

# Narrative Report

Regular Perception Surveys  
on Social Tensions  
throughout Lebanon: Wave I

*July 2017*



# **Regular Perception Surveys on Social Tensions throughout Lebanon**

## **Wave I: Narrative Report**

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Beirut, Lebanon

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## Executive Summary

To better unpack inter-community tensions in Lebanon in the context of the current crisis and trace them over time, the United Nations Development Programme (UNDP), as the lead agency of the stabilisation dimension of the Lebanon Crisis Response Plan (LCRP), commissioned ARK to conduct four nationally representative surveys over a period of one year in Lebanon. This report, funded by the Dutch Government, summarizes the findings of the first wave of surveying, with fieldwork taking place between 26 April 2017 and 29 May 2017. The following section outlines the key social stability trends emerging from the survey results and makes tentative recommendations for LCRP programming to strengthen community resilience and stability in Lebanon.

**Tensions remain prevalent but stable, with competition in the labour market a primary concern for Lebanese in all Governorates.** The survey reveals multiple layers of tensions between communities, with high social distance between communities. While nearly half of Syrians would consider inter-community relations positive, only 28% of Lebanese do so. While only 10% of Lebanese would characterize relations as ‘very negative’ and a majority would consider the level of tension stable, only two percent of respondents say that there is ‘not tension’ in their area. This should remain a concern for the LCRP, as the survey also reveals relatively high propensity for violence in some areas. Across the different causes of tensions, perceptions surrounding competition for jobs are increasingly dominant, especially for those Lebanese households with one or more members employed in the sectors of agriculture, construction or daily labour, where Syrians are on average also most likely to seek jobs. The Lebanese concern over competition in the labour market, however, also extends to Lebanese families and households that are not necessarily at greater risk of job loss. Competition over jobs remains a central part of the Lebanese narrative ‘problematizing’ the Syrian refugee presence. The communication that livelihood interventions also benefit Lebanese has the potential to help alleviate these negative perceptions.

**No single intervention in no single sector will have a dramatic effect on improving inter-community relations.** To the contrary, the research corroborates a systemic and inter-sectorial concept of social stability where tensions are the culmination of multiple, intersecting conflict drivers, and inter-community resilience is strengthened through comprehensive, inter-sectorial support. The survey demonstrates that those respondents with more positive perceptions of access to services, with more positive perceptions of the fairness of service provision, with greater trust in local institutions, with fewer perceptions of vulnerability, with lesser prejudice, and (for Lebanese) with lesser perceptions of Syrian refugee population pressures are significantly more likely to evaluate relations between Lebanese and Syrians as ‘positive’ or ‘very positive’.

**Vulnerability must be understood as ‘compounding’.** Families, households and communities that are identified as ‘vulnerable’ on one dimension are also significantly more likely to be vulnerable across other dimensions. For example, economic vulnerability is also associated with social vulnerability and an increased risk of exposure to armed violence and other forms of victimisation. Syrians are more likely to report having experienced victimisation and are also more likely to have witnessed armed violence or verbal confrontations in the previous month. For both Lebanese and Syrians, the poorest households (i.e. those with an income of less than 500,000 LL) are amongst the most likely to have experienced personal or household victimisation, again demonstrating the overlapping and compounding effects of vulnerability.

**The Inter-Agency Map of 251 most-vulnerable localities in Lebanon is a good indicator for peoples’ vulnerability and exposure to violence.** The analysis of the survey data confirms that, for the most part, the identification of the most vulnerable cadastres in Lebanon is valid. Poor social and other outcomes such as greater poverty and inequality, lesser perception of safety, more barriers to service provision and greater exposure to violence, are more likely to be observed in those areas designated as vulnerable. The positive effects of intervention will be in the aggregate, and geographic targeting of assistance to the most-vulnerable areas will be critical to maximize the impact of social stability programming. However, there is also some indication that additional vulnerable areas might be worth adding to the current vulnerability map, particularly in the South and Nabatieh governorates. Subsequent waves of surveying will seek to identify these specific locations in more detail.

**International assistance mitigates the erosion of social stability in the most-vulnerable areas.** Families and households in more vulnerable areas are more likely to have received aid or assistance, particularly from international

agencies or local NGOs and are more likely to be satisfied with this assistance. In areas in which Lebanese also report greater household or community aid receipt, perceptions of Syrian refugees are generally more positive, as are Lebanese perceptions of both the capability and fairness of service provision, after controlling for other factors. This suggests, first, that assistance to date has been relatively well targeted, with the majority of assistance going to more vulnerable households and communities, and second, that assistance plays an important role not only in improving quality of life for recipients but also positively affecting other relationships – not only relationships between Lebanese and Syrians but also, for example, confidence in municipal and other government institutions.

**Inter-community interaction is one of the primary factors reducing Lebanese prejudice towards Syrian refugees.** For both Lebanese and Syrians, greater interactions with persons of the other nationality is strongly correlated with more positive perceptions of Lebanese-Syrian relations. Yet, this effect is conditional on the presence of a larger refugee population, i.e. interactions help to mitigate prejudice in areas hosting a large refugee population but not necessarily in areas in which the refugee population is medium or small. Furthermore, social interaction is unlikely to take place in venues like NGOs or community events and is more likely to transpire in ‘routine’ encounters, for example, on the street or in the shop. More positive social interaction is therefore more likely to occur in areas with a higher concentration of Syrian refugees per capita. Nevertheless, in some areas where there are specific identifiable barriers to inter-community contact, interventions seeking to overcome these barriers may be effective in promoting social stability.

**Greater social cohesion is associated with both positive and negative social stability outcomes.** On the positive side, greater social cohesion (e.g. sense of solidarity in the community) is associated with greater confidence in the ability of both communities to solve social problems together. However, in what is sometimes called ‘the dark side of social capital’, in some instances, greater social cohesion amongst Lebanese is also associated with a greater propensity for violence and with other forms of collective action policing Syrian refugees like the implementation of curfews. In other words, the same type of social connectivity which inspires people to work together can also facilitate negative collective action such as violence. Those Lebanese who feel safest, have more trust in their neighbours and believe that problems can be solved together also have higher propensity to using violence.

**Given the multi-layered, interdependent tension landscape in Lebanon, social stability programming needs to be local, community-based, comprehensive and inter-sectorial.** The research suggests that interventions at the community level are likely to have a greater aggregate effect over time than interventions which target only specific families or households – at least with respect to maintaining social stability. Such interventions will be most effective when this intervention both integrates and also benefits Lebanese community members. The fact that Lebanese are underserved by NGOs and international aid agencies remains a significant grievance in areas of the country with a greater proportion of vulnerable Lebanese.

**Municipalities remain viable implementation partners.** Municipal authorities are generally regarded by the public as both more trustworthy and more capable of responding to local needs than national institutions – other than security agencies, which remain the most-trusted institutions amongst Lebanese. Greater satisfaction with the capability and fairness of service provision and international assistance is associated with greater trust and confidence in municipal authorities.

**Improving trust in institutions and assistance as well as access to services and livelihoods will most likely be the most effective area for social stability programming.** The survey results validate the Stability Monitoring Framework which hypothesises that tensions are the product of a complex interplay of structural, evolving and proximate causes. The evolving causes of conflict in the Lebanese context are (1) basic needs and livelihoods, (2) trust in institutions and local community and (3) capability and fairness of service provision and international assistance. Unlike structural causes which are unlikely to change in the short-term, evolving causes can be positively shaped through conflict-sensitive programming and thereby also mitigate against proximate causes or triggers which are often fuelled by these underlying drivers of tension.

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## 1. Introduction

Six years into the crisis, and with more than 130 partners working in the Lebanon Crisis Response delivering around \$1.3 billion worth of humanitarian and stabilisation programming, there remain important information gaps for the stabilisation dimension of the response. Questions such as ‘are inter-community tensions rising?’, ‘is Lebanon becoming more or less stable?’ and ‘does our programming effectively contribute to Lebanon’s stabilisation?’ are still in need of comprehensive answers backed up by reliable data. To answer these questions, the United Nations Development Programme’s (UNDP) as the lead agency on the stabilisation dimension of the Lebanon Crisis Response Plan (LCRP) and of the social stability sector, has commissioned ARK to conduct quarterly national perception surveys focusing on inter-community relationships, between different Lebanese communities and between Lebanese host-communities and Syrian refugees. The surveys and subsequent analysis provide deeper insights into Lebanon’s stability landscape in two ways: first, by testing the relationship between key ‘tension’ variables and second, by tracing the evolution of social tensions in Lebanon over time. The UNDP is very grateful to the Dutch government, which has generously funded these important efforts to better understand social stability in Lebanon.

With over one million Syrian refugees registered with the United Nations High Commissioner for Refugees (UNHCR) in addition to an estimated 270,000 Palestinian refugees, Lebanon hosts the world’s highest number of refugees per capita. An unexpected influx of Syrian refugees between 2011 and 2017 has led to a protracted refugee situation and led to increased use of the country’s resources and services.<sup>1</sup> Additionally, the refugees’ presence has increased feelings of insecurity and perception of job competition amongst Lebanese communities. To mitigate these pressures, international aid agencies have

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<sup>1</sup>UNHCR defines protracted refugee situations as those where refugee populations of 25,000 persons or more have been in exile for five or more years in developing countries.

worked to assist both vulnerable Lebanese and Syrian communities, with the objective to reduce tensions between the two communities.

Whilst several qualitative and quantitative studies have been conducted in order to measure inter-communal social stability, the UNDP Lebanon office has commissioned ARK to conduct four waves of a nationally representative survey in order to measure respondents' sense of stability to provide policy makers and humanitarian and development actors with evidence-based recommendations in order to maximize the impact of assistance. This report provides an analysis of the data collected during the first wave of surveying. As used in this report, as the primary outcome of interest, 'social stability' is defined in the Lebanon Crisis Response Plan as:

A state of intergroup relations at the community level, where sources of tension between groups are addressed and managed through formal institutions or systems, so as to prevent them from resulting in collective violence, human rights abuses, or further loss of opportunities for vulnerable groups.

UNDP's Stabilisation Monitoring Framework (SMF) summarises a number of potential factors that may promote or threaten greater social stability in Lebanon. The SMF breaks down the drivers for inter-communal Lebanese/Syrian and intra-communal Lebanese tensions into four conflict-cause categories: structural, evolving, proximate and trigger causes of conflict. The organisation of this report is on the basis of the SMF, with an emphasis on the potential for conflict between Syrian refugees in Lebanon and Lebanese host communities, and how the themes in Figure 1.1 relate to the various plausible conflict drivers.<sup>2</sup> Distinguishing between these types of conflict causes helps those engaged in conflict-sensitive interventions to plan more effectively. For example, some triggers may be addressed immediately through intervention, while avoiding triggers is also essential for conflict-sensitive programming. However, addressing higher-level proximate, evolving and structural causes of conflict will often require more long-term planning. Following the order in Figure 1.1, the sections in this report are ordered 'top-down' to reflect the organisation of the SMF framework. The report includes sections on trigger and conflict events, proximate causes of tension, evolving causes or tension and structural causes of tension. These four sections are followed by an evaluation of the

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<sup>2</sup>The colour coding in Figure 2.1 indicates what could/should be collected in survey research, with 'green' indicating data that has either already been collected or could not be collected through survey research related to this theme.

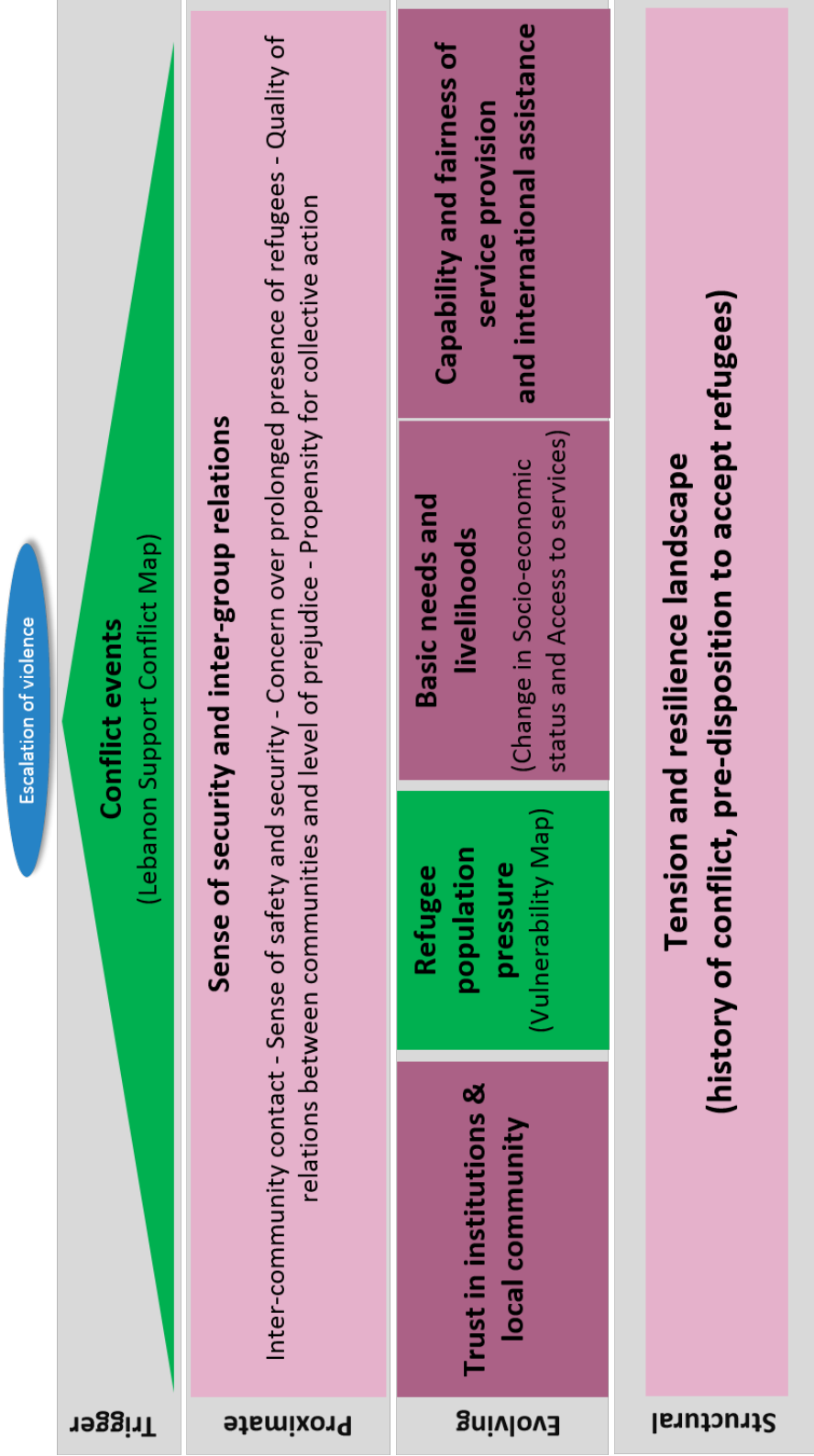
SMF framework, as well as a discussion of the implications of the research and possible recommendations for policy and programming.<sup>3</sup>

The primary objectives of this report for Wave I of the Regular Perceptions Surveys on Social Tensions throughout Lebanon are to provide detailed descriptive statistics for social stability indicators assessed in this survey and to validate the SMF. The first wave of research included five thousand interviews, where as discussed in Section 2 (Methods), more vulnerable areas in Lebanon were intentionally oversampled, to provide more precise estimates in these areas. The survey was conducted with a multi-stage stratified cluster design. Subsequent analysis of data from the second wave of surveying, with a combined sample size of both waves of survey of ten thousand interviews, will focus more on understanding key regional variations in social stability outcomes, as with the larger sample size, estimates within most districts (*aqdiyeh*) will be more precise, with an expected margin of error of less than  $\pm 5\%$ .

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<sup>3</sup>Accompanying this narrative report are a number of annexes, including: an inception report, the survey instrument in English and Arabic, an annexe of tabulated statistics and an annexe of variable definitions and coefficient estimates for the multi-variate analysis conducted for this report. These annexes are available online or from the UNDP or authors upon request.

**Figure 1.1: Stabilisation Monitoring Framework (SMF)**



## 2. Methods

### 2.1. Instrument Design

The design of the instrument was on the basis of thirteen themes identified by UNDP in collaboration with the Lebanon Crisis Response Plan Inter-Agency Structure, in particular, the Social Stability and Inter-Agency Working Groups. Some specific question items relevant to these themes were adopted from previously validated surveys, including items from the Arab Barometer Survey Project, the UN International Crime Victims Survey, and previous surveys conducted by ARK in Lebanon.

### 2.2. Sampling

#### 2.2.1. First and Second Stage Sampling

Given the research objectives of the survey and with the sample size of  $N = 5,000$  interviews, there was adequate statistical power to assess meaningful differences in outcomes with precision at the governorate (*muhafaza*) level, as well as differences across levels of vulnerability indicated in the 'Most Vulnerable Localities in Lebanon' map. A complex sample design was required to optimise the efficiency of the sample across the two dimensions of (a) district geographies and (b) vulnerability-level geographies, while at the same time (c) minimising the margin of error for total-sample statistics. The survey was implemented with a multistage stratified cluster design.

In the first stage of selection, the sample was stratified across districts, with a formula including a vulnerability weight. Approximately 40% of the sample was allocated on the basis of the vulnerability weight, and the remaining 60%



of the sample was allocated across districts proportional to population size.<sup>1</sup> In other words, interviews were allocated on the basis of population size, but this allocation was then adjusted to over-sample more vulnerable areas. Thus, all districts were included in the sample, but relatively fewer interviews were allocated to districts like Jbeil, Kesrouan, Bcharre and Batroun, which had fewer vulnerable Lebanese and fewer Syrian refugees per capita.

In the second stage of selection, cadasters within district strata were sampled probability proportionate to population size (PPS) with replacement. No additional steps were taken to oversample more vulnerable cadasters. A post-stratification weight for district size was required for the estimate of total-sample statistics and estimates across vulnerability-levels. Because the second stage sample was taken with PPS methods, no sampling weight was required for within-district estimates.

For subsequent surveys, first-stage stratification will remain the same, and the distribution of interviews across districts will remain unchanged. However, within districts, cluster starting locations, households and individual respondents will be sampled randomly.

**Table 2.1:** Distribution of Interviews by Governorate

Governorate	Sample $N$	Per cent
Beirut	324	6.5
Bekaa	1015	20.3
El Nabatieh	403	8.1
Mount Lebanon	1384	27.7
North	1163	23.3
South	712	14.2
Total	5001	100

<sup>1</sup>Let  $N = 5,000$  be the total sample size, and let  $d \in D = 26$  represent the districts in Lebanon. Let  $v_d$  be a normalised ‘vulnerability weight’ for each district equal to the within-district quantile sum of vulnerable cadasters over the mean quantile sum for all districts, as given in the ‘Most Vulnerable Localities in Lebanon’ map. Let  $p_d$  be the fraction of the total population resident in the district. The total number of interviews allocated to each district ( $n_d$ ) was then calculated as  $n_d = (0.6 \times N v_d) + (0.4 \times N p_d)$ .

### 2.2.2. Third and Fourth Stage Sampling

In the third stage of selection, for the allocation of clusters, a number of random GPS coordinates were generated equal to the number of clusters allocated to each cadaster, and this coordinate indicated the starting point for household selection. Enumerators began with the residential building closest to the random GPS coordinate and conducted an interview with a random adult in this building. Using a random number table, the enumerators then walked in a random direction, skipping a random number of homes, and then conducted the next interview in the next home. This proceeded until six interviews per cluster were completed. In the event of refusal, households were substituted within clusters, but individuals were not substituted within households.

Regarding the selection of primary respondents, in the fourth stage of selection, the enumerators alternated between selecting the adult male householder who celebrated his birthday most recently and the adult female householder who celebrated her birthday most recently. Up to three attempts were made to contact the selected respondent if the respondent was not at home at the time of the visit. If after three attempts the respondent could not be contacted, the household was substituted within the cluster.

## 2.3. Analysis

Given the complex-sample design used for this survey, both IBM's SPSS extension for complex samples and Thomas Lumley's 'survey' package for R were used in the analysis of the data.<sup>2</sup> This approach accounted for 'cluster effects' and other complex design elements in the estimation of standard errors.

## 2.4. Sample Descriptives

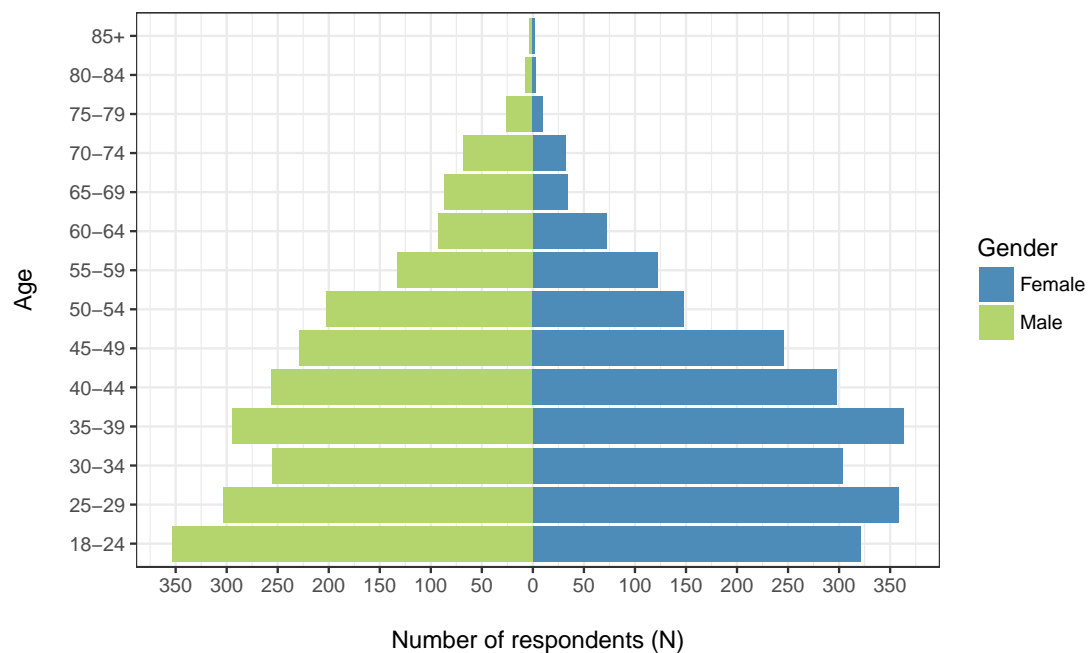
The unweighted distribution of the total sample was 50% male and 50% female by design, as enumerators were instructed to randomly select an adult male or adult female at each sampling point. As discussed in the previous section, this helped ensure that women were properly represented in the sample. The distribution of interviews by age and gender is given in Figure 2.1. This data is

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<sup>2</sup>Thomas Lumley, *Complex surveys: a guide to analysis using R*, volume 565 (John Wiley & Sons, 2011).

unweighted to provide information on the properties of the sample, rather than estimates generalizable to the public. The youngest respondent was 18 years old, and the oldest respondent was 90 years old, with a mean age of 40.0 years of age (s.d. = 14.4 years of age).

**Figure 2.1:** Unweighed distribution of the sample by age and gender.



As the design oversampled more vulnerable areas, 52.5% of interviews were conducted in more-vulnerable cadasters, with 25% of interviews conducted in the most vulnerable cadasters in Lebanon. The sample was 38.5% Sunni, 23.0% Shia, 30.1% Christian, 5.0% Druze, and 3.1% ‘other’ or ‘refused’. Thus, Sunnis were somewhat overrepresented, due to more vulnerable cadasters being predominately Sunni in their demographic composition. With respect to nationality, 14% of hosuehold were Syrian, though as Syrian household were on average larger, the proportion of Syrians in the population was also larger.<sup>3</sup> Geographically, the distribution of interviews is given in Table 2.1.

## 2.5. Size of Syrian Refugee Population in Lebanon

While this was not one of this study’s primary research objectives, given the policy-implications of this, some effort was made, on the basis of the

<sup>3</sup>This is discussed more fully in the following subsection. See Size of the Syrian Refugee Population in Lebanon.

survey results, to estimate the fraction of the resident population of Lebanon comprised of Syrian refugees. This effort was made more complicated by some methodological challenges or limitations. First and foremost, there was no reliable information on the size or distribution of either the Lebanese or Syrian resident-population in Lebanon. Lebanon has not conducted an official census since 1932, and most estimates of the distribution of the Lebanese population are based on a 1994 survey of *buildings* conducted by the Lebanese Armed Forces (LAF). Likewise, concerning the size of the Syrian refugee population, numbers registered with the United Nations High Commission for Refugees (UNHCR) are known to differ from the actual size of the Syrian refugee population in Lebanon, given restrictions on the registration of refugees imposed by the Government of Lebanon. Additionally, UNHCR considers only those Syrians who established permanent residence in Lebanon post-2011 as refugees. Thus, while one may estimate the fraction of Syrian citizens in a survey sample, with no reliable benchmark for true population sizes, generalizable estimates of the size of the Syrian population in Lebanon may not be precise; however, given the lack of other reliable estimates, even less-precise estimates may have significant implications for policy or programming.

Within the sample, 4324 respondents (86.5%) identified as Lebanese, 602 (12.0%) as Syrian, 9 as both Syrian and Lebanese (0.2%), 50 as Palestinian refugees from Lebanon (1.0%), 11 as Palestinian refugees from Syria (0.2%) and 4 as other nationalities (0.1%). Based on the assumed population margins used for sampling and weighting, along with the estimated median household size for Lebanese and Syrian households, the estimate of the per cent of the resident population of Lebanon comprised of Syrian refugees was 19.1% (95% CI 14.8% – 23.4%).

Of Syrian respondents, 17.8% entered Lebanon prior to 2011. The majority of Syrian respondents entered Lebanon between 2011 and 2014, with only 8.9% entering Lebanon during 2015 or after. Seventy-two per cent of Syrian respondents are registered with UNHCR. Valid residency permits were mostly held by male heads of households (52%), with 20.3% of female heads of households having valid residency permits. Approximately 25% of Syrian respondents reported that no family member held valid residency permits. For Syrian respondents, 45.7% reported that the entire family moved from Syria at the same time, 41% stated that one household member arrived to Lebanon first, and 13% of Syrian respondents stated that they are the only household member who moved to Lebanon.

### 3. Trigger and Conflict Events

Trigger events are incidents that escalate tensions when many proximate, evolving and structural drivers of conflict culminate. Exposure to trigger events should be assumed to be highly time-sensitive, and even with frequent surveying at three-month intervals, the prevalence of trigger events may not be precisely estimated. Measuring trigger events was not identified by UNDP as a survey priority. Nevertheless, some personal and household exposure to violent conflict and other forms of victimisation was assessed in this survey, in order to obtain the data required for better understanding the relationships between the varying levels of conflict causes.

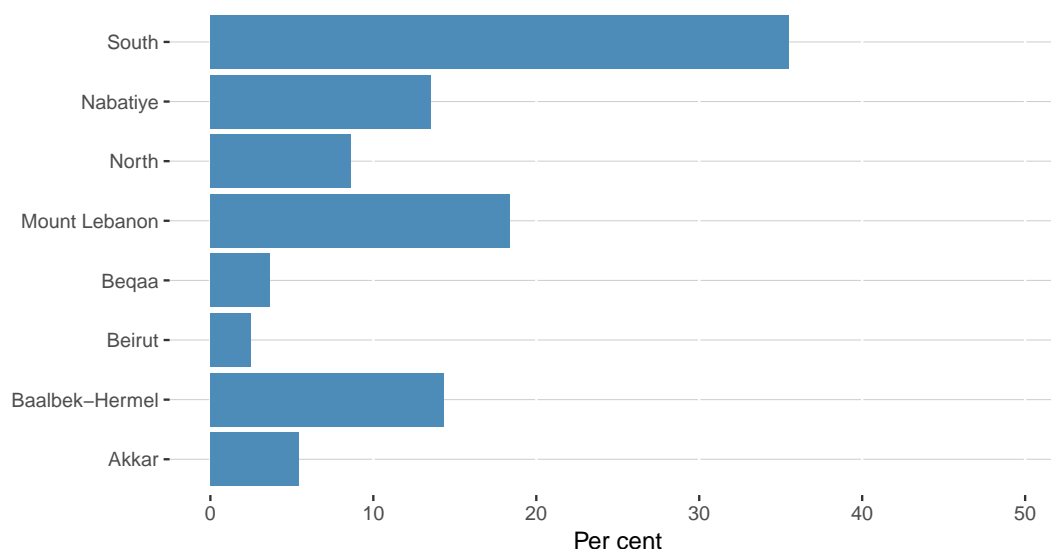
#### 3.1. Exposure to Armed Violence

Of all respondents, less than 15% reported personally witnessing armed violence (14.1%), with similar rates for both Syrian (13.3%) and Lebanese (13.8%) respondents (Figure 3.1). However, reports of armed violence were considerably higher in the South governorate, at 35.5%, compared to 18.3% in Mount Lebanon, the second highest governorate with reports of witnessing armed violence. In Beirut, only two per cent of respondents stated they witnessed armed violence in the previous three months. Respondents residing in more vulnerable cadasters (18.3%) were more likely to report having witnessed armed violence relative to respondents residing in non-vulnerable cadasters (9.9%).

#### 3.2. Experience of Assault and Other Victimisation

Seventy-three per cent (73.0%) of Lebanese respondents stated that they or their family members had not experienced any form of victimisation, compared to 64% of Syrian respondents (Figure 3.2). Lebanese respondents reported

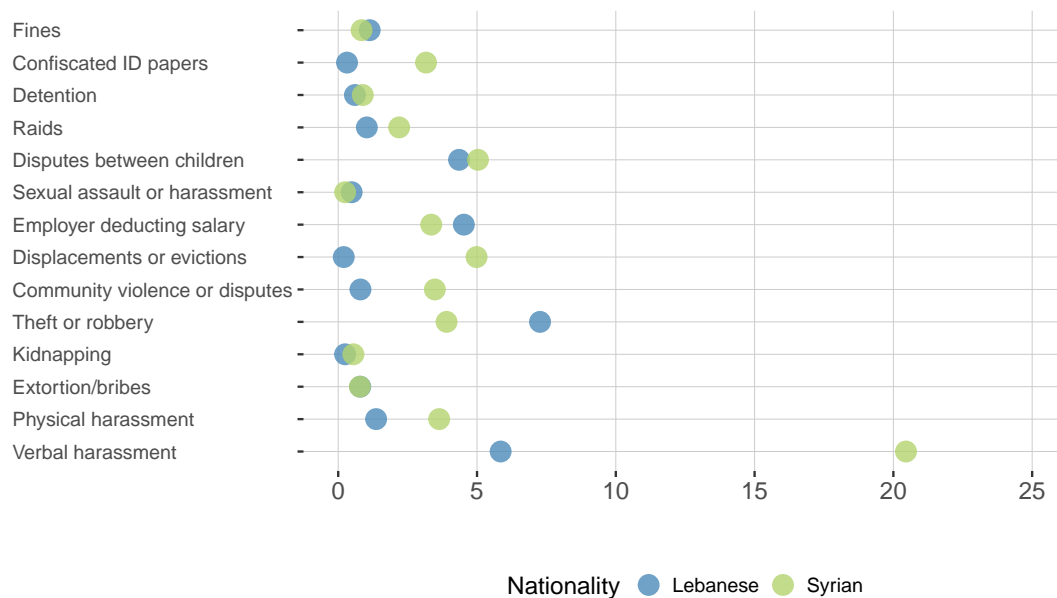
**Figure 3.1:** ‘In the last three months, have you personally witnessed armed violence, for example, with a knife, gun or explosives in your area?’



