



**GROUND TRUTH
SOLUTIONS**

MIXED MIGRATION PLATFORM

REFUGEE PERCEPTIONS IN LEBANON

— ROUND 1 —
May 5, 2017

MIMP | MIXED
MIGRATION
PLATFORM

CONTENTS

OVERVIEW	3
INTRODUCTION	3
SUMMARY FINDINGS	3
READING THE REPORT	4
HIGHLIGHTS	5
SURVEY QUESTIONS	6
Q1. AWARENESS OF AID	6
Q2. EFFECTIVENESS	7
Q3. AID REACHING THOSE MOST IN NEED	9
Q4. FAIRNESS AND TRANSPARENCY OF CASH SUPPORT	10
Q5. FAIRNESS AND TRANSPARENCY OF OTHER ASSISTANCE	11
Q6. INFORMATION AS AID	12
Q7. TRUST IN INFORMATION	13
Q8. RESPECT	14
Q9. AWARENESS OF COMPLAINTS MECHANISMS	15
Q9A. SATISFACTION WITH AVAILABLE COMPLAINTS CHANNELS	16
Q10. TRUST IN COMPLAINTS MECHANISMS	17
Q11. PARTICIPATION	18
Q12. SAFETY	18
Q13. RELATIONSHIP WITH THE HOST COMMUNITY	20
Q14. EMPOWERMENT	21
Q15. PROGRESS	22
DEMOGRAPHICS	24
RECOMMENDATIONS	26
NOTE ON METHODOLOGY	26
BACKGROUND	26
SURVEY DEVELOPMENT	26
SAMPLE SIZE	26
SAMPLING METHODOLOGY	26
DATA DISAGGREGATION	26
LANGUAGE OF THE SURVEY	26
DATA COLLECTION	26
ANNEX 1	27

OVERVIEW

Introduction

This report analyses data collected from three distinct refugee groups in Lebanon: Syrian refugees; Palestine refugees from Syria; and Palestine refugees in Lebanon – most of whom have been in the country for many decades. This is the first in what will be a series of three data collection rounds looking at refugee perceptions of humanitarian assistance in Lebanon under the [Mixed Migration Platform \(MMP\)](#).

Interviews for the survey were conducted face-to-face with 452 people across five administrative regions of Lebanon. Respondents were asked to score each closed question on a 1 to 5 scale. More background and information on the methodology can be found at the end of this report.

Summary Findings

1. Broad awareness of aid

Most refugees interviewed in Lebanon consider themselves informed about the aid available to them. The exception is Syrians living in refugee settlements who feel less informed than those in other types of shelter. Refugees in North Lebanon are most informed.

2. Priority needs are not met consistently

The majority of refugees do not consider that their most important needs are being met by the services they receive. Food, medication, educational opportunities, financial aid and housing are mentioned as the main unmet needs. Refugees in Beirut, who are mostly Palestine refugees living in camps, and North Lebanon are somewhat less negative about their needs being met.

3. Aid not reaching those most in need

Refugees voice concerns that support is not reaching those who need it most.

4. Cash support – views divided on fairness

People are divided about whether cash transfers are fair and transparent. The reasons given for dissatisfaction range from not receiving any cash themselves to what they consider the insufficient amounts provided. The only groups with overwhelmingly positive perceptions are refugees in North Lebanon, refugees in collective shelters and Palestine refugees in unofficial settlements.

5. Other assistance – concerns about fairness

Other forms of assistance are considered less fair and transparent than cash.

6. Sufficient information – for further movement

Refugees interviewed believe they have enough information to make informed decisions about moving to other countries or within Lebanon. Refugees in Beqaa and in settlements for Syrian refugees are somewhat less confident than those elsewhere in the country.

7. High trust in information – for further movement

Refugees trust the information they receive from aid agencies and the Lebanese authorities about moving between countries or within Lebanon.

8. Aid providers treat refugees with respect

Refugees overwhelmingly indicate that they are treated with respect by aid providers. The only exception is refugees in the Mount Lebanon area and Beirut.

9. High awareness of complaints mechanisms

The vast majority of refugees say they know how to make complaints or suggestions. Levels of awareness are lower than average in Beqaa and in Syrian refugee settlements. Despite familiarity with available channels, many say they would prefer to make complaints directly to field staff or through complaints desks.

10. Lack of confidence in complaints mechanisms

Refugees are uncertain as to whether they would receive a response if they were to make a complaint.

11. Lack of participation

Opportunities for refugees to participate are considered very low, with 80% of respondents saying they are not involved in decisions made about the support they receive.

12. Strong feelings of safety

Most refugees feel safe in their place of residence.

13. Good relationship with the host community

Most refugees feel welcomed by the host community, with the most positive responses coming from North Lebanon. Refugees outside of organised camps and settlements feel more welcome. Their responses on this question align with refugees' sense of safety.

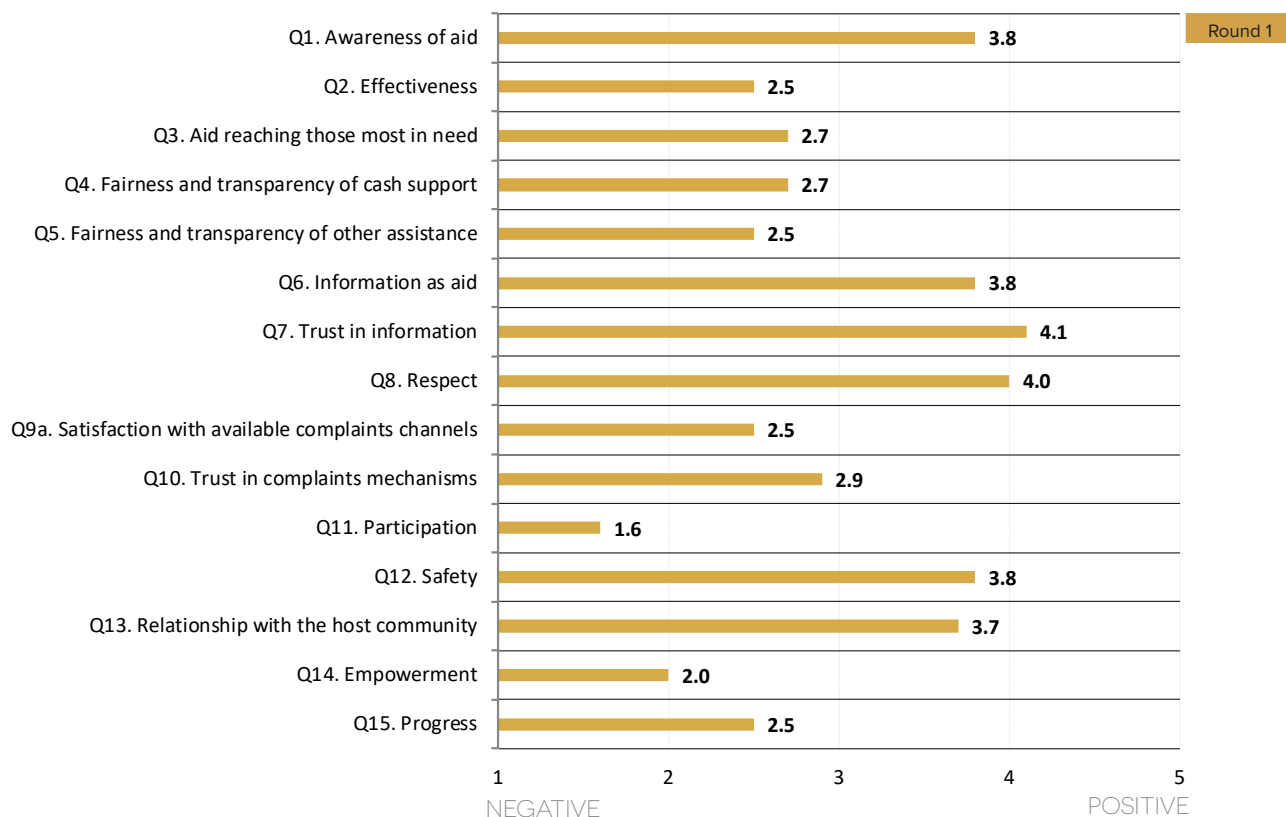
14. Lack of empowerment

Refugees in Lebanon do not feel the support they receive sets them on a path towards a self-sustaining, autonomous future. Obstacles include lack of jobs, education and professional training opportunities.

15. Lack of progress

Refugees report seeing little improvement in their lives during the four months prior to the survey. Refugees in North Lebanon, Palestine refugees in unofficial

settlements and those in collective shelters are alone in seeing some progress.



Reading this report

This report uses bar charts for both open and closed questions, with responses given on a 1-5 Likert scale. The charts show the distribution (in %) of answer options chosen for each question – with colours ranging from dark red for negative answers to dark green for positive ones. The mean or average score is also shown on a 1 to 5 scale.

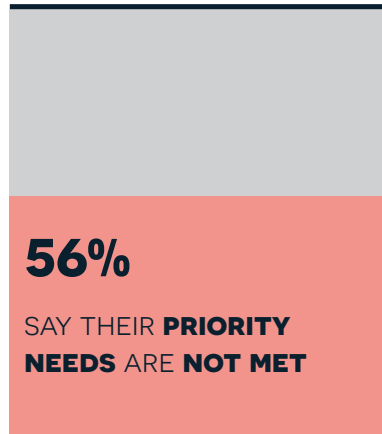
For each question we indicate the main take-away or conclusion drawn from the data. We also recommend which issue or issues might be worth exploring or probing further. This can be done by comparing the

perceptual data with other data sets that are available to humanitarian agencies in Lebanon. Another approach is to use focus groups and other forms of dialogue to clarify what lies behind the perceptions that surfaced in the survey directly through focus group discussions, key informant interviews and other forms of dialogue. A second stage in Ground Truth Solutions’ inquiry will be to use focus groups to dig deeper into some of the issues that surfaced in this first survey.



