



**GROUND TRUTH  
SOLUTIONS**

MIXED MIGRATION PLATFORM

**REFUGEE PERCEPTIONS IN  
NORTHERN IRAQ**

– ROUND 1 –  
April 27, 2017

**MIMP** | MIXED  
MIGRATION  
PLATFORM

# CONTENTS

<b>OVERVIEW</b>	<b>3</b>
INTRODUCTION	3
SUMMARY FINDINGS	3
READING THIS REPORT	4
<b>HIGHLIGHTS</b>	<b>5</b>
<b>SURVEY QUESTIONS</b>	<b>6</b>
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	12
Q9. RESPECT - AID PROVIDERS	14
Q10. RESPECT - GOVERNMENT AUTHORITIES	14
Q11. RESPECT - SECURITY FORCES	15
Q12. AWARENESS OF COMPLAINTS MECHANISMS	15
Q13. TRUST IN COMPLAINTS MECHANISMS	16
Q14. VOICE	17
Q15. SAFETY	18
Q16. WILLINGNESS TO REPORT ABUSE	19
Q17. RELATIONSHIP WITH THE HOST COMMUNITY	20
Q18. RETURNING HOME	21
Q19. EMPOWERMENT	22
<b>DEMOGRAPHICS</b>	<b>24</b>
<b>RECOMMENDATIONS</b>	<b>25</b>
<b>NOTE ON METHODOLOGY</b>	<b>26</b>
BACKGROUND	26
SURVEY DEVELOPMENT	26
SAMPLE SIZE	26
SAMPLING METHODOLOGY	26
DATA DISAGGREGATION	26
LANGUAGE OF THE SURVEY	26
DATA COLLECTION	26
<b>WORKS CITED</b>	<b>27</b>

# OVERVIEW

## Introduction

This report analyses data collected from Syrian refugees in northern Iraq. It is the first in a series of data collection rounds, which will include both quantitative and qualitative research, looking at refugee and internally displaced persons (IDP) perceptions of humanitarian assistance in northern Iraq under the [Mixed Migration Platform](#).

Interviews for the survey were conducted face-to-face with 339 refugees 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 refugees do not feel that their most important needs are being met. Their expressed priority needs are cash, healthcare and food. Refugees living in private housing in urban areas, particularly in Dohuk, have a greater sense of their needs remaining unmet than those in camps.

### 2. Support largely not reaching those most in need

Opinions among refugees about whether support reaches those who need it most are mixed. A significant proportion of respondents say they do not know, while many of those who do not believe the support is fair think that children and youths are left out. Some also mention that the Mukhtars, the heads of localities, distribute support as they please.

### 3. Cash transfers – not fair or transparent

Refugees do not consider the cash transfer system to be fair or transparent, with the majority responding negatively. Their explanations range from a lack of access to cash transfer programmes to perceptions of corruption.

### 4. Other services – views divided on fairness

Refugees are divided about whether other services are provided fairly and without discrimination. More recent arrivals are more positive on this issue than people who have lived in their place of residence longer.

### 5. Lack of livelihood options

Access to employment in the local economy is very difficult for refugees. Women in particular do not believe they are able to make a living in the workforce.

### 6. Lack of information for some

Refugees are almost evenly split between those who feel they have the information they need to get help from relief agencies and local authorities and those who do not. Lack of information is particularly pressing among people living in private housing in Erbil and in Kawergosk camp. There is scarce information about the distribution of aid, particularly when, where and who distributes what. Many indicated they would like a designated place for information, guidance, and help.

### 7. Lack of information – for further movement

The majority of refugees do not have the information necessary to make decisions about moving between countries or within Iraq.

### 8. Issues of trust in info. – for further movement

Responses are mixed and the majority of refugees are unable to make up their minds as to whether they trust information they receive from aid agencies and Iraqi authorities about moving between countries or within Iraq. Many feel that no one listens or cares and that aid agencies and Iraqi authorities do not follow through on their commitments. Reasons given by those who do trust the information say information providers are better informed than they are and understand their needs.

### 9. Aid providers treat refugees with respect

Refugees feel they are treated with respect by aid providers, with only 3% responding negatively.

### 10. Government authorities treat refugees with respect

There is an equally strong sense among refugees that they are treated with respect by government authorities.

### 11. Security forces treat refugees with respect

Refugees overwhelmingly indicate respectful treatment by security forces, particularly those living in Kawergosk camp.

### 12. Mixed awareness of complaints mechanisms

Just over half of the refugees know how to make suggestions or complaints about assistance. Awareness of complaints mechanisms is higher among men, recent arrivals, and particularly among refugees in Domiz camp. The majority of refugees say they would like to be able to make complaints in person at a complaints desk or anonymously via suggestion box.

### 13. Lack of confidence in complaints mechanisms

The majority of refugees do not know if they would get a response if they were to make a complaint. The reason given by many is that they made complaints in the past and did not receive a response.

**14. Lack of voice**

Most refugees do not know if their views are taken into account in decisions made about the support they receive, while a third are categorical that their opinions are not considered.

**15. Strong feelings of safety**

There is an overwhelming sense of safety among refugees, with only 2% saying they feel unsafe. Most people mention the general stability and security in the area, as well as the national and local security and military, for contributing to their feeling of safety.

**16. Reticence about reporting abuse**

50% of refugees do not know whether they would report instances of abuse. More recent arrivals are slightly more likely to report abuse than people who have lived there longer. Refugees who would not feel comfortable reporting mistreatment mention fear and lack of trust, while those who say they would report abuse say that they would do so to get help and that it would make them feel better.

**17. Good relationship with the host community**

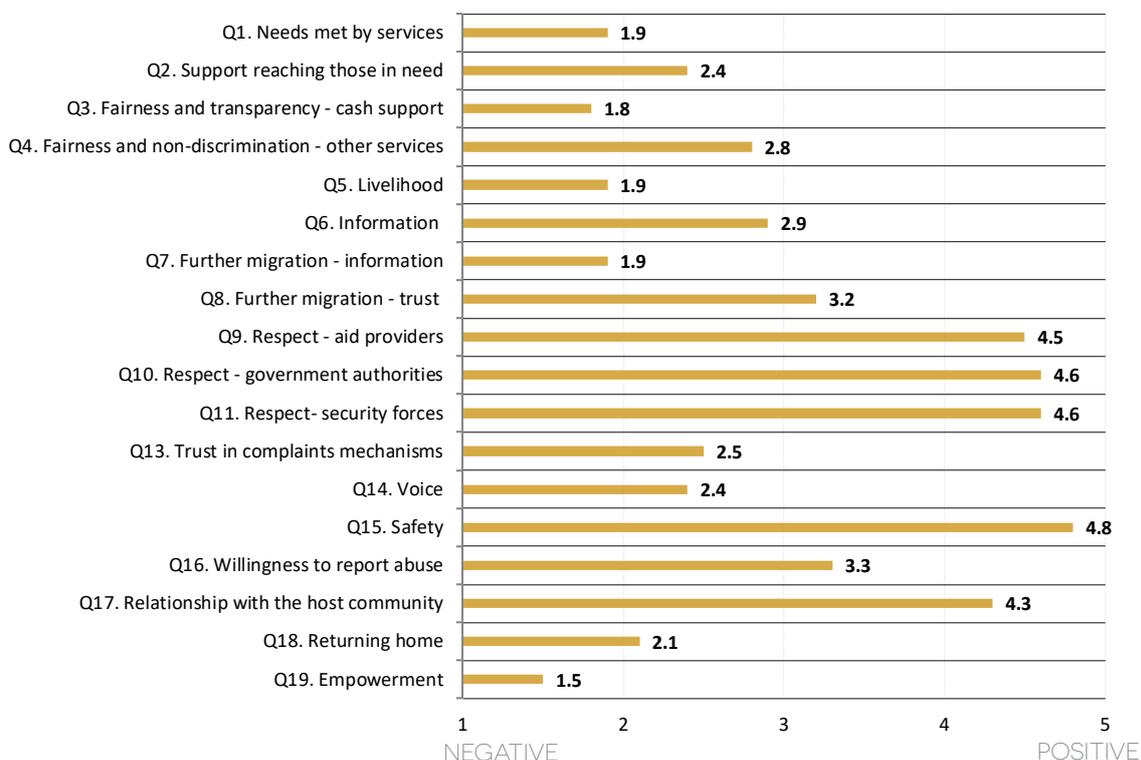
Refugees feel welcomed by the host community, with only 5% responding negatively. Refugees living in private housing in Erbil are slightly less positive about the hospitality of the host communities than those living elsewhere. Reasons for feeling unwelcome include discrimination and tensions between different nationalities or ethno-religious groups.

