GROUND TRUTH
SOLUTIONS

WORLD HUMANITARIAN SUMMIT

FIELD SURVEY AND ANALYSIS

SURVEY OF REFUGEES & FIELD STAFF
IN LEBANON

FEBRUARY 21, 2017

OECD

CONTENTS

INTRODUCTION

Affected People Survey

This report covers two separate surveys. The first looks at the perceptions of three distinct refugee groups in Lebanon: Syrian refugees, Palestine refugees from Syria (PRS) and Palestine refugees who have been in Lebanon for many years (PRL). It provides a baseline on how refugees experience humanitarian aid by looking at programme performance against a set of themes related to the quality of services and engagement. These performance dimensions link to affected people's views on progress towards the attainment of the goals set out in the Grand Bargain and other efforts intended to improve the effectiveness of humanitarian action. Subsequent surveys will track how affected people's perceptions evolve over time. Data collection took place November 21-24, 2016. Face-to-face interviews were conducted in all five regions of Lebanon. For more details, see the section on methodology and sampling.

Field Staff Survey

This report presents the results of a survey of 244 humanitarian staff working in Lebanon for UN agencies, international non-governmental organisations (INGOs) and local agencies. It covers the perspective of field staff on a range of topics linked to the performance of the humanitarian system.

Data was collected using an online survey tool between 25 November 2016 and 31 January 2017.
Eleven organizations participated and distributed the online survey among a convenience sample of their staff. See the section on methodology and sampling for more details.

Background

OECD donors and humanitarian actors made a series of commitments at the world humanitarian summit in May 2016 to increase the efficiency and effectiveness of humanitarian aid. The OECD secretariat seeks to assess how policy changes in the global humanitarian space, including commitments made in the Grand Bargain, affect the quality of humanitarian action. As part of this exercise, Ground Truth Solutions has been commissioned by the OECD, with the support of the German Federal Foreign Office, to track the way people affected by humanitarian crises and field staff experience and view humanitarian activities.

SECTION 1 - AFFECTED PEOPLE SURVEY

Summary findings

Overall, affected people interviewed across five regions in Lebanon express limited satisfaction with the humanitarian support they receive.

Humanitarian Services
There are mixed views on awareness of the kind of aid available (Q1) with one-third not knowing what kind of aid is available to them. People in Beirut seem to be least aware about the options for humanitarian assistance.
Only one out of seven respondents feel that the aid they currently receive covers their basic needs (Q2).
The majority of respondents do not feel that aid is reaching those who need it most (Q3).

Engagement
In general, people feel treated with respect by aid providers (Q4). Syrian refugees feel better treated than Palestinian refugees.

Slightly more than half of the respondents indicate they know about existing complaints mechanisms (Q5), but only one out of nine believe that they will get a response if they make a complaint (Q6).
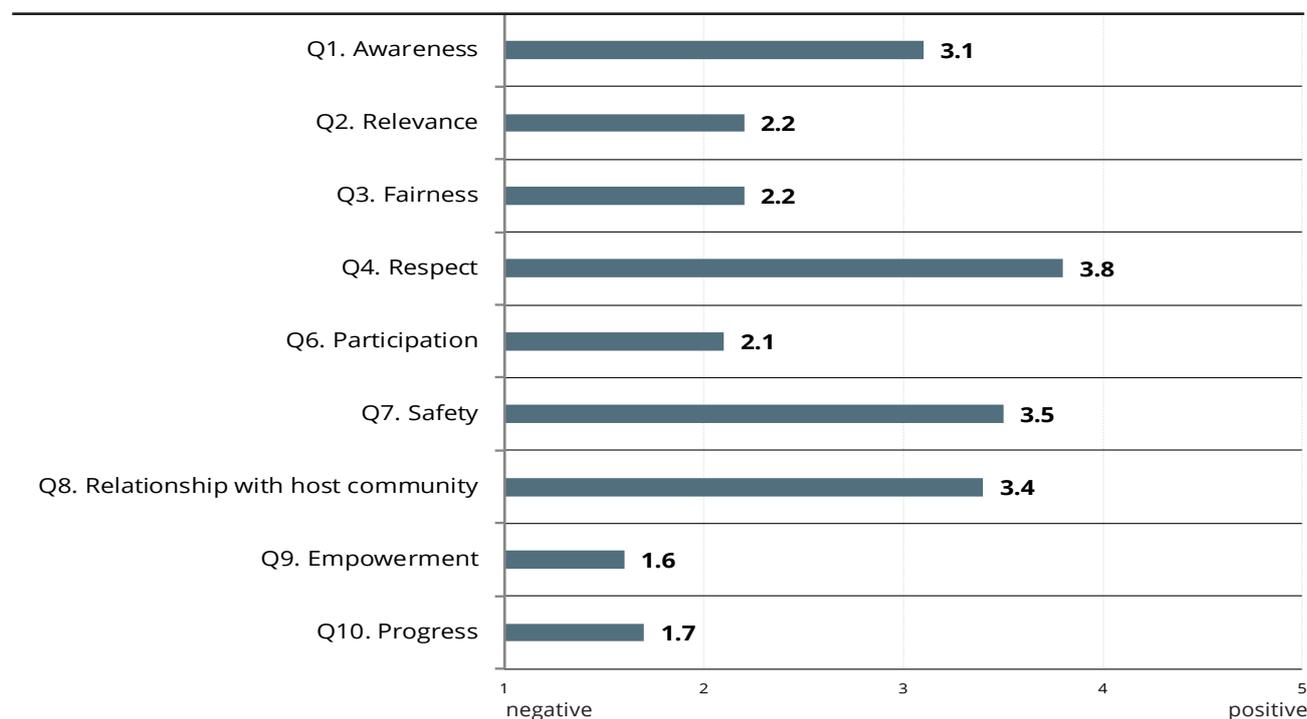
Outcomes
Half of the respondents feel safe in their place of residence (Q7). Respondents from Beirut are significantly more positive about their safety than those in other parts of the country.
There are mixed views on feeling welcome by the host community (Q8). While respondents from Beirut feel welcome, respondents from other regions are significantly more negative.
The overwhelming majority of respondents do not feel that the aid they receive empowers them to live without support in future (Q9) and do not have a sense that life for affected people in Lebanon is improving (Q10).

OVERVIEW OF MEAN SCORES PER QUESTION

Question	Mean score
Q1. Awareness	3.1
Q2. Relevance	2.2
Q3. Fairness	2.2
Q4. Respect	3.8
Q6. Participation	2.1
Q7. Safety	3.5
Q8. Relationship with host community	3.4
Q9. Empowerment	1.6
Q10. Progress	1.7

1 negative — 2 — 3 — 4 — 5 positive

Reading this report

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

For each question we indicate the main conclusion drawn from the data. Some issues require further exploration or inquiry. This can be done either by comparing the perceptual data with other data sets or clarifying directly with people surveyed what lies behind their perceptions through, for example, focus group discussions, key informant interviews, and other forms of dialogue.

SURVEY QUESTIONS

Q1. Awareness

Do you know what kind of aid is available to you?

1 = Not at all	
2	
3	
4	
5 = Yes, I do	

(values in %)   **Mean: 3.1**

19	13	22	27	19
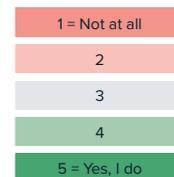
There is a limited awareness of the available aid and respondents expressed diverse perceptions.

Scores vary significantly across governorates. People in Beirut appear to be least aware, with 63% of negative responses. Respondents from North Lebanon are the most informed about available aid, with 72% of respondents answering positively.

Awareness among Palestinian refugees from Lebanon is higher than other respondents. Those who live in private accommodation are less aware, with 42% responding in the negative.