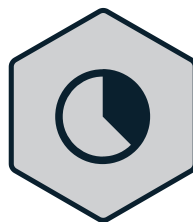
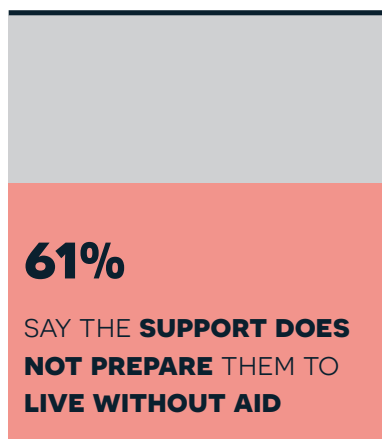
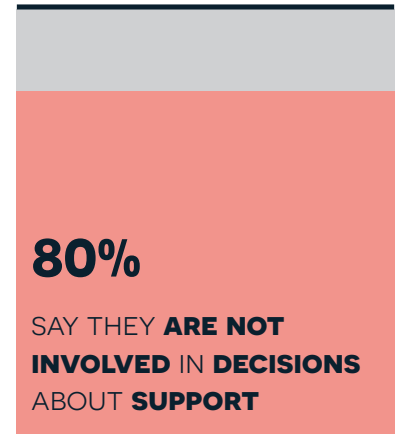
HIGHLIGHTS

ROUND 1



PEOPLE NEED

1. FOOD AND WATER
2. HOUSING
3. MEDICINE AND MEDICAL CARE

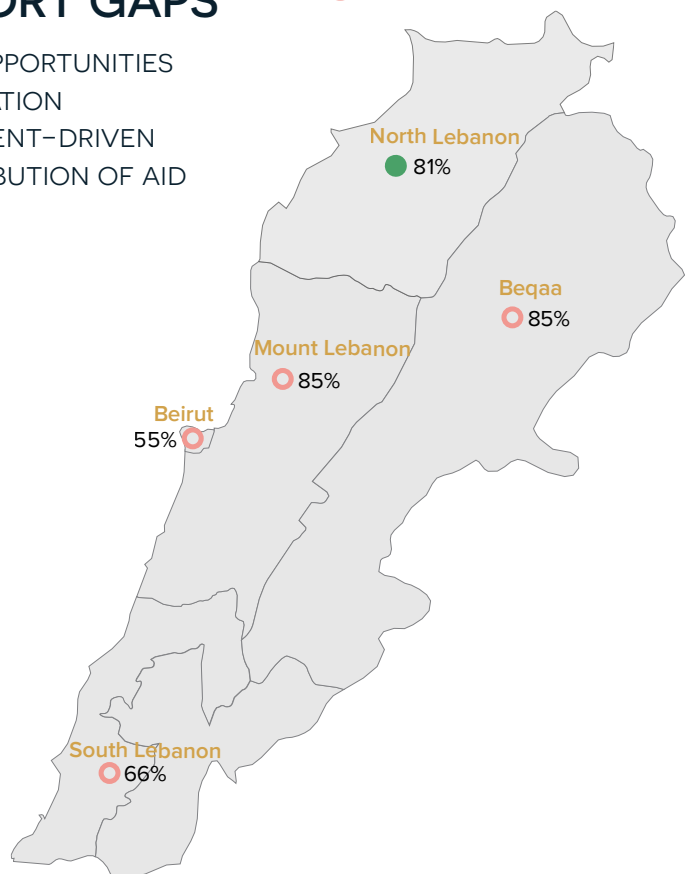
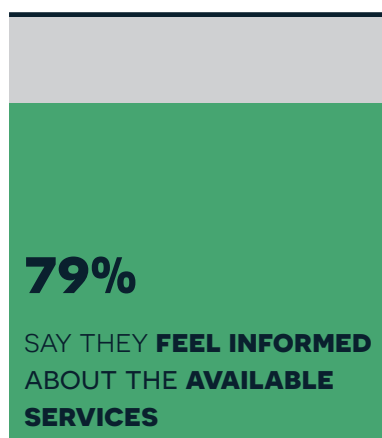


SUPPORT GAPS

1. JOB OPPORTUNITIES
2. EDUCATION
3. RECIPIENT-DRIVEN DISTRIBUTION OF AID

PERCEPTIONS OF WHETHER **LIVES OF REFUGEES HAVE IMPROVED** OVER THE PAST FOUR MONTHS

- % OF POSITIVE RESPONSES
- % OF NEGATIVE RESPONSES



SURVEY QUESTIONS

Q1. Awareness of aid

Do you feel informed about the kind of aid that is available to you?

1 = Not at all
2 = Not very much
3 = I know about some of the aid/ support available to me
4 = I am informed about most of the aid/support available to me
5 = I am well informed about the aid/ support available to me

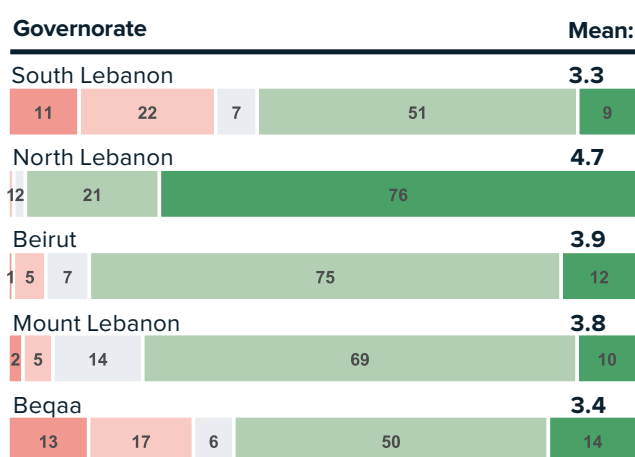
(values in %)

Mean: 3.8

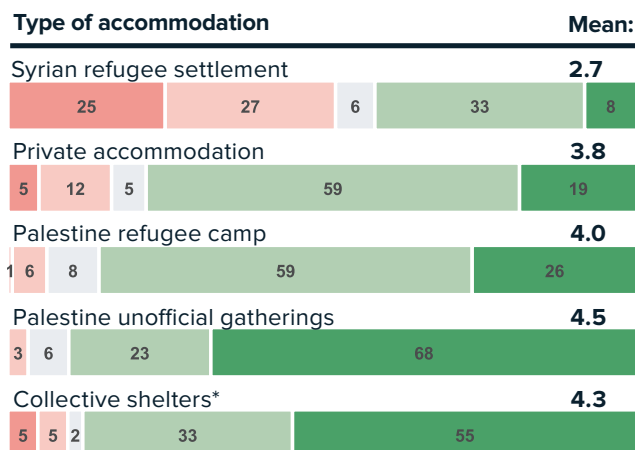


Despite some negative responses, a clear majority **feel informed** about the available support.

Perceptions differ across the governorates: refugees in North Lebanon feel almost universally well informed while approximately a third of those in Beqaa and South Lebanon report not knowing what aid is available.



Syrians living in refugee settlements provide the most negative responses, with over half of them reporting that they lack information about the support available to them.



Recommendation:

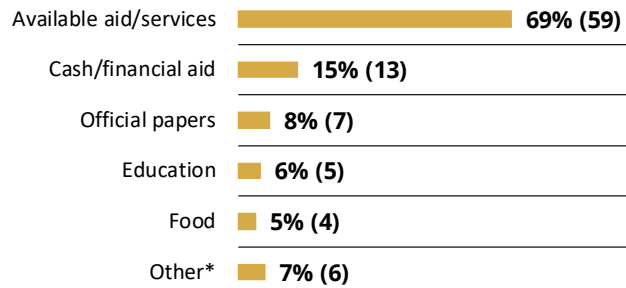
- ✔ Explore the possible reasons behind lower levels of awareness in Syrian refugee settlements and consider ways to increase refugees' knowledge of available support.

* The category of collective shelters includes existing buildings used as temporary living accommodations for hosting refugees, such as schools, hotels, community centres and hospitals.



Follow-up question asked to those who responded 1, 2 or 3 to Q1:

What information do you need?



Most respondents confirm that they lack information about available aid and related forms of support. Specific information demands relate to cash transfers, obtaining official documentation, education and food.

The graph shows the most common responses and how frequently they were mentioned. The percentages do not total 100% because respondents could give multiple answers.

* 'Other' includes information on shelter, housing, medical care and work.

Q2. Effectiveness

Are your most important needs met by the services you receive?



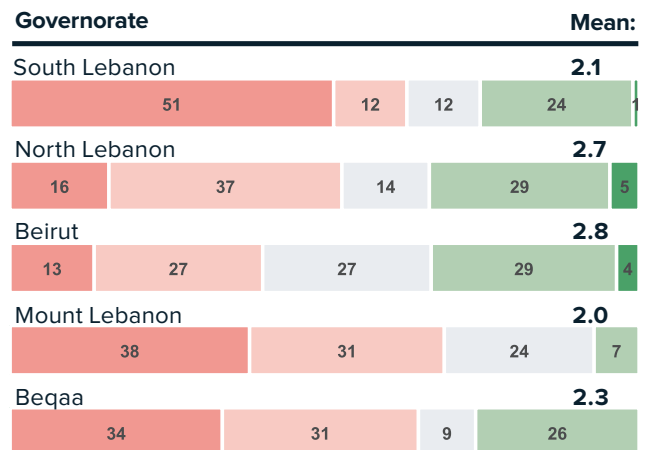
(values in %)

Mean: 2.5



There are **significant concerns** among refugees as to whether their basic needs are met. Only a quarter of respondents indicate otherwise.

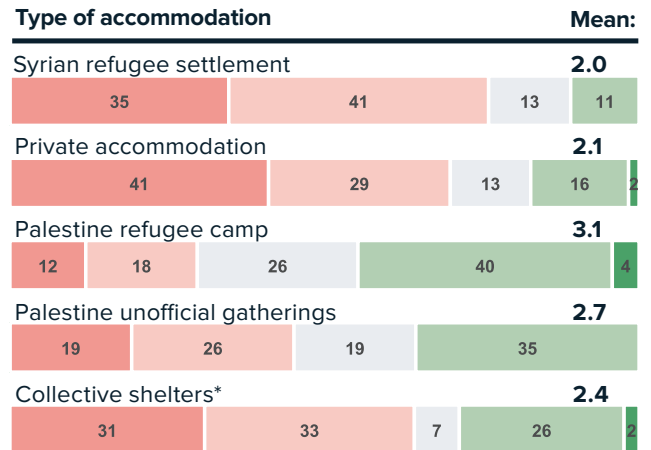
Perceptions are most negative in Mount Lebanon and South Lebanon where, respectively 71% and 63% of respondents say their needs are not being met.



A breakdown of responses by type of accommodation shows that Syrians in refugee settlements and those living in private accommodation are the least satisfied with the extent to which their needs are met.