**18. Fear around returning home**

The majority of refugees feel anxious about the prospect of returning home at this time. War, danger, and fear are the most common reason for refugees' concerns.

**19. Lack of empowerment**

Refugees do not feel that the support they receive will enable them to live without aid in the future. Most consider the existing support insufficient and mention the lack of job opportunities as reasons for their continued reliance on external 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

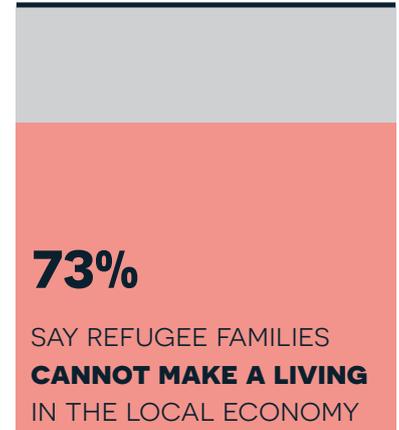
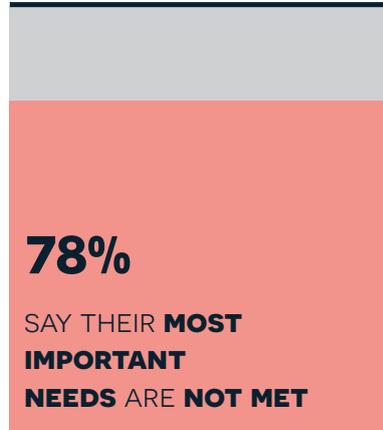
other data sets that are available to humanitarian agencies in Iraq. Another approach is to clarify what lies behind the perceptions surfaced in the survey directly through community engagement, such as focus group discussions, key informant interviews and other forms of dialogue. In May 2017, a qualitative 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 refugee perceptions but includes comparable data from the IDP population.



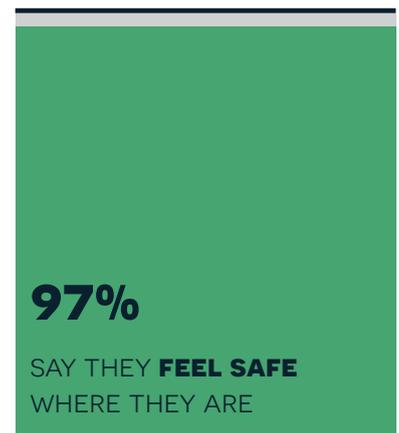
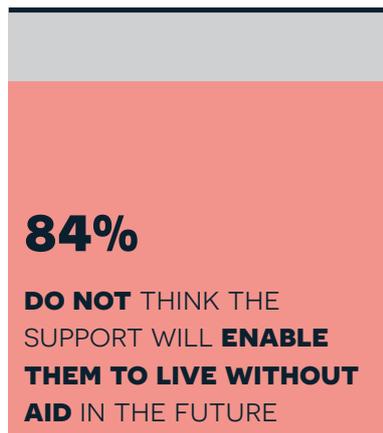
# HIGHLIGHTS

## ROUND 1



### PEOPLE NEED:

1. CASH
2. HEALTHCARE
3. FOOD/NUTRITION



REFUGEES WHO KNOW HOW TO MAKE SUGGESTIONS OR COMPLAINTS:

PRIVATE – DOHUK	38 %
PRIVATE – ERBIL	25 %
CAMP – DOMIZ	75 %
CAMP – KAWERGOSK	54 %

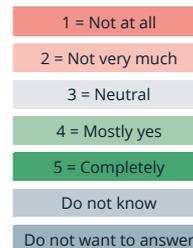
AWARENESS OF COMPLAINTS MECHANISMS IS HIGHER IN CAMP SETTINGS, ESPECIALLY IN DOMIZ



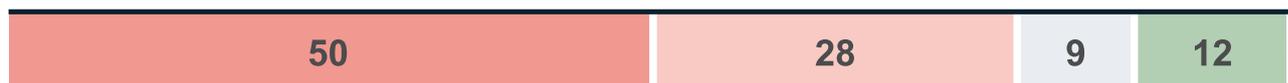
# SURVEY QUESTIONS

## Q1. Needs met by services

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



**Refugees** (values in %) **Mean: 1.9**



**IDPs** (values in %) **Mean: 2.0**



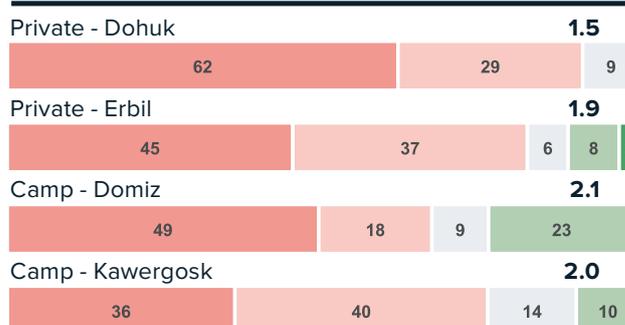
**Over two-thirds of refugees and IDPs consider that their most important needs are not met.**

Refugees living in private accommodation in urban settings respond more negatively than those living in camps, with refugees living in private housing in Dohuk giving the most negative responses.

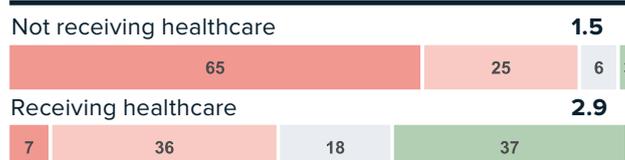
According to the 3RP Regional Refugee & Resilience Plan 2017-2018, meeting the basic needs of refugees and asylum seekers outside of camps remains a challenge due to the dispersion of populations residing in urban, peri-urban and rural areas in the Kurdistan Region of Iraq (KRI).<sup>1</sup>

Refugees receiving healthcare feel significantly more positive about their needs being met than those who are not.

