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Tunisia Accountability, Decentralization, and
Effective Municipalities (TADAEM) Activity



Tounissiet Association Project Report



GENDER-RESPONSIVE PUBLIC SERVICES (GRPS) IN THE GOVERNORATE OF GABES

April 2019





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Gender-Responsive Public Services (GRPS) in the Governorate of Gabes

Prepared by: Tounissiet Project Team

April 2019

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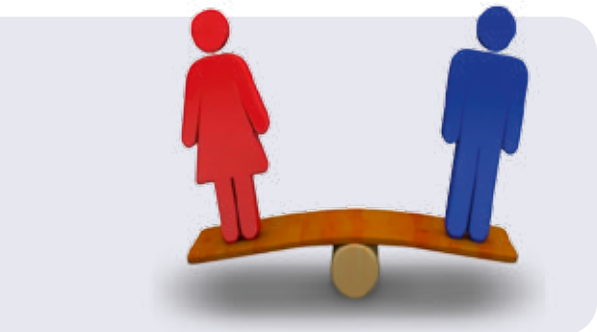
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CHAPTER I:

GENDER APPROACH AND EQUAL OPPORTUNITIES FOR WOMEN AND MEN

I. The Concept of Gender

The concept of gender originated in the 1980s as a term that was popularized and utilized in the lexicon of feminist movements that emerged in North America, then spread to Western Europe in the late 1980s.



At the global level, the term “gender” first appeared in the International Conference on Population and Development, held in Cairo in 1994. This concept was not at that time known or common, nor was it endowed with a precise definition.

Following the Cairo Conference, the Fourth World Conference on Women was convened by the United Nations during September 1995 in Beijing, and continued using this term, particularly in

the articles of international agreements on women and young people.

The modern English word gender etymologically came from Latin genus, which grammatically means “kind” or “type” in terms of masculinity and femininity, i.e. the biological classification. In modern terminology, gender means the role assignment and the social division between male and female in the society.

The United Nations Development Fund for Women (UNIFEM) therefore defines gender as “the socially defined roles for both men and women. Gender roles and expectations are learned. They can change over time and they vary within and between cultures”.

According to the World Health Organization (WHO), gender refers to the concept that is useful to describe those characteristics of women and men that are largely socially constructed features, and are not associated with biological differences.

2. Equal Opportunities for Women and Men

In principle, the notion of equal opportunities for women and men is concomitant with gender equality. The ultimate objective is to acquire and have access to resources notwithstanding the sex of the beneficiary, whether male or female. This necessarily includes economic and political participation, as well as decision-making.

The International Labor Organization (ILO) noted that “gender equality refers to the enjoyment of equal rights, opportunities and treatment by men and women. It asserts that people’s rights, responsibilities, social status and access to resources do not depend on whether they are born male or female. Gender equality implies that all men and women are free to develop their personal abilities and make life choices without the limitations set by stereotypes or prejudices about gender roles or the characteristics of men and women. [...] The concept of equality in employment does not imply that men and women are identical or that their roles or needs are identical. Indeed the concept of equality, and even more that of gender equity seek to give equal value and recognition to the different natures, roles and needs of women and men. [...] Gender equity means fairness of treatment for women and men, according to their respective

needs and interests. This may include equal treatment or treatment that is different but considered equivalent in terms of rights, benefits, obligations and opportunities.”⁽¹⁾

Gender equality is the intended objective, the primary methods contributing to its achievement being gender neutrality and gender equity. Gender parity is harnessed to measure gender balance whatever the situation is; on the other hand, it may be a significant contribution to gender equality, but it is not an end in itself. Gender equality is more than fairness; it is intrinsically linked to women’s rights, and often requires political changes.

In the same vein, the UNICEF suggests that gender equality implies that “women and men, and girls and boys, enjoy the same rights, resources, opportunities and protections. Gender equality does not require that girls and boys, or women and men, be the same, or that they be treated exactly alike”.⁽²⁾

(1) *ABC of Women Workers’ Rights and Gender Equality* - ILO

(2) *UNICEF : Promoting gender equality : An equity-focused approach to programming* (2005)

Gender equality aims at enhancing equal opportunities for women and men, through guaranteeing all rights and privileges in all spheres of life. It is one of the United Nations Millennium Development Goals (MDGs) to build and develop societies, and to reduce discrimination against women.



3. Does Gender Approach Mean Equal Opportunities for Women and Men?

In truth, no one can provide a final, resounding answer in this regard, for the interpretations of the term gender may vary depending on those who construe and adopt it. Some interpret it as identical with equal opportunities for women and men; others extend the notion to include, inter alia, other social groups such as the elderly persons and

people with disabilities; some others narrow and limit it to the biological differences between male and female.

