



UPINION

Communities' Perceptions of Development Approaches to Forced Displacement in Lebanon, Jordan and Iraq

April 2022

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Introduction

The Policy and Operations Evaluation Department of the Ministry of Foreign Affairs of the Netherlands (IOB) commissioned Upinion to undertake a study to collect insights, perceptions and recommendations from refugees and host communities in Iraq, Jordan and Lebanon on their needs and the results of interventions in the context of Dutch Development Approaches to Forced Displacement (DAFD) policy over the period 2016-2021. The findings will feed into a larger analysis of relevance and effectiveness of Dutch DAFD interventions. The project took place between the 15th of July 2021 and the 31st of January 2022. This report sets out the methodology and the main findings of the study.

Methodology

Upinion has developed an online platform that allows it to securely stay in touch with people in crisis and displacement-affected countries. Our in-house developed platform allows us to have real-time conversations¹ with communities in the same way they connect with their friends and families, using messaging apps like Facebook Messenger and WhatsApp, which are also widely used in Lebanon, Iraq, and Jordan. Upinion has been in conversation with thousands of people in the Arab region, as well as in other regions among which Europe, the Sahel, Southern Asia, and North America.

Upinion's methodology has allowed a wide variety of people above 18 years old² that are living in Lebanon, Iraq, and Jordan and have an internet connection, to give their input to the IOB evaluation. Upinion has the ISO/IEC 27001 Certification, which is the international best practice standard for Information Security Management Systems (ISMSs) and follows GDPR regulations. Respondents enter the conversations through a link on Facebook but are thereafter asked for their consent to be taken to a safe and private Upinion environment where their privacy is secured and answers are not visible to anyone but Upinion.

Upinion's methodology of gathering insights from people across the world fits well in the larger objective of the IOB evaluation: assessing the needs of refugees and host communities and the results of interventions on priorities of Dutch DAFD policy in Lebanon, Iraq, and Jordan in the period 2016-2021. The study aims to represent - unfiltered - views by

¹ A conversation refers to an information exchange (in survey style) between Upinion and a panel of respondents.

² Respondents that indicate they were below 18 received a message explaining that they will be removed from the conversation, as per Upinion's policy.

a wide range of people across Lebanon, Iraq, and Jordan. Given that people answer online and from their own (mobile) device, socially desirable responding is expected to be more limited than in the case of face-to-face interviews.

Lastly, the way Upinion holds conversations with people also allows us to provide them with tailored information about relevant services or humanitarian or civil society initiatives in their area or country, thereby turning the process into an information exchange that also benefits respondents directly. Respondents have not gained any financial benefits from participating, except a compensation for their internet usage in the form of some phone credit after having completed the conversation in Jordan and Iraq.

Data limitations

Upinion's methodology does not result in random sampling, and lacks some of the advantages that face-to-face focus groups or questionnaires have with regard to probing or explaining questions. Moreover, only people with internet access and a Facebook account are included in the online panel, which inevitably leads to the exclusion of a part of the target group. However, an assessment of internet and social media connectivity in the three countries shows that the far majority of people are connected to the internet and make use of several social media channels (see Annex 1).

Given the fact that there is no random sampling, and therefore statistical significance cannot be calculated, the outcomes of the conversations do not necessarily reflect the opinions of the population (groups) at large and, therefore, cannot be generalised. This also excludes making comparisons between country panels and between categories of respondents (refugees/migrants, local population and internally displaced persons (IDP's)). The findings of this particular study should mainly be interpreted as an in-depth conversation with a large group of people that have all, one way or the other, been exposed to DAFD policy and are interested in sharing their experiences, perceptions, and concerns about the situation of the past five years of the country they reside in. It is not a representative study, but rather an illustration of how different people have experienced living in Lebanon, Jordan and Iraq. Through a set of diverse questions, posed in the most accessible yet accurate way possible, thousands of individuals have shared personal experiences with Upinion, leading to a rich data set including multiple choice answers, detailed examples, and direct recommendations.

Research Questions

The following research questions were addressed in this study:

- 1 What were the needs and priorities of refugees and host communities in Iraq, Jordan and Lebanon, and how and why have these developed over time (2016-2021)? To what extent and in what way do these needs and priorities differ in different spatial contexts? What were the specific needs and priorities of women and girls?

2 To what extent have refugees and host communities, with specific attention for women and girls, experienced increased access to public services and education? To what extent have refugees and host communities experienced enhanced protection? To what extent have refugees and host communities been able to build sustainable livelihoods? What have been factors of success, and what were obstacles? To what extent do they consider donor support to have contributed to positive changes in these areas?

3 How do refugees and host communities perceive the economic and social participation of refugees in host communities? How has this developed over time (2016-2021)? To what extent do they consider donor support to contribute to cohabitation of refugees and host communities?

4 How do host communities perceive the economic impact of the presence of refugees? What were factors of success, what are key challenges?

Concretely, the insights gained from the sub-study are used to:

1. Validate assumptions underlying Dutch policy about beneficiaries' needs;
2. Triangulate data collected through other data collection methods (including interviews, document analysis) on the effectiveness of Dutch DAFD interventions.

The research questions were broken down into sub-questions, translated into Arabic and Sorani (Kurdish), and distributed over two separate conversations that respondents would receive approximately one month apart, in order to avoid receiving one lengthy survey. Specific follow-up questions were only asked depending on a prior answer, with the aim of diving deeper into certain topics that are only relevant for specific respondents. Data collection took place from the 10th of September until the 15th of December 2021. A more detailed description of the methodology can be found in Annex 1.

The Respondents - Demographic information

At the start and end of the first conversation, respondents were asked to give relevant demographic details, including country and province of residence, origin, living situation, age, and gender. This information enabled us to disaggregate some of the answers given. The demographic information of our respondents is presented in this chapter.

Country of residence

Figure 1. Distribution of respondents per country³

	Lebanon	Jordan	Iraq
Respondents that started conversation 1	893	322	1472
Fully completed (last substantial question of conversation 1)	604	321	1470
Started conversation 2	429	105	537
Fully completed conversation 1 and 2	389	88	484

³ As is explained in the detailed methodology section, only respondents that indicated they wanted to continue with conversation 2, would receive a link to the second conversation. As is visible from Figure 1, there is drop-out between conversation 1 and 2. Important to note is that in the first conversation there was more active outreach (in Iraq and Jordan) while for the second conversation only a push notification was sent. Although drop-out is inevitable in such research designs, this may have resulted in a lower number of people that started conversation 2.

Figure 2. Distribution of respondents per province - Lebanon

Provinces in Lebanon where respondents come from

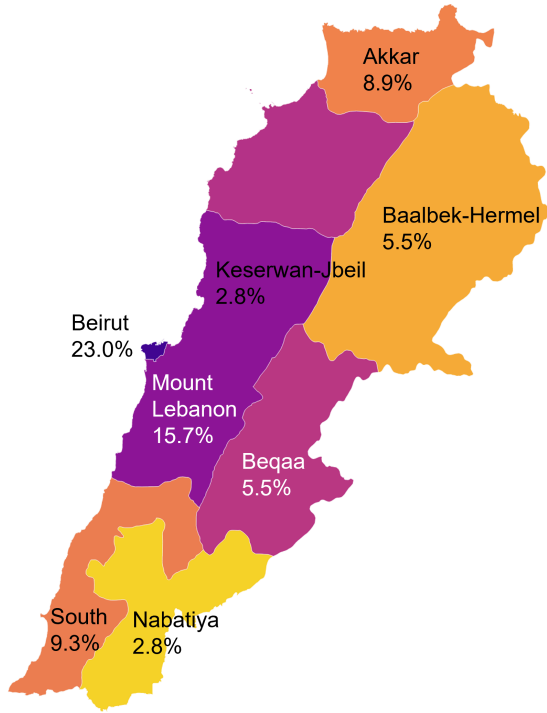


Figure 3. Distribution of respondents per province - Jordan

Provinces in Jordan where respondents are from

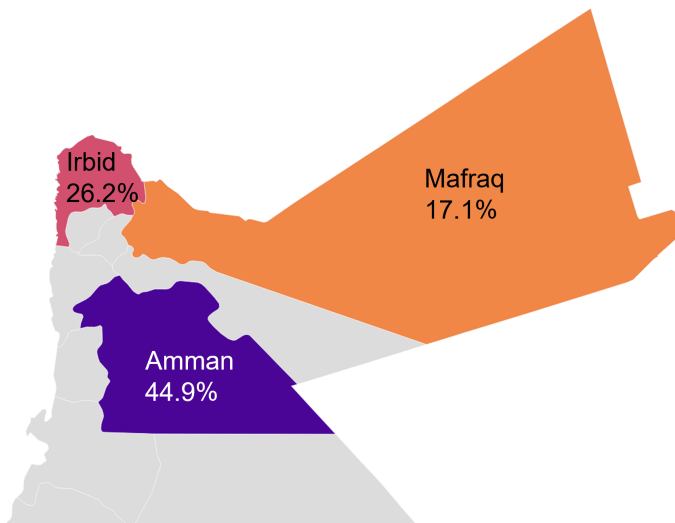
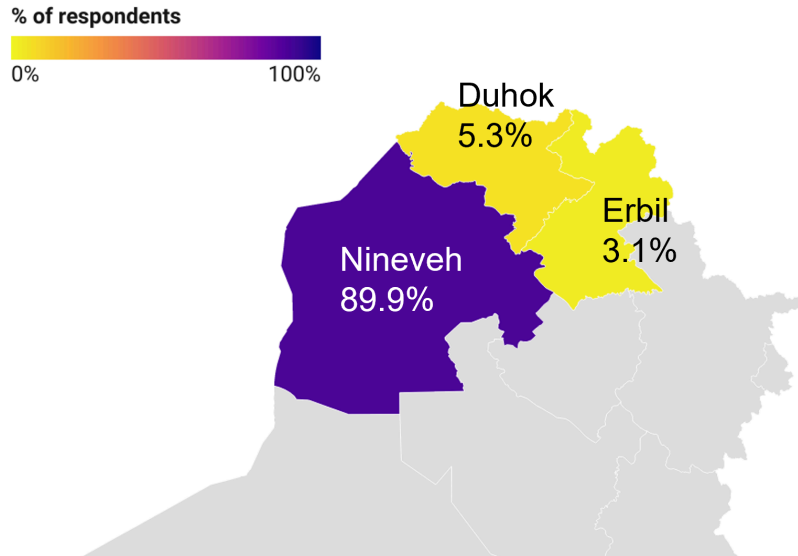


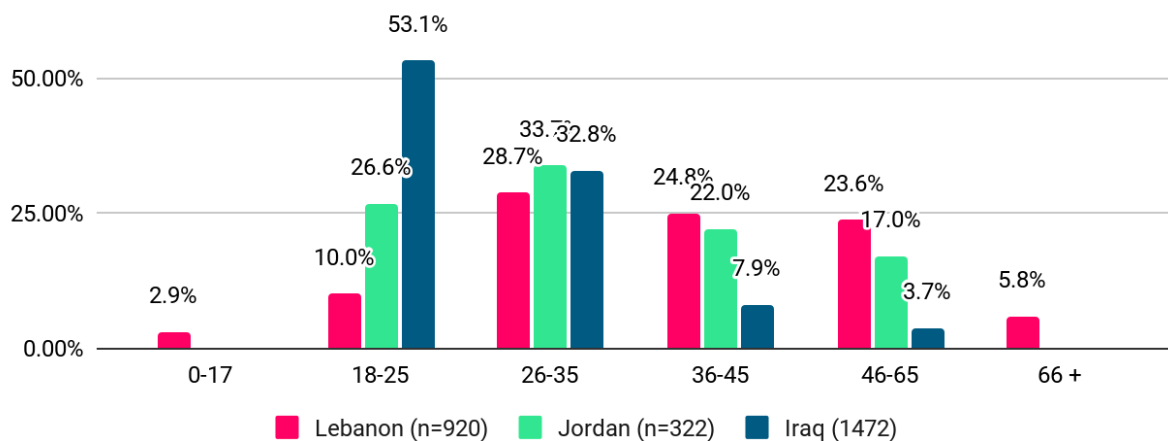
Figure 4. Distribution of respondents per province - Iraq



Age

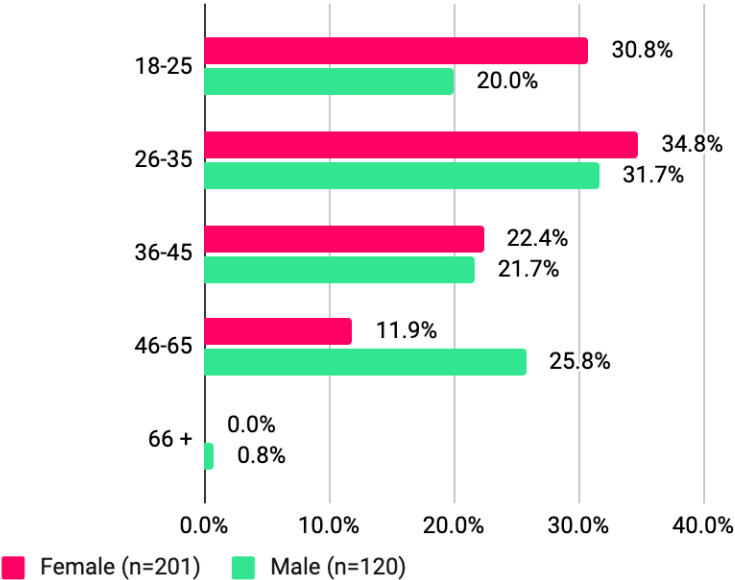
Age distribution differs significantly per country. In Iraq, more than half (53%, n=1472) of the respondents fall within the lowest age group, whereas respondents in Lebanon are more evenly spread among the different age brackets and there is significant participation from (relatively) older respondents as well. In Jordan, the largest group is between 26 and 35 years old.

Figure 5. Distribution of age - Lebanon, Jordan, Iraq



In Lebanon and Iraq, the genders are equally spread among the different age groups. In Jordan, however, male respondents are more strongly represented in the age group 46 and above, while there are relatively more female respondents in the lowest age group, 18-25. See the bar chart on age distribution in Jordan below.

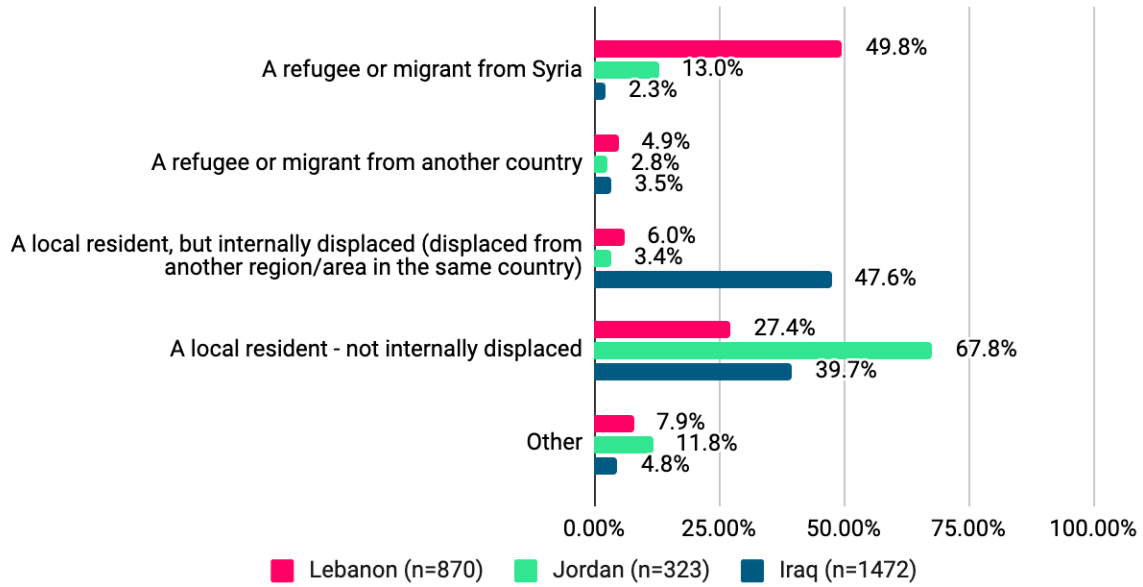
Figure 6. Distribution of age - Jordan – Female and male respondents



Respondents’ origins

The composition of the panel in each country varied significantly in terms of the percentage of local residents, refugees, and IDPs. In Lebanon, refugees/migrants from Syria make up the largest part of the sample, while in Jordan local residents do so. In Iraq, IDPs make up the largest part of the sample, followed closely by non-displaced local residents, while refugees/migrants from Syria make up a small percentage of the panel. This reflects - to some extent - the actual situation in the target provinces in Iraq. Refugees/migrants from other countries are represented marginally in each sample. See the bar chart below for more details.

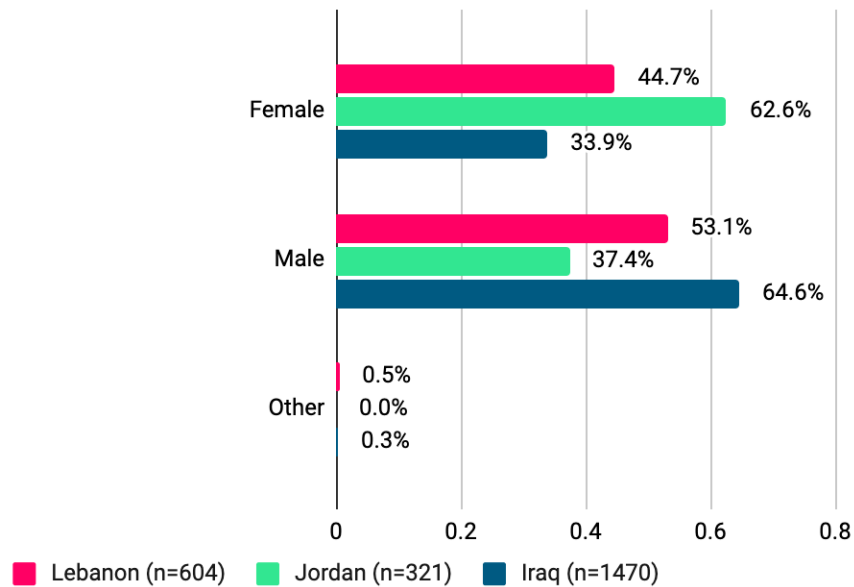
Figure 7. Do you identify as? - Single answer - Lebanon,, Jordan, Iraq



Gender

The Jordan panel has considerably more female respondents than male respondents, while in Iraq the opposite is true. Lebanon’s panel is the most balanced in terms of gender distribution. See the bar chart below.

Figure 8. Distribution of gender – Lebanon⁴, Jordan, Iraq

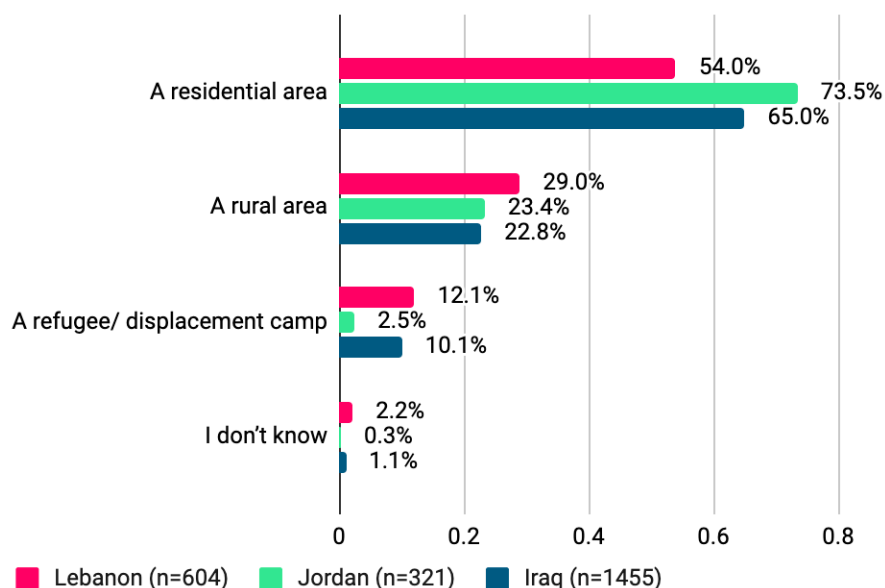


Living setting

The majority of respondents in all three countries live in residential areas. Unsurprisingly, given the low percentage of displaced people in the sample, in Jordan only a very small percentage of respondents live in refugee/displacement camps (3%, n=321), versus 10% (n=604) and 12% (n=1455) in Lebanon and Iraq, respectively. See bar chart for more details.

⁴ This n-value (n=604) is considerably lower than the n-value in the previous question (n=870) because this question was asked at the end of conversation 1, after more respondents had already left the conversation. In the Jordan and Iraq sample, no respondents had left the conversation in the meantime.

Figure 9. What kind of setting do you live in? Single answer – Lebanon (n=604), Jordan (n=321), Iraq (n=1455)



In Lebanon, only 15% (n=361) of refugees/migrants from Syria and 40% (n=29) of refugees/migrants from other countries live in refugee/displacement camps. In Jordan, the majority of the refugees/migrants from Syria⁵ in our panel (71%, n=42) live in residential (urban) areas, 24% in rural areas, and a mere 5% in refugee camps. These data reflect the actual situation in Lebanon and Jordan, where approximately only 20% of refugees and IDPs live in formal and informal camps, and the majority among local residents.⁶ In Iraq, around one-fifth of all three groups of refugees/migrants from Syria (n=34), refugees from other countries (n=51), and IDPs live in displacement camps. These data also reflect the actual situation with regard to IDPs, of whom approximately 15% live in camps throughout Iraq.⁷

⁵ Non-refugees/migrants from Syria and IDPs have been excluded here as n=9 and n=11 respectively.

⁶ See:

<https://www.who.int/docs/default-source/documents/publications/refugees-and-migrants-eastern-mediterranean-region-a-perspective.pdf>, and https://civil-protection-humanitarian-aid.ec.europa.eu/where/middle-east-and-northern-africa/lebanon_en

⁷ See: <https://www.amnesty.org/en/location/middle-east-and-north-africa/iraq/report-iraq/>

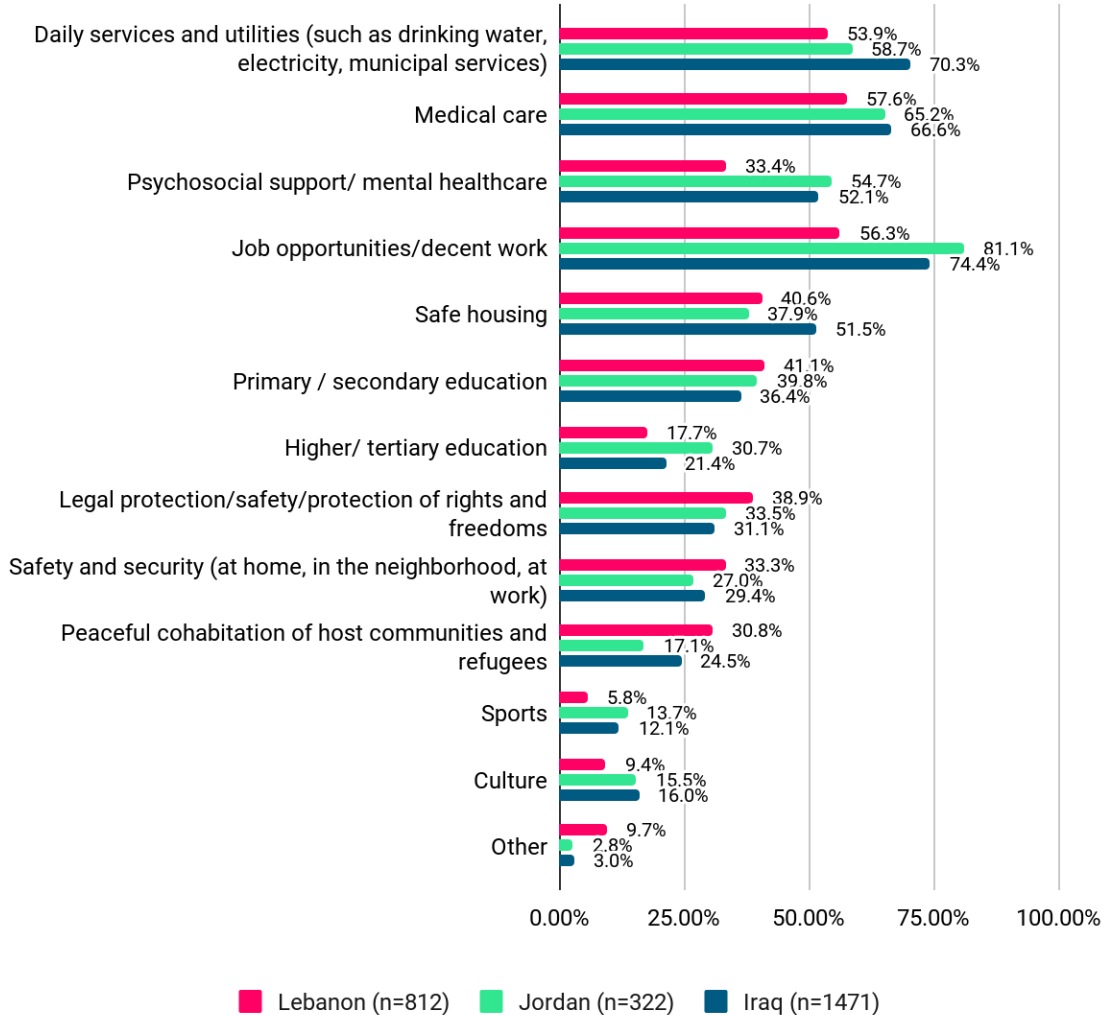
Data Findings

Main Needs and Priorities

In order to gauge respondents' current main needs and priorities, they were asked: "Which of the following services and utilities are in your opinion most in need of investments and/or development, both by the government and foreign donors?". Respondents could select up to five options, in order to capture their main priorities.

Overall, respondents reported job opportunities and decent work, daily services and utilities (such as drinking water and electricity), and medical care being mostly in need of investment and/or development. Especially in Jordan, the need for job opportunities and decent work was more prominently mentioned than other answer options. Considerable groups across all three countries also indicated psychosocial support, safe housing, and primary or secondary educational services, while sports and culture was mentioned by relatively few respondents.

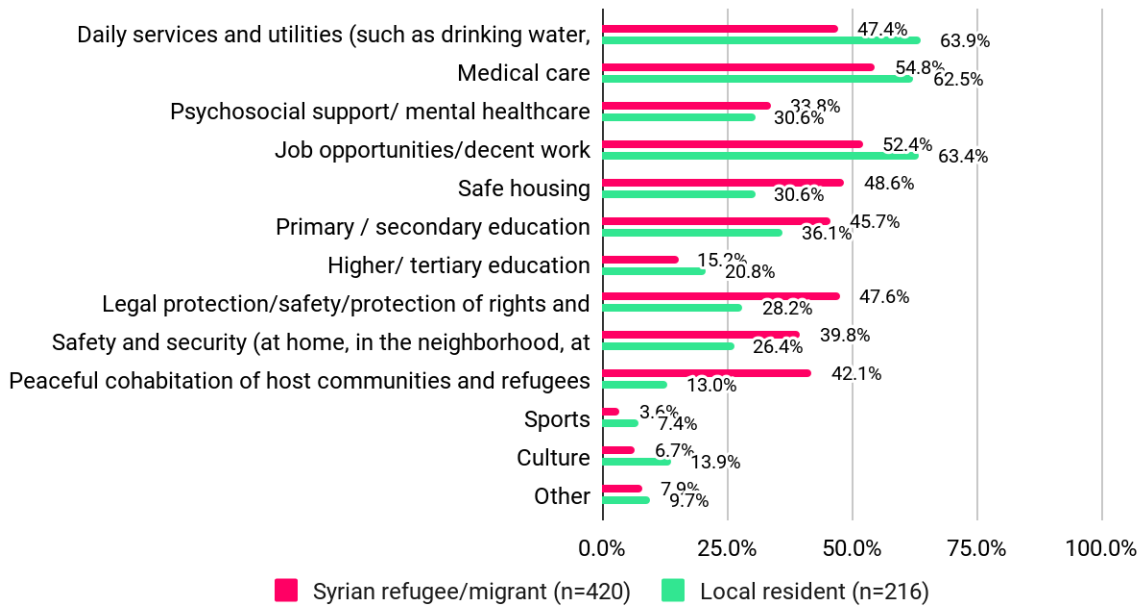
Figure 10. What services and utilities are most in need of investments and/or development? - Multiple answers - Lebanon, Jordan, and Iraq



Lebanon

In Lebanon, local residents prominently identified daily services and utilities, medical care, and job opportunities/decent work as areas in need of investment. These needs were also frequently mentioned by refugees/migrants from Syria, with nearly equal proportions reporting the need for safe housing, primary and secondary education, and legal protection.