### Housing and location Mean:



### Healthcare Mean:

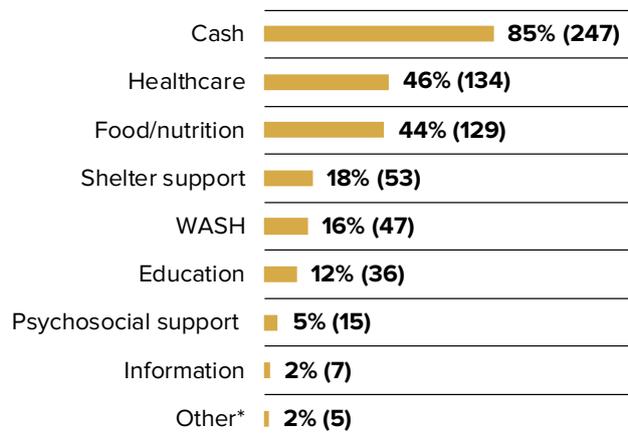


<sup>1</sup> UNHCR, UNDP, "3RP Regional Refugee & Resilience Plan 2017-2018 in Response to the Syria Crisis – Iraq," December 2016. p.70



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

## What are your most important needs?



Refugees as well as IDPs mention cash, healthcare, and food as their most important needs. According to UNOCHA's assessments in the last months 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.<sup>2</sup>

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 fuel and work.

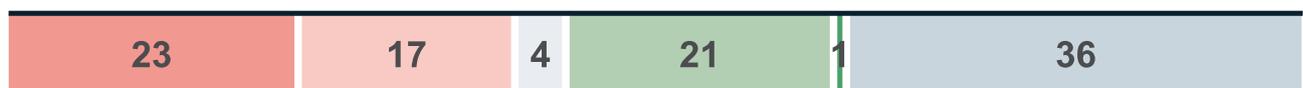
## Q2. Support reaching those in need

### Does the support reach the people who need it most?



**Refugees** (values in %)

**Mean: 2.4**



**IDPs** (values in %)

**Mean: 2.1**

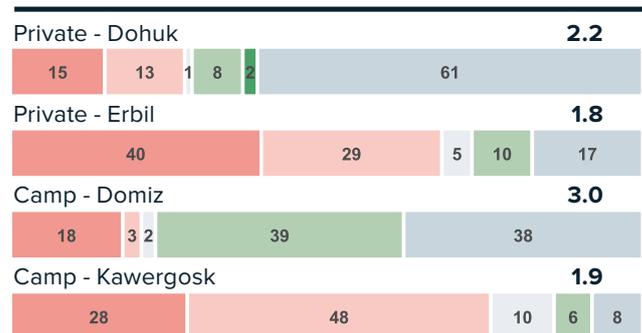


Responses to this question are fragmented, with a similar percentage of refugees responding "not at all" and "mostly yes". Over a third say they do not know.

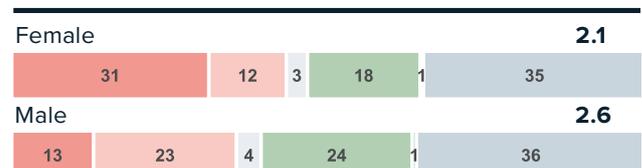
Refugees living in the camp in Domiz are the most convinced that the support reaches those who need it most, while those living in private housing in Erbil are the most negative. A notably high number of respondents in private housing in Dohuk do not know whether the distribution of support is fair.

Women are more sceptical than men about the support reaching those who need it most.

#### Housing and location **Mean:**



#### Gender **Mean:**

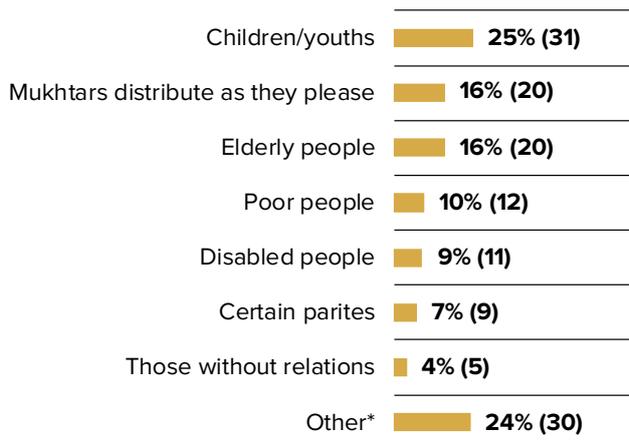


<sup>2</sup> UNOCHA, "Iraq Humanitarian Response Plan 2017 - Advance Executive Summary." December 2016. p. 4



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

### Who is left out?



Children and youths are mentioned most frequently as not receiving sufficient support. 16% of respondents also mentioned that the Mukhtar, a chosen head of a neighbourhood or community, provide support on an arbitrary basis.

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 those who live in the camps, big families, and minorities.

### Q3. Fairness and transparency - cash support

## Is the cash distribution fair and transparent?



#### Refugees (values in %) Mean: 1.8



#### IDPs (values in %) Mean: 1.4



The majority of refugees do not perceive the cash distribution as fair or transparent, with many also responding that they do not know. Many more IDPs respond “not at all” than refugees.

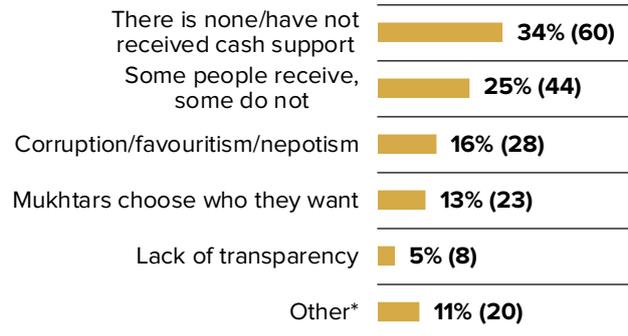
A displacement profiling study of the Kurdistan region of Iraq from 2016 recommends that humanitarian actors working in cash assistance should “consider implementing a holistic area-based programme and target vulnerable families across population groups, independently of their being IDPs, refugees, or members of the host community.”<sup>3</sup> Given the importance of cash (see question the follow-up to Q1) it is vital to ensure cash distribution is seen as fair.

<sup>3</sup> 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?**

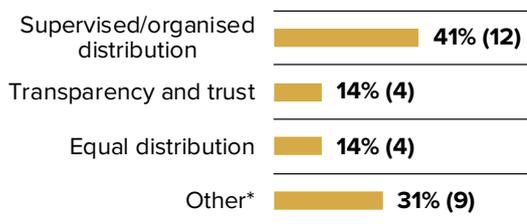


Most respondents who do not perceive cash programmes as fair and transparent answer that they have not received any money, or that they do not see it being distributed. Many respondents mention corruption, favouritism and nepotism, as well as the Mukhtar simply choosing whoever they want. The graph shows the most common responses and how frequently they were mentioned. The percentages do not total 100% because respondents could give multiple answers.

\* "Other" includes the irregularity of distribution, and lack fairness and equality.

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

**Why?**



Respondents who feel that the cash distribution is fair and transparent say that the distribution is supervised and organised, and mention trust as well as equitable provision. 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 consideration, the regularity of distribution, and that everyone has a personal form.