Governorate					Mean
South Lebanon					**3.1**
25	8	24	19	25	
North Lebanon					**3.9**
1	7	20	42	30	
Beirut					**2.1**
49	14	16	16	4	
Mount Lebanon					**3.1**
16	15	25	31	14	
Beqaa					**2.8**
22	23	24	17	14	

Refugee background					Mean
Syrian refugees					**2.8**
24	17	23	23	12	
PRS					**3.3**
13	9	26	34	18	
PRL					**3.6**
14	6	19	28	34	

Type of accommodation					Mean
Private accommodation					**2.8**
29	13	24	21	14	
Official refugee camp					**3.5**
9	14	19	31	27	
Unofficial settlements					**3.4**
3	9	41	41	6	
Other					**2.9**
36	8	12	20	24	

Q2. Relevance

Does the aid you currently receive cover your basic needs?

1 = Not at all	
2	
3	
4	
5 = Very much	

(values in %)   **Mean: 2.2**

36	23	27	11	3
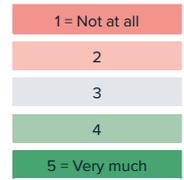
Most respondents say they cannot meet their basic needs with the aid they receive.

Responses are very negative among respondents from Beirut and Beqaa.

Respondents who live in private accommodation are more negative than those living in official refugee camps and unofficial settlements.

It would be good to investigate further what needs are not met, and how the response plan can be adjusted to take this into account.
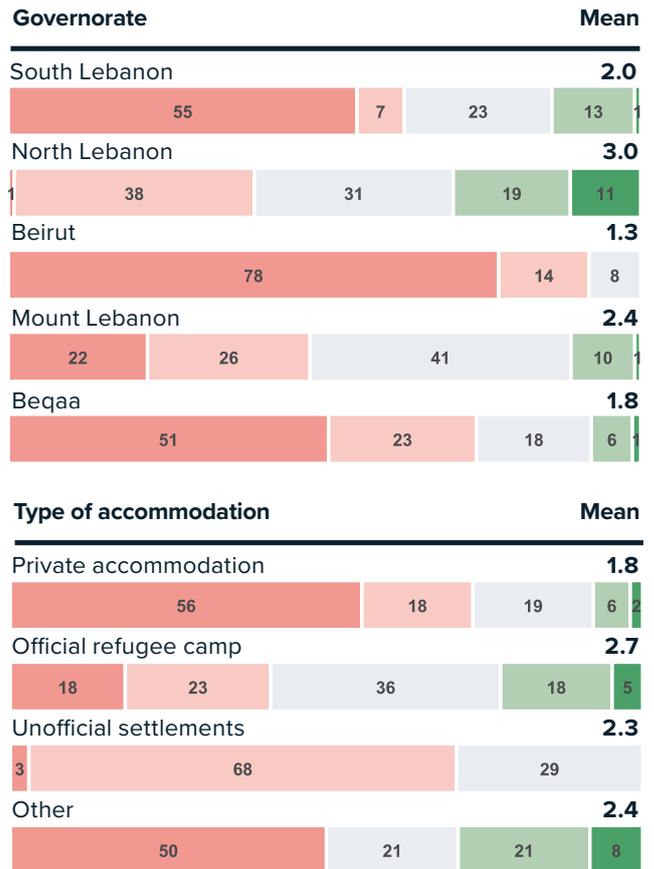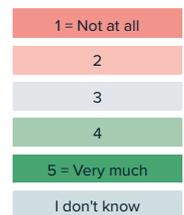
Governorate   **Mean**

South Lebanon — **2.0**

55	7	23	13	1

North Lebanon — **3.0**

1	38	31	19	11

Beirut — **1.3**

78	14	8

Mount Lebanon — **2.4**

22	26	41	10	1

Beqaa — **1.8**

51	23	18	6	1

Type of accommodation   **Mean**

Private accommodation — **1.8**

56	18	19	6	2

Official refugee camp — **2.7**

18	23	36	18	5

Unofficial settlements — **2.3**

3	68	29

Other — **2.4**

50	21	21	8

Q3. Fairness

Does aid go to those who need it most in Lebanon?

1 = Not at all	
2	
3	
4	
5 = Very much	
I don't know	

(values in %)   **Mean: 2.2**

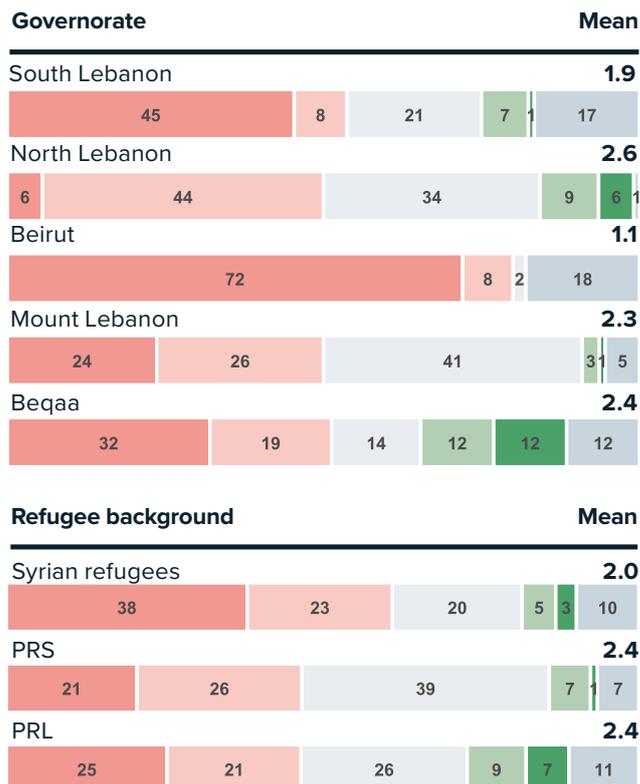| 31	23	26	7	4	9

Aid distribution is seen as rather unfair, with aid not going to people most in need.

Respondents from Beirut and South Lebanon are especially negative, while respondents from North Lebanon are slightly less so. Syrian refugees are more negative than Palestinian refugees.

In order to improve the quality and relevance of humanitarian support, it would be useful to further investigate which groups feel excluded and why.
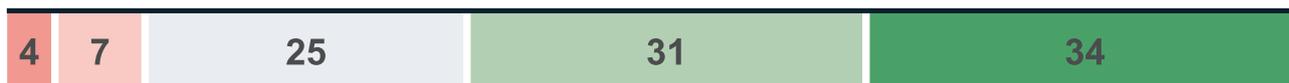
Governorate						Mean
South Lebanon						**1.9**
45	8	21	7	1	17	
North Lebanon						**2.6**
6	44	34	9	6	1	
Beirut						**1.1**
72	8	2			18	
Mount Lebanon						**2.3**
24	26	41	3	1	5	
Beqaa						**2.4**
32	19	14	12	12	12	

Refugee background						Mean
Syrian refugees						**2.0**
38	23	20	5	3	10	
PRS						**2.4**
21	26	39	7	1	7	
PRL						**2.4**
25	21	26	9	7	11	

Q4. Respect

Are you treated with respect and dignity by the aid providers?

1 = Not at all	
2	
3	
4	
5 = Very much	

(values in %)   **Mean: 3.8**
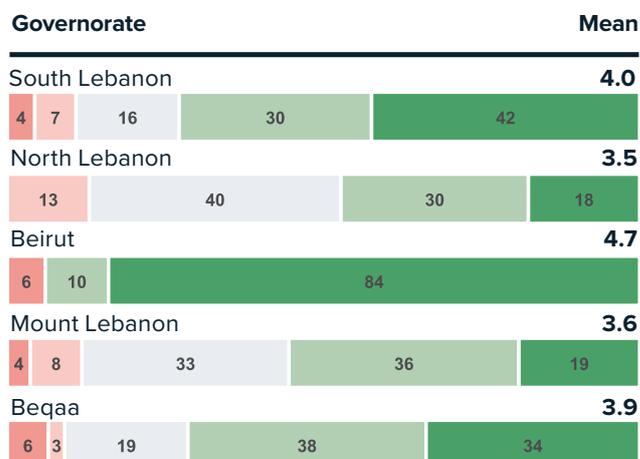
4	7	25	31	34
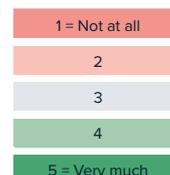
Respondents feel well treated by aid providers.