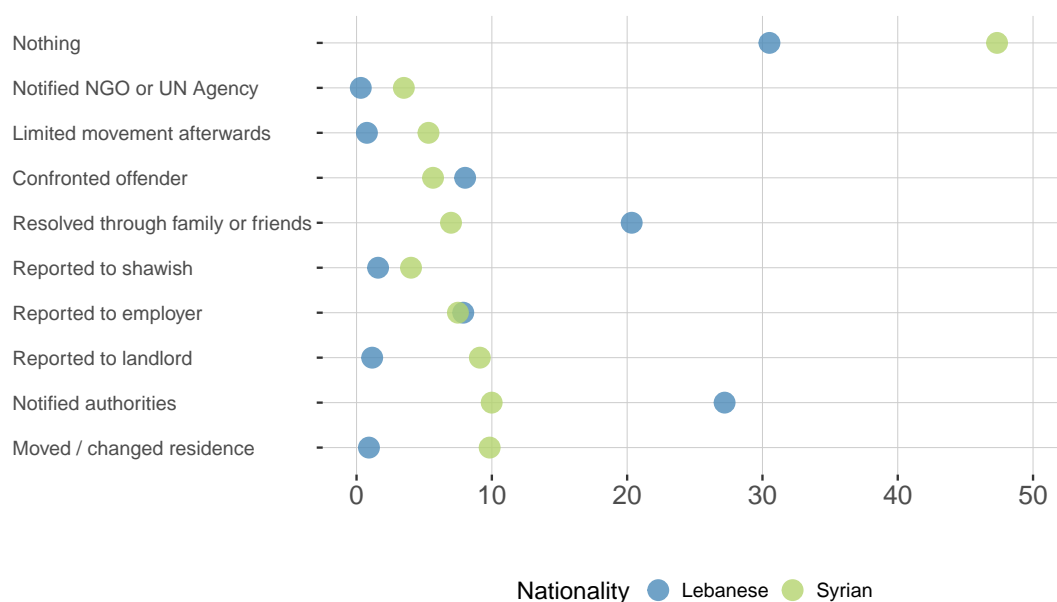
to experiencing theft or robbery and verbal harassment, with 7.2% and 5.8% of Lebanese respondents claiming to have experienced these two forms of assault, respectively. Among Syrian respondents, 20.4% reported having experienced verbal harassment, considerably higher than the percentage of Lebanese who experienced such harassment. Gender discrepancies were minimal across all reported assaults.

Of those respondents who experienced a form of assault, 30.5% of Lebanese respondents stated they did nothing about the victimisation, whereas 47.3% of Syrian respondents reported the same (Figure 3.3). This signified a lack of access to justice mechanisms for Syrians in Lebanon. While both Syrian and Lebanese respondents reported assaults to authorities, a higher percentage of Lebanese reported doing so, with 27.2% of Lebanese reporting the incident to authorities but with only 9.9% of Syrian respondents doing the same. Social networks also played a role in resolving victimisation incidents amongst Lebanese respondents, with 20.3% of Lebanese also reporting to having involved their family or friends. Syrian respondents were more likely to resort to negative coping mechanisms, with 9.8% of Syrians experiencing personal or household victimisation reporting to have moved residence (compared to 1.0% of Lebanese respondents experiencing personal or household victimisation), and 5.3% limiting their movements after the incident.

**Figure 3.2:** ‘I am going to read you a short list of experience either you or a member may have had. For each, will you tell me if you or a member of your family have experienced each of the following in the last three months?’



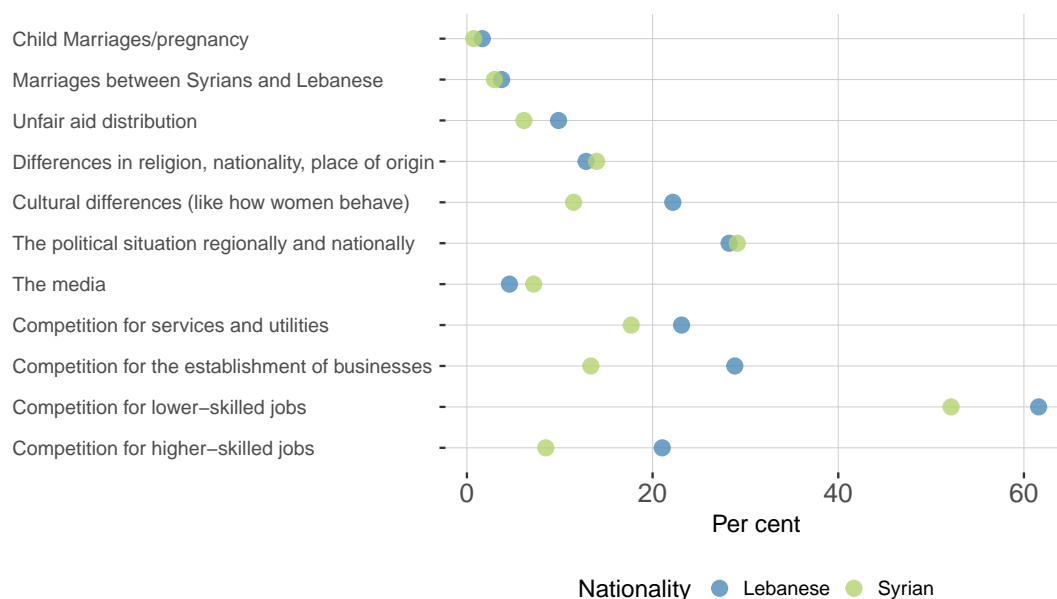
**Figure 3.3:** Of respondents indicating report of assault or other victimisation at the household level, ‘And when this happened, did you or someone in your family do anything about it? What did they do?’



## 4. Proximate Causes of Tension

Proximate causes may be considered as factors contributing to a climate of exacerbated tensions. Proximate causes of conflict tend to be directly related to deeper evolving and structural causes. For example, the availability of small arms is a common proximate cause in protracted conflicts, and it is one of the proximate causes assessed in this survey. Asked about concerns over ‘the visibility of weapons not held by Lebanese security services in the area where you live’, 41.2% of Lebanese and 42.5% of Syrians said they worried about this ‘often’ or ‘all the time’. Other proximate causes may include the level and quality of inter-community contact, perceptions of safety and security, concern regarding the prolonged presence of Syrian refugees in the country, and the propensity for collective action or violence.

**Figure 4.1:** Percentage of respondents who believe the following factors lead to tensions between Lebanese and Syrians





## 4.1. Tension Factors

Asked to name the three most prevalent causes of tensions, both Syrian and Lebanese respondents reported 'competition for lower-skilled jobs' as a primary source of tension, with 61.6% of Lebanese and 52.1% of Syrian specifying this as a tension factor (Figure 4.1).<sup>1</sup> Twenty-nine per cent (29.0%) of Syrians reported 'the political situation regionally and nationally' as a primary tension factor, with 28.2% of Lebanese also specifying this as a tension factor. Lebanese respondents had greater concern regarding 'competition for the establishment of businesses' (28.8%), compared to 13.3% of Syrians. Amongst Lebanese respondents, 23.1% stated that 'competition for services and utilities' was a tension factor, compared to 17.7% of Syrians. Across all governorates, 'competition for lower-skilled jobs' was the most cited tension factor, with 94.6% of all respondents in the Bekaa citing this factor, and 81.4% of respondents in the Akkar citing this.

## 4.2. Peace Factors

Just as respondents were asked about sources of tension, they were also asked about potential factors for peace, or factors contributing to better relations between Lebanese and Syrians in their community. Respondents were asked to name the three most important factors promoting peace. Around half of all Lebanese respondents (49.5%) believed that 'nothing help[ed] improve relations', compared to only 19.8% of Syrians who stated the same. Of the positive factors for peace, 'pre-existing relationships between Lebanese and Syrians' was the most cited factor, with 22.7% of Lebanese citing this factor and 45.6% of Syrians citing this factor. This was in line with previous research, which concluded that municipalities having a history of Syrian presence had a better relationship with Syrian refugees in the area.<sup>2</sup> 'Social bonds between the communities' was also listed frequently in both communities, with 32.7% of Syrians and 15.7% of Lebanese respondents citing this as a factor for peace. In

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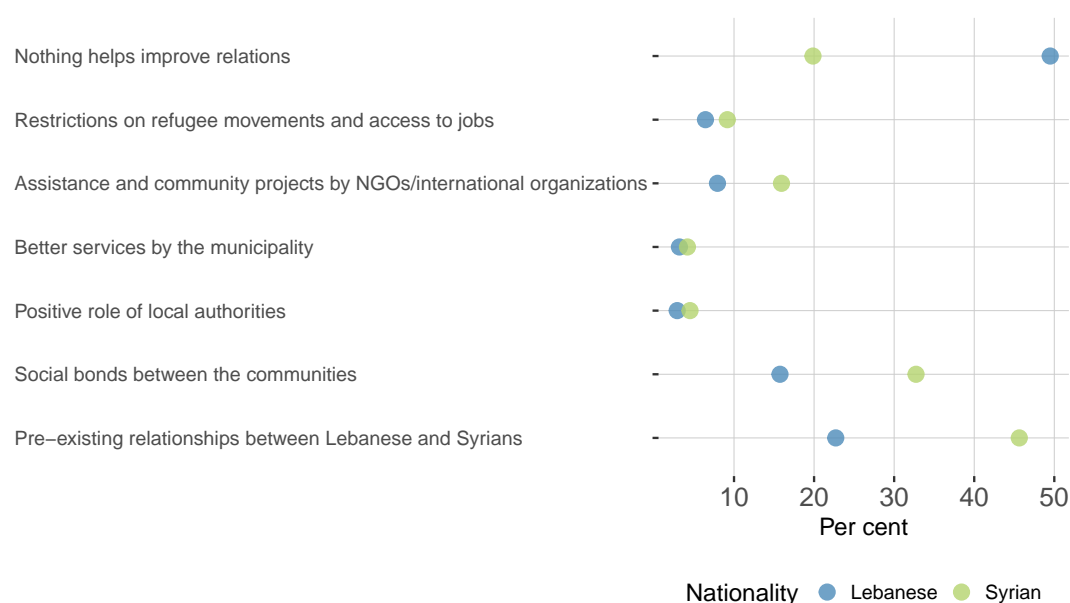
<sup>1</sup>For both tension and peace factors, respondents were asked to name up to three factors. Respondents were not read a list of prompts but rather gave a free-response, with the enumerator coding the closest item or specifying 'other'.

<sup>2</sup>A. Rocha Menocal, S. Perera and C. McLoughlin, 'Promoting Social Stability and Legitimacy in Lebanon: Can Service Delivery Make a Difference?', Technical report (Beirut, Lebanon, 2016).

Nabatieh, 41.9% of respondents stated that ‘assistance and community projects by NGOs/international organisations’ was a peace factor; however, 33.8% of respondents in the governorate also believed that ‘restrictions on refugees’ movements and access to jobs’ lead to better relations between communities.

Results were similar across both vulnerable and non-vulnerable cadasters, with 47.5% of respondents in vulnerable cadasters stating that ‘nothing help[ed] improve relations’ compared to 43.9% of respondents in non-vulnerable cadasters. In vulnerable cadasters, 28.5% of respondents stated that ‘pre-existing relationships between Lebanese and Syrians’ lead to better relations, and 22.4% of respondents in non-vulnerable areas said the same. However, in non-vulnerable cadasters, 14.1% stated that ‘assistance and community projects by NGOs/international organisations’ lead to better relations, whereas only 5.5% of respondents in vulnerable cadasters said the same. This suggested that targeted assistance had the greatest impact in more vulnerable areas in Lebanon.

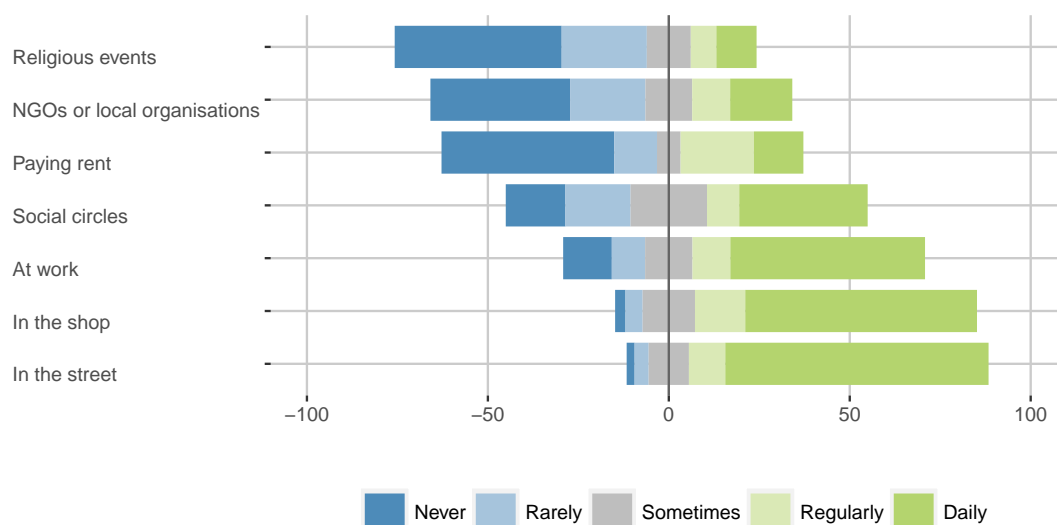
**Figure 4.2:** ‘Can you think of anything that might have facilitated good relations between Syrians and Lebanese in your area, or would you say that nothing has helped improve relations?’



### 4.3. Inter-Community Contact

To assess the level of inter-community contact between Lebanese host and Syrian refugee communities, respondents were asked about seven locations or scenarios where they may or may not have had contact with persons of the other nationality in the previous three months. Only 1.6% of respondents indicated that they had no interaction whatsoever with persons of the other nationality. Syrians were only marginally more likely to report interaction with Lebanese, relative to Lebanese reporting interaction with Syrians. For all items, rates of interaction reported by Syrians and Lebanese were similar, with the exception of paying rent, where 66.8% of Lebanese said they ‘rarely’ or ‘never’ interacted with Syrians in this scenario, contrasted with Syrians, of whom 80.1% reported paying rent or interacting with a landlord ‘daily’ or ‘regularly’.

**Figure 4.3:** ‘For each, will you please tell me how often over the last three months how often you’ve had contact with [other nationality] in each area?’

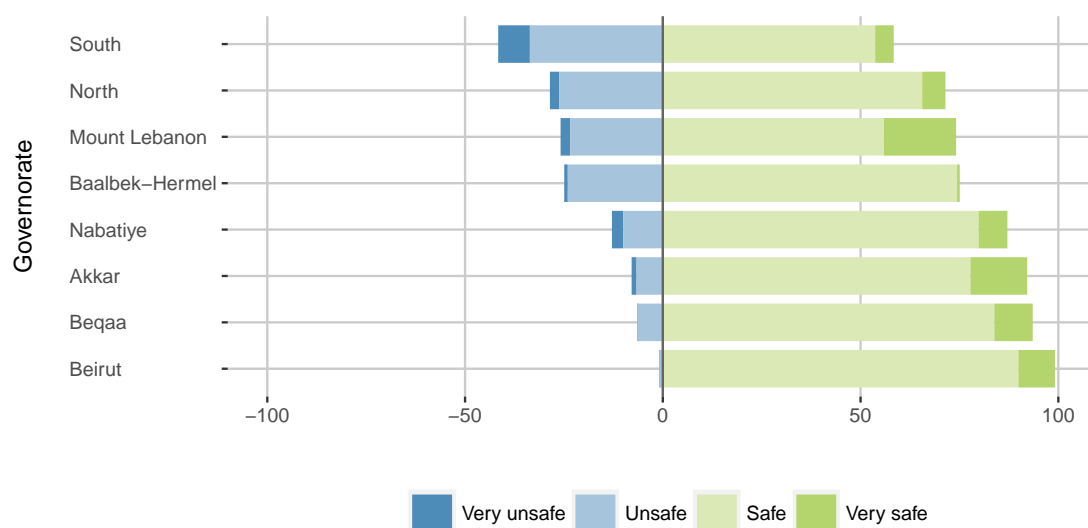


Of those saying they interacted ‘daily’ or ‘regularly’ in each location or scenario, the most common locations or scenarios for interaction were ‘in the street’ (82.8%), ‘in the shop’ (77.9%) or ‘at work’ (64.3%). Somewhat fewer reported frequent interaction ‘in social circles’ (44.1%), ‘paying rent’ (34%), ‘at activities organised by NGOs or local organisations’ (27.7%) or ‘at religious events’ (18.2%). Whereas 62.5% of Syrian respondents interacted ‘daily’ or ‘regularly’ with Lebanese in ‘social settings’, only 41.8% of Lebanese interacted similarly with Syrians.

#### 4.4. Sense of Safety and Security

Across the country and across most demographic categories, the sense of safety and security was relatively high. Respondents were asked about how safe their neighbourhood or village was ‘during the day’ and ‘during the night’. Of all respondents, 91% reported that where they lived was either ‘safe’ or ‘very safe during the day’, and 78.1% reported that where they lived was either ‘safe’ or ‘very safe during the night’. Syrian refugees were not significantly more or less likely to rate their area as safe, either during the day or night. The perception of night safety by governorates is given in Figure 4.4.

**Figure 4.4:** ‘Generally speaking, how would you rate the safety of your neighbourhood during the night?’



However, Lebanese were relatively more like to report that safety in their area had improved over the previous three months. Of Lebanese, 25.1% reported that safety ‘during the night’ in their area had ‘improved a lot’ or ‘improved a little’, compared to 15.1% of Syrians. The greatest perception of improved safety and security was observed in Beirut and the North. In Beirut, 45% reported that it had ‘improved a lot’ or ‘improved a little’, and in the North, 34.7% reported the same.

#### 4.5. Concern over Prolonged Presence of Refugees

Due to the presence of a large number of Palestinian refugees in the country since 1948, the Lebanese concern over the prolonged presence of Syrian refugees in the country was identified as a plausible proximate driver of tensions.<sup>3</sup> Both Lebanese and Syrians were asked, 'In your opinion, how long do you think it will take for Syrian refugees to return to Syria. A majority of both Lebanese (63.1%) and Syrian (51.3%) respondents said that they thought it would take 'five years or more', indicating that a prolonged stay in Lebanon was a prominent concern for both communities.

Of Lebanese respondents who believed it would take 'five years or more', 59.4% 'disagreed' or 'strongly disagreed' with the statement that 'Lebanese and Syrians in this community are able to work together to solve problems they have together', compared to 41.8% of Lebanese who believed it would take 'less than one year' who 'disagreed' or 'strongly disagreed' with the same statement. Whereas less than 20% of Syrian respondents 'disagreed' or 'strongly disagreed' with the same statement.

#### 4.6. Quality of Relations between Communities

Respondents were also asked to evaluate the current state of relations between Lebanese and Syrians in their area as positive or negative, as well as whether they thought relations between both communities had improved or worsened over the previous three months. Syrian respondents were significantly more likely to give a positive evaluation of the current state of relations, with 49.3% of Syrians reporting that relations were 'very positive' or 'positive', compared to 28.1% of Lebanese giving the same report. Nevertheless, only 10.3% of Lebanese said that relations were 'very negative'. Across confessional lines, Sunnis were less likely to report 'very negative' relations, with only 4.1% of Sunnis providing this response, compared to 16.9% of Shia and 10.5% of Christians.

While a plurality of both Lebanese and Syrians said that compared to three months ago, relations between both communities had 'stayed about the same', Lebanese were nevertheless somewhat more likely to say that relations had 'worsened a little' or 'worsened a lot' (36.5%) compared to Syrians (24.1%).

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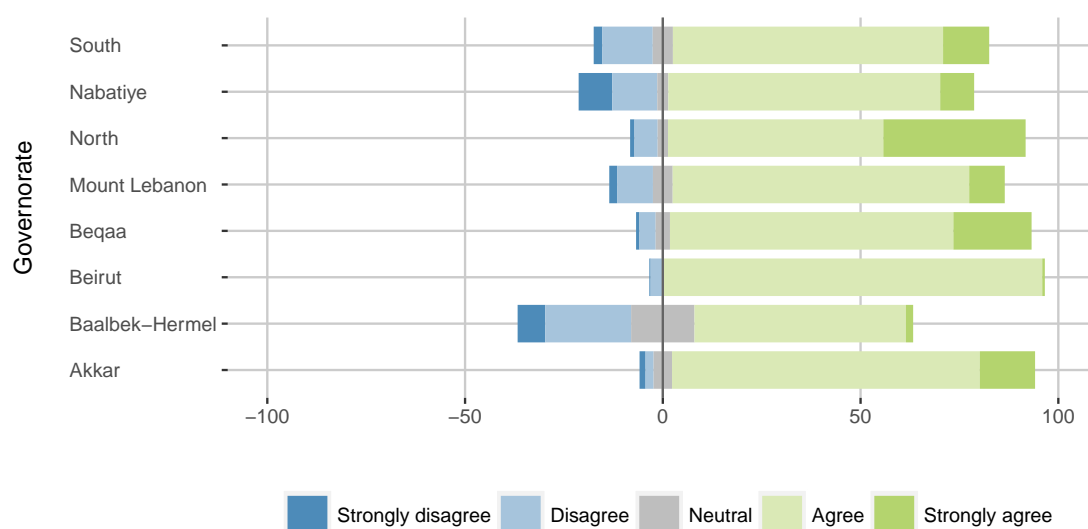
<sup>3</sup>The Palestinian population in Lebanon is estimated at approximately 270,000.

As with the perception of the current state of relations, Lebanese Shia were amongst the most likely to say that relations had ‘worsened a little’ or ‘worsened a lot’ (49.9%); this trend was evident also in the predominately Shia south, and in particular, in the governorate of Nabatieh.

#### 4.6.1. Intra-Lebanese Relations

A series of questions assessed intra-communal relations between Lebanese (Figure 4.5). Of Lebanese respondents, (85.8%) agreed that ‘Lebanese from different confessions live peacefully among each other’.<sup>4</sup> Responses across all religious confessions were similar; however in Baalbek-Hermel, only (55.2%) of respondents ‘agreed’ or ‘strongly agreed’ with the statement. At the other end of the scale, 96.3% of respondents in Beirut ‘agreed’ or ‘strongly agreed’ with the statement.

**Figure 4.5:** Lebanese agreement with the statement, ‘Lebanese from different confessions live peacefully among each other’.

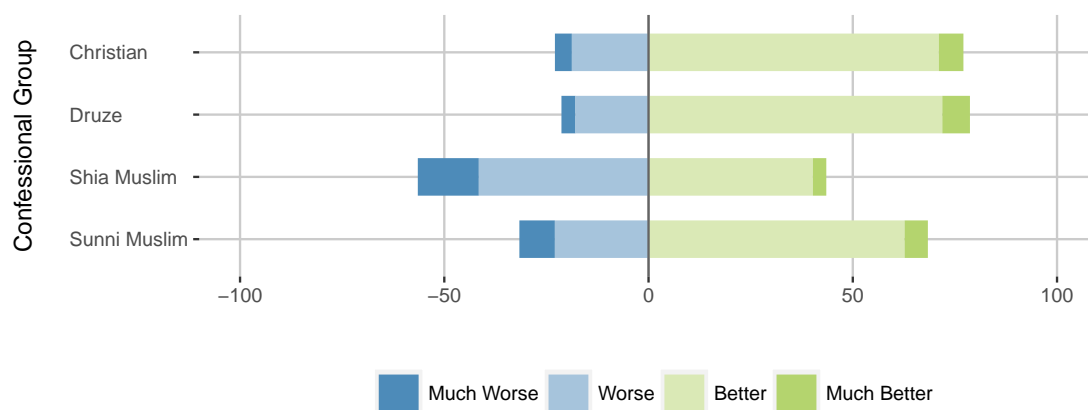


When asked about whether the relationship between different Lebanese confessional groups had improved or worsened since 2011, 67.3% of Lebanese reported that the relations between different Lebanese groups had become ‘better’ or ‘much better’ (Figure 4.6). Christians and Druze respondents reported similar perceptions, with over 77% of Christian and Druze stating that the relations had gotten ‘better’ or ‘much better’. However, only 43.4%

<sup>4</sup>These questions were asked only of Lebanese respondents.

of Shia respondents stated that the relationship between different groups had gotten 'better' or 'much better'. Reflecting also the perception of poor current relations in Baalbek-Hermel, only 24.5% of respondents in this governorate reported that relations had gotten 'better' or 'much better' since 2011. In the neighbouring Bekaa governorate, however, (80.4%) of respondents believed that the relationship had gotten 'better' or 'much better'. Of those respondents who reported that the situation had gotten 'much better' since 2011, 52.3% 'strongly agreed' or 'agreed' with the statement, 'Lebanese and Syrians in this community are able to work together to solve problems they have together', compared to only 37.6% amongst those who believed the situation has gotten 'much worse'.

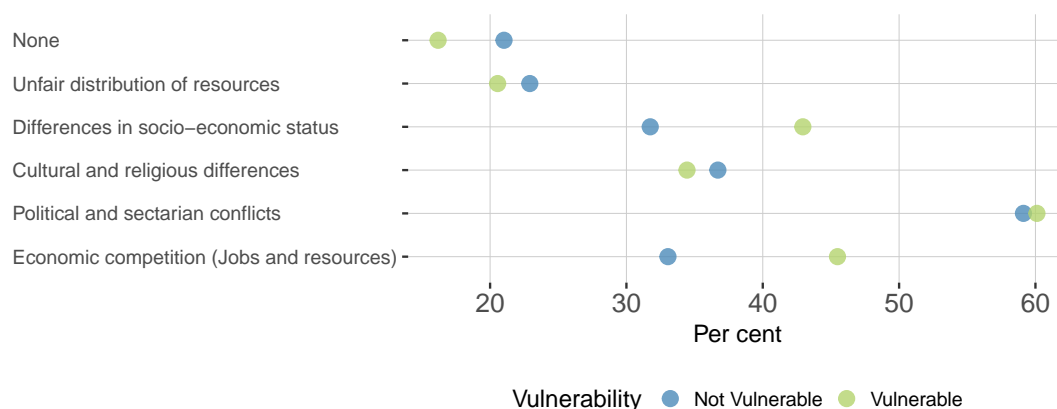
**Figure 4.6:** Lebanese response to, 'Since 2011, do you think that relations between different Lebanese groups have improved or worsened?'



Lebanese respondents were also asked 'what are three most important issues that have caused tensions between Lebanese members of this area?' (Figure 4.7). In both vulnerable (60.1%) and non-vulnerable (59.1%) cadasters, respondents were most likely to cite 'political and sectarian conflicts' as an important issue exacerbating tensions between different Lebanese confessional groups. Respondents in more-vulnerable areas were more likely to cite economic factors as causes of tensions, with 45.4% of respondents residing in vulnerable cadasters stating that 'economic competition' promoted tensions, compared to only 33.0% of respondents in non-vulnerable areas. Respondents in vulnerable areas were also more likely to cite 'differences in socio-economic status' as a source of tension (42.9%), relative to respondents in non-vulnerable cadasters (31.7%). These results did not differ greatly across governorates, with respondents in each governorate mostly likely to cite either 'economic competition' or 'political and sectarian conflicts' as sources of intra-communal

tension. Respondents were also asked if there were any other factors that had caused tensions between Lebanese community members; the majority of respondents who provided an ‘other’ response named either the presence of Syrian refugees or clientelism and corruption (i.e. *wasta*).

**Figure 4.7:** Lebanese response to, ‘What are three most important issues that have caused tensions between Lebanese members of this area?’



## 4.7. Prejudice

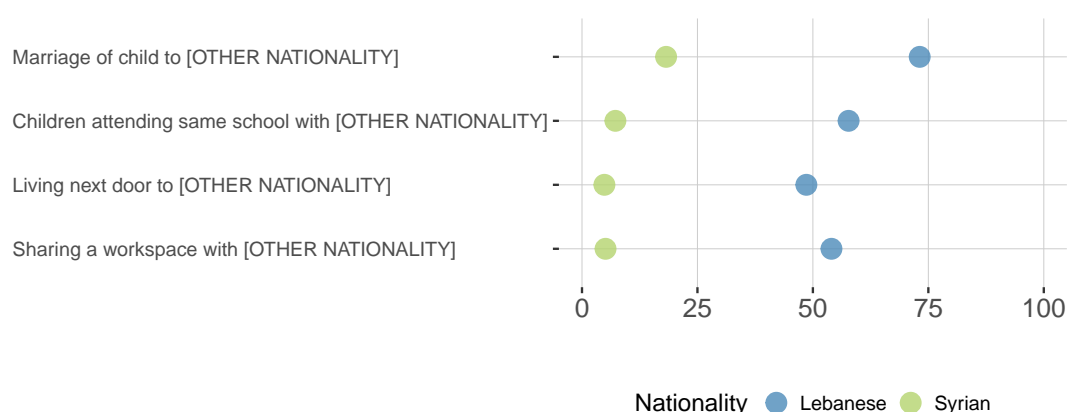
To measure prejudice or ‘social distance’, respondents were asked how agreeable or disagreeable each of four scenarios would be (Figure 4.8). This conceptualisation of prejudice was based on Gaston Allport’s classic *The Nature of Prejudice*.<sup>5</sup> Asked about sharing a workplace with a person of the other nationality, 54% of Lebanese said sharing a workplace with a Syrian would be ‘very disagreeable’ or ‘disagreeable’, though only 5% of Syrians said sharing a workplace with a Lebanese would be ‘very disagreeable’ or ‘disagreeable’. Summing ‘very disagreeable’ or ‘disagreeable’ for the other three prejudice-related items, 48.6% of Lebanese would find living next door to a Syrian family disagreeable, compared to only 4.9% of Syrians who would find this disagreeable. Similarly, 57.8% of Lebanese would find their children attending school with Syrian children disagreeable, compared to only 7.3% of Syrians. And 73.1% of Lebanese would find a family member marrying a Syrian disagreeable, compared to 18.2% of Syrians who would find this disagreeable.

<sup>5</sup>Gordon W Allport, *The nature of prejudice* (Basic books, 1979).



