0		

**C25 satisfaction**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	12	.9	2.2	2.2
	satisfied	146	11.5	27.9	30.1
	dissatisfied	192	15.2	36.8	67.0
	very dissatisfied	172	13.6	33.0	100.0
	Total	522	41.2	100.0	
Missing	don't know	6	.5		
	NA	727	57.4		
	no answer	12	.9		
	Total	745	58.8		
Total		1267	100.0		

**C26 you need assistance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	585	46.2	46.9	46.9
	no	281	22.2	22.5	69.4
	not sure	58	4.5	4.6	74.0
	we received assistance	325	25.6	26.0	100.0
	Total	1249	98.5	100.0	
Missing	no answer	18	1.5		
Total		1267	100.0		

**C27 most important need**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	financial	280	22.1	24.2	24.2
	services, housing, helper, aid to the old	65	5.1	5.6	29.8
	education	51	4.0	4.4	34.3
	health	58	4.6	5.1	39.3
	food	97	7.6	8.3	47.7
	work	242	19.1	20.9	68.6
	political and security needs (removing restrictions...	266	21.0	23.0	91.6
	infrastructure and environment	10	.8	.8	92.4
	children care	4	.3	.4	92.8
	developing economy	45	3.5	3.9	96.7
	moral needs	4	.3	.4	97.0
	others	34	2.7	3.0	100.0
	Total	1157	91.3	100.0	
	Missing	no answer	110	8.7	
Total		1267	100.0		

**C28**

C28 money needed every month

N	Valid	1245
	Missing	22
Mean		2732.67
Median		2500.00
Minimum		100
Maximum		20000

**C29 income close to that number**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	much higher than this	34	2.7	2.7	2.7
	little higher than this	74	5.8	6.0	8.7
	about the same	247	19.5	19.9	28.6
	little less than this	297	23.5	24.0	52.6
	much less than this	587	46.3	47.4	100.0
	Total	1239	97.8	100.0	
Missing	don't know	14	1.1		
	no answer	15	1.1		
	Total	28	2.2		
Total		1267	100.0		

**C30 know of projects**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	192	15.2	15.6	15.6
	no	1041	82.2	84.4	100.0
	Total	1234	97.4	100.0	
Missing	no answer	33	2.6		
Total		1267	100.0		

C31 what projects

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	fixing roads	61	4.8	32.3	32.3
	building compounds	1	.1	.6	32.9
	renovating buildings	8	.6	4.2	37.1
	building and renovating schools	29	2.3	15.2	52.3
	bank	1	.1	.6	52.9
	communication projects	4	.3	2.3	55.2
	roads and education	5	.4	2.8	58.0
	roads & infrastructure	3	.3	1.7	59.7
	roads & renovations	1	.1	.6	60.2
	building medical centers & clinics	25	2.0	13.3	73.5
	projects to employee laborers	7	.5	3.7	77.1
	unemployment	17	1.3	9.0	86.2
	infrastructure ( paving roads,extending water networks, ligh	15	1.2	7.9	94.1
	building markets	2	.2	1.1	95.2
	improving & developing methods of education	1	.1	.6	95.8
	1+17	1	.1	.6	96.3
	building a health center& schools & sewage system	0	.0	.3	96.6
	building health centers & sewage/ popular committee	2	.2	1.1	97.7
	opening agricultural roads	1	.1	.6	98.3
	project for sanitation workers	1	.1	.6	98.9
	health & educational projects	1	.1	.6	99.4
	park	1	.1	.6	100.0
	Total	187	14.8	100.0	
Missing	NA	1075	84.8		
	no answer	5	.4		
	Total	1080	85.2		
Total		1267	100.0		

**C32 benefit from UNRWA**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	429	33.9	35.0	35.0
	no	797	62.9	65.0	100.0
	Total	1227	96.8	100.0	
Missing	don't know	17	1.4		
	no answer	23	1.8		
	Total	40	3.2		
Total		1267	100.0		

**C33 satisfaction with UNRWA**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very satisfied	51	4.0	11.8	11.8
	satisfied	211	16.6	48.8	60.7
	dissatisfied	129	10.2	29.9	90.6
	very dissatisfied	41	3.2	9.4	100.0
	Total	432	34.1	100.0	
Missing	don't know	1	.1		
	no answer	834	65.9		
	Total	835	65.9		
Total		1267	100.0		

**C34 relief needed for your community**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	education	107	8.5	8.8	8.8
	health (medical courses, treatment, building health centers.	199	15.7	16.3	25.1
	job oportunities	267	21.1	22.0	47.1
	financial assistance	112	8.8	9.2	56.3
	improving moral status (boosting the moral, unity, stability	159	12.6	13.1	69.3
	helping children	13	1.0	1.0	70.4
	assisting those affected (funds for martyrs' families,wounde	16	1.3	1.3	71.7
	improving the regions and organizing the environment	65	5.1	5.3	77.0
	infrastructure (electricity, paving roads, sewage system,...	51	4.0	4.2	81.2
	improving and developing economy	34	2.7	2.8	84.0
	food	123	9.7	10.1	94.1
	political measures (lifting the siege, ending the occupation	30	2.3	2.4	96.5
	others	42	3.3	3.5	100.0
	Total	1218	96.1	100.0	
Missing	no answer	49	3.9		
Total		1267	100.0		

