

research study

Quality of the hotline services provided for women and girls by official institutions

**Case study: the National Council for Women, the National Council for Childhood
and Motherhood , the General Secretariat for Mental Health**



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▶ executive summary

The Corona pandemic revealed many violations against women and girls in Egypt, and this crystallized clearly by monitoring and documenting these violations in all their forms, whether physical or non-material, which naturally led to an increase in the uses of hotlines by victims / survivors, which were Mainly about the use of hotline services by official institutions, the most important of which are the National Council for Women, the National Council for Childhood and Motherhood, and the General Secretariat for Mental Health. Where these services came in the form of; Reports or legal advice about familial and sexual violence or personal status or about family, social and psychological counseling, which prompted questions about the nature of these lines, whether in terms of definition or in terms of the quality of the services provided.

and then; The study's work revolves around measuring the quality of hotline services provided to women and girls inside Egypt by the National Council for Women, the National Council for Childhood and Motherhood, and the General Secretariat for Mental Health . This was done through the questionnaire as a scientific tool capable of collecting and analyzing data, and thus the ability to measure Quality of services by users of these hotlines in question. and accordingly; The axes of the research were mainly about what are the topics and services provided, how to access these services, the form of dealing, the form of response and levels of satisfaction with the services provided, leading to recommendations.

The study can be divided into four main sections: The theoretical and methodological section of the study, the section that analyzes the axes of the questionnaire, arriving at the study's conclusions and recommendations to be implemented from a feminist perspective on the topic under study.

The study concluded its results through; The lack of functioning of these lines in a gender-responsive manner, and the lack of provision of these services in terms of availability, access, or timing, or the form of these services in terms of handling, response and ability to provide them with standards of efficiency, effectiveness and sustainability, which also indicated the inability to assist users and the lack of benefit Provides information on the issues in question, in addition to the dissatisfaction of the users of these services.

▶ introductory chapter

First: The National Council for Women

The Women's Complaints Office represents one of the links between the National Council for Women and Egyptian women who may be subjected to any practices that represent discrimination or violence against them, or that represent a violation of their rights guaranteed to them by the constitution and the law, or a violation of the principle of equality and equal opportunities, whether this occurs in the public sphere or work and in the family environment . in terms of upbringing; The Women's Complaints and Follow-up Office was established in 2001, in order to fulfill the mandates entrusted to the National Council for Women, which aims to advance Egyptian women and enable them to perform their economic and social role and work to solve the problems they face , and actually start work in the office and receive female complainants on June 15, 2002 .

see work; Providing all means of protection and support for Egyptian women and contributing to creating a safe social and legislative environment for them through which they enjoy all their legal, constitutional and social rights, and identifying many goals , the most important of which are:

1. Determining the problems facing Egyptian women and placing them before the decision maker in preparation for solving them .
2. Providing free legal advice to women, enabling their representation before the judiciary, and assisting in the implementation of the judgments reached .
3. women's awareness of their rights within the human rights system in Egypt .
4. Proposing legislative amendments to avoid legal loopholes that prevent women from obtaining their various rights by creating a database on the various complaints of Egyptian women, and indicating the extent of their recurrence
5. Facing the obstacles that hinder women's participation in building and developing their society .
6. Strengthening partnership with official and civil institutions in order to address the problems facing Egyptian women .

Functions of the Women's Complaints Office :

- » Receiving and studying complaints related to the violation of women's rights and freedoms, referring them to the competent authorities, working to resolve them with the concerned authorities, and providing the necessary judicial assistance .
- » Spreading the culture of women's protection, empowerment and development using all audio-visual and print media, preparing the necessary informational materials and programs to raise awareness of the role of women in society, introducing their rights and duties, and issuing pamphlets, periodicals, magazines and publications related to the council's objectives and activities.

Structure of the Womens Complaints Office and its units :

The Women's Complaints Office is one of the main departments within the structure of the National Council for Women. The office is centrally employed and the branch has no less than 50 lawyers and psychological and social specialists from various specializations . The structure of the complaints office includes three sub-departments , namely :

Direct Services Department: It includes :

1. Counseling line 15115, which provides social and legal counseling services over the phone, in addition to initial psychological support.
2. The Social and Psychological Reception Unit provides a full reception service for women and provides full social and psychological counseling, in addition to providing all necessary measures to obtain some of the social services provided by the state .
3. Legal Reception Unit: It provides legal advice services and takes initial litigation procedures .

Follow-up and Quality Department:

It includes the follow-up and management unit of the volunteer lawyers network , the follow-up unit for referral bodies and the implementation of judgments , the Citizens Follow-up and Quality Assurance Unit , and the technical and administrative follow-up unit for the performance of workers in Cairo and branches .

Business partners of the Women's Complaints Office :

The Women's Complaints Office assists in the performance of its work and the tasks entrusted to it a number of referral bodies and success partners from governmental and non-governmental agencies and civil society, each within the scope of its competencies and according to the subject of the complaint, including, for example :

1. Network of volunteer lawyers in the Women's Complaints Office .
2. Rural Women Leaders Network of the Ministry of Social Solidarity .
3. Civil society organizations registered in accordance with the procedures of the Ministry of Social Solidarity .
4. Legislative Committee of the National Council for Women .
5. Hosting houses operating under the supervision of the Ministry of Social Solidarity .
6. Human, Woman and Child Rights Sector at the Ministry of Interior .
7. Human, Woman and Child Rights Sector at the Ministry of Justice .
8. Public Prosecution .
9. State funds and programs, including the Solidarity and Dignity Program, and the Egyptian Women's Health .

10. Equal Opportunities Units in Ministries .

11. Anti-violence units in universities .

12. Al-Azhar Al-Sharif .

Complaints that fall within the jurisdiction of the office:

- » G1 Personal Status Guardianship over money .
- » G2 Personal Status Self-guardianship .
- » G3 Crimes of violence against women - as found on their official website - (beating - kidnapping - female circumcision - miscarriage - harassment - rape - exposure - indecent assault - indecent act - early marriage - infringement of the rights of others - discrimination - bullying Threatening, insulting, slandering, assaulting the sanctity of private life)
- » G4 Information Technology crimes
- » G5 Crimes of human trafficking and illegal immigration.
- » G6 Civil status and identification papers .
- » G7 Execution of criminal judgments and administrative decisions .
- » G8 Inheritance complaints and claims .
- » G9 Labor Complaints .
- » G10 Social, economic and cultural rights .
- » G11 Psychosocial support and family counseling .

Women's Complaints Office Services :

» Direct services to the complaining woman

1. Providing legal and social counseling services through all channels of receiving complaints and requests ,
2. Providing primary psychological support services and family counseling ,
3. Providing a volunteer lawyer to support the rights holders during the litigation procedures ,
4. Taking measures that would help women who are unable to obtain state services and programs .

» Indirect services - prevention measures

1. Organizing awareness and educational campaigns to raise society's awareness of the importance of protecting and developing women's rights and freedoms .
2. Organizing awareness campaigns aimed at raising societal awareness of the types of violence against women and the seriousness of its effects on women and society as a whole .
3. Organizing campaigns aimed at increasing the legal awareness in the community of the practices criminalized by the law and the penalties for what was done ,
4. Preparing studies and research on the most pressing issues and phenomena in the field of protecting women and advancing their conditions ,
5. highlighting urgent issues and negative phenomena ,
6. Contribute to policy proposals, laws and legislation that would advance the conditions of Egyptian women and put them before the decision maker .

Limitations of the jurisdiction of the Women's Complaints Office

1. That the stakeholder in the complaint is an Egyptian woman .
2. The person concerned with the complaint must be over 18 years old .
3. That the complaint falls within the jurisdiction of the complaints office .
4. The complaint should be submitted by the stakeholder personally or by her representative under an official power of attorney and the original of her personal card . Completing the complaint form and signing it by the complainant or the agent, including all documents that support the content of the complaint and its approval of the office's intervention

Second: The National Council for Childhood and Motherhood

Over the course of 2020, the Child Helpline (receives only complaints of abuse of children up to 18 years of age) received 11,671 reports, including 8,353 reports of 72% of children at risk of bullying and indecent assault, 1394 reports of 17% of child abuse, and 764 9% reported sexual abuse of children, and 396 reports 2% were mixed and verbal .

And the National Council for Childhood and Motherhood has identified 4 ways to receive reports of incidents of harassment against children, which are: calling the hotline 16000, which is a free line that operates 24 hours a day, receiving messages via the "WhatsApp" application at (01102121600), reporting in a message via The page of the National Council for Childhood and Motherhood on the social networking site "Facebook", sending a report through the official website of the National Council for Childhood and Motherhood on the Internet (the Internet) .

vision board; The right of the Egyptian child and family to have a free human rights mechanism for complaints and inquiries about their rights, and to report any violations concerning them, as well as their right to be acquainted with the educational, health, social, legal and judicial services to which the state is committed in accordance with the constitution . On the other hand; The message of the National Council for Childhood and Motherhood as the national authority concerned with childhood and motherhood in accordance with Article 214 of the Constitution **is to achieve the following through it :**

- » A mechanism for receiving complaints related to violations of children's rights
- » Free phone line 24 hours a day, 7 days a week
- » An accessible way to the public
- » A way to monitor the situation of children's rights
- » A means to enforce the rights of children and their families that are guaranteed to them by law
- » Raising community awareness of children's rights and shedding light on children's problems

► **A child in danger:**

To report a child subjected to verbal and physical sexual abuse



► **Support and advice:**

To request support for the mother or child through the types of support provided by the Council



► **Find a child:**

To report a child found to help bring him home



► **Missing child:**

To report a missing child by providing data to help find him



Third: The General Secretariat of Mental Health

In conjunction with the spread of the Corona virus, the General Secretariat for Mental Health and Addiction Treatment, on the first of April 2020, developed the service to become 24 hours, in which calls are received daily, seven days a week, 24/7, through the team of service providers who receive calls from the public, and then they are directed to Psychological counseling service through a team of therapists who have been trained in the latest methods of psychotherapy, in addition to continuous supervision of therapists and workers in the psychological counseling hotline service at 16328 .

After two years of service development, statistics conducted by the General Secretariat for Mental Health and Addiction Treatment showed that 25,448 calls were received from 1/4/2020 to 3/31/2022, including 383 emergency calls for suicidal thoughts or attempts that require immediate direct intervention by Therapists, who carried out their tasks immediately and to the fullest extent to deal with these cases .

