



**GROUND TRUTH
SOLUTIONS**

MIXED MIGRATION PLATFORM

REFUGEE PERCEPTIONS IN LEBANON

— SURVEY ROUND TWO —

10 AUGUST, 2017

MIMP | MIXED
MIGRATION
PLATFORM

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OVERVIEW

Introduction

This report presents findings from a survey conducted from 3-11 July, 2017 with three distinct refugee groups in Lebanon: Syrian refugees; Palestine refugees from Syria; and Palestine refugees from Lebanon. This is the third round of data collection looking at refugee perceptions of humanitarian assistance in Lebanon under the [Mixed Migration Platform \(MMP\)](#). The first survey was conducted in March 2017, followed by focus group discussions in May 2017, delving deeper into issues surfaced in the survey. The findings from the first two rounds are available on the Ground Truth Solutions [website](#).

Interviews for this survey were conducted with 455 people across Lebanon's five administrative regions. Respondents were asked to score each closed question on a 1 to 5 scale. The face-to-face interviews also included several open-ended questions to provide further details about refugee perceptions. More background and information on the methodology can be found at the end of this report.



Summary Findings

Perceptions among refugees on the humanitarian support they receive are little changed in the four months since the first survey conducted in March 2017. Some responses, however, reveal growing concerns that suggest a stagnating situation on the ground.

Unmet needs despite high awareness of aid

Respondents continue to feel well-informed about the aid available to them. Most refugees, however, indicate they are struggling to cover their basic needs with the support they currently receive. There is a decrease of 14% in positive responses since March 2017. In line with the findings from March, food, proper housing (including rent), healthcare services, and financial aid remain the most pressing unmet needs. Only a quarter of respondents see support reaching those who need it most, with many suggesting favouritism in the distribution of aid.

Growing concerns about the fairness of assistance

Perceptions of fairness and transparency of cash programmes and other types of assistance are divided, with an increase in negative sentiments since March 2017. Respondents from North Lebanon continue to be more positive than refugees interviewed in other governorates. Correlations across survey questions indicate those who believe support reaches the most vulnerable also feel that different types of assistance, including cash, are fair and transparent.

High awareness of and trust in information on further movement

The majority of respondents believe they have the necessary information to make informed decisions about moving within or outside of Lebanon, which they also perceive as trustworthy and reliable. Refugees in Beqaa continue to indicate a lack of information.

Respectful treatment by aid providers

Over half of respondents feel treated with respect by aid providers. As in the previous survey conducted in March 2017, respondents in Beirut do not share positive sentiments expressed across other governorates, with only 6% giving positive responses.

High awareness of, but lack of trust in, complaints mechanisms

Even though nearly all respondents know how to file a complaint, half of them find the available complaints channels only somewhat suitable, and only one-third believe they are likely to receive a response to their complaints. Respondents would prefer to register complaints personally with field staff or at a complaint desk. Supporting the findings from March 2017, respondents reiterate the failure of agencies to follow up on the previous complaints as the main reason for their lack of trust in agencies' responsiveness.

Lack of participation

Respondents say they are not involved in decisions about the support they receive. Only 1% of refugees interviewed say aid providers involve them in their decisions.

General feeling of safety

More than half of respondents feel safe in their place of residence. There are growing concerns, however, about safety among respondents in Mount Lebanon. The most frequently cited reasons for such unease are the spread of guns and incidents of gunshots, unstable shelters such as tents, and a generally insecure position in the country.

Uncertainty around being welcomed by the host community

More respondents give a neutral response when asked whether they feel welcomed by the host community, with a decrease of 27% in positive responses since the previous survey. Palestine refugees from Lebanon are more positive about their relationships with the host community compared to Syrian refugees and Palestine refugees from Syria.

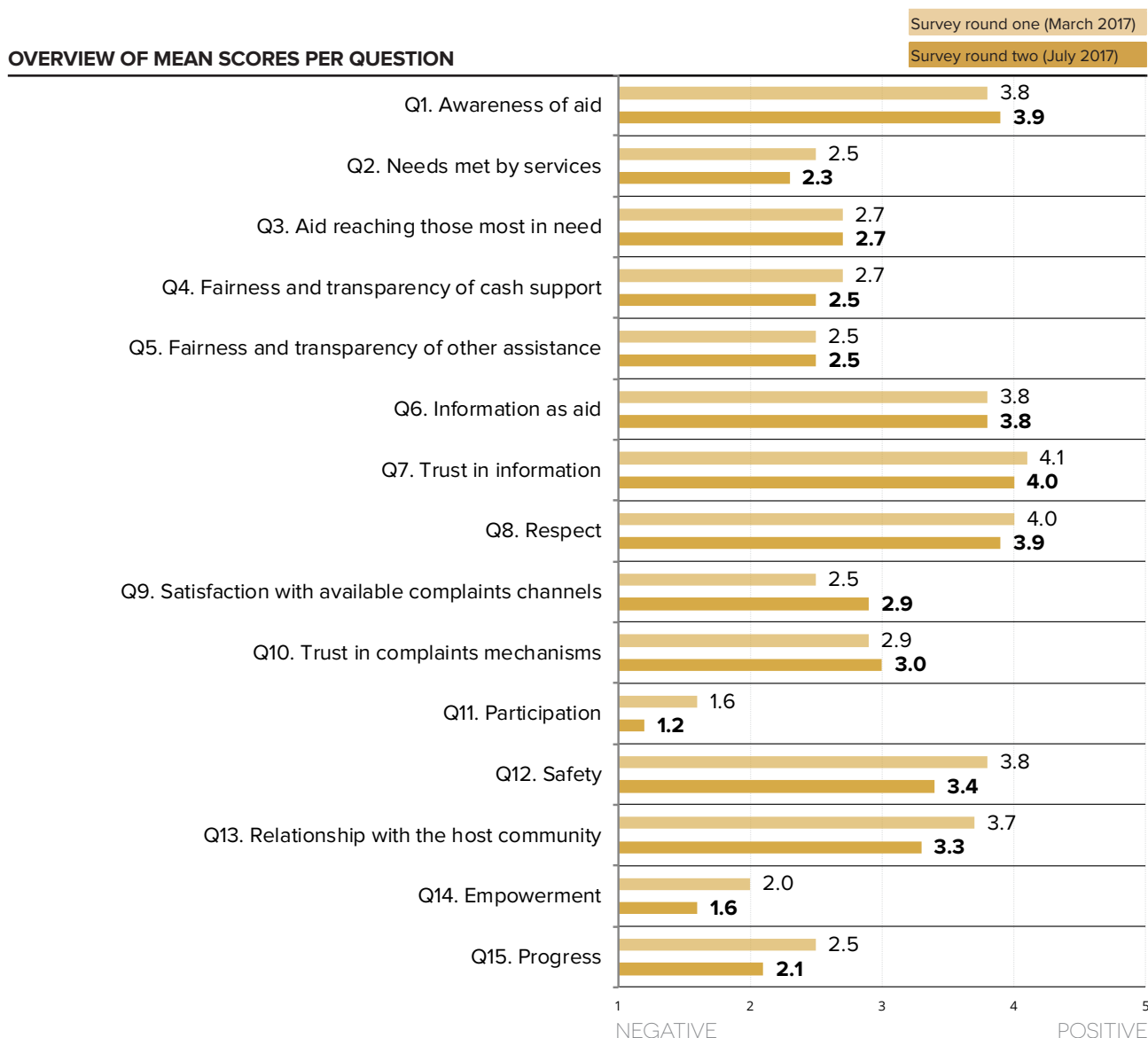
No sense of self-sufficiency

A clear majority of respondents across all governorates do not feel that the support they currently receive prepares them to live without aid in the future. Refugees say job opportunities, residence permits, travel documents, and migration papers should be prioritised to help them overcome dependency on aid. Several respondents also mention a need for support to cover rent. This request is in line with findings from the focus group discussions conducted in May 2017, where participants indicated that high rent is a big burden.

Lack of progress

Refugees remain negative about improvements in their lives. Respondents from North Lebanon, who were the only ones seeing some progress in March 2017, now are closer to respondents from other governorates in their perceptions on lack of progress.

OVERVIEW OF MEAN SCORES PER QUESTION



Reading this report

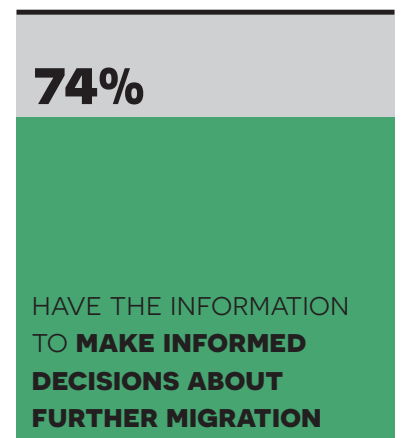
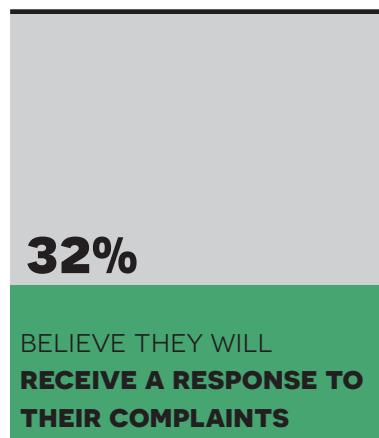
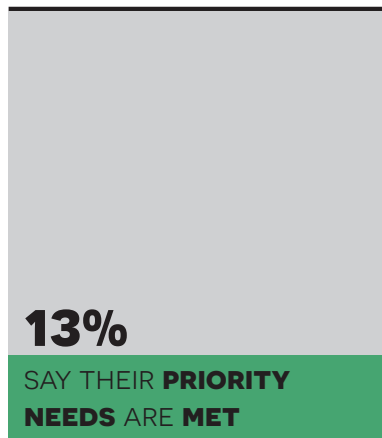
This report uses simple bar charts for both open and closed questions. Responses to closed questions are reported using a Likert scale from 1 to 5. The mean score is also shown for each closed question. The bar charts for closed questions show the percentage of respondents who selected each answer option, 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.

