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<http://www.pcbs.gov.ps> :





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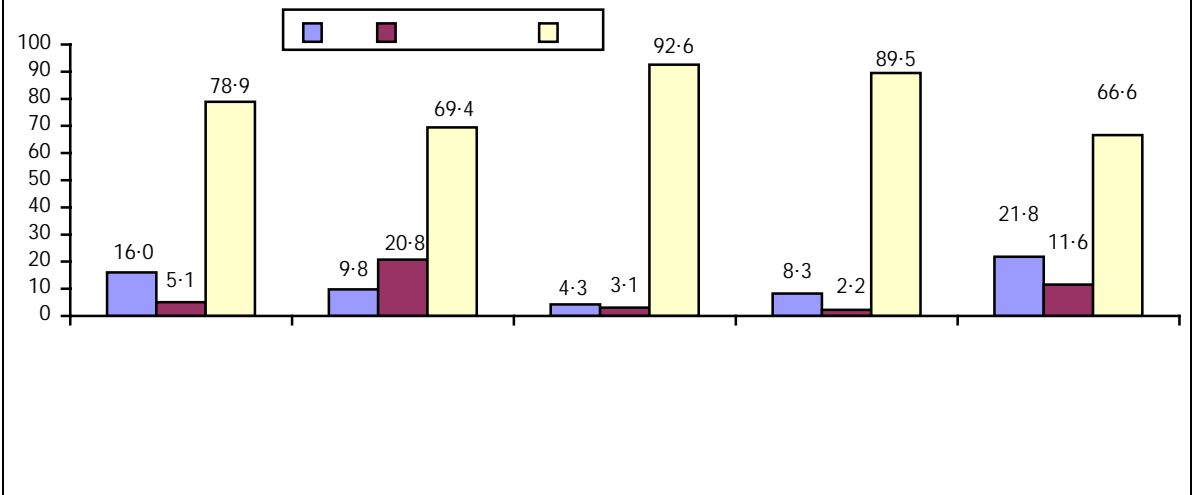
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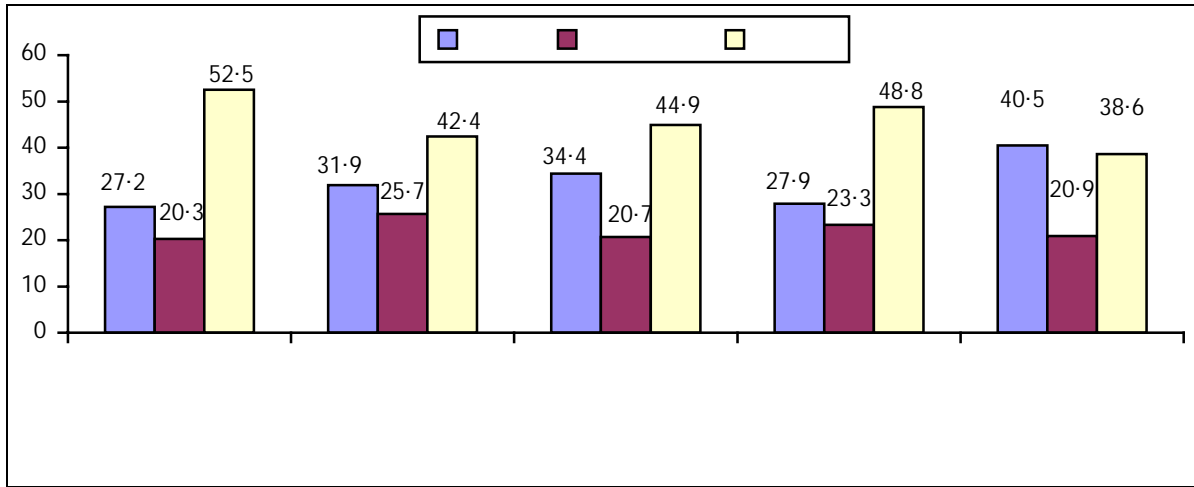
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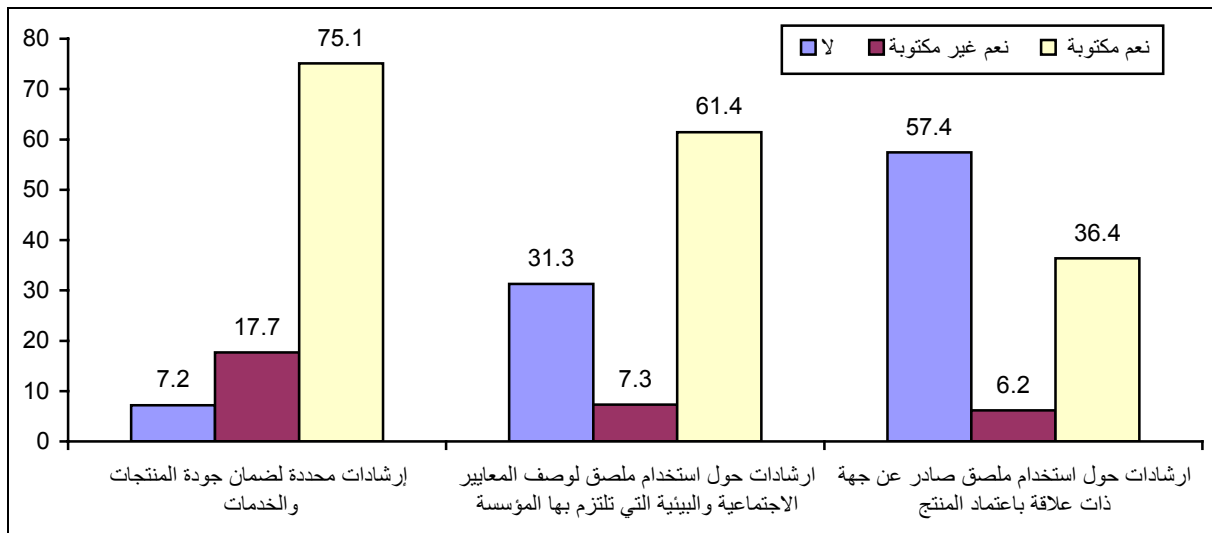
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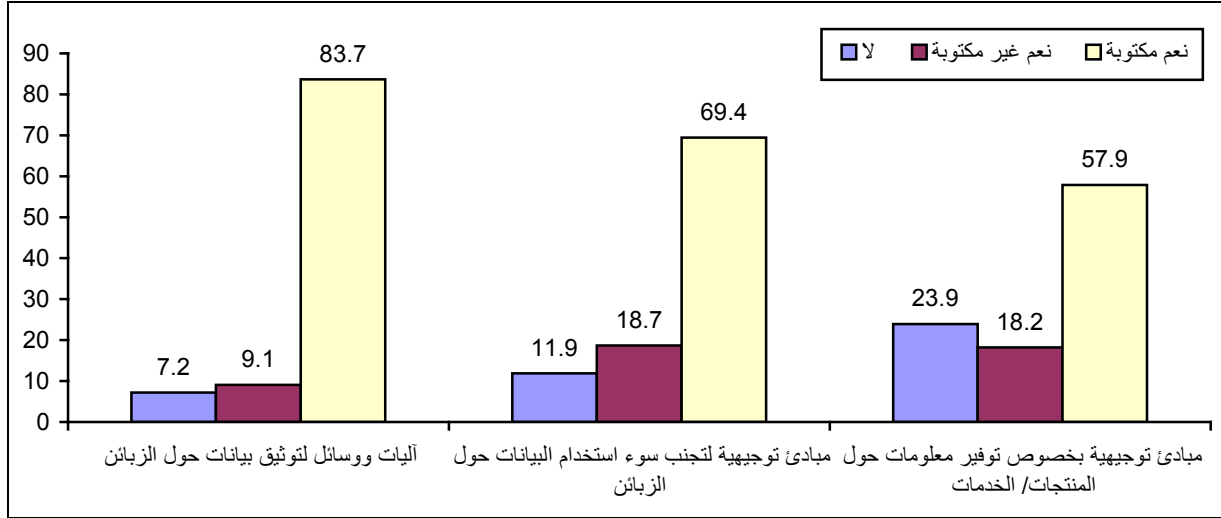
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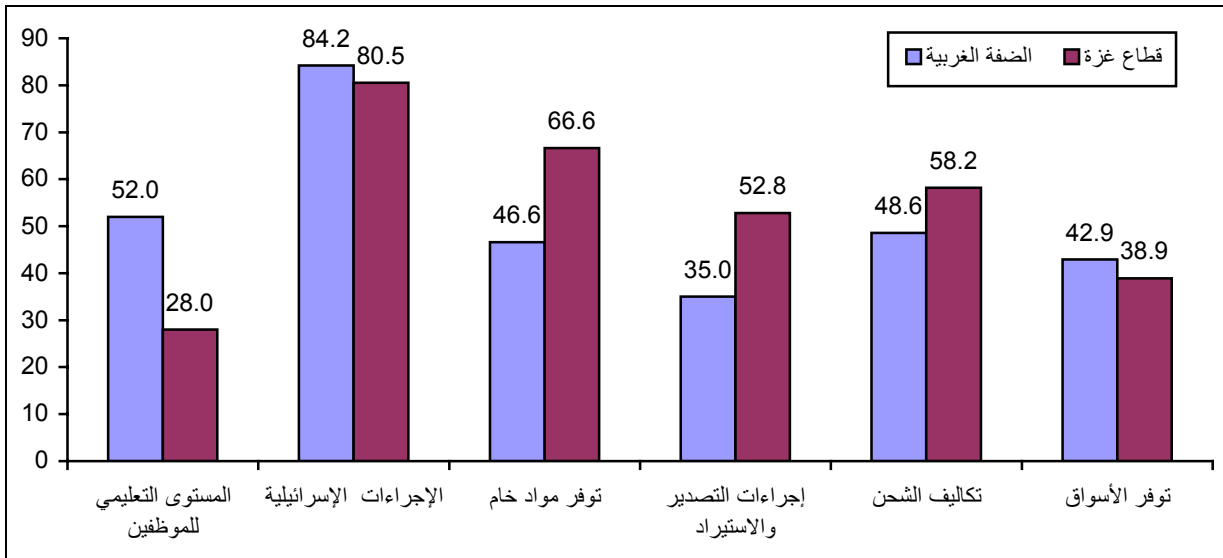
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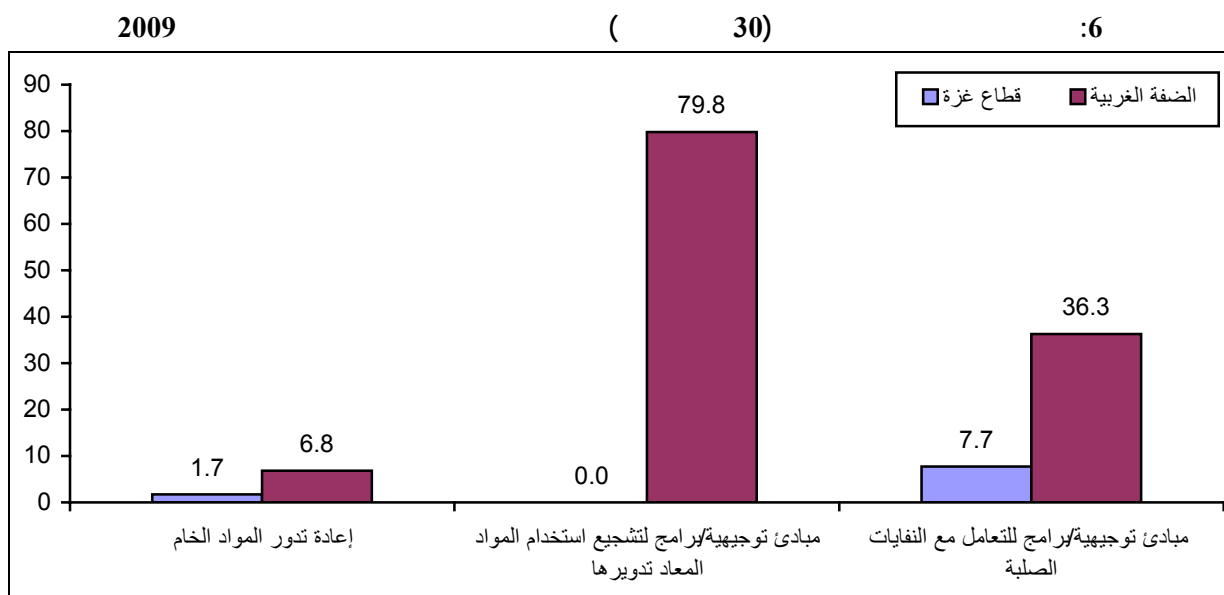