In order to take a stab at the answer, we invoked a number of Tunisian legal instruments addressing the issue of gender equality or equal opportunities for women and men.

4. Gender and Equal Opportunities for Women and Men in the Tunisian Legal Instruments



The concept of gender is not expressly enshrined in the Constitution of the Republic of Tunisia; however, the expression “equal opportunities for men and women” figures in Article 46, which stipulated that “[t]he

State shall guarantee equal opportunities for men and women in the bearing of all the various responsibilities in all fields.”

As regards legal texts, several draft bills included the adoption of the term gender, for example the bill on the Elimination of Violence against Women, the draft organic laws concerning Local Authorities and the State budget :

4.1 Organic Law on the Elimination of Violence against Women

The draft organic law No. 60 of 2016 concerning the Elimination of Violence against Women provided for:

Article 1 : The purpose of this law is to put in place measures required to eliminate all forms of gender-based violence [...].

Article 2 : This law includes all forms of gender-based violence against women [...].

The bill does not offer any proper or concise definition of gender, despite dedicating the entire Article 3 to clarify the terms set forth in the provisions of this law. It provided, for instance, some definitions for the terms “women”, “children”, “violence against women”, “physical violence”, “moral violence”, “sexual violence, and “discrimination against women”.

However, during parliamentary discussion over the bill before the Rights, Liberties and Foreign relations Committee in the Assembly of the Representatives of the People, there were contrasting views about the use of the word gender. Some refused including this term in the provisions of the draft

bill; others were inclined to use it. Some others stressed the importance of providing an accurate definition to the concept, so that the judges would not have to interpret it in a manner contrary to what is initially intended. ⁽³⁾

The Assembly of the Representatives ended up by refraining from using the term gender, and the Organic Law No. 58 of 2017, dated August 11, 2017, on the Elimination of Violence against Women, was promulgated stipulating that :

Article 1 : This law aims at putting in place measures required to eliminate all forms of violence against women, grounded on sex-based discrimination [...].

4.2 Organic Law concerning the Local Authorities Code

The draft organic law concerning the Local Authorities Code stipulated that :

Article 123 : The local authorities shall adopt transparency and participatory processes, and give particular attention to gender mainstreaming during the annual budget preparation [...]

(3) The Rights, Liberties and Foreign relations Committee report on the draft organic law No. 60 of 2016 ThRihtLibtidFiltiCitt concerning the Elimination of Violence against Women

During the discussion of this bill within the Administration Management and Armed Forces Affairs Committee in the Assembly of the Representative of the People, the committee deleted the term *gender*, noting that it does not figure in the Tunisian legal system. The organic law No. 29 of 2018, dated May 9, 2018, concerning the Local Authorities Code, was later promulgated, stating in Article 130, that “the local authorities shall adopt transparency and participatory processes during the annual budget preparation”, refraining thus from using the term *gender* in this article.

On the other hand, this law adopted, on several occasions, the term *equal opportunities for women and men*, as it laid down in:

4.3 Organic Budget Law

The draft organic law No. 71 of 2015 concerning the Organic Budget Law stipulated, in Article 18, that “the head of the program shall work to adopt gender approach in identifying objectives and indicators”. The term *gender* met the same fate of the preceding draft bills, for the Organic Law No. 15 of 2019, dated February 13, 2019, on the Organic Budget Law, was promulgated, stipulating, in Article 18, that “the head of the program shall work to prepare the budget by objectives and indicators that ensure, without discrimination, parity and equal opportunities for women and men, and for all social groups in general”.

Article 106 : the local development plans shall incorporate, among other elements, “parity and equal opportunities for women and men”;

Article 156 : the local authorities shall endeavor to allocate funds within their annual budgets to carry out tasks and programs to set up development and land use plans. They shall take into account the obligatory expenditures, and shall establish social justice and equal opportunities for women and men;

Article 210 : the municipal council, following its inauguration, shall create a number of permanent committees to examine the issues before it. The committees shall cover 12 fields, including “parity and equal opportunities for women and men”;

Article 308 : the regional council shall create a number of permanent committees, including a committee entrusted with parity and equal opportunities for women and men.

It must be concluded from the above that lawmakers in Tunisia, for a number of considerations, resolutely rejected the term gender. Chief among these considerations are the imprecision of the concept and its connotations and the ambiguity that most of the deputies perceived in this term, which may engender, in their opinions, problems of interpretations. The concept was either utterly deleted from the legal instruments or substituted by the expression “equal opportunities for women and men”.