		very high	high	medium	low	very low
C35A importance of education	Count	903	290	54	9	4
	%	71.6%	23.0%	4.3%	.7%	.3%
C35B importance of health	Count	920	279	45	13	3
	%	73.0%	22.1%	3.6%	1.0%	.3%
C35C importance of food distribution	Count	812	304	109	24	9
	%	64.5%	24.1%	8.7%	1.9%	.7%
C35D importance of employment generation	Count	1021	148	35	30	26
	%	81.0%	11.7%	2.8%	2.3%	2.1%
C35E importance of infrastructure	Count	556	330	237	74	29
	%	45.3%	26.9%	19.3%	6.1%	2.4%

		very efficiently	efficiently	not so efficiently	not efficiently at all
C36A effectiveness in providing education	Count	93	458	588	109
	%	7.5%	36.7%	47.1%	8.8%
C36B effectiveness in providing health	Count	152	482	470	145
	%	12.1%	38.6%	37.6%	11.6%
C36C effectiveness in providing food distribution	Count	30	238	576	375
	%	2.5%	19.6%	47.2%	30.8%
C36D effectiveness in providing employment	Count	17	31	346	840
	%	1.4%	2.5%	28.0%	68.1%
C36E effectiveness in providing infrastructure	Count	15	116	474	540
	%	1.3%	10.1%	41.4%	47.2%

### C38

C38 age

N	Valid	1263
	Missing	4
Mean		35.17
Median		32.00
Minimum		18
Maximum		90

### C38R Age groups

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-25	343	27.0	27.1	27.1
	26-35	432	34.1	34.2	61.3
	36-45	247	19.5	19.6	80.9
	46-60	166	13.1	13.2	94.0
	over 60	75	5.9	6.0	100.0
	Total	1263	99.7	100.0	
Missing	System	4	.3		
	Total	1267	100.0		



**C39 educational level**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	illiterate	88	7.0	7.0	7.0
	till elementary	132	10.4	10.4	17.4
	till preparatory	279	22.1	22.1	39.5
	till secondary	380	30.0	30.1	69.6
	some college	250	19.8	19.8	89.5
	college and above	133	10.5	10.5	100.0
	Total	1263	99.7	100.0	
Missing	no answer	4	.3		
Total		1267	100.0		

**C40 family income**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	much more than NIS 3000	59	4.7	4.7	4.7
	little more than NIS 3000	91	7.2	7.3	12.0
	close to NIS 3000	207	16.3	16.6	28.6
	a bit less than NIS 3000	325	25.6	26.0	54.6
	a bit more than NIS 3000	567	44.8	45.4	100.0
	Total	1249	98.6	100.0	
Missing	no answer	18	1.4		
Total		1267	100.0		

**C41 marital status**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	single	321	25.4	25.5	25.5
	married	870	68.7	69.1	94.6
	divorced	19	1.5	1.5	96.1
	widower	49	3.9	3.9	100.0
	Total	1260	99.4	100.0	
Missing	no answer	7	.6		
Total		1267	100.0		

**C42 region**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	west bank	669	52.8	52.8	52.8
	jerusalem	132	10.4	10.4	63.2
	gaza	466	36.8	36.8	100.0
	Total	1267	100.0	100.0	

**C43 area**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid city	629	49.6	49.6	49.6
refugee camp	223	17.6	17.6	67.3
village	415	32.7	32.7	100.0
Total	1267	100.0	100.0	

**PLACE Place of residence**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid West Bank	570	45.0	45.0	45.0
WB - Refugee Camp	132	10.4	10.4	55.4
Jerusalem	125	9.9	9.9	65.3
Gaza	291	23.0	23.0	88.2
Gaza - Refugee Camp	149	11.8	11.8	100.0
Total	1267	100.0	100.0	

**C44 gender**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid male	689	54.4	54.4	54.4
female	577	45.5	45.6	100.0
Total	1266	99.9	100.0	
Missing no answer	1	.1		
Total	1267	100.0		

ANNEX III:  
COPY OF THE QUESTIONNAIRE IN  
ARABIC

**JMCC Public Opinion Polling Unit**  
POB 25047, East Jerusalem  
Tel. 02-5819777

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(لاستعمال المكتب)

الرجاء تعبئتها من قبل الباحث/ة

رقم الاستمارة

رقم المنطقة

رقم الباحث/ة

R3:-----

R2:-----

R1:-----

التاريخ		
السنة	الشهر	اليوم

المعلومات أدناه تعبياً من قبل الباحث/ة: اسم الباحث/ة:
--

جنس الباحث/ة:

1. ذكر	2. أنثى

R4:-----

القرية/المدينة/المخيم:

اسم الشارع المختار:

عنوان المنزل المختار:

متى بدأت المقابلة:

الدقيقة	الساعة

ملاحظات للمركز (لاستعمال المكتب فقط)

اسم المتابع الميداني:
اسم واضع الرموز:
اسم مراجع الرموز:

إمضاء الباحث: \_\_\_\_\_

آراء الفلسطينيين بخصوص مرحبا... أنا من مركز القدس للإعلام والاتصال ونحن نقوم ببحث حول بعض القضايا المتعلقة بالوضع الفلسطيني والاحتياجات الفلسطينية خلال فترة الانتفاضة. لقد تم اختيارك بطريقة عشوائية. ستوضع إجابتك مع العديد من إجابات أشخاص آخرين وبالتالي لن يتم التعرف عليك بأي شكل من الأشكال. ونؤكد مرة أخرى على أن كل ما يرد من معلومات في هذه الاستمارة سيحافظ على سرية المطلقة.