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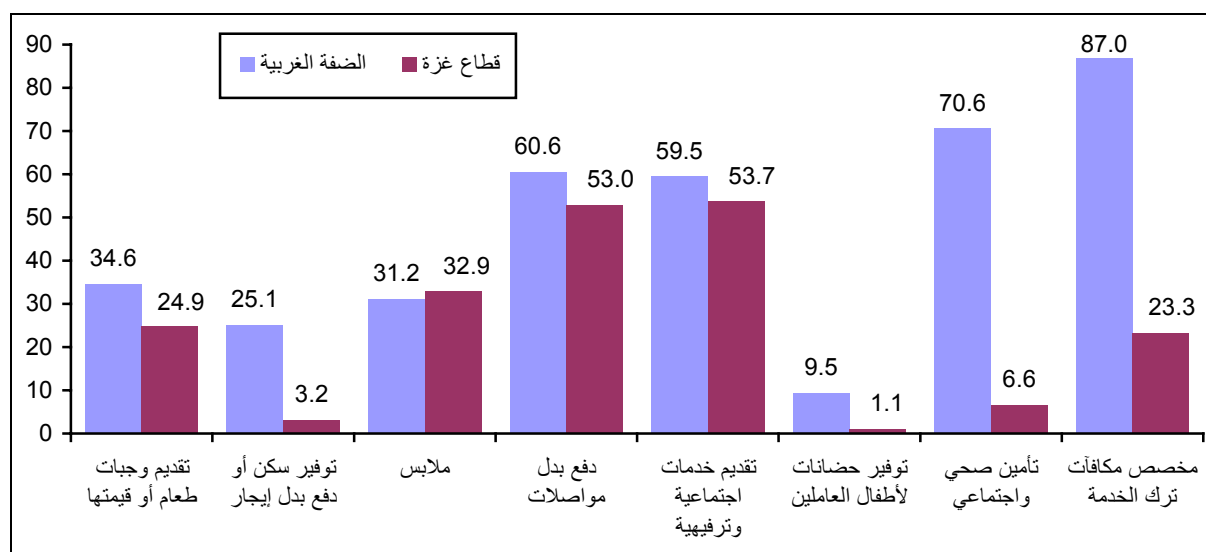
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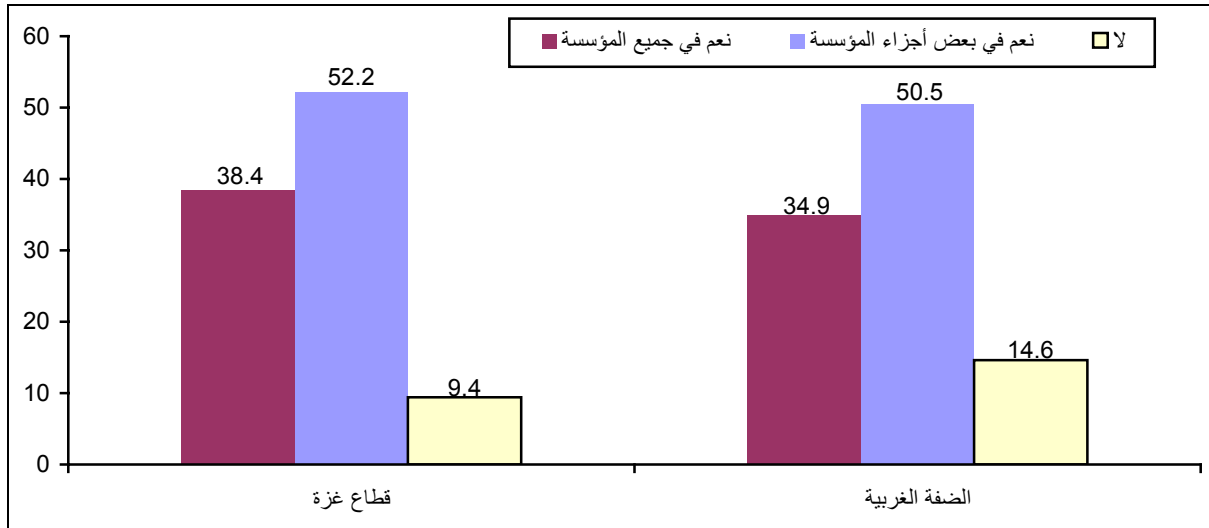
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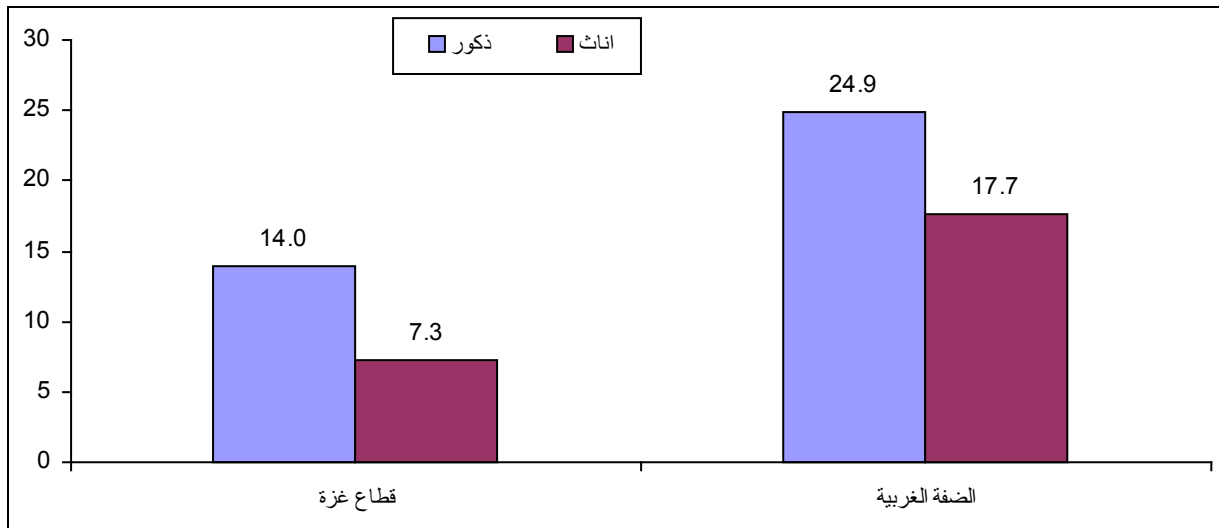
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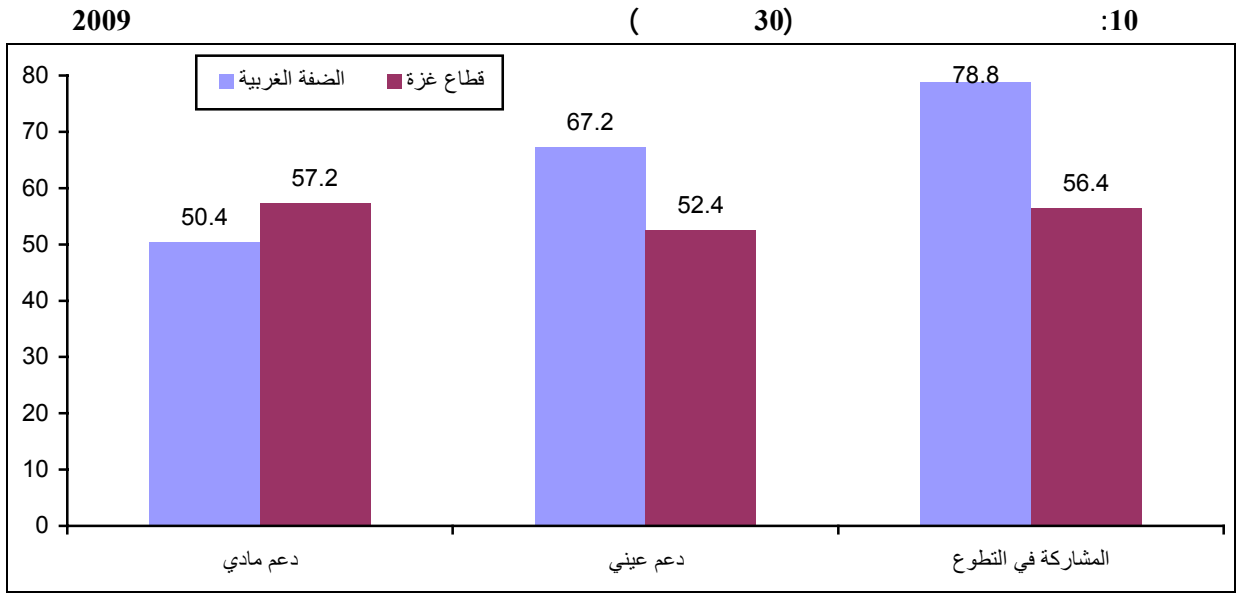
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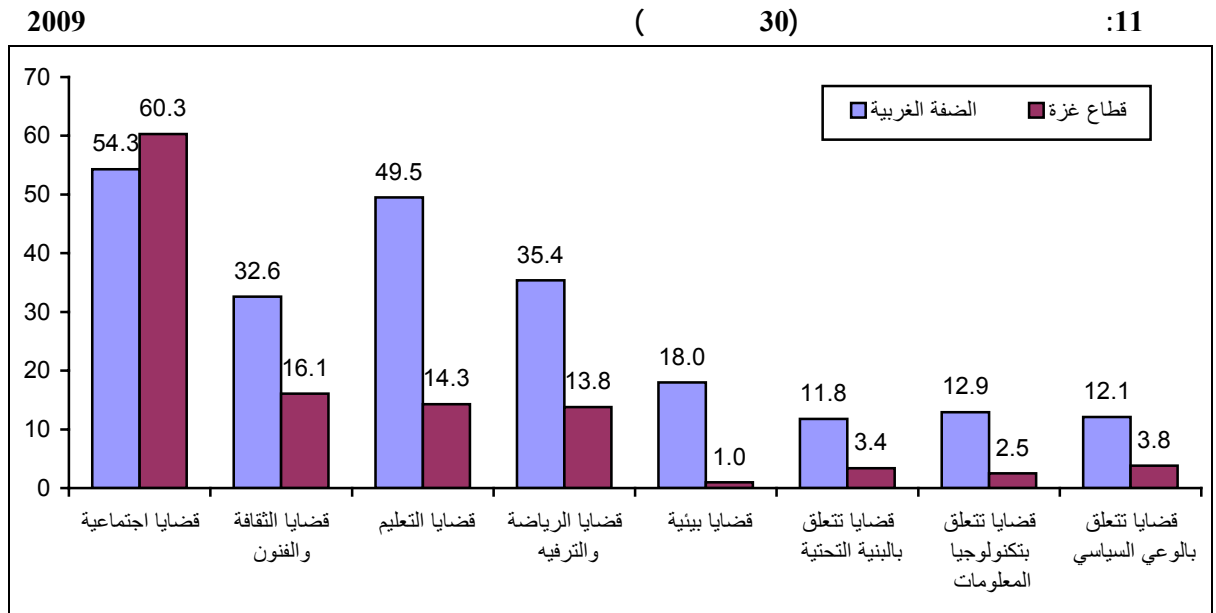
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# Tables