Recommendation:

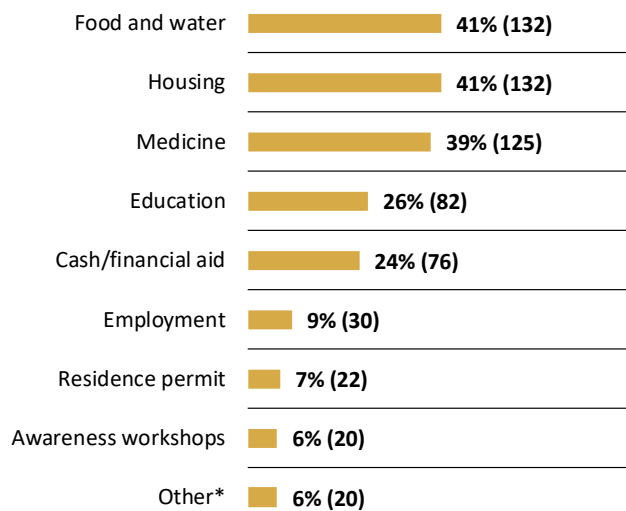
✔ It would be useful to further investigate the differences in perceptions across governorates and among types of accommodation.



* The category of collective shelters includes existing buildings used as temporary living accommodations for hosting refugees, such as schools, hotels, community centres and hospitals.

Follow-up question asked to those who responded 1, 2 or 3 to Q2:

What are your most important needs that are not met?



Main unmet needs are: food and water, housing, medication, education and financial support.

The graph shows the most common responses and how frequently they were mentioned. The percentages do not total 100% because respondents could give multiple answers.

For detailed information on the needs reported in each governorate please see annex 1.

Recommendation:

✔ It would be useful to compare these findings with the results of other needs and vulnerability assessments.

* 'Other' includes clothes, psychological help, safety and children needs.



Q3. Aid reaching those most in need

In your neighbourhood, does the support reach the refugees who need it most?



(values in %)

Mean: 2.7

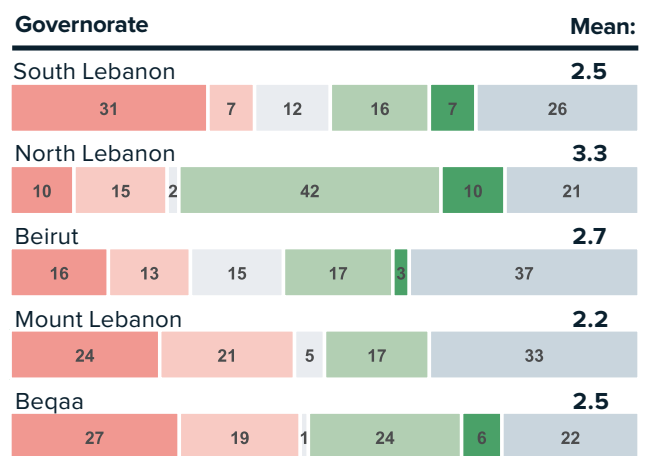


Perceptions differ among refugees as to whether aid reaches those who need it most, with **slightly more negative than positive responses**. More than a quarter of those asked could not answer the question.

North Lebanon is the only governorate where a majority of respondents answer positively.

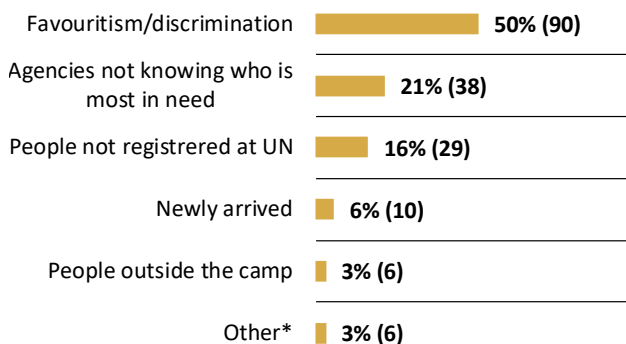
Recommendation:

✓ Further investigation of concerns about the way aid is distributed could help inform targeting strategies. It might also be worth doing more to communicate approaches more clearly so that refugees better understand how the most vulnerable families are identified.



Follow-up question asked to those who responded 1, 2 or 3 to Q3:

Who is left out?



* 'Other' includes elderly, families without children, and big families.

This follow-up question was intended to understand why some groups feel left out. However, most respondents answer by explaining why they feel support is not reaching people most in need. Many mention discrimination and favouritism, particularly between Palestine and Syrian refugees. Some see recent arrivals and refugees not registered with the UN as the most marginalised. The data suggests that there is some level of positive discrimination towards more powerful groups. Others say agency staff do not know who is most in need.

The graph shows the most common responses and how frequently they were mentioned. The percentages do not total 100% because respondents could give multiple answers.



Q4. Fairness and transparency of cash support

Are cash transfers to refugees fair and transparent?¹



(values in %)

Mean: 2.7



Refugees are divided about the way they see the fairness and transparency of cash transfers, with **slightly more negative** than positive responses.

North Lebanon is the only governorate with overwhelmingly positive responses. It is also the governorate with the highest percentage of respondents – 82% – who have received cash support. Refugees from Mount Lebanon – without a single positive respondent – are by far the least confident about the fairness and transparency of cash transfers. Only 5% of them have received cash.

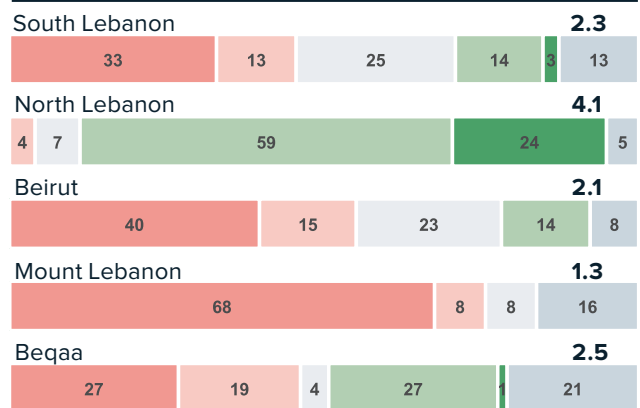
Refugees living in private accommodation and Syrians in refugee settlements are more negative about the way cash is distributed than respondents in other types of accommodation. Respondents living in unofficial Palestine settlements are most positive – the majority of them are in North Lebanon.

Perceptions also differ by age, with young respondents more positive about the fairness of cash transfers than older respondents.

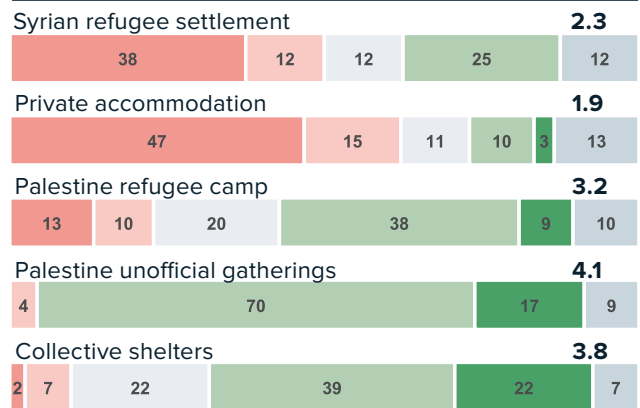
Recommendation:

- Explore what causes the different perceptions across governorates and types of accommodation.

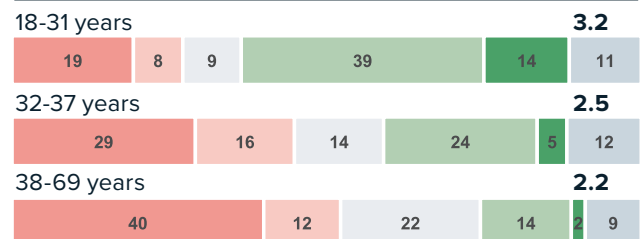
Governorate **Mean:**



Type of accommodation **Mean:**



Age **Mean:**

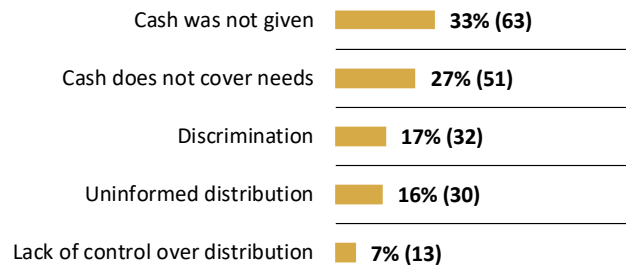


¹This question was asked to the 359 respondents who said they were aware of cash transfers provided to refugees.



Follow-up question asked to those who responded 1, 2 or 3 to Q4:

Why not?



Many refugees consider cash transfers unfair because they have not personally received this form of aid. Others indicate that cash support is insufficient to cover their needs, particularly rent. Several respondents refer to discrimination between powerful and poor people, and feel that organisations lack the information about people most in need of help, thereby giving aid to the wrong people. The graph shows the most common responses and how frequently they were mentioned. The percentages do not total 100% because respondents could give multiple answers.

Q5. Fairness and transparency of other assistance

Are the other types of assistance given to refugees [in this camp/urban location] fair and without discrimination?



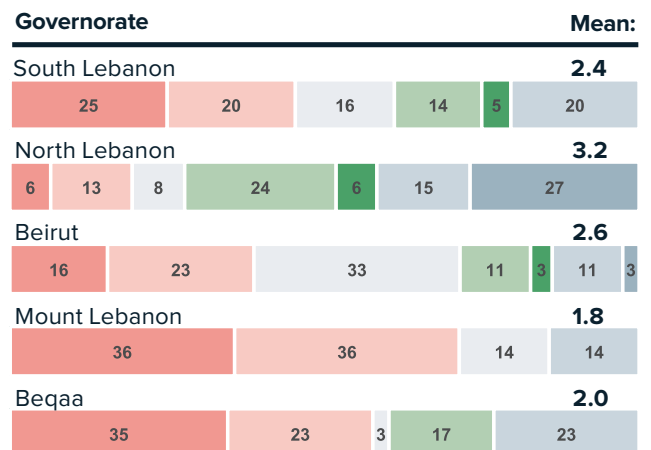
(values in %)

Mean: 2.5



Refugees are even **less confident** about the **fairness and transparency** of non-cash forms of assistance. Over twice as many respond negatively as positively to this question.

