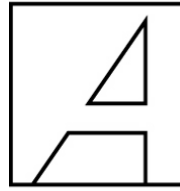

Thomas Birringer

**LANDESBEAUFTRAGTER FÜR DIE
PALÄSTINENSISCHEN AUTONOMIEGEBIETE**



**Konrad
Adenauer
Stiftung**

Second Opinion Poll:

Integrity, Transparency and Accountability in the Palestinian NGOs

In February 2007, the Alpha Institute for Research and Information conducted a public opinion poll, entitled "The situation of the NGOs in Palestine". The poll, conducted within the framework of the Nazaha-project¹, aims at identifying how NGO-employees evaluate the role of NGOs and how transparency and accountability are implemented within their work. The survey, conducted by phone-interviews, was targeted at a sample of all employees working in non-governmental organizations within the Palestinian Territories. These are the main conclusions:

Evaluation of the Role of NGOs:

- The survey shows a positive estimation of the role of NGOs by NGO-employees within the Palestinian society. NGOs play an important role in supporting, developing and progressing the Palestinian society. 94.4% of the participants agreed that non governmental organizations do provide support to the Palestinian society (20.9% strongly agreed, 73.5% agreed). 94.8% of respondents answered that non governmental organizations contribute to the development process within the Palestinian society (19.3 % strongly agreed, 75.5% agreed). 89.3% agreed that NGOs play an important role in supporting the internal progress of the Palestinian society (17.7% strongly agreed and 71.6% agreed).
- 58.0% of the participants pointed out that the final effect of NGO-work, regarding the support and development of the Palestinian society, is still not strong enough. Also 66.7% of respondents agreed that NGOs focus on the primary needs of the Palestinian society (6.0% strongly agreed, 60.7% agreed).
- 32.8% think that the donors designate the agenda for the non- governmental organizations, while 29.5% say it is the NGO itself who decides and 13.9% refer to the responsibility of the beneficiaries.

¹ The Nazha-project, titled "Strengthening transparency and accountability inside the Palestinian NGOs", is jointly implemented by the Coalition for Accountability and Transparency (AMAN) and the Konrad-Adenauer-Stiftung Ramallah (KAS) and is funded by the European Commission within the framework of the European Initiative for Democracy and Human Rights (EIDHR).

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Types of Corruption:

- 86.5% of respondents answered that corruption is a common problem in the NGO sector. 19.0% think that there is a big rate of corruption within NGOs, 56.4% answered that the corruption rate is moderate and 24.6% say that the corruption rate is low. 46.3% stated that the committee-members themselves produce corruption within NGOs. 31.2% point out that it is mainly the administrative staff which produces corruption, while 5.9% of the survey-participants think it is the regular staff. Finally 16.6 % of the respondents emphasize that other groups of people are responsible for corruption. 30.05% said that they personally witnessed corruption cases within NGOs.
 - 84.1% of the sample stated that patronage and favoritism as a way of getting a job is the most common type of corruption.
 - 83.3% of the respondents said that exploiting the assets and resources of the organization is another important field of corruption.
 - 82.1% think that corruption based on personal relationship exists.
 - 57.6% say that people who are in charge of the organization gain financial advantage against the law.
 - 60.8% say that high salaries to high rank employees which are not compatible with job-descriptions is a main form of corruption.
 - 20.8% regard bribery as a common form of corruption.
- About 72.5% of the respondents stated that an open and broad membership rule helps in fighting corruption. 96.9% affirmed the importance of forming a body to fight corruption within NGOs. 95.2% confirmed the importance of providing basic information to the public about the organizational agenda.
- Only 45.8% of the respondents think that qualification is the most important feature for employment in NGOs, while 31.4% regard patronage as the way of getting a job, more than 20.3% said that the connection of patronage and qualifications improves the opportunity of employment for job-seekers in NGOs and 2.5% consider other reasons as important.
- 65.0% of the respondents consider the public institutions of NGOs as effective (4.2% very effective, 60.8% effective). Moreover, 78.8% consider the administrative committee as effective (6.0% very effective and 72.6% effective).
- 82.0% of the respondents think that NGOs mainly work within the framework of the law. 85.1% added that financial and administrative standards are also applied by NGOs.

