



**GROUND TRUTH
SOLUTIONS**

MIXED MIGRATION PLATFORM

IDP PERCEPTIONS IN NORTHERN IRAQ

— ROUND 1 —
April 27, 2017

MIMP | MIXED
MIGRATION
PLATFORM

CONTENTS

OVERVIEW	3
INTRODUCTION	3
SUMMARY FINDINGS	3
READING THIS REPORT	4
HIGHLIGHTS	5
SURVEY QUESTIONS	6
Q1. NEEDS MET BY SERVICES	6
Q2. SUPPORT REACHING THOSE IN NEED	7
Q3. FAIRNESS AND TRANSPARENCY - CASH SUPPORT	8
Q4. FAIRNESS AND NON-DISCRIMINATION - OTHER SERVICES	9
Q5. LIVELIHOOD	10
Q6. INFORMATION	11
Q7. FURTHER MOVEMENT - INFORMATION	12
Q8. FURTHER MOVEMENT - TRUST	13
Q9. RESPECT - AID PROVIDERS	15
Q10. RESPECT - GOVERNMENT AUTHORITIES	16
Q11. RESPECT - SECURITY FORCES	16
Q12. AWARENESS OF COMPLAINTS MECHANISMS	17
Q13. TRUST IN COMPLAINTS MECHANISMS	18
Q14. VOICE	19
Q15. SAFETY	20
Q16. WILLINGNESS TO REPORT ABUSE	21
Q17. RELATIONSHIP WITH THE HOST COMMUNITY	22
Q18. RETURNING HOME	23
Q19. EMPOWERMENT	25
DEMOGRAPHICS	27
RECOMMENDATIONS	28
NOTE ON METHODOLOGY	29
BACKGROUND	29
SURVEY DEVELOPMENT	29
SAMPLE SIZE	29
SAMPLING METHODOLOGY	29
DATA DISAGGREGATION	29
LANGUAGE OF THE SURVEY	29
DATA COLLECTION	29
WORKS CITED	30

OVERVIEW

Introduction

This report analyses data collected from Internally Displaced Persons (IDPs) in northern Iraq. It is the first in a series of data collection rounds, which will include both quantitative and qualitative research, looking at IDP and refugee perceptions of humanitarian assistance in northern Iraq as part of the [Mixed Migration Platform](#).

Interviews for the survey were conducted face-to-face with 339 IDPs living in camps and urban areas. 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. Priority needs are not met

The majority of IDPs do not feel that their most important needs are met, notably cash, food and healthcare. Female IDPs have a greater sense that their needs are unmet than male IDPs.

2. Support not reaching those most in need

There is a prevalent sense among IDPs that the support does not reach the people who need it most. Many believe that children, youths, and older people do not receive sufficient support.

3. Cash transfers – not fair or transparent

Cash transfers are not considered fair or transparent, with only 6% of IDPs responding positively.

4. Other services – views divided on fairness

IDPs are divided about whether other services are provided fairly and without discrimination. Arab Sunnis perceive the distribution of services in a more positive light than Yazidis and Kurdish Sunnis.

5. Lack of livelihood options

Access to employment in the local economy is difficult. Women and Yazidis in particular do not believe they are able to make a living by working.

6. Lack of information

Most IDPs do not have the information they need to get help from relief agencies or local authorities. There is a lack of information about the distribution of aid, particularly when, where and by whom it is distributed. Many say that they would like a designated place where they could go to access information, guidance, and help.

7. Lack of information – for further movement

The majority of IDPs do not have the necessary information to make decisions about moving between countries or within Iraq. Information needs regarding further movement are highest in Haj Ali camp, among recent arrivals, and people who do not use smartphones daily.

8. Lack of trust in info. – for further movement

Responses are mixed among IDPs about whether they trust information about moving between countries or within Iraq from aid agencies and Iraqi authorities. Many doubt the credibility of the people providing information.

9. Aid providers treat IDPs with respect

Most IDPs feel that aid providers treat them with respect. However, the perception of being treated respectfully is slightly lower among women and Arab Sunnis.

10. Government authorities treat IDPs with respect

There is a strong sense among IDPs that they are treated with respect by government authorities. Women are slightly less positive than men.

11. Security forces treat IDPs with respect

IDPs overwhelmingly indicate that security forces treat them with respect – more so than aid providers and government authorities. Slightly more mixed responses are recorded among Arab Sunnis and IDPs living in Haj Ali camp.

12. Lack of awareness of complaints mechanisms

83% of IDPs do not know how to make suggestions or complaints about the assistance provided. Awareness of complaints mechanisms is particularly low among women, recent arrivals, Kurdish Sunnis, and people living in Khazer camp. The majority of IDPs would want to make complaints in person at a complaints desk or anonymously via a suggestion box.

13. Lack of confidence in complaints mechanisms

Overwhelmingly, IDPs either do not know whether they would receive a response if they were to make a complaint or categorically indicate that they would not. Many mention that they have made complaints in the past and did not receive a response. They have the sense that no one listens or cares.

14. Lack of voice

Most IDPs do not feel their views are taken into account in decisions about the support they receive, with particularly negative responses among women.

15. Strong feelings of safety

There is an overwhelming sense of safety among IDPs, with only 1% saying they feel unsafe. Most people credit the security and security forces for this strong perception, as well as the general stability in the area.

16. Uncertainty around reporting abuse

Sentiments around reporting abuse or mistreatment are mixed, with almost half of the respondents saying they do not know if people would report abuse or mistreatment. The reasons given by those who felt others would be comfortable reporting abuse include trust—particularly in the security forces, authorities and the government—and a general sense of security and justice.

17. Good relationship with the host community

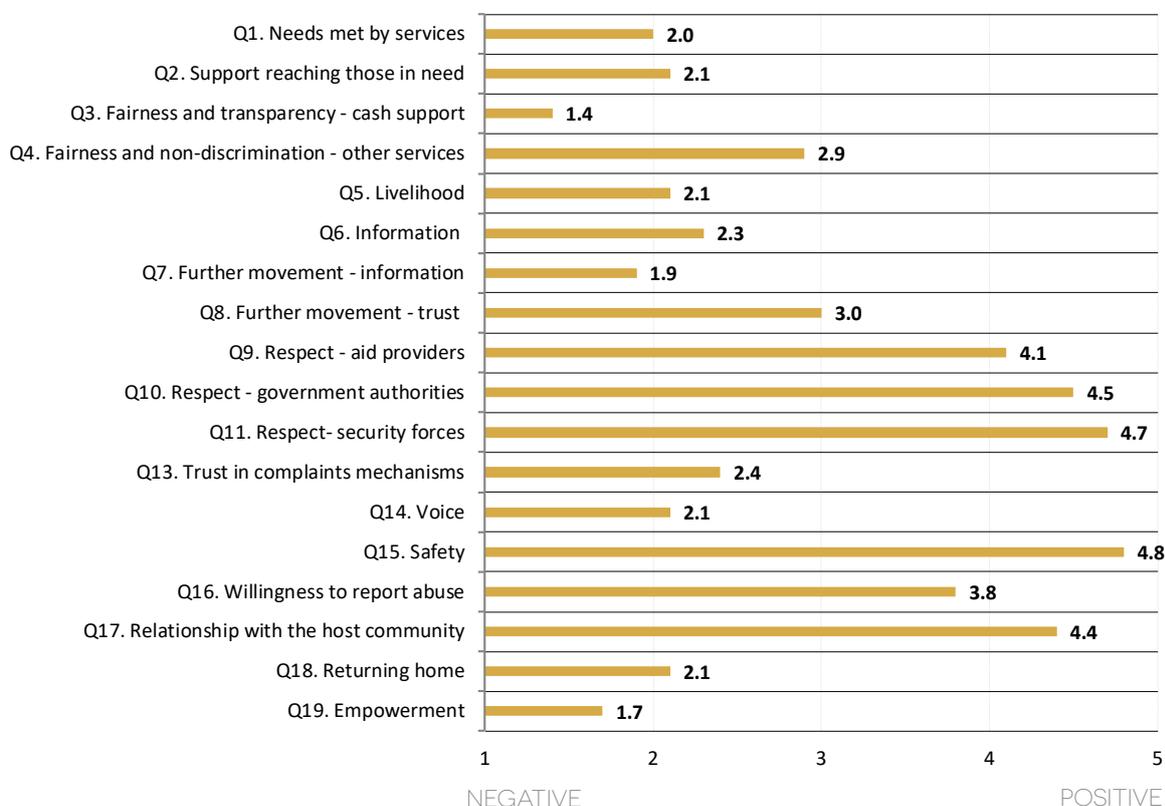
IDPs feel welcomed by the host community, with only 3% responding negatively.

18. Fear around returning home

The majority of IDPs feel anxious about the prospect of returning home for the time being. Women, IDPs living in private housing in Erbil, and Kurdish Sunnis feel particularly uncomfortable at the idea of going home. Fear of the so-called Islamic State, conflict, and continuing danger are the most common reasons given for their apprehension.

19. Lack of empowerment

IDPs do not feel that the support they receive will enable them to live without aid in the future, with Yazidis and IDPs living in private housing in urban areas appearing particularly pessimistic. Most consider the existing support insufficient and mention the lack of job opportunities as reasons for their continued reliance on support.



Reading this report

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

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

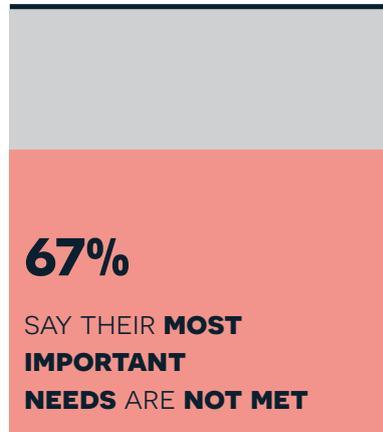
other data sets that are available to humanitarian agencies in Iraq. Another approach is to clarify what lies behind the perceptions surfaced in the survey directly through community engagement, such as focus group discussions, key informant interviews and other forms of dialogue. In May 2017, a qualitative round of data investigation and validation by Ground Truth Solutions will dive deeper into some of the issues that surfaced in this quantitative survey.

This report looks principally at IDP perceptions but includes comparable data from the refugee population.