For each question, we indicate the main conclusion drawn from the data. We also recommend which issues might be worth further inquiry. This can be done by comparing the perceptual data with other data sets that are available to humanitarian agencies in Lebanon. Another approach is to clarify what lies behind the perceptions that surfaced in the survey directly through focus group discussions, key informant interviews, and other forms of dialogue with refugees. In May, 2017 Ground Truth Solutions conducted focus group discussions to delve deeper into issues that surfaced in the first survey in March 2017; please [see the report](#) for the main findings from that survey.



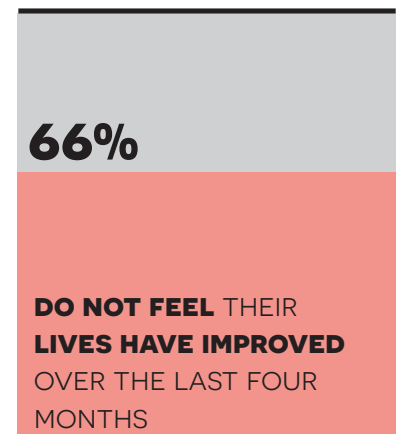
HIGHLIGHTS

ROUND THREE



PEOPLE NEED:

1. FOOD
2. HOUSING (INCL. RENT)
3. HEALTHCARE



PEOPLE WOULD FEEL MORE EMPOWERED WITH:

1. JOB OPPORTUNITIES
2. ASSISTANCE WITH LEGAL PROCEDURES AND DOCUMENTS
3. ASSISTANCE FINDING AND PAYING FOR ACCOMMODATION



PREFERRED COMPLAINTS CHANNELS:

1. IN PERSON WITH FIELD STAFF
2. IN PERSON AT A COMPLAINTS DESK
3. CALLING A HELPLINE



SURVEY QUESTIONS

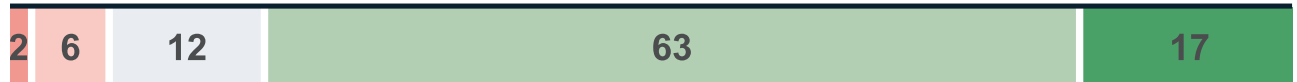
Q1. Awareness of aid

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

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

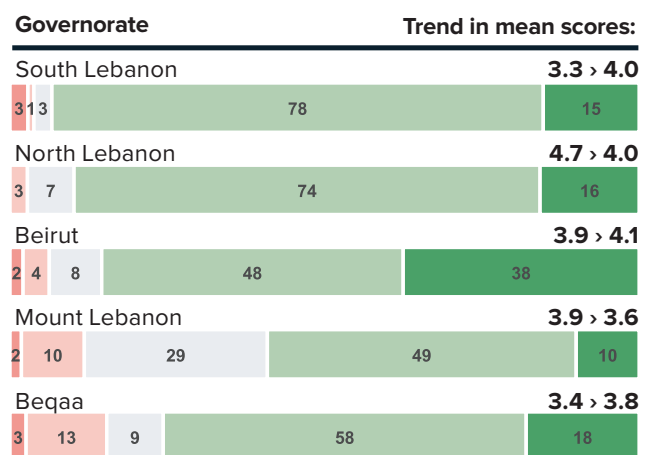
(values in %)

Trend in mean scores: 3.8 → 3.9

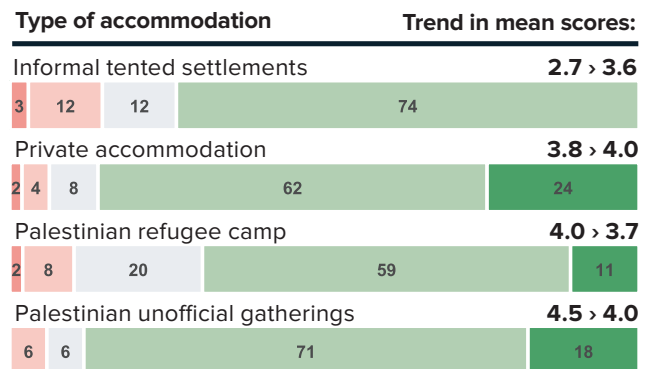


Respondents continue to indicate a high level of awareness about available aid.

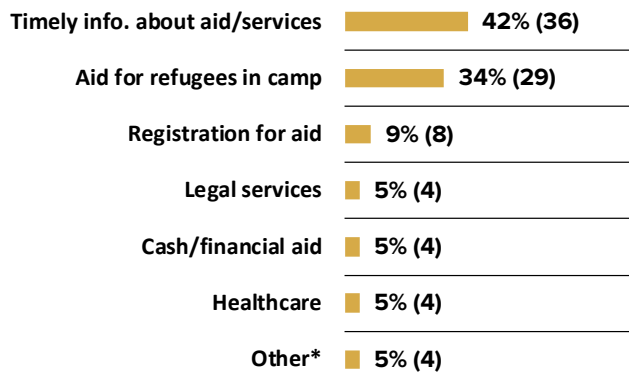
The scores for North Lebanon and Mount Lebanon have dropped since the first survey round, while respondents in South Lebanon, the majority of whom live in private accommodation, now feel better informed than in March 2017.



Nearly all Palestinian respondents living in unofficial gatherings feel well-informed about available aid. Those living in rented apartments, mostly Syrian refugees, also indicate high levels of awareness.



Follow-up question asked to those who responded 1, 2 or 3 to the previous question:
What information do you need?



Nearly half of those who say they lack information indicate that they need more accurate and timely information prior to aid distribution. Respondents would like to be informed by the municipality or distribution centre, or receive an information booklet, schedule of aid distribution, or SMS notifications. According to some respondents, there is an information gap among Syrian and Palestinian refugees living in Palestinian refugee camps as well as those in private accommodation.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

*“Other” includes information about food aid and education and registration for school.

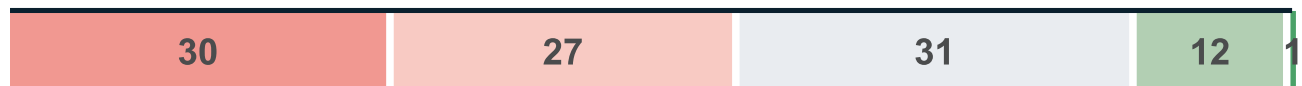
Q2. Needs met by services

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



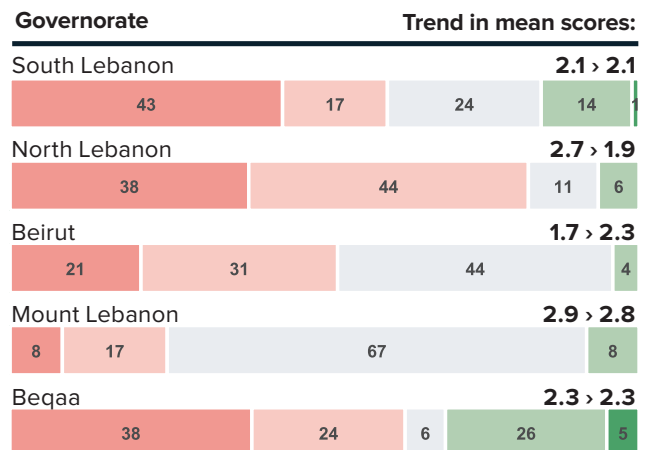
(values in %)

Trend in mean scores: 2.5 → 2.3



A higher percentage of respondents say they struggle to cover their basic needs with the support provided to them than in March 2017.

Only refugees interviewed in Mount Lebanon indicate that their needs are somewhat met.

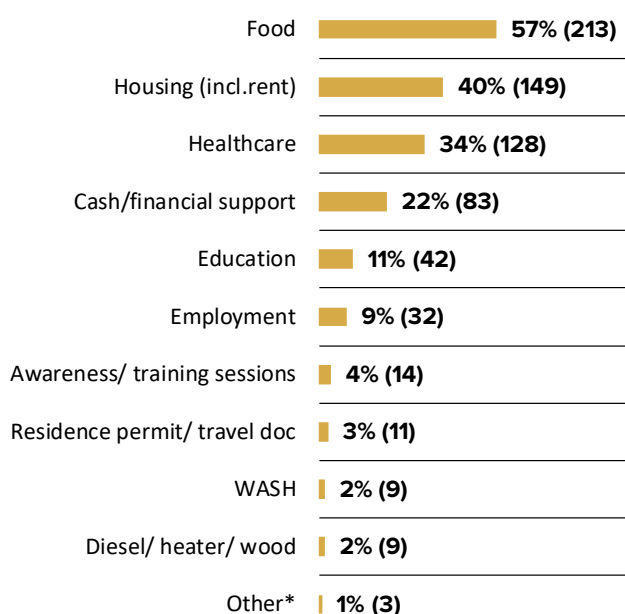


Respondents who stay in Palestinian unofficial gatherings are overwhelmingly negative about the effectiveness of aid. The majority of these respondents are Palestine refugees from Syria.

