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**Gender and Local Governance:  
Implications for the Local Government &  
Infrastructure Program  
(Assessment Report)**

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## I. Introduction

Since the establishment of the Palestinian Authority (PA), local governance sector received significant attention. Rapid expansion has been reflected in a number of newly-formed local government entities, amounting to more than 483<sup>1</sup> LGUs (2011) covering the bulk of local communities compared to some 28 municipalities prior to the PNA establishment. In parallel, the number of local government employees has soared to approximately 14,000. Municipal local revenues reached US\$188 million in 1998 and more than US\$ 874 million according to statistics of 2007 and US\$ 1,276 million in 2008. Today there are more than 86 Joint Services Councils with unilateral, bilateral and multilateral services functions depending on needs of the area.

This quantitative expansion was not sufficiently matched by legal reforms that adequately address the new realities. The PA enacted the Local Government Law No. 1 of 1997 and the Elections Law 1996, the “Law through Decree” No. (9) for 2008, lately amending the “Local Authorities Law No. (1) for 1997. The Local Government Accountability Program, one of the major programs of the Palestinian Reform and Development Plan (2008-2010), expresses the government’s commitment to the associated policies framework that encourages independence of LGUs and promotes compliance with the applicable administrative and financial standards. Despite two decades of PA governance, the need for modernizing and improving the local government legal framework continue to be recognized as essential<sup>2</sup>.

As to the representation of women in local councils, the 1975 Military Order, amending the existing Jordanian law, provided women with the right to participate as candidates and voters in local elections. In 2000, the PA appointed all members of local councils. Only 63 women were appointed as members comprising 1.7 percent of the 3535 members. Women participated in the different rounds of local elections. By the end of 2010, women comprised 20.7 percent of all members in the West Bank. This was, in part, achieved through the introduction of a quota system in the Palestinian Local Election Law (number 10 – 2005). At that time, the number of all members reached 2732 and women comprised 537 members, the number of male members reached 2195. A quarter of the women members were elected before the introduction of the quota system<sup>3</sup>. In fact, there were 4 women mayors including in the city of Ramallah. The latest round of local election reduced the number of women mayors to one (in Bethlehem)<sup>4</sup>.

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<sup>1</sup> This number is on the decline as MoLG has been active in an amalgamation process where recent numbers indicate that the number might have declined to 362 LGUs. A final number will be reached after the current efforts are successfully completed.

<sup>2</sup> The Palestinian National Plan, Summary of the Cross-Sectoral Strategy for Palestinian Local Government and Administration Sectors, 2011-2013 ([http://www.molg.pna.ps/studies/InterSector\\_plan\\_2010.pdf](http://www.molg.pna.ps/studies/InterSector_plan_2010.pdf)).

<sup>3</sup> Data published by the MoLG Gender Unit, [http://www.molg.pna.ps/Gender\\_Statistics\\_detail.aspx?id=2](http://www.molg.pna.ps/Gender_Statistics_detail.aspx?id=2).

<sup>4</sup> In the formal political body of the Palestinian Liberation Organization (PLO) women's representation stood at 7.5% in 1996. Women representation in the PLO executive committee stayed minimal. Women's political representation in the Palestinian National Authority is also limited. At the present time (2013), there are three women ministers out of 24 ministers (12.5%) in the current government. Women comprise about 13 percent of Parliament. Women's involvement in party central committees ranges from 5% in Fateh to 40% in Fida.

## **II. The Present Study**

The present gender assessment will focus on the gender dimensions of the work of local councils. In particular, the assessment focuses on the following aspects of the issue:

- Assess the extent, quality and implications of female participation in local councils as staff and as elected council members and provide recommendations for how LGI can enhance female participation through its ongoing programming and implementation
- Assess the extent of utilization by women across types of municipal services, the challenges and opportunities to/for utilization, the impact of Citizen Service Centers (CSCs) on levels of utilization compared to men<sup>5</sup>.
- Provide recommendations for how LGI could increase both accessibility of and uptake by women of these services through ongoing programming and implementation.

## **III. Approach and Methodology**

The gender assessment was completed in coordination and simultaneously with another CHF-sponsored assessment on governance and the mid-term review that is underway. On the one hand, the gender assessment will analyze the extent of, and factors involved in, creating the gender gaps identified (gender disparities in participation and employment status as members/staff within councils; gender disparities existing in the provision of municipal services). On the other hand, the governance baseline survey deals with some common themes and issues around perceptions of services and the improvements generated through the use of the CSCs. As such, the report disaggregates data by gender for those common themes and issues which will allow us to compare male and female perceptions and experiences.

The assessment utilized a mixture of field work, existing data and document review. AWRAD sought inputs from the relevant stakeholders, the compilation and analysis of the information received and the drafting of a comprehensive Gender Assessment report.

An original survey of beneficiaries in two types of municipalities: those previously targeted under the Local Democratic Reform (LDR) program who were recipients of CSCs and target LGI municipalities that have not yet received CSCs. This will help to determine what role CSCs (or otherwise their absence) play in reducing gender disparities (increasing female uptake) of municipal services and women effective representation. The sample size for this survey was 600 citizens (equally divided between males and females) yielding a margin of error of less than 4 percent and a confidence level of 95 percent. The sample was divided into two parts: 300 in the communities targeted by CSCs and 300 in the communities that benefited from other CHF projects but do not have CSCs. Demographic and other variables were gathered to allow effective disaggregation of the data<sup>6</sup>. The governance survey had a

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<sup>5</sup> The impact of CSCs is elaborated in another study sponsored by CHF. The present study does not test the impact of CSCs on services and their gender dimensions.

<sup>6</sup> For the detailed distribution of the sample, please refer to Annex 1.

sample of 1200 male and female respondents. For both surveys, only communities under the LGI were selected in the West Bank. The sample was selected through a probability random sample guaranteeing representativeness of all socio-economic groups<sup>7</sup>.

The qualitative data were gathered via semi structured interviews and focus groups. Interviews were carried out with informants and representatives of the following groups in the target communities<sup>8</sup>:

- Mayors and members of councils including female members.
- Municipality staff including women staff/heads of CSCs,
- Community CSOs and women groups.
- CHF relevant staff from the Knowledge Management Unit (KMU).
- MOLG Gender Unit and Ministry of Women Affairs.

In addition, the research team organized five (5) focus group workshops with the following groups.

**Table (1): List of Focus groups**

Target group	Region	# of participants
Women activists	South/Bethlehem	10 women
LGU counselors, activists, government representatives and civil society leaders	Middle/Ramallah	18 (13 women and 5 men)
LGU staff and counselors	North/Jenin	11 (7 women and 4 men)
Women counselors, LGU staff, and women activists	North/Tubas	13 women
LGU staff and counselors	North/Qalqilya	13(9 women and 4 men)

The research culminated in a one-day workshop that was organized with participation from women members of local councils, MOLG staff and representatives of international organizations. The workshop aimed at assessing the situation of women and local councils, challenges and opportunities, needs and priorities, as well as future directions<sup>9</sup>. During the workshop, a survey of women members was carried out. Some of the results will be presented throughout the report. The results of the workshop will be also utilized in this report. The workshop took place on the 10<sup>th</sup> of June and was facilitated by the AWRAD team. 56 persons have attended, 37 of them were women members with representation from MoLG and its Directorates.

<sup>7</sup> For the full tables of results please see Annex 2.

<sup>8</sup> Refer to Annex 2 for the full list of interviewees.

<sup>9</sup> The data used here are only part of a broader workshop report being drafted by the CHF team.

## **IV. Analysis of Results**

This section will provide the findings of the quantitative and qualitative data according to the three major themes of the assessment: women as members in LGUs, women employees and gender and services.

### **IV.1 Political Participation of women in LGUs**

#### **The present situation**

As indicated above, the representation of women in the membership in local councils in the West Bank reached 20.7 percent<sup>10</sup>. The quality of the participation of women was assessed through the focus group discussion and interviews. In general, while most participants recognized the quantum leap in the representation of women in local councils as members, as well as the important role they play, many argued that much more must be done in improving the quality role of women as members. Most participants acknowledge the significant advancements made in the field women representation in local councils.

#### **Knowledge and awareness**

The survey results show that knowledge of the representation of women in local councils is limited. The data also reveal a noticeable gender gap in this regard.