Place of residence			Gender
Total	Gaza Strip	West Bank	
52.8	59.4	48.8	Male
47.2	40.6	51.2	Female
100.0	100.0	100.0	Total
Place of residence			Age
Total	Gaza Strip	West Bank	
29.1	32.2	27.2	Less than 30 years
27.9	27.8	27.9	30- 39 years
23.1	21.1	24.3	40- 49 years
20.0	18.9	20.6	50 or above
100.0	100.0	100.0	Total
Place of residence			Position
Total	Gaza Strip	West Bank	
49.5	50.6	48.8	Member of executive board
48.4	46.7	49.5	Office staff
0.4	0.0	0.7	Beneficiary
1.7	2.8	1.0	Volunteer
100.0	100.0	100.0	Total
Place of residence			Number of full time workers in the NGO
Total	Gaza Strip	West Bank	
11.6	10.6	12.3	Volunteers (No workers)
52.4	58.9	48.5	1 - 10
11.4	4.4	15.6	11 - 20
8.9	7.8	9.6	21 – 30
15.6	18.3	14.0	31 or more
100.0	100.0	100.0	Total
Place of residence			Numbers of years you have been working in the NGO
Total	Gaza Strip	West bank	
32.0	28.9	33.9	3 years or less
36.2	45.6	30.6	4 - 9 years
19.3	19.4	19.3	10 - 15 years
12.5	6.1	16.3	16 years or more
100.0	100.0	100.0	Total
Place of residence			Education
Total	Gaza	West Bank	

	Strip		
13.3	12.8	13.6	High school or lower
22.2	16.1	25.9	Diploma
50.3	61.1	43.9	BA
12.5	8.3	15.0	MA
1.7	1.7	1.7	Other
100.0	100.0	100.0	Total
Place of residence			
Total	Gaza Strip	West Bank	Q1: Do you think the work of the NGOs in the past two years has helped develop Palestinian society?
21.0	21.1	20.9	To a large extent
61.5	58.3	63.5	To a medium extent
13.3	17.2	11.0	To a low extent
4.2	3.3	4.7	Not at all
100.0	100.0	100.0	Total
Q2: How would you rate the following statements?			
Place of residence			Q2_1: Palestinian NGOs work on supporting Palestinian society.
Total	Gaza Strip	West Bank	
20.9	24.6	18.7	Strongly agree
73.5	72.1	74.3	Agree
5.2	3.4	6.3	Do not agree
0.4	0.0	0.7	Strongly disagree
100.0	100.0	100.0	Total
Place of residence			Q2_2: Palestinian NGOs work for the Palestinian society.
Total	Gaza Strip	West Bank	
19.3	25.0	15.9	Strongly agree
75.5	72.2	77.4	Agree
5.0	2.8	6.3	Do not agree
0.2	0.0	0.3	Strongly disagree
100.0	100.0	100.0	Total
Place of residence			Q2_3: Palestinian NGOs work on developing the Palestinian society
Total	Gaza Strip	West Bank	
17.7	22.9	14.7	Strongly agree
71.6	69.3	73.0	Agree
10.4	7.8	12.0	Do not agree
0.2	0.0	0.3	Strongly disagree

100.0	100.0	100.0	Total
Place of residence			Q2_4: Palestinian NGOs have proper capabilities but do not work effectively
Total	Gaza Strip	West Bank	
8.9	8.9	9.0	Strongly agree
49.1	47.8	49.8	Agree
40.5	42.2	39.5	Do not agree
1.5	1.1	1.7	Strongly disagree
100.0	100.0	100.0	Total
Place of residence			Q2_5: Palestinian NGOs work according to the true needs of the Palestinian people.
Total	Gaza Strip	West Bank	
6.0	8.3	4.7	Strongly Agree
60.7	65.6	57.8	Agree
32.4	24.4	37.2	Do not agree
0.8	1.7	0.3	Strongly disagree
100.0	100.0	100.0	Total
Place of residence			Q3: Who decides the work programs of the NGOs?
Total	Gaza Strip	West Bank	
29.5	25.0	32.2	The NGOs themselves
13.9	17.2	12.0	The beneficiaries
4.0	3.3	4.3	The Palestinian Authority
32.8	31.1	33.9	The foreign funders
0.4	0.6	0.3	I do not know
19.3	22.8	17.3	Other
100.0	100.0	100.0	Total
Place of residence			Q4: How does your NGO participate in fighting corruption in the Palestinian society?
Total	Gaza Strip	West Bank	
40.4	33.3	44.7	Through awareness-raising
1.5	2.2	1.0	Through inspection of the general institutions
5.2	4.4	5.7	Through a plan for fighting corruption
24.6	26.7	23.3	Participating in general activities that fight corruption
9.6	10.0	9.3	None of the above
18.7	23.3	16.0	Other
100.0	100.0	100.0	Total
Place of residence			Q5_1: Do you think there is corruption in Palestinian NGOs?
Total	Gaza Strip	West Bank	

16.5	12.8	18.7	To a large extent
48.8	53.9	45.7	To a medium extent
21.3	20.6	21.7	To a low extent
13.5	12.8	14.0	There is no corruption
100.0	100.0	100.0	Total
Place of residence			
Total	Gaza Strip	West Bank	Q5_2: Who is corrupted in Palestinian NGOs?
31.2	31.2	31.2	The chairman
5.9	7.6	4.7	The workers
46.3	47.1	45.8	Executive board members
16.6	14.0	18.2	Other
100.0	100.0	100.0	Total