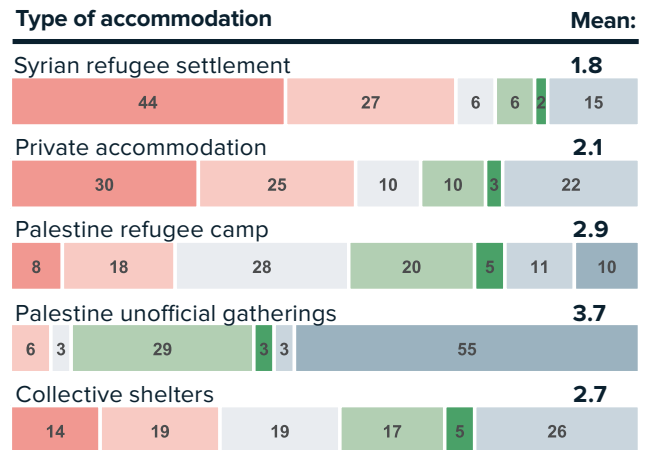
Similar to the views on fairness and transparency of cash transfers, refugees in Mount Lebanon, Beqaa and South Lebanon are the least positive about the fairness of non-cash aid. Those in North Lebanon are the most positive.



The breakdown of responses per type of accommodation shows similar results to perceptions on the fairness and transparency of cash transfers. The distribution of aid is seen as least fair or transparent by Syrians in refugee settlements and those living in private accommodation. The majority of Palestine refugees staying in unofficial settlements are unable to answer the question.

Recommendation:

- ✔ Explore the reasons behind negative perceptions of fairness and transparency in Mount Lebanon, Beqaa and South Lebanon, as well as among Syrian refugees more generally.



Q6. Information as aid

Do you have the information you need to make informed decisions about moving to other countries or within Lebanon?

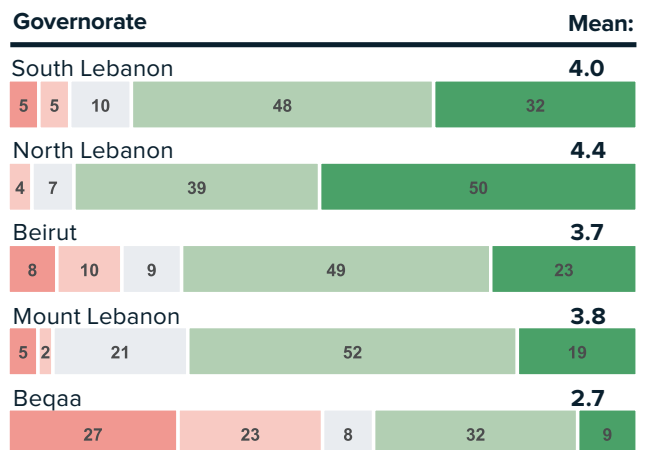


(values in %)

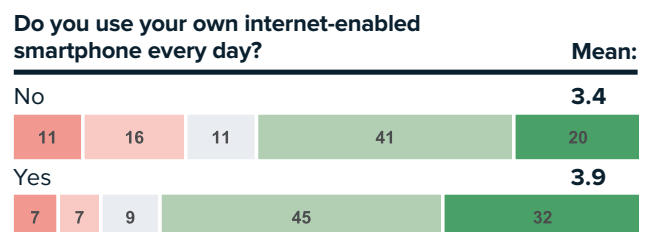


Refugees interviewed feel **well informed** for making decisions about moving between countries or within Lebanon.

Perceptions differ across the governorates: half of the respondents from Beqaa indicate that they do not feel they have sufficient information to make decisions on their potential movements, while almost 90% of respondents in North Lebanon say they do.



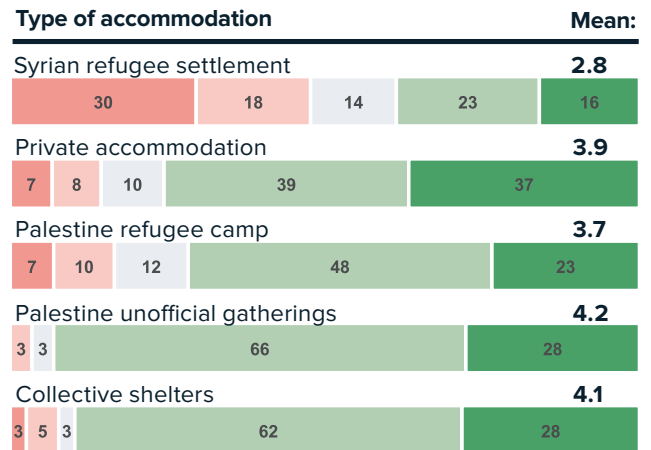
Respondents who use their own internet-enabled smartphone every day seem to be slightly better informed.



Palestine refugees in unofficial settlements and refugees in collective shelters feel relatively well informed on the issue of movement compared to refugees in other types of accommodation. Syrians in refugee settlements are the least confident about having information to make such decisions.

Recommendation:

- ✔ There is little insight provided by the data as to why one group feels better informed than another, but the differences warrant further investigation.



Q7. Trust in information

Do you trust the information you receive from aid agencies and Lebanese authorities about moving between countries or within Lebanon?

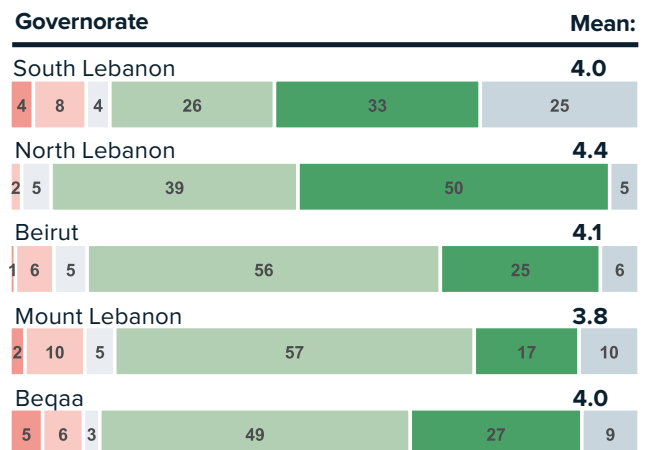


(values in %)



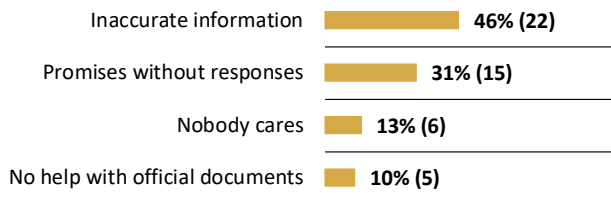
Refugees **generally trust** the information they receive about moving between countries or within Lebanon.

Levels of trust are high across all governorates, with particularly high scores in North Lebanon where almost 90% respond positively.



Follow-up question asked to those who responded 1, 2 or 3 to Q7:

Why not?



Refugees who do not trust the information they receive complain that aid organisations – and particularly the Lebanese authorities – provide inaccurate information, leading to problems with official documents, immigration procedures and law enforcement. Another frequently mentioned reason is that agencies and the government say one thing and do another – or simply fail to follow up. Both actors make promises that they subsequently fail to follow through on or respond to. Several refugees say that agencies and authorities do not care about their problems.

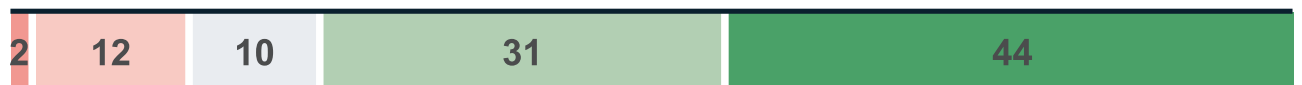
Q8. Respect

Do aid providers treat you with respect?



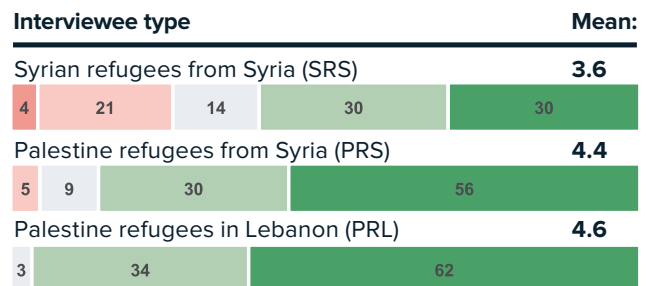
(values in %)

Mean: 4.0

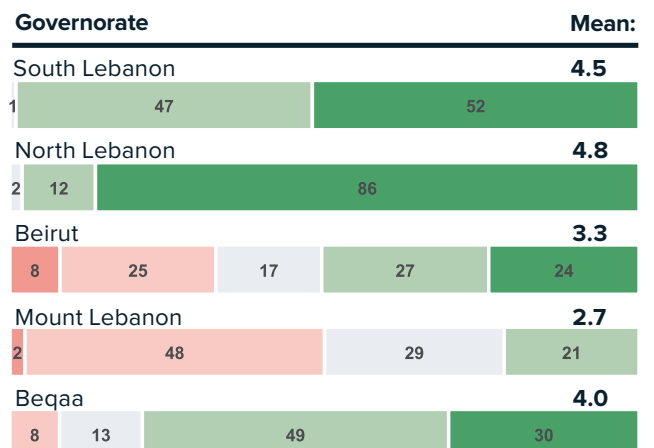


Refugees interviewed feel that they are **treated with respect**.

Overall, Syrian refugees feel that they are treated with less respect than Palestine refugees.



Perceptions differ again across governorates, with refugees in North and South Lebanon being positive while those in Mount Lebanon and Beirut are much less so. Half of the respondents in Mount Lebanon do not feel treated with respect.



Recommendation:

- Investigate further why so many refugees in Mount Lebanon do not feel treated with respect by aid providers.



Q9. Awareness of complaints mechanisms

No
Yes

Do you know how to make suggestions or complaints about the assistance provided?

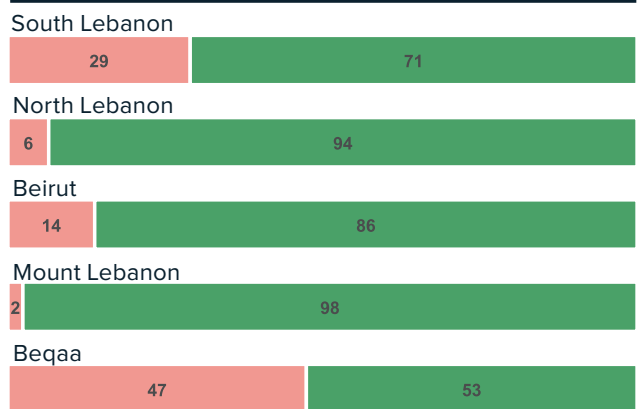
(values in %)



There is **high awareness** of complaints mechanisms among refugees.

