

Palestinian Refugee Satisfaction about UNRWA Services: A Case of Gaza Strip

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Abstract: UNRWA provides several services for Palestinian refugees in Gaza strip, who represent about 70% from the population. Due to the huge number of the beneficiaries of services, the important of UNRWA's services that they get and depend on it, and the lack of such studies; The importance of this study emerged. However, the study aims to measure the extent of the refugees' satisfaction in Gaza strip about UNRWA services. The researcher follows the descriptive analytical approach, also the researcher uses the questionnaire to achieve the purpose, that consisted of 22 statements addresses the several services sector provided by UNRWA. Thus, the questionnaire was distributed on 1050 people within random, and stratified sample, 938 of them were retrieved. The research consists of introduction and three chapters, the first chapter addresses the population, the second addresses the questionnaire's sections; which are six sections that involves: Health services, Relief and supplying services, Education, Recruitment, Development, and Economic situations. In the conclusion, the researcher addresses the essential results and recommendation. Thus, the results show a low level of relative satisfaction towards number of UNRWA's services, also they show new needs for refugees do not provide by UNRWA.

1. INTRODUCTION

The Palestinian refugees in Gaza strip depend mainly on UNRWA's services, due to the poverty and unemployment problems that have surrounded them since the Nakba, in addition to the siege on Gaza strip since 2000 which worsened living conditions, and imposed additional responsibility on UNRWA, also an additional ethical and relief responsibility towards the refugees.

2. THE PURPOSE OF THE STUDY

1. This study is the first one in its filed, which measuers the satisfaction of palestinain refugees in Gaza strip about UNRWA's services.
2. The huge number of benefitiiores from UNRWA's services in Gaza strip,as they constitute 70% of the population, thus their opinions of the provided services are very important.
3. As we know, UNRWA is an international organization dedicated to the relief and employment of Palestinian refugees. Therefore, UNRWA must be familiar with the satisfaction and discontent of its refugee beneficiairies, to put suitable plans for rising the level of thier satisfication of its services, and reduse the level of discontent.
4. UNRWA's announcement in mid-2015 of a financial crisis estimated at101\$ million and that it would affect the services provided.

3. THE PROBLEM OF THE STUDY

This study aims at achiving the following objectives:

- How satisfied are the Palestinian refugees in the Gaza Strip with the services provided by UNRWA?

The following questions are derived from the main question:

1. How satisfied are the refugees with UNRWA's health services?
2. How satisfied are the refugees with UNRWA's relief and supplying services?
3. How satisfied are the refugees with UNRWA's education services?
4. How satisfied are the refugees with UNRWA's recruitment services?
5. How satisfied are the refugees with UNRWA's development services?

The Purpose of the Study

1. Determining the refugee satisfaction with UNRWA's health services.
2. Determining the refugee satisfaction with UNRWA's relief and supplying services.
3. Determining the refugee satisfaction with UNRWA's education services.
4. Determining the refugee satisfaction with UNRWA's recruitment services.
5. Determining the refugee satisfaction with UNRWA's development services.

4. RESEARCH METHODOLOGY AND TOOLS

Research methodology: The researcher follows descriptive analytical approach.

Research tools: Due to the study focuses on the services aspects, as education, health, supplying, and recruitment; thus the survey is the best method to appropriate the the extent of satisfaction the public of beneficiaries benefit from these services. The study follows these three main tools:

First: Questionnaire.

The main source that involves two parts, and six sections. The first part includes the basic data and personal information, while the second part includes six sections.

The researcher uses the following steps to prepare the questionnaire:

1. Preparing the study sections and then the statements in line with the sections. The tool contained six sections, and 24 statements. The researcher was helped by Mr. Ahmed Mahmoud Hashem Al-Jadba, Mr. Abdullah Mohammed Hassouna in preparing the questionnaire's statements.
2. The first draft was distributed to two professional reviewers: Prof. Hatem Youssef Abu Zayda, Prof. Nabil Al-Louh.
3. The necessary amendments were made in accordance with the proposals of the reviewers; accordingly, two statements were deleted, and four were modified.
4. Preparing the questionnaire in its final form, which contained 22 statements.

Second: Books, references and articles.

Third: Interviews.

They include a representative of each: UNRWA, the Arab Employees Union in the Agency, and the Popular Committees for Refugees; Coordinating Office, and Executive Office.

Limitations:

The location limit: The study includes five governorates of Gaza Strip.

The sample: It includes 938 individuals from the population of refugees which is 1,3 million.

The research consists of introduction and three chapters: The first chapter addresses background about UNRWA, the second addresses the population, the third addresses the questionnaire's sections; which are six sections that involves: Health services, Relief and supplying services, Education, Recruitment, Development, and Economic situation. In the conclusion, the researcher addresses the essential results and recommendation.

