

## Contents

- 5.1 Satisfaction with the electricity supply
- 5.2 Satisfaction with the water supply
- 5.3 Satisfaction with the sewage and sanitation
- 5.4 Satisfaction with the garbage collection
- 5.5 Satisfaction with the public primary schools
- 5.6 Satisfaction with the public primary health care
- 5.7 Satisfaction with the secondary health care (hospitals)
- 5.8 Satisfaction with the roads and public transportation
- 5.9 Number of hours with electricity in the house the day before the interview
- 5.10 Paid the last electricity bill
- 5.11 Number of hours with piped water day before the interview
- 5.12 Paid the last water bill
- 5.13 Household's main source of drinking water
- 5.14 Quality of household's drinking water
- 5.15 Characteristics of household's tap water
- 5.16 Received support from institutions during past 12 months
- 5.17 Type of support household received from the PNA
- 5.18 Type of support household received from UNRWA
- 5.19 Type of support household received from Islamic charity organization
- 5.20 Type of support household received from other local NGOs
- 5.21 Type of support household received from international NGOs
- 5.22 Type of support household received from Hamas
- 5.23 Type of support household received from Fatah
- 5.24 Type of support household received from other institutions
- 5.25 The political faction which is running your municipal government/village council

## 5.1 Satisfaction with the electricity supply

		Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Non existent	Total	Total Sample size
<b>Total</b>		23	30	13	34	0	100	4,067
Region	West Bank	35	41	14	10	0	100	2,069
	Gaza Strip	1	7	12	80	0	100	1,998
Urban-Rural- Camp	Urban	23	29	11	36	0	100	2,036
	Rural	32	35	18	14	0	100	748
	Camp	7	20	12	61	0	100	1,283
Faction is running your municipal council	Fatah	31	38	15	16	-	100	1,170
	Hamas	11	14	12	62	0	100	1,495
	Dominant Hamula	54	32	9	5	-	100	82
	Coalition	20	37	19	23	1	100	218
	Other	28	40	4	29	0	100	306

All households

## 5.2 Satisfaction with the water supply

		Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Non existent	Total	Total Sample size
<b>Total</b>		20	39	16	18	6	100	4,064
Region	West Bank	27	40	15	9	8	100	2,067
	Gaza Strip	8	38	16	35	2	100	1,997
Urban-Rural-Camp	Urban	23	41	17	18	1	100	2,034
	Rural	20	37	14	11	19	100	747
	Camp	13	38	15	31	3	100	1,283
Faction is running your municipal council	Fatah	23	39	18	10	10	100	1,169
	Hamas	13	38	17	29	2	100	1,494
	Dominant Hamula	34	29	11	20	5	100	82
	Coalition	23	40	19	12	5	100	217
	Other	11	42	7	20	20	100	306

All households

### 5.3 Satisfaction with the sewage and sanitation

		Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Non existent	Total	Total	Sample size
<b>Total</b>		20	39	13	13	16	100		4,054
Region	West Bank	19	38	13	9	20	100		2,060
	Gaza Strip	20	42	12	20	7	100		1,994
Urban-Rural-Camp	Urban	24	43	13	14	7	100		2,026
	Rural	10	28	14	11	39	100		745
	Camp	24	48	9	14	5	100		1,283
Faction is running your municipal council	Fatah	18	40	13	9	21	100		1,167
	Hamas	22	41	13	17	7	100		1,492
	Dominant Hamula	11	21	17	17	34	100		82
	Coalition	17	30	13	12	28	100		216
	Other	12	37	10	12	29	100		305

All households

#### 5.4 Satisfaction with the garbage collection

		Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Non existent	Total	Total Sample size
<b>Total</b>		24	44	15	15	2	100	4,060
Region	West Bank	27	46	13	12	2	100	2,063
	Gaza Strip	18	40	19	22	2	100	1,997
Urban-Rural-Camp	Urban	24	44	16	15	1	100	2,031
	Rural	22	45	14	15	4	100	747
	Camp	27	44	14	15	1	100	1,282
Faction is running your municipal council	Fatah	24	45	17	11	2	100	1,167
	Hamas	23	40	18	17	2	100	1,494
	Dominant Hamula	31	35	8	23	2	100	82
	Coalition	21	53	12	13	1	100	218
	Other	27	56	7	9	1	100	304

