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PCBS	Palestinian Central Bureau of Statistics
SPSS	Statistical Package for the Social Sciences
ANOVA	Analysis of variance
UNRWA	United Nations Relief and Working Agency

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The role of Palestinian Central Bureau of Statistics in Support Planning and Policy Development

Abstract

The study was conducted during the period September 2009 and the end of December, the same year. It covered several institutions of the Palestinian National Authority such as ministries as well as institutions from the civil sector, international civil sector, and private sector. The total number of the institutions targeted is 67 institutions targeting the various administrative levels inside the selected institutions. The in-hand study is unique taking into consideration that it is the first one to explore the main suggested topic in details comparing to the similar ones conducted earlier in Palestine, especially those conducted by the Palestinian Center for Bureau of Statistics (PCBS) in order to measure the acceptance of the beneficiaries of the Center's services but not only measuring its role in the planning process and designing policies in general.

In order to accomplish the study, the study applied the demonstrative methodology. A questionnaire was designed in order to collect the data from the sample while the questionnaire and the assumptions were tested through the literature review of the previous studies. The collected data was processed and analyzed using SPSS software.

One of the main findings of the study is that the website is suitable and responds to the needs of users effectively, quickly, and with minimum efforts. The information available are categorized and organized in a simple manner indicating the important role of the technology in developing any institution assuming that the website is one of the main entrances and resources of information where it facilitates the process of delivering the services to the users. In addition, the publications are effective and organized in a manner that facilitates figuring out the information by users based on their needs. The publications are high quality laid out and contain precise comprehensive data. On a related level, the presence of a special department for mass services is another significant point. Masses can obtain any information they need through this department especially in case such information are not available (in accordance with the desired details) on the website or in case they lack access to the Internet to look for information. PCBS is highly interested in maintaining the relation with the masses either through the informative activities or through the open dialogue between the producers of the

information and the beneficiaries. Through such tool, there is continual connection with the masses where they are updated regularly about the productions of the Center taking into consideration that they are partners in the work and there is a need to meet their various needs. In addition, such contacts are used to get feedback from the masses in order to develop the performance of the Center in order to stress providing high quality of services. The Center provides decision makers and policy designers with the needed elements in order to enhance the process of planning and designing policies. The statistics data produced by PCBS diagnoses the problems and provides space for suggesting solutions and testing them and then monitor and evaluate such tasks. These are the important elements of the process of designing and executing plans. The study found out that there is deficit in the geographical coverage and time of the data as well as the comprehensiveness of the indexes that are in need for developing. In addition, there is weakness on the level of follow up and the prompt respond to the masses inquiries where they are in need for developing. Moreover, there is a need to develop some partial components related to the relation with the masses such as the time scheduled for the various workshops and the time scheduled to release the information.

The study concluded with some recommendations among which was the necessity to develop indexes that cover all the geographical areas with more details. In addition, the statistics should be transitorily sequence in order to facilitate the process of comparing data from time to time. At the same time, the released data should take into consideration the differences in the educational levels of the beneficiaries, as these data are available for public but not limited to the use of a small group such as decision makers and policy designers. The data should be released on time in order to stress their validity and consequently serve the purpose they are produced to achieve. Finally, the study recommends that there is a need to revise the relation with the public through conducting a series of workshop that should be scheduled in time that suits masses.