This is in addition to indirect interventions to prevent suicide by raising awareness of the services of the General Secretariat of Mental Health and how to refer to it, in addition to psychological counseling for all members of society in all its categories .

▶ **The first section:**
the theoretical and methodological approach

First: Introduction to the study

The Corona pandemic revealed many violations against women and girls in Egypt, and this crystallized clearly by monitoring and documenting these violations in all their forms, whether physical or non-material, which naturally led to an increase in the uses of hotlines by victims / survivors, which were Mainly about the use of hotline services by official institutions, the most important of which are the National Council for Women, the National Council for Childhood and Motherhood, and the General Secretariat for Mental Health. Where these services came in the form of notifications or legal advice about domestic and sexual violence or personal status or about family, social and psychological counseling, which prompted the question about the nature of these lines, whether in terms of definition or in terms of the quality of services provided. and accordingly; Hotline services can be defined as " a set of actions and measures directed directly and indirectly to women and girls through the use of a communication tool capable of supporting and empowering women and girls to facilitate access to legal, psychological or other services provided, to become survivors who are able to continue their lives in a way better".

On the other hand, The analysis of the quality of hotline services came through the use of a questionnaire tool; For the ability to analyze more comprehensively and from a feminist perspective, capable of in-depth analysis of situations and the quality of services. and then; The work of this study revolves around the ability to present and analyze the form of dealing and responses, as well as the level of expectations and satisfaction about the use of these hotlines in a scientific manner, in addition to offering recommendations

for developing and improving the quality of services provided to the hotlines in question.

and accordingly; **The study is divided into four main sections** - this is in addition to **the introduction and conclusion of the study** - which are:

The first section:

the theoretical and methodological approach,

The second section:

analysis of the questionnaire's work axes, which is divided into four axes , consisting of

- » first axis: the nature of the service and the ability of women and girls to reach the hotlines ,
- » The second axis: How women and girls are dealt with when they receive hotline services,
- » The third axis: the form of the response,
- » fourth axis: the level of satisfaction with the hotline services .

The third section:

the results of the study,

and finally; Section IV:

Presenting recommendations from a feminist perspective.

Second: the research problem

This besides; The National Council for Women has increased requests for these services from 2: 9 thousand reports, and the National Council for Childhood and Motherhood has increased its reports by an average of 105 in just two months and 12 thousand reports and complaints during the year 2020, while the General Secretariat for Mental Health provides 80 thousand consultations annually, and provided 20,000 services within 3 months (May 2022 permit), 383 suicide attempts were thwarted, and other indicators that indicate the importance of analyzing the quality and level of hotline services from a feminist perspective.

and accordingly; **The main question is:** For the research paper on "To what extent is the quality of hotline services provided to women/girls by official institutions? Case study: The National Council for Women, the National Council for Childhood and Motherhood , the General Secretariat for Mental Health ." The importance of analyzing this topic from a feminist perspective; Because of the monitoring and documentation of many indicators indicating the increase in violence in all its physical and non-material forms against women and girls, especially since the Corona pandemic period, and given the intersection

and intersection of women's issues in general and violence against women in the public, private and personal spheres in particular, and looking at societal/patriarchal challenges It leads us to analyze the quality of hotline services provided to women and girls in Egypt.

and then; The objectives of the research paper are:

1. Measuring the difference in the contents of the hotlines under study.
2. Measuring the way girls and women deal with their use of the hotlines under study.
3. Measuring the form of response and effectiveness by these official institutions under study.
4. Gauge expectations by girls and women for these hotlines.
5. Measuring the level of satisfaction of users of the hotlines under study/research.
6. Putting forward policies and recommendations for women responsive lines in an effective and sustainable manner , through a feminist/ gender approach .

Third: The method used

Achieving the objectives of the study required obtaining quantitative data by means of a questionnaire ; As one of the data and information collection tools, the research paper relied on a sample (105) of female users of the hotline service of the National Council for Women, the National Council for Childhood and Motherhood, and the General Secretariat for Mental Health, noting that the number of this sample (105) was chosen for the ability to access Scientific results and exceeds / yen the error rate (5%) in measuring the questionnaires, in addition to that they were collected (sample range) from the governorates of Greater Cairo and the Delta governorates (Cairo , Giza , Qalyubia , Alexandria , Beheira , Ismailia , Suez , Port Said , Menoufia , Dakahlia , Eastern , Western , Damietta).

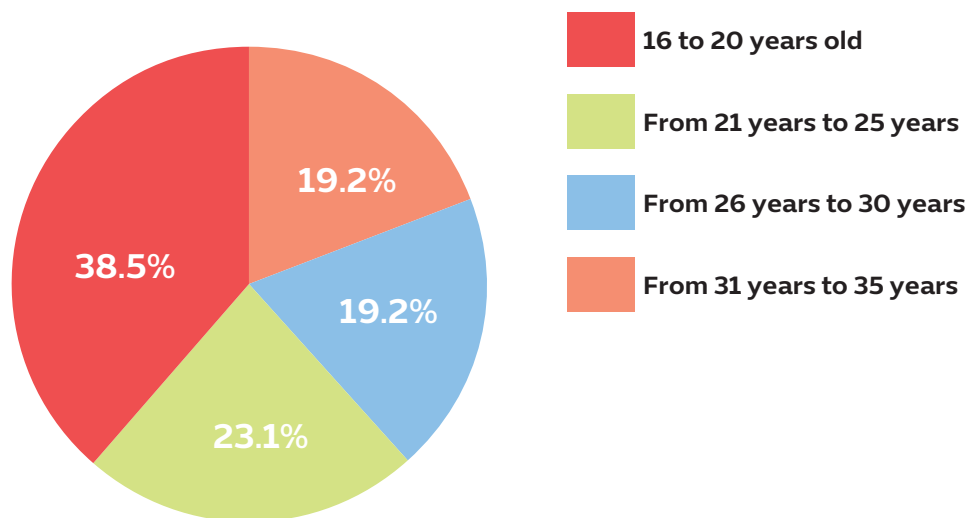
Taking into consideration; The data was collected and analyzed using the SPSS statistical program , noting that the multiple-choice questions were divided into two parts: the first part, the respondent was able to choose only one answer, and therefore the relative weight of the question was calculated with the entire choices at 100%, while the other part was able The respondents chose more than one answer, and here each element of the choice was calculated with a weight of 100%.

The research paper used a questionnaire tool to collect data, which contained **five main axes**:

1. The informational aspect of the researcher about the hotlines under study. (This axis is divided into three categories about the National Council for Women, the National Council for Childhood and Motherhood , and the General Secretariat for Mental Health, in terms of the nature of direct and indirect services) .
2. treated when they receive hotline services. (In terms of type, background and method of workers in these institutions, nature and availability of services).
3. The nature of the topics most frequently asked by users of these hotlines, and the link between age and the form of abuse (the nature or form of violence experienced by the respondents).
4. Response form by these official institutions. (in terms of effectiveness , sustainability , ability to help, timing)
5. The respondents' level of satisfaction with the quality of services provided by the hotlines under study (in terms of use and recourse to them) .
6. recommendations .

Description of the characteristics of the study population:

105 Egyptian girls and women who use the hotlines under study, their ages ranged from 16 to 35 years . As for the percentage of (38.5%) of the respondents whose ages ranged from 16 to 20 years , and by (23.1%) their ages ranged from 21 to 25 years , and by (19.2%) from 26 to 30 years , and also the same percentage of female users Their ages range from 31 years to 35 years , as shown in the following figure.



As for the percentage of the geographical location

of women and girls using the service in the governorates of Greater Cairo and the Delta; The largest percentage came from Beheira governorate (23.1%), Cairo (20.2%), followed by Alexandria (13.5%) and Dakahlia with (9.6%), followed by other governorates as shown in the following figure.

Governorate	Frequency	Percent
Cairo	21	20.2
Giza	4	3.8
Qalyubia	6	5.8
Alexandria	14	13.5
Beheira	24	23.1
Ismailia	5	4.8
Suez	3	2.9
Port Said	4	3.8
Menoufia	6	5.8
Dakahlia	10	9.6
Al- Sharqia	2	1.9
Al- Gharbeya	3	2.9
Damietta	2	1.9

 **Section Two:**
Analysis of the questionnaire's work axes

► **First axis:**

the nature of the service and the ability of women and girls to reach the hotlines

This axis is divided into two main parts; They deal with the nature of hotline services provided by the institutions in question, and the other part deals with the analysis of how to obtain these services. Accordingly, many questions centered that explain to us the nature of the service that the respondents used for the hotlines mainly through the institutions in question (the National Council for Women, the National Council for Childhood and Motherhood, the General Secretariat for Mental Health) as well as the nature of the services provided by these institutions and linking them to age in a pivotal way For the ability to know and analyze types of violence, issues and age variable, and on the other hand, how to access these services was analyzed in terms of means, number of attempts, and knowledge of users to these lines through any of the tools used to obtain the service in question.