**Table 1: Percentage distribution of institutions in private sector (30 employees and above) by the availability of business strategies and region, 2009**

Availability of business strategies and region	Total	No	Under development	Yes	
<b>Palestinian Territory</b>					
Written general principles	100	16.0	5.1	78.9	
Strategic plans on how to develop business on the long term	100	9.8	20.8	69.4	
written Concepts or strategy to deal with stakeholders who affect the business significantly	100	21.8	11.6	66.6	( / )
Clear structures for decisions, monitoring, and controlling	100	4.3	3.1	92.6	
Guidelines to avoid corruption	100	8.3	2.2	89.5	
<b>West Bank</b>					
Written general principles	100	16.6	4.8	78.6	
Strategic plans on how to develop your business on the long term	100	13.5	17.3	69.2	
written Concepts or strategy to deal with stakeholders who affect the business significantly	100	28.8	11.8	59.4	( / )
Clear structures for decisions, monitoring, and controlling	100	5.1	2.2	92.7	
Guidelines to avoid corruption	100	10.3	2.5	87.2	
<b>Gaza Strip</b>					
Written general principles	100	14.4	5.9	79.7	
Strategic plans on how to develop your business on the long term	100	0.0	30.0	70.0	
written Concepts or strategy to deal with stakeholders who affect the business significantly	100	3.3	11.0	85.7	( / )
Clear structures for decisions, monitoring, and controlling	100	2.6	5.3	92.1	
Guidelines to avoid corruption	100	2.6	1.7	95.7	

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**Table 2: Percentage distribution of institutions in the private sector (30 employees and above) by the degree of need and region, 2009**

Need and region	Degree of need			
	Total	No need	Medium need	Urgent need
<b>Palestinian Territory</b>				
Highly motivated employees	100	27.2	20.3	52.5
Marketing activities	100	31.9	25.7	42.4
Research and products improvement	100	34.4	20.7	44.9
Availability of natural resources, like water	100	40.5	20.9	38.6
Vocational training	100	27.9	23.3	48.8
<b>West Bank</b>				
Highly motivated employees	100	27.1	21.5	51.4
Marketing activities	100	40.0	24.8	35.2
Research and products improvement	100	30.2	23.6	46.2
Availability of natural resources, like water	100	42.8	15.7	41.5
Vocational training	100	25.6	23.6	50.8
<b>Gaza Strip</b>				
Highly motivated employees	100	27.5	17.1	55.4
Marketing activities	100	10.3	28.2	61.5
Research and products improvement	100	45.6	12.8	41.6
Availability of natural resources, like water	100	34.0	35.2	30.8
Vocational training	100	33.9	22.7	43.4

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**Table 3: Percentage distribution of institutions in the private sector (30 employees and above) by knowledge of social responsibility concept and region, 2009**

Knowledge on social responsibility concept	Region		Palestinian Territory	
	Gaza Strip	West Bank		
Sufficient knowledge	47.8	61.4	57.7	
Limited knowledge	48.0	26.1	32.1	
Institution management heard of the concept	4.2	3.1	3.4	
Institution management never heard of the concept	0.0	9.4	6.8	
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	

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**Table 4: Percentage distribution of institutions in the private sector (30 employees and above) by the responsible body about social responsibility in the institution and region, 2009**

The responsible body in the institution	Region		Palestinian Territory	
	Gaza Strip	West Bank		
Chief Executive Officer (CEO)	48.4	40.5	42.6	
Executive management	0.0	39.2	28.5	
Special unit responsible for social responsibility	0.0	5.5	4.1	
Communication or public relation unit	51.6	7.1	19.2	
No body	0.0	7.7	5.6	
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	

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**Table 5: Percentage distribution of institutions in the private sector (30 employees and above) by availability of guidance on products/services and region, 2009**

Availability of guidance on products/services	Total	No	Yes, but no written guidelines	Yes, written guidelines	/
<b>Palestinian Territory</b>					
Quality management for products to ensure health and safety of customers and consumers	100	7.2	17.7	75.1	)
Guidelines for suppliers / subcontractors to work according to international standards	100	16.3	18.0	65.7	(
Use of label for social or environmental standards of product / service	100	31.3	7.3	61.4	
Label given by external organization responsible for approval of the product	100	57.4	6.2	36.4	
Adoption of service/ products for persons with special needs	100	46.5	19.2	34.3	/
<b>West Bank</b>					
Quality management for products to ensure health and safety of customers and consumers	100	6.9	19.4	73.7	)
Guidelines for suppliers / subcontractors to work according to international standards	100	17.5	19.0	63.5	(
Use of label for social or environmental standards of product / service	100	29.9	4.4	65.7	
Label given by external organization responsible for approval of the product	100	51.6	1.5	46.9	
Adoption of service/ products for persons with special needs	100	36.2	21.3	42.5	/
<b>Gaza Strip</b>					
Quality management for products to ensure health and safety of customers and consumers	100	8.7	9.3	82.0	)
Guidelines for suppliers / subcontractors to work according to international standards	100	11.7	14.0	74.3	(
Use of label for social or environmental standards of product / service	100	36.0	17.1	46.9	
Label given by external organization responsible for approval of the product	100	73.4	19.5	7.1	
Adoption of service/ products for persons with special needs	100	80.0	12.3	7.7	/



**Table 6: Percentage distribution of institutions in the private sector (30 employees and above) by availability of guidelines on relation with customers and region, 2009**

Availability of guidelines on relation with customers	Total	No	Yes, but no written guidelines	Yes, written guidelines	
<b>Palestinian Territory</b>					
Instructions and methods to document customers data	100	7.2	9.1	83.7	
Guidelines to avoid misuse of customers data	100	11.9	18.7	69.4	
Guidelines for product information and advertisement	100	23.9	18.2	57.9	/
<b>West Bank</b>					
Instructions and methods to document customers data	100	6.9	7.4	85.7	
Guidelines to avoid misuse of customers data	100	12.9	17.0	70.1	
Guidelines for product information and advertisement	100	22.5	12.5	65.0	/
<b>Gaza Strip</b>					
Instructions and methods to document customers data	100	7.8	13.9	78.3	
Guidelines to avoid misuse of customers data	100	9.3	23.1	67.6	
Guidelines for product information and advertisement	100	27.8	33.5	38.7	/

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**Table 7: Percentage of institutions in the private sector (30 employees and above) that have joint cooperation with others by type of partner and region, 2009**

Partner and Region	percentage	
<b>Palestinian Territory</b>		
Educational institutions (universities, schools...)	52.3	(.. )
Governmental organizations	46.6	
Non-governmental organizations	65.1	( )
Private organizations	65.4	
Individuals	32.0	
Other	7.6	
<b>West Bank</b>		
Educational institutions (universities, schools...)	56.8	(.. )
Governmental organizations	51.4	
Non-governmental organizations	55.2	( )
Private organizations	56.9	
Individuals	45.9	
Other	11.4	
<b>Gaza Strip</b>		
Educational institutions (universities, schools...)	43.3	(.. )
Governmental organizations	37.1	
Non-governmental organizations	84.9	( )
Private organizations	82.2	
Individuals	4.2	
Other	0.0	

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**Table 8: Percentage of institutions in the private sector (30 employees and above) that face challenges by type of challenges and region, 2009**

Challenges/major problems facing the institution	percentage	/
<b>Palestinian Territory</b>		
Climate change	38.2	
Need for pure water	38.6	
Strong neighbourhood	43.2	
Religion/political conflicts	27.8	/
Educational level of employees	45.5	
Israeli measures	83.2	
Availability of raw material	52.1	
Procedures for export/import (other than Israeli measures)	39.9	( )
Cargo expenses	51.2	
Availability of markets	41.8	
Other	13.5	
<b>West Bank</b>		
Climate change	42.9	
Need for pure water	40.0	
Strong neighbourhood	50.7	
Religion/political conflicts	33.2	/
Educational level of employees	52.0	
Israeli measures	84.2	
Availability of raw material	46.6	
Procedures for export/import (other than Israeli measures)	35.0	( )
Cargo expenses	48.6	
Availability of markets	42.9	
Other	16.9	
<b>Gaza Strip</b>		
Climate change	25.5	
Need for pure water	34.9	
Strong neighbourhood	23.3	
Religion/political conflicts	13.3	/
Educational level of employees	28.0	
Israeli measures	80.5	
Availability of raw material	66.6	
Procedures for export/import (other than Israeli measures)	52.8	( )
Cargo expenses	58.2	
Availability of markets	38.9	
Other	4.4	