Type of accommodation	Trend in mean scores:			
Informal tented settlements	2.0 > 2.3			
	18	50	15	18
Private accommodation	2.1 > 2.3			
	32	23	33	10
Palestinian refugee camp	3.1 > 2.5			
	22	21	41	15
Palestinian unofficial gatherings	2.7 > 1.6			
	56	32	6	6

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

What are your most important needs that are not met?



* “Other” includes transportation, registration with UNHCR, and safety.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers. For detailed information on the needs reported in each governorate please see annex - unmet needs per governorate.

Respondents’ main unmet needs are: food, housing including rent payment, healthcare services, financial support in the form of cash and payment for electricity and water bills, and education.

According to the WFP executive board annual session in Rome in June 2017, access to food remains a challenge for Syrian refugees in Lebanon. In 2016, 93% of refugee households were estimated to experience some degree of food insecurity, while some 53% of households were unable to meet their basic needs. Aside from these challenges, increased demand for scarce jobs, diminishing wages, and legal restrictions on formal labour have led to a lack of employment opportunities for Syrian refugees, contributing to continued food insecurity.¹ In the quarterly report on Food Security Outcome Monitoring from April 2017, WFP estimated that food represented the largest expenditure share for both assisted and non-assisted groups (50% and 39%, respectively) and suggested that these numbers have slightly increased since January 2017. Rent accounted for the second largest expenditure followed by healthcare. Non-assisted households allocate almost a quarter of their resources to pay rent, and on average they are 2.9 months behind in rent payments.²

During the focus group discussions in May 2017, participants in urban locations in Mount Lebanon and Beirut expressed grave concerns about their ability to pay their rent and suggested that agencies increase the monthly cash transfer to cover rent and electricity charges, and invest more in healthcare, secure schooling for children, and projects that create jobs for youth.³

¹ World Food Programme, *Lebanon Country Strategic Plan 2018–2020* (Rome: World Food Programme, 2017), 12-16.

² World Food Programme Lebanon, *Food Security Outcome Monitoring, Round 6* (Lebanon: World Food Programme, 2017).

³ Ground Truth Solutions, *Refugee Perceptions in Lebanon: Summary of Focus Group Discussions* (Vienna: Ground Truth Solutions, 2017).



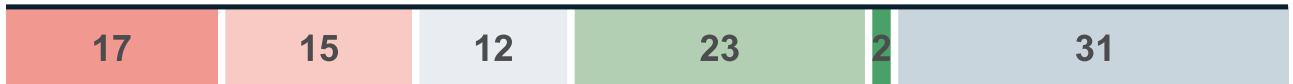
Q3. Aid reaching those most in need

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

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

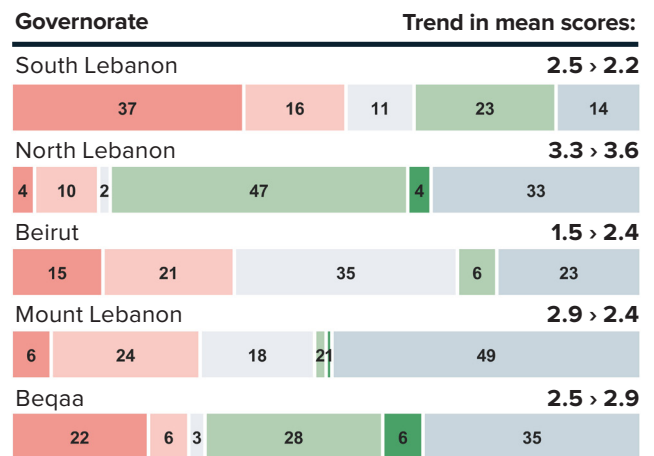
(values in %)

Trend in mean scores: 2.7 → 2.7

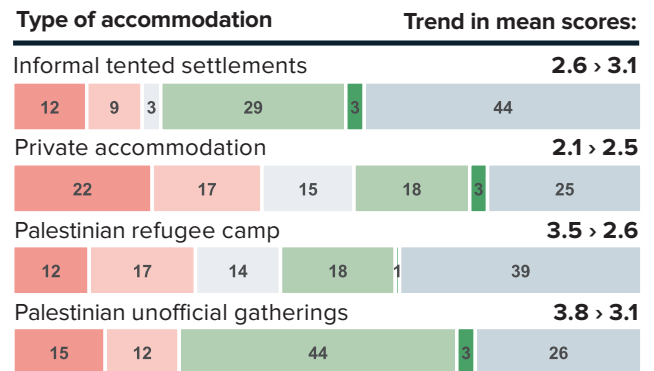


As in the first round, only a quarter of respondents indicate that aid reaches the people who need it most.

In line with the results from March 2017, North Lebanon is the only governorate where a majority of respondents answer positively. Half of the refugees interviewed in South Lebanon do not see aid going to those who need it most.

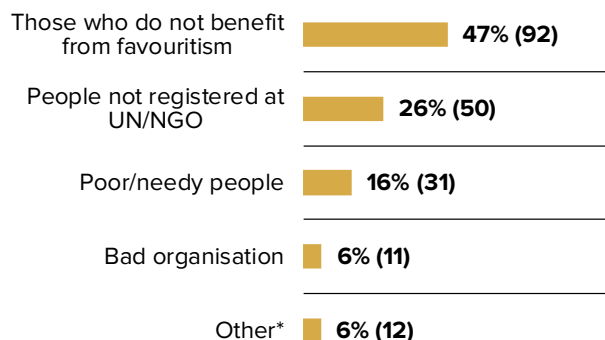


Palestinian respondents who live in unofficial gatherings respond more positively than respondents living in other types of accommodation.



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

Who is left out?



* "Other" includes people living outside Palestinian refugee camps, Syrian refugees, refugees who arrived after 2015, large families, families without children.

This follow-up question was intended to elicit information about which groups might be left out. However, most respondents answered by explaining why they feel support is not reaching people most in need. Nearly half of the respondents see favouritism between agency workers and those who receive aid as the main reason. The issue of favouritism was also raised during the focus group discussions in May 2017, where participants explained that they do not know why some households receive aid while others are excluded. Their overall recommendation was to communicate more clearly how aid recipients are identified.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

Q4. Fairness and transparency of cash support

Are cash transfers to refugees fair and transparent?⁴



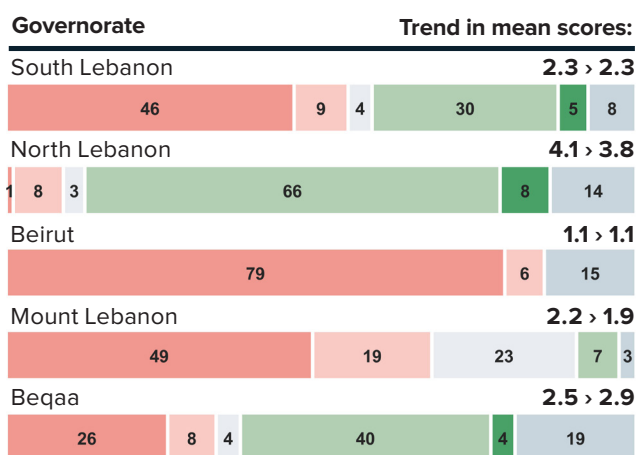
(values in %)

Trend in mean scores: 2.7 → 2.5



Perceptions vary among refugees as to whether cash is provided in a fair and transparent manner. One out of three respondents say that cash transfers are not fair at all. A common perception in all focus group discussions conducted in May 2017 was that cash transfers to refugees are neither fair nor transparent.

Respondents in North Lebanon, 68% of whom have received cash support, continue to be overwhelmingly positive on how cash is distributed. Refugees from Beirut, 50% of whom have received cash, continue to be by far the least confident about the fairness of cash transfers, without a single positive response.

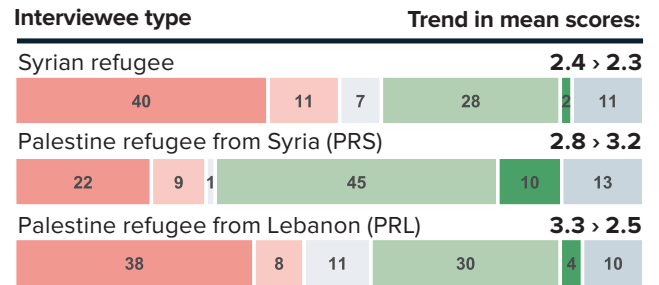


⁴ This question was asked of the 393 respondents who said they were aware of cash transfers provided to refugees.