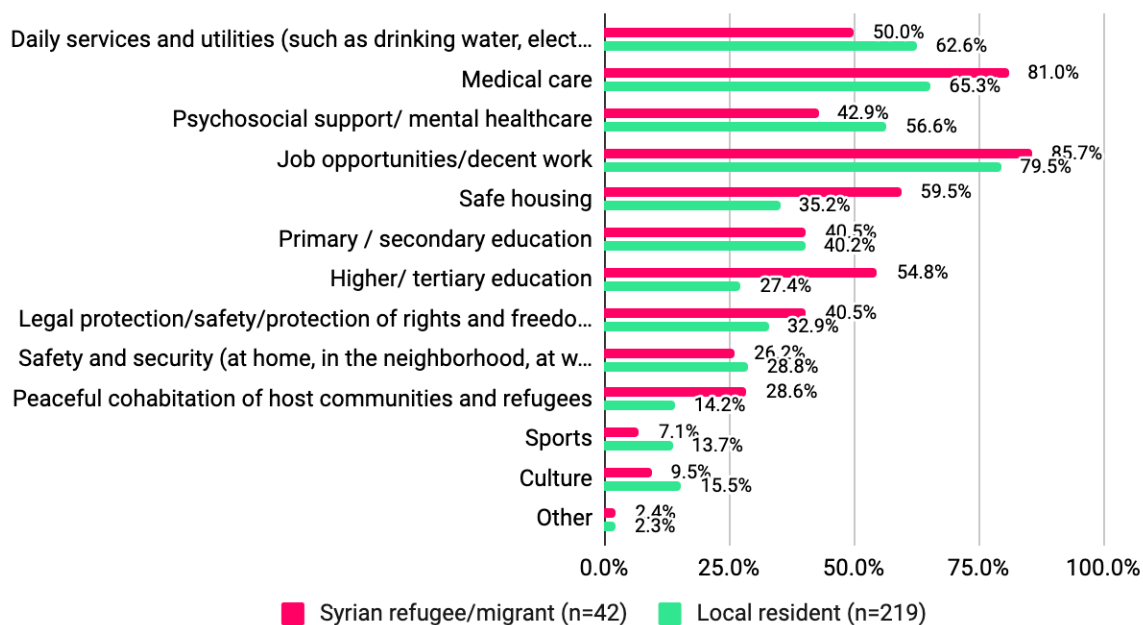
Figure 11. What services and utilities are most in need of investments and/or development? - Multiple answers - Lebanon – refugees/migrants from Syria and local residents



Jordan

In Jordan, local residents identified the main three needs of job opportunities/decent work, medical care, and daily services and utilities. This is followed by a substantial group that reported psychosocial support. While refugees/migrants from Syria have similarly indicated these services to be in need of improvement, higher/tertiary education was also selected by more than half of the respondents.

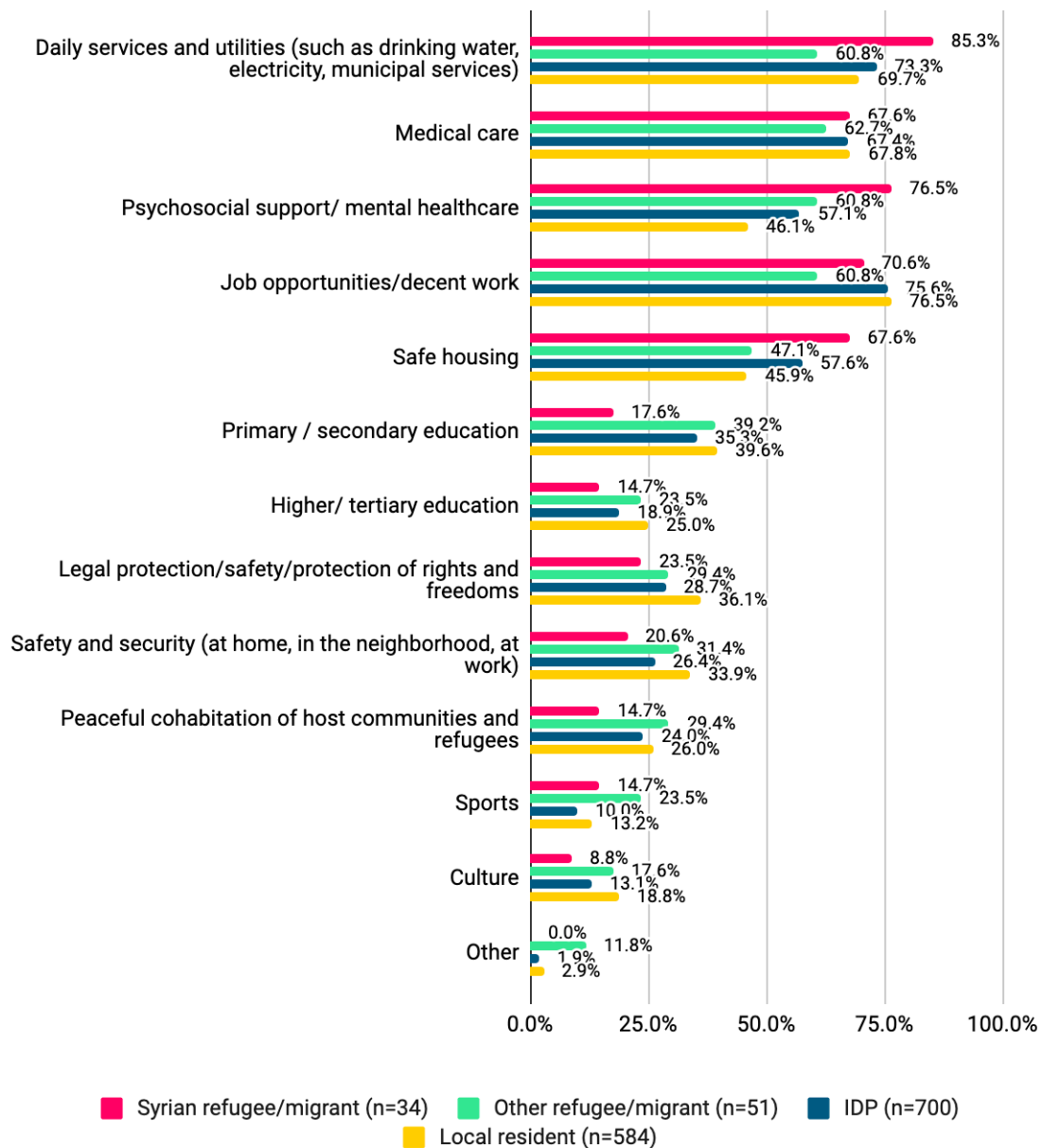
Figure 12. What services and utilities are most in need of investments and/or development? - Multiple answers - Jordan – refugees/migrants from Syria and local residents



Iraq

In Iraq, it is noteworthy that refugees/migrants from Syria identified psychosocial support as their second-most needed service. Additionally, safe housing was deemed as important as medical care and job opportunities by this group. The other groups follow quite similar answer patterns.

Figure 13. What services and utilities are most in need of investments and/or development? - Multiple answers - Iraq – refugees/migrants from Syria, other refugees/migrants, IDPs, and local residents

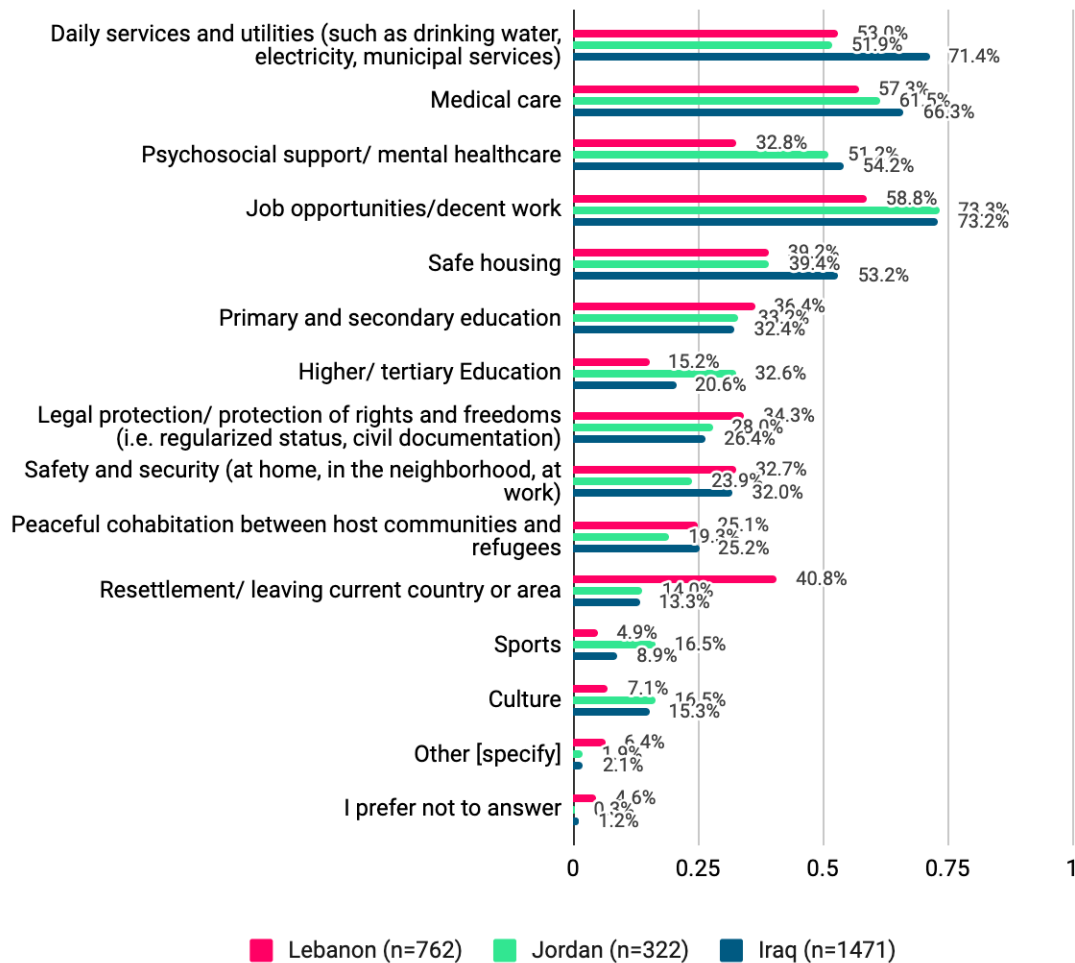


Needs and concerns throughout the past 5 years

All respondents were asked “What have been your most urgent concerns and priorities over the past five years?”, with the possibility to select up to five answer options. This question and answer options are similar to the one asked above⁸, yet with the difference that the latter question aims to capture the entire period of 2016-2021. Hence, a comparison between the two questions enabled us to establish whether the respondent's priorities may have shifted. As the charts below indicate, needs and priorities at the time of data collection (latter half of 2021), as well as those relating to the entire period 2016-2021, are highly similar.

Job opportunities/ decent work, daily services and utilities, and medical care, were the top three most selected answers in each target country. See bar chart below for a full overview.

Figure 14. What have been your most urgent needs and concerns over the past five years (2016-2021)? - Multiple answers - Lebanon, Jordan, Iraq

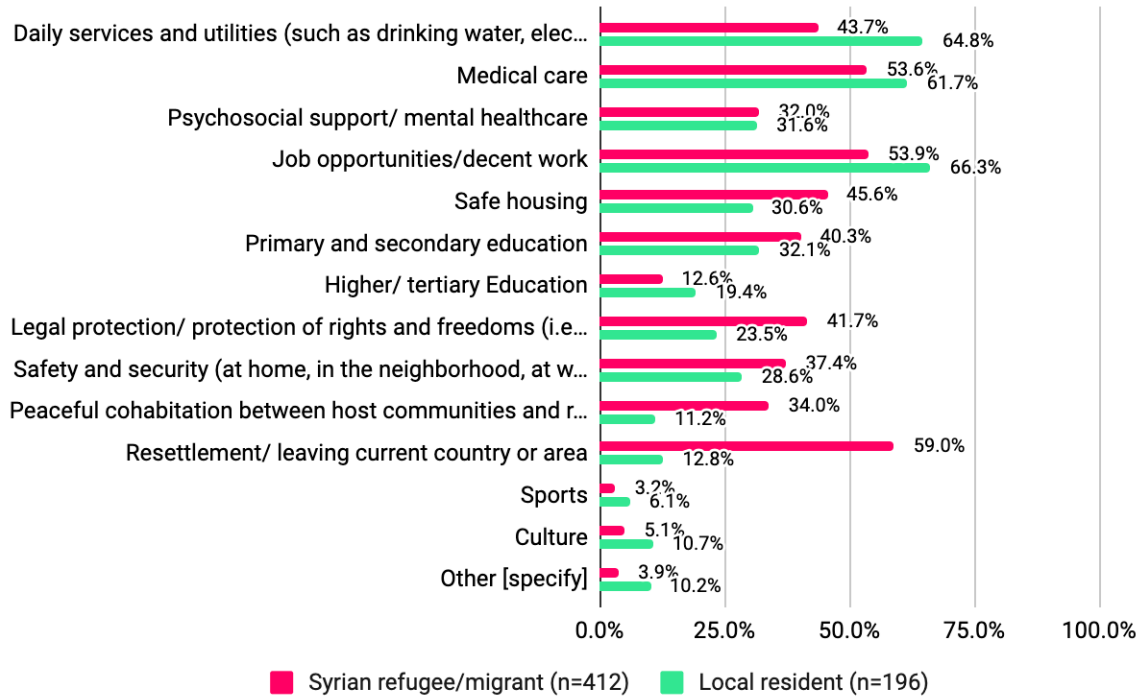


⁸ Only the option “resettlement/ leaving the current area” was not available in the first question “Which of the following services and utilities are in your opinion most in need of investments and/or development, both by the government and foreign donors?”.

Lebanon

Similar to the previous question, local residents prominently identified the aforementioned three main needs. It is notable that the majority of refugees/migrants from Syria reported resettlement or leaving the current country or area as their primary need or concern over the past five years, along with other needs such as safe housing, primary and secondary education, and legal protection, among others.

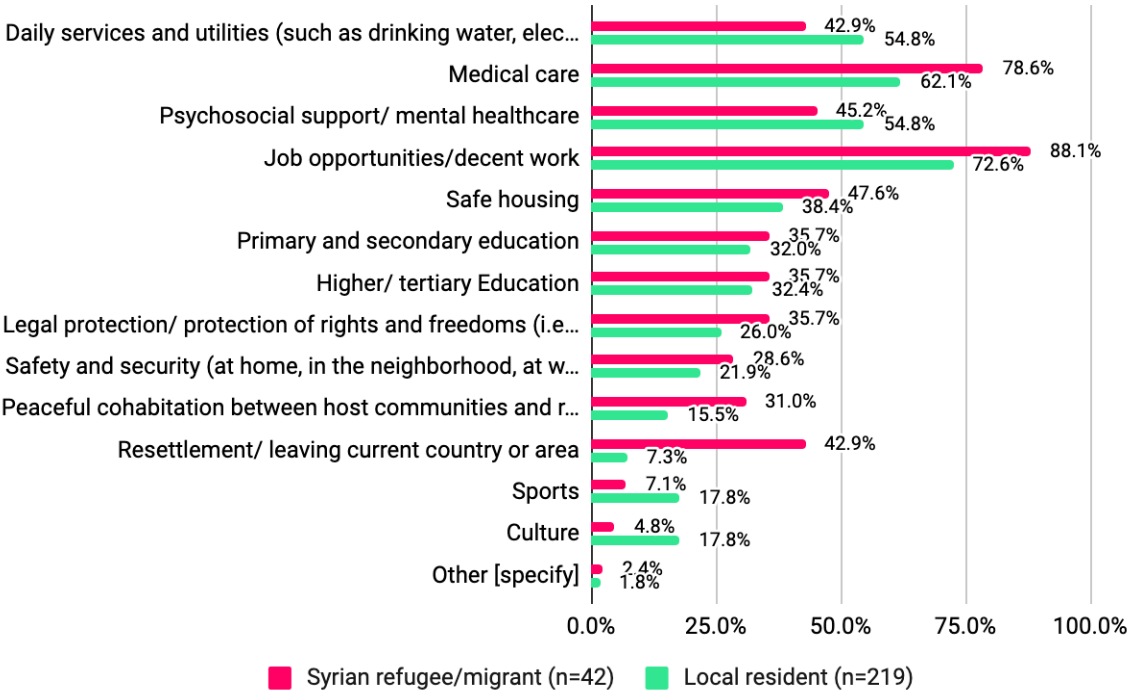
Figure 15. What have been your most urgent needs and concerns over the past five years (2016-2021)? - Multiple answers - Lebanon – refugees/migrants from Syria and local residents



Jordan

In Jordan, a substantial portion of refugees/migrants from Syria also selected resettlement or leaving the current country/area, albeit after the urgent needs of job opportunities and medical care. While tertiary education was identified as a high need in the previous question regarding the current situation, it was less of an urgent concern over the past five years. For local residents, the pattern of concern currently and over the past five years is very similar.

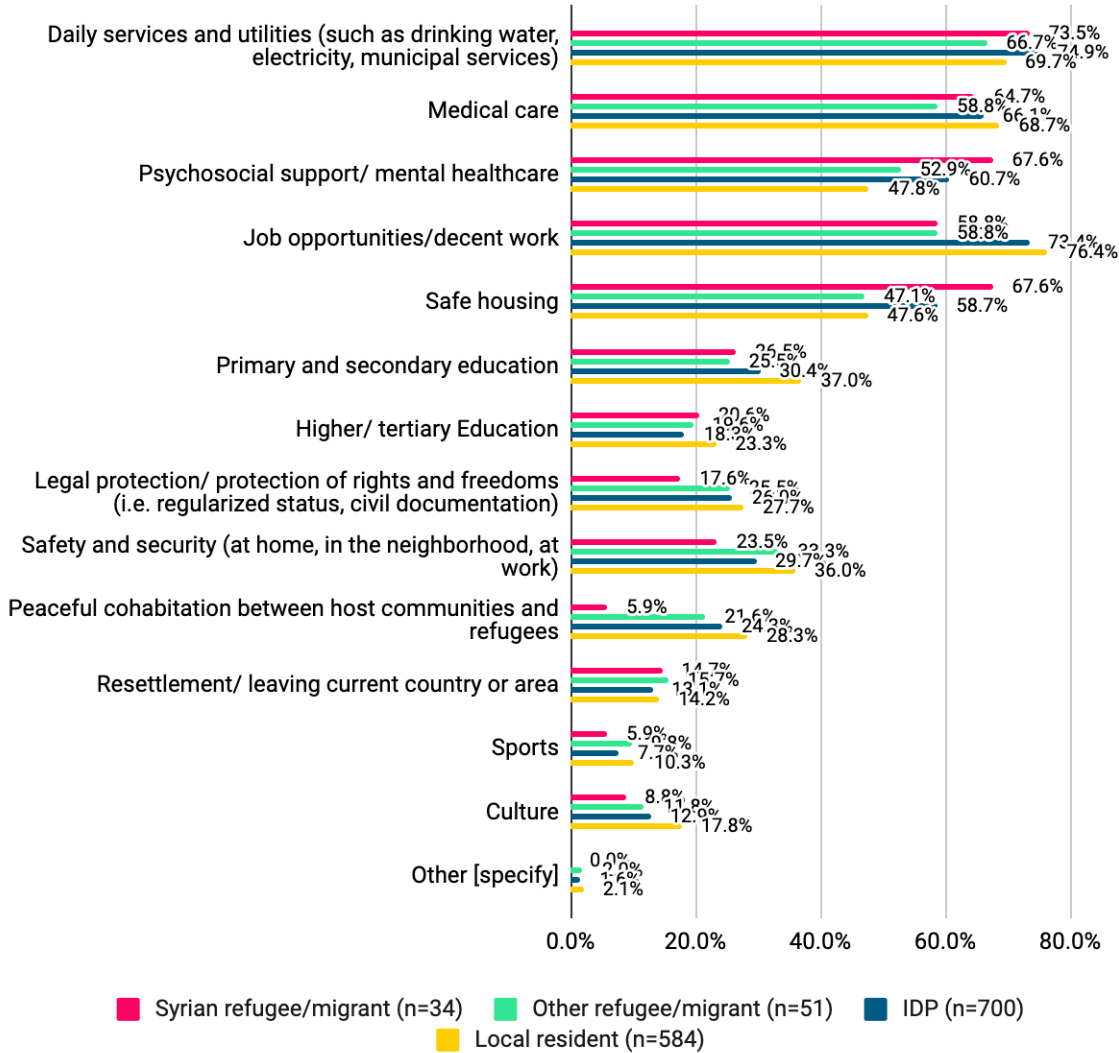
Figure 16. What have been your most urgent needs and concerns over the past five years (2016-2021)? - Multiple answers - Jordan – refugees/migrants from Syria and local residents



Iraq

In Iraq, the patterns of concern currently and the past five years are roughly similar for all groups.

Figure 17. What have been your most urgent needs and concerns over the past five years (2016-2021)? - Multiple answers - Iraq – refugees/migrants from Syria, other refugees/migrants, IDPs, and local residents



Other needs and priorities

Respondents were able to formulate needs and priorities that were not reflected in the provided answer options, or add examples to their selected answer options. Tackling issues of corruption and human trafficking, legal protection and documentation, as well as the urgent need for resettlement to address the multiple challenges faced, were mentioned by the respondents. See some illustrative quotes below.

"Eliminate bribery and human trafficking and ensure the rule of law above all." - IDP respondent, Iraq

"The need for citizenship and obtaining my full rights as a citizen. Because I cannot buy a house, own a driver's licence, or work within my degree - even though I am awarded a Ph.D., which I certified in Jordan. I can only travel and return with difficult and confusing government procedures. My children cannot enter the university without a foreign ruling, and therefore they must pay a fee." - Syrian refugee/migrant, Jordan

"Food, electricity, water, job opportunities, study, health, these are all urgent issues we face in Lebanon. Trying to travel outside the country to secure a better life and a better future is therefore most urgent." - Local resident, Lebanon

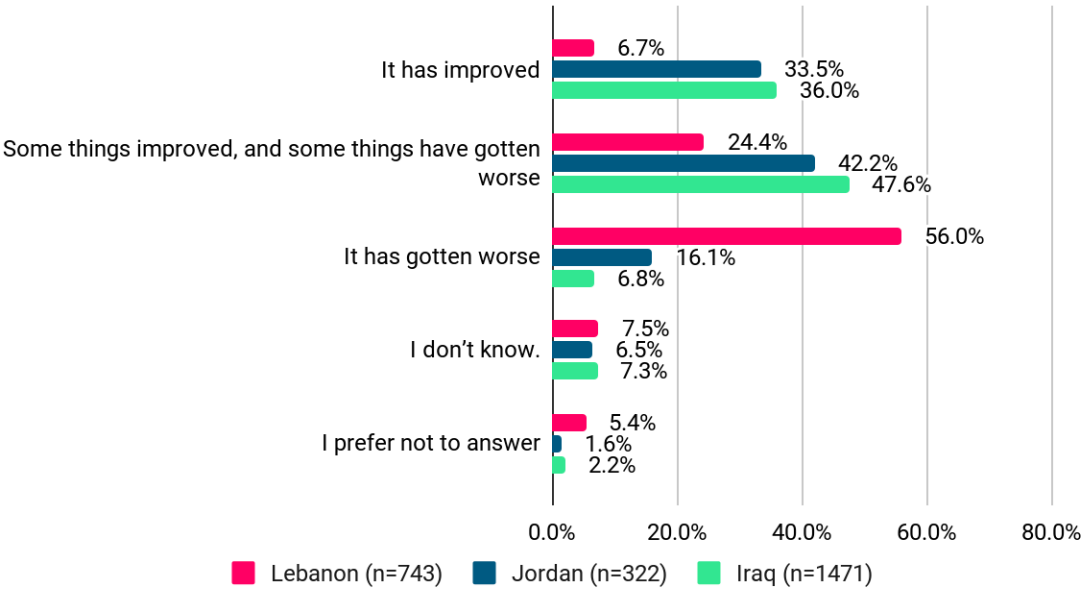
Cohabitation of host communities and refugees

In the two previous questions, 'Peaceful cohabitation of refugees and host communities' was mentioned as 'an urgent need or concern over the period 2016-2021' or as 'an area that needs developments and/or investments' relatively most by the (Syrian) refugees/ migrants in each target country.

In order to get a sense of how perceptions of cohabitation have evolved over the past five years, respondents were asked *"Do you generally consider that (the quality of) cohabitation of host communities and refugees/ IDPs in your country of residence has improved between 2016 and now, remained the same, or become worse?"*. Subsequently, respondents were asked for the factors leading to this improvement or deterioration (depending on the answer they had provided before), and they were able to select from multiple answer options as well as to provide an open-ended answer. It should be noted here that assessing respondents' perception of how cohabitation has evolved, obviously does not say anything about the state of cohabitation itself.

When looking at the bar chart below, respondents from Lebanon seem to be predominantly negative about the evolution of cohabitation of host communities and refugees, with 56% (n=743) of them indicating that it has gotten worse. Respondents from Jordan and Iraq seem to be quite positive about how the quality of cohabitation of host communities and refugees has developed between 2016 and now, with respectively only 16% (n=322) and 7% (n=1471) reporting that it has gotten worse.

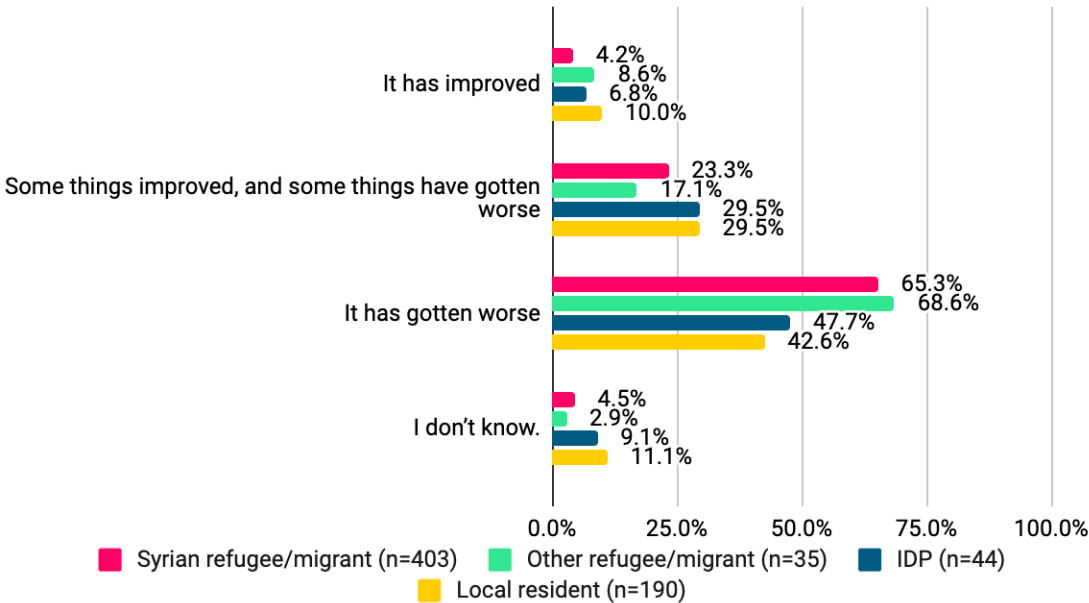
Figure 18. Do you generally consider that (the quality of) cohabitation of host communities and refugees/ IDPs in your country of residence has improved between 2016 and now, remained the same, or become worse? - Single answer – Lebanon, Jordan, Iraq



Lebanon

Refugees/migrants from Syria and other countries prominently mentioned that cohabitation had worsened. Local residents and IDPs also reported a deterioration, although considerable groups indicated (some) improvements.

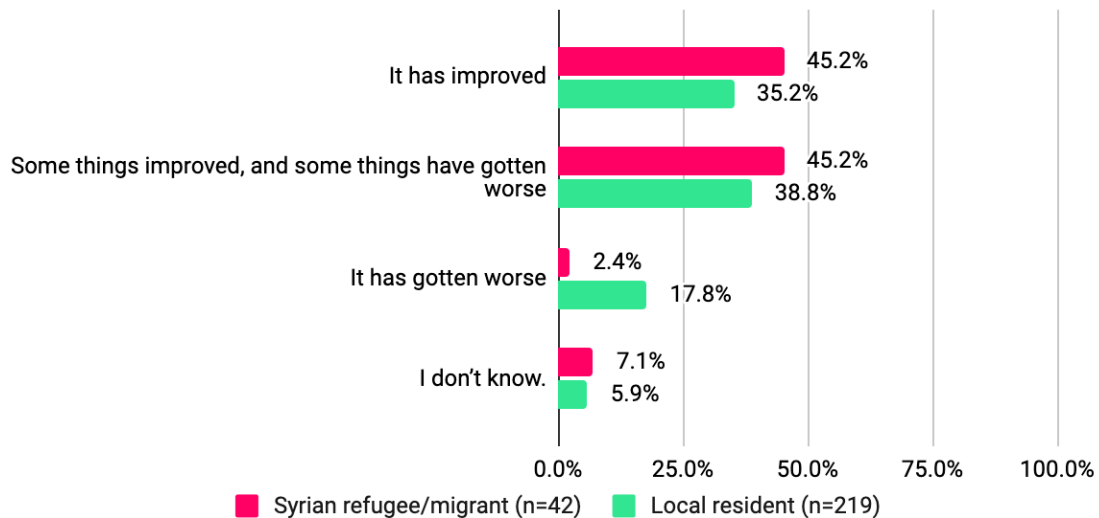
Figure 19. Do you generally consider that (the quality of) cohabitation of host communities and refugees/ IDPs in your country of residence has improved between 2016 and now, remained the same, or become worse? - Single answer – Lebanon – refugees/migrants from Syria, other refugees/migrants, IDPs, and local residents



Jordan

Both local residents and refugees/migrants from Syria have provided rather positive responses on the evolution of cohabitation, with some also acknowledging improvements in some aspects and noting deterioration in others. However, almost one-fifth of local residents also reported cohabitation has gotten worse.