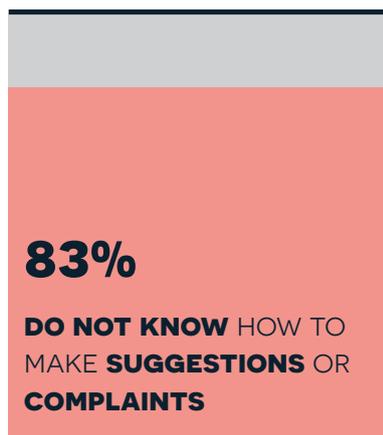
HIGHLIGHTS

ROUND 1



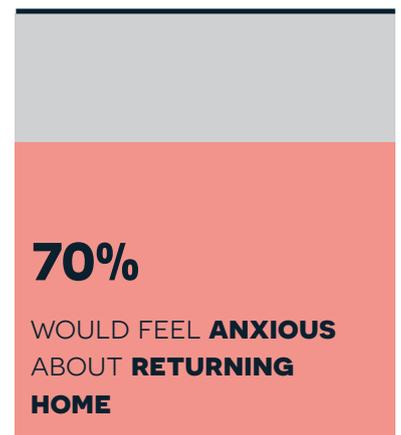
PEOPLE NEED:

1. CASH
2. FOOD/NUTRITION
3. HEALTHCARE

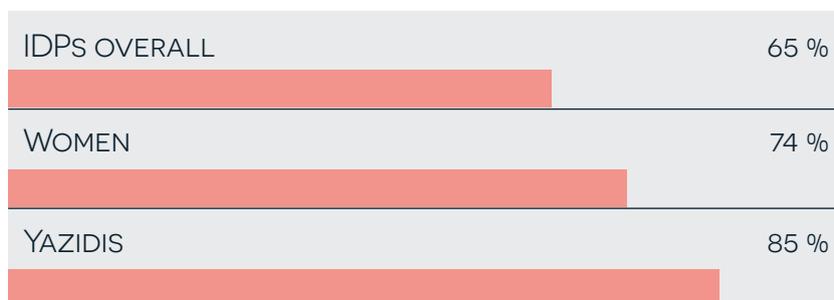


PREFERRED FEEDBACK METHODS:

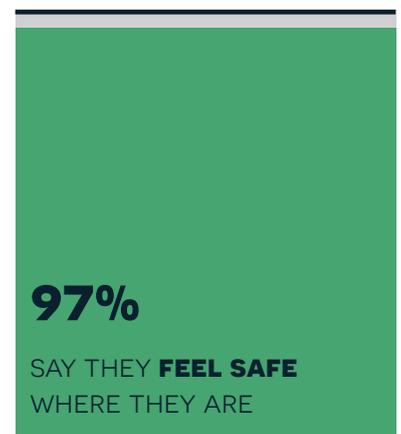
1. IN PERSON
2. SUGGESTION BOX
3. HELPLINE



NEGATIVE PERCEPTIONS OF EMPLOYMENT OPPORTUNITIES :



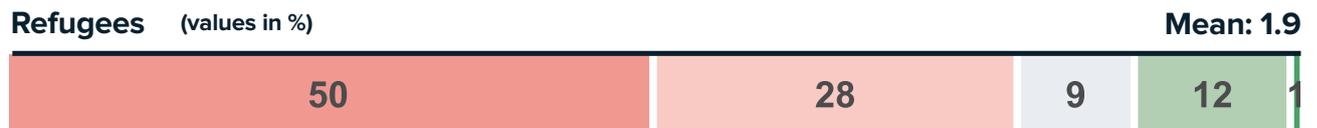
WOMEN AND YAZIDIS ARE MORE CONVINCED THAN THE GENERAL POPULATION THAT IDPS CANNOT MAKE A LIVING BY WORKING IN THE LOCAL ECONOMY.



SURVEY QUESTIONS

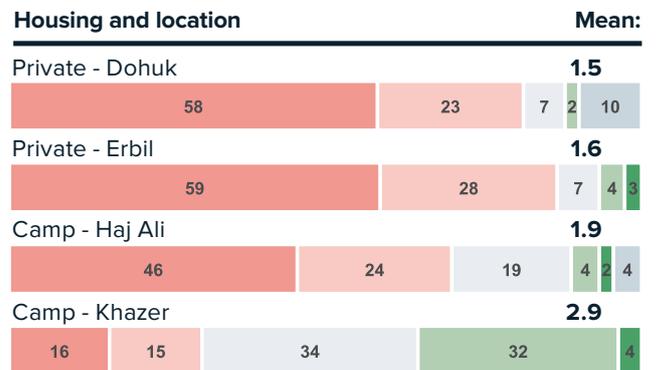
Q1. Needs met by services

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

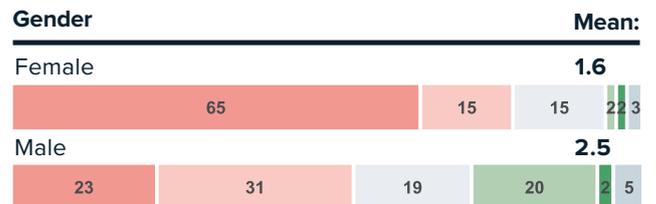


Over two-thirds of both IDPs and refugees feel that their most important needs are not met by the services they receive.

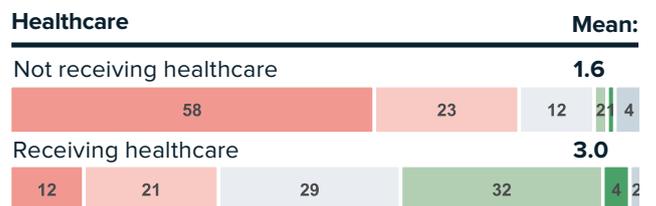
IDPs living in private accommodation in urban settings respond more negatively than those living in camps, with the most positive responses coming from IDPs living in the Khazer camp.



Women are overwhelmingly negative about whether their needs are being met, with only 4% responding positively. This compares to over 20% of male respondents.



IDPs receiving healthcare feel notably more positive about their needs being met than those who do not. A report by Danish Refugee Council (DRC) and Danish Immigration Service highlights a “challenge for IDPs’ access to hospitals in that many of them are placed in urban centres, and some people who are living in rural areas cannot afford to travel to the cities.”¹ The ability of IDPs, especially those in urban areas, to access healthcare warrants follow-up.

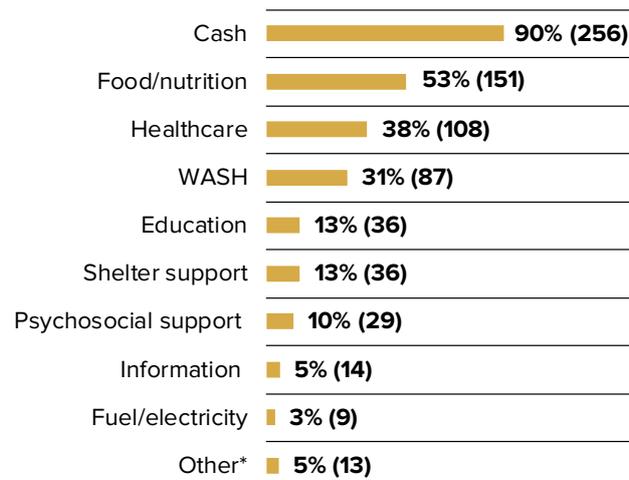


¹ Danish Refugee Council and Danish Immigration Service, “The Kurdistan Region of Iraq (KRI): Access, Possibility of Protection, Security and Humanitarian Situation.” April 2016. p.60



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

What are your most important needs?



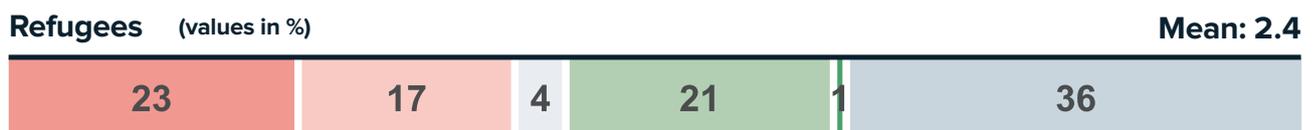
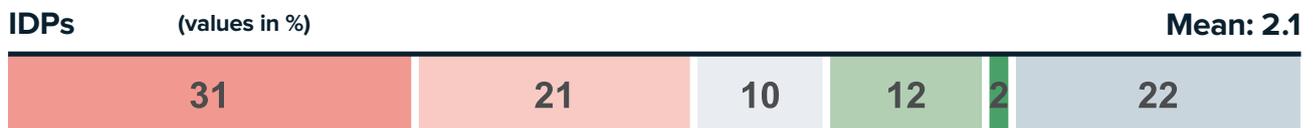
For IDPs as well as refugees, cash, food, and healthcare are the most important needs. According to UNOCHA's assessments in the last quarter of 2016, 2.9 million people are currently food insecure in Iraq - forced to rely on severe and often irreversible coping strategies - and 10.3 million people require healthcare.²

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 clothes, work, diapers, milk and sterilised water.

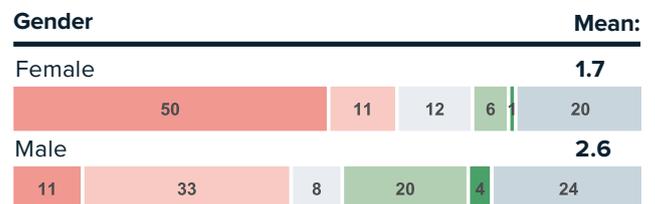
Q2. Support reaching those in need

Does the support reach the people who need it most?



There is a prevalent sense among IDPs that not all those who need support are receiving it, with over half of the respondents answering negatively.

Female respondents are far less convinced than male respondents that the support reaches those who need it most, with half of them giving the most negative response possible.

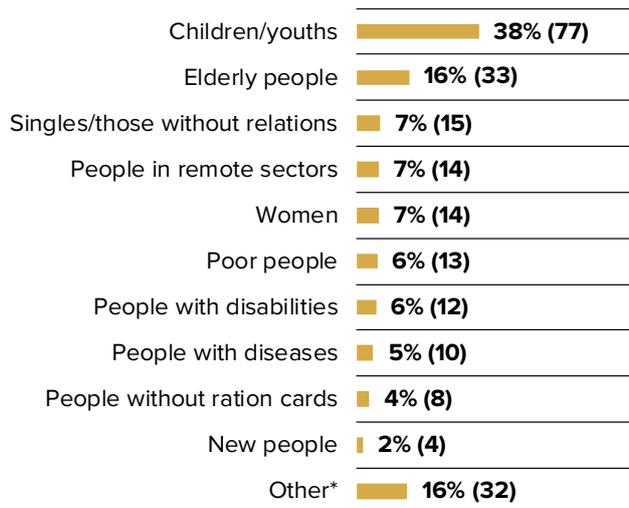


² UNOCHA, "Iraq Humanitarian Response Plan 2017 - Advance Executive Summary." December 2016. p. 4



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

Who is left out?



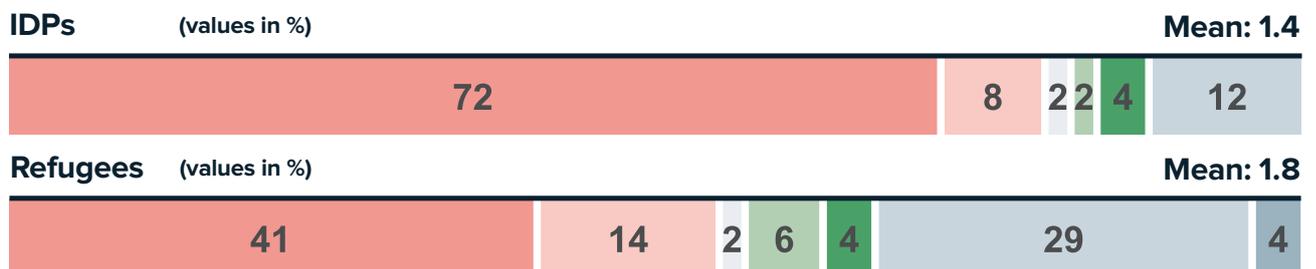
Children, youths, and older people are most frequently cited as excluded from support. One female respondent raises a disconcerting issue, suggesting that aid is sometimes offered in exchange for the phone numbers of young women.

