

PSR

Palestinian Center for Policy and Survey Research (PSR)

Ramallah, Palestine

Security Sector and Justice System Index

March 2011 - April 2012

Background Information:

- **Dates of surveys:** PSR had conducted three polls on Security Sector and Justice System Reform. These polls were conducted in three waves between April 2011 and April 2012. Specifically:
 - Wave (I)*: April 28th – May 1st, 2011
 - Wave (II)**: September 22nd - 24th, and 29th – October, 1st, 2011.
 - Wave (III)*: March, 28th – April, 1st, 2012
- **Goal of the surveys:** The goal of the surveys has been to assess public expectations and perception of the capacity, performance, reforms, role and other aspects of the security sector including relevant aspects of the justice system.

***Wave I and wave II were conducted with the support of the International Development Research Centre in Canada (IDRC)**



****Wave II was conducted with the support of the Konrad Adenauer Foundation in Ramallah**



Summary:

The results of each survey are summarized into a single index: Palestinian Security Sector and Justice System Index (PSSI). PSSI is made up of **15** main indicators. Each main indicator is calculated based on the scores of several sub-indicators. The score of each sub-indicator is calculated based on the results of a survey question. The total number of the sub-indicators is 171. The sample is representative of adult population of Palestinians in the West Bank and the Gaza Strip. An additional sample represents those who have had an experience with the security services or the justice system.

The score for the index in the first wave stood at .51, the second at .53, and the third at .51.

Political and security developments during fieldwork:

First Wave: 28 April – 01 May 2011

- Assassination of Juliano Mir Khamis in Jenin.
- Murder of Italian Activist Arigoni in the Gaza Strip.
- Death of a detainee in prison in the Gaza Strip.
- Banning celebrations and demonstrations in the Gaza Strip.
- Signing of reconciliation agreement between Fateh and Hamas in Cairo.
- Continuation of deadlock over negotiations, continued settlement construction, Israeli incursions into Palestinian cities, continued settlers' attacks, and eviction of 27 families in Sheikh Jarrah.
- Killing of a settler by a Palestinian policeman in Nablus.

Second Wave: 22 September – 01 October, 2011

- President Abbas goes to the UN, requests membership.
- American threats to suspend financial assistance in retaliation for Palestinian UN bid.
- Continued settlers' attacks against Palestinian citizens, killing a Palestinian in the West Bank.
- Israeli army arrests several Palestinians and a Hamas' PLC member.
- Three Palestinians killed in family disputes in the West Bank and Gaza Strip.
- Two female Palestinians killed in Hebron and the Gaza Strip in mysterious circumstances.
- A prisoner dies in a Hamas prison.
- Peaceful demonstrations banned in the Gaza Strip.
- Israeli raids on the Gaza Strip causing several injuries.
- Confrontations at Qalandia Checkpoint leading to several injuries.

Third wave: 28 March – 01 April 2012

- Chaos and family disputes led to several deaths.
- Repeated violations of citizens' rights in the West Bank and Gaza Strip.
- Court decisions go unimplemented in the West Bank.
- Violations of the freedom of press in the West Bank and Gaza Strip.
- Passports denied for Gaza Strip residents by PA in Ramallah.
- Death sentences in the Gaza Strip.
- Banning peaceful demonstrations in the West Bank and Gaza Strip.
- Settlers' attacks on Palestinians.
- 23 Palestinians killed in Israeli raids against the Gaza Strip.
- Demonstrations in the West Bank against Israel.
- Palestinian – Israeli negotiations in Amman.
- Doha agreement.

List of Main Indicators:

The 15 main indicators cover a wide array of public views, expectations and perceptions dealing with various aspects of the security sector, including relevant elements of the justice system. Below is a list of the main indicators:

- 1) Public perception of the capacity and professionalism of the Palestinian Security services (PSS).
- 2) Public evaluation of PSS performance.
- 3) Future expectations about the role and capacity of the various security services.
- 4) The direction of change in the role and performance of the security services.
- 5) Trust in the security establishment and its individual components.
- 6) Existence of corruption in the PSS and its role in fighting it.
- 7) Evaluation of external players including role in training.
- 8) Knowledge of the missions and tasks of various security services.
- 9) Political dimension: relations with Israel as it relates to PSS national mission, state building, and security coordination.
- 10) Political dimension: PSS national internal state building mission.
- 11) Personal experience and the evaluation of the role of the security sector in enforcing law and protecting public freedoms.
- 12) Personal experience and the evaluation of the role of the security sector in fighting crime.
- 13) Perception of personal safety and security .
- 14) Public evaluation of the system of justice and the functioning of the courts.
- 15) Perceptions of prevailing levels of freedoms, accountability, and human rights.

Main Indicators, Example No. (1):

Indicator # (2): Public evaluation of PSS performance

This main indicator measures citizens' evaluation of the performance of the security services on the ground in such areas such as enforcing order, providing security, abiding by the law, and others. The indicator has 20 sub-indicators. Here is an example with three sub-indicators as seen in three sub-questions:

Q33 There are several missions, tasks, and duties for the Palestinian security services. We will first ask you about your evaluation of the performance of the security services in your area (West Bank or Gaza Strip) and then we will ask you about the capacity of the Palestinian security services in your area to carry out their mission, tasks and duties. First, tell us to what extent the Palestinian security services in your area (West Bank or Gaza Strip) carry out or do not carry out the following missions, tasks, and duties:

33-1 fight crime (like theft and drug trafficking)

33-3 Abide by the law during their work

33-4 Serve all citizens equally without discrimination regardless of their political party affiliation

Main Indicators, Example No. (2):

Indicator # (14): Public evaluation of the system of justice and the functioning of the courts

This main indicator measures public evaluation of the system of justice in terms of the work of the courts, attorney-general, lawyers, human rights organizations, and security services and the extent of the independence and integrity of the judicial institutions. The indicator has 21 sub-indicators. Here are examples with three sub-indicators as seen in three questions:

- Q71 When courts in your area (West Bank or Gaza Strip) issue decisions, do security services implement or enforce them?
- Q72 How do you evaluate the extent of independence of the Judicial institutions and courts in your area (West Bank or Gaza Strip) from the executive authorities, security services, political parties, or families and tribes?
- Q73 Are you satisfied or dissatisfied with the integrity of the Palestinian judiciary in your area (West Bank or Gaza Strip) in terms of its capacity to rule according to law rather than according to interests of individuals, families, groups within the executive, or the security services?

Main Indicators, Example No. (3):

Indicator # (15): Perceptions of prevailing levels of freedom, accountability, and human rights

This main indicator measures public perception of the extent of basic rights and freedoms enjoyed by Palestinian citizens under the Palestinian Authority in the West Bank and the Gaza Strip. The indicator has 14 sub-indicators. Here are examples with four sub-indicators as seen in four questions:

- Q04 In your view, can people in the West Bank today criticize the Palestinian authorities without fear?
- Q05 In your view, can citizens in our country organize protests or peaceful demonstrations without fear of a crackdown by the [Palestinian] security services?
- Q39 Have you personally or one of your relatives or acquaintances been asked to obtain a consent letter or a good conduct certificate from Palestinian security services as a condition for obtaining a passport, ID card, or any other document or license from a Palestinian public institution in the area where you live?
- Q40 After Hamas took over control over the Gaza Strip, Palestinian security services in the West Bank carried out a wide crackdown campaign against Hamas in the West Bank. In your view, was that campaign against Hamas justified or unjustified?

Types of Sub-Indicators

Sub-indicators are divided into three types:

- 1) Sub-indicators that measure conditions in the **WEST BANK only**. Questions ask respondents to evaluate or react to conditions in the West Bank. One example is in Q10-3 regarding perceptions of the extent to which security services in the WEST BANK abide by discipline, law and order or Q33 which asks respondents to evaluate the performance of the security services in "YOUR AREA"-- West Bank or Gaza Strip.
- 2) Sub-indicators that measure conditions in the **GAZA STRIP only**. One example can be found in Q10-4 which asks about the extent to which security services in the GAZA STRIP abide by discipline, law and order or Q33 which, as in (1) above asks respondents to evaluate the performance of the security services in "YOUR AREA"-- West Bank or Gaza Strip.
- 3) Sub-indicators that measure the **TOTALITY of Palestinian** condition, i.e., the combined general conditions prevailing both in the West Bank and the Gaza Strip. For example, Q05 asks a general question, that applies equally to the West Bank and the Gaza Strip, about the ability of Palestinian citizens to organize protests or peaceful demonstrations without fear of a crackdown by the security services. The respondent is NOT asked specifically, as in (1) and (2) above, to consider conditions in one particular area OR in the area where he or she lives.

Types of Samples

Samples are also divided into three types:

- 1) **General representative sample:** this sample includes all individuals over 18 years of age whether they have or have not been exposed to direct experiences with the security services of the justice system. It might include all West Bank and Gaza Strip respondents (in this case, it is called general total sample), West Bank only respondents, or Gaza Strip only respondents.
- 2) **Un-exposed sample:** this sample includes all those over 18 years of age who have NOT been exposed to any direct experience with the security services or the justice system. It might include all, or total, un-exposed West Bank and Gaza Strip respondents, un-exposed West Bank only respondents, or un-exposed Gaza Strip only respondents.
- 3) **Exposed sample:** this sample includes those who have been exposed to experiences with the security services or the justice system. It might include all, or total, exposed West Bank and Gaza Strip respondents, exposed West Bank only respondents, or exposed Gaza Strip only respondents.

Methodology for Calculating Main and Sub-scores:

There are three types of indicators:

- Sub-indicators, with a total of 171
- Main indicators totaling 15, with each consisting of several sub-indicators
- An index that summarizes the average score of all indicators

Calculation methodology:

Sub-Indicators: There are several ways to calculate sub-indicators based on the types of answers (No opinion/don't know option was considered a missing value in all questions).

1) **Questions with four answering options:** 1) Certainly support 2) Support 3) Oppose 4) Certainly oppose

Score is calculated as follows:

$$(\text{Option 1} \times 1.2 + \text{Option 2} \times 0.8) + ((\text{option 4} + \text{option 3}) - (\text{option 4} \times 1.2 - \text{option 3} \times 0.8))$$

eg: Q67 In the past few year, the PA had restructured and re-trained the security forces to be more able to enforce order in the areas under the PA. In your opinion, was this process of restructuring and re-training of the security forces successful or unsuccessful?

- | | | |
|-------------------------|---------------|---------------------------------|
| 1) Certainly successful | 2) Successful | 3) Not successful (Faliure????) |
| 4) Certainly failed???? | 5) Dk/NA | |

Methodology for Calculating Main and Sub-scores – continued:

2) Questions with five answering options, as follows:

- 1) Strongly support 2) Support 3) So so 4) Oppose 5) strongly oppose

Score calculated as follows:

$$(\text{Option 1} \times 1.2 + \text{Option 2} \times 0.8 + \text{Option 3} \times 0.5) + ((\text{Option 5} + \text{Option 4}) - (\text{Option 5} \times 1.2 - \text{Option 4} \times 0.8))$$

eg.: Q07 Four years now after the formation of Salam Fayyad's government in the West Bank, do you think that conditions had become better or worse in the West Bank in terms of law, order and enforcement of law by the Palestinian security forces?

- 1) Certainly better 2) better 3) Remained the same 4) Worse
5) Certainly worse 6) DK/NA

3) Questions with two answering options, as follows: 1) Yes 2) No

Score calculated as follows: **(Option 1 x 1)**

eg.: Q04 In your view, can people in the West Bank today criticize the Palestinian authorities without fear?

- 1) Yes 2) No 3) DK/NA

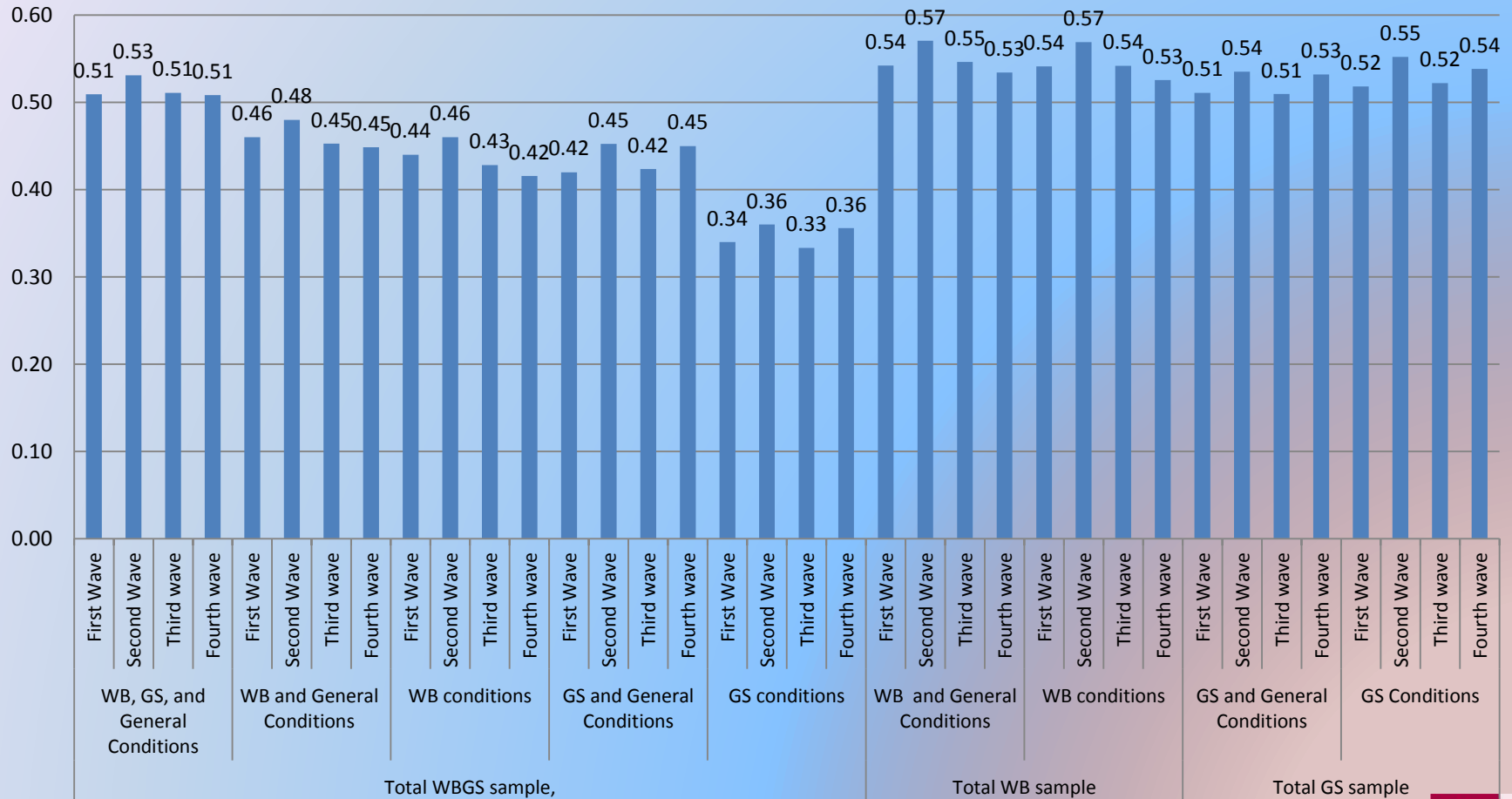
4) Questions with three answering options, as follows: 1) Yes 2) So so 2) No