كم عدد الأشخاص الذين عمرهم من 18 عام فما فوق؟

كم من هؤلاء إناث؟

عدد البالغين في البيت

4 فما فوق	بالغ 3	بالغ 2	بالغ 1	عدد النساء
ثاني اكبر رجل	متوسط العمر	اكبر سنا	بالغ	0 نساء
10	6	3	1	
متوسط العمر	اصغر سنا	امرأة أو رجل	بالغة	1 نساء
11	7	4	2	
أكبر، اصغر رجل	امرأة اكبر سنا	امرأة اصغر سنا		2 نساء
12	8	5		
امرأة متوسطة العمر	متوسطة العمر			3 نساء
13	9			
ثاني امرأة اصغر سنا				4 نساء
14				

R5:-----

CODE	الجواب	السؤال
C1	1. نعم 2. لا (اذهب إلى سؤال 5) 3. لا اعرف 9. لا جواب	1. هل أنت لاجئ أو منحدر من عائلة لاجئة؟
C2	1. من جيل اللاجئين الأول 2. من جيل اللاجئين الثاني 3. من جيل اللاجئين الثالث 4. غيرها 5. لا اعرف 8. لا ينطبق 9. لا جواب	2. إذا كان الجواب نعم، هل أنت
C3a	1. 1948 2. 1967 3. 1948 و 1967 4. غيرها 5. لا اعرف 8. لا ينطبق 9. لا جواب	3-أ. متى أصبحت لاجئ؟
C3b	1. 1948 2. 1967 3. 1948 و 1967 4. غيرها 5. لا اعرف 8. لا ينطبق 9. لا جواب	3-ب. متى أصبحت عائلتك النووية لاجئة؟ (العائلة النووية: هي عائلتك الأصلية "اهلك")
C4	1. نعم 2. لا 8. لا ينطبق 9. لا جواب	4. هل لديك كرت لاجئين (كرت مؤن)
		5. من أية قرية أو بلدة / مدينة أو مخيم انحدرت أصلاً أنت وعائلتك النووية؟ (العائلة النووية: هي عائلتك الأصلية "اهلك").
		6. في أية قرية أو بلدة / مدينة أو مخيم تقييم؟ (الباحث: مكان الإقامة ليس مكان العيش)
		7. في أية قرية أو بلدة / مدينة أو مخيم تعيش أنت وعائلتك؟
C8	1. اعمل بوظيفة بدوام كامل 2. اعمل بوظيفة بدوام جزئي 3. لا اعمل 4. أنا ربة منزل (انتقل إلى سؤال 14) 5. أنا طالب (انتقل إلى سؤال 14) 6. أنا متقاعد 9. لا جواب	8. هل تعمل حالياً أم لا؟
C9	1. مهني (طبيب، مهندس.....) 2. عامل ماهر (صاحب صناعة، بليط، طريش.....) 3. عامل (بطون، حجر.....) 4. فني (كهربائي، ميكانيكي.....) 5. موظف 6. غيرها حدد 88. لا ينطبق 99. لا جواب	9. الوظيفة؟

		10. في أية قرية أو بلدة / مدينة تعمل؟
C11	1. في إحدى المستوطنات 2. في إسرائيل 3. الضفة الغربية 4. قطاع غزة 5. القدس 6. غيرها حدد 7. لا اعمل 8. لا ينطبق 9. لا جواب	11. مكان العمل؟
C12	1. لا، بقي الوضع بدون تغيير (انتقل إلى سؤال 14) 2. اضطررت أن ابحث عن وظيفة مختلفة 3. لقد فقدت وظيفتي 8. لا ينطبق (انتقل إلى سؤال 14) 9. لا جواب (انتقل إلى سؤال 14)	12. هل حصل أي تغيير على وضعك الوظيفي خلال الثلاث أو أربعة أشهر الماضية؟
C13	1. نعم 2. لا 8. لا ينطبق 9. لا جواب	13. هل كان هذا التغيير نتيجة الوضع الحالي؟
C14	99. لا جواب	14. ما هو عدد الأشخاص الذين يعيشون في هذا البيت، من ضمنهم الأطفال (دون سن الـ 18)؟
C15	99. لا جواب	15. كم من هؤلاء يعملون؟
C16	99. لا جواب	16. كم من اللذين يعملون نساء؟
C17	0. لا أحد (انتقل إلى سؤال 19) 99. لا جواب (انتقل إلى سؤال 19)	17. ما هو عدد أفراد أسرتك في هذا البيت اللذين فقدوا وظائفهم خلال الثلاث أو الأربعة أشهر الماضية؟
C18	0. لا أحد (انتقل إلى سؤال 19) 88. لا ينطبق (انتقل إلى سؤال 19) 99. لا جواب (انتقل إلى سؤال 19)	18. ما هو عدد أفراد أسرتك في هذا المنزل اللذين فقدوا وظائفهم خلال الثلاث أشهر الماضية بسبب الوضع الراهن؟ (إذا كان الجواب لا انتقل إلى سؤال 19)
C18a	88. لا ينطبق	1-18. أين كان يعمل هؤلاء اللذين فقدوا وظائفهم بسبب الوضع الراهن؟ (سجل عدد الأشخاص في كل منطقة).
C18b	88. لا ينطبق	
C18c	88. لا ينطبق	
C18d	88. لا ينطبق	
C18e	88. لا ينطبق	