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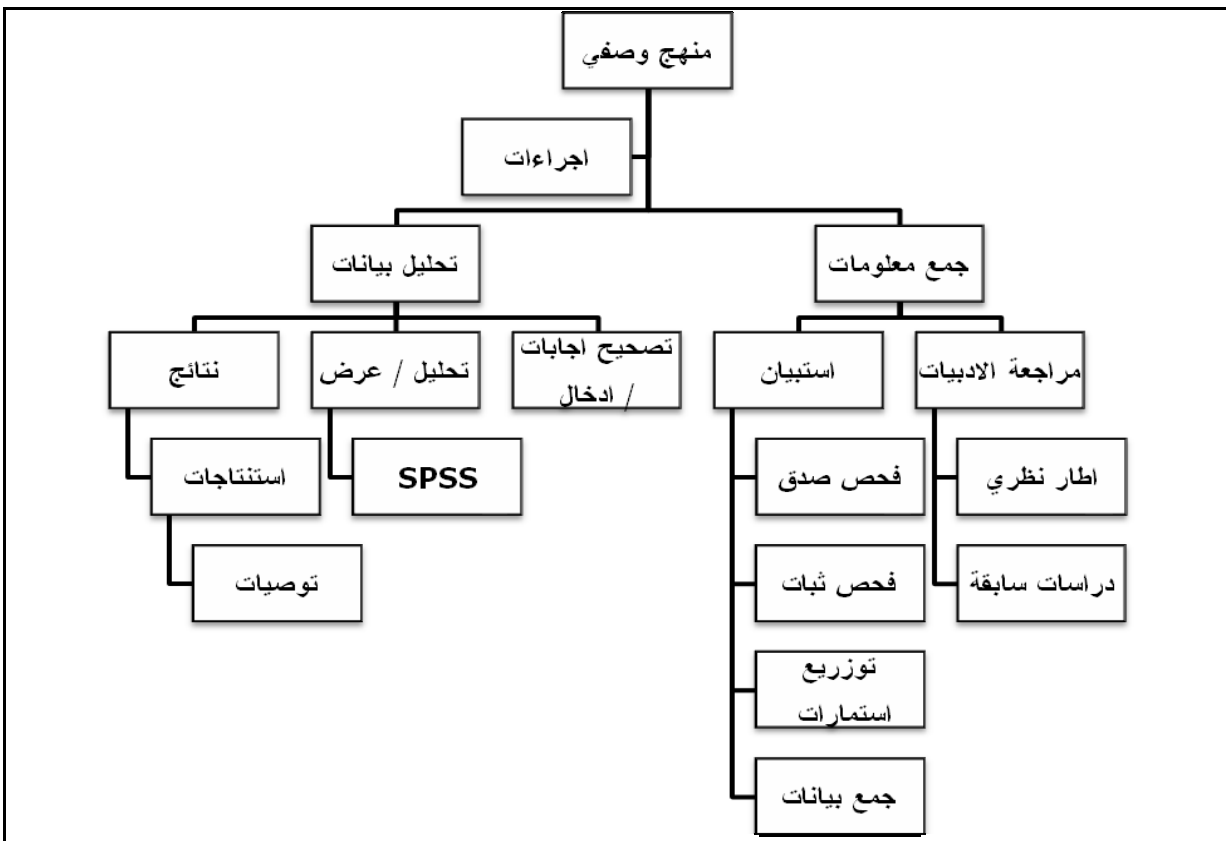
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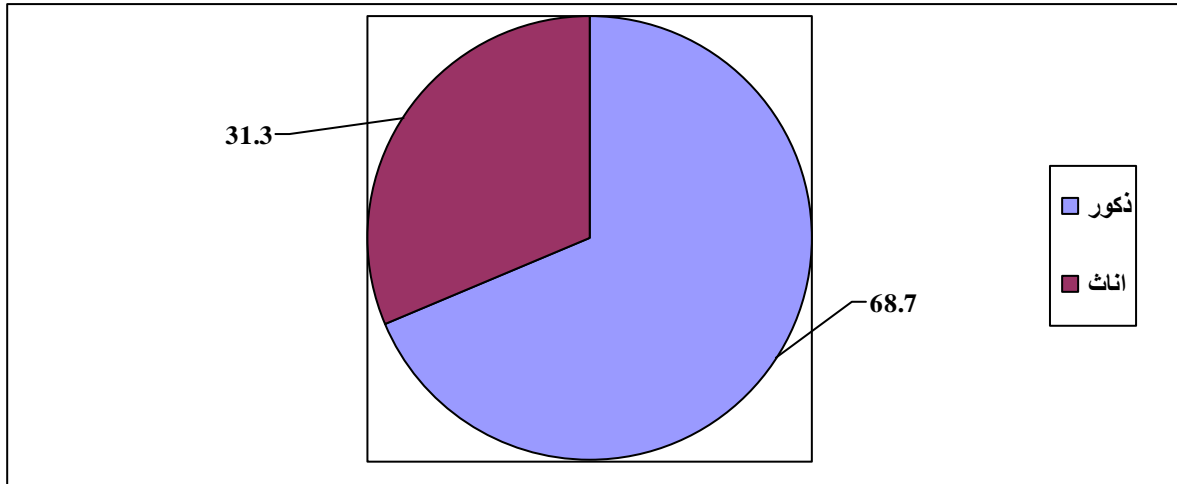
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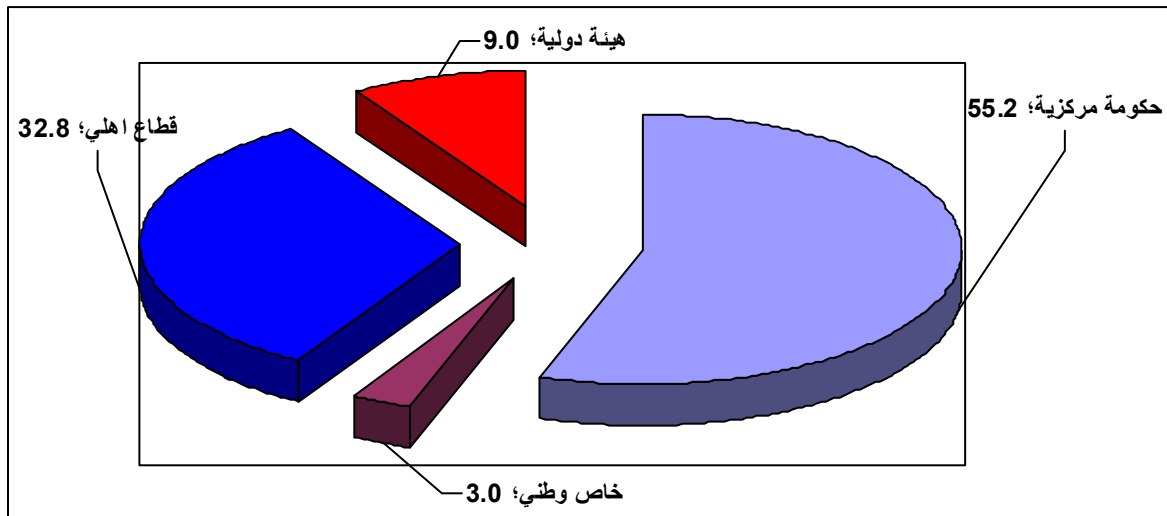
