

Survey of refugees and humanitarian staff in Lebanon

14 November 2018 • Round 2



GROUND TRUTH
SOLUTIONS



OECD
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Development

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Executive summary

Introduction and approach

This report presents findings from the second annual survey of the views of Syrian and Palestine refugees in Lebanon. It tracks refugees' perceptions of humanitarian action on the ground in light of the reform commitments made by donors and operational agencies as part of the Grand Bargain that was agreed at the World Humanitarian Summit in 2016. The research project is a joint effort by Ground Truth Solutions and the OECD secretariat with financial support from the UK's Department for International Development. Lebanon is one of seven humanitarian programmes covered. The others are Afghanistan, Bangladesh, Iraq, Haiti, Uganda, and Somalia. A separate survey instrument looks at the perspective of humanitarian field staff in the seven countries.

The report is based on answers to a standardised survey conducted with 895 Syrian and Palestine refugees across Lebanon's eight governorates, and an online survey completed by 290 staff members of national and international aid agencies. Questions for both surveys were formulated using the Grand Bargain commitments as a framework. See the methodology section for more details.

Key findings

- **Refugees remain sceptical and see little progress.** Refugees are marginally less satisfied with humanitarian assistance than last year, with scores lower on most issues covered by the survey.
- **There are major differences in refugees' views across governorates** in terms of the quality and level of assistance available.
- **The relationship between the Lebanese host community and refugees is deteriorating.** Refugees feel less welcome than last year.
- **Refugees feel less informed about the kind of aid that is available to them than they did last year.**
- **The gap is widening between the way refugees and humanitarian staff see humanitarian aid programmes.** While staff are more positive than last year about the relevance and fairness of aid provision, as well as about opportunities for refugees to participate in decisions that affect them, refugees' perceptions are increasingly negative on these dimensions of performance.

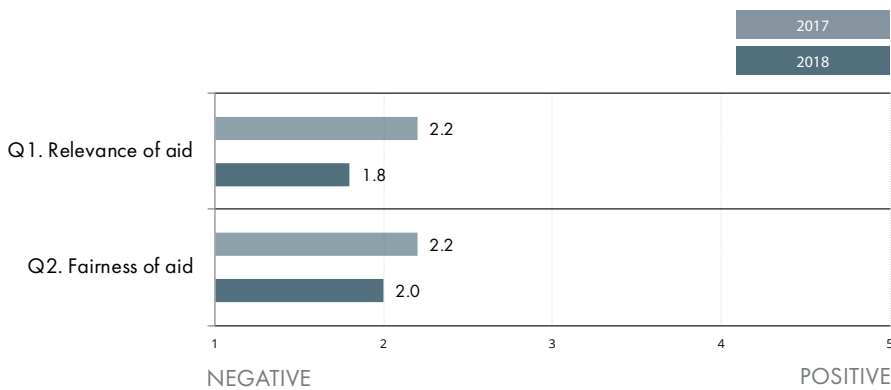
Survey of refugees in Lebanon

We have aligned our primary questions with the objectives of the 2018 update of the Lebanon Crisis Response Plan for 2017-2020: 1) Protection of vulnerable populations; 2) Assistance to vulnerable populations; 3) Provision of support services through national systems; and 4) Reinforcing Lebanon's economic, social, and environmental stability.

This summary covers the main findings of the refugee survey, with responses to the full set of questions included in the survey section.

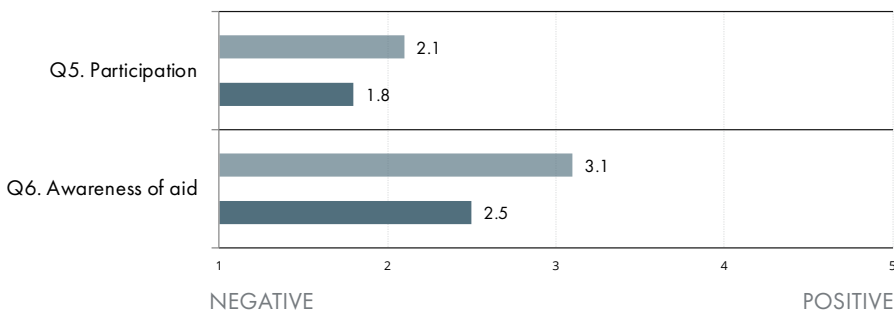
Assistance and services – links to objective two of the Crisis Response Plan: assistance to vulnerable populations

- **Priority needs are not met.** Refugees say aid does not adequately cover their priority needs. Their views on the issue of relevance are more negative than last year, with food, cash assistance, and shelter the most important unmet needs.
- **Aid does not reach those who need it most.** There is a prevailing sense that aid is not provided fairly, with the poorest least served. Scores are lower than last year.



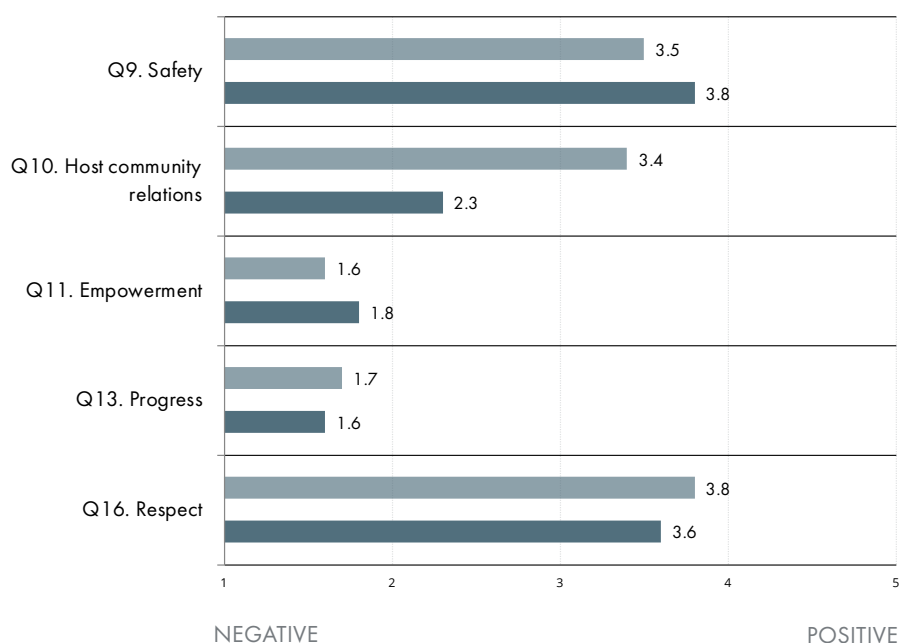
Participation and accountability

- **Refugees don't feel they can participate.** Refugees are pessimistic about their ability to influence decisions that affect their lives, with refugees in South Lebanon especially negative. While most respondents indicate that they know how to make a suggestion or file a complaint, few people believe they will get a response or benefit from follow-up action.
- **Refugees feel uninformed** about the kind of aid they are entitled to, with lower scores than last year. Awareness of aid differs by group and location, with people in informal settlements and female-headed households least aware.



Protection and resilience – links to objective one, protection of vulnerable people, and four, reinforcing Lebanon’s stability

- **Most refugees feel safe.** Both Syrian and Palestine refugees from Syria feel less safe than Palestine Refugees in Lebanon.
- **Host community relations have deteriorated compared to last year.** Refugees feel less welcome by the host community than last year, especially those with larger families. Bad treatment, anti-refuge sentiment, and discrimination are the most commonly cited reasons.
- **Refugees do not feel aid empowers them to live without support in the future.** Refugees want to provide for themselves. Difficulties getting the residency and work permits are a major obstacle.
- **Few refugees see progress of improvements in their lives.** In South Lebanon, nearly all refugees say their lives are not improving.
- **Refugees generally feel treated with respect by aid providers.**



Survey of humanitarian staff in Lebanon

Humanitarian staff are more positive than refugees and see improvements since the last survey. The gap is widening between the way refugees and humanitarian staff view the effectiveness of the humanitarian response. Staff see fairness, participation, and relevance of aid more positively than last round, while refugee’s perceptions are increasingly negative, as described above.

Needs and Services

- **Most humanitarian staff feel that humanitarian aid goes to those who need it most and meets refugees’ most important needs.** However, staff are mostly negative about how aid is split between emergency needs and durable solutions, with the majority of staff members calling for more investment in durable solutions. This echoes refugees’ call for greater efforts to facilitate empowerment through increased employment opportunities.

Reporting & funding flexibility

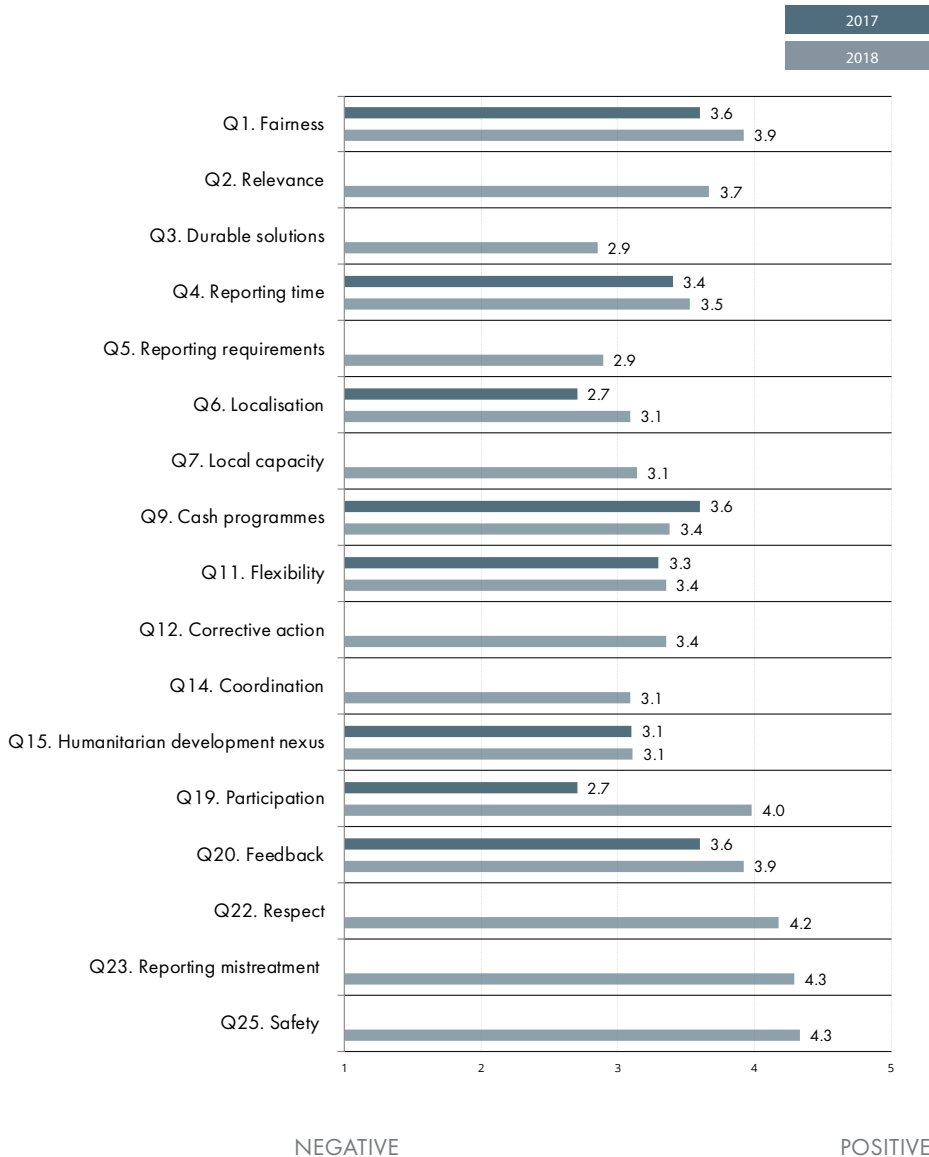
- The majority of humanitarian staff feel that the amount of **time they spend on reporting is reasonable** but their **views on the harmonisation of donor requirements are mixed**.
- **Staff see funding as sufficiently flexible**, although donor requirements are blamed by those who say aid programmes do not adapt sufficiently to changing circumstances.