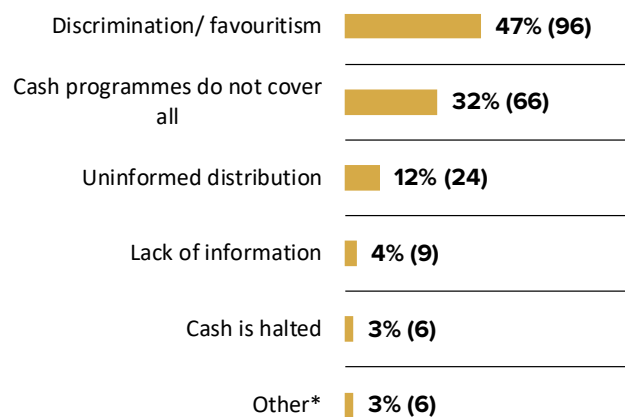
Palestine refugees from Syria see the cash support as mostly fair. Some 65% of them have received cash.

Correlations across survey questions indicate that those who believe support reaches the most vulnerable also feel that different types of assistance, including cash, are fair and transparent.



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

Why not?



Many refugees consider cash transfers unfair because of unequal distribution and perceptions of favouritism. Others indicate that cash support does not reach everyone who needs it. In line with the focus group discussions in May 2017, several respondents feel that organisations are unable to identify the people most in need of help, causing them to distribute aid to the wrong people.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* "Other" includes no medical coverage from UNRWA, no support from the UN agencies, and cheating the system.

Q5. Fairness and transparency of other assistance

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



(values in %)

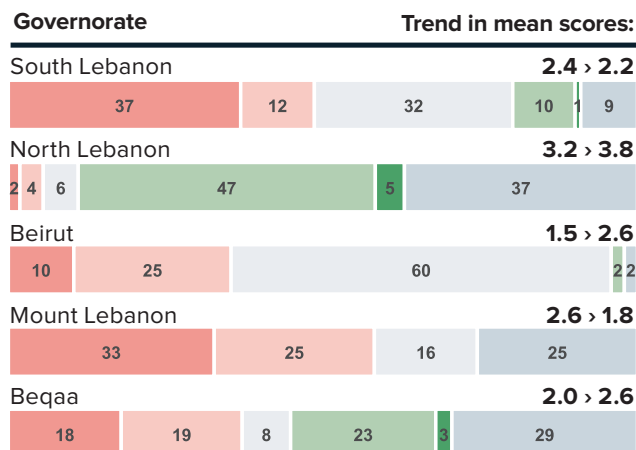
Trend in mean scores: 2.5 → 2.5



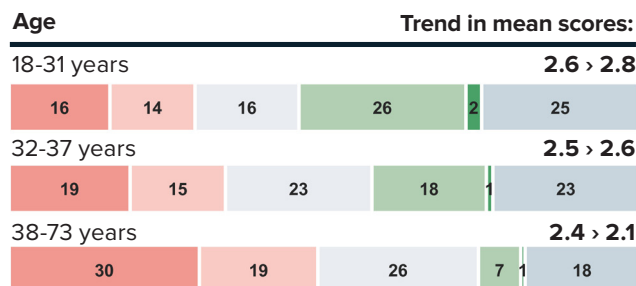
Similarly to results from March 2017, respondents feel that other types of assistance are also somewhat biased.



Views about fairness of aid are particularly negative among respondents in South and Mount Lebanon.

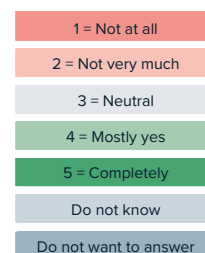


Older respondents are more critical about the way aid is distributed.



Q6. Information as aid

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



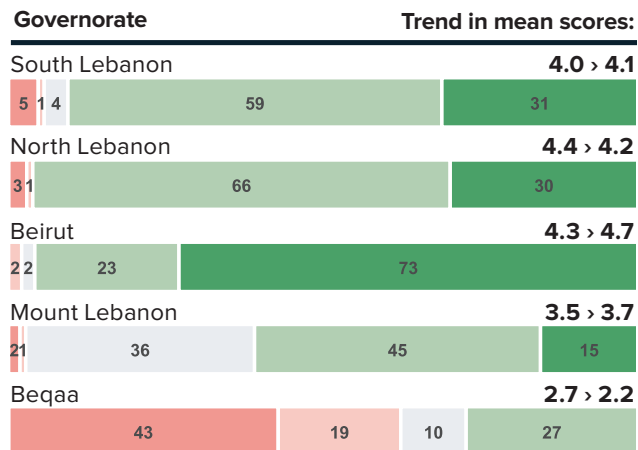
(values in %)

Trend in mean scores: 3.8 → 3.8



Respondents continue to feel well informed as regards making decisions about moving between countries or within Lebanon.

Negative perceptions among respondents in Beqaa stand out compared to significantly more positive views shared in other governorates.



Q7. Trust in information

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

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

(values in %)

Trend in mean scores: 4.1 → 4.0



Nearly all respondents across all governorates trust the information they receive about moving between countries or within Lebanon.

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

Why not?



Refugees who do not trust the information they receive from Lebanese authorities complain about delays and overcomplicated procedures when applying or extending residence papers. Those who do not trust the information from aid agencies mention agencies' inability to help, their unfulfilled promises, and consistently postponed appointments.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* "Other" includes carelessness of aid agencies and Lebanese authorities.

Q8. Respect

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

(values in %)

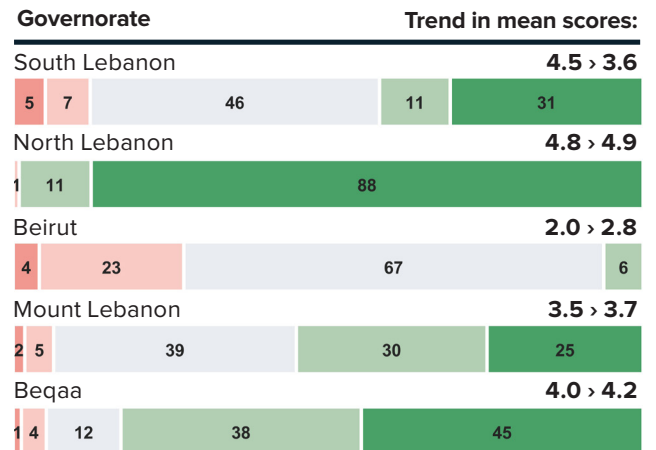
Trend in mean scores: 4.0 → 3.9



Refugees interviewed mostly feel that they are treated with respect.

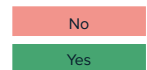


Respondents from Beirut still feel that they are not treated with respect.



Q9. Awareness of complaints mechanisms

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

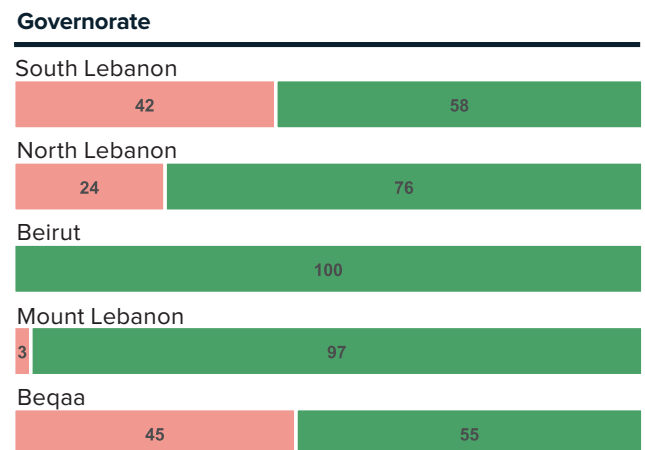


(values in %)



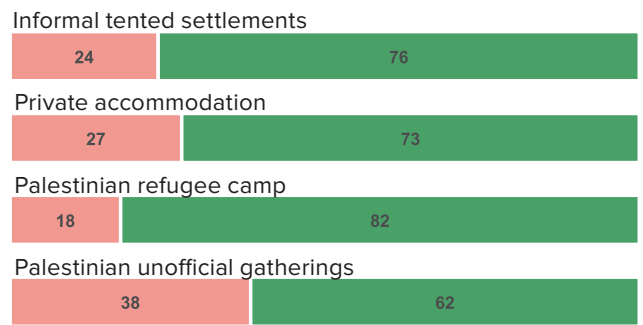
The majority of respondents know where and how to submit a complaint about assistance provided.

There are geographic variations in responses to this question, with the most negative responses coming from those in South Lebanon and Beqaa.



In the previous survey in March 2017, Syrian respondents living in informal tented settlements were the least aware of how they can submit a complaint or suggestion. This round of data collection suggests a lack of information on complaints mechanisms among Palestinian refugees staying in unofficial gatherings.