Respondents from North Lebanon and Mount Lebanon are less positive than respondents in other locations.

| Governorate					Mean
South Lebanon					**4.0**
4	7	16	30	42	
North Lebanon					**3.5**
	13	40	30	18	
Beirut					**4.7**
6	10	84			
Mount Lebanon					**3.6**
4	8	33	36	19	
Beqaa					**3.9**
6	3	19	38	34	

Syrian refugees feel better treated than Palestinian refugees, with Palestinian refugees from Syria especially negative.
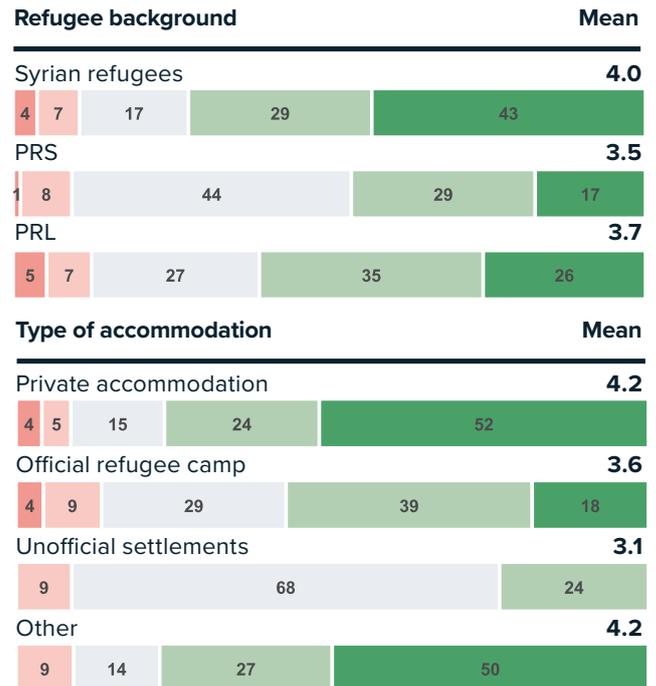
Respondents who live in private accommodation are the most positive about how they are treated by aid providers.

Refugee background — **Mean**

Syrian refugees — **4.0**

| 4 | 7 | 17 | 29 | 43 |

PRS — **3.5**

| 1 | 8 | 44 | 29 | 17 |

PRL — **3.7**

| 5 | 7 | 27 | 35 | 26 |

Type of accommodation — **Mean**

Private accommodation — **4.2**

| 4 | 5 | 15 | 24 | 52 |

Official refugee camp — **3.6**

| 4 | 9 | 29 | 39 | 18 |

Unofficial settlements — **3.1**

| 9 | 68 | 24 |

Other — **4.2**

| 9 | 14 | 27 | 50 |

Q5. Awareness of complaints mechanisms (Participation)

Do you know how to make suggestions or complaints to aid providers?

| No |
| Yes |
| I don't want to answer |

(values in %)

| 42 | 58 | 1 |
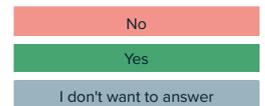
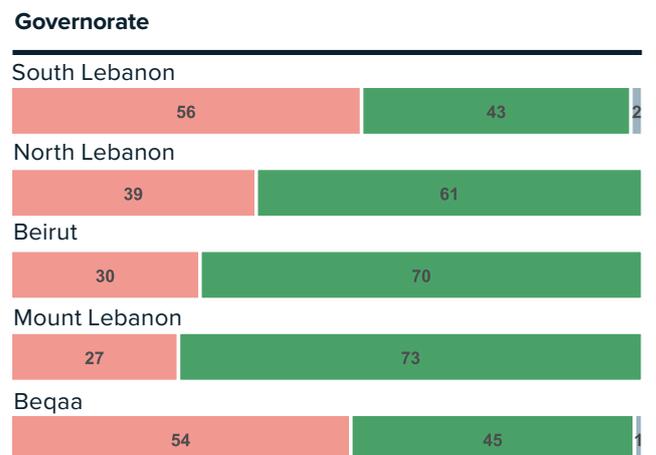**The majority of respondents know how to make complaints to aid providers. However, there is still room for improvement.**

Respondents from South Lebanon and Beqaa report lower awareness of complaints mechanisms than respondents from other locations.

Governorate

South Lebanon

| 56 | 43 | 2 |

North Lebanon

| 39 | 61 |

Beirut

| 30 | 70 |

Mount Lebanon
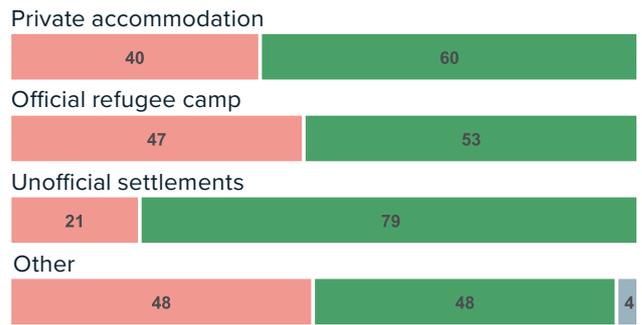
| 27 | 73 |

Beqaa

| 54 | 45 | 1 |

Respondents from unofficial settlements are the most aware.

Aid providers should look into raising the awareness of complaints mechanisms through better communication on the subject.

Type of accommodation

Private accommodation		
40	60	

Official refugee camp		
47	53	

Unofficial settlements		
21	79	

Other		
48	48	4

Q6. Trust in complaints mechanisms (Participation)

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

1 = Not at all	
2	
3	
4	
5 = Very much	
I don't know	

(values in %)   **Mean: 2.1**

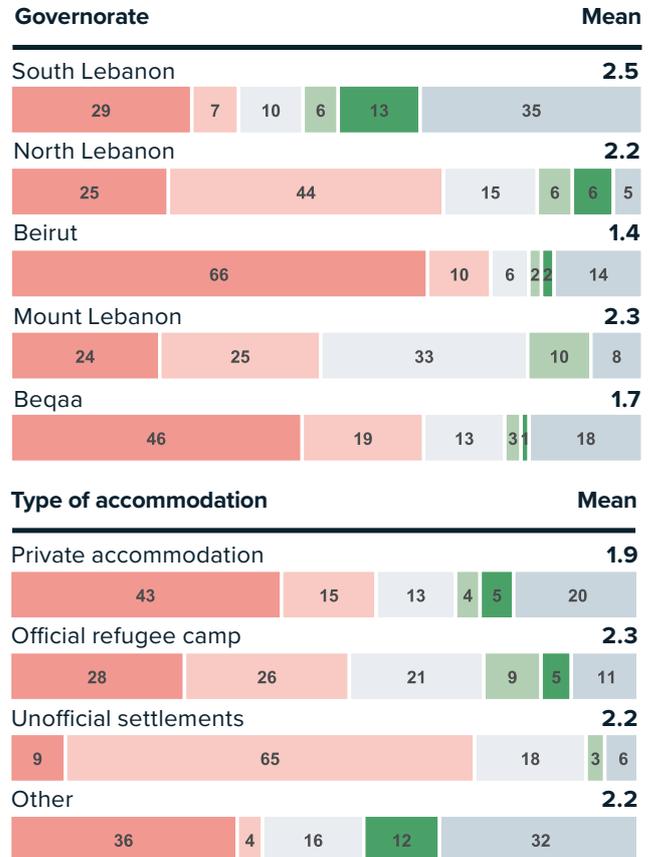| 34	23	17	6	5	16
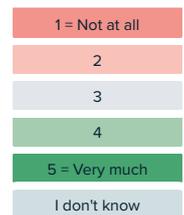
Confidence in the likelihood of response is low.