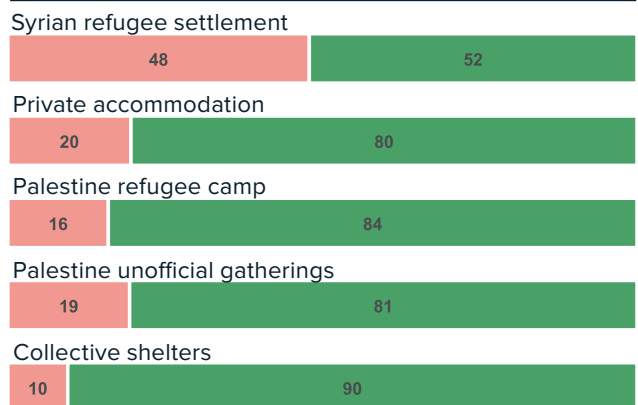
Scores are most positive in North Lebanon and Mount Lebanon and least positive in Beqaa where almost half of the respondents say they do not know how to make suggestions or complaints.

Governorate



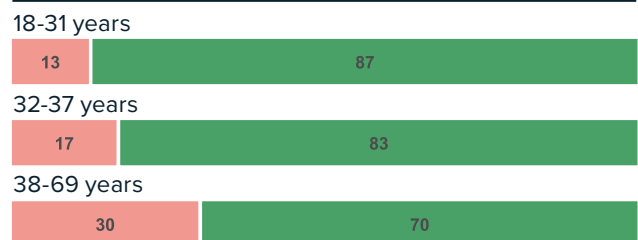
Respondents from Syrian refugee settlements stand out as the least aware of complaints mechanisms.

Type of accommodation



Older respondents are less aware of complaints mechanisms than younger people.

Age



Recommendation:

✔ Humanitarian agencies working in Beqaa and in Syrian refugee settlements should consider stepping up their efforts to inform refugees about how to raise issues and make complaints.



Follow-up question asked to those who responded 'Yes' to Q9:

Are you satisfied with the available channels to make suggestions or complaints?

- 1 = Not at all
- 2 = Not very much
- 3 = Neutral
- 4 = Mostly yes
- 5 = Completely
- Do not know
- Do not want to answer

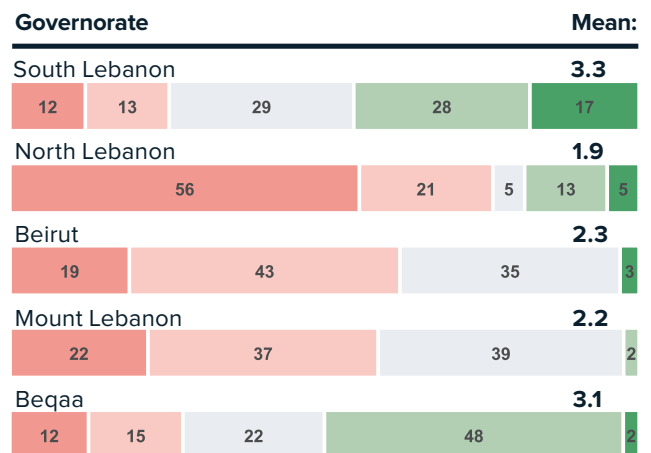
(values in %)

Mean: 2.5

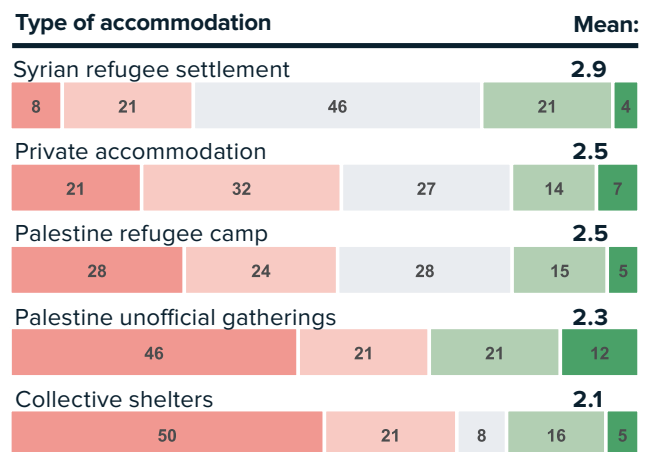


Even though refugees seem to know how to make suggestions or complaints, **over half** of them **do not consider the available channels satisfactory**.

Scores are lowest in North Lebanon, where over three-quarters of respondents indicate their dissatisfaction with the available channels. Perceptions are similar in Beirut and Mount Lebanon where only a small number of refugees responded positively.

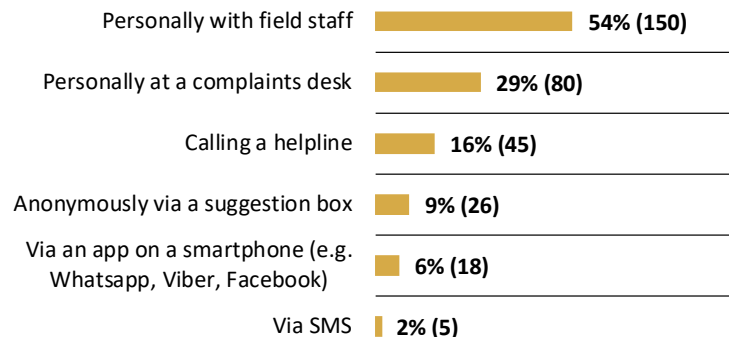


People living in collective shelters and unofficial Palestine settlements see current arrangements as especially inadequate.



Follow-up question asked to refugees who responded 1, 2 or 3 to the previous follow-up question:

How would you prefer to make suggestions or complaints about the assistance?



Personal interactions with field staff or through help desks are the preferred approaches for raising issues. Other options appear to be less popular.

The graph shows the most common responses and how frequently they were mentioned. The percentages do not total 100% because respondents could give multiple answers.

Recommendation:

Compare the preferences expressed by respondents with other information available on refugees' preferred ways of reaching out to humanitarian agencies, and review existing complaints mechanisms accordingly.

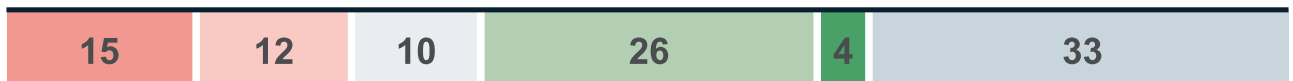
Q10. Trust in complaints mechanisms

If you were to make a complaint, do you believe you would receive a response?



(values in %)

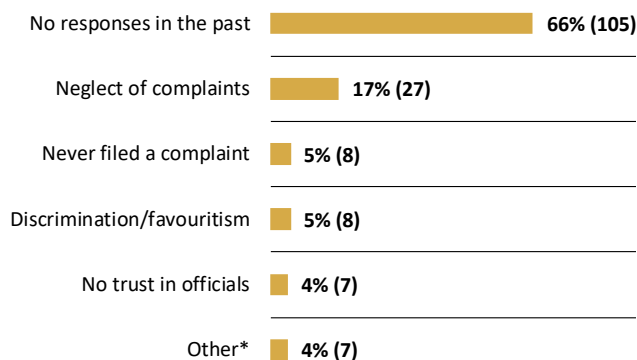
Mean: 2.9



Refugees are **uncertain** about whether their complaints would receive a response, with a third of respondents saying they 'do not know'. This trend holds across all demographic breakdowns.

Follow-up question asked to those who responded 1, 2 or 3 to Q10:

Why not?



Respondents' lack of confidence appear to be largely based on their past experience of not receiving responses to their complaints.

Recommendation:

It would be worth comparing these findings with humanitarian agencies' own documentation of complaints received and handled, with a view to considering whether anything more could be done to improve responsiveness to complaints.

* 'Other' includes the impression that nobody seeks input from refugees, and that aid providers receive too many complaints to respond to all of them.



Q11. Participation

Do organisations involve you in decisions about the support they provide?



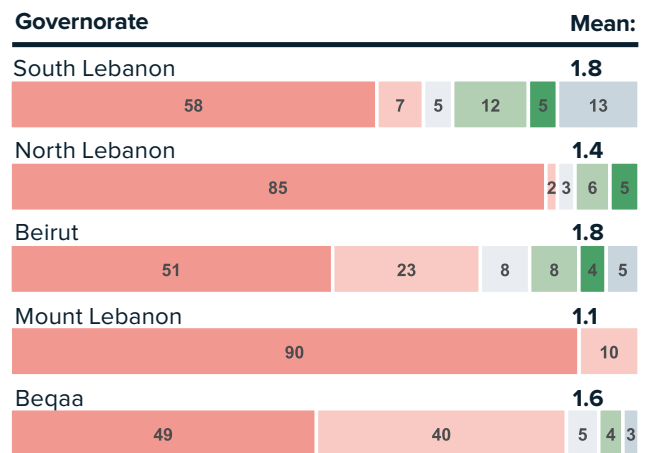
(values in %)

Mean: 1.6



The **majority** of refugees say they are **not involved in the decisions** relating to the aid they receive.

Respondents in North Lebanon and Mount Lebanon are overwhelmingly negative, with every respondent in the latter governorate saying that they are not involved in decisions.



Recommendation:

✔ Analyse and interpret these findings in the context of existing mechanisms for community engagement and participation.

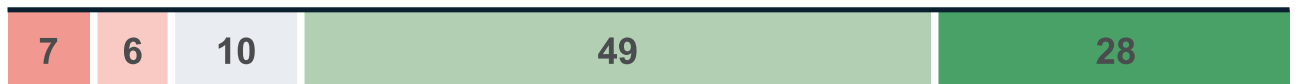
Q12. Safety

Do you feel safe in your place of residence?



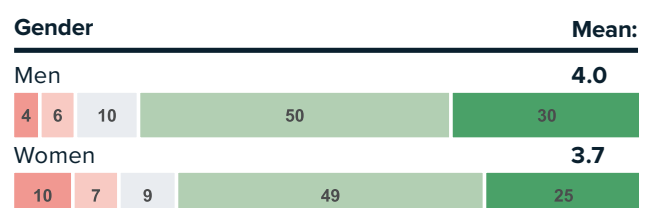
(values in %)

Mean: 3.8



Refugees feel **mostly safe** in the place where they live.