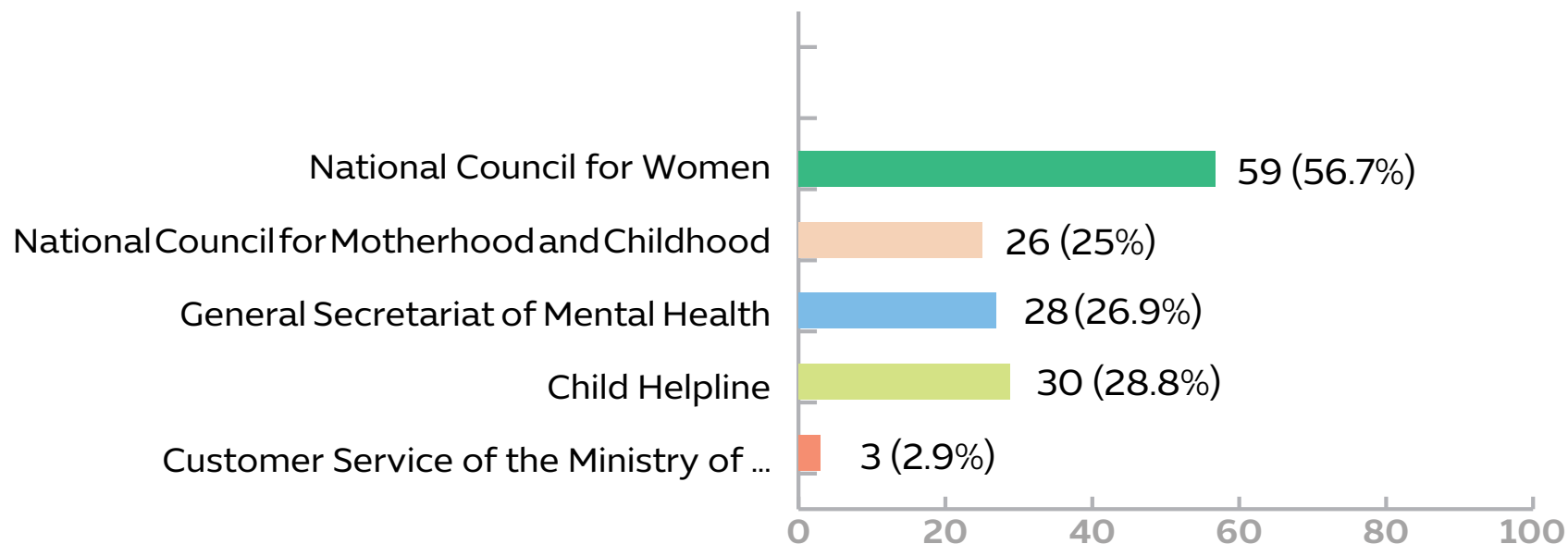
The first part: the nature of the hotline services provided

This section deals with the nature of the service and the topics that were used by the respondents and linking them to the age variable. and accordingly; The largest percentage came from using the hotlines service of the National Council for Women by (56.7%), and the least used percentage is by using the Ministry of Transport service lines to report harassment , and these two percentages were mediated by the use of the child helpline at (28.8%) and the General Secretariat for Mental Health with (26.9%) and the National Council for Childhood and Motherhood (25%).

Which of the hotlines have you used?

More than one answer

» 104 answers

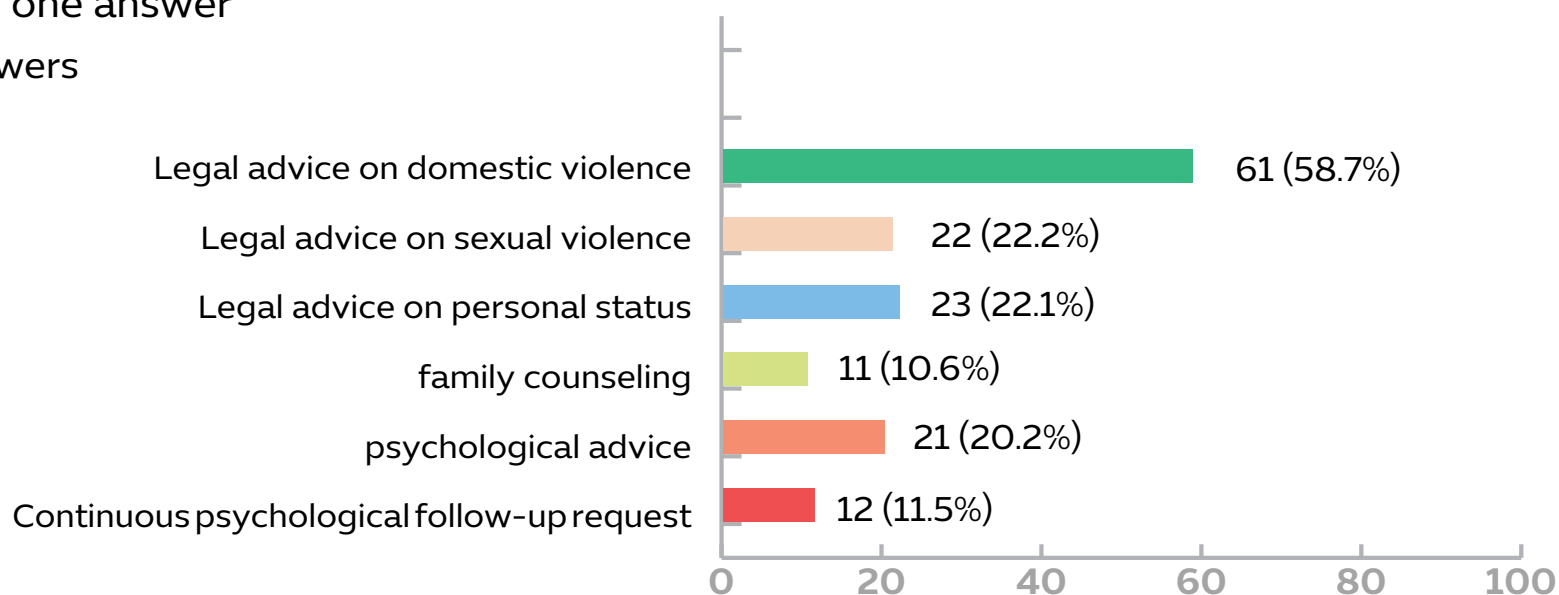


and accordingly; The nature of the topics obtained by the users of the service varied between legal advice on domestic violence with a percentage of (58.7%), legal advice on personal status with a percentage of (22.1%), and legal advice on sexual violence with a percentage of (21.2%), and psychological counseling (20.2%), And a request for continuous psychological follow- up (11.5%), and finally family counseling (10.6%).

What is the nature of the service that you called the hotline to get?

More than one answer

» 104 answers



and on the other hand; There is a correlation between age and the form of abuse that women and girls have been subjected to, as we can analyze that the age group from 16 to 20 years is the most exposed group to domestic violence (42.6%), and this age group is also the one who has been exposed to sexual violence by (36.4%). Likewise, this category requested psychological counseling service with a percentage of (52.4%).

What is the nature of the service that you called the hotline to get?

More than one answer

» 104 answers

the age	Legal advice on domestic violence	Legal advice on sexual violence	psychological advice	Legal advice on personal status	family counseling	Continuous psychological follow-up request
16 to 20 years old	26	8	11	6	4	2
	42.6%	36.4%	52.4%	26.1%	36.4%	16.7%
From 21 years to 25 years	12	6	4	3	5	3
	19.7%	27.3%	19.0%	13.0%	45.5%	25.0%
From 26 years to 30 years	14	5	3	7		4
	23.0%	22.7%	14.3%	30.4%		33.3%
From 31 years to 35 years	9	3	3	7	2	3
	14.8%	13.6%	14.3%	30.4%	18.2%	25.0%

As for the women who resorted to counseling on personal status, from the age group from 26 to 30 years and from 30 to 35 years, the proportion is equal (30.4%), and with regard to family counseling, the highest percentage came for the category of women from the age of 21 to 25 years, at a rate of (45.5%). In addition, most of the groups that demanded the continuity of psychological follow-up requests are from the age of 26 to 30 years, with a percentage of (33.3%).

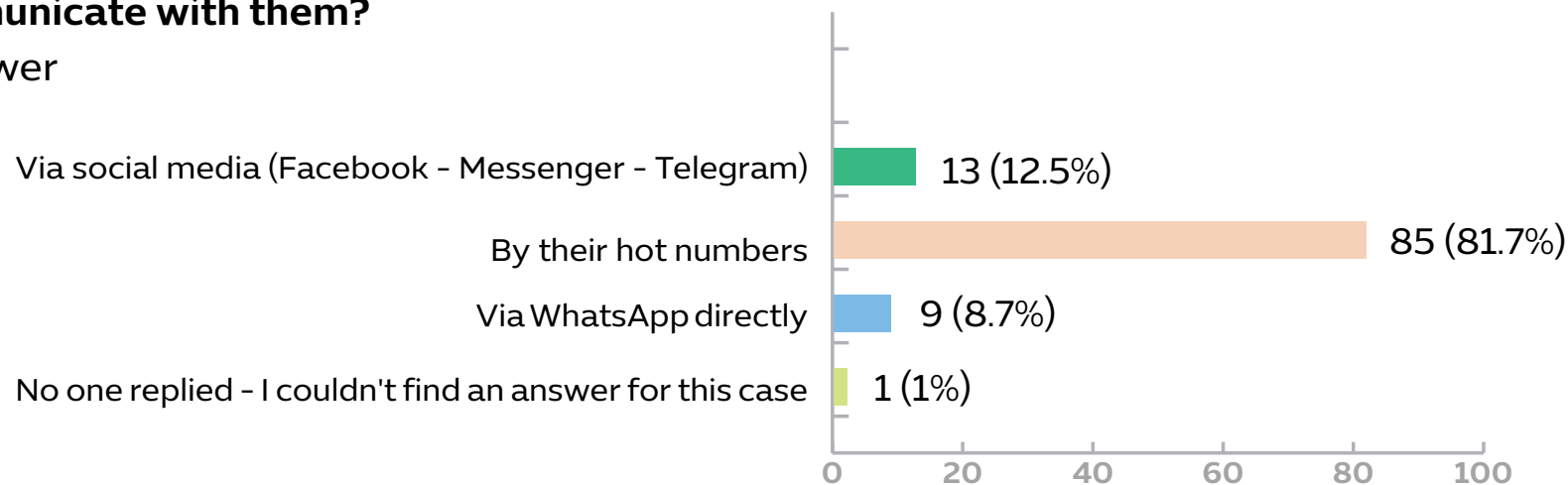
The second part: How to obtain hotline services

This aspect mainly revolves around the means and the number of attempts to obtain the services of the hotlines in question, as well as the ability of the respondents to know these services. and then; It is clear the close percentages of female users of these various hotlines provided by the authorities in question, as we have seen previously. As for the ability to communicate to this service, the different means of the ability to obtain these lines varied, so more than two-thirds of female users (81.7%) came through the same hotlines. It was announced, followed by social media, i.e. Facebook, Messenger, Telegram, Instagram and other platforms with a percentage of (12.5%), as for WhatsApp with a percentage of (8.7%), and finally (1%) only could not reach because of the answer to their inquiries about requesting hotlines.

How did you communicate with them?