Place of residence			Q6: Did you personally witness a case of corruption in an NGO?
Total	Gaza Strip	West Bank	
30.0	34.4	27.4	Yes
70.0	65.6	72.6	No
100.0	100.0	100.0	Total
Q6_1: What kind of corruption have you witnessed?			
Place of residence			Q6_1_1: Using the resources and assets of the NGO for personal use
Total	Gaza Strip	West Bank	
83.3	80.0	85.9	Yes
16.7	20.0	14.1	No
100.0	100.0	100.0	Total
Place of residence			Q6_1_2: Using nepotism in hiring employees
Total	Gaza Strip	West Bank	
84.1	83.6	84.5	Yes
15.9	16.4	15.5	No
100.0	100.0	100.0	Total
Place of residence			Q6_1_3: Using nepotism in giving services
Total	Gaza Strip	West Bank	
82.4	85.2	80.3	Yes
17.6	14.8	19.7	No
100.0	100.0	100.0	Total

Place of residence				Q6_1_4: Managers using fund money for illegal purposes
Total	Gaza Strip	West Bank		
57.6	48.1	64.8	Yes	
42.4	51.9	35.2	No	
100.0	100.0	100.0	Total	
Place of residence				Q6_1_5: Giving high salaries to high ranking employees disproportionate to their efforts or job descriptions
Total	Gaza Strip	West Bank		
60.8	48.1	70.4	Yes	
39.2	51.9	29.6	No	
100.0	100.0	100.0	Total	
Place of residence				Q6_1_6: Accepting bribes for services
Total	Gaza Strip	West Bank		
20.8	20.4	21.1	Yes	
79.2	79.6	78.9	No	
100.0	100.0	100.0	Total	
Place of residence				Q7: Do you think that having open membership in the general board of NGOs helps fight corruption in them?
Total	Gaza Strip	West Bank		
72.5	66.9	75.9	Yes	
27.5	33.1	24.1	No	
100.0	100.0	100.0	Total	
Place of residence				Q8_1: In your opinion, general boards are considered:
Total	Gaza Strip	West Bank		
4.2	3.9	4.3	Highly effective	
60.8	70.4	55.1	Effective	
27.9	21.8	31.6	Ineffective	
7.1	3.9	9.0	Completely ineffective	
100.0	100.0	100.0	Total	
Place of residence				Q8_2: In your opinion, executive boards of NGOs are considered:
Total	Gaza Strip	West Bank		
6.0	8.9	4.3	Highly effective	
72.6	73.9	71.8	Effective	
20.4	16.1	22.9	Ineffective	
1.0	1.1	1.0	Completely ineffective	
100.0	100.0	100.0	Total	

Place of residence				Q9_1: Do you think Palestinian NGOs work according to the law?
Total	Gaza Strip	West Bank		
82.0	84.9	80.3	Yes	
18.0	15.1	19.7	No	
100.0	100.0	100.0	Total	
Place of residence				Q9_2: Do you think Palestinian NGOs maintain monetary and executive standards in their work?
Total	Gaza Strip	West Bank		
85.1	88.2	83.3	Yes	
14.7	11.8	16.4	No	
0.2	0.0	0.3	Do not know	
100.0	100.0	100.0	Total	
Place of residence				Q10_1: Have you looked at monetary reports of a Palestinian NGO?
Total	Gaza Strip	West Bank		
53.8	47.2	57.7	Yes, for the NGO that I work in	
1.0	1.1	1.0	Yes, for another NGO	
32.5	40.6	27.7	Yes, for the NGO that I work in and another	
12.3	11.1	13.0	I have not	
0.4	0.0	0.7	Other	
100.0	100.0	100.0	Total	
Place of residence				Q10_2: Have you looked at an executive report of a Palestinian NGO?
Total	Gaza Strip	West Bank		
51.6	47.2	54.2	Yes, for the NGO that I work in	
0.8	1.1	0.7	Yes, for another NGO	
37.2	43.9	33.1	Yes, for the NGO that I work in and another	
9.8	7.2	11.4	I have not	
0.6	0.6	0.7	Other	
100.0	100.0	100.0	Total	
Place of residence				Q11: If you were offered the same job in the civil, private and/or governmental sectors, which sector would you choose?
Total	Gaza Strip	West Bank		
37.9	37.6	38.1	The civil sector	
23.3	17.4	26.8	The private sector	
38.2	44.4	34.4	The governmental sector	
0.6	0.6	0.7	Other	
100.0	100.0	100.0	Total	