Localisation

- **Staff views vary on the appropriateness of support given to local and national aid providers**. More than a third of respondents feel that local organisations are capable of delivering high quality humanitarian aid and assistance to refugees.

Humanitarian & development nexus

- Humanitarian staff express mixed views on whether coordination is sufficient among key actors. Competition for funding and donor requirements are mentioned as barriers to successful coordination. Similarly, almost a third of those surveyed say cooperation between humanitarian and development organisations is ineffective.

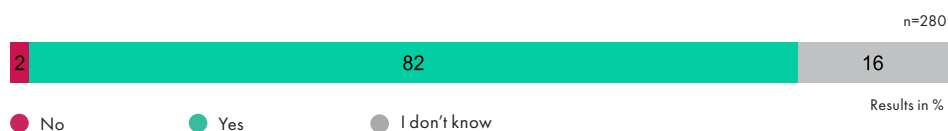


*Additional questions were added to the 2018 field staff survey, and therefore the 2017 field staff mean scores do not have scores for all questions.

Participation & accountability

- **Staff feel that complaints about abuse or mistreatment are dealt with in an appropriate manner.** This contrasts with the views of refugees, 90% of whom say their complaints go unanswered compared to 82% of field staff who feel complaints are adequately addressed.
- **Humanitarian staff feel well informed about the perceptions of refugees,** and they are more positive than in 2017 about the way feedback from refugees informs aid programmes.
- **Nearly half the respondents say that feedback from refugees is used to inform or influence aid projects and programmes.** Refugees see things quite differently.
- While field staff report numerous activities for community engagement such as focus group discussions and surveys, refugees do not feel their opinions count.

Staff survey: If refugees make a complaint to your organisation, will they get a response?



Refugee survey: Have you received a response to your suggestion or complaint?



The complete data sets from both the refugee and humanitarian staff surveys can be found in the next section.

Section 1: survey data - Refugees

Reading this section

The following sections use bar charts for both open and closed questions. Responses to closed questions are reported using a Likert scale from 1 to 5. The mean score is also shown. The bar charts for closed questions show the percentage of respondents who selected each answer option, with colours ranging from dark red for negative answers to dark green for positive ones. For open questions, the bar charts indicate the percentage and frequency with answers pertaining to a particular theme. For these charts, percentages do not total 100% because respondents were given the option to provide multiple answers.

Sample of the affected people survey

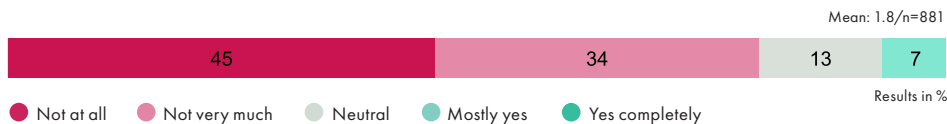
Interviews were conducted with 895 refugees – Syrian refugees, Palestine refugees from Syria (PRS), and Palestine Refugees in Lebanon (PRL) – who received aid within the last year. All eight districts of Lebanon (Beirut, Mount Lebanon, North Lebanon, Akkar, Baalbek, Bekaa, South Lebanon, and Nabatieh) were included in the sample size. A more detailed breakdown of the specific camp or informal tented settlement/private or shared accommodation breakdowns can be found in the sample methodology section.

Survey questions

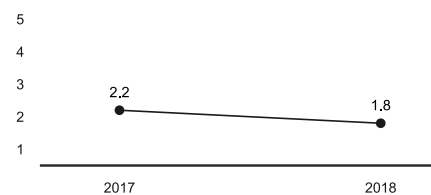
Assistance and services

Q1. Relevance

Does the aid you receive currently cover your most important needs?



Trend in mean scores



Follow up questions to those who answered that their unmet needs are not met (Q1):

What are your most important needs that are not met?



70%
Food



68%
Cash



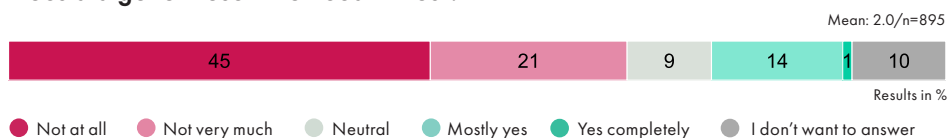
58%
Shelter

n=2,323

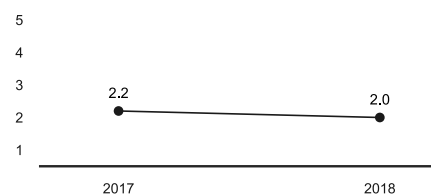
Note: Percentages do not total 100% because respondents were able to choose multiple options.

Q2. Fairness

Does aid go to those who need it most?



Trend in mean scores



Follow up questions to those who answered that aid does not go to those who need it most (Q2):

Who is left out?

n=750

77% The poorest / needy

11% People with illnesses / chronic diseases

17% Widows / divorcees

9% The elderly

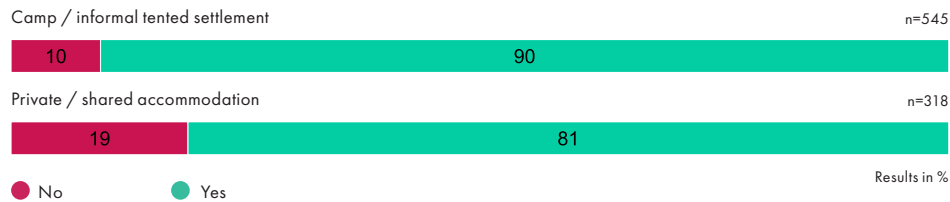
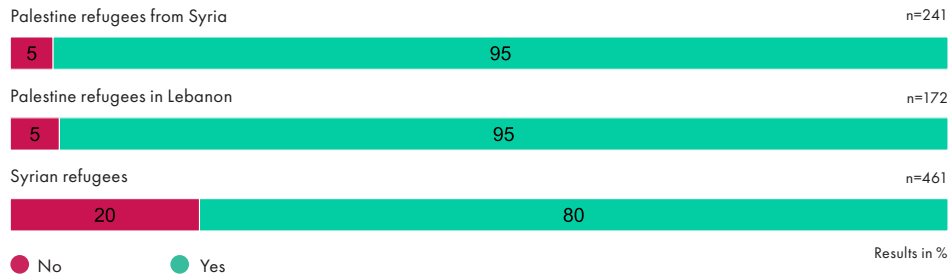
Note: Percentages do not total 100% because respondents were able to choose multiple options.

Q3. Stability

Has aid provision been stable over the last 12 months?



In all eight districts, the majority of refugees indicate that aid has been stable over the past year.



Follow up questions to those who answered “no” (Q3):

What kind of aid has changed?



66%
Food



20%
Energy provision

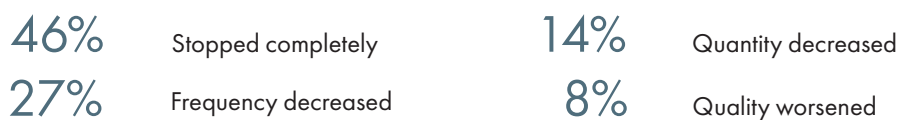


8%
Cash

Note: Percentages do not total 100% because respondents were able to choose multiple options.

How has aid provision changed?

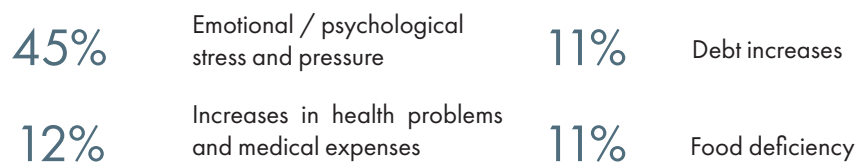
n=154



Note: Percentages do not total 100% because respondents were able to choose multiple options.

How have these changes affected your behaviour?

n=130



These findings are in line with the 2017 Vulnerability Assessment of Syrian refugees in Lebanon³ that indicates almost 90% of Syrian refugees are in debt.

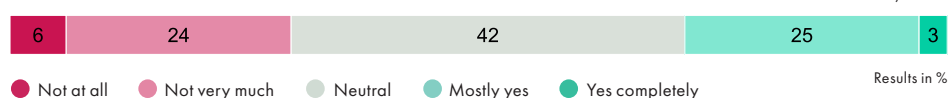
Note: Percentages do not total 100% because respondents were able to choose multiple options.

Q4. Cash assistance

Follow up questions to those who answered that they received cash assistance in the last 12 months:

How satisfied are you with the cash support that you have received?

Mean: 2.9/n=237

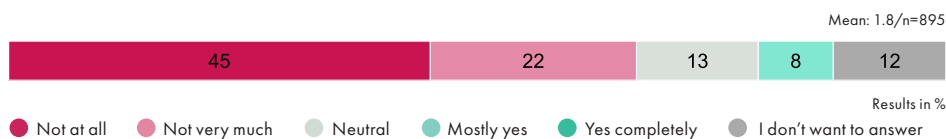


³ Vulnerability Assessment of Syrian Refugees in Lebanon, 2017 & trends from the 2014 – 2016 rounds, UNHCR

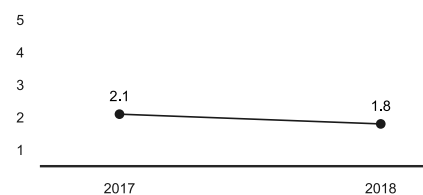
Participation and accountability

Q5. Participation

Do aid providers take your opinion into account when providing aid?

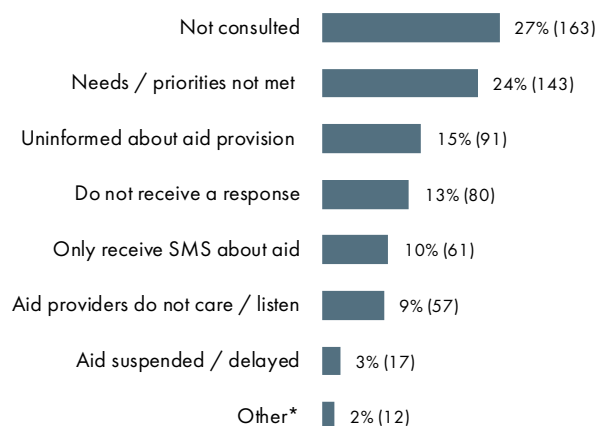


Trend in mean scores



Follow up question to those who feel their opinion is not taken into account (Q5):

What makes you feel this way?

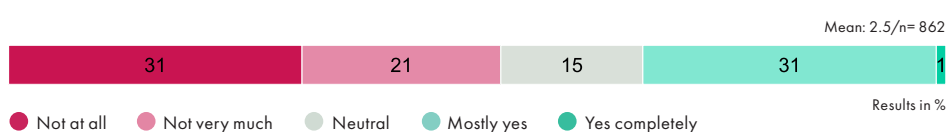


*Other includes participants suggesting that aid providers are not trustworthy, provide aid based on favouritism, and that they are not present to listen to comments or complaints.

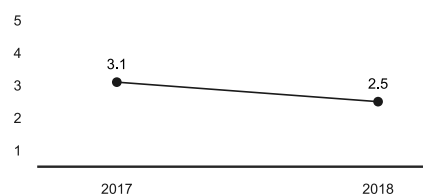
Note: Percentages do not total 100% because respondents were able to choose multiple options.

Q6. Awareness of aid

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



Trend in mean scores



Female-headed household

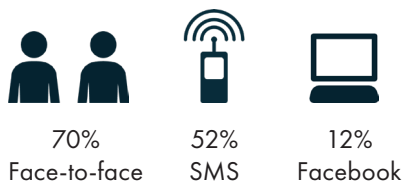


Male-headed household



Results in %

How would you prefer to receive information?

