

The Reality of Services in Deir Ezzor - NE Syria

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About MARI:

Mari Development Organization (MDO) is a registered independent non-governmental and non-profit civil society organization-based in Canada-NE Syria -Erbil

In 2018, a group of educated, dynamic and like-minded youth working in the development sector, got together to establish an organization for addressing the most urgent and pressing needs of people in Syria.

MDO seeks to build a stable and just society where peace and respect for human rights and fundamental freedoms prevail.

work fields:

Women, Youth, and Handicapped empowerment - Democracy -Citizenship - Peacebuilding and Dialogues - Human Rights - Psychosocial support - Governance, Conflicts, and Codes - Peace and Justice - Protection - WASH - Agriculture - Livelihood

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The Reality of Services in Deir Ezzor - NE Syria:

This study was conducted as one of the activities of Citizen Actors in Deir Ez Zor Project, which Mari Development (MDO)is working with the aim of Effective communication with citizens and engaging them in the decision-making process, in partnership with the CSPPS Program (Enhancing the Role of Civil Society and Population Participation in Decision-Making) funded by Norwegian People's Aid(NPA).

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Executive Summary:

Deir ez-Zur is considered one of the first Syrian governorates to witness protests against the Syrian regime, and the governorate was also the scene of the most violent military operations and battles that took place in Syria. In 2012, the Free Army gained control over the most of Deir ez-Zur areas, and with the emergence of ISIS, the opposition factions which was controlling the area had a war with ISIS, which led to the latter's control over the areas that were under the control of the opposition, later, and during the military campaign launched by the Global Coalition and SDF to eliminate ISIS, Deir ez-Zur was the main destination for most of the ISIS organization's members after they withdrew from the Syrian city of Al-Raqqqa and Mosul city in Iraq, which prolonged military operations in this governorate.

The military operations that the governorate witnessed, in addition to the fact that the parties to the conflict used institutions and services-providing facilities such as schools and hospitals as military headquarters, had a major role in destroying these institutions and damaging the infrastructure of water, electricity, sewage, roads networks... etc., which had negatively affected the availability of public services and citizens' ability to access these services, accordingly, we have conducted this study, which aims to identify the extent of availability of public services, including water, electricity, bakeries, public streets and roads paving and lighting services, education and health services, personal status services, and services provided for women and children. The study also aims to survey citizens' opinions about the available services, and the extent of their satisfaction with those services.

The study was conducted during November 2020, and it covered northern, eastern and western countryside areas of Deir ez-Zur governorate, as it covered the villages of (Abu Hamam, Al-Baghrouz, Al-Basira, Al-Dahleh, Al-Souseh, Al-Shheil, Al-Sabha, Al-Kishkieh, Hjein, and Jdidet Bkara) in the eastern Deir ez-Zur countryside, while in the western countryside, the study covered the villages of (Al-Jinnieh, Al-Husan, Al-Sa'wa, Al-Kasra, Al-Harmoushieh, Jazret Al-Bouhmeid, Sferat Foukani and Mahmeedeh), and in the northern countryside it covered the villages of (Al-Sour, Al-Izbeh and M'ezeleh).

The study targeted a random sample of citizens residing in the countryside areas of Deir ez-Zur Governorate, whereas 200 people were interviewed using a questionnaire that includes closed-ended questions, and the study sample included respondents of both genders, and it included IDPs and host community members. Also, the report was written based on five focused dialogue sessions conducted by Mari Organization as a part of the activities of Active Citizens Project; these sessions addressed the services situation in Deir ez-Zur in general, the work of the Directorate of Mills Bakeries, and the services provided to women, and the health situation in M'ezeleh area.

The study showed a shortage in the availability of services in all areas of Deir ez-Zur, which reached the utter unavailability of some services in some areas. It also showed a low level of satisfaction among citizens with the services provided in their areas, as with regard to electricity, and despite the fact that the vast majority of respondents said that it is available in their areas, but the level of satisfaction with its availability is considered low, as more than three-quarters of the respondents said that they are unsatisfied or completely unsatisfied due to many reasons, the most prominent of which is the high costs of obtaining electricity, inability to cover all neighborhoods of the same area and the problem of several power outages during its availability period.

As for water, it is available to nearly two-thirds of the respondents, knowing that 38% of the IDPs who said that water is available depend mainly on tankers' water, and the level of satisfaction with the availability of water is low among both the IDPs and the host community members, and the main reason for this is that the available water is not sterile and contains impurities.

With regard to the availability of bakeries and bread selling centers, all respondents (except for two respondents in Al-Kishkieh village and one respondent in the village of Abu Hamam) said that it is available in their areas of residence, knowing that the level of satisfaction with the work of these bakeries and bread selling centers is very low, as the percentage of the satisfied respondents did not exceed 4%. As for the reasons for respondents' dissatisfaction with the work of bakeries and bread selling centers, the first of which is the far distance between the bakeries and centers and the respondents' residential areas and because they are forced to go to far areas to get bread, in addition to the fact that the produced bread is of low quality and there is no organized mechanism for distributing bread at the bakeries.

On the other hand, with regard to road and public street paving services, more than half of the respondents said that these services are unavailable in their areas, and 44% of those who said that they are available in their areas said that they are unsatisfied or completely unsatisfied with them due to the presence of many potholes and water drainage points that need maintenance and closure, in addition to the fact that pavement services do not cover all streets and neighborhoods. The percentage of those who said that streets and public roads lighting services is available is also low, as it reached approximately one-fourth of the respondents, knowing that 42% of them are unsatisfied with streets and public roads lighting services because this service only covers the main streets and roads without the minor roads, in addition to the fact that streets lighting is not always available, or because the lighting networks need maintenance, in addition to the fact that the road lighting service is based on favoritism and mediation.

As for public hygiene and waste disposal services, they are available in most of the areas, knowing that the percentage of those who are unsatisfied or completely unsatisfied with it reached 18% and 1% respectively, due to the failure to transfer the collected wastes.

It should also be noted that only one respondent in the village of Jazret Al-Bouhmeid said that there are personal status departments within his area of residence, and that he is unsatisfied with the services they provide, as it does not provide the ability to obtain all the identification papers he needs, in addition to the incompetence of the employees.

As for public health, the people of Deir ez-Zur in general suffer from the spread of many epidemics and diseases such as leishmaniasis, fungi, eczema, fever cases, cancer and asthma, knowing that nearly a quarter of the respondents said that hospitals and health-care centers are unavailable in their areas, even respondents who said that hospitals and healthcare centers are available in their areas, nearly half of them are unsatisfied with the services they provide or are completely unsatisfied, and the main reasons for dissatisfaction with the provided health services are the unavailability of some medical specialties, the unavailability of medicines, the high costs of accessing these services and the low number of the cadres working in the healthcare centers and their lack of competence, in addition to the remoteness of the centers from the places of residence of the respondents, the prevalence of mediation and favoritism in receiving health services, bad treatment by the medical staff and the prevention of referrals to other medical centers. On the other hand, only 13% of the respondents said that physical therapy centers that have advanced healthcare services for people with special needs are available in their areas. As for children's vaccinations, three-quarters of the respondents said that these services are available within their areas with a low level of dissatisfaction with the available vaccinations services. Regarding healthcare services related to COVID-19, they are unavailable in all areas of Deir ez-Zur according to the vast majority of respondents.

With regard to education, all respondents except for five of them (two in the northern countryside and three in the eastern countryside) said that there are schools and educational centers in their areas, knowing that the level of satisfaction with the education services provided is low for many reasons, the most prominent of which is the failure to include all school stages, schools and educational centers are dilapidated, or because the teaching staff are not qualified, as for university education, it is not available at all. As for services provided for women, only 11% of the respondents said that these services are available within their areas, which are psychological support services, health services, awareness sessions, vocational training courses, capacity building courses, and some legal services for women, knowing that more than a quarter of the respondents who said that special services for women are available are unsatisfied or completely unsatisfied with these services because they do not meet all the needs of women, the low number of centers that provide these services, the remoteness of those centers, or because the carried out activities do not take into account customs and traditions.

Based on the foregoing, we stress the need to work on providing public services in the all areas of study, increasing the citizens' ability to access them and improving the quality of provided services, which would increase the level of satisfaction among citizens with those services, as with regard to electricity, projects can be launched to maintain public electricity networks that were damaged because of the military operations, and the extension of new electricity networks to neighborhoods that do not have electricity. As for water, projects can be launched to provide water in areas that do not get governmental water services, by digging wells or distributing water by tankers in addition to the necessity of providing sterilizers to sterilize water. With regard to bakeries and bread selling centers, work should be done to increase their numbers and take into account their distribution to all areas and villages in a way that makes it easier for citizens to access them and prevents crowdedness cases that increase the COVID-19 infection risks.

As for the public streets and roads, work must be done to maintain sanitation hatches and water drainage points and close the open ones, as well as backfilling potholes and maintaining public lighting networks in streets, major and minor roads. Work should also be done to transfer wastes from residential neighborhoods and areas to landfills outside cities and villages.

With regard to health services, we stress the necessity of launching campaigns to spray pesticides in all areas of Deir ez-Zur to limit the spread of diseases and epidemics within these areas, and working to open healthcare centers or rehabilitate affected centers in areas that do not have such centers, in addition to the necessity of working to provide medical equipment and supplies, ambulances, medicines and vaccinations for the stings of scorpions, snakes and poisonous insects, and work must also be done to increase the ability of workers of healthcare centers to deal with sick people by targeting them with programs and training to raise their competencies. On the other hand, we recommend forming a mobile vaccination team that visits areas that do not have vaccination centers and ensure that all children have received the vaccinations they need.

With regard to the COVID-19, special centers must be established to receive the infected people and provide them with necessary healthcare, in addition to the necessity of working to educate the population about the dangers of COVID-19 and the importance of taking preventive measures.

Regarding education, we stress the necessity of rehabilitating and restoring damaged schools and educational centers, providing all educational centers with the equipment and supplies they need, such as desks and boards, in addition to providing compensatory lessons for children who have dropped out from education to enable them to enroll in schools again, in addition to the need to work to raise the competence of workers of the education sector.

As for women, we stress the need to work on building their capacities by launching vocational training programs and academic courses, and to provide financial support for those wishing to launch their own projects. We also stress the importance of working to increase women's awareness of their rights and opening legal offices to provide legal assistance and advice to them, in addition to targeting society in general with awareness sessions about the importance of the role of women and their participation in building society, and we also stress the necessity of working on opening nurseries and childcare centers to increase mothers' ability to participate in all aspects of political, economic and social life.

Key Findings:

First- In terms of public services:

1- 10% of the respondents said that electricity is unavailable in the areas in which they live, and this percentage is higher in the northern countryside of Deir ez-Zur, as it reached 28%, while in the eastern countryside it was 12%, and in the western countryside it dropped to 1%.

2- There is a noticeable difference between the different rural areas of Deir ez-Zur governorate in terms of the availability of electricity sources; in the western and northern countryside, the vast majority of the respondents said that the available electricity in their areas is electricity provided by the government, while in the eastern countryside, the majority said that they get electricity by subscribing in private generators.

3- The level of dissatisfaction with the available electricity services is high, as more than three-quarters of the respondents said that they are unsatisfied or completely unsatisfied with the electricity services.

4- There are many reasons for dissatisfaction with the available electricity, and the most prominent of these reasons is the fact that electricity can only power the illumination, it goes off several times during the period of its availability, its high costs and its inability to cover all neighborhoods of the same area.

5- About a third of the respondents said that water is unavailable in their areas of residence, and this percentage is higher in the eastern countryside of Deir ez-Zur, as it reached 41%, while in the northern and western countryside it reached 28% and 22%, respectively.

6- Governmental water network is the main source on which the host community depends for obtaining water, while the IDPs depend on both governmental water network and tanker water.

7- The level of dissatisfaction with water services is higher among the IDPs who said that these services are available, as nearly two-thirds of them said that they are unsatisfied or completely unsatisfied with it, but among the members of the host community, the percentage of those who said that they are unsatisfied or completely unsatisfied with the available water services is approximately one third.

8- The main reason for dissatisfaction with the available water is that it is not sterile and contains impurities.

9- Two respondents in Al-Kishkieh village and one respondent in Abu Hamam village said that bakeries and bread selling centers are unavailable in their areas, these respondents constitute 1% of the total number of respondents.

10- The level of satisfaction of the respondents with the services and work of bakeries and bread selling centers is low, as the percentage of those who are satisfied with it did not exceed 4%, while 29% of them said that it is acceptable, and the percentage of those who said that they are unsatisfied or completely unsatisfied with the services of the bakeries reached 46% and 21% respectively.

11- The majority of the respondents who are unsatisfied with the work of bakeries and bread selling centers attribute this to the lack of fairness in the distribution of the bakeries on the areas, and because they are forced to go to distant areas to get bread, and the percentage of those who said that the flour used for making bread is of very poor quality is also high, which causes the produced bread to be of poor quality as well. Also, about three-quarters of the respondents said that they are unsatisfied with the work of bakeries and bread selling centers due to the lack of an organization mechanism for distributing bread in front of the bakeries.