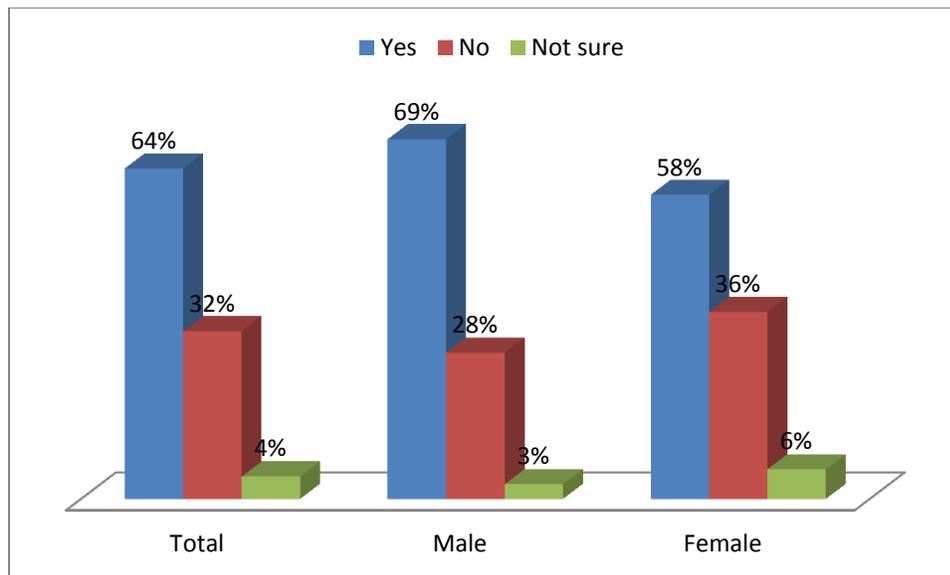
- 64 percent of the respondents say that they know that there are women representatives in their local councils. About one third say that they do not know of women representation of their councils and 4 percent are not sure.
- The gap between male and female respondents reaches 11 points, where 69 percent of male respondents say that they know of the representation of women in their councils, while 58 percent of female respondents say the same.

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<sup>10</sup> This is according to a PCBS publication, March 2013.

<http://www.pcbs.gov.ps/site/512/default.aspx?tabID=512&lang=ar&ItemID=726&mid=3915&wversion=Staging>

**Graph (1): Knowledge about women representatives in local councils**



- Familiarity with the specific women representatives is also limited. Among those who know of women representation, 26 percent say that they are “very familiar” and 56 percent say that they are “slightly familiar” with specific women members. In addition, 18 percent say that they are not familiar at all.
- The degree of familiarity with women representatives is even lower among the full sample (those who know and those who don’t know of women representation. In general, 16 percent of all respondents are “very familiar” with women representatives in their councils; 36 percent are slightly familiar and the rest of the sample members (48 percent) are not familiar with their own women council representatives. The overall rates for the male and female population are not different.
- At a regional level, knowledge of women representatives is even more limited, where 45 percent of the respondents say that they know about women representatives in other local councils. As much as 55 percent say that they do not know or are unsure. This is an indication of the limited ability of women representatives to transit from being local leaders to regional leaders. According to one of the female counselors participating in a workshop “*women are trained to be good members in local councils, but not empowered to become real leaders at a broader level – regional or national.*”

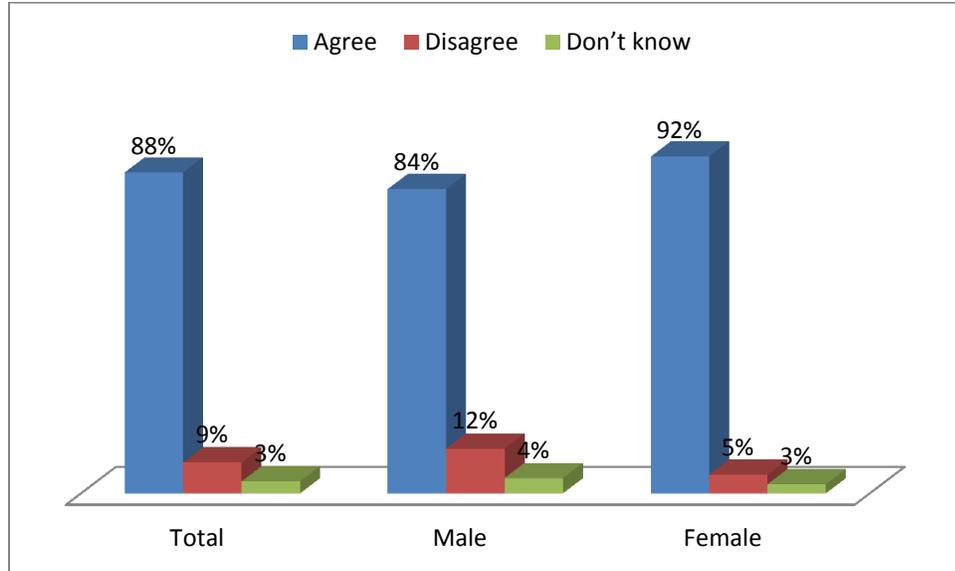
### **Support for the membership of women**

Palestinians are generally supportive of the membership of women in local councils. While the majority of respondents are supportive that a woman should become a mayor in the community, support of this higher position is lower than for membership.

- 88 percent of all respondents agree with the membership of women in local councils. Agreement by females is higher (92 percent) than males (84 percent) – an 8 point gap.

- In contrast, 9 percent continue to disagree with the membership of women in local councils. Disagreement among males is higher (12 percent) than females (5 percent).

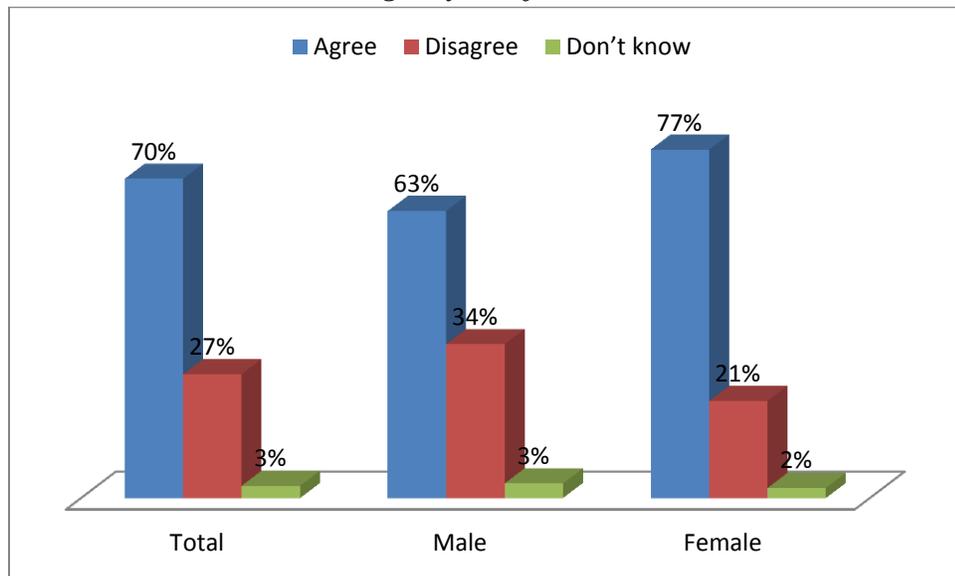
**Graph (2): Agreement with women becoming members of the local council**



- To provide a comparative perspective, a 1996 survey revealed that 76 percent of West Bank citizens agree that the time has come for women to become members in local councils. 19 percent disagreed<sup>11</sup>. Seventeen years after, agreement had increased by 12 points, indicating some progress.
- As to the position of mayor, 70 percent of all respondents agree that a woman could be elected for the position. Agreement among females is 14 points higher than males (77 percent and 63 percent respectively).
- In contrast, 27 percent disagree with women being mayors. The disagreement among males reaches (34 percent) and among females (21 percent).

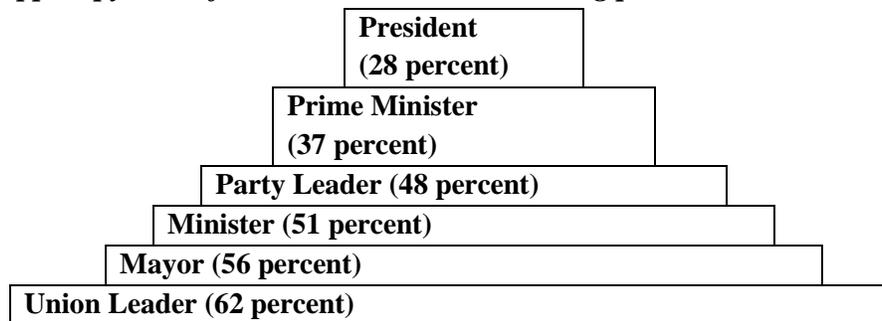
<sup>11</sup> Women's Affairs Technical Committees, Palestinian women and local councils, by Nader Said, July 1996, p. 66.

**Graph (3): Agreement with women becoming mayors of the local council**



- A 2011 survey of Palestinians in both the West Bank revealed that support for a woman as a mayor was at 56 percent<sup>12</sup>. This is more acceptable than other decision-making positions where support is lower. Other support rates are presented in the following figure<sup>13</sup>.