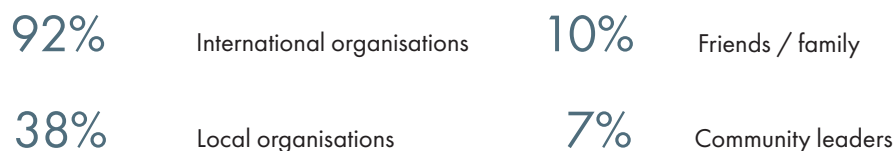


n=1194

Note: Percentages do not total 100% because respondents were able to choose multiple options.

Suggestions include providing more information generally, but also specifically in terms of their legal rights, migration options, as well as where to seek legal advice, educational opportunities, the locations of aid organisations, and being more transparent when aid ends.

Who do you most trust to receive information from?



n=1283

Note: Percentages do not total 100% because respondents were able to choose multiple options.

People who reported having a disability

Mean: 2.0/n= 136



People who did not report having a disability

Mean: 2.6/n= 726



Results in %

● Not at all ● Not very much ● Neutral ● Mostly yes ● Yes completely

Q7. Trust

Do you trust aid providers to act in your best interest?

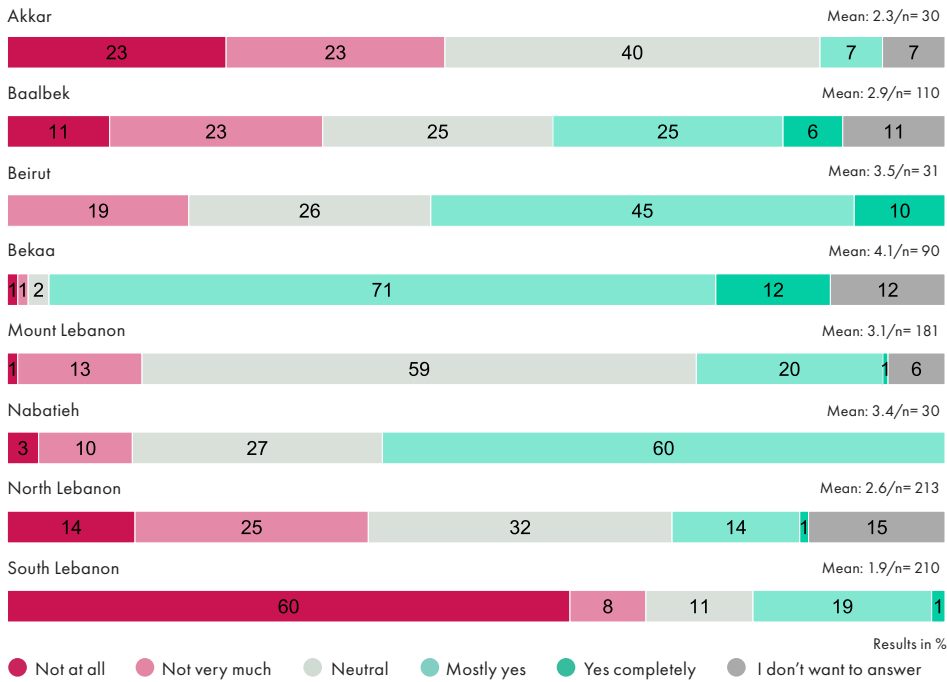
Mean: 2.8/n= 895



Results in %

● Not at all ● Not very much ● Neutral ● Mostly yes ● Yes completely ● I don't want to answer

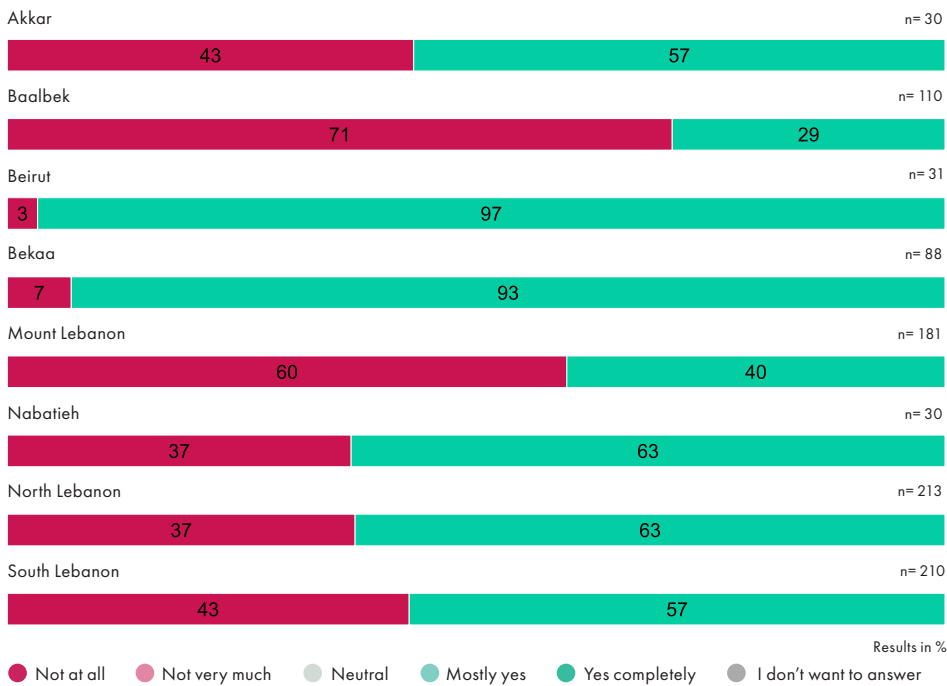
While affected people mostly feel treated respectfully by aid workers (Q17), they do not necessarily feel that aid providers act in their best interests.

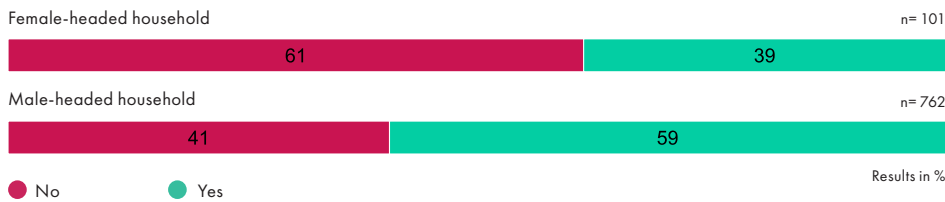
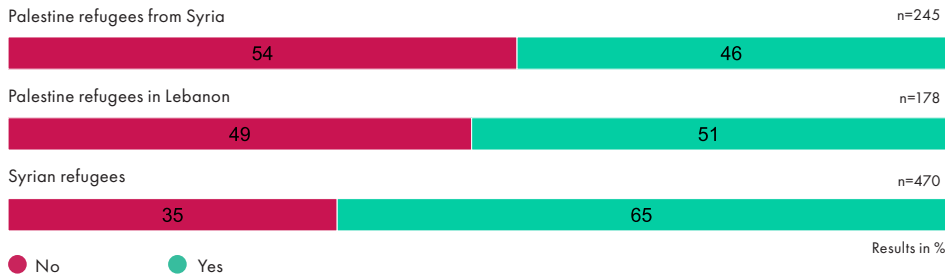
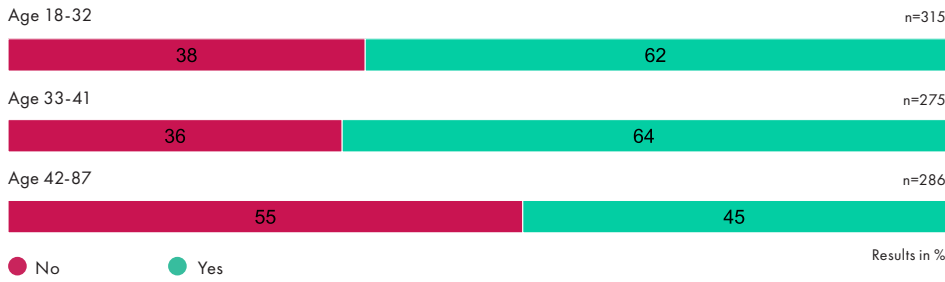


Q8. Complaints mechanisms

Do you know how to make suggestions or complaints about the aid you receive?

n=893





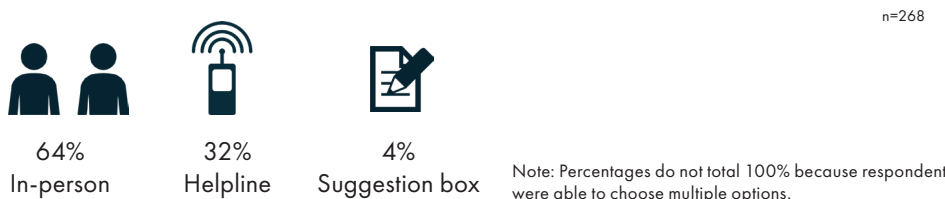
Follow up questions to those who said they know how to make a suggestion or complaint:

Have you filed a suggestion or a complaint?

There are large discrepancies across all eight governorates in the percentage of respondents who have filed complaints or suggestions.

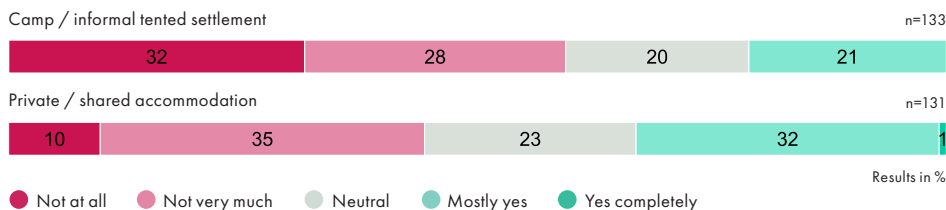


How did you make the suggestion or complaint?



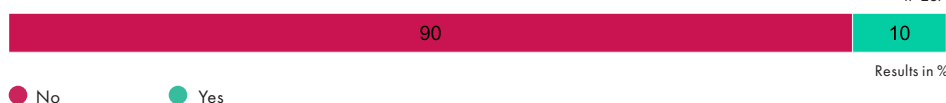
How easy or difficult did you find making the suggestion or complaint?

Mean: 2.6/n= 268

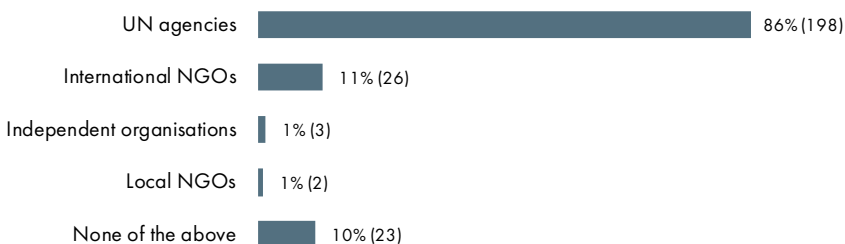


Have you received a response to your suggestion or complaint?

n=267



Who would you trust most to make a suggestion or complaint to?



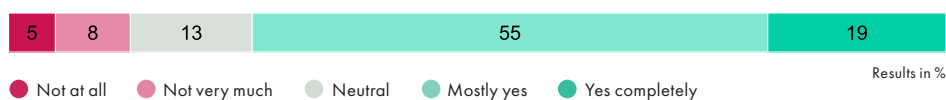
Note: Percentages do not total 100% because respondents were able to choose multiple options.

Protection and resilience

Q9. Safety

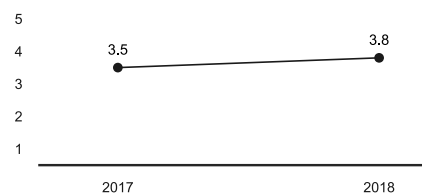
Do you feel safe in your place of residence?

Mean: 3.8/n= 878



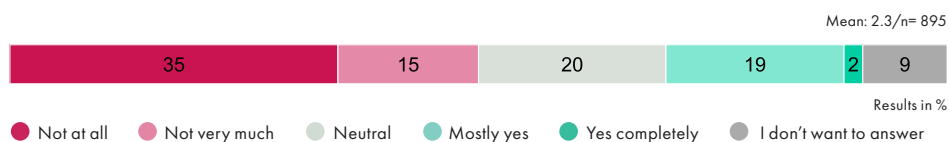
Respondents tend to feel safe across all eight governorates, with very little variance between men and women as well as accommodation type.