12- More than half of the respondents said that streets and roads paving services are unavailable within their areas.

13- 42% of those who said that streets and roads paving services are available in their areas are unsatisfied with these services, and 2% of them are completely unsatisfied.

14- The main reasons for dissatisfaction with the streets and roads paving services are the presence of many technical potholes and drainage points that need maintenance and closure, in addition to the fact that paving services do not cover all streets and neighborhoods.

15- More than a quarter of the respondents said that public street lighting service is available in their areas, knowing that all respondents in the northern countryside of Deir ez-Zur said that public streets lighting service is unavailable in their areas, while in the eastern and western countryside, the percentage of those who said that this service is unavailable reached 78% and 62% respectively.

16- 42% of those who said that public streets and roads lighting service is available in their areas are unsatisfied with this service because lighting is only limited to main streets and roads without minor roads, in addition to the fact that lighting is not always available, or because the lighting networks need maintenance, in addition to the fact that the road lighting service is based on favoritism and mediation.

17- The majority of respondents said that public hygiene services and the waste removal services are available within their areas of residence.

18- The percentage of respondents who are unsatisfied with the public hygiene and waste removal services is 18%, while the percentage of those who are completely unsatisfied is 1%, and the main reason for dissatisfaction is failure to transfer removed wastes.

19- The percentage of respondents who said that fuel is unavailable in the northern countryside of Deir ez-Zur was 31%, while in the eastern countryside it was 8%, while none of the respondents in the western countryside said that fuel is unavailable in their areas.

20- The level of satisfaction with the availability of fuels is low, as the percentage of those who are unsatisfied was 59% and the percentage of those who are completely unsatisfied was 29%, while the percentage of those who said it is acceptable or that they are satisfied was 10% and 2% respectively.

21- The main reasons for dissatisfaction with the availability of fuels are the high prices, poor quality, insufficient quantities and heating fuel portions, and the spread of favoritism and mediation in their distribution.

22-Only one respondent in Jazret Al-Bouhmeid village in the western countryside of Deir ez-Zur said that there is a personal status department in his area and he is unsatisfied with the services provided by that department, as it does not grant the ability to obtain all the identification papers he needs, in addition to the incompetence of the employees.

23-A third of the respondents said that they pay taxes, knowing that the vast majority of them said the taxes are acceptable, while 11% said that they are satisfied with the taxes they pay, and the percentage of those who are unsatisfied reached 9%.

24- The main reasons for dissatisfaction with taxes are the lack of benefits in exchange for paying them and that there is a kind of discrimination among people in the imposition and collection of taxes.

Second- In terms of healthcare services:

1- In general, people in Deir ez-Zur areas suffer from the spread of epidemics and skin diseases such as leishmaniasis, fungi, eczema, fever cases, asthma and various types of cancer.

2- Nearly a quarter of the respondents said that hospitals and healthcare centers are unavailable in the areas in which they live.

3- 32% of the respondents who said that hospitals and healthcare centers are available in their areas are unsatisfied with the services provided by these hospitals and centers, and 12% of them are completely unsatisfied.

4- The main reasons for dissatisfaction with the provided health services are the lack of some medical specialties, the unavailability of medicines, the high costs of accessing services, the low number and lack of competence of staffs working within the healthcare centers, in addition to the far distance between the centers and the places of residence of the respondents, the spread of favoritism and mediation in providing health services and bad treatment of medical staff and prohibiting referrals to other medical centers.

5- 13% of the respondents said that there are physiotherapy centers that provide the necessary care for people with special needs available in their areas.

6- Three-quarters of the respondents said that child vaccinations are available in their areas, knowing that all the respondents in Al-Baghrouz village in the eastern countryside of Deir ez-Zur said that children vaccinations are unavailable in their village.

7- The percentage of those who said that they are satisfied with the vaccination services available in their areas is 20% and 1% said that they are very satisfied, while nearly three quarters of them think that these services are acceptable, and the percentage of those who said that they are unsatisfied or completely unsatisfied was 7% and 1% % respectively.

8- The reasons for dissatisfaction with child vaccination services are the low number of centers that provide those services or because these centers are distant from the places of residence of the respondents, or because of the incompetence of workers in these centers, bad treatment by the staff, the spread of favoritism and mediation, or the presence of cases of extortion and financial or sexual exploitation.

9- The vast majority of respondents said that health services related to the COVID-19 epidemic are unavailable in their areas.

10- Three of the respondents who said that health services related to the COVID-19 are available are unsatisfied with those services due to the lack of qualified staffs to handle infected people, the insufficiency of the centers designated to receive the infected cases, the far distance to the available centers from their places of residence, the unavailability of some services, or failure of the cadres of the centers to adhere to the necessary procedures and measures to prevent COVID-19 epidemic.

Third: In terms of education services:

1- The vast majority of respondents said that schools and educational centers are available in their areas, as the number of those who said that they are unavailable was only 5 respondents (two of them in the northern countryside of Deir ez-Zur and three in the eastern countryside).

2- The level of satisfaction with the provided educational services is low, as the percentage of those who are satisfied with these services did not exceed 13%, while 56% said that they are acceptable, and the percentage of those who said that they are unsatisfied or completely unsatisfied reached 26% and 5% respectively.

3- 89% of respondents who are unsatisfied with education services attributed this to the fact that these services do not cover all educational levels.

4- 64% of the unsatisfied respondents said that the reason for their dissatisfaction is that schools and educational centers are dilapidated.

5- The percentage of respondents who attributed their dissatisfaction to the fact that the educational staffs are not qualified is high, as it reached 59%.

6- The percentage of respondents who attributed their dissatisfaction to the fact that books are insufficient for all students or due to the far distance to the educational centers reached 53% for each.

7- All the study participants said that university education services are unavailable in their areas of residence.

Fourth- In terms of services provided for women and children:

1- Only 11% of the respondents said that special services for women are available in their areas of residence.

2- The most prominent services provided to women are psychological support services, healthcare services, awareness sessions, vocational courses, capacity building courses and some legal services for women.

3- The percentage of those who said they are unsatisfied or completely unsatisfied with services provided for women is 18% and 9% respectively.

4- The main reasons for dissatisfaction with the services provided to women are the availability of limited services only, the low number of centers concerned with women's affairs, the remoteness of those centers, or because the implemented activities do not take customs and traditions into consideration.

5- The number of respondents who said that special services for children are available within their areas was 5 respondents, which is 2%.

6- The available services, according to one of the respondents in Al-Kasra village and another respondent in M'ezeleh village, are the availability of special healthcare services for children, while three respondents in Al-Basira village said that the necessary tools for children's learning have been provided and one of them said that special education services for children with learning difficulties are available.

7- Three respondents said that they are unsatisfied with the services provided for children due to the low number of centers that provide such services, the remoteness of the available centers, failure of the provided services to meet all the needs of children and the failure of the provided programs to address the current situation, as one of them mentioned the spread of favoritism and mediation within the centers that provide services to children.

Recommendations:

First- Regarding public services:

1- Launching projects to maintain public electricity networks in neighborhoods that do not have electricity service.

2- Launching projects to provide water in areas that do not have government water network services, by digging wells or distributing water by tankers.

3- Providing citizens with water sterilization materials and targeting them with awareness sessions on how to sterilize water.

4- Working in cooperation with the local authorities to increase the number of bread selling centers, taking into account their distribution in all of the areas and residential gatherings, as this would facilitate citizens' access to bread and reduce crowdedness cases at the bakeries and bread selling centers, and thus prevent COVID-19 infection risks.

5- Organizing the citizens' waiting lines at the bakeries and bread selling centers in a manner that meets the requirements of preventing COVID-19 infection risks.

6- Work to maintain and cover sanitation hatches and water drainage points in public streets and roads.

7- Launching projects for paving roads and backfilling potholes in major and minor streets and roads.

8- repairing public streets lighting networks and providing lighting service in in major and minor streets and roads.

9- Launching projects to transfer wastes from residential neighborhoods and areas to landfills outside cities and villages.

10- Working to provide the most vulnerable families' needs of the necessary diesel for heating.

11- Enabling the people and citizens to participate in the decision-making process and influence the local authorities within their areas, by targeting them with training on methods of participation in civil life and organizing advocacy and mobilization campaigns on issues of concern to the area.

12- Encouraging the formation of bodies that represent citizens to attend seminars and conferences that are organized within their areas and work to communicate citizens' demands and needs to the local authorities and humanitarian organizations operating in Deir ez-Zur governorate.

Second- Regarding health services:

1- Launching campaigns to spray pesticides in all areas of Deir ez-Zur to reduce the risks of diseases and epidemics spreading in the area, such as Leishmaniasis.

2- Establishing landfills outside cities and residential areas to dispose waste oil products remains and wastes that cause diseases to the people of the area.

3- Working to open healthcare centers in areas that do not have such centers.

4- Supporting healthcare centers in the area with equipment, supplies and medicines.

5- Targeting staffs working in hospitals and healthcare centers with training courses to increase their competence and ability to deal with sick people.

6- Coordinating with the authorities that provide healthcare services to citizens, such as the organizations working in the medical sector, hospitals and governmental healthcare centers to establish a case management system so that sick people are directed to healthcare centers that provide the necessary care for their cases.

7- Working to provide ambulances to transport urgent cases to healthcare centers.

8- Providing vaccines and the necessary medicines for diseases spread within the area, such as medicines for leishmaniasis, and vaccines for stings of scorpions, snakes and poisonous insects.

9- Establishing physical therapy centers to provide care for people with special needs in areas that do not have such centers.

10- Working to increase the competence and capacity of workers of the existing physical therapy centers.

11- Forming mobile field vaccination teams that visit areas that do not contain centers that provide children with vaccinations and provide them with the necessary vaccinations.

12- Establishing special quarantine centers to receive people infected with COVID-19 and provide them with the necessary healthcare they need.

13- Organizing awareness sessions about the dangers of COVID-19 and its prevention methods.

14- Training medical staffs working in the area on how to deal with people infected with COVID-19.

Third- Regarding education:

1- Launching projects to restore and rehabilitate damaged schools and educational centers.

2- Providing schools and educational centers with the necessary equipment and supplies for the educational process, such as students' desks and boards.

3- Targeting students who have dropped out of education with compensatory lessons to compensate for their lack of information and to enable them to enroll in school again.

4- Work to increase the competence of teachers by targeting them with capacity building courses such as courses on teaching methods, communication skills with students, etc.

5- Launching projects to print additional copies of textbooks to be distributed to students.

6- Providing school supplies such as bags and stationery for children of the most vulnerable families to enable them to pursue their education.

Fourth- regarding services provided to women and children:

1- Launching vocational training and capacity building programs targeting women in all areas of Deir ez-Zur governorate.

2- Providing academic courses in the fields of management, accounting, monitoring and evaluation, strategic planning and other courses needed by women who want to find a job or start their own projects.

3- Providing financial support for women willing to start their own projects, provide them with advice and follow up on the work of their projects.

4- Creating more job opportunities for women, and this can be done by the humanitarian organizations through starting projects that employ women, such as sewing workshops or pantry projects.

5- Encouraging the formation of women's committees that work to advocate for women's issues and contribute to getting rid of the negative thoughts left by ISIS, these committees may also represent women in meetings and seminars that are held by the local authorities or humanitarian organizations, which addresses issues of concern for the population.

6- Targeting women with awareness sessions on women's rights.

- 7- Opening legal offices that provide legal assistance and advice to women.
- 8- Working to provide healthcare services to women in general and pregnant women and newborns in particular.
- 9- Taking the customs and traditions prevailing within the community and the needs of women into account when designing activities for women. To this end, a survey and an assessment of the needs of women can be conducted to identify the activities they want to attend or participate in.
- 10-Opening nurseries and kindergartens in all areas of Deir ez-Zur to increase mothers' ability to participate in various aspects of economic, social and political life.

Methodology:

First: Objectives of the study:

This study aims to know the opinions of Syrian citizens who live in Deir ez-Zur governorate about the available services in their areas and their extent of satisfaction with these services which include:

- 1- Public services such as water, electricity, bakeries and bread selling centers.
- 2- Services provided by the municipality, such as roads paving and lighting, public hygiene and wastes disposal services.
- 3- Healthcare services such as the availability of healthcare centers, children's vaccinations, physical therapy centers and the quality of services that these centers provide.
- 4- Education services of both levels; university and sub-university education.
- 5- Personal status services and citizens' level of ability to access personal status departments.
- 6- Special services provided to women and children.