The four prejudice items were highly correlated with one another (Chronbach's  $\alpha = 0.90$ ), indicating a high degree of internal reliability. On a scale from 1 – 100, with higher values indicating greater levels of prejudice or social distance with respect to the other nationality, the mean for all Lebanese was 61.8 compared to 26.1 for all Syrians. Thus on average, Lebanese were far more likely to have negative perceptions of Syrians than Syrians were to have negative perceptions of Lebanese. While Lebanese Christians (mean = 65.5) and Shia (mean = 61.1) were significantly more likely to have greater prejudice scores on this scale, relative to Lebanese Sunnis (57.1), sectarian attitudes were not necessarily the primary driver of Lebanese prejudice, with other proximate and evolving causes, such as frequency of contact and other sources of tensions also determining levels of prejudice.<sup>6</sup>

**Figure 4.8:** 'For each of the following scenarios would you say that you would consider this very disagreeable, somewhat disagreeable, neither agreeable nor disagreeable, agreeable or very agreeable?' Estimate is sum of 'very disagreeable' and 'disagreeable'.



#### 4.8. Propensity for Collective Action or Violence

Measuring behaviours (as opposed to attitudes) has long posed a methodological challenge to survey researchers. Self-reports of behaviour are known to be inconsistent, and subject to social desirability bias, with respondents far less likely to report social undesirable behaviours, e.g. smoking. Likewise, stated

<sup>6</sup>This is discussed more fully in the final section of this report, evaluating the Stabilisation Monitoring Framework.

intentions, in most instances, are known to be only weakly predictive of actual behaviours. Assessing a sensitive behaviour – or potential behaviour – like the propensity for violence thus poses some challenge. Nevertheless, there will be variation in a population to act on specific attitudes or intentions. For example, if there is a relationship between prejudice against Syrians and the potential to take action against Syrians in the community (violent or otherwise), two individuals with the same level of prejudice may differ in their likelihood of actually taking action. With respect to relations between Lebanese and Syrian communities, a greater propensity for collective action may have both positive and negative implications.<sup>7</sup> For example, a greater propensity for collective action may enhance the potential for both communities to work together to solve problems or affect positive social change. However, in what has also been called the ‘the dark side of social capital’, a greater propensity for collective action amongst Lebanese may also enhance the potential to take negative action against the Syrian refugee community, either through the implementation of oppressive or socially unjust policies – or in the extreme case, violent action.<sup>8</sup>

As an example of the later sort of collective action – support for the implementation of policies restricting refugees’ freedom of movement, asked to what extent they agreed with the statement, ‘When tensions are high, some restrictions on foreigners’ movements or curfews can help keep this area safe’, 93.6% of Lebanese either ‘agreed’ or ‘strongly agreed’ with this statement. Only in Akkar did a meaningful minority of respondents disagree with this statement, with 25.8% stating either ‘disagree’ or ‘strongly disagree’.

Asked to what extent they agreed with the statement, ‘Violence is sometimes necessary when your interests are being threatened’, 53% of Lebanese and 31.3% of Syrians stated ‘agree’ or ‘strongly agree’. Agreement with this statement declined marginally with increasing age, and Beirut respondents were more than twice as likely to reject this statement, with 73.3% of Beirut respondents stating ‘disagree’ or ‘strongly disagree’.

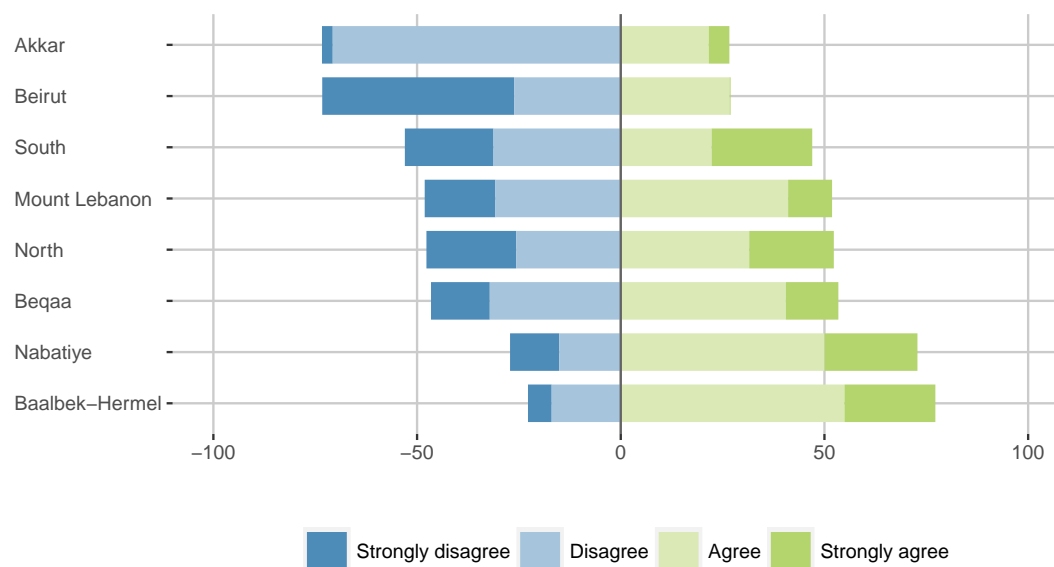
Agreement on the acceptable use of violence varied greatly by geography (governorate), with those in Beirut and Akkar much more likely to reject this statement, and those in Nabatieh and Baalbek-Hermel much more likely to agree that violence was sometimes justified (Figure 4.9). Respondents were also asked to what extent they agreed or disagreed with two statements about

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<sup>7</sup>See also *Evolving Causes of Tension: Solidarity and Cohesion in Community*, p. 28 of this report.

<sup>8</sup>James Putzel, ‘Policy arena: accounting for the ‘dark side’ of social capital: reading Robert Putnam on democracy’, *Journal of international development* 9:7 (1997).

**Figure 4.9:** Agreement with statement, ‘Violence is sometimes necessary when your interests are being threatened’.



youth behaviours: (1) ‘I worry that youth in this area are attracted to violence’ and (2) ‘Youth in this area really care about making this area a better place to live’. Consistent with previous research, majorities agreed with both statements. Concerning youth and violence, 53.5% either stated ‘agree’ or ‘strongly agree’, and concerning youth contributions to the community, 89.4% stated ‘agree’ or ‘strongly agree’. Thus on average, while most respondents had positive perceptions of their community’s youth, there was also significant concern about some youth behaviours. Of note, agreement and disagreement with both statements did not differ significantly by age category, indicating that youth themselves held similar perceptions to older individuals in their communities.

## 5. Evolving Causes of Tension

The evolving causes of conflict were considered across four dimensions: trust in institutions and trust in local community, refugee population pressure, basic needs and livelihoods and the capability and fairness of service provision and international assistance. To assess trust in institutions and trust in local community, respondents were asked a number of questions concerning whether government institutions, including security forces, have played a positive or negative role in responding to the refugee crisis in their area and to improving local quality of life. Respondents were also asked a number of questions about their neighbours or people ‘who live in their area’.

### 5.1. Trust in Institutions and Local Community

To the extent that the public has greater confidence in both formal and informal institutions, this may enhance resiliency to inter-communal tensions, for example, by establishing channels for problem-solving and dispute resolution. Respondents were asked about both formal and informal institutions in their community.

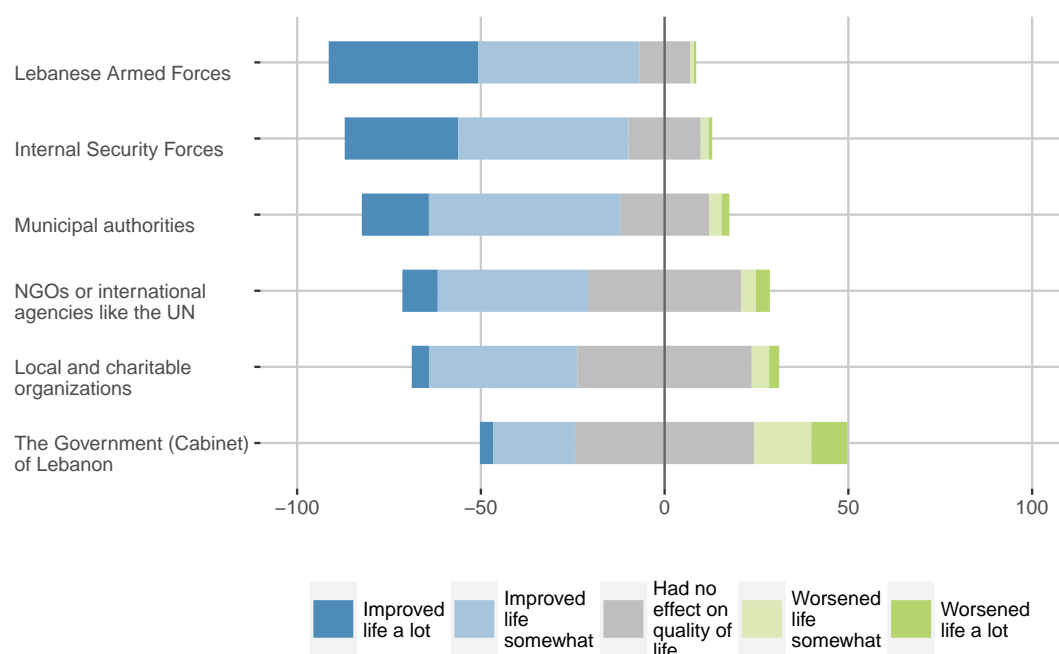
#### 5.1.1. Public Institutions

Concerning formal institutions, respondents were presented with a list of six institutions and given the prompt, ‘Thinking about the last three months and the area where you live, will you please indicate whether their activities/interventions have changed life in your area for better or worse?’ For all six institutions, negative reports were fewer than positive reports, indicating relatively high levels of trust and confidence in public institutions. Respondents had the most favourable perceptions of the Lebanese Armed Forces (LAF) and

Internal Security Forces (ISF), though trust in municipal authorities was nearly as high as trust in the two security agencies.

For ‘NGOs or international agencies like the UN’, ‘local and charitable organisations’ and ‘the Government (Cabinet) of Lebanon’ the modal response was ‘had no effect on the quality of life’. Nevertheless, 49.1% said that ‘NGOs or international agencies like the UN’ had ‘improved life somewhat’ or ‘improved life a lot’, and 45.1% said the same of ‘local and charitable organisations’. Syrian respondents were somewhat more likely than Lebanese respondents to report that ‘local and charitable organisations’ had made a positive contribution to improving quality of life but were much more likely to report that ‘NGOs or international agencies like the UN’ had made a positive contribution to improving quality of life. A majority of Syrians (72.8%) said that ‘NGOs or international agencies like the UN’ had ‘improved life somewhat’ or ‘improved life a lot’, compared to relatively fewer Lebanese (47.1%).<sup>1</sup>

**Figure 5.1:** Response to prompt, ‘Thinking about the last three months and the area where you live, will you please indicate whether their activities/interventions have changed life in your area for better or worse?’.

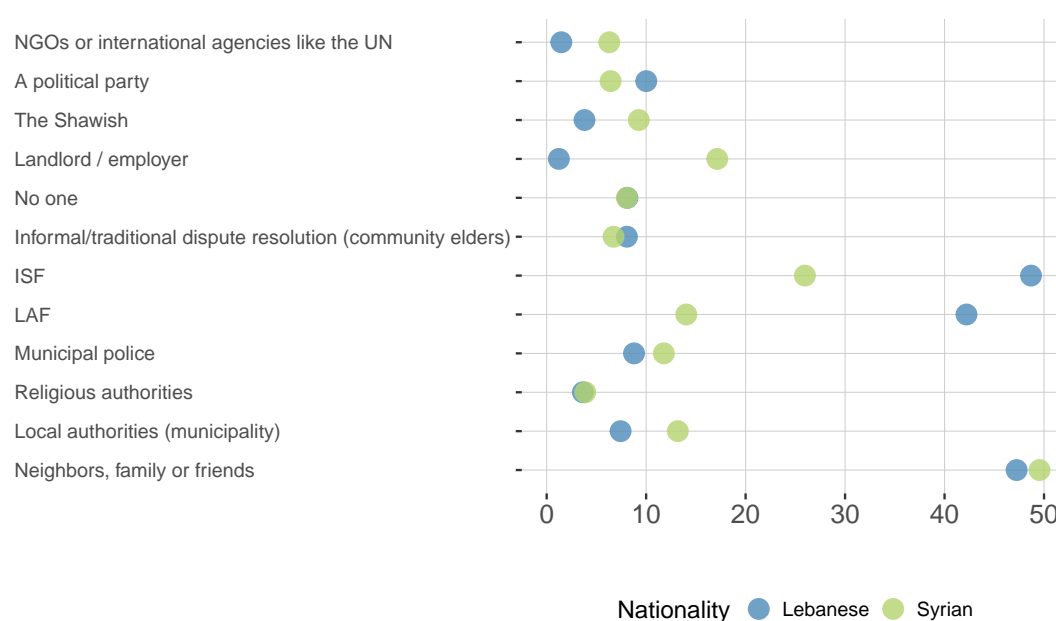


<sup>1</sup>See also Capability and Fairness of Service Provision and International Assistance, p. 36 of this report.

### 5.1.2. Means of Dispute Resolution

When asked who they might turn to for help in resolving a dispute, the findings correlated strongly with those about seeking help in the event of personal or household victimisation reported in section 3.2 (p. 11). Syrians were both less likely to seek out means of dispute resolution and far less likely than Lebanese to seek help in dispute resolution from formal institutions. Lebanese were most likely to turn to the LAF, ISF or ‘neighbours, family or friends’. Syrians, however, were far less likely to turn to the LAF and ISF, as indicated in Figure 5.2.

**Figure 5.2:** Response to prompt, ‘I’m going to read you a list of community actors who might help in settling conflicts. For each, will you please tell me if you would turn to them for help if you were involved in a dispute?’

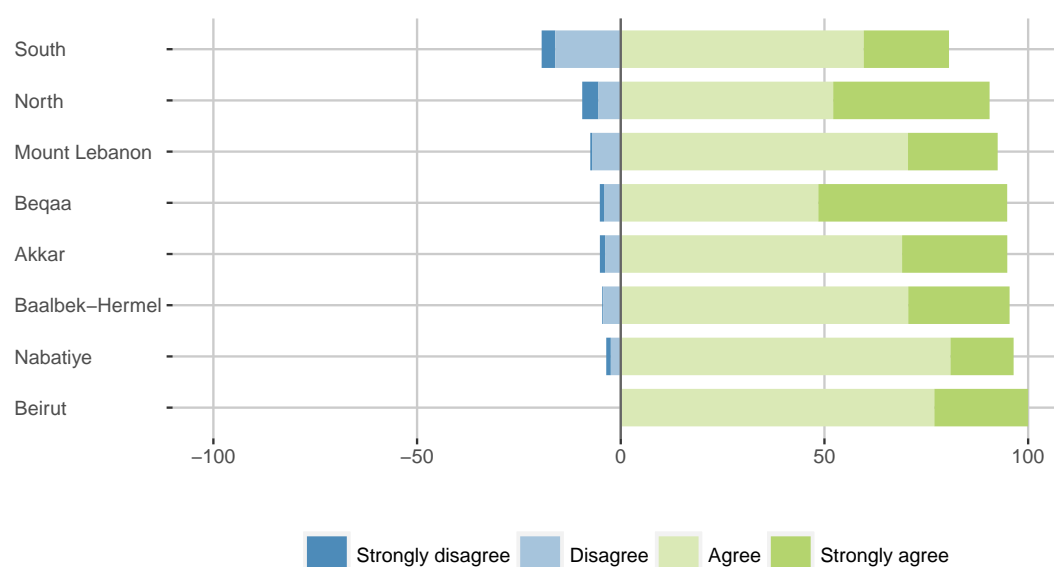


While ‘neighbours, family or friends’ was also the most cited means of dispute resolution for Syrian respondents, Syrians were also more likely than Lebanese to seek help from ‘NGOs or international agencies like the UN’, though this still only included a small fraction of Syrian respondents (6.2%). Syrians were also more likely than Lebanese to turn to the municipal police (11.8%) and local municipal authorities (13.2%). Corroborating the finding that Syrians have fewer avenues to seek help in the event of personal or household victimisation, Syrians in Lebanon also saw fewer potential means – formal or informal – for dispute resolution.

### 5.1.3. Solidarity and Cohesion in Community

Three questions were asked about solidarity and social cohesion in the respondent's community; these questions were adopted from the Arab Barometer surveys and R. Sampson's studies of collective efficacy.<sup>23</sup> The three solidarity items were highly correlated with one another (Chronbach's  $\alpha = 0.90$ ), indicating a high degree of internal reliability. For all three items, the report of solidarity and social cohesion was high for all communities, though for all three items, the report of solidarity and social cohesion was highest in the Beirut governorate and lowest in the South governorate (Figure 5.3 – Figure 5.5). While a majority of Syrians agreed with each of the three positive statements regarding solidarity and social cohesion in their community, Lebanese were approximately twice as likely to 'strongly agree' with each of the statements, for example, with only 11.9% of Syrians 'strongly agreeing' with the statement, 'People in this area can be trusted', compared to 28.8% of Lebanese.

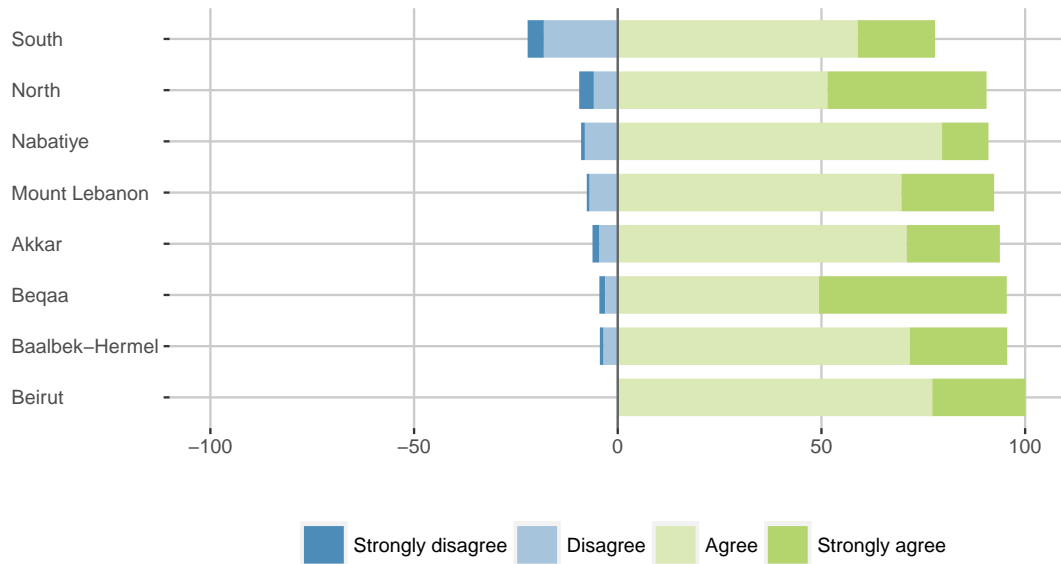
**Figure 5.3:** Agreement with statement, 'People around here are willing to help their neighbours'.



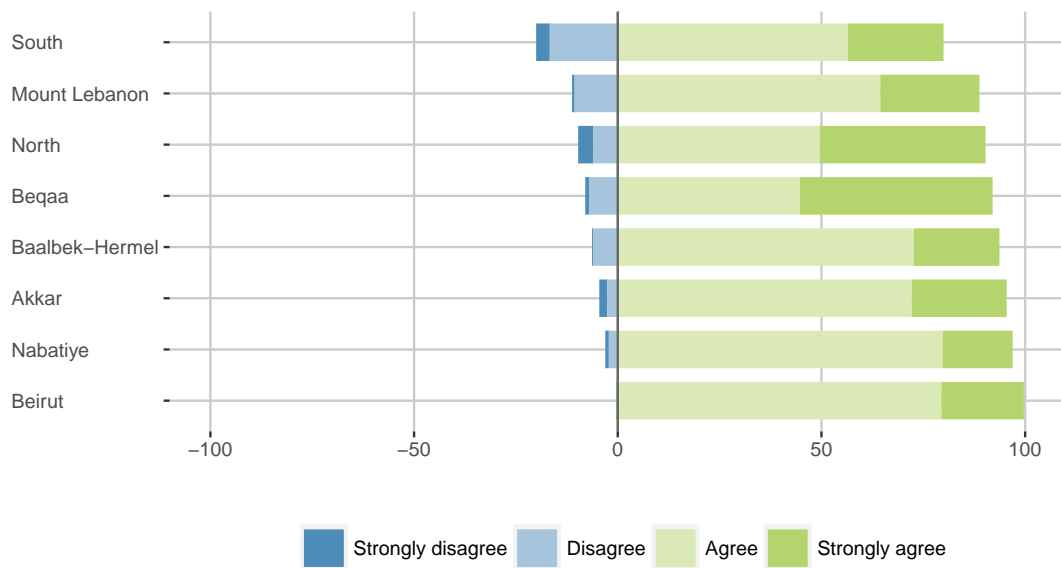
<sup>2</sup>Amaney A Jamal and Mark A Tessler, 'Attitudes in the Arab world', *Journal of Democracy* 19:1 (2008).

<sup>3</sup>Robert J Sampson, Stephen W Raudenbush and Felton Earls, 'Neighborhoods and violent crime: A multilevel study of collective efficacy', *Science* 277:5328 (1997).

**Figure 5.4:** Agreement with statement, 'People in this area can be trusted'.



**Figure 5.5:** Agreement with statement, 'If some of your neighbours got into a fight would someone intervene to resolve it?'





## 5.2. Refugee Population Pressure

When asked if Lebanese people have been good hosts to Syrians displaced by the Syrian conflict, 92.9% of Lebanese respondents 'agreed' or 'strongly agreed', as compared to 87% of Syrians. In Beirut, almost 100% of respondents (98.4%) 'agreed' or 'strongly agreed', whereas in the South, only 75.2% of respondents 'agreed' or 'strongly agreed'.

Less than 50% of Lebanese 'agree' or 'strongly agree' that Lebanese and Syrians in their communities could work together to solve common problems (49.2%), compared to 81% of Syrians. In Akkar, 39.4% of respondents 'agreed' or 'strongly agreed' with this sentiment, while in Nabatieh, 74.7% of respondents 'agreed' or 'strongly agreed' with the statement.

Concerning resource pressures, 93.9% of Lebanese respondents stated that they 'agreed' or 'strongly agreed' with the statement, 'The presence of so many Syrian refugees in Lebanon today is placing too much strain on Lebanon's resources, like water and electricity', while 71.3% of Syrian respondents also 'agreed' or 'strongly agreed'. The percentage of respondents who 'agreed' or 'strongly agreed' with the statement was above 88% in all governorates except for the South (67.5%).

When asked to what extent they agreed that, 'Lebanese and Syrians share many values and have compatible lifestyles', 41.4% of Lebanese respondents 'agreed' or 'strongly agreed', in comparison to 60.2% of Syrian respondents. Ninety per cent (90.0%) of respondents in Beirut 'agreed' or 'strongly agreed', while in the Bekaa, 14% of respondents 'agreed' or 'strongly agreed'. Of those Lebanese who 'strongly agreed' that Lebanese and Syrians share many values, 82% also 'strongly agreed' or 'agreed' that 'Lebanese and Syrians in this community are able to work together to solve problems they have together'.

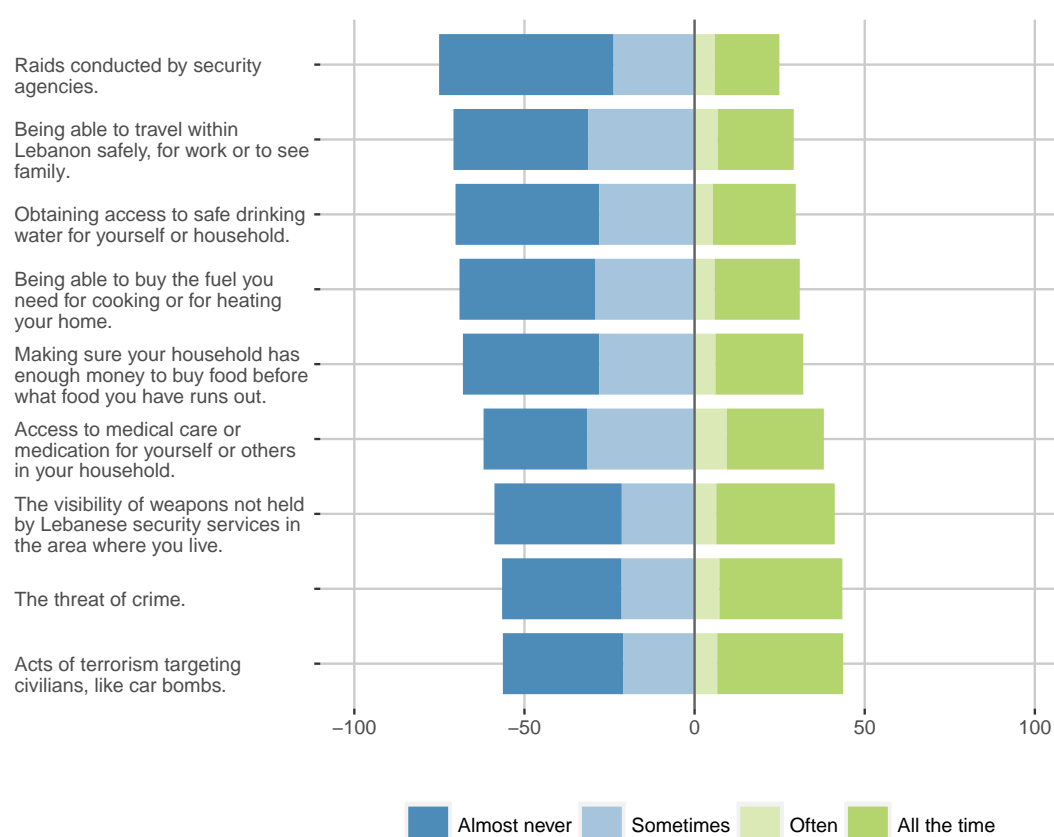
Lebanese respondents were more likely to 'agree' or 'strongly agree' with the statement that 'The presence of a large number of Syrian refugees in this community has contributed to more incidents of crime and violence' (84.3%), compared to Syrian respondents (42.2%). In Beirut, 96.6% of respondents 'agreed' or 'strongly agreed' with this statement, while only 58.4% of respondents in the North did so.

## 5.3. Basic Needs and Livelihoods

### 5.3.1. Vulnerability

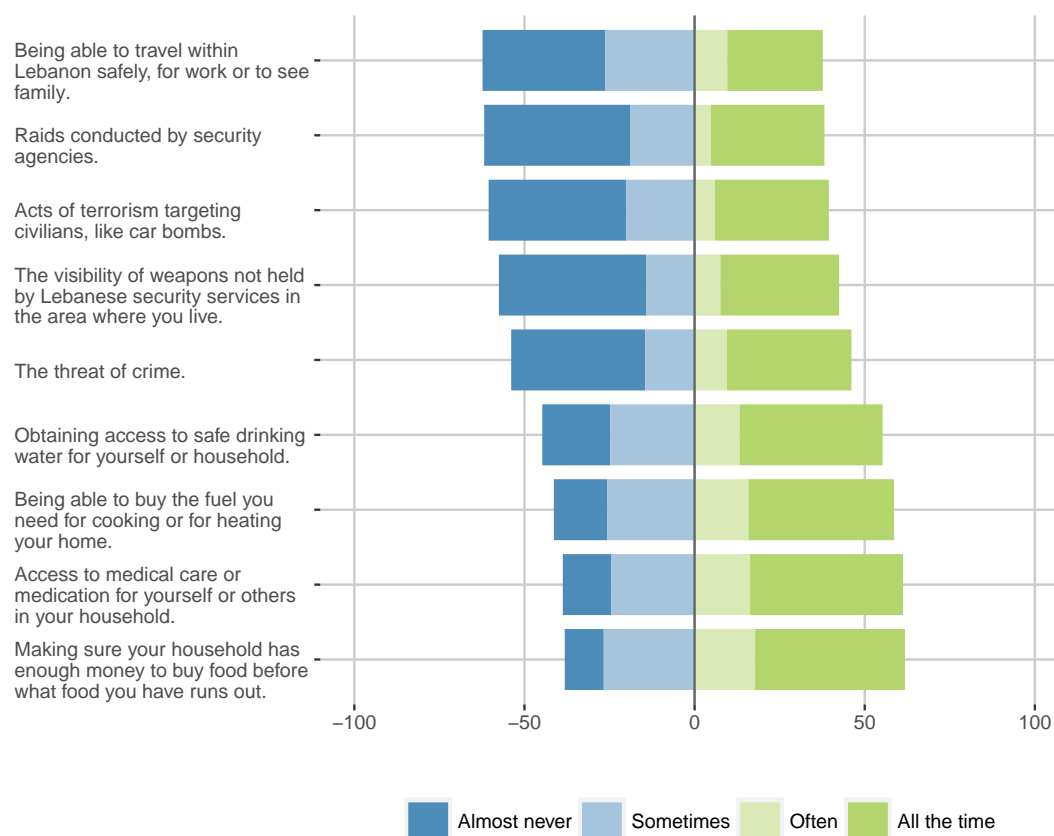
To assess vulnerability – along with other measures of socio-economic status and exposure to victimisation or violence – respondents were asked ‘how often’ they worried about nine different plausible threats to their or their family’s well-being. Responses are summarised for Lebanese in Figure 5.6 and for Syrians in Figure 5.7. For all items, Syrians were somewhat more likely to be ‘worried’ about all items. However, in the ranking of what was most worrisome, there were clear differences between Lebanese and Syrian responses. Lebanese were far more likely to be worried about the threat of crime or terrorism, whereas Syrians were far more likely to be worried about their material well-being, for example, access to food, fuel, medical care or clean drinking water.

**Figure 5.6:** Lebanese response to prompt, ‘I am now going to read out some things that people like you have said they sometimes worry about. For each one please tell me whether you worry about it almost never, sometimes, often or all the time’.



Of those respondents residing in vulnerable cadasters, 53% reported to worrying ‘all the time’ or ‘often’ about ‘the threat of crime’, compared to

**Figure 5.7:** Syrian response to prompt, ‘I am now going to read out some things that people like you have said they sometimes worry about. For each one please tell me whether you worry about it almost never, sometimes, often or all the time’.



32.5% of those respondents in non-vulnerable cadasters. Similar discrepancies were noticed for other security and safety related vulnerabilities, such as ‘the prevalence of weapons not held by Lebanese security services in the area where you live’ and ‘acts of terrorism targeting civilians, like car bombs. The findings of the first wave show that respondents in vulnerable cadasters feel less safe, however material vulnerability for respondents living in both vulnerable and non-vulnerable cadasters was similar.

### 5.3.2. Economic Situation

Eighty per cent (80.0%) of Syrian respondents reported an average monthly household income of less than 1,000,000 Lebanese Pounds in the previous month, compared to 16% of Lebanese respondents in the same bracket.

