Survey Question Wording

State Legitimacy and Sector-Level Claim-Making: Evidence from East Jerusalem

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DQ_Q1: Respondent Sex (code respondent sex by observation)
1. Male
2. Female

DQ_Q2: In what year were you born? (Record four-digit number) _ _ _ _

DQ_Q4: Which neighborhood of Jerusalem do you currently live in? (Choose from list of 19 neighborhoods)

DQ_Q9: What is your marital status? Are you currently…
1. Married
2. Engaged
3. Living with a partner
4. Divorced
5. Separated
6. Widowed
7. Single

DQ_Q20: *Muslims only:* How often do you attend Friday prayers?
1. Always
2. Most of the time
3. Sometimes
4. Rarely
5. Only on holidays
6. Never

DQ_Q21: *Christians only*: How often do you attend Sunday services?
1. Always
2. Most of the time
3. Sometimes
4. Rarely
5. Only on holidays
6. Never

DQ_Q22: What is your highest level of education?
1. I received no formal education?
2. Elementary
3. Preparatory/Basic
4. Secondary
5. Mid-level diploma/professional or technical

6. BA
7. MA and above

DQ_Q23: We would like to ask you about your monthly income in NIS after paying income and social security. Which of the following groups does your income level belong to?

1. Less than 2500 NIS
2. 2,500-5,000 NIS
3. 5,000-7,500 NIS
4. 7,500-10,000 NIS
5. 10,000-12,500 NIS
6. 12,500-15,000 NIS
7. More than 15,000 NIS

DQ_Q24: Are you registered as a refugee with UNRWA?

1. Yes
2. No

SC_Q1: First, Transportation. What forms of transportation do you use? You can choose more than one. Please tell me all that apply;

1. I drive myself or ride in a friend or family members' car
2. The light rail
3. Israeli buses (Egged buses)
4. Palestinian buses
5. Gett or other Israeli taxi company
6. Palestinian taxi
7. Palestinian service
8. Other (specify)

SC_Q2: If you had a dispute about property with a family member or neighbor that you could not settle yourself, who would you turn to help settle it? You can choose more than one. Please tell me all that apply;

1. Hamula leaders
2. Family
3. Mukhtar
4. Municipal community center (markez il-jamaheeree)
5. Palestinian NGO or Palestinian civil society organization
6. Israeli NGO
7. International NGO
8. The Waqf
9. Local mosque or church leaders
10. The Israeli Police
11. The Israeli court system
12. Sharia court system
13. Neighbors or friends
14. A Sulha or reconciliation committee
15. Factions or political parties

16. UNRWA
17. The PA
18. Other

SC_Q3: If your friend or family member is accused of a crime, such as stealing, who is the best person to determine if your friend is guilty? You can choose more than one. Please tell me all that apply;

1. Hamula leaders
2. Family
3. Mukhtar
4. Municipal community center (markez il-jamaheeree)
5. Palestinian NGO or Palestinian civil society organization
6. Israeli NGO
7. International NGO
8. The Waqf
9. Local mosque or church leaders
10. The Israeli Police
11. The Israeli court system
12. Sharia court system
13. Neighbors or friends
14. A Sulha or reconciliation committee
15. Factions or political parties
16. UNRWA
17. The PA
18. Other

SC_Q5: If you or someone in your family was the victim of a crime like theft or robbery and needed immediate assistance, who would you turn to? You can choose more than one. Please tell me all that apply.

1. Hamula leaders
2. Family
3. Mukhtar
4. Municipal community center (markez il-jamaheeree)
5. Palestinian NGO or Palestinian civil society organization
6. Israeli NGO
7. International NGO
8. The Waqf
9. Local mosque or church leaders
10. The Israeli Police
11. The Israeli court system
12. Sharia court system
13. Neighbors or friends
14. A Sulha or reconciliation committee
15. Factions or political parties
16. UNRWA
17. The PA

18. Other

SC_Q6: How many times in the past five years have you called the police to report an issue or to solve a problem?

1. None
2. Once
3. Two or three times
4. Four or more times

SC_Q7: What type of school did you attend, if you were able to attend school?

1. Private schools (religious, charitable, international)
2. Jerusalem Municipality schools using the Tawjihi curriculum
3. Jerusalem Municipality schools using the Baghrut curriculum
4. Palestinian schools/Awaqaf schools
5. UNRWA schools
6. Other

SC_Q7a: If you have school age children, what type of school do they attend?

1. Private schools (religious, charitable, international)
2. Jerusalem Municipality schools using the Tawjihi curriculum
3. Jerusalem Municipality schools using the Baghrut curriculum
4. Palestinian schools/Awaqaf schools
5. UNRWA schools
6. Other

SC_Q8: In your opinion, which is the best place for East Jerusalemites to attend University in the Jerusalem area?

