'Speak up via WhatsApp': The Potential of WhatsApp Surveying for humanitarian and development operations in Lebanon

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Possible Uses of the WhatsApp Tool

- 1) Qualitative Survey Tool
- 2) Human-Centred Design (HCD) Tool
- 3) Real Time Monitoring Tool
- 4) Cross-Country Communication Tool
- 5) Benefits and Limitations of WhatsApp surveying

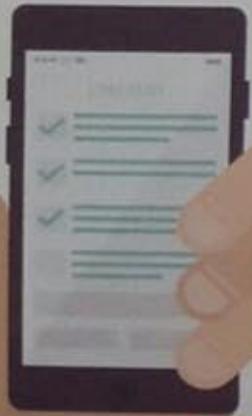يقوم برنامج الأمم المتحدة الإنمائي(UNDP)
بتجريب دراسة قائمة على ال واتساب(WhatsApp)
في بلدية القرعون في تشرين الثاني / نوفمبر ٢٠١٧
يرجى الرد عند تلقي الأسئلة من هذا الرقم:

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Qualitative Survey Tool

The relation between the Syrians and the Lebanese has <u>improved from one side and deteriorated from another side</u>. First, on the level of <u>our relations with our neighbours</u>, we've developed relations and friendships with them, so things have improved…However, due to unemployment, <u>the treatment by the Lebanese on streets isn't good.</u> When we get on a taxi or go to the market, we face molestation and harassment…

Human-Centred Design (HCD) Tool

I'm somehow satisfied with the UN, but never with other organizations.

Concerning the UN:
-The distribution of aids is unfair
-We can only use the food-aid-money at specific shops
-When we call no one answers us.

As for other organizations:
-There's exploitation, because they ask for money in order to help us
-Aid distribution doesn't have a known criterion
-There's no evaluation of the most needed necessities
-Sexual harassment by the employees in order to help us

Things that can be done:
-Distribute the aids fairly
- Provide more medical services
-Strict supervision and observation
-Choose members based on qualifications and experience

People's Input for more Accountability

All you care about is the Syrians, while we, the Lebanese people, are living in bad situations. The Syrians work while the Lebanese doesn't, and he can't even eat properly.

They're living well, and they're receiving everything. The Lebanese people are those who live in bad situation, as well as the Palestinians, for the UNRWA is about to cut off the aids. As for the Syrians, they receive fuel, house rent, and food aids, while our situation is very bad. My husband has been unemployed for 3 years, and my children are being paid the minimum wage, which is 10,000 or 20,000 per day. Thus, our situation is horrible. However, the Syrians are being provided with everything.

People's Input for Better Services

No, I'm not satisfied because aids are given to the families with more family members without checking whether they're in need or not. For example, there are families of 10 members who don't need aids, while there are families of 3 or 4 members who are really in need of aids.

It seems, based on people's talk and what we see, that distribution is based on acquaintance. If the distributor knows the person, he'll give him aid, and if that person works for him he'll give him, too. But if he doesn't know him, then he won't give him anything.

Cross-Country Communication Tool

WhatsApp surveying potentially allows for continued contact with Syrian refugees after they leave Lebanon

Benefits of WhatsApp Surveying

1) Scale and speed: Collecting a large qualitative sample in a short period of time

2) Cost-effective and convenient communication

3) Reducing Power of Local Gatekeepers: Reaching 'unusual suspects' beyond those selected by local gatekeepers

4) Unfiltered speech: Less interference by the researcher gives people more discursive room to talk about what matters to them

5) Empowerment?

Limitations

Survey Specific Limitations:

> **Dependence on phone numbers**

> **Sampling biases:** Underrepresentation of women and host communities

> **Credibility and Data Protection**

> **Loss of personal relatability/empathy**

General Limitations:

> **Expectation management?**

> **Data Reliability** in very vulnerable and securitized contexts