Likewise, with respect to geographic inequality, 61.0% of respondents in Akkar reported a monthly household income of less than 1,000,000 Lebanese Pounds, compared to 14% of respondents in Beirut.

Respondents were asked to share the number of household members and their current employment status: how many members of the household (including the interviewee) were working full-time, part-time, house wives, students, retirees, unemployed with a disability, unemployed and actively seeking employment, unemployed and not seeking employment and how many members had other employment statuses (Table 5.1). Over three quarters (76%) of the Lebanese active labour force was employed on a full-time basis, compared to 59% of the Syrian active labour force. More Syrians were reported to be working part time (27%) compared to Lebanese (15%).

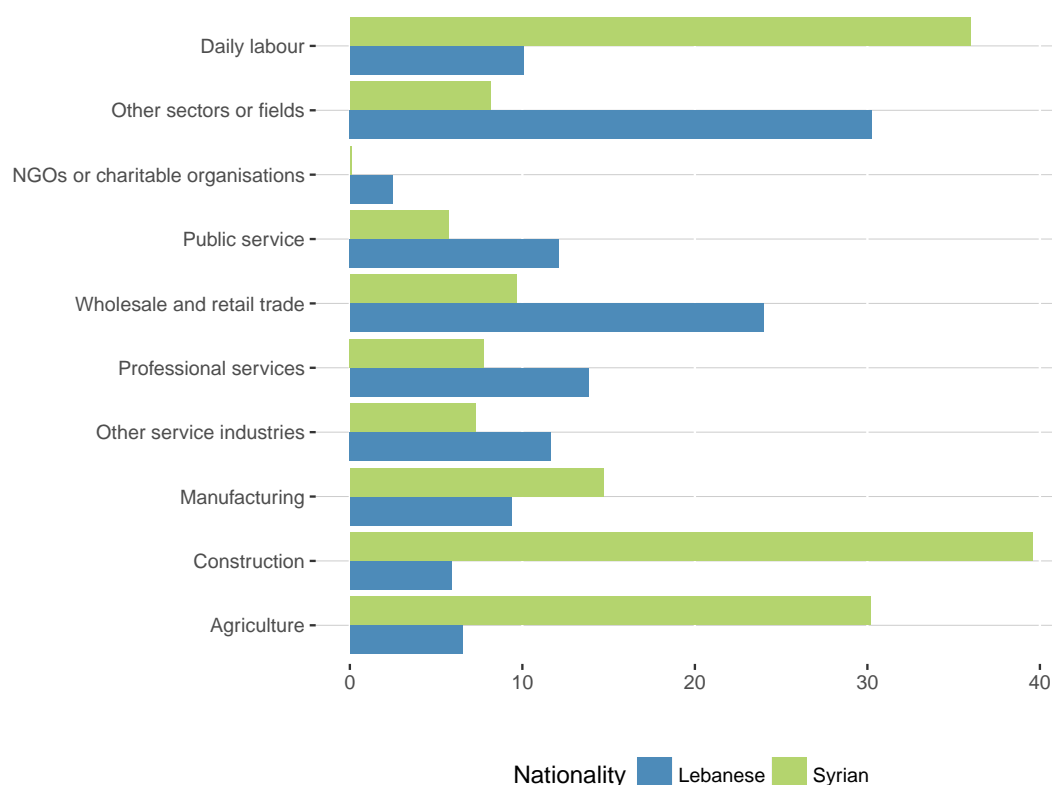
**Table 5.1:** Employment status by nationality. Figures for those working full or part time and those actively looking for employment are a percentage of the active labour force

Status	Lebanese	Syrian
Working full-time	76%	59%
Working part-time	15%	27%
Housewife	20%	18%
Student	29%	28%
Retired	3%	2%
Not working, with disability	1%	2%
Not working, actively looking for employment	9%	14%
Not working, not seeking employment	3%	3%

Figure 5.8 shows the sectors in which at least one household member was employed. Thirty-five per cent (35%) of Syrian households had at least one member employed as a daily labourer, compared to 10% of Lebanese respondents. Syrians were most likely to be employed as daily labourers or as employed in the agriculture or construction sectors. Twenty-three per cent (23%) of Lebanese households had at least one member employed in the wholesale and retail trade sector; 13.85% had at least one family member in the 'professional services' sector; and 12% had at least one member employed in the public sector.

Respondents were also asked if they were aware if anyone had 'lost their job/business or occupation to a Syrian', and 32% of Lebanese respondents

**Figure 5.8:** Sectors of Employment. Percentage of respondent households with at least one family member employed in the following sectors.



stated they were aware of at least one person, compared to 19.4% of Syrian respondents. In vulnerable cadasters, 32.4% of respondents stated they were aware of someone who lost a job to a Syrian compared to 29% in non-vulnerable areas. Over half of all Lebanese respondents in Nabatieh (56.2%) stated they were aware of someone who lost their job to a Syrian, while in Beirut, only 20% of Lebanese stated the same.

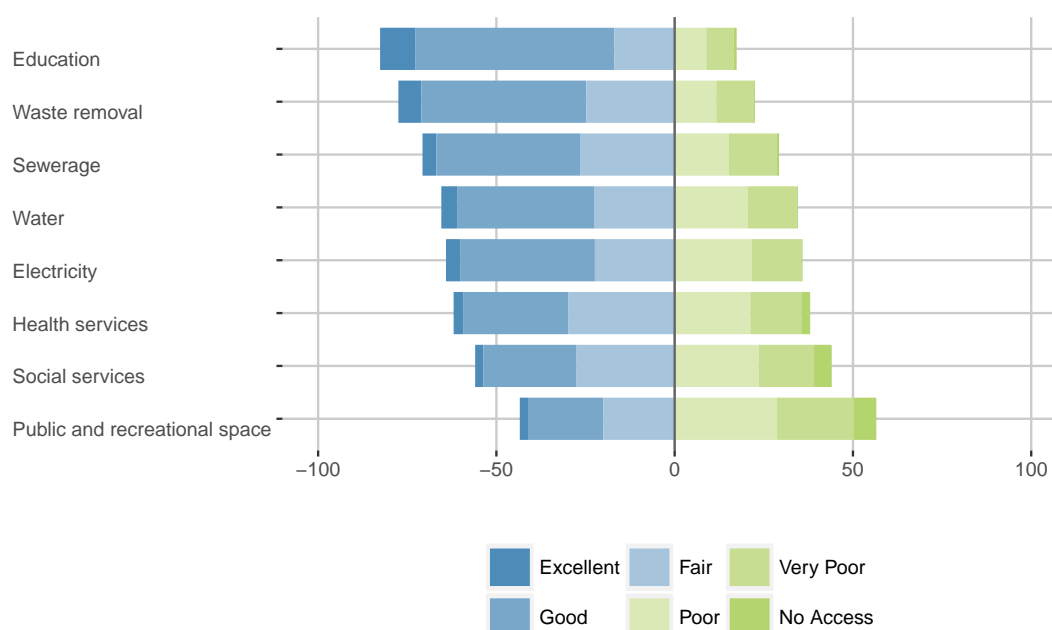
Of households with children (under the age of 16), 7.2% of Lebanese respondents reported that at least one child was working compared to 26.2% of Syrian respondents. Respondents residing in vulnerable and non-vulnerable locations reported similar levels of child labour, with 11.6% of respondents in non-vulnerable locations reporting at least one child under the age of 16 working compared to 9.2% of respondents in vulnerable locations.

### 5.3.3. Access to Essential Services

More Syrian respondents rated the quality of their electric services as 'good' or 'excellent' (46%) as compared to Lebanese (40%). Similarly, Syrian respondents ranked water and sewerage services as better in their areas, with 72% of both Lebanese and Syrian respondents ranking education services in their area as 'good' or 'excellent'. Both nationalities also rated social services poorly, with only 28% of respondents rating such services as 'good' or 'excellent'. Of Lebanese, 67% did not receive any form of assistance in the past year, while 33% of Syrian respondents did not receive any assistance. Of those respondents that did receive assistance, only 4% of Lebanese respondents stated they received assistance through the Hayat Card. Of those who had received any aid, 73% of Syrian households received assistance through NGOs or international organisations, while 6% of Lebanese households received such support. Six per cent (6%) of Lebanese respondents said they received other government assistance, while only 1% of Syrian respondents said the same. Twenty-one per cent (21%) of Lebanese respondents who received aid had received aid from political parties, whereas only 6% of Syrian respondents received aid from political parties. Similarly, 21% of respondents in vulnerable cadasters received assistance from political parties compared to 14.7% of those in non-vulnerable cadasters. Seven per cent (7%) of Lebanese respondents received aid through Lebanese or Syrian community organizations, compared to 19% of Syrian respondents. Twenty-three per cent of Lebanese respondents received aid through personal networks, as opposed to 11% for Syrian respondents.

When respondents were asked to list the top three services or resources in their area in the greatest need of improvement, Syrian respondents were most likely to list 'medical care' (63.4%), 'shelter and housing' (51.9%), and 'access to jobs' (39%), whereas Lebanese respondents were most likely to cite 'electricity' (52.8%), 'medical care' (48.8%), and 'roads and infrastructure' (42.6%) as the services or resources that needed the most improvement in their area. Lebanese residing in vulnerable areas were also more likely (6.5%) than Lebanese residing in non-vulnerable areas (2.4%) to cite 'policing' as a service in great need of improvement.

**Figure 5.9:** ‘How would you rate the quality of the following services?’



#### 5.4. Capability and Fairness of Service Provision and Assistance

Amongst Lebanese, 49.4% ‘agreed’ or ‘strongly agreed’ with the statement ‘international aid/assistance goes to the people who most deserve it’, compared to 46.1% of Syrians. In Nabatieh, however, only 16.6% of respondents ‘agreed’ or ‘strongly agreed’ with this statement, compared to 95% of respondents in Beirut. Respondents in vulnerable cadasters were more likely to report ‘agree’ or ‘strongly agree’ with the statement (52.1%), compared to 46.6% of respondents in non-vulnerable cadasters.

When asked about their agreement with the statement, ‘vulnerable Lebanese have been neglected in international aid/assistance programmes’, 90.3% of Lebanese ‘agreed’ or ‘strongly agreed’, relative to 67.9% of Syrians. Almost 100% of respondents in Beirut agreed with this statement (99.6%), whereas somewhat fewer (76.8%) in the South ‘agreed’ or ‘strongly agreed’. In vulnerable cadasters, 89.6% of respondents ‘agreed’ or ‘strongly agreed’ with this statement, compared to 71.1% of respondents in non-vulnerable areas. It is worth noting that those residing in vulnerable cadasters were also more likely to report that resource pressure (i.e. too many people using the service) as a barrier to their access to services.

Sixty-four per cent (64%) of Lebanese respondents 'agreed' or 'strongly agreed' with the statement that, 'The municipality is doing the best it can to respond to the needs of people in this community', compared to 54.9% of Syrian respondents. In Baalbek-Hermel, only 44.2% of respondents 'agreed' or 'strongly agreed' with the statement, compared to almost 100% of respondents in Beirut (99.3%). Respondents in non-vulnerable cadasters were more positive in their assessment of municipalities, with 64.9% of respondents in these cadasters 'agreeing' or 'strongly agreeing' that their municipality was doing the best it could, compared to 60.9% of respondents in vulnerable cadasters.

Fifty-seven per cent (57%) of Lebanese respondents 'agreed' or 'strongly agreed' with the statement that, 'If I am dissatisfied with a service I am able to voice my concern with proper authorities', compared to 40.1% of Syrians. Respondents in vulnerable cadasters were less likely to 'agree' or 'strongly agree' with this statement (50.4%), compared to 60.7% of respondents in non-vulnerable cadasters.

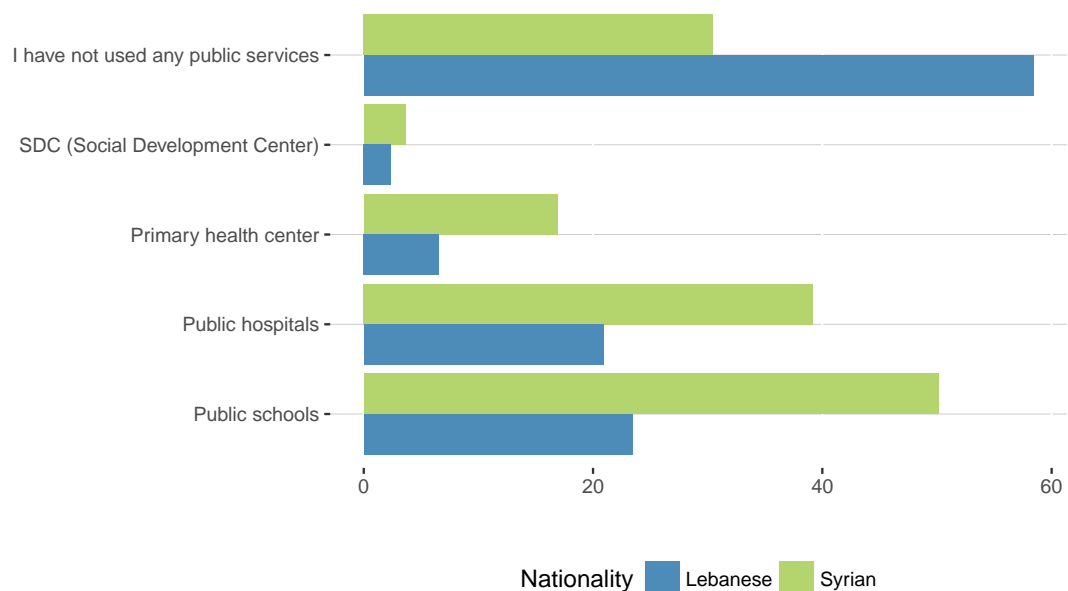
## 5.5. Use of Public Services

Respondents were asked whether they or their family members had used a list of public services which included: public schools, public hospitals, primary health centres and social development centres; results summarised in Figure 5.10. For most public services, including hospitals and schools, Syrians were significantly more likely to report having used these public services. This was because in Lebanon there are private alternatives to many public services like this, thus the lower report of Lebanese public service use reflected that fact that those with means were more likely to utilise private – and generally higher-quality – alternative services, for example, for education or healthcare. Indeed, as discussed in the following section, concerning barriers to public service access, the greatest complaints amongst Lebanese regarding public services was the quality of these services.

Over half (58.4%) of Lebanese respondents reported that they 'have not used any public services' in the past three months, compared to 30.4% of Syrian respondents. Over half of Syrian respondents (50.1%) reported to utilising public schools in the past three months, while 23.4% of Lebanese reported the same. A similar discrepancy was noticed among those who used public hospitals, with 39.1% of Syrian respondents stating they or their family members used such services whereas 20.8% of Lebanese respondents. Syrian



**Figure 5.10:** ‘For each of the following, have you or your family utilized the following public services in the last three months?’



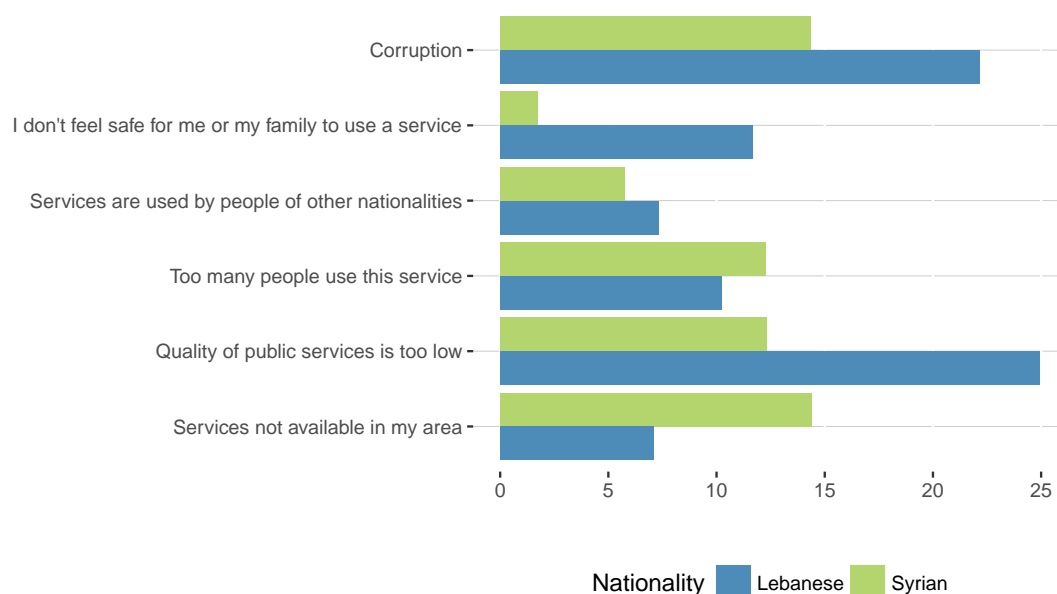
respondents (16.9%) were also more likely to report using primary health care centres than Lebanese respondents (6.5%). Respondents were also asked if they used other public services, among those Lebanese who reported using other services the majority reported to using *private* schools and hospitals. This shows that Lebanese respondents use private service providers instead of public services.

In Beirut and Bekaa governorates, respondents were least likely to use any public service, with 73.2% and 74.0% of respondents in these two cadasters reporting that they ‘have not used any public services’ in the past three months, compared to 32.7% of respondents in the South. In the South, half of all respondents (50.9%) reported to utilising public hospitals, and 45.3% of respondents in the South reporting to enrolling their children in public schools. Higher use of public services in the South, along with the accompanying resource pressure, might be an explanation of increased tensions between host communities and refugees in the South.

## 5.6. Barriers to Service Access

Asked about barriers to public service access, Syrian respondents were more likely to cite the unavailability of services in their area (14.4%) as a barrier to accessing services, compared to 7.0% of Lebanese respondents. Lebanese respondents were most likely to specify that the 'quality of public services is too low' as a barrier to accessing these services, while 12.3% of Syrian respondents stated the same. Less than two per cent (1.7%) of Syrian respondents stated that they felt unsafe using the services, compared to 11.6% of Lebanese respondents. Both Lebanese (22.1%) and Syrian (14.3%) respondents believed that corruption was a barrier to their ability to access public services. Respondents in vulnerable (24.9%) and non-vulnerable (21.7%) cadasters stated that the low quality of public services in their area was a barrier to accessing these services. Respondents residing in vulnerable areas were more likely to cite 'too many people use this service' (15.4%) relative to those in non-vulnerable cadasters (5.0%). Furthermore, respondents in vulnerable cadasters were also more likely to state that they and their families did not feel safe using public services (13.7%), whereas 7.1% of respondents in non-vulnerable areas reported the same.

**Figure 5.11:** 'And with regards to accessing these services... What would you say have been the most important factors limiting your access to these services, if any?'



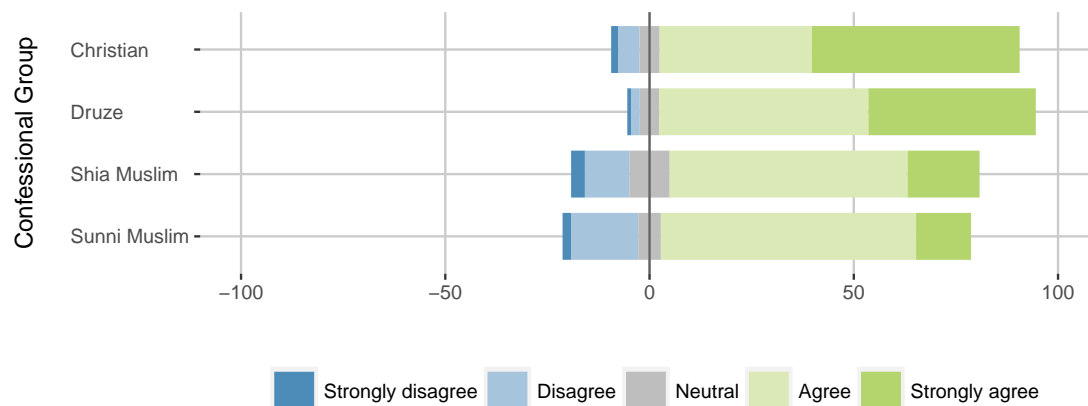
## 6. Structural Causes of Tension

Structural drivers of conflict can be defined as the cornerstone to how the relationship between Syrian refugees and Lebanese host communities has evolved; the history of relations between these communities; and long-term socio-economic conditions in an area. Possible structural causes of tension or conflict would not be expected to change greatly over time but nevertheless correspond to important environmental factors. Due to a greater focus in the research on understanding the proximate and evolving causes of conflict, relatively fewer questions in the survey related to structural causes of tensions, and these question items were asked only of Lebanese. The questions were asked only of Lebanese, because the structural causes of tension or conflict queried in the survey concerned events dating back to before the Syrian refugee crisis in Lebanon, for example, concerning memories of the Syrian occupation in Lebanon or past relations with Syrians in Lebanon.

### 6.1. Historical Causes

Eighty-one per cent (81%) of Lebanese respondents 'agreed' or 'strongly agreed' that memories of the Syrian army occupation impaired relations between Lebanese and Syrians (Figure 6.1). This sentiment was highest amongst Christian and Druze respondents, with 87% of respondents in this category 'agreeing' or 'strongly agreeing' with this sentiment. Eighty-five per cent (85%) of Lebanese in more-vulnerable cadasters 'agreed' or 'strongly agreed' with this, compared to somewhat fewer (77.7%) of those in non-vulnerable cadasters. Lebanese youth – being less likely to remember or have experienced the Syrian occupation in the country – were significantly more likely to 'disagree' or 'strongly disagree' with this statement (17.8%), compared to older Lebanese (6.3%).

**Figure 6.1:** Lebanese agreement with the statement, 'Memories of the Syrian army occupation still impair Lebanese relationships with Syrians'.

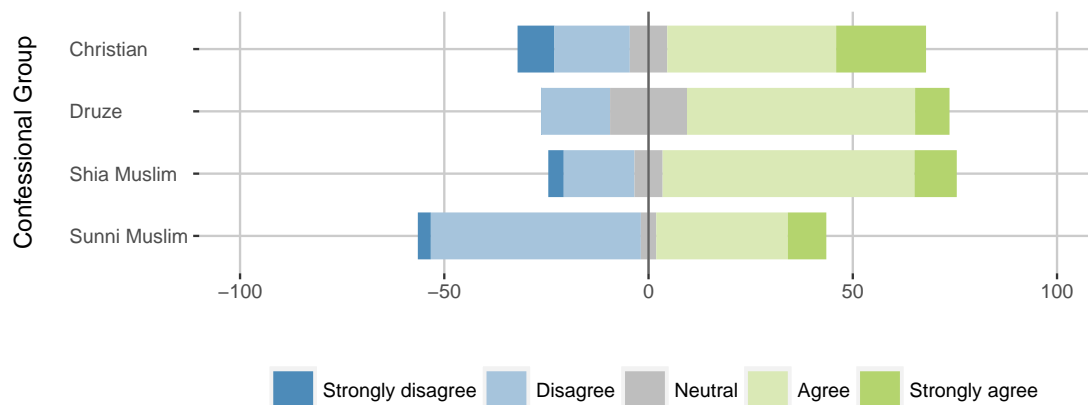


## 6.2. Pre-existing Relations with Syrians

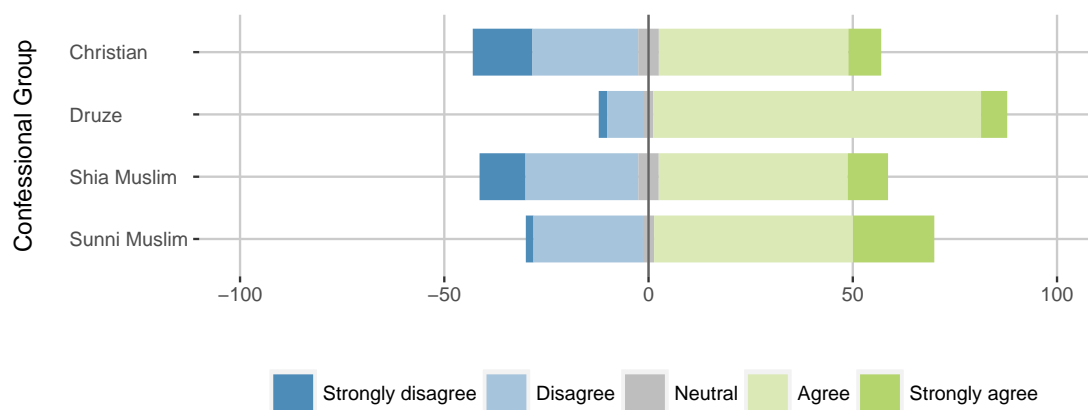
Fifty-nine per cent (59%) of Lebanese respondents 'agreed' or 'strongly agreed' that relations with Syrians who were present in their areas before the Syrian conflict were better than with the relations with those who arrived afterward. Seventy-one per cent of Shia 'agreed' or 'strongly agreed' with this statement, compared to 43.9% of Sunnis. Whereas, around 63% of Christians (63.4%) and Druze (64.2%) 'agreed' or 'strongly agreed'. In Baalbek-Hermel, 90% of respondents 'agreed' or 'strongly agreed' with this statement, compared to two per cent in Beirut. Lebanese youth were also more likely to 'disagree' or 'strongly disagree' with this statement (21.4% of those in the 18 to 24 years old category), compared to 56.2% of those 65 years or older.

Of Lebanese respondents, 60.3% 'agreed' or 'strongly agreed' that Syrians had 'lived amicably in their areas for a long time'. Sixty-seven per cent of Sunnis 'agreed' or 'strongly agreed' with this statement, whereas Christians (54.2%) and Shia (57%) respondents' agreement with this statement was lesser. Of the eight governorates, Lebanese respondents in Akkar were the most likely to agree that Syrians had lived amicably in their area, with 94.1% 'agreeing' or 'strongly agreeing' with this statement. In Nabatieh, however, only 38.9% of Lebanese respondents 'agreed' or 'strongly agreed', the lowest level of agreement amongst the eight governorates.

**Figure 6.2:** Lebanese agreement with the statement, 'Relationships with Syrians who have lived in our area before the Syrian war are much better than with those who came afterwards'.



**Figure 6.3:** Lebanese agreement with the statement, 'Syrians have lived amicably in our area for a long time'.



## 7. Testing the Stabilisation and Monitoring Evaluation Framework

In brief, the relationships hypothesised in the Stabilisation and Monitoring Evaluation Framework (Figure 1.1) were fully validated, with significant and strong relationships between the hypothesised constructs. This analysis to validate the SMF was conducted by regressing a number of relevant independent variables on five primary outcomes at different 'levels' of the SMF: sense of security, inter-group relationships, propensity to violence, prejudice and experience of victimisation. Independent variables – or 'predictors' of the five outcomes – included age, income, gender, area of residence, nationality, education, access to services, perceptions of refugees, trust in institutions, as well as a number of other constructs related to social stability in Lebanon, as discussed previously in this report. How these constructs were measured in the survey research is documented in a separate annexe to this report, 'Annex of Multi-Variate Analysis'. Most constructs were measured with multi-item scales; for example, prejudice was measured with an additive scale from four separate question items. The analysis given in this report is a summary of key findings from the regression analysis; however, coefficient estimates, as well as a detailed description of methods for the analysis, are likewise given in the annexe.<sup>1</sup>

The multi-variate analysis utilised here was able to assess the direction and strength of relationships between key constructs but was not able to discern causality. For example, the relationship between the perception of safety and exposure to victimisation was strong and negative, that is, those exposed to any form of victimisation were significantly less likely to feel safe. However – statistically – it cannot be said if victimisation *causes* respondents to feel less safe, or if poorer security conditions *cause* respondents to be more likely to be

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<sup>1</sup>Model specifications included Ordinary Least Squares (OLS), ordered logit, binary logit and Poisson regression. See annexe for details.

victimised, or both. Nevertheless, this caveat aside, the relationships assumed in the SMF provide some reasonable theoretical indication of causation, which should not be dismissed – that for example, evolving causes of tensions or conflict *causally* lead to proximate causes, and in turn, that proximate causes lead to exposure to conflict or ‘trigger’ events is a reasonable assumption. That the relationships between key constructs in the SMF were strong – whether looking ‘top-down’ or ‘bottom up’ in Figure 1.1 – was a strong indication of the validity of the framework.<sup>2</sup> Further to this, that the differences between Lebanese and Syrians, concerning these key constructs, could ‘be explained’ by factors other than nationality contribute to the validation of the framework, with for example, other attitudinal and experiential data explaining variation in levels of prejudice or perceptions of relations between Lebanese and Syrians.

No one construct measured in the survey overwhelmingly explained greater or lesser levels of tensions in Lebanese-Syrian or intra-Lebanese relations, confirming the validity of the systemic approach to understanding social stability as summarised in the SMF. The immediate implication of this was that there was no one key area of intervention which might be expected to quickly and significantly improve relations between communities. Rather, cross-cutting interventions, targeting both vulnerable families and vulnerable communities, would be expected to have the greatest positive impact over time, improving social stability and quality of life for both Syrian refugees and Lebanese host communities. For example, greater levels of tension resulted not only from personal attitudes or experiences but also from environmental factors. Lebanese attitudes toward Syrian refugees in their communities were explained both by personal interactions with refugees – both positive or negative – and also by community-level features, such as the level of refugee population pressure affecting, for example, the provision of basic services or the labour market.

Though not depicted in the SMF, some areas in Lebanon (i.e. cadasters) were known a priori to be more vulnerable. Results from the survey were disaggregated by five vulnerability quintiles or categories and a sixth ‘non-vulnerable’ category. These vulnerability classifications were used both as a basis for sampling and also included in the multi-variate analysis conducted to validate the SMF. In general, the circumstances in more-vulnerable areas were significantly worse than those in non-vulnerable cadasters, with for example: greater poverty and inequality, lesser perceptions of safety, more barriers to service provision and greater exposure to armed violence and

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<sup>2</sup>See p. 4 of this report from a copy of the SMF.

to other sorts of victimisation, such as the harassment of Syrian refugees. These results confirmed the usefulness of the vulnerability classifications for planning purposes and for better understanding the situation and status of vulnerable Syrians and Lebanese. However, while there were significant differences between vulnerable and non-vulnerable areas, as assessed in this survey, there was lesser variation within the five vulnerability quintiles. That is, while vulnerable and non-vulnerable areas differed significantly across most outcomes measured, the differences between the first most vulnerable and fifth most vulnerable areas were minimal, suggesting that a binary rather than ordered classification of vulnerable areas might be more informative. Further, it might also be noted that, while there were meaningful differences between most vulnerable and most non-vulnerable areas, there were also a number of outliers in the validation of vulnerability levels. In particular, there were areas of Nabatieh and the South that more closely resembled vulnerable areas in other parts of Lebanon but which were classified as non-vulnerable.<sup>3</sup>

While the situation was generally worse for both Lebanese and Syrians in more vulnerable areas, there were also a number of important mitigating factors. Families and households in more vulnerable areas were also more likely to have received aid or assistance, particularly from international agencies or local NGOs, and they were also more likely to be satisfied with this assistance or these services. In areas where Lebanese also reported greater household or community aid receipt, perceptions of Syrian refugees were generally more positive, as were Lebanese perceptions of both the capability and fairness of service provision, after controlling for other factors. This suggested, first, that assistance to date has been relatively well targeted, with the majority of assistance going to more vulnerable households and communities, and second, that assistance played an important role not only in improving quality of life for recipients but also positively affecting other relationships – not only relationships between Lebanese and Syrians but also, for example, confidence in municipal and other government institutions. Greater access to assistance, greater satisfaction with the capability and fairness of service provision, and greater pro-social interaction between communities contributed to greater social stability in nearly all areas, but this effect was stronger in more-vulnerable areas. That is, while more vulnerable areas may have had lower baseline levels across a number of social stability dimensions, intervention in these more

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<sup>3</sup>The sample size within cadasters was insufficient to identify specific cadasters which might be 're-classified' as vulnerable. Rather, the pattern observed was that, while many outcomes were significantly worse in these two governorates, there were nevertheless fewer cadasters classified as vulnerable in these governorates, including a number of more-populous cadasters.



vulnerable areas also had done more to improve social stability locally than in non-vulnerable areas.