All households

## 5.5 Satisfaction with the public primary schools

		Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Non existent	Total	Total Sample size
<b>Total</b>		20	46	18	15	1	100	3,892
Region	West Bank	24	50	17	8	1	100	1,974
	Gaza Strip	11	39	20	29	1	100	1,918
Urban-Rural-Camp	Urban	20	46	19	15	1	100	1,951
	Rural	20	52	17	10	1	100	717
	Camp	19	36	15	28	1	100	1,224
Faction is running your municipal council	Fatah	22	47	18	12	1	100	1,123
	Hamas	15	41	20	23	1	100	1,444
	Dominant Hamula	31	52	9	7	1	100	80
	Coalition	18	50	15	17	-	100	207
	Other	30	50	13	7	-	100	294

All households

## 5.6 Satisfaction with the public primary health care

		Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Non existent	Total	Total Sample size
<b>Total</b>		17	51	20	11	1	100	3,981
Region	West Bank	21	53	17	8	1	100	2,019
	Gaza Strip	9	47	26	18	1	100	1,962
Urban-Rural-Camp	Urban	18	50	20	12	1	100	1,991
	Rural	15	53	22	8	2	100	723
	Camp	17	50	19	13	1	100	1,267
Faction is running your municipal council	Fatah	15	51	23	10	1	100	1,148
	Hamas	12	50	23	14	1	100	1,471
	Dominant Hamula	25	44	19	11	-	100	80
	Coalition	13	49	21	16	1	100	212
	Other	33	57	5	4	0	100	304

All households

### 5.7 Satisfaction with the secondary health care (hospitals)

		Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Non existent	Total	Total Sample size
<b>Total</b>		12	45	24	16	3	100	3,944
Region	West Bank	15	46	22	12	4	100	1,990
	Gaza Strip	6	42	27	24	1	100	1,954
Urban-Rural-Camp	Urban	15	45	24	16	1	100	1,980
	Rural	9	46	24	13	8	100	720
	Camp	10	45	22	22	1	100	1,244
Faction is running your municipal council	Fatah	11	42	29	14	4	100	1,139
	Hamas	8	46	25	20	0	100	1,464
	Dominant Hamula	10	35	22	13	19	100	81
	Coalition	9	46	24	21	1	100	208
	Other	25	50	17	8	1	100	298

All households

## 5.8 Satisfaction with the roads and public transportation

		Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Non existent	Total	Total Sample size
<b>Total</b>		16	41	21	22	0	100	4,038
Region	West Bank	18	41	22	19	0	100	2,047
	Gaza Strip	12	40	20	28	0	100	1,991
Urban-Rural- Camp	Urban	18	38	23	20	0	100	2,018
	Rural	12	43	22	23	0	100	744
	Camp	14	43	16	26	1	100	1,276
Faction is running your municipal council	Fatah	16	41	23	20	0	100	1,161
	Hamas	15	40	21	23	0	100	1,490
	Dominant Hamula	13	22	32	33	-	100	81
	Coalition	9	40	24	27	-	100	218
	Other	19	49	14	15	3	100	302

All households

### 5.9 Number of hours with electricity in the house the day before the interview

		Less than				Total	
		0	12	13-23	24	Total	Sample size
<b>Total</b>		1	15	17	67	100	4,064
Region	West Bank	0	0	7	92	100	2,068
	Gaza Strip	2	44	38	16	100	1,996
Urban-Rural-Camp	Urban	1	16	19	64	100	2,034
	Rural	-	2	8	90	100	746
	Camp	0	35	30	34	100	1,284
Faction is running your municipal council	Fatah	0	6	14	81	100	1,170
	Hamas	2	35	27	36	100	1,493
	Dominant Hamula	-	1	2	98	100	82
	Coalition	-	4	19	77	100	218
	Other	-	8	5	86	100	305