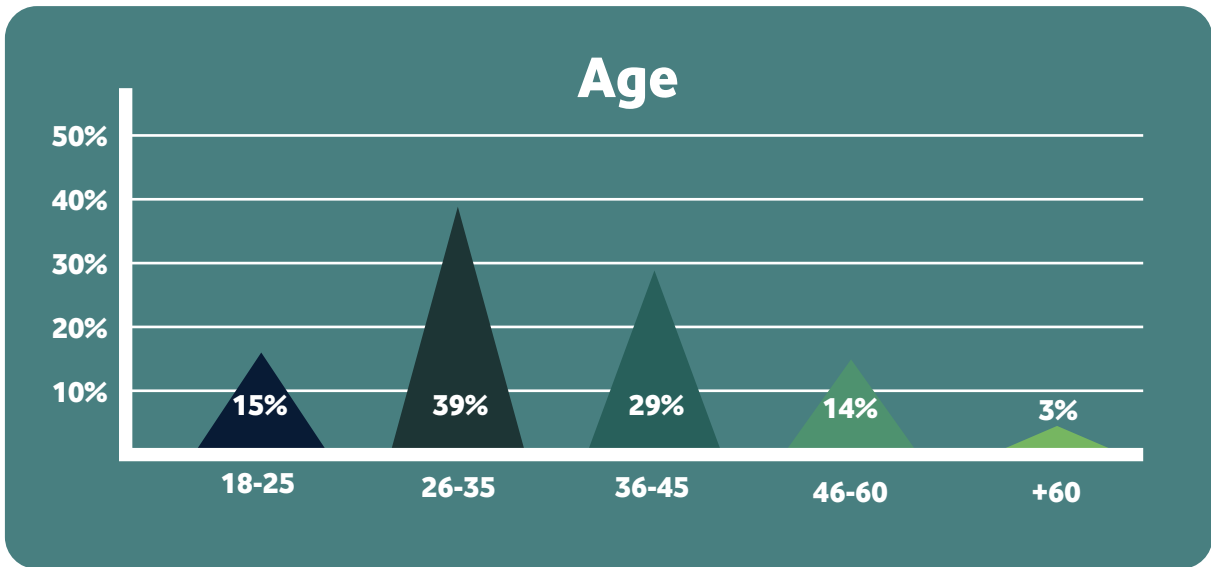
Second: Scope of the study:

The study was conducted during November 2020, and it covered eastern, northern and western countryside areas of Deir ez-Zur governorate, as it covered the villages of (Abu Hamam, Al-Baghouz, Al-Basira, Al-Dahleh, Al-Souseh, Al-Shheil, Al-Sabha, Al-Kishkieh, Hjein, and Jdidet Bkara) in the eastern Deir ez-Zur countryside, while in the western countryside, the study covered the villages of (Al-Jinnieh, Al-Husan, Al-Sa'wa, Al-Kasra, Al-Harmoushieh, Jazret Al-Bouhmeid, Sferat Foukani and Mahmeedeh), and in the northern countryside it covered the villages of (Al-Sour, Al-Izbeh and M'ezeleh).

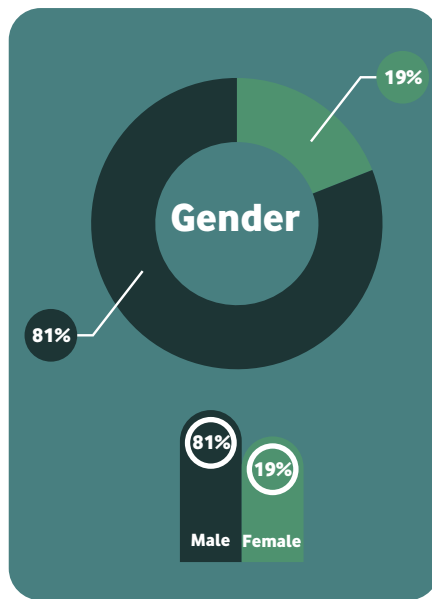
Third: Study sample:

The study included interviewing 200 citizens who live in the eastern, northern and western rural areas of Deir ez-Zur governorate, interviews were conducted using a questionnaire with closed-ended questions about the available services in the area and the extent of citizen's satisfaction with these services. The characteristics of the sample members varied as shown below:

1- In terms of age:



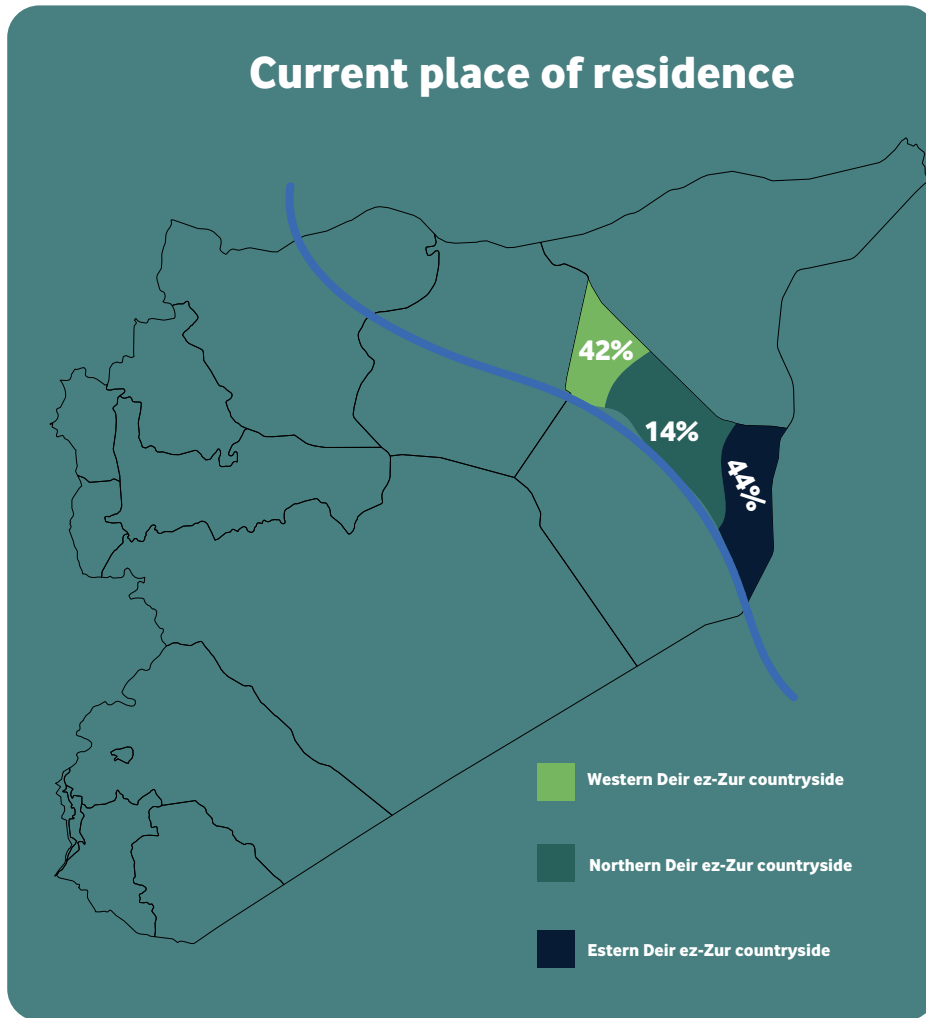
2- In terms of gender:



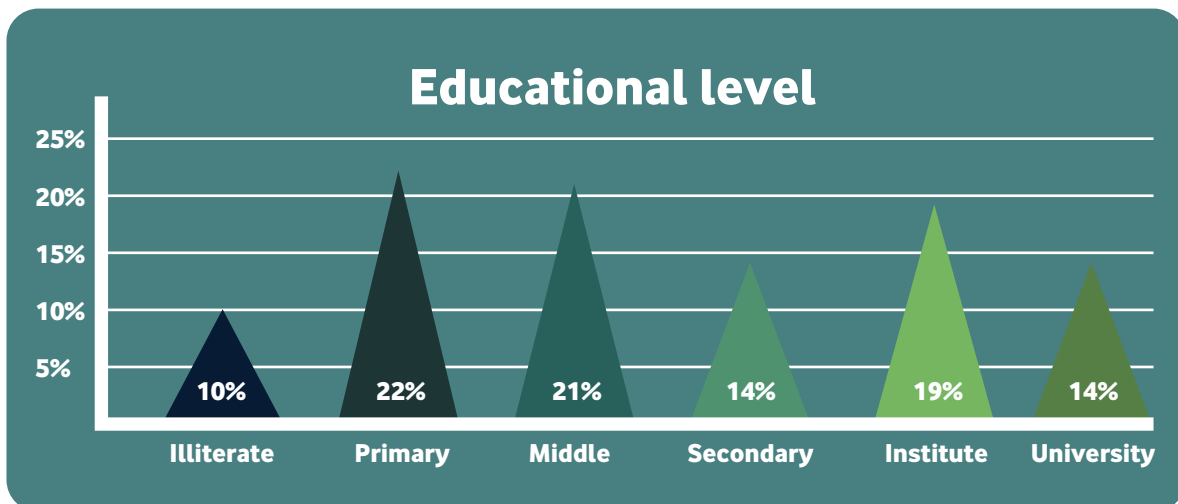
3- In terms of the state of residence:



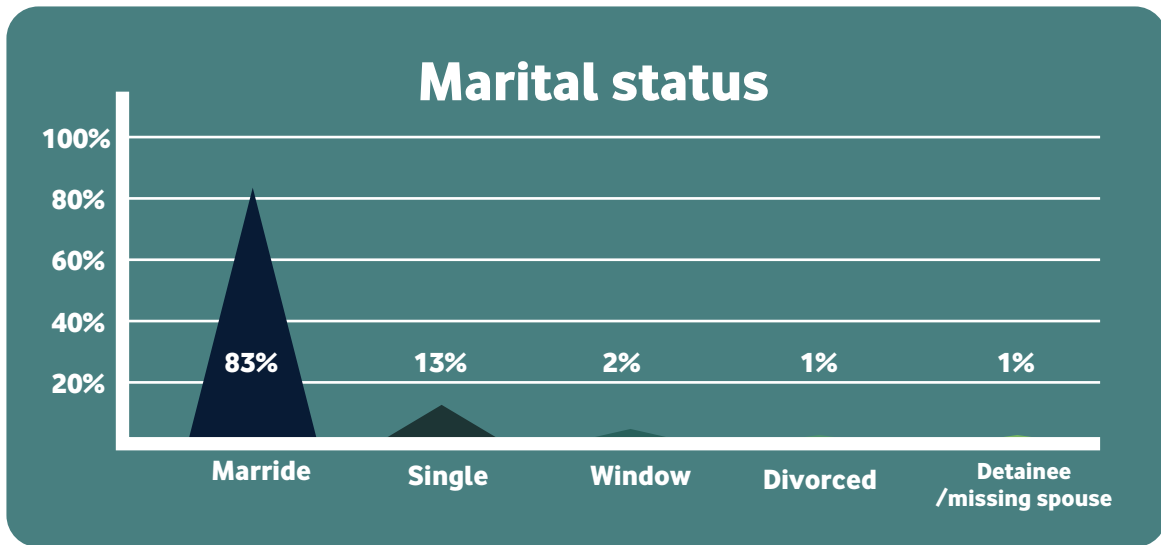
4- In terms of the place of residence:



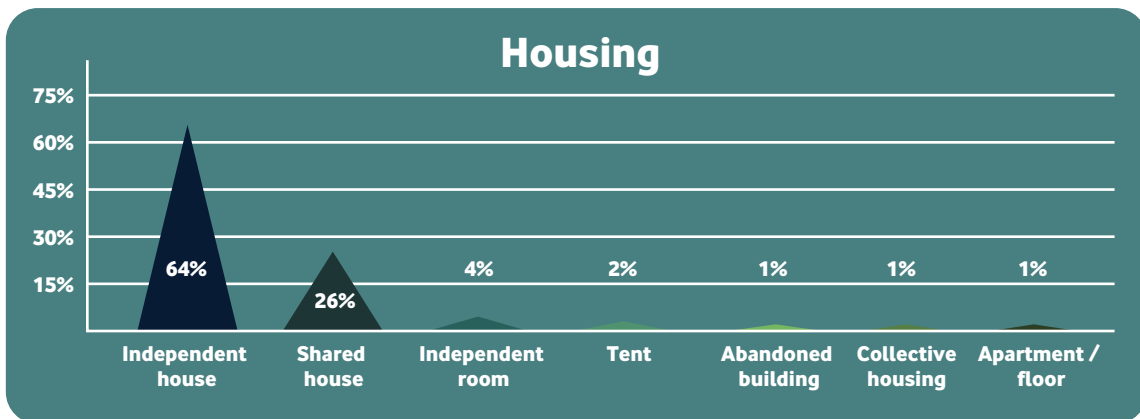
5- In terms of the educational level:



6- In terms of the marital status:



7- In terms of housing conditions:



Also, five focused dialogue sessions about the services available in Deir ez-Zur areas were conducted, two of these sessions addressed the services provided for women, while one session addressed the situation of healthcare situation in M'ezeleh area, and the fourth session was conducted in the office of Mills Directorate, and it aimed to identify the work of Mills Directorate and the bakeries, and the fifth session was conducted in the office of MARI Organization in Al-Kasra area, and it addressed the situation of services in Deir ez-Zur.