5. CHAPTER ONE

UNRWA and Gaza Strip

After Arab-Israeli war 1948, UNRWA was established under (UNGA) resolution 302 of 8 December 1949 to carry out direct relief and work programs to Palestinian refugees. The Agency began operations on 1 May 1950. In the absence of a solution to the Palestine refugee problem, the General Assembly has repeatedly renewed UNRWA's mandate, most recently extending it until 30 Jun 2023.^[1]

UNRWA (The United Nations Relief and Work Agency for Palestine Refugees in the Near East, it will be referred to in the study as "UNRWA," or "agency," depending on the context). UNRWA mandated to provide the assistance and protection to about five million Palestinians who are registered with UNRWA as refugees in Jourden, Lebanon, Syria, West Bank, and Gaza strip until a just solution is found. The Agency's services encompass education, health care, relief and social services, camp infrastructure and improvement, and microfinance and emergency assistance.^[2]

UNRWA defined the Refugee as: "parson whose normal place of residence was Palestine during the period 1 Jun 1946 to 15 May 1948, and who lost both home and means of livelihood as a result of the 1948 war, and sought refuge in one of the countries where the agency provides assistance."^[3] On January 1, 1993, their offspring were included"^[4]

UNRWA estimated the number of registered refugees in 2015 at 5,266,603, including 1,311,920 in Gaza Strip. It provides educational services through 257 schools, primary health care services through 22 centers, and relief services through 16 centers, and it supervises 8 official camps and provides them with services in the environment, housing, water and sanitation, finances some small businesses through three centers in the sector, and provides 3,678 annual usurious loans with a total value of about \$5.5 million, equivalent to one-tenth of its total offering in all its five fields of operations, it employs 12,852, the majority of whom are refugees.^[5]

Gaza strip is a Palestinian enclave shaped like a narrow strip, on the southern Palestinian coast of Mediterranean Sea. It constitutes about 1.33% of the area of Palestine, an area of 360 km², inhabited by about 1.76 million people, according to the 2014 census. The strip is considered one of the most densely populated areas in the world, with a density reached to 26,000 sq. km. While in the camps, the population density has gone up to 55,000 persons per sq.km. The Strip has been subject to a suffocating siege by Israel since the summer of 2007.^[6]

The impact of the siege imposed on Gaza Strip contributed to the further deterioration of living conditions. Unemployment rates are among the highest in the world, 80% of the population has become dependent on international aids^[7], and the unemployment rate among Gaza graduates rose to 69.5% in 2015, while the total unemployment rate in Gaza during that period remained among the highest in the world is 41%. And it was estimated in 2014 that 47% of households in Gaza lacked food security, representing an increase of two percentage points compared to the previous year^[8].

Despite the increase in the needs of the refugees in Gaza Strip, the total financial pledges received by UNRWA in 2015 decreased to 1.24 billion US dollars, compared to the 2014 pledges, which amounted to 1.32 billion dollars^[9]. UNRWA announced a series of austerity measures in 2015 due to an unprecedented financial deficit.

[1] UNRWA Who We Are: <https://www.unrwa.org/ar/who-we-are>

[2] UNRWA, Annual Work Report 2015 for 1 January - 31 December 2015, from its website, p.3, from https://www.unrwa.org/sites/default/files/content/resources/2017_aor_arabic_final.pdf

[3] Issam Adwan, "The concept of the Palestinian refugee between inability and comprehension," *The Palestinian Historical Journal*, first issue, June 2010, (Gaza: Center of Palestinian Historiography and Documentation, June 2010), pp. 26, 28.

[4] UNRWA, Annual Work Report 2015, p.15.

[5] *ibid.*, p. 146, 147, 151, 156, 159, 162, 165-6, 168,

[6] Gaza, on the Al-Jazeera website, on 11/19/2014.

<https://www.aljazeera.net/encyclopedia/citiesandregions/2014/11/19/%D8%BA%D8%B2%D8%A9>

[7] *ibid.* p.5.

[8] *ibid.* p. 6.

[9] *ibid.* p. 14.

6. CHAPTER TWO

The Population

The researcher uses the questionnaire to achieve the purpose of study. The purpose of the sample is to obtain and represent information about the study's population, with a sufficient size, as it is not possible for the researcher to study all the elements of the community for several reasons, including: The population is so large that it is difficult to study the phenomenon for all its members, as the number of refugees in Gaza Strip has about 1.3 million people, or it may be very costly to study all its members, and it needs time and effort^[10]. The researcher uses a random, stratified sample^[11] from the refugees distributed in the main gatherings in Gaza Strip. The survey is conducted between 7/9/2015 - 9/21/2015 in Gaza Strip. It includes 938 valid questionnaires out of 1050 questionnaires that were distributed to a random sample representative of refugees of both genders in various regions of Gaza Strip according to the population census for each area, and the margin of error ranged is $\pm 3\%$, which gives credibility to the survey results, as follows:

Table1. Participations according to gender

Gender	Number	Percentage
Male	731	77.9%
Female	207	22.1%
Total	938	100%

Table (1) shows that 77.9% of those who filling out the questionnaire are males, and 22.1% are females, which is an appropriate percentage in an originally male community.

Table2. Participants according to age

Age	Number	Percentage
30	279	29.7%
From 31 to 50	330	35.2%
From 51 to 60	187	19.9%
Over 60 years	142	15.1%
Total	938	100%

Table (2) for determining the ages of the participants shows that the ages below of thirty were excluded, with the aim of obtaining dependent persons and contacting UNRWA services. The table shows that the percentage of those whose ages were from 31 to less than 60 years is 55.1%, which indicates the participants are a mature community and certainly that they are the heads of household, and the percentage of those over 60 years old is 15.1%, which is higher than the percentage of the age structure of the population relatively, and it is an intentional increase for the purpose of examining the estimation of the most and the oldest benefiting from UNRWA services, which indicates that the questionnaire and the responses of the participants are satisfactory for the age group, which confirms the participant's seriousness in dealing with the data collection, and the extent of the concerned stakeholders' interest and knowledge of their social and humanitarian situation.