All households

### 5.10 Paid the last electricity bill

		Yes	No	Total	
		Total			Sample size
<b>Total</b>		37	63	100	4,022
Region	West Bank	47	53	100	2,037
	Gaza Strip	17	83	100	1,985
Urban-Rural-Camp	Urban	41	59	100	2,011
	Rural	36	64	100	735
	Camp	20	80	100	1,276
Faction is running your municipal council	Fatah	41	59	100	1,159
	Hamas	23	77	100	1,484
	Dominant Hamula	46	54	100	81
	Coalition	45	55	100	215
	Other	47	53	100	302

All households that are connected to the electricity network

### 5.11 Number of hours with piped water day before the interview

		Less than				Total	Sample size
		0	12	13-23	24	Total	
<b>Total</b>		13	25	5	58	100	3,852
Region	West Bank	11	13	2	75	100	1,912
	Gaza Strip	16	48	9	26	100	1,940
Urban-Rural-Camp	Urban	14	27	5	55	100	2,002
	Rural	9	10	2	79	100	587
	Camp	13	44	7	36	100	1,263
Faction is running your municipal council	Fatah	10	23	3	65	100	1,056
	Hamas	16	42	8	34	100	1,455
	Dominant Hamula	33	5	11	51	100	74
	Coalition	19	12	2	66	100	210
	Other	5	13	2	79	100	281

All households

### 5.12 Paid the last water bill

		Yes	No	Total	
		Total			Sample size
<b>Total</b>		38	62	100	3,811
Region	West Bank	47	53	100	1,881
	Gaza Strip	20	80	100	1,930
Urban-Rural-Camp	Urban	43	57	100	1,978
	Rural	35	65	100	575
	Camp	23	77	100	1,258
Faction is running your municipal council	Fatah	40	60	100	1,043
	Hamas	26	74	100	1,449
	Dominant Hamula	49	51	100	73
	Coalition	44	56	100	206
	Other	44	56	100	281

All households that are connected to the water network

### 5.13 Household's main source of drinking water

		Well water	Unfiltered water from network	Filtered water from network	Tanker truck	Fresh filtered water container	Bottled water	Other, specify	Total	Total	Sample size
<b>Total</b>		7	52	10	4	25	1	1	100		4,064
Region	West Bank	10	72	11	5	0	2	0	100		2,067
	Gaza Strip	3	13	8	1	74	1	1	100		1,997
Urban-Rural-Camp	Urban	4	52	12	2	28	2	1	100		2,034
	Rural	18	63	8	8	2	0	0	100		746
	Camp	1	33	7	1	57	1	1	100		1,284
Faction is running your municipal council	Fatah	12	64	11	4	7	1	1	100		1,169
	Hamas	4	27	7	1	59	1	2	100		1,494
	Dominant Hamula	11	67	10	12	0	-	-	100		82
	Coalition	8	68	4	3	13	4	-	100		217
	Other	6	55	8	17	10	5	0	100		307

All households

#### 5.14 Quality of household's drinking water

		Excellent	Good	Acceptable	Bad	Very bad	Total	
							Total	Sample size
<b>Total</b>		13	48	27	8	4	100	4,029
Region	West Bank	13	50	28	7	1	100	2,040
	Gaza Strip	12	42	27	9	10	100	1,989
Urban-Rural-Camp	Urban	12	48	26	9	5	100	2,007
	Rural	15	50	28	5	1	100	745
	Camp	13	40	32	7	8	100	1,277
Faction is running your municipal council	Fatah	14	49	28	8	1	100	1,161
	Hamas	12	44	28	9	7	100	1,490
	Dominant Hamula	18	57	21	2	1	100	82
	Coalition	10	49	29	4	7	100	215
	Other	16	35	36	6	7	100	298