Fourth: Challenges and obstacles:

- 1- The difficulty of transportation due to the far distances between houses within villages, far distances between some of those houses from main roads, and the lack of means of transportation.
- 2- Misunderstanding by citizens about the objectives and purposes of the questionnaires and organizations' work.
- 3- Poor cellphone and internet network connection in the targeted areas.
- 4- Some citizens were afraid to answer the questionnaire for security reasons.
- 5- A female data collector encountered difficulty during data collection process in the village of Mahmeedeh due to the anger of some residents about the poor quality of fuel distributed by the Autonomous Administration, and because they think that organizations have something to do with it, as some people poured some diesel and ignited it near the data collector, which caused her psychological damage and intense fear.

Syrian Democratic Forces control large areas of the governorates of Al-Raqqa, Al-Hasakeh and Deir ez-Zur in northeastern Syria, and the Autonomous Administration is in charge of the civil management of these areas, and it works in cooperation with local and international humanitarian organizations to provide services to the residents and to meet their needs. Through this report, we will view the situation of services in the areas of Deir ez-Zur governorate and the extent of citizens' satisfaction with these services.

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Services:

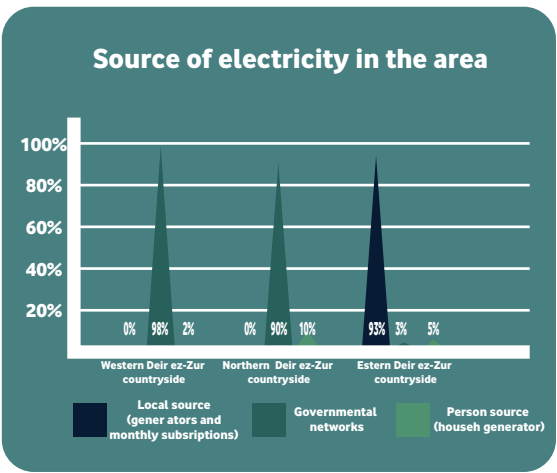
First: Public Services:

Deir ez-Zur areas generally suffer from poor services situation due to the military operations that the area witnessed that led to the destruction of the infrastructure, the weakness of the municipalities' capabilities and the lack of necessary funding and support to rehabilitate destroyed facilities and infrastructure, which was confirmed by the official of the Services Department of the Deir ez-Zur Civil Council when he participated in a dialogue session conducted by MARI Organization as a part of the activities of the Active Citizens Project about the services situation in Deir ez-Zur, as he said: "The area went through a period of war that destroyed all infrastructure, and we need financial support, because the infrastructure needs a state budget. Municipalities are doing a good work, but they do not have any vehicles".

In fact, the destruction of the infrastructure, the weakness of capabilities, and the lack of equipment have negatively affected all service sectors, and below we will review all public services and services provided by the municipalities, and identify the extent of their availability and the level of satisfaction with them:

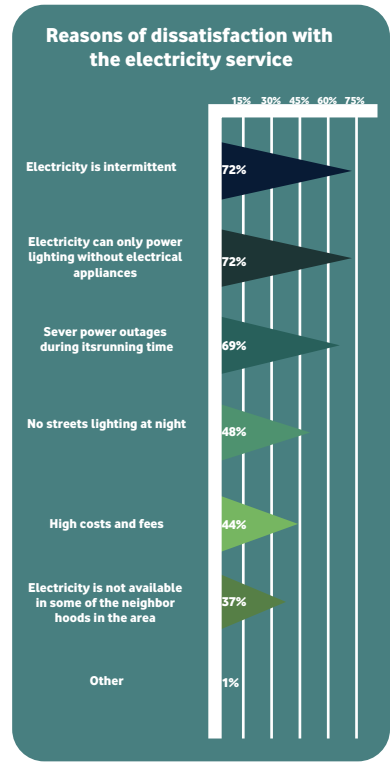
Electricity:

With regard to electricity, we find that 10% of the respondents said that it is not available in the areas of residence, and this percentage is higher in the northern countryside of Deir ez-Zur (28%), while in the eastern countryside, it was 12%, and in the western countryside, the percentage of those who said that there is no electricity available dropped to 1%, it should be noted here that the electrical energy sources varies according to those who said that it is available in their areas, as 56% of them said that it is governmental network electricity, while 40% said that they get electricity from local sources (generators and monthly subscriptions). 4% also depend on household electricity generators to get electrical



energy, and here we notice that there is an obvious difference in the sources of available electricity according to the areas covered by the study, as the vast majority of respondents in the western and northern countryside said that it is governmental network electricity, unlike the respondents in the eastern countryside, whereas the majority of them said that they get electricity through monthly subscriptions, as shown in the following chart:

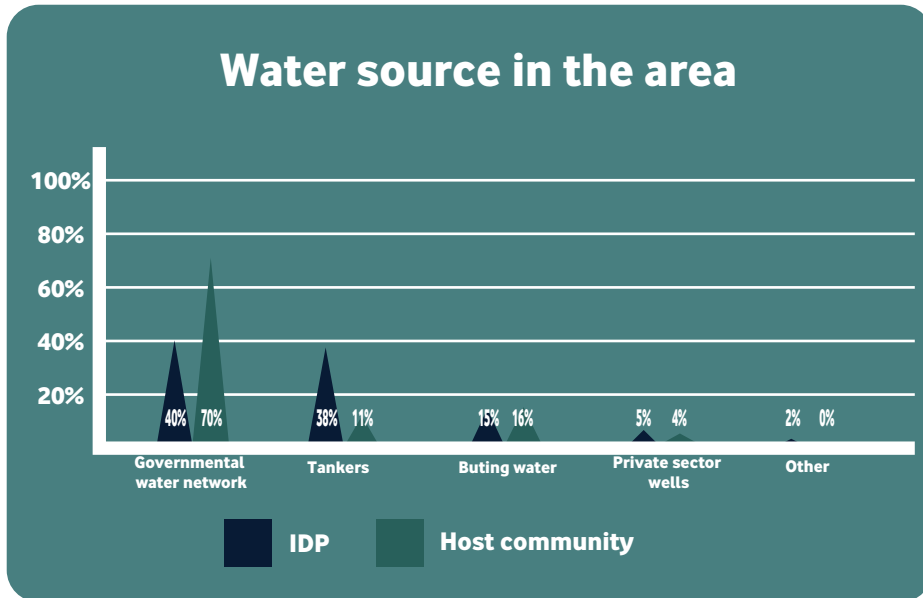
As for the level of satisfaction with electricity services, we find that more than three-quarters of the respondents who have access to electricity services are unsatisfied or completely unsatisfied with those services, and this is due to many reasons; the most prominent of which is that electricity is intermittent, and it can only operate lighting without the ability to operate other electrical appliances, in addition to that, citizens are forced to pay large sums of money in exchange for getting electricity, in addition to the utter unavailability of electricity in some neighborhoods of the same area. One of the employees of the Energy Directorate justified the weakness of electricity and its intermittence by saying that the energy proportion allocated to Deir ez-Zur areas is insufficient to meet the needs of the area, as he said: "We have a specific energy proportion just like the rest of the areas, and the expansion plan covers 10%, while the amount required to improve electricity is an annual work plan of 100%. We only have one crane and 11 agricultural societies operated by electricity, and we cannot meet the needs of the area".



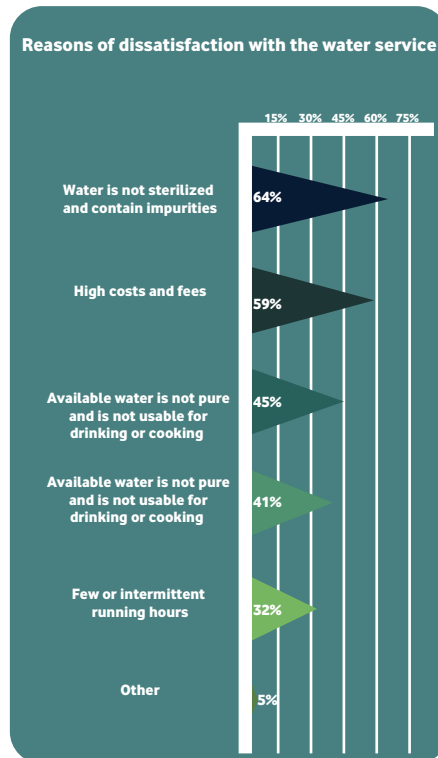
A member of the Economy Committee said that they seek to improve the situation of electricity in the area, as they have submitted a request to the Coalition to supply them with gas turbines to meet the region's electricity needs and that they are following up on that request, indicating that the provision of electricity will have a positive impact on improving all services in the region and will help achieve security stability.

Water:

About a third of the respondents said that water is not available in their areas of residence, and this percentage is higher in the eastern countryside of Deir ez-Zur (41%), while in the northern and western countryside it reached 28% and 22% respectively, and we note here that the percentage of those who said that water is not available in their areas is higher among the host community members compared to the IDPs, as this percentage among the host community members was 36%, while among the IDPs, it reached 23%. It can be said that this is due to the different sources of water; as the host community members depend on government network water as a main source of water, while the IDPs depend on water provided by tankers, along with government water.

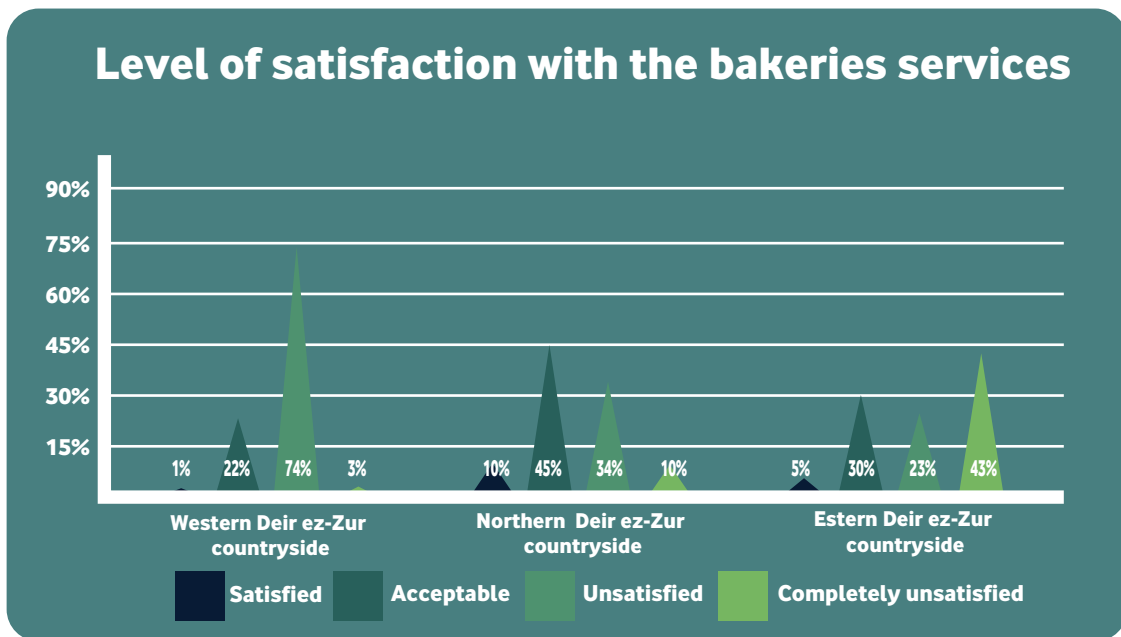


The level of dissatisfaction with water services is higher among the IDPs who said that these services are available, as nearly two-thirds of them said that they are unsatisfied or completely unsatisfied with it, while among the host community members, respondents who said that they are unsatisfied or completely unsatisfied constitute one-third of them. As for the reasons for dissatisfaction with water services, nearly two-thirds of the respondents attributed that to the fact that the water is not sterile and contains impurities. It should be noted here that during the focused dialogue session that addressed the services situation in Deir ez-Zur, a participant who is a member of the economy committee said that water pumping stations have been provided with sterilization materials, but the problem is that there is a waste of water by the citizens.