Trend in mean scores



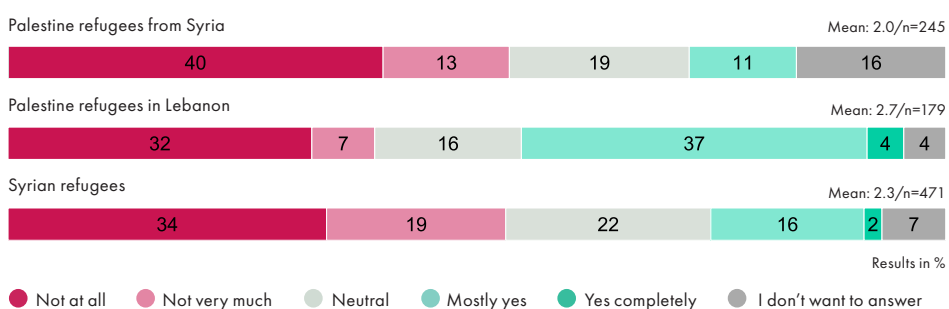
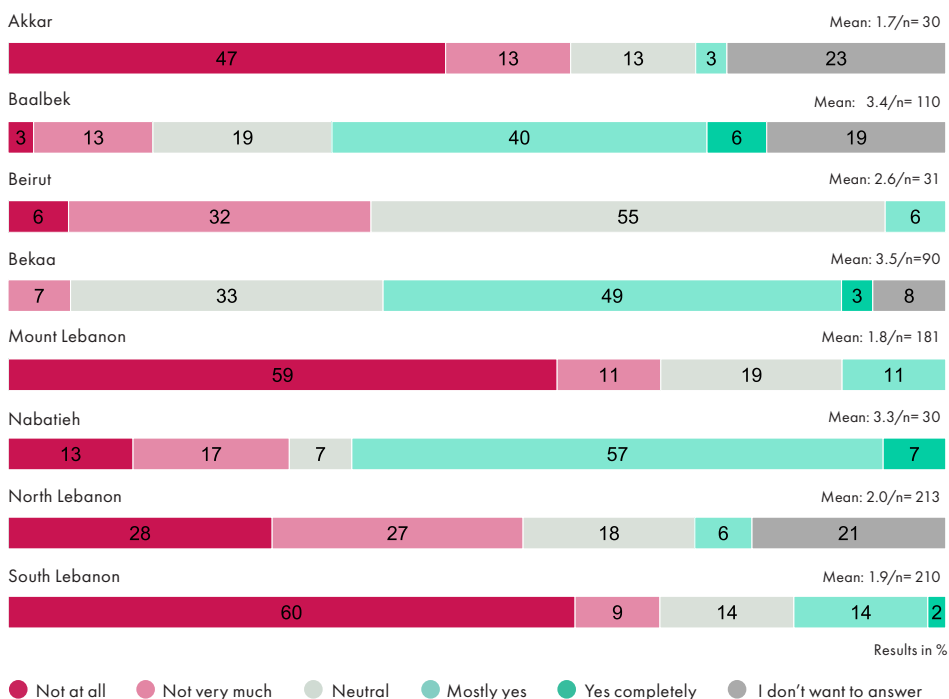
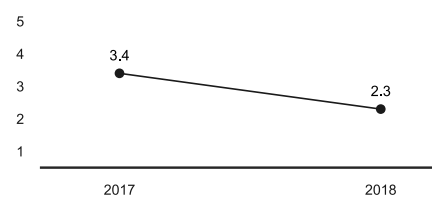
Q10. Host community relations

Do you feel welcome in Lebanon?



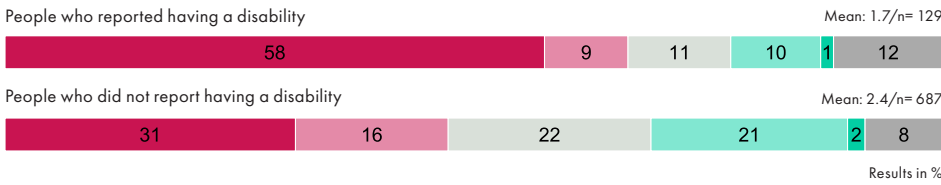
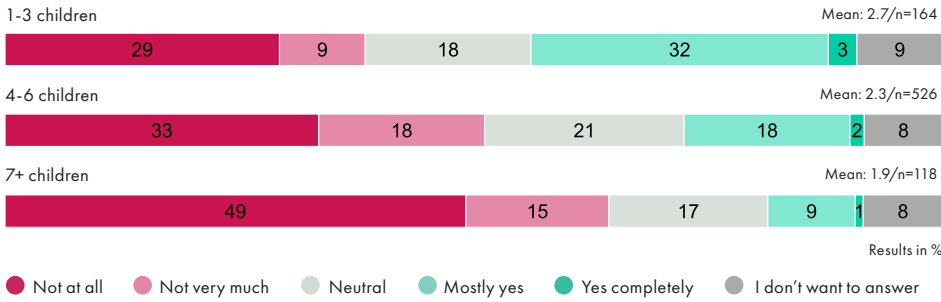
Our findings indicate that most participants feel unwelcome in Lebanon, with more negative sentiments than last year. As shown in other recent surveys⁴, a large majority of Lebanese see assistance from international agencies as unfair and excluding vulnerable Lebanese groups. This is in line with this report's findings on fairness (cf. Q2).

Trend in mean scores



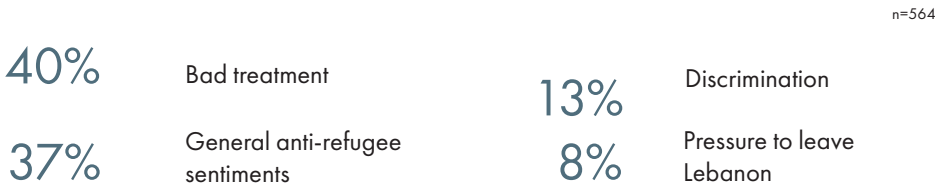
Recent studies (namely by ARK) as well as last year's survey indicate increasingly fraught host community relations.

4 Lebanon Crisis Response Plan 2017-2020, 167



Follow up question to those who answered that they do not feel welcome (Q10):

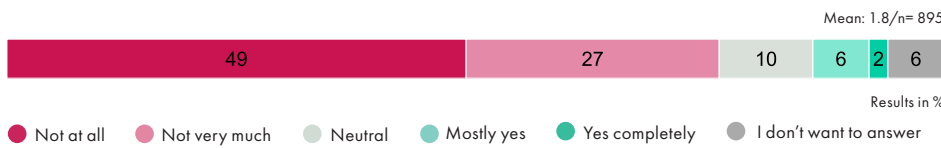
What makes you feel this way?



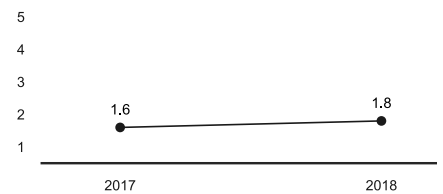
Note: Percentages do not total 100% because respondents were able to choose multiple options.

Q11. Empowerment

Do you feel the support you receive helps you to become self-reliant?

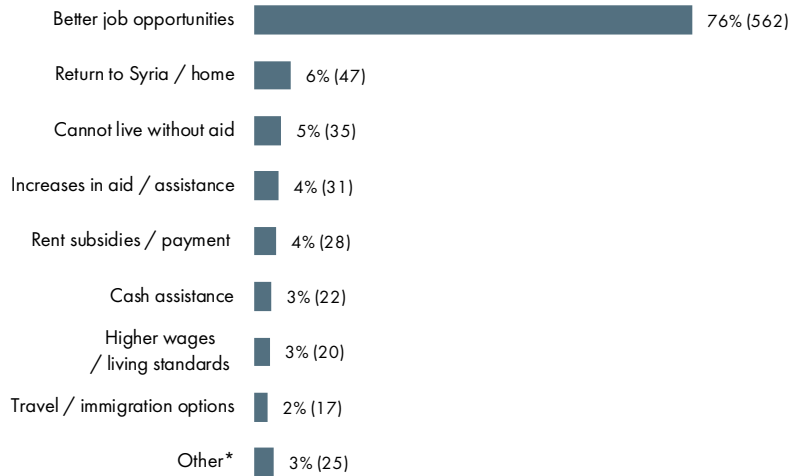


Trend in mean scores



Follow up question to those who answered that they do not feel the support helps them become self-reliant (Q11):

What would help you to live without aid in the future?

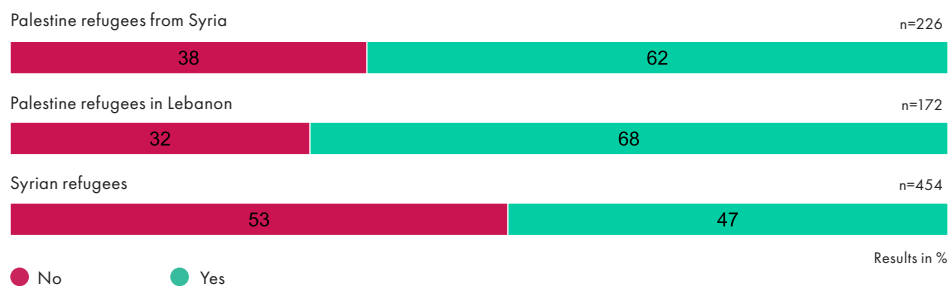


*Other includes respondents calling for access to healthcare, livelihood services, and information. Requests for refugees to be allowed to practise any profession they choose, legal documentation and status, and for the fair and respectful treatment of all people in Lebanon have also been put forward. Additional suggestions include the introduction of pensions and the resolution of the issue of Palestine refugees in Lebanon.

Note: Percentages do not total 100% because respondents were able to choose multiple options.

Q12. Employment

Do refugees have access to employment opportunities?

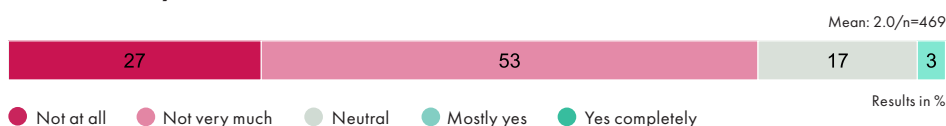


Follow up questions to those who answered "yes" (Q12):

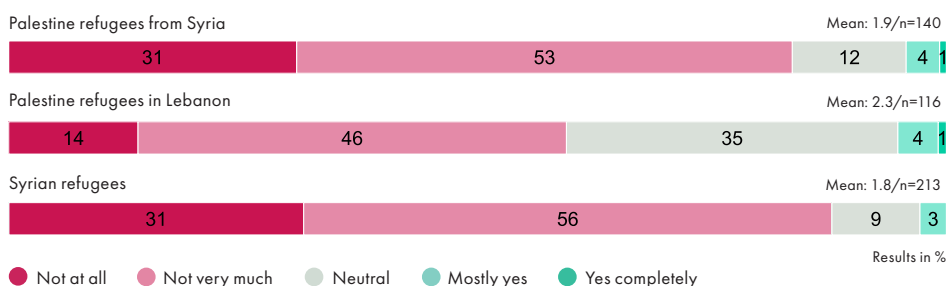
Have you and your immediate family explored opportunities to work in the local economy?



Are you and your immediate family able to make a living by working in the local economy?



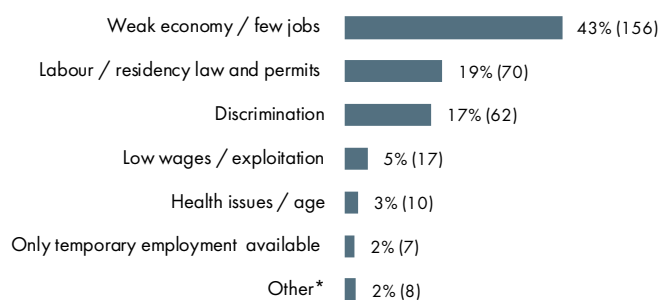
Of those who feel that refugees are generally able to find work in Lebanon, 80% respond that they themselves and their immediate family are unable to live self-sufficiently by working in the local economy. Widespread workplace violations including harassment, unfair pay, and poor working conditions may be contributing factors.⁵



Although a number the restrictions imposed specifically on Syrian refugees in 2015 have been lifted, such as a \$200 mandatory residency fee and a pledge to refrain from working, there is little consistency. Human Rights Watch points out that the general security offices arbitrarily apply these policies even after they were officially lifted by the Lebanese government in 2016.⁶

Follow up question to those who answered "no" (Q12):

What are the main barriers to gaining employment?