However, the term gender found its place in the regulatory texts ranking below the organic laws, particularly in the Governmental Decree on the Establishment of a Peer Council for Gender Equality and Equal Opportunities for Women and Men.

4.4 Governmental Decree on the Establishment of a Peer Council for Gender Equality and Equal Opportunities for Women and Men

The Governmental Decree No. 626 of 2016, dated May 25, 2016, on the establishment of a Peer Council for Gender Equality and Equal Opportunities for Women and Men, provided for:

Article 1 : the establishment of an advisory council to the head of government, called “Peer Council for Gender Equality and Equal Opportunities for Women and Men”, hereinafter referred to as “Peer Council for Equality”.

Article 2: the Peer Council for Equality shall work to include the gender approach in planning, programming, evaluation and budgeting, with a view to eliminating all forms of discrimination between women and men, and ensuring equality for both in terms of rights and obligations.

However, this decree has never provided, like its predecessors, a clear and precise definition for the concept of gender.

4.5 Governmental Decree Concerning the Ratification of the Municipal Councils Pilot Rules of Procedures

Pursuant to the provisions of the Local Authorities Code, the Governmental Decree No. 744 of 2018, dated August 23, 2018, concerning the ratification of the Pilot Rules of Procedures for Municipal Councils, was promulgated. The Decree stipulated in Article 67:

“The permanent committees’ areas of competence under these rules of procedures are as follows:

Parity and equal opportunities for women and men: the areas of competence include collecting data and preparing a diagnosis about the appropriateness of municipal procedures and services, as well as the proposed and completed programs and projects, to the principle of equal opportunities for women and men. The committee is also entrusted, when necessary, with presenting proposals for amendments.

The committee's area of intervention particularly includes representation within the various municipal bodies, recruitment, service provision, budget preparation, and program and project formulation. It is also in charge, within its field of expertise, of the preparation of periodic reports, the coordination with the relevant public structures, and the monitoring of any relevant matters

within the limits of municipal terms of reference”.

It follows from the above that the concept of gender has not been attributed a clear and accurate definition, despite being a novel concept in the Tunisian legal system. Nevertheless, those who are interested in the process of drafting laws may conclude that the persons who included this term within their bills were seeking to empower women and enhance their roles and status economically, socially, culturally and politically, which brings us back to the principle of equal opportunities for women and men.

We can therefore deduce that the concept of gender was chiefly intended to refer to equal opportunities for women and men.



Chapter 2 :

GENDER-RESPONSIVE PUBLIC SERVICES (GRPS) PROJECT FOR EQUAL OPPORTUNITIES IN THE GOVERNORATE OF GABES

Tounissiet Association conducts this project in the context of its activities to support decentralization and the participation of women in public affairs, with a view to raising their status and role in the Tunisian society.

This project targets the municipalities of Gabes, Mareth and Gannoush within the Governorate of Gabes, with a period of execution of 12 months, starting from January 2019 until the end December 2019. It is implemented in co-operation with :

- Tounissiet Association in Gabes
- Municipality of Gabes
- Municipality of Mareth
- Municipality of Gannoush

The project is funded by the United States Agency for International Development (USAID), under Tunisia Accountability, Decentralization, and Effective Municipalities Program (TADAEEM or “Consolidation”).

The objectives of the project are as follows:

- Building the capacities of women citizens in order to enhance public services and make them respond



to the specificities of women, in conformity with the principle of equal opportunities for women and men;

- Raising citizens awareness on the importance of gender-responsive public services;
- Sensitizing decision-makers to the importance of taking into account public services mechanisms that respond to the requirements of equal opportunities for women and men.
- In order to achieve these objectives, Tounissiet organized and conducted an enriched host of activities including:
 - Training sessions
 - Workshops
 - Meetings with the local community
 - Meetings with local officials
 - Awareness campaigns and community sensitization days

The Association also works to enshrine the participatory practices in

local governance and as well as in public and local policies. It is also keen on drafting a policy paper for the Assembly of the Representatives of the People, as

a contribution to build a modern and balanced society that takes into account the requirements of equal opportunities for women and men.

I. ACTORS INVOLVED IN THE PROJECT

I.1 Tounissiet Association

Tounissiet is a non-profit organization, created in 2011 and comprising an outstanding group of Tunisian women. Since its establishment, the Association has sought to improve the reality of Tunisian women and promote their participation in public affairs. It has worked towards developing a human rights vision that addresses, in particular, the issues of women, youth and development, through elaborating programs and action plans, in addition to launching civil initiatives aiming at strengthening women's development role.