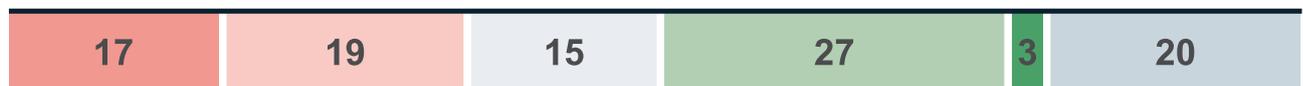
**Q4. Fairness and non-discrimination - other services**

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



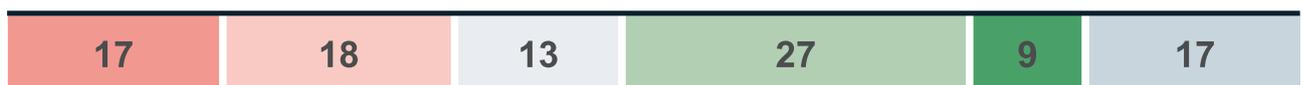
**Refugees (values in %)**

**Mean: 2.8**



**IDPs (values in %)**

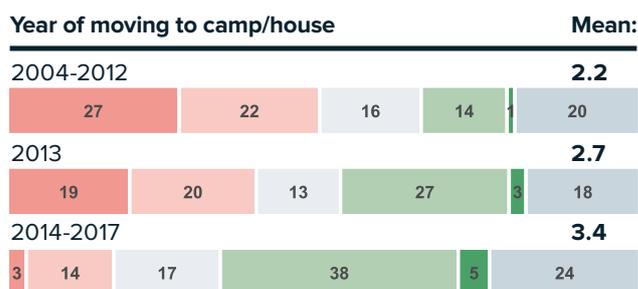
**Mean: 2.9**



Sentiments about the fairness of other services are mixed, although a slightly higher percentage of refugees give negative responses than positive. Results among IDPs are slightly more positive.

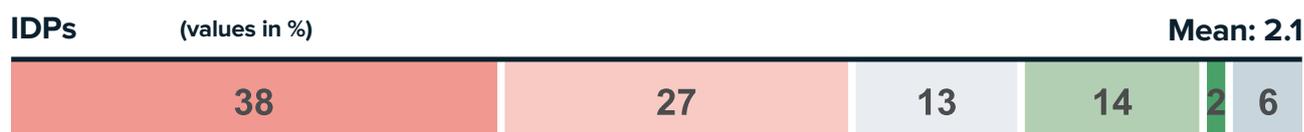
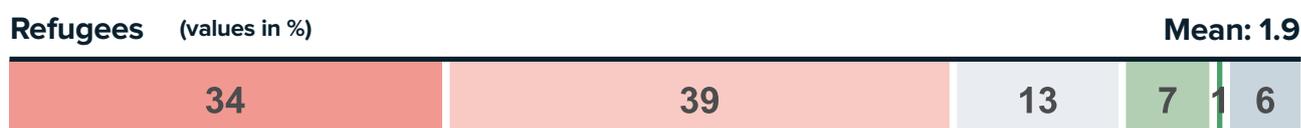


Refugees who have moved to a camp or private home relatively recently feel more positive about the fair distribution of services than those who have been there longer.



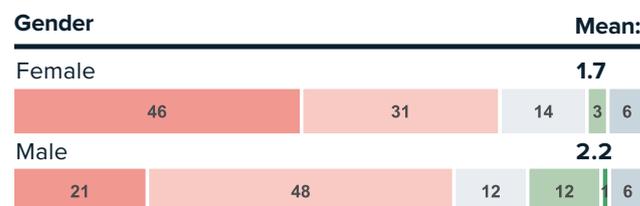
### Q5. Livelihood

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



**Both refugees and IDPs feel that access to employment in the local economy is difficult.** According to the REACH Multi-Sector Needs Assessment, 62% of households living in refugee camps in KRI reported problems accessing employment, citing increased competition.<sup>4</sup> There is no significant variation among respondents living in camps and private accommodation, both responding negatively about employment opportunities.

Female refugees feel less optimistic about opportunities to work in the local economy than male respondents. A livelihoods assessment conducted by Danish Refugee Council (DRC) and UNHCR in 2015 recommends an increase in “support to female-owned businesses, possibly through home-based or mobile business models, to improve gender balance, since this assessment found the majority of businesses being owned and operated by men.”<sup>5</sup>



<sup>4</sup> REACH, UNHCR, “Multi-Sector Needs Assessment of Syrian Refugees Residing in Camps. Kurdistan Region of Iraq.” March 2015. p.22

<sup>5</sup> Danish Refugee Council, UNHCR, “Syrian Refugee Camp Livelihoods Assessment Erbil Governorate, Kurdistan Region of Iraq.” December 2015. p.31



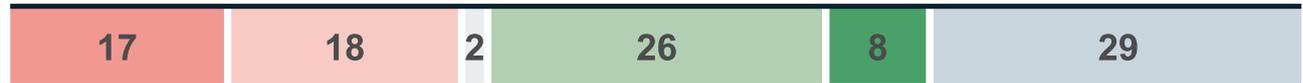
**Q6. Information**

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



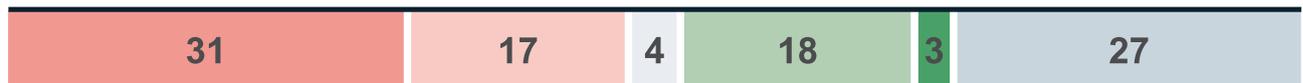
**Refugees** (values in %)

**Mean: 2.9**



**IDPs** (values in %)

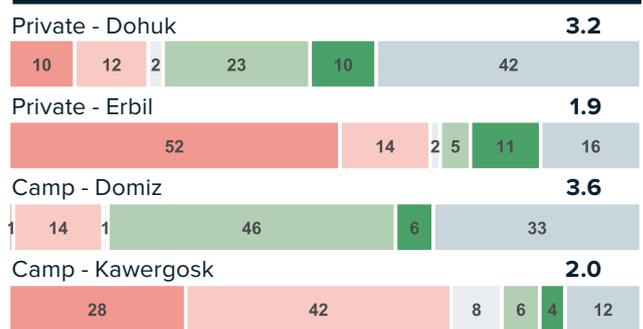
**Mean: 2.3**



The responses indicate a fairly even split between refugees who feel they have the information they need to get help and those who do not. Almost two-thirds of respondents say that they either do not know how to get help or how to answer the question. Responses among IDPs are more negative.

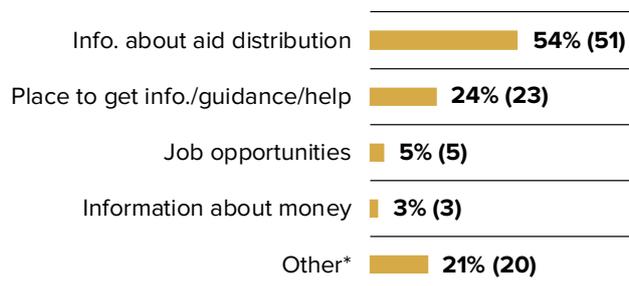
Information needs are highest amongst refugees living in Erbil and in Kawergosk camp, close to Erbil. Responses are more positive in Dohuk and Domiz camp, just outside of Dohuk. However, the latter locations also have a higher percentage of "do not know" responses.

**Housing and location** **Mean:**



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

**What information do you need?**



There seems to be a lack of information about when, where and who is providing the aid that is distributed. This is true both amongst refugees and IDPs. As a result, 24% of refugees mention that they would like a designated place to go to receive information, guidance and help.

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

\* "Other" includes information about work, education, health facilities, shelter support, and why some receive assistance while others do not.



**Q7. Further movement - information**

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



**Refugees** (values in %) **Mean: 1.9**



**IDPs** (values in %) **Mean: 1.9**



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

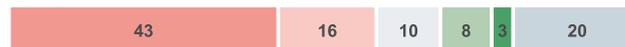
Refugees who have been living in their current place of residence for longer are less confident that they have sufficient information than those who arrived more recently.