Score calculated as follows: **(Option 1 x 1.2 + Option 2 x 0.8)**

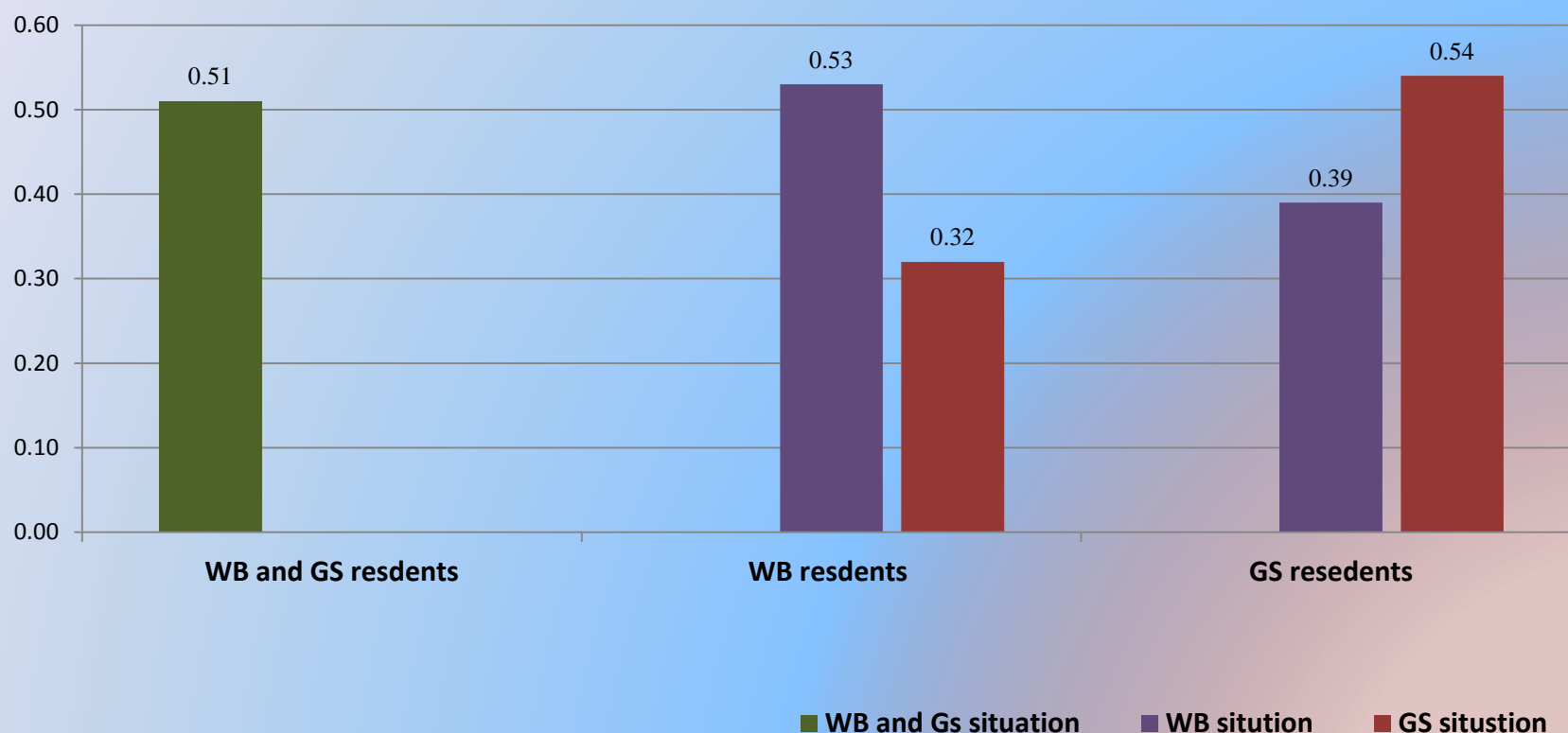
eg.: In the past few years, the PA had redeployed the security forces in some areas in the West Bank to enforce law and order. In your opinion, have these forces been successful or failed in enforcing law and order in the areas they control?

- 1) Succeeded 2) Somewhat Succeeded 3) Failed

(1) Exposed and Un-Exposed Sample – Overall Index

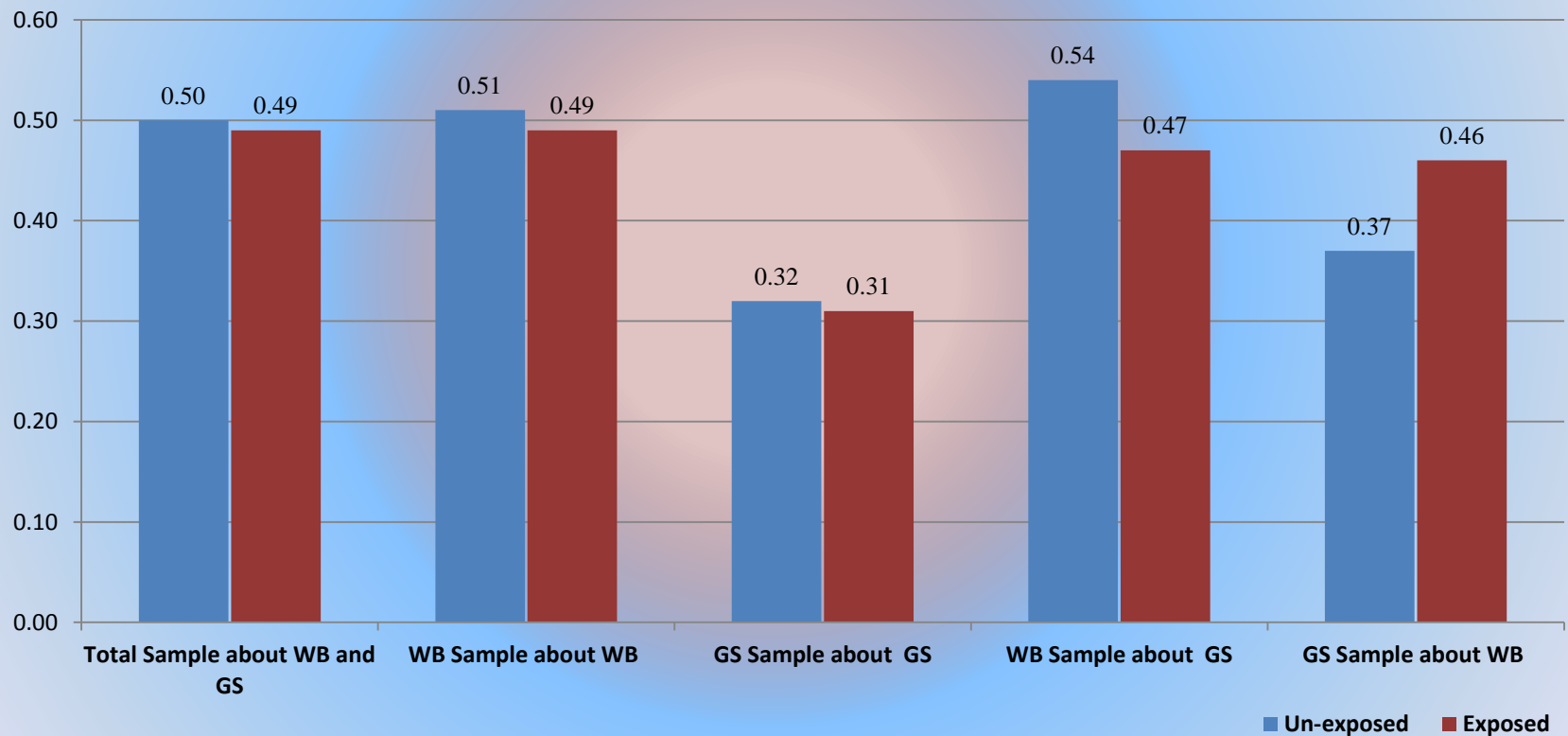


Main indicator
evaluation of WB residents for situation in WB vs situation in GS, and Evaluation of GS
residents for the situation in GS vs Situation in WB
[Round 4]

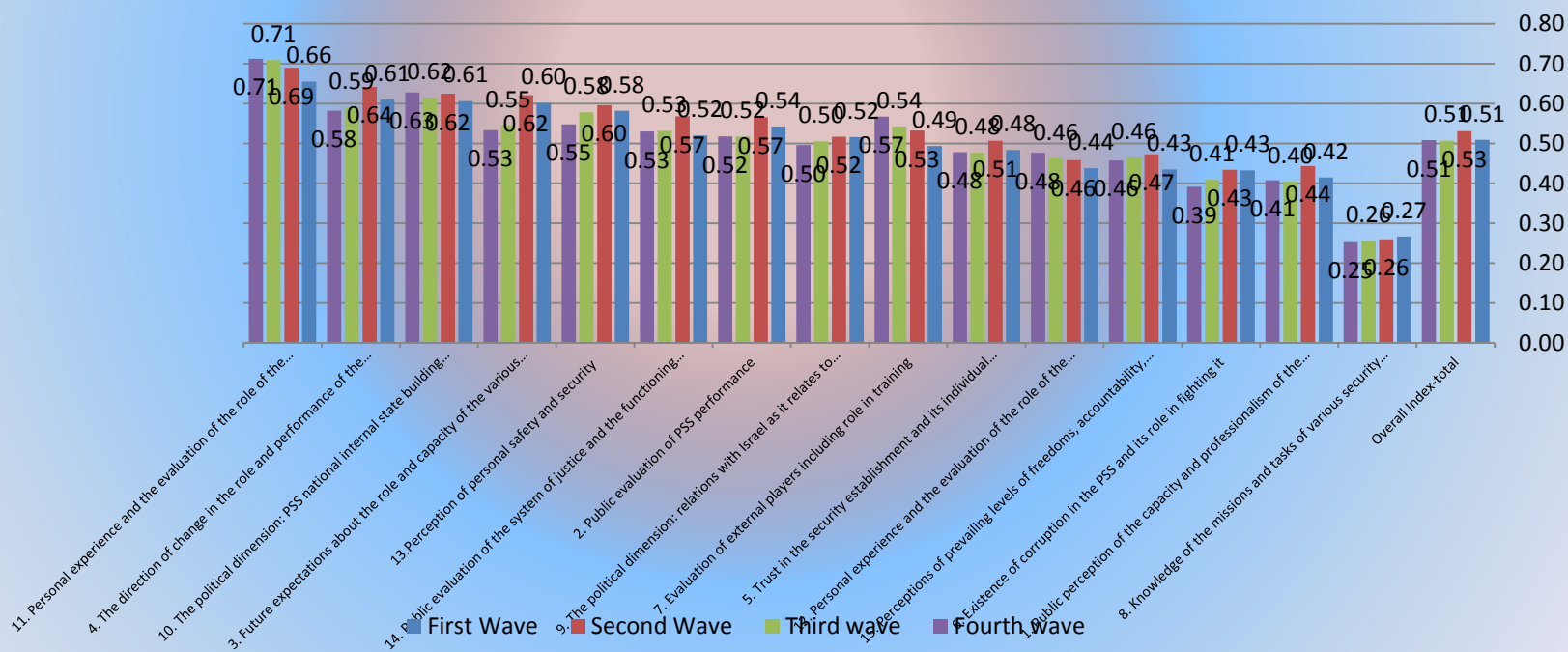


Overall Index

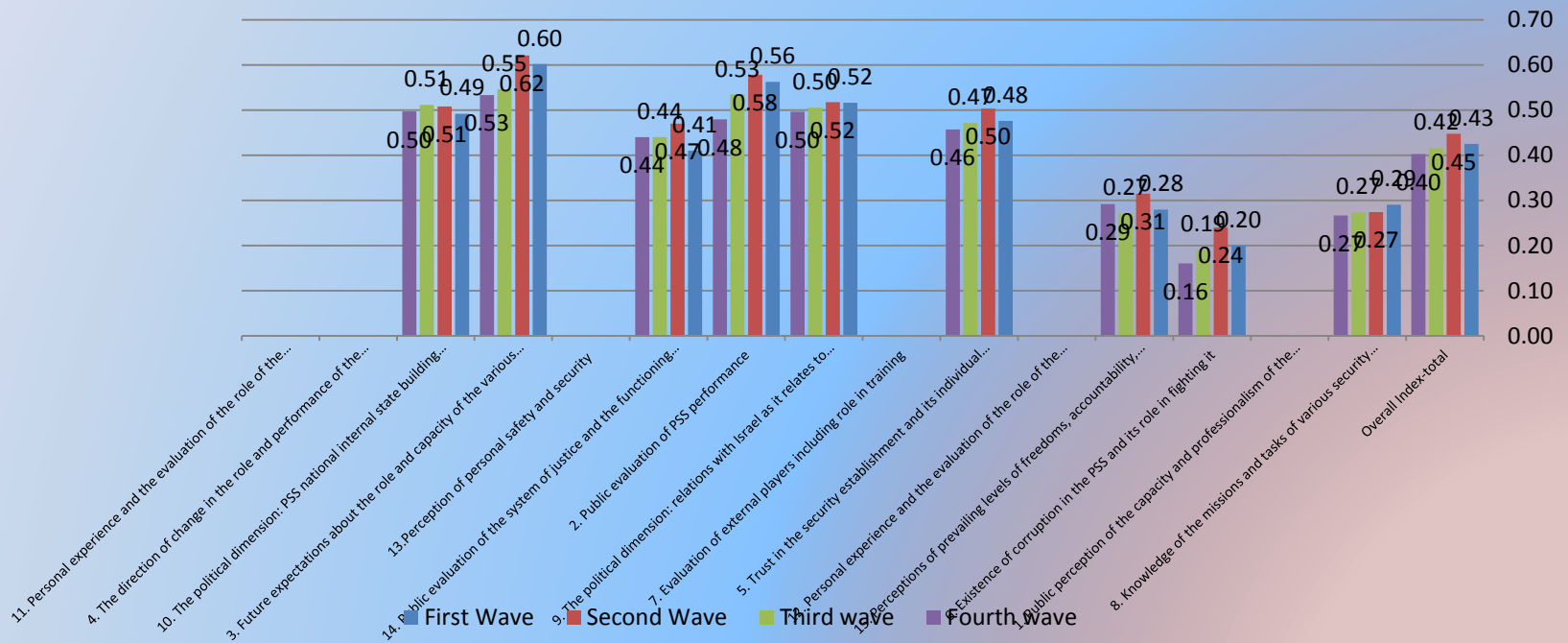
Differences between exposed and un-exposed samples are insignificant
[Wave 4]



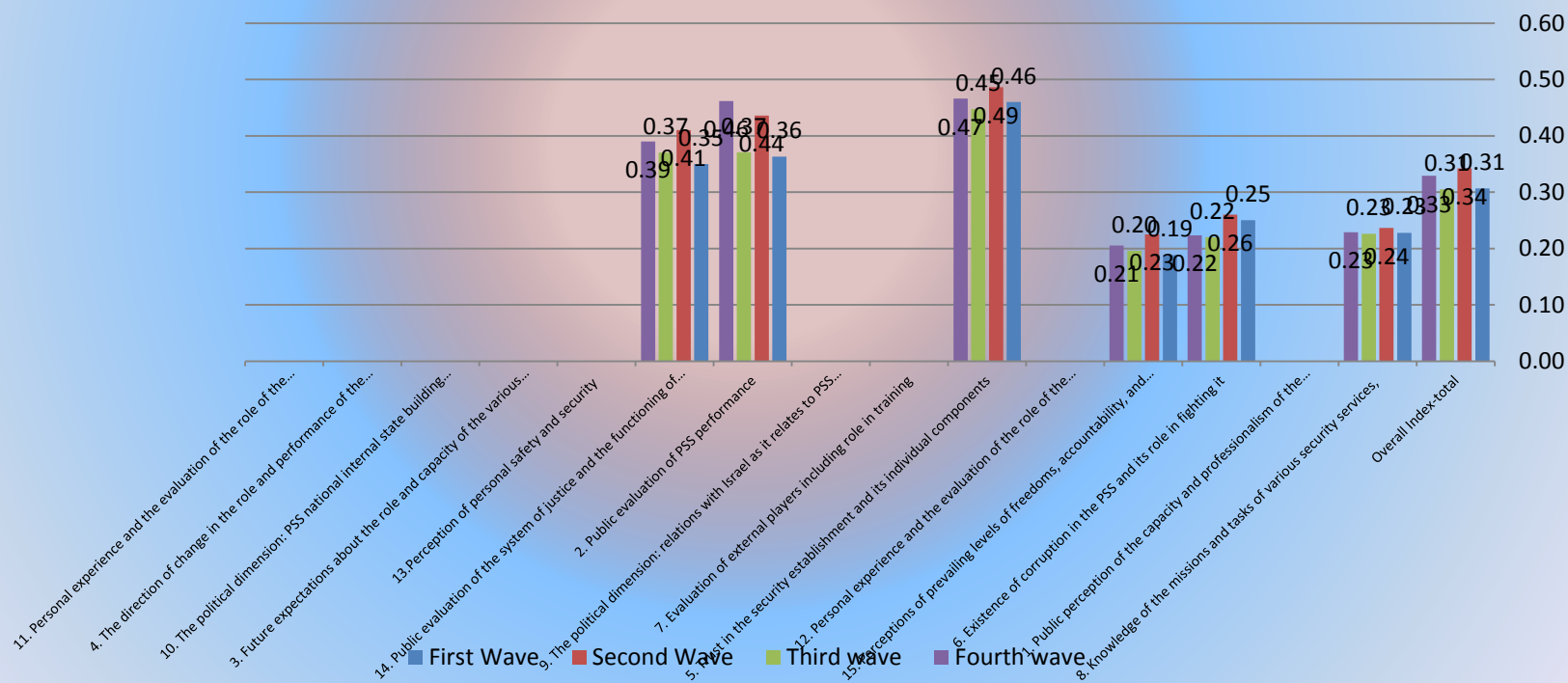
(1-1) Index & Indicators: Exposed & Unexposed Respondents