More than one answer

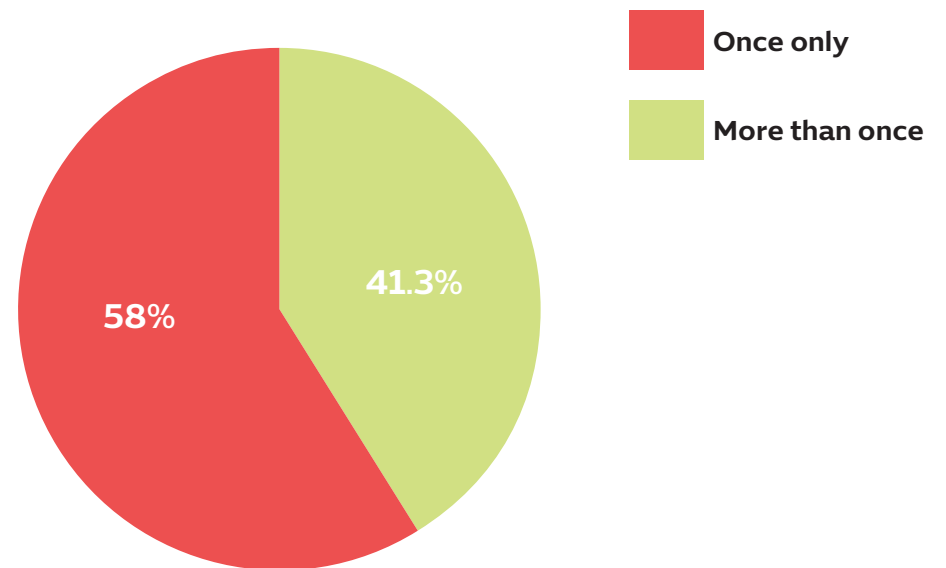
» 104 answers



and on the other hand; When the respondents/users of the service were asked about the number of attempts to reach them when using the service, the percentages came close in terms of reaching them from one time or more than once, i.e. (58.7%) were answered from the first time, as for calling these lines More than once the accessibility reached (41.3%).

How many times have you used the hotline?

» 104 answers

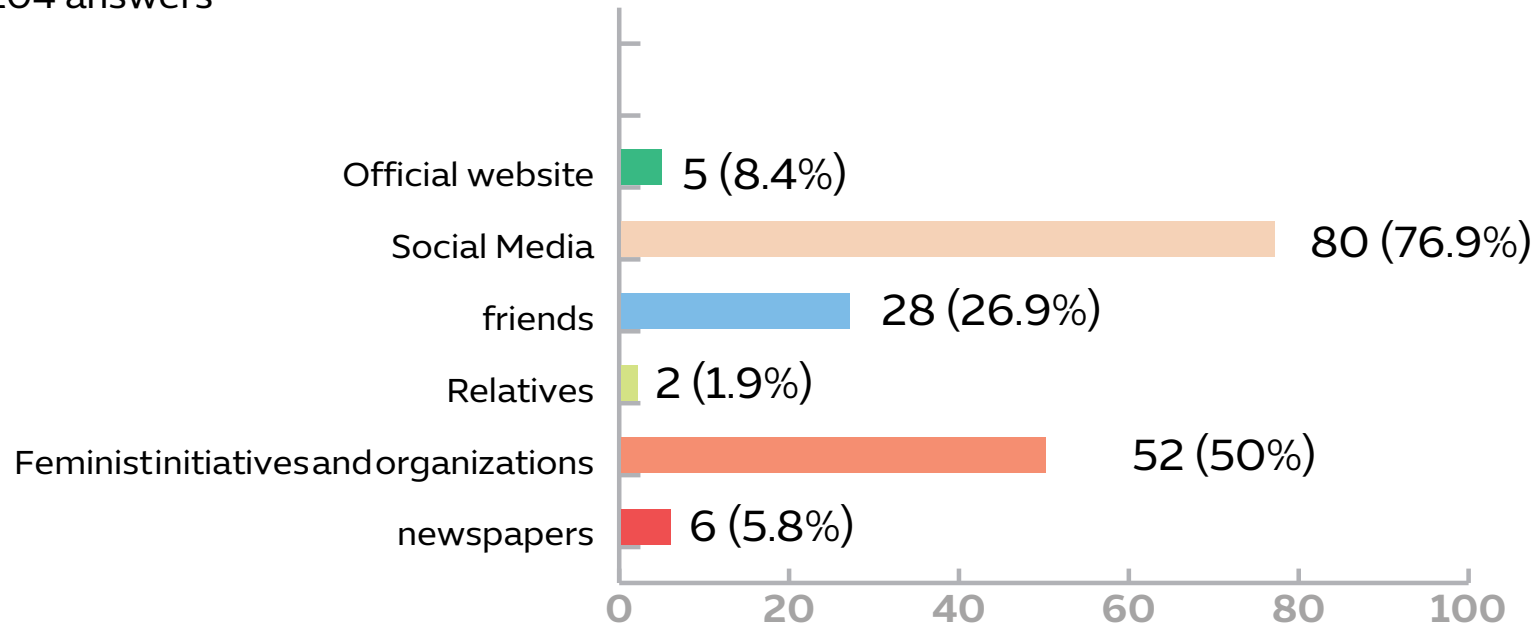


and on the other hand; Service users were able to learn about these hotlines through many tools, led by social networking sites with a percentage of (76.9%), that is, three of the respondents were able to learn about these services from social media platforms, followed by knowledge through women's initiatives and institutions with a percentage of (50. %) and other means were through friends (26.9%) and newspapers and newspapers (5.6%), while for the official websites of these hotlines came (4.8%), while knowledge through relatives is the weakest (1.9%). Through these results, we can; Considering that social networking sites and women's initiatives and institutions are the ones that have gained the largest and fastest rate and ability to reach women and girls who request different services for hotlines, either directly or indirectly.

Do you know where these hotlines are?

More than one answer

» 104 answers



and then; The analysis of this axis shows that the focus was mainly on the overwhelming response of the respondents to receiving hotline services for the institutions in question, and the largest percentage of access to this service centered on social networking sites and women's initiatives and institutions, in addition to the increasing rates of domestic and sexual violence on Women and girls, as described above, and the existence of a correlation between age, form of abuse, and service provided to female users of hotlines.

▶ **Second axis:**

the form of dealing with women and girls When they receive hotline services

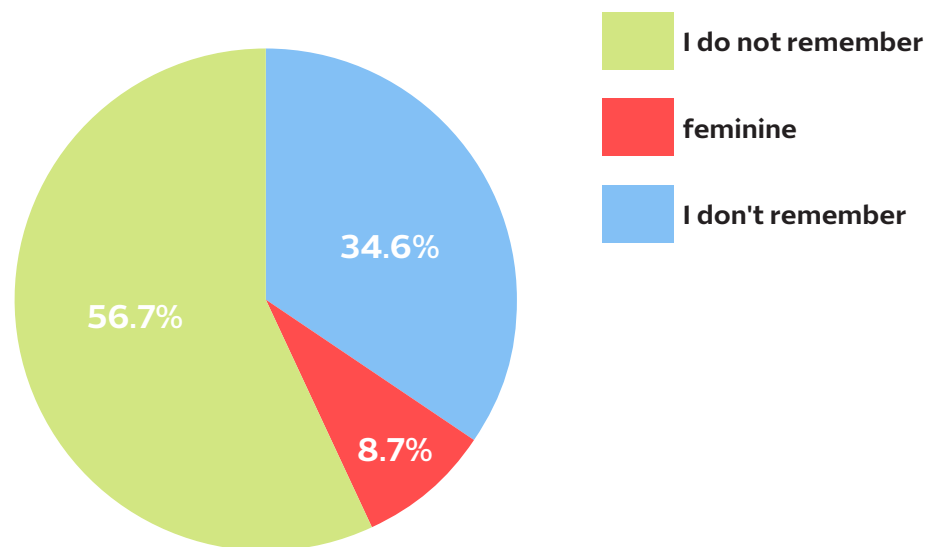
This axis tells us ; On the way women and girls are dealt with when they receive hotline services, which mainly revolved around availability, number of calls, type/sex of service providers, the ability to assist service users or not, and the quality of dealing.

and accordingly; The largest percentage came about the availability of these lines at a rate of (78.8%), and the answer entitled "To some extent" i.e. the fluctuation between availability and non-availability by (21.2%). The respondents contacted them after several times of contact and the percentage reached (64%), but after two times of contact, the percentage came (24%) and from the first time (15%), meaning that the ability to access these services requires communication in a very large way, which It exposes women and girls to danger in the problems they face or in emergency situations, especially since most cases are related to violence against minors and women.

When you called the hotline, who answered you?

More than one answer

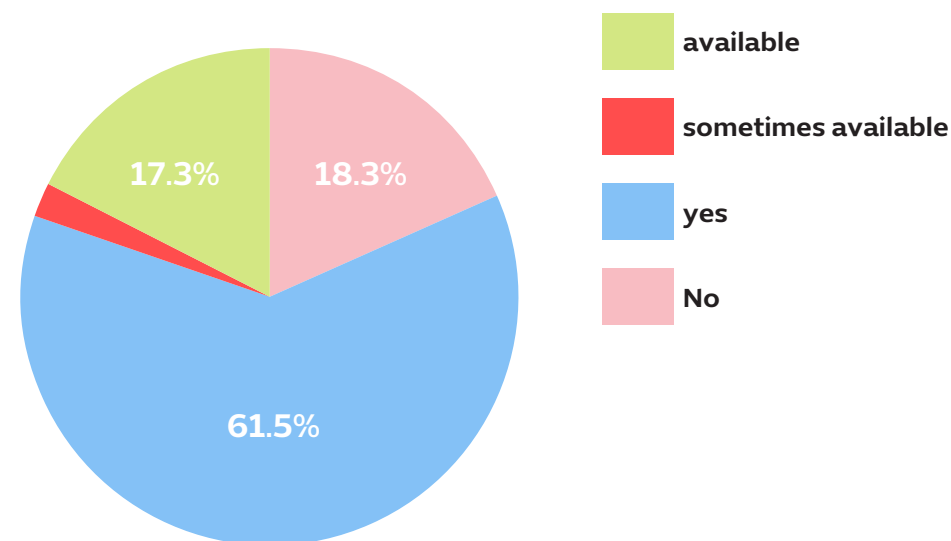
» 104 answers



Were the hotlines you used available?