Type of accommodation



Follow-up question asked to those who responded "Yes" to the previous question:

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



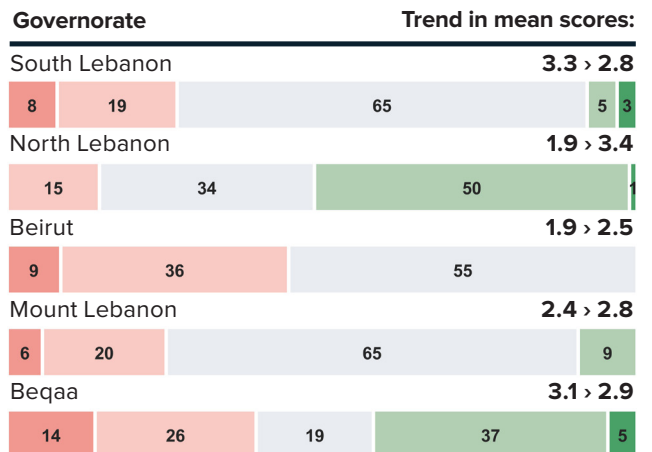
(values in %)

Trend in mean scores: 2.5 → 2.9



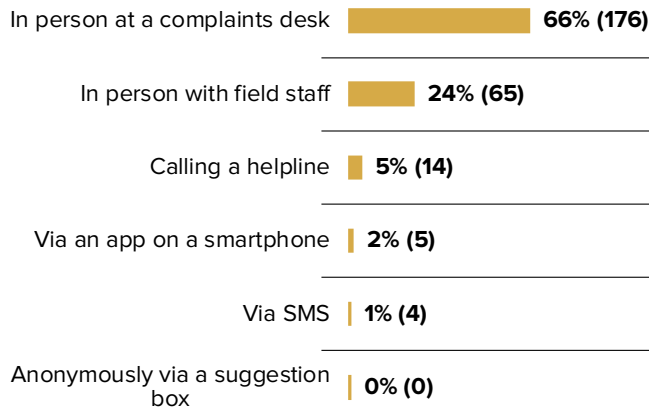
Half of the respondents who know how to make a complaint or suggestion find the available channels only somewhat convenient for them.

Respondents in North Lebanon seem mostly satisfied with information channels. Not a single respondent in Beirut considers adequate the current complaints mechanisms.



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

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



Of all the available complaints channels that were prompted, respondents prefer personal interactions with field staff or through help desks. These findings mirror the results of the March 2017 survey. Other options appear to be less popular, with not a single respondent choosing a suggestion box compared to 26 respondents (9%) in the first round.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

Q10. Trust in complaints mechanisms

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



(values in %)

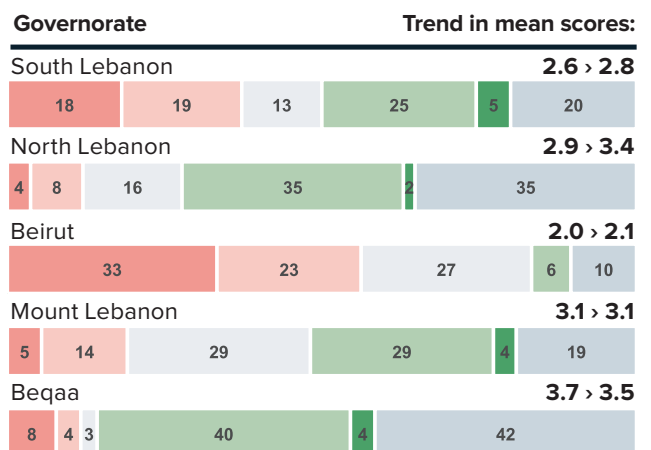
Trend in mean scores: 2.9 → 3.0



Four months after the first survey, refugees are still uncertain about receiving a response to their complaints.

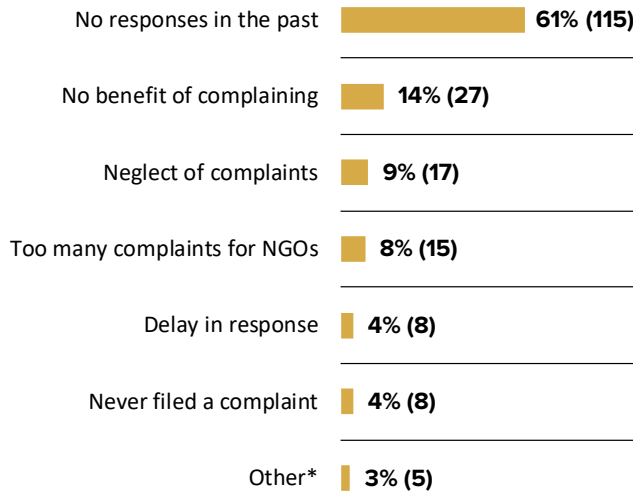
Results of this second survey suggest that refugees from Beirut are sceptical about the responsiveness of aid agencies.

Correlations across survey questions suggest that respondents who have more trust in complaints mechanisms are the ones who find the available channels to file the complaint convenient, and who feel treated with respect.



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

Why not?



In line with the findings from March 2017, the majority of respondents say they have not received a response to their previous complaints, with another 14% saying they did not benefit from complaining.

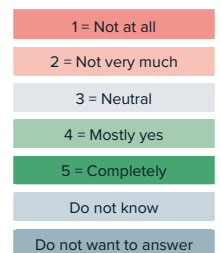
Participants in the focus group discussions in May 2017 suggested closing the feedback loop by following up with refugees after complaints and feedback are collected.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* "Other" includes discrimination and favouritism, and no trust in NGOs.

Q11. Participation

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



(values in %)

Trend in mean scores: 1.6 → 1.2



Respondents across all demographic groups say they are not involved in decisions about aid programmes.

Participants expressed the same opinion in the focus group discussions of May 2017, pointing out that aid agencies do not elicit feedback from refugees or consider their views when making decisions about the provision of aid.

Q12. Safety

Do you feel safe in your place of residence?



(values in %)

Trend in mean scores: 3.8 → 3.4

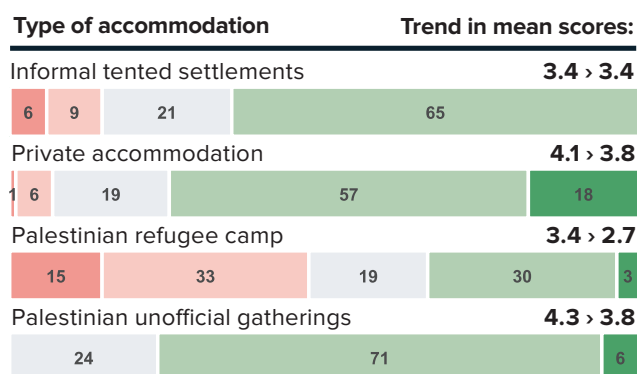
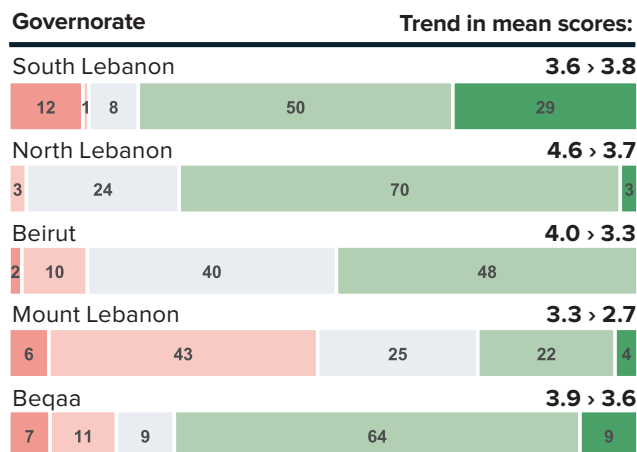


Most refugees feel safe where they live, although some respondents answer negatively.



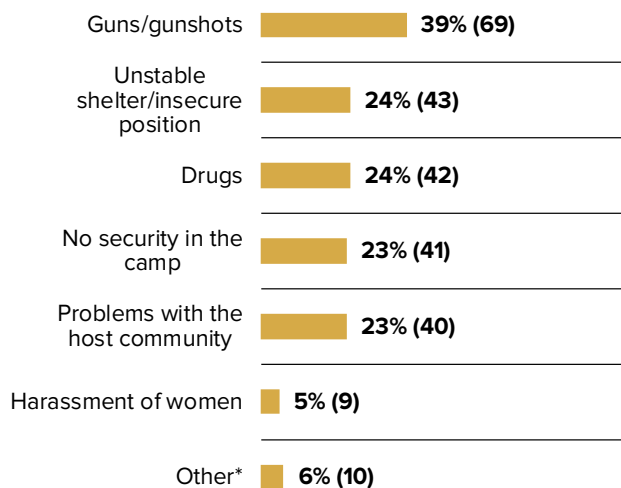
There is a growing concern about safety among respondents in Mount Lebanon.

The majority of refugees interviewed in Mount Lebanon stay in Palestinian refugee camps. Their perceptions are consistently more negative about the safety in the camps compared to respondents living in other types of accommodation.



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

Why do not you feel safe?



As in the previous survey, guns and gunshots are the most frequently cited reasons for safety concerns. Some respondents also refer to unstable shelters such as tents and a generally insecure position in the country. Those who mention disputes with the host community mostly refer to landlord problems and the fear of losing their apartments because they cannot pay the rent.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* "Other" includes the absence of legal documents, no protection from government or other actors, fear of fire due to the heat, neighbour disturbance, and fear of armed raids.



Q13. Relationship with the host community

Do you feel welcomed by the host community?