The analysis confirmed that certain structural factors affected higher level evolving and proximate causes of tension. For Lebanese, considering the interaction between structural factors and evolving causes of tension, structural factors played a moderating role. For example, for Lebanese, the relationship between greater perceptions of refugee population pressures was strongly correlated with more negative perceptions of Syrian refugees, e.g. Lebanese prejudice toward Syrian refugees; however, where there were more positive historical relations between Lebanese and Syrians, and where memories of the Syrian occupation were weaker, the negative relationship between evolving and higher level causes of tensions were weaker. In other words, positive structural circumstances – either at the individual or community level – contributed to greater resiliency. More positive social circumstances were ‘protective’. However, the opposite was also true: weaker historical relations with Syrians in Lebanon and more negative memories of the Syrian occupation were associated with greater social instability, with evolving causes of tension more likely to exacerbate higher level proximate causes of tension and contribute to an increased likelihood of trigger events or conflict.

Four evolving causes of social instability were also evaluated within the SMF: trust in institutions and local community, refugee population pressures, basic needs and livelihoods, and the capability and fairness of service provision. Further validating the SMF, while these evolving causes of tension or conflict were associated with trigger events and a greater likelihood of exposure to violence or other forms of victimisation, for both vulnerable Syrians and Lebanese, this relationship was indirect. The evolving causes of tensions alone did not meaningfully explain greater or lesser social instability; rather, the relationship between the evolving causes of conflict and higher level social instability in the SMF was strongly mediated by proximate causes of tensions, for example, sense of security and the quality of inter-group relations. For example, the proximate cause level of prejudice was primarily explained by these evolving causes of tension. Levels of prejudice were strongly predicted by more general perceptions of refugee population pressures and inter-community contact, as those with greater reports of interactions with persons of the other nationality were less likely to be prejudiced. And those with more positive perceptions of the quality of relations between both communities in their area were less likely to be prejudiced. Those with greater satisfaction with service provision and greater perceptions of the fairness of relief and service provision were less likely to be prejudiced.

Many of the observed evolving causes of tensions were highly geographically segregated.<sup>4</sup> That is, while some higher level proximate causes varied significantly even between neighbours living in the same area, for example, variation in the level of Lebanese personal interaction with Syrian refugees, the four primary evolving causes of tensions assessed in this survey varied less at local levels. Those living close to one another were highly likely to have similar trust in institutions and in one another, and they assessed the level of refugee population pressure similarly. Those living near one another also contended with similar livelihood pressures and had similar perceptions of the capability and fairness of service provision and international assistance. This was true for both Lebanese and Syrians, though Syrians were more likely to be more concerned about their material well-being, even in areas where the majority of Lebanese were also more socio-economically vulnerable, and Lebanese were somewhat more likely to be concerned about their safety relative to their material well-being.

The sense of safety was identified in the SMF as a proximate cause of tension, i.e., a cause of tension resulting from lower level evolving and structural causes of tension or conflict and potentially contributing directly to causes of violence or trigger events. On average, respondents' sense of safety proceeded both from personal previous exposure to armed violence, assault or other forms of victimisation – with those having been victimised also less likely to feel safe at the time of the survey – but also from environmental factors. Greater concerns about safety were associated with other forms of vulnerability. As documented previously in this report, Syrians were marginally more likely to feel 'safe' or 'very safe' during the night or day, relative to Lebanese. However, after controlling for other factors, the difference between Lebanese and Syrian perceptions of safety and security was not statistically significant. This indicated that the difference between Lebanese and Syrian perceptions of safety and security was not due to 'being Syrian' or 'being Lebanese' but rather due to other attitudes or experiences. For example, within geographic areas, Syrian perceptions of safety and security were more likely to be determined by the level of Lebanese prejudice and public opinion regarding Syrian refugees than by the difference in nationality alone.

As with prejudice, another proximate outcome assessed in the survey was the perception of the quality of inter-group relations, between Lebanese host

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<sup>4</sup>In other words, the majority of the evolving causes of conflict were spatially auto-regressive; those living near one another lived in similar circumstances and evidenced similar attitudes and behaviours.

community and Syrian refugees. This outcome too was strongly predicted by the lower level evolving causes of tension. Those with more positive perceptions of access to services, with more positive perceptions of the fairness of service provision, with greater trust in local institutions, with fewer perceptions of vulnerability, with lesser prejudice, and (for Lebanese) with lesser perceptions Syrian refugee population pressures were significantly more likely to evaluate relations between Lebanese and Syrians as 'positive' or 'very positive'. For both Lebanese and Syrians, greater interaction with persons of the other nationality was strongly correlated with more positive perceptions of Lebanese-Syrian relations in the respondent's area or neighbourhood.

Examining the 'top' of the SMF, at the intersection between proximate causes of tension and conflict events, some of the strongest predictors of agreement that violence was 'sometimes acceptable' and also support for curfews for Syrians in the area were social variables, for example, perceptions of trust in neighbours and social cohesion or 'solidarity'. Those with greater trust in neighbours demonstrated lesser propensity for violence. Lebanese who more strongly agreed with statements regarding refugee population pressure and Lebanese with greater levels of prejudice demonstrated greater propensity to violence, as did those that were more fearful. As with prejudice and respondents' assessment of Lebanese-Syrian relations, greater inter-community contact was significantly associated with less propensity to violence. Those who were 'more worried' about items in the vulnerability scale also had a greater propensity for violence. However, for the mapping of 'most vulnerable' cadasters in Lebanon, though more-vulnerable cadasters had greater reports of exposure to violence, after controlling for exposure to armed violence, the vulnerability-level of a cadaster was not significantly associated with greater or lesser propensity to violence. This suggested that vulnerability alone was not a primary driver of greater conflict but rather that more vulnerable areas were also more likely to content with other evolving and proximate causes of tension, which then contributed to more conflict or increased exposure to other forms of victimisation.

With respect to actual direct exposure to violence or other forms of victimisation, Syrians were more likely to report any victimisation, and those that reported personal or household victimisation were also more likely to have witnessed armed violence or verbal confrontations in the previous month. For both Lebanese and Syrians, the poorest households (i.e. those with an income of less than 500,000 LL) were amongst the most likely to have experienced personal or household victimisation, again demonstrating the overlapping or compounding effects of vulnerability. Further, personal or household victimisation was

strongly associated with a number of other negative outcomes, including lesser perceptions of safety, greater perceptions of vulnerability, less trust in neighbours, lesser trust in government institutions, more negative perceptions of the fairness of service provision, and more negative perceptions of the quality of inter-group relations. Thus, as the structural, evolving and proximate causes of tension collectively helped explain increased risk of exposure to violence or victimisation, this 'causal chain' was also observed in reverse: personal or household victimisation heightened other lower level drivers of tensions or conflict. This may be understood as somehow cyclical, with lower level causes of conflict contributing to higher level trigger events and with these higher level trigger events in turn exacerbating the lower level causes. Effective social stability intervention would therefore seek to break this cycle.

For the analysis of the outcomes represented in the SMF, a number of demographic variables were also considered and included in the regression models. These included demographics such as age, income, gender, educational attainment and employment status. While there were a few direct relations between these demographics and a number of the outcomes, most of the demographic relationships with these outcomes could be explained by other factors. For example, Christians and Shia generally had more negative perceptions of Syrian refugees – greater levels of prejudice and heightened concerns about refugee population pressure; however, after controlling for other factors, confession was not a meaningful predictor of greater social instability or worse relations between Lebanese host communities and Syrian refugees. For example, more positive social interaction between Lebanese and Syrians was strongly associated with lesser Lebanese prejudice, but Lebanese Christians and Shia were significantly less likely to have regular social interactions with Syrians. Thus, social distance – rather than confession alone – did more to explain negative Lebanese perceptions of Syrians. Likewise, while income was related to perceptions of safety and security, only the most-wealthy were significantly more likely to have greater perceptions of safety and security. As only less than one per cent of respondents fell into this highest income bracket, this suggested that – while household income may be important, with respect to understanding perceptions of safety and security – other attitudinal and experiential variables (which were also correlated with income) were stronger predictors of perceptions of safety and security. The only strong demographic associated that was not at least partially explained by other factors was that younger men evidenced a somewhat greater propensity to violence or collective action.

In summary, this empirical evaluation of the SMF concluded that the assumptions represented in the framework were generally validated and that this framework presented an accurate portrait of the overlapping and often-intersecting causes of tension and conflict, both with respect to inter-group relations between Lebanese host communities and Syrian refugees and with respect to intra-Lebanese relations. However, this research only sought to measure those constructs represented in the SMF, and two limitations are worth reiterating: first, that causality could not be established, though there was evidence supporting the ‘top-to-bottom’ logic of the SMF, and second, that unmeasured variables might also play an important mediating or moderating role in the relationships assessed in this analysis, that is, there may be additional factors that were not considered that might also be important for better understanding social stability in Lebanon. The following concluding section of this report discusses some of the implications of the research an analysis for the design and implementation of programming in Lebanon to alleviate social instability.

## 8. Conclusions and Recommendations

This first of four waves of survey research identified the validation of the SMF as a primary research objective. The recommendations given in this concluding section of the report are on the basis of this analysis. Subsequent waves of surveying, with larger cumulative sample sizes in more vulnerable areas, will seek to focus on identifying more local and regional patterns and trends, as well as on identifying more geographically-specific recommendations or areas of potential intervention.

1. With reference to the SMF, the evolving tier of conflict causes – including trust in institutions, basic needs and livelihoods and capability and fairness of service provision – will most likely be the most effective area for intervention. This is (a) because structural causes are unlikely to change in the short-term and (b) because the proximate causes and triggers proceed directly from the evolving causes of conflict. Thus, intervention at either of these two tiers would likely be less effective than intervention at the evolving tier. Following this, effective response to conflict events will likely have a positive impact, potentially ‘breaking the cycle’ of exposure to conflict events exacerbating tensions in already-vulnerable areas of Lebanon.
2. Personal attitudes and behaviours are also largely formed by environmental factors. Intervention at the community level is likely to have a greater aggregate effect over time than intervention only with specific families or households – at least with respect to maintaining social stability, nothing that the families and households most in need must also be served, for humanitarian and other reasons. Intervention at the community level will also be most effective when this intervention is both observed by and also benefits Lebanese community members. That Lebanese remain underserved by NGOs and international aid agencies remains a significant grievance in areas of the country with a greater proportion of vulnerable Lebanese.

3. Municipalities remain viable implementation partners. Municipal authorities are generally regarded by the public as both more trustworthy and more capable of responding to local needs. Greater satisfaction with the capability and fairness of service provision and international assistance was associated with greater trust and confidence in municipal authorities.
4. Greater social cohesion was associated with both positive and negative social stability outcomes. In some instances, greater social cohesion was associated with greater confidence in neighbours' perceptions of their ability to solve social problems together. However, in what is sometimes called 'the dark side of social capital', in some instances, greater social cohesion amongst Lebanese was also associated with a greater propensity for violence and with other forms of collective action punishing Syrian refugees like the implementation of curfews. Given this dynamic, and its impact on Lebanese-Syrian relations, interventions seeking to enhance social cohesion in vulnerable communities should consider the potential risks, asking if this enhanced social cohesion may potentially lead to unintended outcomes.
5. Competition in the labour market remains a primary concern for Lebanese and especially for those Lebanese households with one or more members employed in the sectors of agriculture, construction or daily labour, where Syrians are on average also most likely to seek jobs. The Lebanese concern over competition in the labour market, however, also extends to Lebanese families and households that are not necessarily at greater risk of job loss. Competition over jobs remains a central part of the Lebanese narrative 'problematizing' the Syrian refugee presence. The communication that livelihood interventions also benefit Lebanese has the potential to help alleviate these negative perceptions.
6. No single intervention in no single sector will have a dramatic effect on improving relations. The validation of the SMF confirmed the cross-cutting inter-sectoral dynamics of social stability and resilience. The positive effects of intervention will be in the aggregate, and this suggests that the geographic targeting of assistance to the most-vulnerable areas will be critical to achieving this. The analysis of the survey data collected confirmed that, for the most part, the identification of the most vulnerable cadasters in Lebanon was valid, with poor social and other outcomes more likely to be observed in those areas designated as vulnerable. However, there was also some indication that the governorates of the South and Nabatieh also included additional vulnerable locations that may

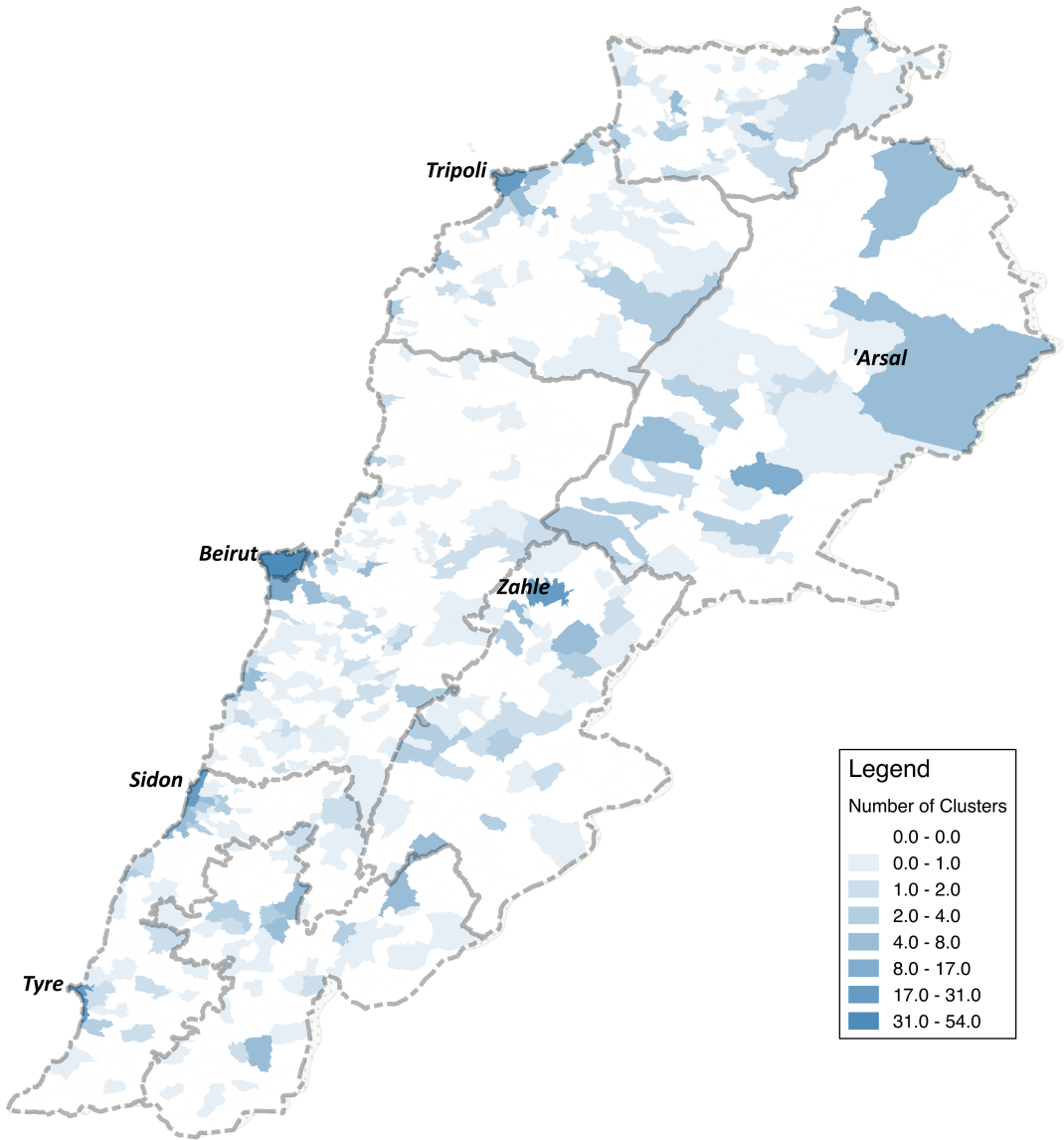
previously have been neglected. Subsequent waves of surveying will seek to identify these specific locations in more detail.

7. Vulnerability must be understood as 'compounding' of often 'co-occurring'. Families, households and communities that were identified as 'vulnerable' on one dimension were also greatly more likely to be also vulnerable across other dimensions. For example, economic vulnerability was also associated with social vulnerability and an increased risk of exposure to armed violence or other forms of victimisation. Again confirming the validity of the SMF framework, the causes of tension or conflict must be regarded in project or programme planning as interacting with one another. Interventions that seek to address only one aspect of vulnerability – at household or community levels – will likely be less effective than interventions that seek to address the multiple causes of conflict or tension.
8. Positive social interaction was one of the primary factors affecting Lebanese prejudice toward Syrian refugees. However, this social interaction was unlikely to take place in venues like NGOs or community events and was more likely to take place in 'routine' encounters, for example, on the street or in the shop. More positive social interaction was therefore more likely to take place in areas of Lebanon with a higher concentration of Syrian refugees per capita, and there was no strong indication that organised or facilitated interaction between Lebanese and Syrians was observed. Nevertheless, in some areas where there are specific identifiable barriers to inter-community contact, interventions seeking to overcome these barriers may be effective in promoting social stability.



# A. Distribution of Interviews by Cadaster

Figure A.1: Cadasters Selected in Sampling



## **B. Survey Instrument**

The following appendix contains a printed version of the survey instrument in English and Arabic. This instrument may be viewed online at <https://enketo.ona.io/x/#YTxI>. This link may be regarded as an example/archived version of the form, and persons interested in ‘taking the survey’ to better understand the design, for example, from a Lebanese or Syrian perspective, may do so without concern of invalidating the data collection tool.

# Regular Perception Survey of Lebanon: Wave I

## Random Number Generator (Kish Grid)

ENTER THE NUMBER OF BUILDINGS OR HOUSEHOLDS TO RANDOMLY SELECT ONE:

-

NAN

## Household Consent

I'M WORKING WITH A LOCAL RESEARCH ORGANIZATION CALLED ARK, WHICH IS CONDUCTING A SURVEY IN LEBANON THIS MONTH ON BEHALF OF THE UNITED NATIONS DEVELOPMENT PROGRAMME. ARK IS AN ORGANIZATION WHICH DOES A LOT OF RESEARCH ON ISSUES OF SOCIAL AND ECONOMIC DEVELOPMENT IN LEBANON. THIS SURVEY AIMS TO BETTER INFORM DECISION-MAKERS AND DONORS ON THE COMMUNITY'S PERCEPTION OF KEY ISSUES, IN THE HOPE THAT THIS WILL IMPROVE THE RESPONSE TO THE CRISIS IN LEBANON.

A MEMBER OF YOUR HOUSEHOLD IS BEING ASKED TO PARTICIPATE IN THIS STUDY BECAUSE YOUR BUILDING WAS RANDOMLY CHOSEN FOR INCLUSION IN THIS RESEARCH. THIS SURVEY IS ANONYMOUS. ALL ANSWERS WILL REMAIN IN THE STRICTEST OF CONFIDENCE, AND AT NO TIME WILL THIS INFORMATION BE RELEASED TO ANYONE OUTSIDE OF THE STUDY. NO INFORMATION THAT COULD IDENTIFY YOU OR YOUR FAMILY HAS BEEN OR WILL BE GATHERED, FOR EXAMPLE NAMES OR PHONE NUMBERS. WOULD SOMEONE IN YOUR HOUSEHOLD BE WILLING TO ANSWER A FEW QUESTIONS? I'D LIKE TO SPEAK WITH WHICHEVER ADULT (18 Y/O OR OLDER) IN THE HOUSEHOLD CELEBRATED HIS/HER BIRTHDAY LAST. IT'S IMPORTANT THAT THE ADULT I SPEAK WITH BE RANDOMLY CHOSEN IN THIS FASHION, SO THAT OUR SURVEY IS REPRESENTATIVE OF ALL PEOPLE IN LEBANON.

## Respondent Consent

YOU HAVE BEEN CHOSEN TO PARTICIPATE IN THIS SURVEY BECAUSE YOUR HOUSEHOLD WAS RANDOMLY SELECTED FOR INCLUSION IN THIS SURVEY, AND YOU WERE RANDOMLY CHOSEN FROM AMONG ALL ADULT MEMBERS IN YOUR HOUSEHOLD. IF YOU AGREE TO TAKE PART IN THIS SURVEY, THE INTERVIEW SHOULD TAKE ABOUT 30 MINUTES, AND YOU AND YOUR FAMILY WILL BE VISITED ONLY ONCE. AT ANY TIME SHOULD YOU NOT WANT TO ANSWER A QUESTION OR WOULD LIKE TO END THE INTERVIEW YOU ARE ABLE TO DO SO. THIS SURVEY IS ANONYMOUS. NO INFORMATION THAT COULD IDENTIFY YOU OR YOUR FAMILY HAS BEEN OR WILL BE GATHERED, FOR EXAMPLE NAMES OR PHONE NUMBERS. THERE MAY BE NO DIRECT BENEFITS TO YOU, BUT IT IS POSSIBLE THAT INFORMATION FROM THIS STUDY COULD BE USED TO IMPROVE PUBLIC SAFETY AND COMMUNITY WELL-BEING IN YOUR AREA, NOW OR IN THE FUTURE. THE STUDY IS OF NO COST TO YOU, AND YOU WILL NOT BE COMPENSATED FOR PARTICIPATING IN THE SURVEY. I WOULD LIKE TO REMIND YOU THAT TAKING PART IN THIS STUDY IS VOLUNTARY. YOU HAVE THE RIGHT TO CHOOSE NOT TO TAKE PART IN THIS STUDY.

DID THE RESPONDENT GIVE VERBAL CONSENT?

☐

Yes

☐

No

## Form Management

CLUSTER ID:

INTERVIEW WITHIN CLUSTER:

IN WHICH GOVERNORATE DOES THE RESPONDENT RESIDE?

☐

Akkar Governorate

☐

Baalbek-Hermel Governorate

☐

Beirut Governorate

☐

Beqaa Governorate

☐

Mount Lebanon Governorate

☐

North Governorate

☐

Nabatiye Governorate

☐

South Governorate

IN WHICH DISTRICT DOES THE RESPONDENT RESIDE? \*

- |                                 |  |                                     |
|---------------------------------|--|-------------------------------------|
| <input type="radio"/> Akkar     | <input type="radio"/> Baalbek          | <input type="radio"/> Hermel        |
| <input type="radio"/> Beirut    | <input type="radio"/> Rashaya          | <input type="radio"/> Western Beqaa |
| <input type="radio"/> Zahle     | <input type="radio"/> Aley             | <input type="radio"/> Baabda        |
| <input type="radio"/> Chouf     | <input type="radio"/> Jbeil            | <input type="radio"/> Keserwan      |
| <input type="radio"/> Matn      | <input type="radio"/> Batroun          | <input type="radio"/> Bsharri       |
| <input type="radio"/> Koura     | <input type="radio"/> Miniyeh-Danniyeh | <input type="radio"/> Tripoli       |
| <input type="radio"/> Zgharta   | <input type="radio"/> Bint Jbeil       | <input type="radio"/> Hasbaya       |
| <input type="radio"/> Marjeyoun | <input type="radio"/> Nabatiyeh        | <input type="radio"/> Sidon         |
| <input type="radio"/> Jezzine   | <input type="radio"/> Tyre             |                                     |

IS THIS LOCATION IS IN A RURAL OR URBAN AREA? \*

- ☐ Urban ☐ Rural

REASON FOR REFUSAL

- |  |  |   |
|--|--|---|
| <input type="radio"/> Unable to establish eligibility due to physical / mental ability (non-contact) | <input type="radio"/> Unable to confirm eligibility as the contact doesn't speak any of the official languages (non-contact) | <input type="radio"/> Further information refused by contact (household refusal)  |
| <input type="radio"/> Selected respondent away for fieldwork period (contact made)                   | <input type="radio"/> No contact with selected person after maximal number of visits (contact made)                          | <input type="radio"/> Refusal by selected person before interview (contact made)  |
| <input type="radio"/> Proxy refusal by someone else at the address (contact made)                    | <input type="radio"/> Broken appointment – no re-contact (contact made)  | <input type="radio"/> At home ill during survey period (contact made)             |
| <input type="radio"/> Physically or mentally unstable / incompetent (contact made)                   | <input type="radio"/> Selected person doesn't speak any of the official languages (contact made)                             | <input type="radio"/> Not possible to secure privacy for interview (contact made) |
| <input type="radio"/> Concerns about privacy / information sharing (contact made)                    | <input type="radio"/> Other reason (non-contact), specify.   | <input type="radio"/> Other reason (contact), specify.                            |

**Status**

WHAT IS THE GENDER OF THE RESPONDENT?

- ☐ Male  
☐ Female

WHAT IS THE NATIONALITY OF THE RESPONDENT? \*

- |  |  |  |
|--|--|--|
| <input type="radio"/> Lebanese                         | <input type="radio"/> Syrian                         | <input type="radio"/> Both Lebanese and Syrian |
| <input type="radio"/> Palestinian Refugee from Lebanon | <input type="radio"/> Palestinian Refugee from Syria | <input type="radio"/> Other                    |
| <input type="radio"/> Don't know                       | <input type="radio"/> Refuse                         |  |

IF OTHER, PLEASE SPECIFY

ARE YOU REGISTERED WITH UNHCR OR UNRWA?

- ☐ No
 ☐ Yes
 ☐ Don't know
   
☐ Refuse

IN WHAT YEAR DID YOUR FIRST ENTER LEBANON?

- ☐ 2010 or prior
 ☐ 2011
 ☐ 2012
   
☐ 2013
 ☐ 2014
 ☐ 2015
   
☐ 2016
 ☐ 2017

WHICH OF THE FOLLOWING BEST DESCRIBES YOUR HOUSEHOLD?

- ☐ The entire household moved from Syria to Lebanon together.
 ☐ One household moved to Lebanon and was later joined by other householders.
 ☐ No other householders have moved from Syria.
   
☐ Other, specify.
 ☐ Don't know
 ☐ Refuse
   
☐ Don't know
 ☐ Refuse

### Sense of Safety and Security

GENERALLY SPEAKING, HOW WOULD YOU RATE THE SAFETY OF YOUR NEIGHBORHOOD DURING THE DAY?

- ☐ Very unsafe
 ☐ Unsafe
 ☐ Safe
   
☐ Very safe
 ☐ Don't know
 ☐ Refuse

GENERALLY SPEAKING, HOW WOULD YOU RATE THE SAFETY OF YOUR NEIGHBORHOOD DURING THE NIGHT?

- ☐ Very unsafe
 ☐ Unsafe
 ☐ Safe
   
☐ Very safe
 ☐ Don't know
 ☐ Refuse

COMPARED TO THIS TIME THREE MONTHS AGO, WOULD YOU SAY YOU THAT YOU GENERALLY SAY THAT YOU FEEL MORE OR LESS SAFE WALKING AROUND YOUR NEIGHBORHOOD AT NIGHT? WOULD YOU SAY THAT SECURITY IN YOUR AREA HAS...

- ☐ Improved a lot
 ☐ Improved a little
 ☐ Stayed about the same
   
☐ Worsened a little
 ☐ Worsened a lot
 ☐ Don't know
   
☐ Refuse

I AM GOING TO READ YOU A SHORT LIST OF EXPERIENCE EITHER YOU OR A MEMBER MAY HAVE HAD. FOR EACH, WILL YOU TELL ME IF YOU OR A MEMBER OF YOUR FAMILY HAVE EXPERIENCED EACH OF THE FOLLOWING IN THE LAST THREE MONTHS?

READ EACH.

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Verbal harassment         | <input type="checkbox"/> Physical harassment       | <input type="checkbox"/> Extortion/bribes            |
| <input type="checkbox"/> Kidnapping                | <input type="checkbox"/> Theft/robbery             | <input type="checkbox"/> Community violence/disputes |
| <input type="checkbox"/> Displacements/evictions   | <input type="checkbox"/> Employer deducting salary | <input type="checkbox"/> Sexual assault/harassment   |
| <input type="checkbox"/> Disputes between children | <input type="checkbox"/> Raids                     | <input type="checkbox"/> Detention                   |
| <input type="checkbox"/> Confiscated ID Paper      | <input type="checkbox"/> Fines                     | <input type="checkbox"/> None                        |
| <input type="checkbox"/> Other                     | <input type="checkbox"/> Don't know                | <input type="checkbox"/> Refuse                      |

OTHER, PLEASE SPECIFY

.....

AND WHEN THIS HAPPENED, DID YOU OR SOMEONE IN YOUR FAMILY DO ANYTHING ABOUT IT? WHAT DID THEY DO?

DO NOT READ. CODE CLOSEST RESPONSES. CODE ALL THAT APPLY.

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Nothing                            | <input type="checkbox"/> Moved / changed residence | <input type="checkbox"/> Notified authorities        |
| <input type="checkbox"/> Reported to landlord               | <input type="checkbox"/> Reported to employer      | <input type="checkbox"/> Reported to sawfish         |
| <input type="checkbox"/> Resolved through family or friends | <input type="checkbox"/> Confronted offender       | <input type="checkbox"/> Limited movement afterwards |
| <input type="checkbox"/> Notified NGO or UN agency          | <input type="checkbox"/> Other                     | <input type="checkbox"/> Don't know                  |
| <input type="checkbox"/> Refuse                             |  |  |

OTHER, PLEASE SPECIFY

.....

TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENT: 'I WORRY THAT THE UPCOMING PARLIAMENTARY ELECTIONS WILL LEAD TO MORE TENSIONS IN MY AREA.'