C19	1. كثيراً 2. قليلاً 3. لم تؤثر إطلاقاً 4. لا اعرف 9. لا جواب	19. لأي مدى يمكنك القول أن القيود على الحركة المفروض عليك تشكل مشكلة لك ولعائلتك خلال الثلاث أو الأربعة أشهر الماضية؟
C20	1. نعم (انتقل إلى سؤال 21) 2. لا (انتقل إلى سؤال 22) 9. لا جواب (انتقل إلى سؤال 22)	20. منذ بداية انتفاضة الأقصى، هل لاحظت تغييراً في سلوك أطفالك.
C21	حدوث كوابيس متكررة اضطرابات في النوم التبول اللاإرادي (الليلي) صعوبات في عملية التركيز أخرى، حدد _____ 88. لا ينطبق 99. لا جواب	21. إذا كان الجواب نعم، هل كان ذلك:

22. الرجاء الإجابة بنعم أو لا لكل من الأضرار التالية إذا كانت قد أصابتك أنت أو أحد أفراد عائلتك؟

C22a	نعم لا 9. لا جواب	22-1. هل حصل وان استشهد أحد أقاربك أو أقارب عائلتك خلال الثلاث أو الأربعة أشهر الماضية؟
C22b	1. نعم 2. لا 9. لا جواب	22-2. هل حصل وان جرح أحد أقاربك أو أقارب عائلتك خلال الثلاث أو الأربعة أشهر الماضية
C22c	1. نعم 2. لا 9. لا جواب	22-3. هل حصل وان دمرت ممتلكات لك أو لعائلتك خلال الثلاث أو الأربعة أشهر الماضية
C22d	1. نعم 2. لا 9. لا جواب	22-4. هل حصل وان اقتلعت أشجار لك أو لعائلتك خلال الثلاث أو الأربعة أشهر الماضية
C22e	1. نعم 2. لا 9. لا جواب	22-5. هل حصل ضرر على الأعمال التجارية لك أو لعائلتك خلال الثلاث أو الأربعة أشهر الماضية؟
C23	1. نعم 2. لا، لم أتسلم أية مساعدة مالية أو غير مالية (انتقل إلى سؤال 26) 3. لست متأكداً 4. لا اعرف (انتقل إلى سؤال 26) 9. لا جواب (انتقل إلى سؤال 26)	23. هل تلقيت أنت أو أحد أفراد عائلتك أي مساعدة من أي طرف منذ بدء انتفاضة الأقصى في أواخر شهر أيلول؟ (مساعدات مثل غذاء، دواء، وظيفة، مساعدات مالية، الخ...)



24. إذا كان الجواب نعم، ما هي نوع المساعدة التي تلقيتها أنت أو أي فرد من عائلتك منذ بدء انتفاضة الأقصى ومن أي جهة؟ وما هو مدى رضاك عنها؟

مدى الرضى	مقدم المساعدة (المصدر)	القيمة	نوع المساعدة
1. راض جداً 2. راض 3. غير راضي 4. غير راضي بالمرة 5. لا اعرف 8. لا ينطبق 9. لا جواب	88. لا ينطبق 99. لا جواب	بالشاقل 0. ليس لها قيمة 1. قيمة غير مالية 8. لا ينطبق 9. لا جواب	المساعدة الأولى: 88. لا ينطبق 99. لا جواب
<b>C24d1</b>	<b>C24c1</b>	<b>C24b1</b>	<b>C24a1</b>

مدى الرضى	مقدم المساعدة (المصدر)	القيمة	نوع المساعدة
1. راض جداً 2. راض 3. غير راضي 4. غير راضي بالمرة 5. لا اعرف 8. لا ينطبق 9. لا جواب	88. لا ينطبق 99. لا جواب	بالشاقل 0. ليس لها قيمة 1. قيمة غير مالية 8. لا ينطبق 9. لا جواب	المساعدة الثانية: 88. لا ينطبق 99. لا جواب
<b>C24d2</b>	<b>C24c2</b>	<b>C24b2</b>	<b>C24a2</b>

مدى الرضى	مقدم المساعدة (المصدر)	القيمة	نوع المساعدة
1. راض جداً 2. راض 3. غير راضي 4. غير راضي بالمرة 5. لا اعرف 8. لا ينطبق 9. لا جواب	88. لا ينطبق 99. لا جواب	بالشاقل 0. ليس لها قيمة 1. قيمة غير مالية 8. لا ينطبق 9. لا جواب	المساعدة الثالثة: 88. لا ينطبق 99. لا جواب
<b>C24d3</b>	<b>C24c3</b>	<b>C24b3</b>	<b>C24a3</b>

الرضى	مقدم المساعدة (المصدر)	القيمة	نوع المساعدة
1. راض جداً 2. راض 3. غير راضي 4. غير راضي بالمرة 5. لا اعرف 8. لا ينطبق 9. لا جواب	88. لا ينطبق 99. لا جواب	بالشاقل 0. ليس لها قيمة 1. قيمة غير مالية 8. لا ينطبق 9. لا جواب	المساعدة الرابعة: 88. لا ينطبق 99. لا جواب
<b>C24d4</b>	<b>C24c4</b>	<b>C24b4</b>	<b>C24a4</b>

C25	<p>1. راض جداً 2. راض 3. غير راض 4. غير راض البتة 5. لا اعرف 8. لا ينطبق 9. لا جواب</p>	<p>25. بشكل عام ما مدى رضاك عن المساعدات، كيف تقيم المساعدات التي توفر لك ولعائلتك خلال الثلاث اشهر الماضية من قبل مختلف المنظمات الحكومية وغير الحكومية والمنظمات الدولية؟ هل أنت:</p>
C26	<p>1. نعم 2. لا 3. غير متأكد 4. لا لقد استلمت مساعدات 9. لا جواب</p>	<p>26. إذا لم تتسلم أنت أو أي أحد من أفراد أسرتك أية معونات، هل يمكنك القول أنكم بحاجة إلى مساعدات؟</p>