*Other includes corruption, chaos, and gender-based issues. Additionally, participants mention childcare responsibilities and a lack of job skills as obstacles to employment.

Note: Percentages do not total 100% because respondents were able to choose multiple options.

Almost a fifth of participants point to the restrictive, arbitrary, and often expensive residency and work permits that refugees are obliged to have in order to work legally. Such barriers lead to 92% of economically active refugees to seek non-formal work opportunities⁷ which increases the likelihood of being exposed to exploitative labour practises.

The lack of adequate legal routes to employment means that the majority of refugees compete for lower-skilled labour positions, creating greater tension with the most vulnerable Lebanese populations. Sixty-one percent of Lebanese surveyed by ARK say that competition over lower-sector jobs was the primary cause of tension between refugees and the Lebanese host community.⁸

5 "Refugee Work Rights Report: The Syrian Crisis and Refugee Access to Lawful Work in Greece, Jordan, Lebanon and Turkey", Asylum Access, August 2017, 20

6 "Lebanon: New Refugee Policy a Step Forward." Human Rights Watch, 14 February 2017

7 "Refugee Work Rights Report: The Syrian Crisis and Refugee Access to Lawful Work in Greece, Jordan, Lebanon and Turkey", Asylum Access, August 2017, 19

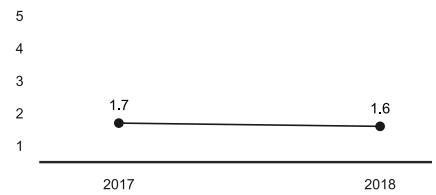
8 "Regular Perception Surveys on Social Tensions throughout Lebanon: Wave I," ARK, August 2017, 14

Q13. Progress

Overall is life improving for refugees in Lebanon?

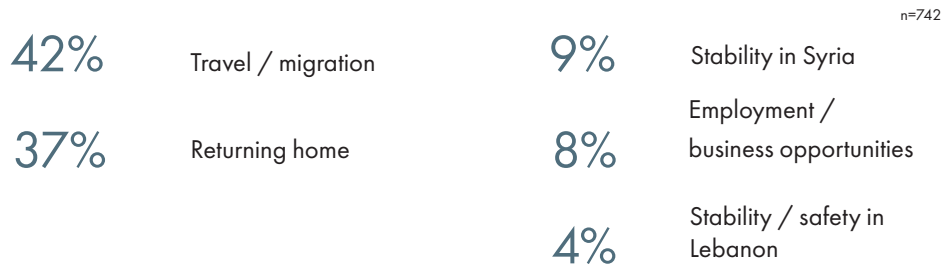


Trend in mean scores



Follow up question to those who answered "no" (Q13):

What would make you more optimistic?



Note: Percentages do not total 100% because respondents were able to choose multiple options.

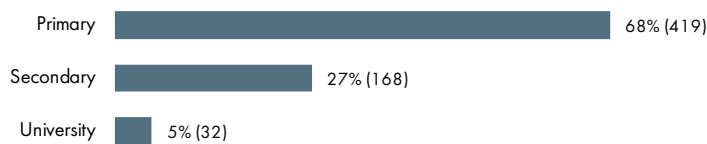
Q14. Education

Do refugee children have access to education?

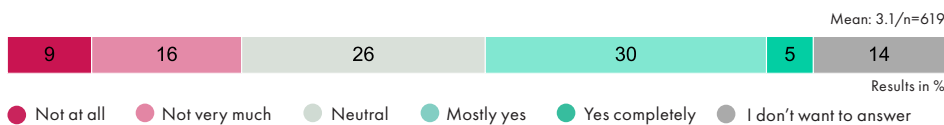


Follow up questions to those who answered "yes" (Q14):

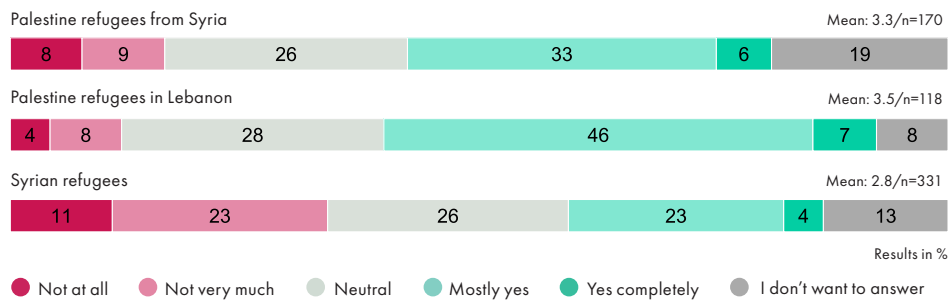
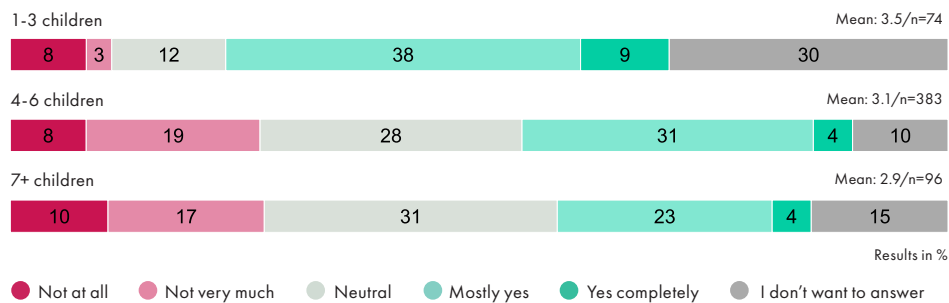
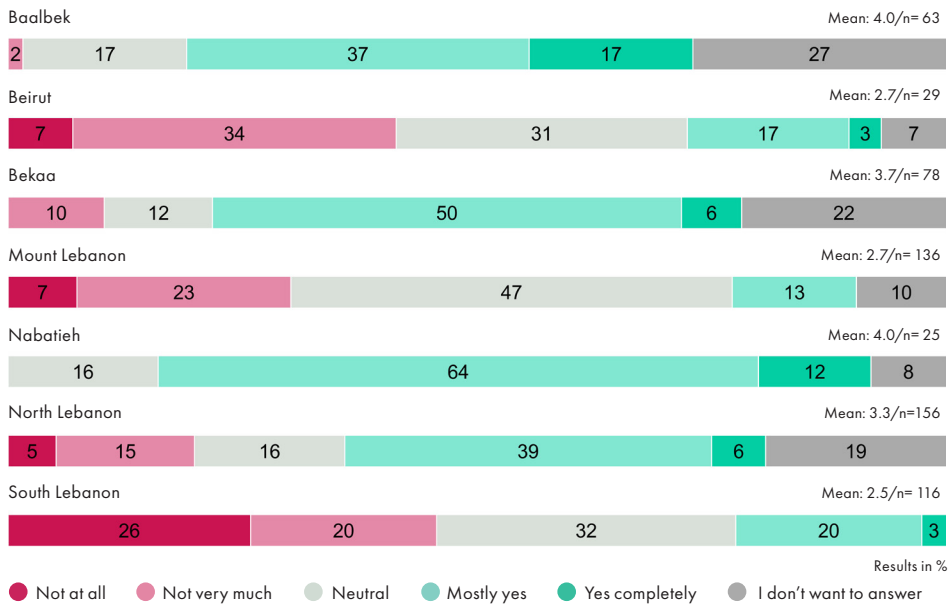
To what level is this education provided?



Are you satisfied with the education provided to refugee children?



While over a third of participants are satisfied with the quality of the education offered, there are some regional differences.



Follow up question to those who answered “no” (Q14):

What are the main barriers to accessing education?

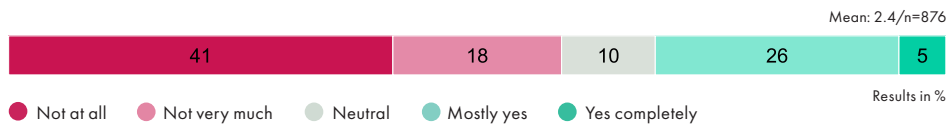


Note: Percentages do not total 100% because respondents were able to choose multiple options.

Other responses include the mistreatment and discrimination of refugee children in the education sphere, not having the required ID papers, and a general lack of schools. Additionally, cases of children having to work instead of going to school and physical and mental health issues are also cited as barriers to education.

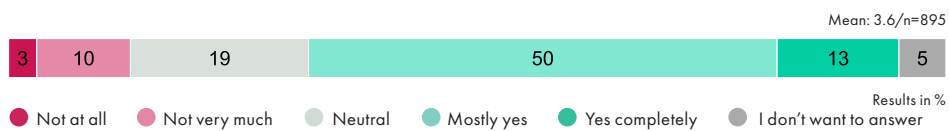
Q15. Awareness of rights

Do you feel aware of your rights as a refugee in Lebanon?

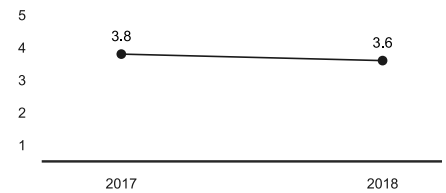


Q16. Respect

Do aid providers treat you with respect?



Trend in mean scores

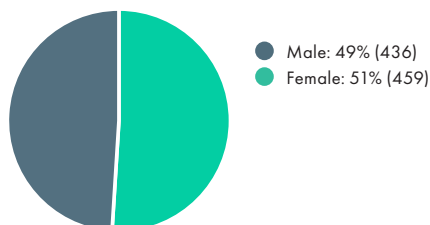


Demographics

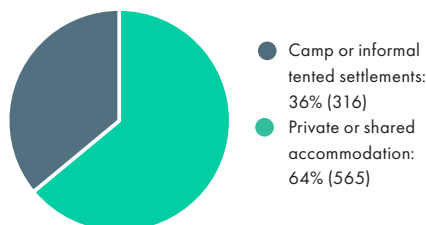
The graphs below depict the demographic breakdown of the 895 respondents, consisting of Palestine refugees from Syria (PRS), Syrian refugees from Syria, and Palestine refugees in Lebanon (PRL).

Each graph includes percentages, as well as the frequency in parentheses.