More than one answer

» 104 answers



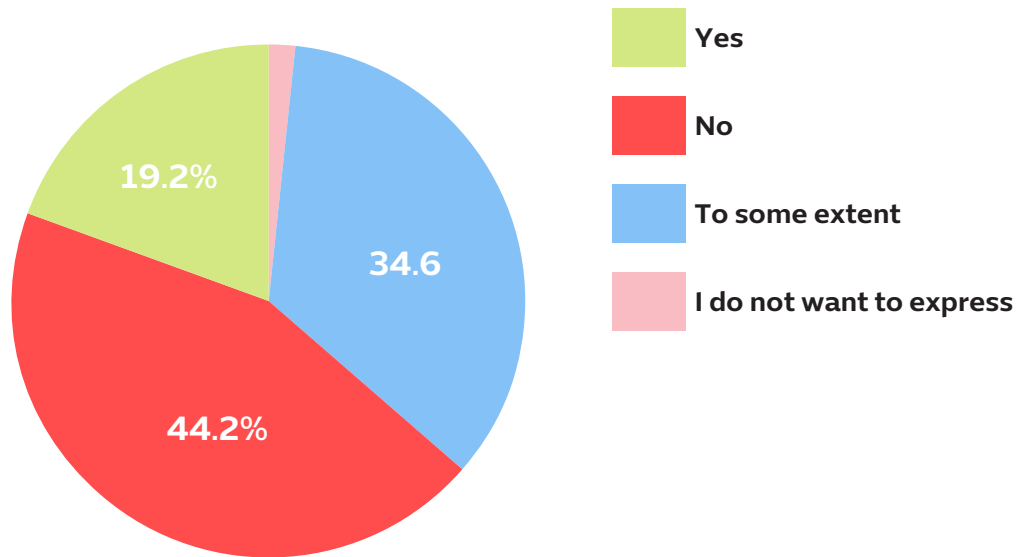
As for the ability to assist users of the Service; The percentages fluctuated between the ability to access the required information or not, and the largest percentage focused on the inability to benefit and access information by (41.3%), and the percentage of access to information at a medium and fluctuating rate, but it is not sufficient for the respondents by (36.5%), and finally the ability to access information for information at a rate of (22.1%).

and on the other hand; These services are not gender sensitive, and this can be demonstrated by the fact that the recipients of calls on the hotlines and service providers are mostly male, with a percentage of (56.7%) and females with a percentage of (8.7%), and the percentage that does not remember the gender of the service provider (34.6%).

In your opinion, were you treated well?

More than one answer

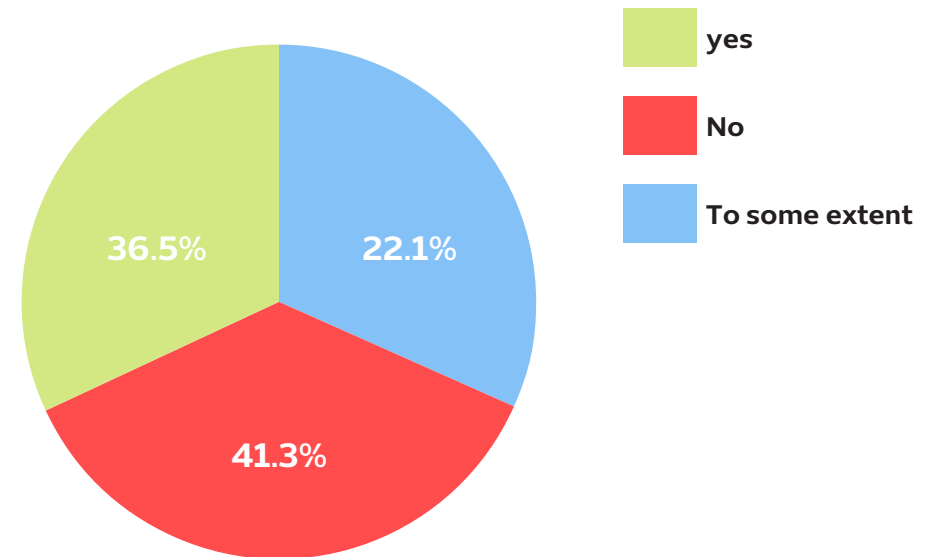
» 104 answers



When you called, were you helped in accessing the information you wanted?

More than one answer

» 104 answers

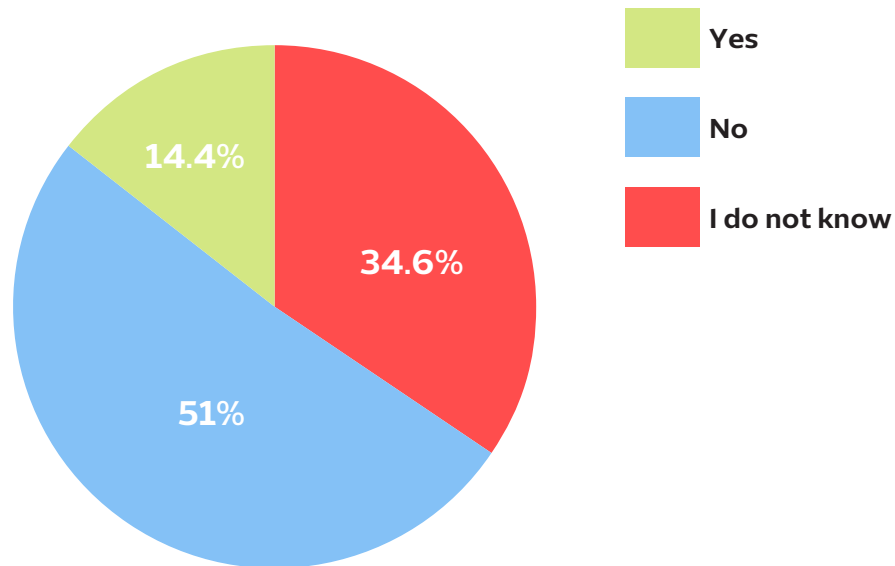


and then; When analyzing the quality of dealing with women and girls receiving the service in terms of the form of listening, satisfaction and the ability to provide a safe space between service providers and recipients, it was inappropriate and reflects the poor quality provided by these hotlines in question. When examining the form of listening to the complainant/ user of the service came The largest percentage was that it was acceptable with a percentage of (44.2%), followed by bad listening with (40.4%) and finally with a percentage of (15.4%).

As for dealing well with the recipient of the service or not, the largest percentage centered on not dealing with them well by (44.2%), and the fluctuation in treatment well or not with a percentage of (34.6%), while the percentage of dealing well or not wanting the recipient to express at rates of (19.2%) and (1.9%), respectively.

Did you feel comfortable with the recipient of the call?

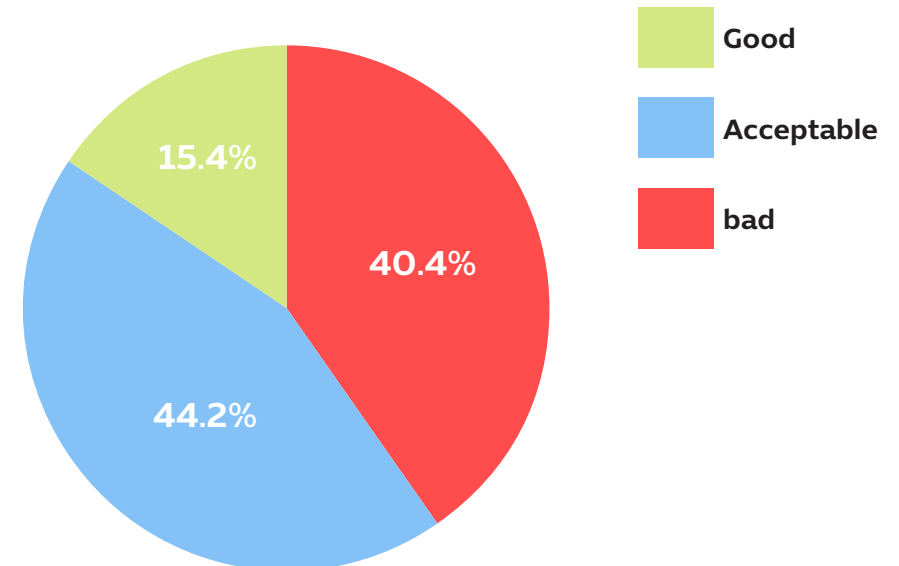
» 104 answers



and accordingly; When analyzing the above, it becomes clear that the workflow of these services in the hotlines is not gender sensitive and non-responsive to feminist tools and approaches in dealing with female users; Both in terms of assistance, the form of dealing and the workers in the service, as well as the inability to provide safe spaces for users of the hotline services in question.

The recipient of the call listened to you like this:

» 104 answers



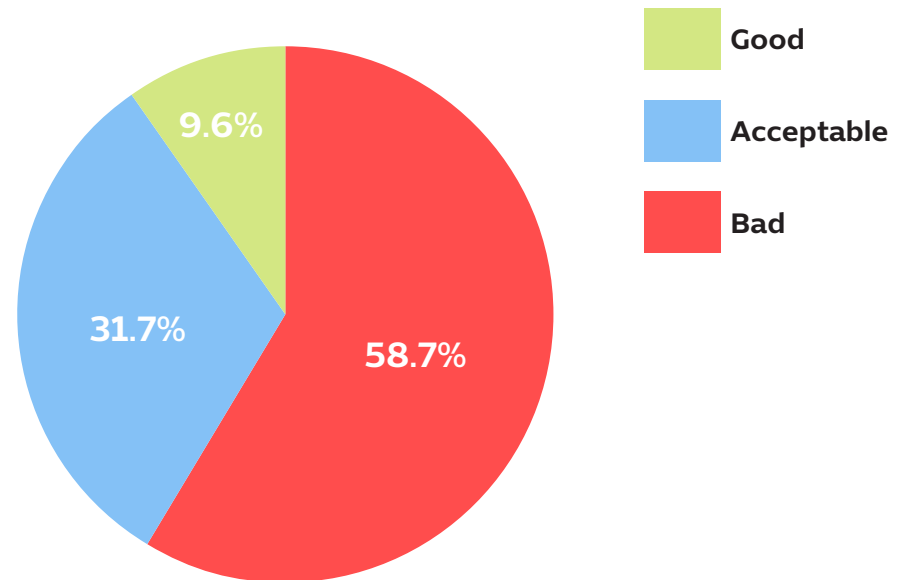
As for the ability to provide a safe space between the service provider and the recipient of the service, almost half of the respondents were not satisfied with their use of these lines (51%), while those who were unable to determine this space came at a rate of (34.6%) and the least percentage of satisfaction (14.4%).