C27	<p>_____</p> <p>99. لا جواب</p>	<p>27. بغض النظر عن كونك تتسلم أو لا تتسلم مساعدات، ما هو أهم أمر أو شيء تحتاجه؟ <b>(فقط نكر الأهم)</b></p>
C28	<p>شاقل _____</p> <p>99. لا جواب</p>	<p>28. كم من المال تشعر أن عائلتك تحتاج كل شهر من أجل أن تستطيع تلبية الاحتياجات الأساسية؟</p>
C29	<p>1. أعلى بكثير من هذا الرقم 2. أعلى بقليل من هذا الرقم 3. تقريباً مشابه لهذا الرقم 4. أدنى بقليل من هذا الرقم 5. أدنى بكثير من هذا الرقم 6. لا اعرف 9. لا جواب</p>	<p>29. لأي مدى يمكنك القول أن دخل أسرتك قريباً من هذا الرقم في هذه الأيام؟</p>
C30	<p>1. نعم اعلم 2. لا، لا اعلم (انتقل إلى سؤال 32) 9. لا جواب (انتقل إلى سؤال 32)</p>	<p>30. هل لديك علم عن أية مشاريع تم تنفيذها في محيطك أو مجتمعك المحلي منذ بدء انتفاضة الأقصى؟ (بناء مدارس، طرق، الخ...)</p>
C31	<p>_____</p> <p>88. لا ينطبق 99. لا جواب</p>	<p>31. إذا كان الجواب نعم، ما هي؟</p>
C32	<p>1. نعم 2. لا (انتقل إلى السؤال 34) 3. لا اعرف (انتقل إلى سؤال 34) 9. لا جواب (انتقل إلى سؤال 34)</p>	<p>32. هل تستفيد أنت أو أحد أفراد عائلتك من أية مساعدة من الاونروا مثل التعليم والصحة؟</p>
C33	<p>1. راض جداً 2. راض 3. غير راض 4. غير راض البتة 5. لا اعرف 9. لا جواب</p>	<p>33. بشكل عام، ما مدى رضاك عن هذه الخدمات الموفرة من قبل الاونروا؟</p>
C34	<p>_____</p> <p>55. لا اعرف 99. لا جواب</p>	<p>34. ما هي نوع الإغاثة التي تشعر أنها ضرورية لمحيطك ومجتمعك المحلي الذي تعيش فيه؟ <b>(فقط أهم نوع)</b></p>

35. لكل من الخدمات التالية، الرجاء تقييم أهميتها في الوضع الحالي:

C35a	<ol style="list-style-type: none"> <li>1. عالية جداً</li> <li>2. عالية</li> <li>3. متوسطة</li> <li>4. متدنية</li> <li>5. متدنية جداً</li> <li>6. لا اعرف</li> <li>9. لا جواب</li> </ol>	1-35. أهمية التعليم في الوضع الحالي
C35b	<ol style="list-style-type: none"> <li>1. عالية جداً</li> <li>2. عالية</li> <li>3. متوسطة</li> <li>4. متدنية</li> <li>5. متدنية جداً</li> <li>6. لا اعرف</li> <li>9. لا جواب</li> </ol>	2-35. أهمية الصحة في الوضع الحالي
C35c	<ol style="list-style-type: none"> <li>1. عالية جداً</li> <li>2. عالية</li> <li>3. متوسطة</li> <li>4. متدنية</li> <li>5. متدنية جداً</li> <li>6. لا اعرف</li> <li>9. لا جواب</li> </ol>	3-35. أهمية توزيع الغذاء في الوضع الحالي
C35d	<ol style="list-style-type: none"> <li>1. عالية جداً</li> <li>2. عالية</li> <li>3. متوسطة</li> <li>4. متدنية</li> <li>5. متدنية جداً</li> <li>6. لا اعرف</li> <li>9. لا جواب</li> </ol>	4-35. أهمية إيجاد فرص عمل في الوضع الحالي
C35e	<ol style="list-style-type: none"> <li>1. عالية جداً</li> <li>2. عالية</li> <li>3. متوسطة</li> <li>4. متدنية</li> <li>5. متدنية جداً</li> <li>6. لا اعرف</li> <li>9. لا جواب</li> </ol>	5-35. أهمية البنية التحتية (مثل بناء الطرق، الصرف الصحي، إلخ...) في الوضع الحالي

36. لكل من الخدمات التالية الرجاء أخطاري عن مدى توفرها بفاعلية خلال الأشهر الثلاثة أو الأربعة الماضية؟