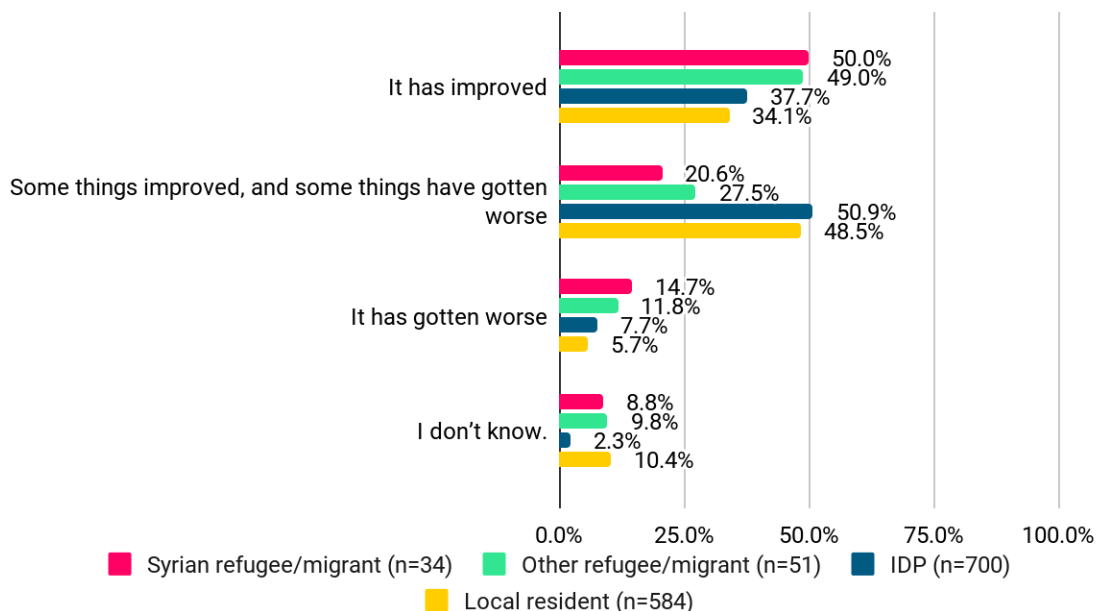
Figure 20. Do you generally consider that (the quality of) cohabitation of host communities and refugees/ IDPs in your country of residence has improved between 2016 and now, remained the same, or become worse? - Single answer – Jordan – refugees/migrants from Syria and local residents



Iraq

Notably, the majority of IDPs and local residents in Iraq highlighted aspects that have worsened as well as improved regarding cohabitation. The largest groups of refugees/migrants from Syria and other countries reported an improvement in cohabitation.

Figure 21. Do you generally consider that (the quality of) cohabitation of host communities and refugees/ IDPs in your country of residence has improved between 2016 and now, remained the same, or become worse? - Single answer – Iraq – refugees/migrants from Syria, other refugees/migrants, IDPs, and local residents

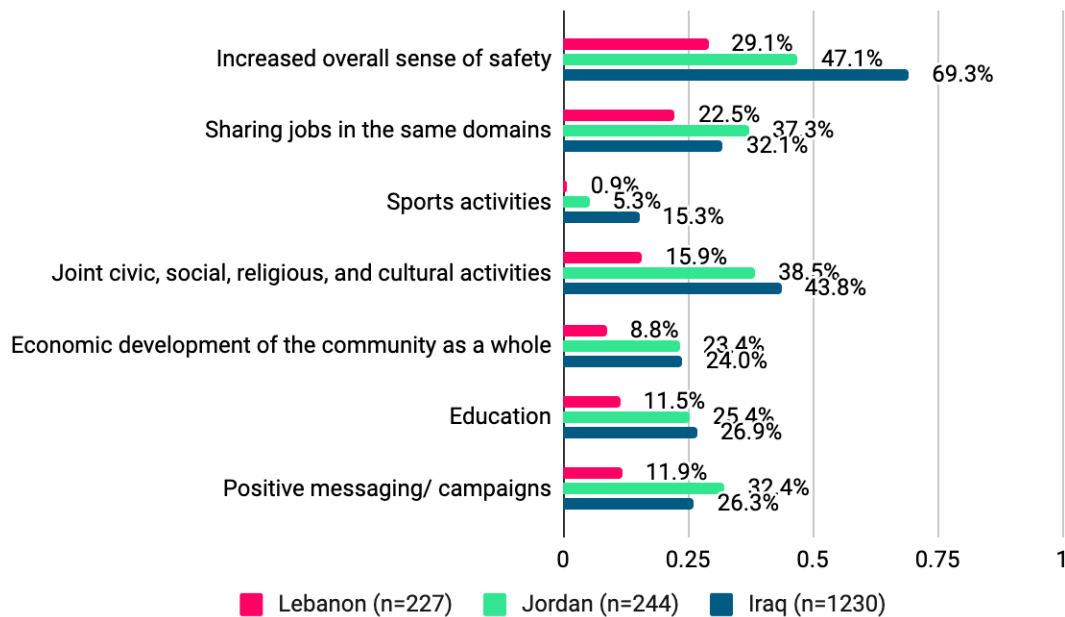


Reasons for improvement

Those that indicated that cohabitation “has improved” or that “some things have improved” were asked “*What has led to this improvement, in your opinion?*”. They could select as many answer options as they saw fit, or select the ‘other’ option to describe their perceived reason in an open-answer format.

Across the three countries, an “increased sense of safety” is reported by most respondents as the reason for improvement, followed by “joint civic, social, religious, and cultural activities” and “sharing jobs in the same domain”. Sports activities are only mentioned by a few respondents. See the bar chart below.

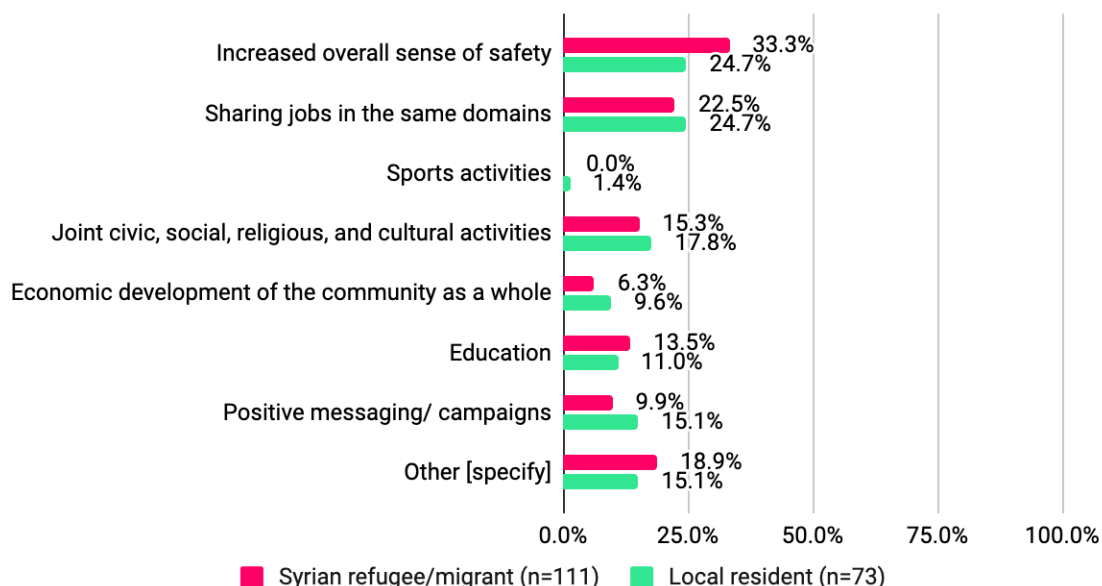
Figure 22. What has led to this improvement? - Multiple answers - Lebanon, Jordan, Iraq



Lebanon

Refugee/migrants from Syria and local residents in Lebanon provided similar answers.

Figure 23. What has led to this improvement? - Multiple answers – Lebanon – refugees/migrants from Syria and local residents



Those who reported another reason for the improvement of cohabitation mentioned that over time, refugees became more socially and economically integrated, while local residents got used to their presence. Additionally, the multiple crises faced by everyone in the country were mentioned to contribute to mutual understanding. See the quotes below.

“For example, we were working in the municipalities. The entity that supports several projects here in Lebanon requested the employment of a percentage of the refugees/migrants from Syria, which allowed us to work together with the Lebanese.” - Refugee/migrant from Syria, Lebanon

“There is coexistence and integration of refugees into Lebanese society. I think, over time, some intellectual and societal rapprochement occurred between the local residents and the refugees, which led to this.” - Refugee/migrant from Syria, Lebanon

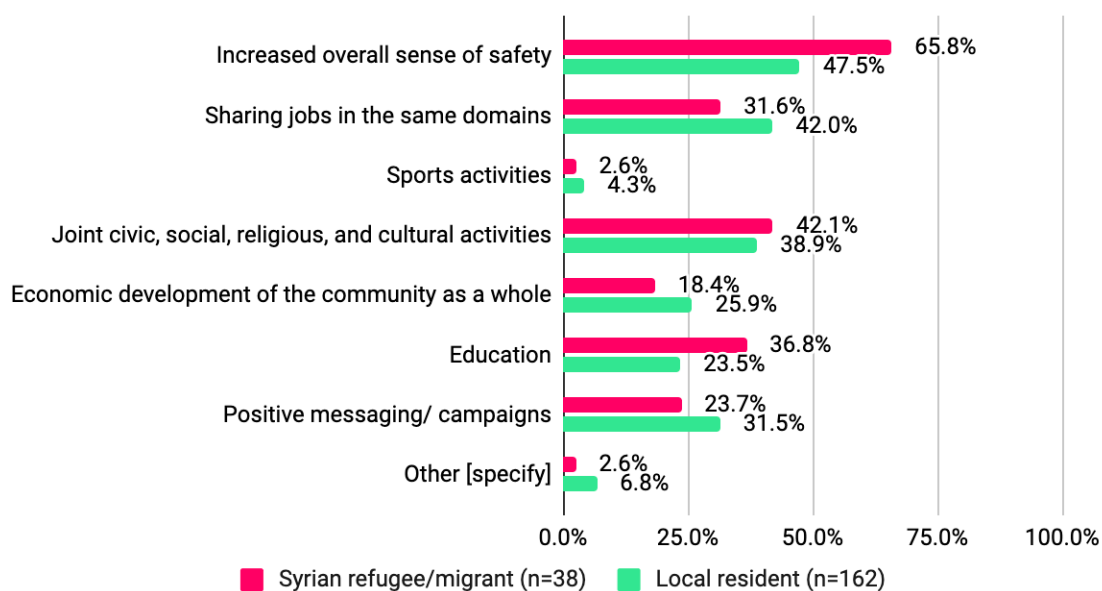
“The outbreak of the Corona virus has led to a great extent to equality among people, or the feeling that people are equal and do not differ from each other regardless of country, race, sect, and colour.” - Local resident, Lebanon

“The living situation caused by the Lebanese crisis affected the refugee and the citizen, and they became equal.” - Local resident, Lebanon

Jordan

Refugees/migrants from Syria strongly attributed the increased overall sense of safety to the improvement in cohabitation. Local residents cited more varying reasons.

Figure 24. What has led to this improvement? - Multiple answers – Jordan – Refugees/migrants from Syria and local residents



Few respondents used the 'other' option to express their own reasons for how cohabitation between host and displaced communities had improved. In the open-answer format, respondents mentioned a mutual understanding fostered by shared experiences, cultural and language exchanges and awareness over time, and increased economic and social integration of refugees in the country. See quotes below.

"By virtue of getting used to the common presence in life in general and the role of refugees in moving the wheel of the economy. The demise of the local citizen's suspicions that the refugee is living well off due to the aid. This eased the hatred towards the refugees somewhat. The existence of intermarriage between the two societies contributed to creating something of acceptance. Beginning to form good relations between the two sides by neighbourliness." - Local resident, Jordan

"An exchange of cultures and an introduction to customs and traditions." - Refugee/migrant from Syria, Jordan

"As for job-sharing, there are many shops and non-governmental institutions that have begun to employ Syrian refugees. Other than that, there has been an improvement in the level of health care, although there are hospitals that have ended contracting with the United Nations. Education at a

lower level for refugee students [...]. Food distribution and assistance. Funding gave greater hope and wider life opportunities to refugees.” - Refugee/migrant from Syria, Jordan

“Speak the same language and empathise with refugees.” - Local resident, Jordan

“People in Jordan in general are receptive and sympathetic to refugees, and the nature of the people is helpful and cooperative from the other. In the beginning, the entry of large numbers into the country had the effect of increasing the workforce, and this competition for professions in the labour market may have bothered some [people].” - Refugee/migrant from Syria, Jordan

“Awareness campaigns and advocating for rights through social media in particular.” - Local resident, Jordan

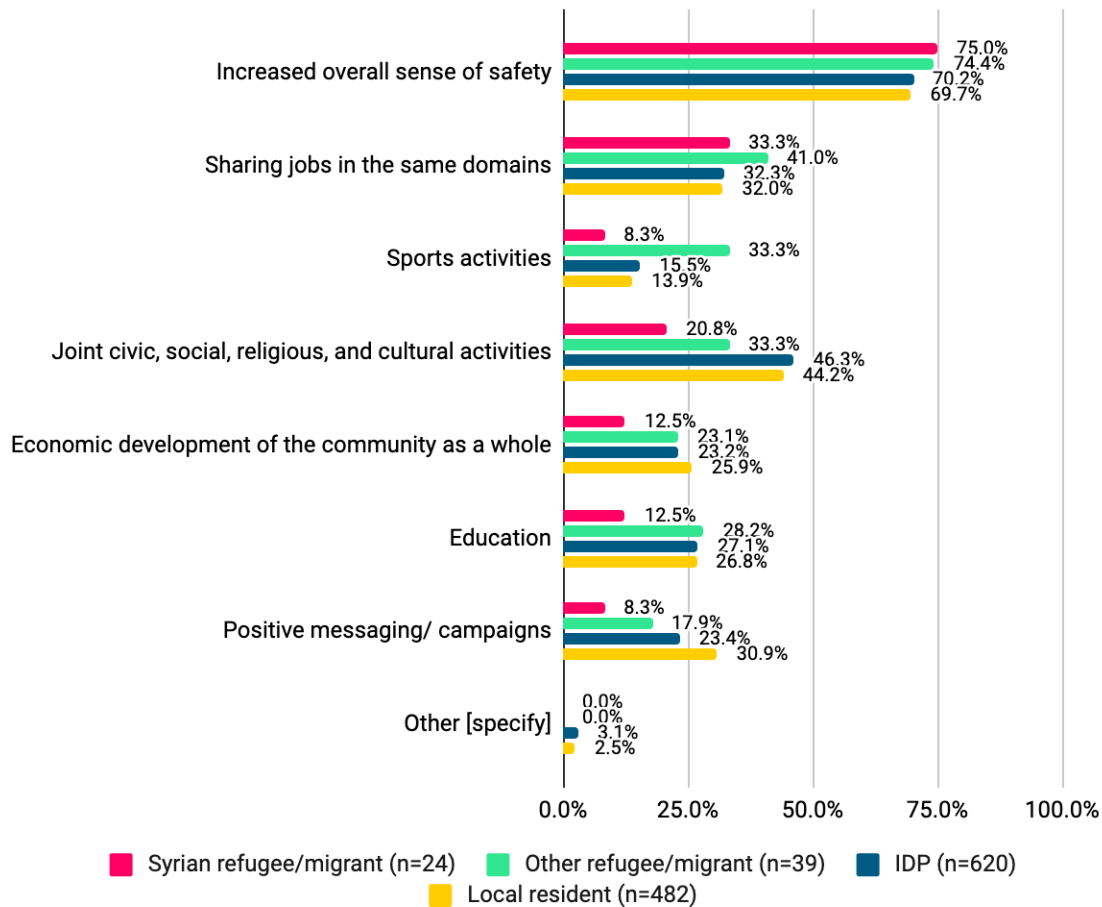
“They contributed through awareness sessions in the community, opening training courses in all fields, teaching English and sewing courses for women and hairdressing for men, so that they can rely on themselves.” - Refugee/migrant from other country, Jordan

“Maybe [we are] get[ting] used to the people and the situation.” - Local resident, Jordan

Iraq

The increased overall sense of safety was predominantly mentioned by all the groups in Iraq. IDPs and local residents also considerably reported the joint, civic, social, religious and cultural activities, while refugees/migrants from other countries frequently indicated sport activities.

Figure 25. What has led to this improvement? - Multiple answers – Iraq – refugees/migrants from Syria, other refugees/migrants, IDPs, and local residents



Very few respondents selected another reason that contributed to the improvement in cohabitation. These respondents specifically highlighted that water and energy development projects, as well as integration activities by NGOs, contributed to these improvements.

"Some development projects in water and energy have led to an increase in cohabitation, and some things may take a long time to come to fruition." - IDP respondent, Iraq

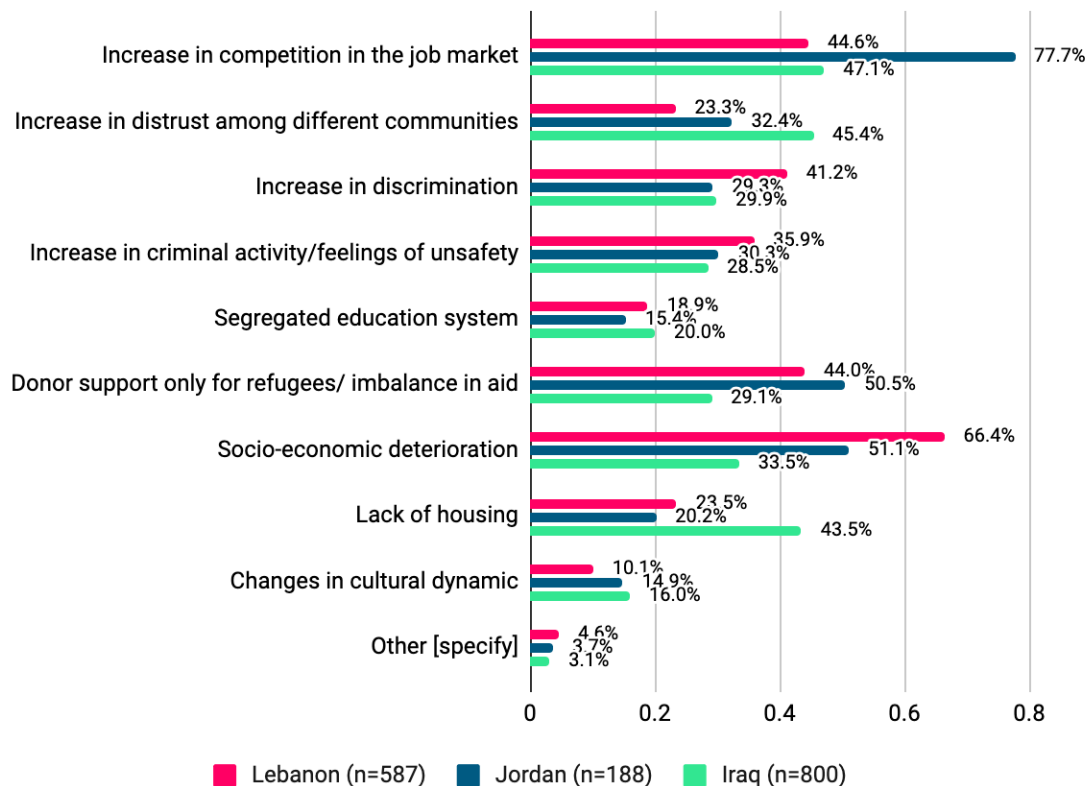
"They [NGOs] support community activities that work with diverse groups and integrate them." - Local resident, Iraq

Reasons for deterioration

Conversely, those that indicated that cohabitation “has gotten worse” were asked “*Why do you consider that cohabitation of refugees/IDPs and host communities has deteriorated?*” They could select as many answer options as they saw fit, or select the ‘other’ option to describe their perceived reason in an open-answer format.

In Lebanon, ‘socio-economic deterioration’ is the most chosen factor for deterioration of cohabitation. In Jordan, ‘an increase in competition on the job market’ is the most selected answer, followed by socio-economic deterioration and imbalance in aid. In Iraq, a number of answer options, including lack of housing, increased competition on the job market and increase in distrust among different communities, have been chosen by respondents.

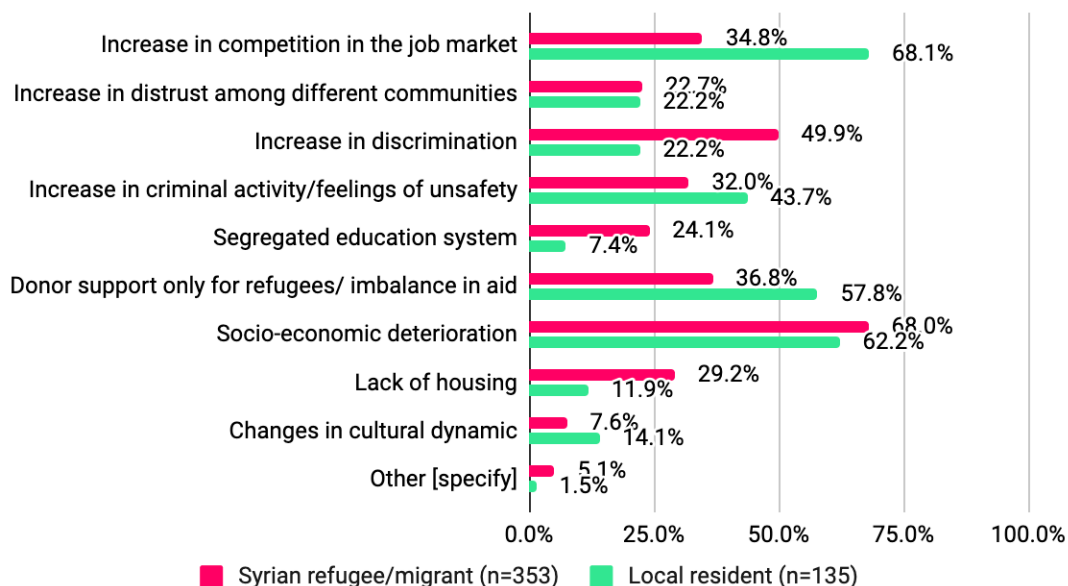
Figure 26. Why do you consider that the cohabitation of refugees/ IDPs and host communities has deteriorated?
- Multiple answers - Lebanon, Jordan, Iraq



Lebanon

For refugees/migrants from Syria ‘socio-economic deterioration’, ‘increase in discrimination’, and ‘imbalance in aid’ are indicated most as reasons for deterioration. For local residents these are ‘increase in competition in the job market’, ‘socio-economic deterioration’, and ‘imbalance in aid’.

Figure 27. Why do you consider that the cohabitation of refugees/ IDPs and host communities has deteriorated?
 - Multiple answers – Lebanon – refugees/migrants from Syria and local residents⁹



Those who reported to have another reason for why cohabitation had deteriorated mainly gave examples of existing tensions between displaced individuals and local residents. This included high rental prices for refugees, racism and hostility in daily interactions, as well as perceptions of unfair distribution of aid. See quotes below.

“Because the host societies, unfortunately, do not welcome us as Syrian refugees and do everything to raise the rental prices of houses for refugees when the UN gives us aid.” - Refugee/migrant from Syria, Lebanon

“The poorest groups in the host communities must be supported, because in light of the economic crisis that affects the whole country, when the residents of the host communities see refugees queuing in front of one of the ATMs, they become very hostile and think that this money should be theirs, so I heard a lot about attacks on ATMs recently.” - Refugee/migrant from Syria, Lebanon

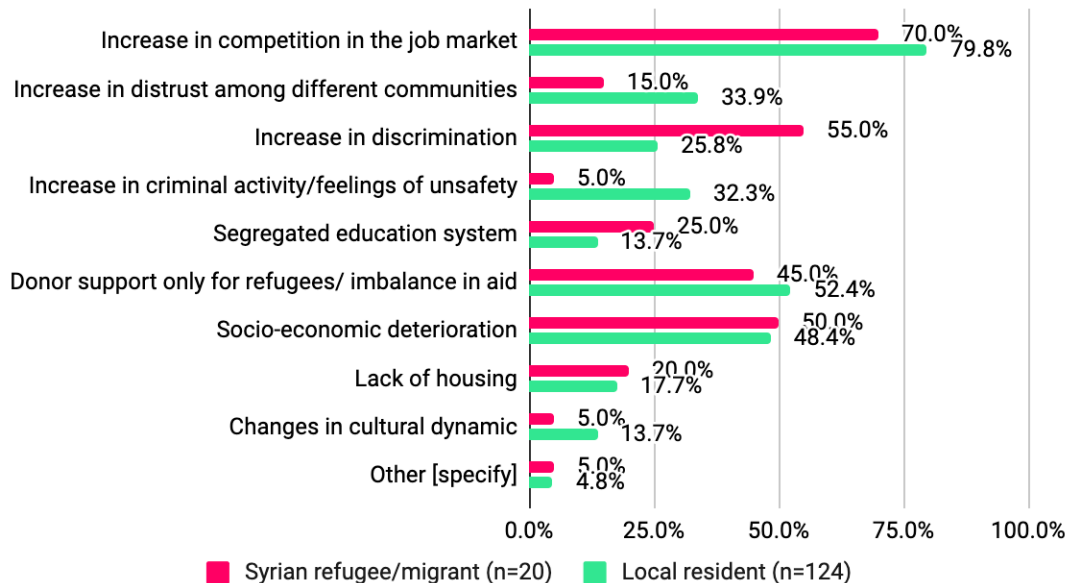
“Giving the displaced people salaries, even if small, giving them food allowances, providing schools for the displaced children, and not providing anything for the citizens in the host country.” - Local resident, Lebanon

⁹ Non-refugees/migrants from Syria and IDPs have not been mentioned in this comparison as the most remarkable differences are visible between refugees/migrants from Syria and local residents.

Jordan

Both refugees/migrants from Syria and local residents indicate 'increased competition in the job market' most frequently as a reason for deterioration. For Syrian refugees/migrants this is followed by 'increased discrimination' (55%, n=20). For both groups, 'imbalance in aid' and 'socio-economic deterioration' are considered reasons for deterioration as well.

Figure 28. Why do you consider that the cohabitation of refugees/ IDPs and host communities has deteriorated?
- Multiple answers – Jordan – refugees/migrants from Syria and local residents



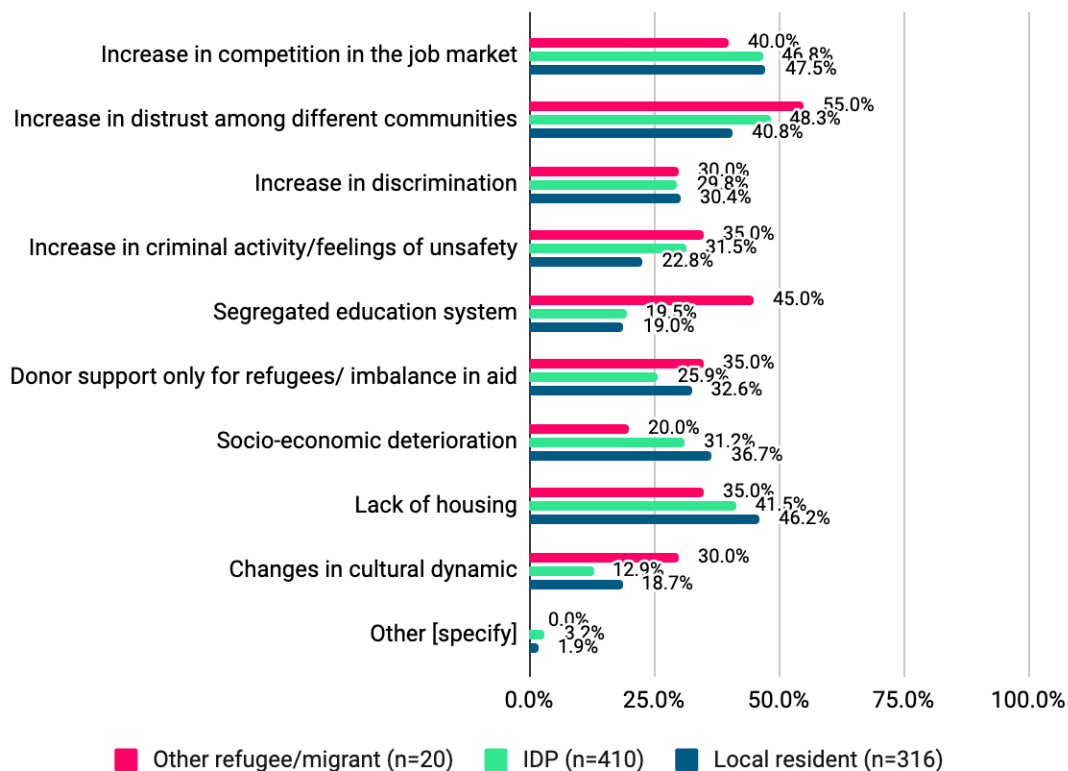
Among the few respondents that reported having another reason it was mentioned that restrictions in legal protection withholds refugees from participating and integrating into the Jordanian society.

"The government's continuous restrictions on the financial side and the imposition of many laws that restrict refugees and displaced persons. This makes it difficult for them to live, and thus we have to obtain aid from abroad. This does not help with integration and it is not always appreciated by local residents." - Syrian refugee/migrant, Jordan

Iraq

For all groups, the answers are rather evenly spread across factors. However, notably, a considerable group of refugees/migrants from other countries mentioned the segregated education system as a reason for deterioration in cohabitation.

Figure 29. Why do you consider that the cohabitation of refugees/ IDPs and host communities has deteriorated?
 - Multiple answers – Iraq – refugees/migrants from Syria, other refugees/migrants, IDPs, and local residents



Most individuals that reported having another reason described examples, including on imbalance in aid distribution and the competition in the job market. See the quotes below.