**Year of moving to camp/house** **Mean:**

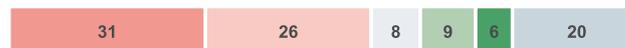
2004-2012 **1.6**



2013 **1.9**



2014-2017 **2.1**



**Q8. Further movement - trust**

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



**Refugees** (values in %) **Mean: 3.2**



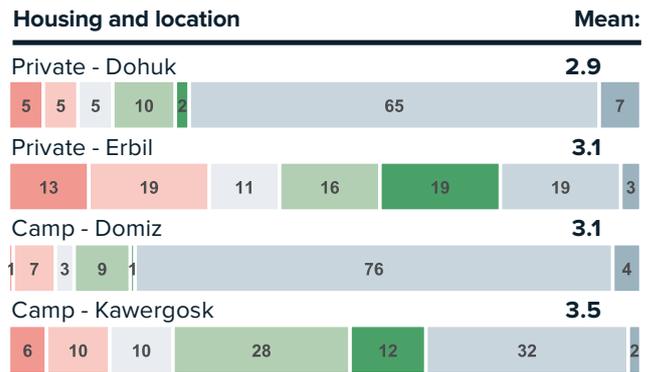
**IDPs** (values in %) **Mean: 3.0**



Refugees give a range of responses, although the largest sub-set do not know whether they trust the information they receive. It is worth noting that “do not know” and “do not want to answer” are not factored into the mean score, and thus only 39% of responses are included in the mean score. Previous work has shown that organisations who engage with communities and ask for their opinion are trusted more when it comes to information dissemination.

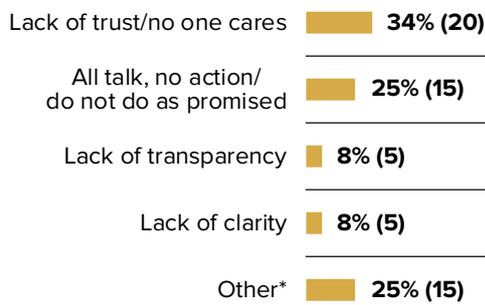


The most positive responses about trust are from respondents in Kawergosk camp and private housing in Erbil. The large number of “do not know” responses makes it difficult to meaningfully compare the mean scores. For instance, while the mean in Domiz camp is the same as in Erbil, 80% of responses in Domiz are not factored into the mean score.



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

**Why not?**



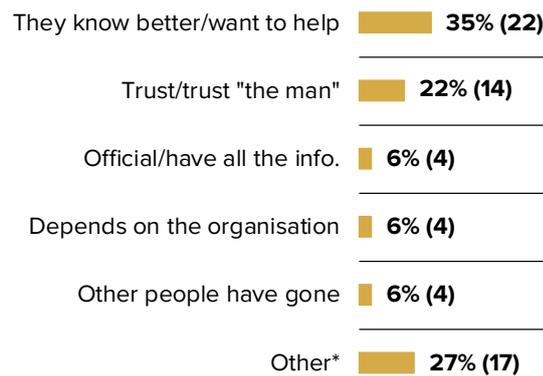
\* "Other" includes that it depends on who is providing information, and that more information is needed.

Respondents who do not trust the information they receive about moving between countries or within Iraq point to a lack of trust, not having anyone who listens or cares and a lack of follow-through from organisations.

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 there is transparency and respect.

Those who do trust the information they receive say aid agencies and authorities help them, and that they are more informed and know what they need.

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



**Q9. Respect - aid providers**

**Do aid providers treat you with respect?**

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

**Refugees** (values in %)

**Mean: 4.5**



**IDPs** (values in %)

**Mean: 4.1**



The vast majority of refugees feel they are treated with respect by aid providers. IDPs are slightly less positive about their treatment than refugees.

**Q10. Respect - government authorities**

**Do government authorities treat you with respect?**

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

**Refugees** (values in %)

**Mean: 4.6**



**IDPs** (values in %)

**Mean: 4.5**



Refugees overwhelmingly feel that they are treated with respect by government authorities, with only 4% responding negatively.



**Q11. Respect - security forces**

**Do security forces treat you with respect?**



**Refugees** (values in %)

**Mean: 4.6**



**IDPs** (values in %)

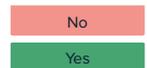
**Mean: 4.7**



The vast majority of refugees and IDPs also feel that security forces treat them with respect, with 95% responding positively.

**Q12. Awareness of complaints mechanisms**

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



**Refugees** (values in %)



**IDPs** (values in %)



Just over half of the surveyed refugees know how to make suggestions or complaints about the assistance provided. While this is still relatively low, there is far more awareness among refugees than IDPs.

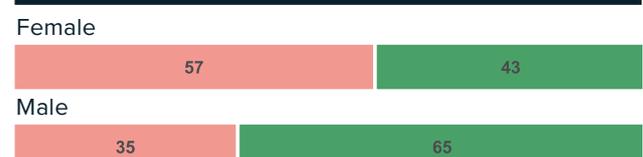
Awareness of complaints mechanisms is much higher in Domiz camp than in other locations. It could be beneficial to further investigate how suggestions or complaints are made in Domiz - and how information is disseminated - to see if their approach can be applied in other camps and urban settings.

Female respondents feel less aware of how to make suggestions or complaints than male respondents.

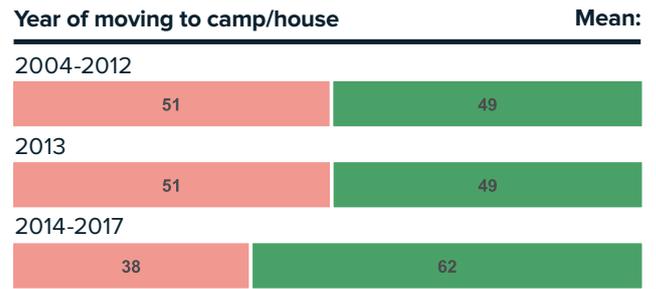
**Housing and location** **Mean:**



**Gender**

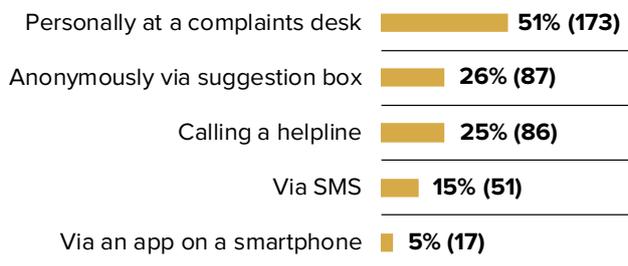


More recent arrivals feel more aware of complaints mechanisms than respondents who have been there longer.



Follow-up question asked to everyone:

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



Many refugees say they would like to make suggestions or complaints personally at a complaints desk, while other preferred methods include suggestion boxes or helplines.

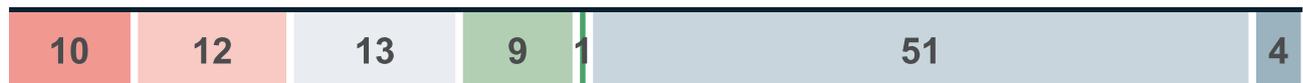
The graph shows the most common responses and how frequently they were mentioned. The percentages do not total 100% because respondents could give multiple answers.

### Q13. Trust in complaints mechanisms

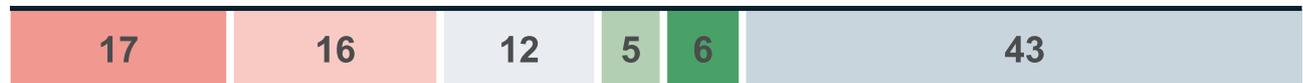
## If you were to make a complaint, do you believe you will get a response?