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

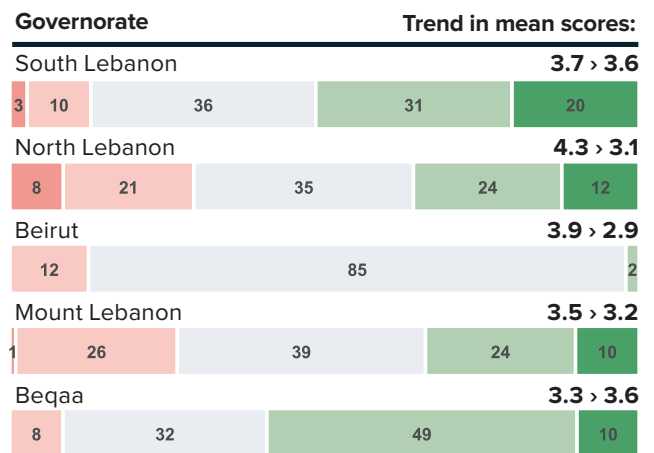
(values in %)

Trend in mean scores: 3.7 → 3.3



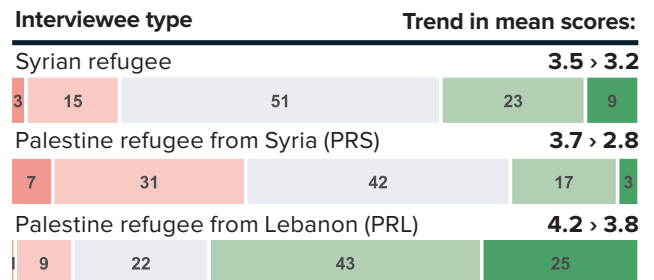
Respondents are slightly less positive about their relationships with the host community than they were in March 2017, with more respondents answering neutrally in this round.

Respondents in Beirut feel less welcomed by the host community than respondents from other governorates.

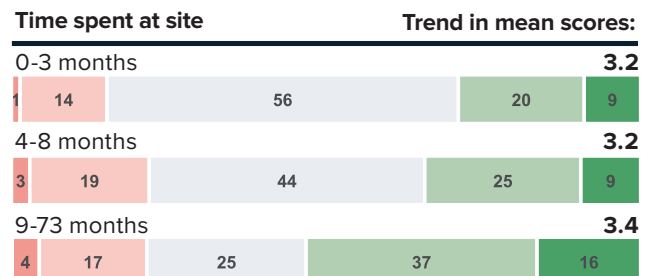


Palestine refugees from Lebanon consistently feel the most welcomed among different refugee groups.

In the Emergency Appeal for 2017, UNRWA draws attention to the ongoing tensions between PRS and the host community, suggesting that tensions between the two groups will continue due to the difficult socioeconomic and political situation.⁵



Refugees who have lived in Lebanon for nine months or longer feel somewhat more welcomed compared to recent arrivals.



⁵ UNRWA, *Syria Regional Crisis: Emergency Appeal 2017* (New York: UNRWA, 2017).



Q14. Empowerment

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



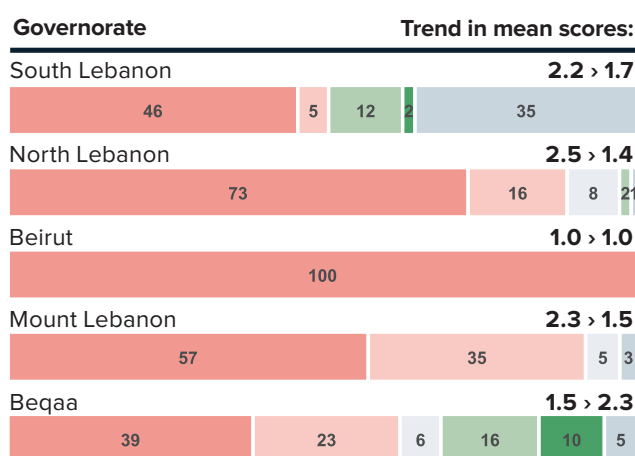
(values in %)

Trend in mean scores: 2.0 → 1.6

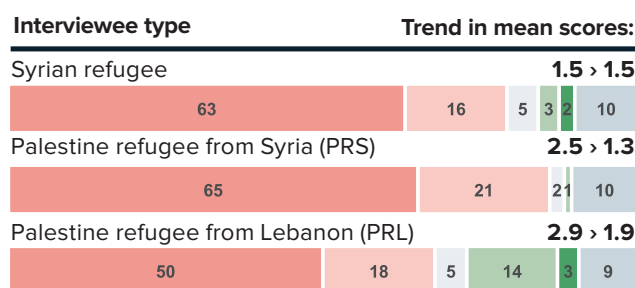


Respondents do not believe that the support they currently receive will enable them to achieve self-sufficiency in the future. This is in line with OCHA’s analysis in its latest Humanitarian Bulletin for Lebanon, which describes how refugees are becoming increasingly dependent on assistance.⁶

Perceptions are negative across all governorates but especially in Beirut, where no respondent answers positively.



There is a slight variation in perceptions among Syrian and Palestinian refugees, with Palestine refugees from Lebanon feeling most empowered. However, the scores have dropped significantly for Palestine refugees from Syria and Lebanon since the March 2017 round, while there has been no change in Syrian refugees’ perceptions.



According to the 2017 UNRWA Response Appeal, Palestine refugees from Syria greatly rely on UNRWA support to cover basis needs. This dependency is expected to increase further over the next year. Approximately 96% of families of Palestine refugees from Syria reported UNRWA cash support as their main source of income as of June 2016, up from 88% in January 2016.⁷

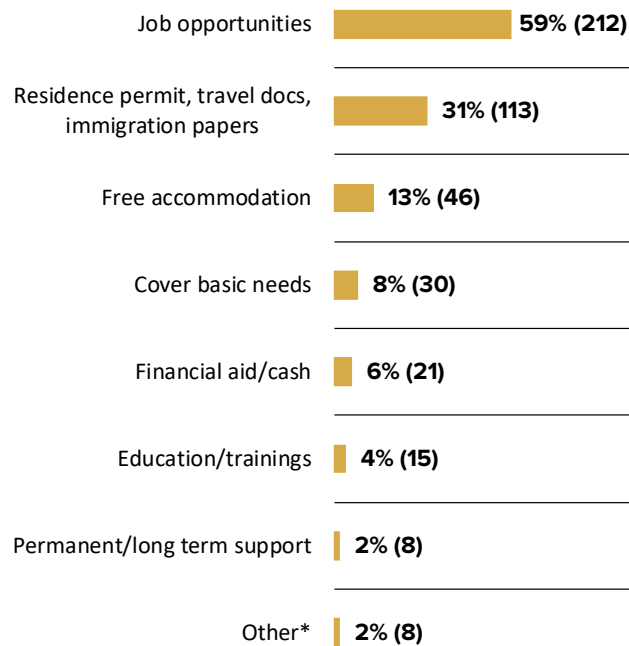
⁶ OCHA, *Humanitarian Bulletin Issue 26* (New York: OCHA, 2017).

⁷ UNRWA, *Syria Regional Crisis: Emergency Appeal 2017*.



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

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



* "Other" includes health care, services in addition to aid, and aid for people with disabilities.

As in the previous round of surveys conducted in March 2017, job opportunities top the list of improvements needed to prepare refugees for an independent life. Other commonly cited answers include residence permits, travel documents, and immigration papers for refugees to work and travel within and outside the country. Several respondents mention that free housing or assistance with rent payments would ease this burden and allow them to reallocate available sources to other needs.

According to UNHCR, UNICEF, and WFP's Vulnerability Assessment of Syrian Refugees in Lebanon, limited access to employment opportunities was one of the main constraints for refugee households in 2016, reducing their access to food and ability to sustain livelihoods.⁸

During the annual session of WFP executive board in June 2017, it was discussed that Lebanon does not have an official employment strategy for refugees to address rising levels of poverty and inequality, which hampers access to food.⁹

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

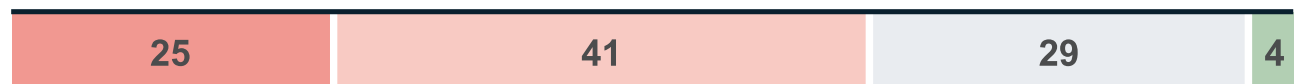
Q15. Progress

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



(values in %)

Trend in mean scores: 2.5 → 2.1



As in March 2017, respondents have not experienced much improvement in their lives over the course of the last four months.

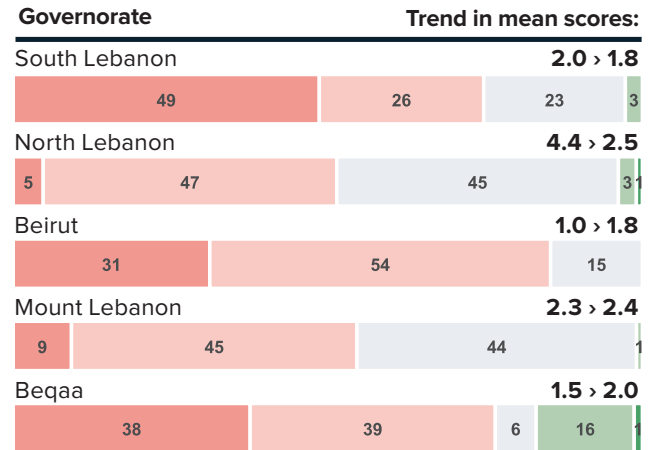
⁸ UNHCR, UNICEF and WFP, *Vulnerability Assessment of Syrian Refugees in Lebanon* (Geneva: UNHCR, UNICEF, WFP, 2017).