Services of bakeries and bread selling centers:

Bakeries and bread selling centers are available in all villages and towns covered by the study, knowing that there are three respondents in the eastern countryside of Deir ez-Zur (two respondents in Al-Kishkieh village and one respondent in the village of Abu Hamam) said that there are no bakeries nor bread selling centers in their areas, these respondents constitute 1% of the total number of respondents, and in general, the level of respondents' satisfaction with the service and work of bakeries and bread selling centers is low, as the percentage of those who are satisfied did not exceed 4%, while 29% said that it is acceptable, as for the percentage of those who said that they are unsatisfied or completely unsatisfied with the bakeries service, it reached 46% and 21% respectively, and we notice here that the level of satisfaction is somewhat higher in the northern countryside of Deir ez-Zur compared to the eastern and western countryside, as shown in the following chart:



There are many reasons for respondents' dissatisfaction with the services and work of bakeries, and at the forefront of these reasons is the lack of justice in the geographic distribution of bakeries and bread selling centers on the residential areas according to the opinion of 88% of those who said they are unsatisfied and added that they have to go to areas far from their areas of residence to get bread. The consultant of the Agricultural Development Company said that the total number of bakeries in all of the villages is not sufficient to meet the needs of the citizens.

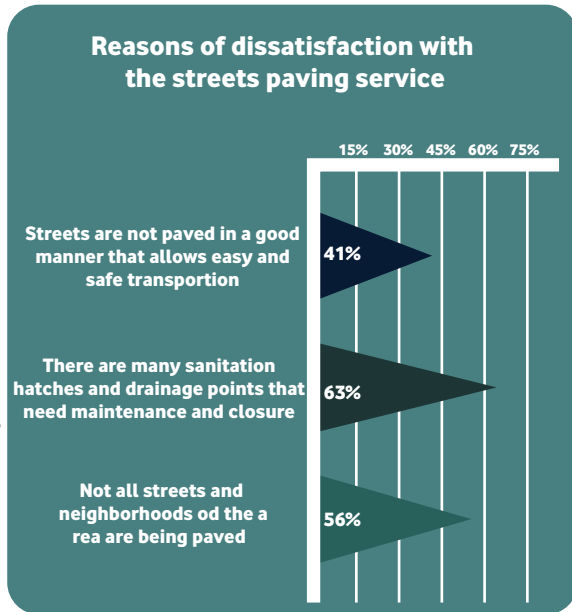
The percentage of the respondents who said that their dissatisfaction with the service of the bakeries is due to the fact that the used flour is of very poor quality is also high, as it leads to the production of poor quality bread, and here the director of the Mills Directorate says that all bakeries were producing low-quality bread because the bakeries had to buy the flour from the private sector mills due to the insufficiency of the Agricultural Development Company's flour production, knowing that the private sector mills produce low-quality flour, and bribery and favoritism are present in their transactions, but about a month ago, CHF Organization has established a mill which is equipped with good machinery, this mill produces 50 tons of flour per day, in addition to the mill of Women's House, which produces another 20 tons per day, accordingly, dealing with private sector mills has been canceled, and the quality of bread has significantly improved ever since.

On the other hand, we find that nearly three-quarters of the respondents who said that they are unsatisfied with the work of bakeries and bread selling centers said that the reason for their dissatisfaction is the lack of an organized mechanism for distributing bread at the bakeries, and given the crowdedness in front of the bakeries which is caused by this problem, and the risks that this crowdedness may cause in light of the outbreak of the COVID-19, the participants of the focused dialogue session that discussed the situation of bakeries in Deir ez-Zur were asked about the preventive measures and plans that were taken by the Supply Directorate to reduce the phenomenon of crowdedness, and the representative of the Finance Directorate answered by saying that the measures are still being studied, and they were not implemented due to the poor capabilities, the low level of awareness about the disease and the dangers of overcrowding, and he said that the this problem can be solved by distributing bread through a delegate who delivers bread to the citizens' houses, but this decision is still being studied and has not yet been implemented.

In addition to the aforementioned information, 59% of the respondents said that their dissatisfaction with the quality of the work of bakeries is due to the failure to adhere to hygiene rules during the bread production process, and 30% said that this is due to the high prices.

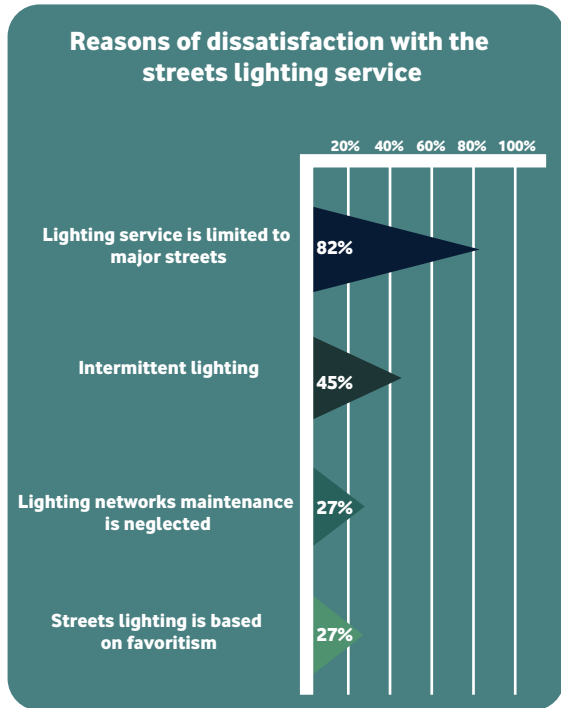
Streets paving and lighting services:

More than half of the respondents (55%) said that the municipalities do not pave the streets and roads within their areas, and this percentage is close in all of the study areas, as it was somewhat higher in the eastern countryside of Deir ez-Zur (62%), while in the northern and western countryside, it reached 52% and 51% respectively. As for those who said that street and road paving services are available in their areas, 42% of them said that they are unsatisfied with these services, and 2% of them said that they are completely unsatisfied, and their dissatisfaction is due to many reasons, as there are many sanitation hatches and water drainage points which needs maintenance and closure, on the other hand, the paving services do not include all neighborhoods and streets in the area. It should be noted that one of the participants of the focused dialogue sessions that was held in the office of MARI Organization at Al-Kasra area said that in Al-Ali area, they suffer the unavailability of sanitation networks and poor condition of roads and streets, especially the minor ones. Another participant said that the available services are insufficient, especially with regard to paving the roads in Al-Basira area, and that the people are paying 5,000 SYP to pave the minor roads, but these roads are still in a bad condition, and this is due to the lack of oversight over the employees of the committees that provide these services and the prevalence of bribery and favoritism.



With regard to public streets and roads lighting services, 53 respondents said that these services are available in their areas, this number constitutes about a quarter of the study participants. It should be noted here that all respondents in the northern countryside of Deir ez-Zur said that the public streets and roads lighting service is not available, while in the eastern and western countryside, this percentage reached 78% and 62% respectively.

22 respondents said that they are unsatisfied with public streets and roads lighting services, which represents 42% of the total number of respondents who said that these services are available in their areas. The most prominent reasons for respondents' dissatisfaction are that the lighting is limited to the main streets and roads without the minor streets, in addition to the fact that the lighting is intermittent and not always available, and more than a quarter of the respondents who are unsatisfied with lighting services said that there is negligence in terms of the maintenance of street lighting networks, which is the same percentage of those who said that the street lighting process is based on favoritism and mediation.



Public hygiene and waste disposal services:

In general, the majority of respondents (85%) said that public hygiene and wastes disposal services are available in the areas in which they reside, and this percentage was higher in the western countryside of Deir ez-Zur, as it reached 90%, while in the northern countryside it was 83% and in the eastern countryside 80%. The level of dissatisfaction with the available public hygiene and waste disposal services is low, as the number of respondents who expressed their dissatisfaction with these services was 32, which constitutes 18% of the total number of respondents who said that these services are available in their areas, and two respondents said that they are completely unsatisfied with these services, which constitutes 1%, and the reasons for dissatisfaction with public hygiene and wastes disposal services vary as shown in the following chart:

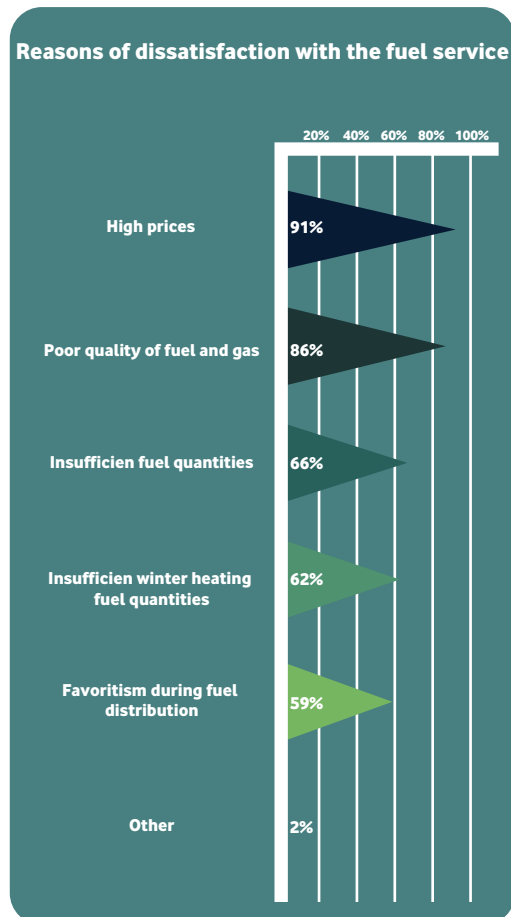


Fuel:

Main oil and gas fields in Syria are located within the areas that are controlled by Syrian Democratic Forces as Syrian Jazeera area contains Al-Rumeilan, Al-Shaddadi, Al-Jabsa, Alsweidieh fields, and it also includes Al-Rumeilan refinery and the Karachuk, Alyan, Maashouk and Lilak fields, and in the countryside of Deir Ezzor there are many oil fields, the most important of which are Koniko, Al-Jufrah and Al-Omar. Syrian Democratic Forces are using these fields to supply the areas under their control with fuel such as gas, petrol and heating fuel (diesel). Despite the large number of oil and gas fields and their importance, many respondents in the northern and eastern countryside of Deir ez-Zur said that the fuel is not available within their areas, as the percentage of the respondents who said that fuel is not available in the northern countryside was 31%, while in the eastern countryside, it was 8%. On the other hand, we also notice that the level of satisfaction among those who said that fuel and gas are available in their areas is low, as the percentage of those who are unsatisfied reached 59% and the percentage of those who are completely unsatisfied was 29%, while the percentage of those who said fuel services are acceptable or that they are satisfied with it was 10% and 2% respectively.

There are many reasons for respondents' dissatisfaction with the available fuel services, and at the forefront of these reasons is the high fuel prices, which according to local sources is attributed to smuggling oil and oil derivatives to areas under Syrian regime's control.

The percentage of respondents who attributed their dissatisfaction to other reasons is also high, these other reasons include the poor quality of fuels and gas, insufficient quantities of fuel, or that the quantities of fuel allocated for heating are insufficient, while 59% attribute their dissatisfaction to the adoption of favoritism in the fuel distribution process, and here we mention what the representative of the fuel committee said during his participation in one of the dialogue sessions, as he said that during this year, they avoided the mistakes that were made last year while distributing heating diesel, as coordination was made with schools and teachers to register the names of citizens and to give them receipt vouchers.



Personal status services:

With regard to personal status departments (Nufos), all respondents except one respondent said that there are no such departments in their areas of residence, while the respondent who said that there is a personal status department in his village, he lives in the village of Jazret Al-Bouhmeid in the western countryside of Deir ez-Zur, and he is not satisfied with the services that provided by this department, because it does not provide the ability to obtain all the identification documents he needs, in addition to the incompetence of the employees.

Taxes:

Key findings of the study showed that nearly two-thirds of the respondents do not pay any taxes to the authorities and institutions responsible for managing the area. As for the taxes that the other third pays, they are, according to 80% of them, housing taxes, and here we denote that the vast majority of those who said that they pay housing taxes live in an independent house or a shared house. On the other hand, the percentage of those who said that they pay taxes related to their agricultural, trade or industrial activities was 7%, while 14% said that they pay taxes in exchange for public hygiene and wastes disposal services.

In general, the vast majority (80%) of the respondents who pay taxes said that these taxes are acceptable, and 11% said that they are satisfied with the taxes they pay, and the percentage of those who are unsatisfied was 9% (seven respondents). As for the reasons for dissatisfaction, one of the respondents said that the value of collected taxes is very high, while six respondents said that they do not get any benefits in exchange for taxes they pay, while three respondents said that there is a kind of discrimination between people in terms of the imposition and collection of taxes.