“An example illustrates the idea. The mayor of Tal Kaif district transfers a lot of aid and organisations from the centre of Tal Kaif district to the villages and areas of the people of his nationality and religion.” - IDP respondent, Iraq

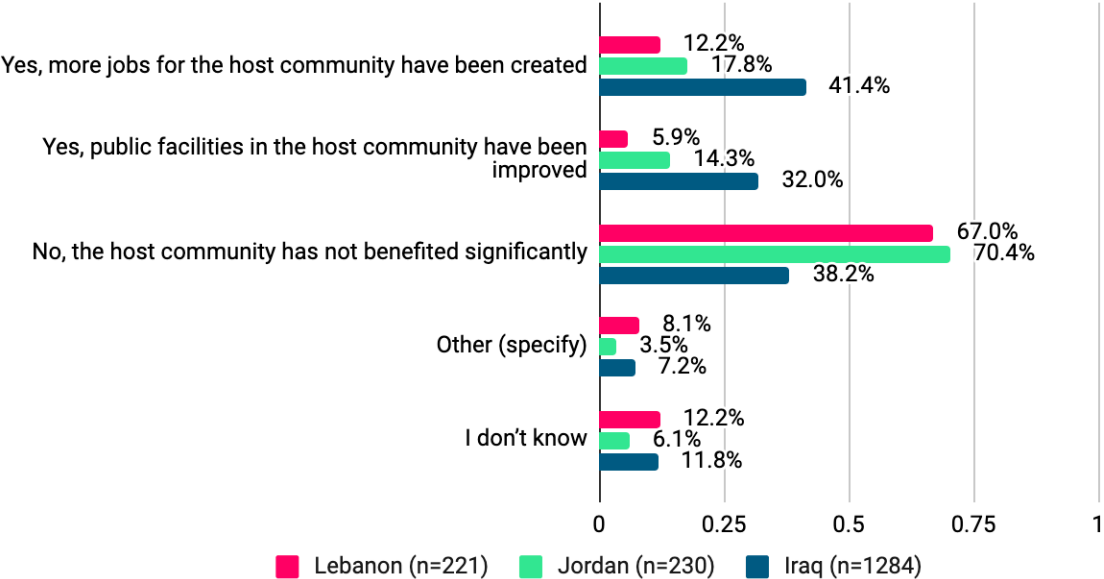
“The lack of job opportunities for citizens and the large number of refugees getting them. What reduced job opportunities for the young people.” - Local resident, Iraq

Impact of refugee presence on economic situation

Local residents and IDPs in the three countries were given the opportunity to share their opinion on the impact of the presence of refugees and migrants in their area or country. This question was not posed to refugees and migrants from Syria or other countries. Next to selecting multiple answer options, respondents had the opportunity to express their perspective by selecting 'other' and elaborating in an open-ended question. Although many of the examples submitted did not introduce new categories, they yielded insightful quotes, as highlighted throughout this section.

In Lebanon and Jordan, the majority of respondents reported that the economic situation in the host country has not benefited significantly. The respondents in Iraq seem more positive on the presence of refugees in their country. See the bar chart below.

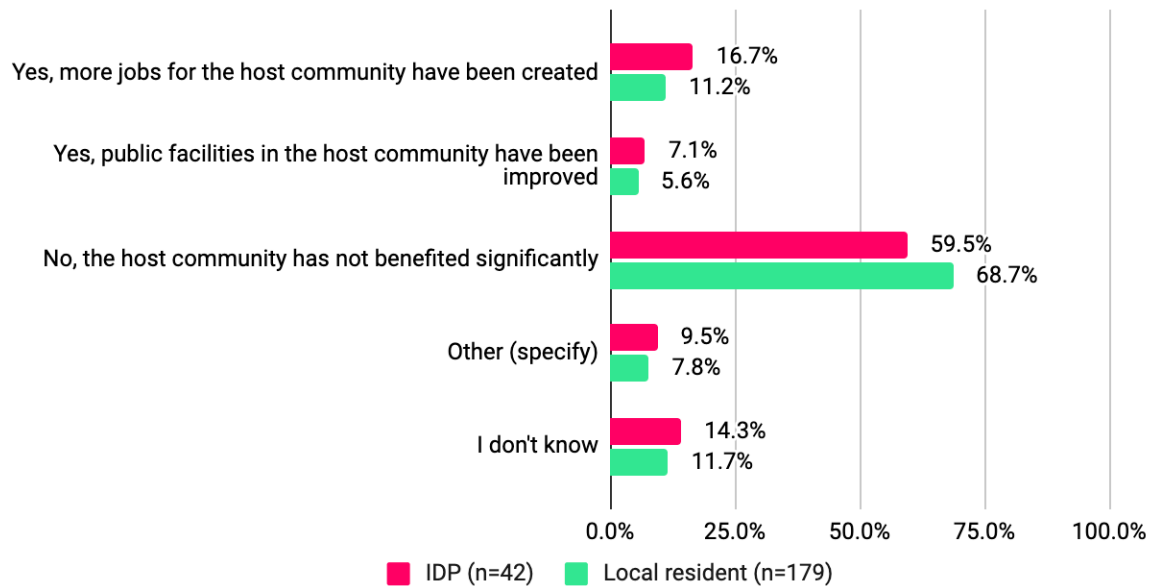
Figure 30. Has the presence of refugees in your opinion led to an improvement in the economic situation?- - Multiple answers - Lebanon, Jordan, Iraq



Lebanon

Both majorities of IDPs and local residents in Lebanon reported that ‘the host community has not benefited significantly’. See bar chart below.

Figure 31. Has the presence of refugees in your opinion led to an improvement in the economic situation?
Multiple answers – Lebanon – IDPs and local residents



"The presence of the displaced has led to the deterioration of the economic and social situation and the decline in services for the residents, in addition to the deterioration of the infrastructure." - Local resident, Lebanon

"The economic situation has not improved, on the contrary, it has become very bad. No kind of services have improved except for some stores in the mall because of refugee coupons." - IDP respondent, Lebanon

"The presence of refugees has led to a faster economic deterioration, especially in hospitals and infrastructure, because Lebanon is a country that is not equipped for emergencies and crises, and the large number of refugees in Lebanon is deteriorating more and more." - Local resident, Lebanon

"The host community did not benefit, but there has been an increase in the competition for work, which led to a remarkable rise in unemployment." - Local resident, Lebanon

Jordan¹⁰

Local residents in Jordan also reported that the presence of refugees had not led to an improvement in the economic situation, as it has not significantly benefited the host community (70%, n=219). This was followed by smaller groups mentioning that refugees' presence had created more jobs (18%) or had improved public facilities (14%).

"The presence of the displaced has contributed to improving the economic situation in the area by exposing part of the displaced people to markets, restaurants and others, in addition to house rents and service fees for water, electricity and other things, all of which contributed to increasing the economy of the region." - Local resident, Jordan

"The livelihoods of the host communities have improved by renting houses and selling goods and materials to them, which helps them with their income. I helped them with transportation, passengers, and this is a good income for the hosts." - Refugee/migrant from Syria, Jordan

'Low wages due to the large number of workers.' - Local resident, Jordan

Iraq

In Iraq, both IDPs (n=700) and local residents (n=584) gave varying answers, with substantial groups expressing positive sentiments on the presence of refugees in their country.

"Opening a field of work and employment for many specialties, such as psychologists, social workers, doctors and nursing. I expect that many job opportunities and jobs have increased." - Local resident, Iraq

"Increasing peaceful coexistence and the formation of good relations." - Local resident, Iraq
"Increasing culture, peaceful coexistence, and openness of the residents to new values and neighbourhoods by the refugees." - IDP respondent, Iraq

"The presence of refugees led to an improvement in the economic situation in the city or town for refugees, and did not improve the economic situation at the country level or the whole country. [...]" - Local resident, Iraq

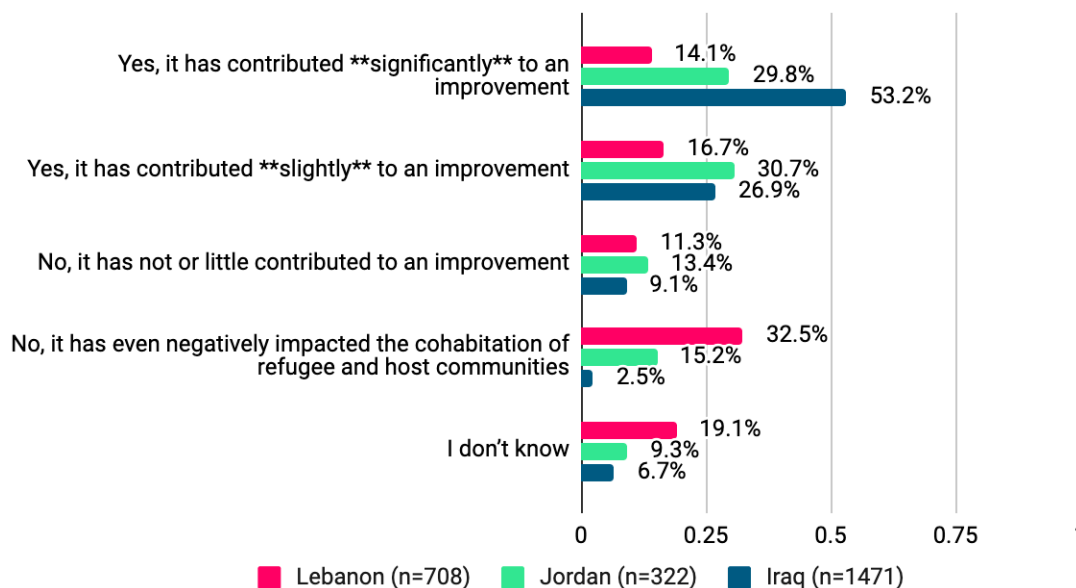
Contribution of donor/NGO support

All respondents were asked whether *"international donor/ NGO support contributed to increased peaceful cohabitation and good relations between refugees and host communities in the period 2016-2021?"*. In Lebanon, the largest share of respondents reported donor/NGO support had negatively contributed to the cohabitation of refugee and host communities. In Jordan,

¹⁰ Due to the low number of IDPs in the Jordan sample who also answered this question (n=11), no comparison could be made between the two groups.

respondents reported a slight or significant contribution, while in Iraq, the contribution was predominantly more positive. See the bar chart below.

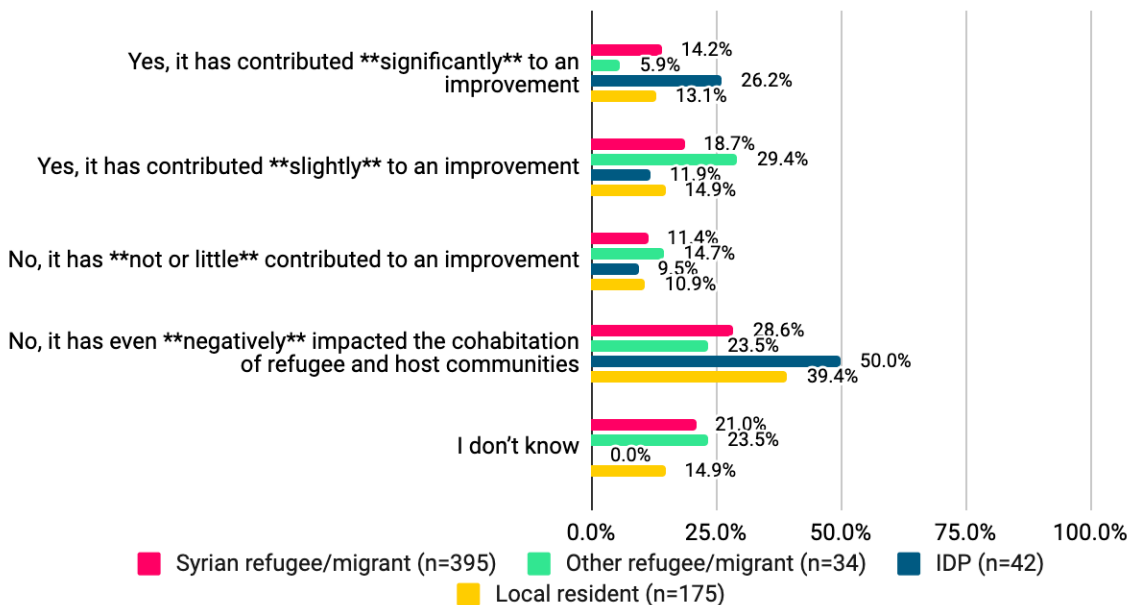
Figure 32. Has international donor/ NGO support contributed to increased peaceful cohabitation and good relations between refugees and host communities in the period 2016-2021? - Single answer – Lebanon, Jordan, Iraq



Lebanon

There is a relatively large proportion of local resident respondents and IDP respondents that indicated that donor interventions have had an *adverse* effect on cohabitation of refugees and host communities. The answers provided by refugees and migrants in Lebanon are spread across all answers.

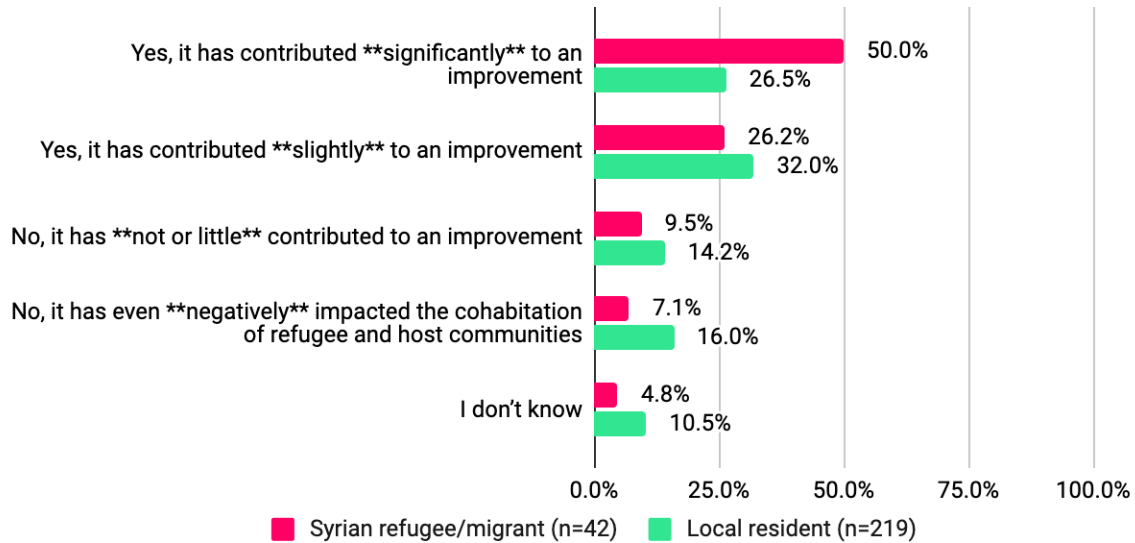
Figure 33. Has international donor/ NGO support contributed to increased peaceful cohabitation and good relations between refugees and host communities in the period 2016-2021? - Single answer – Lebanon – refugees/migrants from Syria, other refugees/migrants, IDPs, and local residents



Jordan

Three-quarters of refugees/migrants from Syria in Jordan are positive about the impact of donor support and consider that it has either “contributed significantly” or “slightly” to an improvement. The majority of local residents are also positive about the impact of international donor/NGO support on peaceful cohabitation between refugees and host communities.

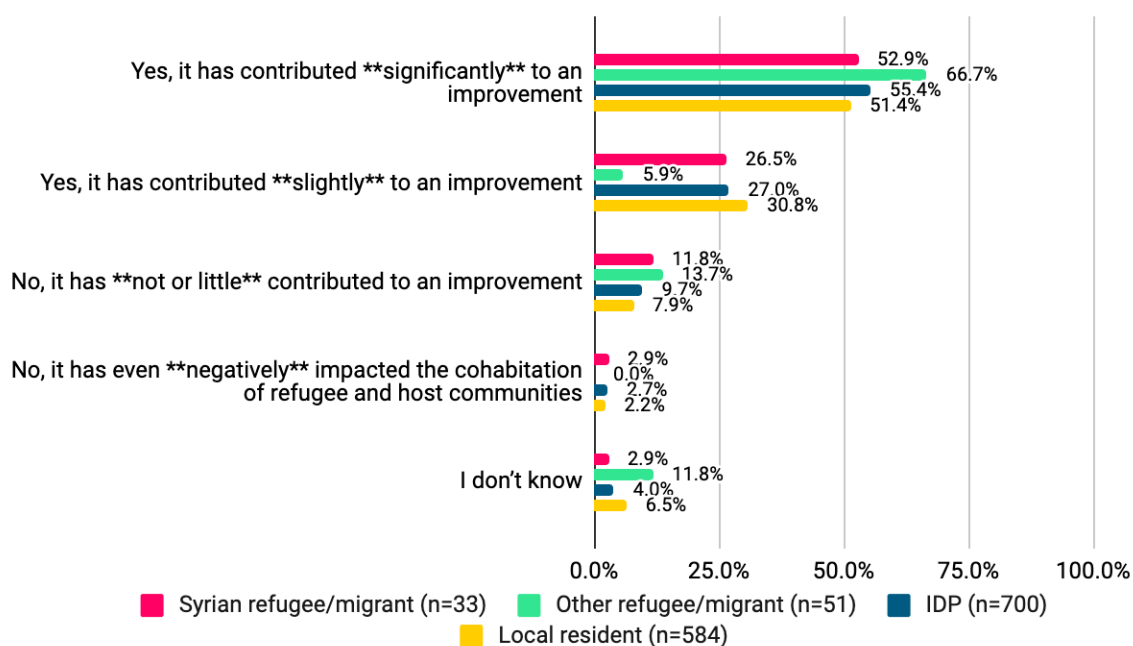
Figure 34. Has international donor/ NGO support contributed to increased peaceful cohabitation and good relations between refugees and host communities in the period 2016-2021? - Single answer – Jordan – refugees/migrants from Syria and local residents



Iraq

The majority of all groups is positive about the contribution of international donor support to peaceful cohabitation of refugees and host communities. Particularly refugees/migrants from other countries predominantly reported to be positive about the impact of donor support on peaceful cohabitation and good relations between refugees and host communities.

Figure 35. Has international donor/ NGO support contributed to increased peaceful cohabitation and good relations between refugees and host communities in the period 2016-2021? - Single answer – Iraq – refugees/migrants from Syria, other refugees/migrants, IDPs, and local residents



To follow-up on individuals’ perspectives on the contribution of donor support/NGO support on peaceful cohabitation in the period of 2016 to 2020, respondents were asked to provide examples of why they had chosen their particular answer above.

Remarkably, those who had witnessed a *significant* contribution from donors, nearly half of all answers (46%, n=1026) pointed in the direction of aid, support, programs, and specific projects having been provided to both refugees and host communities rather than to one group, or refugees only.

“Support from non-governmental organisations leads to projects, and therefore the creation of job opportunities for these host communities, and [it] also makes host communities and refugees get to know each other and thus understand the views of all aspects of life.” - Local resident, Jordan

“Many refugees have been getting involved with the Jordanians and have been integrated into services, especially training and intervention programs, and this has led to a slightly better relationship [between host community and refugees].” - Refugee/migrant from Syria, Jordan

Some answers provided discussed the positive impact of aid, support, programs, and specific projects solely meant for refugees/ displaced persons. These examples vary from food aid to peacebuilding projects as shown in the box below.

"Yes, [donor support] contributed positively, for example the aid, moral support, and protection provided to the refugees, which make them regain the feeling that they are human beings that must strive to be positive in order to return part of the debt to these organisations."

Refugee/migrant from Syria, Lebanon

"Humanitarian organisations have supported many displaced families. Eating, drinking, clothing etc.... and some organisations have played a prominent role in opening courses for children in education and offering a lot of psychological support for displaced people. This is good work by some organisations and donors." - Local resident, Iraq

"Because [donor] countries support refugees and provide job opportunities." - IDP respondent, Iraq

Lastly, an issue brought up frequently by respondents who indicated that donor support had *not* or *only slightly* contributed to an improvement in cohabitation, was the lack of sustainability or long-term vision of international donor programs. See text box below for an example of an answer provided by a refugee/migrant from Syria, residing in Lebanon.

"Since the outbreak of the war, institutions have contributed to assistance through donors to provide assistance to refugees - medical and psychological support - and they formed centres within the camps and different regions in Lebanon, but they lacked sustainability as the institutions depended on small and non-permanent projects." - Refugee/migrant from Syria, Lebanon

Education

This section focuses on primary and secondary education, a need that was previously highlighted as the fifth main priority requiring improvement by the Jordan and Lebanon panel, and as the sixth by the Iraq panel out of 13 answer options (refer to 'Main Needs and Priorities').

Reasons for not attending school

Firstly, all respondents with one or more school-aged children in the household between 2016-2021 (which could include respondents themselves if they were of school-age in that period) were asked the following question: *"In the period 2016-2021, were you or 1 or more children (between 6-17 years) in your household in school?"*¹¹

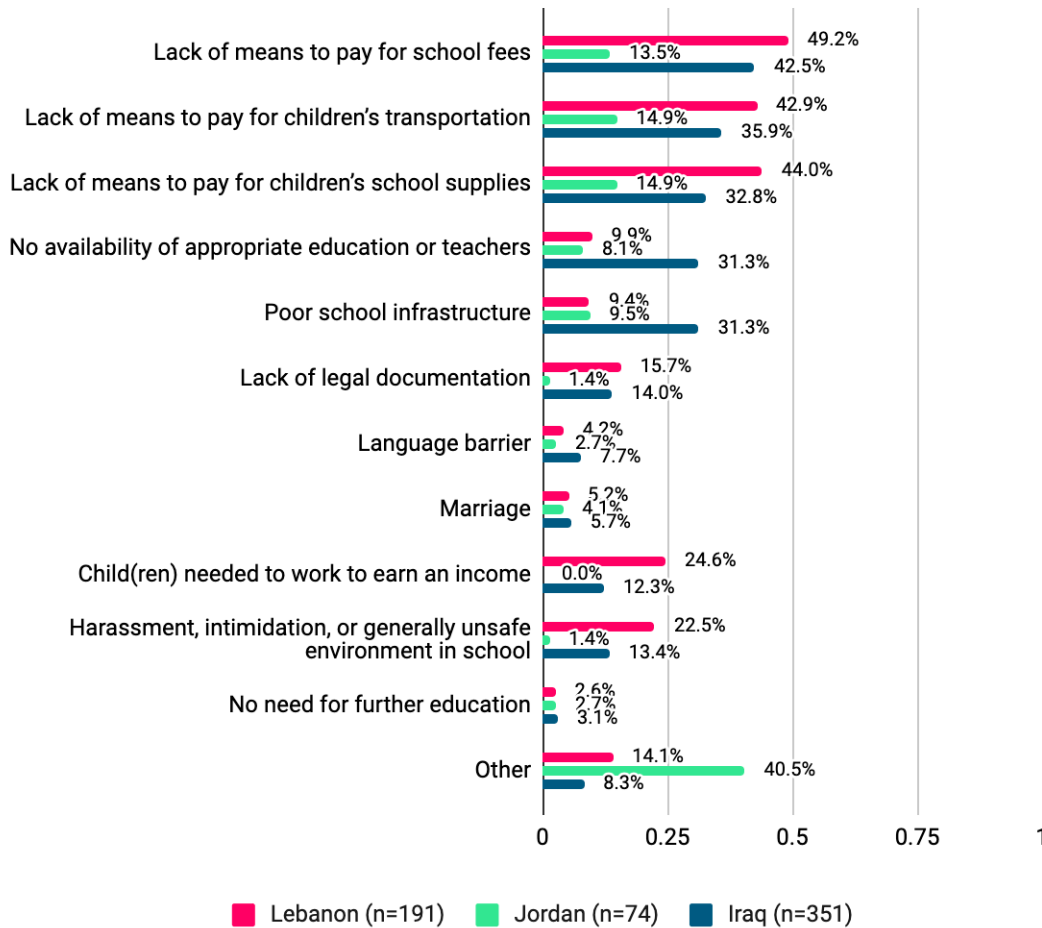
Across the three countries, as well as across groups (displaced versus local residents), a consistent 40% to 60% of respondents who had (or were) school-age children in their household reported that they/their children were in school between 2016-2021.¹²

All respondents who had reported that (some of the) school-aged children were not attending school (40%, n=2461), were asked for the reasons why they did *not* follow education. Overall, the lack of means to pay for school fees, children's transportation, or children's school supplies was mostly mentioned. In Iraq, respondents also mention more infrastructure-related problems, such as the lack of teachers and a poor school structure. Additionally, the largest group of respondents in Jordan mentioned having other reasons why they or their school-aged children were not attending school. See the bar chart below.

¹¹ The question was followed by the following statement: "Please consider the entire period, so even if you/they have finished now but were in school somewhere between 2016-2021, you can answer for that interval".

¹² The only exception to that is the cohort of refugees/migrants from Syria in the Jordan panel, of which 79% had children in school in the period in question. However, the absolute values of this cohort in Jordan are low.

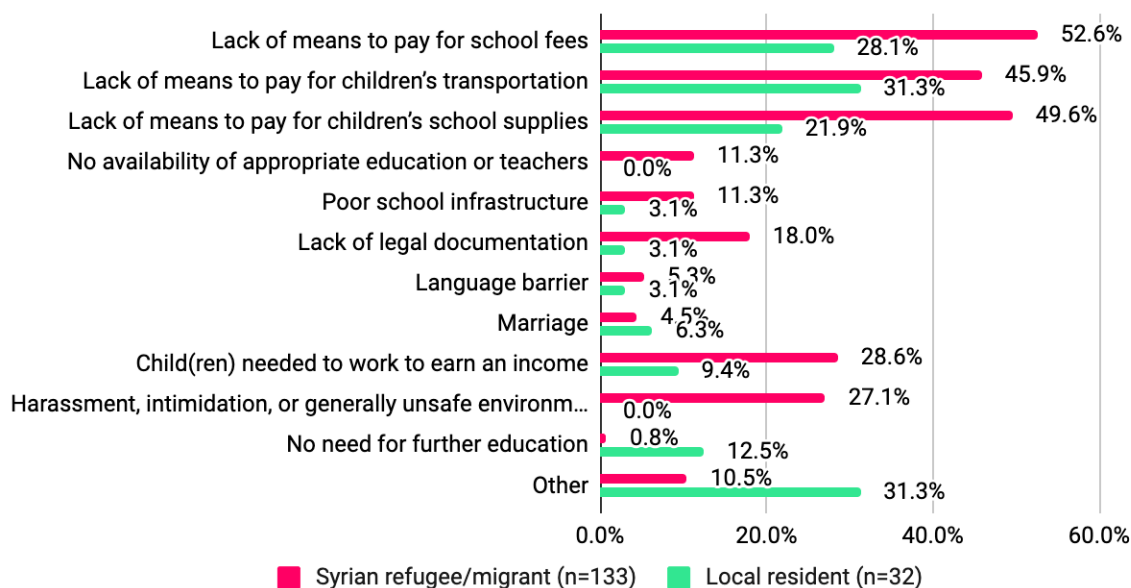
Figure 36. Why were all or some of the children in your household not following education? - Multiple answers - Lebanon, Jordan, Iraq



Lebanon

In Lebanon, disaggregation by group shows that the lack of means to pay for school fees, children's transportation and children's school supplies are big concerns for refugees/migrants from Syria and local residents alike. Refugees/migrants from Syria frequently highlighted various other (worrying) issues, including children needing to work for income, harassment and intimidation in schools, and the lack of legal documentation. Amongst local residents, a considerable one-third of respondents also indicated 'other' reasons. See bar chart below.

Figure 37. Why were all or some of the children in your household not following education? - Multiple answers – Lebanon – refugees/migrants from Syria and local residents

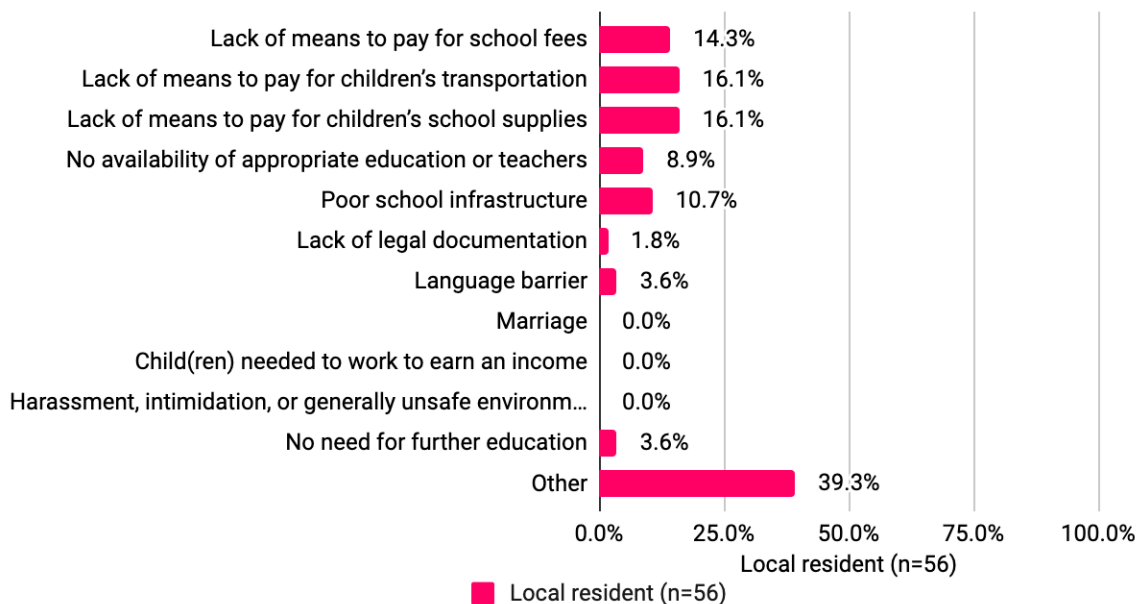


Jordan¹³

Amongst local residents in Jordan, the option 'other' was also considerably selected. Small groups additionally reported the lack of means to pay for school fees, children's transportation, as well as school supplies.

¹³ The n-values of both Syrian and non-refugees/migrants from Syria, as well IDPs) are too low to be considered.