**Refugees** (values in %) **Mean: 2.5**



**IDPs** (values in %) **Mean: 2.4**

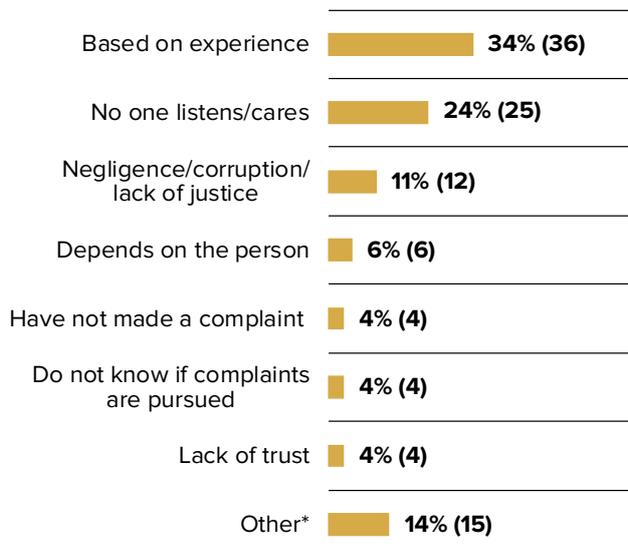


Over half of the refugees surveyed respond that they do not know if they would receive a response to a complaint, with only 10% answering affirmatively. IDPs are similarly unsure as to whether their complaints would receive a response, if not slightly more pessimistic.



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

**Why not?**



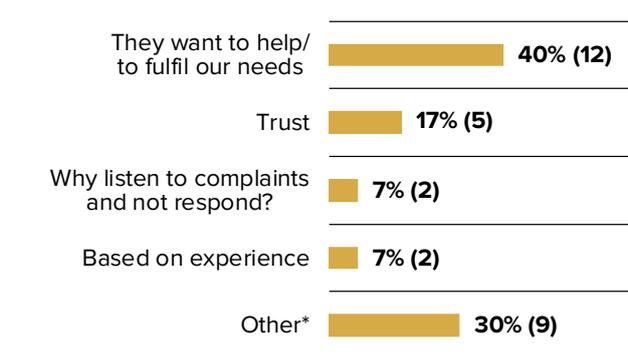
Many respondents speak from experience of having made a complaint and not hearing back. There is a strong sense that no one listens to or cares about the complaints.

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 the feeling that they would not receive a response.

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

**Why?**



Those who believe they would receive a response mention that those who receive the complaints want to help and meet their needs.

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 it depends, and that it is their right to make complaints.

**Q14. Voice**

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



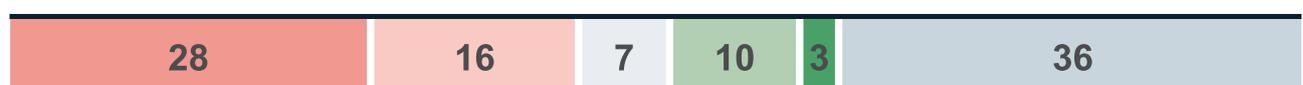
**Refugees** (values in %)

**Mean: 2.4**



**IDPs** (values in %)

**Mean: 2.1**



**A third of refugees do not feel their views are taken into account regarding the support they receive.** Almost half of the respondents say they do not know. IDPs are even more negative than refugees.



**Q15. Safety**

**Do you feel safe in your place of residence?**



**Refugees** (values in %)

**Mean: 4.8**



**IDPs** (values in %)

**Mean: 4.8**



Refugees feel safe in their place of residence, with only 2% responding negatively. Results among IDPs are very similar.

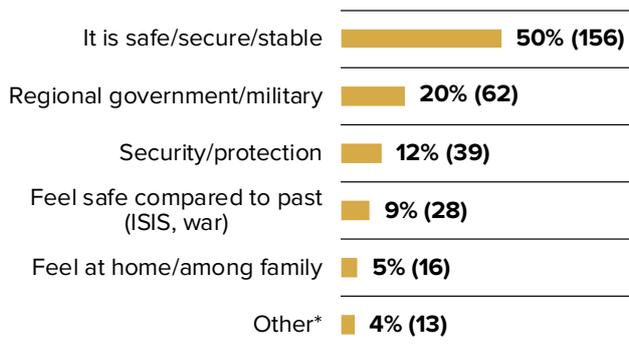
Follow-up question asked to those who responded 1, 2 or 3 to Q15:

**Why not?**

Those who feel unsafe in their place of residence mention issues with others of different nationalities, the close proximity of the so-called Islamic State, or people they believe are connected to the group. Refugees who say they feel unsafe all live in private accommodation.

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

**Why?**



Refugees who feel safe cite security and stability as the main reason. Military and police presence appear to heighten feelings 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 they are psychologically calm, and that no one interferes with anyone else.



**Q16. Willingness to report abuse**

**Do people feel comfortable reporting instances of abuse or mistreatment?**



**Refugees** (values in %)

**Mean: 3.3**



**IDPs** (values in %)

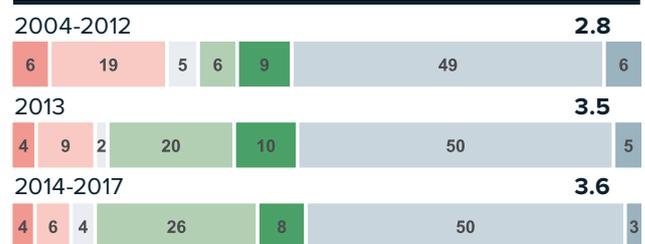
**Mean: 3.8**



Although almost twice as many refugees give positive responses than negative, half of those surveyed say they do not know whether people feel comfortable reporting instances of abuse.

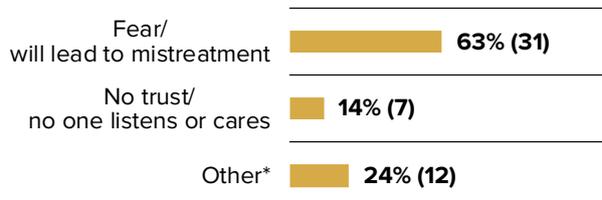
Refugees who have been living in their current place of residence for longer are less confident that they have sufficient information than those who arrived more recently.

**Year of moving to camp/house** **Mean:**



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

**Why not?**



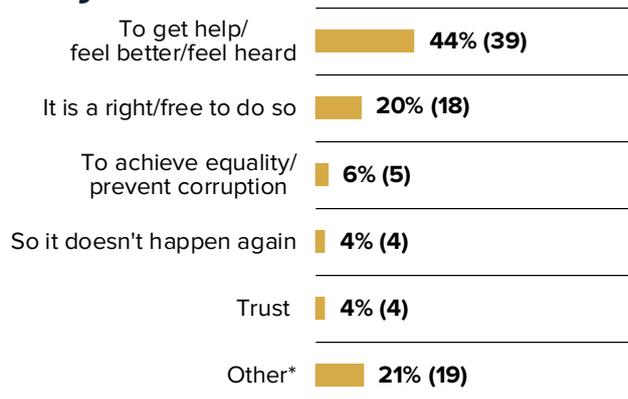
\* "Other" includes that they feel like guests, and that they do not like to speak about their problems.

Those who indicate that people would 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 it is safe to do so, and because there is law.