Table3. Participants according to the educational qualification of the head of household

Educational Qualification	Number	Percentage
Illiterate	163	17.4%
Diploma or less	429	45.7%
Bachelor+ Master	299	31.9%
Doctorate	25	2.7%
No answer	22	2.3%
Total	938	100%

Table (3) shows that the percentage of participants who have a diploma or less is 45.7%. While those with postgraduate studies (Master and Bachelor) is 31.9%, from the heads of household participating in the questionnaire, so the total of these two categories is 77.6%, which is suitable for a community

^[10]Amjad Qassem, Scientific and Educational Perspectives, Samples: types and Importance in Scientific Research, on the Scientific and Educational Perspective website, on 04/26/2021, Available:<https://al3loom.com/>
^[11]ibid.; Iman Mahmoud, Types of Samples in Scientific Research, on Al-Morsal website, published on 20/4/2019, Available:<https://www.almrsal.com/post/818101>

described as an educated one, and indicates the extent to which the private jobs are limited while the orientation of most of the population towards education, and the extent to which the economic infrastructure is unable to bear the burdens of private business at an early age. While the illiteracy is 17.4%, which is proportional to the percentage of participants who are over age 60 years with percentage, in the question, about age was 15.1%.

Table4. *Participations according to jobs*

Job	Number	Percent
Government	279	29.7%
UNRWA	41	4.4%
Unemployed+ unemployment	491	52.3%
Private sector	118	12.6%
No answer	9	1%
Total	938	100%

Table (4) shows that the percentage of the unemployed and those working in short-term employment initiatives amounted to 52.3%, which is higher than the unemployment rate in Gaza Strip, in general, according the Palestinian Statistics Center, which amounted to 41.6% in 2015. That indicates an increase in unemployment rates among refugees, especially with Gaza Strip fighting three wars in the last six years that negatively affected on its economy, which indicates the extent of the suffering experienced by the people in Gaza Strip in general and the refugees in particular. While those who worked in UNRWA jobs are 4.4% of the respondents, and this indicates that it is still deficient in employment, rather than the Agency employees are afraid of expressing their opinions because they expected the agency’s management to reject such a statement. Therefore, the percentage of those who abstained from answering is 1%, whereas Government jobs are 29.7% of the number of participants. In the private sector is 12.6%, which is a low percentage.

Table5. *Participants according to dependency*

Dependency	Number	Percent
LT 4 individuals	382	40.7%
5 or more	535	57%
No answer	21	2.2%
Total	938	100%

Table (5) shows that the dependency percentage of 5 individuals or more amounted to 57%, which is appropriate for what was reported by Central Statistics office that it amounted to 5.7 persons per family, which is large percentage if compared to neighboring countries, whereas the dependency percentage for the participants of less than 4 individuals is 40.7%, which proves that the questionnaire included multiple dependent families. This confirms the validity of the questionnaire and the participants.

Table6. *Participants according to residence*

Camps	Number	Percent
Jabaliya	170	18.1%
Al-shati camp + Gaza	281	30%
Bureij	39	4.2%
Nuseirat	62	6.6%
Maghazi	40	4.3%
Deir El Balah	40	4.3%
Khan Yunis	143	15.2%
Rafah	163	17.4%
Total	938	100%

Table (6) shows that the questionnaire included all refugee camps in Gaza Strip. The percentage of participants from Al-Shati camp and Gaza City reached to 30%, as it included the largest refugee gatherings in Gaza City, while the other percentages were distributed among the refugee camps in a way that reflects their number.

7. CHAPTER THREE

Questanniar Sections

The questannaier includes six main sections as following:

- 1- Health services
- 2- Relief and supplying services
- 3- Education.
- 4- Recruitment.
- 5- Development.
- 6- Economic.

Table7. A. First section: Health services

No.	Statment	Agree	Disagree	Hesitant	Blank	Ordar
1	I benefit from the health services provided by UNRWA.	83.9	11.9	3.6	0.5	2
2	UNRWA’s health services cover all my treatment needs	26.3	59.7	13.5	0.4	4
3	UNRWA provides cleaning services in camp well	34.6	35.2	28.9	1.3	3
4	I demand UNRWA to provides an integrated hospital in Gaza Strip	93.8	4.5	0.7	1	1
Mean		59.6	27.8	11.6		

Table (7) shows that the mean for the section of health services statements is 59.65%, details in following:

Statement (4) **“I demand UNRWA to provides an integrated hospital in Gaza Strip”** ranked first out of the others, with a rate of 93.8%. This indicates that the Agency's health services do not include specialized secondary care (dialysis, surgeries, childbirth, etc.). Worth mentioning that UNRWA does not own a central hospital in the Gaza Strip, and no external referrals are made through it.

Statement (2) **“UNRWA’s health services cover all my treatment needs”** ranked last with a rate of 26.3%, which confirms that UNRWA is still deficient in meeting the health needs of refugees in Gaza Strip, and UNRWA is limited to primary care and the distribution of routine medicines for chronic diseases.