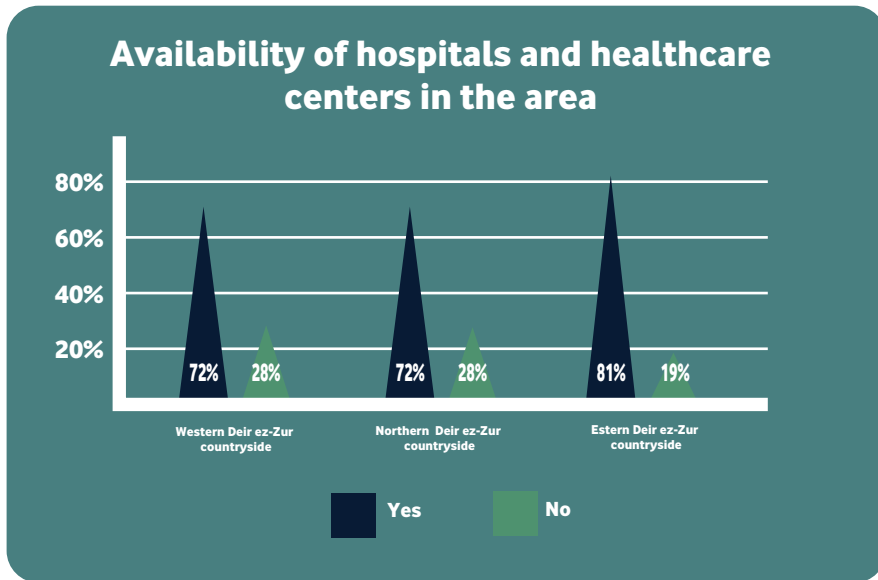
Second- Health Services:

Generally, people of Deir ez-Zur governorate suffer the deterioration of the health situation and the spread of many epidemics and dermal diseases such as hepatitis and leishmaniasis, in addition to some unordinary dermal diseases resulting from the use of some chemicals that are installed in a primitive way for sterilizing water, since the drinking water in the area has been contaminated After ISIS moved electricity generators which were used for water refineries to other areas, and destroyed many of them upon its withdrawal, along with preventing humanitarian organizations from delivering the materials needed to purify water during the period of its control over the area, in addition to the pollution of the Euphrates River water as a result of mixing with sewage water, according to reports issued by UNICEF .

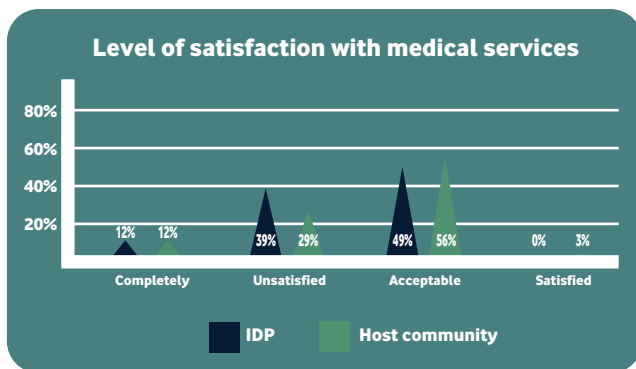
The participants of the focused dialogue session that was held in the M'ezeleh area, which addressed the health situation in the area, talked about the suffering of the people and the spread of epidemics and diseases, as a female participant talked about many diseases that area's children suffer such as leishmaniasis, severe diarrheas, high temperatures, fungal infections, eczema and fever, and the also suffers from environmental pollution which is resulted from the existence of a large pit in which the wastes of oil fields close to the area are thrown, which causes many chronic diseases for children such as asthma and cancers, and the people have also said that they generally suffer scorpion stings and poisonous insects that abound in the area and the lack of vaccines for it. as for women, they suffer the lack of women's healthcare centers or obstetric hospitals that provide care for pregnant women and fetuses during pregnancy or at childbirth, which has caused several deaths of newborns.

Regarding the availability of hospitals and healthcare centers in general, approximately a quarter of the study participants said that such centers are unavailable in the areas in which they reside, and this percentage is higher in both the western and northern countryside of Deir ez-Zur compared to its eastern countryside, and it should be noted here that this percentage differs from one village to another even in the same area, whereas in the eastern countryside, all the participants in the village of Al-Baghouz said that there are no hospitals or healthcare centers in their village, which is the same

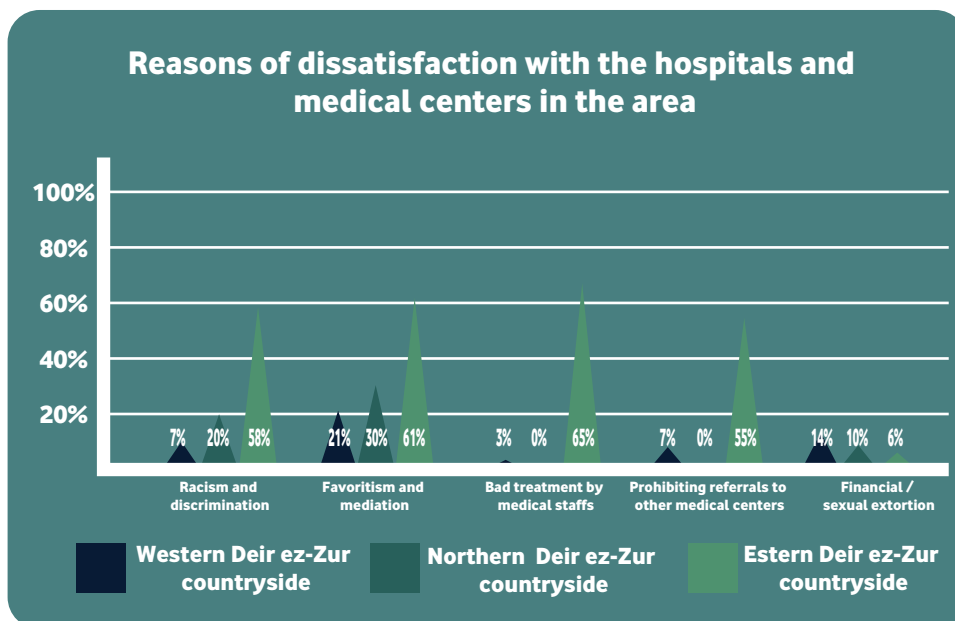
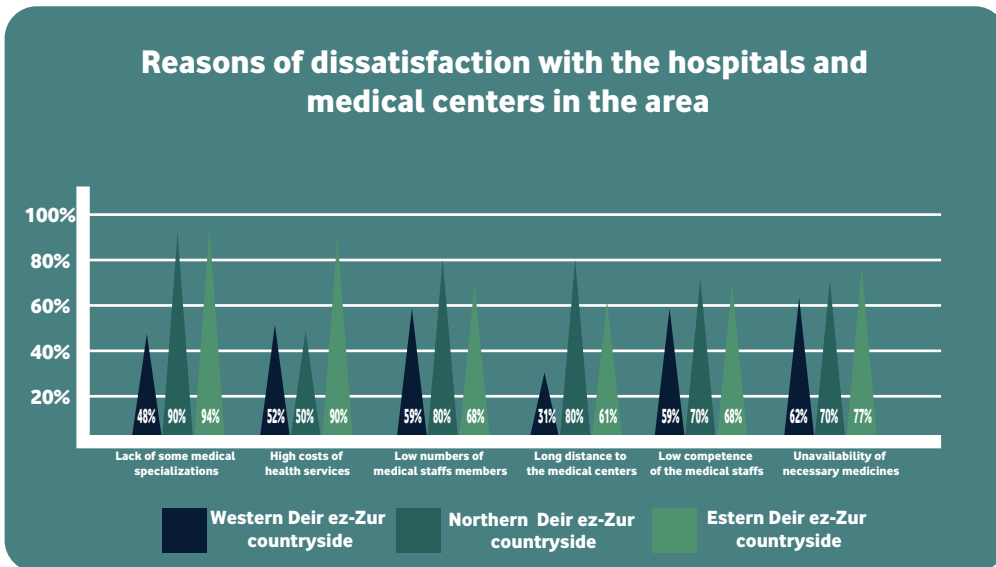
answer of half of the participants who live in the village of Al-Souseh and two of the participants in in Al-Kishkieh village, while in the western countryside, all respondents who live in Sferat Foukani said that there are no healthcare centers, along with three quarters of respondents in Al- Jinnieh village, and in the village of Al-Husan, the number of those who said that there are no hospitals and healthcare centers was 4 respondents, while in Al-Sa`wa and Al-Harmoushieh, the number of respondents who provided the same answer was one respondent in each, and in the northern countryside, 4 respondents in Al-Ghariba village said that there are no hospitals and healthcare centers, while in each of Al-Sour and M'ezeleh villages, the number of respondent who provided the same answer was two. It should be noted here that the participants of the focused dialogue session in M'ezeleh village said that there is only one healthcare center in the area, but it is unable to provide services for patients because it is not equipped with the necessary medical supplies and equipment, in addition to the lack of medicines, knowing that the area is in dire need for an integrated healthcare center as its population is over forty thousand people, and they are forced to refer all emergency cases to Al Mahmeedeh Hospital or Al-Kasra Hospital due to the lack of healthcare centers in the area.



In general, the percentage of the respondents who said that they are satisfied with the healthcare services provided by the hospitals and the healthcare centers in the area is low, as it was 3% among the host community members, while none of the IDPs expressed satisfaction with these services, while the majority of the participants said that these services are acceptable, and 32% of them said that they are unsatisfied with the provided services, and 12% of them said that they are completely unsatisfied.



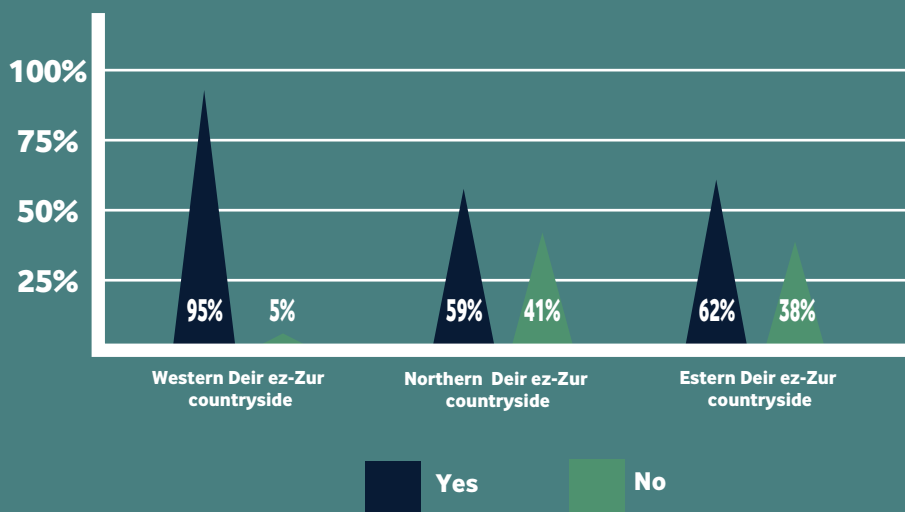
The reasons of participants being unsatisfied with the services provided by the hospitals and healthcare centers vary, as they include lack of some medical specialties, lack of medicines, high costs of accessing services, low number of workers in these centers and lack of competence among them, in addition to the long distances between these centers and the participants' places of residence, favoritism and mediation, bad treatment by the medical staffs and prevention of referrals to other medical centers. Here we notice that respondents' answers varied according to the area in which they reside, as the vast majority of respondents in eastern and northern Deir ez-Zur countryside attributed their dissatisfaction to lack of some medical specialties, while this percentage dropped to less than a half in the western countryside, also, the percentage of those who attributed their dissatisfaction to the high costs of accessing healthcare services reached 90% in the eastern countryside, while in the western and northern countryside it was 52% and 50% respectively. We also notice that none of the respondents in the northern countryside attributed dissatisfaction to the bad treatment by the medical staff or prevention of referrals to other medical centers, while nearly two-thirds of the respondents in the eastern countryside said that the treatment by medical staffs of the healthcare centers is bad, and over half of them said that the reason is the prevention of referrals to other medical centers.



Regarding the availability of physical therapy centers that provide services to people with special needs, 27 respondents said that their areas have such centers, and this number constitutes 13% of the total number of the respondents. It should be noted here that the number of respondents who said that they are unsatisfied or completely unsatisfied about the services of these centers was three respondents, as one two of them said that they are unsatisfied, while the other said that he is completely unsatisfied. As for the reasons of dissatisfaction, those three respondents said that these centers are few in number, while the number of respondents who said that these centers are far or that their staffs are incompetent or because of favoritism and mediation and bad treatment was one respondent for each.