Female respondents and older people are slightly more concerned about their safety than younger and male population groups.



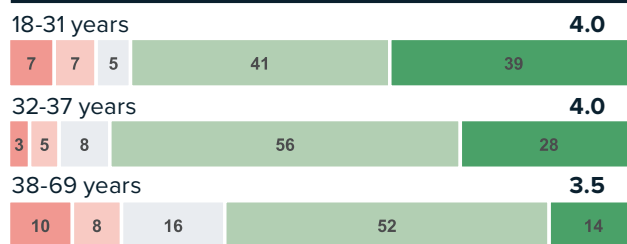
Almost every refugee interviewed in North and Mount Lebanon reports feeling safe, while roughly half of respondents in Beirut – where concerns about safety is highest – feel the same.

Respondents who live in refugee settlements and camps feel less safe than those who live in other types of accommodation.

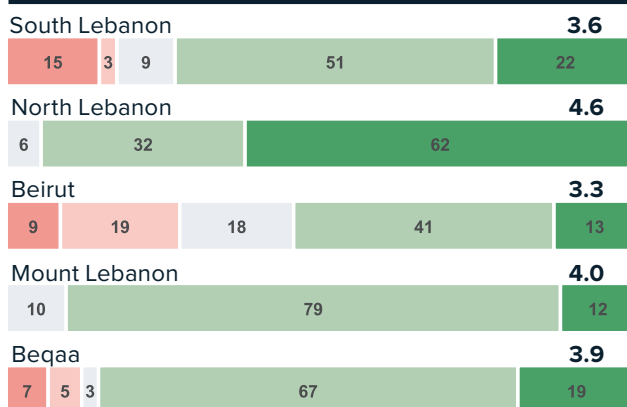
Recommendation:

- ✔ Compare this data about people’s sense of safety with other data on safety and security concerns, particularly in Beirut and in refugee settlements and camps.

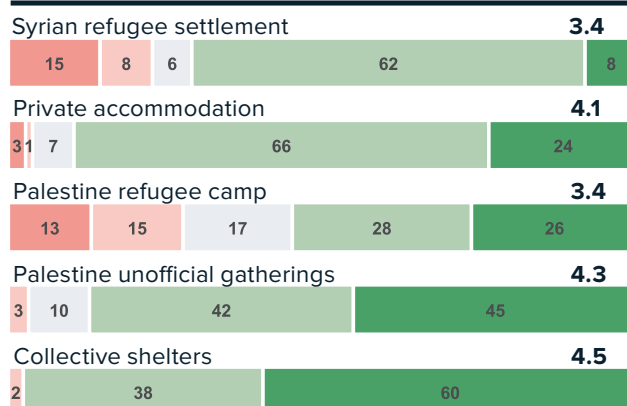
Age Mean:



Governorate Mean:

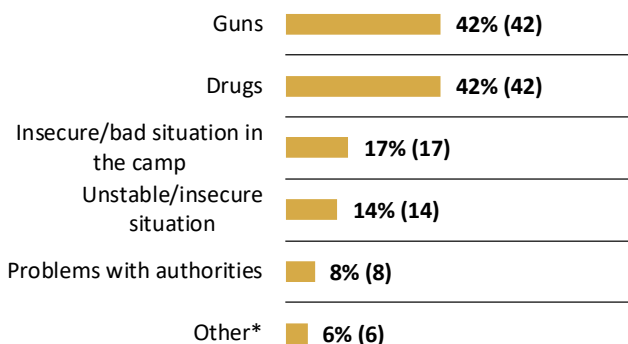


Type of accommodation Mean:



Follow-up question asked to those who responded 1, 2 or 3 to Q12:

Why do not you feel safe?



Refugees who feel unsafe point to the spread of guns and drugs in particular. Some respondents mention not feeling safe because they do not have a residence permit and hence fear official raids.

The graph shows the most common responses and how frequently they were mentioned. The percentages do not total 100% because respondents could give multiple answers.

* 'Other' includes not feeling welcomed, discrimination and life abroad.



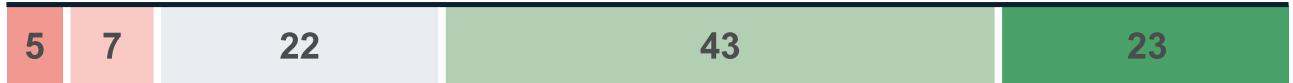
Q13. Relationship with the host community

Do you feel welcomed by the host community?



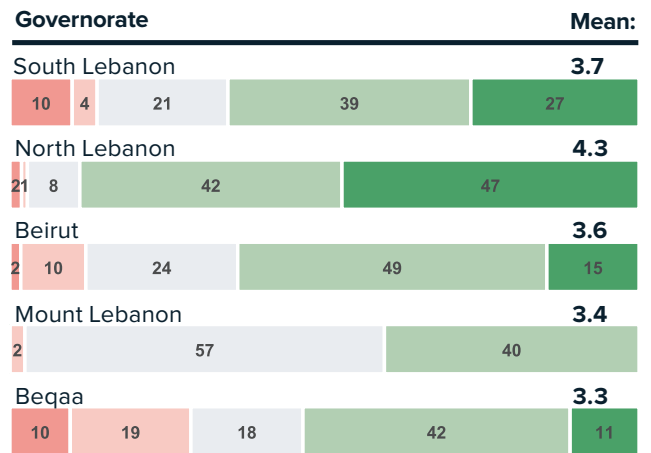
(values in %)

Mean: 3.7

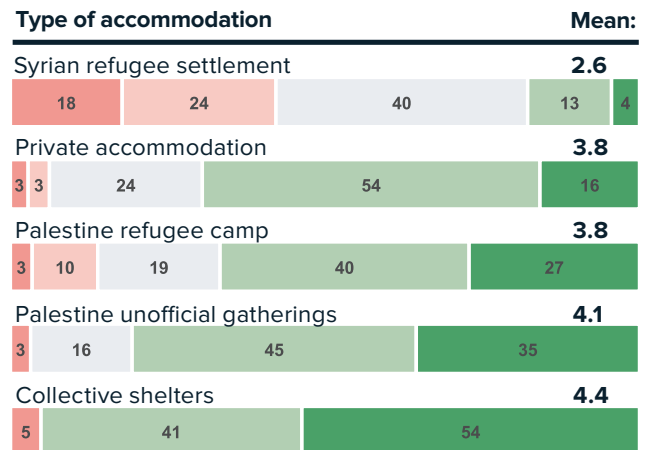


Most refugees feel welcomed by their host community.

Refugees in North Lebanon feel the most welcome; those in Beqaa the least.



Syrians living in refugee settlements feel least welcomed by host communities. People living outside organised camps and settlements appear to feel more welcome. This seems to indicate that accommodation solutions that allow for more interaction between refugees and host communities might have a positive bearing on relations.



Recommendation:

- ✔ Reflect on what these findings mean for strategies around safe and adequate accommodation solutions for refugees in Lebanon.



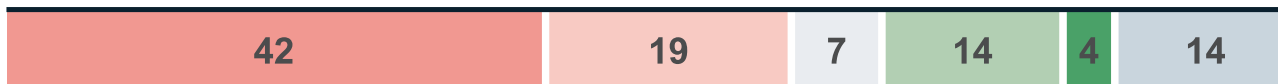
Q14. Empowerment

Do you feel the support you receive prepares (empowers) you to live without aid in Lebanon?



(values in %)

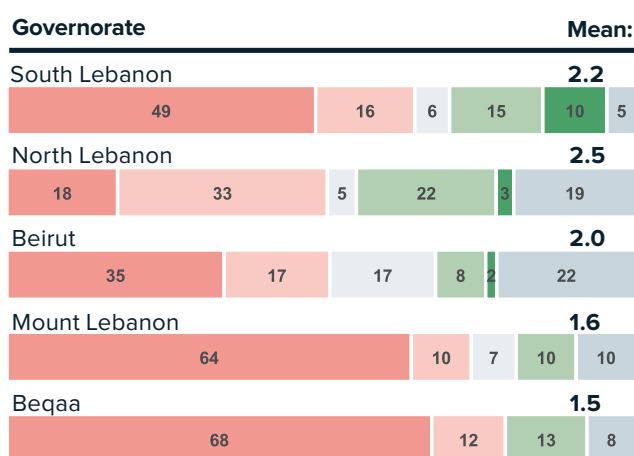
Mean: 2.0



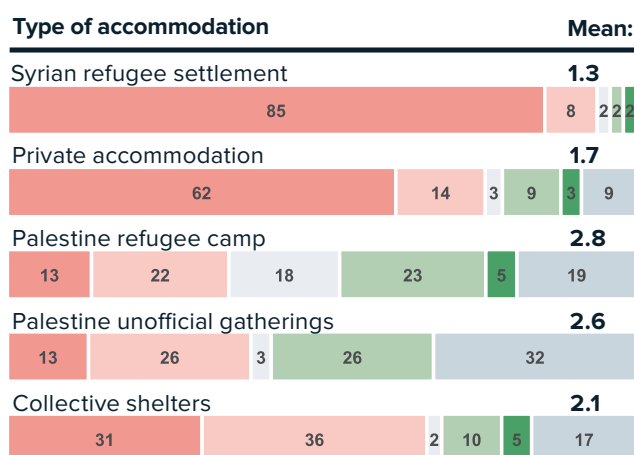
Support to refugees is not seen as enabling individuals to live without aid in the future.

This is in line with OCHA's analysis in its latest *Humanitarian Bulletin for Lebanon*² about refugees becoming increasingly dependent on assistance.

Scores are lowest in Mount Lebanon and Beqaa, where over three-quarters of refugees do not believe the aid they receive prepares them for autonomy in the future.



Syrian respondents from refugee settlements stand out as particularly pessimistic, with 85% responding that the support they receive is not empowering them 'at all.' Palestine refugees living in both refugee camps and unofficial gatherings feel somewhat more positive about the potential long-term impact of aid. This corresponds to disparities between refugees who have recently arrived and those who have been in Lebanon for a prolonged period of time. Among those who have been in Lebanon for over six months, three times as many respondents answer positively compared to those who have only been in the country for four months or less.