► The third axis: the form of the response

The forms of response by these official institutions under study varied in terms of effectiveness, ability to help, and timing mainly. The responses about the functioning of these lines were poorly formed, the largest percentage (58.7 %), but acceptable by (31.7 %) and well the weakest percentage (9.6 %),

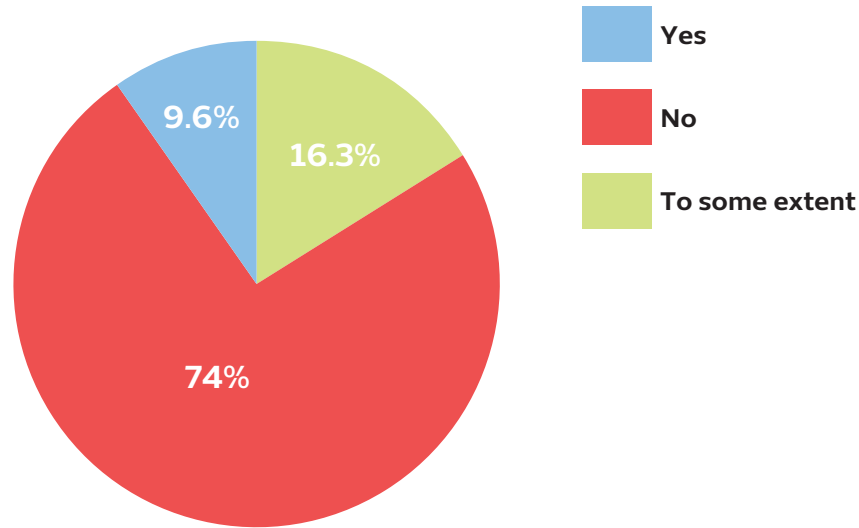
**From your point of view,
these hotlines work like:**

» 104 answers



Quick help

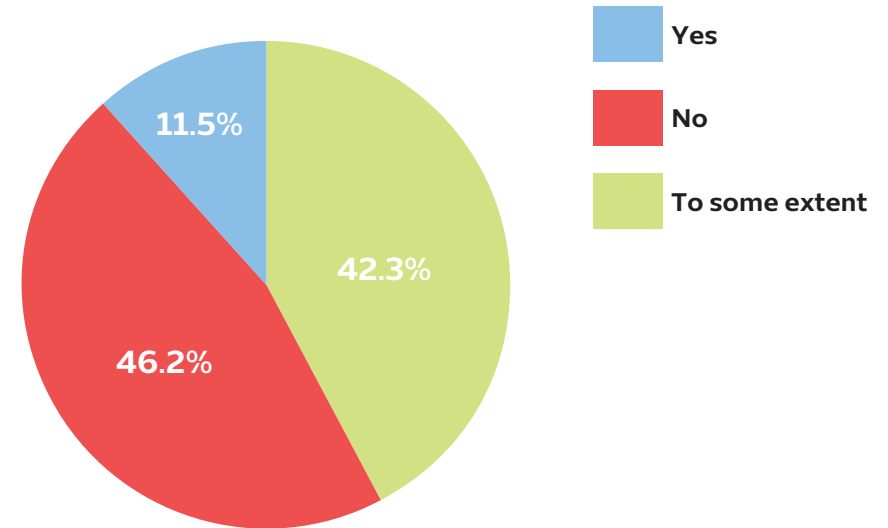
» 104 answers



As for the timeliness and ability to run these services quickly, efficiently and sustainably; The largest percentages came to the lack of assistance quickly, at (74%), as shown in the following figure. As for the speed of assistance in the event of an emergency, these services were not able to respond in the required manner, as they came to a percentage of (76%), that is, more than two-thirds of the users did not They can help them in an emergency, that is, they are in danger.

Did the hotlines help you?

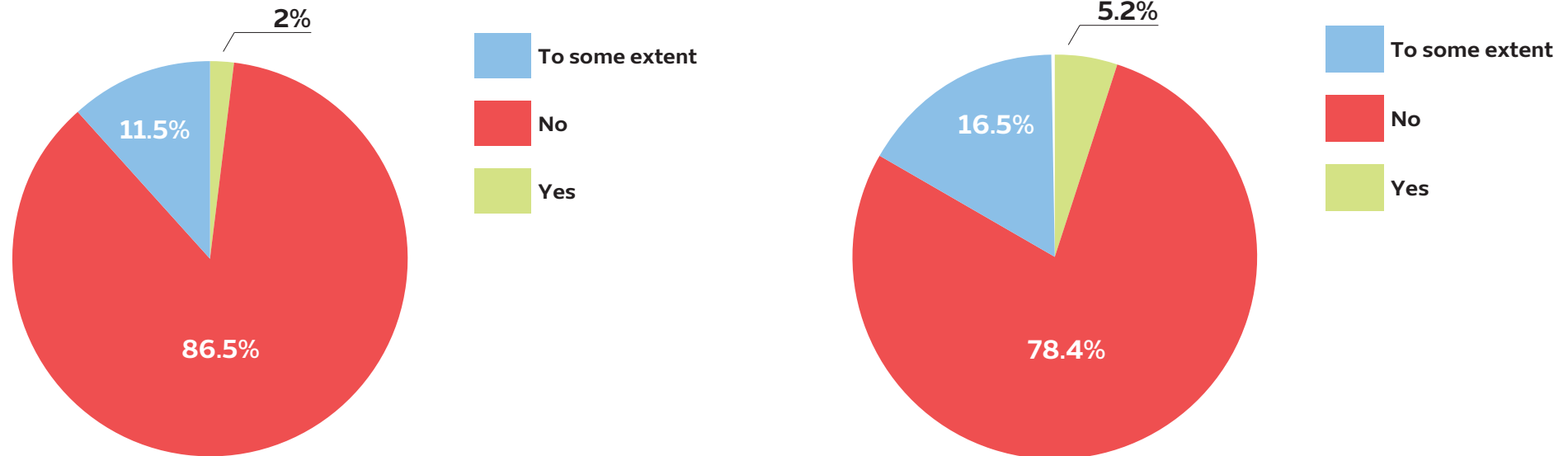
» 104 answers



On the other hand, when analyzing the ability of these hotlines to help women and girls using different services, it fluctuated between the inability to help (46.2%), to some extent (42.3%), and the least percentage of their ability to help (11.5%).

Quick help in an emergency

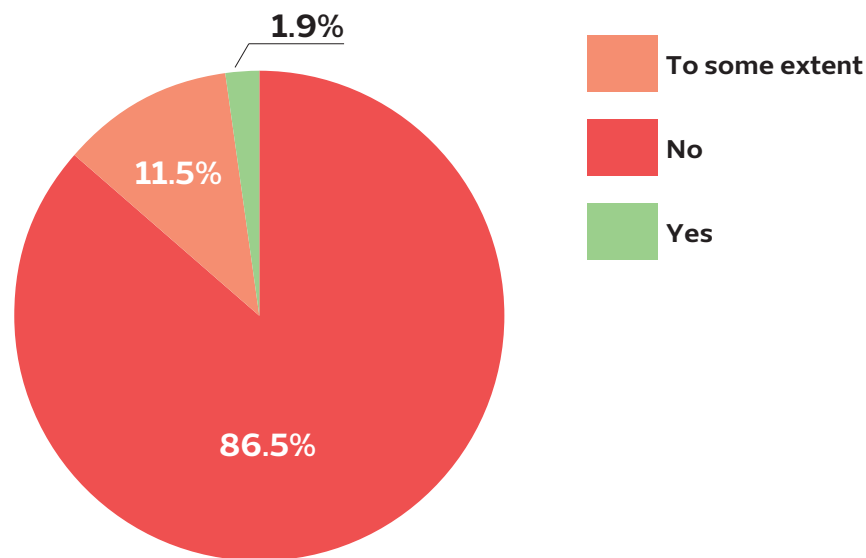
» 104 answers



and on the other hand; When measuring the effectiveness of these services in the ways they respond to users, we see the extended and long periods in dealing with users' issues, where the largest percentage came to non-response to complaints by (65.4%), and the other took very long times between more than a month (13.5%) and one month by (11.5%) and the weakest percentage for less than a month (9.6%).

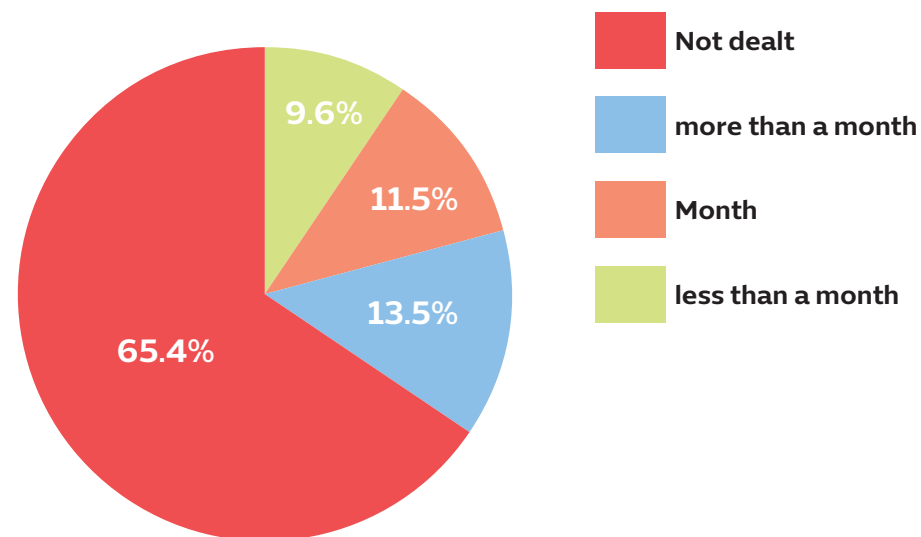
Are you constantly contacted after receiving help from the hotline service?

» 104 answers



After reporting the complaint, how long did it take for your problem to be dealt with?

» 104 answers



and accordingly; When analyzing this axis, as previously mentioned, we find the inefficiency, effectiveness and sustainability of these services, whether in terms of assistance, timing, ability to respond, and continuity in providing different types of hotline services to the institutions in question in terms of consultations, advice, assistance, reporting and treatment.