**Q17. Relationship with the host community**

**Do you feel welcomed by the host community?**



**Refugees** (values in %) **Mean: 4.3**



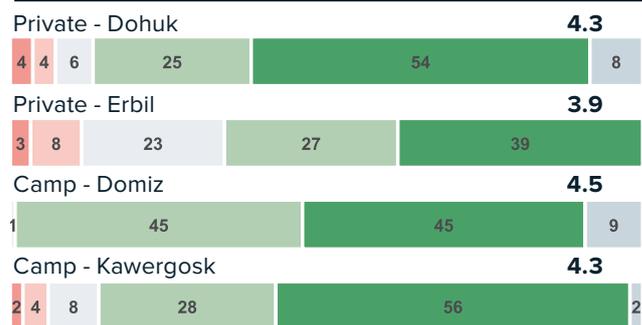
**IDPs** (values in %) **Mean: 4.4**



**Refugees 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 ... do not preclude relations worsening in the future as pressure increases.”<sup>6</sup> Two years on, refugees’ perceptions of the hospitality of the host community do not appear to have worsened, with only 5% responding negatively.

Refugees living in private housing in Erbil feel slightly less welcomed than those living elsewhere.

**Housing and location** **Mean:**



Older refugees, aged 42 to 91, are more positive about their relationship with the host community than the younger generations, particularly those aged 19-30.

**Age** **Mean:**

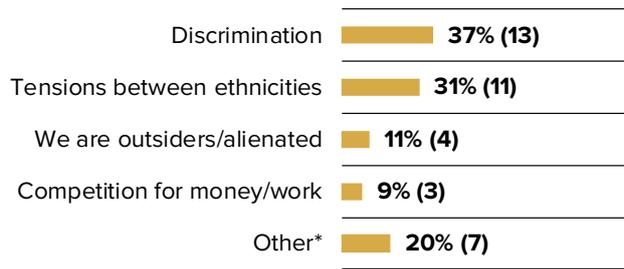


<sup>6</sup> REACH, UNHCR, “Syrian Refugees Residing in Camps. Kurdistan Region of Iraq.” March 2015. p.4



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 trust, overcrowding, and the belief that refugees are a burden.

Refugees who feel there are tensions with the host community mention discrimination due to differences in language and traditions, as well as on account of them being refugees. Tensions between different nationalities and ethno-religious groups are also cited.

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?



#### Refugees (values in %)

Mean: 2.1



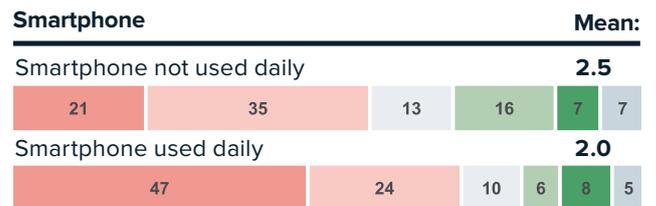
#### IDPs (values in %)

Mean: 2.1

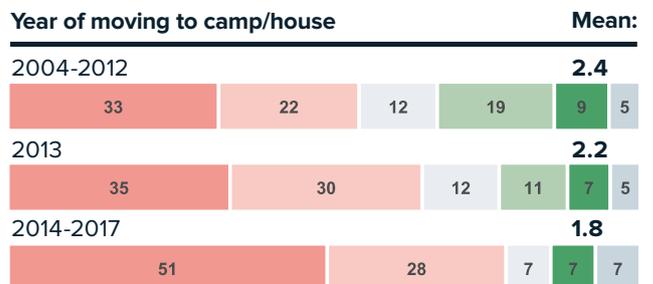


The majority of refugees indicate that they would feel anxious about returning home at this time.

Refugees who use a smartphone every day feel more anxious about the prospect of returning home than those who do not, possibly because they are more informed about the situation in their home country.

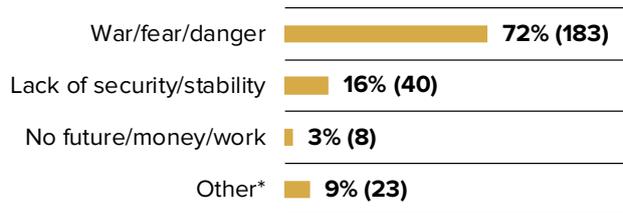


More recent arrivals feel more anxious about the thought of returning home than those who have lived there longer.



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

**Why?**



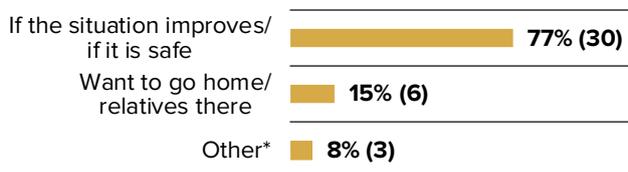
Refugees who are anxious about returning home mention war, fear and continuing danger.

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, lack of infrastructure, and that their houses were destroyed.

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

**Why not?**



Those who would feel comfortable returning home say that they would want to return if the situation were to improve and their home became 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.

\* "Other" includes that fate follows you everywhere.

**Q19. Empowerment**

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



**Refugees (values in %)**

**Mean: 1.5**



**IDPs (values in %)**

**Mean: 1.7**

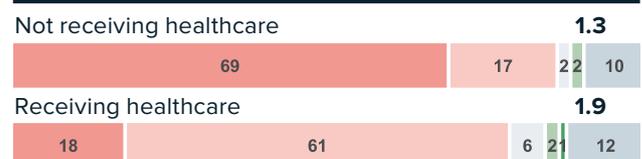


The vast majority of refugees do not feel that the support they receive will enable them to live without aid in the future. IDPs are similarly negative. Not all aid can foster a sense of empowerment, but this topic warrants further attention.

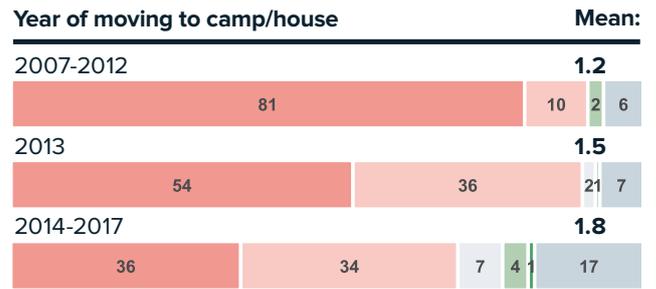
Refugees not receiving healthcare feel less equipped to live without aid in the future than those who receive healthcare.

**Healthcare**

**Mean:**

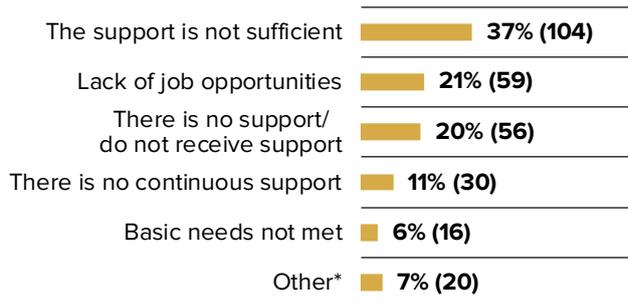


Refugees who have lived in their place of residence the longest feel least able to achieve self-sufficiency in the future.



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 external support in the future because aid is insufficient. The lack of job opportunities is also mentioned as a reason for continued reliance on 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 situation worsens with time, the Mukhtars distribute support as they please, and they do not see a future outside of the camp.

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

### Why?

Those who feel that they could live without aid in the future indicate they would be able to do so because they have a job, or could if they were to find a job.