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**Table 9: Percentage of institutions in the private sector (30 employees and above) by availability of environment helping principles and region, 2009**

Indicator	Region		Palestinian Territory	
	Gaza Strip	West Bank		
Recycling raw material	1.7	6.8	5.4	
Guidelines/ programs to foster the use of recycled materials	0.0	79.8	69.1	/
Guidelines/ programs to deal with solid waste	7.7	36.3	28.5	/
Guidelines/ programs to rationalize the use of energy	97.0	66.4	74.7	/

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**Table 10: Percentage of institutions in the private sector (30 employees and above) that treat waste by type of waste and region, 2009**

Type of waste and Region	Percentage	
<b>Palestinian Territory</b>		
Paper and cartoon	3.5	
Plastic and Rubber	2.7	
Glass, metals and acute materials	1.5	
Soil and stones	1.2	
Food waste (Remnants)	2.5	
Medical/chemical waste	1.5	
<b>West Bank</b>		
Paper and cartoon	4.8	
Plastic and Rubber	3.5	
Glass, metals and acute materials	2.0	
Soil and stones	1.7	
Food waste (Remnants)	3.5	
Medical/chemical waste	2.0	
<b>Gaza Strip</b>		
Paper and cartoon	0.0	
Plastic and Rubber	0.8	
Glass, metals and acute materials	0.0	
Soil and stones	0.0	
Food waste (Remnants)	0.0	
Medical/chemical waste	0.0	

**Table 11: Percentage of institutions in the private sector (30 employees and above) that reuse treated waste by type of waste and region, 2009**

Type of waste/Region	Percentage	/
<b>Palestinian Territory</b>		
Paper and cartoon	2.8	
Plastic and Rubber	2.0	
Glass, metals and acute materials	1.6	
Soil and stones	1.8	
Food waste (Remnants)	1.3	
Medical/chemical waste	0.2	
<b>West Bank</b>		
Paper and cartoon	3.8	
Plastic and Rubber	2.4	
Glass, metals and acute materials	1.9	
Soil and stones	2.5	
Food waste (Remnants)	1.8	
Medical/chemical waste	0.3	
<b>Gaza Strip</b>		
Paper and cartoon	0.0	
Plastic and Rubber	0.8	
Glass, metals and acute materials	0.8	
Soil and stones	0.0	
Food waste (Remnants)	0.0	
Medical/chemical waste	0.0	

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**Table 12: Percentage distribution of institutions in the private sector (30 employees and above) by number of owned vehicles, average age of vehicles and region, 2009**

The number of vehicles owned by the institutions and Average age of vehicles	Region		Palestinian Territory	
	Gaza Strip	West Bank		
0	11.1	15.3	14.2	0
1	11.1	14.6	13.6	1
2	33.3	14.0	19.3	2
3	26.5	9.6	14.2	3
5-4	7.7	9.8	9.3	5-4
10-6	6.0	15.6	13.0	10-6
15-11	1.7	8.6	6.7	15-11
16+	2.6	12.5	9.7	+16
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	
<b>Average age of vehicles in years</b>	<b>4.6</b>	<b>6.0</b>	<b>5.6</b>	

**Table 13: Percentage of institutions in the private sector (30 employees and above) that provide in-kind and social benefits by type of benefits and region, 2009**

In-kind and social benefits/region	Percentage	/
<b>Palestinian Territory</b>		
Meals or its value	31.9	
Housing or rent value	19.1	
Clothes	31.6	
Transportation allowances	58.5	
Social or recreational services	57.9	
Nurseries for the children of employees	7.2	
Health or social insurance	53.2	
Job separation benefits	69.7	
<b>West Bank</b>		
Meals or its value	34.6	
Housing or rent value	25.1	
Clothes	31.2	
Transportation allowances	60.6	
Social or recreational services	59.5	
Nurseries for the children of employees	9.5	
Health or social insurance	70.6	
Job separation benefits	87.0	
<b>Gaza Strip</b>		
Meals or its value	24.9	
Housing or rent value	3.2	
Clothes	32.9	
Transportation allowances	53.0	
Social or recreational services	53.7	
Nurseries for the children of employees	1.1	
Health or social insurance	6.6	
Job separation benefits	23.3	

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**Table 14: Percentage distribution of institutions in the private sector (30 employees and above) by the practice of transferring employee's salary to his/her bank's account and region, 2009**

Transfer monthly salaries to the banks	Region		Palestinian Territory	
	Gaza Strip	West Bank		
Yes, to all employees	3.6	50.2	37.5	
Yes, to some employees	47.1	8.8	19.2	
No	49.3	41.0	43.3	
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	

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**Table 15: Percentage of institutions in the private sector (30 employees and above) by selected indicators and region, 2009**

indicator	Region		Palestinian Territory	
	Gaza Strip	West Bank		
Availability of research and development unit	40.5	30.2	33.0	
Availability of labor council/union in the institution	3.5	23.7	18.3	/
Provide programs to ensure the safety and health of employees	95.8	78.6	83.3	
Provide guidelines/programs related to security and safety in institutions	100.0	87.1	90.6	/
Work places in the organization adaptable to persons with special needs	61.4	34.0	41.4	
Provide programs/guidelines to strengthen diversity	63.8	54.8	57.2	/
Support voluntary activities	83.1	91.3	89.9	

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**Table 16: Percentage distribution of institutions in the private sector (30 employees and above) by availability of vocational training for employees and region, 2009**

Provide vocational training for personnel in institutions	Region		Palestinian Territory	
	Gaza Strip	West Bank		
Yes, to all employees	0.8	28.1	20.7	
Yes, to some employees	20.6	33.4	29.9	
No	78.6	38.5	49.4	
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	



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**Table 17: Percentage distribution of institutions in the private sector (30 employees and above) by availability of smoke-free policy and region, 2009**

Availability of smoke-free policy	Region		Palestinian Territory	
	Gaza Strip	West Bank		
Yes, all over the Institution	38.4	34.9	35.8	
Yes, in some parts of the Institution	52.2	50.5	51.0	
No	9.4	14.6	13.2	
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	

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**Table 18: Percentage distribution of institutions in the private sector (30 employees and above) by number of injuries due to work related accidents and region, 2009**

Number of injuries	Region		Palestinian Territory	
	Gaza Strip	West Bank		
0	45.9	65.6	60.4	0
1-3	17.4	22.6	21.3	3-1
4+	36.7	11.8	18.3	+4
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	

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**Table 19: Percentage of institutions in the private sector (30 employees and above) which employ persons with special needs by sex and region, 2009**

Employment of persons with special needs	Region		Palestinian Territory	
	Gaza Strip	West Bank		
<b>Male</b>				
No employment of males with special needs	86.0	75.1	77.9	
Employment of males with special needs	14.0	24.9	22.1	
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	
<b>Female</b>				
No employment of females with special needs	92.7	82.3	84.9	
Employment to females with special needs	7.3	17.7	15.1	
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	

2009

**Table 20: Percentage distribution of institutions in the private sector (30 employees and above) by means to contribute to local communities/society in general and region, 2009**

Ways to contribute to the community or society in general/ Region	Total	No	Yes sometimes	Yes regularly	/
<b>Palestinian Territory</b>					
Sponsor activities	100	40.3	35.2	24.5	
Cash donation	100	32.3	39.5	28.2	
In kind donation	100	34.0	39.2	26.8	
Volunteering for public benefit	100	55.6	27.8	16.6	
Volunteering of employees	100	64.9	23.2	11.9	
Other	100	77.2	19.1	3.7	
<b>West Bank</b>					
Sponsor activities	100	34.2	37.8	28.0	
Cash donation	100	27.0	40.7	32.3	
In kind donation	100	26.6	41.3	32.1	
Volunteering for public benefit	100	43.6	34.0	22.4	
Volunteering of employees	100	55.8	27.9	16.3	
Other	100	71.5	23.4	5.1	
<b>Gaza Strip</b>					
Sponsor activities	100	56.6	28.3	15.1	
Cash donation	100	46.5	36.0	17.5	
In kind donation	100	53.6	33.6	12.8	
Volunteering for public benefit	100	87.6	11.4	1.0	
Volunteering of employees	100	89.5	10.5	0.0	
Other	100	92.5	7.5	0.0	

2009

**Table 21: Percentage distribution of institutions in the private sector (30 employees and above) by availability of strategy to contribute to local communities and region, 2009**

Availability of strategy to contribute to local community	Region		Palestinian Territory	
	Gaza Strip	West Bank		
Yes	52.9	39.5	43.1	
In process	16.4	9.0	11.0	
No	30.7	51.5	45.9	
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	

2009

( 30)

:22

**Table 22: Percentage of institutions in the private sector (30 employees and above) that support local communities by type of support and region, 2009**

<b>Institutional support for voluntary activities</b>	<b>Percentage</b>	
<b>Palestinian Territory</b>		
Financial	51.6	
In kind	64.6	
Participation in the voluntary activities	74.9	
<b>West Bank</b>		
Financial	50.4	
In kind	67.2	
Participation in the voluntary activities	78.8	
<b>Gaza Strip</b>		
Financial	57.2	
In kind	52.4	
Participation in the voluntary activities	56.4	

2009

( 30)

:23

**Table 23: Percentage of institutions in the private sector (30 employees and above) that support local communities by field of support and region, 2009**

<b>Field of support</b>	<b>Region</b>		<b>Palestinian Territory</b>	
	Gaza Strip	West Bank		
Social issues	60.3	54.3	56.0	
Art and culture issues	16.1	32.6	28.1	
Education issues	14.3	49.5	39.9	
Sport and recreational issues	13.8	35.4	29.5	
Environmental issues	1.0	18.0	13.4	
Infrastructure issues	3.4	11.8	9.5	
ICT issues	2.5	12.9	10.1	
Political awareness issues	3.8	12.1	9.8	



**Palestinian National Authority  
Palestinian Central Bureau of Statistics**

**Social responsibility of the private sector in the  
Palestinian Territory, 2009**

**Main Findings**

**March, 2011**

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**The funding of the social responsibility of the private sector survey 2009 in the Palestinian Territory was provided by the Palestinian National Authority (PNA) and World Bank.**

**PCBS extends its gratitude to the World Bank for its financial support.**



## **Preface**

PCBS implemented the Social Responsibility Survey for the private sector as part of its mandate to provide official statistics that meet the increasing demands of users at the national and international levels.