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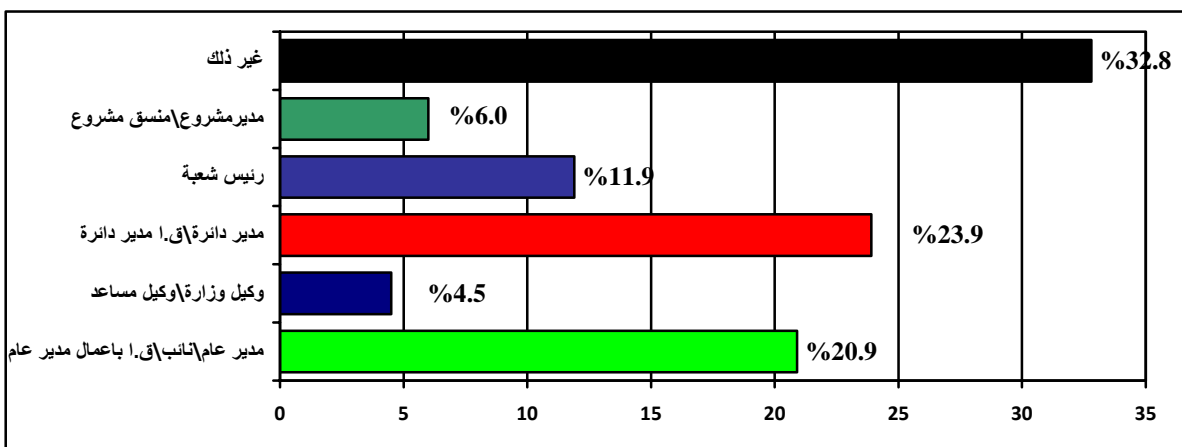
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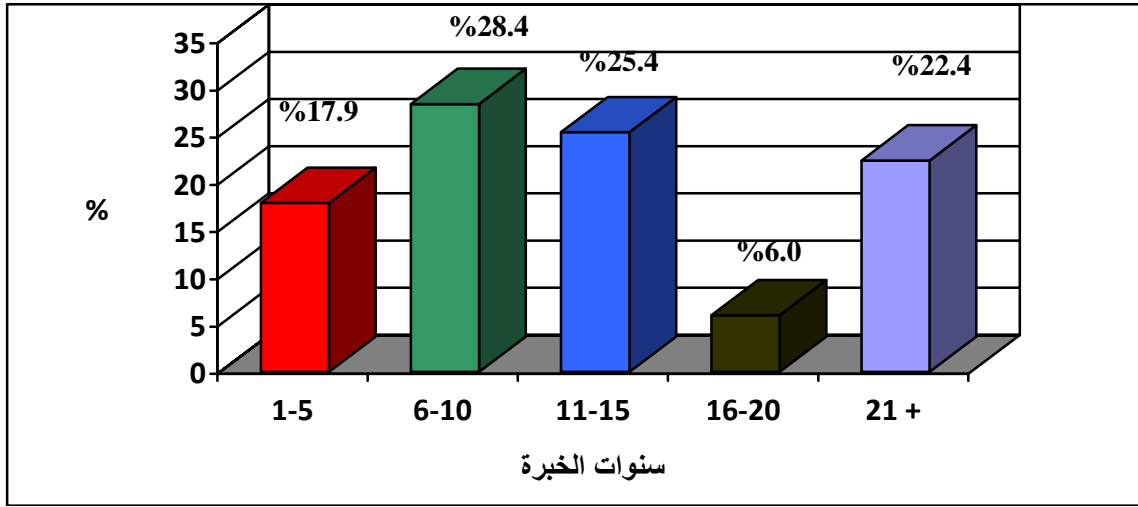
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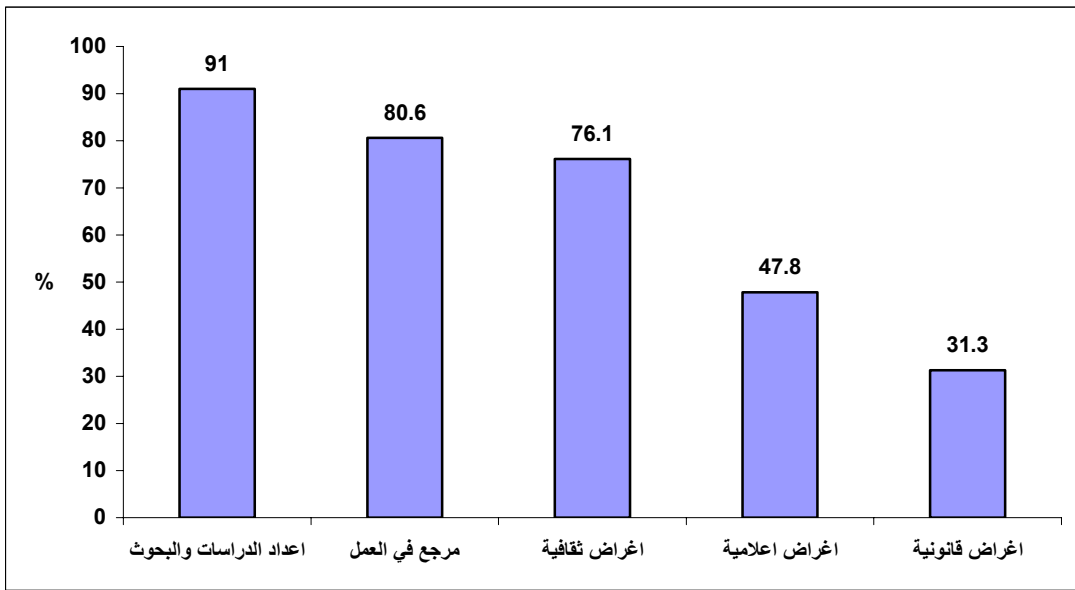
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1.5	12.1	33.3	45.5	7.6	
-	19.7	37.9	36.4	6.1	
1.5	18.2	25.8	47.0	7.6	
4.5	16.7	22.7	43.9	12.1	
-	6.1	21.2	59.1	13.6	
-	9.1	27.3	50.0	13.6	
-	9.1	47.0	34.8	9.1	
-	22.7	37.9	33.3	6.1	
1.5	12.1	39.4	43.9	3.0	