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 big families, Yazidis, minorities, and that some receive support while others do not.

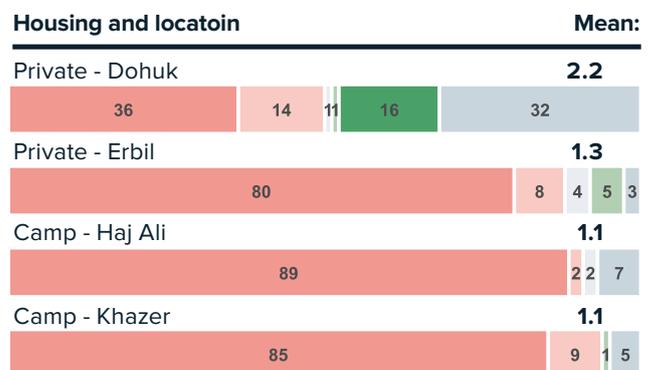
Q3. Fairness and transparency - cash support

Is the cash distribution fair and transparent?



IDPs do not view cash transfer programmes as fair and transparent, with only 6% responding positively. A 2016 study on displacement profiling in the Kurdistan region of Iraq recommends that cash assistance actors should “consider implementing a holistic area-based programme and target vulnerable families across population groups, independently of their being IDPs, refugees, or members of the host community.”³ Concerns about cash transfer programmes are most pronounced among IDPs.

IDPs living in private accommodation in urban settings respond more negatively than those living in camps, with the most positive responses coming from IDPs living in the Khazer camp.

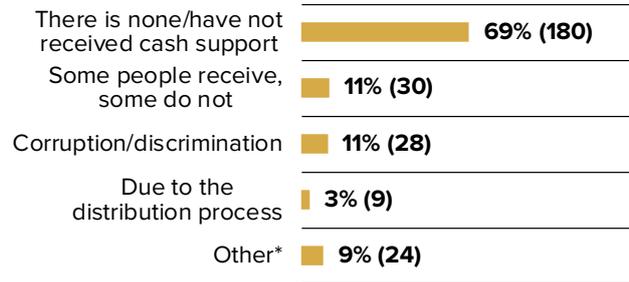


³ UNHCR, Duhok Statistics Office, Board of Relief and Humanitarian Affairs, Joint IDP Profiling Service, “Displacement as Challenge and Opportunity. Urban profile: Refugees, internally displaced persons and host community, Duhok Governorate, Kurdistan Region of Iraq.” August 2016. p. 67



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

Why not?



* "Other" includes the irregularity of distribution, certain sectors not being included, and lack of information about cash transfer programmes.

Most respondents who answer negatively indicate that they do so because there is either no cash distribution or, if there is, they have not received any. Those who say that corruption hinders fair and transparent access to cash also perceive favouritism and nepotism to be serious issues.

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.

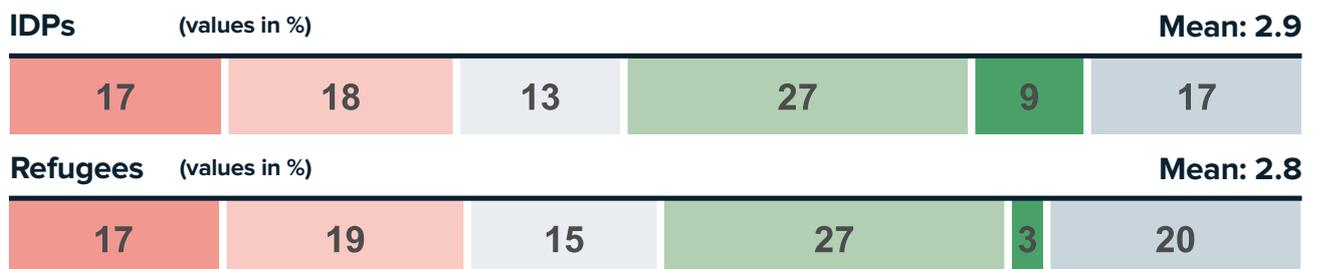
Follow-up question asked to those who responded 4 or 5 to Q3:

Why?

The majority of those who responded to this question say "distribution was good" and a few also mention that the registration process gives the impression of fair and transparent cash transfers.

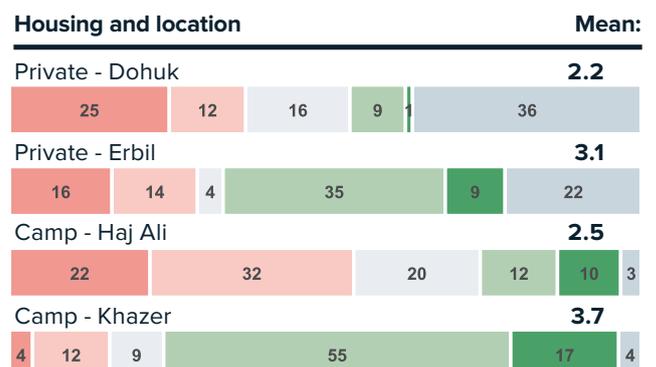
Q4. Fairness and non-discrimination - other services

Are the other services available [in this camp/urban location] provided fairly and without discrimination?

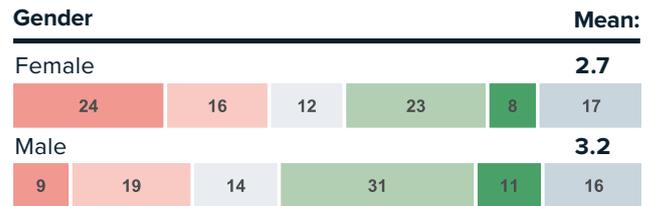


Sentiments about the fair distribution of other services are mixed, with roughly the same number of negative and positive responses among IDPs. Results among refugees are similar, although slightly fewer refugees give the most positive answer.

The majority of IDPs living in Khazer camp believe the services are provided without discrimination, while respondents in Dohuk and Haj Ali camp are less convinced of the fairness of service provision.

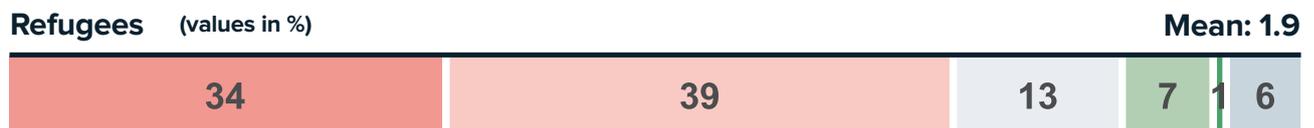
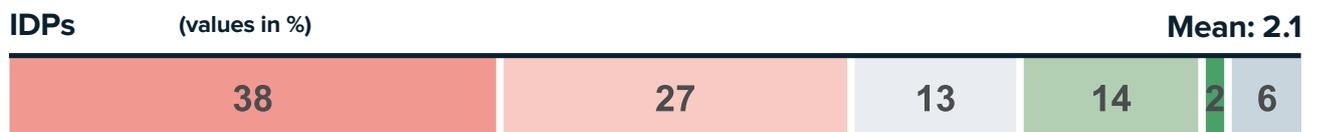


Female respondents are more negative than male respondents about services being provided fairly and without discrimination.



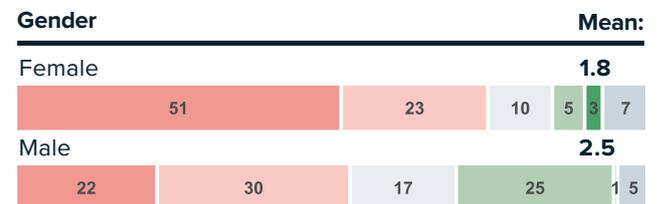
Q5. Livelihood

Are displaced families able to make a living by working in the local economy?

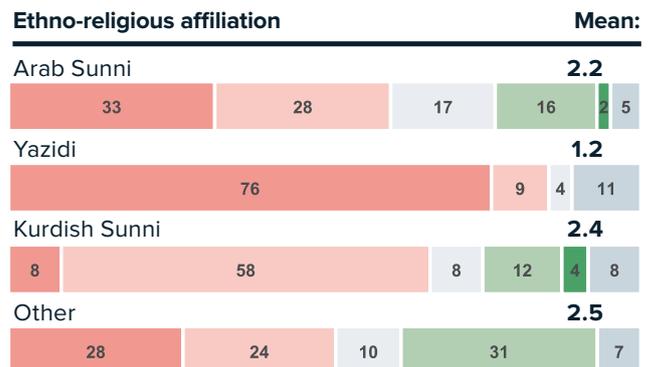


Both IDPs and refugees feel that access to employment in the local economy is difficult, although a slightly higher percentage of IDPs feel they can earn a living. A report by DRC and the Danish Immigration Service says that IDPs are often low-skilled and therefore limited to casual work in construction, agriculture or the hospitality industry, and rarely have a permanent source of income.⁴

Women are more pessimistic about their opportunities to work in the local economy than men, with over three-quarters responding negatively.



Yazidis are very negative about their potential for employment, while Kurdish Sunnis*, Arab Sunnis and those in the “other” category, including Shabaks and Turkmen Sunnis, appear slightly more optimistic.



⁴ Danish Refugee Council and Danish Immigration Service, “The Kurdistan Region of Iraq (KRI): Access, Possibility of Protection, Security and Humanitarian Situation.” April 2016. p.88

* The sample size of Kurdish Sunnis is smaller than the other ethno-religious groups in this survey, so conclusions made about Kurdish Sunnis should be confirmed in subsequent rounds or through community engagement.

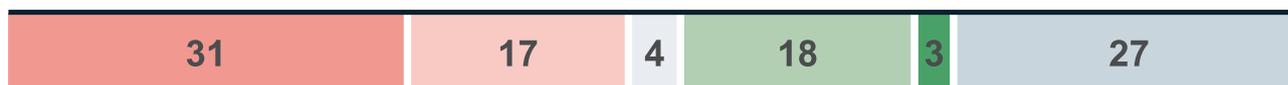


Q6. Information

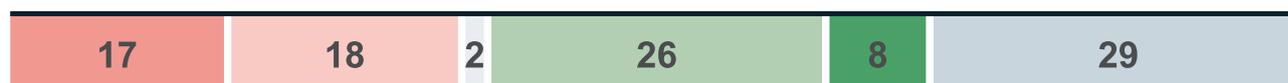
Do you have the information you need to get help from relief agencies or local authorities?