The provision of statistical indicators on Social Responsibility is a new program at PCBS and this step comes in line with PCBS' efforts to continuously develop its statistical program to become relevant to the Palestinian and global context.

The indicators on social responsibility focus on the practices of the private sector especially those institutions with substantial roles in the Palestinian economy. The indicators cover the capacity of private institutions in terms of employment and contribution in the development process, the practices towards the environment, challenges that face these institutions, in addition to other areas that are relevant to the concept of social responsibility.

PCBS hopes that the provision of statistical indicators on the practices of the private sector in the field of social responsibility will furnish users, researchers, planners and decision makers with crucial data necessary for social and economic development in the Palestinian Territory.

**March, 2011**

**Ola Awad  
President of PCBS**





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## Summary

### **Availability of business strategies**

About 93% of institutions have business strategies that reflect procedures of decision making; while 90% have guidelines to avoid corruption. However, only 69% of institutions have business strategies related to long term planning compared to 79% have written general principles instead.

Written procedures to collect and manage information related to customers are available at 84% of institutions in the private sector, while only 69% have written guidelines to avoid the misuse of customer's information and 58% have guidelines on written information related to products and services.

### **Challenges faced by private sector institutions**

Israeli measures are considered the greatest challenge facing the private sector with 84.2% for institutions in the West Bank and 80.5% in Gaza Strip. The availability of raw material, cost of cargo in addition to procedures of export and import are special challenges that face the private sector in Gaza Strip. Regarding the West Bank, the challenges that follow Israeli measures include educational level of employees and cost of shipment.

### **Incentives available in the institutions**

About 87% of institutions in the West Bank provide employees with separation benefits compared to 23% in Gaza Strip. In addition, about 71% of institutions in the West Bank provide employees with health and social insurance compared to 7% in Gaza Strip. Regarding social and recreational activities, about 60% of institutions in the West Bank provide such incentives to employees compared to 54% in Gaza Strip.

Non-smoking policy is applied in 35% of institutions in the West Bank compared to 38% in Gaza Strip.

### **Responsibility towards individuals with disabilities**

The employment of persons with special needs is more practiced among the private sector in the West Bank in comparison with Gaza Strip; 24.9% of private institutions in the West Bank employing males with special needs and 17.7% of it employing females with special needs, on the contrary, in Gaza Strip; 14.0% of private institutions employing males with special needs and 7.3% of it employing females.

### **Responsibility towards local communities**

Voluntary activities are more common practices among the private sector in the West Bank with 79%. compared to 56% in Gaza Strip. Financial support is the common social responsibility practices in Gaza Strip with 57% compared to 50% in the West Bank.

About 60% of institutions in Gaza Strip support social issues compared to 54% in the West Bank. In addition, institutions in the West Bank provide greater support to issues that aim to develop society in the fields of sport, education, culture, art and environment compared to institutions in Gaza Strip.



## Chapter One

### **Introduction**

#### **1.1 Introduction**

Indicators of social responsibility cover institutions of the Palestinian private sector that have greater contribution and a broader role on the development of the Palestinian economy.

The survey of Social Responsibility for institutions in the private sector covers core indicators related to the role of private sector in the Palestinian society including employment capacity, contribution in the development of society, environment-friendly practices as well as challenges that face this sector. PCBS took the initiative to implement the Social Responsibility survey to provide users and researchers with relevant data on the practices of the private sector regarding society and development.

#### **1.2 Objectives of the survey**

The survey of Social Responsibility provides detailed and comprehensive data on the role of the private sector in the Palestinian Territory towards the development of Palestinian local communities as well as society. A questionnaire was designed to capture the relevant data that include:

1. Business strategies of the private sector
2. Understanding of the concept of social responsibility
3. Responsibility towards products and services
4. Responsibility towards customers and clients
5. Responsibility towards the environment and the use of raw materials and energy
6. Responsibility towards employees
7. Responsibility towards local communities and means to contribute for the well being of society

#### **1.3 Structure of the report**

The report presents the preliminary findings of the Social Responsibility survey that was implemented by PCBS in the year 2010.

The report consists of five chapters where an introduction about the concept of social responsibility and the indicators of the survey are presented in the first one; while concepts and definitions relevant to this survey are presented in the second chapter. The preliminary results of the Social Responsibility Survey-2010 are presented in the third chapter. Details about the methodology of the survey including instruments, sampling, data collection and data processing are included in the fourth chapter.

Technical notes about the data quality of the Social Responsibility survey including response rates, statistical and non-statistical errors are presented in the fifth chapter.



## Concepts and Definitions

### **Social responsibility:**

There is no single, commonly accepted definition of Social Responsibility. There are different perceptions of the concept among individuals as well as sectors.

#### **Definition of the World Bank (WB):**

“Corporate social responsibility is the commitment of business to contribute to sustainable economic development, working with employees, their families, the local community and society at large to improve their quality of life, in ways that are both good for business and good for development.”

#### **Definition of International Chamber of Commerce (ICC):**

"The voluntary commitment by business to manage its activities in a responsible social and ethical way."

#### **Definition of European Commission (EC):**

“Corporate social responsibility is essentially a concept whereby companies decide voluntarily to contribute to a better society and a cleaner environment.”

The definition used in this survey is: the social responsibility is a culture that reflects commitment of a corporation towards society as part of its strategic planning to support economic, social and environmental sustainable development.

**Corporate social responsibility is a strategic practice to do business in responsible and sustainable manner.**

### **Institutions (enterprise):**

An economic entity that is capable, in its own right, of owning assets, incurring liabilities and engaging in economic activities and transactions with other entities.

### **Establishment:**

It is an enterprise, or part of an enterprise, which mainly produces a single group of goods (with the possibility of production from secondary activities) in which the principal productive activity accounts for most of the value added. Breaking down institutional units into establishments serves in creating more consistent statistical units in the productive sense.

### **Unpaid workers:**

Persons who do not get paid for their full time work in the establishment, including employers or members of their families. Employers include persons who leased the establishment and work in it, as well as trainees who contribute to production processes of the projects (Producers), regardless of any monetary reward that they may receive.

### **Wage workers:**

A person who works and receives remuneration in wage, salary, commission, tips, piece-rates or pay in kind. This include temporarily workers as well as workers who work at home for the benefit of an establishment for specified wage.

### **In-kind benefits:**

The value of goods and services offered by the institutions free or at a symbolic cost (The value is the difference between total cost and is the symbolic cost). It could include food or beverages, clothing, transportation, health services or treatment, social or recreational services.

**Social benefits:**

The contribution of the institutions in the premiums of social insurance, programs of retirement or savings, special funds for leave benefits, and premiums of life insurance or accident insurance or medical insurance.

**Recycling or Reuse:**

Reuse of waste in production and consumption processes (i.e. melting scrap steel in order to convert it into new products).

**Solid waste:**

Useless and sometimes hazardous material with low content of liquid. It includes municipal waste, industrial or commercial waste, waste from agricultural operations and animal husbandry, demolition waste, residues of mining and others.

**Treatment of solid waste:**

Improvement processes applied on solid waste, before final disposal.

**Local community:**

The Local community where the institutions are exist, it could be the locality or the Governorate.

**General community:**

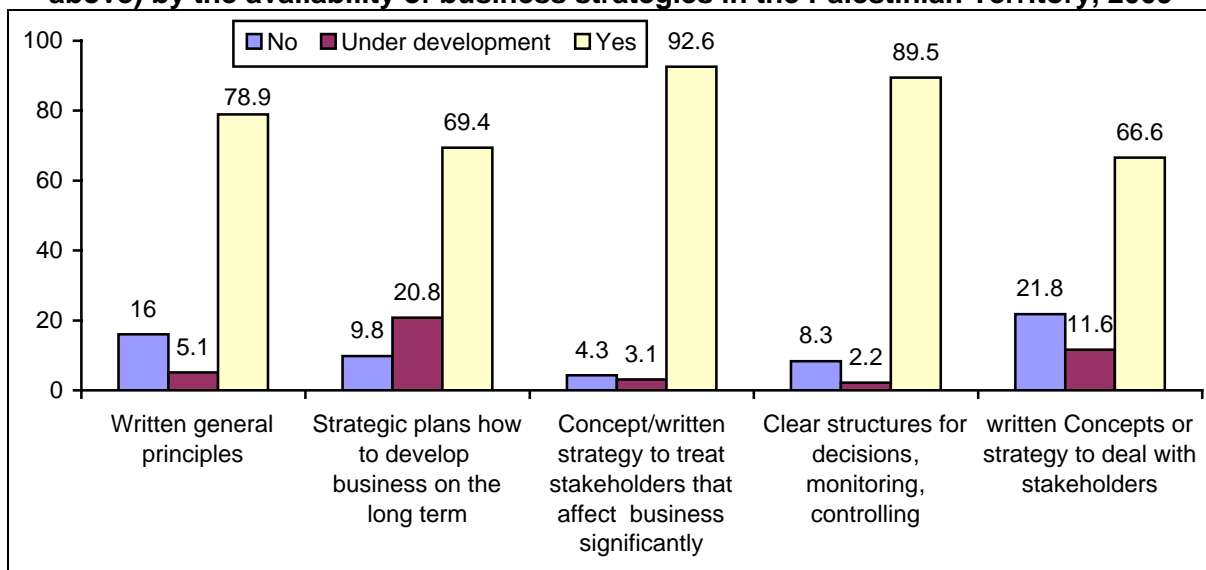
The Palestinian community in the West Bank and Gaza Strip regardless the exist of the institutions.

**Maim Findings**

**3.1 Business strategies**

About 93% of institutions in the Palestinian Territory have business strategies that reflect procedures of decision making; while 90% have guidelines to avoid corruption. However, only 69% of institutions have business strategies related to long term planning compared to 79% have written general principles instead. Although some of these institutions are in the process of developing these strategies, 22% of the strategies that are not available are specific strategies to deal with stakeholders (institutions / special interest groups), noting that 16% of institutions have no written strategies to deal with the general principles.