Confirming the correctness to this statment is what was stated in the report of the United Nations Coordinator for Humanitarian Affairs, "Maxwell Gillard" on behalf of the United Nations regional team in the occupied Palestinian on August 27, 2012, who warned of the seriousness of the catastrophic conditions that refugees will face in the coming years if keeping the occupation on the imposed siege and not making fundamental improvements to the various service sectors, water and electricity networks, infrastructure, health and education^[12].

The report indicates that the greatest problems facing Gaza are the poor water and its unsuitability for human consumption due to the large intrusion of salt and wastewater into the groundwater, which poses a great danger to the population, especially children, due to diseases caused by polluted water. The report pointes out that the need for drinking water will increase by 60%, while the damage to groundwater wells, the main source of water, will be irreparable without urgent steps. 75% of wastewater is pumped into the sea and groundwater, which causes a real disaster.

The report,also indicates that there were 25 hospitals in Gaza Strip in 2010, which had about 2,047 beds (1.3 beds per 1,000 persons), certainly none of them were UNRWA hospitals. The report stresses that Gaza will need more than 880 hospital beds and 4,900 doctors by the year 2020 to maintain the same bed rate without an increase. The report adds that the challenges in Gaza are more difficult because of the continuation of the siege^[13].

^[12]Gillard, M. Report of the United Nations Humanitarian Coordinator, 27/8/2012, p.6-7 from <https://www.unrwa.org/userfiles/file/publications/gaza/Gaza%20in%20in%202020.pdf>

^[13]Gillard. Report of the United Nations Humanitarian Coordinator, p. 24

The number of medical consultations in Gaza in 2015 reached about 4,010,882, which is close to the total number of consultations in the remaining fields of UNRWA operations, while these consultations are carried out through 22 health centers, which is less than the number of centers in the West Bank and Lebanon. The cost of health services for individual in Gaza is \$20.9 per year, which is the lowest cost among the various regions^[14].

UNRWA media advisor Adnan Abu Hasna commented: UNRWA provides primary health care to refugees and cannot build hospitals in Gaza or elsewhere, but it provides medical services to refugees through contracts with different hospitals that provide services that are not available in the Agency’s clinics, as is the case in Gaza Strip^[15].

Among the most important health problems faced by the camp residents are the overcrowding of patients from the camp and outside, UNRWA’s reduction of the number of cases referred to government hospitals, the small number of clinics compared to the population, and the constant shortage of medicine. "The camps suffer from the spread of many different diseases, the lack of modern laboratories and equipment, the inefficiency of the existing health institutions, and the lack of effective examination due to the increasing number of patients. In short, they are dying"^[16].

Statement (1) **“I benefit from the health services provided by UNRWA”** indicated that 83.9% of the refugees benefit from the Agency’s health services, which confirms the refugees’ need for health services. If these services were improved, the refugees’ dependence on it is likely to increase.

Whereas in statement (3), **“UNRWA provides cleaning services in the camp well.”** The refugees’ evaluation differed, as the results converged are agree, disagree, and hesitant, which implies weak popular satisfaction with this service.

Gillard report pointed out that in 2016, groundwater may become unusable, while the demand for water is expected to increase until 2020 by about 260 million km³. Based on the current population growth, the amount of wastewater produced each year may increase to 44 -57 million km³in the year 2020. The report called for the establishment of a number of wastewater treatment plants, the expansion of existing plants in the sector, and the implementation of the most effective solutions^[17].

Table 8. B. Second section: Relief and supplying services

No.	Statement	Agree	Disagree	Hesitant	Blank	Order
1	I benefit from UNRWA’s supplies	62.2	31.6	5.1	0.9	2
2	UNRWA's supplies are sufficient and cover my needs.	15.8	71.2	11.8	1	4
3	I feel that UNRWA is constantly moving towards reducing supplies.	75.7	16.3	7.2	0.6	1
4	The way of distributing supplies is comfortable and preserves my dignity.	26.1	58.9	13.6	1.2	3
Mean		23.77	44.5	9.42		

Table (8) shows that the mean for Relief and supplying services statements is 23.7%, details in following:

Statement (3) **“I feel that UNRWA is constantly moving towards reducing supplies”** ranked first with a rate of 75.7%. This indicates that the public is fully aware of the UNRWA cuts, and many popular committees staged protests and demonstrations in front of UNRWA headquarters to express their indignation at UNRWA's cutbacks that harm the lives of Palestinian refugees.

Statement (2) **"UNRWA's supplies are sufficient and cover my needs"** ranked last with a rate of 15.8%. It expresses the refugees' dissatisfaction with UNRWA's supplies, as it does not cover their daily needs. These answers in the second table are fully appropriate to the reality of the refugees in Gaza Strip, which is supported by the urgent message sent by the Director of UNRWA Operations in Gaza regarding the results of the poverty survey, on Sunday 12/1/2014, in which he said: UNRWA

^[14]UNRWA, Annual Work Report 2015, p. 24.

^[15]Mr. Hasna, A. answered questions sent to him particularly on 9/12/2015.

^[16]Gillard, Report of the United Nations Humanitarian Coordinator, p. 24

^[17]ibid.p.24

provides food aids to more than 800,000 Palestinian refugees in Gaza, equivalent to two out of every three Palestinian refugees^[18], at a time when UNRWA allocated 8% of its budget, equivalent to only one million dollars for relief services, which is a very low percentage and confirms what statement (2) of the questions meant.