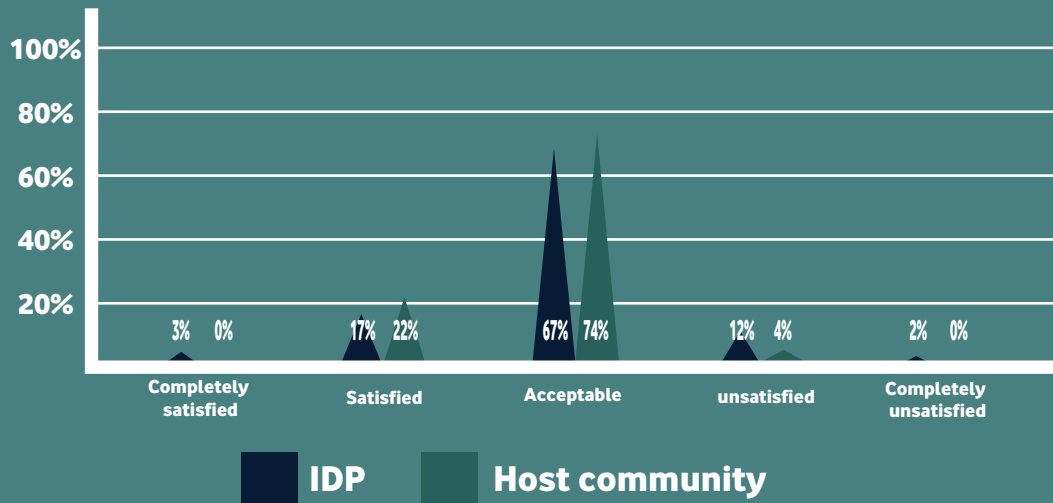
With regard to children's vaccinations, three-quarters of the respondents said that it is available in their areas of residence, while the percentage of respondents who said that it is available in their areas is higher in the western countryside compared to northern and eastern countryside. It should be noted here that all of the respondents in Al-Baghouz village in eastern Deir ez-Zur countryside said that children's vaccinations are unavailable in their area.

Are children's vaccinations available in the area



We notice here that there is a considerable level of satisfaction with the children's vaccinations available services, as the percentage of those who expressed their satisfaction with these services reached 20%, and 1% said that they are completely satisfied, while nearly three-quarters of the respondents said that these services are acceptable, and the number of respondents who said that they are unsatisfied was 11, which constitutes 7% of the total number of those who said that vaccination services are available, and one respondent said that he is completely unsatisfied, which is 1%. It should be noted here that the level of dissatisfaction among IDPs is higher than host community members.

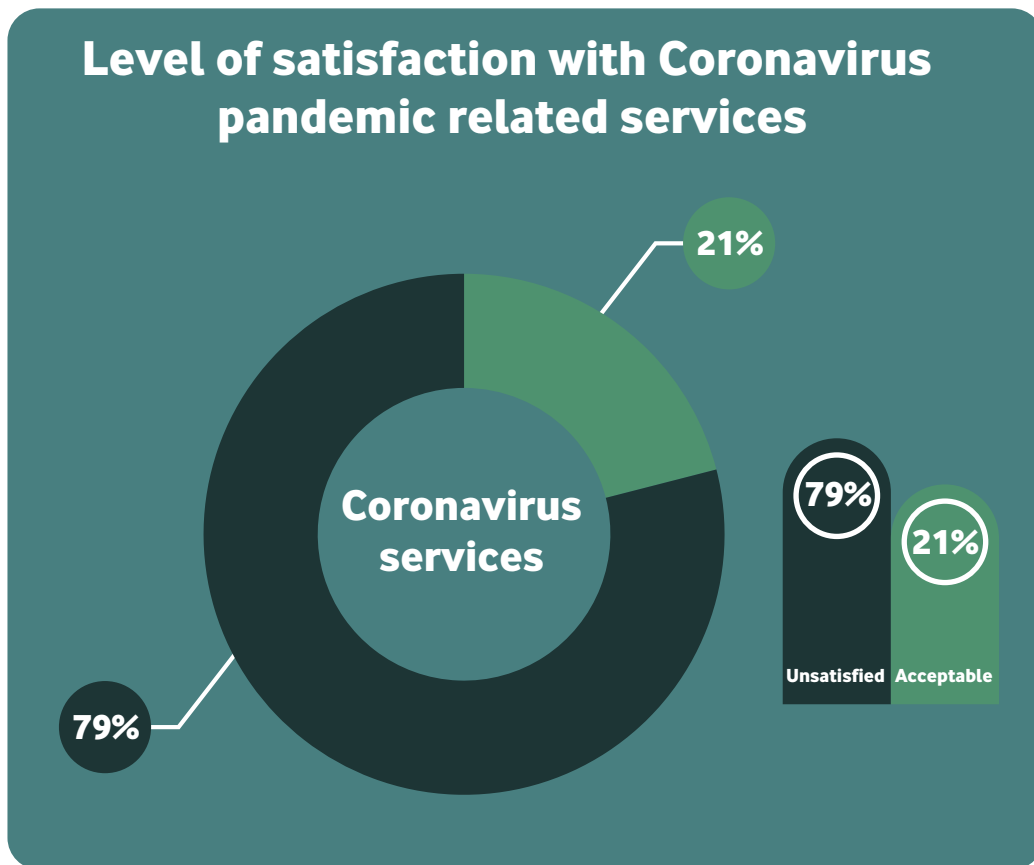
Level of satisfaction with vaccination services



Regarding the reasons of dissatisfaction, 10 respondents attributed it to low number of centers that provide children's vaccination services, while 8 respondents attributed it to the long distance between these centers and their areas of residence, and 9 respondents said that they are unsatisfied with these services due to the incompetence of the staffs of these centers, and 3 respondents attributed their dissatisfaction to the favoritism and mediation, while the number of respondents who attributed their dissatisfaction to the bad treatment by the staffs or to financial or sexual extortion or exploitation was two respondents for each answer.

Finally, about the availability of healthcare services related to COVID-19, 14 respondents said that these services are available, and this number constitutes 7% of the total number of the study participants. The majority of those who said that health services related to COVID-19 epidemic are available live in Al-Kasra village in the western countryside of Deir ez-Zur, as they were 10 respondents, which is the total number of respondents in this village, while the rest of the respondents who said that health services related to COVID-19 epidemic are available live in Al-Husan village in the western countryside and the Al-Sour village in the northern countryside and Jdidet Bkara village in the eastern countryside (one respondent in each village). As for the nature and type of the available services, all respondents in Al-Kasra village expressed the availability of COVID-19 detection test kits, while none of the respondents in the rest of the villages said that these test kits are available, also, 9 respondents in al-Kasra village and one respondent in Al-Husan village said that there are quarantine centers, and all respondents who expressed the availability of COVID-19 epidemic related services except for one respondent in Al-Husan village said that the distribution of sterilizers and facemasks are distributed in these villages, and the number of those who said that the medicines are available was only 4 respondents in Al-Kasra village.

As for the level of satisfaction with COVID-19 related services among the respondents, 11 respondents of the total number of respondents (which constitutes 79%) who said that such services are available said that they are acceptable, while the number of those who said that they are unsatisfied was three respondents (21%). All respondents who said that they are unsatisfied with these services agree that there are no medical staffs that are qualified to handle COVID-19 pandemic and that the available centers cannot accommodate the handle all cases of infection, while the number of respondents who attributed their dissatisfaction to the long distance to the healthcare centers or to the unavailability of some services or the lack of commitment to the necessary COVID-19 preventive methods and measures by the staffs of these centers was two respondents for each of the aforementioned options.



It should be noted here that the health sector workers have recently protested in front of the Health Committee of the Council of the Autonomous Administration in Al-Ma'amel area in the northern countryside of Deir ez-Zur, during which they demanded improving the health situation in the areas under the control of the Syrian Democratic Forces in light of the spread of the COVID-19, whereas the protesters demanded establishing quarantine center and providing ventilators for the infected in addition to providing medicines .

Third: Education Services:

Education sector in Deir ez-Zur has witnessed many changes as a result of the military operations that the governorate witnessed and the change of forces controlling it, which had a negative impact on students, as during the control of ISIS over the area, ISIS organization's leadership issued many decisions, which began with canceling some educational curricula subjects such as philosophy, such as philosophy and chemistry, under the pretext of opposing or not relying on the provisions of Islamic Sharia, and a later decision of closing all public schools in the areas controlled by the organization was issued under the pretext that these schools teach curricula that contradict the organization's vision of Islamic Sharia. Also, the organization has announced that all education sector employees must attend Sharia enrollment courses, and as for university students, ISIS has prevented them from going to their colleges in the areas controlled by the Syrian regime, and in general, these decisions had devastating impact that caused preventing large numbers of students at various school levels from pursuing their education .

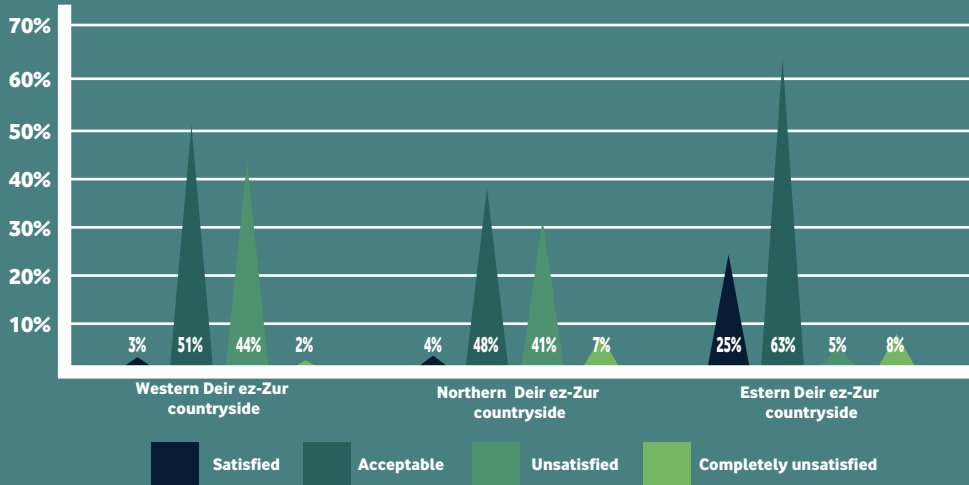
On the other hand, after the Syrian Democratic Forces gained control over the majority of the areas of northern bank of the Euphrates River in Deir ez-Zur governorate, education sector has faced many challenges, as most of the schools were destroyed due to the military operations that took place in the area, while the schools that were not destroyed suffered lack of necessary equipment for pursuing education, such as students' desks and classrooms' boards .

Syrian Democratic Forces have also imposed new educational curricula in the areas under its control, which caused resentment of the population of these areas due to canceling the Islamic Education subject, and removing everything about the Arab and Islamic civilizations from History Subject, in addition to their attempt to add Sexual Education subject to the curricula within Genealogy book, and limiting the Geography subject to the areas under control of the Syrian Democratic Forces, and some of the population have also deemed the curricula that is being taught scientifically weak and somewhat racist .

Referring to the key findings of this study, we find that the vast majority of the respondents said that schools and educational centers are available in their areas, as the number of respondents who said that it is unavailable was only 5 respondents, two of which are living in Al-Sour village in the northern Deir ez-Zur countryside, and the other three are from the eastern countryside (two respondents in Al-Shheil village and one respondent in Al-Baghouz village).

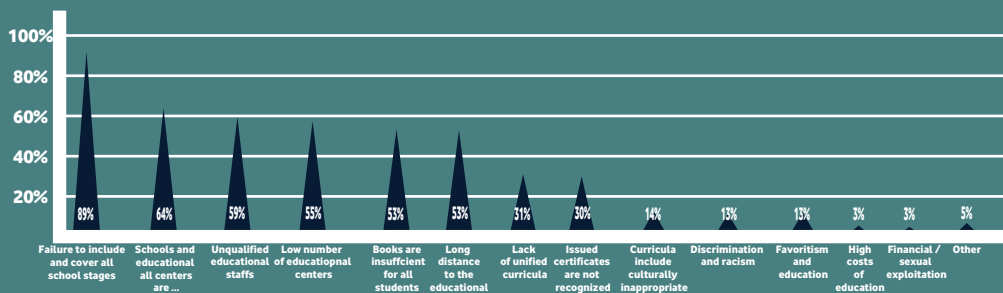
We notice that there is a low level of satisfaction with the provided education services, as the percentage of the respondents who said that they are satisfied with these services did not exceed 13%, while 56% said that these services are acceptable, and the percentage of those who said that they are unsatisfied or completely unsatisfied reached 26% and 5% respectively. The level of dissatisfaction among the IDPs is somewhat higher than the host community members, as the percentage of the IDPs who said that they are unsatisfied or completely unsatisfied with education services is 38%, while this percentage among the host community members is 28%, and the level of satisfaction with education services is noticeably higher in the eastern countryside of Deir ez-Zur than in the northern and western countryside, as shown in the following chart:

Level of satisfaction with educational services in the area



having asked the respondents who said that they are unsatisfied or completely unsatisfied with education services about the reasons of their dissatisfaction, 89% of them attributed it to the fact that education services do not cover all educational levels, this percentage was higher in the northern countryside, as it reached 100%, and 64% said that the reason of their dissatisfaction is due to the fact that schools and educational centers are dilapidated, and this percentage was also higher in the northern countryside as it reached 77%, while in the western countryside it was 65% and decreased in the eastern countryside to 45%. The percentage of those who attributed their dissatisfaction to the fact that educational staffs are not qualified or to the low numbers of educational centers or because books are not sufficient for all students. It should also be noted that among the reasons of respondents' dissatisfaction is that the certificates issued by educational centers and institutions are not internationally recognized, and 14% said that the subjects included in the curriculum do not fit the culture of the population of the area, we also note here that 13% said that there is some kind of discrimination and racism in schools and educational centers, and this percentage was higher among IDPs, as it reached 24%, while was only 3% among the host community members. In addition to the aforementioned reasons, there are some reasons behind respondents' dissatisfaction, such as favoritism, mediation, high costs of education, and exposure to exploitation, whether financial or sexual as shown in the following chart:

Reasons of dissatisfaction with the educational services in the area



finally, we denote that all respondents said that university education is unavailable in their areas of residence.