- |   |                                  |                                |
|---|----------------------------------|--------------------------------|
| <input type="radio"/> Strongly agree    | <input type="radio"/> Agree      | <input type="radio"/> Disagree |
| <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know | <input type="radio"/> Refuse   |

IN THE LAST THREE MONTHS, HAVE YOU PERSONALLY WITNESSED ARMED VIOLENCE, FOR EXAMPLE, WITH A KNIFE, GUN OR EXPLOSIVES IN YOUR AREA?

- |                              |                           |                                  |
|------------------------------|---------------------------|----------------------------------|
| <input type="radio"/> No     | <input type="radio"/> Yes | <input type="radio"/> Don't know |
| <input type="radio"/> Refuse |                           |                                  |

IN THE LAST THREE MONTHS, HAVE YOU PERSONALLY WITNESSED A PHYSICAL OR VERBAL CONFRONTATION IN YOUR AREA?

- |                              |                           |                                  |
|------------------------------|---------------------------|----------------------------------|
| <input type="radio"/> No     | <input type="radio"/> Yes | <input type="radio"/> Don't know |
| <input type="radio"/> Refuse |                           |                                  |

## Inter-Community Contact

I'M GOING TO READ YOU A LIST OF LOCATIONS WHERE YOU MIGHT INTERACT WITH سوري. FOR EACH, WILL YOU PLEASE TELL ME HOW OFTEN OVER THE LAST THREE MONTHS HOW OFTEN YOU'VE HAD CONTACT WITH سوري IN EACH AREA?

.....

## AT WORK

- |                                  |                                 |                                      |
|----------------------------------|---------------------------------|--------------------------------------|
| <input type="radio"/> Daily      | <input type="radio"/> Regularly | <input type="radio"/> Sometimes      |
| <input type="radio"/> Rarely     | <input type="radio"/> Never     | <input type="radio"/> Not applicable |
| <input type="radio"/> Don't know | <input type="radio"/> Refuse    |                                      |

## SOCIAL CIRCLES

- |                                  |                                 |                                      |
|----------------------------------|---------------------------------|--------------------------------------|
| <input type="radio"/> Daily      | <input type="radio"/> Regularly | <input type="radio"/> Sometimes      |
| <input type="radio"/> Rarely     | <input type="radio"/> Never     | <input type="radio"/> Not applicable |
| <input type="radio"/> Don't know | <input type="radio"/> Refuse    |                                      |

## PAYING RENT

- |                                  |                                 |                                      |
|----------------------------------|---------------------------------|--------------------------------------|
| <input type="radio"/> Daily      | <input type="radio"/> Regularly | <input type="radio"/> Sometimes      |
| <input type="radio"/> Rarely     | <input type="radio"/> Never     | <input type="radio"/> Not applicable |
| <input type="radio"/> Don't know | <input type="radio"/> Refuse    |                                      |

## IN THE STREET

- |                                  |                                 |                                      |
|----------------------------------|---------------------------------|--------------------------------------|
| <input type="radio"/> Daily      | <input type="radio"/> Regularly | <input type="radio"/> Sometimes      |
| <input type="radio"/> Rarely     | <input type="radio"/> Never     | <input type="radio"/> Not applicable |
| <input type="radio"/> Don't know | <input type="radio"/> Refuse    |                                      |

## IN THE SHOP

- |                                  |                                 |                                      |
|----------------------------------|---------------------------------|--------------------------------------|
| <input type="radio"/> Daily      | <input type="radio"/> Regularly | <input type="radio"/> Sometimes      |
| <input type="radio"/> Rarely     | <input type="radio"/> Never     | <input type="radio"/> Not applicable |
| <input type="radio"/> Don't know | <input type="radio"/> Refuse    |                                      |

## RELIGIOUS EVENTS

- |                                  |                                 |                                      |
|----------------------------------|---------------------------------|--------------------------------------|
| <input type="radio"/> Daily      | <input type="radio"/> Regularly | <input type="radio"/> Sometimes      |
| <input type="radio"/> Rarely     | <input type="radio"/> Never     | <input type="radio"/> Not applicable |
| <input type="radio"/> Don't know | <input type="radio"/> Refuse    |                                      |

## ACTIVITIES ORGANIZED BY NGOS OR LOCAL ORGANISATIONS.

- |                                  |                                 |                                      |
|----------------------------------|---------------------------------|--------------------------------------|
| <input type="radio"/> Daily      | <input type="radio"/> Regularly | <input type="radio"/> Sometimes      |
| <input type="radio"/> Rarely     | <input type="radio"/> Never     | <input type="radio"/> Not applicable |
| <input type="radio"/> Don't know | <input type="radio"/> Refuse    |                                      |

AND HOW WOULD YOU DESCRIBE CURRENT RELATIONS BETWEEN LEBANESE AND SYRIANS WHO LIVE IN THIS AREA? WOULD YOU SAY THEY ARE POSITIVE OR NEGATIVE

- |                                     |                                     |                                  |
|-------------------------------------|-------------------------------------|----------------------------------|
| <input type="radio"/> Very positive | <input type="radio"/> Positive      | <input type="radio"/> Neutral    |
| <input type="radio"/> Negative      | <input type="radio"/> Very negative | <input type="radio"/> Don't know |
| <input type="radio"/> Refuse        |                                     |                                  |

AND WOULD YOU SAY THAT COMPARED TO THREE MONTHS AGO, RELATIONS BETWEEN LEBANESE AND SYRIANS IN YOUR AREA HAVE...

- |   |   |   |
|---|---|---|
| <input type="radio"/> Improved a lot    | <input type="radio"/> Improved a little | <input type="radio"/> Stayed about the same |
| <input type="radio"/> Worsened a little | <input type="radio"/> Worsened a lot    | <input type="radio"/> Don't know            |
| <input type="radio"/> Refuse            |   |   |

TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENT. FOR EACH WOULD YOU SAY YOU STRONGLY AGREE, AGREE, DISAGREE OR STRONGLY DISAGREE?

'THE LEBANESE PEOPLE IN THIS AREA HAVE SINCE 2011 BEEN GOOD HOSTS TO REFUGEES DISPLACED BY THE SYRIAN CONFLICT WHO ARE IN NEED.'

- |   |                                  |                                |
|---|----------------------------------|--------------------------------|
| <input type="radio"/> Strongly agree    | <input type="radio"/> Agree      | <input type="radio"/> Disagree |
| <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know | <input type="radio"/> Refuse   |

'THE LEBANESE PEOPLE IN THIS AREA HAVE BEEN GOOD HOSTS TO PALESTINIAN REFUGEES IN NEED.'

- |   |                                  |                                |
|---|----------------------------------|--------------------------------|
| <input type="radio"/> Strongly agree    | <input type="radio"/> Agree      | <input type="radio"/> Disagree |
| <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know | <input type="radio"/> Refuse   |

'LEBANESE AND SYRIANS IN THIS COMMUNITY ARE ABLE TO WORK TOGETHER TO SOLVE PROBLEMS THEY HAVE TOGETHER.'

- |   |                                  |                                |
|---|----------------------------------|--------------------------------|
| <input type="radio"/> Strongly agree    | <input type="radio"/> Agree      | <input type="radio"/> Disagree |
| <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know | <input type="radio"/> Refuse   |

'THE PRESENCE OF SO MANY SYRIAN REFUGEES IN LEBANON TODAY IS PLACING TOO MUCH STRAIN ON LEBANON'S RESOURCES, LIKE WATER AND ELECTRICITY.'

- |   |                                  |                                |
|---|----------------------------------|--------------------------------|
| <input type="radio"/> Strongly agree    | <input type="radio"/> Agree      | <input type="radio"/> Disagree |
| <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know | <input type="radio"/> Refuse   |

'LEBANESE AND SYRIANS SHARE MANY VALUES AND HAVE COMPATIBLE LIFESTYLES.'

- |   |                                  |                                |
|---|----------------------------------|--------------------------------|
| <input type="radio"/> Strongly agree    | <input type="radio"/> Agree      | <input type="radio"/> Disagree |
| <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know | <input type="radio"/> Refuse   |

'THE PRESENCE OF A LARGE NUMBER OF SYRIAN REFUGEES IN THIS COMMUNITY HAS CONTRIBUTED TO MORE INCIDENTS OF CRIME AND VIOLENCE'

- |   |                                  |                                |
|---|----------------------------------|--------------------------------|
| <input type="radio"/> Strongly agree    | <input type="radio"/> Agree      | <input type="radio"/> Disagree |
| <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know | <input type="radio"/> Refuse   |

### Quality of Relations between Communities



FOR EACH OF THE FOLLOWING SCENARIOS WOULD YOU SAY THAT YOU WOULD CONSIDER THIS VERY DISAGREEABLE, SOMEWHAT DISAGREEABLE, NEITHER AGREEABLE NOR DISAGREEABLE, AGREEABLE OR VERY AGREEABLE?

SHARING A WORKPLACE WITH سوري.

- |   |                                      |  |
|---|--------------------------------------|--|
| <input type="radio"/> Very disagreeable | <input type="radio"/> Disagreeable   | <input type="radio"/> Neither agreeable nor disagreeable |
| <input type="radio"/> Agreeable         | <input type="radio"/> Very agreeable | <input type="radio"/> Don't know                         |
| <input type="radio"/> Refuse            |                                      |  |

LIVING NEXT DOOR TO A سوري FAMILY.

- |   |                                      |  |
|---|--------------------------------------|--|
| <input type="radio"/> Very disagreeable | <input type="radio"/> Disagreeable   | <input type="radio"/> Neither agreeable nor disagreeable |
| <input type="radio"/> Agreeable         | <input type="radio"/> Very agreeable | <input type="radio"/> Don't know                         |
| <input type="radio"/> Refuse            |                                      |  |

CHILDREN IN YOUR FAMILY ATTENDING SCHOOL WITH سوري CHILDREN.

- |   |                                      |  |
|---|--------------------------------------|--|
| <input type="radio"/> Very disagreeable | <input type="radio"/> Disagreeable   | <input type="radio"/> Neither agreeable nor disagreeable |
| <input type="radio"/> Agreeable         | <input type="radio"/> Very agreeable | <input type="radio"/> Don't know                         |
| <input type="radio"/> Refuse            |                                      |  |

A FAMILY MEMBER MARRYING A سوري.

- |   |                                      |  |
|---|--------------------------------------|--|
| <input type="radio"/> Very disagreeable | <input type="radio"/> Disagreeable   | <input type="radio"/> Neither agreeable nor disagreeable |
| <input type="radio"/> Agreeable         | <input type="radio"/> Very agreeable | <input type="radio"/> Don't know                         |
| <input type="radio"/> Refuse            |                                      |  |

WHAT DO YOU THINK SOME OF THE MAIN SOURCES OF TENSIONS BETWEEN LEBANESE AND SYRIANS ARE IN YOUR COMMUNITY, OR DO YOU THINK THERE ARE NO REAL TENSIONS?

**DO NOT READ OPTIONS. CODE UP TO THREE.**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Competition for higher-skilled jobs<br>(including office and desk-based jobs<br>such as teachers bankers, lawyers,<br>engineers, architects) | <input type="checkbox"/> Competition for lower-skilled jobs<br>(including manual labour such a<br>cleaner, casual labourers, electrician) | <input type="checkbox"/> Competition for the establishment of<br>businesses   |
| <input type="checkbox"/> Competition for services and utilities   | <input type="checkbox"/> The media  | <input type="checkbox"/> The political situation regionally and<br>nationally |
| <input type="checkbox"/> Cultural differences (like how women<br>behave)  | <input type="checkbox"/> Differences in religion, nationality,<br>place of origin   | <input type="checkbox"/> Unfair aid distribution                              |
| <input type="checkbox"/> Marriages between Syrians and<br>Lebanese  | <input type="checkbox"/> Child Marriages/pregnancy  | <input type="checkbox"/> No tensions  |
| <input type="checkbox"/> Other, specify   | <input type="checkbox"/> Don't know   | <input type="checkbox"/> Refuse   |

OTHER, PLEASE SPECIFY

AND CAN YOU THINK OF ANYTHING THAT MIGHT HAVE FACILITATED GOOD RELATIONS BETWEEN SYRIANS AND LEBANESE IN YOUR AREA, OR WOULD YOU SAY THAT NOTHING HAS HELPED IMPROVE RELATIONS?

DO NOT READ OPTIONS. CODE UP TO THREE.

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Pre-existing relationships between Lebanese and Syrians | <input type="checkbox"/> Social bonds between the communities (intermarriages, relatives, friendships etc) | <input type="checkbox"/> Positive role of local authorities (municipality/religious authorities) |
| <input type="checkbox"/> Better services by the municipality                     | <input type="checkbox"/> Assistance and community projects by NGOs/international organizations             | <input type="checkbox"/> Restrictions on refugees' movements and access to jobs                  |
| <input type="checkbox"/> Nothing helps improve relations                         | <input type="checkbox"/> Other, specify  | <input type="checkbox"/> Don't know  |
| <input type="checkbox"/> Refuse  |  |  |

OTHER, PLEASE SPECIFY

### Propensity for Collective Action

TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS? FOR EACH WOULD YOU SAY YOU STRONGLY AGREE, AGREE, DISAGREE OR STRONGLY DISAGREE?

'WHEN TENSIONS ARE HIGH, SOME RESTRICTIONS ON FOREIGNERS' MOVEMENT OR CURFEWS CAN HELP KEEP THIS AREA SAFE.'

- |   |                                  |                                |
|---|----------------------------------|--------------------------------|
| <input type="radio"/> Strongly agree    | <input type="radio"/> Agree      | <input type="radio"/> Disagree |
| <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know | <input type="radio"/> Refuse   |

'I WORRY THAT SOME YOUTH IN THIS AREA ARE ATTRACTED TO VIOLENCE.'

- |   |                                  |                                |
|---|----------------------------------|--------------------------------|
| <input type="radio"/> Strongly agree    | <input type="radio"/> Agree      | <input type="radio"/> Disagree |
| <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know | <input type="radio"/> Refuse   |

'YOUTH IN THIS AREA REALLY CARE ABOUT MAKING THIS AREA A BETTER PLACE TO LIVE.'

- |   |                                  |                                |
|---|----------------------------------|--------------------------------|
| <input type="radio"/> Strongly agree    | <input type="radio"/> Agree      | <input type="radio"/> Disagree |
| <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know | <input type="radio"/> Refuse   |

'VIOLENCE IS SOMETIMES NECESSARY WHEN YOUR INTERESTS ARE BEING THREATENED.'

- |   |                                  |                                |
|---|----------------------------------|--------------------------------|
| <input type="radio"/> Strongly agree    | <input type="radio"/> Agree      | <input type="radio"/> Disagree |
| <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know | <input type="radio"/> Refuse   |

### Trust in Institutions & Local Community

I'M GOING TO READ YOU A LIST OF ACTORS RESPONDING TO THE SYRIAN CRISIS IN LEBANON. THINKING ABOUT THE LAST THREE MONTHS AND THE AREA WHERE YOU LIVE, WILL YOU PLEASE INDICATE WHETHER THEIR ACTIVITIES/INTERVENTIONS HAVE CHANGED LIFE IN YOUR AREA FOR BETTER OR WORSE.

## THE GOVERNMENT (CABINET) OF LEBANON

- |  |  |  |
|--|--|--|
| <input type="radio"/> Improved life a lot    | <input type="radio"/> Improved life somewhat | <input type="radio"/> Had no effect on quality of life |
| <input type="radio"/> Worsened life somewhat | <input type="radio"/> Worsened life a lot    | <input type="radio"/> Don't know                       |
| <input type="radio"/> Refuse                 |  |  |

## LOCAL AND CHARITABLE ORGANIZATIONS

- |  |  |  |
|--|--|--|
| <input type="radio"/> Improved life a lot    | <input type="radio"/> Improved life somewhat | <input type="radio"/> Had no effect on quality of life |
| <input type="radio"/> Worsened life somewhat | <input type="radio"/> Worsened life a lot    | <input type="radio"/> Don't know                       |
| <input type="radio"/> Refuse                 |  |  |

## NGOS OR INTERNATIONAL AGENCIES LIKE THE UN

- |  |  |  |
|--|--|--|
| <input type="radio"/> Improved life a lot    | <input type="radio"/> Improved life somewhat | <input type="radio"/> Had no effect on quality of life |
| <input type="radio"/> Worsened life somewhat | <input type="radio"/> Worsened life a lot    | <input type="radio"/> Don't know                       |
| <input type="radio"/> Refuse                 |  |  |

## LEBANESE ARMED FORCES

- |  |  |  |
|--|--|--|
| <input type="radio"/> Improved life a lot    | <input type="radio"/> Improved life somewhat | <input type="radio"/> Had no effect on quality of life |
| <input type="radio"/> Worsened life somewhat | <input type="radio"/> Worsened life a lot    | <input type="radio"/> Don't know                       |
| <input type="radio"/> Refuse                 |  |  |

## INTERNAL SECURITY FORCES

- |  |  |  |
|--|--|--|
| <input type="radio"/> Improved life a lot    | <input type="radio"/> Improved life somewhat | <input type="radio"/> Had no effect on quality of life |
| <input type="radio"/> Worsened life somewhat | <input type="radio"/> Worsened life a lot    | <input type="radio"/> Don't know                       |
| <input type="radio"/> Refuse                 |  |  |

## MUNICIPAL AUTHORITIES

- |  |  |  |
|--|--|--|
| <input type="radio"/> Improved life a lot    | <input type="radio"/> Improved life somewhat | <input type="radio"/> Had no effect on quality of life |
| <input type="radio"/> Worsened life somewhat | <input type="radio"/> Worsened life a lot    | <input type="radio"/> Don't know                       |
| <input type="radio"/> Refuse                 |  |  |

I'M GOING TO READ YOU A LIST OF COMMUNITY ACTORS WHO MIGHT HELP IN SETTLING CONFLICTS. FOR EACH, WILL YOU PLEASE TELL IF YOU WOULD TURN TO THEM FOR HELP IF YOU WERE INVOLVED IN A DISPUTE?

READ EACH.

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Neighbors, family or friends                               | <input type="checkbox"/> Local authorities (municipality) | <input type="checkbox"/> Religious authorities                      |
| <input type="checkbox"/> Municipal police   | <input type="checkbox"/> LAF                              | <input type="checkbox"/> ISF  |
| <input type="checkbox"/> Informal/traditional dispute resolution (community elders) | <input type="checkbox"/> No one                           | <input type="checkbox"/> Landlord / employer                        |
| <input type="checkbox"/> The Shawish  | <input type="checkbox"/> A political party                | <input type="checkbox"/> NGOs or international agencies like the UN |
| <input type="checkbox"/> Other  | <input type="checkbox"/> Don't know                       | <input type="checkbox"/> Refuse                                     |

OTHER, PLEASE SPECIFY

### Sense of solidarity

TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENT. FOR EACH WOULD YOU SAY YOU STRONGLY AGREE, AGREE, DISAGREE OR STRONGLY DISAGREE?

'PEOPLE AROUND HERE ARE WILLING TO HELP THEIR NEIGHBORS.'

- |   |                                  |                                |
|---|----------------------------------|--------------------------------|
| <input type="radio"/> Strongly agree    | <input type="radio"/> Agree      | <input type="radio"/> Disagree |
| <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know | <input type="radio"/> Refuse   |

'PEOPLE IN THIS AREA CAN BE TRUSTED.'

- |   |                                  |                                |
|---|----------------------------------|--------------------------------|
| <input type="radio"/> Strongly agree    | <input type="radio"/> Agree      | <input type="radio"/> Disagree |
| <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know | <input type="radio"/> Refuse   |

'IF SOME OF YOUR NEIGHBORS GOT INTO A FIGHT WOULD SOMEONE INTERVENE TO RESOLVE IT?'

- |   |                                  |                                |
|---|----------------------------------|--------------------------------|
| <input type="radio"/> Strongly agree    | <input type="radio"/> Agree      | <input type="radio"/> Disagree |
| <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know | <input type="radio"/> Refuse   |

### Basic Needs and Livelihoods

WHAT HAS BEEN THE AVERAGE MONTHLY INCOME OF YOUR HOUSEHOLD IN THE LAST MONTH?

- |  |  |  |
|--|--|--|
| <input type="radio"/> Less than 500,000 L.L.     | <input type="radio"/> 500,000 – 1,000,000 L.L.   | <input type="radio"/> 1,000,000 – 2,000,000 L.L. |
| <input type="radio"/> 2,000,000 – 3,000,000 L.L. | <input type="radio"/> 3,000,000 – 4,500,000 L.L. | <input type="radio"/> 4,500,000 – 6,000,000 L.L. |
| <input type="radio"/> Over 6,000,000 L.L.        | <input type="radio"/> Don't know                 | <input type="radio"/> Refuse                     |

FOR EACH OF THE FOLLOWING, HAVE YOU OR YOUR FAMILY UTILIZED THE FOLLOWING PUBLIC SERVICES IN THE LAST THREE MONTHS?

**SELECT ALL THAT APPLY**

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Public schools                  | <input type="checkbox"/> Public hospitals                   | <input type="checkbox"/> Primary health center |
| <input type="checkbox"/> SDC (Social Development Center) | <input type="checkbox"/> I have not use any public services | <input type="checkbox"/> Other                 |
| <input type="checkbox"/> Don't know                      | <input type="checkbox"/> Refuse                             |  |

OTHER, PLEASE SPECIFY

---

AND WITH REGARDS TO ACCESSING THESE SERVICES, WOULD YOU SAY THAT ANYTHING HAS LIMITED YOUR ABILITY TO ACCESS THESE SERVICES, OR HAVE YOU NOT TRIED TO ACCESS ANY OF THESE PUBLIC SERVICES? WHAT WOULD YOU SAY HAVE BEEN THE MOST IMPORTANT FACTORS LIMITING YOUR ACCESS TO THESE SERVICES, IF ANY?

**DO NOT READ OPTIONS. CODE UP TO THREE.**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Services not available in my area                  | <input type="checkbox"/> Quality of public services is too low                  | <input type="checkbox"/> Too many people use this service |
| <input type="checkbox"/> Services are used by people of other nationalities | <input type="checkbox"/> I don't feel safe for me or my family to use a service | <input type="checkbox"/> Corruption                       |
| <input type="checkbox"/> No relevant  | <input type="checkbox"/> Other reason, specify                                  | <input type="checkbox"/> Don't know                       |
| <input type="checkbox"/> Refuse   |   |   |

OTHER, PLEASE SPECIFY

---

HOW WOULD YOU RATE THE QUALITY OF THE FOLLOWING SERVICES IN THE AREA WHERE YOU LIVE?

**ELECTRICITY**

- |                                  |                                 |                                 |
|----------------------------------|---------------------------------|---------------------------------|
| <input type="radio"/> Excellent  | <input type="radio"/> Good      | <input type="radio"/> Fair      |
| <input type="radio"/> Poor       | <input type="radio"/> Very Poor | <input type="radio"/> No Access |
| <input type="radio"/> Don't know | <input type="radio"/> Refuse    |                                 |

**WATER**

- |                                  |                                 |                                 |
|----------------------------------|---------------------------------|---------------------------------|
| <input type="radio"/> Excellent  | <input type="radio"/> Good      | <input type="radio"/> Fair      |
| <input type="radio"/> Poor       | <input type="radio"/> Very Poor | <input type="radio"/> No Access |
| <input type="radio"/> Don't know | <input type="radio"/> Refuse    |                                 |

**SEWERAGE**

- |                                  |                                 |                                 |
|----------------------------------|---------------------------------|---------------------------------|
| <input type="radio"/> Excellent  | <input type="radio"/> Good      | <input type="radio"/> Fair      |
| <input type="radio"/> Poor       | <input type="radio"/> Very Poor | <input type="radio"/> No Access |
| <input type="radio"/> Don't know | <input type="radio"/> Refuse    |                                 |

## WASTE REMOVAL

- |                                  |                                 |                                 |
|----------------------------------|---------------------------------|---------------------------------|
| <input type="radio"/> Excellent  | <input type="radio"/> Good      | <input type="radio"/> Fair      |
| <input type="radio"/> Poor       | <input type="radio"/> Very Poor | <input type="radio"/> No Access |
| <input type="radio"/> Don't know | <input type="radio"/> Refuse    |                                 |

## EDUCATION

- |                                  |                                 |                                 |
|----------------------------------|---------------------------------|---------------------------------|
| <input type="radio"/> Excellent  | <input type="radio"/> Good      | <input type="radio"/> Fair      |
| <input type="radio"/> Poor       | <input type="radio"/> Very Poor | <input type="radio"/> No Access |
| <input type="radio"/> Don't know | <input type="radio"/> Refuse    |                                 |

## HEALTH SERVICES

- |                                  |                                 |                                 |
|----------------------------------|---------------------------------|---------------------------------|
| <input type="radio"/> Excellent  | <input type="radio"/> Good      | <input type="radio"/> Fair      |
| <input type="radio"/> Poor       | <input type="radio"/> Very Poor | <input type="radio"/> No Access |
| <input type="radio"/> Don't know | <input type="radio"/> Refuse    |                                 |

## SOCIAL SERVICES

- |                                  |                                 |                                 |
|----------------------------------|---------------------------------|---------------------------------|
| <input type="radio"/> Excellent  | <input type="radio"/> Good      | <input type="radio"/> Fair      |
| <input type="radio"/> Poor       | <input type="radio"/> Very Poor | <input type="radio"/> No Access |
| <input type="radio"/> Don't know | <input type="radio"/> Refuse    |                                 |

## PUBLIC AND RECREATIONAL SPACE

- |                                  |                                 |                                 |
|----------------------------------|---------------------------------|---------------------------------|
| <input type="radio"/> Excellent  | <input type="radio"/> Good      | <input type="radio"/> Fair      |
| <input type="radio"/> Poor       | <input type="radio"/> Very Poor | <input type="radio"/> No Access |
| <input type="radio"/> Don't know | <input type="radio"/> Refuse    |                                 |

## OF THE FOLLOWING SERVICES OR RESOURCES IN YOUR AREA, WHICH THREE WOULD YOU SAY REQUIRE THE GREATEST IMPROVEMENT?

## PRIORITY ONE

- |  |                                       |                                      |
|--|---------------------------------------|--------------------------------------|
| <input type="radio"/> Public places            | <input type="radio"/> Shelter/housing | <input type="radio"/> Medical care   |
| <input type="radio"/> Water                    | <input type="radio"/> Waste removal   | <input type="radio"/> Sewerage       |
| <input type="radio"/> Roads and infrastructure | <input type="radio"/> Electricity     | <input type="radio"/> Policing       |
| <input type="radio"/> Public transportation    | <input type="radio"/> Access to jobs  | <input type="radio"/> Access to jobs |
| <input type="radio"/> Other                    | <input type="radio"/> Don't know      | <input type="radio"/> Refuse         |

## OTHER, PLEASE SPECIFY

## PRIORITY TWO

- |  |                                       |                                      |
|--|---------------------------------------|--------------------------------------|
| <input type="radio"/> Public places            | <input type="radio"/> Shelter/housing | <input type="radio"/> Medical care   |
| <input type="radio"/> Water                    | <input type="radio"/> Waste removal   | <input type="radio"/> Sewerage       |
| <input type="radio"/> Roads and infrastructure | <input type="radio"/> Electricity     | <input type="radio"/> Policing       |
| <input type="radio"/> Public transportation    | <input type="radio"/> Access to jobs  | <input type="radio"/> Access to jobs |
| <input type="radio"/> Other                    | <input type="radio"/> Don't know      | <input type="radio"/> Refuse         |

OTHER, PLEASE SPECIFY

## PRIORITY THREE

- |  |                                       |                                      |
|--|---------------------------------------|--------------------------------------|
| <input type="radio"/> Public places            | <input type="radio"/> Shelter/housing | <input type="radio"/> Medical care   |
| <input type="radio"/> Water                    | <input type="radio"/> Waste removal   | <input type="radio"/> Sewerage       |
| <input type="radio"/> Roads and infrastructure | <input type="radio"/> Electricity     | <input type="radio"/> Policing       |
| <input type="radio"/> Public transportation    | <input type="radio"/> Access to jobs  | <input type="radio"/> Access to jobs |
| <input type="radio"/> Other                    | <input type="radio"/> Don't know      | <input type="radio"/> Refuse         |

OTHER, PLEASE SPECIFY

HAS ANYONE YOU KNOW LOST THEIR JOB/BUSINESS OR OCCUPATION TO A SYRIAN

- |                              |                           |                                  |
|------------------------------|---------------------------|----------------------------------|
| <input type="radio"/> No     | <input type="radio"/> Yes | <input type="radio"/> Don't know |
| <input type="radio"/> Refuse |                           |                                  |

**Capability and Fairness of Service Provision and International Assistance**

HAS YOUR HOUSEHOLD RECEIVED ANY OF THE FOLLOWING ASSISTANCE IN THE LAST YEAR?

*SELECT ALL THAT APPLY*

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> National Poverty Targeting Programme (Hayat Card) | <input type="checkbox"/> Assistance from NGOs or International Organisations        | <input type="checkbox"/> Other governmental assistance               |
| <input type="checkbox"/> Assistance from political parties                 | <input type="checkbox"/> Assistance through Lebanese/Syrian community organizations | <input type="checkbox"/> Assistance through personal/family networks |
| <input type="checkbox"/> We do not receive any aid                         | <input type="checkbox"/> Other assistance, specify.                                 | <input type="checkbox"/> Don't know                                  |
| <input type="checkbox"/> Refuse  |   |  |

OTHER, PLEASE SPECIFY

TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENT: 'INTERNATIONAL AID/ASSISTANCE GOES TO THE PEOPLE WHO MOST DESERVE IT.'

- |                                      |   |                                  |
|--------------------------------------|---|----------------------------------|
| <input type="radio"/> Strongly agree | <input type="radio"/> Agree             | <input type="radio"/> Neutral    |
| <input type="radio"/> Disagree       | <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know |
| <input type="radio"/> Refuse         |   |                                  |

TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENT: 'VULNERABLE LEBANESE HAVE BEEN NEGLECTED IN INTERNATIONAL AID/ASSISTANCE PROGRAMMES.'

- |                                      |   |                                  |
|--------------------------------------|---|----------------------------------|
| <input type="radio"/> Strongly agree | <input type="radio"/> Agree             | <input type="radio"/> Neutral    |
| <input type="radio"/> Disagree       | <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know |
| <input type="radio"/> Refuse         |   |                                  |

TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENT: 'THE MUNICIPALITY IS DOING THE BEST IT CAN TO RESPOND TO THE NEEDS OF PEOPLE IN THIS COMMUNITY.'

- |                                      |   |                                  |
|--------------------------------------|---|----------------------------------|
| <input type="radio"/> Strongly agree | <input type="radio"/> Agree             | <input type="radio"/> Neutral    |
| <input type="radio"/> Disagree       | <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know |
| <input type="radio"/> Refuse         |   |                                  |

TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENT: 'IF I AM DISSATISFIED WITH A SERVICE I AM ABLE TO VOICE MY CONCERN WITH PROPER AUTHORITIES.'