Figure 38. Why were all or some of the children in your household not following education? - Multiple answers – Jordan – Local residents

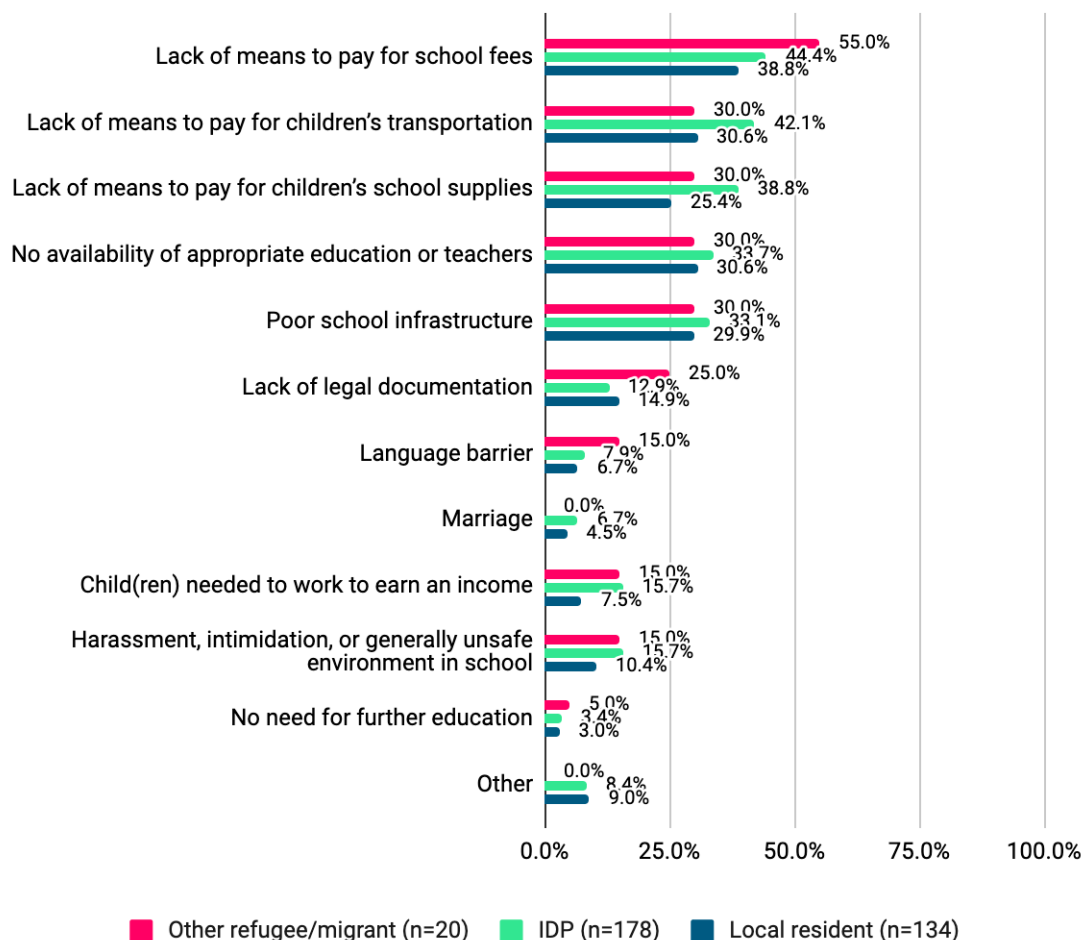


Iraq¹⁴

Disaggregation by the group reveals that refugees/migrants from other countries than Syria, IDPs and local residents provide roughly the same main reasons for children not attending school. See the bar chart below.

¹⁴ In Iraq, the number of refugee respondents from Syria was too low to include in the analysis.

Figure 39. Why were all or some of the children in your household not following education? - Multiple answers – Iraq – other refugees/migrants, IDPs, and local residents

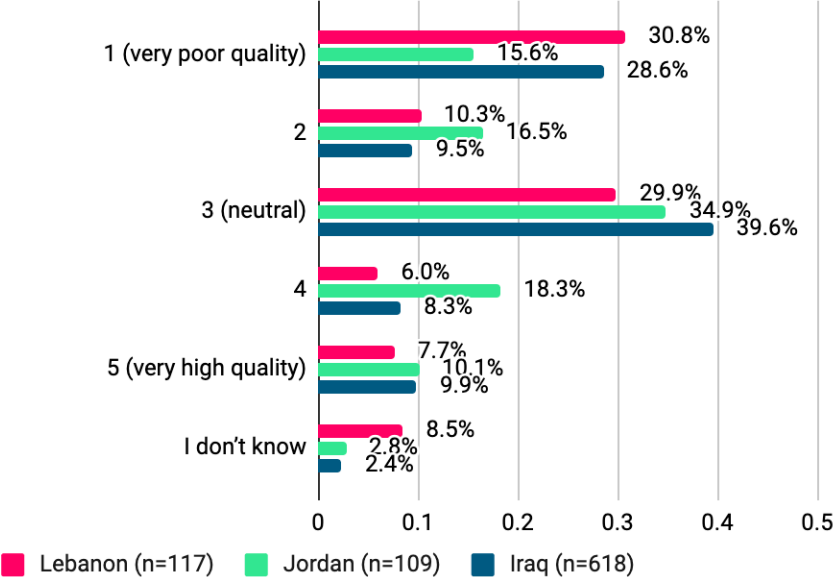


Quality of formal school - shift mainly with local children

Respondents were asked to rate the types of education that they/school-aged children in their household (had) attended. The first school type to rank is 'formal education', which refers to the structured, government-run education system that is the most common form of education for local residents in Lebanon, Jordan, and Iraq.

The respondents in Lebanon and Iraq rated the quality in a quite similar way, with over one-third of respondents rating quality very poor or poor. The Jordan panel is slightly less negative. Important to note here is that the large majority of respondents in the Jordan sample that responded to this question is a local resident (n=82, out of a total of n=109). Hence, for Jordan, further disaggregation amongst groups is not included below.

Figure 40. How would you rate the quality of Formal/ public school – shift mainly with local children?- Single answer - Lebanon, Jordan, Iraq

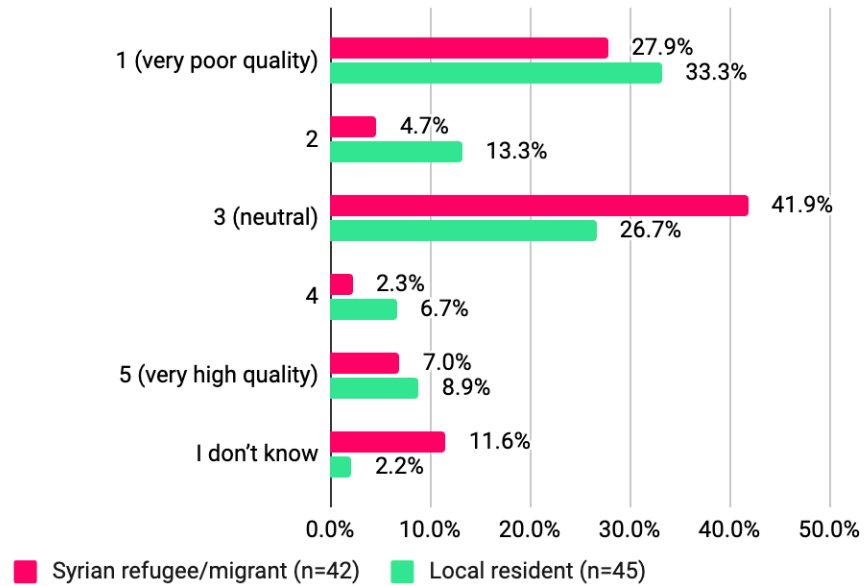


Lebanon¹⁵

For both local residents and refugees/migrants from Syria, ‘very poor quality’ and ‘neutral’ are reported the most, while small proportions of respondents in both groups indicate a positive perspective about school quality. See the bar chart below.

¹⁵ N-values of refugees/migrants from other countries than Syria and IDPs were too low to be considered.

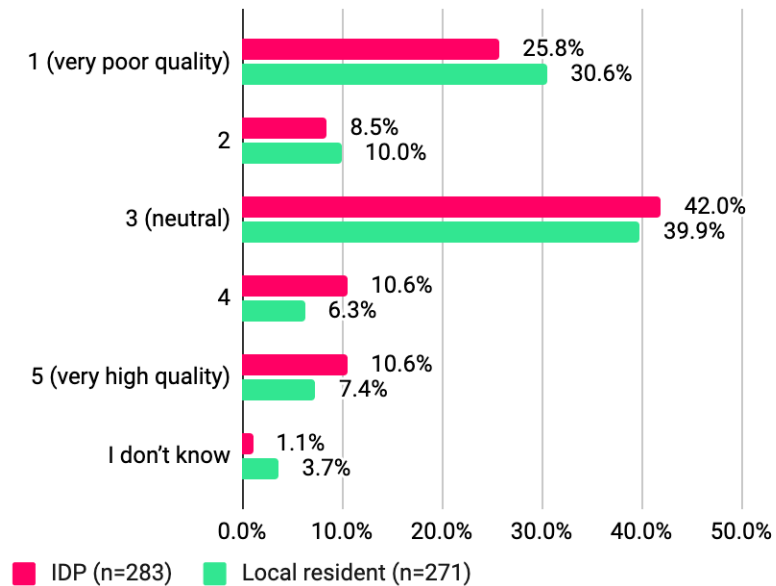
Figure 41. How would you rate the quality of Formal/ public school – shift mainly with local children? - Single answer - Lebanon – refugees/migrants from Syria and local residents



Iraq¹⁶

Both IDP respondents and local residents have adopted a relatively neutral stance, with a considerable portion also being more negative about the quality. See the bar chart below.

Figure 42. How would you rate the quality of Formal/ public school – shift mainly with local children?- Single answer - Iraq – IDPs and local residents



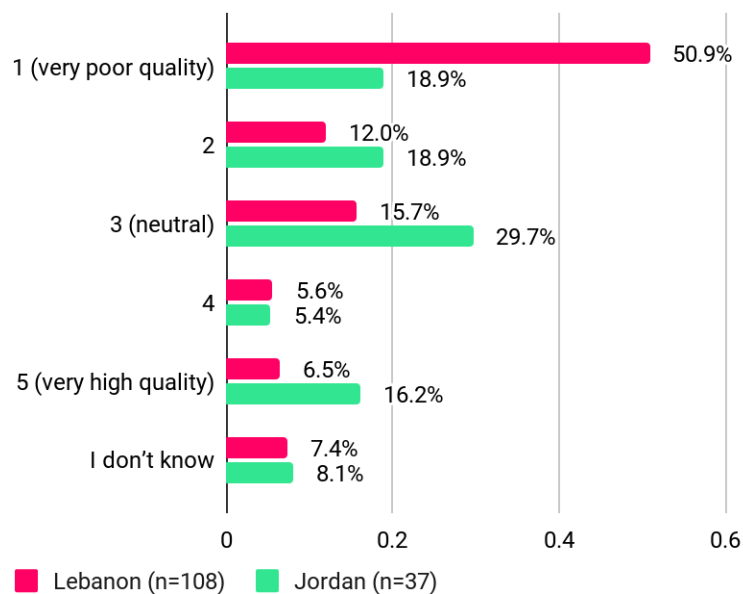
¹⁶ N-values of refugees/migrants from Syria and other countries were too low to be considered.

Quality of formal school - 'second shift' (mainly with refugee children)

A key approach in both Lebanon and Jordan to increasing educational access for refugees within strained resources has been the double shift system, which uses the same school building for two shifts – the morning shift for national communities and the afternoon/ second shift for refugees/migrants from Syria. In this question, respondents were asked about their experiences with this second shift, or their experience in classes that have a majority of refugees/ displaced students. Only respondents who were or had school-aged children in this type of education in the period 2016-2021 received this question.

Overall, respondents from Lebanon answered very negatively about the quality of second shift schools with mainly refugee children, with 51% (n=108) rating the quality as very poor, and 12% reporting it as poor. In Jordan, respondents tended to be more neutral, although leaning more towards the negative than the positive.

Figure 43. How would you rate the quality of Formal/ public school – shift mainly with refugees? - Single answer - Lebanon, Jordan

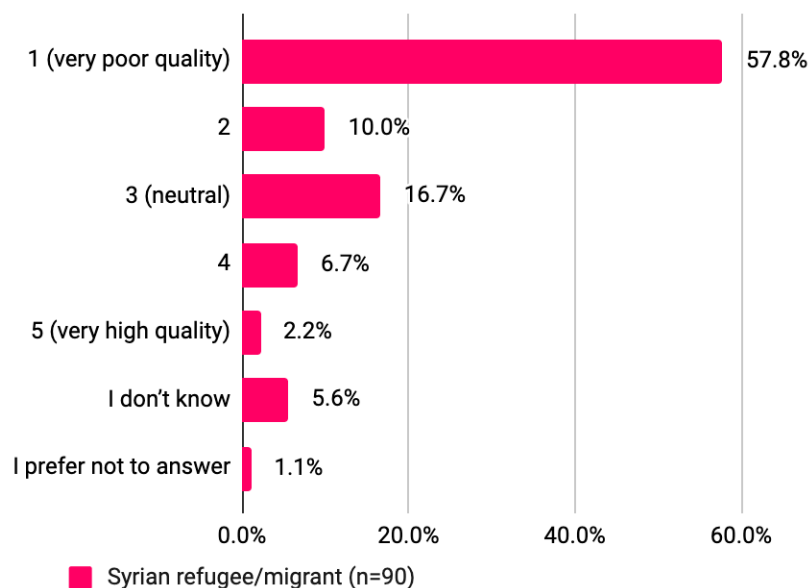


Lebanon

A large number of refugees/migrants from Syria in Lebanon (n=90) responded to this question as they/their school-aged children make use of this type of educational system. Hence, other groups are not included in the figure below.

The majority (58%, n=90) reported the 'second shift' educational system to be of very poor quality, followed by smaller groups that mostly rate it as poor (10%) or neutral (17%). See the bar chart below.

Figure 44. How would you rate the quality of Formal/ public school – shift mainly with refugees? - Single answer
 - Lebanon – refugees/migrants from Syria



Jordan

In Jordan, the n-values of all groups were too low for further disaggregation.

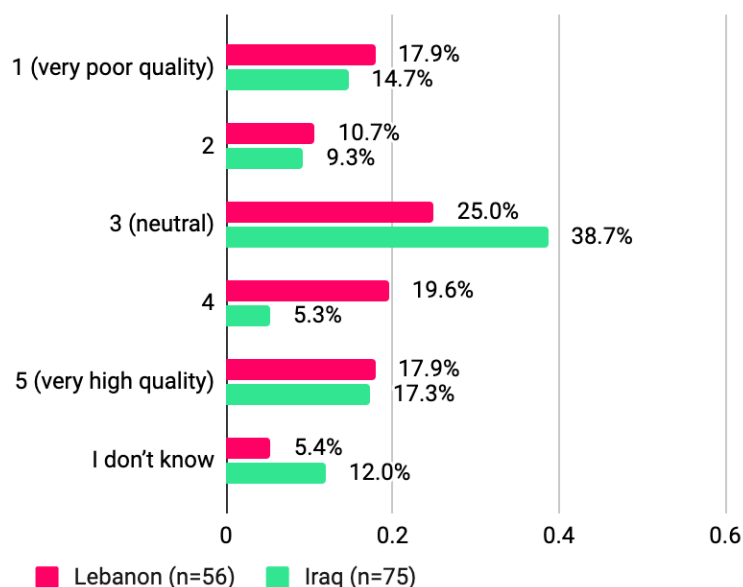
Quality of formal school - non-formal education

All respondents that indicated they – or someone in their household – followed non-formal education, which refers to education that is institutionalised, intentional and planned by an education provider, yet an addition, alternative and/or a complement to formal education. Non-formal education mostly leads to qualifications that are not recognised as formal qualifications by the relevant national educational authorities, or to no qualifications at all. Non-formal education can cover programmes contributing to adult and youth literacy and education for out-of-school children, as well as programmes on life skills, work skills, and social or cultural development.

Analysis was only possible for Lebanon and Iraq, since the number of respondents from Jordan was too low (n=6). In both countries, respondents provided answers following a similar pattern, with a focus on the neutral answer and a balance between more positive and negative assessments.

Important to note is that, the group rating this type of education consists of two-thirds refugees/migrants from Syria and one-third local residents in Lebanon, and three-quarters IDPs in Iraq and a quarter of local residents. Hence, the majority of both panels are displaced persons.

Figure 45. How would you rate the quality of non-formal education? - Single answer - Lebanon, Iraq



Lebanon

In Lebanon, the numbers are too low to allow highlight findings amongst different groups.

Iraq

In Iraq, IDPs and local residents show similar levels of satisfaction with non-formal education.

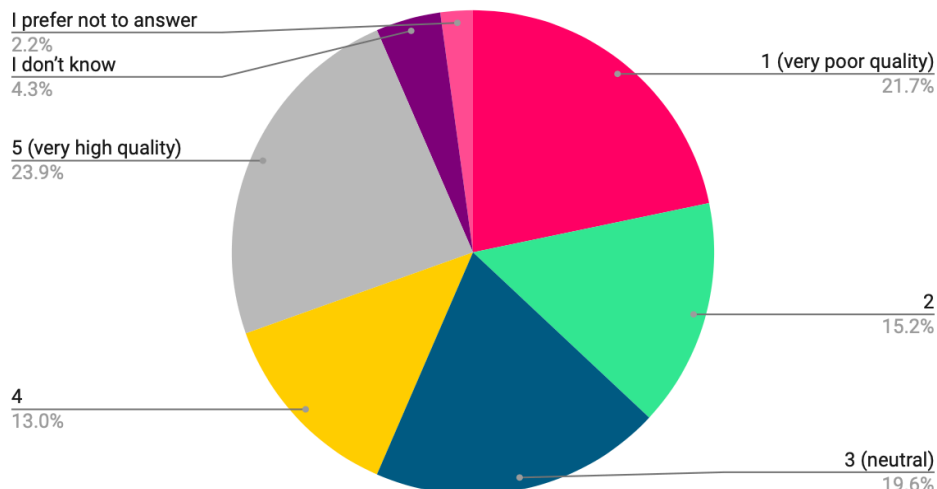
Quality of formal school - Accelerated Learning Programme

The Accelerated Learning Program is an educational initiative in Iraq, designed for children impacted by conflict.¹⁷ It offers a structured curriculum allowing students to cover two years of schooling within a single schooling year to bridge the gap to their appropriate grade level. Successful completion of this program offers them the chance to reintegrate into the formal public education system.

Amongst those in Iraq who themselves/their children attended this type of schooling in the period of 2016 - 2021, experiences with this approach vary widely, with respondents selecting answer options at nearly equal satisfaction rates. The majority of the sample comprised IDPs.

¹⁷ See: <https://reliefweb.int/report/iraq/iraq-education-cluster-standards-practice-and-costing-guidance>

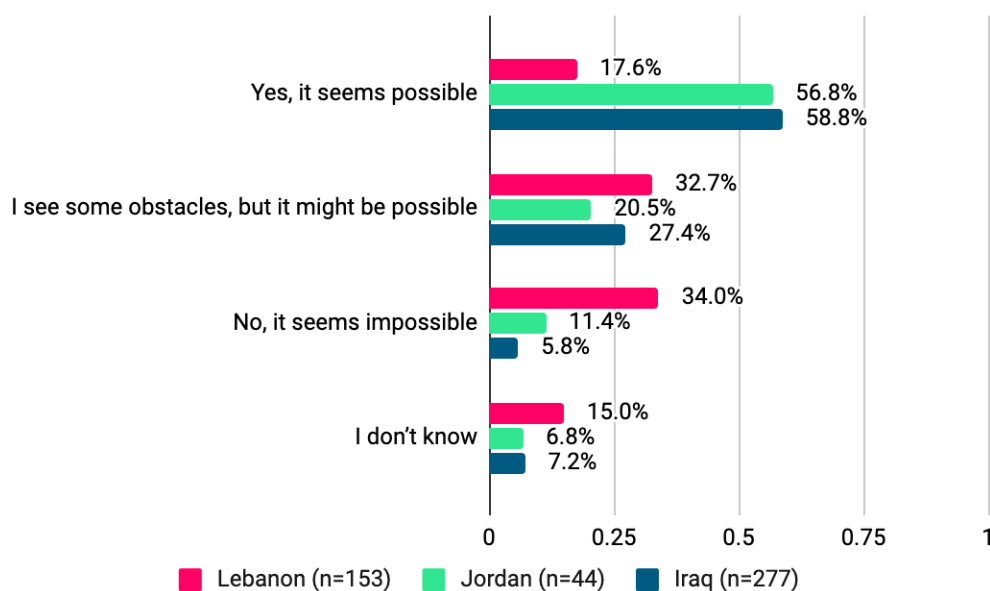
Figure 46. How would you rate the quality of the Accelerated Learning Programme? - Single answer - Iraq (n=46)



Possibility of transition from informal to formal education

In addition to rating their own or their children's type of schooling, respondents were asked whether they believe it is possible to transition from informal to formal education in their country. While people in Jordan and Iraq appeared relatively optimistic about this transition, over 65% (n=153) of respondents in Lebanon either perceive obstacles to transitioning or do not consider it feasible. See the bar chart below.

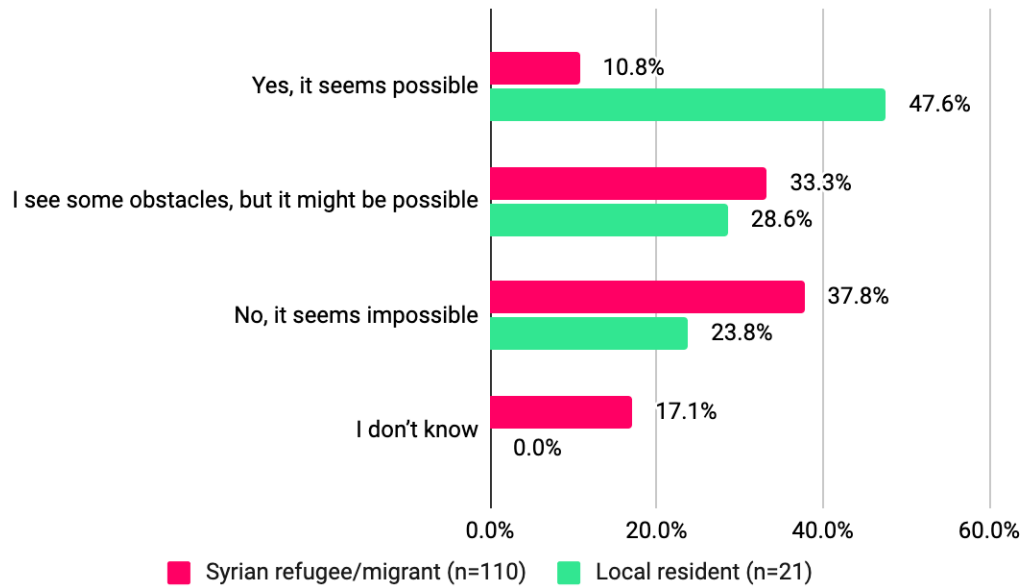
Figure 47. Do you consider it possible to transition from informal to formal (formal/ public) education? - Single answer - Lebanon, Jordan, Iraq



Lebanon

Amongst refugees/migrants from Syria more than one-third thinks that it is not possible to transition from informal to formal education, while an additional one-third sees obstacles. A considerable percentage also “does not know”. Local residents voted more positively, with almost half of them reporting the transition seems possible.

Figure 48. Do you consider it possible to transition from informal to formal (formal/ public) education - Single answer - Lebanon – refugees/migrants from Syria and local residents¹⁸



Jordan

Presenting disaggregation by group for Jordan is not valid due to low n-values.

Iraq

In Iraq, IDPs and local residents answered very similarly.

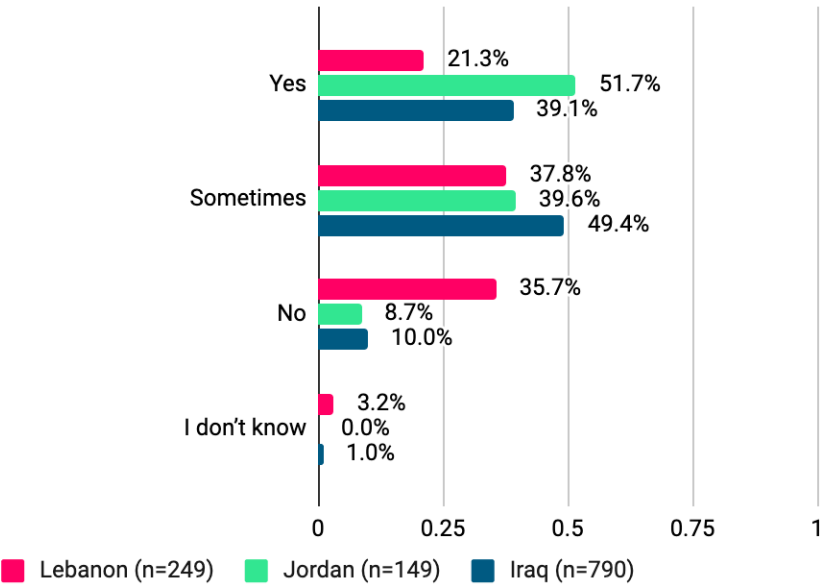
Safety at school

Respondents were additionally asked whether they or the children in their household who attended school felt safe at school and were able to access protection services when needed.

In Jordan, the majority of respondents indicate that they feel safe and able to access protection services, followed by those who sometimes feel safe and able to access protection services. In Iraq, the largest group reports ‘sometimes’, with a significant subset also mentioning feeling generally safe at school and able to access protection services. In Lebanon, responses are more diverse, with a substantial portion indicating that they do not feel safe or able to access protection services at all. See the bar chart below.

¹⁸ N-values of non-refugees/migrants from Syria and IDPs were too low (below 15) to be taken into consideration.

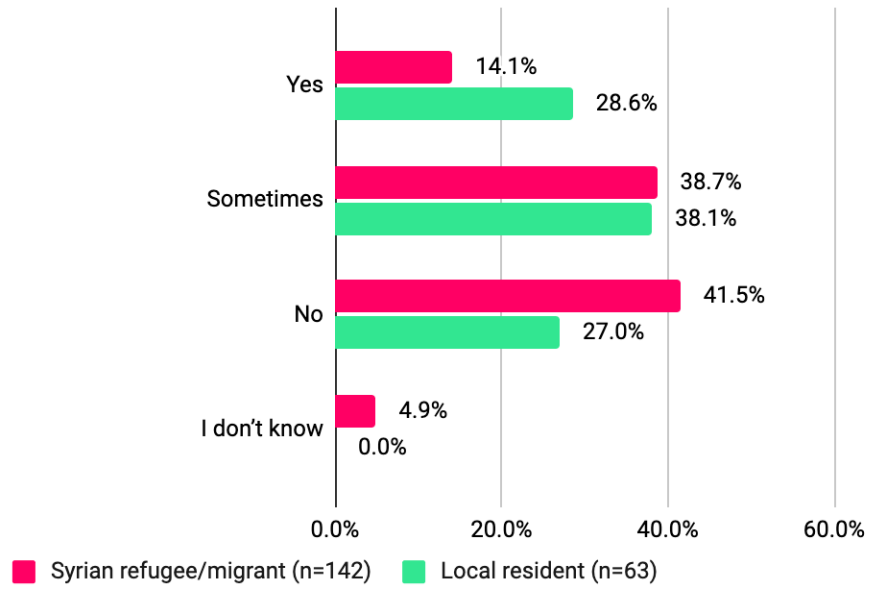
Figure 49. Did/ do you or the child(ren) in your household generally feel safe at school and able to access protection services (i.e. counselling or support) when needed? - Single answer - Lebanon, Jordan, Iraq



Lebanon

The largest share of refugees/migrants from Syria feel unsafe at school and unable to access protection services. A considerable portion of local residents also reported this, although not the plurality.

Figure 50. Did/ do you or the child(ren) in your household generally feel safe at school and able to access protection services (i.e. counselling or support) when needed? - Single answer - Lebanon – refugees/migrants from Syria and local residents¹⁹

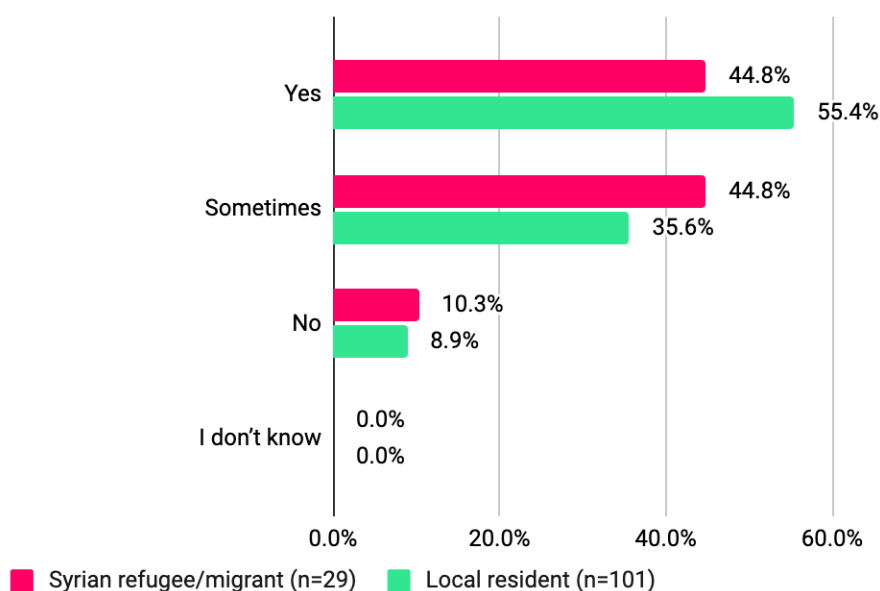


Jordan

In Jordan, an equal number of Syrian refugee/migrant respondents report feeling safe and being able to access protection services, or feeling this only sometimes. The majority of local residents report the former. Neither group reported 'No' extensively. See bar chart below.

¹⁹ N-values of non-refugees/migrants from Syria and IDPs were too low to be considered.