**Figure (1): Support pyramid for women in decision making positions**



- A comparison between the results of the AWRAD 2011 public survey and the present survey reveal a 14-point positive difference. This might be due to two possible factors:
  1. Time: more than two years have passed and citizens have come to be accustomed with the participation of women as members and as mayors in some cases.
  2. Place: the present survey was carried out in localities that received support from CHF during the past few years. The community awareness programs, training of local council

<sup>12</sup> The level of support in Gaza was similar to that in the West Bank.

<sup>13</sup> AWRAD, The Status of Palestinian women: Issues and Priorities, A Report on the Findings of a National Survey and Focus Groups, July 2011.

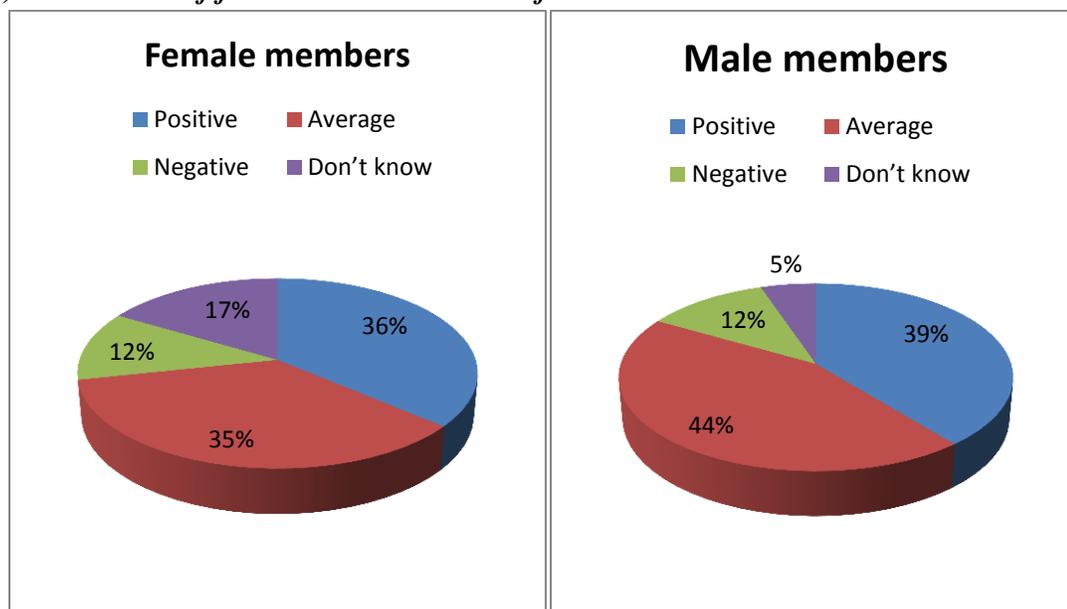
members and the integration of women in planning and implementation of projects, all of that might have led to positive change in these communities in how they view the participation of women. This argument might be further verified in the near future through a comparative/control sample of communities where CHF is not present.

### Evaluation of the performance of council members

Respondents are divided on their evaluation of council members – whether male or female. There is no significant difference in the rate of positive evaluation of the performance of male and female members, but more say that they have no opinion of the performance of female members as they have insufficient information.

- 36 percent of the respondents positively evaluate the performance of female council members, and 39 percent positively evaluate the performance of male members.
- 35 percent evaluate the performance of female council members as (average), and 44 percent feel the same way about the performance of male members. The above evaluation of male and female respondents might be indicative of the overall performance of LGUs.
- 12 percent negatively evaluate the performance of male and female members.
- While 5 percent gave no opinion of the performance of male members, as much as 17 percent gave no opinion of the performance of female members; once more confirming the knowledge gap on female members.

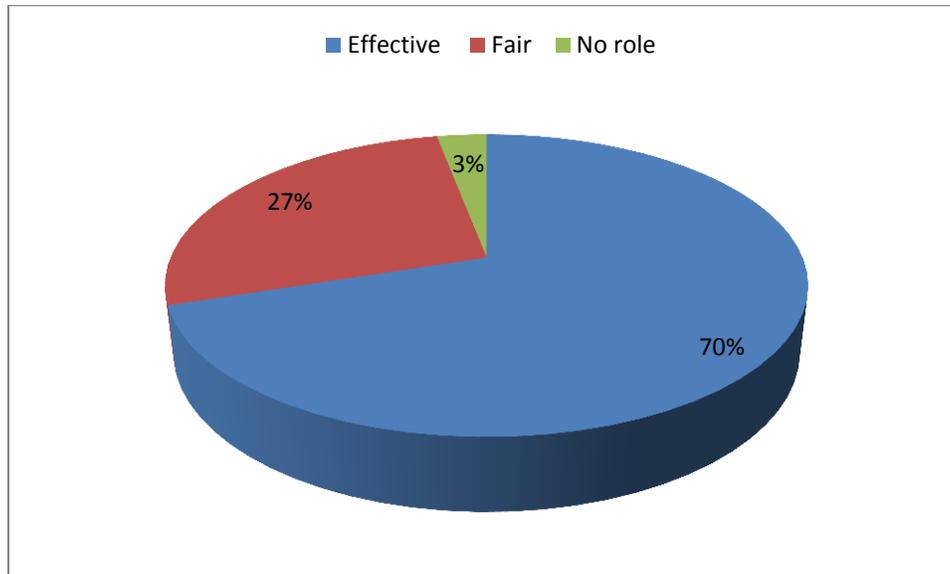
**Graph (4): Evaluation of female/ male members of LGUs**



The appreciation of women council members of their performance is higher than that of the general public. A survey carried out among council members in the Jericho workshop, mentioned above, revealed that 70 percent of the members believe that they played an

affective role in their local council; another 27 percent believe that they played a (fair) role and only 3 percent believe that they played no role.

**Graph (5): Members' evaluation of their own performance**



This gap between the views of the public and the women members is due to a number of factors as explained by participants in the focus group workshops:

- *Much of our contribution goes unaccounted for; men know how to show off; women don't* (Female member, Ramallah).
- *When the council wants to address the public, they always chose a male member to do that* (Female member, Qalqilya).
- *Male members go out to public places such as cafes and mosques where they meet many people and talk about their achievements* (Female member, 51, Tubas).
- *Males know how to work with the media; women have less experience in that* (Female activist, Nablus).
- *Women hardly have time to attend the meetings; their busy schedule at home makes it very difficult for them to go around and talk about the achievements* (Male participant, 46, Ramallah).

### **Obstacles in face of the participation of women**

The governance survey reveals that the vast majority of men and women feel that they do not play a significant role in the planning efforts carried out by their local councils. 71 percent of all respondents disagree with the statement that they play a role in municipal planning. 12 percent describe their role as (average) and 15 percent believe that they have a role. The gap between men and women is confirmed by the survey results, where 19 percent of male respondents and 11 percent of female respondents believe that they have a role in planning efforts. This perceived lack of participation might be due to limited of

initiative by the LGUs or lack of response by the citizens. In both cases, more effort must be exerted to improve the situation. This is according to a male expert (Ramallah) who reiterated the argument that *“community members are not participating in planning efforts in most communities.”* This was echoed by a mayor (Middle Region) who stated that *“LGUs are not exerting sufficient effort to include citizens in their work, but also citizens feel ambivalent about the work of the council.”* To one of the women members (Nablus), this situation influences men and women differently *“males have all kinds of opportunities to provide their input even in an informal fashion as they meet with members in many settings; women are the ones who are not really included and must be attended to.”*

The voluntary role of community members is also limited with 15 percent stating that they volunteer in public events related to local council work. The gender gap is also apparent where 21 percent of male respondents and 10 percent of female respondents say that they volunteer.

Respondents, as well as participants in focus groups, believe that a number of obstacles against the participation of women in local councils exist. Some of them are related to historical impediments which to less experience among women in public affairs. Others are related to cultural impediments and dominant views among men. In addition, practices within local councils are also perceived as important impediments.

The first group of obstacles relate to the limited experience, education and awareness among women. This is due to historical reasons where women entered the field of local councils only during the last two decades, while their male counterparts had many decades of experience. This also leads to a lower level of accumulated skills to engage in public affairs.

The second group of obstacles relate to social discrimination. Society continues to discriminate against women as decision-makers in the public sphere including local councils, as illustrated in the results mentioned previously where 30 percent of the survey respondents still believe that women can't become mayors. In addition, there is a realization that discrimination against women exists among men who have control on the decision making process in the family in public institutions. As illustrated above, more than one third of male respondents believe that women can't become mayors. An LGU staff illustrated this point through his argument that *“while the law gives women the right to be members, I don't see the need for women representation; men are more qualified for the work.”*

In addition, women members must balance the burdens of domestic work and care for children and the elderly on the one hand and their membership duties on the other. Our survey with women members reveal that 76 percent of women members are married at the present time, while 24 percent are either single, widowed or divorced.