Fourth- Services provided to women and children:

With regard to the services provided to women in Deir ez-Zur governorate, MARI Organization, among the activities of the Active Citizens Program, organized two focused dialogue sessions, the first of which was held on 12/11/2020 within the office of the Women's Committee in the Civil Council in Deir ez-Zur, and was attended by 19 women, during this session, the team of Active Citizens Program met with representatives of the Women's Committee and a number of women of the area, during the session the representatives of the Women's Committee spoke about the formation of the committee, the nature of its work and the services it provides to women, whereas the committee was formed since the Syrian Democratic Forces gained control over the area and the Autonomous Administration assumed the task of managing it. The committee provides its services in all areas of Deir ez-Zur, starting from the village of Al-Jazarat to Al-Baghouz, and the committee's offices are divided into women's councils and women's committees, as the women's committees are governmental institutions affiliated with the Autonomous Administration, while the councils are societal institutions concerned with women's social issues such as marriage, divorce and gender-based violence.

As for the work of the Women's Committee and the services it provides, they are varied, as since it was established, the committee has worked to raise awareness of women in the area about their rights by distributing awareness brochures and organizing many seminars and lectures on women's rights. The committee has also shed light on many issues related to women, such as underage marriage, depriving girls of education, and issues of violence against women in all its forms. The representatives of the committee stress the importance of these activities due to the tribal mentality prevailing in the area and the ideas spread by ISIS as a result of its control over the area.

On the other hand, and regarding the economic aspect, the Women's Committee worked to implement some projects that support women economically, as it implemented a detergents industry project in which five beneficiaries work, also, it implemented a second-hand European clothing project in which four beneficiaries work, and a project named Beit Al-Mouneh (Pantry), in which five beneficiaries work, in addition to the Women's Bakery Project, in which several beneficiaries work. In addition to the aforementioned projects, the committee organized several literacy courses and vocational training courses.

As for the second dialogue session, it was held on 18/11/2020 within MARI Organization's office in Al- Mahmeedeh village, during the session, representatives of the Women's Committee in the Autonomous Administration and representatives of organizations concerned with women's affairs were invited to talk about the provided services. The representative of Relief Organization assured that the organization has implemented many women-related projects, the most important of which is the Women's Protection Program, creating safe spaces for women, cooperation with the Medical Organization to provide free medical services to women at Al-Kasra Hospital, and working to raise awareness among women by organizing seminars and dialogue sessions on many issues, the most prominent of which is gender-based violence.

The representative of Medical Organization talked about the services provided by the organization to women, which is the provision of free medical services to women in Al-Kasra Hospital and Al-Jazara Healthcare Center, whereas the organization worked to provide medicines to women, receive emergency cases and conduct surgeries. As for the representative of MARI Organization, she mentioned the most prominent projects targeting women in the area, as the organization implemented an agricultural project targeting women in the eastern countryside of Deir ez-Zur, and worked on forming a special forum for women (Women's Forum) as a part of the activities of Musharaka Forum Project, which seeks to enhance the situation of women and empower them socially, culturally and politically, in addition to a greenhouses project operated by women, which aims to empower women economically.

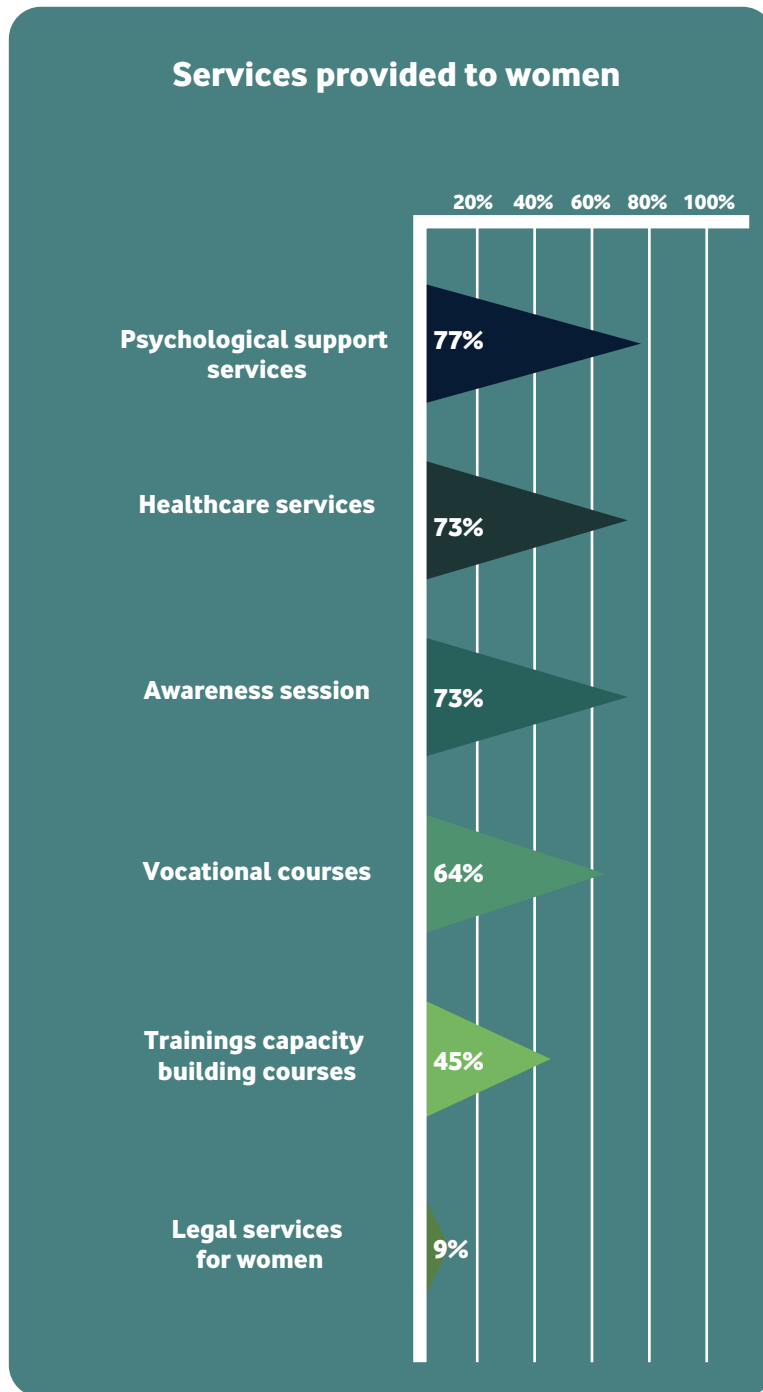
It should be noted here that the dialogue session participants have also talked about many of the difficulties and challenges that they face during the implementation of projects. The spokeswoman of the Women's Committee said that the committee seeks to expand its activities, but it suffers from weak financial support and the vast geographical distances between areas.

The session also included talking about that the medical services provided by Al-Kasra Hospital are insufficient, as emergency cases are not accepted at night, and surgeries are only available two days a week, which forces women who has childbirth cases or women who need caesarean sections to travel to Al-Raqqa, Al-Hasakeh or Al-Qamishli to have this kind of operations, and the representative of Medical Organization responded about this problem and said that the reason of this problem is the deteriorating security situation in Deir ez-Zur, which caused the migration of many doctors, and that the doctors who are still in the area do not accept to come to the hospital at night to perform surgeries, but at the same time, the hospital provides free-of-charge ambulances to transport emergency cases to other governorates.

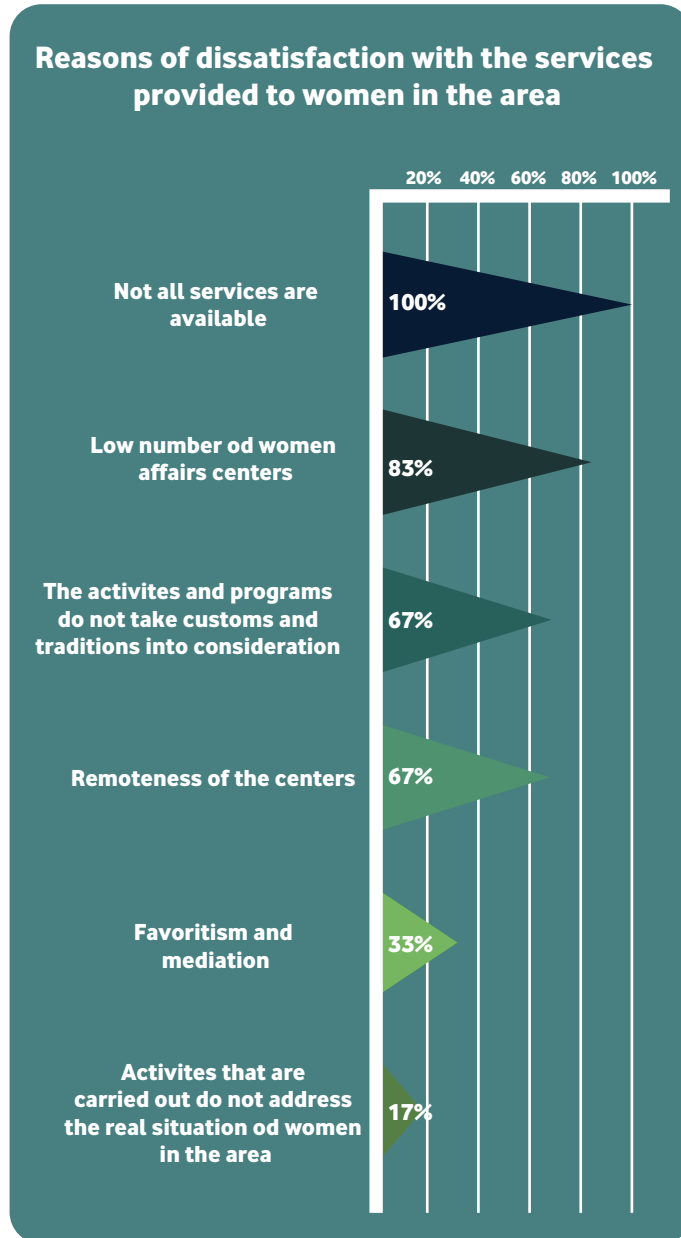
On the other hand, the representative of Relief Organization said that there is a great negligence in providing health, social, or psychological services in marginalized areas, such as the residential gatherings of some IDPs in villages and informal camps that have not been reached by humanitarian organizations or governmental agencies and institutions, knowing that women in those areas are in dire need of assistance.

Despite the aforementioned services targeting women in the area and the services mentioned by the representatives of the Women's Committee and humanitarian organizations, we find that only 22 respondents said that services for women are available in their areas, which is 11% of the total number of respondents, and the percentage of those who said that special services for women are available in the western countryside of Deir ez-Zur was 15% (13 respondents out of the total number of respondents in the western countryside), and this number includes all respondents in Al-Kasra village and two respondents in Al-Sa`wa and one respondent in Al-Husan village, while in the eastern countryside, all respondents in Al-Sabha village and two respondents in Al-Basira village said that special services for women are available, which is 9% of the total number of respondents in the eastern countryside, and in the northern countryside, only one respondent in the village of Al-Sour said that such services are available.

It should be noted here that the services available in the northern countryside are limited to healthcare services, but in the eastern and western countryside, these services include healthcare, psychological support services, awareness sessions, capacity building courses, vocational trainings, and legal services.



Regarding the level of satisfaction with the services provided to women, approximately two-thirds of the respondents who said that these services are available said that they are acceptable, and 5% of them said that they are satisfied with these services, which is the same percentage of those who said they are completely satisfied, and the percentage of those who said they are unsatisfied or completely unsatisfied reached 18% and 9%, respectively, and they attribute their dissatisfaction to many reasons, as shown in the following chart:



Finally, with regard to the availability of services provided to children, only 5 respondents said that such services are available, which is 2% of the total number of the study participants, as one respondent in Al-Kasra village in the western countryside and another respondent in Al-M'ezeleh village in the northern countryside said that healthcare services for children are available, while three respondents in Al-Basira village in the eastern countryside said that the necessary tools for children's education have been provided, and one of them also said that special education services for children with learning difficulties are available in the area.

One respondent in the northern countryside and two respondents in the eastern countryside said that they are unsatisfied with the services provided to children because centers that provide such services are few in number, and the long distance to the available centers and the failure of these provided services to meet the all the needs of children and the failure of the implemented programs to address the situation, and one of them referred to the spread of favoritism and mediation within the centers that provide services



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