IDPs (values in %) Mean: 2.3



Refugees (values in %) Mean: 2.9

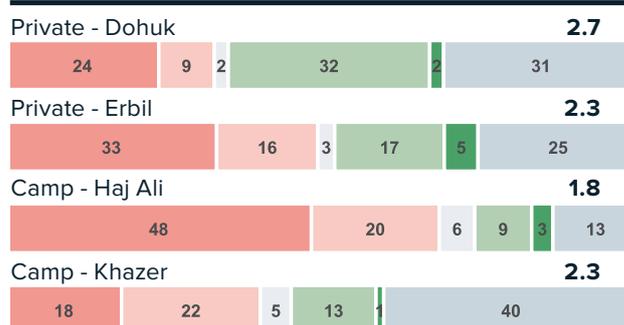


Respondents indicate a lack of information among IDPs on how to get help from relief agencies and local authorities, with only a fifth saying they have sufficient information. Refugees are notably more positive about their information needs being met.

A report by the Communicating with Disaster Affected Communities Network (CDAC Network) highlights this issue: “Displaced people in northern Iraq live in an information vacuum which is hindering their ability to cope with the catastrophe in which they find themselves. This vacuum has two main origins: lack of access to reliable news and information . . . and lack of access to information about existing and planned aid services.”⁵

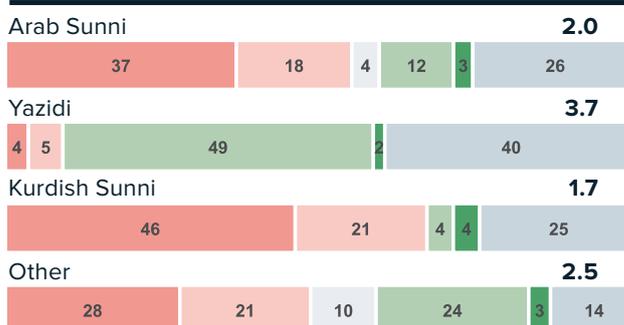
Information needs are highest amongst IDPs living in Haj Ali camp, while those living in private accommodation in Dohuk feel slightly more informed about how to get help.

Housing and location Mean:



In contrast to the more negative responses to the previous question, Yazidis feel the most informed about where to get help. It is worth noting, however, that Yazidis also have the highest percentage of “do not know” responses.

Ethno-religious affiliation Mean:

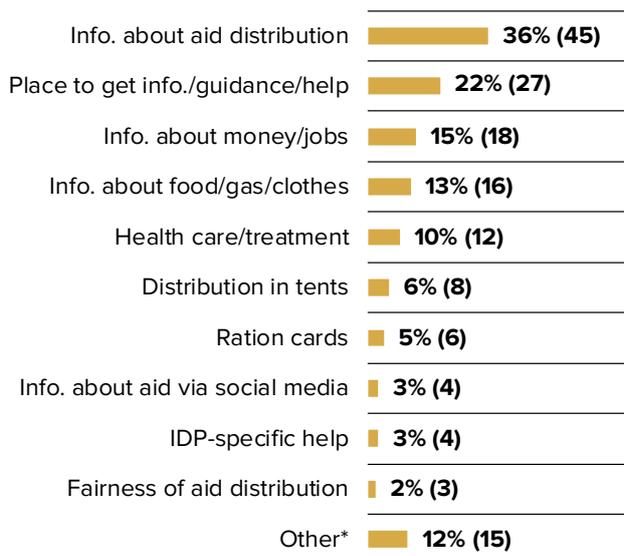


⁵ Communicating with Disaster Affected Communities Network, “Inter-Agency Rapid Assessment Report understanding the information and communication needs among IDPs in northern Iraq.” August 2014. p. 6



Follow-up question asked to those who responded 1, 2 or 3 to Q6:

What information do you need?



* "Other" includes information on education, ration cards and how to make a complaint.

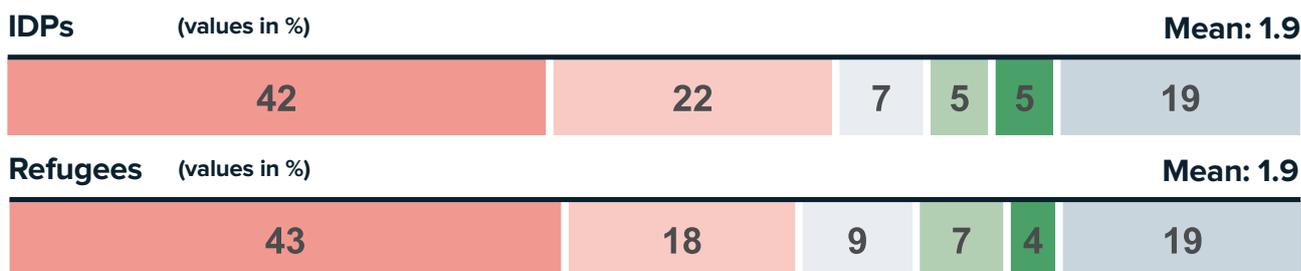
There seems to be a lack of information about when, where and who is providing aid, both amongst IDPs and refugees. Some 22% say that they would like a designated place to go to receive information, guidance, and help.

According to IRIN News, “a communication gap has grown between the 3.1 million displaced Iraqis and the organisations supposed to serve them. Individual NGOs provide different telephone numbers and displaced people often have little idea who can provide what aid and who they need to call for what service.”⁶ The UN aid agencies’ Internally Displaced Persons Information Centre aims to provide timely information on humanitarian services, and in February 2017, 66% of the calls made to the Centre were requests for information.⁷ It would appear better information on available services is key. Retailing information on an individual basis through the call centre is not a viable approach.

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.

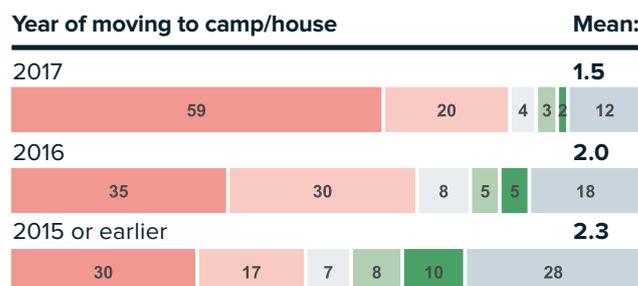
Q7. Further movement - information

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



The majority of IDPs do not have the information they need to make informed decisions about moving, whether to another country or within Iraq. Responses among IDPs and refugees are quite similar.

More recent arrivals to their current place of residence are less confident that they have sufficient information than those who have been there longer.

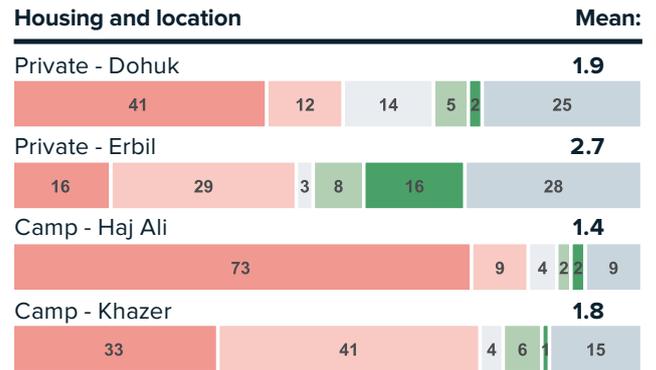


⁶ IRIN, “Dial A for Aid - Iraq’s new humanitarian hotline.” August 2015.

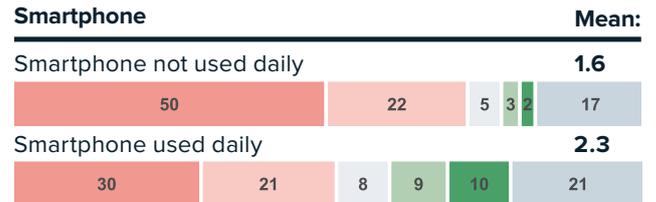
⁷ UNOCHA, “Internally Displaced Persons Information Centre: Iraq IDP Information Centre Report.” February 2017



Respondents living in private housing in Erbil feel more informed than the IDPs living in other surveyed locations, with those living in Haj Ali camp feeling the least informed.



Respondents who use a smartphone every day feel more informed about moving between countries or within Iraq than those who do not. This supports the conclusion by IOM that “returnees primarily find information about the possibility to return through different social media (31.1%)” with other information coming from “relatives, friends, or neighbours in the place of return (23.5%), and through government sources (21.2%).”⁸



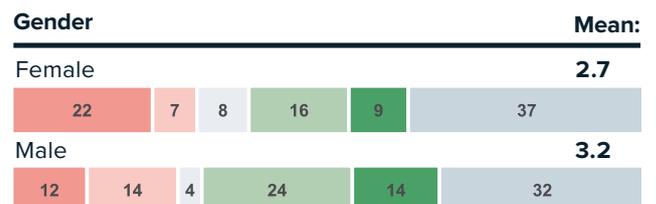
Q8. Further movement - trust

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



Although responses are mixed, a slightly higher percentage of IDPs indicate that they trust the information they receive from aid agencies and Iraqi authorities compared to those who do not. It is worth noting that over a third of IDPs and more than half of refugees respond that they “do not know” whether they trust the information they receive; scores which are not factored into the mean. This suggests more needs to be done to secure the trust of communities in terms of both the messages and the organisations delivering them. Previous work has shown that organisations who engage with communities and ask for their opinion are trusted more when it comes to information dissemination than those that do not engage.

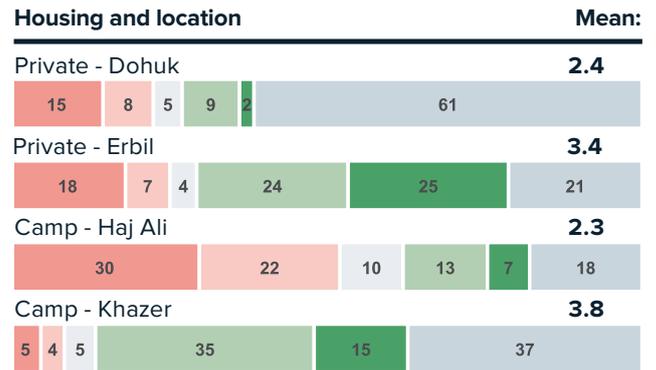
Female respondents trust the information they receive less than male respondents.



⁸ International Organization for Migration Iraq Mission, “Returnee Location Assessment Report.” October 2016. p.4

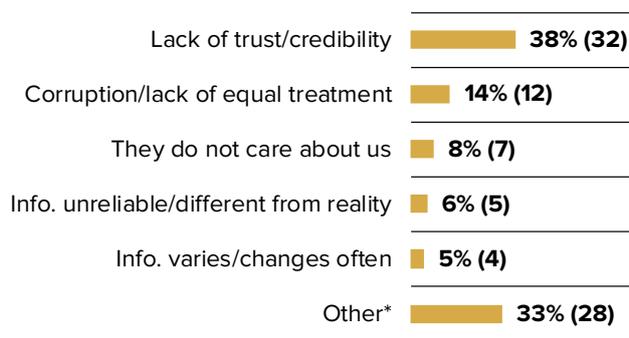


IDPs in Khazer camp and private housing in Erbil are more trusting of the information they receive from aid agencies and Iraqi authorities than those living in the other locations, particularly respondents living in Haj Ali camp. Well over half of the respondents in private housing in Dohuk "do not know" whether they trust the information they receive.