The key objectives of Tounissiet include:

- Strengthening women's skills and abilities and reinforcing their engagement in building a modern society rooted in its identity;
- Promotion of women entrepreneurship, through enhancing the spirit of volunteerism and associative action;
- Coordination and cooperation with governmental and non-governmental organizations involved in women's issues.

I.2 Tunisia Accountability, Decentralization, and Effective Municipalities Program (TADAEEM)

It is a four-year program, implemented by the United States Agency for International Development (USAID), via Deloitte Consulting. Tadaeem program seeks to support the decentralization process and improve, in a participatory fashion, the municipal services delivered by the local public institutions.

Tadaeem's areas of intervention include:

- Technical assistance by supporting the development and the implementation of projects and action plans of the delivered services.
- Grant program that offers grants for the innovative solutions, for a better delivery of services.
- Training and building the capacities of local and regional authorities, as well as national and civil society organizations.
- Coordination mechanisms through improving cooperation among stakeholders in service delivery,

both at the regional and national level.

Tadaeem's program aims to:

- Promote citizens participation in decision-making
- Improve the delivery of municipal services
- Enhance regional and national coordination mechanisms

1.3 Tounissiet Association in Gabes

The Tounissiet Association in Gabes was founded in May 5, 2012, and aims to promote, politically, economically, socially and culturally, the status of women in the governorate of Gabes. The association works to enhance partnerships with other components of the civil society that endeavor to achieve the same objectives.

1.4 Municipality of GABES

Gabes is a Tunisian city and the center of Gabes governorate. It is situated on the shores of an eponymous gulf, 405 km away from Tunis, the Tunisian capital city.

The establishment of the municipality

of Gabes dates back to 1887, pursuant the Decree No. 207, dated January 24, 1887, issued by the Great Ministry of the Tunisian Government. Currently, the municipality has a population of 99426 inhabitants over a range of 30.6 km². It is divided into four areas corresponding to four municipal districts. The municipal council in Gabes comprises 30 members.

1.5 Municipality of MARETH

The municipality of Mareth was created in 1957, pursuant the Decree No. 105 of 1957, dated November 20, 1957. It stretches approximately across 346 km² and has a population of 30410 inhabitants. The municipal council of Mareth is composed of 24 members.

1.6 Municipality of GANNOUSH

The municipality of Gannoush was established in 1985, pursuant the Decree No. 573 of 1985, dated April 8, 1985. It covers an area of about 20 km² and has a population of 28051 inhabitants. The municipal council of Gannoush comprises 24 members.

2. PROJECT IMPLEMENTATION

2.1 Community Appraisal of Gender-Responsive Public Services

Community appraisal is a participatory approach that is conducted in cooperation between beneficiaries from

public services and the officials in charge of delivering the relevant services. This process aims to :

- Be familiar and discuss the bottlenecks related to the delivery of public services,

- Identify the satisfaction level of beneficiaries with the quality of public services in terms of gender-responsiveness,
- Form a view of the service providers' vision and their role in delivering, improving and ensuring the gender-responsiveness of public services,
- Develop a joint action plan to promote the quality of public services and ensure their gender-responsiveness.

2.1.1 Advantages of Applying Community Appraisal of Gender-Responsive Public Services

The community appraisal of a participatory methodology between the recipients and the beneficiaries from public services contributes to strengthening the relations between them and public services providers:

- The beneficiaries enjoy a greater capacity to voice their requests in order to exert pressure towards improving the quality of services in terms of gender-responsiveness. It follows that they become more responsible and more adamant to provide further support for a better service delivery,
- Service providers become more interactive with the citizens'

expectations as regards gender-responsive public services,

- It offers the opportunities for social groups with specific requirements (women and girls in particular) to benefit from public services to express their views about the quality of services in terms of responsiveness to their expectations,
- It stresses the development of services to enhance their gender-responsiveness,
- It encourages the benefit from collective reflection in terms of providing practical and applicable proposals that contribute to the gender-responsiveness of public services.

2.1.2 Importance of Community Appraisal of Gender-Responsive Public Services

The community appraisal is one of the most essential mechanisms to improve public services and ensure their gender-responsiveness. It mainly contributes to:

- Upholding accountability through promoting a continuous participation of the beneficiaries in improving the performance of public services and ensure their gender-responsiveness, in addition

to encouraging service providers to meet the requirements of the recipients. Besides, such appraisal allows further participation for public service providers.