1. Al Quds University
2. The Hebrew University of Jerusalem
3. Bethlehem University
4. Other (specify)

SC_Q10: If you or someone in your family needed to go to a clinic for a routine checkup, where would you go?

1. A clinic associated with my kupat halim (HMO provider)
2. A private clinic run by Palestinian doctors and nurses
3. Other

SC_Q11: If you or someone in your family was pregnant and was choosing a hospital for prenatal care and to give birth in, where would you or your family member go?

1. Red Crescent Society Hospital Jerusalem
2. Makassed Hospital
3. Augusta Victoria Hospital
4. St. Joseph Hospital Jerusalem
5. Hadassah University Medical Center
6. St. Louis French Hospital

7. Sharei Tzedek Medical Center
8. Other

SC_Q13: If you or someone in your family needed economic assistance or social welfare assistance to meet their basic needs, who would you turn to? You can choose more than one. Please tell me all that apply.

1. Hamula leaders
2. Family
3. Mukhtar
4. Municipal community center (Markez il-jamaheeree)
5. Palestinian NGOs or civil society organizations
6. International NGOs
7. Israeli NGOs
8. The Waqf
9. Local mosque or church
10. Jerusalem municipality welfare offices or other social service providers within the municipality
11. Israeli state social security or welfare offices
12. Neighbors/friends
13. A sulha
14. Factions or political parties
15. UNRWA
16. The PA
17. I would set up a jameeya with friends or family
18. Other

SC_Q14: If you needed help with an issue related to housing, housing construction, or home demolition orders, who would you turn to? You can choose more than one. Please tell me all that apply.

1. Hamula leaders
2. Family
3. Mukhtar
4. Municipal community center (markez il-jamaheeree)
5. Palestinian NGO or Palestinian civil society organization
6. Israeli NGO
7. International NGO
8. The Waqf
9. Local mosque or church leaders
10. The Israeli Police
11. The Israeli court system
12. Sharia court system
13. The Jerusalem municipality planning department or another office within the Jerusalem Municipality
14. Neighbors or friends
15. A Sulha or reconciliation committee
16. Factions or political parties

17. UNRWA
18. The PA
19. Other

SC_Q15: If you needed help with an issue related to access to drinking water in your home or neighborhood, who would you turn to? You can choose more than one. Please tell me all that apply.

1. Hamula leaders
2. Family
3. Mukhtar
4. Municipal community center (markez il-jamaheeree)
5. Palestinian NGO or Palestinian civil society organization
6. Israeli NGO
7. International NGO
8. The Waqf
9. Local mosque or church leaders
10. The Israeli Police
11. The Israeli court system
12. Sharia court system
13. A department within the Jerusalem Municipality
14. Neighbors or friends
15. A Sulha or reconciliation committee
16. Factions or political parties
17. UNRWA
18. The PA
19. Other

SC_Q16: If you needed help with an issue related to the sanitation conditions in your neighborhood, such as sewage or trash collection, who would you turn to? You can choose more than one. Please tell me all that apply.

1. Hamula leaders
2. Family
3. Mukhtar
4. Municipal community center (markez il-jamaheeree)
5. Palestinian NGO or Palestinian civil society organization
6. Israeli NGO
7. International NGO
8. The Waqf
9. Local mosque or church leaders
10. The Israeli Police
11. The Israeli court system
12. Sharia court system
13. The sanitation department within the Jerusalem Municipality
14. Neighbors or friends
15. A Sulha or reconciliation committee
16. Factions or political parties

17. UNRWA
18. The PA
19. Other

SC_Q17: If you needed help with an issue related to the condition of the roads, stop lights or street signs, or other infrastructure in your neighborhood, who would you turn to? You can choose more than one. Please tell me all that apply.

1. Hamula leaders
2. Family
3. Mukhtar
4. Municipal community center (markez il-jamaheeree)
5. Palestinian NGO or Palestinian civil society organization
6. Israeli NGO
7. International NGO
8. The Waqf
9. Local mosque or church leaders
10. The Israeli Police
11. The Israeli court system
12. Sharia court system
13. A department within the Jerusalem Municipality
14. Neighbors or friends
15. A Sulha or reconciliation committee
16. Factions or political parties
17. UNRWA
18. The PA
19. Other

SC_Q18: If you needed help with an issue related to electricity in your home or neighborhood, who would you turn to? You can choose more than one. Please tell me all that apply.