C36a	<ol style="list-style-type: none"> <li>1. فعال جداً</li> <li>2. فعال</li> <li>3. ليس فعالاً بالشكل المطلوب</li> <li>4. غير فعال مطلقاً</li> <li>5. لا اعرف</li> <li>9. لا جواب</li> </ol>	1-36. فعالية توفر التعليم خلال الثلاثة أو الأربعة اشهر الماضية
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<b>C36b</b>	1. فعال جداً 2. فعال 3. ليس فعالاً بالشكل المطلوب 4. غير فعال مطلقاً 5. لا اعرف 9. لا جواب	2-36. فعالية توفر الصحة خلال الثلاثة أو الأربعة اشهر الماضية
<b>C36c</b>	1. فعال جداً 2. فعال 3. ليس فعالاً بالشكل المطلوب 4. غير فعال مطلقاً 5. لا اعرف 9. لا جواب	3-36. فعالية توفر توزيع الغذاء خلال الثلاثة أو الأربعة اشهر الماضية
<b>C36d</b>	1. فعال جداً 2. فعال 3. ليس فعالاً بالشكل المطلوب 4. غير فعال مطلقاً 5. لا اعرف 9. لا جواب	4-36. فعالية توفر إيجاد فرص عمل خلال الثلاثة أو الأربعة اشهر الماضية
<b>C36e</b>	1. فعال جداً 2. فعال 3. ليس فعالاً بالشكل المطلوب 4. غير فعال مطلقاً 5. لا اعرف 9. لا جواب	5-36. فعالية توفر البنية التحتية خلال الثلاثة أو الأربعة اشهر الماضية
<b>C37</b>	_____ لا أحد 88. لا جواب 99. لا جواب	37. ما هو التنظيم الفلسطيني السياسي أو الديني الذي تنق به اكثر؟
<b>C38</b>	99. لا جواب	38. العمر؟ _____
<b>C39</b>	9. لا جواب	39. المستوى التعليمي 1. أمي 2. حتى ابتدائي 3. حتى إحصائي 4. حتى ثانوي 5. بعض جامعي 6. جامعي وما فوق
<b>C40</b>	1. أعلى من هذا المعدل بكثير 2. أعلى من هذا المعدل بقليل 3. قريب من هذا المعدل 4. أقل من هذا المعدل بقليل 5. أقل من هذا المعدل بكثير 9. لا جواب	40. إذا كان متوسط دخل العائلة حوالي 3000 شيكل في الشهر، فما هو دخل عائلتك؟ هل هو.....
<b>C41</b>	9. لا جواب	41. الحالة الاجتماعية 1. أعزب/عزباء 2. متزوج/ة 3. مطلق/ة 4. أرمل/ة
<b>C42</b>	3. غزة	42. المنطقة؟ 1. الضفة 2. القدس
<b>C43</b>	3. قرية	43. مكان السكن 1. مدينة 2. مخيم
<b>C44</b>	أنثى	44. الجنس ذكر

ANNEX IV:  
COPY OF THE QUESTIONNAIRE IN ENGLISH

**JMCC Public Opinion Polling Unit**  
**POB 25047, East Jerusalem**  
**Tel. 02-5819777**

**The shaded area to be filled by the interviewer (For office use)**

Interviewer code		

R1.....

Area code		

R2.....

Questionnaire Number		

R3.....

Date					
Day		Month		Year	

*The following information to be filled by the interviewer*

Name of interviewer: \_\_\_\_\_

Gender:

1. Male	2. Female

R4.....

City/village/camp: \_\_\_\_\_

Selected Street: \_\_\_\_\_

Time of the interview:

Hour		Minute	

*For office use only:*

Field supervisor	
Coder	
Code reviewer	

Signature of interviewer: \_\_\_\_\_

**Hello. I am from the Jerusalem Media and Communications Center in Jerusalem. We are conducting a study about the views of the Palestinian public on issues pertaining to the Palestinian situation and the Palestinian needs during the intifada. You were randomly selected. Your answers will be included with those of others. Thus you will not be identified in any way. We would like to assure you again that the information in this questionnaire would be dealt with in strict confidence.**

**How many people 18 years or older living in this household?**

**How many of those are women?**

**Number of adults in household**

**Number of women**

	One adult	Two adults	Three adults	Four +
None	Adult	Oldest	Middle aged	2 <sup>nd</sup> Oldest male
	1	3	6	10
One woman	Adult	Male/Female	Youngest male	Middle aged male
	2	4	7	11
Two women		Youngest Female	Oldest female	Oldest/youngest male
		5	8	12
Three women			Middle aged female	Middle aged female
			9	13
Four women				2 <sup>nd</sup> youngest female
				14

R5.....

	<b>Question</b>	<b>Value</b>	<b>Code</b>
1	Are you a refugee or descendant of a refugee family?	1. Yes 2. No (Go to Q.5) 8. D’K 9. No Answer	<b>C1</b>
2	If yes, are you...	1. First generation refugee 2. Second generation refugee 3. Third generation refugee 4. Other 5. D’K 8. Not applicable 9. No answer	<b>C2</b>
3a	When did you become a refugee?	1. 1948 2. 1967 3. 1948 and in 1967 4. Other 5. D’K 8. Not applicable 9. No answer	<b>C3a</b>
3b	When did your immediate family become refugees?	1. 1948 2. 1967 3. 1948 and in 1967 4. Other 5. D’K 8. Not applicable 9. No answer	<b>C3b</b>
4	Do you have an UNRWA card?	1. Yes 2. No 8. Not applicable 9. No answer	<b>C4</b>
5	From which village or town do you or your nuclear family originally come from?	_____	<b>C5</b>
6	In which village or town are you a resident? (INTERVIEWER: !!! Place of residence is NOT place of living!)	_____	<b>C6</b>
7	In which village or town does your family live?	_____	<b>C7</b>