- Empowering women by offering them opportunities to express their opinions for further influence on the accountability of service providers, and providing a comfortable environment for all classes of beneficiary women to allow for a better contribution to the efficiency of public services. Women are encouraged to take part in focus groups and collective debates, and to mobilize their potentials towards developing gender-responsive public services, in addition to promoting community ownership in general, and women in particular, of the gender-responsive services and programs.
- Improving the outcomes of public services, enhancing their gender-responsiveness by constant monitoring of delivery circumstances and raising the level of societal responsibility, which would increase the number of the people involved public services development projects. This would add more time and effort for a better gender-responsiveness of public services.

2.1.3 Community Score Card for Gender-Responsive Public Services

ملاحظات	مستوى الرضا					المعايير (المؤشرات)
	5	4	3	2	1	

The community score card for gender-responsive public services is one of the essential tools used in community appraisal of public services. Its preparation and implementation depends on a logical process that ensures interrelation and interactivity among its various phases. The ultimate purpose is to elaborate a joint action plan between service providers and beneficiaries.

To activate this tool, the following practical stages should be applied:

■ Preparatory Work

It is a set of activities that should be conducted, in advance, before

elaborating the community score card for gender-responsive public services. The activities mainly include: identifying of the communities and the parties concerned, training and preparing the facilitators, and mobilizing the citizens to ensure their involvement.

■ **Identifying the services input**

This includes collecting the quantitative and qualitative data of the public services output then comparing the provided input with the required data that meets the people's expectations. Throughout this process, the gaps in the input are identified and their causes are determined, which would help elaborate a joint discussion between the service providers and the beneficiaries. The discussions would center upon ways of developing their gender-responsiveness. To achieve this goal, an input-tracking card is used.

■ **Assessing the Beneficiaries (General Meeting with Citizens)**

This assessment is conducted in the form of a general meeting with people. The citizens gather within action teams in charge of identifying the quality standards of the public service in terms of its gender-responsiveness, and then classify these standards on the basis of priorities. After this, the beneficiaries'

satisfaction level with every indicator determined beforehand is measured. Finally, the beneficiaries' assessment score card is elaborated.

■ **Public Assessment of Services Providers**

The assessment is made during a meeting with the officials responsible for the delivery of public services, where the results of the meetings with the local community and its opinion about the quality and the gender-responsiveness of public services are presented. Such a meeting allows the officials to apprehend the citizens' views, and promotes a convergence of views.

■ **Joint Meeting**

It is a public meeting gathering beneficiaries and service providers to exchange views and clarify points of disagreement between the two parties. Such a meeting helps undertake more scrutiny as regards the indicators of public services delivery.

■ **Joint Action Plan**

The joint action plan is developed on the basis of the participatory discussions of the fifth phase, which consists in elaborating an action plan project to improve the gender-responsiveness of public services.

2.2 Project's Activities and Outcomes



To implement the different stages outlined above, with a view to developing community appraisal for the quality of services and their gender-responsiveness, as well as elaborating the relevant score card, the aforementioned six phases were followed. Some adjustments were made, consisting mainly in integrating some phases together, without affecting the essence of the community appraisal process.

2.2.1 Training Session for Facilitators

Training Objectives

- To be familiar with the concept of gender and its various dimensions,
- To distinguish between gender and equal opportunities for women and men,
- To elaborate a map for the gender-responsive public services,

- To develop a score card for gender-responsive public services,
- To facilitate participatory meetings.

Training Content

- Social roles and gender
- Equal opportunities for women and men in the Tunisian Constitution and national legislations
- Methodology to develop the community score card (CSC) for gender-responsive public services
- Organization and facilitation of participatory meetings (citizens' and officials' meetings)

Training Outcomes

- Selecting 3 public services for participants from each municipality (Gabes, Mareth and Gannoush), i.e. one service per municipality,
- Analyzing the input of municipal services,
- Measuring the satisfaction rate with every gender-responsive service,
- Elaborating specific score cards for each gender-responsive public service,
- Facilitating a participatory meeting and interacting with all kinds of participants.

2.2.2 Public Meetings with Citizens

Meetings Objectives:

- Acquainting the local community

with the gender approach in public services,

- Raising the awareness about the importance of improving gender-responsive public services,
- Elaborating, for each municipality, an evaluative score card for gender-responsive public services

Meetings Output

■ Municipality of GABES

After gathering an inventory of the available public services in the municipal district (municipal and non-municipal services), conducting the sorting procedures, rearranging the priorities, and after the attendees had voted in a participatory, collaborative and transparent context, the selected public service was the development of infrastructure. The focus was placed on three components of this service: asphaltting, street paving and public lighting.