Respondents from Beirut and Beqaa have the least confidence in complaints mechanisms. Those who live in private accomodation are more negative than refugees who do not.
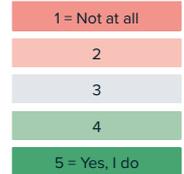
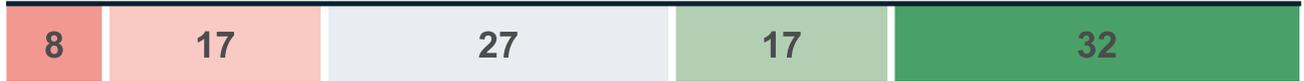**It is important to close the feedback loop by responding to suggestions and complaints.**

Governorate						Mean
South Lebanon						**2.5**
29	7	10	6	13	35	
North Lebanon						**2.2**
25	44	15	6	6	5	
Beirut						**1.4**
66	10	6	2 2	14		
Mount Lebanon						**2.3**
24	25	33	10	8		
Beqaa						**1.7**
46	19	13	3 1	18		

Type of accommodation						Mean
Private accommodation						**1.9**
43	15	13	4	5	20	
Official refugee camp						**2.3**
28	26	21	9	5	11	
Unofficial settlements						**2.2**
9	65	18	3	6		
Other						**2.2**
36	4	16	12	32		

Q7. Safety

Do you feel safe in your place of residence?

1 = Not at all	
2	
3	
4	
5 = Yes, I do	

(values in %)   **Mean: 3.5**

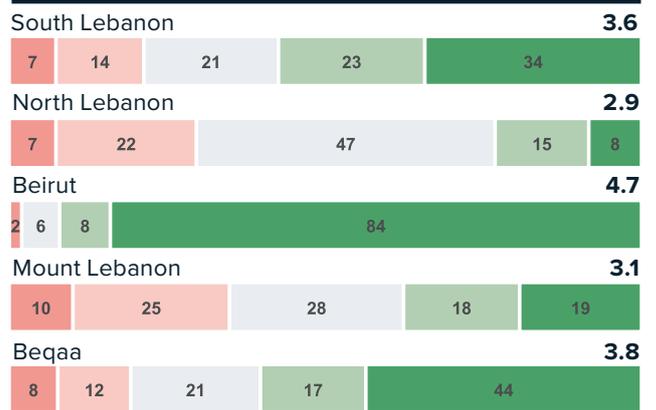| 8	17	27	17	32

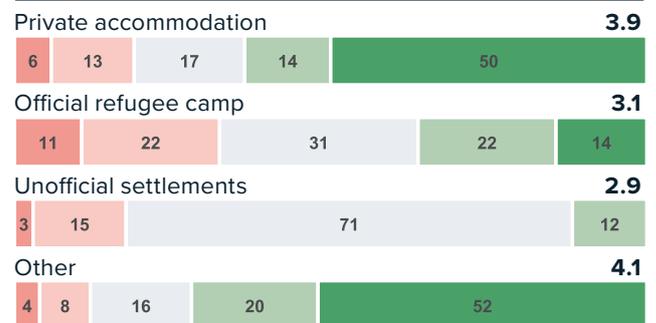**Respondents feel relatively safe in their place of residence.**

Respondents from Beirut are significantly more positive about their safety than those in other parts of the country.

Refugees who live in private accommodation feel safer than those who live in refugee camps and in unofficial settlements.

Governorate	Mean
South Lebanon	**3.6**

7	14	21	23	34

North Lebanon	**2.9**

7	22	47	15	8

Beirut	**4.7**

2	6	8	84

Mount Lebanon	**3.1**

10	25	28	18	19

Beqaa	**3.8**

8	12	21	17	44

Type of accommodation	Mean
Private accommodation	**3.9**

6	13	17	14	50

Official refugee camp	**3.1**

11	22	31	22	14

Unofficial settlements	**2.9**

3	15	71	12

Other	**4.1**

4	8	16	20	52

Q8. Relationship with the host community

Do you feel welcomed by the host community?

1 = Not at all	
2	
3	
4	
5 = Yes, I do	

(values in %)

Mean: 3.4

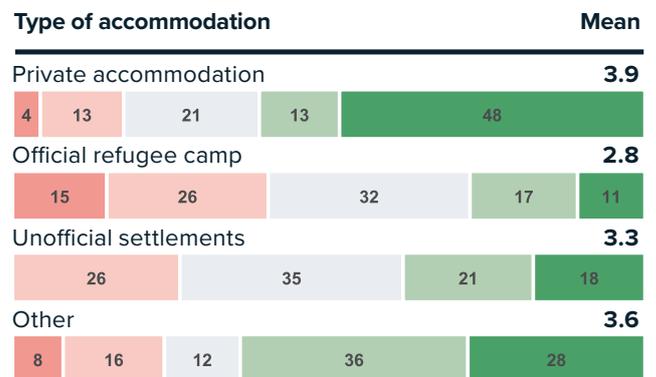| 9	19	26	16	29
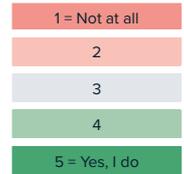
Respondents feel accepted, up to a point.

Respondents from Beirut feel more accepted than respondents from other locations. Respondents from North Lebanon and Mount Lebanon are the most negative about their acceptance.

Governorate	Mean
South Lebanon	3.5

8	9	30	25	27

North Lebanon	2.8

10	33	31	16	9

Beirut	4.9

6	2	92

Mount Lebanon	3.0

12	30	27	8	23

Beqaa	3.6

8	12	27	26	28

Respondents who live in private accommodation are more positive than those living in other types of shelter.

It would be useful to investigate how collaboration between aid providers, local responders and host communities can be strengthened to integrate refugees, and to find out why there is such a large discrepancy between respondents from Beirut and other parts of the country.

Type of accommodation	Mean
Private accommodation	3.9

4	13	21	13	48

Official refugee camp	2.8

15	26	32	17	11

Unofficial settlements	3.3

26	35	21	18

Other	3.6

8	16	12	36	28

Q9. Empowerment

Will the support you receive enable you to live without aid in the future?

1 = Not at all	
2	
3	
4	
5 = Yes, I do	

(values in %)

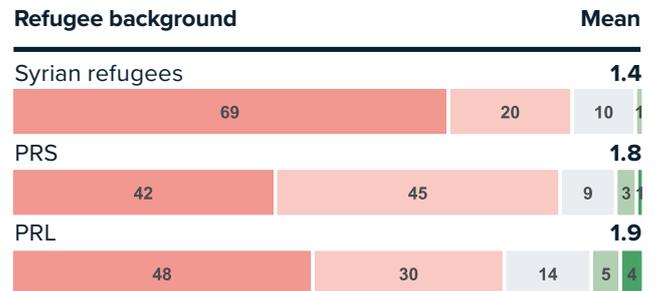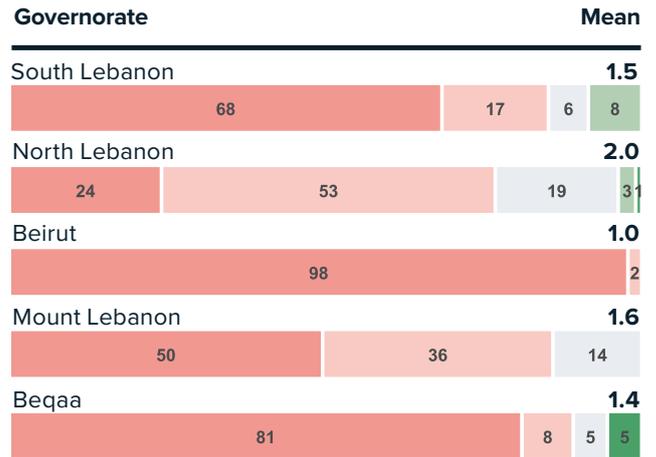**Mean: 1.6**

58	28	11	3	1
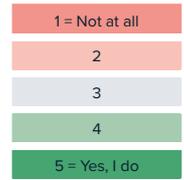
Respondents do not feel they are on a trajectory towards self-reliance. This finding holds for all regions and refugee groups.