⁹ World Food Programme, *Lebanon Country Strategic Plan 2018–2020*.



Respondents in North Lebanon were more positive in March 2017, but have seen not much improvement since then.

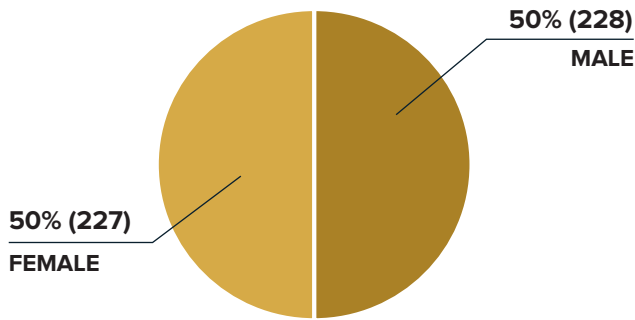
Correlations across survey questions indicate that respondents who see more progress in their lives are the ones who say their needs are met by the humanitarian services, think that support reaches those most in need, and who feel empowered by aid.



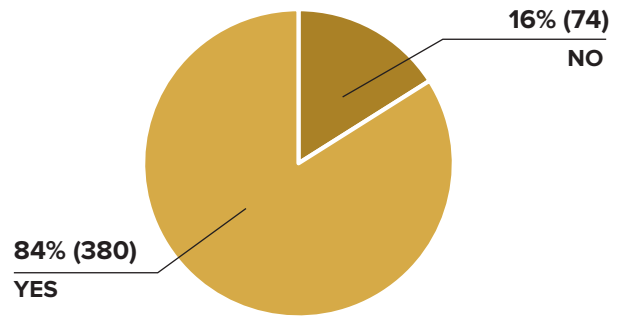
DEMOGRAPHICS

The graphs below depict the demographic breakdown of the 455 respondents. Each graph includes percentages, as well as the frequency in parentheses.

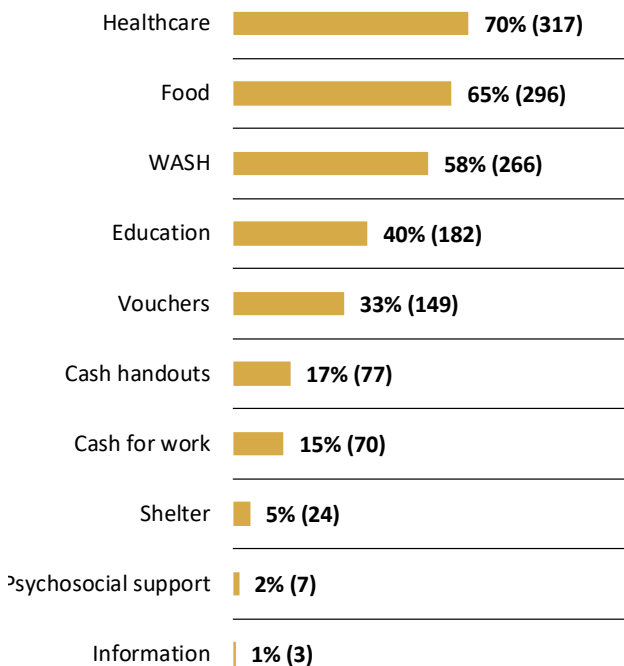
Gender



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

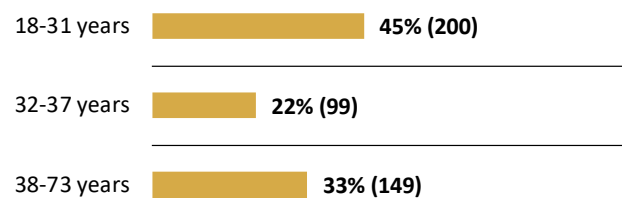


Services*

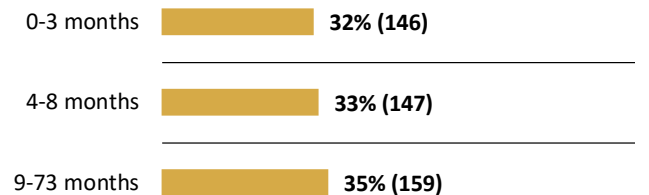


* Respondents could choose multiple answer options, therefore percentages do not total 100%.

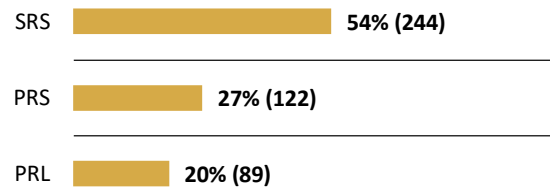
Age



Time spent at site

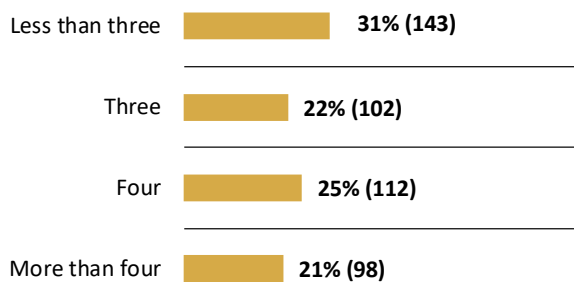


Interviewee type**

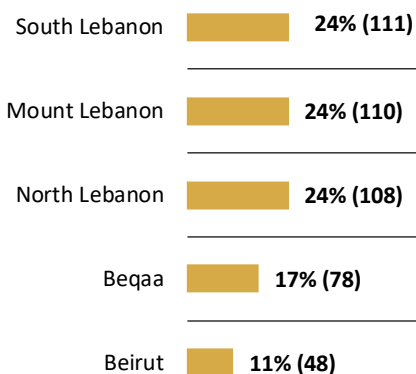


** Syrian refugees from Syria (SRS), Palestine refugees in Lebanon (PRL), Palestine refugees from Syria (PRS).

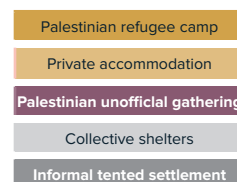
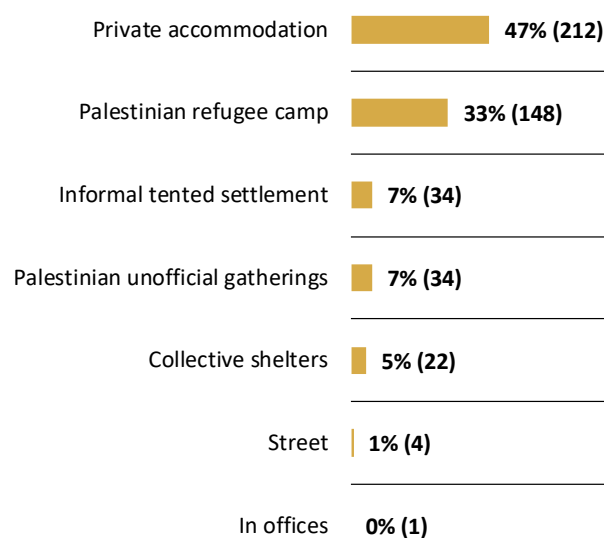
Number of different services received



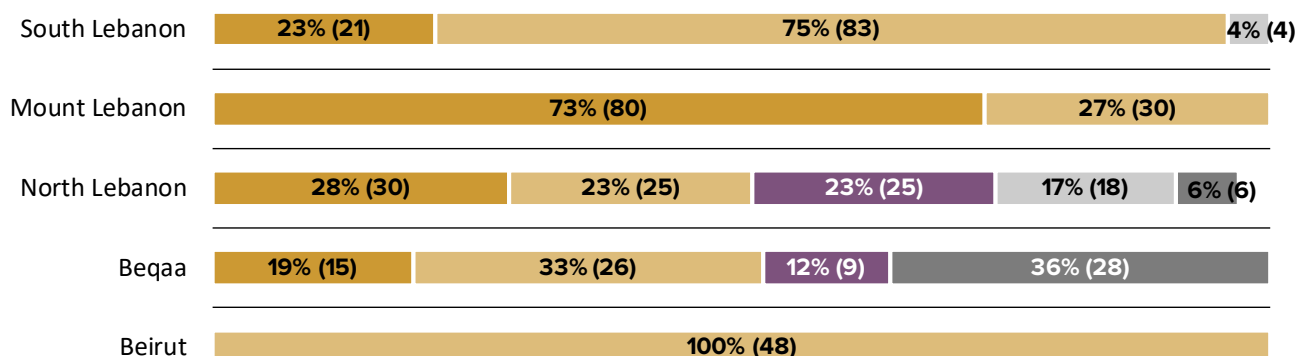
Governorate



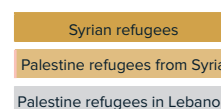
Accommodation type



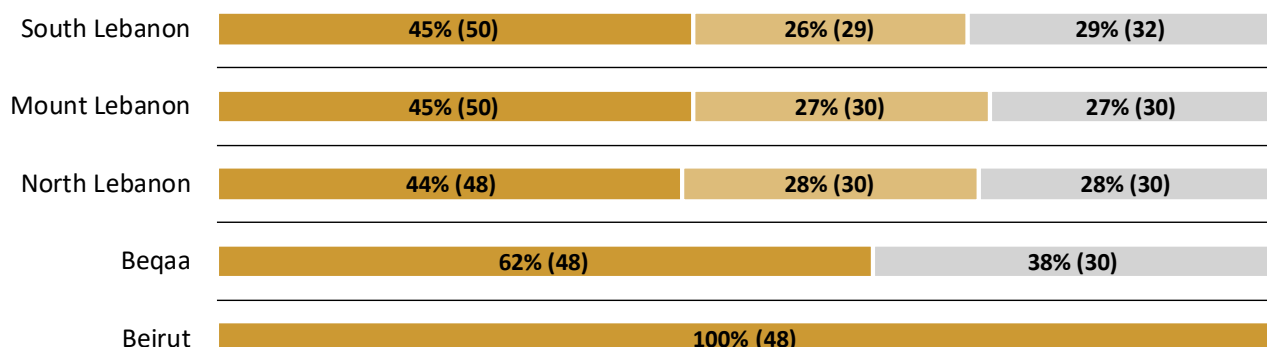
Accommodation type per governorate*

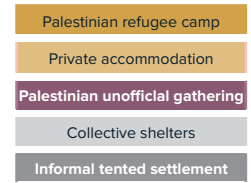


* Percentages may not total 100%, as some respondents listed other types of accommodations not included here.