Does not include households that only use bottled water for drinking

### 5.15 Characteristics of household's tap water

		Too strong taste of chlorine	Taste of salt	Miscoloured	Smell	Other irregularities	No irregularities	Total	Total	Sample size
<b>Total</b>		36	32	19	10	9	40	100		4,023
Region	West Bank	31	9	16	7	7	55	100		2,043
	Gaza Strip	45	79	26	15	11	10	100		1,980
Urban-Rural-Camp	Urban	34	38	18	10	8	40	100		2,012
	Rural	32	8	18	8	8	51	100		736
	Camp	46	59	28	14	11	20	100		1,275
Faction is running your municipal council	Fatah	32	14	17	8	6	51	100		1,148
	Hamas	45	64	25	16	10	17	100		1,481
	Dominant Hamula	15	9	12	1	8	65	100		82
	Coalition	36	16	15	7	15	46	100		216
	Other	40	33	21	12	13	41	100		305

Each respondent could answer more than one characteristic, total percentage might sum up to more than 100

### 5.16 Received support from institutions during past 12 months

		PNA	UNRWA	Islamic charity organizatio ns	Other local NGOs	Internation al NGOs	Hamas	Fatah	Other	Total	Sample size
<b>Total</b>		61	64	8	3	3	6	3	2	100	2,916
Region	West Bank	62	48	4	4	5	1	3	3	100	1,142
	Gaza Strip	61	78	13	3	2	10	4	2	100	1,774
Urban-Rural-Camp	Urban	69	54	9	4	4	8	3	2	100	1,321
	Rural	61	51	4	3	5	2	3	4	100	438
	Camp	46	97	12	4	1	6	4	1	100	1,157
Refugee	Yes	48	94	9	3	2	6	3	2	100	2,048
	No	80	21	7	4	6	5	4	4	100	868

Each respondent could answer more than one source of support, total percentage might sum up to more than 100

### 5.17 Type of support household received from the PNA

		Food	Money	Job creation program	Free health care	Free health insurance	Other	Total	Total Sample size
<b>Total</b>		12	17	6	16	87	1	100	1,650
Region	West Bank	11	12	6	16	86	1	100	570
	Gaza Strip	13	22	6	17	88	0	100	1,080
Urban-Rural-Camp	Urban	11	15	5	20	90	1	100	894
	Rural	11	14	4	11	83	0	100	259
	Camp	17	28	11	13	86	1	100	497
Refugee	Yes	13	22	6	14	87	0	100	966
	No	11	12	5	18	88	1	100	684

All households received support from PNA. Each respondent could answer more than one support, total percentage might sum up to more than 100

### 5.18 Type of support household received from UNRWA

		Food	Money	Job creation program	Free health care	Free health insurance	Other	Total	Total Sample size
<b>Total</b>		85	12	10	70	20	1	100	2,175
Region	West Bank	80	17	12	60	24	2	100	778
	Gaza Strip	87	10	8	76	18	0	100	1,397
Urban-Rural-Camp	Urban	85	10	8	72	20	1	100	795
	Rural	83	13	9	55	23	1	100	251
	Camp	85	14	12	77	19	0	100	1,129
Refugee	Yes	86	12	10	71	18	1	100	1,964
	No	76	13	10	63	31	0	100	211

All households received support from UNRWA. Each respondent could answer more than one support, total percentage might sum up to more than 100

### 5.19 Type of support household received from Islamic charity organization

		Food	Money	Job creation program	Free health care	Free health insurance	Other	Total	Total Sample size
<b>Total</b>		72	20	1	7	5	4	100	295
Region	West Bank	21	27	4	28	20	10	100	48
	Gaza Strip	86	18	1	1	0	3	100	247
Urban-Rural-Camp	Urban	71	16	1	10	7	1	100	144
	Rural	55	23	2	4	-	21	100	28
	Camp	78	25	2	4	3	4	100	123
Refugee	Yes	73	18	1	10	1	6	100	210
	No	69	24	1	2	11	1	100	85

All households received support from Islamic charity organization. Each respondent could answer more than one support, total percentage might sum up to more than 100