As regards asphaltting, adopting the gender approach is extremely significant because of women's sensitiveness with regard to such public utility. The discussions led to the conclusion that the condition of roads highly affects their use by women. In fact, women often walk in the streets accompanied by their children, so they need to feel secure and safe, which can only happen if the roads are in better conditions. Men,

on the contrary, find no difficulty coping with the poor state of roads.

Concerning the use of sidewalks, there is a pressing need for women to solve a number of problems arising from the expansion of local stores and coffee shops at the expense of these pedestrian paths, as they occupy them with their goods, tables and chairs, which really constitutes an embarrassment for women. Besides, women are often subject to harassment when walking past these places, something that men are utterly exempted from.

Public lighting services are also important for women, especially when they go to work in the early morning before daybreak, or when they go back from work after sunset when it gets dark in the streets and alleys. Women therefore need to feel safe and secure when walking in such places, something that does not often upset men.

These considerations were incorporated in a community score card for the service of infrastructure development, based on indicators related to the quality of asphaltting, street paving and public lighting, as well as the gender-responsiveness of this service. The citizens' satisfaction level with each standard was also indicated as shown in the following score card:

Gender-Responsive Public Services Score Card for the Municipality of Gabes

Public Service: Infrastructure

Observations	General Satisfaction Rate	Satisfaction Level					Standards	Areas of Intervention	Public Services	
		5	4	3	2	1				
It is necessary to asphalt Boshra Avenue in Amal Quarter that connects the Amal School in Quarter I and the indoor sports hall.	42 %	-	-	11	4	9	Asphalting rate	Roads	Infrastructure	
It is necessary to maintain: - 9 April Street - The street connecting Omar Ibn al-Khattab Avenue and the Amal Quarter market	25 %	-	-	-	6	18	Road Maintenance			
It is necessary to: - Fix the potholes - Coordinate between the stakeholders during the maintenance of sewerage systems and water pipes. - Restore the street as it was after construction works.	34 %	-	-	6	5	13	Road Condition			
Provide street lighting in some quarters of Schott Essalam	48 %	-	2	10	7	5	Coverage Rate	Public Lighting		
Provide uninterrupted public lighting	39 %	-	-	6	12	5	Lighting Quality			
Immediately change the damaged lamps.	32 %	-	-	2	10	12	Posts and lamps Maintenance and Upkeep			
Paving the weekly market place in Amal Quarter	29 %	-	1	7	9	6	Pavements	Paving		
Force businesses and coffee shops owners to free the sidewalks for the pedestrians	21 %	-	-	-	1	23	Possibility of using sidewalks			
Oversee the construction workers on the sidewalks and force them to preserve and restore them as they were.	23 %	-	-	-	4	20	Sidewalk maintenance			



Public Meeting with Citizens of Gabes



■ Municipality of GANNOUSH

The situation in the municipality of Gannoush is hardly different from that of Gabes. The same methodology was adopted: gathering a survey of public services (municipal and non-municipal), conducting a sorting, rearranging priorities and voting. The selected public service was the development of infrastructure. The emphasis was on three components of this service: asphaltting, street paving and public lighting.

As regards asphaltting, adopting the gender approach is extremely significant because of women's specificities when dealing with public utility. The discussions led to the conclusion that the condition of roads highly affects their use by women. The same thing applies to the marketplace since women usually frequent such utilities, and they are entrusted, more than men, with household affairs.

Concerning the use of sidewalks, there is a pressing need to solve the same problems (as in the municipal district of Gabes) arising from the expansion of local stores and coffee shops at the expense of pedestrian paths. These businesses usually occupy the sidewalks with their goods, tables and chairs, which really constitutes

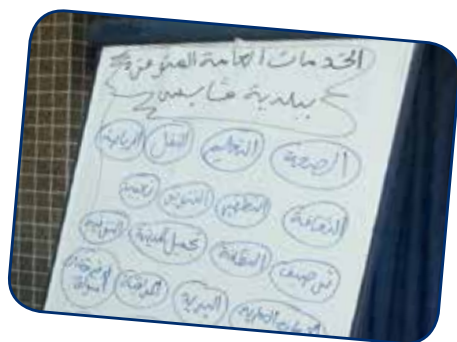


Public Meeting with
Citizens of Ghannoush

an embarrassment for women who are often subject to harassment when walking past these places.

Public lighting services are also significant for women, especially when they go to work in the early morning before daybreak, or when they go back from work after sunset, when it gets dark in the streets and alleys. Women therefore need to feel safe and secure when walking in such places, something that does not often upset men.