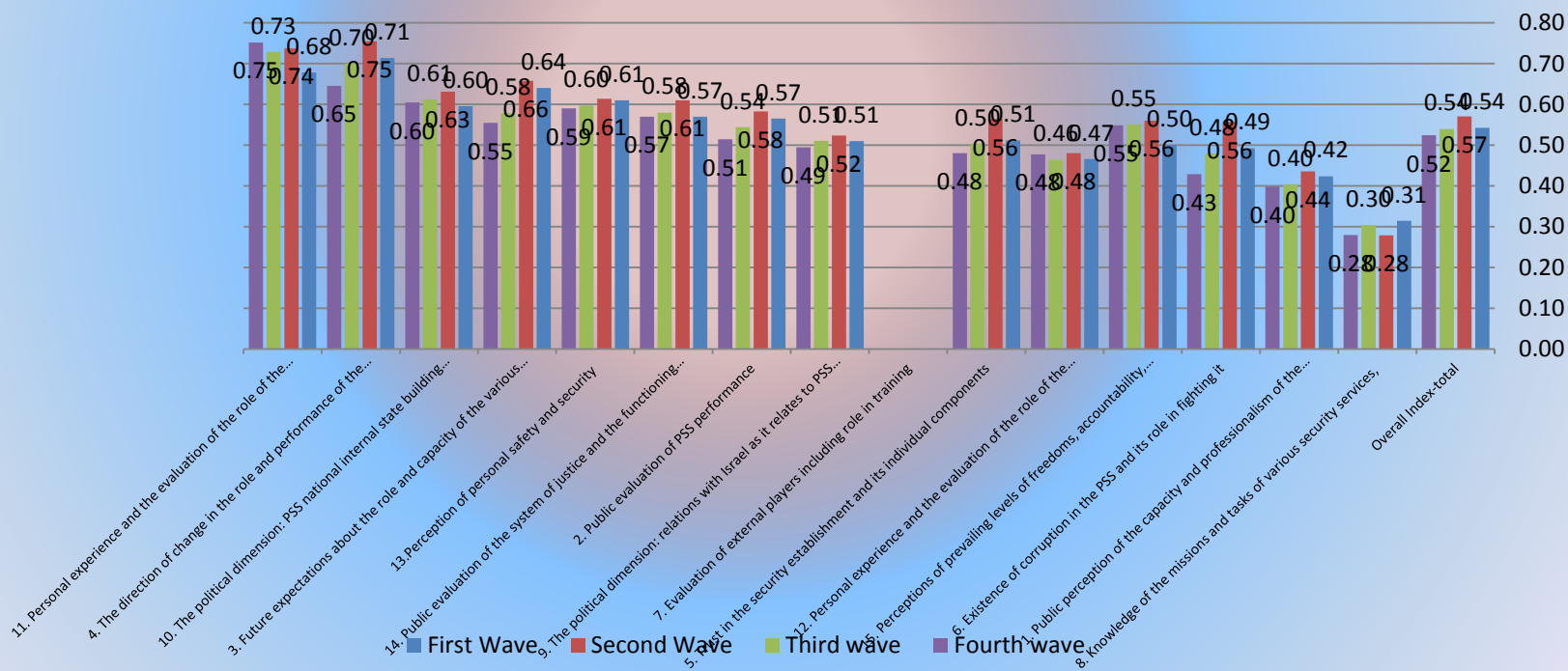
(1-2) Index & Indicators: Exposed & Unexposed Respondents



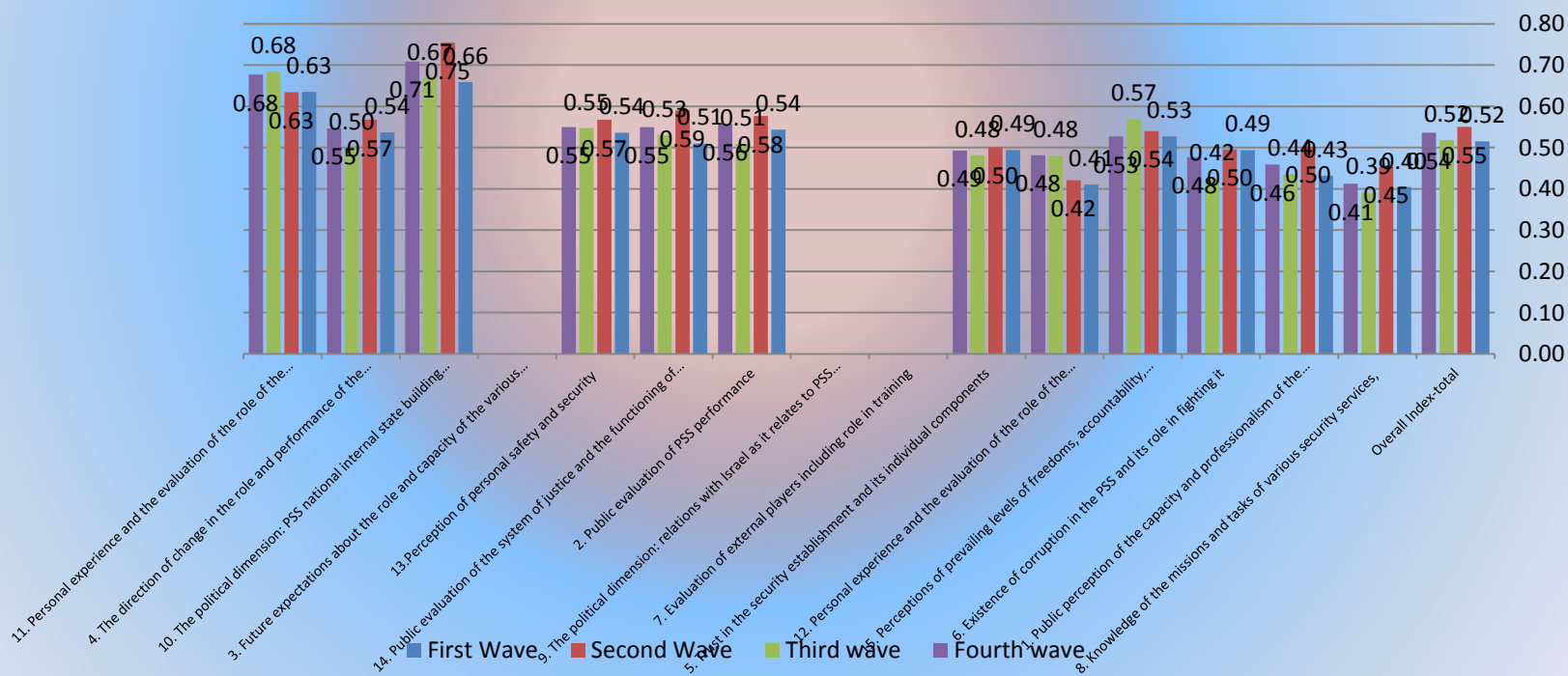
(1-3) Index & Indicators: Exposed & Unexposed Respondents



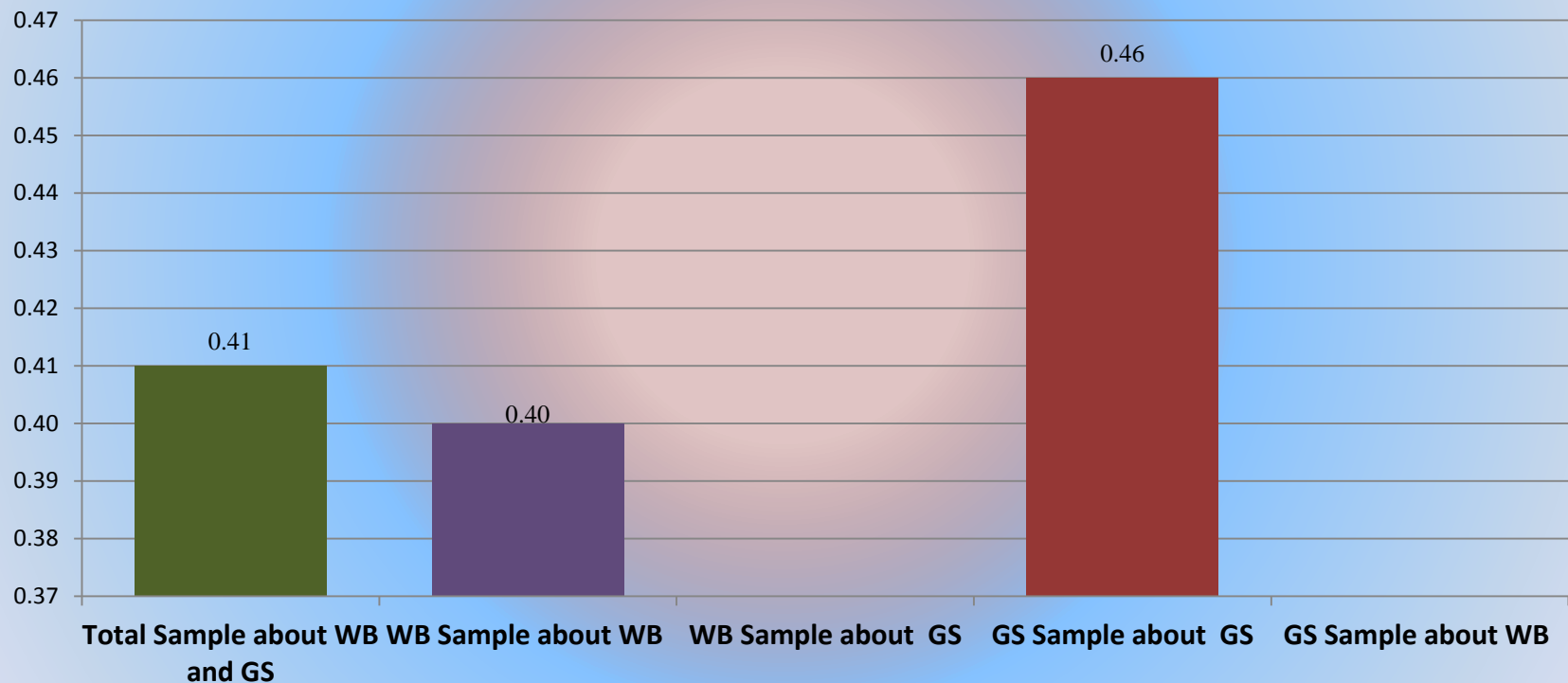
(1-4) Index & Indicators: Exposed & Unexposed Respondents



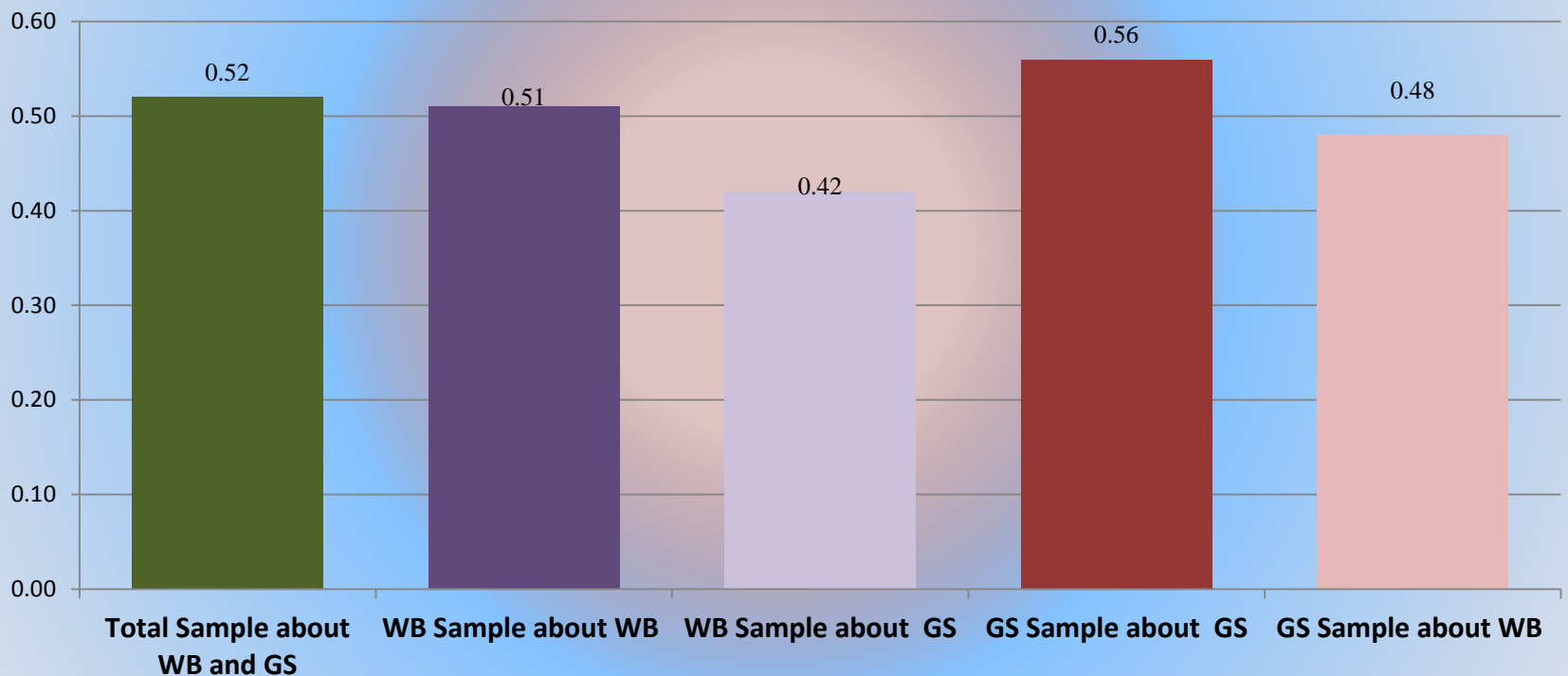
(1-5) Index & Indicators: Exposed & Unexposed Respondents