Follow-up question asked to those who responded 1, 2 or 3 to Q8:

Why not?



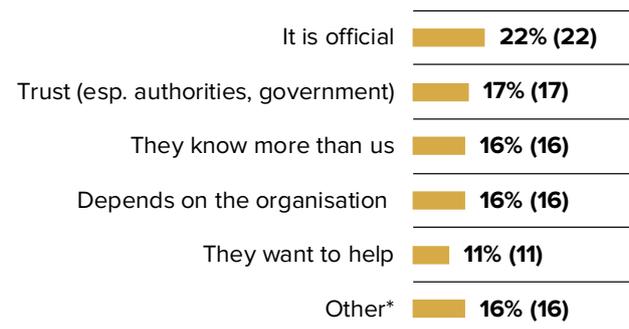
* "Other" includes insufficient information, that it depends on who is providing information, and that organisations/authorities often do not follow through on promises.

Respondents who do not trust the information they receive about moving between countries or within Iraq cite a lack of trust in the information distributors, as well as their credibility. Many feel that the information is inaccurate or differs based on who the information is coming from. Some say it changes so frequently that they do not know what to believe.

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.

Follow-up question asked to those who responded 4 or 5 to Q8:

Why?



* "Other" includes that organisations and authorities have no reason to lie and that the situation is clear.

Those who trust the information they receive say that they do so because it is official and because those distributing it are more informed than they are. They also say that it depends on the credibility and reputation of the organisation from which they receive the information.

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.



Q9. Respect - aid providers

Do aid providers treat you with respect?



IDPs (values in %) Mean: 4.1



Refugees (values in %) Mean: 4.5



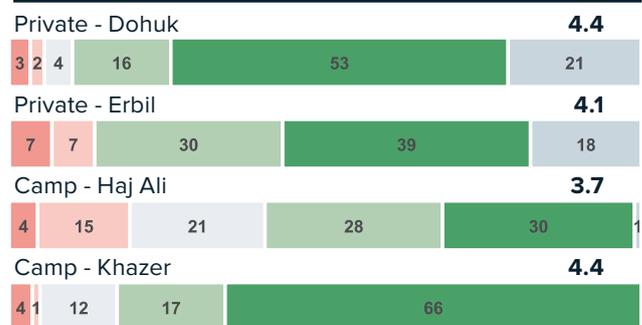
The majority of IDPs interviewed feel they are treated with respect by aid providers.

The most positive responses about the relationship between IDPs and aid providers come from respondents in Khazer camp, where 83% reply positively. IDPs in Haj Ali camp are more mixed, with almost a fifth responding that they are not treated with respect by aid providers.

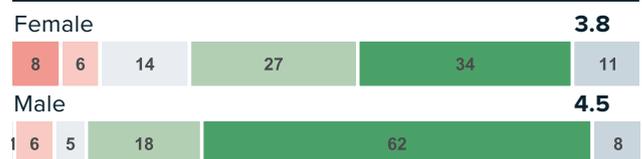
Negative responses are concentrated more heavily among women. Male respondents are more convinced that aid providers treat them with respect.

Yazidis feel most positively about their treatment, while Arab Sunnis are more equivocal in their response.

Housing and location Mean:



Gender Mean:



Ethno-religious affiliation Mean:



Q10. Respect - government authorities

Do government authorities treat you with respect?



IDPs (values in %) **Mean: 4.5**

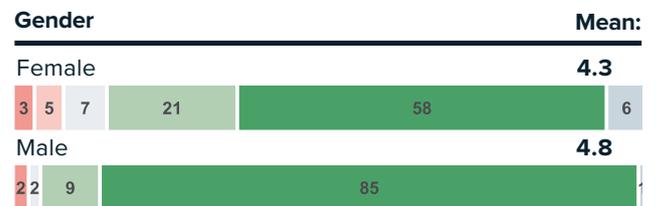


Refugees (values in %) **Mean: 4.6**



IDPs overwhelmingly feel that they are treated with respect by government authorities, with only 5% responding negatively. Refugees also feel positive about their treatment by government authorities.

Female respondents are slightly less positive about their treatment by authorities than male respondents, the latter responding almost entirely positively.



Q11. Respect - security forces

Do security forces treat you with respect?



IDPs (values in %) **Mean: 4.7**



Refugees (values in %) **Mean: 4.6**



A significant majority of IDPs feel that security forces treat them with respect, receiving more positive results than both aid providers and government authorities.



Q12. Awareness of complaints mechanisms

No
Yes

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

IDPs (values in %)



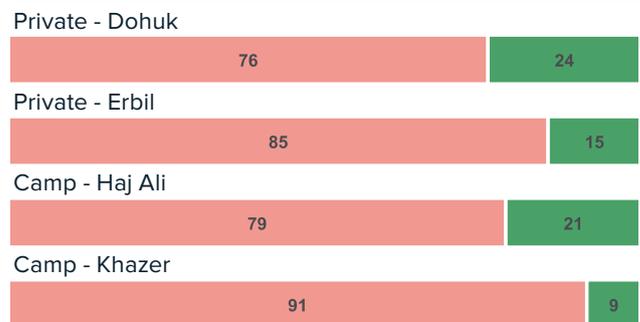
Refugees (values in %)



Awareness of complaints mechanisms among IDPs is very low. Refugees feel more informed than IDPs, with just over half saying they know how to make suggestions or complaints about the assistance provided.

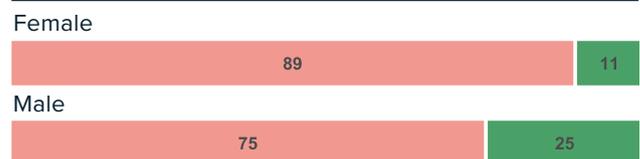
While only a quarter of respondents in private housing in Dohuk say they know how to make suggestions or complaints, awareness is very low among IDPs living in Khazer camp.

Housing and location



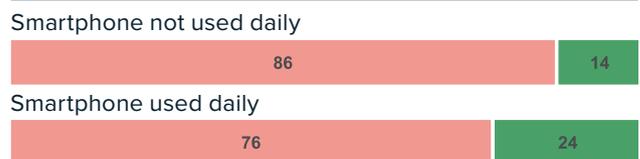
There is a higher awareness of complaints mechanisms among male respondents than female respondents.

Gender



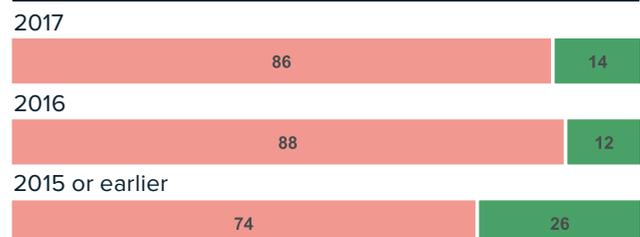
Daily smartphone-users are more aware of how to make suggestions or complaints than those who do not use a smartphone daily.

Smartphone



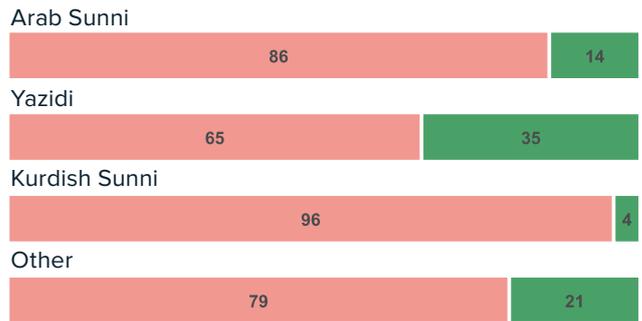
More recent arrivals feel less aware of complaints mechanisms than respondents who have been there longer.

Year of moving to camp/house



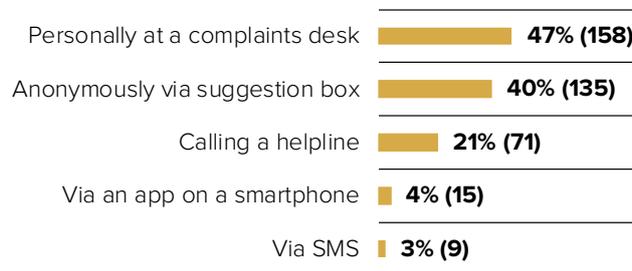
The biggest discrepancy in awareness of complaints mechanisms is between Yazidis, of which over a third answer “yes”, and Kurdish Sunnis*, who almost unanimously indicate that they are unaware of available mechanisms to register their complaints or suggestions.

Ethno-religious affiliation



Follow-up question asked to everyone:

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

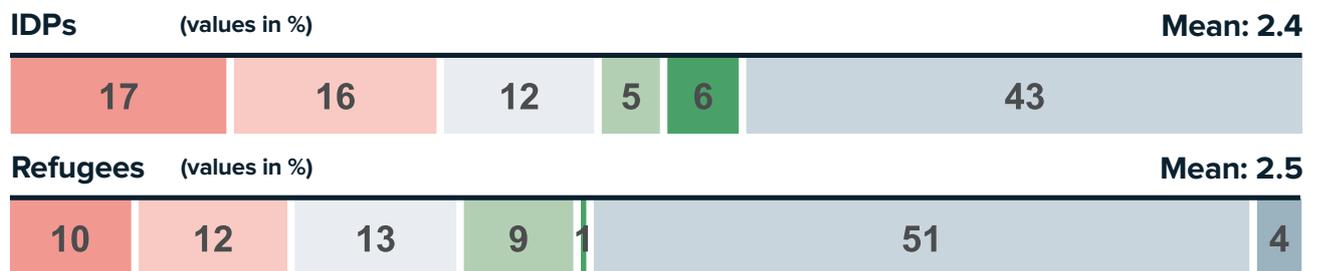


Almost half of surveyed IDPs say they would like to make suggestions or complaints personally at a complaints desk. The next preferred method is to do so anonymously through a suggestion box. Female respondents would prefer to make suggestions in person, with 57% choosing this method in comparison to only 35% of male respondents. Although 21% of respondents say they would want to call a helpline to make suggestions or complaints, only 4% of the calls made to the Internally Displaced Persons Information Centre in February 2017 were complaint or feedback calls.⁹

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.

Q13. Trust in complaints mechanisms

If you were to make a complaint, do you believe you will get a response?



Respondents do not believe they would receive a response if they were to make a complaint. Almost half of the surveyed IDPs respond that they "do not know" whether they would. Refugees are similarly unsure as to whether their complaints would receive a response, although they are slightly less pessimistic. There seems to be an issue here that warrants attention.