- |                                      |   |                                  |
|--------------------------------------|---|----------------------------------|
| <input type="radio"/> Strongly agree | <input type="radio"/> Agree             | <input type="radio"/> Neutral    |
| <input type="radio"/> Disagree       | <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know |
| <input type="radio"/> Refuse         |   |                                  |

## Vulnerability

I AM NOW GOING TO READ OUT SOME THINGS THAT PEOPLE LIKE YOU HAVE SAID THEY SOMETIMES WORRY ABOUT. FOR EACH ONE PLEASE TELL ME WHETHER YOU WORRY ABOUT IT ALMOST NEVER, SOMETIMES, OFTEN OR ALL THE TIME.

MAKING SURE YOUR HOUSEHOLD HAS ENOUGH MONEY TO BUY FOOD BEFORE WHAT FOOD YOU HAVE RUNS OUT.

- |                                    |                                  |                              |
|------------------------------------|----------------------------------|------------------------------|
| <input type="radio"/> Almost never | <input type="radio"/> Sometimes  | <input type="radio"/> Often  |
| <input type="radio"/> All the time | <input type="radio"/> Don't know | <input type="radio"/> Refuse |

BEING ABLE TO BUY THE FUEL YOU NEED FOR COOKING OR FOR HEATING YOUR HOME.

- |                                    |                                  |                              |
|------------------------------------|----------------------------------|------------------------------|
| <input type="radio"/> Almost never | <input type="radio"/> Sometimes  | <input type="radio"/> Often  |
| <input type="radio"/> All the time | <input type="radio"/> Don't know | <input type="radio"/> Refuse |

OBTAINING ACCESS TO SAFE DRINKING WATER FOR YOURSELF OR HOUSEHOLD.

- |                                    |                                  |                              |
|------------------------------------|----------------------------------|------------------------------|
| <input type="radio"/> Almost never | <input type="radio"/> Sometimes  | <input type="radio"/> Often  |
| <input type="radio"/> All the time | <input type="radio"/> Don't know | <input type="radio"/> Refuse |



ACCESS TO MEDICAL CARE OR MEDICATION FOR YOURSELF OR OTHERS IN YOUR HOUSEHOLD.

- |                                    |                                  |                              |
|------------------------------------|----------------------------------|------------------------------|
| <input type="radio"/> Almost never | <input type="radio"/> Sometimes  | <input type="radio"/> Often  |
| <input type="radio"/> All the time | <input type="radio"/> Don't know | <input type="radio"/> Refuse |

THE THREAT OF CRIME.

- |                                    |                                  |                              |
|------------------------------------|----------------------------------|------------------------------|
| <input type="radio"/> Almost never | <input type="radio"/> Sometimes  | <input type="radio"/> Often  |
| <input type="radio"/> All the time | <input type="radio"/> Don't know | <input type="radio"/> Refuse |

THE PREVALENCE OF WEAPONS NOT HELD BY LEBANESE SECURITY SERVICES IN THE AREA WHERE YOU LIVE.

- |                                    |                                  |                              |
|------------------------------------|----------------------------------|------------------------------|
| <input type="radio"/> Almost never | <input type="radio"/> Sometimes  | <input type="radio"/> Often  |
| <input type="radio"/> All the time | <input type="radio"/> Don't know | <input type="radio"/> Refuse |

BEING ABLE TO TRAVEL WITHIN LEBANON SAFELY, FOR WORK OR TO SEE FAMILY.

- |                                    |                                  |                              |
|------------------------------------|----------------------------------|------------------------------|
| <input type="radio"/> Almost never | <input type="radio"/> Sometimes  | <input type="radio"/> Often  |
| <input type="radio"/> All the time | <input type="radio"/> Don't know | <input type="radio"/> Refuse |

RAIDS CONDUCTED BY SECURITY AGENCIES.

- |                                    |                                  |                              |
|------------------------------------|----------------------------------|------------------------------|
| <input type="radio"/> Almost never | <input type="radio"/> Sometimes  | <input type="radio"/> Often  |
| <input type="radio"/> All the time | <input type="radio"/> Don't know | <input type="radio"/> Refuse |

ACTS OF TERRORISM TARGETING CIVILIANS, LIKE CAR BOMBS.

- |                                    |                                  |                              |
|------------------------------------|----------------------------------|------------------------------|
| <input type="radio"/> Almost never | <input type="radio"/> Sometimes  | <input type="radio"/> Often  |
| <input type="radio"/> All the time | <input type="radio"/> Don't know | <input type="radio"/> Refuse |

## Tension and resilience landscape

TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS. FOR EACH WOULD YOU SAY YOU STRONGLY AGREE, AGREE, DISAGREE OR STRONGLY DISAGREE?

'SYRIANS HAVE LIVED AMICABLY IN OUR AREA FOR A LONG TIME.'

- |                                      |   |                                  |
|--------------------------------------|---|----------------------------------|
| <input type="radio"/> Strongly agree | <input type="radio"/> Agree             | <input type="radio"/> Neutral    |
| <input type="radio"/> Disagree       | <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know |
| <input type="radio"/> Refuse         |   |                                  |

'RELATIONSHIPS WITH SYRIANS WHO HAVE LIVED IN OUR AREA BEFORE THE SYRIAN WAR ARE MUCH BETTER THAN WITH THOSE WHO CAME AFTERWARDS.'

- |                                      |   |                                  |
|--------------------------------------|---|----------------------------------|
| <input type="radio"/> Strongly agree | <input type="radio"/> Agree             | <input type="radio"/> Neutral    |
| <input type="radio"/> Disagree       | <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know |
| <input type="radio"/> Refuse         |   |                                  |

'MEMORIES OF THE SYRIAN ARMY OCCUPATION STILL IMPAIR RELATIONSHIPS WITH SYRIANS.'

- |                                      |   |                                  |
|--------------------------------------|---|----------------------------------|
| <input type="radio"/> Strongly agree | <input type="radio"/> Agree             | <input type="radio"/> Neutral    |
| <input type="radio"/> Disagree       | <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know |
| <input type="radio"/> Refuse         |   |                                  |

### Outlook on the Future

DO YOU THINK THAT 5 YEARS FROM NOW, LEBANON WILL BE A BETTER OR WORSE PLACE TO LIVE. WOULD YOU SAY THAT IT WILL BE...

- |  |   |                                      |
|--|---|--------------------------------------|
| <input type="radio"/> Much worse place to live | <input type="radio"/> Worse place to live       | <input type="radio"/> About the same |
| <input type="radio"/> Better place to live     | <input type="radio"/> Much better place to live | <input type="radio"/> Don't know     |
| <input type="radio"/> Refuse                   |   |                                      |

AND FOR YOU PERSONALLY? TO WHAT EXTENT WOULD YOU SAY YOU AGREE WITH THE STATEMENT, 'GENERALLY, I FEEL OPTIMISTIC ABOUT MY FUTURE.'

- |                                      |   |                                  |
|--------------------------------------|---|----------------------------------|
| <input type="radio"/> Strongly agree | <input type="radio"/> Agree             | <input type="radio"/> Neutral    |
| <input type="radio"/> Disagree       | <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know |
| <input type="radio"/> Refuse         |   |                                  |

AND IN YOUR OPINION, HOW LONG DO YOU THINK IT WILL TAKE FOR SYRIAN REFUGEES TO RETURN TO SYRIA?

- |   |   |   |
|---|---|---|
| <input type="radio"/> Less than one year                        | <input type="radio"/> Between one and two years | <input type="radio"/> Between two and three years |
| <input type="radio"/> More than three years, but less than five | <input type="radio"/> five years or more        |   |

TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENT: IN THIS AREA, LEBANESE FROM DIFFERENT CONFESSIONS LIVE PEACEFULLY AMONG EACH OTHER

- |                                      |   |                                  |
|--------------------------------------|---|----------------------------------|
| <input type="radio"/> Strongly agree | <input type="radio"/> Agree             | <input type="radio"/> Neutral    |
| <input type="radio"/> Disagree       | <input type="radio"/> Strongly disagree | <input type="radio"/> Don't know |
| <input type="radio"/> Refuse         |   |                                  |

SINCE 2011, DO YOU THINK THAT RELATIONS BETWEEN DIFFERENT LEBANESE GROUPS HAVE IMPROVED OR WORSENER ?

- |                                   |                                  |                              |
|-----------------------------------|----------------------------------|------------------------------|
| <input type="radio"/> Much Better | <input type="radio"/> Better     | <input type="radio"/> Worse  |
| <input type="radio"/> Much Worse  | <input type="radio"/> Don't know | <input type="radio"/> Refuse |

AND IN YOUR OPINION, WHAT ARE THREE IMPORTANT ISSUES THAT HAVE CAUSED TENSIONS BETWEEN LEBANESE MEMBERS OF THIS AREA

- ☐ Economic competition (Jobs and resources)
- ☐ Political and sectarian conflicts
- ☐ Cultural and religious differences
- ☐ Differences in socio-economic status/class
- ☐ Unfair distribution of resources
- ☐ None
- ☐ Other
- ☐ Don't know
- ☐ Refuse

OTHER, PLEASE SPECIFY

## Demographics

WHAT IS YOUR AGE?



WHAT IS THE HIGHEST LEVEL OF EDUCATION YOU COMPLETED?

- |  |  |   |
|--|--|---|
| <input type="radio"/> No formal education / incomplete primary           | <input type="radio"/> Some elementary education / can read and write                           | <input type="radio"/> Finished elementary education, less than intermediate |
| <input type="radio"/> Finished intermediate, less than secondary         | <input type="radio"/> Finished secondary, did not attend University or college                 | <input type="radio"/> Currently completing High School                      |
| <input type="radio"/> Vocational certificate                             | <input type="radio"/> Some University education, but did not complete degree/ did not graduate | <input type="radio"/> Currently completing University Education             |
| <input type="radio"/> Graduate degree (Bachelor degree / License degree) | <input type="radio"/> Currently completing Post-Graduate Degree                                | <input type="radio"/> Post-graduate education but did not complete          |
| <input type="radio"/> Post-Graduate Degree – Ph.D., MBA, etc.            | <input type="radio"/> Don't know   | <input type="radio"/> Refuse  |

## WHAT IS YOUR RELIGIOUS AFFILIATION?

- |  |  |   |
|--|--|---|
| <input type="radio"/> Sunni Muslim                               | <input type="radio"/> Shi'a Muslim             | <input type="radio"/> Allawite Muslim             |
| <input type="radio"/> Druze Muslim                               | <input type="radio"/> Maronite Christian       | <input type="radio"/> Greek Orthodox Christian    |
| <input type="radio"/> Greek Catholic Christian                   | <input type="radio"/> Roman Catholic Christian | <input type="radio"/> Armenian Orthodox Christian |
| <input type="radio"/> Armenian Catholic Christian                | <input type="radio"/> Syriac Christian         | <input type="radio"/> Protestant Christian        |
| <input type="radio"/> Latin Catholic Christian                   | <input type="radio"/> Coptic Christian         | <input type="radio"/> Jewish                      |
| <input type="radio"/> No religious affiliation / do not identify | <input type="radio"/> Don't know               | <input type="radio"/> Refuse                      |

## AND HOW IMPORTANT OF A ROLE DOES RELIGION PLAY IN YOUR LIFE OVERALL?

- |  |  |                                       |
|--|--|---------------------------------------|
| <input type="radio"/> No importance              | <input type="radio"/> Limited importance | <input type="radio"/> Some importance |
| <input type="radio"/> A great deal of importance | <input type="radio"/> Don't know         | <input type="radio"/> No answer       |

## INCLUDING YOURSELF, HOW MANY ADULTS (16 YEARS OF AGE OR OLDER) HAVE RESIDED IN THIS HOUSEHOLD FOR AT LEAST 6 OF THE LAST 12 MONTHS?



## AND HOW MANY MINORS (UNDER THE AGE OF 16) HAVE RESIDED IN THIS HOUSEHOLD FOR AT LEAST 6 OF THE LAST 12 MONTHS?



## WHO, IN THIS HOUSEHOLD, HAS VALID RESIDENCY PERMITS IN LEBANON

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Male head of the Household only | <input type="checkbox"/> Female head of the household only | <input type="checkbox"/> More than one child |
| <input type="checkbox"/> Eldest child                    | <input type="checkbox"/> No members                        | <input type="checkbox"/> Other               |
| <input type="checkbox"/> Don't know                      | <input type="checkbox"/> Refuse                            |  |

## I'M NOW GOING TO READ YOU A NUMBER OF STATEMENTS ABOUT EMPLOYMENT. FOR EACH, WILL YOU TELL ME HOW MANY MEMBERS OF YOUR HOUSEHOLD INCLUDING YOURSELF FALL INTO EACH CATEGORY?

## WORKING FULL-TIME



## WORKING PART-TIME



## HOUSEWIFE



## STUDENT



## RETIRED



NOT WORKING, WITH DISABILITY



NOT WORKING, ACTIVELY LOOKING FOR EMPLOYMENT



NOT WORKING, NOT SEEKING EMPLOYMENT



OTHER EMPLOYMENT STATUS



HAVE YOU OR OTHER MEMBERS OF YOUR HOUSEHOLD WORKED IN ANY OF THE FOLLOWING FIELDS OR SECTORS IN THE LAST ONE YEAR?

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Agriculture              | <input type="checkbox"/> Construction                     | <input type="checkbox"/> Manufacturing              |
| <input type="checkbox"/> Other service industries | <input type="checkbox"/> Professional services            | <input type="checkbox"/> Wholesale and retail trade |
| <input type="checkbox"/> Public service           | <input type="checkbox"/> NGOs or charitable organisations | <input type="checkbox"/> Other sectors or fields    |
| <input type="checkbox"/> Daily labor              | <input type="checkbox"/> Don't know                       | <input type="checkbox"/> Refuse                     |

AND HOW MANY MINORS (UNDER THE AGE OF 16) HAVE BEEN WORKING IN THE LAST ONE MONTH?



AND HOW MANY ROOMS IN YOUR HOME ARE USED FOR SLEEPING?





**\*** في أي قضاء يقيم المستجيب؟

<input type="radio"/> عكار	<input type="radio"/> بعلبك	<input type="radio"/> الهرمل
<input type="radio"/> بيروت	<input type="radio"/> راشيا	<input type="radio"/> البقاع الغربي
<input type="radio"/> زحلة	<input type="radio"/> علي	<input type="radio"/> بعبدا
<input type="radio"/> الشوف	<input type="radio"/> جبيل	<input type="radio"/> كسروان
<input type="radio"/> المتن	<input type="radio"/> البترون	<input type="radio"/> بشرّي
<input type="radio"/> الكورة	<input type="radio"/> المنية-الضنية	<input type="radio"/> طرابلس
<input type="radio"/> زغرتا	<input type="radio"/> بنت جبيل	<input type="radio"/> حاصبيا
<input type="radio"/> مرجعيون	<input type="radio"/> النبطية	<input type="radio"/> صيدا
<input type="radio"/> جزين	<input type="radio"/> صور	

**\*** هل يقع المكان في منطقة ريفية أو حضرية؟

☐ حضرية ☐ ريفية

سبب رفض المشاركة في الإستبيان

<input type="radio"/> إستحالة تحديد الأهلية بسبب إعاقة عقلية/جسدية (ما من تواصل)	<input type="radio"/> إستحالة تأكيد الأهلية بسبب عدم تحدّث المستجيب بأيّ من اللغات الرسمية (ما من تواصل)	<input type="radio"/> رفض تقديم المزيد من المعلومات (رفض الأسرة)
<input type="radio"/> غياب المستجيب الذي تمّ اختياره للمدة معينة للعمل في الميدان (تمّ التواصل)	<input type="radio"/> عدم التواصل مع الشخص الذي تمّ اختياره بعد بلوغ الحدّ الأقصى من الزيارات (تمّ التواصل)	<input type="radio"/> رفض الشخص الذي تمّ اختياره بالمقابلة (تمّ التواصل)
<input type="radio"/> رفض النيابة عن الشخص الذي تمّ اختياره من قبل شخص آخر متواجد في العنوان (تمّ التواصل)	<input type="radio"/> عدم الإلتزام بالموعد - عدم معاودة التواصل مجدّداً (تمّ التواصل)	<input type="radio"/> في المنزل بسبب المرض خلال فترة الإستبيان (تمّ التواصل)
<input type="radio"/> غير مستقرّ جسدياً أو ذهنيّاً/غير مؤهل (تمّ التواصل)	<input type="radio"/> عدم تحدّث المستجيب بأيّ من اللغات الرسمية (تمّ التواصل)	<input type="radio"/> عدم القدرة على ضمان الخصوصية للقيام بالمقابلة (تمّ التواصل)
<input type="radio"/> الإعراب عن مقلق تتعلّق بالخصوصية/نشر	<input type="radio"/> غير ذلك (ما من تواصل)، الرجاء التحديد	<input type="radio"/> غير ذلك (تمّ التواصل)، الرجاء التحديد

## الوضع

ما هو النوع الإجتماعي للمستجيب؟

☐ ذكر ☐ أنثى

**\*** ما هي جنسية المستجيب؟

<input type="radio"/> لبنانيون	<input type="radio"/> سوريين	<input type="radio"/> لبنانيون وسوريين في الوقت عينه
<input type="radio"/> لاجئ فلسطيني من لبنان	<input type="radio"/> لاجئ فلسطيني من سوريا	<input type="radio"/> غير ذلك
<input type="radio"/> لا أعلم	<input type="radio"/> أرفض الإجابة	

غير ذلك، الرجاء التحديد

.....

هل أنت مسجل لدى المفوضية السامية للأمم المتحدة لشؤون اللاجئين (UNHCR) أو وكالة الأمم المتحدة لغوث وتشغيل اللاجئين الفلسطينيين في الشرق الأدنى (UNRWA)؟

لا ☐ نعم ☐ لا أعلم ☐ أرفض الإجابة ☐

في أي عام دخلت لبنان للمرة الأولى؟

2010 أو ما قبل ☐ 2011 ☐ 2012 ☐  
2013 ☐ 2014 ☐ 2015 ☐  
2016 ☐ 2017 ☐

أي من العوامل يُعتبر الأفضل لوصف أسرتك؟

انتقلت الأسرة بأكملها من سوريا إلى لبنان معًا ☐ إنتقل أحد أفراد الأسرة إلى لبنان ثم تبعه أفراد الأسرة الآخرين ☐ لم ينتقل أي أفراد آخرين من سوريا ☐  
غير ذلك، الرجاء التحديد ☐ لا أعلم ☐ أرفض الإجابة ☐  
أرفض الإجابة ☐ لا أعلم ☐

### الشعور بالسلامة والأمن

كيف تقيم مستوى السلامة في الحي الذي تعيش فيه خلال النهار بشكل عام؟

غير آمن بتاتًا ☐ غير آمن ☐ آمن ☐  
آمن جدًا ☐ لا أعلم ☐ أرفض الإجابة ☐

كيف تقيم مستوى السلامة في الحي الذي تعيش فيه خلال الليل بشكل عام؟

غير آمن بتاتًا ☐ غير آمن ☐ آمن ☐  
آمن جدًا ☐ لا أعلم ☐ أرفض الإجابة ☐

في مثل هذا الوقت منذ ثلاثة أشهر، هل تعتبر أنك كنت تشعر بآثك أكثر أو أقل أمانًا عند التجول في الحي الذي تعيش فيه، خلال ساعات الليل؟ هل تعتبر أن الأمن في منطقتك قد...

تحسن كثيرًا ☐ تحسن قليلاً ☐ بقى كما كان عليه ☐  
ساء قليلاً ☐ ساء كثيرًا ☐ لا أعلم ☐ أرفض الإجابة ☐

سوف أقرأ عليك قائمة قصيرة من التجارب التي يحتمل أن تكون قد اختبرتها بنفسك أو اختبرها أحد أفراد أسرتك. أود أن تعلمني ما إذا كنت أو أحد أفراد أسرتك قد اختبرتم أيًا من التجارب التالية خلال الأشهر الثلاثة الأخيرة.

### قراءة كل خيار

المضايقة اللفظية ☐ المضايقة الجسدية ☐ الابتزاز/الرشاوى ☐  
الخطف ☐ السرقة/السطو ☐ العنف المجتمعي/المنازعات المجتمعية ☐  
التشرد/الإخلاء ☐ الخصم من الراتب ☐ الإعتداء/التحرش الجنسي ☐  
الشجارات بين الأطفال ☐ المدهامات ☐ الإعتقال ☐  
مصادرة الأوراق الثبوتية ☐ الغرامات ☐ لا شيء مما سبق ☐  
غير ذلك ☐ لا أعلم ☐ أرفض الإجابة ☐



غير ذلك، الرجاء التحديد

وعند حدوث ذلك، هل قمت أو قام أحد أفراد أسرته باتخاذ أي تدابير حيال الموضوع؟ وما هي؟

لا تقرأ. الإبلاغ عن أقرب استجابة. تحقق من كل ما ينطبق.

<input type="checkbox"/> لا شيء	<input type="checkbox"/> الانتقال/تغيير مكان السكن	<input type="checkbox"/> إعلام السلطات المختصة
<input type="checkbox"/> إبلاغ مالك العقار	<input type="checkbox"/> إبلاغ صاحب العمل	<input type="checkbox"/> إبلاغ الشاويش
<input type="checkbox"/> حل المسألة عن طريق العائلة والأصدقاء	<input type="checkbox"/> مواجهة الجاني	<input type="checkbox"/> الحد من التنقل بعد الحادثة
<input type="checkbox"/> إعلام منظمة غير حكومية أو إحدى وكالات الأمم المتحدة	<input type="checkbox"/> غير ذلك	<input type="checkbox"/> لا أعلم
<input type="checkbox"/> أرفض الإجابة		

غير ذلك، الرجاء التحديد

إلى أي حد هل توافق على أو تعارض البيان التالي: "أشعر بالقلق بأن الانتخابات البرلمانية القادمة ستؤدي إلى المزيد من التوترات في منطقتي."

<input type="radio"/> موافق بشدة	<input type="radio"/> موافق	<input type="radio"/> معارض
<input type="radio"/> معارض بشدة	<input type="radio"/> لا أعلم	<input type="radio"/> أرفض الإجابة

في خلال الأشهر الثلاثة الأخيرة، هل شهدت شخصياً على أي نوع من العنف المسلح في منطقتك، استخدمت فيه السكان أو الأسلحة النارية أو المتفجرات على سبيل المثال؟

<input type="radio"/> لا	<input type="radio"/> نعم	<input type="radio"/> لا أعلم
<input type="radio"/> أرفض الإجابة		

في خلال الأشهر الثلاثة الأخيرة، هل شهدت شخصياً على أي مواجهة جسدية أو لفظية في منطقتك؟

<input type="radio"/> لا	<input type="radio"/> نعم	<input type="radio"/> لا أعلم
<input type="radio"/> أرفض الإجابة		

## التفاعل داخل المجتمع المحلي

سوف أقرأ عليك لائحة بالأماكن التي قد تتفاعل فيها مع سوري أخبرني كم مرة تفاعلت فيها مع سوري في خلال الأشهر الثلاثة الأخيرة وفي كل من هذه الأوساط.

في العمل

<input type="radio"/> يوميًا	<input type="radio"/> بانتظام	<input type="radio"/> أحيانًا
<input type="radio"/> نادرًا	<input type="radio"/> مطلقًا	<input type="radio"/> غير قابل للتطبيق
<input type="radio"/> لا أعلم	<input type="radio"/> أرفض الإجابة	

الأوساط الاجتماعية

<input type="radio"/> يوميًا	<input type="radio"/> بانتظام	<input type="radio"/> أحيانًا
<input type="radio"/> نادرًا	<input type="radio"/> مطلقًا	<input type="radio"/> غير قابل للتطبيق
<input type="radio"/> لا أعلم	<input type="radio"/> أرفض الإجابة	

تسديد رسوم الإيجار		
يوميًا <input type="radio"/>	بانتظام <input type="radio"/>	أحيانًا <input type="radio"/>
نادرًا <input type="radio"/>	مطلقًا <input type="radio"/>	غير قابل للتطبيق <input type="radio"/>
لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>	
في الشارع		
يوميًا <input type="radio"/>	بانتظام <input type="radio"/>	أحيانًا <input type="radio"/>
نادرًا <input type="radio"/>	مطلقًا <input type="radio"/>	غير قابل للتطبيق <input type="radio"/>
لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>	
في المحال التجارية		
يوميًا <input type="radio"/>	بانتظام <input type="radio"/>	أحيانًا <input type="radio"/>
نادرًا <input type="radio"/>	مطلقًا <input type="radio"/>	غير قابل للتطبيق <input type="radio"/>
لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>	
الأنشطة الدينية		
يوميًا <input type="radio"/>	بانتظام <input type="radio"/>	أحيانًا <input type="radio"/>
نادرًا <input type="radio"/>	مطلقًا <input type="radio"/>	غير قابل للتطبيق <input type="radio"/>
لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>	
الأنشطة التي تقوم بها المنظمات غير الحكومية أو المنظمات المحلية		
يوميًا <input type="radio"/>	بانتظام <input type="radio"/>	أحيانًا <input type="radio"/>
نادرًا <input type="radio"/>	مطلقًا <input type="radio"/>	غير قابل للتطبيق <input type="radio"/>
لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>	
كيف تصف العلاقات الحالية التي تجمع بين اللبنانيين والسوريين في منطقتك؟		
إيجابي للغاية <input type="radio"/>	إيجابي <input type="radio"/>	متعادل <input type="radio"/>
سلبي <input type="radio"/>	سلبي للغاية <input type="radio"/>	لا أعلم <input type="radio"/>
أرفض الإجابة <input type="radio"/>		
في خلال الأشهر الثلاثة الأخيرة، هل تعتبر أن العلاقات بين اللبنانيين والسوريين قد...		
تحسن كثيرًا <input type="radio"/>	تحسن قليلاً <input type="radio"/>	بقي كما كان عليه <input type="radio"/>
ساء قليلاً <input type="radio"/>	ساء كثيرًا <input type="radio"/>	لا أعلم <input type="radio"/>
أرفض الإجابة <input type="radio"/>		
إلى أي حد هل توافق على أو تعارض البيانات التالية. يمكن لكل من البيانات التالية أن تحدد ما إذا كنت موافقًا بشدة، موافقًا، معارضًا أو معارضًا بشدة.		

"إن المواطنين اللبنانيين المقيمين في هذه المنطقة يعربون منذ العام 2011 عن حسن ضيافتهم للأجنيين المحتاجين النازحين بفعل النزاع السوري."

<input type="radio"/> موافق بشدة	<input type="radio"/> موافق	<input type="radio"/> معارض
<input type="radio"/> معارض بشدة	<input type="radio"/> لا أعلم	<input type="radio"/> أرفض الإجابة

"إن المواطنين اللبنانيين المقيمين في هذه المنطقة يعربون عن حسن ضيافتهم للأجنيين الفلسطينيين المحتاجين."

<input type="radio"/> موافق بشدة	<input type="radio"/> موافق	<input type="radio"/> معارض
<input type="radio"/> معارض بشدة	<input type="radio"/> لا أعلم	<input type="radio"/> أرفض الإجابة

"إن المواطنين اللبنانيين واللاجئين السوريين المقيمين في هذا المجتمع المحلي قادرين على التعاون لحل المسائل العالقة في ما بينهم."

<input type="radio"/> موافق بشدة	<input type="radio"/> موافق	<input type="radio"/> معارض
<input type="radio"/> معارض بشدة	<input type="radio"/> لا أعلم	<input type="radio"/> أرفض الإجابة

"إن وجود هذا العدد من اللاجئين السوريين في لبنان اليوم يفرض ضغوطات جمة على الموارد اللبنانية، بما في ذلك الماء والكهرباء."

<input type="radio"/> موافق بشدة	<input type="radio"/> موافق	<input type="radio"/> معارض
<input type="radio"/> معارض بشدة	<input type="radio"/> لا أعلم	<input type="radio"/> أرفض الإجابة

"إن اللبنانيين والسوريين يتشاطرون العديد من القيم المشتركة ولهم أنماط حياة متناغمة."

<input type="radio"/> موافق بشدة	<input type="radio"/> موافق	<input type="radio"/> معارض
<input type="radio"/> معارض بشدة	<input type="radio"/> لا أعلم	<input type="radio"/> أرفض الإجابة

"إن وجود عدد هائل من اللاجئين السوريين في هذا المجتمع المحلي ساهم في ارتفاع وتيرة الجرائم والعنف."

<input type="radio"/> موافق بشدة	<input type="radio"/> موافق	<input type="radio"/> معارض
<input type="radio"/> معارض بشدة	<input type="radio"/> لا أعلم	<input type="radio"/> أرفض الإجابة

### جودة العلاقات بين المجتمعات المحلية

يُطلب منك، لكل من السيناريوهات التالية أن تحدد ما إذا كنت تعتبرها غير مقبولة بئراً، غير مقبولة نسبياً، عادية، مقبولة، مقبولة للغاية.

مشاركة مكان العمل مع سوري

<input type="radio"/> معارض بشدة	<input type="radio"/> معارض	<input type="radio"/> محايد
<input type="radio"/> موافق	<input type="radio"/> موافق بشدة	<input type="radio"/> لا أعلم
<input type="radio"/> أرفض الإجابة		

السكن إلى جانب أسرة سوري

<input type="radio"/> معارض بشدة	<input type="radio"/> معارض	<input type="radio"/> محايد
<input type="radio"/> موافق	<input type="radio"/> موافق بشدة	<input type="radio"/> لا أعلم
<input type="radio"/> أرفض الإجابة		

إرتياد أطفالك المدرسة مع أطفالٍ سوري		
<input type="radio"/> معارض بشدة	<input type="radio"/> معارض	<input type="radio"/> محايد
<input type="radio"/> موافق	<input type="radio"/> موافق بشدة	<input type="radio"/> لا أعلم
<input type="radio"/> أرفض الإجابة		
تزوج أحد أفراد الأسرة من رجل/مرأةٍ سوري		
<input type="radio"/> معارض بشدة	<input type="radio"/> معارض	<input type="radio"/> محايد
<input type="radio"/> موافق	<input type="radio"/> موافق بشدة	<input type="radio"/> لا أعلم
<input type="radio"/> أرفض الإجابة		
ما هي بنظرك المصادر الرئيسية المسببة للتوترات بين اللبنانيين والسوريين في مجتمعك المحلي؟ هل ما من توتراتٍ فعليةً بنظرك؟ <b>لا تقرأ. الإبلاغ عن أقرب/استجابة. تحقق من كل ما ينطبق.</b>		
<input type="checkbox"/> التنافس على الوظائف التي تتطلب مهارات عالية (بما في ذلك الوظائف المكتبية على غرار المعلمين وموظفي المصارف والمحامين والمهندسين والمهندسين المعماريين)	<input type="checkbox"/> التنافس على الوظائف التي تتطلب مهارات متدنية (بما في ذلك العمل اليدوي على غرار عمال النظافة والكهرباء)	<input type="checkbox"/> التنافس على إنشاء المؤسسات
<input type="checkbox"/> التنافس على الخدمات	<input type="checkbox"/> وسائل الإعلام	<input type="checkbox"/> الوضع السياسي على الصعيدين الأقليمي والوطني
<input type="checkbox"/> الاختلافات الثقافية	<input type="checkbox"/> الاختلافات في الدين والجنسية ومكان المنشأ	<input type="checkbox"/> التوزيع غير العادل للمساعدات
<input type="checkbox"/> الزيجات بين السوريين واللبنانيين	<input type="checkbox"/> زواج الأطفال / الحمل	<input type="checkbox"/> ما من توترات
<input type="checkbox"/> غير ذلك، الرجاء التحديد	<input type="checkbox"/> لا أعلم	<input type="checkbox"/> أرفض الإجابة
غير ذلك، الرجاء التحديد		
هل تعتبر أنه ثمة عوامل قد ساهمت في تسهيل بناء علاقات جيدة بين اللبنانيين والسوريين في منطقتك، أم تعتبر أن ما من شيء ساهم في تحسين العلاقات؟ <b>لا تقرأ. الإبلاغ عن أقرب/استجابة. تحقق من كل ما ينطبق.</b>		
<input type="checkbox"/> العلاقات الموجودة مسبقاً بين اللبنانيين والسوريين	<input type="checkbox"/> الروابط الاجتماعية بين المجتمعات المحلية (الزيجات المختلطة، الأقارب، الصداقات، إلخ)	<input type="checkbox"/> دور إيجابي تؤذيه السلطات المحلية (المجلس البلدي/السلطات الدينية)
<input type="checkbox"/> خدمات أفضل يقدمها المجلس البلدي	<input type="checkbox"/> المساعدات والمشاريع المجتمعية التي تقدمها المنظمات غير الحكومة/المنظمات الدولية	<input type="checkbox"/> القيود المفروضة على تنقل اللاجئين ووصولهم إلى الوظائف
<input type="checkbox"/> ما من شيء يساعد على تحسين العلاقات	<input type="checkbox"/> غير ذلك، الرجاء التحديد	<input type="checkbox"/> لا أعلم
<input type="checkbox"/> أرفض الإجابة		
غير ذلك، الرجاء التحديد		
<b>قابلية المشاركة في العمل الجماعي</b>		
إلى أي حد هل توافق على أو تعارض البيانات التالية. يمكن لكل من البيانات التالية أن تحدد ما إذا كنت موافقاً بشدة، موافقاً، معارضاً أو معارضاً بشدة.		