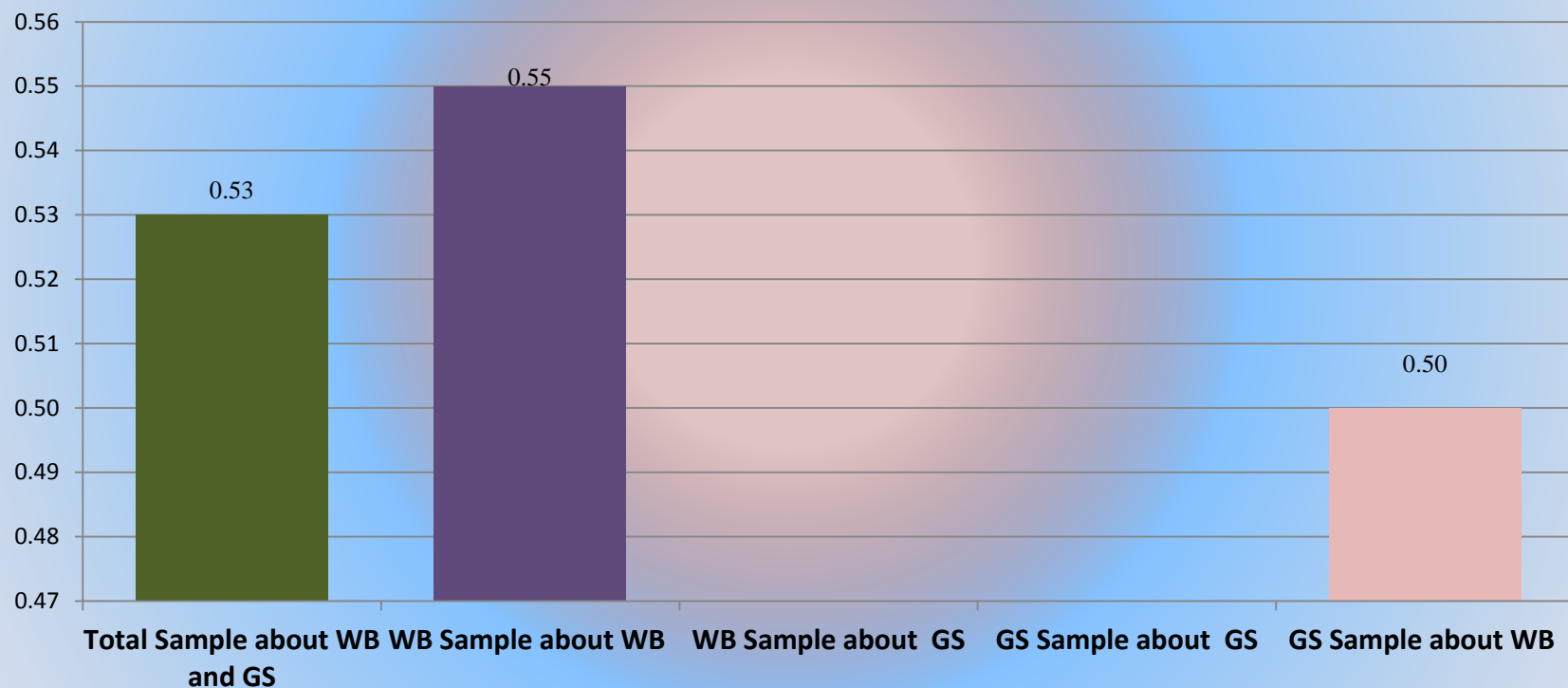
Indicator # 1: Public evaluation of PSS capacity and professionalism [Wave 4]



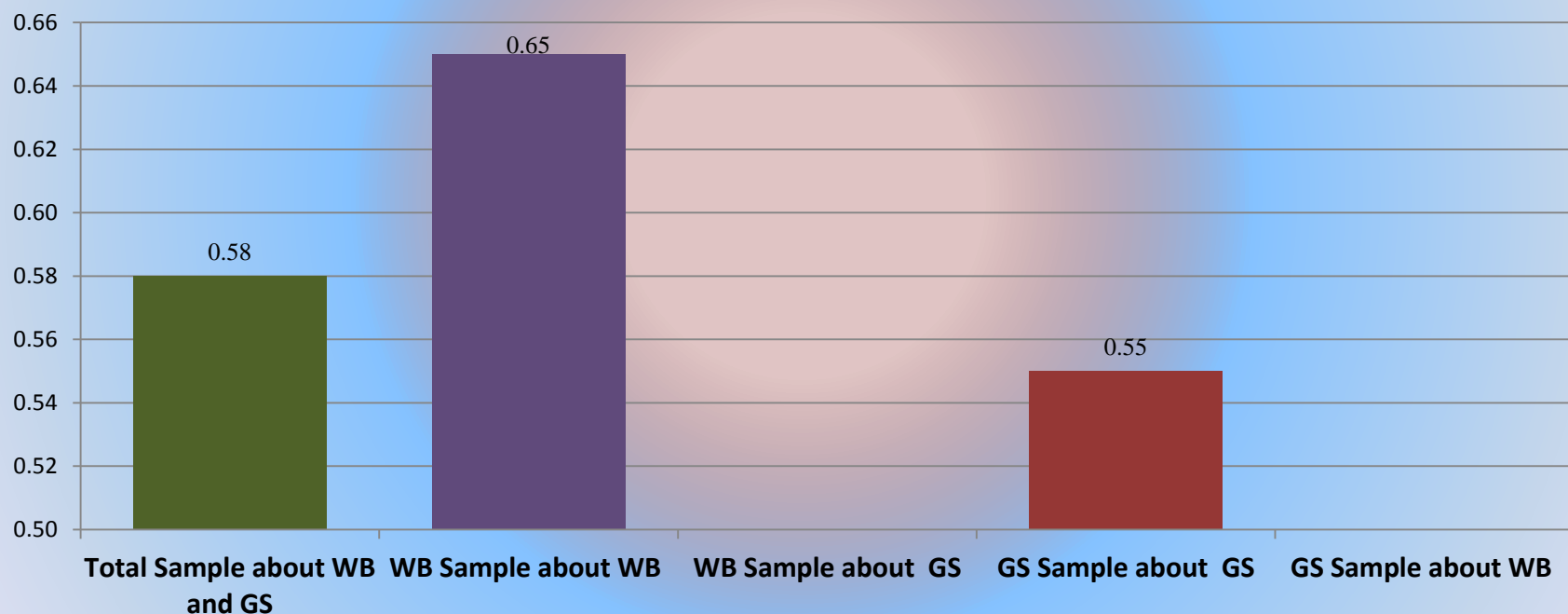
Indicator # 2: Public evaluation of PSS performance [Wave 4]



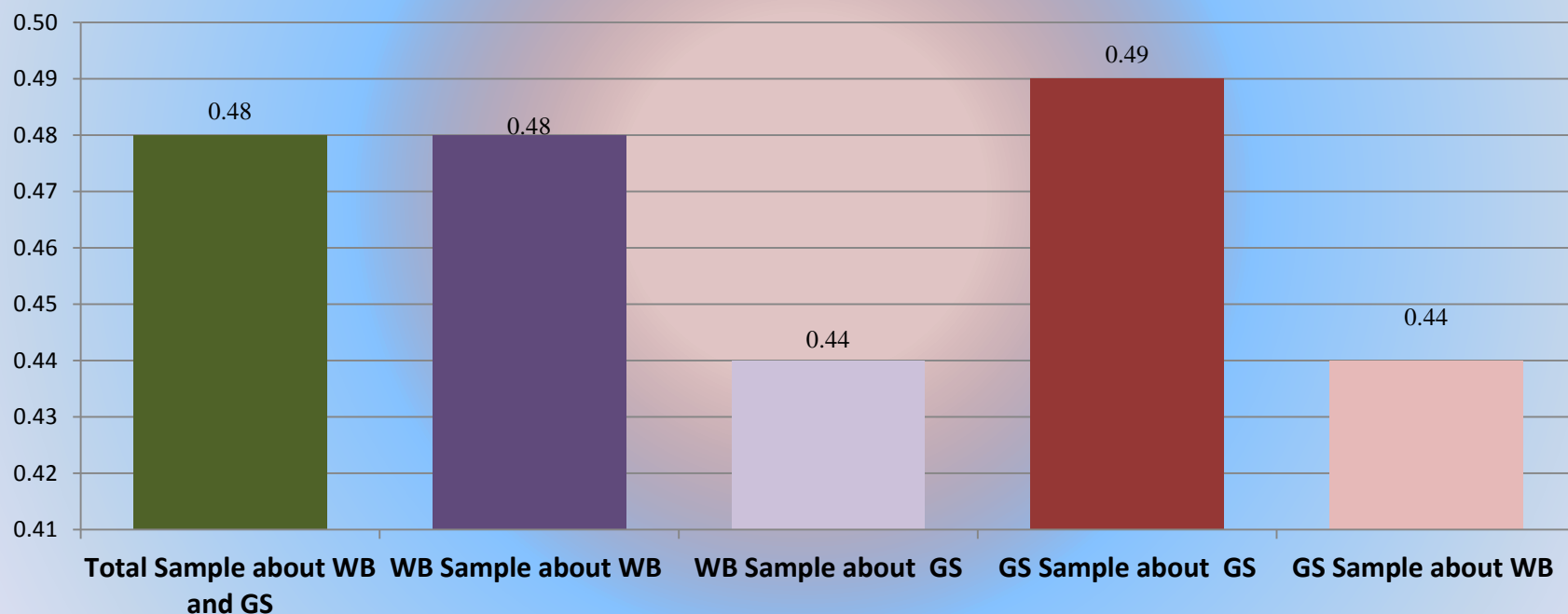
Indicator # 3: Future expectations about the role and capacity [Wave 4]



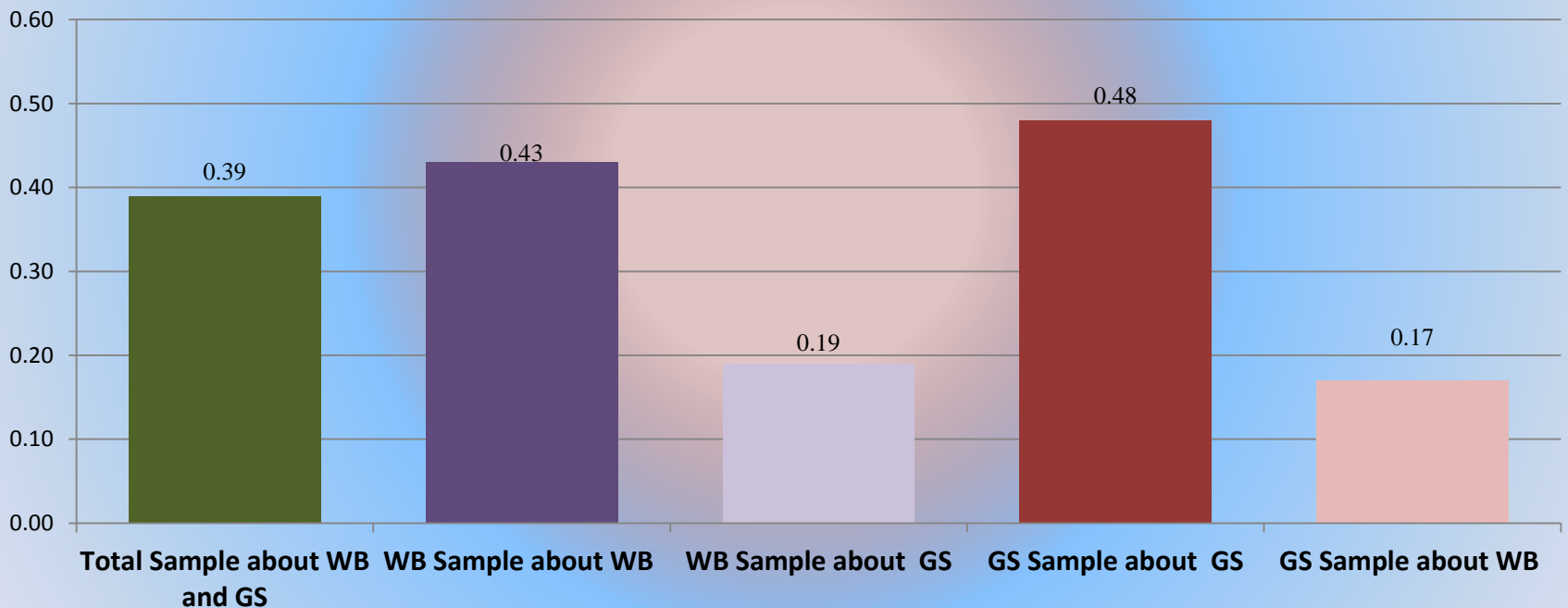
Indicator # 4: The direction of change in the role and performance of the security services [Wave 4]



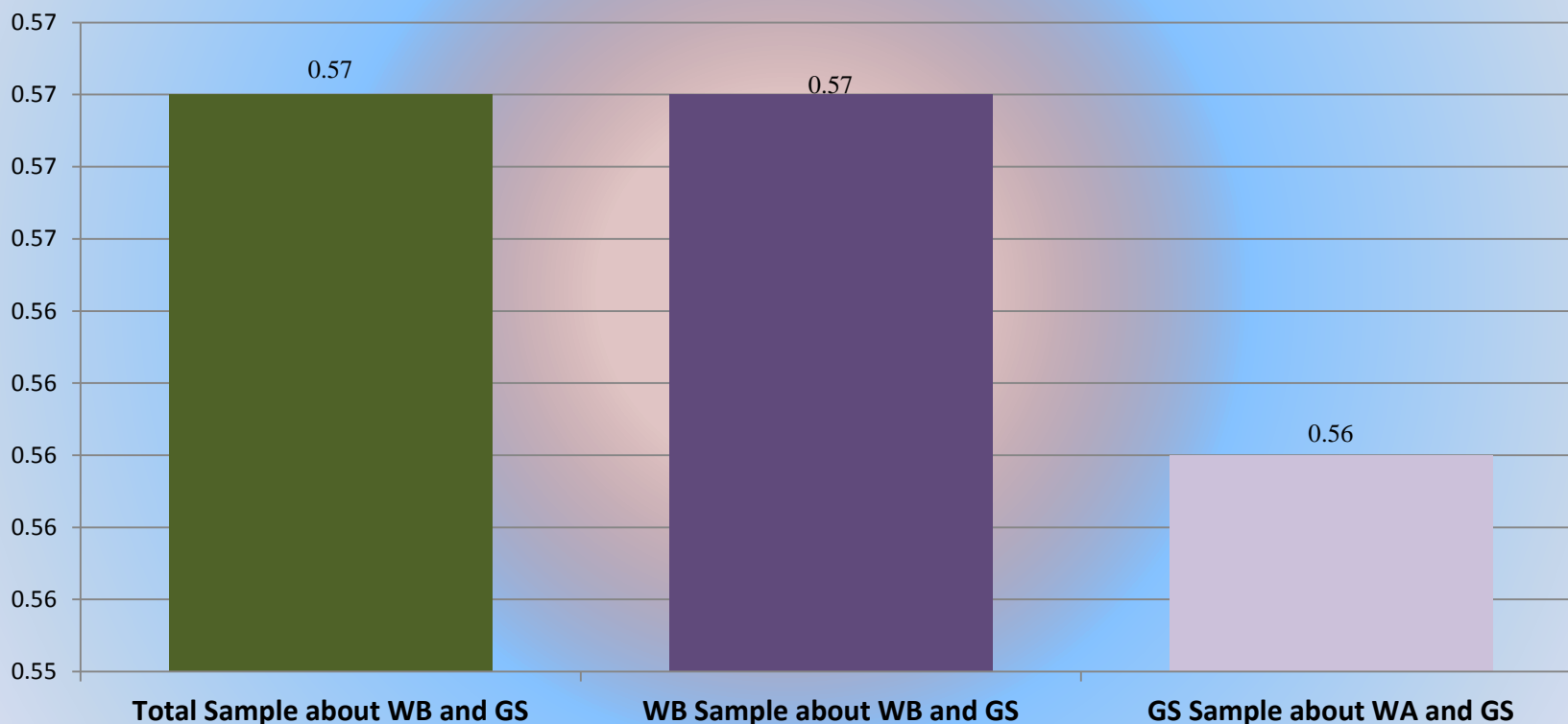
Indicator # 5: Trust in the security establishment and its individual components [Wave 4]