Practices within local councils discourage women from participation. Many examples were listed by the participants in the focus groups and interviews. The following are examples that apply in many cases and were further confirmed in the focus group discussions:

- Timing of meeting where many LGUs hold meetings at times that are inappropriate to women. According to most women members participating in the focus group workshops, this is a problem. One member says *“they chose the time that is good from most men who work during the day time; this means that the meetings will be carried out later in the evening; a time that is not good for women members.”* This is especially true in the case of married women with children. Other women members state that this was never a problem to them. One member (Nablus) says that *“when you decide to become a council member, you should know what that entails.”* This argument was shared by some women who are currently single or enjoy significant family support.
- Ignoring the input of women in meetings; one of the council members expressed this eloquently as she said *“male members treat us in a patronizing manner; they go by the proverb: consult them but go against what they say شاوروهن وخالفوهن; they pretend to listen to us, but in cases, they make fun of our arguments).* Of course, many other women disagree asserting that their views are well heard as one of the members from the Ramallah region stated *“I have a strong voice; they must listen.”*
- Using husbands and other significant male family figures to pressure women members from performing their job. Many women reported on this. In one case, a female member (Qalqilya) reported blatant attempts to dismiss her through pressuring her husband and sons. She states *“male council members talk to my husband and sons trying to convince them that I am not need in the meetings; they say: why should I bother? The work will go with or without me; sometimes, my husband, while not asking me to quit, reminds me with that.”*
- Representing the council in regional and national meetings through male members while excluding female members;
- Excluding women members from training opportunities while encouraging men to participate;
- Providing men with official local council transport, while women are left to use public transportation.

The limited efforts to engage and represent of women in events and training opportunities is testified through the following testimonies:

- *When a male member wants to travel in official business, they make sure he gets the council’s car; but when I need to travel, they make all kinds of excuses to discourage me* (Female member, Ramallah).
- *When the council gets an invitation for event, the men start negotiating who of them should go; when we as female members ask about that; they say: you know our customs and tradition!* (Female member, Tubas).
- *They say that the mayor or his deputy should represent the LGU; this automatically excludes women as mayors and deputies are almost all male* (Female activist, Nablus).

Not all women members agree. In fact, a few of them stated that they (*receive preferential treatment.*” According to one of the members “*the mayor is very interested in the representation of women in national events; he insists in having a female member in all of them.*” While that might be the case, some participants felt that is more like (window dressing). According to one member (Ramallah), “*LGUs push women in front to show that they care; this will help them get more funding.*”

**Figure (2): The weight of the different factors according to the respondents<sup>14</sup>**

Lack of experience in public affairs	57%
Limited education	54%
Women believe that men will not take them seriously	52%
Society discriminates against women	51%
Women are not knowledgeable of the importance of their role	45%
Council meetings take place at inappropriate times for women given their domestic and social responsibilities	42%
Women don't have appropriate skills to engage in public affairs	32%

In addition to the above-listed obstacles, the legal framework is considered as an obstacle by many of the women members and the expert informants. There is a general recognition that the law, through a quota system, has contributed to the promotion of women representation in LGUs. According to one of the women council members “if it were not for the quota system, many of us will never be where we are now.” An activist from a Nablus NGO reaffirmed the importance of the quota system by saying “*social and cultural obstacles continue; women are still discriminated against. For women to be represented, discrimination must be accounted for and dealt with. The quota system is one method to do that.*”

Many participants in the focus groups were critical of the implementation of the quota system. The following were listed as flaws in the implementation of the system:

- *Not the most qualified women are selected; the opposite is true in some cases (Male participant, Ramallah).*
- *The selection of women is based on tribal representation; this encourages some families to select weak members to be able to control them later (Female activist, Nablus).*

<sup>14</sup> The data represent those who said yes, these obstacles are important. The rest said that they are either important to some extent or unimportant.

- *The dominant political parties don't have many qualified women, so they select from what they have ending up in imposing women of their parties on the community* (Female member, Qalqilya).
- *The quota system demoralizes women member and discourages them as they feel that they are imposed on the council; men treat them as such* (Female member, Tubas).

All of these perceived flaws don't change the fact that the majority of participants in the workshops continue to be supportive of the quota system. Some insist that both men and women are selected not always based on their personal qualifications and that the qualifications of women are not inferior to that of their male counterparts. In fact, the survey carried out among women members in the Jericho workshop revealed that women members have significant qualifications:

- 72 percent of women members have more than 12 years of education (college or some college education).
- 61 percent of them work on full-time basis and 10 percent on part-time basis.
- 74 percent use social media and Facebook.
- 82 percent attended training workshops and courses.
- 92 percent of women members do voluntary work in their communities.

Demands were made to raise the current quota from 20 percent to at least 30 percent as demanded by the Palestinian women movement in many of its publications. Some go as far as calling for full equality and the need to represent both genders equally (50:50) in local councils.

In addition to discussions of the law, women members mentioned their mixed relation with the institutions responsible for the advancement of their situation. Among the most relevant are the MoLG and its Directorates. Many women members know of the Gender Unit at MoLG and acknowledge its role in empowering women members especially in the field of training. Others cited the role of the Gender Unit in receiving complaints about discrimination and ill-treatment of women members. Many realize the importance of this role. Others feel that these complaints are not dealt with and *"stay as ink on paper"* according to a council member in Bethlehem. While few members had any or sufficient information on the relevant units and persons in the MoLG and its Directorates, most did not yet see that they are relevant in their lives as members. According to an expert informant *"there is no role for Directorates and t the Gender Unit does not sufficiently coordinate with them."* This might be due, in part, to lack of understanding and coordination as stipulate by one of staff members of one of the Directorates who stipulated that *"we don't really know exactly what is required of us in this field; we don't have sufficient qualifications in this gender issue."*

#### **IV.2 Women and employment in local council**

### The present situation<sup>15</sup>

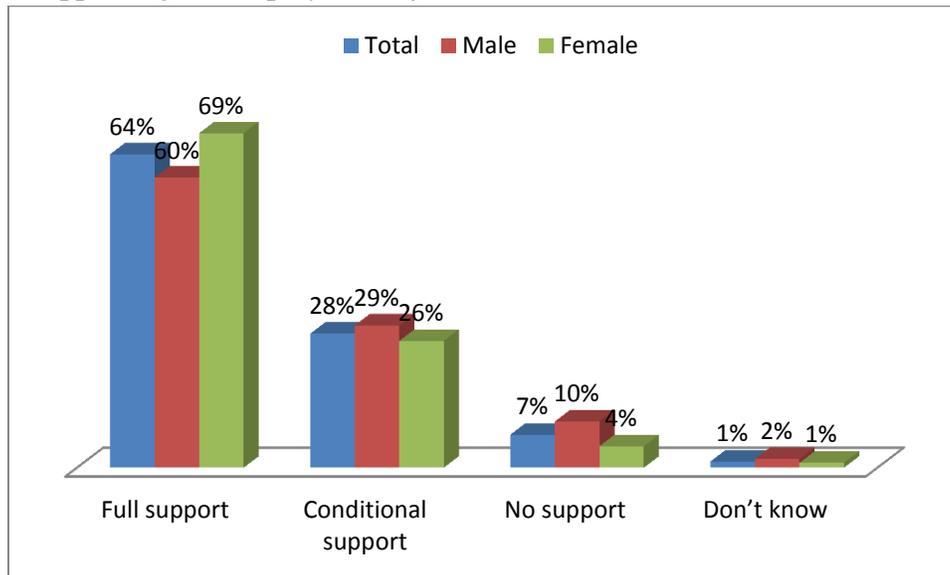
Percentage of women staff increased from an estimated 4 percent in 1996 to an unknown number now. There are estimates that women comprise about 20 percent of the employees in local councils<sup>16</sup>. This is confirmed in the fact that women representation in administrative and technical jobs, other than education, in the PA is around 25 percent.

### Support for the employment of women

While a majority of men and women support the employment of women in local councils, a gender gap exists. In addition, some believe that there are limited jobs that are “appropriate” to women.

- 64 percent of all respondents fully support the employment of women in local councils. 28 percent support but only in some jobs. In contrast, 7 percent oppose.
- Women are more supportive of the unconditional employment of women (69 percent) than men (60 percent). Conditional support is 29 percent among men and 26 percent among women. Opposition reaches up to 10 percent among men and 4 percent among women. Opposition reaches up to 10 percent among men and 4 percent among women.