The number of people receiving assistance from UNRWA continues to rise. In 2009, the number of beneficiaries of food aids reached to 700,000 Palestine refugees, compared to more than 800,000 refugees in 2015.

Worthy to mention that UNRWA, in every statistical case of poverty, makes serious attempts to reduce the percentage of beneficiaries of its relief grants, whether permanent or emergency. In 2013, UNRWA stopped supplementary cash assistance for 108,000 refugees in Gaza Strip, and in the same year it stopped aids for 9,558 poor families. It was removed from the poverty class despite the worsening conditions there, and it added 5,430 new families to receive food aids for the first time^[19]. On January 12, 2014, UNRWA began removing 4,418 refugee families from its poverty classification, which resulted in their exclusion from relief assistance. It also added 7,480 new families to receive food aids for the first time^[20].

UNRWA Media Adviser, Adnan Abu Hasna, acknowledged the low quality of goods and foodstuffs provided by UNRWA in the past, but confirmed that they are now comparable to the market and quality is monitored by specialized staff and does not allow for any defects. He also denied what was confirmed by 75.7% of the refugees regarding the reduction in food rations, and explained that the number of beneficiaries of food aids amounted to 870,000 people^[21].

Statement (1): "**I benefit from UNRWA's supplies**" indicates that 62.2% of the refugees benefit from the Agency's supplies, which is an expression of the number of refugees benefiting in different proportions. While 31.6% indicates that they did not benefit from the agency's supplies at all.

Statement (4): "**The way of distributing supplies is comfortable and preserves my dignity.**" The majority of refugees, 58.9%, see the way of distributing supplies is humiliating and exhausting for them, while 26.1% expressed their satisfaction, and 13.6% hesitated, which indicates that they feel some annoyance with the distribution way. Noting that the beneficiaries line up in irregular queues to receive their aids from the Agency's supply stores, monthly or every three months, and the receiving process consists of 3 procedural steps.

Table9. C. Third section: Education

No.	Statement	Agree	Disagree	Hesitant	Blank	Order
1	I benefit from the education provided by UNRWA.	70.58	24.09	4.69	0.64	3
2	UNRWA education needs to include the tenth grade.	78.89	15.46	4.90	0.75	2
3	The number of students in classrooms cannot bear more.	83.05	12.26	4.26	0.43	1
4	Human Right course provided by UNRWA is inappropriate.	57.36	26.55	15.46	0.64	4
Mean		72.47	19.59	7.32		

Table (9) shows that the mean for the section of education statements reached to 72.47%, details in following:

Statement (3) "**The number of students in classrooms cannot bear more**" has ranked first with a rate of 83.05%, this indicates that the public is fully aware of UNRWA's attempts to increase the number of students in classrooms. The popular committees and local political forces staged

^[18]Robert Turner, a letter from the Director of UNRWA Operations in Gaza to the staff regarding the results of the poverty survey, on the UNRWA website, on 12/1/2014 from <https://gfoportal.unrwa.org/Details.aspx?pid=B8C37E33DEFDE51CF91E1E03E51657DA>

^[19]Angry reactions on UNRWA decision of reduction food aids to families in Gaza, published on the United Nations website, on 9-12-2013 from <https://news.un.org/ar/audio/2013/09/299952>

^[20]A letter from the Director of UNRWA Operations in Gaza, Robert Turner, to the staff regarding the results of the poverty survey in 12/1/2014 on the UNRWA website - Information Portal.

^[21]Adnan Abu Hasna, *ibid*.

protest and demonstrations in front of UNRWA headquarters in all its location to express their anger at UNRWA’s increase in the number of students in classrooms to reach 50 students per class, according to the recommendations of the Agency’s Commissioner-General, Pierre Krähenbühl, in his letter to the United Nations Secretary-General on May 14, 2015. This sparked outrage among the Palestinian refugees^[22]. However, Maxwell Gillard report indicated that Gaza will need 440 schools by the year 2020^[23].

Statement(4) **“The human rights course provided by UNRWA is inappropriate”** ranked last in the third section with a rate of 57.36%, it expresses the refugees’ dissatisfaction with the UNRWA’s teaching of the human rights course in a way that does not serve the refugees and their humanitarian and political cause. Knowing that this course is taught only in Gaza Strip and costs the Agency’s budget about 4 million dollars annually that could have been spent on fields that serve the refugees and gain their satisfaction^[24].

Statement (1) **“I benefit from the education provided by UNRWA”**, stated that 70.58% from refugees benefit from the education services provided by UNRWA. Thus, about 240,000 students attached to UNRWA’s school in Gaza strip, meaning that refugees cannot dispense the agency education and they are depending on it significantly.

Statement (2) **“UNRWA education needs to include the tenth grade”**, asserted that 78.89% from refugees see that the Agency is failing to complete the provision of basic education in Gaza strip, thus the tenth grade is within basic education. Therefore, this large number of refugees demanded to involve the tenth grade in the agency education.