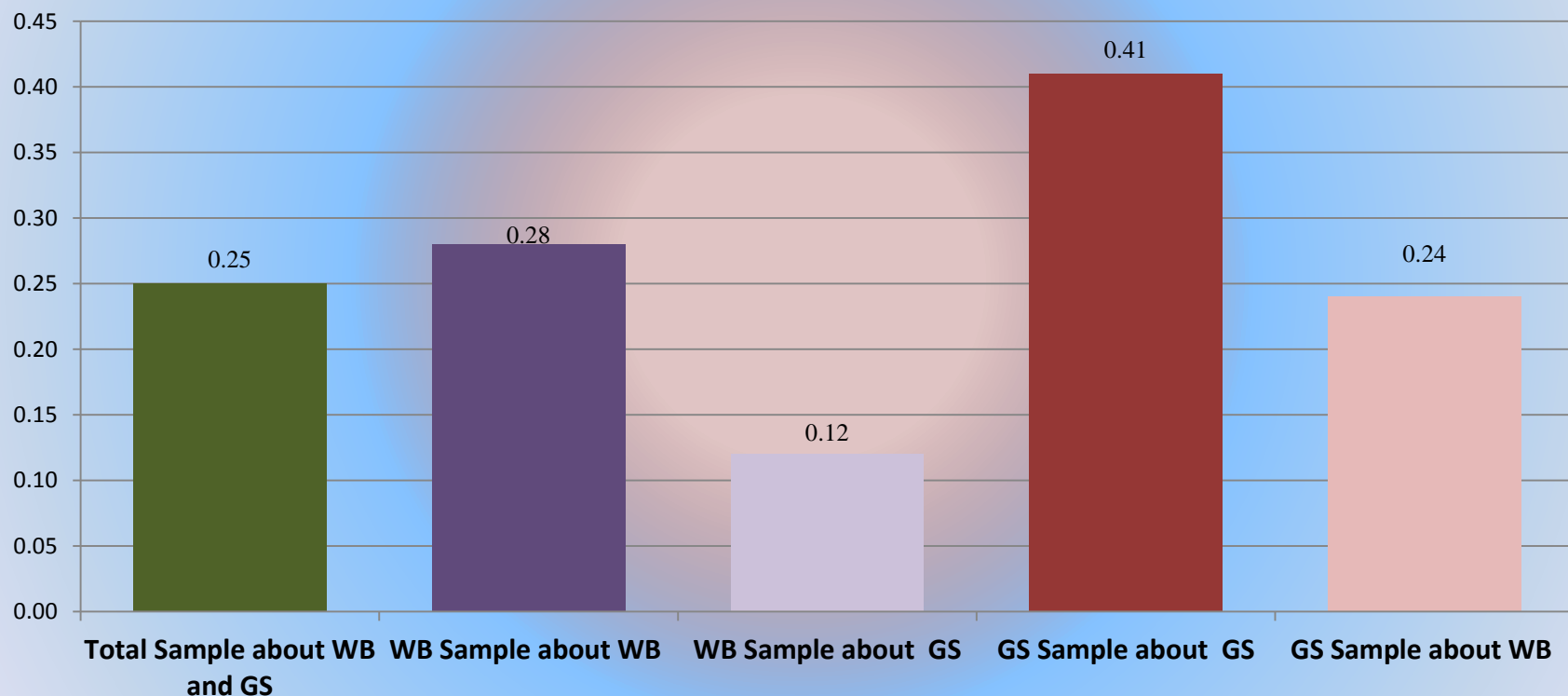
Indicator # 6: Existence of corruption in the PSS and its role in fighting it [Wave 4]



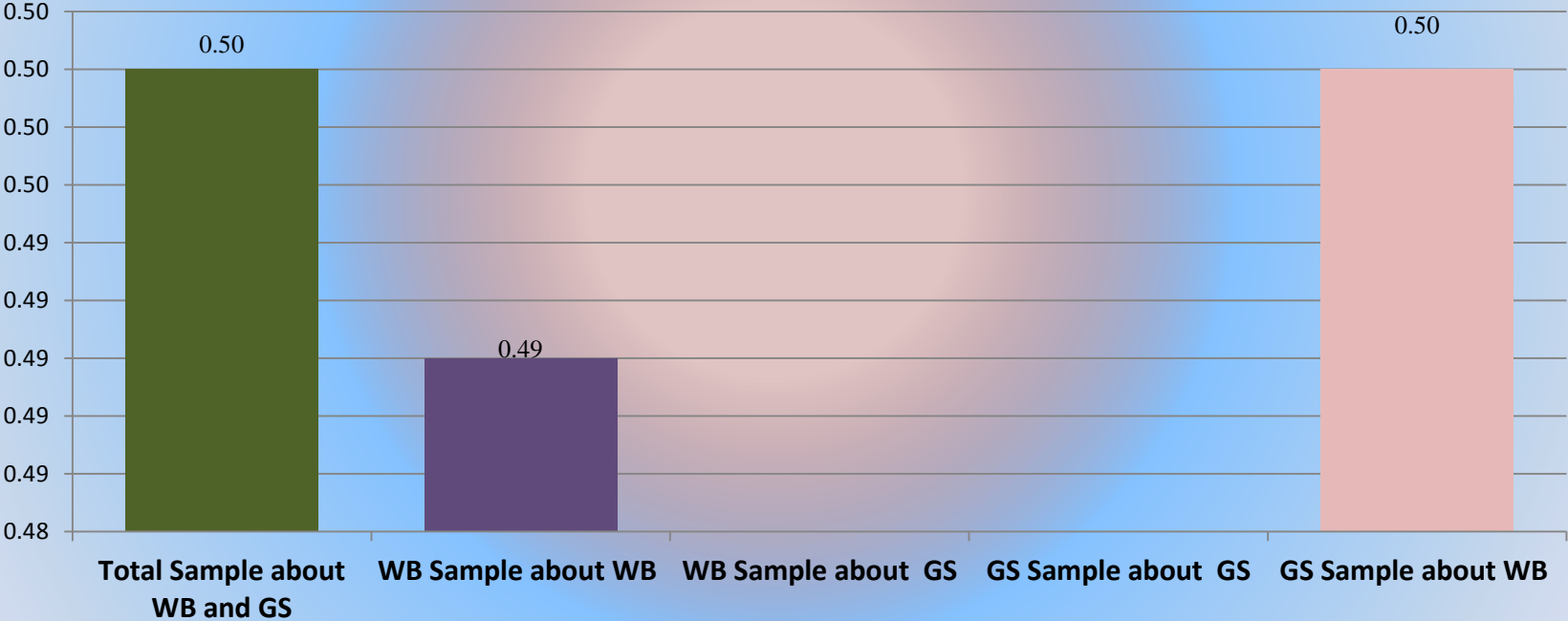
Indicator # 7: Evaluation of external players including role in training [Wave 4]



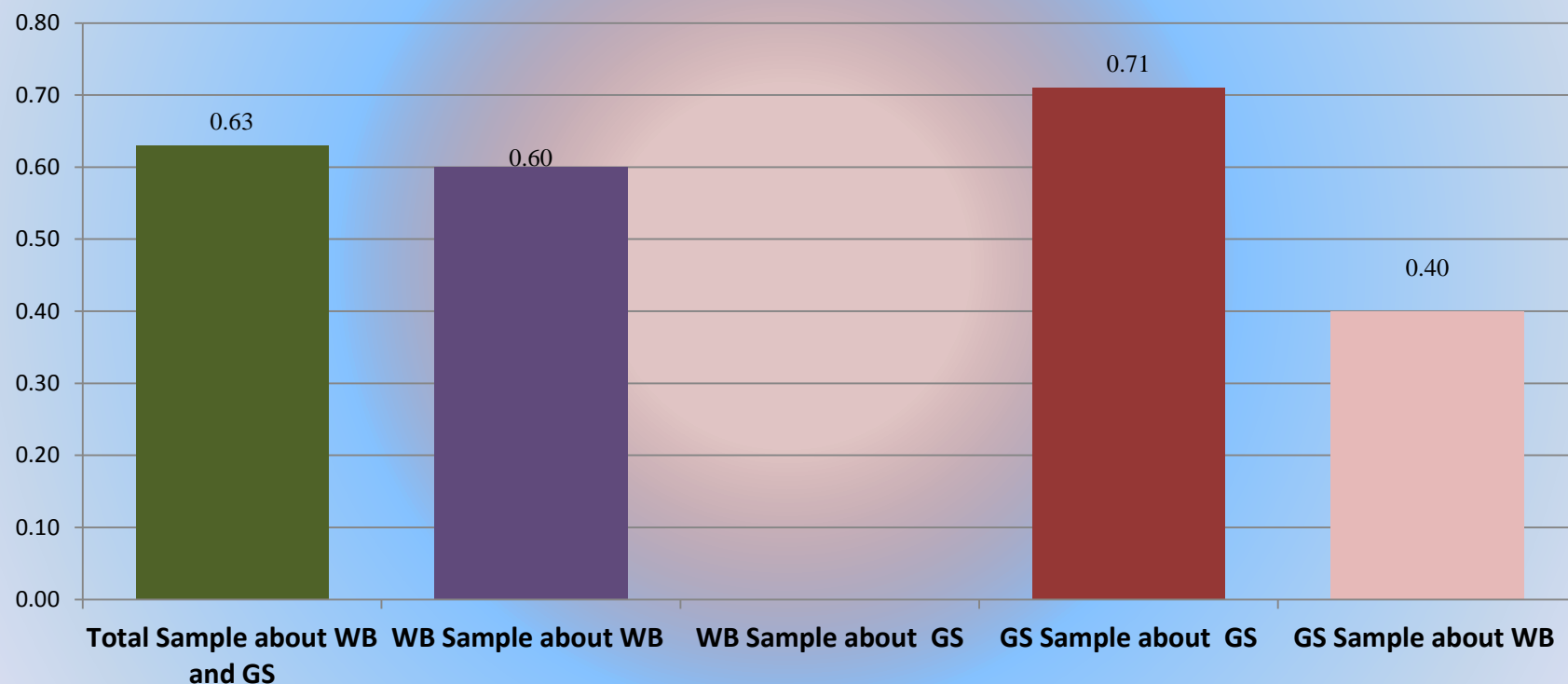
Indicator # 8: Knowledge of the missions and tasks of various security services [Wave 4]



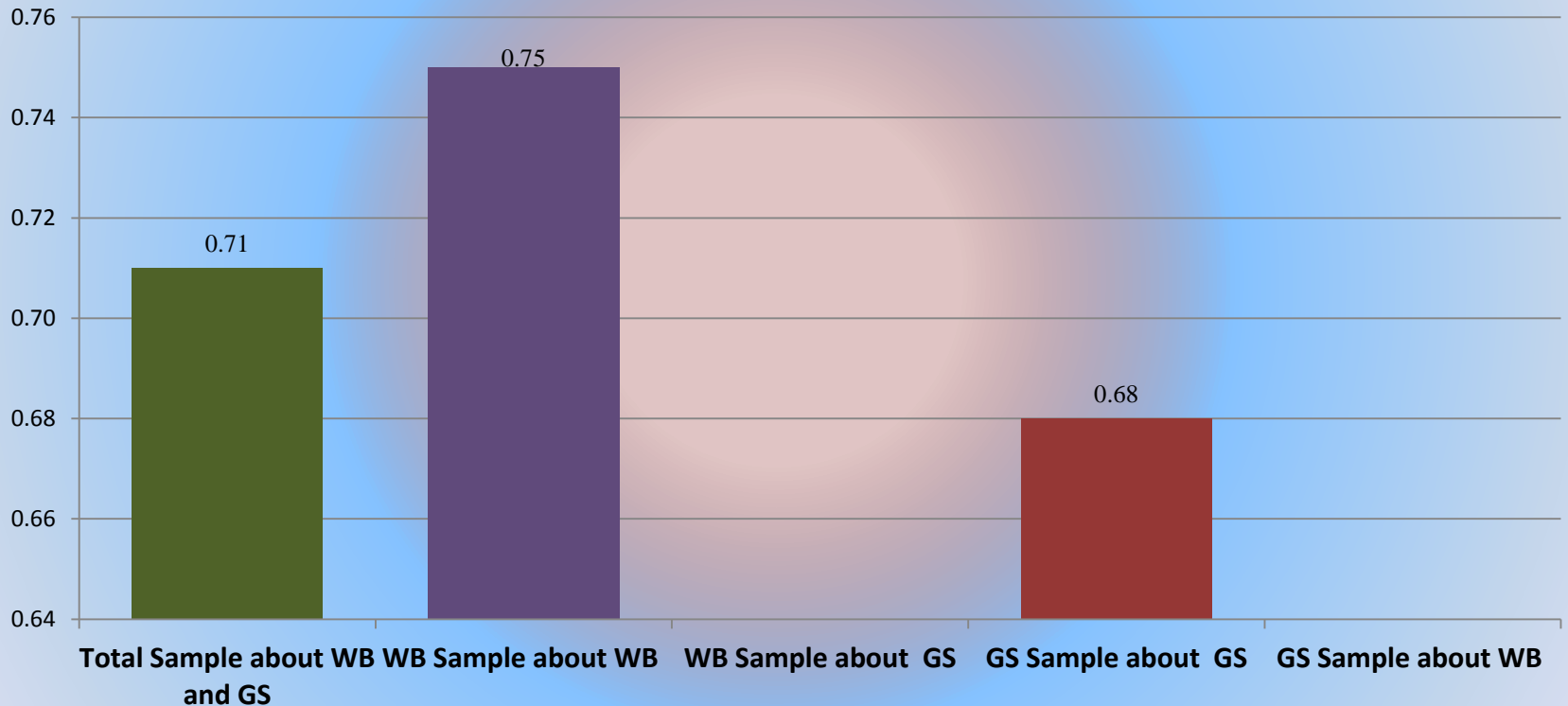
Indicator # 9: Political dimension: relations with Israel as it relates to PSS national mission, state building, and security coordination
[Wave 9]



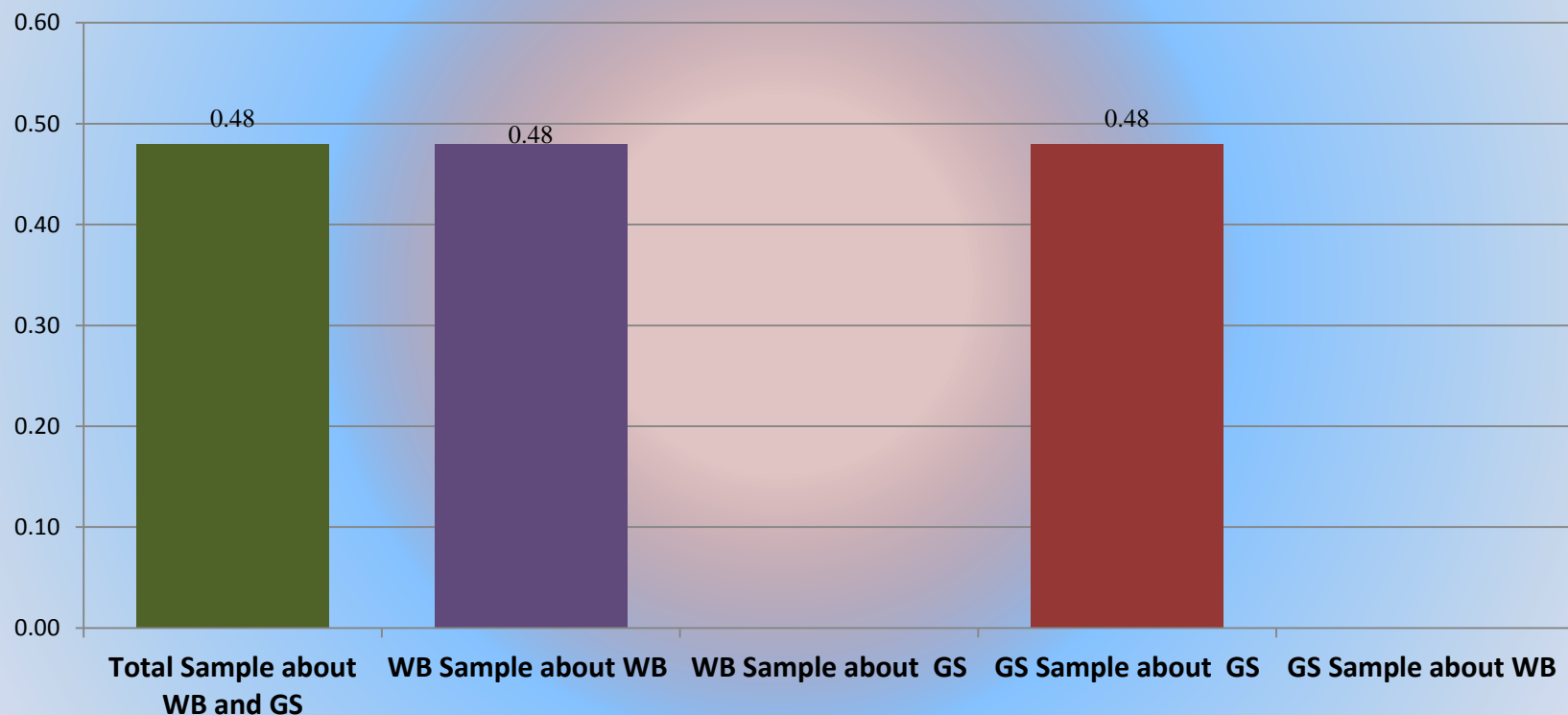
Indicator # 10: Political dimension: PSS national internal state building mission [Wave 4]