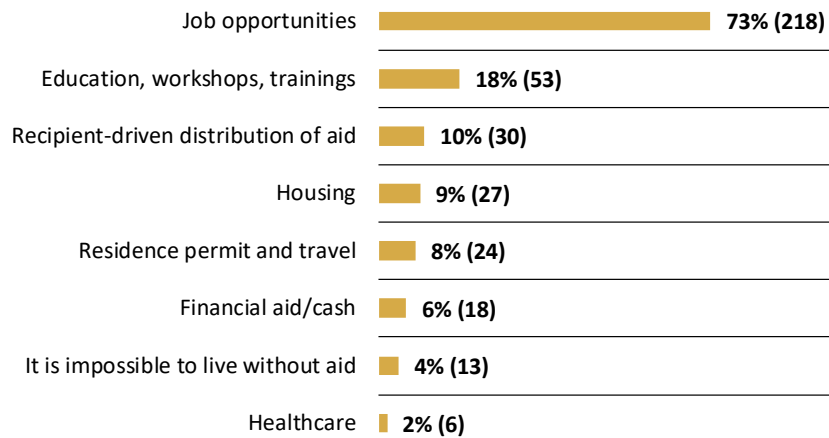
Correlations across survey questions indicate that those who believe that cash and other services are provided in a fair and transparent manner also report that their needs are being met and that the support empowers them.

² OCHA Humanitarian Bulletin, Issue 26, 15 Dec-31 Jan 2017. See: <http://reliefweb.int/sites/reliefweb.int/files/resources/OCHA-HumanitarianBulletin-Issue26-December2016EN.pdf>



Follow-up question asked to those who responded 1, 2 or 3 to Q14:

What could aid agencies do to enable (prepare/empower) you to live without aid in Lebanon?



Respondents mention jobs, education and professional training opportunities as key to being able to lead an independent life. Some respondents mention that aid agencies should tailor their support according to people’s needs and aspirations. Housing, residence permits and increased financial aid are also frequently cited as unmet needs.

The graph shows the most common responses and how frequently they were mentioned by those who responded to this question. The percentages do not total 100% because respondents could give multiple answers.

Q15. Progress

Overall, has your life improved over the past four months?



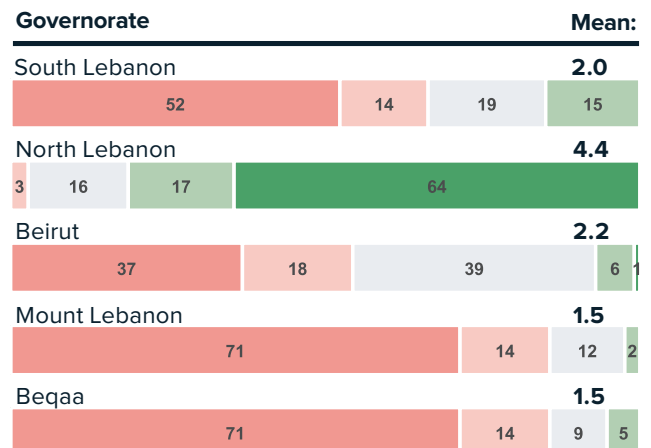
(values in %)

Mean: 2.5



The majority of respondents have not seen an improvement in their lives over the past four months.

North Lebanon is the only area where respondents report positive changes in their lives. Refugees in Mount Lebanon and Beqaa are particularly negative, with over 70% in both governorates reporting that there had not been any progress ‘at all’ over the past four months.

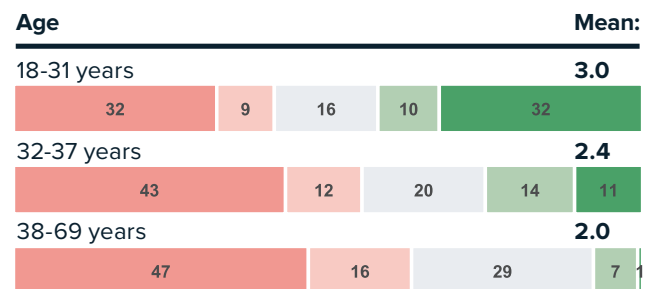
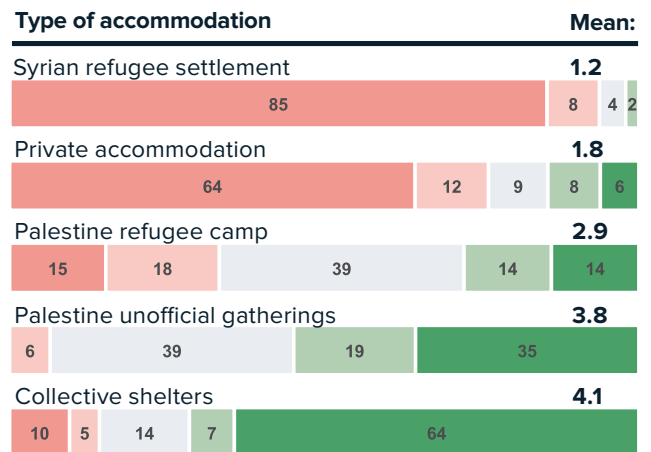


Perceptions differ significantly according to type of accommodation, with Palestine refugees in unofficial settlements seeing more improvement in their lives than those in refugee camps. People living in collective shelters are most positive. Perceptions among Syrians living in refugee settlements are of particular concern, with only 2% seeing any improvement in their circumstances.

Older respondents are more negative than younger ones. The correlations indicated above may help in thinking through how to address key issues affecting refugees' lives and improve them.

Recommendations:

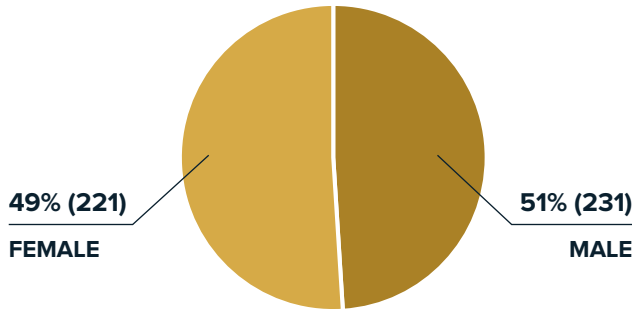
- ✔ Explore the reasons that might explain the difference in perceptions across the five governorates.
- ✔ The above correlations might also be worth investigating as they might hold the key to the issues that, if addressed, could substantially improve refugee's lives in Lebanon.



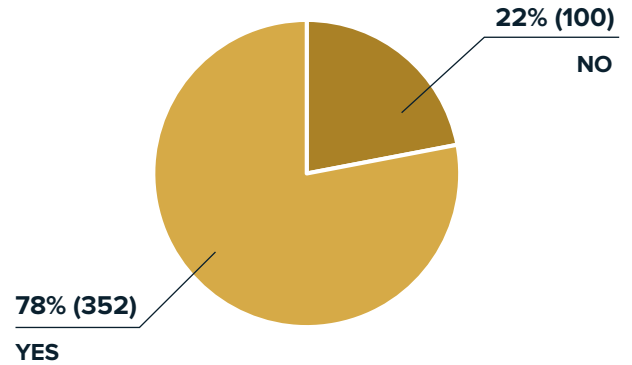
DEMOGRAPHICS

The graphs below depict the demographic breakdown of the 452 respondents in Round 1. Each graph includes percentages, as well as the frequency in parentheses.

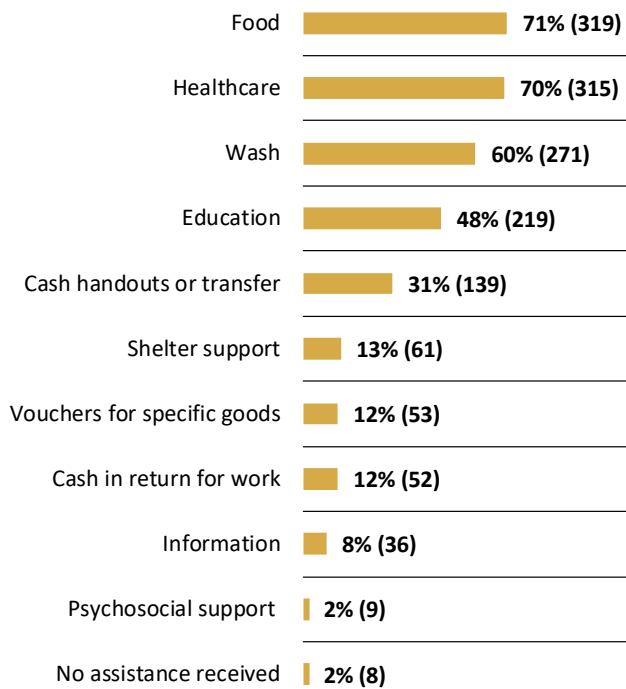
Gender



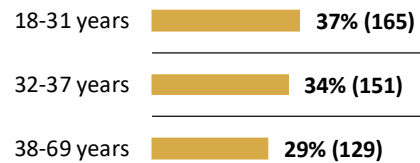
Do you use your own internet-enabled smartphone every day?



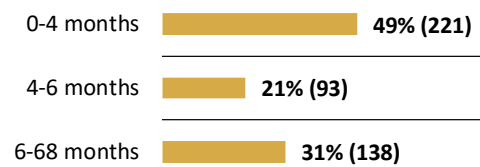
Services*



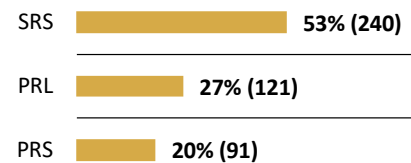
Age



Time spent at site



Interviewee type**

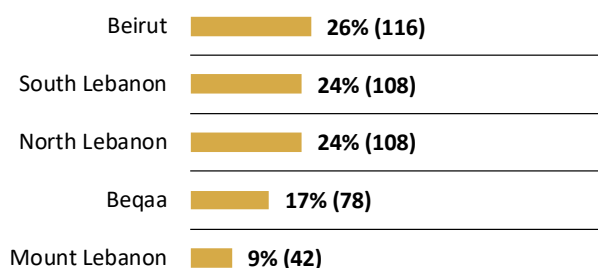


* Respondents could choose multiple answer options, therefore percentages do not total 100%.