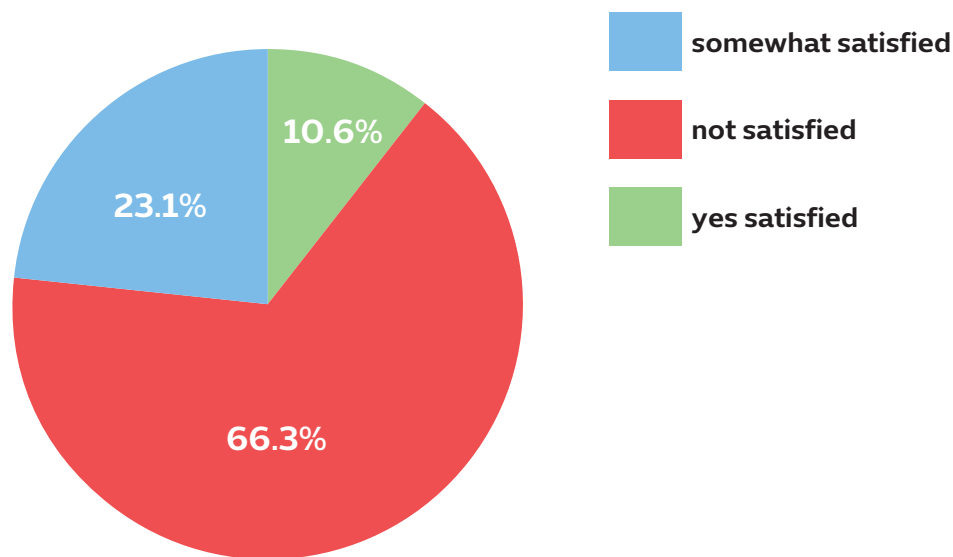
In terms of sustainability and continuity in following up on complaints and issues of women and girls, it was almost non-existent, as the percentage of (86.5%) of not receiving any of the continuous and sustainable assistance, and on the other hand, the fluctuation in the continuity or not at (11.5%) and the continuation in some cases for the least that it reached (1.9%).

► Fourth Axis:

Level of Satisfaction with Hotline Services

Are you satisfied with your use of the hotline service?

» 104 answers



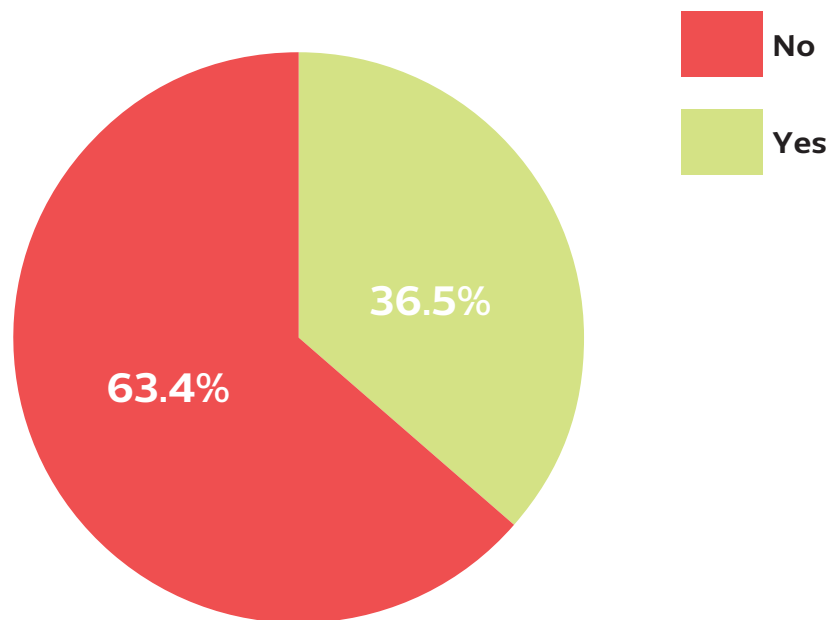
axis mainly focuses on; Measuring the satisfaction rate of the respondents about the use of hotline services in general, whether in terms of dealing, the form of response, or the ability to use them again in similar cases to which the respondent is exposed.

and accordingly; When analyzing the level of satisfaction of service users and the ability to resort to these services, the dissatisfied percentage came to occupy the highest percentage (66.3%) and to some extent (23.1%), and the lowest percentage of female users who are satisfied with the services provided (10.6%).

As for using these services again, more than half of the users will not use these lines and services again (63.5%) and a percentage (36.5%) can use them again.

If you face any problem, will you use this service again?

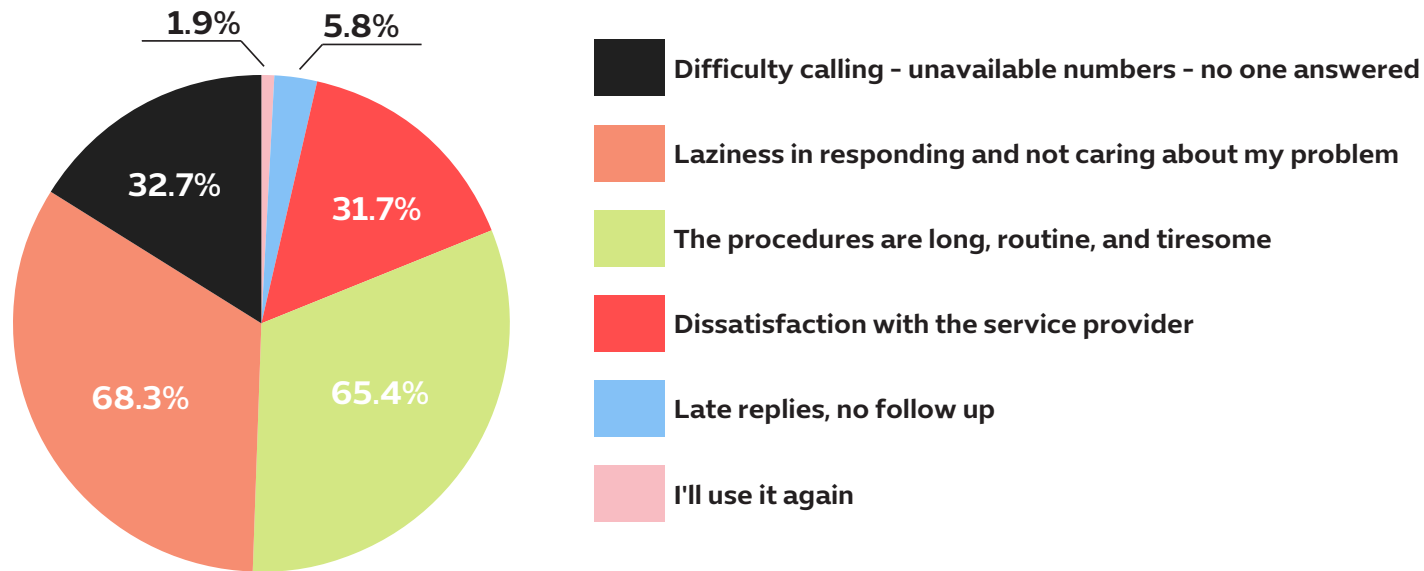
» 104 answers



When looking to analyze this percentage in a more specialized way, most of the female users saw that they did not turn to these lines again for several reasons, including:

- » Lax response and lack of interest in the presented problem (68.3%),
- » by (65.4%) due to the routine, long and cumbersome procedures for female users when they receive the service,
- » (32.7%) is the lack of availability of these lines, non-response and continuously occupied lines, which naturally leads to the inability to communicate and respond quickly with the presented problem,
- » By (31.7%) due to the inability to be comfortable and provide a safe space between the service provider and user in the hotlines,
- » and up to; Late responses with women and girls using the service and the lack of follow-up in the submitted complaints (5.8%).

What can prevent you from using the hotline service again?



and then; It is clear that users are not satisfied with this type of services provided by the hotlines in question in general, and there are many responses about justifying the lack of demand for these services again in terms of the complexity of procedures, availability, speed and nature of response, as well as the ability to open safe and responsive spaces gender when providing the service.

▶ **The third section: the results of the study**

The most important results of the study can be summarized in the following points:

- » More than (half) female users of hotline services turned to the services provided by the National Council for Women.
- » More than (half) of the female users were exposed mainly to domestic and sexual violence, and used related services in terms of assistance, counseling or reporting.
- » There is a correlation between age and the form of abuse that women and girls are subjected to and the services used towards it, in terms of:
 - The age group between 16 and 20 years was associated with their exposure to domestic and sexual violence, and psychological problems and counselling.
 - The age group (21 to 25 years) was associated with their use of family counseling services.
 - The age group (26 to 35 years) was associated with their use of counseling and advice related to personal status issues.
- » More than (two thirds) of the respondents were able to know and access hotline services through social networking sites, as well as more than (half) through women initiatives and institutions.
- » More than two-thirds of female users expressed about the fluctuation in the availability of hotline services by the institutions in question from time to time; That is, its instability and its permanent availability, and the percentage that expresses this came about the availability of services (to some extent).
- » Non-responsiveness of hotline services to gender sensitivity in providing services, as more than (half) of the providers/workers were male and not female.

- » The largest percentage came from the fact that these services did not benefit the users in terms of information or treat them well with the recipients of the service.
- » The percentages of respondents' responses about how service providers listen to them in an acceptable or bad manner.
- » More than (half) of the women users of hotline services expressed the lack of a safe-comfortable environment between them and service providers.
- » These hotlines are not working efficiently and effectively, with more than (two-thirds) of female users crossing with poor timing as well as unresponsiveness.
- » There is no continuity in dealing with the users of the hotlines for the ability to achieve a result, goals or continuous assistance to the recipients of the service, that is, there is no continuity and the absence of sustainability.
- » There is a state of dissatisfaction with the services provided to the hotlines of the institutions in question, in addition to their not using these services again; This was expressed by more than (half) of the users who expressed that and their dissatisfaction in terms of dealing, responding or receiving these services in general.