8	Are you currently employed or not?	1. I am employed full-time 2. I am employed part-time 3. I am not employed 4. I am a house wife (GO TO Q.14) 5. I am a student (GO TO Q.14) 6. I am retired			<b>C8</b>
9	Occupation	[1] Professional	[2] Skilled worker	[3] Unskilled worker	<b>C9</b>
		[4] Technician	[5] [Employee]	[6] Other	
		[88] Not applicable	[99] No answer		
10	In which village or town do you work?				
11	Place of work	[1] Settlement	[2] Israel proper	[3] West Bank	<b>C11</b>
		[4] Gaza Strip	[5] Jerusalem	[6] Other	
		[7] Do not work	[8]Not applicable	[9] No answer	
12	Did your employment situation change during the past three months?	1. No, it remained the same (GO TO Q.14) 2. I had to search for a different employment 3. I lost my job 8. Not applicable (GO TO Q.14) 9. No answer (GO TO Q.14)			<b>C12</b>
13	Was this change a consequence of the current situation?	1. Yes 2. No 8. Not applicable 9. No answer			<b>C13</b>
14	How many people live in this household, including children (below 18)?	99. No answer			<b>C14</b>
15	How many of those are employed?	99. No answer			<b>C15</b>
16	How many of the employed are women?	99. No answer			<b>C16</b>
17	How many of your household members have lost their jobs in the past three months?	_____			<b>C17</b>
18	How many of your household members have lost their jobs in the past three months because of the current situation?	0. None (if NONE, GO TO Q.19) 99. No answer (Go to Q. 19)			<b>C18</b>

18a	Where did those who lost there jobs because of the current situation work? (Number of persons)	West Bank	88. Not applicable	<b>C18a</b>
		Gaza	88. Not applicable	<b>C18b</b>
		Jerusalem	88. Not applicable	<b>C18c</b>
		Settlements	88. Not applicable	<b>C18d</b>
		Israel	88. Not applicable	<b>C18e</b>
19	To what extent would you say that restrictions on your mobility were a problem for you and your family in the past three months?	1. A lot 2. A little 3. Not at all 8. DK 9. NA		<b>C19</b>
20	Have you noticed anything on the children's behavior since the beginning of the intifada?	1. Yes (Go to Q. 21) 2. No (Go to Q. 22) 9. No answer		<b>C20</b>
21	What kind of change did you notice?	1. Frequent nightmares 2. Sleeping disturbances 3. Bed wetting 4. Concentration difficulties 5. Other (specify) _____ 88. Not applicable 99. No answer		<b>C21</b>
<b>22. Please answer yes or no if you or your family has incurred any of the following injuries?</b>				
22-1	Has any of your family or the relatives of your family martyred in the past four months?	1. Yes 2. No 9. No answer		<b>C22a</b>
22-2	Has any of your relatives been injured in the past four months?	1. Yes 2. No 9. No answer		<b>C22b</b>
22-3	Has any of your property or your family's property been damaged in the past four months?	1. Yes 2. No 9. No answer		<b>C22c</b>
22-4	Where any trees been uprooted for you or for your family in the past four months?	1. Yes 2. No 9. No answer		<b>C22d</b>
22-5	Did your business or that of your family suffer in the past four months?	1. Yes 2. No 9. No answer		<b>C22e</b>
23	Have you or your family received any assistance from any party since the Intifada al Aqsa started in late September?	1. Yes 2. No I did not receive any assistance, financial or non financial (GO TO Q. 26) 3. I am not sure 8. I do not know (GO TO Q. 26) 9. No answer (GO TO Q. 26)		<b>C23</b>

24	If yes, what kind of assistance did you or your family receive since the Intifada al-Aqsa started and from whom and how satisfied where you?
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Type of assistance	Value	Source	Satisfaction
1 <sup>st</sup> Type: _____ 88. Not applicable 99. No answer	_____NIS [0] No value [1] No material value [8] Not applicable [9] No answer	_____ : _____ 88. Not applicable 99. No answer	[1] Very satisfied [2] Satisfied [3] Dissatisfied [4] Very dissatisfied [5] DK [8] Not applicable [9] No answer
<b>C24a1</b>	<b>C24b1</b>	<b>C24c1</b>	<b>C24d1</b>

Type of assistance	Value	Source	Satisfaction
2 <sup>nd</sup> Type: _____ 88. Not applicable 99. No answer	_____NIS [0] No value [1] No material value [8] Not applicable [9] No answer	_____ : _____ 88. Not applicable 99. No answer	[1] Very satisfied [2] Satisfied [3] Dissatisfied [4] Very dissatisfied [5] DK [8] Not applicable [9] No answer
<b>C24a2</b>	<b>C24b2</b>	<b>C24c2</b>	<b>C24d2</b>

Type of assistance	Value	Source	Satisfaction
3 <sup>rd</sup> Type: _____ 88. Not applicable 99. No answer	_____NIS [0] No value [1] No material value [8] Not applicable [9] No answer	_____ : _____ 88. Not applicable 99. No answer	[1] Very satisfied [2] Satisfied [3] Dissatisfied [4] Very dissatisfied [5] DK [8] Not applicable [9] No answer
<b>C24a3</b>	<b>C24b3</b>	<b>C24c3</b>	<b>C24d3</b>

Type of assistance	Value	Source	Satisfaction
4th Type: _____ 88. Not applicable 99. No answer	_____NIS [0] No value [1] No material value [8] Not applicable [9] No answer	_____ : _____ 88. Not applicable 99. No answer	[1] Very satisfied [2] Satisfied [3] Dissatisfied [4] Very dissatisfied [5] DK [8] Not applicable [9] No answer
<b>C24a4</b>	<b>C24b4</b>	<b>C24c4</b>	<b>C24d4</b>