Table10. D. *The forth section: Recruitment*

No.	Statement	Agree	Disagree	Hesitant	Blank	Order
1	I feel that there is nepotism and favoritism in UNWRA’ recruitment.	77.2	12	9.4	9.4	2
2	I agree to increase short-term employees at the expense of permanent jobs.	35.7	55.7	8.00	8.00	3
3	There is an urgent need to increase recruitment in UNRWA.	89.8	6.50	2.88	2.88	1
	Mean	67.6	24.7	6.7		

Table (10) shows that the mean for the section of recruitment statements is 67.62%, details in following:

Statement (3) **“There is an urgent need to increase recruitment in UNRWA”**, ranked first with a rate of 89.87%, which confirms the need for Palestinian refugees in Gaza Strip for employment, especially after UNRWA froze employment in all its fields, according to the letter of the UNRWA Commissioner-General to the United Nations in May 2015, including stopping employment in education in its schools due to the increase of the number of students in a class, as the increase of one student in a class disrupts the recruitment of 220 new teachers, therefore increasing unemployment. While in governmental sector, the jobs are very scarce due to Gaza strip siege. A report issued by the Palestinian Statistics Center in 2014 estimated the unemployment rate in Gaza Strip was 41.6%, as their number reached 195 thousand unemployed in Gaza Strip who participate in the labor force 15 years and over, of

The Union of Arab Employees of UNRWA in Gaza Strip confirmed that “the number of UNRWA employees working in Gaza is insufficient, it does not cover the needs of the refugees, and the natural increase and the population growth of the number of refugees does not result any increase in the number of employees, and this negatively affects the services provided to refugees, the right is that any population increase must be offset by an increase in the services^[25]”.

^[22]<http://www.alwatanvoice.com/arabic/news/2015/05/21/717915.html>

^[23]The United Nations Coordinator report for Humanitarian Affairs, August 27, 2012, p. 26

^[24]<http://paltoday.ps/ar/post/56906>

^[25]The Union of Arab Employees UNRWA in Gaza Strip answered the questions directed to it in particular, on December 20, 2015

Statement (2) **“I agree to increase short-term employees at the expense of permanent jobs”** ranked last in the fourth section with a rate of 35.71%, which is a natural indicator that indicates that the Palestinian refugee needs job security to have a stable life, especially after a decision was issued by UNRWA to refer any UNRWA employee to exceptional leave without pay, which threatened their job security, and the suffocating siege on Gaza Strip led to the dismissal of many employees in the private sector due to the economic recession. In light of the difficult circumstances, UNRWA resorted to reducing the number of beneficiaries of the short-term employment in it iativein 2012, for example.

Statement (1) **“I feel that there is nepotism and favoritism UNRWA‘ recruitment”** indicated that 77.29% of the refugees are not convinced of the integrity of the UNRWA's recruitment processes, as they feel the presence of nepotism and favoritism. This is a large percentage that requires the agency to adopt more transparent methods in recruitment processes.

Table11. E. *The fifth section: Development*

No.	Statement	Agree	Disagree	Hesitant	Blank	Order
1	UNRWA is doing its duty to develop the camp to the fullest.	17.5	59.9	21.4	1	3
2	I believe there is a conspiracy by UNRWA to end its services within the framework of terminationthe Palestinian cause.	84.3	10.6	4.69	0.3	2
3	The level of UNRWA's services (health, education, relief) has increased during the last ten years.	85.9	10.1	3.62	0.3	1
	Mean	62.6	26.9	9.91		

Table (11) shows that the mean of the aspect of development statements is 62.61%, details in following:

Statement (3) **“The level of UNRWA’s services (health, education, relief) has increased during the last ten years”** ranked first with a rate of 85.93%, due to the fact that the population are refugees, they are in direct contact with UNRWA services, and they feel its development, but they realize the inadequacy. However, they are aware of the inadequacy of these services to the needs of the refugees and their inability to follow up on the increasing needs due to the natural growth of the refugees and the increase in events that need a parallel intervention from UNRWA. Therefore, they are aware of termination of UNRWA and the reduction of its services, as stated in Statement (2).

Statement (1) **“UNRWA is doing its duty to develop the camp to the fullest”** ranked last in the fifth section with a rate of 17.59%, which indicates that UNRWA did not undertake the appropriate development in the camps, as the people of the new neighborhoods suffer from the lack of UNRWA’s services, such as the Dutch, Japanese and Saudi neighborhoods, it becomes on the municipalities responsibility, which increases the burdens and costs on them. Worth noting that UNRWA carries out limited development operations inside the camps.

Statement (2) **“I believe there is a conspiracy by UNRWA to terminate its services within the framework of the Palestinian cause resolution”**, indicated that 84.33% of the refugees believe that UNRWA is involved in a plan to terminate the refugee issue, and they infer this from the continues process of service reduction.

According to large proportion of refugees who expressed their feeling of a conspiracy, UNRWA media advisor Adnan Abu Hasna confirmed that “talk about the existence of a conspiracy has continued since the establishment of UNRWA 66 years ago until now, yet UNRWA continues in its services and development despite the large financial deficit resulting from the increase in the number of refugees and their requirements, and the lack of grants from donors, although they are very generous with UNRWA^[26].”