▶ **Section Four: Study Recommendations**

Several recommendations were made by the respondents/users of hotline services ,
which were :

- » A percentage of (26.9%) wanted to recommend that service providers should be qualified and prepared so as not to blame the connection ,
- » And (12.5%) of the respondents wanted rapid intervention to solve urgent and serious problems .
- » And (10.6%) wanted to treat slowness and routine and increase the speed of work ,
- » A percentage (9.6%) saw the importance of using women to answer calls ,
- » A percentage (7.7%) wanted to recommend the continuous follow-up of complaints and communications ,
- » A percentage (5.8%) recommended increasing the number and improving the quality of hotlines ,
- » A percentage (3.8%) wanted to solve the problems directly without referring them to the parents or the police ,
- » A percentage of (2.9%) of the respondents preferred to find laws that protect women ,
- » and finally; A percentage of (1%) of the respondents saw the use of the Internet as an effective means of receiving and following-up complaints .

and on the other hand; In light of the results of the study, we can formulate **several recommendations through the following points:**

First: Improving procedures, laws and work policies in hotline services

Facilitating special procedures for the use and registration of hotline services; So that it is more rapid and responsive in all cases in question.

Accelerate the procedures when verifying when responding to receiving the service and solving problems in a way that guarantees the rights of the survivor/victim/user, and without referring to the parents or the police in many cases.

Develop clear policies and laws when using hotline services, to ensure effective workflow, handling, response, follow-up and evaluation, and able to overcome obstacles to abuse in dealing and responding to service recipients.

Working on creating laws and protection mechanisms for women and girls in all the issues raised, especially in the cases presented to help female users in managing hotlines

Work to disseminate procedures, laws and work policies on social media, and cooperate with women's institutions and organizations to spread this in a simplified manner that is able to reach the largest number of women and girls.

Second: Problems of data collection and analysis methods from a feminist perspective

- » Work to publish “monthly reports” on the collection and analysis of services provided to survivors/victims/users of hotline services, to be able to analyze the current situation of women and girls as well as improve the quality of services.
- » Not only monitoring and collecting data related to the number of reports or services provided by official institutions, which may be biased and not reflective of reality, so work on a careful analysis of these services provided in terms of reception and submission, as well as the entities subject to monitoring and documentation.
- » Involve survivors and women and girls using the service in collecting and analyzing data on the quality of hotline services for the institutions in question, as well as involving women’s initiatives and institutions in the work; To be able to analyze in depth.

Third: Dealing in a gender-responsive manner

- » Provide a “female” presence to provide hotline services, to be able to provide a safe and gender-responsive space.
- » Training workers in hotline services on the existence of standards of a feminist perspective in the form of dealing mainly, as well as involving all competent authorities in general and women's institutions and initiatives in particular in providing these types of training, and ways of dealing with service users.
- » Work on the existence of a “guideline” about “hotline services” with a feminist perspective, capable of analyzing the situation of women and girls, as well as ways of dealing and responding to the services in question, and monitoring, follow-up and evaluation mechanisms.
- » Working on real access for women and girls when using hotline services, as well as responsive to gender requirements in dealing with them directly and indirectly (in order to ensure the integrity of the transaction process and not to infringe on female users in any form of pressure or emotional/emotional violence) .
- » The capabilities and cadres of these service providers are enriched with sufficient information and methods of assistance of all kinds, and the presence of specialists in different types of problems and communications and referral to them, in order to ensure that problems are resolved quickly and effectively.
- » Providing safe and gender-sensitive spaces between the provider and the users, to ensure the quality and form of dealing and the ability to solve and assist the users.

Fourth: Improving the quality of services in terms of responses, especially emergency response

- » Work on the speed of responses and the ability to help the survivor/victim/user of the hotlines to make full and effective use of the services of these hotlines.
- » Working on the formation of women's groups specialized in crisis and emergency management from a feminist perspective.
- » Working on the existence of special and specialized groups and responses in emergency situations; For the ability to assist and a gender-sensitive response.
- » Encouraging different entities to provide international and regional best practices for gender-sensitive hotline responses.
- » Encouraging all the specialized and concerned parties to be able to improve the quality of the services provided, and the most important of the ways and means of response is the ability to encourage female and non-user users to turn to hotline services.

Fifth: Shedding light on the problems of networking between the concerned authorities

- » Work on analyzing the problems of lack of networking between governmental or official agencies and between non-official agencies, especially civil society and women's organizations in particular.
- » Working on networking between initiatives, women's institutions, and the bodies in question;

For the ability to help and respond and to overcome the challenges and difficulties of scattering efforts and not forming specialized and effective networks in this regard.

- » A concerted effort between the specialized bodies concerned with the issues under discussion in terms of advice, advice, lawsuits, reporting or assistance, so that it is an integrated and comprehensive work that is capable of helping and responding in an effective and sustainable manner.

Sixth: Developing the implementation of monitoring, evaluation and sustainability mechanisms

- » Work on the existence of monitoring, evaluation and follow-up mechanisms and indicators that clarify this, and are gender-sensitive.
- » Involve women and girls using hotline services and specialized civil society organizations (women) in the follow-up and evaluation process, especially organizations that work on violence against women or girls and other issues in question.
- » Paying attention to transparency with regard to follow-up and evaluation reports and making these reports available on the websites provided for hotline services, such as the official website of the National Council for Women , the National Council for Childhood and Motherhood, as well as the General Secretariat of Mental Health; Believing in achieving transparency and gender responsiveness that is able to put in place protective mechanisms for women and girls .
- » Attention to networking and concerted efforts between the research institutions and women's institutions and initiatives specialized in providing common services.
- » Working on developing mechanisms and indicators for the sustainability of performance and form of dealing and responding with users of hotlines.

► :Conclusion

The study was able to analyze the quality of services provided to women and girls by the National Council for Women, the National Council for Childhood and Motherhood, and the General Secretariat for Mental Health; This was done through the use of the users of these services provided by the institutions in question through the questionnaire tool, which in turn shed light on the analysis of service quality axes in terms of the nature of topics and how to identify and access hotlines, and analyze the form of interaction between service providers and users, Through analyzing the form of the response, whether in normal times or times of crises and emergencies, to measuring the level of user satisfaction and recommendations that can be put forward to improve the quality of these services.

and accordingly; The study concluded that there are many obstacles, challenges, and shortcomings that impede the provision of these services from the perspective of service quality and the feminist perspective, through which we can shed light on; The lack of work of these lines in a gender-responsive manner, and the lack of provision of these services in terms of availability, access, or timing, or the form of these services in terms of handling, response, and the ability to be efficient, effective and sustainable, which also showed the inability to assist users and the lack of benefit Provides information on the issues in question, as well as the dissatisfaction of users of these services. which in turn leads; To the importance of analyzing, following-up and monitoring these lines and the ability to overcome these previously mentioned challenges, and to look at improving these services periodically, whether in terms of procedures, laws and work policies, or through data analysis, handling and response with a feminist perspective, in order to reach the mechanisms of networking, evaluation, follow-up and sustainability.

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▶ Attachments

questionnaire form

Measuring the quality of hotlines to help girls and women

- » The data of this form is confidential and is only used for scientific research purposes
- » The questionnaire aims to measure the quality of hotline services through the experiences of girls and women who used the service without sharing their data
- » is intended for girls and young women who use hotlines for the age group from 16 to 35 years

Which of these provinces do you live in now?

1	Cairo	
2	Giza	
3	Qalyubia	
4	Alexandria	
5	Beheira	
6	Ismailia	
7	Suez	
8	Port Said	
9	Menoufia	
10	Dakahlia	
11	Sharqia	
12	Gharbeya	
13	Damietta	

the age

1	16 to 20 years old	
2	From 21 years to 25 years	
3	From 26 years to 30 years	
4	From 31 years to 35 years	

Do you know where these hotlines are?

(may be more than one answer)

1	The official website of these agencies	
2	Social Media	
3	friends	
4	Relatives	
5	Feminist initiatives and organizations	
6	Newspapers and newspapers	
7	other	

How did you communicate with them

	Via social media (Facebook - Messenger - Telegram, etc.)	1
	by hotlines	2
	Via WhatsApp directly	3
	other	4

Which of the hotlines have you used?

(may be more than one answer)

1	National Council for Women	
2	National Council for Motherhood and Childhood	
3	General Secretariat of Mental Health	
4	Child Helpline	
5	Customer Service of the Ministry of Transport to report harassment	

Were the hotlines you used available?

1	available	
2	To some extent	

How many times have you used the hotline?

(may be more than one answer)

	Once only	1
	More than once	2

In your opinion, were you treated well?

1	yes	
2	no	
3	To some extent	
4	I do not want to express	

Did the recipient listen to you in a way that:

1	Good	
2	Acceptable	
3	bad	

Did you feel comfortable between you and the recipient of the call?

1	from the first time	
2	after twice	
3	After more than twice	

When did you get a response, why did you use the hotlines?

1	from the first time	
2	after twice	
3	After more than twice	

When you called the hotline, who answered you?

1	Mention	
2	feminine	
3	I do not remember	

When you called, were you helped to access the information you wanted?

1	yes	
2	no	
3	To some extent	

From your point of view, these hotlines work like:

1	Good	
2	Acceptable	
3	bad	

When did you use these fonts?

1	Before the Corona pandemic	
2	During the Corona Pandemic	

Did the hotlines help you?

1	yes	
2	no	
3	To some extent	

What is the nature of the service that you called the hotline to get?

(may be more than one answer)

1	Legal advice on domestic violence	
2	Legal advice on sexual violence	
3	Legal advice on personal status	
4	family counseling	
5	psychological advice	
6	Continuous psychological follow-up request	

Were you helped quickly?

1	yes	
2	no	
3	To some extent	

Are you constantly contacted after receiving help from the hotline service?

1	yes	
2	no	
3	To some extent	

Were you helped quickly in the emergency?

1	yes	
2	no	
3	To some extent	

Are you satisfied with your use of the hotline service?

1	yes satisfied	
2	not satisfied	
3	somewhat satisfied	

After reporting the complaint, how long did it take for your problem to be dealt with?

1	less than a month	
2	Month	
3	more than a month	
4	Not dealt	

If you face any problem, will you use this service again?

1	yes	
2	no	

What are your most important suggestions to improve the hotline service?

1		
2		
3		
4		

What can prevent you from using the hotline service again?

(may be more than one answer)

1	It is difficult to call the hotline	
2	Lax response and lack of attention to my problem	
3	The procedures are long, routine, and tiresome	
4	Uneasy with the future of the service	
5	other	