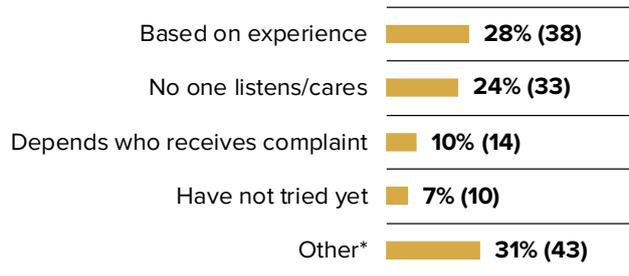
⁹ UNOCHA, “Internally Displaced Persons Information Centre: Iraq IDP Information Centre Report.” February 2017

* The sample size of Kurdish Sunnis is smaller than the other ethno-religious groups in this survey, so conclusions made about Kurdish Sunnis should be confirmed in subsequent rounds or through community engagement.



Follow-up question asked to those who responded 1, 2 or 3 to Q13:

Why not?



* "Other" includes a lack of trust, the absence of justice, and favouritism.

The most common response is that the respondents have made a complaint in the past and did not hear back. There is also a sense that no one listens or cares about their complaints, with several saying that they are not being listened to because they are IDPs.

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.

Follow-up question asked to those who responded 4 or 5 to Q13:

Why?



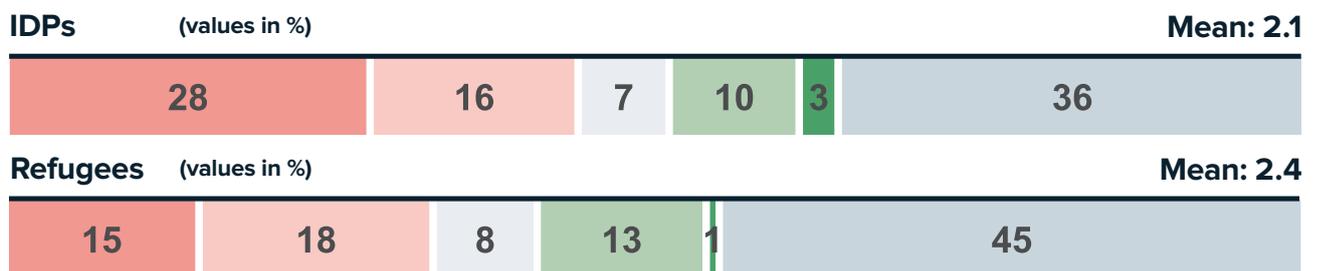
* "Other" includes to ensure security and that it depends on the person to whom they complain.

Those who believe they would receive a response indicate that they trust the government or authorities, and that they have made complaints and received responses in the past.

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.

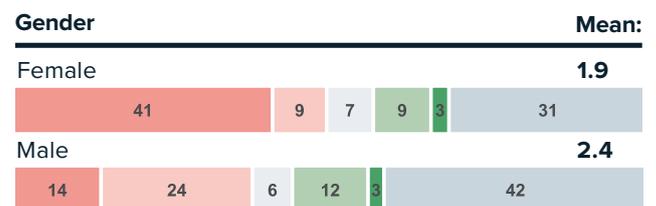
Q14. Voice

Do you feel your views are taken into account in decisions made about the support you receive?



The majority of IDPs surveyed do not feel that their views are taken into account regarding the support they receive.

Female respondents feel they have less influence on decision-making than male respondents.



Q15. Safety

Do you feel safe in your place of residence?



IDPs (values in %) **Mean: 4.8**



Refugees (values in %) **Mean: 4.8**



IDPs surveyed feel safe in their place of residence, with only 1% responding negatively. Results among refugees are very similar.

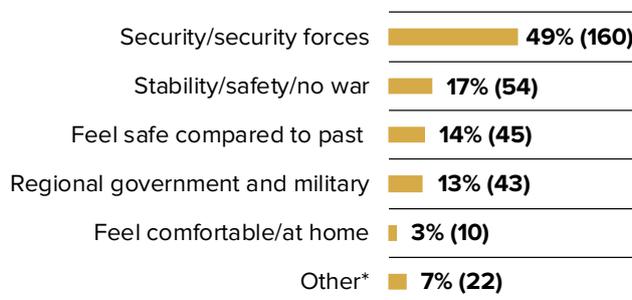
Follow-up question asked to those who responded 1, 2 or 3 to Q15:

Why not?

Those who feel unsafe in their place of residence mention conflict, robberies, issues with others and accusations of members of ISIS being present among them.

Follow-up question asked to those who responded 4 or 5 to Q15:

Why?



IDPs who feel safe cite security, security forces, and stability as the main reasons. Compared to what they experienced in the past, particularly in Mosul and with ISIS, many indicate that they now feel safe. The Kurdish regional security and military, Asayish and Peshmerga, also contribute to people’s perceptions of safety.

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 that the area is Kurdish, they are respected, and there is no abuse or terrorism.



Q16. Willingness to report abuse

Do people feel comfortable reporting instances of abuse or mistreatment?



IDPs (values in %) **Mean: 3.8**

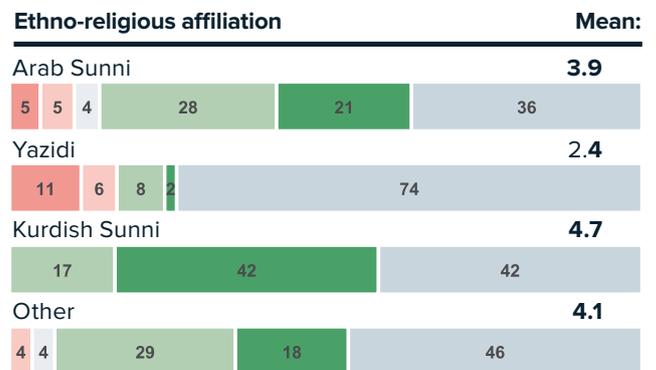


Refugees (values in %) **Mean: 3.3**



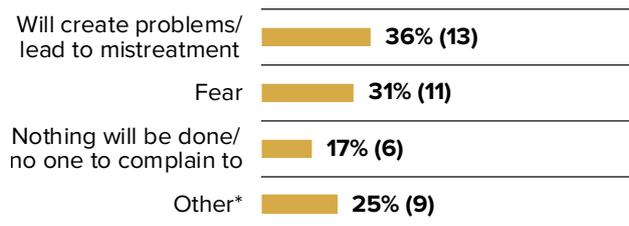
There is a fairly even split between the percentage of IDPs who believe that people feel comfortable reporting instances of abuse and those who do not know.

The majority of Yazidis do not know whether people would report instances of abuse. Yazidis also make up the highest percentage of negative responses.



Follow-up question asked to those who responded 1, 2 or 3 to Q16:

Why not?



* "Other" includes that it is difficult to complain and that there is a lack of trust.

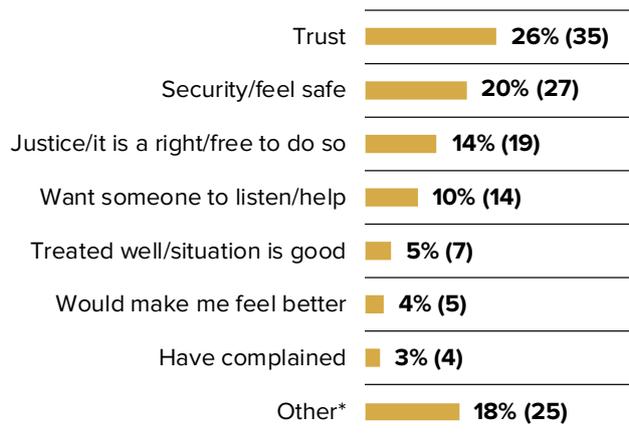
Those who indicate that people do not feel comfortable reporting abuse attribute it to the belief that it would create problems and that many are afraid to do so.

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.



Follow-up question asked to those who responded 4 or 5 to Q16:

Why?



IDPs who believe that people would feel comfortable reporting abuse explain that this is due to general perceptions of trust - particularly in security forces, the authorities, and the government - as well as safety and security.

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 that abuse must be reported, and that it could prevent future problems.

Q17. Relationship with the host community

Do you feel welcomed by the host community?



IDPs overwhelmingly feel welcomed by the host community in the Kurdistan Region of Iraq. The 2015 REACH Multi-Sector Needs Assessment of refugees found that “overall perceptions of host community hospitality are positive, indicating that minimal social tensions exist. However, these results did not account for relations between the two communities with IDPs, and do not preclude relations worsening in the future as pressures increase.”¹⁰ Two years on, perceptions of the hospitality of the host community do not appear to have worsened, nor are they any less positive among IDPs, with 85% responding positively.

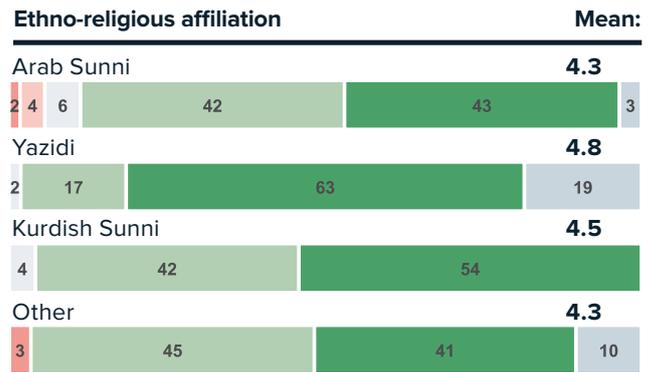
Despite this positive view among IDPs, an ACAPS report notes: “Struggling with its own economic and political crisis, the resilience of host communities in the KR-I is being tested by the existing caseload, and the KRG has said it will not allow any more IDPs to enter its cities, instead containing newly displaced populations at camps along its borders.”¹¹

¹⁰ REACH, UNHCR, “Syrian Refugees Residing in Camps. Kurdistan Region of Iraq.” March 2015. p.4

¹¹ ACAPS, “Thematic Report: Displacement in KR-I, Iraq.” August 2016. p.1

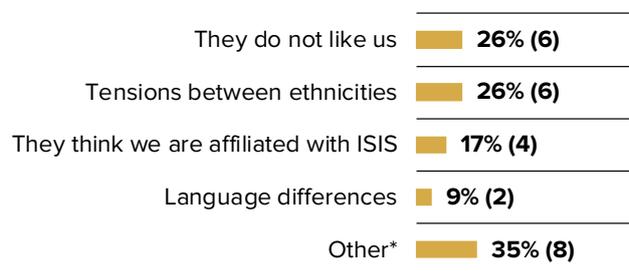


Concerns have been raised that historical grievances between Kurdish and Arab Iraqis could be exacerbated by the increasing arrival of the latter group into the Kurdistan region of Iraq.¹² A displacement profiling study of the region from 2016 notes that during an IDP and host community focus group discussion, tensions between Sunni Arabs, the host community and other minorities came to the fore.¹³



Follow-up question asked to those who responded 1, 2 or 3 to Q17:

What causes tension with the host communities?