While the Director of Camps in the Department of Refugee Affairs in the Palestine Liberation Organization, Mazen Abu Zeid supported the position of the refugees surveyed regarding UNRWA’s reduction of its services, and stressed that the cuts are continuing and do not stop in all UNRWA services, education, health, aid, job opportunities, infrastructure, etc. Also, there is a clear decline in

^[26]Adnan Abu Hasna, previous literature

the role of UNRWA, and this retreat is political and not serviceable, that make UNRWA to flee its responsibilities to "end its role", to service the occupation. Therefore, Abu Zeid supported the formation of a commission to evaluate and reform UNRWA's work, because of the many abuses, the most important of which are the decisions of reduction and termination of its services"^[27].

Table 12. F. *The sixth section: Economic situation*

No.	Statement	Agree	Disagree	Hesitant	Blank	Order
1	UNRWA's performance in times of war is appropriate.	35.82	42.32	21.64	0.21	3
2	I benefit from small businesses provided by UNRWA.	16.95	75.48	6.50	1.07	4
3	UNRWA has to increase and facilitate the small businesses.	90.62	5.76	3.09	0.53	1
4	I think UNRWA's crisis is political not financial.	85.39	9.38	5.01	210.	2
	Mean	57.19	33.23	9.06		

Table (12) shows that the mean of section economic situation statements is 57.19%, details in following:

Statement (3) **“UNRWA has to increase and facilitate the small businesses”**, ranked first with a rate of 90.62%, this indicates the high of unemployment in the strip is not matched with job opportunities in both private and public sector, which led refugees to look for job opportunities by creating supported small businesses. while UNRWA allocated budget of loans for small businesses operating on an interest-based system, not a relief or developmental one.

Statement (2) **“I benefit from small businesses provided by UNRWA”**, ranked last in the sixth section with a rate of 16.95%, this completely matched with statement (3) and this is not a real solution for poverty and unemployment problems.

Statement (4) **“I think UNRWA's crisis is political not financial”**, pointed that 85.39% of refugees convinced that the announced UNRWA's crises, especially the last crisis in the second half of 2015, are political goals not a real financial deficit as it claims.

UNRWA media advisor asserted: “UNRWA's crisis is basically financial and technical. If it was political crisis, it would not have resolved in 2015. Thus, UNRWA succeeded in covering the deficit that reached about 101 million. He attributed the doubt about the financial crisis to developments on the ground and the continued deterioration of the refugee situation in general^[28].”

The Refugee Affairs Department in Hamas has called for the necessity of putting an end to the Agency's repeated financial crises, by issuing a resolution from United Nations General Assembly to compensate for any shortfall in the Agency's budget^[29]. The Department of Refugee Affairs in the Palestine Liberation Organization supported this^[30], and Mazen Abu Zeid confirmed it, who indicated that Palestine's arrival at the United Nations helps in presenting a draft resolution that supports the United Nations filling any deficit through diplomatic and "friendly" relations^[31].

While statement (1) **“UNRWA's performance in times of war is appropriate”**, indicates that 35.82% of refugees appreciate and satisfied with the Agency's efforts during the wars waged by the Zionist occupation on Gaza Strip. In other hand, large percentage is not satisfied with. So UNRWA has to intervene in crises broadly and better way, especially in war times.

^[27]Mr. Mazen Abu Zaid, Director of Camps in the Refugee Affairs Department of the Palestine Liberation Organization, answered questions sent to him, on December 16, 2015. A popular body was established in the Gaza Strip to monitor the performance of UNRWA, called the UNRWA WATCH, in July 2011, it encountered many obstacles that prevented its progress.

^[28]Adnan Abu Hasna, previous literature

^[29]Hamas Refugee Affairs: UNRWA is adding fuel to the fire by reducing services, on the Ma'an News Agency website, published on 6-11-2015 from <https://www.maannnews.net/news/782187.html>

^[30]Head of the Department of Refugee Affairs Speech D. Zakaria Agha at the UNRWA Advisory Committee meeting held in Amman on 11-17-2015.

^[31]Mazen Abu Zaid, *ibid*

Head of the Coordinating Office of the Popular Committees for Refugees in Gaza Strip, Muin Abu Okal confirmed the correctness of the percentages that see default of UNRWA in wars, as it did not provide the international protection for its headquarters, its shelter centers, or its workers, while he praised the agency's efforts - within its potential - in providing shelters and food centers for the homeless in times of war^[32].

8. CONCLUSION

The study aims to reveal the extent of Palestinian refugees' satisfaction with all UNRWA's services, in Gaza strip. The importance of study is the continues of reduction of UNRWA's services. The researcher follows the descriptive analytical approach to conduct the questionnaire that was responded by 938 refugees as a random stratified sample from population consisted of 1.3 million refugees. The study covers all the area of Gaza strip. The study reaches to the following results and recommendations:

RESULTS

The study shows the awareness of refugees of UNRWA's reduction in general and tangible. It also shows the mean of the six-study sections that discussed the services of UNRWA in Gaza strip: Health Services section reached to 59.65%, Relief and supplying services section reached to 23.7%, Education section reached to 72.47%, Recruitment reached to 67.62%, Development reached to 62.61%, and Economic situation reached to 57.19%. Therefore, it shows that Relief and supplying section is the lowest, while Education section is the highest.

The results of the sections are as following:

Health Section:

- UNRWA provided basic services do not satisfied the needs of refugees, thus the refugees require to supply an integrated hospital belongs to UNRWA in Gaza strip.
- The study reported the little of the public's satisfaction of UNRWA's cleaning services.