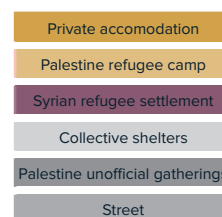
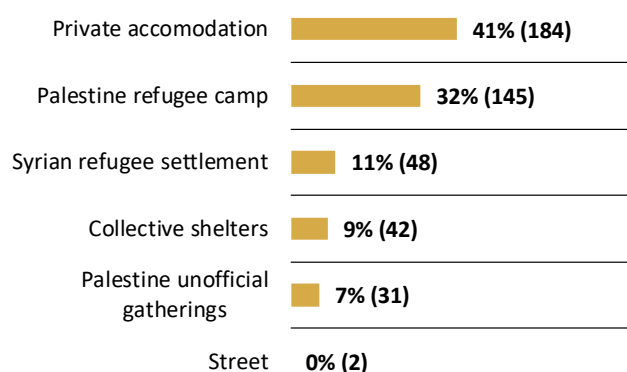
** Syrian refugees from Syria (SRS), Palestine refugees in Lebanon (PRL), Palestine refugees from Syria (PRS).



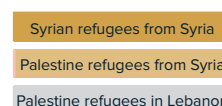
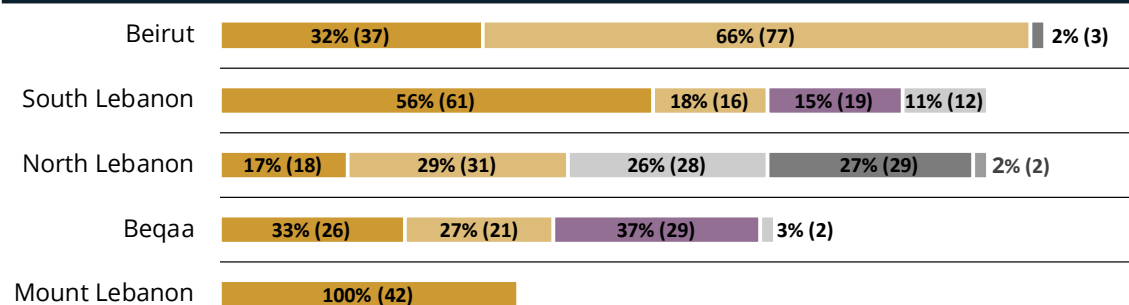
Governorate



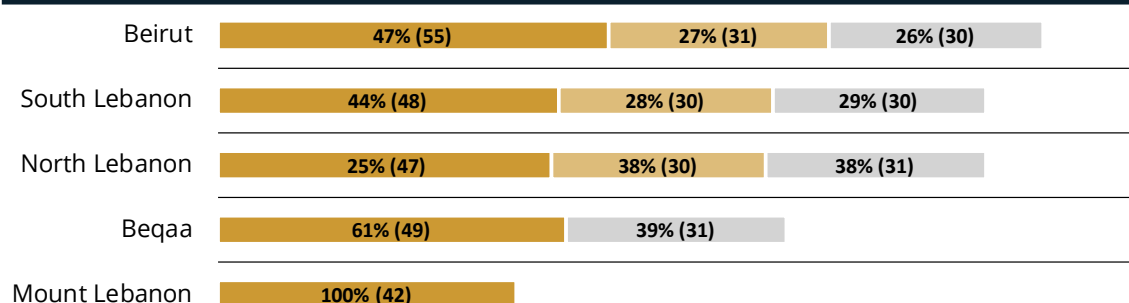
Accommodation type



Accommodation type per governorate



Interviewee type per governorate



RECOMMENDATIONS FOR THE HUMANITARIAN COMMUNITY

The following next steps are suggested for consideration by humanitarian agencies in Lebanon:

a) Dialogue. Discuss the main findings with your own staff and partners to verify and deepen the analysis. These 'sense-making' dialogues should focus on themes where the data suggests that further attention or course correction may be necessary.

b) Advocacy. Consider sharing this report with other agencies working with refugees in Lebanon to see how,

together, the humanitarian community can address concerns or bridge gaps.

c) Closing the loop. Encourage frontline staff to close the feedback loop by communicating changes or informing refugees about how services are being adapted to take feedback into account.

Ground Truth Solutions' staff would be happy to discuss the findings with agencies in Lebanon and offer advice on follow-up activities.

NOTE ON METHODOLOGY

Background

Ground Truth Solutions is one of seven partners that jointly provide analytical services as part of the [Mixed Migration Platform \(MMP\)](#). Other partners are [ACAPS](#), [Danish Refugee Council](#), [Internews](#), [INTEROS](#), [REACH](#), and [Translators without Borders](#). The goal of MMP, which was launched in October 2016, is to provide information related to mixed migration for policy, programming and advocacy work as well as providing information to people on the move in the Middle East and Europe. Ground Truth's contribution to the platform is the collection and analysis of feedback on the perceptions of people in different stages of displacement – in the borderlands, transit countries and countries of final destination.

Survey development

Ground Truth Solutions developed this survey – with input from humanitarian agencies in Lebanon – to gather feedback from refugees on the provision of humanitarian aid in the country. The goal is to inform the programming of humanitarian agencies and contribute to a more effective response. Ground Truth Solutions' perceptual surveys complement regular monitoring and evaluation of the response. Most closed questions use a 1-5 Likert scale to quantify answers. Several questions are followed by an open-ended question to understand why a respondent gave a particular answer.

Sample size

Interviews were conducted with 452 people across five regions of Lebanon targeting Syrian Refugees from Syria (SRS), Palestine Refugees from Syria (PRS) and Palestine Refugees from Lebanon (PRL).

Sampling methodology

The affected population was sampled randomly. The objective was to have representative samples in each of Lebanon's five regions, for each of the three refugee groups (Syrian refugees, PRL, PRS) and a 50-50 male-female split, with at least 50 respondents for each demographic subgroup to ensure sufficient representation. Participants were interviewed in public places, on the streets, in social gatherings, informal tented settlements and official refugee camps.

The confidence intervals for the full sample estimates are 5% with a 5% false alarm rate. In other words, we can be 95% certain that the broader population's attitudes fall within 5% of the responses for the full sample, assuming no sampling or response biases. Missing responses on particular questions are excluded from mean comparisons and correlations.

Data disaggregation

Data is disaggregated by gender, age, length of stay at site in Lebanon, refugee background, governorate, type of accommodation and usage of internet-enabled smartphone. The analysis in the report includes any significant difference in the perceptions of different demographic groups. It does not, however, show the full breakdown of responses according to these categories.

Language of the survey

This survey was conducted in Arabic.

Data collection

Data was collected between 6 and 10 March 2017 by Sayara International (Key Development Service S.A.R.L.), an independent data collection company contracted by Ground Truth Solutions.

For more information about Ground Truth surveys in Lebanon, please contact info@groundtruthsolutions.org or Michael Sarnitz (michael@groundtruthsolutions.org) and Diana Szasz (diana@groundtruthsolutions.org).



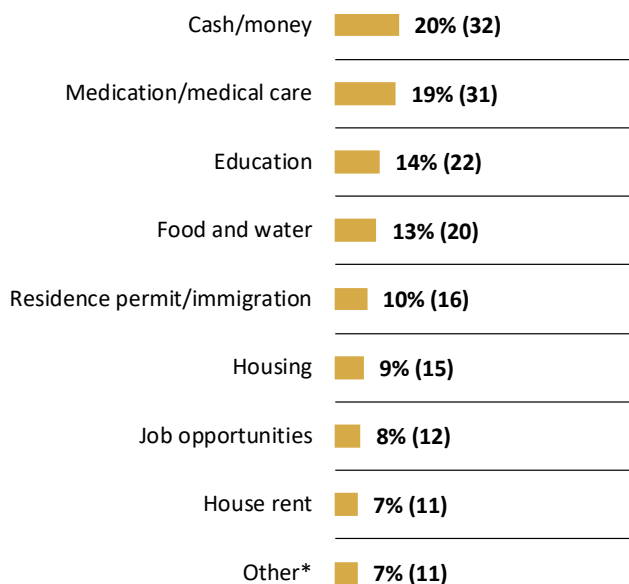
ANNEX 1

Follow-up question asked to those who responded 1, 2 or 3 to Q2:

What are your most important needs that are not met?

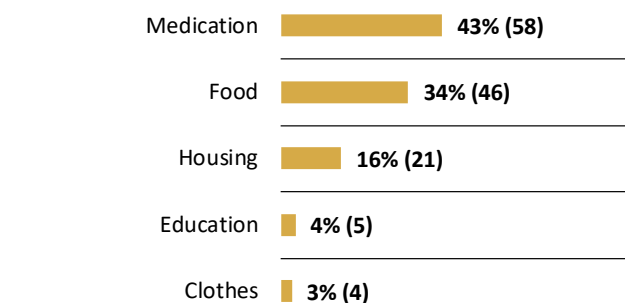
Graphs show the most common responses and how frequently they were mentioned by those who responded to this question. The percentages do not total 100% because respondents could give multiple answers.

South Lebanon

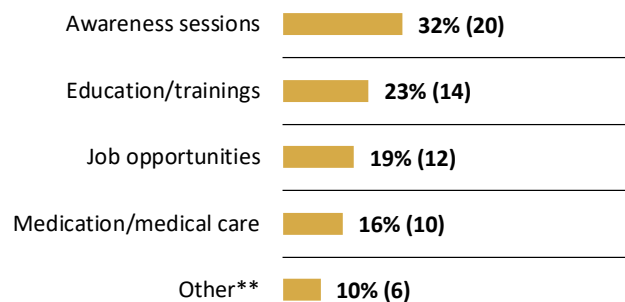


* 'Other' includes hygiene, children needs, safety and rights.

North Lebanon

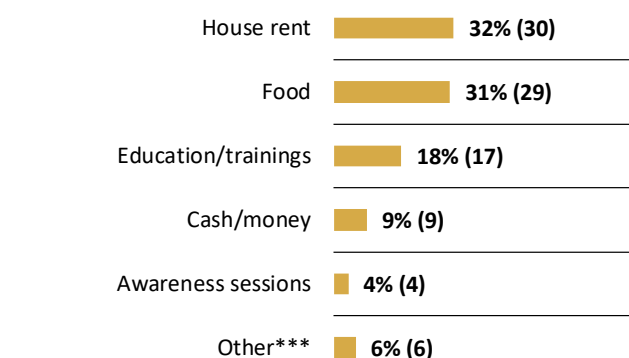


Beirut



** 'Other' includes psychological help, cash and safety.

Mount Lebanon



*** 'Other' includes official papers, children needs, job opportunities and medical care.

Beqaa