"يمكن لحظر التجوّل أو لفرض بعض القيود على تنقّل الأجانب أن يساعد في الحفاظ على الأمان في المنطقة، وذلك عند اشتداد حدة التوترات."

- ☐ موافق بشدة      ☐ موافق      ☐ معارض  
☐ معارض بشدة      ☐ لا أعلم      ☐ أرفض الإجابة

"أشعر بالقلق إزاء انجذاب الشباب في هذه المنطقة إلى العنف."

- ☐ موافق بشدة      ☐ موافق      ☐ معارض  
☐ معارض بشدة      ☐ لا أعلم      ☐ أرفض الإجابة

"إن الشباب في المنطقة حريصّ على جعلها مكاناً أفضل للعيش."

- ☐ موافق بشدة      ☐ موافق      ☐ معارض  
☐ معارض بشدة      ☐ لا أعلم      ☐ أرفض الإجابة

"يُعتبر العنف ضروريّاً في بعض الأحيان، لا سيّما عند تعرّض مصالحك للتهديد."

- ☐ موافق بشدة      ☐ موافق      ☐ معارض  
☐ معارض بشدة      ☐ لا أعلم      ☐ أرفض الإجابة

### الثقة بالمؤسسات والمجتمع المحلي

سوف أقرأ عليك لائحة تتضمن الجهات الفاعلة التي تستجيب للأزمة السورية في لبنان. سأطلب منك التركيز على الأشهر الثلاثة الأخيرة والمنطقة التي تعيش فيها، وأن تشير إلى مدى مساهمة أنشطتها وتدخلاتها في تغيير نمط العيش في منطقتك، سواء إلى الأفضل أم إلى الأسوأ.

الحكومة اللبنانية

- ☐ حسّنت الحياة كثيراً      ☐ حسّنت الحياة نسبياً      ☐ لم يؤثر ذلك على نوعية الحياة  
☐ ساءت الحياة نسبياً      ☐ ساءت الحياة كثيراً      ☐ لا أعلم  
☐ أرفض الإجابة

المنظمات المحلية والخيرية

- ☐ حسّنت الحياة كثيراً      ☐ حسّنت الحياة نسبياً      ☐ لم يؤثر ذلك على نوعية الحياة  
☐ ساءت الحياة نسبياً      ☐ ساءت الحياة كثيراً      ☐ لا أعلم  
☐ أرفض الإجابة

المنظمات غير الحكومية أو الوكالات الدولية على غرار الأمم المتحدة

- ☐ حسّنت الحياة كثيراً      ☐ حسّنت الحياة نسبياً      ☐ لم يؤثر ذلك على نوعية الحياة  
☐ ساءت الحياة نسبياً      ☐ ساءت الحياة كثيراً      ☐ لا أعلم  
☐ أرفض الإجابة

الجيش اللبناني		
<input type="radio"/> حسّنت الحياة كثيراً	<input type="radio"/> حسّنت الحياة نسبياً	<input type="radio"/> لم يؤثر ذلك على نوعية الحياة
<input type="radio"/> ساءت الحياة كثيراً	<input type="radio"/> ساءت الحياة كثيراً	<input type="radio"/> لا أعلم
<input type="radio"/> أرفض الإجابة		

قوى الأمن الداخلي		
<input type="radio"/> حسّنت الحياة كثيراً	<input type="radio"/> حسّنت الحياة نسبياً	<input type="radio"/> لم يؤثر ذلك على نوعية الحياة
<input type="radio"/> ساءت الحياة كثيراً	<input type="radio"/> ساءت الحياة كثيراً	<input type="radio"/> لا أعلم
<input type="radio"/> أرفض الإجابة		

السلطات البلديّة		
<input type="radio"/> حسّنت الحياة كثيراً	<input type="radio"/> حسّنت الحياة نسبياً	<input type="radio"/> لم يؤثر ذلك على نوعية الحياة
<input type="radio"/> ساءت الحياة كثيراً	<input type="radio"/> ساءت الحياة كثيراً	<input type="radio"/> لا أعلم
<input type="radio"/> أرفض الإجابة		

سوف أقرأ عليك لائحة بالجهات الفاعلة المجتمعية التي قد تساعد في تسوية النزاعات. أودّ منك أن تخبرني ما إذا كنت لتلجأ إلى أي منها للحصول على المساعدة عند تورّطك في أحد المنازعات؟

**قراءة كل خيار**

<input type="checkbox"/> الجيران، العائلة أو الأصدقاء	<input type="checkbox"/> السلطات المحليّة (المجلس البلدي)	<input type="checkbox"/> السلطات الدينيّة
<input type="checkbox"/> الشرطة البلديّة	<input type="checkbox"/> الجيش اللبناني	<input type="checkbox"/> قوى الأمن الداخلي
<input type="checkbox"/> تسوية المنازعات بالطريقة التقليدية/غير الرسمية (مشايخ المجتمع المحلي)	<input type="checkbox"/> لا أحد	<input type="checkbox"/> صاحب العقار/صاحب العمل
<input type="checkbox"/> الشاويش	<input type="checkbox"/> حزب سياسي	<input type="checkbox"/> المنظمات غير الحكومية والوكالات الدولية كالأمم المتّحدة
<input type="checkbox"/> غير ذلك	<input type="checkbox"/> لا أعلم	<input type="checkbox"/> أرفض الإجابة

غير ذلك، الرجاء التحديد

### حسن التضامن

إلى أي حدّ هل توافق على أو تعارض البيانات التالية. يمكن لكلّ من البيانات التالية أن تحدّد ما إذا كنت موافقاً بشدّة، موافقاً، معارضاً أو معارضاً بشدّة.

"إن الأشخاص المقيمين في هذه المنطقة مستعدّين لمساعدة جيرانهم."

<input type="radio"/> موافق بشدّة	<input type="radio"/> موافق	<input type="radio"/> معارض
<input type="radio"/> معارض بشدّة	<input type="radio"/> لا أعلم	<input type="radio"/> أرفض الإجابة

"إن الأشخاص المقيمين في هذه المنطقة أهلّ بالثقة."

<input type="radio"/> موافق بشدّة	<input type="radio"/> موافق	<input type="radio"/> معارض
<input type="radio"/> معارض بشدّة	<input type="radio"/> لا أعلم	<input type="radio"/> أرفض الإجابة

"في حال تورّط أحد جيرانك في شجارٍ ما، هل من أحدٍ مستعدٍّ للتدخلَ لفضّ الشجار؟"

- ☐ موافق بشدة ☐ موافق ☐ معارض بشدة ☐ معارض  
☐ موافق بشدة ☐ موافق ☐ معارض بشدة ☐ معارض  
☐ موافق بشدة ☐ موافق ☐ معارض بشدة ☐ معارض  
☐ موافق بشدة ☐ موافق ☐ معارض بشدة ☐ معارض

### الحاجات الأساسية وسبل العيش

ما كان متوسط الدخل الشهري لأسرتك في الشهر المنصرم؟

- ☐ أقل من 500000 ل.ل. ☐ بين 500000 و 1000000 ل.ل. ☐ بين 1000000 و 2000000 ل.ل.  
☐ بين 2000000 و 3000000 ل.ل. ☐ بين 3000000 و 4500000 ل.ل. ☐ بين 4500000 و 6000000 ل.ل.  
☐ أكثر من 6000000 ل.ل. ☐ لا أعلم ☐ أرفض الإجابة

هل سبق وقامت أسرتك باستخدام أي من الخدمات العامة التالية، خلال الأشهر الثلاثة الأخيرة؟

اختر كل ما ينطبق

- ☐ المدارس الرسمية ☐ المستشفيات الحكومية ☐ مركز الرعاية الصحية الأولية  
☐ مركز التنمية الإجتماعية ☐ لم أستخدم أيًا من الخدمات العامة ☐ غير ذلك  
☐ لا أعلم ☐ أرفض الإجابة

غير ذلك، الرجاء التحديد

في ما يخص الوصول إلى هذه الخدمات، هل تعتبر أنه ثمة عوامل تحدّ من قدرتك على الوصول إلى هذه الخدمات؟ أم لم تحاول الحصول على أي من هذه الخدمات العامة؟ ما هي برأيك أبرز العوامل (إذا توفّرات) التي تحدّ من وصولك إلى هذه الخدمات؟

لا تقرأ الخيارات. إدراج ما يصل إلى ثلاثة خيارات.

- ☐ الخدمات غير متوفرة في منطقتي ☐ جودة الخدمات العامة سيئة للغاية ☐ أشخاص كثيرون يستخدمون هذه الخدمة  
☐ يستفيد أشخاص من جنسياتٍ أخرى من هذه الخدمات ☐ لا أشعر أنه من الأمن أن أقوم وأسرتي باستخدام الخدمة ☐ الفساد  
☐ ما من سبب ذي صلة ☐ سبب آخر، الرجاء التحديد ☐ لا أعلم  
☐ أرفض الإجابة

غير ذلك، الرجاء التحديد

كيف تقيم جودة الخدمات التالية في المنطقة التي تعيش فيها؟

الكهرباء

- ☐ ممتاز ☐ جيّد ☐ مناسب  
☐ سيّئ ☐ سيّئ للغاية ☐ عدم القدرة على الوصول  
☐ لا أعلم ☐ أرفض الإجابة

الماء		
ممتاز <input type="radio"/>	جيد <input type="radio"/>	مناسب <input type="radio"/>
سيئ <input type="radio"/>	سيئ للغاية <input type="radio"/>	عدم القدرة على الوصول <input type="radio"/>
لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>	
الصرف الصحي		
ممتاز <input type="radio"/>	جيد <input type="radio"/>	مناسب <input type="radio"/>
سيئ <input type="radio"/>	سيئ للغاية <input type="radio"/>	عدم القدرة على الوصول <input type="radio"/>
لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>	
إزالة النفايات		
ممتاز <input type="radio"/>	جيد <input type="radio"/>	مناسب <input type="radio"/>
سيئ <input type="radio"/>	سيئ للغاية <input type="radio"/>	عدم القدرة على الوصول <input type="radio"/>
لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>	
التعليم		
ممتاز <input type="radio"/>	جيد <input type="radio"/>	مناسب <input type="radio"/>
سيئ <input type="radio"/>	سيئ للغاية <input type="radio"/>	عدم القدرة على الوصول <input type="radio"/>
لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>	
الخدمات الصحية		
ممتاز <input type="radio"/>	جيد <input type="radio"/>	مناسب <input type="radio"/>
سيئ <input type="radio"/>	سيئ للغاية <input type="radio"/>	عدم القدرة على الوصول <input type="radio"/>
لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>	
الخدمات الإجتماعية		
ممتاز <input type="radio"/>	جيد <input type="radio"/>	مناسب <input type="radio"/>
سيئ <input type="radio"/>	سيئ للغاية <input type="radio"/>	عدم القدرة على الوصول <input type="radio"/>
لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>	
المساحات العامة والترفيهية		
ممتاز <input type="radio"/>	جيد <input type="radio"/>	مناسب <input type="radio"/>
سيئ <input type="radio"/>	سيئ للغاية <input type="radio"/>	عدم القدرة على الوصول <input type="radio"/>
لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>	
من بين الخدمات أو الموارد المتوفرة في منطقتك، ما هي برأيك الخدمات/الموارد الثلاث الأكثر حاجةً للتحسين؟		



## الأولوية الأولى

- |  |  |  |
|--|--|--|
| <input type="radio"/> الرعاية الطبية     | <input type="radio"/> المأوى/السكن       | <input type="radio"/> المساحات العامة        |
| <input type="radio"/> الصرف الصحي        | <input type="radio"/> إزالة النفايات     | <input type="radio"/> الماء                  |
| <input type="radio"/> الشرطة             | <input type="radio"/> الكهرباء           | <input type="radio"/> الطرقات والبنى التحتية |
| <input type="radio"/> الوصول إلى الوظائف | <input type="radio"/> الوصول إلى الوظائف | <input type="radio"/> النقل العام            |
| <input type="radio"/> أرفض الإجابة       | <input type="radio"/> لا أعلم            | <input type="radio"/> غير ذلك                |

غير ذلك، الرجاء التحديد

## الأولوية الثانية

- |  |  |  |
|--|--|--|
| <input type="radio"/> الرعاية الطبية     | <input type="radio"/> المأوى/السكن       | <input type="radio"/> المساحات العامة        |
| <input type="radio"/> الصرف الصحي        | <input type="radio"/> إزالة النفايات     | <input type="radio"/> الماء                  |
| <input type="radio"/> الشرطة             | <input type="radio"/> الكهرباء           | <input type="radio"/> الطرقات والبنى التحتية |
| <input type="radio"/> الوصول إلى الوظائف | <input type="radio"/> الوصول إلى الوظائف | <input type="radio"/> النقل العام            |
| <input type="radio"/> أرفض الإجابة       | <input type="radio"/> لا أعلم            | <input type="radio"/> غير ذلك                |

غير ذلك، الرجاء التحديد

## الأولوية الثالثة

- |  |  |  |
|--|--|--|
| <input type="radio"/> الرعاية الطبية     | <input type="radio"/> المأوى/السكن       | <input type="radio"/> المساحات العامة        |
| <input type="radio"/> الصرف الصحي        | <input type="radio"/> إزالة النفايات     | <input type="radio"/> الماء                  |
| <input type="radio"/> الشرطة             | <input type="radio"/> الكهرباء           | <input type="radio"/> الطرقات والبنى التحتية |
| <input type="radio"/> الوصول إلى الوظائف | <input type="radio"/> الوصول إلى الوظائف | <input type="radio"/> النقل العام            |
| <input type="radio"/> أرفض الإجابة       | <input type="radio"/> لا أعلم            | <input type="radio"/> غير ذلك                |

غير ذلك، الرجاء التحديد

هل فقد أي شخص تعرفه وظيفته / عمله أو مهنته لسوري

- |                               |                           |                                    |
|-------------------------------|---------------------------|------------------------------------|
| <input type="radio"/> لا أعلم | <input type="radio"/> نعم | <input type="radio"/> لا           |
|                               |                           | <input type="radio"/> أرفض الإجابة |

القدرة والإنصاف في توفير الخدمات وتقديم المساعدة الدولية

هل سبق لأسرتك أن حصلت على أي من المساعدات التالية في خلال العام الفائت؟

اختر كل ما ينطبق

<input type="checkbox"/> البرنامج الوطني لاستهداف الأسر الأكثر فقرًا (بطاقة حياة)	<input type="checkbox"/> المساعدة من المنظمات غير الحكومية أو المنظمات الدولية	<input type="checkbox"/> المساعدات الحكومية الأخرى
<input type="checkbox"/> المساعدات من الأحزاب السياسية	<input type="checkbox"/> المساعدات عن طريق المنظمات المجتمعية اللبنانية/السورية	<input type="checkbox"/> المساعدات عن طريق الشبكات الشخصية/العائلية
<input type="checkbox"/> نحن لا نتلقى أي مساعدات	<input type="checkbox"/> غير ذلك، الرجاء التحديد	<input type="checkbox"/> لا أعلم
<input type="checkbox"/> أرفض الإجابة		

غير ذلك، الرجاء التحديد

إلى أي حد توافق أو تعارض البيان التالي: "يتم توجيه المساعدة الدولية/الدعم الدولي إلى الأشخاص الذين يستحقونهما بشكل أكبر."

<input type="radio"/> موافق بشدة	<input type="radio"/> موافق	<input type="radio"/> محايد
<input type="radio"/> معارض	<input type="radio"/> معارض بشدة	<input type="radio"/> لا أعلم
<input type="radio"/> أرفض الإجابة		

إلى أي حد توافق أو تعارض البيان التالي: "أفقد أهملت برامج المساعدة الدولية/الدعم الدولي اللبنانيين الضعفاء."

<input type="radio"/> موافق بشدة	<input type="radio"/> موافق	<input type="radio"/> محايد
<input type="radio"/> معارض	<input type="radio"/> معارض بشدة	<input type="radio"/> لا أعلم
<input type="radio"/> أرفض الإجابة		

إلى أي حد توافق أو تعارض البيان التالي: "إن المجلس البلدي يبذل ما في وسعه للإستجابة لحاجات الأشخاص المقيمين في هذا المجتمع المحلي."

<input type="radio"/> موافق بشدة	<input type="radio"/> موافق	<input type="radio"/> محايد
<input type="radio"/> معارض	<input type="radio"/> معارض بشدة	<input type="radio"/> لا أعلم
<input type="radio"/> أرفض الإجابة		

إلى أي حد توافق أو تعارض البيان التالي: "أنا قادر على التعبير عن قلقي للسلطات المعنية، في حال كنت غير راض عن إحدى الخدمات."

<input type="radio"/> موافق بشدة	<input type="radio"/> موافق	<input type="radio"/> محايد
<input type="radio"/> معارض	<input type="radio"/> معارض بشدة	<input type="radio"/> لا أعلم
<input type="radio"/> أرفض الإجابة		

التأثر

سوف أقرأ عليك بعض الأشياء التي أعرب بعض الأشخاص مثل حضرتك عن قلقهم بشأنها. أرجو منك أن تخبرني ما إذا كان كل من هذه الأشياء يسبب لك القلق على الدوام، غالبًا، في بعض الأحيان، أو نادرًا.

الحرص على توفر ما يكفي من المال شراء الطعام لأسرتك قبل نفاذ الطعام المتوفر.

<input type="radio"/> نادرًا	<input type="radio"/> في بعض الأحيان	<input type="radio"/> غالبًا
<input type="radio"/> على الدوام	<input type="radio"/> لا أعلم	<input type="radio"/> أرفض الإجابة

القدرة على شراء الوقود الذي تحتاجه للطهي أو لتدفئة المنزل.		
نادرًا <input type="radio"/>	في بعض الأحيان <input type="radio"/>	غالبًا <input type="radio"/>
على الدوام <input type="radio"/>	لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>
الحصول على مياه آمنة صالحة للشرب لك ولأسرتك.		
نادرًا <input type="radio"/>	في بعض الأحيان <input type="radio"/>	غالبًا <input type="radio"/>
على الدوام <input type="radio"/>	لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>
الوصول إلى الرعاية الطبية أو الحصول على الأدوية اللازمة لنفسك أو لأفراد آخرين من أسرتك.		
نادرًا <input type="radio"/>	في بعض الأحيان <input type="radio"/>	غالبًا <input type="radio"/>
على الدوام <input type="radio"/>	لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>
خطر الجرائم		
نادرًا <input type="radio"/>	في بعض الأحيان <input type="radio"/>	غالبًا <input type="radio"/>
على الدوام <input type="radio"/>	لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>
انتشار السلاح الخارجة عن يد قوى الأمن اللبنانية في المكان الذي تعيش فيه		
نادرًا <input type="radio"/>	في بعض الأحيان <input type="radio"/>	غالبًا <input type="radio"/>
على الدوام <input type="radio"/>	لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>
القدرة على التنقل داخل لبنان بأمان، سواء للعمل أو لزيارة العائلة.		
نادرًا <input type="radio"/>	في بعض الأحيان <input type="radio"/>	غالبًا <input type="radio"/>
على الدوام <input type="radio"/>	لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>
المداهمات التي تقوم بها وكالات الأمن.		
نادرًا <input type="radio"/>	في بعض الأحيان <input type="radio"/>	غالبًا <input type="radio"/>
على الدوام <input type="radio"/>	لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>
الأعمال الإرهابية التي تستهدف المدنيين، على غرار السيارات المفخخة.		
نادرًا <input type="radio"/>	في بعض الأحيان <input type="radio"/>	غالبًا <input type="radio"/>
على الدوام <input type="radio"/>	لا أعلم <input type="radio"/>	أرفض الإجابة <input type="radio"/>

-

إلى أي حد توافق على أو تعارض البيانات التالية. يمكنك لكل من البيانات التالية أن تحدد ما إذا كنت موافقًا بشدة، موافقًا، معارضًا أو معارضًا بشدة.

"لقد عاش السوريون سلميًا في منطقتنا لوقتٍ طويل."

موافق بشدة <input type="radio"/>	موافق <input type="radio"/>	محايد <input type="radio"/>
معارض <input type="radio"/>	معارض بشدة <input type="radio"/>	لا أعلم <input type="radio"/>
أرفض الإجابة <input type="radio"/>		

"إن العلاقات التي تربطنا بالسوريين الذين عاشوا في المنطقة قبل اندلاع الحرب السورية أفضل بكثير من تلك التي تربطنا بالسوريين الذي أتوا في وقتٍ لاحق."

- ☐ موافق بشدة ☐ موافق ☐ محايد  
☐ معارض ☐ معارض بشدة ☐ لا أعلم  
☐ أرفض الإجابة

"لا تزال ذكريات الإحتلال السوري تشكّل عائقاً في العلاقات التي تربطنا بالسوريين."

- ☐ موافق بشدة ☐ موافق ☐ محايد  
☐ معارض ☐ معارض بشدة ☐ لا أعلم  
☐ أرفض الإجابة

### نظرة إلى المستقبل

هل تعتقد أن لبنان سيصبح مكاناً أفضل أو أسوأ للعيش بعد مرور 5 سنوات؟ تعتقد بأنه سيكون...

- ☐ مكان عيشي أسوأ بكثير ☐ مكان عيشي أسوأ ☐ لا يزال كما كان عليه  
☐ مكان عيشي أفضل ☐ مكان عيشي أفضل بكثير ☐ لا أعلم  
☐ أرفض الإجابة

وعلى الصعيد الشخصي؟ إلى أي حدّ هل توافق على أو تعارض البيان التالي: "أنا متفائلٌ إزاء مستقبلٍ بشكلٍ عام."

- ☐ موافق بشدة ☐ موافق ☐ محايد  
☐ معارض ☐ معارض بشدة ☐ لا أعلم  
☐ أرفض الإجابة

برأيك، كم من الوقت تعتقد أن الأمر سيحتاج إلى عودة اللاجئين السوريين إلى سوريا؟

- ☐ أقل من سنة واحدة ☐ بين سنة وسنتين ☐ بين سنتين وثلاث سنوات  
☐ أكثر من ثلاث سنوات، ولكن أقل من خمسة ☐ خمس سنوات أو أكثر

إلى أي حدّ هل توافق على أو تعارض البيان التالي: "يتعايش اللبنانيون من مختلف الطوائف بشكلٍ سلمي في هذه المنطقة."

☐ موافق بشدّة ☐ موافق ☐ محايد  
☐ معارض ☐ معارض بشدّة ☐ لا أعلم  
☐ أرفض الإجابة

هل تعتبر أن العلاقات بين مختلف الجماعات اللبنانية أن تحسّنت أو تدهورت منذ العام 2011؟

☐ أفضل بكثير ☐ أفضل ☐ أسوأ  
☐ أسوأ بكثير ☐ لا أعلم ☐ أرفض الإجابة

برأيك، ما هي المسائل الثلاث الأهمّ التي شكّلت مصدرًا للتوترات بين الأفراد اللبنانيين المنتمين إلى هذه المنطقة؟

☐ التنافس الإقتصادي (على الوظائف والموارد)  
☐ النزاعات السياسية والطائفية  
☐ الاختلافات الثقافية والدينية  
☐ الاختلافات في الطبقات الاقتصادية والاجتماعية  
☐ التوزيع غير العادل للموارد  
☐ لا شيء  
☐ غير ذلك  
☐ لا أعلم  
☐ أرفض الإجابة

غير ذلك، الرجاء التحديد

## إحصائيات السكان

ما هو عمرك؟



ما هو أعلى مستوى تعليمي حقّقته؟

- ☐ لم أتلّق أي تعليم نظامي/لم أكمل التعليم الابتدائي ☐ حصلت على بعض التعليم الأساسي/أستطيع القراءة والكتابة ☐ أنهيت التعليم الأساسي، لم أصل إلى التعليم المتوسط  
☐ أنهيت التعليم المتوسط، لم أصل إلى التعليم الثانوي ☐ أنهيت التعليم الثانوي، لم أصل إلى التعليم الجامعي ☐ في طور إنهاء التعليم الثانوي  
☐ حصلت على شهادة مهنية ☐ حصلت على بعض التعليم الجامعي ولكن لم أكمل شهادتي/لم أخرج ☐ في طور إنهاء التعليم الجامعي  
☐ حصلت على شهادة جامعية (درجة بكالوريوس/شهادة ترخيص) ☐ في طور إنهاء شهادة التعليم العالي ☐ حصلت على التعليم العالي ولكن لم أكمله  
☐ حصلت على شهادة التعليم العالي - الدكتوراه، الماجستير، إلخ. ☐ لا أعلم ☐ أرفض الإجابة

<p>ما هو انتماءك الديني؟</p> <p> <input type="radio"/> مسلم سني         <input type="radio"/> مسلم شيعي         <input type="radio"/> مسلم علوي       </p> <p> <input type="radio"/> مسلم درزي         <input type="radio"/> مسيحي ماروني         <input type="radio"/> مسيحي روم أرثوذكس       </p> <p> <input type="radio"/> مسيحي روم كاثوليك         <input type="radio"/> مسيحي كاثوليك         <input type="radio"/> مسيحي أرمن أرثوذكس       </p> <p> <input type="radio"/> مسيحي أرمن كاثوليك         <input type="radio"/> مسيحي سريان         <input type="radio"/> مسيحي بروتستانت       </p> <p> <input type="radio"/> مسيحي كاثوليكي لاتين         <input type="radio"/> مسيحي قبطي         <input type="radio"/> يهودي       </p> <p> <input type="radio"/> ما من إنتماء ديني/لا أعلم         <input type="radio"/> لا أعلم         <input type="radio"/> أرفض الإجابة       </p>		
<p>ما هو الدور المهم الذي يلعبه الدين في حياتك بشكل عام؟</p> <p> <input type="radio"/> ما من أهمية         <input type="radio"/> أهمية محدودة         <input type="radio"/> أهمية صغيرة       </p> <p> <input type="radio"/> أهمية كبرى         <input type="radio"/> لا أعلم         <input type="radio"/> أرفض الإجابة       </p>		
<p>ما هو عدد الراشدين (16 عامًا أو أكثر)، بما في ذلك أنت شخصيًا، الذين يعيشون في هذا المنزل منذ 6 إلى 12 شهرًا على الأقل؟</p> <p> <input type="text"/> </p>		
<p>ما هو عدد القاصرين (16 عامًا أو أقل) الذين يعيشون في هذا المنزل منذ 6 إلى 12 شهرًا على الأقل؟</p> <p> <input type="text"/> </p>		
<p>من، في هذه الأسرة، يملك رخصة إقامة صالحة في لبنان؟</p> <p> <input type="checkbox"/> الرجل رب الأسرة فقط         <input type="checkbox"/> المرأة رب الأسرة فقط         <input type="checkbox"/> أكثر من طفل واحد       </p> <p> <input type="checkbox"/> الطفل الأكبر         <input type="checkbox"/> من من أفراد         <input type="checkbox"/> غير ذلك       </p> <p> <input type="checkbox"/> لا أعلم         <input type="checkbox"/> أرفض الإجابة       </p>		
<p>سوف أقرأ عليك عددًا من البيانات حول التوظيف. أودّ منك أن تخبرني بعدد أفراد الأسرة، بما في ذلك أنت شخصيًا، الذين يندرجون في كل من هذه الفئات؟</p>		
<p>يعمل بدوام كامل</p> <p> <input type="text"/> </p>		
<p>يعمل بدوام جزئي</p> <p> <input type="text"/> </p>		
<p>ربة منزل</p> <p> <input type="text"/> </p>		
<p>طالب</p> <p> <input type="text"/> </p>		
<p>متقاعد</p> <p> <input type="text"/> </p>		
<p>عاطل عن العمل، يعاني من إعاقة</p> <p> <input type="text"/> </p>		

عاطل عن العمل، يبحث فعليًا عن عمل

عاطل عن العمل، لا يبحث عن عمل

حالة عملية أخرى

هل سبق و عملت أو عمل أحد أفراد أسرتك في أي من القطاعات التالية في خلال العام المنصرم؟

الزراعة	<input type="checkbox"/>	البناء	<input type="checkbox"/>	الصناعة	<input type="checkbox"/>
قطاعات خدمية أخرى	<input type="checkbox"/>	الخدمات المهنية	<input type="checkbox"/>	التجارة بالجملة والتجزئة	<input type="checkbox"/>
الخدمات العامة	<input type="checkbox"/>	المنظمات غير الحكومية والمنظمات الخيرية	<input type="checkbox"/>	القطاعات والمجالات الأخرى	<input type="checkbox"/>
العمل اليومي	<input type="checkbox"/>	لا أعلم	<input type="checkbox"/>	أرفض الإجابة	<input type="checkbox"/>

ما هو عدد القاصرين (أقل من 16 عامًا) العاملين في الشهر الأخير؟

ما هو عدد غرف المنزل التي يتم تخصيصها للنوم؟

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