**Graph (6): Supporting the employment of women in local councils**



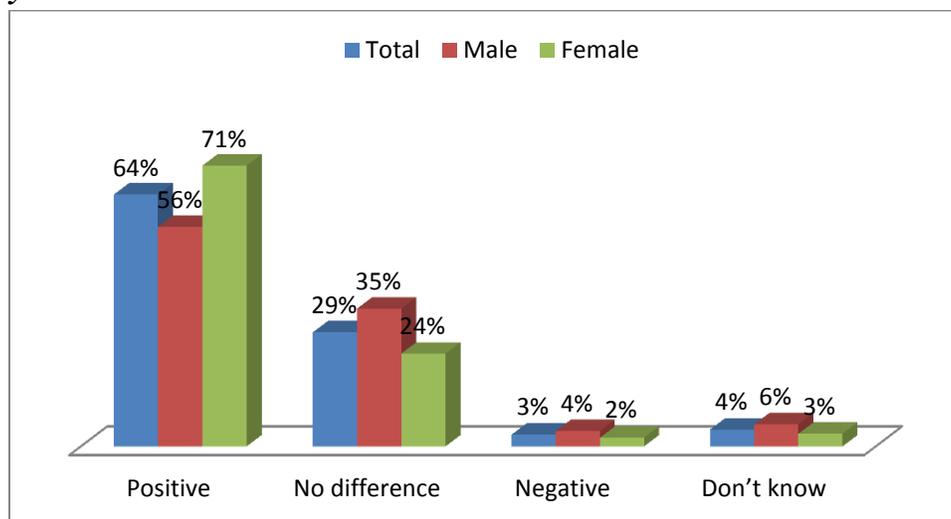
<sup>15</sup> The present study does not provide a detailed and in-depth investigation of women employees. In part, this reflects the absence of national data on them, but also reflects the weak level of interest in this field. Hence, the study recommends more in-depth research in this field.

<sup>16</sup> This percentage was provided by a high-ranking MoLG official with a caveat that it can't be confirmed. The actual representation of women in government jobs is about 43 percent, but a large portion of them work as teachers in schools.

Position on the employment of women in local councils is, to some extent, related to the perception of the utility of women employment. Women believe that having women employees in local councils is important and at higher rates than men.

- 64 percent of all respondents believe that the employment of women in local councils is positive. 29 percent believe that it will make no difference and only 3 percent believe that women employment is negative.
- More women believe that that is positive (71 percent) than men (56 percent – a 16 point difference). This implies that women access to services provided by local councils will be enhanced by having more women staff.

**Graph (7): Evaluation of the impact of having women employees in the local councils on accessibility to services**



There is a general realization that the employment of women in LGUs is beneficial to society at large and to the work of the local councils in particular. Some of the benefits were cited by participants in focus groups and informed experts:

- *Women are more committed and faithful to the work at the local council* (Female staff Jenin).
- *Women are more responsive to the needs of the families; they understand these needs as they are more in touch with reality* (Female member, Qalqilya).
- *The quality of services has improved with the presence of women staff* (Expert informant, Ramallah).
- *The presence of women attracted women to visit the LGU and obtain the services that important to their families* (Male staff, Tubas).
- *Women feel more comfortable having women staff in the council* (Female activist, 32, Bethlehem).

- *Having women in leading positions such as engineers broke the stereotypes and allowed young girls to look forward to a high-ranking job in the council* (Male expert, Ramallah).

While the realization of the importance of employing women is widespread, there are obstacles in face of women employment. For example, the legal framework is not conducive to the betterment of gender equality and rights in local councils. Like men, women staff members are governed by the Local Government Law; they do not have the same rights that are stipulated by the Labor Law. For example, women staff members in local councils do not enjoy the same maternity leave as stipulated in the Labor Law.

Other social, cultural and institutional obstacles were listed:

- *The employment of women is negative as it takes her from her family and her role as wife and mother* (Male staff, Jenin).
- *Women have limited capabilities; they can't do all types of work* (Male staff, Qalqilya).
- *Women should be allowed to do all jobs inside the council, but not necessarily jobs that require field supervision such site engineering* (Female staff, Qalqilya).
- *Women must work hard at home and in the council with no support for them to balance these roles; they are burdened by the requirements of both roles* (Female activist, Bethlehem).
- *Women are under great pressure because of their family role; when women staff members ask for maternity leave or any time off to take care of her kids, it is counted against her and her promotion is stalled* (Female staff, Jenin).
- *The council male members and staff view women from a stereotypical perspective; they want us to do the work that they don't want to do; they like to keep us as secretaries* (Female staff, Tubas).
- *Women are exposed to pressure from council members and citizens as they feel that women are more vulnerable to pressure* (Female member, Ramallah).

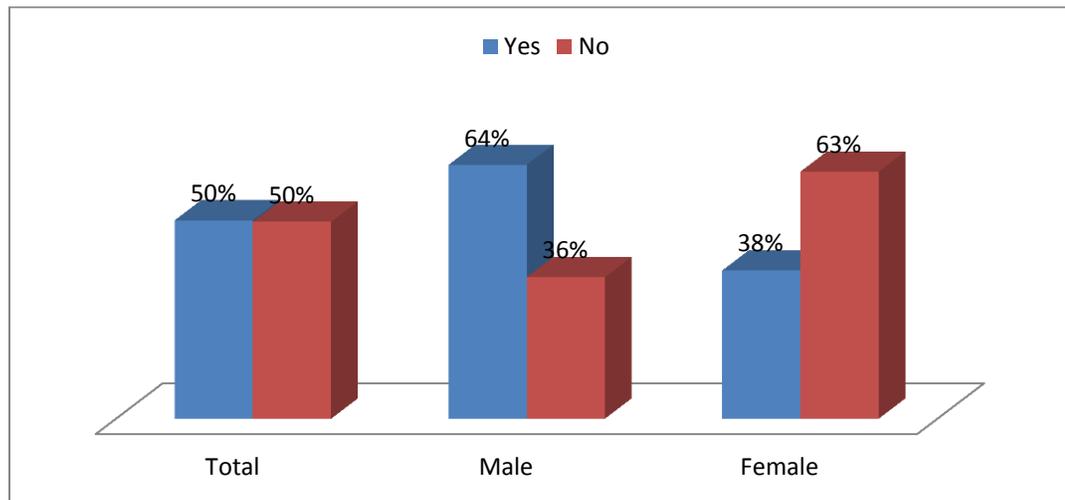
### **IV.3 Women and municipal services**

#### **Access to municipal services**

Half of the survey respondents visited/contacted their local council to access services or follow up on an issue of concern to them. In following up household affairs with local councils, men continue to be the main point of contact. At the same time, the present survey shows major improvements in the role of women in accessing services provided by local councils as compared to 1996 data.

- While 64 percent of male respondents say that they visited/contacted their local council to access services or follow up on an issue of concern to them, 38 percent of female respondents say the same.

**Graph (8): Visiting/contacting the municipal council to access services or follow up on any issue**



- To confirm this trend, the governance survey reveals that 49 percent of male respondents made an application to receive a municipal service (including complaints) during the past 12 months. This is compared to 30 percent of female respondents.
- While a gender gap to the benefit of men continues, a comparison with a survey carried out in 1996, the role of women improved. In 1996, 26 percent of women said that they visited/contacted their local council, compared to 38 percent now (a 12 point increase). The same 1996 study revealed that family male members are the main interlocutors with local councils where only 7 percent of female respondents said that a female family member organizes the relation with the local council. In contrast, 93 percent said that it is the male members who organize this relation<sup>17</sup>. This study did not ask a question that would enable us to compare the changes in this area. Future surveys might be helpful.

While procedural and institutional-related issues influence access to municipal services as illustrated above, additional social and cultural obstacles impede the ability of women to equally access such services. Most of the social obstacles are related to the gender relations, roles and decision making processes at the household level. Many women feel constrained in their public participation, movement and decision-making.

- 54 percent of female respondents say that they do not deal with municipal issues because they are busy with house and child care<sup>18</sup>.
- The majority of female respondents (51 percent) state that they can't allow a male LGU worker into their homes in case none of the male family members is present.

<sup>17</sup>Women's Affairs Technical Committees, Palestinian women and local councils, by Nader Said, July 1996, p.40.

<sup>18</sup>The percentages for this point represent those who say these obstacles are (very important, important, and important to some extent).

- 50 percent of female respondents state that their husband/male family member does not like her to leave the house during the day when he is not present.
- In addition, 48 percent state that their husband does not like them to deal with public affairs including municipal issues.
- Again, household relations confine women's movement, where 47 percent of female respondents state that they don't leave the house without their husbands.
- 28 percent say that not having access to child care is an important obstacle in face of their access to municipal services.
- A proportion of female respondents (19 percent) believe that the staff of the councils will not be willing to deal with a woman. The increasing number of women staff might play a role in alleviating this perception.