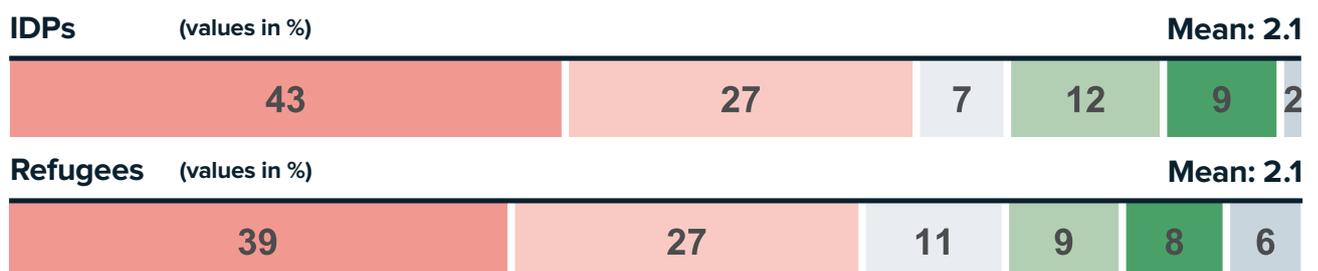
* "Other" includes a lack of care and support for all.

IDPs who feel there are tensions have the sense that they are not liked by the host community, that there are issues between different ethno-religious groups, or that the host community thinks they are affiliated with the so-called Islamic State.

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.

Q18. Returning home

Would you feel anxious about returning home?



The majority of IDPs indicate that they would feel anxious about returning home at this present time. Sentiments are similar among refugees. A report by the CDAC Network notes that IDPs are “struggling to access accurate information about what is happening in their places of origin and to connect to loved ones left behind. This is creating confusion, mistrust and is increasing their feeling of isolation.”¹⁴

¹² ACAPS, “Thematic Report: Displacement in KR-I, Iraq.” August 2016. p.1

¹³ UNHCR, Duhok Statistics Office, Board of Relief and Humanitarian Affairs, Joint IDP Profiling Service, “Displacement as Challenge and Opportunity. Urban profile: Refugees, internally displaced persons and host community, Duhok Governorate, Kurdistan Region of Iraq.” August 2016. p. 25

¹⁴ Communicating with Disaster Affected Communities Network, “Inter-Agency Rapid Assessment Report understanding the information and communication needs among IDPs in northern Iraq.” August 2014. p. 6

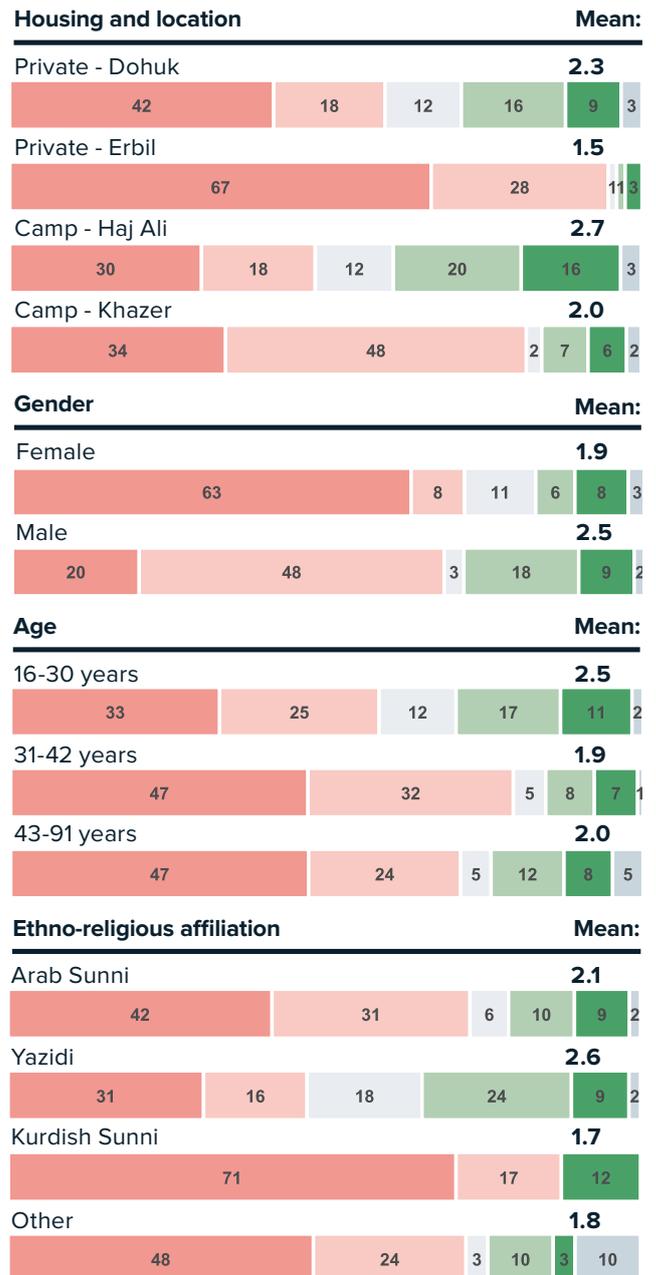


IDPs living in private housing in Erbil feel significantly more anxious about the prospect of returning home than others, while those living in Haj Ali are more positive.

Men appear slightly less anxious about the thought of returning home than women.

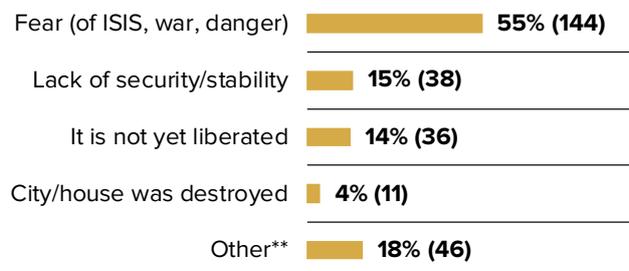
IDPs in the youngest age group - ages 16 to 30 - feel less negative about returning home than the older age groups.

Kurdish Sunnis* feel the most apprehensive about returning home, while Yazidis are slightly more positive.



Follow-up question asked to those who responded 1, 2 or 3 to Q18:

Why?



IDPs mention fear, particularly of ISIS, war, and continuing danger as the main reasons for feeling anxious about the prospect of returning home.

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.

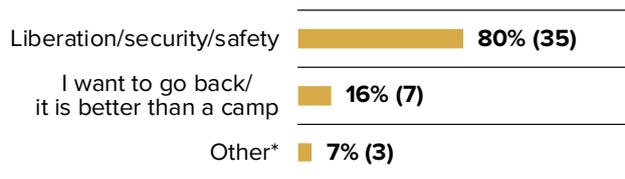
** "Other" includes terrorism, sectarianism, militias, and because the future is unknown.

* The sample size of Kurdish Sunnis is smaller than the other ethno-religious groups in this survey, so conclusions made about Kurdish Sunnis should be confirmed in subsequent rounds or through community engagement.



Follow-up question asked to those who responded 4 or 5 to Q18:

Why not?



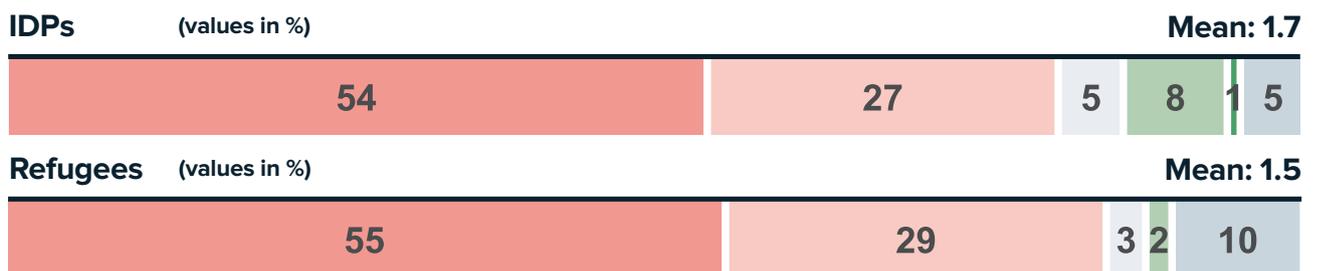
* "Other" includes trust in authorities, and not having problems.

The main reasons given for not feeling anxious about returning home is either that their region has been “liberated” or that they would return once it is liberated, as well as increasing security and safety, with several mentioning that it is already safe and others saying they would return once it is safe.

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.

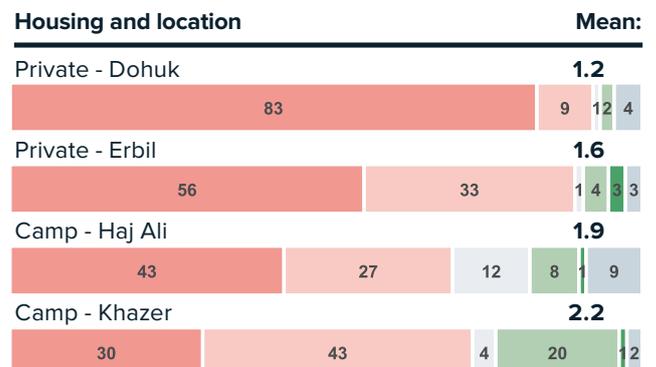
Q19. Empowerment

Do you feel the support you receive will enable you to live without aid in the future?

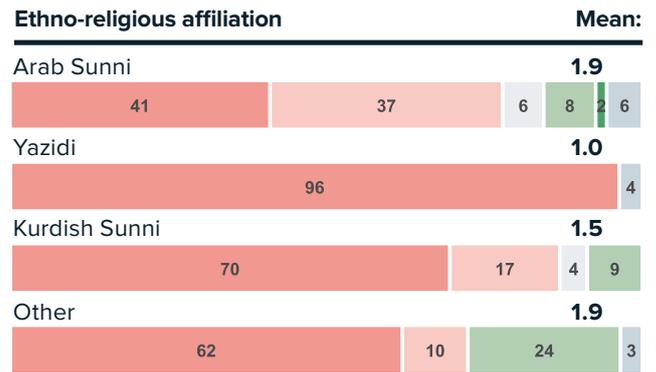


The vast majority of IDPs do not feel that the support they receive will enable them to live without aid in the future. Refugees are similarly negative on their sense of empowerment. Not all aid can foster a sense of empowerment, but nonetheless, this finding warrants further reflection.

IDPs living in private accommodation are less optimistic than those living in camps, particularly in Khazer camp where people respond slightly more positively.

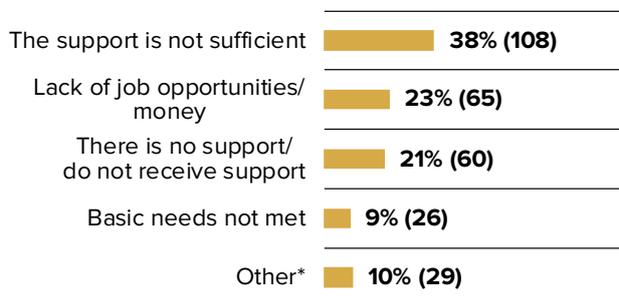


Scores are lowest among Yazidis, with not a single response indicating that the support they receive is preparing them to live independently in the future. On the other hand, Arab Sunnis and those in the “other” category, including Shabaks and Turkmen Sunnis, are slightly more optimistic.