These considerations were included in a community score card for the infrastructure development service, based on indicators related to the quality of asphaltting, street paving and public lighting, as well as the gender-responsiveness of this service. The citizens' satisfaction level with each standard was also indicated as shown in the following score card:



Gender-Responsive Public Services Score Card for the Municipality of Gannoush

Public Service: Infrastructure

Observations	General Satisfaction Rate	Satisfaction Level					Standards	Areas of Intervention	Public Service
		5	4	3	2	1			
Imtiaz Quarter 16 Marseille Quarter Gharb Seka Quarter Harrath road	41 %		1	1	20	2	Asphalting rate	Roads	Infrastructure
Habib Bourguiba Avenue Harrath road 2 March Quarter Beach road Ibn Khaldoun Quarter	76 %	1	17	6			Asphalting quality		
Tahar Haddad road	41 %			3	19	2	Pedestrian crossings		
Beach road In front of all schools (6 schools), knowing that speed bumps were established in front of several schools	68 %		15	5	3	1	Speed bumps		
The road adjacent to the municipal market (lots of potholes).	24 %			1	3	20	Road maintenance		
At the intersection with the railroad (2 intersections)	53 %		2	15	4	2	Road signs		
The road along Tarek Ibn Zied School	46 %		2	4	17	1	Lighting rate (lamp posts)	Public Lighting	
Habib Bourguiba Avenue	49 %			13	9	2	Maintenance of posts and changing damaged lamps		
Lamp posts should be lit earlier in winter, as night falls quick.	73 %		15	9			Lighting time		
	69 %		16	4	3	1	Paving rate	Paving	
	57 %		3	15	5	1	Paving method		
Sidewalks in front of coffee shops, restaurants and businesses in Habib Bourguiba Avenue. The road adjacent to the municipality and the police station	26 %			2	3	19	Make sidewalks available for pedestrians		
The sidewalks are not maintained after electricity construction works (the road along the Tax Office)	37 %			3	14	7	Sidewalk maintenance		
	42 %		2	5	10	7	Sidewalk width		

■ Municipality of MARETH

Harnessing the same methodology used for the municipality districts of Gabes and Gannoush, and after having gathered the inventory, undertaken the sorting, arranged the priorities and voted, the citizens have chosen transportation. This public service was examined in light of three elements: buses, taxicabs and bus stations.

As far as buses are concerned, discussions led to the conclusion that the low frequency of this means of transportation in the municipality of Mareth is one the greatest challenges confronted by women. The long waiting time makes them victims of harassment in public roads.

Regarding taxicabs, this means of transportation delivers its services only during day hours, which is embarrassing for women because, in the evening, they cannot find taxicabs to go home safe and secure. This would not constitute any problem for men, because they would resort to hitchhiking or just waking in the worst-case scenario.

As for bus stations, their locations are not clear and arrival times are not known. This results in a long waiting time and would lead to harassment in public roads.

These considerations were included in a community score card for the service of transportation, based on indicators related to buses, taxicabs and bus stations, as well as the gender-responsiveness of this service. The citizens' satisfaction level with each standard was also indicated as shown in the following score card:



Public Meeting with Citizens of Mareth



Gender-Responsive Public Services Score Card for the Municipality of Gannoush

Public Service: Transportation

Observations	General Satisfaction Rate	Satisfaction Level					Standards	Areas of Intervention	Public Service
		5	4	3	2	1			
A bus roaming the city every hour is required	42 %	-	-	4	11	2	Frequency	Buses	Transportation
Although the fleet has improved compared to the past, It is necessary to enhance it through acquisition of more buses.	37 %	-	-	3	8	6	Condition		
It is necessary to cover the Ouamer and Limama beaches	41 %	-	1	2	10	4	Lines (coverage)		
It is necessary to post bus times	20 %	-	-	-	-	17	Information (time and place)		
Almost all the taxicabs do not use meters	21 %	-	-	-	1	16	Use of taxi meter	Taxicabs	
Most taxi drivers do not work after 5 pm.The request is to extend their working hours to 8 pm (or 7pm at least) to ensure bus connections.	26 %	-	-	1	3	13	Working hours		
Most taxi drivers use the Mareth-Zarat route. However, they do not use enough the Mareth-Zerkin line. It is necessary to animate this line.	31 %	-	-	11	7	9	Commitment to the route (license)		
It is necessary to establish bus shelters with seats in Aral Toujen station	22 %	-	-	2	61	16	Development of stations	Bus stations	
It is necessary to install signs showing bus stops	32 %	-	-	2	6	9	Bus stops		
It is necessary to post arrival times of buses in all the stations	21 %	-	-	-	1	16	Arrival Times		

2.2.3 Public Meeting with Officials

Meetings Objectives

- To ascertain the public views in terms of delivered public services and their gender-responsiveness,
- To clarify some points such as the nature of projects and the maintenance planned in the upcoming plans,
- To propose a number of measures to develop the gender-responsiveness of the delivered public services.