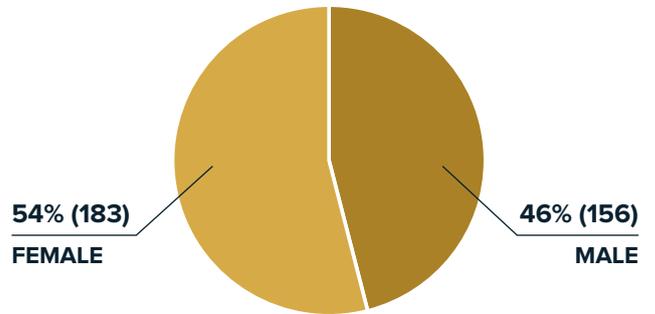
# DEMOGRAPHICS

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.

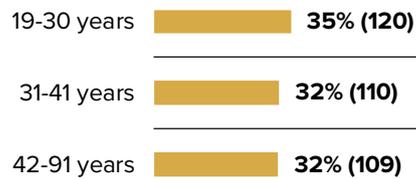
## Location



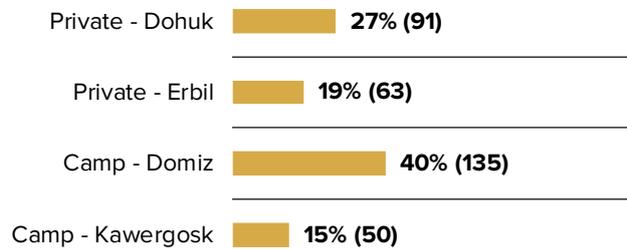
## Gender



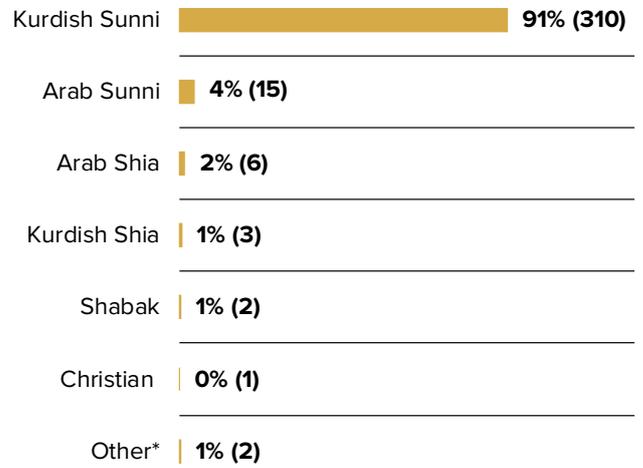
## Age



## Housing and location

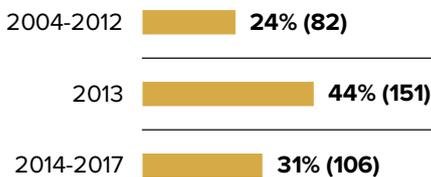


## Ethno-religious affiliation

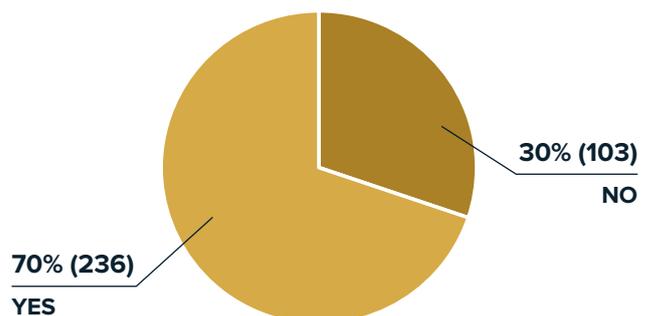


\* "Other" includes people who indicated mixed ethno-religious affiliations.

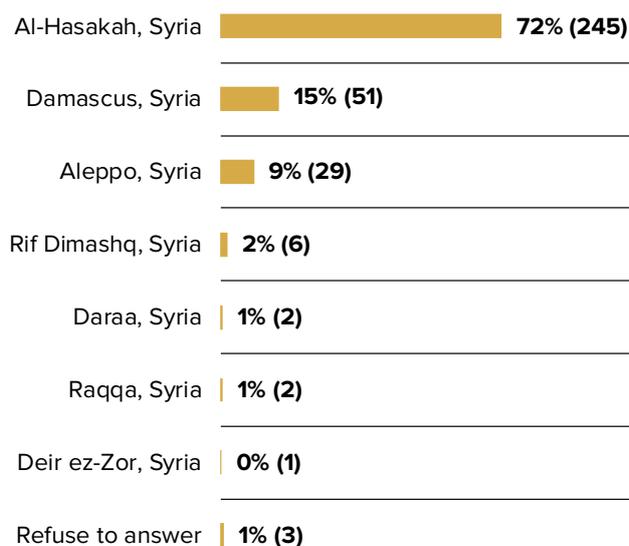
## Year of moving to camp/house



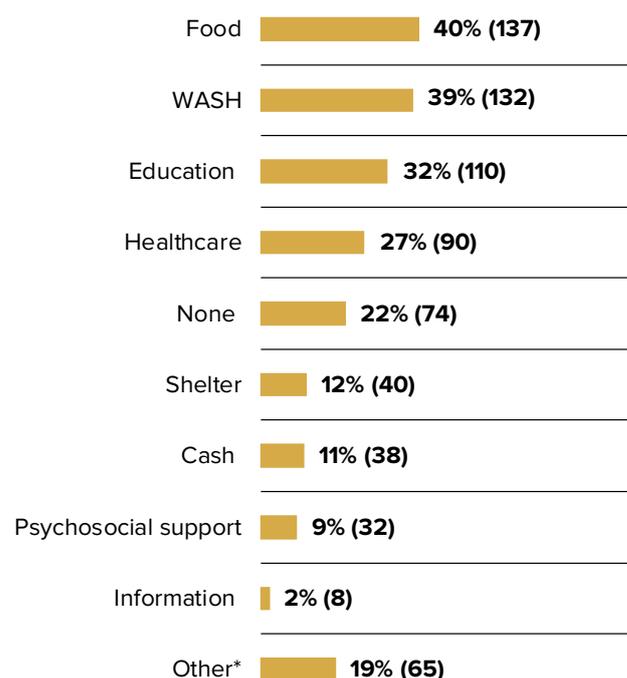
## Do you use a smartphone every day?



## 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, 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 refugees 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 refugees about how services are being adapted to take feedback into account.

Ground Truth Solutions’ staff would be happy to discuss the findings with agencies in 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 refugees on the provision of humanitarian aid in the country. The goal is to inform the programming of humanitarian agencies and contribute to a more effective response. Ground Truth Solutions' perceptual surveys complement regular monitoring and evaluation of the response. Most closed questions use a 1-5 Likert scale to quantify answers. Several questions are followed by an open-ended question to understand why 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 refugees and 339 are internally displaced persons.

## Sampling methodology

Four different locations across northern Iraq were selected, in which surveys were conducted both in camps, in Domiz and Kawergosk, 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 from both IDPs and refugees, in both urban centres and camps. The aim was also to have a roughly balanced split between the genders 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 refugee and the IDP 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 refugee or IDP 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, and year of arrival in current place of residence. 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](mailto:info@groundtruthsolutions.org).



## WORKS CITED

Danish Refugee Council, UNHCR, “Syrian Refugee Camp Livelihoods Assessment Erbil Governorate, Kurdistan Region of Iraq.” December 2015.

REACH, UNHCR, “Multi-Sector Needs Assessment of Syrian Refugees Residing in Camps. Kurdistan Region of Iraq.” March 2015.

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.

UNHCR, UNDP, “3RP Regional Refugee & Resilience Plan 2017-2018 in Response to the Syria Crisis – Iraq.” December 2016.

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