25	In general, how do you evaluate the assistance provided to you and to your family during the last three months by various governmental, non-governmental, and international organizations?	<ol style="list-style-type: none"> <li>1. Very satisfied</li> <li>2. Satisfied</li> <li>3. Dissatisfied</li> <li>4. Very dissatisfied</li> <li>5. DK</li> <li>8. Not applicable</li> <li>9. No answer</li> </ol>	<b>C25</b>
26	If neither you nor your family received any assistance, would you say that you need assistance?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> <li>3. Not sure</li> <li>4. We did receive assistance</li> <li>9. No answer</li> </ol>	<b>C26</b>
27	Regardless of whether you receive or do not receive assistance, what is the most important need would you say you require?	Most important need: _____	<b>C27</b>
28	How much money would you say your household needs every month to be able to meet the basic life necessities?	_____ Shekel. [99] No answer	<b>C28</b>
29	To what extent would you say your household income is close to this number nowadays?	<ol style="list-style-type: none"> <li>1. Much higher than this</li> <li>2. Little higher than this</li> <li>3. About the same</li> <li>4. Little less than this</li> <li>5. Much less than this</li> <li>8. DK</li> <li>9. NA</li> </ol>	<b>C29</b>
30	Do you know of any projects that were carried out in your community since the Intifada al Aqsa started?	<ol style="list-style-type: none"> <li>1. Yes I do</li> <li>2. No I do not (Go to Q. 32)</li> <li>9. No answer (Go to Q. 32)</li> </ol>	<b>C30</b>
31	If yes, what are they?	[88] Not applicable [99] No answer	<b>C31</b>
32	Do you or your family regularly benefit from any assistance, such as education and health, from UNRWA?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No (GO TO Q.34)</li> <li>8. I do not know (GO TO Q.34)</li> <li>9. No answer (GO TO Q.34)</li> </ol>	<b>C32</b>
33	In general, how satisfied are you with the services provided by UNRWA?	<ol style="list-style-type: none"> <li>1. Very satisfied</li> <li>2. Satisfied</li> <li>3. Dissatisfied</li> <li>4. Very dissatisfied</li> <li>8. I do not know</li> <li>9. No answer</li> </ol>	<b>C33</b>
34	What kind of relief do you think is needed for the community you live in? (only the most important ONE)	_____ [55] I do not know [99] No answer	<b>C34</b>

35	For each of the following services, please rate its importance in the current crisis?		
35-1	The importance of education in the current situation?	[1] Very high [2] High [3] Medium [4] Low [5] Very low [6] Do not know [9] No answer	<b>C35a</b>
35-2	The importance of health in the current situation?	[1] Very high [2] High [3] Medium [4] Low [5] Very low [6] Do not know [9] No answer	<b>35b</b>
35-3	The importance of food distribution in the current situation?	[1] Very high [2] High [3] Medium [4] Low [5] Very low [6] Do not know [9] No answer	<b>C35c</b>
35-4	The importance of finding employment in the current situation?	[1] Very high [2] High [3] Medium [4] Low [5] Very low [6] Do not know [9] No answer	<b>C35d</b>
35-5	The importance of infrastructure (such as building roads, sewage, etc.) in the current situation?	[1] Very high [2] High [3] Medium [4] Low [5] Very low [6] Do not know [9] No answer	<b>C35e</b>
36	<b>For each of the following services, please rate its effectiveness in the current situation?</b>		
36-1	The effectiveness of education in the current situation?	[1] Very effective [2] Effective [3] Not effective enough [4] Not effective at all [5] Do not know [9] No answer	<b>C36a</b>
36-2	The effectiveness of food distribution in the current situation?	[1] Very effective [2] Effective [3] Not effective enough [4] Not effective at all [5] Do not know [9] No answer	<b>C36b</b>

36-3	The effectiveness of education in the current situation?	[1] Very effective [2] Effective [3] Not effective enough [4] Not effective at all [5] Do not know [9] No answer				<b>C36c</b>		
36-4	The effectiveness of finding employment in the current situation?	[1] Very effective [2] Effective [3] Not effective enough [4] Not effective at all [5] Do not know [9] No answer				<b>C36d</b>		
36-5	The effectiveness of infrastructure (such as building roads, sewage, etc.) in the current situation?	[1] Very effective [2] Effective [3] Not effective enough [4] Not effective at all [5] Do not know [9] No answer				<b>C36e</b>		
37	Which Palestinian political or religious faction do you trust most?	No one (DO NOT READ) Refuse to answer				<b>C37</b>		
38	Your age	_____ years				<b>C38</b>		
39	Educational level	[1] Illiterate	[2] Until element.	[3] Until prep.	[4] Until Second.	<b>C39</b>		
		[5] Some college	[6] College & above	[9] No answer				
40	If the average income of a family is around 3'000 shekels per month, how much is your family income?	[1] Much higher than average	[2] Little higher than average	[3] Close to average	[4] Little less than average	[5] Much less than average	[9] DK/NA	<b>C40</b>
41	Marital status	[1] Single	[2] Married	[3] Divorced	[4] Widower	[9] No answer	<b>C41</b>	
42	Area	[1] West Bank	[2] Jerusalem	[3] Gaza Strip			<b>C42</b>	
43	Residence	[1] City	[2] Camp	[3] Village			<b>C43</b>	
44	Gender	[1] Male	[2] Female				<b>C44</b>	