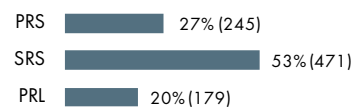
Gender of respondents



Housing of respondents



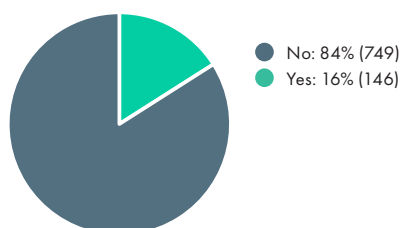
Status of respondents



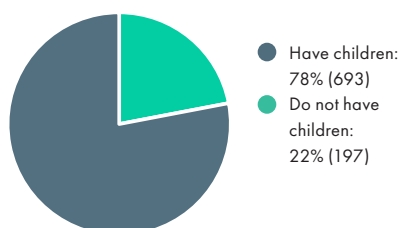
Age of respondents



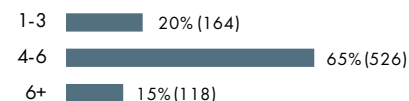
Respondents with a disability



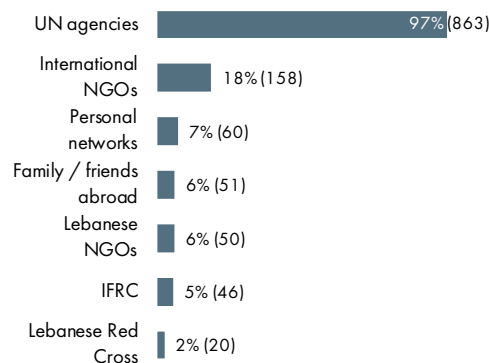
Respondents with children



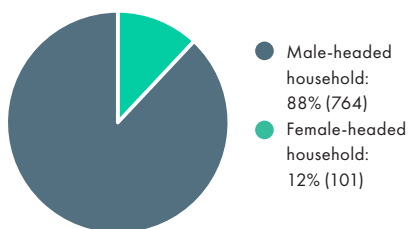
Number of children



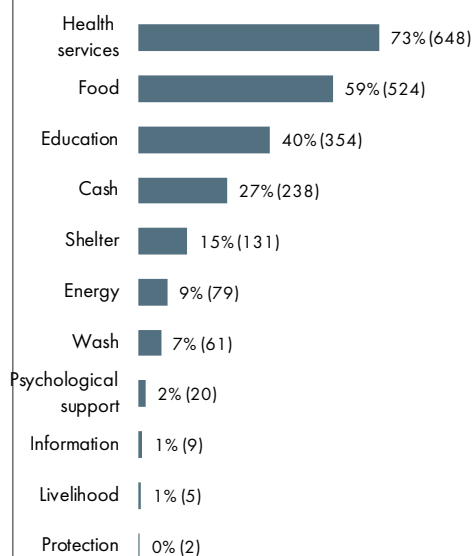
Aid providers



Head of household

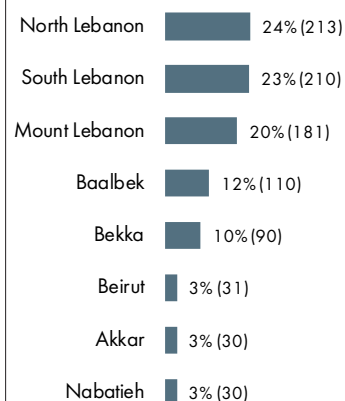


Services received



Note: Percentages do not total 100% because respondents were able to choose multiple options.

Governorate of respondents



Section 2: survey data - Humanitarian Staff

Reading this section

The following sections use simple bar charts for both open and closed questions. Responses to closed questions are reported using a Likert scale from 1 to 5. The mean score is also shown. The bar charts for closed questions show the percentage of respondents who selected each answer option, with colours ranging from dark red for negative answers to dark green for positive ones. For open questions, the bar charts indicate the percentage and frequency of respondents with answers pertaining to a particular theme. For these charts, percentages do not total 100% because respondents were given the option to provide multiple answers.

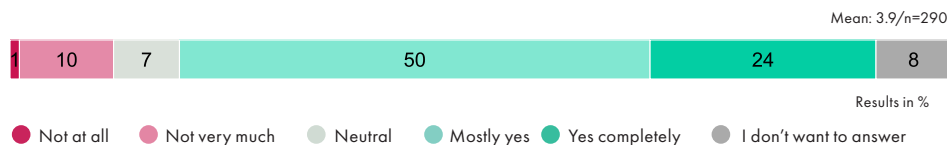
Sample of the humanitarian staff survey

Data was collected between 18 July and 19 August 2018 using an online survey tool, from 290 humanitarian staff members working in Lebanon for UN agencies, international non-governmental organisations (INGOs), and local organisations. Each organisation participated in and distributed the online survey among their staff. For more information on the sampling approach, see the sample methodology section.

Survey questions

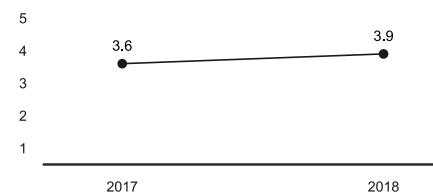
Q1. Fairness

Does aid go to those who need it most?



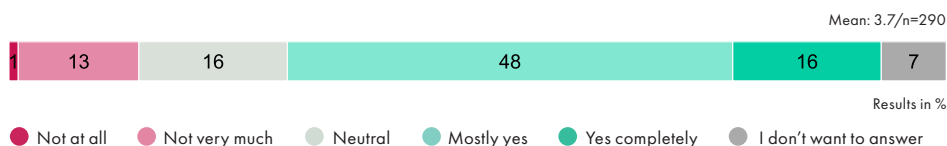
Aid is generally seen as well managed and prioritised by humanitarian staff members. However, budgetary restrictions and strict eligibility criteria are noted as challenges to aid going to those most in need.

Trend in mean scores



Q2. Relevance

Does the aid provided cover the most important needs of affected people?



Most staff say that the aid provided sufficiently meets the priorities of affected people, although challenges such as donor restrictions, high organisational costs, and high demand for essential aid are noted. This is significantly at odds with the affected people survey, where 79% of affected people say that aid does not cover their essential needs. Food, cash, and shelter are the most important unmet needs identified by affected people.

Q3. Durable solutions

Is there an adequate balance between funding for emergency needs and funding for durable solutions?

Mean: 2.9/n=290



Results in %

● Not at all ● Not very much ● Neutral ● Mostly yes ● Yes completely ● I don't want to answer

Responses are mixed on whether there is an appropriate balance between emergency aid and durable solutions. Not surprisingly, organisations with multi-year funding tend to answer more positively.

Follow up question to those who answered the balance is inadequate (Q3):

Which area needs more funding?

n=156



Suggestions from humanitarian staff members:

- “Enable better complementarity between emergency and durable solutions to ensure providing urgent needs whilst developing the durable solutions as these require a relatively long timeframe while vital needs can't wait.”
- “Overall, I believe more and more emergencies require long-term investment and solutions...This, however, requires a different kind of funding (flexible, multi-year) and strategies that take time and that involve the government in a different way. The humanitarian machinery – its tools, processes, and governance structure don't seem to have been adjusted to that.”

Q4. Reporting time

Do you feel the amount of time you spend on reporting is appropriate?

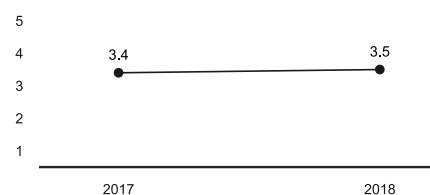
Mean: 3.5/n=290



Results in %

● Not at all ● Not very much ● Neutral ● Mostly yes ● Yes completely ● I don't want to answer

Trend in mean scores

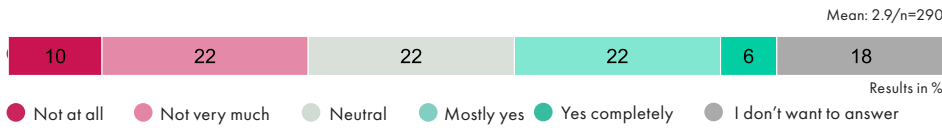


Suggestions from humanitarian staff members:

- “Simplified format and focusing on quality of program. Innovative ways of capturing people's views and opinions and increase local accountability.”
- “Stronger internal quality assurance processes in the agencies, and incentives/reward to quality outputs. Donors should set stricter requirements for expected quality of reporting, and M&E competence and capacities must be improved throughout the system.”

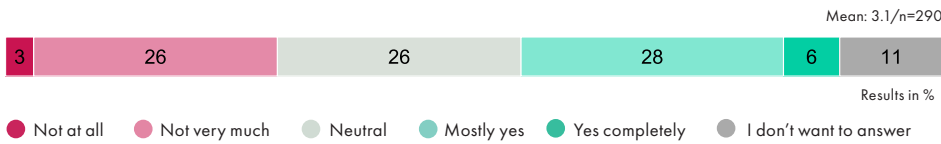
Q5. Reporting requirements

Do you feel reporting requirements from different donors are sufficiently harmonised?



Q6. Localisation

Do local and national aid providers receive sufficient support in Lebanon?



Responses differ on localisation efforts in Lebanon, with respondents from local organisations answering most negatively on this topic (43% say that local and national aid providers do not receive sufficient support). Some field staff members point to instability in funding impeding meaningful localisation initiatives, while others argue that funding reductions is a driver for localisation.

Trend in mean scores



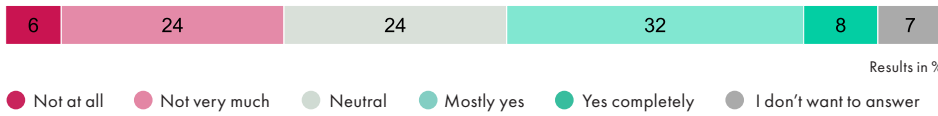
Suggestions from humanitarian staff members:

- “Build capacities of local entities to be able to abide by the international standards. Support operational costs so that the organisations are able to respond in a more qualitative manner.”
- “The national NGO community seems to be very vocal about the fact that the paperwork required to access funding is excessive... the process needs to be streamlined.”

Q7. Local capacity

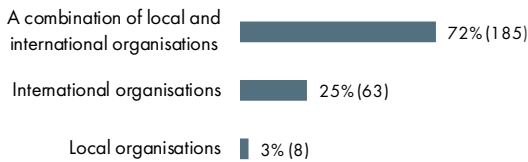
Do local organisations in this country have the capacity to deliver high-quality assistance?

Mean: 3.1/n=290



Q8. Aid providers

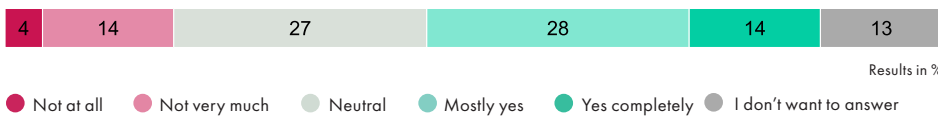
Who is best placed to provide aid in this country?



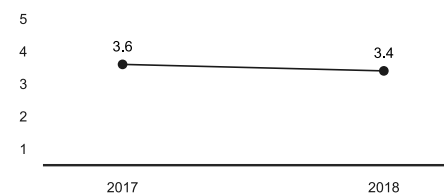
Q9. Cash programmes

Do cash programmes contribute to better outcomes than other kinds of aid?

Mean: 3.4/n=290



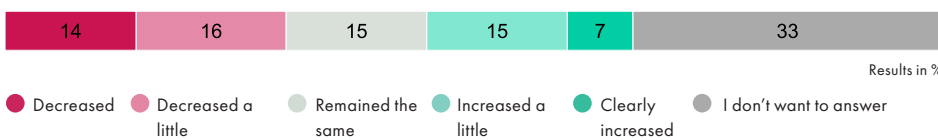
Trend in mean scores



Q10. Share of cash programmes

Has your organisation increased or decreased the share of cash-based programming in the past year?

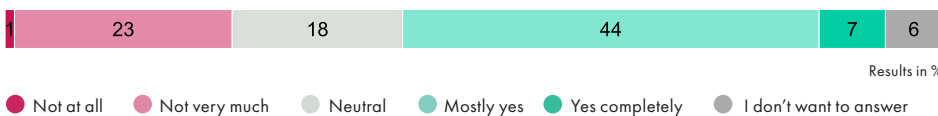
n=290



Q11. Flexibility

Do humanitarian organisations have the flexibility to adjust their projects and programmes when conditions change?

Mean: 3.4/n=290



Trend in mean scores

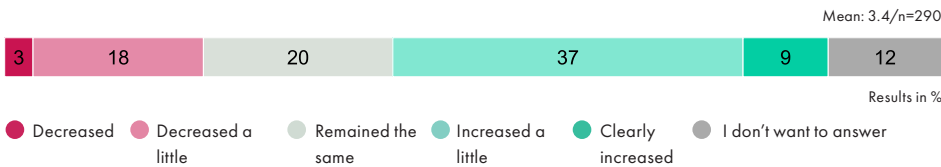


Suggestions from humanitarian staff members:

- “Multi-year donor funds could be one way. Another option could be to link humanitarian work with a development focus that might attract multi-year funding.”
- “Donors should promote truly adaptive programs and establish short ‘change approval’ systems and timelines to allow organisations to make worthwhile changes.”

Q12. Corrective action

Do agencies take corrective action in project implementation based on feedback from affected people?