Perceptions are marginally less negative among respondents from North Lebanon.

Syrian refugees are more negative than Palestinian refugees.

It would be useful to consider how to adapt support to improve people's sense of agency.

Governorate	Mean
South Lebanon	**1.5**
68 / 17 / 6 / 8	
North Lebanon	**2.0**
24 / 53 / 19 / 3 1	
Beirut	**1.0**
98 / 2	
Mount Lebanon	**1.6**
50 / 36 / 14	
Beqaa	**1.4**
81 / 8 / 5 / 5	

Refugee background	Mean
Syrian refugees	**1.4**
69 / 20 / 10 / 1	
PRS	**1.8**
42 / 45 / 9 / 3 1	
PRL	**1.9**
48 / 30 / 14 / 5 / 4	

Q10. Progress

Overall, are the lives of refugees in Lebanon improving?

1 = Not at all	
2	
3	
4	
5 = Yes, I do	

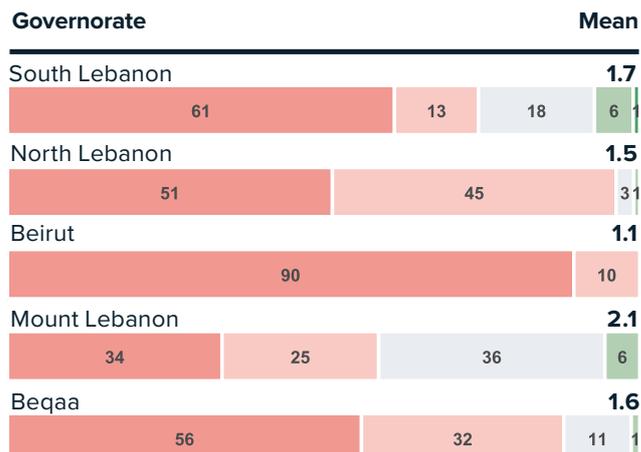**(values in %)** **Mean: 1.7**

54	27	16	3
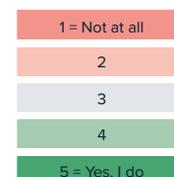
Respondents do not see improvements in their lives.

Respondents from Beirut are the most negative, but there is a clear negative trend across all geographic areas and demographic breakdowns.

Aid providers should consider inputs from refugees to understand how their lives can be improved, and how to change the response plans to make them more effective in bringing change to people's lives.

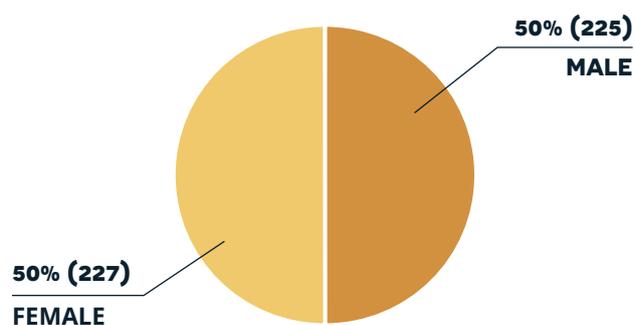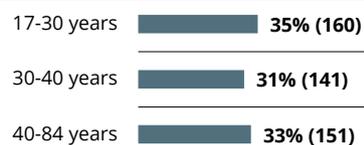| Governorate	Mean
South Lebanon	**1.7**
61 / 13 / 18 / 6 / 1	
North Lebanon	**1.5**
51 / 45 / 3 / 1	
Beirut	**1.1**
90 / 10	
Mount Lebanon	**2.1**
34 / 25 / 36 / 6	
Beqaa	**1.6**
56 / 32 / 11 / 1	

Q10. Progress

DEMOGRAPHICS

The graphs below depict the demographic breakdown of the 454 respondents. Each graph includes percentages, as well as the frequency in parentheses.
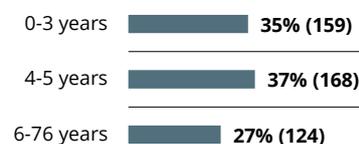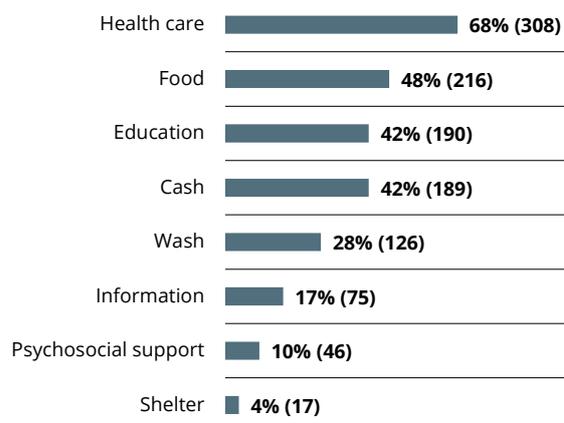
Gender

50% (225) MALE

50% (227) FEMALE
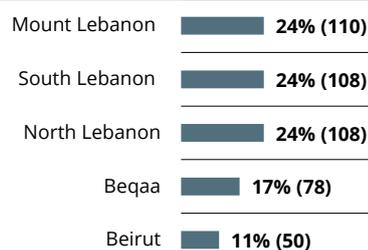
Age

17-30 years	35% (160)
30-40 years	31% (141)
40-84 years	33% (151)

Time spent in camp

0-3 years	35% (159)
4-5 years	37% (168)
6-76 years	27% (124)

Services received*

Health care	68% (308)
Food	48% (216)
Education	42% (190)
Cash	42% (189)
Wash	28% (126)
Information	17% (75)
Psychosocial support	10% (46)
Shelter	4% (17)

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

Governorate

Mount Lebanon	24% (110)
South Lebanon	24% (108)
North Lebanon	24% (108)
Beqaa	17% (78)
Beirut	11% (50)

Interviewee type

SRS	54% (244)
PRL	26% (118)
PRS	20% (92)

Accomodation type

Private accommodation	46% (207)
Official refugee camp	41% (188)
Unofficial settlements	7% (34)
Other	5% (19)
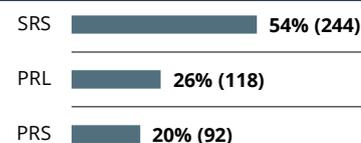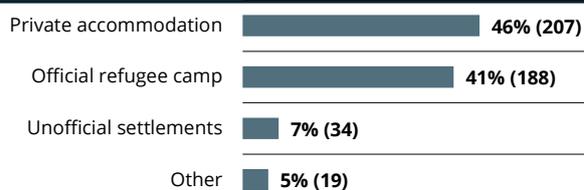
SECTION 2 – FIELD STAFF SURVEY

Summary Findings

Overall, field staff interviewed express medium to high levels of satisfaction with the humanitarian response in Lebanon.

Humanitarian services

Staff see aid funds mostly being used where the need is greatest (Q1). Local organisations are slightly less positive than UN agencies and INGOs.

The majority of respondents feel that aid is well-managed by the humanitarian community (Q2). Again, respondents from local organisations are more negative than those from international ones.

Engagement

The majority of respondents do not believe enough support goes to local and national responders (Q3). Respondents feel well-informed about people's perceptions of aid programmes (Q4).

The majority of staff interviewed feel that affected people are not able to influence programme design (Q5). Staff working for local organisations are more negative than international ones.

Outcomes

The majority of respondents feel that cash programmes lead – in varying degrees – to better outcomes (Q6). INGOs are most positive followed by UN agencies, while respondents from local organisations are slightly less positive.