-	4.5	9.1	71.2	15.2	()
-	3.0	19.7	63.6	13.6	
-	7.6	15.2	60.6	16.7	
-	7.6	12.1	66.7	13.6	
-	4.5	18.2	72.7	4.5	
-	6.1	25.8	65.2	3.0	
-	12.1	34.8	53.0	-	
-	1.5	12.1	80.3	6.1	
-	9.1	30.3	56.1	4.5	
-	18.2	40.9	37.9	3.0	
4.5	15.2	43.9	36.4	-	
3.0	9.1	43.9	36.4	7.6	

-	10.6	19.7	57.6	12.1	
-	12.1	30.3	51.5	6.1	
-	4.5	25.8	47.0	22.7	
1.5	30.0	27.3	47.0	21.2	
1.5	13.6	39.4	33.3	12.1	
-	9.1	45.5	33.3	12.1	
-	10.6	48.5	30.3	10.6	
-	6.1	48.5	39.4	6.1	
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-	9.1	34.8	40.9	13.6	
-	6.1	39.4	42.4	10.6	
-	7.6	22.7	60.6	7.6	
-	6.1	12.1	69.7	10.6	
-	10.6	30.3	51.5	7.6	
-	7.6	16.7	63.6	12.1	
-	7.6	22.7	57.6	12.1	
-	9.1	28.8	48.5	13.6	
-	10.6	42.4	36.4	10.6	
-	15.2	30.3	40.9	13.6	
-	15.2	21.2	51.5	12.1	()
-	4.5	22.7	57.6	15.2	
-	3.0	21.2	63.6	12.1	
-	3.0	24.2	60.6	12.1	
-	1.5	18.2	62.1	18.2	
-	1.5	24.2	60.6	13.6	
-	7.6	22.7	59.1	10.6	

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-	7.6	9.1	69.7	13.6	
-	4.5	13.6	68.2	13.6	
-	3.0	10.6	80.3	6.1	
1.5	12.1	24.2	53.0	9.1	
-	10.6	37.9	45.5	6.1	
-	9.1	27.3	59.1	4.5	
-	6.1	33.3	53.0	7.6	
-	6.1	31.8	56.1	6.1	
-	4.5	30.3	57.6	7.6	
-	4.5	10.6	71.2	13.6	
-	3.0	18.2	72.7	6.1	
-	3.0	12.1	78.8	6.1	
-	7.6	33.3	54.5	4.5	
-	1.5	19.7	68.2	10.6	
-	9.1	10.6	72.7	7.6	
1.5	7.6	21.2	53.0	16.7	

-	6.1	18.2	60.6	15.2	
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1.5	6.1	18.2	53.0	21.2	
3.0	7.6	22.7	53.0	13.6	
-	7.6	24.2	59.1	9.1	
-	3.0	31.8	57.6	7.6	
-	4.5	21.2	62.1	12.1	
-	6.1	21.2	65.2	7.6	
-	3.0	27.3	65.2	4.5	
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الصفحة

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