**Table (2): Perceived obstacles facing women in accessing municipal services in an ascending order**

#	Women	% <sup>19</sup>
1	Busy with house and childcare	53.9%
2	Cannot allow LGU workers into the house when there are no family male members	51.3%
3	Husband does not like me to leave the house during the day when he is not here	49.8%
4	Husband does not like me to deal with these issues	47.7%
5	I don't leave the house alone	46.6%
6	No access to child care	27.9%
7	The staff of the council are not willing to deal with women	18.6%

In addition to the above-listed obstacles, other social and cultural impediments were cited:

- *The majority of beneficiaries of job-creation projects are males; most women avoid that because of social pressure and trying to avoid gossip (Male staff, Qalqilya).*
- *Women are busy taking care of the house and the children; when they need something from the council they send a male relative (Female staff, Jenin).*
- *Women can't make their own decision to move and travel; they are inhibited by the need to have permission from the male in the house (Female activist, Ramallah).*
- *Women have less knowledge of the work of the council; lack of knowledge forces them to rely on male relatives (Female staff, Bethlehem).*
- *Most property and license are in the name of family male members; they, not women, must come and get services (Male expert, Ramallah).*

These disablers are countered by other enablers. For example:

<sup>19</sup>The percentages represent those who say these obstacles are (very important, important, and important to some extent).

- *In our council, the head of the Service Center is a woman. Having women there encourages women to enjoy a level of comfort* (Female staff, Qalqilya).
- *Women are more educated these days; they come to get the services* (Male staff, Jenin).
- *The services and lines are more organized now; women are encouraged to come because they don't have to stand in line and they don't have to wait much* (Female member, Ramallah).
- *When women face a problem these days, at least they can go to women council members to fix things* (Female member, Ramallah).

### **Other obstacles in face of access to services by male and female respondents**

In addition to the social obstacles that are paramount in the case of female respondents, as illustrated above, there are common obstacles facing men and women.

- **Limited knowledge** of the issues that the local council deals with is the most important obstacle to both genders. 51 percent of all respondents say that they have limited understanding of what issues the local council deals with<sup>20</sup>. The rate among women is higher among women (55 percent) than men (43 percent). The governance survey confirms the knowledge gender gap, where 45 percent of male respondents and 32 percent of female respondents say that they feel that they have clear information about municipal services. At the same time, 42 percent of male respondents and 35 percent of female respondents say that they have sufficient access to information about municipal services<sup>21</sup>.
- **Complicated procedures** are perceived as another obstacle. 48 percent of all respondents say that the procedures and paper work will be too difficult for them to manage. While 39 percent of male respondents believe that this is an obstacle, 57 percent of female respondents believe the same.
- **Trust in municipal staff** is another issue. As much as 25 percent of all respondents say that they do not trust municipal staff, with equal percentages among men and women.
- **Child care** is a much more important issue to female respondents. In total, 24 percent say that the local council is too far from their homes to take children with them. One third of female respondents say that while only 5 percent of male respondents share the same view.
- **Road conditions and transport cost** are perceived as important obstacles by 15 percent of respondents. While 10 percent of male respondents say that the road to the council is very difficult to manage, 17 percent of female respondents say the same. At the same time, 14 percent of male respondents say that they can't afford the transport cost, 16 percent of female respondents say the same.

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<sup>20</sup> The percentages represent those who say these obstacles are (very important, important, and important to some extent).

<sup>21</sup> The percentages represent those who strongly agree or agree with the statement.

- *Lack of knowledge of the location of the local council* is another obstacle, with 14 percent of respondents saying that they don't know where their local council is. The percentage among women (18 percent) is much higher than among men (7 percent).

**Table (3): Perceived obstacles facing men and women in accessing municipal services in an ascending order (according to their importance to both genders)**

#	Women	% <sup>22</sup>	#	Men	%
1	Limited knowledge of the issues that the local council deals with	54.9%	1	Limited knowledge of the issues that the local council deals with	42.6%
2	Complicated procedures	52.8%	2	Complicated procedures	38.7%
3	Child care	33.0%	3	Trust in municipal staff	23.8%
4	Trust in municipal staff	25.4%	4	Transport cost	13.9%
5	Lack of knowledge of the location of the local council	17.7%	5	Road conditions	9.9%
6	Road conditions	17.4%	6	Lack of knowledge of the location of the local council	7.0%
7	Transport cost	15.7%	7	Child care	5.0%

## V. Conclusions and Recommendations

The work of local councils is vital in the lives of citizens in their communities. It involves multilevel interventions that require a comprehensive understanding. On the one hand, local council members are elected or selected in some cases by their communities giving them the legitimacy to make decisions that influence the livelihood of their communities. In addition, local councils employ a large number of staff. The performance of these staff members has implications on the quality of services provided by local councils. At the same, the improvement of their capacity to deliver quality services requires a number of measures at the legal, administrative, and personal level. The decisions and practices of the members and staff have great bearing on services and development projects delivered by them. For citizens the performance of local councils in providing services and development projects is the core of their concerns.

The present interventions with local councils seek to improve their performance at all levels listed above. Much of the investments go into development projects especially in the area of infrastructure including roads, sewage systems, water and electricity. A bulk of the work of local councils is the area of service delivery through direct interaction with citizens who seek to gain these services through various application processes. In terms of the quantitative and qualitative impact on the lives of citizens in general and gender relations and roles in particular, the most influential aspect of the work of local councils is the

<sup>22</sup>The percentages represent those who say these obstacles are (very important, important, and important to some extent).

development aspect which has implications on all women and men in society. This is followed by municipal services where most citizens, directly or indirectly, must seek to process different applications to receive services. The third most important level to attend to is related to women staff members who do not receive sufficient care by local or international actors. The fourth, which receives the most attention, is the focus on women members of local councils.

### **V.1 Preoccupation with women council members**

In terms of gender integration and sensitivity, much of the present work is concerned with women members of local councils. A number of local and international organizations seek to promote the capacity of women members through involving them in short term in training courses that are short term in nature. The focus on much of this work is on promoting their skills and negotiating capacities within the council and in the community. While this is important, there is no clear evidence that these endeavors achieved a long term impact on women members and more importantly on other women and the community at large. In addition, evidence revealed that obstacles in face of women quality participation are within realms that go beyond personal skills of women themselves. Those include, as previously mentioned, social, cultural, political, institutional and legal obstacles. The legal aspects as stipulated in the Election Law were also a major focus of discussion among present council members and experts. The quota system has been debatable ever since its introduction. The discussions revealed that while most realize the importance of this component in ensuring the representation women, many questioned its applications and usefulness in reality.

A careful review of the work in this field leads to the following actionable recommendations:

1. A comprehensive and thorough assessment of the efforts targeted at women members of local councils. The past and present efforts, while attractive, many claim that they are repetitive and not well-pointed. Various capacity building and training activities must be guided by the results of an assessment that compiles and analyzes the ongoing efforts. Such an assessment will place the various efforts in perspective and provide evidence-based recommendations.
2. An evaluation of the various aspects on the quota system; its strengths and weaknesses. A careful assessment of the practical utility of this system must be undertaken. While most women and human rights groups have struggled to legalize the quota system since 2005, no real efforts were made to assess the pros and cons of this system on the quality participation of women in local councils.
3. The abovementioned data show that women members of local councils are not well-known in their own communities. The data also show that there is limited awareness of the contribution of women in local councils, more effort in the form of awareness and public

relation activities must be supported. Women members must also be equipped with skills to articulate their contributions and successes within their own communities. This must be done through well-pointed and targeted trainings in the form of a comprehensive program. This essentially requires an objective study of all training efforts targeting women members as stipulated in other recommendations. It also requires a more consolidated effort to coordinate between donors and organizations that target women members. This requires further coordination efforts and assertiveness by MoLG's Gender Unit which already organizes meetings between the training providers.

4. The research illustrated the limited potential in transforming women from local leadership to regional and national leadership status. Many ambitious women members do are unable to build on their local experience to become regional or national leaders. The present experience might be demoralizing to some and limiting to others. More efforts must be forged to assist women in using the opportunity to improve their skills, horizons and level of experience in considering their local participation as a stepping stone to gain regional and national status.
5. Future leaders must be encouraged through the recruitment of young and upcoming female youth leaders to prepare them for a potential future role in local councils. Interested organizations must not wait till women are elected, but must recruit women from part and independent backgrounds to prepare them in this field.
6. Further empowerment of MoLG Directorates requires aligning their work with that of the Gender Unit at MoLG. In addition, it requires clarification of their mandate and role in this field. Clear coordination and communication between the Gender Unit and the focal points in the Directorates must be developed. In addition, further specialized gender training for the focal points will be essential. This requires drawing a training/empowerment plan for the Directorates.