Figure 51. Did/ do you or the child(ren) in your household generally feel safe at school and able to access protection services (i.e. counselling or support) when needed? - Single answer - Jordan – refugees/migrants from Syria and local residents²⁰



Iraq

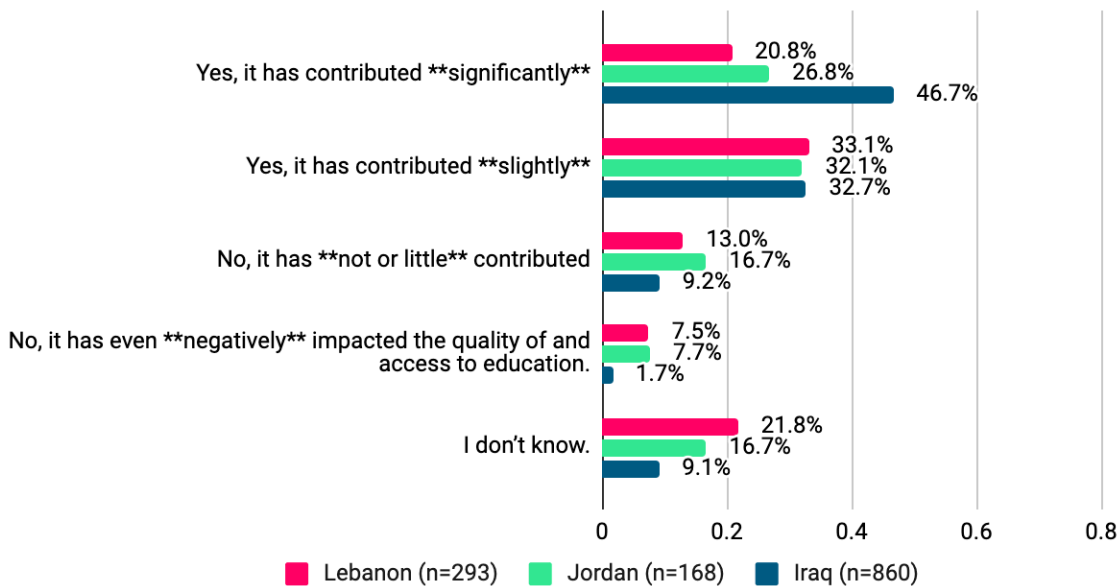
In Iraq, IDPs and local residents answered very similarly.

Contribution of donor/NGOs support

Respondents were asked whether international donor/ NGO support had affected the quality of, and access to pre-school, primary and/or secondary education, over the past five years (2016-2021). In all three countries more respondents answered in a more positive than negative way to this question. Especially amongst the respondents in Iraq, a large group reported donor/NGO support has had a significant contribution.

²⁰ N-values of non-refugees/migrants from Syria and IDPs were too low to be considered.

Figure 52. Has international donor/ NGO support affected the quality of, and access to pre-school, primary and/or secondary education, over the past five years (2016-2021)? - Single answer – Lebanon, Jordan, Iraq



In all countries there are only minor differences between the answers given by refugees/migrants, IDPs and local residents, with all groups being more positive than negative.

In addition, respondents could also provide examples of why they thought donor/NGO support had or had not benefited education.

Respondents that had rated donor/ NGO support as having contributed to improving the quality of, and access to education mention the importance of/gave examples of:

- support to purchase school supplies (mentioned 97 times),
- rehabilitation or rebuilding of schools (mentioned 76 times),
- support with school tuition (33 times);
- support for teachers (such as Teaching of Teachers or a proper compensation/ salary) (30 times)
- peacebuilding programs (10 times), and
- provision of comprehensive education programs that support all children (9 times).

"During the displacement, 'caravan schools' were established. All educational supplies were provided to students in primary, middle, and middle schools and colleges for students to continue receiving an education; after returning, some schools in our area were reconstructed." - IDP respondent, Iraq

"[Donor support] provided courses for teachers with the support of some organisations by holding psychological and developmental support courses for teachers, and it tackled the problems that

hindered the success of education... It provided a lot of assistance to schools for the displaced, gifts and stationery for children to encourage them to study and return to school.” - Refugee/migrant from Syria, Jordan

“Donor countries must provide aid to families where there are children with special needs, pay attention to comprehensive health care, and secure a comprehensive education allowance for all students with special needs, because they have the right to learn and develop their skills, and provide all sessions of physical therapy, speech to my preoccupation and myself, behaviour modification, and providing therapists and specialists with skills The learner with special needs This is my request and the request of all parents, and you must know that the family in which there is a child with special needs suffers from many psychological and social problems.” - Local resident, Jordan

“Opening courses and training for local and displaced children, strengthening them in the study and school curricula, and bringing qualified teaching staff to schools to give lessons correctly to students.” - IDP respondent, Iraq

Respondents that indicated that donor/NGO support had not benefited education, provided a range of arguments that revolved mainly around:

- **weaknesses related to the ‘two-shift’ system** (one for local students, and one for displaced students in the afternoons).
- the **absence of skilled and capable instructors and/or suitable classes.**

“The second shift or afternoon has been allocated to refugees, and of course, the school in the winter season has no heating oil and is preparing the schools with the best equipment. The children of host communities were placed in shifts before noon, and it is forbidden to use it by our children.” - Refugee/migrant from Syria, Lebanon

“The refugees in the schools were separated from the local community due to the donor’s support for a second shift for the Syrians. The result was that the teachers treat the Syrians as if they are bad and do not deserve a serious education. Rather, they were subject to violence and bullying from the teachers themselves, and refugees are not from a clan here and therefore have no protection. This I used to hear a lot from the parents, as they refrained from complaining because their children were subjected to violence for fear that members of the local community would harm them, as they do not have community protection and the clan or the extended family. [...]” - Refugee/migrant from Syria, Lebanon

“There are no peace programs in schools.” - Local resident, Iraq

“There is very, very, very high overcrowding in schools and new teachers are not being trained, which leads to a lack of interest in children’s performance, as the very distinguished child can succeed and the average child may reach success with difficulty or not reach it at all. Still, a considerable group remains illiterate, unfortunately.” - IDP respondent, Iraq

"The lack of a clear action plan in the curricula and schools [...] and the weakness or absence of evaluation and control programs on the performance of these schools." - Refugee/migrant from Syria, Lebanon

Work and Income

As part of the topic 'Work and income', a different set of questions were posed to respondents depending on whether they had indicated they currently worked – or had done so during the period 2016-2021 –, or not. Similar percentages (50-70%) of each country cohort (refugee/migrant, local resident, IDP) indicated they are currently working, or used to during this period.²¹

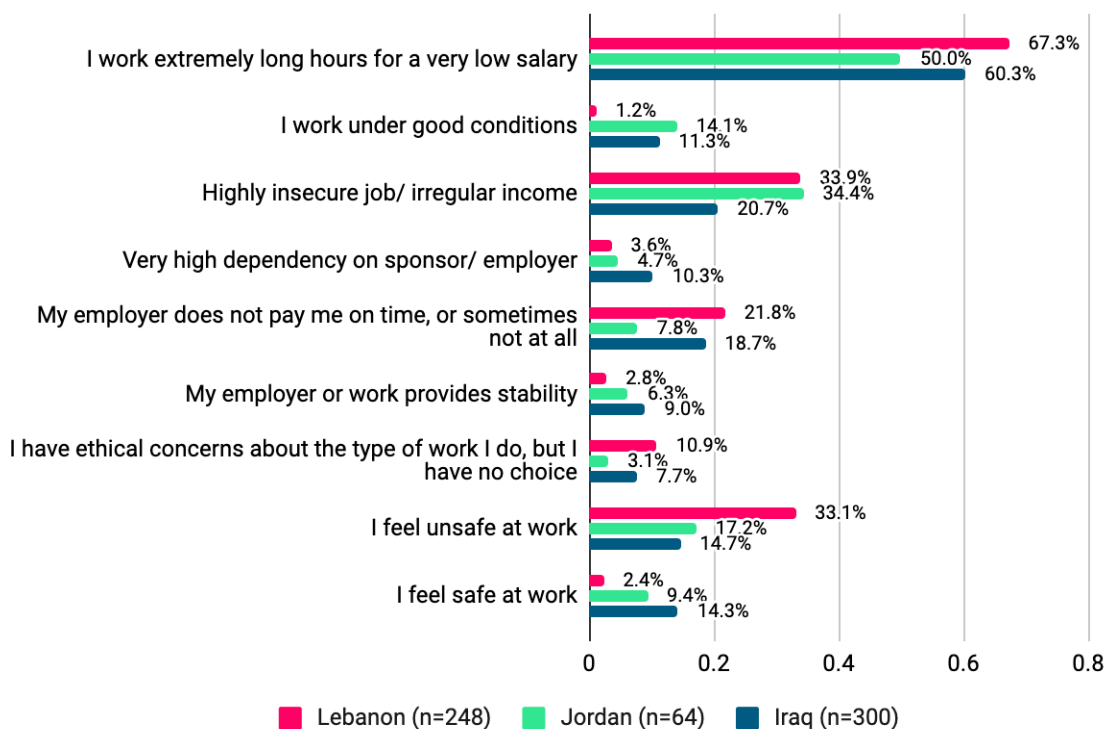
Perceptions of work

Those respondents who indicated they have worked at any point during the period 2016-2021, were asked to tick as many statements as they feel apply to their work situation. These statements contained positive or negative sentiments about their working conditions.

The negative statements in the list of answer options were structurally selected more frequently than the positive statements. Out of all statements, there is one that is predominantly marked by the largest group of respondents, which is 'I work extremely long hours for a very low salary'. In Lebanon and Jordan, considerable portions of respondents also reported experiencing job insecurity. Additionally, in Lebanon, concerns about workplace safety were quite frequently selected. See the bar chart below.

²¹ Only in Jordan, relatively less refugees/migrants from Syria reported that they work(ed), yet the sample size was quite small (n=21).

Figure 53. Which of the following statements describe your feelings towards your work over the past five years best? - Multiple answers – Lebanon, Jordan, Iraq



Lebanon

The answers provided by the different groups show the same pattern.

Jordan

In Jordan, disaggregation by group is not possible due to low n-values of all groups except for local residents.

Iraq

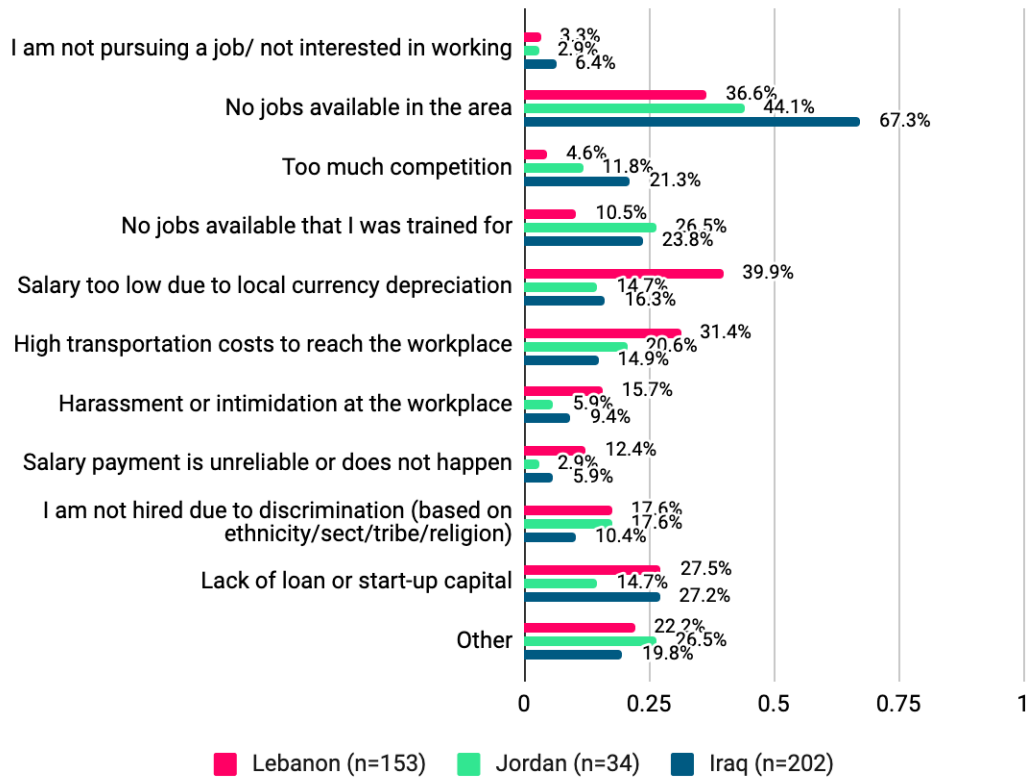
The answers provided by IDPs and local residents show the same pattern.

Barriers to employment

Respondents who did not work at any point during 2016-2021 were asked about their reasons. They were able to select as many options as applied to them.

The option “No jobs available in my area” was selected as the main or second reason by respondents from Lebanon, Jordan, and Iraq, by the different age brackets, by both men and women, and by respondents living across different settings and with different legal status.

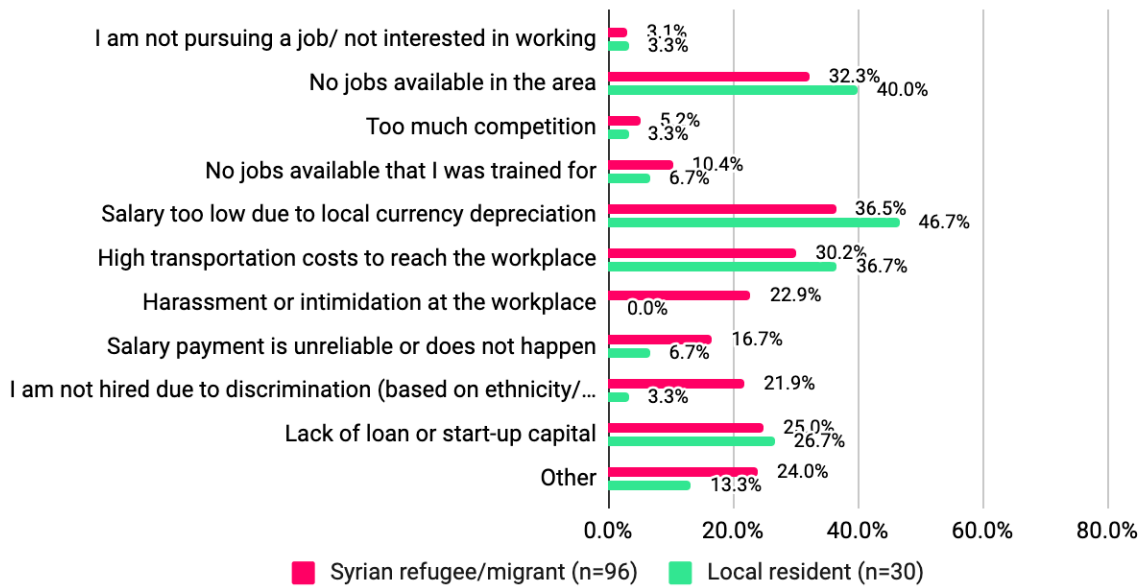
Figure 54. Could you explain why you are or were not working? - Multiple answers – Lebanon, Jordan, Iraq



Lebanon

In Lebanon, it is notable that while the main reasons for not being hired are the same for both Syrian refugees/migrants and local residents, considerable groups of Syrian refugees/migrants also reported not being hired due to discrimination, experiencing workplace harassment or intimidation, as well as unreliable salary payments.

Figure 55. Could you explain why you are or were not working? - Multiple answers – Lebanon – refugees/migrants from Syria and local residents



Jordan

Again, disaggregation for Jordan cannot take place due to low n-values.

Iraq

The answers provided by IDPs and local residents showed the same pattern.

Legality of work

Those respondents who had self-identified as a refugee or migrants (both from Syria or other countries), and who have worked at any point during the period 2016-2021, were asked if they were able to work legally in the current country of residency.

The percentage of refugees/migrants that indicated the ability to work legally is only 15% (n=186) in the Lebanon panel.²²

Sustainability of livelihoods

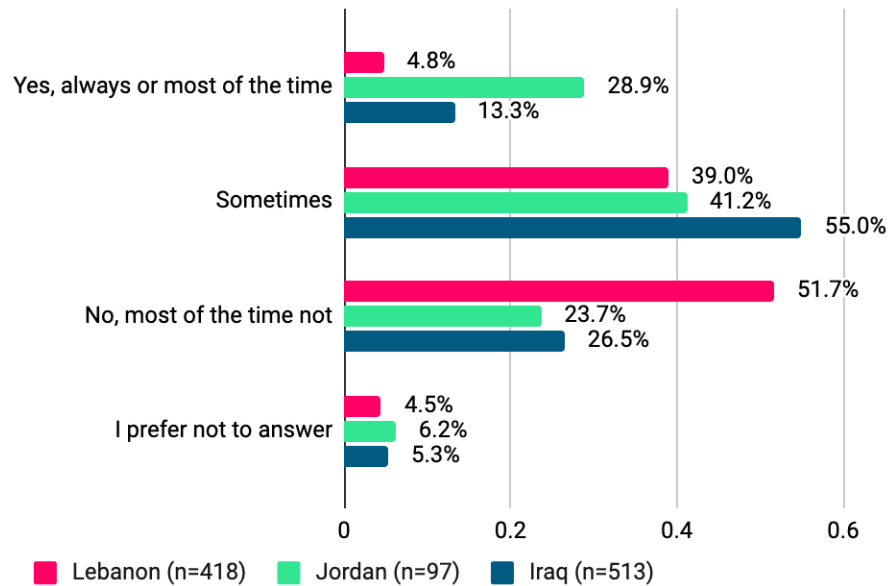
All respondents were asked whether they and their household had generally been able to cover basic necessities, such as food, rent, and required medicine in the period 2016-2021.

In Lebanon, the majority of respondents (52%, n=418) consider themselves unable to cover basic necessities over the period 2016-2021, followed by a substantial group that reported only being

²² The n-values in Jordan and Iraq were too low to be taken into consideration for this question.

able to do this 'sometimes' (39%). In Jordan and Iraq, the largest share of people reported 'sometimes' (41% and 55%, respectively). See bar chart below.

Figure 56. Generally, were you and your household able to cover basic necessities (food, water, electricity, rent etc.) through income over the period 2016-2021? - Single answer - Lebanon, Jordan, Iraq



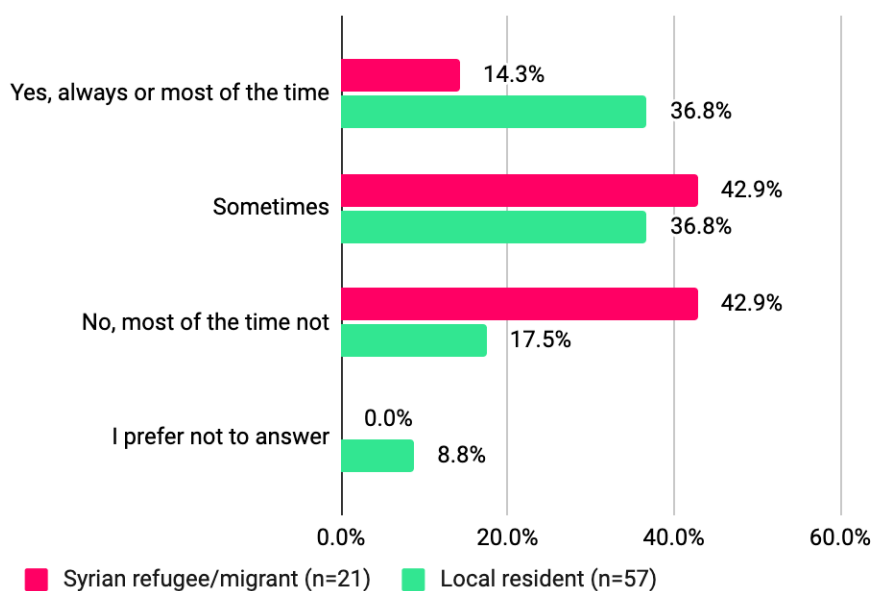
Lebanon

Refugees/migrants from Syria and local residents answered very similarly, with the strong majority of both groups not, or only sometimes unable to cover their basic necessities.

Jordan

In Jordan, a considerable group of refugees/migrants from Syria reported the inability to not or only sometimes cover basic necessities. A substantial portion of local residents were positive about their ability to cover basic necessities. See bar chart below.

Figure 57. Generally, were you and your household able to cover basic necessities (food, water, electricity, rent etc.) through income over the period 2016-2021? Single answer - Jordan- refugees/migrants from Syria and local residents



Iraq

IDPs and local residents answered this question similarly.

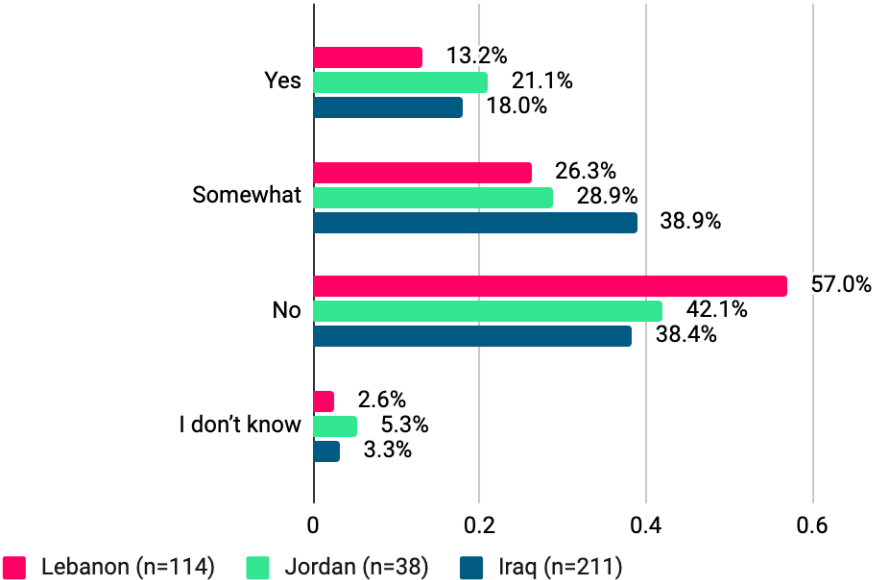
Vocational training

As the goal of vocational training is generally to prepare people better for the job market they reside in, several questions about the effectiveness and quality of these training were posed to people that had followed them in the years 2016-2021.²³

The first question aimed to gauge to what extent “the training and support by teachers/ instructors had been helpful in finding employment afterwards”. In all three countries, the response is more negative than positive, especially in Lebanon. See the bar chart below.

²³ 362 respondents indicated to have followed vocational training programs over the past five years: 28% of the Lebanon sample, 39% of the Jordan sample, and 42% of the Iraq sample.

Figure 58. Has the training and support provided by the teachers or instructors helped you in finding employment after this? Single answer - Lebanon, Jordan, Iraq



Lebanon

Answers amongst refugees/migrants from Syria and local residents had a similar pattern.

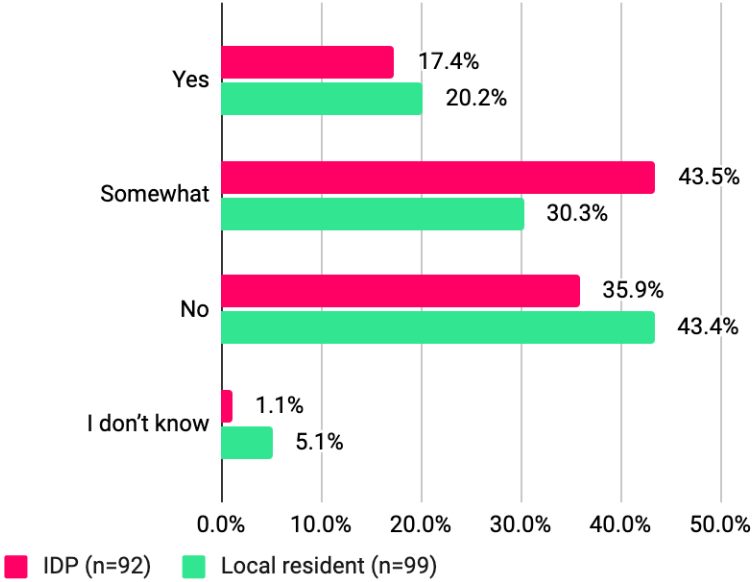
Jordan

In Jordan, no disaggregation by group was done due to low n-values of groups other than local residents.

Iraq

In Iraq, the plurality of IDP respondents reported the training and support somewhat helped in finding employment. The largest share of local residents reported the training and support was not helpful at all.

Figure 59. Has the training and support provided by the teachers or instructors helped you in finding employment after this? Single answer - Iraq - IDPs (n=92) and local residents (n=99)

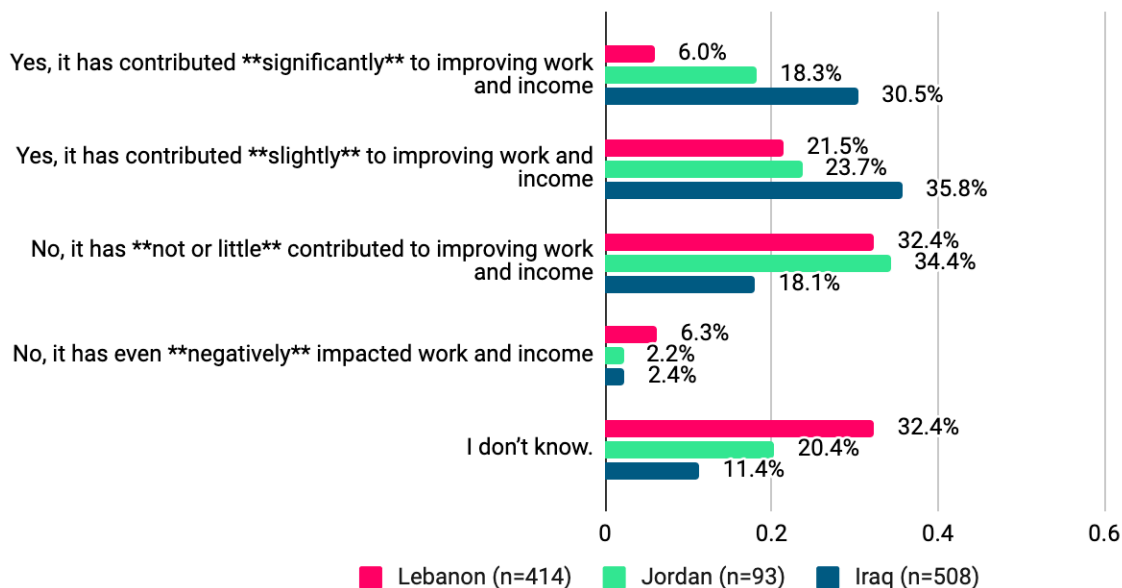


Contribution of donor/ NGO support

Respondents were asked whether they thought that international donor support/ support by NGOs contributed to improving work and income in the period 2016-2021.

Most respondents reported it had slightly contributed, or it had not or little contributed. A considerable group in Iraq indicated donor/NGO contribution as positive, and almost one-third of respondents in Lebanon mentioned they do not know whether international donor support or support by NGOs had positively or negatively contributed. See the bar chart below.

Figure 60. In your opinion, has international donor support/ support by NGOs contributed to improving work and income in the period 2016-2021? Single answer - Lebanon, Jordan, Iraq



Lebanon

Refugees/migrants from Syria and local residents follow the same patterns in terms of selecting answers; a plurality of both groups consider that there has been no or little impact from donor support, the second largest group ‘does not know’.

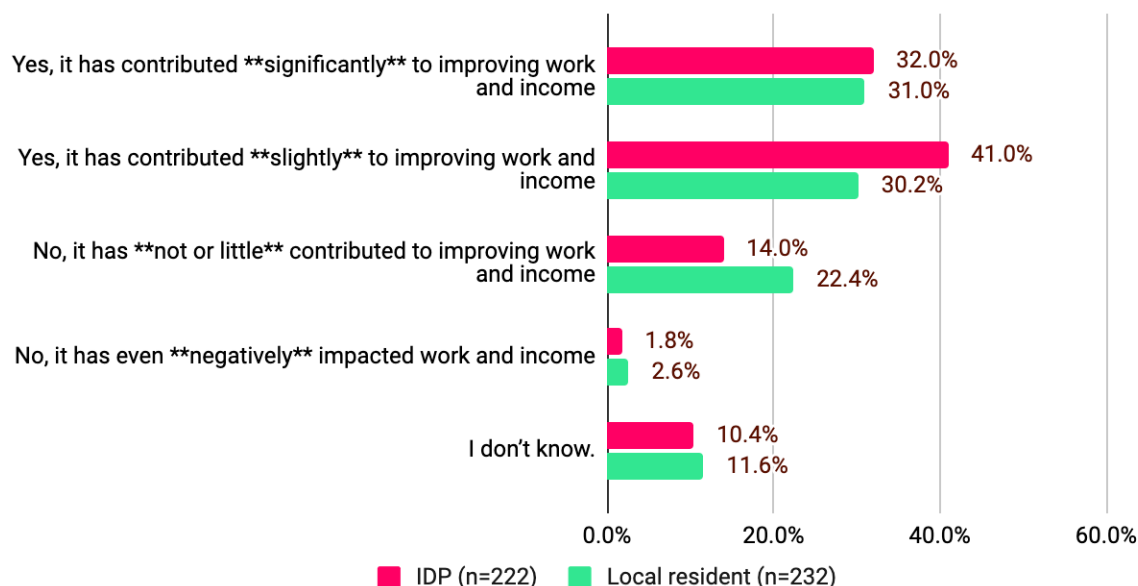
Jordan

In Jordan, no disaggregation by group was done due to low n-values of groups other than local residents.

Iraq

IDP respondents predominantly report donor/NGO support had significantly or slightly contributed. Local residents’ answers are varied, with a considerable group also indicating the support has not or only little contributed to improving work and income.

Figure 61. In your opinion, has international donor support/ support by NGOs contributed to improving work and income in the period 2016-2021? Single answer - Iraq - IDPs (n=222) and local residents (n=232)



Improvement of work and income

A majority of respondents (at least 274, 71% with n=386) that had indicated noticing a positive contribution from donor/ NGO support in this field, provided examples of how the support had led to job opportunities, and to a lesser extent aid, ranging from providing basic in-kind goods, financial aid, and grants/loans. Again, a substantial number of these examples emphasised how a holistic approach, whereby job opportunities or support are provided to the community as a whole rather than to refugees or host communities only. Lastly, few examples of the contribution of vocational training were provided.

"For example, a person owns a small project through which he reaps what sustains his family's livelihood! One of the organisations supports him in promoting and developing his commercial project, provided that they see the success and continuity of that project according to the set of legal and mutually satisfactory conditions." - Local resident, Iraq

"By guaranteeing students' entrance fees to schools in the past years." IDP respondent, Iraq

"Organising training courses for teachers in public schools and giving them financial aid in return." - Local resident, Jordan

"Through livelihood programs that support people to obtain grants and start a job, as well as through cash-for-work programs, and training for employment." - Refugee/migrant from Syria, Lebanon

"Contributed by employing many graduates, even if their jobs were temporary, but contributed significantly to supporting them financially. And providing job opportunities for the population that did not have an academic qualification, whether through camps, public places, or educational facilities such as schools and universities." - IDP respondent, Iraq

"This was done by employing unemployed youth in many projects sponsored by NGOs, such as construction, protection staff, case worker and many other job titles in NGOs." - Local resident, Iraq

Deterioration of work and income

The majority of respondents (at least 110, 52% with n=212), provided statements or examples of how the support had not benefited the community as a whole. Much emphasis was on the fact that aid is not fairly distributed and does not benefit those that need it most, and secondly, that it is simply insufficient.