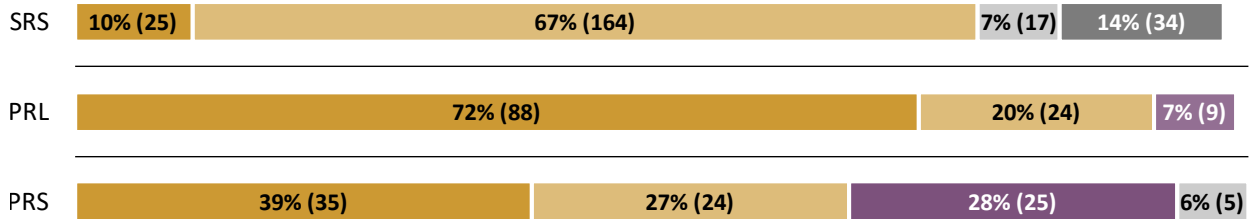


Interviewee type per governorate





Accommodation type per interviewee type*



* Percentages may not total 100%, as some respondents listed other types of accommodations not included here.

RECOMMENDATIONS FOR THE HUMANITARIAN COMMUNITY

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

- a) Dialogue.** Discuss the main findings with your own staff and partners to verify and deepen the analysis. These “sense-making” discussions should focus on themes where the data suggests that further attention or course correction may be necessary.
- b) Advocacy.** Share this report with other agencies working with refugees in Lebanon to see how, together, the

humanitarian community can address concerns or bridge gaps in access to services and information.

- c) Closing the loop.** Encourage field staff to close the feedback loop by letting refugees know how services are being adapted to take their feedback into account.

Ground Truth Solutions’ staff is available to discuss the findings with agencies in Lebanon and offer advice on follow-up activities.

NOTE ON METHODOLOGY

Background

Ground Truth Solutions is one of seven partners that jointly provide analytical services as part of the [Mixed Migration Platform \(MMP\)](#). 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 from people in different stages of displacement – in the borderlands, transit countries, and countries of final destination.

Survey development

Ground Truth Solutions developed this survey – with input from humanitarian agencies in Lebanon – to gather

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

Sample size

Interviews were conducted with 455 people across all five regions of Lebanon targeting Syrian refugees in Lebanon, Palestine refugees from Syria (PRS), and Palestine refugees from Lebanon (PRL).

Sampling methodology

The affected population was sampled randomly. The objective was to have representative samples in each of



Lebanon's five regions, for each of the three refugee groups (Syrian refugees, PRL, PRS) and a 50-50 male-female split, with at least 50 respondents for each demographic subgroup to ensure sufficient representation. In this round of data collection refugees were interviewed in the same locations as the survey in March 2017 in order to compile comparable data sets. There are some differences from the previous sample: the number of people interviewed in Beirut is higher in this round and fewer people were interviewed in collective shelters, hence this category was not included in the breakdown. Refugees were interviewed in public places, on the streets, in social gatherings, informal tented settlements, and official refugee camps.

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

particular questions are excluded from mean comparisons and correlations.

Data disaggregation

Data is disaggregated by age, length of stay at site in Lebanon, refugee background, governorate, and type of accommodation. 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 from 3-11 July, 2017 by Sayara International (Key Development Service S.A.R.L.), an independent data collection company contracted by Ground Truth Solutions.

For more information about this survey in Lebanon please contact Michael Sarnitz (Programme Manager - michael@groundtruthsolutions.org) or Valentina Shafina (Programme Analyst - valentina@groundtruthsolutions.org)

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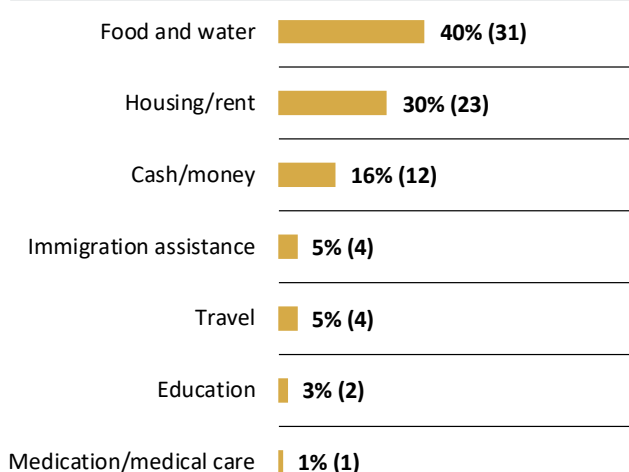
ANNEX – UNMET NEEDS PER GOVERNORATE

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

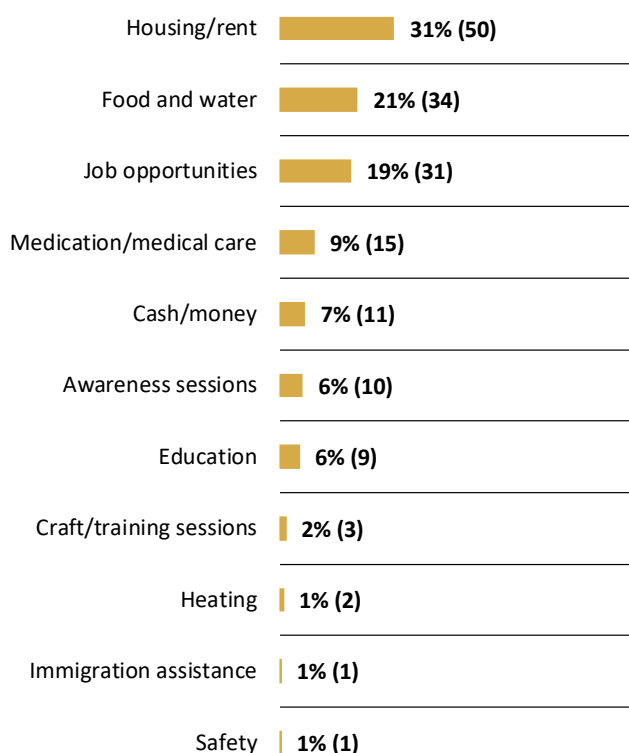
What are your most important needs that are not met?

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

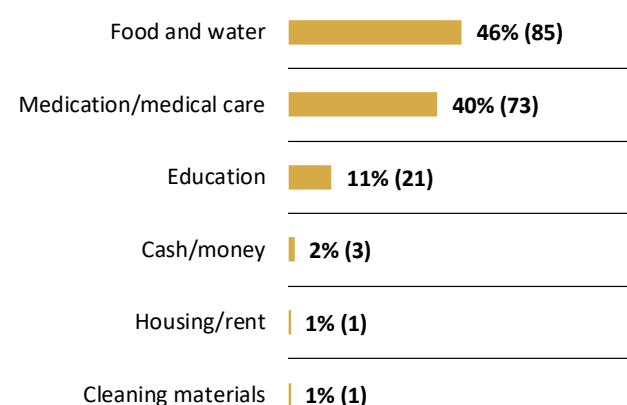
Beirut



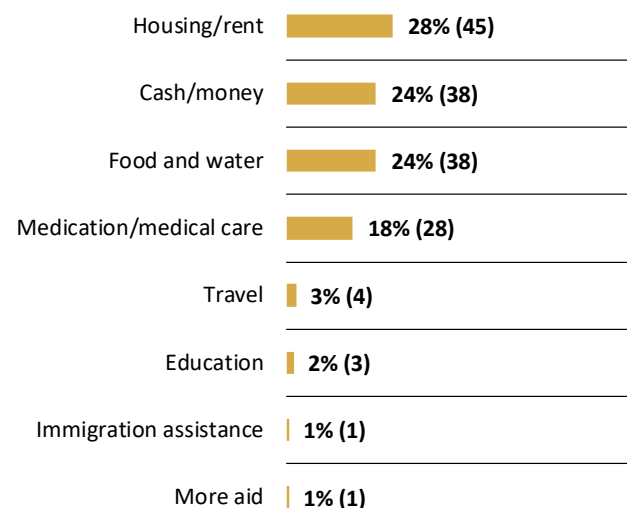
Mount Lebanon



North Lebanon



South Lebanon



Beqaa