## **V.2 Women as Staff**

Women employees work in all positions including heads of sections, professional jobs such as engineering and accounting, and many of them work in clerical and secretarial positions. Like their male counterparts, women staff members work under the Local Councils Law which provides a different set of rights than the Labor Law. Much of the benefits that were gained by women in the Labor Law are not necessarily implemented in the local councils. Those include maternity leave. The negative impact of this anomaly has compounded impact on women. The status and work of these women is not the focus of local and international efforts. As such, the present study provides the following recommendations:

1. Placing a higher priority on understanding issues faced by women staff members of local councils and placing on the agenda of government and donor institutions..
2. Allocations of budgets and efforts to ensure the representation of women staff in trainings in their fields of expertise.

3. Carry out a specialized study on the legal and gender aspects of women employment in local councils. Such a study must further explore the legal limitations and opportunities; the status of women employees, the specific obstacles faced by them and the needed actions to promote their status. The legal framework must be further analyzed and improved.
4. Follow up internal municipal practices, listed above<sup>23</sup>, to ensure that such practices are aligned with gender needs.

### **V.3 Women and services**

The research has revealed that there is an increase in the usage of services provided by local councils by women. The gap, however, continues and male family members continue to be the most active in seeking services from local councils. One of the main issues is related to lower levels of awareness among women and higher levels of fear about their interaction with local councils. Another issue is related to the social and cultural constraints that inhibit the full utilization of services by women. Those include gender relations at the level of the household, child care duties and the differential decision making rights among men and women.

1. Organize awareness campaigns among community members, with a focus on women, on the types of services provided by the local council. Such campaigns must be systematic and must utilize existing mechanisms such as the provision of information on the utility bills. In addition, awareness campaigns might utilize new technology especially in approaching young women and men in the community. Specific campaigns might target women through local community organizations. Some of these campaigns might be carried out by the YSLCs.
2. Ensure that the provision of services is sensitive to the realities, needs and perspectives of women. All work manuals, instructions and guidelines must be assessed against their sensitivity to and integration of a gender perspective. This is especially important in the case of community service centers (CSC manual), where all work must be assessed against its effective integration of a gender perspective. This also has implications on monitoring and evaluation of these services.
3. One of the issues was the fear by some women that they will not be received well in local councils. These fears might be dealt with, at least in part, by ensuring the presence of women employees in all fields of services in the local councils. In addition, the promotion of knowledge about the needed procedures to complete applications for services might defuse some of the fears.
4. The study also revealed that many women will not receive local council's male workers in their homes in the absence of male relatives. This brings to attention the need for integrating female workers who have more access to households in the presence of women. As this is a new field of employment to women, it must be piloted in a number of communities and assess the outcomes for further implementation. In addition, a number of

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<sup>23</sup> Listed in pages 13 and 14.

women must be encouraged to enroll in training courses on the provision of municipal services at the level of the household to equip them with the needed skills.

5. Child and family care is at the core of the obstacles that prevent women from accessing municipal services. In large communities, municipal councils must be encouraged to establish or contract a nearby nurseries or kindergartens to serve the needs of women employees, and also the needs of women patrons. This will allow women to bring their children with them and make sure that they are in a safe environment as they are completing their transactions with the local council.
6. In big cities, the LGUs might want to consider establishing sub-offices that are more accessible for citizens in general and women in particular.

#### **V.4 Women and development projects/infrastructure**

All women from all backgrounds are influenced by the developmental and infrastructural work of the local councils. It is of utmost importance that all development-related work is gender sensitive. The integration of a gender perspective into developmental plans, programs and projects is possibly the most important aspect of a gender-sensitive municipal work.

- Ensure that the all policies and strategic plans of the MoLG fully integrate a gender analysis and programming.
- Make sure that the MoLG carries out gender-based budgeting.
- Ensure the integration of gender in all SDIPs.
- Integrate gender in all manuals including on participation and planning at the local level.
- The role of CHF is to carry out a gender analysis for each program and project that it supports before its implementation to ensure that all relevant gender dimensions are integrated. This also implies that all monitoring and evaluation indicators are engendered.

#### **V.5 CHF-related recommendations**

The recommendations listed above are relevant to the work of CHF. It might opt to lead on some of them and possibly encourage other donors to lead on others. For CHF to be able to lead in this field and ensure that its work is engendered, it might want to consider the following recommendations:

1. Gender analysis of the work of CHF is becoming more important. The present gender review is an indication of the well of CHF to further integrate gender dimensions in its work. In addition, new research requires that data are analyzed by gender. The collection of gendered-information and gender assessments in the work of CHF must become more systematic and integral to all phases of a project design.
2. The present M & E systems must be further reviewed to ensure that they sufficiently take gender considerations into account.

3. While CHF has a preliminary gender strategy, it must be widely shared and endorsed at the various institutional levels. CHF must operationalize the recommendations of the strategy in all of its fields of work and integrate its elements in all of its future programming.
4. CHF must build on the training that was organized for its staff. The training that took place is preliminary and aimed at sensitization and awareness. Future training of staff must be more concrete, operational and tied into the actual programs. An elaborate and carefully designed training plan must be prepared.
5. An additional review the Municipal Capacity Index and further integrate gender dimensions in it.
6. A holistic approach to gender integration requires that gender dimensions and considerations are reviewed at all project stages including assessment, design, planning, implementation, evaluation and reporting.
7. Procurement processes and TOR for all projects and assignments must be reviewed for gender integration.
8. Staffing and human resources within CHF is another field for improving gender balance. This does not only include higher percentage of women in the institution, but also increasing numbers of women in decision making positions and committees.
9. The evaluation of some major training projects from a gender perspective to ensure that all training modules and material are gender sensitive.
10. The evolving commitment of the leadership of CHF must be gradually translated into clear commitment among all ranks, clear protocols, procedures and guidelines through standardized work instructions at levels in all fields.
11. For CHF to be able to tackle the integration of gender in its work and programming, it must empower the KMU with more capacity and staff. Gender integration, as a cross-cutting dimension, must continue to be under the KMU. But for that to be given its due attention, more staff must be focused on the many tasks that this research recommends.

## VI. Annexes

### VI.1 Annex (1): Sample Distribution

Gender	
Male	47.5%
Female	52.5%

District	
Jenin	7.0%
Tulkarem	12.7%
Qalqilya	3.7%
Nablus	3.5%
Salfit	3.5%
Tubas	10.2%
Ramallah	7.3%
Jerusalem	6.8%
Jericho	6.7%
Bethlehem	17.0%
Hebron	21.7%

Age	
18-35	48.5%
36-50	32.8%
51+	18.7%

Residence	
City	67.2%
Village\town	32.8%
Camp	

Marital status	
Single	25.8%
Married	66.8%
Divorced	1.5%
Widowed	5.9%

Education	
9 years or less	27.3%
9-12 years	40.8%
More than 12 years	31.8%

<b>Income</b>	
Good	18.0%
Average	63.7%
Weak	18.3%

<b>Refugee status</b>	
Refugee	25.7%
Non refugee	74.3%

<b>Do you work</b>	
Full time	31.5%
Part time	14.8%
No	53.7%

<b>Occupation</b>	
Laborer	12.2%
Employee	15.9%
Farmer	1.7%
Merchant	8.2%
Professional	0.8%
Craftsman	7.4%
Student	6.5%
Housewife	32.6%
Does not work	13.4%
Retired	1.3%

<b>Work sector</b>	
Government	18.5%
Private	73.3%
NGOs	5.9%
Other	2.2%

<b>Does your city\ village have a SDIP?</b>	
Yes	44.8%
No	55.2%

<b>Internet use</b>	
Yes	50.5%
No	49.5%

## **VI.2 Annex (2): Results of The Survey**

<b>Do you know if there were women representatives (elected or appointed) in your local council?</b>			
	Total	Male	Female
Yes	63.5%	69.1%	58.4%
No	32.2%	28.1%	35.9%
Not sure	4.3%	2.8%	5.7%

<b>If you answered yes, how familiar are you with these women representatives?</b>			
	Total	Male	Female
Very familiar	25.5%	23.9%	27.3%
Slightly familiar	56.3%	55.3%	57.4%
Not familiar at all	18.2%	20.8%	15.3%

<b>How do you evaluate the performance of women members in the work of your local council?</b>			
	Total	Male	Female
Positive	36.2%	32.5%	40.2%
Average	35.4%	36.5%	34.2%
Negative	11.8%	12.2%	11.4%
Don't know	16.5%	18.8%	14.1%

<b>Do you know about any other elected/appointed women representative in any other local council?</b>			
	Total	Male	Female
Yes	44.9%	47.5%	42.5%
No	39.7%	37.0%	42.2%
Not sure	15.4%	15.5%	15.3%