## 5.20 Type of support household received from other local NGOs

		Food	Money	Job creation program	Free health care	Free health insurance	Other	Total	Total	Sample size
<b>Total</b>		56	21	5	10	2	14	100		97
Region	West Bank	55	26	4	15	2	9	100		39
	Gaza Strip	58	15	6	2	2	20	100		58
Urban-Rural-Camp	Urban	66	28	2	6	2	5	100		43
	Rural	43	19	-	27	-	23	100		14
	Camp	48	9	16	1	5	22	100		40
Refugee	Yes	47	16	8	7	5	25	100		65
	No	66	27	2	13	-	2	100		32

All households received support from other local NGOs. Each respondent could answer more than one support, total percentage might sum up to more than 100

## 5.21 Type of support household received from international NGOs

		Food	Money	Job creation program	Free health care	Free health insurance	Other	Total	Total Sample size
<b>Total</b>		28	25	27	9	7	21	100	80
Region	West Bank	27	33	19	12	10	21	100	42
	Gaza Strip	29	7	46	-	2	20	100	38
Urban-Rural-Camp	Urban	38	36	42	4	6	3	100	48
	Rural	14	16	14	12	10	39	100	14
	Camp	24	8	2	24	-	44	100	18
Refugee	Yes	14	20	3	12	15	36	100	30
	No	33	28	37	7	4	15	100	50

All households received support from international NGOs. Each respondent could answer more than one support, total percentage might sum up to more than 100

## 5.22 Type of support household received from Hamas

		Food	Money	Job creation program	Free health care	Other	Total	Sample size
<b>Total</b>		61	39	2	1	6	100	199
Region	West Bank	33	18	-	9	41	100	9
	Gaza Strip	63	41	2	-	3	100	190
Urban-Rural-Camp	Urban	59	48	1	-	2	100	127
	Rural	32	25	-	9	43	100	9
	Camp	74	21	7	-	6	100	63
Refugee	Yes	67	25	4	1	9	100	126
	No	50	61	-	-	1	100	73

All households received support from Hamas. Each respondent could answer more than one support, total percentage might sum up to more than 100

### 5.23 Type of support household received from Fatah

		Food	Money	Job creation program	Free health care	Free health insurance	Other	Total	Total	Sample size
<b>Total</b>		65	34	2	7	1	11	100		89
Region	West Bank	57	34	0	17	-	15	100		22
	Gaza Strip	71	34	4	1	1	9	100		67
Urban-Rural-Camp	Urban	67	40	2	-	1	6	100		39
	Rural	56	19	-	24	-	20	100		13
	Camp	72	40	5	2	-	10	100		37
Refugee	Yes	50	42	3	14	1	18	100		55
	No	82	26	2	-	-	4	100		34

All households received support from Fatah. Each respondent could answer more than one support, total percentage might sum up to more than 100

#### 5.24 Type of support household received from other institutions

		Food	Money	Job creation program	Free health care	Free health insurance	Other	Total	Total Sample size
<b>Total</b>		11	46	1	25	32	13	100	61
Region	West Bank	4	40	-	39	47	11	100	26
	Gaza Strip	23	59	2	-	6	17	100	35
Urban-Rural-Camp	Urban	14	66	-	-	18	5	100	26
	Rural	6	24	-	58	55	18	100	18
	Camp	17	52	6	3	9	30	100	17
Refugee	Yes	9	37	2	22	21	33	100	28
	No	12	52	-	27	39	2	100	33

All households received support from other institutions. Each respondent could answer more than one support, total percentage might sum up to more than 100

### 5.25 The political faction which is running your municipal government/village council

		Dominant					Total	
		Fatah	Hamas	Hamula	Coalition	Other	Total	Sample size
<b>Total</b>		44	36	4	8	8	100	3,272
Region	West Bank	60	13	6	10	11	100	1,614
	Gaza Strip	15	79	0	3	3	100	1,658
Urban-Rural-Camp	Urban	39	45	2	6	7	100	1,574
	Rural	60	13	9	11	7	100	636
	Camp	30	51	0	8	12	100	1,062