Cooperation between humanitarian and development actors is seen as somewhat positive (Q9). INGOs and UN agencies are less positive than local responders.
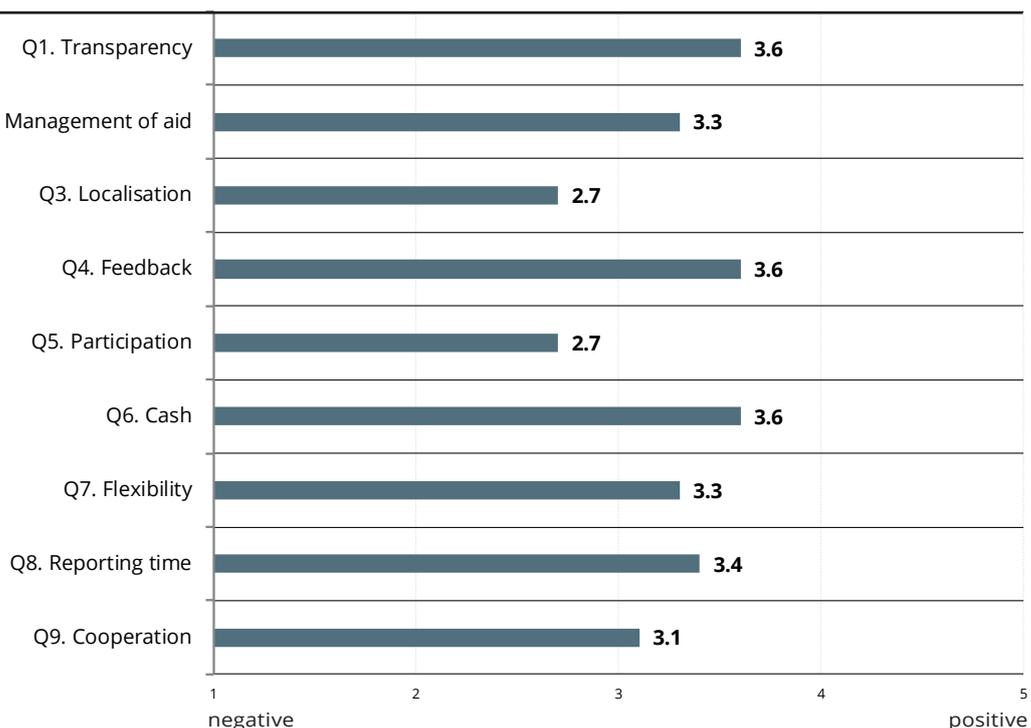
Donor related

Most staff are quite positive about the flexibility of programming (Q7). Respondents involved in management and M&E functions are more concerned than other staff levels.

The amount of time spent on reporting is seen as mostly appropriate (Q8).

Correlations across questions suggest that good aid management strongly relates to transparency, flexibility, and cooperation among humanitarian and development actors.

OVERVIEW OF MEAN SCORES PER QUESTION

Question	Score
Q1. Transparency	3.6
Q2. Management of aid	3.3
Q3. Localisation	2.7
Q4. Feedback	3.6
Q5. Participation	2.7
Q6. Cash	3.6
Q7. Flexibility	3.3
Q8. Reporting time	3.4
Q9. Cooperation	3.1

1 negative · · · 5 positive

Reading this report

This report uses bar charts for closed Likert scale questions. The charts show the distribution (in %) of answer options chosen for a particular question – with colours ranging from dark red for negative answers to dark green for positive ones. The mean or average score is also shown for each question on a scale from 1 to 5. For each question we indicate the main take-away or conclusion drawn from the data.
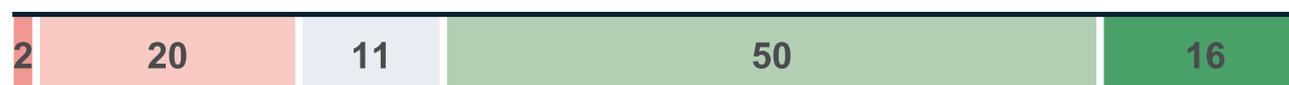
SURVEY QUESTIONS

Q1. Transparency

Do you feel aid funds go where they are most needed?

| 1 = Not at all |
| 2 |
| 3 |
| 4 |
| 5 = Yes, I do |
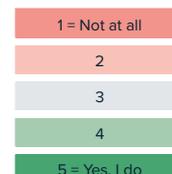
(values in %)   **Mean: 3.6**

| 2 | 20 | 11 | 50 | 16 |

Aid funds are seen as well managed and used where need is greatest.

Respondents from local organisations are less positive on how funds are distributed.

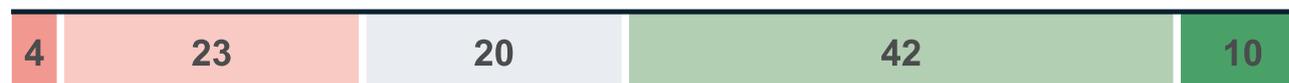| Type of organisation	Mean
INGOs	3.6
	3	23	5	51	18
Local responders	3.4
	9	26	6	35	24
UN agencies	3.6
	1	16	16	53	14

Q2. Management of aid

Do you feel that aid is managed well by the humanitarian community in Lebanon?

| 1 = Not at all |
| 2 |
| 3 |
| 4 |
| 5 = Yes, I do |

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

| 4 | 23 | 20 | 42 | 10 |
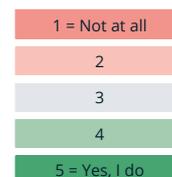
Respondents are generally satisfied with how aid is managed.

Respondents from local organisations are more negative than those from international ones.

Type of organisation	Mean
INGOs	3.4
	1	25	20	39	14
Local responders	2.9
	16	27	14	35	8
UN agencies	3.4
	3	20	23	45	9

Q3. Localisation

Do you feel there is sufficient funding for local and national aid providers in Lebanon?

1 = Not at all
2
3
4
5 = Yes, I do
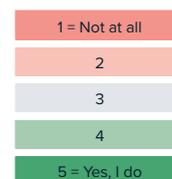
(values in %)   **Mean: 2.7**

| 10	44	15	23	7

Survey results show that agency staff believe there is insufficient funding for local and national aid providers.

There is little difference across different staff members.

Role in the field   **Mean**

HQ staff					**2.6**
10	49	14	25	2	

Field team leaders					**2.7**
11	42	19	23	5	

Field staff					**2.8**
9	43	14	25	9	

Others					**2.8**
13	44	10	21	13	

Q4. Feedback

Do you feel that field staff like you have enough information about the way refugees see aid programmes?

1 = Not at all
2
3
4
5 = Yes, I do
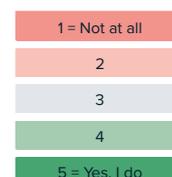
(values in %)   **Mean: 3.6**

3	17	12	52	16

Respondents feel relatively well informed about the refugees' perceptions of aid programmes.

There is little difference across staff roles.

Role in the field   **Mean**

HQ staff				**3.6**
20	14	54	12	

Field team leaders					**3.7**
5	11	12	53	19	

Field staff					**3.7**
3	17	12	47	21	

Others					**3.4**
3	24	8	58	8	

Q5. Participation

Do refugees have enough say in the way aid programmes are designed and implemented?

1 = Not at all	
2	
3	
4	
5 = Yes, I do	

(values in %)   **Mean: 2.7**

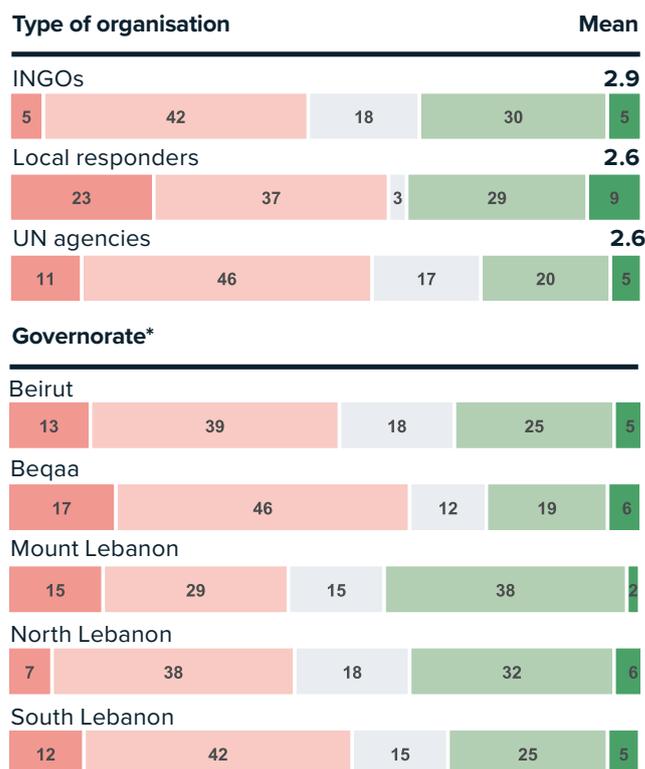| 12	43	15	25	5
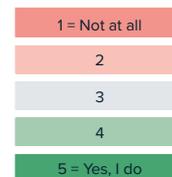
Respondents report that refugees do not have sufficient say in how programmes are run.