<b>Do you agree or disagree that women should become members of local councils?</b>			
	Total	Male	Female
Agree	88.1%	83.5%	92.4%
Disagree	8.5%	12.3%	5.1%
Don't know	3.3%	4.2%	2.5%

<b>Do you agree or disagree that a woman should become a mayor of your local council?</b>			
	Total	Male	Female
Agree	70.1%	63.0%	76.5%
Disagree	27.2%	33.8%	21.3%
Don't know	2.7%	3.2%	2.2%

<b>How do you evaluate the performance of men members in the work of your local council?</b>			
	Total	Male	Female
Positive	39.1%	35.3%	42.5%
Average	44.1%	46.3%	42.2%
Negative	11.5%	15.9%	7.6%
Don't know	5.2%	2.5%	7.6%

<b>In your opinion, which of the following may hinder women participation in local councils?</b>				
	Total	Male	Female	
Limited education	Yes	54.0%	53.7%	54.3%
	To some extent	20.3%	19.2%	21.3%
	No	24.0%	25.3%	22.9%
	Don't know	1.7%	1.8%	1.6%
Lack of experience in public affairs	Yes	57.4%	57.7%	57.1%
	To some extent	23.8%	23.5%	24.1%
	No	17.1%	17.4%	16.8%
	Don't know	1.7%	1.4%	1.9%
Women are ignorant of the importance of their role	Yes	45.0%	44.8%	45.1%
	To some extent	29.5%	29.2%	29.8%
	No	24.2%	24.2%	24.1%
	Don't know	1.3%	1.8%	1.0%
Women believe that men will not take them seriously	Yes	49.8%	47.3%	52.1%
	To some extent	30.0%	29.5%	30.5%
	No	17.4%	20.6%	14.6%
	Don't know	2.7%	2.5%	2.9%
Women do not have the appropriate skills to engage with the community on public issues	Yes	33.6%	35.6%	31.7%
	To some extent	29.2%	30.2%	28.3%
	No	35.6%	32.0%	38.7%
	Don't know	1.7%	2.1%	1.3%
Council meetings take place at inappropriate times for women who have domestic and social responsibilities	Yes	43.0%	44.1%	41.9%
	To some extent	26.2%	24.6%	27.6%
	No	23.0%	22.4%	23.5%
	Don't know	7.9%	8.9%	7.0%
The society discriminates against women	Yes	45.5%	39.9%	50.5%
	To some extent	29.9%	33.5%	26.7%
	No	23.5%	24.9%	22.2%
	Don't know	1.2%	1.8%	0.6%

<b>How do you feel about women being employed in local councils?</b>			
	Total	Male	Female
I fully support	64.3%	59.5%	68.6%
I support but only in some jobs	27.5%	29.2%	26.0%
I don't support	6.8%	9.5%	4.4%
Don't know	1.3%	1.8%	1.0%

Will having women employees in the local council impact accessibility to all groups?			
	Total	Male	Female
Yes positively	63.8%	55.6%	71.1%
It makes no difference	28.9%	34.9%	23.5%
Yes negatively	3.0%	3.9%	2.2%
Don't know	4.3%	5.6%	3.2%

## **Section Two: Barriers to Service Usage**

Have you ever visited/contacted the municipal council to access services or follow up on any issue			
	Total	Male	Female
Yes	50.2%	64.2%	37.5%
No	49.8%	35.8%	62.5%

Reasons for not visiting the municipal council to access services. Please can you tell us what were the reasons for this? Please rank the following factors according to the degree that they are important to you.				
		Total	Male	Female
It is too far from my house to take my children with me	Very important	4.4%	1.0%	6.1%
	Important	11.7%	3.0%	16.2%
	Important to some extent	7.4%	1.0%	10.7%
	Not important	42.3%	50.5%	38.1%
	Not important at all	10.4%	8.9%	11.2%
	Does not apply	23.8%	35.6%	17.8%
I don't know where the local council offices are	Very important	3.0%	4.0%	2.5%
	Important	6.0%	2.0%	8.1%
	Important to some extent	5.0%	1.0%	7.1%
	Not important	43.6%	45.5%	42.6%
	Not important at all	23.8%	23.8%	23.9%
	Does not apply	18.5%	23.8%	15.7%
The procedures and paper work will be too difficult for me to manage	Very important	6.7%	5.0%	7.6%
	Important	18.5%	8.9%	23.4%
	Important to some extent	22.8%	24.8%	21.8%
	Not important	28.5%	34.7%	25.4%
	Not important at all	14.4%	13.9%	14.7%
	Does not apply	9.1%	12.9%	7.1%

**Reasons for not visiting the municipal council to access services. Please can you tell us what were the reasons for this? Please rank the following factors according to the degree that they are important to you. (continued)**

<b>I don't understand what issues the local council deals with</b>	Very important	4.0%	2.0%	5.1%
	Important	21.8%	13.9%	25.9%
	Important to some extent	24.8%	26.7%	23.9%
	Not important	29.9%	32.7%	28.4%
	Not important at all	13.4%	16.8%	11.7%
<b>I don't trust the municipality staff</b>	Does not apply	6.0%	7.9%	5.1%
	Very important	3.7%	2.0%	4.6%
	Important	7.7%	7.9%	7.6%
	Important to some extent	13.4%	13.9%	13.2%
	Not important	48.0%	52.5%	45.7%
<b>I cannot afford the transport costs</b>	Not important at all	18.1%	15.8%	19.3%
	Does not apply	9.1%	7.9%	9.6%
	Very important	1.3%	1.0%	1.5%
	Important	2.3%	1.0%	3.0%
	Important to some extent	11.4%	11.9%	11.2%
<b>The road to the council is very difficult to manage</b>	Not important	46.6%	46.5%	46.7%
	Not important at all	24.5%	22.8%	25.4%
	Does not apply	13.8%	16.8%	12.2%
	Very important	2.4%	1.0%	3.1%
	Important	4.7%	2.0%	6.1%
	Important to some extent	7.7%	6.9%	8.2%
	Not important	42.8%	45.5%	41.3%
Not important at all	25.9%	27.7%	25.0%	
Does not apply	16.5%	16.8%	16.3%	

**Reasons for not visiting the municipal council to access services. Please can you tell us what were the reasons for this? Please rank the following factors according to the degree that they are important to you.**

	Total (females)	
<b>I do not have access to child care arrangements that allow me to leave the house for such a period of time</b>	Very important	3.6%
	Important	14.5%
	Important to some extent	9.8%
	Not important	26.4%
	Not important at all	13.5%
	Does not apply	32.1%
<b>I do not like to leave the house without my husband</b>	Very important	9.8%
	Important	24.9%
	Important to some extent	11.9%
	Not important	17.1%
	Not important at all	10.4%
	Does not apply	25.9%
<b>My husband does not like me to leave the house during the day when he is not there</b>	Very important	10.9%
	Important	25.9%
	Important to some extent	13.0%
	Not important	17.1%
	Not important at all	7.8%
	Does not apply	25.4%
<b>The staff at the council won't be willing to deal with a woman</b>	Very important	3.1%
	Important	5.7%
	Important to some extent	9.8%
	Not important	44.6%
	Not important at all	19.7%
	Does not apply	17.1%
<b>If I get a LGU worker coming to provide a service in my house, I can't allow him into the house in case none of the family men are present</b>	Very important	14.0%
	Important	25.9%
	Important to some extent	11.4%
	Not important	28.0%
	Not important at all	11.9%
	Does not apply	8.8%
<b>My husband does not like me to deal with these issues</b>	Very important	15.0%
	Important	22.3%
	Important to some extent	10.4%
	Not important	18.1%
	Not important at all	9.3%
	Does not apply	24.9%

<b>I am busy with house and child care</b>	Very important	17.1%
	Important	20.7%
	Important to some extent	16.1%
	Not important	15.0%
	Not important at all	8.3%
	Does not apply	22.8%

### **VI.3 Annex (3): List of Interviewees**

<b>Name</b>	<b>Title/Organization</b>
Jamal Bheis	Deputy Mayor/Yatta Municipality
Na'elaAlhayek	Staff/ Beit Sahour Municipality
Taghreed Abed	Local Council Member/Birzeit Municipality
Samir Abu-Bakr	Mayor/ Yabad Municipality
IqabDaraghmeH	Mayor/ Tubas Municipality
AkramNaser	Staff/ Ateel Municipality
HananImseeh	Ministry of Local Governance/ Head of the gender unit
FatmaRadayde	Ministry of Women Affairs
MonalisaSalib	CHF
RanaMousa	CHF
SawsanNajib	Schools Support Committee/Anabta
KhaledSarhan	CSC Director/Halhoul
AsmaaDufesh	Hebron Women Center
WujdanAlazza	Working Women Association