**Figure 1: Percentage distribution of institutions in private sector (30 employees and above) by the availability of business strategies in the Palestinian Territory, 2009**

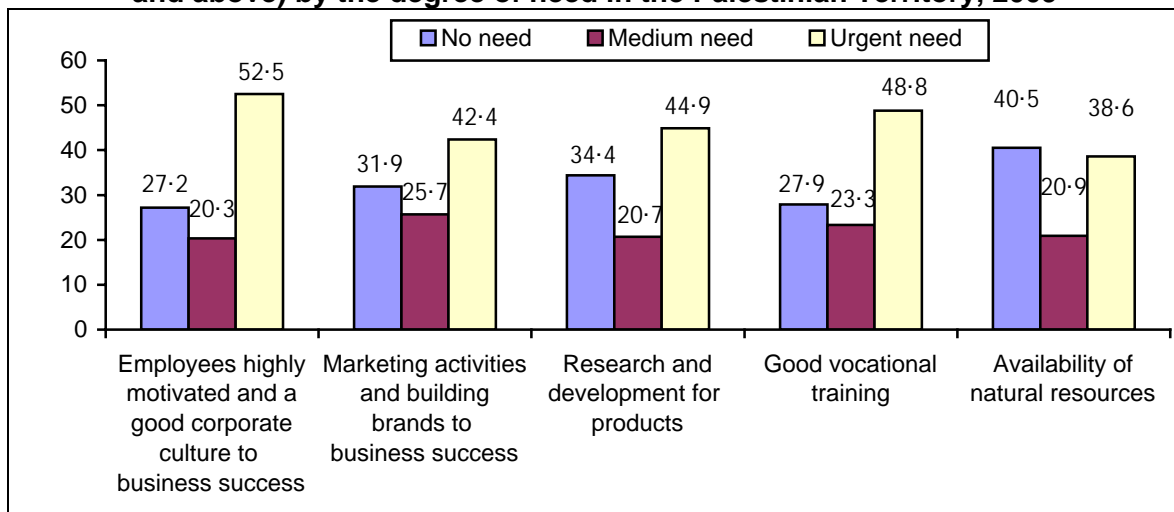


**Institution’s needs**

The availability of motivated employees is found to be the greater challenge facing the private sector in the Palestinian Territory with 52.5% followed by the availability of vocational training with 48.8%. On the other hand, 40.5% of the institutions indicated that the availability of natural resources needed for there is not high priority.



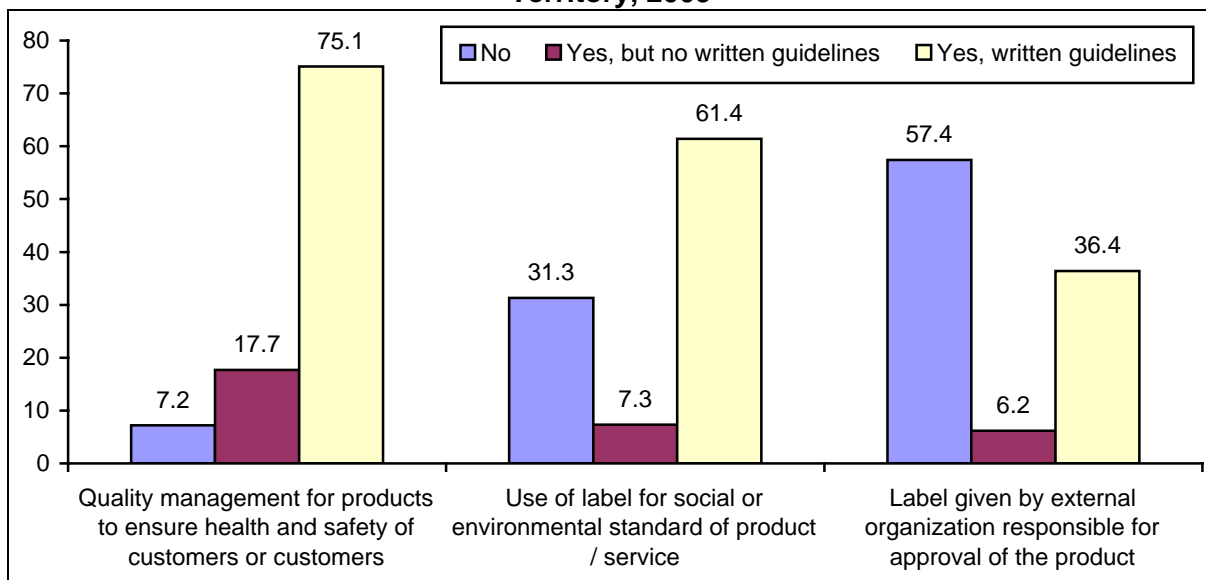
**Figure 2: Percentage distribution of institutions in the private sector (30 employees and above) by the degree of need in the Palestinian Territory, 2009**



### 3.2 Social responsibility towards products and services

About 57% of institutions in the Palestinian Territory do not have guidelines regarding the use of labels that show the approval of the product by responsible authorities. However, 93% of institutions have guidelines that guarantee the quality of the products; 75.1% have written guidelines and 17.7% with no written guidelines. Only 61% of institutions have written guidelines that necessitate the use of labels that reflect the social and environmental standards adopted by the business as opposed to 7% who have unwritten guidelines.

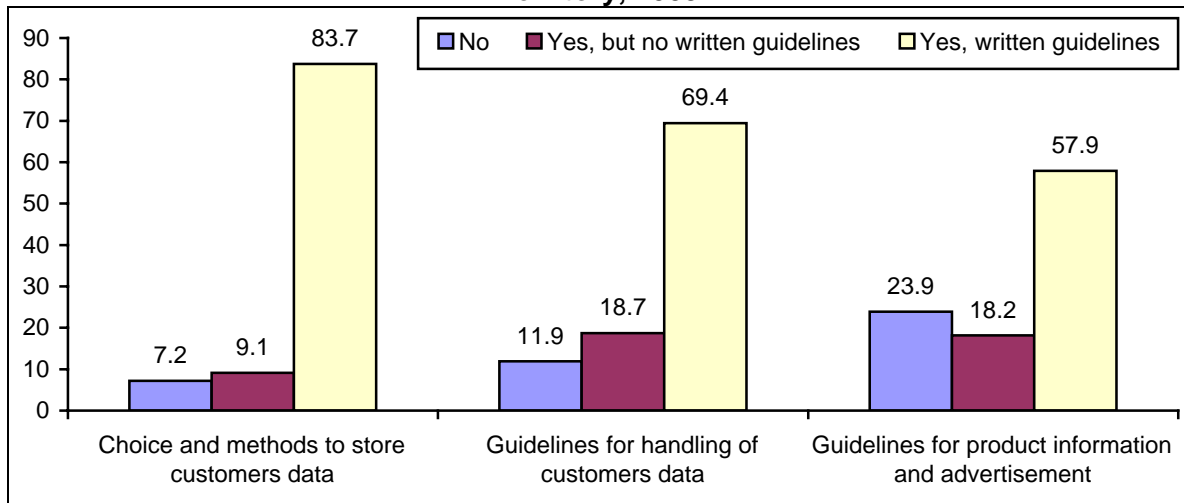
**Figure 3: Percentage distribution of institutions in the private sector (30 employees and above) by availability of guidance on products/ services in the Palestinian Territory, 2009**



### 3.3 Social responsibility towards customers

Written procedures to collect and manage information related to customers are available at 84% of institutions in the private sector, while only 69% have written guidelines to avoid the misuse of customer's information and 58% have guidelines on written information related to products and services.

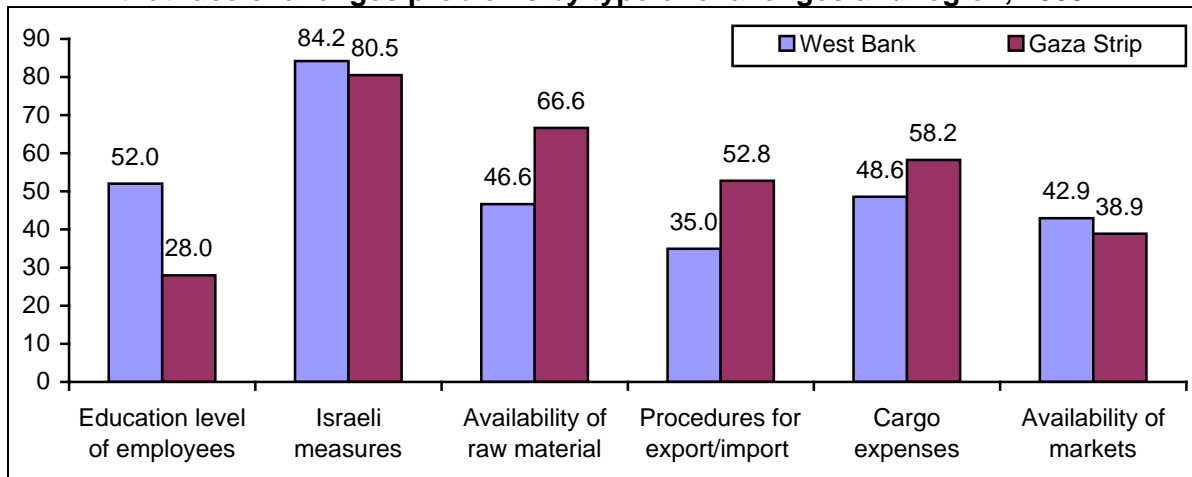
**Figure 4: Percentage distribution of institutions in the private sector (30 employees and above) by availability of guidance on relation with customers in the Palestinian Territory, 2009**



### Challenges faced by private sector institutions

Israeli measures are considered the greatest challenge facing the private sector with 84.2% for institutions in the West Bank and 80.5% in Gaza Strip. The availability of raw material, cost of cargo in addition to procedures of export and import are special challenges that face the private sector in Gaza Strip. Regarding the West Bank, the challenges that follow Israeli measures include educational level of employees and cost of shipment.