Staff working for local organisations are more negative than those with international ones.

Staff working in Beqaa are particularly negative.

*Mean scores per governorate are not included as respondents were able to indicate more than one location.

Type of organisation   **Mean**

INGOs   **2.9**

5	42	18	30	5

Local responders   **2.6**

23	37	3	29	9

UN agencies   **2.6**

11	46	17	20	5

Governorate*

Beirut

13	39	18	25	5

Beqaa

17	46	12	19	6

Mount Lebanon

15	29	15	38	2

North Lebanon

7	38	18	32	6

South Lebanon

12	42	15	25	5

Q6. Cash

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

1 = Not at all	
2	
3	
4	
5 = Yes, I do	

(values in %)   **Mean: 3.6**

4	19	13	41	24
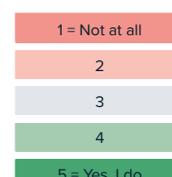
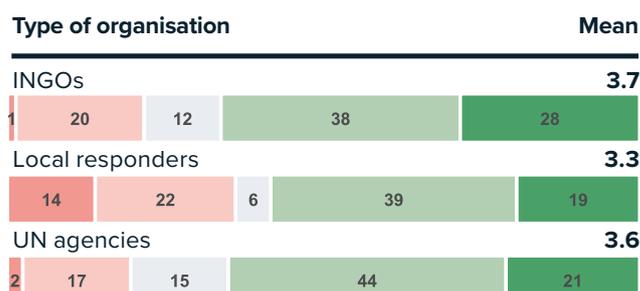**Provision of cash is seen as an effective practice leading to better outcomes.**

INGOs are most positive followed by UN agencies, while respondents from local organisations are slightly less positive.
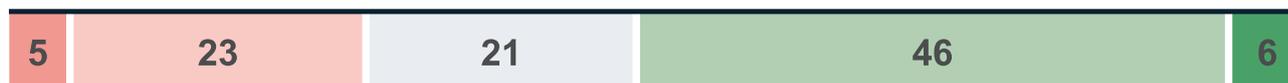
Type of organisation   **Mean**

INGOs   **3.7**

1	20	12	38	28

Local responders   **3.3**

14	22	6	39	19

UN agencies   **3.6**

2	17	15	44	21

Q7. Flexibility

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

1 = Not at all	
2	
3	
4	
5 = Very much	

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

5	23	21	46	6
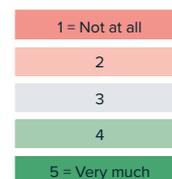
Respondents are quite positive about the flexibility of programming, although a minority are not.

Respondents involved in management and M&E functions are more concerned than other categories of staff.

Role in the field	Mean

HQ staff   **3.0**

4	32	24	36	4

Field team leaders   **3.3**

10	18	16	48	8

Field staff   **3.3**

2	26	22	43	7

Others   **3.5**

3	14	16	65	3

Q8. Reporting time

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

1 = Not at all	
2	
3	
4	
5 = Yes, I do	

(values in %)   **Mean: 3.4**
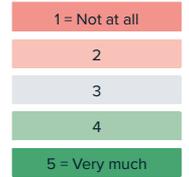
6	18	17	47	13
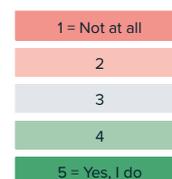
The amount of time spent on reporting is seen as mostly appropriate.

There is no significant difference among the different staff groups.

Q7. Flexibility

Q9. Cooperation

Do humanitarian and development actors work together effectively in Lebanon?

1 = Not at all	
2	
3	
4	
5 = Very much	

(values in %)   **Mean: 3.1**
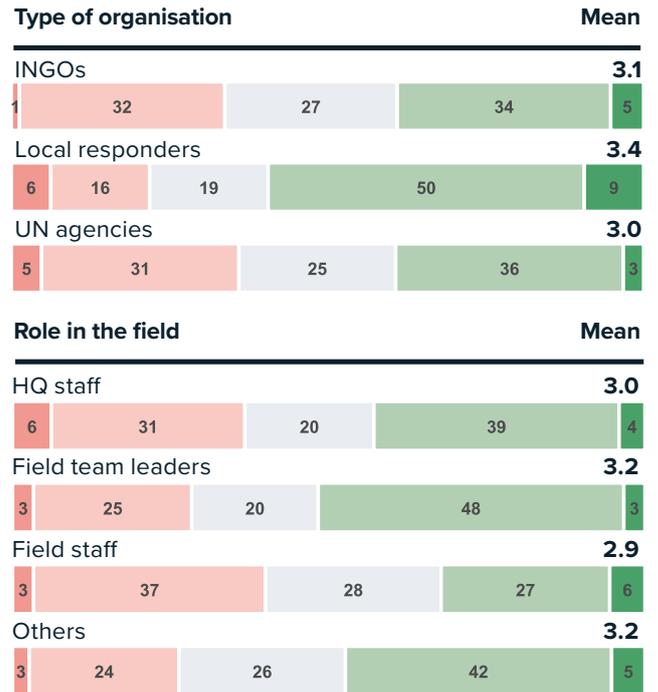
4	30	24	38	5

Cooperation between humanitarian and development actors is seen as somewhat positive.

Local / national responders are the most positive, while respondents from international organisations are less so.

Field staff and those involved in management and M&E are more negative than other categories of staff.

Type of organisation					Mean
INGOs					**3.1**
1	32	27	34	5	
Local responders					**3.4**
6	16	19	50	9	
UN agencies					**3.0**
5	31	25	36	3	

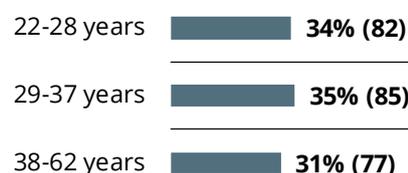| Role in the field					Mean
HQ staff					**3.0**
6	31	20	39	4	
Field team leaders					**3.2**
3	25	20	48	3	
Field staff					**2.9**
3	37	28	27	6	
Others					**3.2**
3	24	26	42	5	

DEMOGRAPHICS

The graphs below depict the demographic breakdown of the 244 respondents. Each graph includes percentages, as well as the frequency in parentheses.
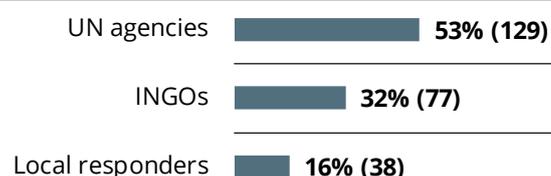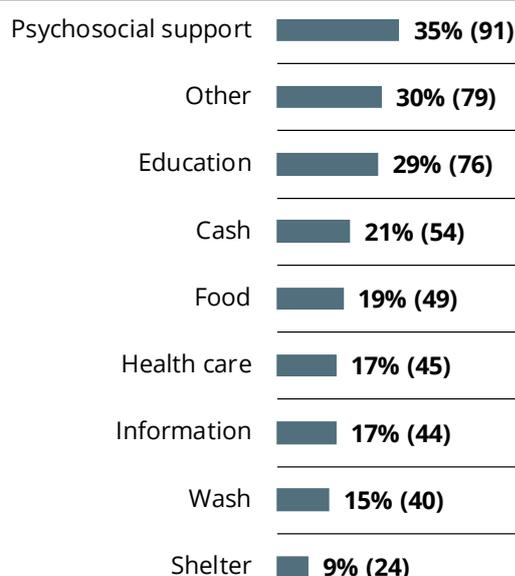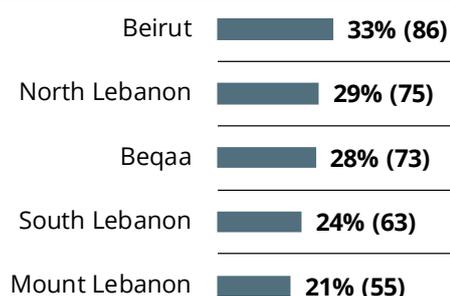
Gender