Suggestions from humanitarian staff members:

- “Deploy non-earmarked funds, consider flexibility in the agreements between humanitarian agencies and donors, improve communication/coordination/collaboration among the sectors coordinators/interagency and donors.”
- “Do frequent M&E visits throughout the whole implementation phase ensure that all beneficiaries have the hotline number.”

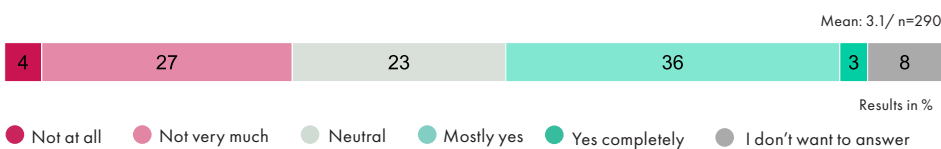
Q13. Donor visits

Are joint donor field visits better than individual ones?



Q14. Coordination

Are there sufficient coordination efforts between organisations?



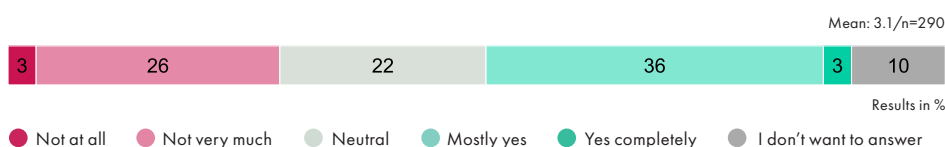
Humanitarian staff members have mixed feelings about the effectiveness of coordination efforts. However, competition for donor funding is mentioned several times as a challenge for effective and efficient coordination among organisations. Suggestions emphasise the role that donors can play in ensuring that organisations are rewarded and given incentives to coordinate in order to improve the quality of aid going to beneficiaries.

Suggestions from humanitarian staff members:

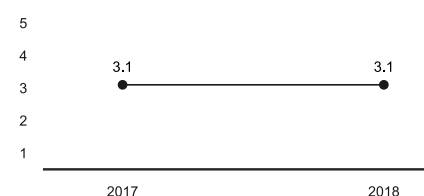
- “We should focus more on quality than quantity and recognise that it is not an issue if one organisation is not able to cover all the needs in one precise area. The coordination should be based on the interest of the beneficiaries, and not on the interest of the organisations, without competition, and in an egalitarian cooperation.”
- “Improve information sharing and transparency. Include this requirement in the agreements with donors.”

Q15. Humanitarian development nexus

Do humanitarian and development actors work together effectively in Lebanon?



Trend in mean scores



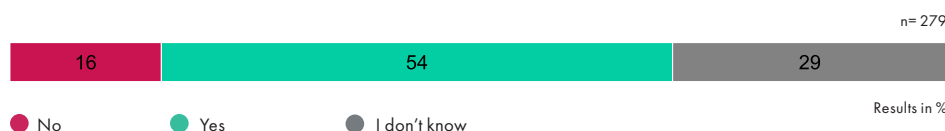
The relationship between humanitarian and development actors received differing views among staff members interviewed. Competition for donor funding again is cited as a barrier to meaningful cooperation.

Suggestions from humanitarian staff members:

- “1) Establish joint plans that include both emergency response and development projects in a way to allow efficient use of resources; 2) establish a coordination platform joining both emergency and development actors.”
- “Better analysis of long term needs from both sides including authorities, raising awareness about long-term, sustainable solutions based on resilience and joint projects (financial, resources, technical).”

Q16. Funding

Does your organisation obtain multi-year funding?



Follow up question to those who answered “yes”(Q16):

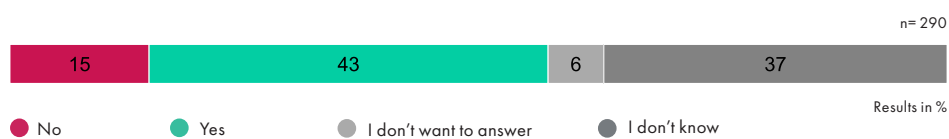
To what extent does this contribute to better results?



The majority of field staff whose organisations receive multi-year funding say this has a positive impact on the quality of their work and outcomes. Headquarters staff are most positive in this regard, with 97% indicating that it plays a role in achieving better results as an organisation.

Q17. Joint needs assessments

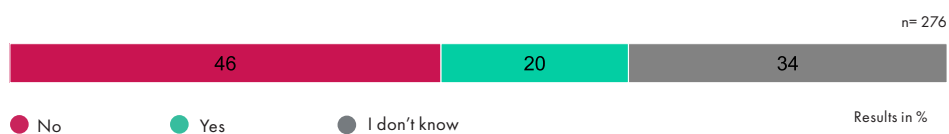
Does your organisation regularly conduct joint needs assessments with other organisations?



Our survey indicates that needs assessments are regularly conducted collaboratively, where staff are able to answer this question. The Vulnerability Assessment of Syrian Refugees in Lebanon is cited several times as an annual joint needs assessment platform used by many humanitarian organisations.

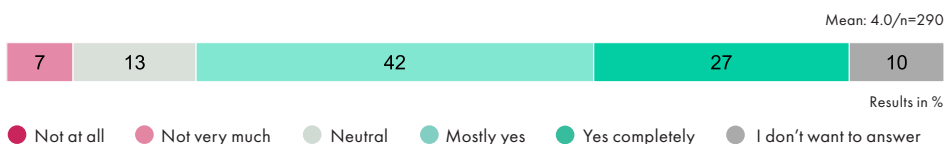
Q18. Logistical asset sharing

Does your organisation share logistical assets with other humanitarian organisations?



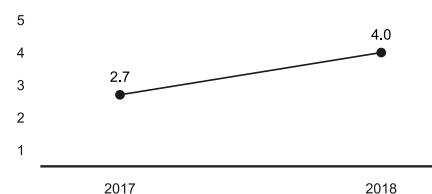
Q19. Participation

Does your organisation take opinions of affected people into account during design and implementation of programmes?



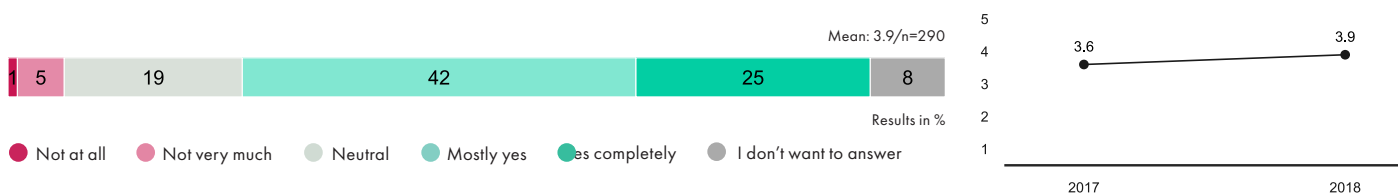
The majority of humanitarian staff members who participated in our survey say there is sufficient participation from affected people in their programming efforts. This is at odds with how affected people see things, with 67% indicating that aid providers do not take their opinion into account when providing assistance.

Trend in mean scores



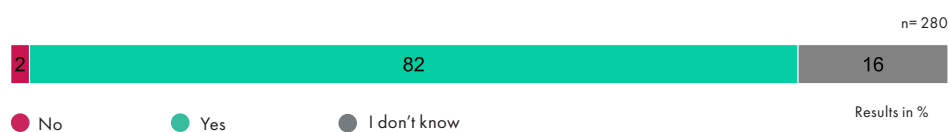
Q20. Feedback

Does your organisation have enough information about the way refugees see aid programmes?



Q21. Complaints mechanisms

If refugees make a complaint to your organisation, will they get a response?



Most staff members are confident that if affected people were to make a complaint to their organisation, they would receive a response. However, only 10% of affected people interviewed say they receive responses to the suggestions or complaints filed.

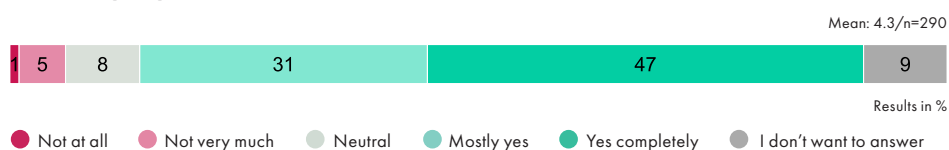
Q22. Respect

Do humanitarian staff in Lebanon treat affected people with respect?



Q23. Reporting mistreatment

Do you feel comfortable reporting instances of humanitarian staff mistreating affected people?

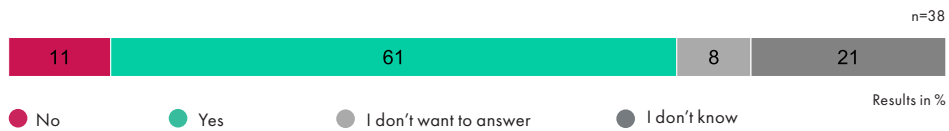


Have you reported instances of mistreatment?



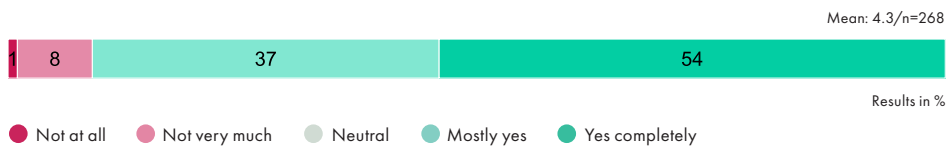
Follow up question to those who do not feel comfortable reporting instances of humanitarian staff mistreating affected people (Q23):

Would you feel more comfortable reporting instances of abuse or mistreatment through an independent complaints mechanism?



Q24. Safety

Do you feel safe in the area where you work?

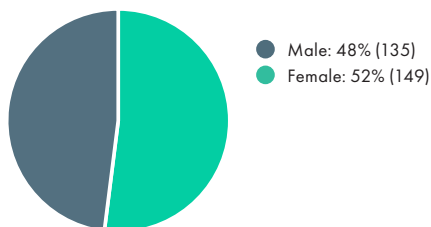


Demographics

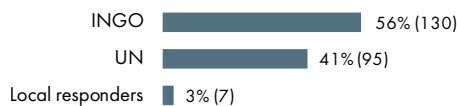
The graphs below depict the demographic breakdown of the 290 respondents in the field staff survey.

Each graph includes percentages, as well as the frequency in parentheses.

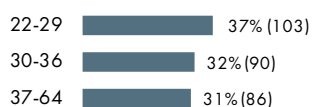
Gender



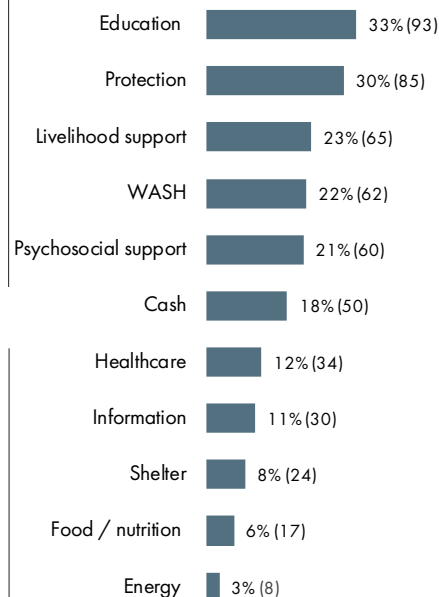
Type of organisation



Age

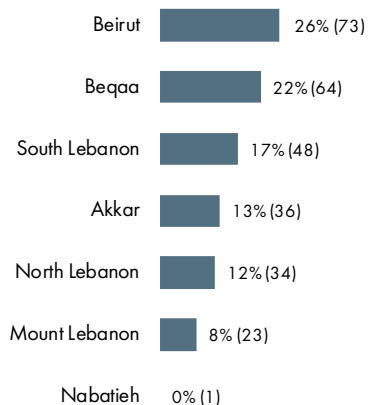


Type of services provided

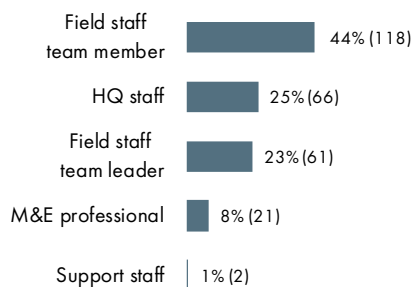


Note: Percentages do not total 100% because respondents were able to choose multiple options.