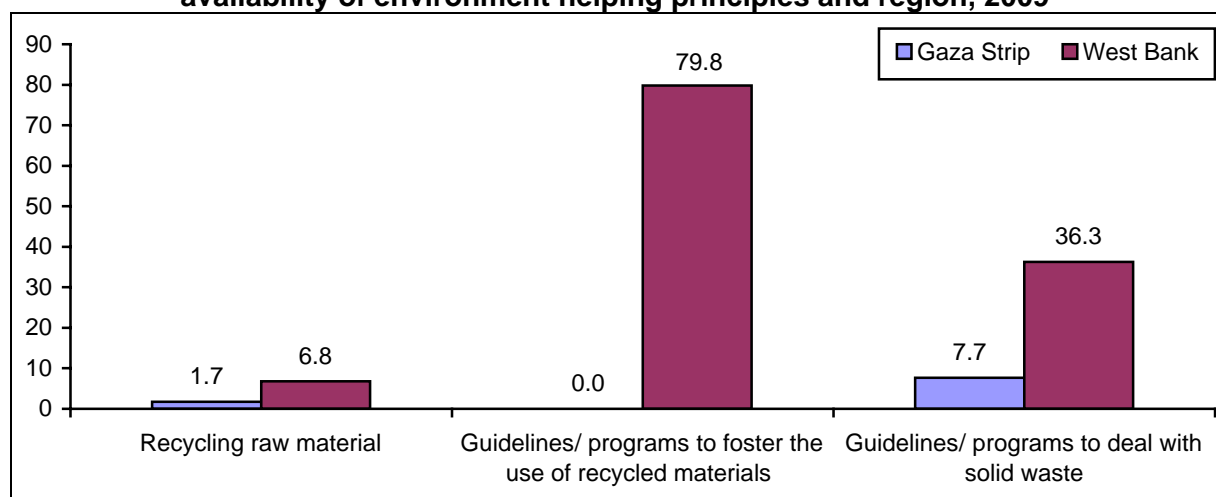
**Figure 5: Percentage of institutions in the private sector (30 employees and above) that face challenges problems by type of challenges and region, 2009**



### 3.4 Responsibility towards the environment

About 1.7% of institutions in Gaza Strip recycle raw materials used in production compared to 6.8% of institutions in the West Bank. Guidelines and programs are available at 80% of institutions in the private sector regarding the recycling of raw materials while such guidelines and programs are not available in Gaza Strip.

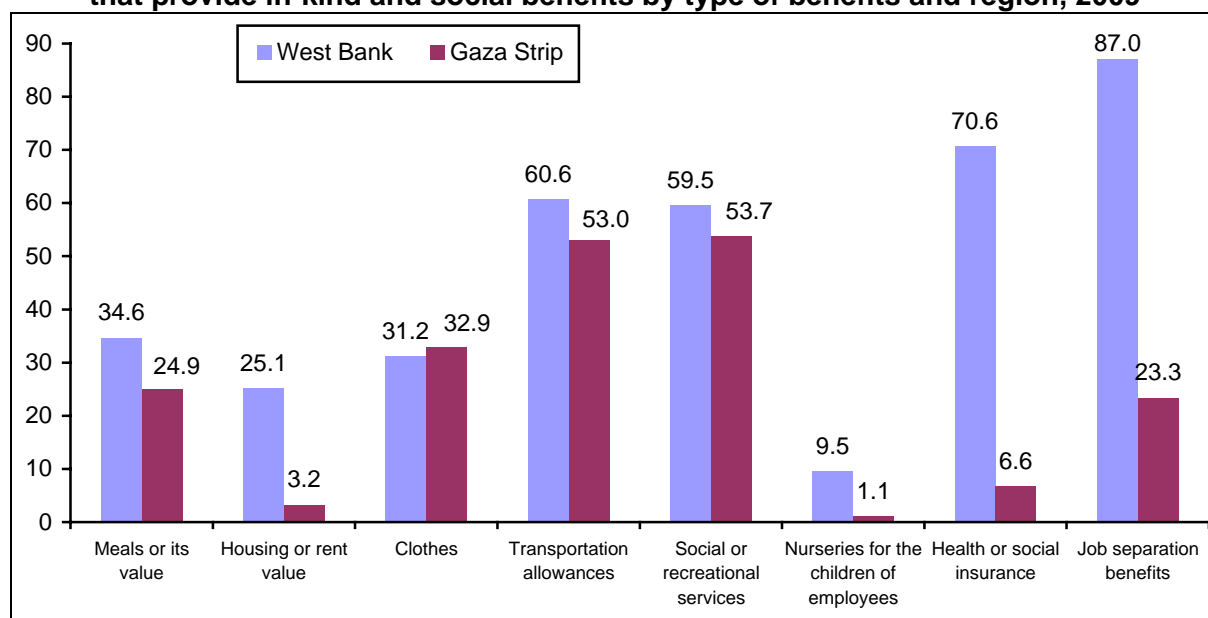
**Figure 6: Percentage of institutions in the private sector (30 employees and above) by availability of environment helping principles and region, 2009**



### 3.5 Responsibility towards employees

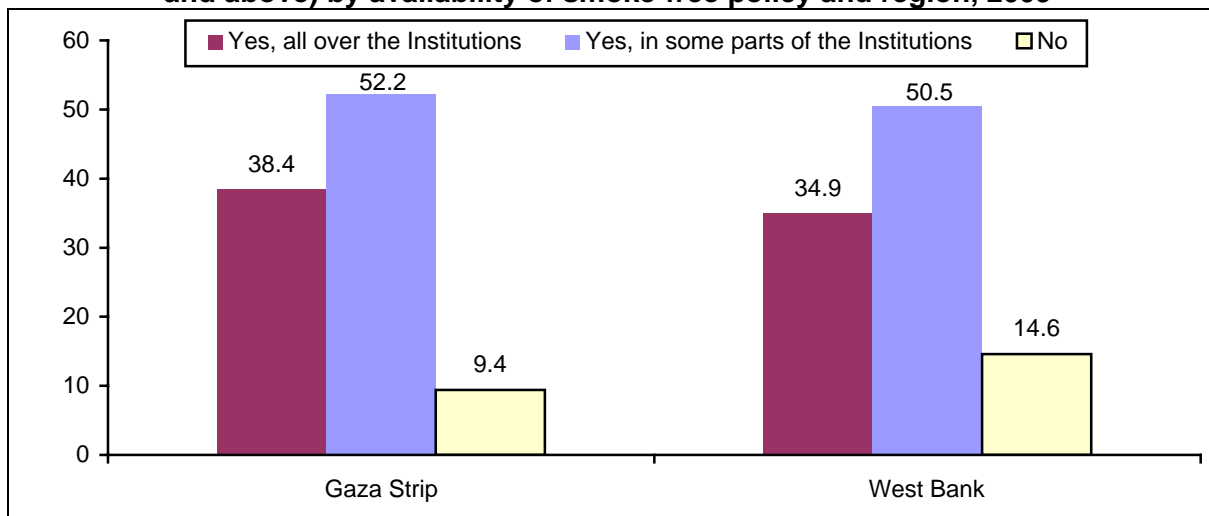
About 87% of institutions in the West Bank provide employees with separation benefits compared to 23% in Gaza Strip. In addition, about 71% of institutions in the West Bank provide employees with health and social insurance compared to 7% in Gaza Strip. Regarding social and recreational activities, about 60% of institutions in the West Bank provide such incentives to employees compared to 54% in Gaza Strip. Furthermore, 61% of institutions in the West Bank provide employees with transportation benefits compared to 53% in Gaza Strip.

**Figure 7: Percentage of institutions in the private sector (30 employees and above) that provide in-kind and social benefits by type of benefits and region, 2009**



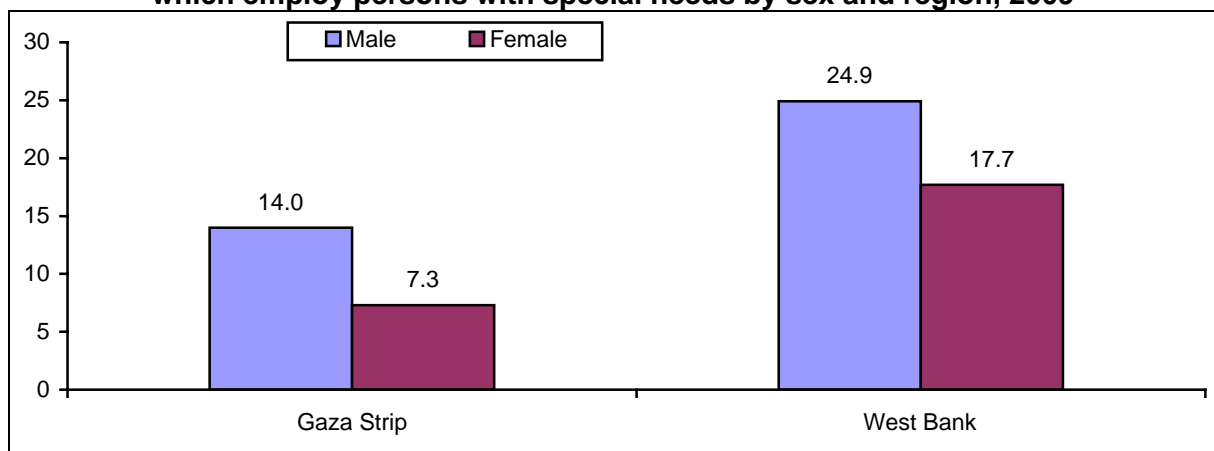
Non-smoking policy is applied in 35% of institutions in the West Bank compared to 38% in Gaza Strip.

**Figure 8: Percentage distribution of institutions in the private sector (30 employees and above) by availability of smoke-free policy and region, 2009**



The employment of persons with special needs is more practiced among the private sector in the West Bank in comparison with Gaza Strip; 24.9% of private institutions in the West Bank employing males with special needs and 17.7% of it employing females with special needs, on the contrary, in Gaza Strip; 14.0% of private institutions employing males with special needs and 7.3% of it employing females.

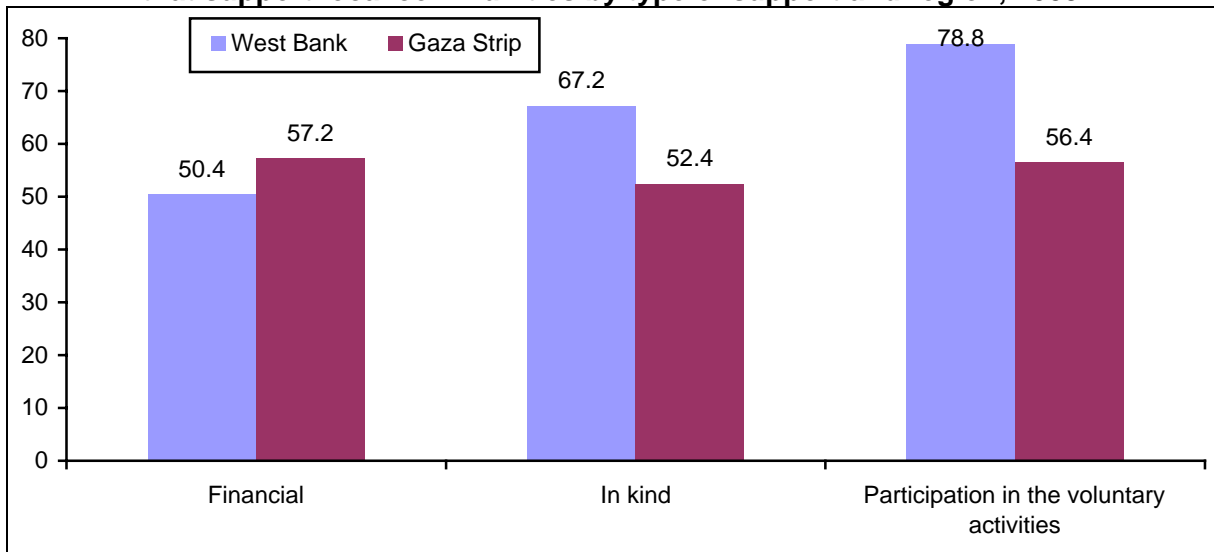
**Figure 9: Percentage of institutions in the private sector (30 employees and above) which employ persons with special needs by sex and region, 2009**



### 3.6 Responsibility towards local communities

Voluntary activities are more common practices among the private sector in the West Bank with 79%. compared to 56% in Gaza Strip. Financial support is the common social responsibility practices in Gaza Strip with 57% compared to 50% in the West Bank. Regarding in-kind support, 67% of institutions in the West Bank provide such support compared to 52% of institutions in Gaza Strip.