Place of residence			Q12: Do you think there is discrimination within civil institutions in salaries and promotions?
Total	Gaza Strip	West Bank	
6.5	5.6	7.0	To a very large extent
16.7	18.9	15.3	To a large extent
38.8	41.1	37.3	To a medium extent
9.6	10.0	9.3	To a small extent
2.9	1.7	3.7	To a very small extent
25.4	22.8	27.0	There is no discrimination
0.2	0.0	0.3	Do not know
100.0	100.0	100.0	Total
Place of residence			Q13: In your opinion, what is the method for hiring in NGOs?
Total	Gaza Strip	West Bank	
45.8	48.6	44.1	Qualification
31.4	29.6	32.4	Graft
20.3	19.6	20.7	Qualification and graft
2.5	2.2	2.7	Other
100.0	100.0	100.0	Total
Place of residence			Q14: In your opinion, who should assess and evaluate the work of the executive board of the NGOs?
Total	Gaza Strip	West Bank	
24.3	32.8	19.3	The Palestinian government, according to the law
15.0	7.2	19.6	The general boards
6.0	3.3	7.6	The beneficiaries (the public)
4.6	4.4	4.7	The funders
41.6	41.1	41.9	All of the above
0.8	1.7	0.3	None of the above
7.7	9.4	6.6	Other
100.0	100.0	100.0	Total
Place of residence			Q15: Forming a body or coalition for fighting corruption in NGOs is
Total	Gaza Strip	West Bank	
69.6	73.7	67.1	Extremely necessary
27.3	25.1	28.6	Necessary
2.7	1.1	3.7	Unnecessary
0.4	0.0	0.7	Completely unnecessary
100.0	100.0	100.0	Total
Place of residence			Q16: In your opinion, should NGOs provide the basic information about their work to the public?
Total	Gaza Strip	West Bank	

95.2	95.0	95.3	Yes
4.8	5.0	4.7	No
100.0	100.0	100.0	Total
Place of residence			
Total	Gaza Strip	West Bank	Q17: Does your NGO have a website?
59.0	58.3	59.3	Yes
41.0	41.7	40.7	No
100.0	100.0	100.0	Total
Place of residence			
Total	Gaza Strip	West Bank	Q18: Are the financial and executive standards published?
30.5	32.7	29.2	Yes
67.0	62.5	69.7	No
2.5	4.8	1.1	Do not know
100.0	100.0	100.0	Total
Place of residence			
Total	Gaza Strip	West Bank	Q19: Are vacancies published?
46.4	46.4	46.5	In local newspapers
0.8	1.1	0.7	Website
8.2	5.6	9.7	They are not published
47.7	47	48.2	Other
100.0	100.0	100.0	Total
Place of residence			
Total	Gaza Strip	West Bank	Q20: Are all reports sent to the relevant ministry?
94.0	97.2	92.0	Yes
4.8	1.7	6.6	No
1.2	1.1	1.3	Do not know
100.0	100.0	100.0	Total
Place of residence			
Total	Gaza Strip	West Bank	Q21: Is there a mechanism for receiving complaints from the public?
53.0	56.7	50.8	Yes
47.0	43.3	49.2	No
100.0	100.0	100.0	Total
Placed of residence			
Total	Gaza Strip	West Bank	Q22: Are responses given to these complaints?

34.4	27.9	38.3	Verbally
21.3	31.3	15.3	Written
2.5	2.8	2.4	They are dealt with without a response
3.2	1.1	4.4	No
34.8	31.8	36.6	Verbally or written
3.8	5.0	3.1	Other
100.0	100.0	100.0	Total
Place of residence			
Total	Gaza Strip	West Bank	Q23: Has an evaluation been conducted for the NGO you work for in the past two years?
53.5	52.0	54.5	Internally
6.7	7.8	6.0	Externally
9.2	5.6	11.3	No evaluation has been conducted
29.2	33.0	26.9	Internally and externally
1.5	1.7	1.3	Other
100.0	100.0	100.0	Total
Place of residence			
Total	Gaza Strip	West Bank	Q24: Is the public asked to decide the priorities of a certain project or evaluate a certain project?
66.0	72.6	62.1	Yes
33.5	26.8	37.5	No
0.4	0.6	0.3	Do not know
100.0	100.0	100.0	Total
Place of residence			
Total	Gaza Strip	West Bank	Q25: Is there a code of conduct or a guiding manual for the employees?
54.5	60.6	50.8	Yes
45.5	39.4	49.2	No
100.0	100.0	100.0	Total
Place of residence			
Total	Gaza Strip	West Bank	Q26: Is there clarity in the job descriptions of the different bodies within the NGO?
80.0	80.0	80.0	Yes
20.0	20.0	20.0	No
100.0	100.0	100.0	Total