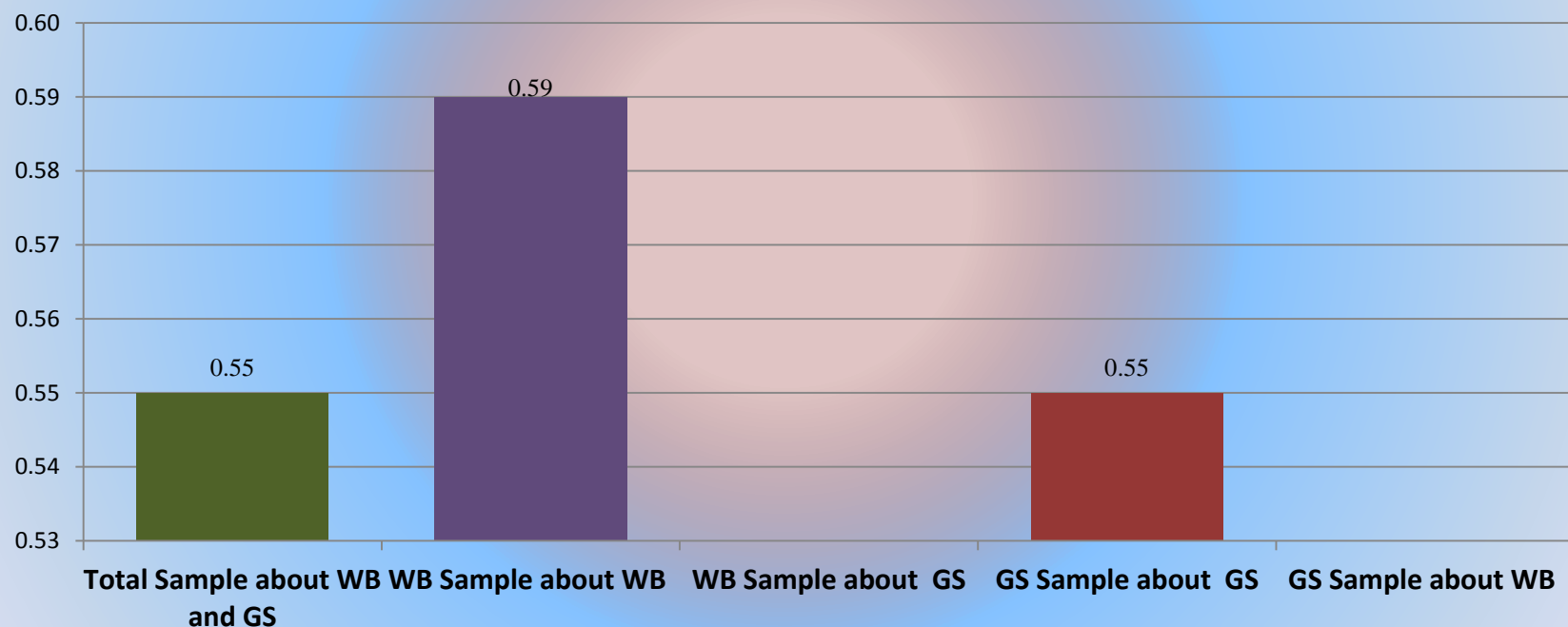
Indicator # 11: Personal experience and the evaluation of the role of the security sector in enforcing law and protecting public freedoms [Wave 4]



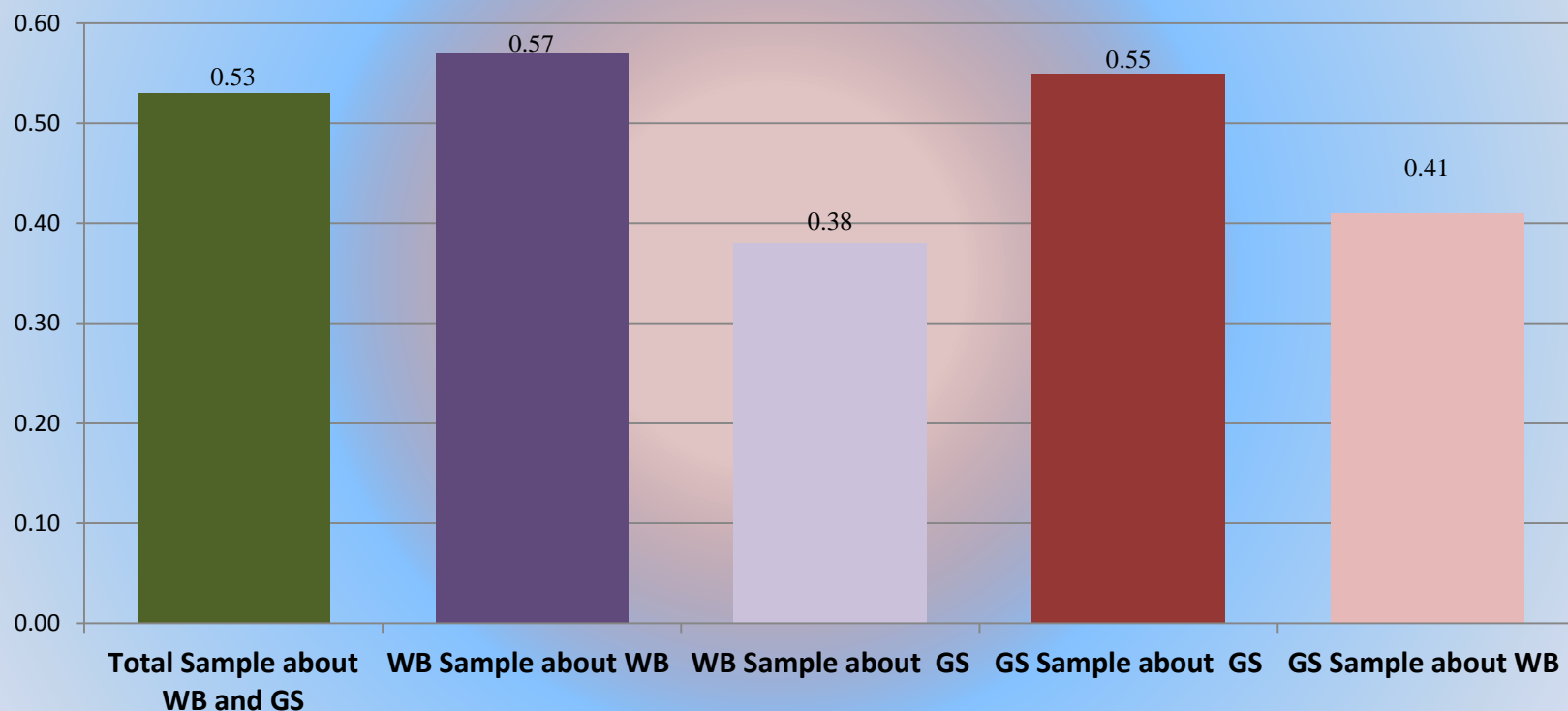
Indicator # 12: Personal experience and the evaluation of the role of the security sector in fighting crime [Wave 4]



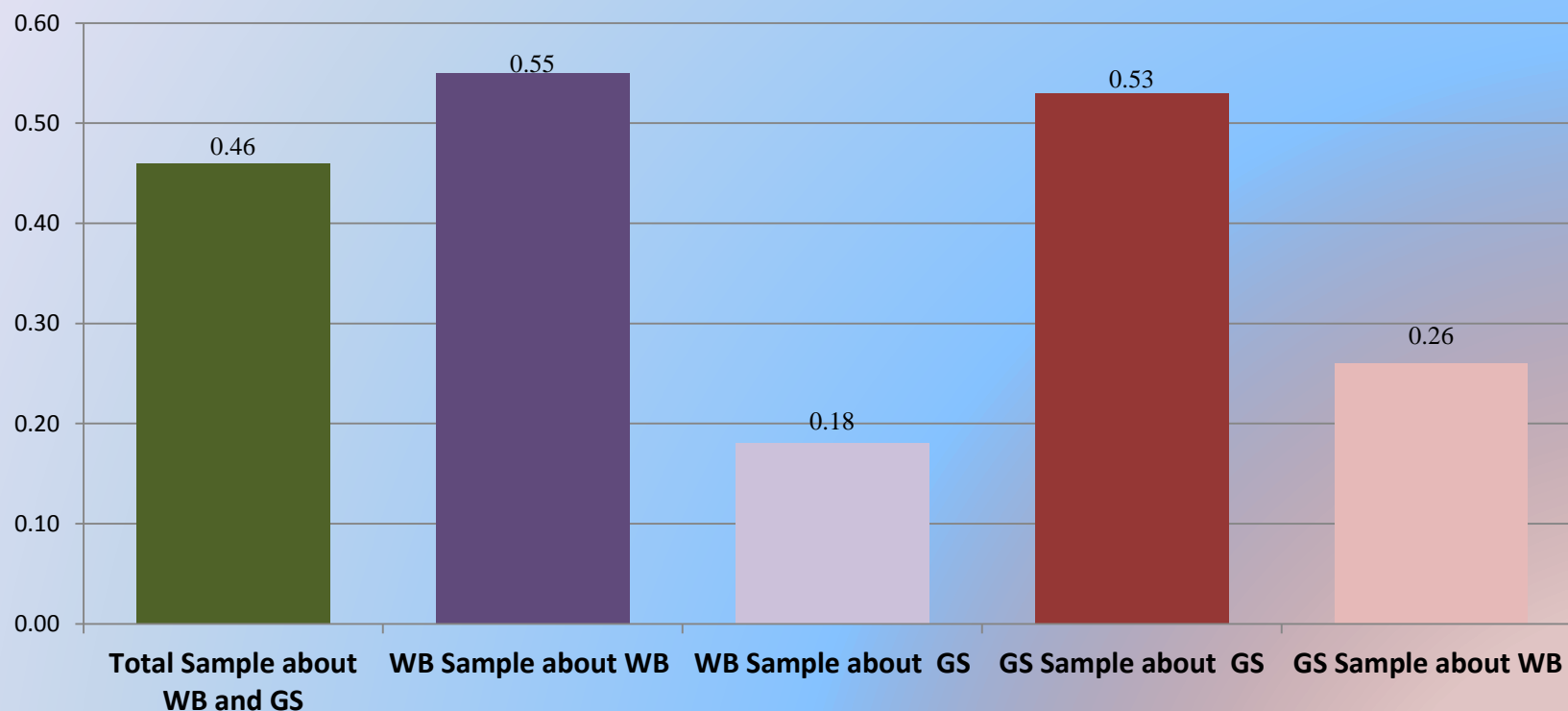
Indicator # 13: Perception of personal safety and security [Wave 4]



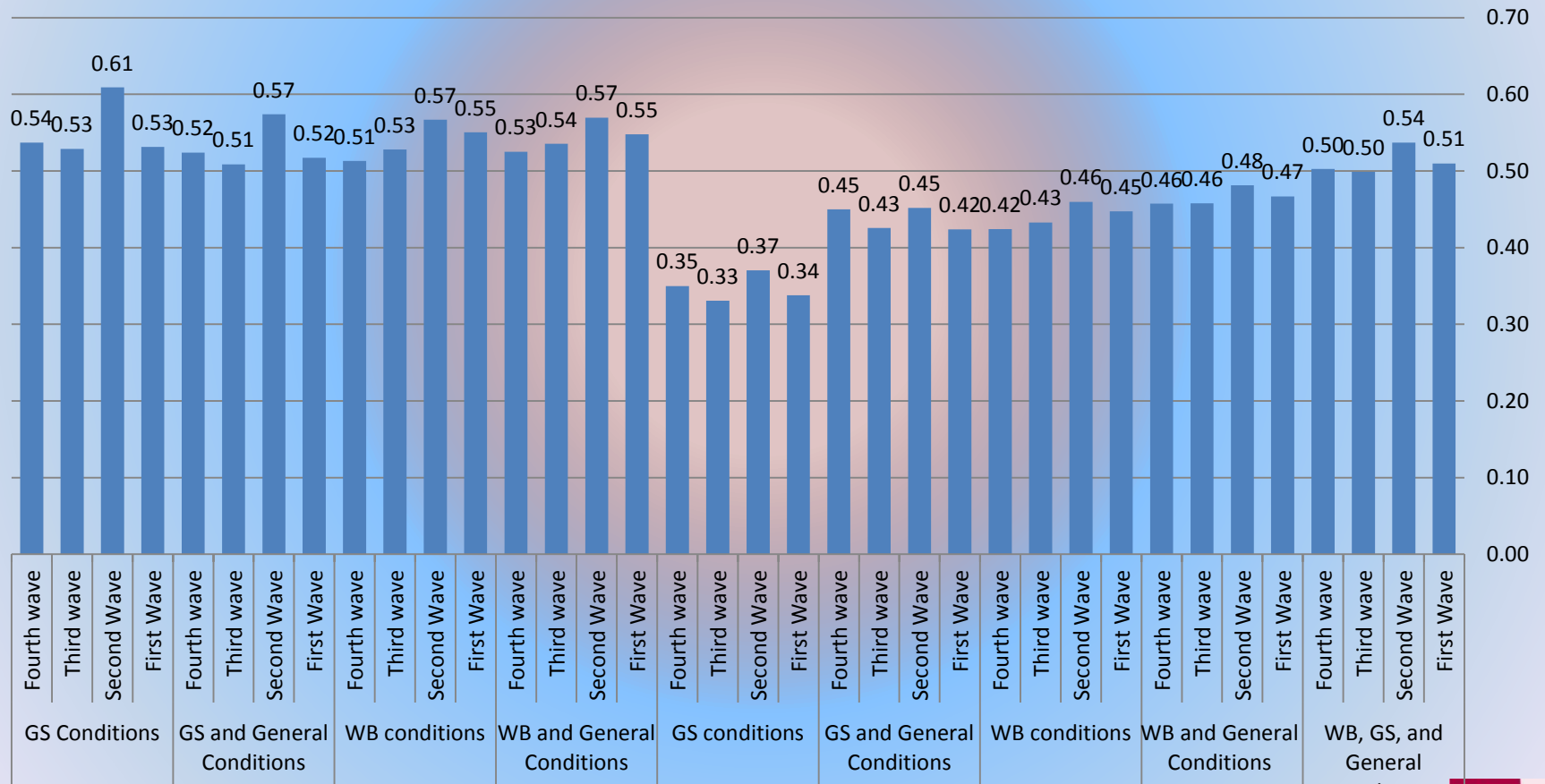
Indicator # 14: Public evaluation of the system of justice and the functioning of the courts [Wave 4]