1. Hamula leaders
2. Family
3. Mukhtar
4. Municipal community center (markez il-jamaheeree)
5. Palestinian NGO or Palestinian civil society organization
6. Israeli NGO
7. International NGO
8. The Waqf
9. Local mosque or church leaders
10. The Israeli Police
11. The Israeli court system
12. Sharia court system
13. A department within the Jerusalem Municipality
14. Neighbors or friends
15. A Sulha or reconciliation committee
16. Factions or political parties
17. UNRWA

18. The PA
19. Other

SC_Q20: The Jerusalem Municipality operates at least 10 community centers across East Jerusalem. How many times have you visited one of these community centers?

1. One time
2. Two or three times
3. Four or more times
4. I have not visited a community center
5. Other

SC_Q22: The municipality has recently made an effort to build more public parks, playgrounds, community gardens, and soccer fields in East Jerusalem neighborhoods. If a new park, field, playground, or garden was built in your neighborhood, do you think people you know would be interested in making use of it?

1. Yes
2. Yes, under certain conditions
   a. Which conditions?
3. No

SC_Q25: Have you ever voted in the Jerusalem Municipality elections?

1. Yes
2. No

SC_Q26: In this next question, please indicate if you have ever visited the following agencies, organizations, and institutions for help solving a problem. Have you ever approached or visited…

1. An Israeli police station (Yes/No)

SC_Q29: Now we are going to look at descriptions of 6 made-up people who are hypothetically interested in moving into your neighborhood. After looking at each description, I will ask you how you feel about these people based upon the description.

29_Muslims

Name	Amir / Mohammed / Ibrahim / Ali
Age	38 / 34 / 37 / 39
Occupation	Business man / Doctor / School Principal / Engineer
Neighborhood	Ras Al Amoud / Beit Hanina / Sur Baher / Abu Tor
Additional Information	Has no problem calling the Israeli police to come solve problems in his neighborhood / Attends the local Clalit Clinic when in need of medical care / Attends the municipal community center weekly for Hebrew lessons / Votes in every municipal election /

On a scale of 1 to 10, rate your level of agreement with the following statements;

a. My overall impression of this person is positive (1 2 3 4 5 6 7 8 9 10)
b. I think this person is responsible (1 2 3 4 5 6 7 8 9 10)
c. I respect this person (1 2 3 4 5 6 7 8 9 10)
d. I would feel comfortable if this person moved in next door to me as my neighbor (1 2 3 4 5 6 7 8 9 10)

29_Christians

Name	Elias/ Jirius / George / Hana
Age	38 / 34 / 37 / 39
Occupation	Business man / Doctor / School Principal / Engineer
Neighborhood	Ras Al Amoud / Beit Hanina / Sur Baher / Abu Tor
Additional Information	Has no problem calling the Israeli police to come solve problems in his neighborhood / Attends the local Clalit Clinic when in need of medical care / Attends the municipal community center weekly for Hebrew lessons / Votes in every municipal election /

SC_Q30: I am now going to ask you about your perceptions of different service sectors in Jerusalem and whether you think using the services in that sector amounts to an act of "normalization" or *tatbiyye*. Answer "yes, it is normalization" or "no, it is not normalization" to the following list.

1. Voting in Israeli municipal elections (Yes/No)
2. Applying for Israeli citizenship (Yes/No)
3. Going to an Israeli hospital or medical clinic (Yes/No)
4. Calling the Israeli police (Yes/No)
5. Using the Israeli buses or light rail (Yes/No)
6. Sending children to a school that uses the Israeli Bagrut curriculum (Yes/No)
7. Sending children to the Hebrew University for college (Yes/No)
8. Going to a municipal community center to access services provided there (Yes/No)
9. Having the Jerusalem municipality sanitation department pick up trash in your neighborhood (Yes/No)
10. Settling a dispute with a friend or neighbor using the Israeli court system (Yes/No)
11. Accepting economic relief or welfare from the Jerusalem municipality or the Israeli National Insurance institute (Yes/No)
12. Going to and using a municipal park, soccer field, or playground (Yes/No)
13. Going to the municipality offices on Jaffa street or contracting a municipal official to ask for help accessing government provided services (Yes/No)

SC_31: Now I am going to ask you how satisfied you are with the service delivery in a number of different categories. You can answer satisfied, neutral, or not satisfied.

1. The responsiveness of the municipality when a problem is identified and needs to be fixed (like the condition of the road, or trash pickup issues) (Satisfied/ Neutral/Not Satisfied)

OV_Q2: To what extent do you agree or disagree with the following statement: Politics is *al fadi* (meaningless) and rarely benefits people like me

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree
5. Decline to answer

OV_Q6: Are people you know involved with or connected to a political party?

1. Yes
2. No

OV_Q9: Have you ever spent time in an Israeli jail or prison?

1. Yes
2. No