"The cash assistance is very simple and is paid approximately once a year, and it is a very small amount, especially in light of the difficult economic crisis." - Refugee/migrant from Syria, Lebanon

"Helping the rich only and being unfair to everyone." Refugee/migrant from Syria, Jordan

"Because aid comes only to specific people supported by people." Local resident, Lebanon

"Grants are usually very rare, and \$2000 is not sufficient. They are distributed only in certain regions or to specific individuals, as the grant distribution process is tainted by corruption and bias. Recipients often fail to allocate the grant money towards developing their projects, instead using it for household needs." - Local resident, Lebanon

"The provision of direct material support to refugees by non-governmental organisations, without extending similar aid to the local population, has fueled jealousy and animosity. This disparity has fostered resentment against refugees, as it allows them to access better opportunities than the local residents. The absence of government support for the local population to compensate for their losses exacerbates the situation." - Local resident, Lebanon

Legal Protection

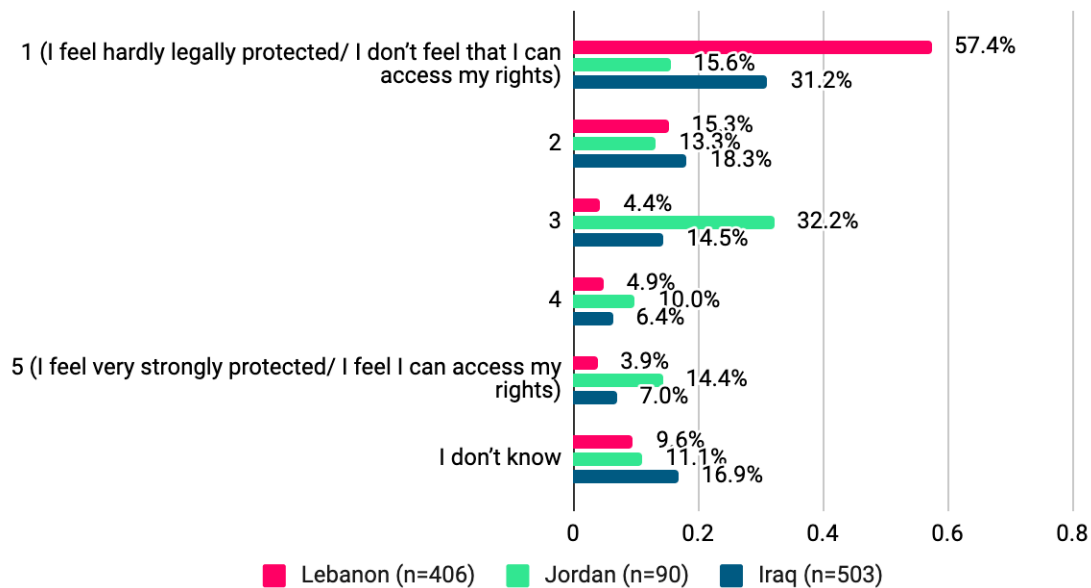
Following the questions on work and income, all respondents were asked how they rate their legal protection. This was done using a 1 - 5 scale, ranging from not feeling legally protected to strongly feeling protected.

Respondents in the Lebanon and Iraq panel rank their degree of legal protection highly negative, with the majority/ plurality of respondents rating their legal protection with the lowest score, and the percentage of voters going down as the rating of legal protection goes up.

In the Jordan panel, a plurality of respondents rated its degree of legal protection as mid-range (rating 3 out of 5), and nearly equal percentages of respondents voted for either better, or worse legal ratings. There also is a relatively large percentage of people that “don't know” (17%).

Remarkably, in each of the three countries, refugees/migrants from Syria (Lebanon and Jordan) and IDPs (Iraq) on the one hand, and local residents on the other, have voted very similarly. For this reason, the disaggregation is not presented separately.

Figure 62. On a scale from 1-5, how would you rate your degree of legal protection? (i.e. possession of legal documents, seeking legal redress in case you need it, etc.) - Single answer - Lebanon, Jordan, Iraq

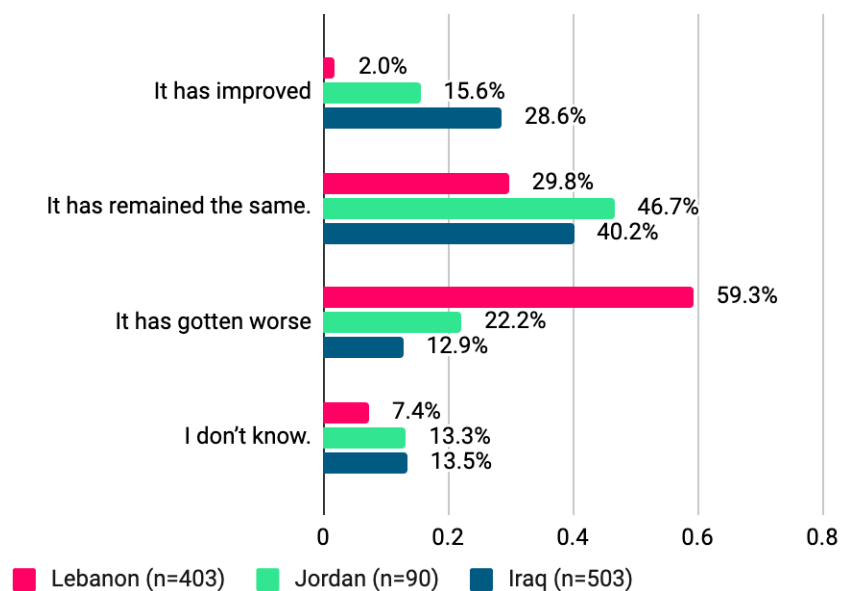


Changes over the past five years

Given that the previous question captured just one moment, respondents were additionally asked how this sense of protection has evolved over the period 2016-2021.

In both Jordan and Iraq, the largest share reported their sense of legal protection had remained the same, with also some respondents mentioning it had improved. In Lebanon, however, the majority of 59% (n=403) indicated it has gotten worse over the past 5 years, followed by a group that mentioned it had stayed the same. See the bar chart below.

Figure 63. Has your sense of legal protection improved, remained the same, or deteriorated over the past 5 years (2016-2021)? - Single answer - Lebanon, Jordan, Iraq



Lebanon

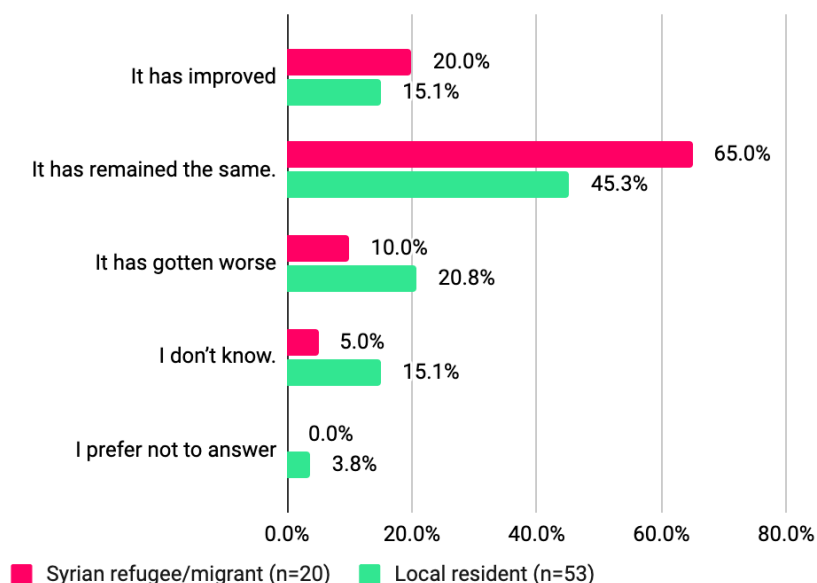
Refugees/migrants from Syria and local residents have voted very similarly.

Jordan

Refugees/migrants from Syria reported predominantly that their sense of legal protection stayed the same.²⁴ Local residents' answers are more varied.

²⁴ However, it is important to interpret this finding with caution, as the number of refugees/migrants from Syria answering this question is relatively low (n=20).

Figure 64. Has your sense of legal protection improved, remained the same, or deteriorated over the past 5 years (2016-2021)? - Single answer - Jordan - refugees/migrants from Syria and local residents



Iraq

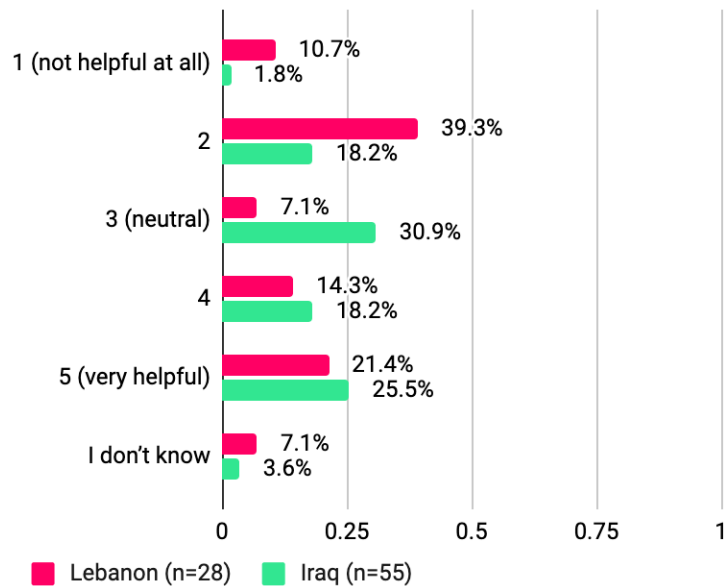
IDPs and local residents reported very similarly.

Access to legal services

Respondents that indicated to have made use of legal services in the period 2016-2021 were asked whether they consider the legal support helpful to them. Important to note is that, in Jordan, the number of respondents was too low to present figures and even in Lebanon and Iraq the numbers are quite low.

In Lebanon, the respondents rating legal services were nearly all refugees/migrants from Syria, and half of them rated the services as (very) bad. In Iraq, a mix of IDPs and local residents answered this question (in a similar way), and they were more positive: a plurality rated services as 'neutral', and the second biggest group after as ('very) helpful'.

Figure 65. On a scale from 1 (very bad) to 5 (very good), how helpful was this legal support? - Single answer - Lebanon, Iraq²⁵

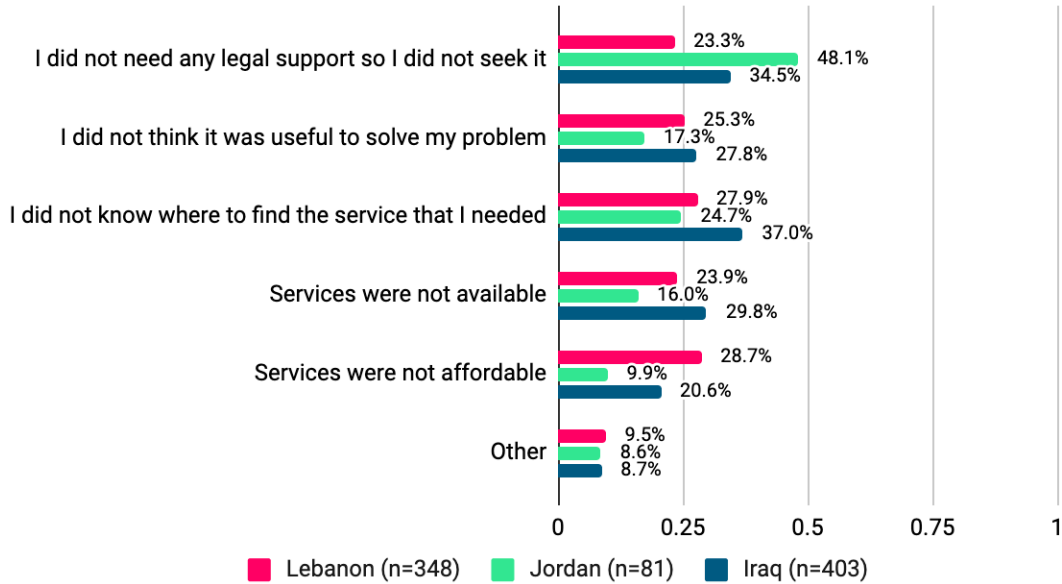


In addition to this, those who did not make use of legal support services were asked for the reasons as to why they had not, in order to understand more about the accessibility of these services. This was done using a multiple-answer format.

The answers across all three countries varied a lot. Only in Jordan, there was an outstanding group reporting not needing any legal support. See the bar chart below.

²⁵ Jordan is not included as n=5, which is too low to draw any conclusions from.

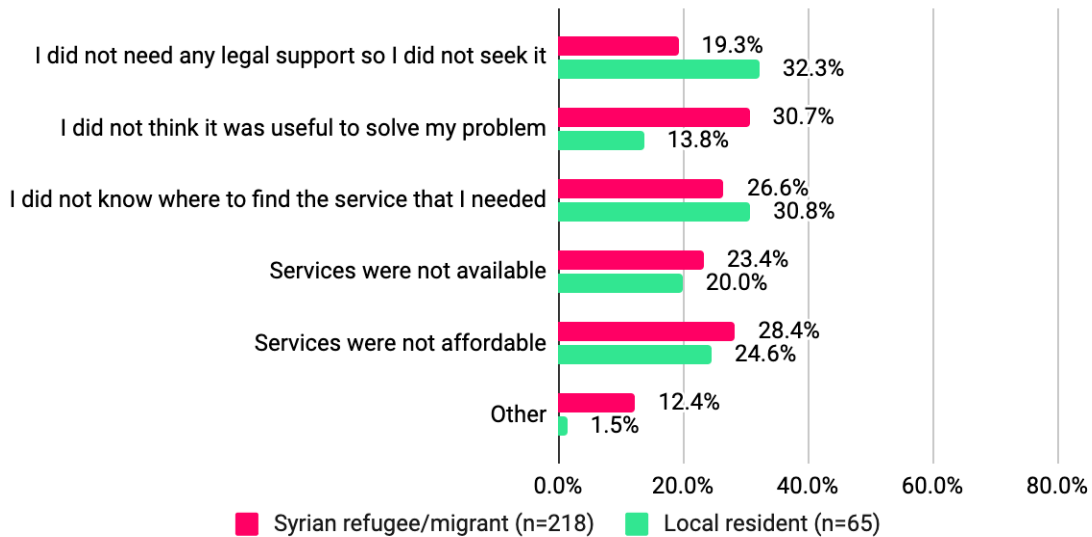
Figure 66. Why have you not made use of legal support services? - Multiple answers - Lebanon, Jordan, Iraq



Lebanon

A plurality of refugees/migrants from Syria indicated that '[legal services] were not useful to solve my problem'. This was the least chosen option for local residents, of which a considerable portion mentioned they did not require legal support. Otherwise, the answer patterns of both groups are quite similar.

Figure 67. Why have you not made use of legal support services? - Multiple answers - Lebanon - refugees/migrants from Syria and local residents



Jordan

Refugees/migrants from Syria and local residents answered very similarly.

Iraq

IDPs and local residents answered very similarly.

Impact of missing civil documentation

All respondents were additionally asked if they or their households lack any important civil documentation.

In Lebanon, a quarter of the panel indicated they lacked at least one important civil document, the strong majority of which refugees/migrants from Syria (80%, n=101). Hence, findings provided below should be read through this lens.

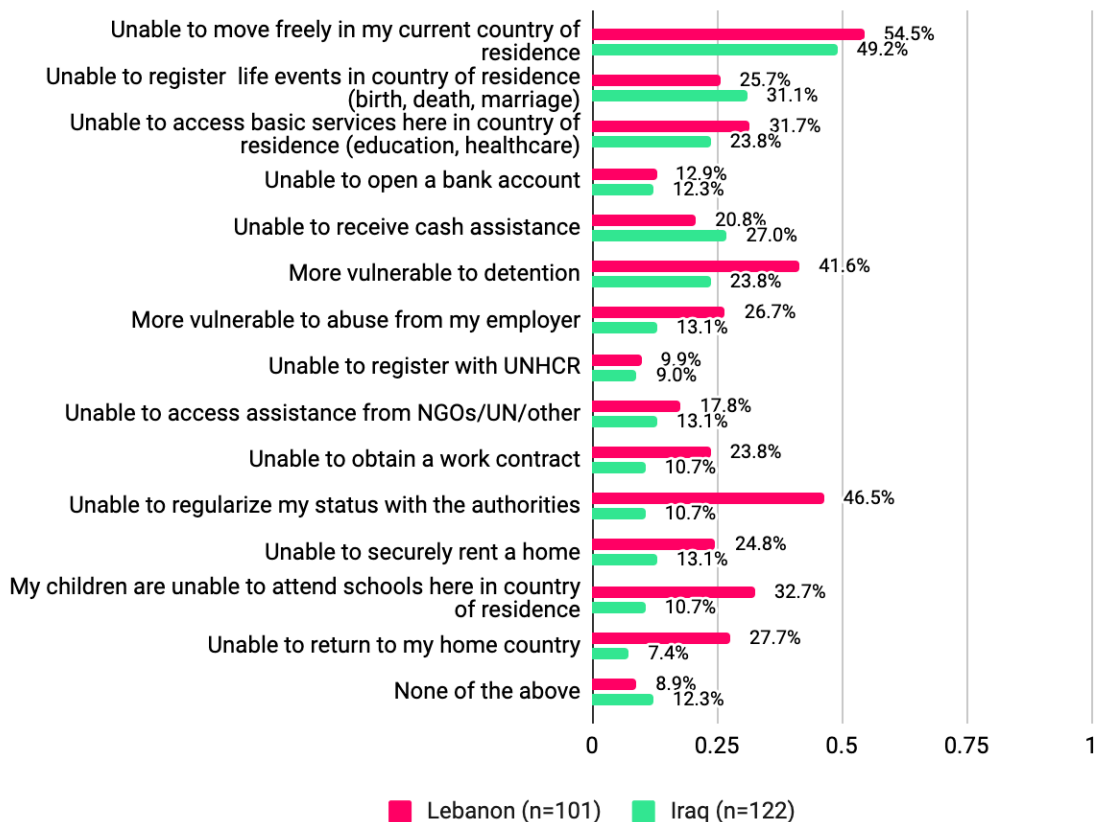
In Jordan, around 32% (n=28) of the panel indicated they lacked at least one important civil document. Local residents made up a larger part of this group (71%) than refugees/migrants from Syria (18%).

In Iraq, a quarter of the panel also indicated they lacked at least one important civil document. Interestingly, this group is almost equally divided by IDPs and local residents (n=497).

As a follow-up, those who reported to lack any important civil documentation were asked how this had impacted them.²⁶ In Lebanon, the 'inability to move around freely' is selected by more than half of respondents, followed by the 'inability to regularise status with authorities', and 'vulnerability to detention'. In Iraq, a plurality of respondents selected the 'inability to move around freely', and the second most selected option was the 'inability to register life events' and 'inability to receive cash assistance'. IDPs and local residents have answers very similarly.

²⁶ n=27 for Jordan, of which half selected the option "None of the above". Hence, data have not been further analysed as the n-value is too low.

Figure 68. Can you explain how you and/or your family have been impacted by missing civil documents? - Multiple answers - Lebanon and Iraq



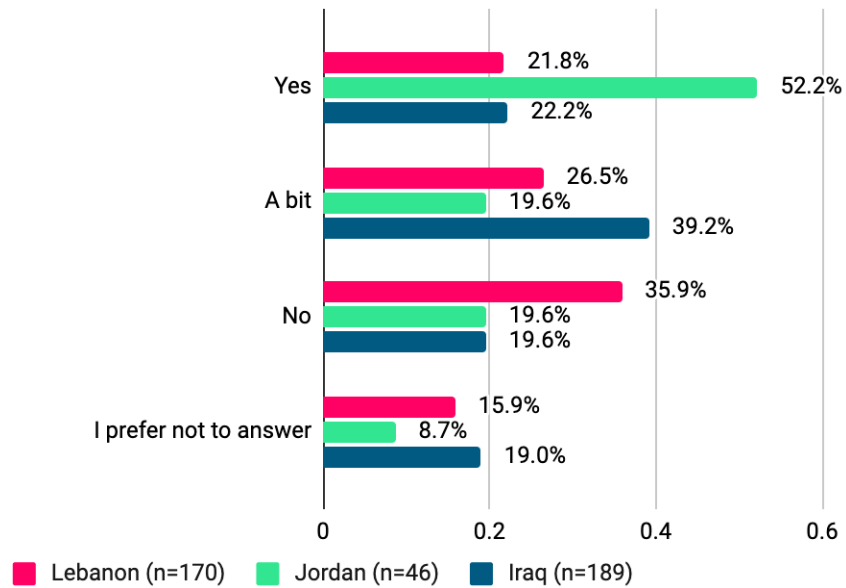
Safety & Protection

Sexual and gender-based violence

The theme of ‘Sexual and gender-based violence’ was discussed only with women and those who answered “other” to the question with which gender they identified. This group was asked the question: “Have you generally felt protected from sexual and gender-based violence (including domestic violence)?”

In Lebanon and Iraq, the responses are quite balanced, with especially a considerable portion of respondents in Lebanon mentioning they do not generally feel protected from sexual and gender-based violence. In Jordan, the majority of respondents was more positive about feeling protected from these issues.

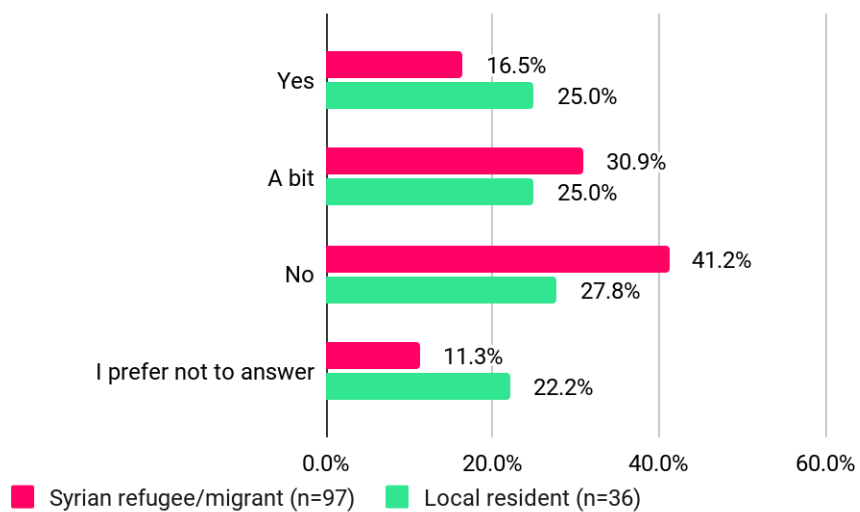
Figure 69. Have you generally felt protected from sexual and gender-based violence (including domestic violence)? - Single answer - Female and respondents identifying with 'other' in Lebanon, Jordan, Iraq



Lebanon

A majority of refugees/migrants from Syria mentioned that they do not feel protected from sexual and gender-based violence, or only feel slightly protected. Answers from local residents vary.

Figure 70. Have you generally felt protected from sexual and gender-based violence (including domestic violence)? Single answer - Female and other' gender - Lebanon - Refugees/migrants from Syria (n=97) and local residents (n=36)



Jordan

In Jordan, disaggregation by group was not valid due to the low n-values.

Iraq

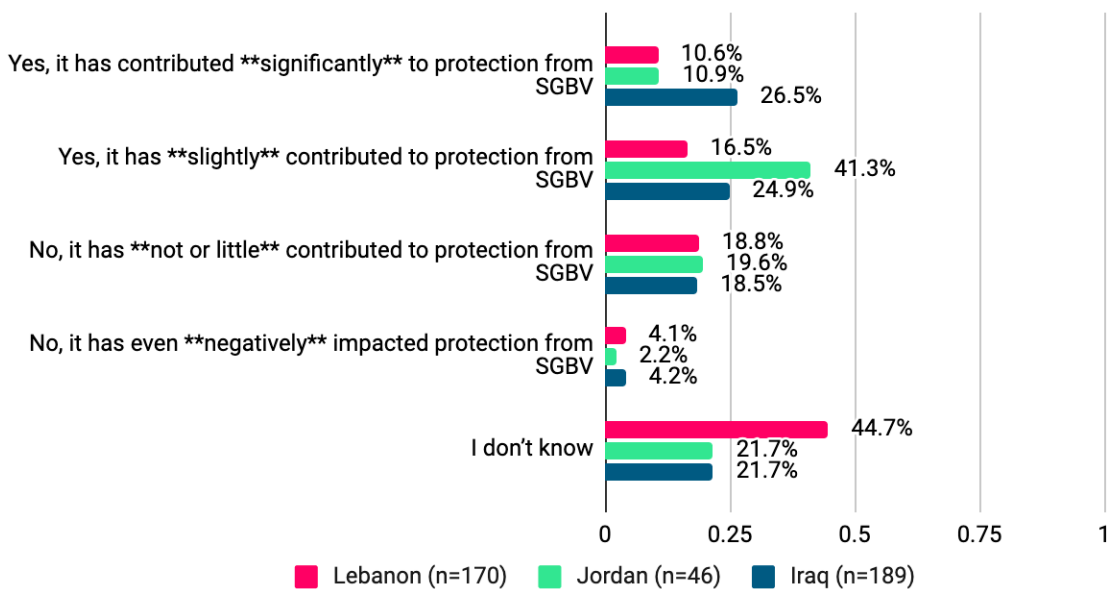
IDPs and local residents answered very similarly.

Contribution of donor/ NGO support

Those who identified as woman or 'other' in the gender question in the three countries were also asked whether, in their opinion, international donor support has contributed to better protection from sexual and gender-based violence (SGBV). The answers of all three country panels are quite evenly spread. Notable is a substantial group in Iraq reporting that donor/NGO support significantly contributed, as well as a large group in Jordan mentioned it had slightly contributed.

Additional remarkable is that nearly half of respondents (45%) in Lebanon indicate they 'don't know', and relatively large percentages of people in Jordan and Iraq too. This may be influenced, to some extent, by the fact that they may not have been exposed to SGBV, which was not specifically asked.

Figure 71. In your opinion, has international donor support/support by NGOs contributed to protection from SGBV in the period 2016-2021? Single answer - Lebanon, Jordan, Iraq

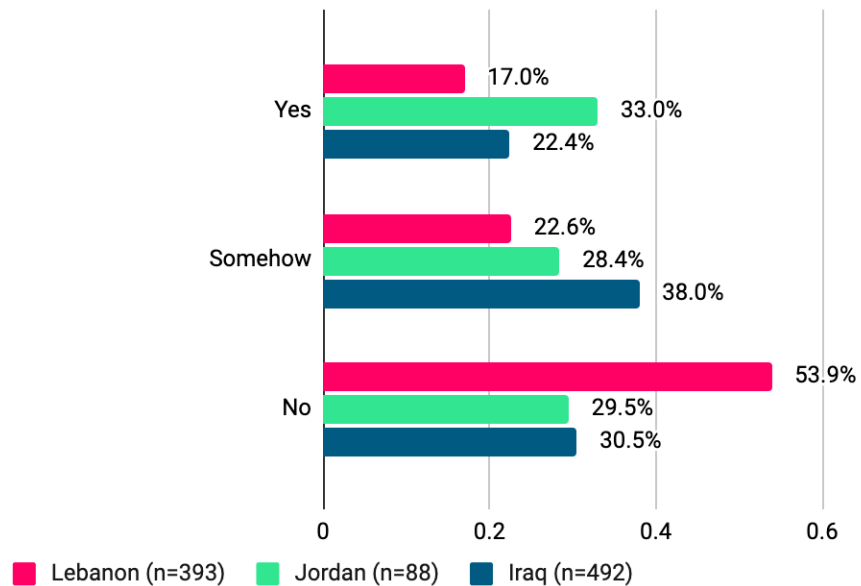


Displaced and local residents in Lebanon, Jordan, and Iraq answered this question similarly. Hence, no further disaggregation is presented.

Protection from exploitation, coercion, and threatening

All participants were asked whether they have generally felt protected from exploitation, coercion, and threatening (i.e. by authorities, civil servants, community members, or gangs). The answers of the Jordan and Iraq panels are quite evenly spread. In Lebanon, the majority of respondents reported 'No'. See the bar chart below.

Figure 72. Have you generally felt protected from exploitation, coercion, and threatening (i.e. by authorities, civil servants, community members, or gangs)?- Single answer - Lebanon, Jordan, Iraq



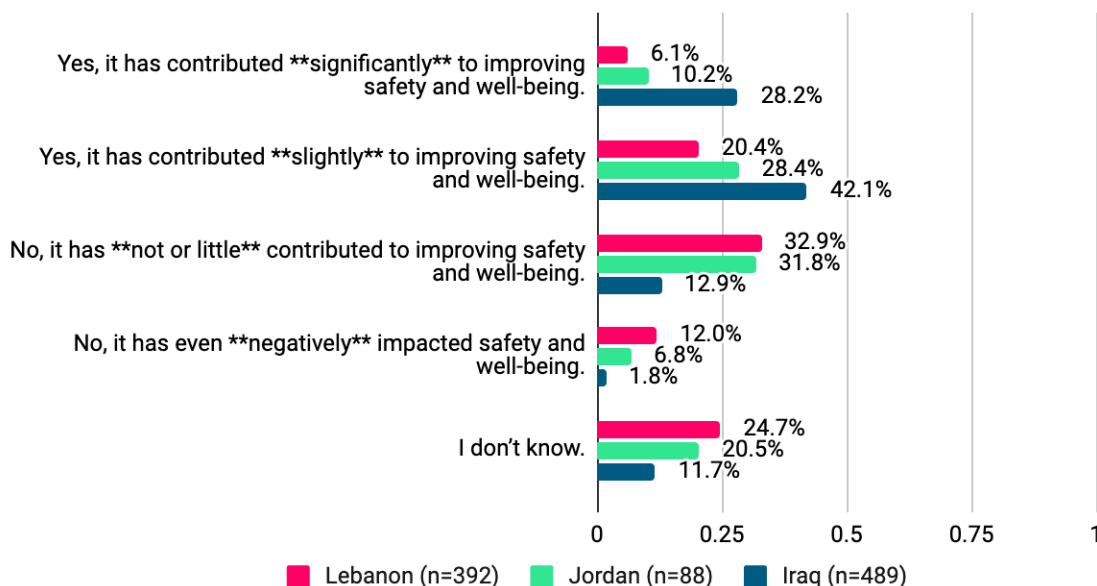
Syrian refugees/migrants and local residents in Lebanon and Jordan, and IDPs and local residents in Iraq, answered this question very similarly. Hence, no further disaggregation is presented.