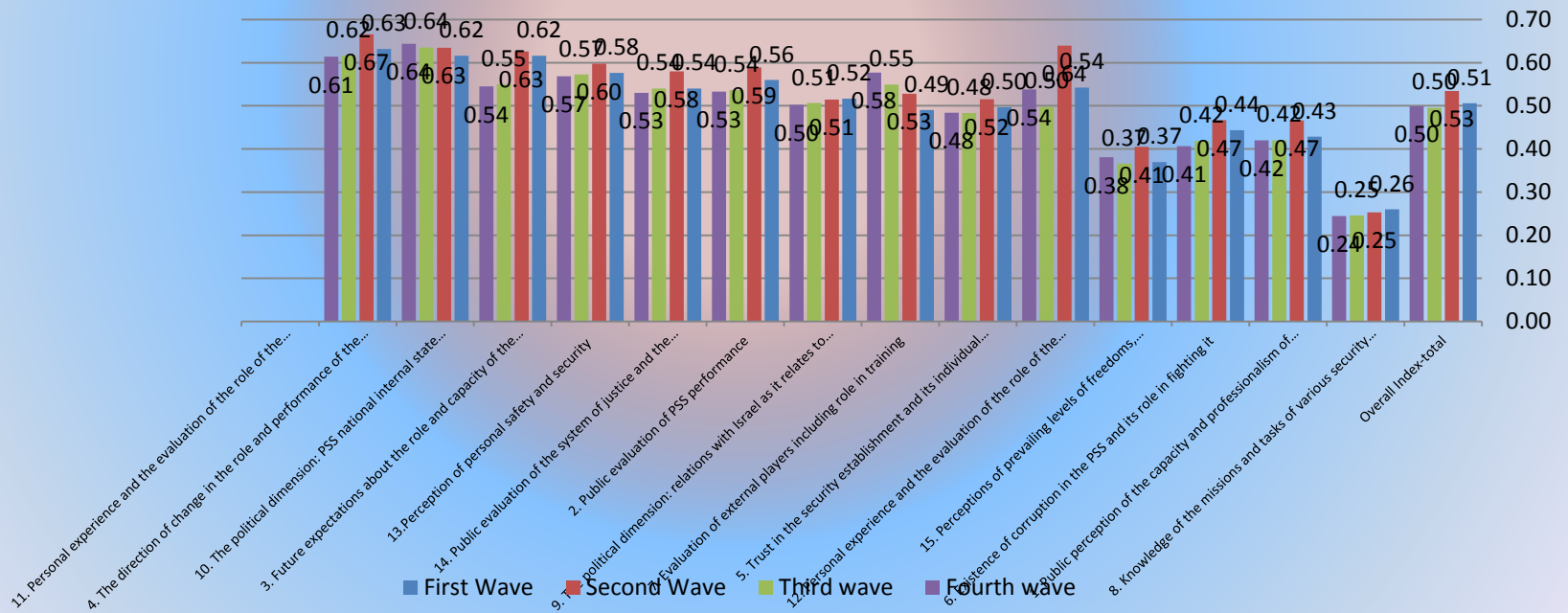
Indicator # 15: Perceptions of prevailing levels of freedoms, accountability, and human rights [Wave 4]



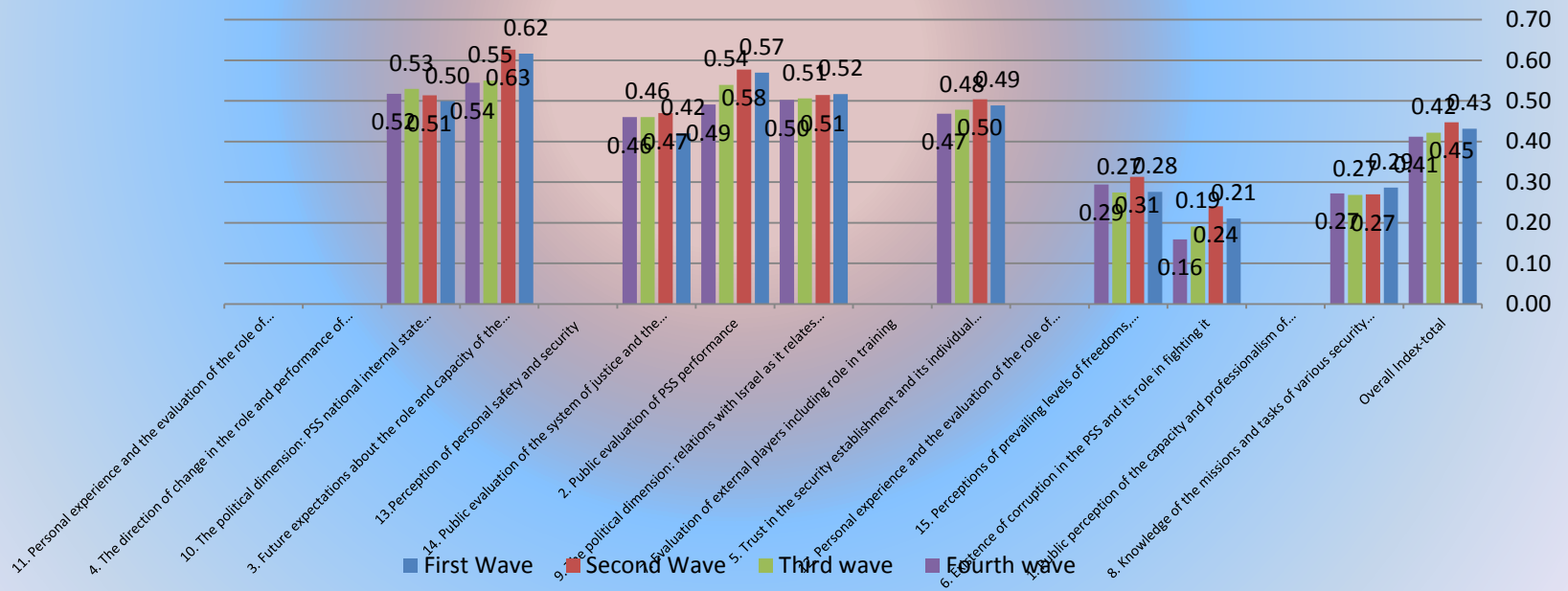
(2) Overall Index: exposed



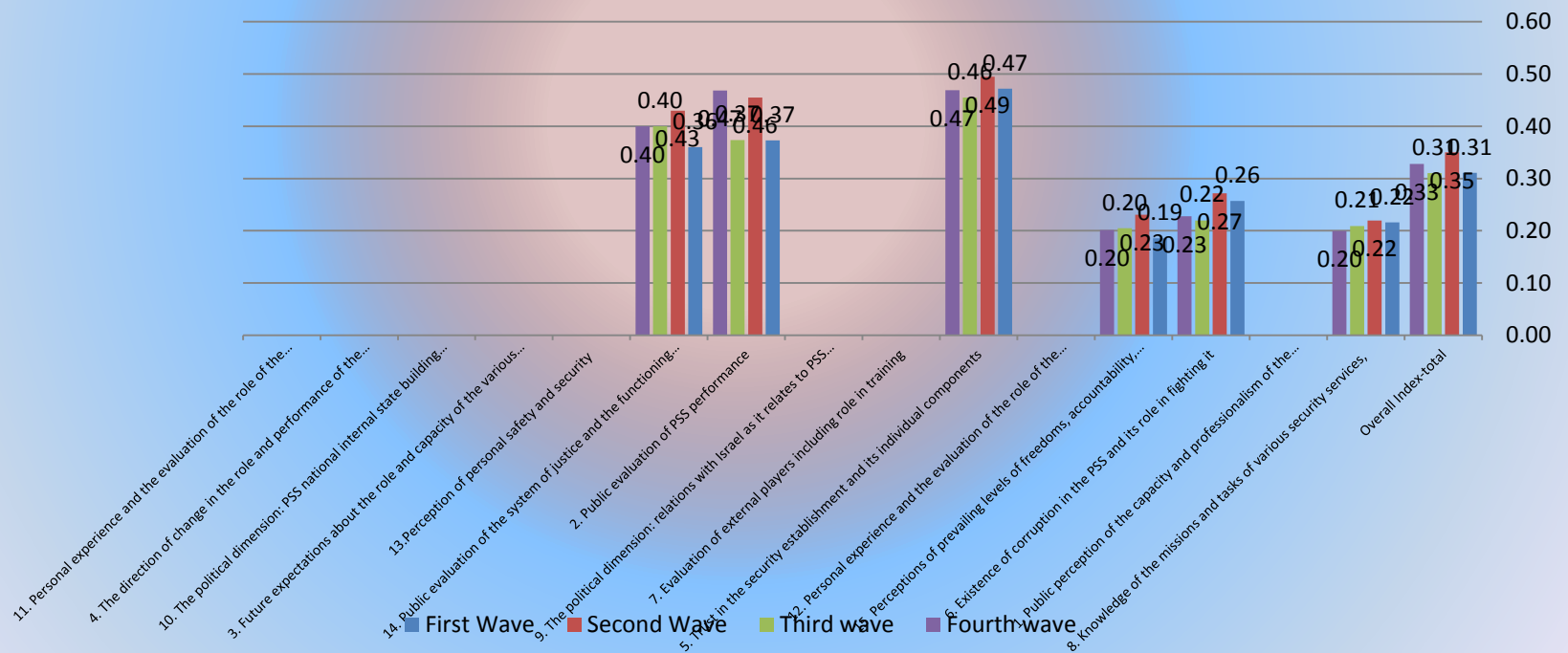
(2-1) Index & Indicators: Exposed Respondents Only



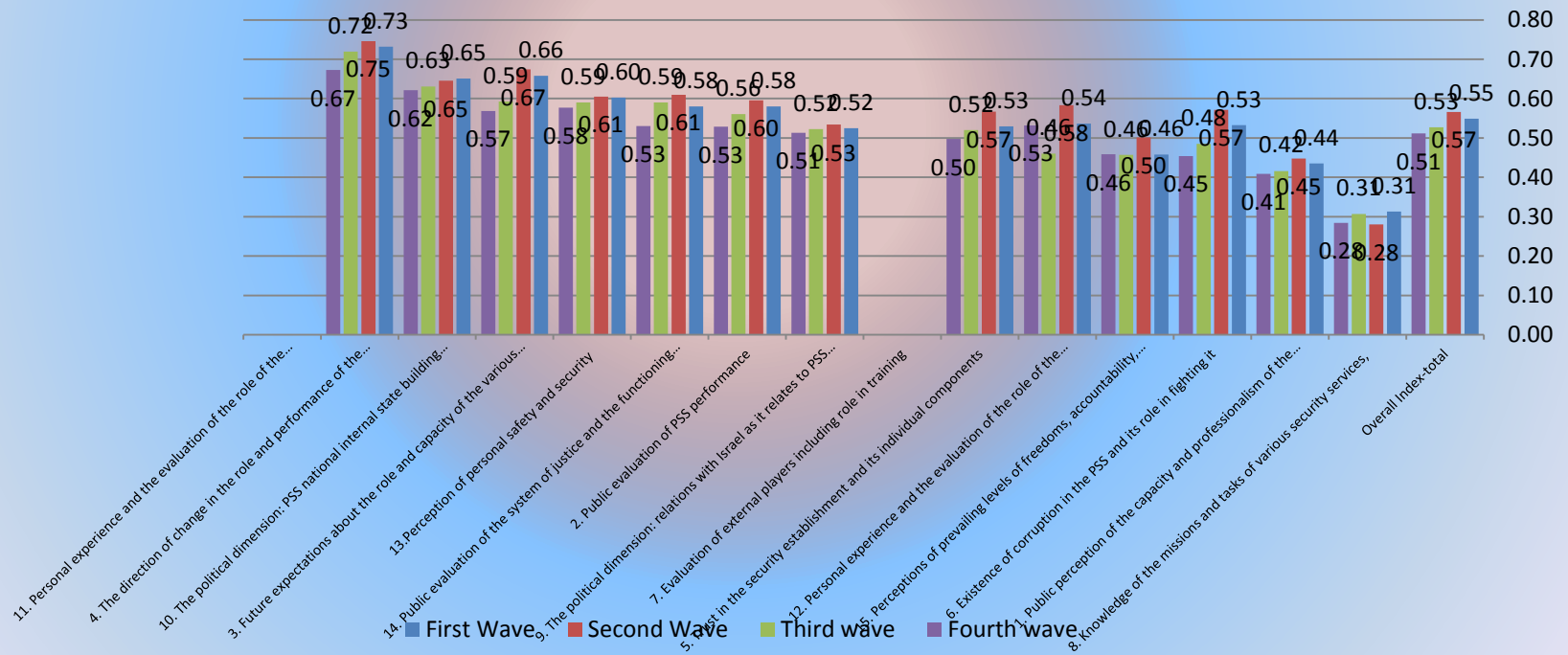
(2-2) Index & Indicators: Exposed Respondents Only



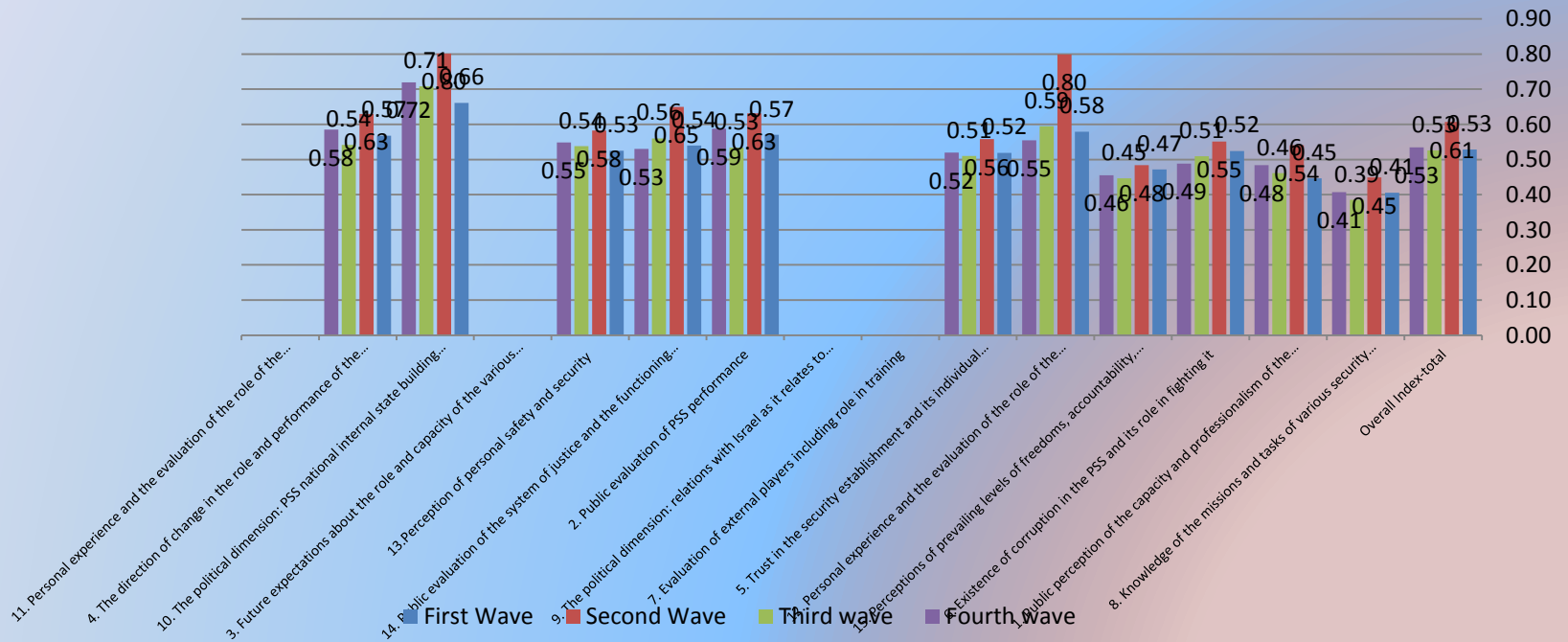
(2-3) Index & Indicators: Exposed Respondents Only