Follow-up question asked to those who responded 1, 2 or 3 to Q19:

Why not?



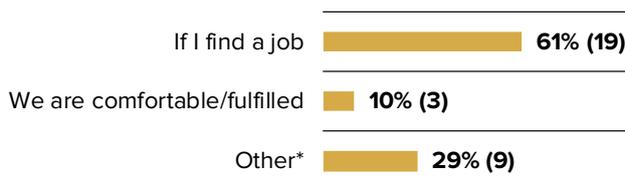
Most people feel that the support will not enable them to live without aid in the future because it is currently insufficient. A lack of job opportunities and money are also mentioned as reasons for continued reliance on external support.

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.

* "Other" includes that their houses were destroyed and they do not have anything left, they have big families, their situation is unstable, and that the future is unknown.

Follow-up question asked to those who responded 4 or 5 to Q19:

Why?



The general sense among those who feel that they could live without aid in the future is that they would be able to do so once they find a job.

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 stability, optimism about the future, and that their needs are met.



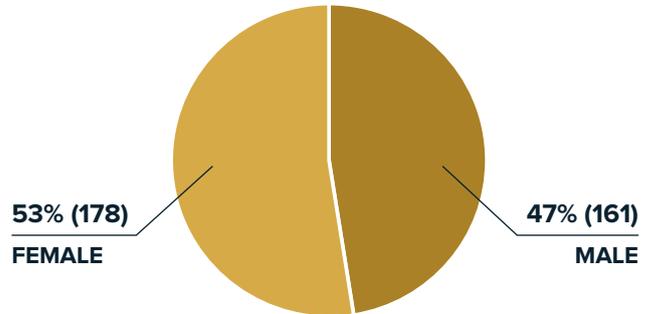
DEMOGRAPHICS

The graphs below depict the demographic breakdown of the 339 respondents in Round 1. Each graph includes percentages, as well as the frequency in parentheses.

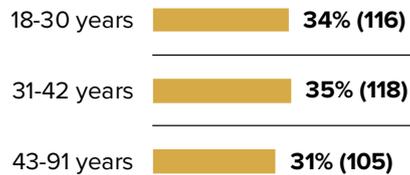
Location



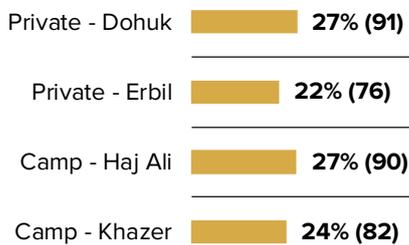
Gender



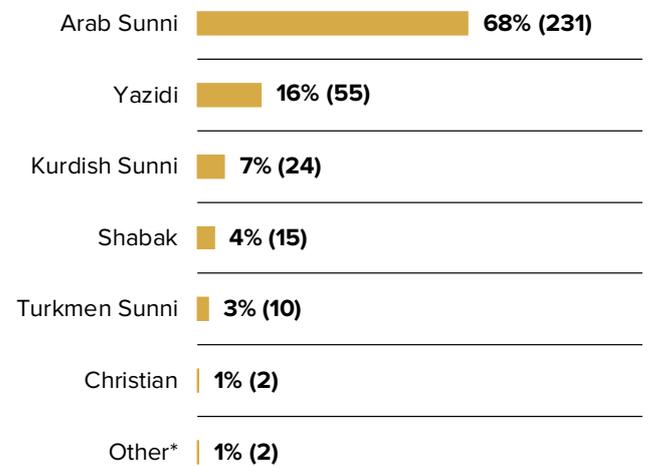
Age



Housing and location

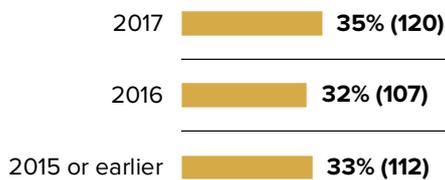


Ethno-religious affiliation

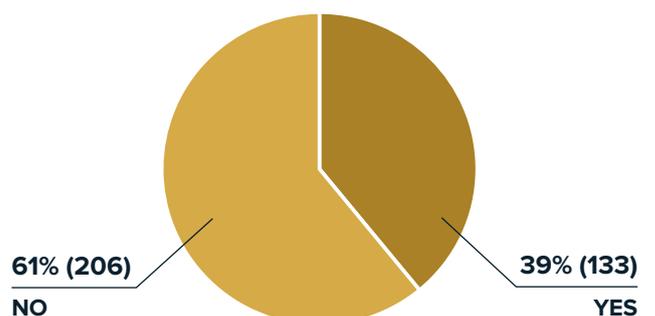


* "Other" includes agnostic and Muslim (not specifying Shia or Sunni).

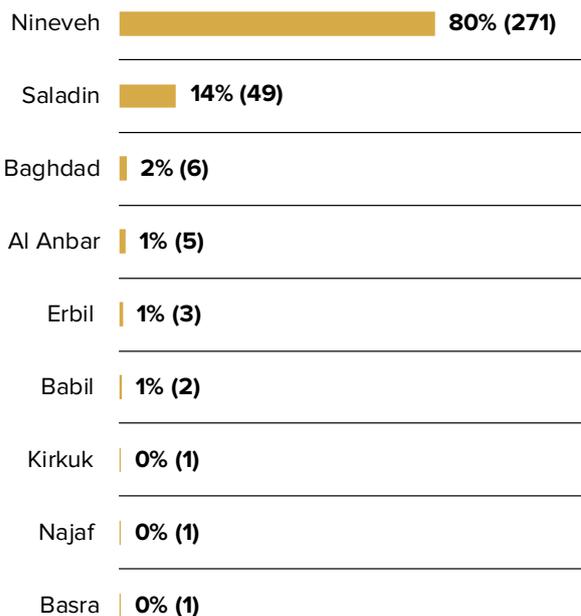
Year of moving to camp/house



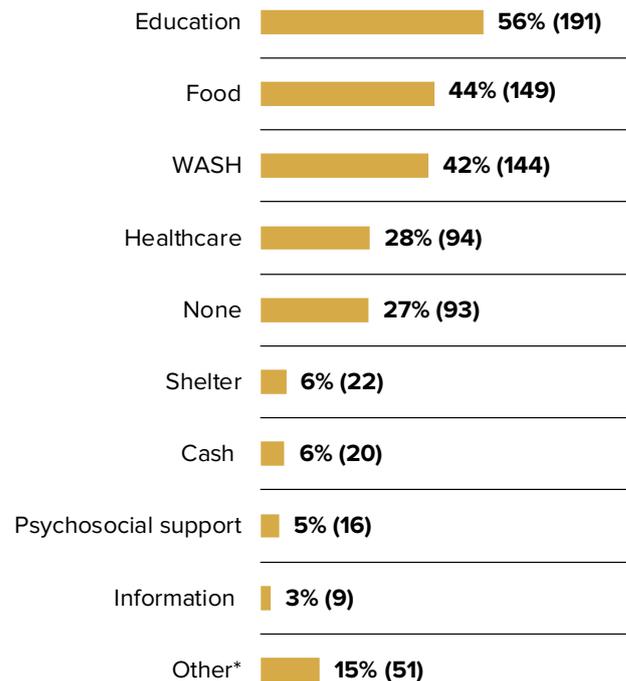
Do you use a smartphone every day?



Home/place of origin



Services currently and regularly received



* "Other" includes fuel, receiving services irregularly, and not receiving any assistance at all.

RECOMMENDATIONS FOR THE HUMANITARIAN COMMUNITY

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

a) Dialogue. Discuss the main findings with your own staff, and partners and affected people 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 IDPs in Iraq 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 IDPs 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 Iraq and offer advice on follow-up activities. As mentioned at the start, Ground Truth Solutions will also dig deeper into these findings and share the results of some more qualitative research shortly.



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). The other partners are [ACAPS](#), [Danish Refugee Council](#), [Internews](#), [INTERSOS](#), [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 Iraq - to gather feedback from IDPs 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 the respondent gave a particular answer.

Sample size

Interviews were conducted with a total of 678 people in camps and urban settings in northern Iraq, of which 339 are internally displaced persons and 339 are refugees.

Sampling methodology

Four different locations across northern Iraq were selected, in which surveys were conducted both in camps, in Haj Ali and Khazer, and in non-camp urban settings, in Dohuk and Erbil.

Sampling strategies differed slightly between urban areas and camps. In camps, where respondents were grouped in one location, a random walk approach to sampling was adopted and every 5th household was sampled. In the urban centres, where the target population was more spread out, a more systematic sampling approach was adopted – identifying clusters of possible target respondents and then randomly sampling them in multiple areas. The objective was to have representative samples of both IDPs and refugees, in both urban centres and camps. The aim was also to have a roughly balanced split between the sexes and have at least 50 respondents for each area to ensure sufficient representation.

The a priori confidence intervals of the Likert questions for both the IDP and the refugee samples are 6%, with a 5% false alarm rate. In other words, we can be 95% certain that the broader population's attitudes fall within 6% of the responses of the full IDP or refugee population, assuming no sampling or response biases. Missing responses on particular questions are excluded from mean comparisons and correlations.

Data disaggregation

Data is disaggregated by type and location of accommodation, gender, age, type of services received, smartphone usage, year of arrival in current place of residence, and ethno-religious affiliation. 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 in March 2017 by SREO, an independent data collection company contracted by Ground Truth. Enumerators conducted face-to-face one-on-one interviews.

For more information about Ground Truth surveys in Iraq, please contact info@groundtruthsolutions.org.



WORKS CITED

ACAPS, "Thematic Report: Displacement in KR-I, Iraq." August 2016.

Communicating with Disaster Affected Communities Network, "Inter-Agency Rapid Assessment Report understanding the information and communication needs among IDPs in northern Iraq." August 2014.

Danish Refugee Council and Danish Immigration Service, "The Kurdistan Region of Iraq (KRI): Access, Possibility of Protection, Security and Humanitarian Situation." April 2016.

IRIN, "Dial A for Aid - Iraq's new humanitarian hotline." August 2015, available at: <http://www.refworld.org/docid/55c070174.html> [accessed 10 April 2017]

REACH, UNHCR, "Syrian Refugees Residing in Camps. Kurdistan Region of Iraq." March 2015.

UNHCR, Duhok Statistics Office, Board of Relief and Humanitarian Affairs, Joint IDP Profiling Service, "Displacement as Challenge and Opportunity. Urban profile: Refugees, internally displaced persons and host community, Duhok Governorate, Kurdistan Region of Iraq." August 2016.

UNOCHA, "Iraq Humanitarian Response Plan 2017 - Advance Executive Summary." December 2016.

UNOCHA, "Internally Displaced Persons Information Centre: Iraq IDP Information Centre Report." February 2017.