Contribution of donor/ NGO support

As a last question on this topic, all respondents were asked whether they thought that international donor support/ support by NGOs had contributed to increasing safety and well-being in the period 2016-2021.

In Iraq, the majority of respondents mentioned donor/NGO support either significantly or slightly contributed to improving safety and well-being. The largest share in both Lebanon and Jordan indicated it had no or little contribution. It is noteworthy that substantial groups of respondents in those two countries also indicated they do not know whether donor/NGO support had contributed.

Figure 73. In your opinion, has international donor support/ support by NGOs contributed to increasing safety and well-being in the period 2016-2021? - Single answer - Lebanon, Jordan, Iraq



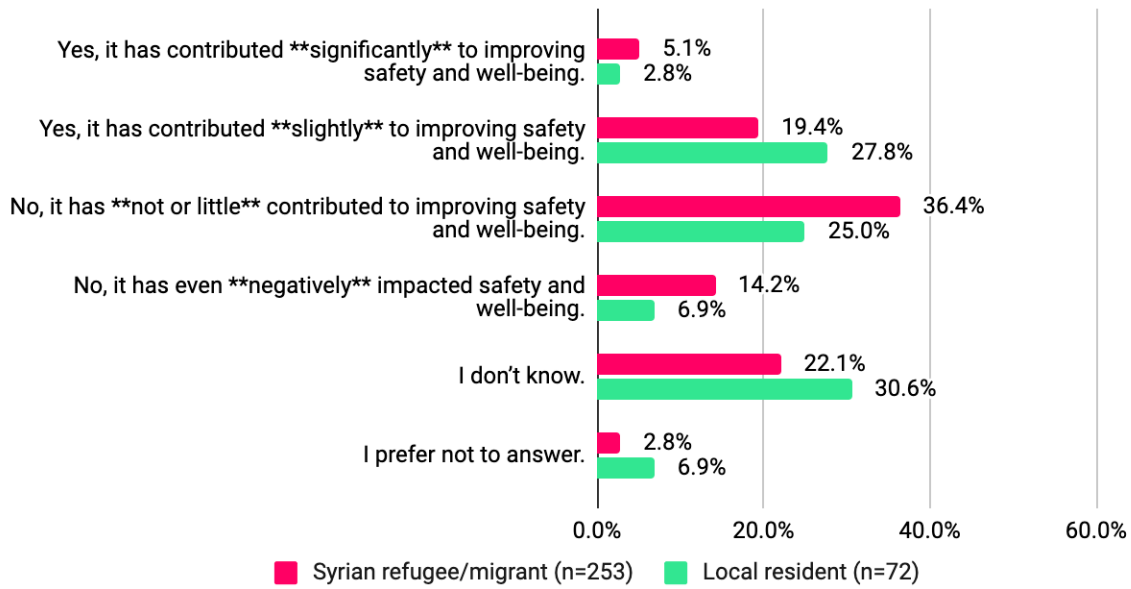
"No, the donors did not provide protection for us in this situation. I was subjected to physical violence, resulting in fractures in my body. Like numerous refugees, we face violence, and we have lodged complaints with the UNHCR and the protection department. My daughters have been forced to sleep on the streets. Despite this, the UNHCR and the organisations tasked with addressing violence have taken no action, and I am uncertain as to why they are dissatisfied with us. Syrians are being raped, yet neither the UNHCR nor others are defending us." - refugee/migrant from Syria, Lebanon

"I was unaware of gender-based violence until I turned 27 years old; it wasn't something I had heard of before. However, upon enrolling in a gender-based violence course offered by one of the organisations, I gained a deeper understanding of the subject." - Local resident, Iraq

Lebanon

The largest group of refugees/migrants from Syria answered that donor/NGO support had not or little contributed to improving safety and well-being. For local residents, responses were more varied, with a considerable number also reporting that it slightly contributed or that they were unsure whether it had contributed.

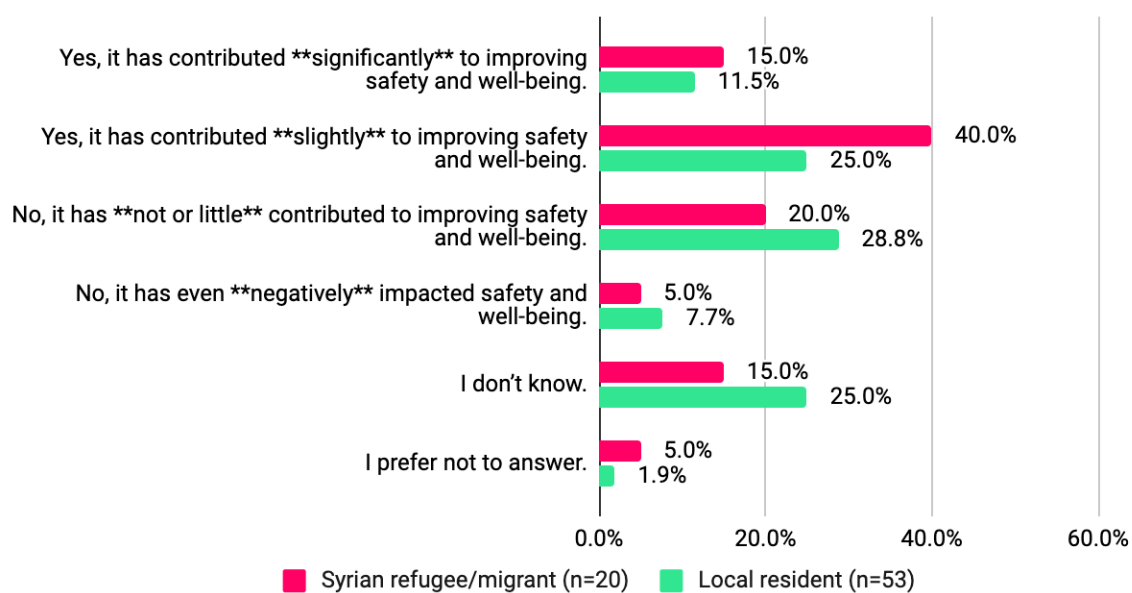
Figure 74. In your opinion, has international donor support/ support by NGOs contributed to increasing safety and well-being in the period 2016-2021? - Single answer - Lebanon - Refugees/migrants from Syria and local residents



Jordan

Refugees/migrants from Syria answered mostly that donor/NGO support had slightly contributed to improving safety and well-being. For local residents, answers were varied, with also a substantial portion mentioning it has had no or little contribution, or that they did not know if and how the support had contributed.

Figure 75. In your opinion, has international donor support/ support by NGOs contributed to increasing safety and well-being in the period 2016-2021? Single answer - Jordan - Refugees/migrants from Syria and local residents



Iraq

IDPs and local residents answered the question very similarly.

Final recommendations to the Dutch government

As a final part of each conversation, all respondents were provided with the opportunity to give their final recommendations to the Dutch government. Recommendations covered many topics, of which mostly suggestions on increasing job and educational opportunities, increasing resettlement pathways, as well as addressing these needs in an inclusive and fair manner. See the quotes below for examples of recommendations per category.

Job opportunities

"Finding joint business projects funded by donors." - IDP respondent, Iraq

"Implementing projects that enhance the existence of job opportunities by supporting the private sector as well as supporting entrepreneurial ideas and projects." - Refugee/migrant from Syria, Lebanon

"I wish for more job opportunities for young people and the provision of essential training." - IDP respondent, Iraq

"Increase employment for all refugees, provide safe housing, protection, income for every family, and work for every head of household." - refugee/migrant from Syria, Jordan

"I suffer from poverty, and my children are not working. I hope the Dutch government can help me or employ my son, who speaks English fluently and is a university graduate." - refugee/migrant from Syria, Lebanon

"Please, provide job opportunities for graduates" - Local resident, Jordan

"Allocate assistance to ensure a decent living for people with disabilities and their families. Many people with disabilities are partially or completely unable to work and have children, and no one pays attention to their needs." - Local resident, Jordan

Education opportunities

"Through education, you can reach the entire family, so it is very necessary to focus on the field of education intensively, as well as by providing job opportunities, especially in the Nineveh Plains, where the economy has become very bad and most young people are thinking of emigrating because of this crisis." - Local resident, Iraq

"They are requested to restore schools, especially in the city of Mosul, because it has been subjected to great destruction, taking into account the villages and countryside, because they suffer from poor primary and secondary education. Thank them." - IDP respondent, Iraq

"Provide job opportunities, build schools, and focus on education." - Local resident, Iraq

"My recommendation is to liaise with associations that receive funding from the Dutch government and to collaborate with organisations specialised in improving education, particularly in the Baalbek-Hermel region." - refugee/migrant from Syria, Lebanon

"Provide my children with a decent life and a good education away from ignorance, violence and racism." - refugee/migrant from Syria, Jordan

Resettlement to safe third countries

"Yes, the organisations contributed, but there is nothing to help with the high prices and the collapse of the currency. I need to leave Lebanon to a safe country to better stabilise our children's situation. Whatever help from organisations, the situation will remain bad. Thank you very much." - Refugee/migrant from Syria, Lebanon

"First, it is necessary to settle families wishing to immigrate, especially those who have children, so that they do not have to work and leave school, as happened with my son. Second, finding a new mechanism to deliver aid in dollars to needy families. And education support for parents should be direct so that they can study and teach properly." - Refugee/migrant from Syria, Jordan

"I strongly wish that the Dutch government receives me, so I can finally live peacefully and have legal protection." - refugee/migrant from Syria, Lebanon

"Thanks to the Dutch government for providing assistance, but I need to resettle with my family, because I don't feel safe." - refugee/migrant from Syria, Jordan

Inclusive support

" 1. Holding courses and seminars and clarifying common points and improving things between refugees and hosts. 2. Improving the level of education by increasing the number of students and building additional schools through cooperation with responsible government departments." - Local resident, Jordan

"People in general, of all sects and religions, must be helped to coexist with each other through joint projects, job opportunities and psychological support." - IDP respondent, Lebanon

"As for coexistence, I think the environment that hosts and the refugees need more financial support and infrastructure development." - Local resident, Iraq

"First of all, finding methods to cultivate love and peace between the sons of the country and the refugees." - Refugee/migrant from Syria, Lebanon

More fairness in aid distribution, more realistic eligibility criteria to receive aid, and more oversight

"Reducing corruption and manipulation of the delivery of aid to beneficiaries, especially with the deterioration of the economic situation in Lebanon and the deterioration of the exchange rate of the local currency. For example, the World Food Program provides each person benefiting from the program an amount of \$27 per month via electronic cards, but what is transferred from the bank is an amount of 100,000 Lebanese pounds. Recently, the amount was raised to 300,000 Lebanese pounds, which is much less than the value originally allocated to the beneficiary." - Refugee/migrant from Syria, Lebanon

"In general, international donors have given me material assistance through the UNHCR, of which I receive 10 percent, and aid to government schools - a good amount of 600 dollars or more per year for primary students, while education is a complete failure. The services of the UNHCR are terrible, and I suspect that there is a theft of my material rights by the Commission. UNHCR and the donor countries help the host communities, but through governmental, municipal, and civil institutions, nothing reaches these host communities." - Refugee/migrant from Syria, Lebanon

"I wish that there were no mediators during the implementation of projects and there was no discrimination between residents" - IDP respondent, Iraq

"A final wish that I ask of donors is to be strict in oversight, accountability and meticulous follow-up of grants from outside the ruling system and banks, especially with regard to financial aid." - Local resident, Lebanon

"1- Direct supervision by donors of granting aid 2- Supporting non-religious educational graduates 3- We ask for the assistance of civil society organisations for citizens in Nineveh Governorate in matters related to state departments and removing obstacles such as the problem of similarity of names, which has exhausted most citizens." - Local resident, Iraq

Conclusion

In this evaluation, the needs of refugees and host communities and the results of interventions on priorities of Dutch DAFD policy were assessed in Lebanon, Jordan, and Iraq. Overall, respondents in Lebanon were quite negative, the Iraq panel was generally on the more positive end of the spectrum, and Jordan most often positioned in the centre - although there are exceptions to this rule. The results that are highlighted of the different groups (displaced and local) provides more insights into how people living in different circumstances have experienced the major themes under discussion.

Cohabitation of refugees/ IDPs and host communities

Respondents living in Lebanon are predominantly negative about the evolution of cohabitation²⁷ between 2016-2021, with refugees and migrants being most negative and being mostly attributed to the socio-economic deterioration, increased competition in the job market, as well as imbalance in donor support or aid. Contrastingly, respondents in Jordan and Iraq are more neutral or positive about cohabitation, with the increased overall sense of safety mentioned in both countries to be the primary reason for improvement in cohabitation.

Donor support in the field of cohabitation is ranked quite negatively by local residents in Lebanon, followed by refugees from Syria in Lebanon. In Jordan, local residents rank donor contributions more positively, followed by refugees/migrants from Syria living in Jordan. In Iraq, both IDPs and local residents were positive about donor/NGO support increasing peaceful cohabitation.

Education

A considerable group of our respondents mentioned that they or their school-aged children were not attending school, mostly due to the lack of means to pay for school fees, children's transportation, or children's school supplies. Amongst those of whom they or their school-aged children were in school, most followed formal education.

Formal education

When asked to rate their satisfaction with formal education, a considerable portion of the respondents in Lebanon rated it as very poor or poor. Both internally displaced persons (IDPs) and local residents in Iraq rated the quality of formal education from neutral to quite poor. Local residents in Jordan showed slightly more positivity about formal education.

Formal education: the shift that is mainly attended by refugees

Refugees/migrants from Syria in Lebanon rated their satisfaction with the 'second shift' as very

²⁷ And thus not necessarily about the overall 'state' of cohabitation.

negatively. In Jordan, levels of satisfaction were more varied, with the largest group rating it as neutral, followed by individuals who rated it poor or very poor.

Safety in school

When asked about their feelings of safety in schooling and their ability to access protection services when needed, especially refugees/migrants from Syria in Lebanon responded that they or their children felt unsafe and were unable to access protection services. Both displaced and local residents in Jordan and Iraq answered more positively, sometimes or always feeling safe and able to access the necessary services.

The impact of donor/NGO support in contributing to quality and access to education over the past years is ranked very positively by both IDPs and local residents in Iraq. Local residents in Jordan, as well as refugees/migrants from Syria and local residents in Lebanon, mostly indicated positive contributions as well.

Work and Income

Across the three countries, respondents structurally rated different aspects of their work situation, such as the (lack of) stability it provides and the safety and ethics on the work floor, as more negative than positive. Remarkably, more than half of respondents consider they are structurally underpaid despite working extremely long hours. Both displaced and local residents across countries seem to share the same opinion on the above and thus seem to have the same negative experiences.

For those who did not work during the period 2016-2021, the lack of jobs available in their area seems the primary reason. In Lebanon, reasons such as a low salary due to local currency depreciation, as well as high transportation costs to reach the workplace were also much-mentioned as a key obstacle to working.

Donor/NGO contribution to improving work and income in the period 2016-2021 was ranked quite negatively, with most respondents in Lebanon and Jordan mentioning it had not or little contributed. A considerable group in Iraq indicated donor/NGO contribution as positive, with mostly IDP respondents reporting this.

Legal protection

Both displaced and local residents across the three countries rate their degree of legal protection highly negatively, with the majority or plurality of respondents rating their legal protection with the lowest score. This is indicative of structural or nationwide challenges in this field.

Interestingly, both displaced and local residents in Lebanon consider that access to legal protection has only gotten worse over the period 2016-2021. In Jordan and Iraq, legal protection was reported by most to have stayed the same.

Safety and Protection

Protection from Sexual and Gender-based Violence

In Lebanon and Iraq, the responses are quite balanced, with a considerable group of respondents in Lebanon - mostly refugees/migrants from Syria - mentioning they do not generally feel protected from sexual and gender-based violence. In Jordan, the majority of respondents was more positive about feeling protected from these issues.

Opinions on the contribution of donor support in this field, but remarkably, relatively large percentages of people in all three countries indicate they do not know how to assess the contribution of donor/NGO support.

Protection from exploitation, coercion and threatening

Over half of Syrian refugees/migrants and local residents in Lebanon consider they are not protected from exploitation, coercion, and threatening (i.e. by authorities, civil servants, community members, or gangs). In Iraq and Jordan, both local residents and IDPs responded more varyingly on whether they felt protected from these types of violence.

The contribution of donor/NGO support is considered mainly positive both by Iraq's IDPs and local residents. In Lebanon and Jordan, however, many respondents also indicated the support had not or little contributed to safety and well-being, particularly a considerable group of refugees/migrants from Syria in Lebanon.

Annex 1: Detailed Methodology

Research Questions

The following research questions are addressed in this study:

1. What were the needs and priorities of refugees and host communities in Iraq, Jordan and Lebanon, and how and why have these developed over time (2016-2021)? To what extent and in what way do these needs and priorities differ in different spatial contexts? What were the specific needs and priorities of women and girls?
2. To what extent have refugees and host communities, with specific attention for women and girls, experienced increased access to public services and education? To what extent have refugees and host communities experienced enhanced protection? To what extent have refugees and host communities been able to build sustainable livelihoods? What have been factors of success, and what were obstacles? To what extent do they consider donor support to have contributed to positive changes in these areas?
3. How do refugees and host communities perceive the economic and social participation of refugees in host communities? How has this developed over time (2016-2021)? To what extent do they consider donor support to contribute to cohabitation of refugees and host communities?
4. How do host communities perceive the economic impact of the presence of refugees? What were the factors of success, what are the key challenges?

In order to contribute to answering the above question , the following concrete topics are addressed in this study:

- Demographics

The purpose of asking questions in this domain is to record some characteristics of respondents that make more meaningful disaggregation of data possible. No personal details of respondents that are privacy-sensitive are saved by Upinion.

- Cohabitation of refugee and host communities
- Access to and quality of education
- Work and income
- Legal protection
- Safety and protection
- Recommendations/ final remarks by respondents to the government of the Netherlands/

international donors²⁸

Conversations

Upinion's methodology aims at inviting people to talk about themes that are important for them, in an easy and accessible manner that circumvents some of the challenges that face-to-face data collection such as surveying entails. It is faster, more cost-effective, more adaptable to the panel's interests, and it can be perceived as an exchange of information rather than mere data collection.

The seven above-mentioned themes were broken down into sub-questions for respondents, translated into Arabic and Sorani (Kurdish) and distributed over two separate conversations that were sent out to respondents with approximately a month's time in between to avoid burdening respondents with one lengthy survey. While drafting the conversations, which happened in close coordination between the teams of Upinion and IOB, close attention was paid to maintaining a logical and appealing conversational flow, and the use of understandable yet accurate language.

In the beginning of the conversation, respondents were asked for the most relevant demographic information, including age and identification (as migrant/refugee, local resident or IDP). This information enabled disaggregation of the answers provided by the different groups of respondents. While aiming not to lose respondents by asking too many 'simple/demographic' questions at the beginning – as this may result in higher dropout rates in the beginning of the conversation – additional demographic questions, like gender, living situation, and governorate, were asked at the end of the first conversation.

Specific follow-up questions were asked on the conditionality of respondents having answered certain questions in the affirmative or negative, with the aim of diving deeper into certain topics that were mostly if not only relevant to these specific respondents. Some questions concerned only the current situation, while other questions referred to the entire period of 2016-2021. Therefore, Upinion has tried to be as clear as possible on the timeframe of the questions.

After the conversations were programmed and made available online, they were thoroughly tested by the teams of Upinion and the IOB and irregularities and technical issues were resolved.

Conversation 1 and 2 are added in Annex 2 in full, including Facebook advertisements, intro messages to the conversations, and information messages that were sent back to the panel about relevant services and/or NGOs in their area related to the themes that were under discussion.

Recruitment procedure

²⁸ As the Netherlands often cooperates with or funds plans supported by several multilateral institutions or donor states, we widened the scope here to international donors, especially as it may not always be clear to beneficiaries who the main funder or executor/provider of services and support is, and several donors fund similar interventions.

Different recruitment techniques were used to reach people that lived in Jordan, Lebanon and Iraq in the period 2016-2021. The main approach was advertising on Facebook in all three countries. A number of advertisements were placed on Facebook in the target countries in October 2021 that explained the objective of the study and gave people the ability to click on a link to the first conversation. Because the Dutch DAFD policy is oriented towards the support of both host communities and refugee and IDP communities, all individuals above 18 years residing in the target countries were able to participate. Annex 3 contains a brief overview of social media connectivity in all three countries. To boost the response rates in Iraq and Jordan, other recruitment techniques were used, including internet credit and a local recruiter. The recruitment procedures per country are described below.

Outreach process Lebanon

A few different advertisements in Arabic were placed on Facebook on the 10th of September. However, electricity shortages and high costs of internet²⁹ might have impeded outreach and resulted in relatively high drop-out among people already having started the conversation.

The target number was reached in conversation 1. Upinion had engaged with communities in Lebanon before. The pattern of outreach was in line with Upinion's other research projects and panel engagements in Lebanon. Nevertheless, for this study, Upinion has not made use of the existing panels in Lebanon.

Outreach process Jordan

In Jordan, a mix of outreach strategies were employed. A few different advertisements in Arabic were placed on Facebook on the 10th of September. The response rates through the Facebook advertising were relatively low, as is visible in Annex 4 too. Therefore, the two following additional methods were employed to boost participation rates.

Firstly, internet credit to compensate for costs made was offered to those who would complete the conversation, so that data usage would not pose a barrier to participation. Every respondent that would reach the end of the conversation, would receive a small amount of internet credit directly on his/her phone.

Secondly, Upinion employed a local recruiter in order to do more on-the-ground outreach. The local recruiter was selected based on its familiarity with the aid sector in Iraq, its large (professional) networks of people in the target group due to work and familiarity with the target areas, and his experience in leading research and conducting surveys. The local recruiter distributed the link to the conversation among his networks, i.e. beneficiaries of previous NGO programs and individuals involved in civil society activities, together with a small introductory text, showing people the importance of participating in such conversations. Upinion has experienced that in some cases, recruitment rates go up when people receive a personalised message from

²⁹ The severe energy and overall economic crisis have resulted in decreased internet access in Lebanon.

someone from the country they reside in, which might increase their confidence that the survey is safe. The recruiter would not pay people money or provide other services in exchange for their participation. Upinion followed up continuously with the recruiter to ensure that the scope of the outreach would be as expansive as possible.

Despite the use of different recruitment techniques, the response rate in Jordan remained relatively low. Upinion had not engaged with communities in Jordan before and hence participation rates could not be compared to previous results. The result of the relatively low response rates in Jordan are that for some questions, the absolute number of participants within a certain category (e.g. Syrian refugee/migrant or IDP) is too low for the answers to be considered ($N \leq 15$), which will be indicated in the report.

Outreach process Iraq

In Iraq, a mix of outreach strategies were employed. A few different advertisements in Arabic were placed on Facebook on the 10th of September. The response rates through the Facebook advertising were relatively low, as is visible in Annex 4 too. Therefore, the two following additional methods were employed to boost participation rates.

Firstly, internet credit to compensate for costs made was offered to those who would complete the conversation, so that data usage would not pose a barrier to participation.³⁰ Every respondent that would reach the end of the conversation, would receive a small amount of internet credit directly on his/her phone.

Secondly, Upinion employed a local recruiter in order to do more on-the-ground outreach. The local recruiter was selected based on its familiarity with the aid sector in Iraq, its large (professional) networks of people in the target group due to work and familiarity with the target areas, and his experience in leading research and conducting surveys. The local recruiter distributed the link to the conversation among his networks, i.e. beneficiaries of previous NGO programs and individuals involved in civil society activities, together with a small introductory text, showing people the importance of participating in such conversations. Upinion has experienced that in some cases, recruitment rates go up when people receive a personalised message from someone from the country they reside in, which might increase their confidence that the survey is safe. The recruiter would not pay people money or provide other services in exchange for their participation. Upinion followed up continuously with the recruiter to ensure that the scope of the outreach would be as expansive as possible. The outreach done by the local recruiter boosted respondent rates considerably, and resulted particularly in high participation rates in the province of Nineveh. Hence, answers from Iraq largely represent voices from the province of Nineveh, which is important to consider when interpreting the data.

Upinion had engaged with communities in Iraq before. However, the panel for this study does not consist of Upinion's existing panel in Iraq.

³⁰ Idem.

Selection process

Every individual that clicked on the link in the advertisement was asked whether they gave their consent to participate in the first conversation^[1], and whether they agreed to move into the private Upinion Chat mode. After agreeing on these conditions, they officially started with the conversation. The conversations between respondents and Upinion always take place in a private environment, which means that answers are immediately deleted from respondents' phones and that no party other than Upinion can collect the answers provided. This is especially relevant in contexts where relatives may share the same phone, and where people have to pass through checkpoints or equivalent situations. It is important to note that Upinion made it possible for all respondents to easily leave the conversation at any point.

After finishing a conversation, respondents would receive information messages (including hotlines from NGOs and information about other services) outside of this 'private mode', so that these harmful and handy messages would remain on the respondent's phone and thus accessible.

Respondents, who indicated that they were below 18 years of age, received a message that they could not participate in the conversations due to being under aged. Afterwards, the conversation was terminated for them.

Everyone who finished the first conversation was asked whether they agreed to also participate in the second conversation, which was then shared with them in November 2021. Every Facebook account could only participate once in both conversations, to avoid duplication.³¹ Inevitably, a percentage of respondents that entered into the first conversation did not complete conversation 2, or even 1, fully. This does result in most of the questions being answered by a different - a gradually decreasing - number of people, which has some implications for comparing different variables with each other and looking at the dataset as a whole. Even if respondents answered only part of the conversation(s), their answers have still been recorded and included in the findings, as these are still relevant and may present valuable information about the various themes. Because answers from unfinished conversations are included in the findings, the absolute numbers (defined as n-number) differ per question. Upinion, in accordance with IOB, has decided that the analysis of this report excludes data of which the n is ≤ 15 .

This does result in most of the questions being answered by a different - a gradually decreasing - number of people, which has some implications for comparing. It was still Upinion's aim to have respondents finish the entire conversation, and respondents were encouraged to finish the entire conversation(s):

1. In some instances, phone credit was offered to respondents to compensate for data usage. The respondents would receive the credit when they reached the last question of the conversation;

³¹ If you would enter the conversation a second time through the same Facebook account, you would get to see the message that "there are no further questions currently."

2. It was clearly stated at the beginning of the conversation that respondents were given the opportunity to give direct, detailed recommendations at the end of the conversation.

The aim of the project was for an overall target group of 1500 respondents to enter into the first conversation (divided over the three countries), which has been reached overall. However, the opportunities and challenges to recruit respondents, as well as access to internet and electricity, differed considerably per target country, as is shown by the difference in respondents per country (see sections above).

The target provinces are based on where the government of the Netherlands has been actively engaged in over the period 2016-2021 and were selected by the IOB based on MFA programme implementation.

Data cleaning

Offering incentives for respondents, in this case in the form of internet credits for the Iraq and Jordan sample, always comes with a risk. Among the Iraq sample and to a much lesser extent the Jordan sample, Upinion noticed that a part of the respondents provided the same telephone numbers several times after finishing the conversation, to benefit several times from receiving the air credit. As this could be detected by Upinion, a decision was made to delete from the data all respondents that had provided their phone five times or more often as this is indicative of fraud and false data. This cut-off point was chosen as it is quite common for relatives living in the target countries to share the same phone and thus provide the same number a few times, yet this was not considered suspicious. Based on experience, and after consulting with the local recruiters, it was decided that five times or more was more likely to be a fraudulent case.

Feedback to panel

As this is a crucial component of Upinion's mission, Upinion ensured to share relevant information messages about available NGO programs and services with the respondents in all three samples after the end of each conversation. To this end, Upinion used information previously gathered for other projects, conducted additional research online, and assigned the local recruiters in Jordan and Iraq the task of assembling additional relevant details of local organisations and initiatives that are harder to find online.

Limitations of the Study

- The sample only includes people that can read and write;
- Only people with internet access and access to a device (phone, tablet, computer) were able to participate;
- Electricity shortages (due to the situation in these countries) may have resulted in drop-out or the inability to start the conversations;

- Internet credit was only provided in Jordan and Iraq, and not in Lebanon (because of a limited budget available);
- The surveys were only available through Facebook. Therefore, people that do not have a Facebook account were not able to participate;
- Recruiters who were hired for this project were only active in certain provinces of the target countries. They have a limited capacity to reach people;
- Possible fraud or false data, because of the provision of internet data.
- The questions about the longer time period (five years) can be influenced by the current situation in which people find themselves;
- The length of the two conversations can be seen as a limit. The large number of questions asked make it difficult for respondents to stay interested in the conversations. At the same time, respondents might have lost interest in between the two conversations.

With regard Facebook advertising:

- Facebook is changing its policies on reaching people through messages frequently. This led to people clicking on the advertisement link and not receiving the intro message in certain instances. Upinion detected and corrected the error.
- On Facebook messenger, where people are led after clicking on the advertisement, Upinion cannot send people any messages unless they react to our previous message; we ask them to click “thumbs up” to join the new conversation. Sometimes this message gets overlooked by people and interested respondents are lost.