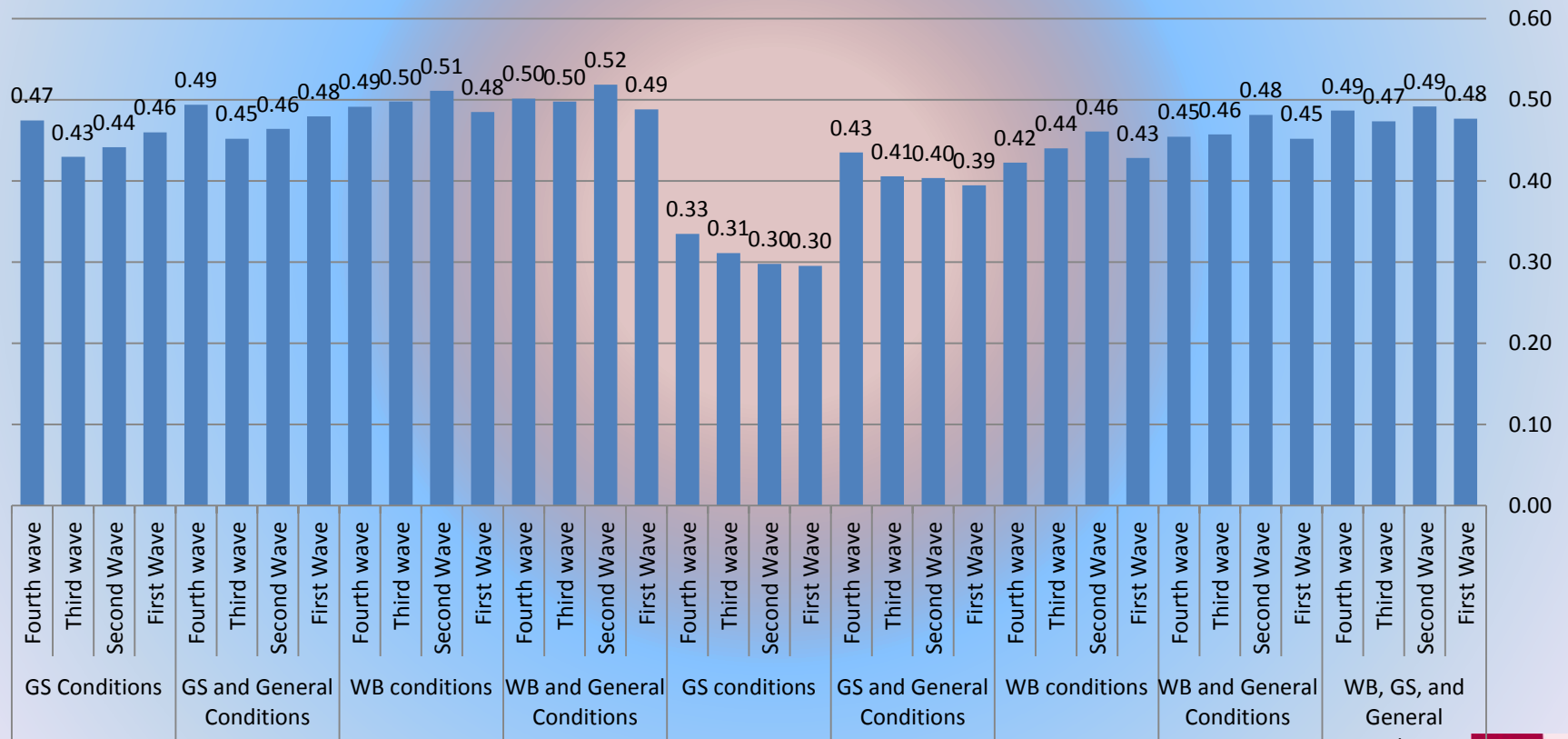
(2-4) Index & Indicators: Exposed Respondents Only



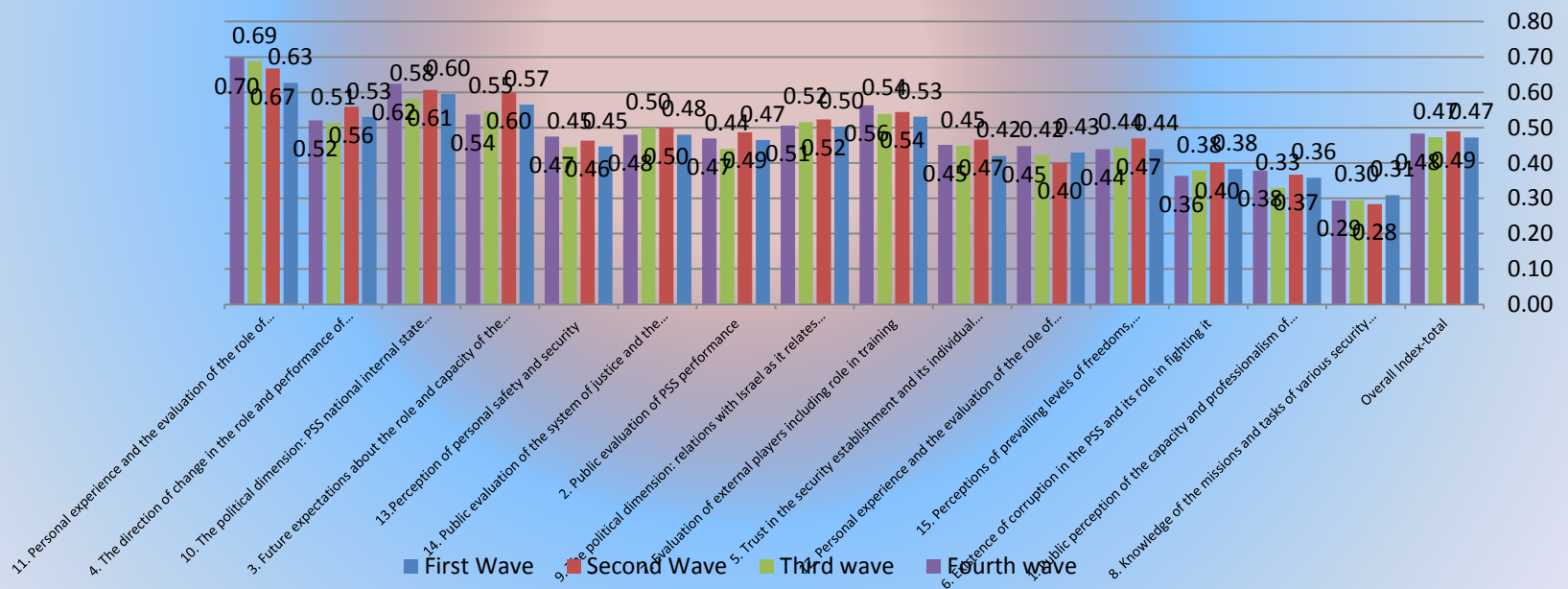
(2-5) Index & Indicators: Exposed Respondents Only



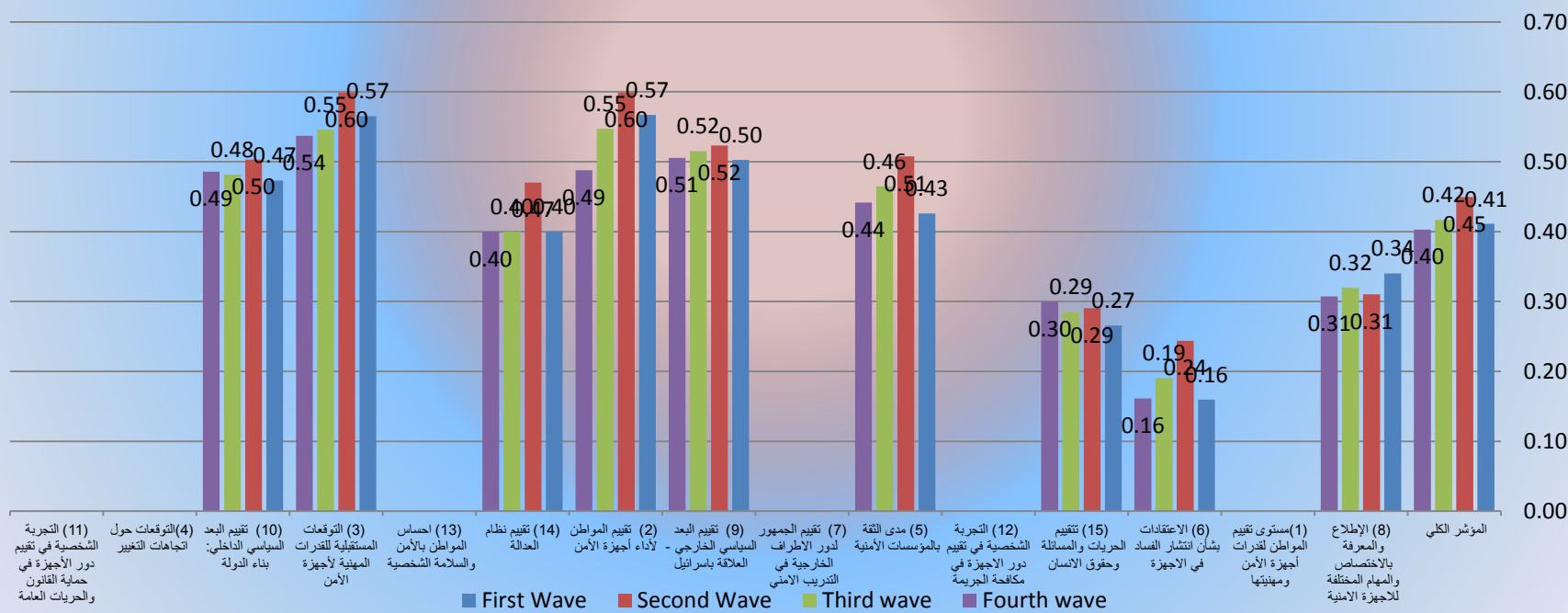
(3) Overall Index: Unexposed



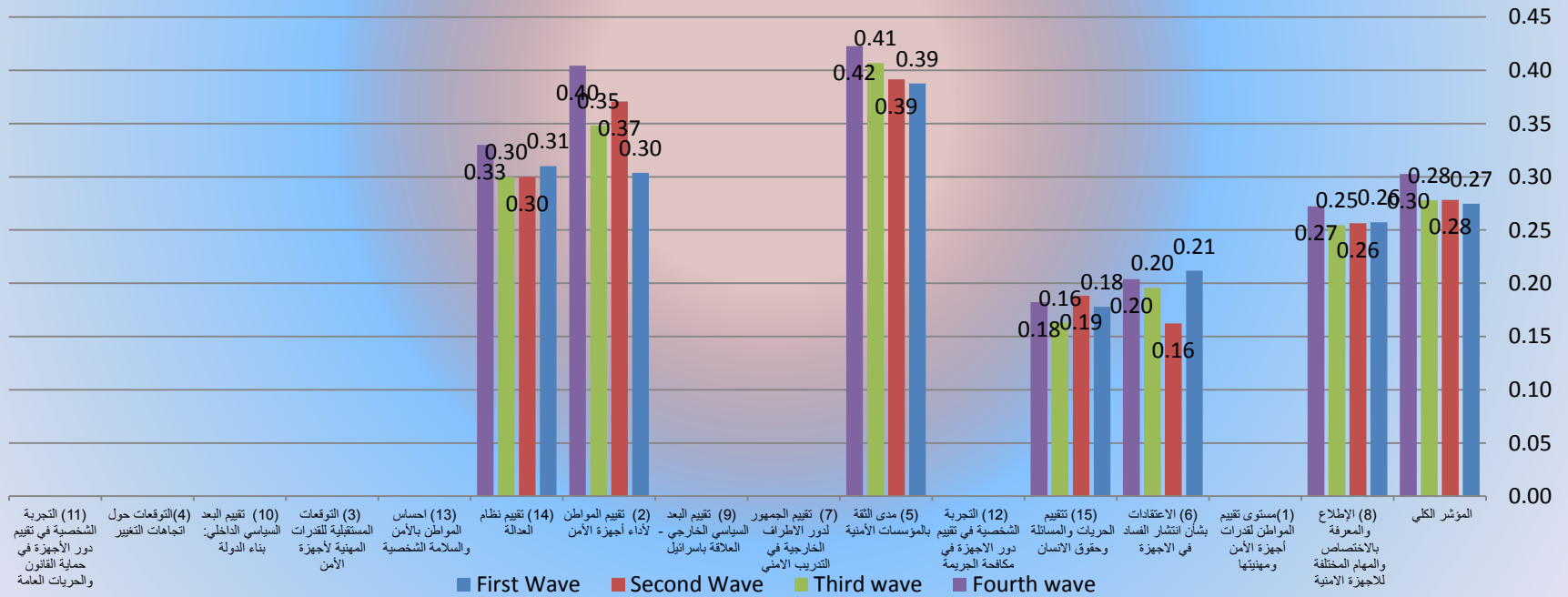
(3-1) Index & Indicators: Unexposed Respondents Only



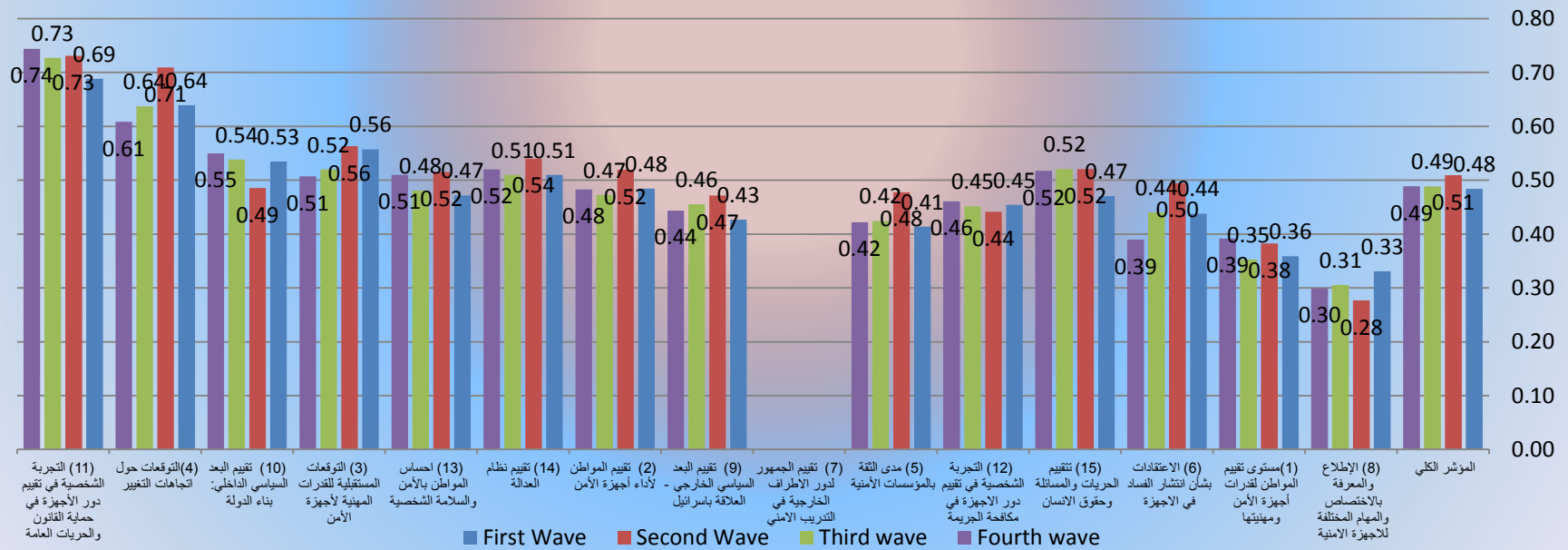
(3-2) Index & Indicators: Unexposed Respondents Only



(3-3) Index & Indicators: Unexposed Respondents Only



(3-4) Index & Indicators: Unexposed Respondents Only



(3-5) Index & Indicators: Unexposed Respondents Only