Meetings Outcomes

■ Municipality of GABES

After the presentation of the methodology, the process of the community score card for public services and its distribution to the local officials, the project and its implementation process won their approval. In fact, further to the appraisal of services provided in the community score card, the members of the municipal council of Gabes indicated that funds to asphalt and maintain roads were allocated, particularly in the regions highlighted in the score card, such as the road between Sidi Boulbaba and Amal quarter (Avenue Ibn al-Khattab), with imminent deadlines. The council also stressed its intention to spare no effort to change the type of lighting and enhance its quality. As regards sidewalks, the municipality stood

ready to conduct campaigns to liberate the pedestrian paths and to caution the businesses occupying them.

On the other hand, to answer the requests of asphaltting the roads in Amal quarter which hosts a municipal market, the members of the municipal council noted that, contrary to what people may think, the market place is originally a green zone according to the land use plan of the municipality, hence they cannot asphalt it.

The officials will work to find another space for vendors in this market. The latter will be redeveloped so that it regains its original character as a green zone. This would provide a vast space for families in general and women in particular, especially in the absence of breathing spaces for women in the city.

■ The Municipality of GANNOUSH

After the presentation of the methodology, the process of the community score card for public services and its distribution to the local officials, the project and its implementation process were widely acclaimed by the Regional Coordinator for Women and Families. He admitted that the achieved work was in accordance with the expectations of the Ministry of Women Affairs in terms of support for gender-responsive public services.

The members of the municipal council in turn commended the work performed, and stressed that the projects proposed by the local community were either in the process of being finalized (at the initial stages), or programmed within the municipal investment plan of 2019 and 2020.

On the other hand, the officials raised the issue of Orouq quarter, which is a residential location, 4 km away from downtown Gannoush. It was subject to intervention by The National Sanitation Utility, which laid down a sanitary disposal network, but the quarter is still not programmed in asphaltting, public lighting and transportation projects. Besides, there were no funds allocated for such public services. The officials therefore noted that rehabilitating the quarter, asphaltting the streets and extending the public lighting network, in addition to the delivery of transportation services, are a set of priorities that should be seriously considered as soon as possible.

■ Municipality of MARETH

After presenting of the community score card, the municipality Construction Committee chairperson emphasized the relevance of score card content, noting that it mirrors the reality of the transportation service in this district. He also noted that meetings

were held with all stakeholders, including representatives of individual and collective Taxicab Chambers, with a view to promoting these services in line with the community needs.

The local secretary of the Tunisian Union of Industry and Trade noted that the main challenge for individual taxicabs is due to weak competitiveness. The small number of licenses granted for this category encouraged taxicabs owners to choose their own method of work, without taking into account the community needs. The chairpersons of the Social Affairs and the Health, Hygiene and Environment Municipal Committees corroborated this opinion, noting that women suffer greatly from this problem.

Based on the foregoing, the following recommendations were proposed:

- Intensify field studies to enhance the fleet of municipal buses,
- Grant additional taxicab licenses while distinguishing between individual and collective licenses, and tighten surveillance on the use of taxi meters,
- Provide a space to establish a station for collective transportation, making it easier for the beneficiaries to use it when needed.



Public Meeting with Officials of Mareth

It was agreed during this meeting to hold a number of professional conferences between the representatives of the individual and collective taxicab chambers and the representatives of the regional transport company in Gabes. The aim is to examine the challenges related to transportation in the municipality of Mareth, and to discuss the methods of coordination to solve the pending issues and to promote transportation services in the municipal district, in addition to considering the specific situation and needs of women in this regard.

2.2.4 General Observations on the Public Meetings with Officials

The local officials responsible for public services were highly motivated and interactive with the project of “Gender-Responsive Public Services (GRPS) in the Governorate of Gabes”,

and welcomed the development and implementation methodology. They also endorsed the people’s expectations in the community score card for gender-responsive public services. However, they were noticeably unfamiliar with the concept of GRPS, despite recognizing its importance to the community.

The public meetings were highly productive:

- To be familiar with the provisions of the Tunisian legal system in terms of applying the principle of equal opportunities for women and men
- To stress the relevance of what the community has noted in the community score card for gender-responsive public services
- To pledge further implementation of the gender equality while programming and executing public services and projects.

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