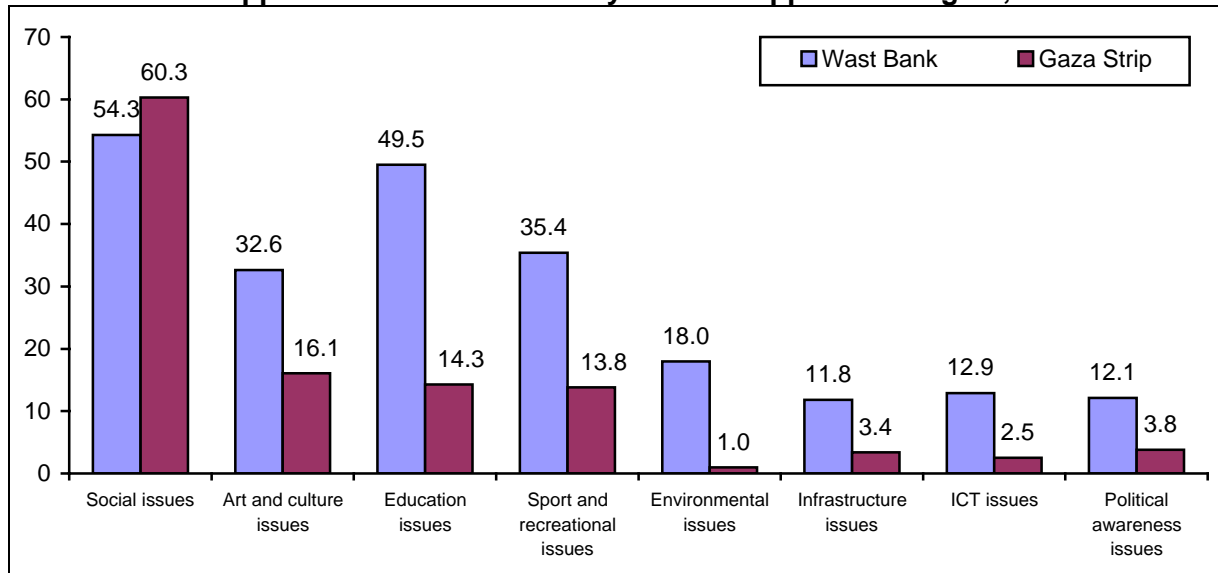
**Figure 10: Percentage of institutions in the private sector (30 employees and above) that support local communities by type of support and region, 2009**



### 3.7 Support scopes in local community

About 60% of institutions in Gaza Strip support social issues compared to 54% in the West Bank. In addition, institutions in the West Bank provide greater support to issues that aim to develop society in the fields of sport, education, culture, art and environment compared to institutions in Gaza Strip.

**Figure 11: Percentage of institutions in the private sector (30 employees and above) that support local communities by field of support and region, 2009**



## Chapter Four

### Methodology

This chapter presents the scientific methodology that was adopted in the planning and implementation of the Social Responsibility Survey in the Palestinian Territory in 2010, including the methodological design of research basic instruments and methods of data collection, data processing and analysis of the survey's data.

#### 4.1 Survey's questionnaire

The survey questionnaire on Social Responsibility is the main instrument for data collection, and thus its design took into consideration the standard technical specifications to facilitate the collection, processing and analysis of data. Because this type of specialized surveys is new to PCBS, relevant experiences of other countries and international best practices were thoroughly reviewed to ensure the contents and design of the survey's instruments are within international standards. The survey's questionnaire includes the following basic components:

##### **Identification data:**

The identification data constitutes the key that uniquely identifies each questionnaire.

The key consists of the questionnaire' serial number, establishment number and institutions number. This part also includes the commercial name of the establishment, the name of the owner or general director of the establishment, address of the establishment, legal entity and economic organization.

##### **Data quality controls:**

A set of quality controls were developed and incorporated into the different phases of the Social Responsibility Survey including field operations, office editing, office coding, data processing and survey documentation.

##### **Survey's main indicators:**

Main indicators cover areas that reflect business practices that include business strategies of the private sector, understanding of the concept of social responsibility, responsibility towards products and services, responsibility towards customers and clients, responsibility towards the environment and the use of raw materials and energy, responsibility towards employees, responsibility towards local communities; in addition to practices that aim to contribute for the well being of society.

#### 4.2 Sample and sampling frame:

##### **Target population:**

The target population includes institutions that practice various economic activities in the Palestinian Territory for profit and especially institutions that have 30 or more workers.

##### **Sampling frame:**

All operational institutions in various economic activities providing that each employs 30 or more workers.

##### **Type of survey:**

Comprehensive enumeration of all institutions that employ 30 or more workers.

**Reference period:**

The reference period of the survey 2009.

**4.3 Fieldwork operations**

The purpose of fieldwork operation is to collect the required data from its primary sources and fieldwork is considered the most important stage in the implementation of any survey. As a result, greater attention was given to the details of the fieldwork operations of the Social Responsibility survey to ensure the implementation is within the standards. These details included all of technical and administrative requirements, fieldwork procedures, recruitment procedures, training of fieldworkers, and provision of necessary physical requirements to successfully implement the survey.

**Training and recruitment:**

Qualified fieldworkers with previous experience in statistical data collection were selected to work in the data collection of the survey. Fieldworkers participated in specialized fieldwork training in which the details of the survey's questionnaire were explained thoroughly along with practical exercises to ensure understanding and clarity of these instruments. A special attention was given on the uniqueness of the survey of Social Responsibility, including the different sections of the questionnaire, definitions and concepts. The training program of fieldworkers included:

- Introduction to the Social Responsibility survey and its objectives
- Explanation of used concepts and definitions
- Procedures for data collection using the designated questionnaire

**Fieldworkers:**

The fieldwork team consisted of fieldwork coordinator, supervisors and fieldworkers. Every four fieldworkers were supervised by one supervisor. Fieldwork offices were used to facilitate the administration of fieldwork activities including the distribution and delivery of questionnaires, fieldwork editing during data collection, and preparation as well as submission of daily progress reports.

**Data collection:**

Fieldwork activities took place during the period 10/10/2010 till 04/11/2010. The target institutions were those in the private sector that employ 30 employees or more. Fieldworkers were provided with all necessary requirements (i.e. questionnaires, sample list).

**4.4 Data processing**

The data processing phase of the Social Responsibility survey includes many interdependent activities that aim to electronically capture the collected data to be ready for analysis. These activities are:

- Office editing: Questionnaires were reviewed according to rules specified in special editing manual specifically designed for the survey. The purpose of this activity was to ensure that the questionnaires had no consistency errors, and no uncompleted questionnaires.
- Programming and data entry stage: This stage included preparation of the data entry programs, setting up the data entry control rules to avoid data entry errors, and validation queries to examine the data after its being electronically captured.

## Data Quality

### 5.1 Data accuracy

There are many aspects to the concept of data quality that include the initial planning of the survey to the dissemination of the results and how well users understand and use the data. There are three components to the quality of statistics: accuracy, data comparability, and quality control.

Accuracy of data includes different aspects of the survey mainly statistical errors due to the use of statistical sample, as well as non-statistical errors pertinent to the staff involved in the operations of the survey, the survey tools and response rates. This section covers the following:

#### Statistical errors:

Due to the comprehensiveness of the study; an inventory of all private sector institutions, that employing 30 or more employees; the statistical errors are very limited.

#### Non-statistical errors:

Procedures were developed to ensure minimal number of non-statistical errors. Fieldworkers were selected based on strict criteria with adequate qualifications and experience in data collection. All fieldworkers had get training on data collection, topics of the questionnaires, and how to interview and obtain accurate answers from respondents.

In addition, office editors were also trained on editing guidance to ensure data is consistent and complete. Data entry programs were also designed to resemble the structure of the questionnaire itself to ensure consistency within the data in each record and cross records as well. All entered data was verified by different data entry clerk to ensure that all data are entered correctly.

The fieldworkers reported that the respondents sometimes faced difficulty in understanding some of the questions and terminology. However, fieldworkers were able to overcome such difficulties due to the good training and proper understanding of the survey's instruments.

Main non-statistical errors emerged during the implementation of the survey can be summarized as:

- Errors resulting from the way the question was presented by the fieldworker during the interview
- Errors resulting from the way the respondent understood and answered the questions of the survey.

#### Response rate:

The sample size of the survey was 439 institutions. The response rate was 82.4% distributed as follows:

Region	Sample size	Completed questionnaires	Response rate
Palestinian Territory	439	362	82.4
West Bank	329	266	80.8
Gaza Strip	110	96	87.2



## **5.2 Quality control procedures**

The impact of errors on the data quality was reduced to the minimal due to the high efficiency and outstanding selection, training, and performance of the fieldworkers. Procedures adopted during the fieldwork of the survey were considered a necessity to ensure the collection of accurate data, notably:

- Develop schedules to conduct field visits to institutions during survey fieldwork, where the objectives of the visits and the data that is collected on each visit were predetermined.
- Fieldwork editing rules were applied during the data collection to ensure corrections were implemented before the end of fieldwork activities
- Fieldworkers were trained to set another date with the institutions in case that the fieldworkers could not interview the person who was selected in the first interview.
- Validation rules were embedded in the data processing systems along with procedures to verify data entry and data editing.

## **5.3 Assessment of data**

Different methods were applied in the assessment of survey's data including:

1. Occurrences of missing values and answers like "other" and "Do not know"
2. Examining inconsistencies between the various sections of the questionnaire, including within record and cross records consistencies.
3. Comparability of data with previous surveys and other sources.

The results of these assessment procedures show that the data is of high quality and consistency as shown in the table of variance calculations.