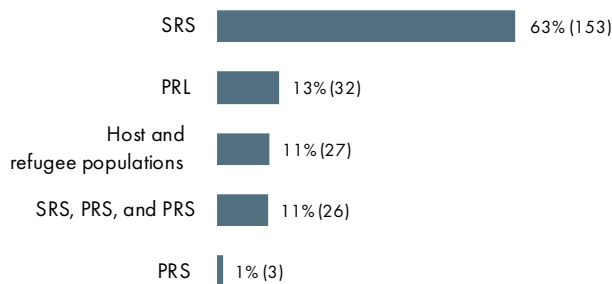
Governorate



Role of staff member



Target beneficiaries of aid/services



Annex: notes on methodology

Sampling methodology

Affected people survey

When designing the sample strategy for Lebanon, the most recent figures for the three groups in this report (Syrian refugees from Syria, PRS, and PRL) were used. These figures were provided directly from OCHA in April 2018 and stood at 1,484,169 for Syrian refugees, 509,609 for PRS, and 277,790 for PRL, for a combined total of 2,271,568 people. While proportionately these three groups represent 65%, 22%, and 12% of the combined total, the sample sizes were not based on a representative sampling methodology which would have dictated much smaller sample sizes for PRS and PRL across the country.

To strengthen the reliability of smaller population samples, and meaningfully explore differences between populations living in camps or informal tented settlement and private or shared accommodation and among the three refugee groups, we have elected to cover sample smaller groups instead of employing a representative sampling methodology. To do this, Syrian refugees make up 53% (470), PRS 27% (240), and PRL 20% (180) of the total sample size of 890. To further increase reliability, a minimum sample size of 30 people in each refugee group in any given location has been selected.

The risk of disproportionately overweighted groups skewing the results is mitigated by later weighting the means of each sample size in accordance to the proportion of the population it covers, once the data is collected from all locations and groups. As such, this methodology allows us both to maximise reliability for group comparisons as well as enabling a more reliable representative overview of the perceptions within the various camps or informal tented settlements as well as among the refugee population at large.

Actual numbers of people surveyed vary marginally (one to two respondents) from the original sampling strategy due to practical constraints on the ground. This will be explored further in the challenges and limitations section. The variance is not large enough to constitute being statistically significant.

The same geographical governorates or “muhafazat” (as last year) have been selected for this years’ sampling strategy (Beirut, Mount Lebanon, North Lebanon, the Bekaa Valley, and South Lebanon), with the addition of Akkar, Baalbek, and Nabatieh. Al-Hermel was the only region not included in our sampling strategy due to the relatively small number of affected people living in this region (no official figures for PRS and PRL were available on this region, and only 0.65% of total Syrian refugee population residing in Al-Hermel).

Additionally, where possible, the same locations – specific camps, cities, or towns – as last year, are included for consistency and comparability purposes.

The overall distribution of affected people in Lebanon is overwhelmingly (81%)⁹ in residential non-camp settings, with the exception of Bekaa (where 51% of affected people are living in camps or informal tented settlement settings).¹⁰ Logistically, sampling affected people in non-camp settings is more challenging for data collection. We conducted 565 interviews in camp or informal tented settlement (64%) and 319 (36%) interviews in private/shared accommodation.

A gender split of 50:50 was selected since in all six regions, the male to female ratio does not significantly deviate from this, with the overall gender split for Syrian refugees being 51% female and 49% male,¹¹ PRS being 52% female and 48% male,¹² and PRL being 50% female and 50% male.¹³

9 Lebanon Crisis Response Plan 2017-2020, 2018, 15

10 Ibid, 151

11 Ibid, 198

12 UNRWA Syrian regional crisis emergency appeal, 2018

13 Lebanon Crisis Response Plan 2017-2020, 2018, 198

Humanitarian staff survey

Twenty organisations were approached and asked to participate in the survey. Fifteen organisations participated and distributed the online survey among a convenience sample of their staff. Participating organisations were: ACTED, CARE, ICRC, IOM, IRC, Mercy Corps, Save the Children, UNHCR, UNICEF, UNRWA, WFP, World Vision; and the following local and national responders: Association Najdeh, Kayany Foundation, Amel Association.

The confidence intervals of the full sample estimates were 10% with a 5% false alarm rate. In other words, we are 95% certain that the population attitudes fall within 10% of the values reported for the full sample, assuming no sampling biases or response biases. The sampling bias assumption is somewhat problematic here, as respondents self-selected, and it is hard to know if those who chose to respond differ systematically from those who did not.

Question formulation

Questions for both the affected people and staff survey were formulated using the Grand Bargain commitments as a framework. We look at whether there is a shift from what the Grand Bargain describes as a supply-driven model dominated by aid providers to one that is more demand-driven, with the aid system becoming more responsive to the people it sets out to serve.¹⁴ We also probe people's views on whether they see progress in going beyond meeting basic needs to creating self-reliance and restoring opportunity.¹⁵

Affected people survey: matrix of Grand Bargain commitments and GTS question themes

GTS question themes	1. Transparency	3. Cash based programming	4. Reduce management costs	5. Improve needs assessments	6. Participation	7. Multi-year planning and funding	8. Reduce earmarking	10. Engagement between hum. & dev. actors
Awareness	X				X			X
Fairness	X		X	X	X	X	X	X
Cash		X						
Empowerment		X			X	X		X
Fairness	X		X	X	X	X	X	
Participation	X				X	X	X	
Progress				X		X		X
Host community relations								X
Relevance	X		X	X	X	X	X	X
Safety								X

14 "The Grand Bargain – A Shared Commitment to Better Serve People in Need". Istanbul, Turkey, 23 May 2016. P.2

15 Ibid

Field staff survey: matrix of Grand Bargain commitments and GTS question

themes

	2. Localisation	3. Cash based programming	4. Reduce management costs	5. Improve needs assessments	6. Participation	7. Multi-year planning and funding	8. Reduce earmarking	9. Harmonise and simplify reporting requirements	10. Engagement between hum. & dev. actors
Fairness				X	X	X	X		
Safety									
Management of aid						X			
Reporting requirements			X	X				X	
Coordination			X						
Durable solutions							X		X
Perceptions of refugees					X				
Cash programmes		X							
Flexibility						X	X		
Reporting time								X	
Humanitarian development nexus									X
Participation					X				
Local capacity	X								

Data disaggregation

Affected people survey

Data is disaggregated by governorate, camps or informal tented settlements / private or shared accommodation, gender, age, status of person interviewed, year of arrival in Lebanon, type of accommodation, household size, number of dependents, head of household gender, and disability. 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.

To identify groups of persons with disabilities within the sample, a staff member at Handicap International was consulted and participants were asked a series of questions:

- Do you have difficulty seeing, even if wearing glasses?
- Do you have difficulty hearing, even if using a hearing aid?
- Do you have difficulty walking or climbing steps?
- Do you have difficulty remembering or concentrating?

For the purposes of this survey, if a survey participant indicates having difficulty or inability to do one or more of the above activities, they are considered a person with a disability.

Field staff survey

Data is disaggregated by type of organisation, role in the field, and by governorate. The analysis 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 surveys

Affected people survey

This survey was conducted in Arabic.

Humanitarian staff survey

This survey was conducted in Arabic and English. Ninety-seven percent of respondents filled out the questionnaire in English and 3% in Arabic.

Data collection

Affected people survey

Sayara International, an independent data collection company contracted by Ground Truth Solutions, collected data between 4 and 19 July 2018. Interviews were conducted face-to-face with 895 individuals across all eight governorates of Lebanon.

Face-to-face surveys with affected people were conducted in Lebanon in 2017, and the same set of questions used for that survey are supplemented by additional follow-up questions in this year's survey. These surveys encompass Syrian refugees, Palestine refugees from Syria, and Palestine refugees from Lebanon.

Humanitarian staff survey

Data was collected between 18 July and 19 August 2018 using an online survey tool, from 290 humanitarian staff members working in Lebanon for UN agencies, INGOs, and local organisations. Each organisation participated in and distributed the online survey among their staff.

Challenges and limitations

GTS is committed to ensuring that data collection adheres to rigorous ethical and methodological standards. GTS worked closely with Sayara International, our data collection partner, throughout survey design and development and sample strategy design. We developed data collection guides, training materials, and survey translations to ensure that our approach was contextually and culturally appropriate. The GTS team went to Beirut in July 2018 to set up the survey instruments, oversee enumerator training, shadow data collectors, and ensure the quality of data collection in various regions in Lebanon. During this process and further discussions with Sayara International, the following challenges and limitations were noted:

Affected people survey

Expectation of respondents. Enumerators were briefed and trained on managing expectations and clearly communicating the aims of the research. Before interviews were conducted, potential respondents were informed that their answers would have no bearing on the level of aid they would receive, and that participation was purely voluntary.

In addition, participants who consented to being contacted by GTS and provided their contact details received a tailored SMS within 7-10 days of survey completion. All messages were used to reiterate that participation in the survey had no connection to the level of aid to be received, and that the survey findings would be shared with them in the coming weeks. Respondents who indicated that they were uninformed about the kind of aid available to them received additional information in Arabic about aid available to refugee populations. A total of 416 text messages were sent between 8 and 19 July.

In spite of these measures, enumerators reported instances of refugees expecting humanitarian assistance, or mistaking them for representatives of aid agencies.

Access and availability. Male participants were harder to track down during daytime work hours, requiring enumerators to return to conduct interviews with them in the evening.

Scope of the survey. It should be noted that the scope of our survey includes registered Syrian refugees, PRS, and PRL who received aid in the last year. Unregistered refugees (estimated at 500,000¹⁶) and vulnerable Lebanese (figures stand at 1.5 million¹⁷) are a significant and increasingly vulnerable group within Lebanon, and their inclusion in the report would have added interesting insights on the effectiveness and relevance of aid provision. However, this was beyond the scope of this research.

Survey fatigue. An online survey conducted post-data collection with the majority (seven out of the eight) of data collectors indicated a lack of enthusiasm or interest amongst affected populations in participating in the surveys. This highlights the importance of “closing the loop” and keeping participants informed of the results of the survey, as well as providing participants with useful information, when possible and appropriate.

Perceptual data. GTS gathers perceptual data from affected people, field staff, and local partner organisations to assess humanitarian responses through their views, opinions, and perceptions. While principles of accountability, localisation, and participation are increasingly being integrated into humanitarian programmes, the voices of affected populations receiving aid are often omitted.¹⁸

Gathering perceptual data from affected populations should therefore be viewed as part of a broader systemic change in the humanitarian apparatus. It is a vital first step in closing the accountability gap, empowering affected populations to be part of the decisions that govern their lives, building relationships with communities, and localising knowledge.

Nonetheless, it is evident that the collection of perceptual data is not a blueprint for correcting the humanitarian system and should therefore, not be seen in isolation, but as complementary to other monitoring and data evaluation approaches. In the end, it is only worth as much as it is accepted and acted upon by the humanitarian community.

16 Tom Perry, “Lebanon Near ‘Breaking Point’ Over Syrian Refugee Crisis: PM Hariri,” Reuters, March 31, 2017

17 Lebanon Crisis Response Plan 2017-2020, 2018, 151

18 Benini (2018), ‘Subjective Measures in Humanitarian Analysis’, ACAPS

Humanitarian staff survey

Survey fatigue. Responses from participants were initially low, and several reminder emails were sent in order to reach response figures which could be deemed statistically significant. Feedback from international organisations suggests that staff members are experiencing survey fatigue as the result of the increasing number of surveys they are required to complete.

For more information about Ground Truth Solutions surveys in Lebanon, please contact Elias Sagmeister (Deputy Director – elias@groundtruthsolutions.org), Michael Sarnitz (Senior Programme Manager - michael@groundtruthsolutions.org) or Kai Kamei (Senior Programme Analyst – kai.kamei@groundtruthsolutions.org).



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