Relief and Supplying Section:

- UNRWA's supplying are not sufficient and do not cover the needs of refugees, and the way of distributing supplies is humiliating and exhausting.

Education Section:

- The refugees depend highly on UNRWA's education. They see the number of students in classrooms cannot bear more. Also, the refugees showed their dissatisfaction with the teaching of Human Rights course because it does not serve them or their humanitarian and political cause.
- The refugees demanded to involve the tenth grade within UNRWA's education. And building new schools to keep up with refugees' education needs.

Recruitment Section:

- There is an urgent need to increase recruitment in UNRWA. Most of refugees do not agree to increase the short-term employees at the expense of permanent jobs.
- The refugees are not convinced of the integrity of the UNRWA's recruitment processes, as they feel the presence of nepotism and favoritism.

Development Section:

- UNRWA has not done the proper development of the camps in Gaza Strip.
- Refugees believe that UNRWA involves within a framework to resolve the Palestinian cause, and they infer that from the increase of services reduction.

^[32]An interview conducted by the department with Mu'in Abu Okal, head of the Coordinating Office of the Popular Committees for Refugees in the Gaza Strip, on December 26, 2015.

Economic Situation Section:

- UNRWA has to increase and facilitate the small businesses as a part of relief and development process. Knowing that UNRWA's small businesses does not represent a real solution for poverty and unemployment.
- The refugees convinced that the announced UNRWA's crises, especially the last crisis in the second half of 2015, are political goals not a real financial deficit as it claims.
- UNRWA's intervene in crises, especially in war times is not satisfied, and need more development.

The study shows that there is a need to activate Palestinian monitoring mechanisms over UNRWA's performance in its fields of operation.

9. RECOMMENDATION

1. Building an integrate hospital in Gaza strip for UNRWA.
2. UNRWA must find funding sources for supplying and relief operations to increase the beneficiaries.
3. Increase UNRWA's level of interest in the social services, as they appeared at the lowest level in the services.
4. Reviewing the ways of distributing supplies in UNRWA to ensure the dignity of the refugee and not overburden him.
5. Building new schools with attaching the tenth grade in the basic education.
6. Abolition of the teaching of Human Rights and rehabilitation of social studies courses.
7. Providing new and stable jobs that are commensurate with the increase in the number of refugees and the spread of unemployment among them. And adopt more transparent and fair recruitment methods.
8. Finding out plans to finance and develop the camps in Gaza strip.
9. Working on providing small businesses fit a family to create jobs opportunities within a comprehensive and sustainable development plan.
10. Increase UNRWA's intervention in crises, especially in wars and Zionist attacks, in order to ensure better services for refugees.
11. The Palestinian and Arab official bodies' endeavor to issue a decision from the United Nations to charge the UNRWA budget to the United Nations main fund or to compensate for any shortfall in the UNRWA budget as a decisive measure to stop the Agency's financial crises.
12. Activate and support the UNRWA Monitoring Authority to monitor the performance of UNRWA in its fields of operation.

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APPENDIX I

The research's questionnaire

Dear refugee in Gaza strip,

This questionnaire aims to explore your satisfaction with UNRWA services and the extent to which you benefit from them. So, I would greatly appreciate your response to the following questions, it is only for research purpose.

GENERAL DEMOGRAPHIC

Gender:

Male Female

Age:

60 and more 51- 60 years 31-50 years Less than 30

Educational Qualification for the householder:

Doctorate Bachelor+ Master Illiterate Diploma

Job:

Government UNRWA

Unemployed+ unemployment Private sector

Number of dependents other than the householder:

Less than 4 5 and more

The camps:

Jabaliya Al-shati camp Bureij

Nuseirat Maghazi Deir El Balah

Khan Yunis Rafah

Palestinian Refugee Satisfaction about UNRWA Services: A Case of Gaza Strip

No.	Statement	Agree	Disagree	Hesitant
1	I benefit from the health services provided by UNRWA.			
2	UNRWA's health services cover all my treatment needs			
3	UNRWA provides cleaning services in the camp well			
4	I demand UNRWA to provides an integrated hospital inGaza Strip.			
5	I benefit from UNRWA's supplies.			
6	UNRWA's supplies are sufficient and cover my needs.			
7	I feel that UNRWA is constantly moving towards reducing supplies.			
8	The way of distributing supplies is comfortable and preserves my dignity.			
9	I benefit from the education provided UNRWA.			
10	UNRWA education needs to include the tenth grade.			
11	The number of students in classroomscannot bear more.			
12	Human Right course provided by UNRWA is inappropriate.			
13	I feel that there is nepotism and favoritism in UNWRA's recruitment.			
14	I agree to increase short-term employees at the expense of permanent jobs.			
15	There is an urgent need to increase recruitment in UNRWA.			
16	UNRWA is doing its duty to develop the camp to the fullest.			
17	I believe there is a conspiracy by UNRWA to end its services within theframework of terminationthe Palestinian cause.			
18	The level of UNRWA's services (health, education, relief) has increased over thepast ten years.			
19	UNRWA's performance in times of war is appropriate.			
20	I benefit from small businesses provided by UNRWA.			
21	UNRWA has to increase and facilitate the small businesses.			
22	I think UNRWA's crisis is political not financial.			

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