35% (86)
MALE

65% (158)
FEMALE

Age

22-28 years	34% (82)
29-37 years	35% (85)
38-62 years	31% (77)

Type of organisation

UN agencies	53% (129)
INGOs	32% (77)
Local responders	16% (38)
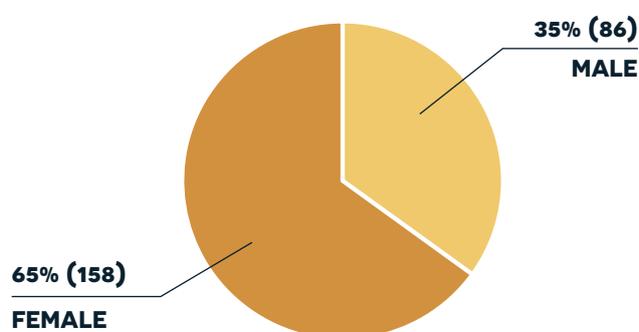
Type of services provided*

Psychosocial support	35% (91)
Other	30% (79)
Education	29% (76)
Cash	21% (54)
Food	19% (49)
Health care	17% (45)
Information	17% (44)
Wash	15% (40)
Shelter	9% (24)

Governorate*

Beirut	33% (86)
North Lebanon	29% (75)
Beqaa	28% (73)
South Lebanon	24% (63)
Mount Lebanon	21% (55)

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

Role in the field

Field staff	39% (94)		
Field team leader	26% (64)		
HQ staff	Programme staff 9% (23)	M&E 7% (18)	Management 3% (7)
Other	Specialist 12% (28)	Support 4% (10)	
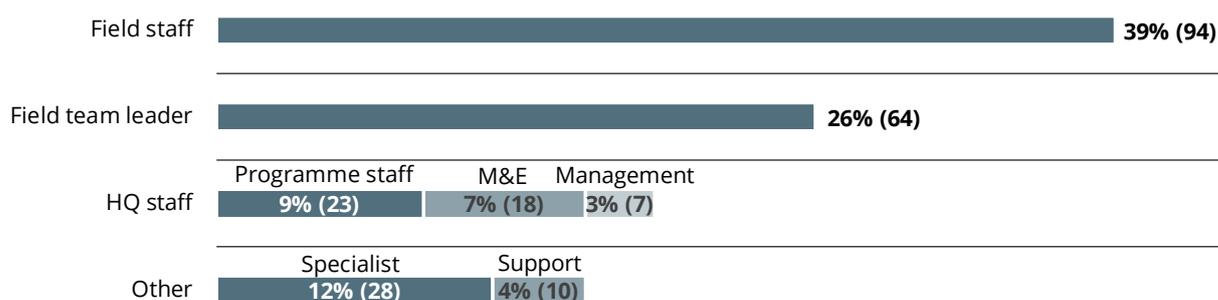
RECOMMENDATIONS AND NEXT STEPS

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

a) Dialogue. Discuss the main findings with your own staff and partners to verify and deepen the analysis and demonstrate that feedback is taken seriously. These "sense-making" dialogues should focus on three main themes: (i) the areas where feedback suggests the programme needs improvement; (ii) questions arising from the findings that need more investigation to understand; and (iii) specific corrective actions, especially where scores are low.

b) Advocacy. Not all the data in this report may be actionable through course corrections by individual organisations. Consider sharing this feedback with other agencies working in Lebanon to see how, together, the humanitarian community can address concerns or bridge gaps.

c) Empower field staff and volunteers to systematically collect and report to senior managers on the feedback they receive from affected people. This can result in an on-going feedback process at no extra cost or effort. It can also provide valuable information about aspects of the programme. It would be good to encourage field staff and volunteers to engage by communicating changes or updating affected people about services.

Ground Truth would be happy to discuss these next steps and offer advice about how to move things forward.

NOTE ON METHODOLOGY

Survey development

Ground Truth developed two survey instruments - the affected people survey and the field staff survey - to measure the implementation and the effects of the Grand Bargain goals. The goal of the first survey is to gather feedback from affected people on the provision of humanitarian aid and track how perceptions evolve over time. The second survey, meanwhile, collects feedback from field staff on the implementation of Grand Bargain themes and provides a baseline to track progress on implementation and impact of the commitments. Closed questions use a 1-5 Likert scale to quantify answers.

Sample size

Affected people survey

Interviews were conducted with 454 people across all 5 regions of Lebanon targeting Syrian refugees in Lebanon, Palestinian refugees from Syria (PRS) and Palestinian refugees from Lebanon (PRL).

Field staff survey

Online surveys were conducted with 244 field staff who self-identified as team leaders, technical specialists (M&E, programme etc.) and support staff. Organisations included INGOs, UN Agencies and local responders. Some 65% of respondents were female and 35% male. Organizations who participated were: UN agencies and International organizations (UNHCR; UNICEF; WFP; IOM); INGOs (IRC, Mercy Corps), as well as local and national responders (Associaction Najdeh, Kayany, Associaction Amel).

Sampling methodology

Affected people survey

The affected population was sampled pseudo-randomly. The objective was to have representative samples from each of the 5 regions in Lebanon, for each of the three refugee groups (Syrian refugees, PRL, PRS) and a 50-50 male female split, with at least 50 respondents for each demographic subgroup to ensure representativeness. Participants were randomly selected and interviewed in public places, on the streets, unofficial gatherings, informal tent settlements and official refugee camps.

The confidence intervals for the full sample estimates were 5% with a 5% false alarm rate. In other words, we can be 95% certain that the population attitudes fall within 5% of the responses for the full sample, assuming no sampling or response biases. Missing responses were excluded from mean comparisons and correlations.

Field staff survey

14 organizations were approached and asked to participate in the survey. 11 organizations participated and distributed the online survey among a convenience sample of their staff. Participating organizations were: UNHCR, UNICEF, UNRWA, WFP, IOM, IRC, Mercy Corps, Save the Children; and the following local and national responders: Association Najdeh; Kayany Foundation; Amel Association.

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

Data disaggregation

Affected people survey

Data is disaggregated by governorate, type of accommodation, length of stay in Lebanon, refugee background, and type of services received.

Field staff survey

Data is disaggregated by type of organisation, role in the field and by governorate. The analysis includes any significant difference in the perceptions of different demographic groups. It does not, however, show the full breakdown of responses according to these categories.

Language of the survey

Affected people survey

This survey was conducted in Arabic.

Field staff survey

This survey was conducted in Arabic and English. 88% of respondents filled out the questionnaire in English and 12% in Arabic.

Data collection

Affected people survey

Data was collected between 21 and 24 November 2016 by Sayara International (Key Development Service S.A.R.L.), an independent data collection company contracted by Ground Truth.

Field staff survey

Data was collected between 25 November 2016 and 31 January 2017 using an online survey tool.

For more information about Ground Truth surveys in Lebanon, please contact Nick van Praag (nick@groundtruthsolutions.org), Michael Sarntiz (michael@groundtruthsolutions.org) or Valentina Shafina (valentina@ groundtruthsolutions.org).