

SOCIAL STABILITY AND LOCAL GOVERNANCE: PROFILING TWO UNIONS IN LEBANON

ENDLINE REPORT

IJMAA
إجماا



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EXECUTIVE SUMMARY

OVERVIEW

The following report outlines the results of the endline research study conducted by MAGENTA under the Mercy Corps Lebanon IJMAA project funded by the Foreign, Commonwealth & Development Office (FCDO), which aims to promote social stability and good governance, using solid waste management as an entry point. In order to evaluate the IJMAA Programme, MAGENTA conducted an endline assessment in the unions of municipalities (UoM) in Bouhayra and Minnieh. As in the baseline, MAGENTA applied an analytical framework that examined knowledge, attitudes, behaviours and perceptions, focusing on local government's management of solid waste management and recycling (SWM-R) and COVID-19 response. The study serves two primary objectives:

- Provide a endline data from which to assess the effectiveness of the communications strategies MAGENTA is developing for the UoMs in Bouhayra and Minnieh in comparison with the baseline study conducted in 2020;
- Shed light on the impact of the communications strategies for the UoMs by providing evidence of changes in knowledge, attitudes, perceptions and behaviours within the community;

Data collection consisted of 400 quantitative surveys and 11 focus group discussions (FGDs) and was conducted remotely over a period of 7 weeks, beginning in mid-February 2021. Detailed sampling is available in Annex 1.

SUMMARY OF KEY FINDINGS

- **Opinions have become less polarised** and respondents were less likely to answer in extreme spectrums than the baseline.
- **Attitudes towards the municipality were much more positive in Bouhayra**, including on the response to and management of the COVID-19 crises. However, in both UoMs, there was a general sense that the efforts of the municipality, while strong initially, had only declined as the crises had gone on over many months.
- Qualitative interviews with youth in both Bouhayra and Minnieh indicated a fairly strong understanding of SWM-R and the municipality's role in managing it as well as the obstacles faced by the municipality in doing so.
- In Bouhayra, younger age groups tended to view people of other nationalities, religions and sects as increasing SWM-R issues while **those in older age groups did not see a correlation between SWM-R issues and nationality, religion or sect.**
- **The number of people who report recycling in Bouhayra has seen a sharp increase since the baseline.**
- **Minnieh continued to show greater levels of municipality distrust than Bouhayra.** However, when comparing findings between the baseline and endline, it appears that respondents in Minnieh are marginally more civically engaged and ready to interact with the municipality.

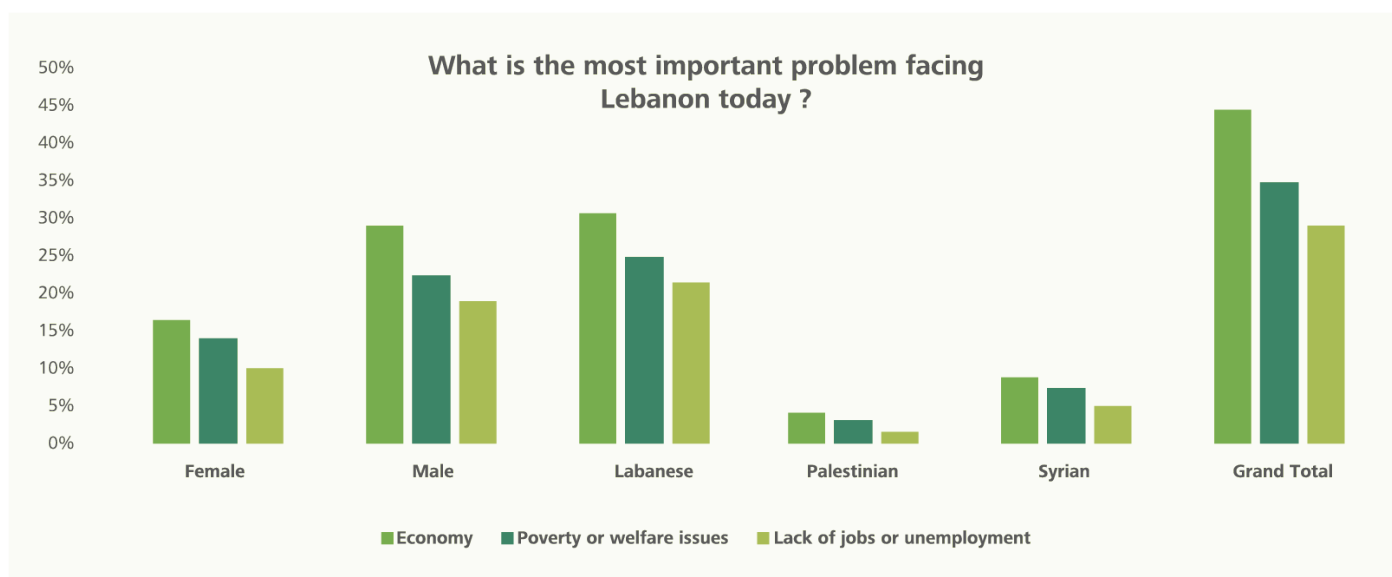
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- **Sentiments in Minnieh towards Syrians appeared to be more hostile**, couched within arguments such as external aid being directed to towns where Syrians tend to live and the attention that Syrians receive as a result of their vulnerability, at the cost of the interests of Lebanese nationals. These were to some extent reflected in Bouhayra as well, but not with the same frequency. In Bouhayra, Syrians not living in camps felt that attention was being focused on camps rather than being available to them as well.

UNDERSTANDING THE NATIONWIDE CONTEXT

OVERVIEW

What is the most important problem facing Lebanon today ?

Economy, poverty or welfare issues and lack of jobs or unemployment were the top three issues identified by respondents as the key issues facing Lebanon today. This was noted by male and female respondents as well as Lebanese and non-Lebanese respondents.



What is identified as good governance ?

As with the baseline, human rights, cultural diversity and social cohesion and competence and capacity ranked first and second on the scale of good governance. 11% of respondents said openness and transparency as a marker of good governance, a slight increase from the 9% of respondents in the baseline. Competence and capacity were slightly more important markers for Lebanese than Syrians or Palestinians.

What do you think are the roles and responsibilities of your municipality ?

When compared to the baseline, the top three roles and responsibilities were completely different with the largest number of respondents selecting improving public services (25%), followed by delivering basic services (20%) and protecting the rights of those living in the municipality (20%). The views of Lebanese respondents mirrored this trend, however, Syrian respondents tended to give preference to delivery of basic services, maintenance of law and order and protection of those living in the municipality as opposed to planning and strategizing for the development of the municipality (chosen by 13% of the Lebanese respondents and only 2% of the Syrian respondents).

Whose interests do you think your municipality currently prioritises ?

There was some change on perceived priorities of the municipality with the largest number of respondents stating 'everyone in the municipality' as opposed to 'themselves' which was the top choice in the baseline when 27% respondents chose this option. In the endline, this number had fallen to 23%. Trends in gender and nationality mirrored overall trends. However, in age groups, respondents between the ages of 25-34 felt that municipalities prioritised themselves more than everyone else in the municipality. 16% of the total respondents said that they felt that their municipality prioritises some powerful individuals in the municipality.

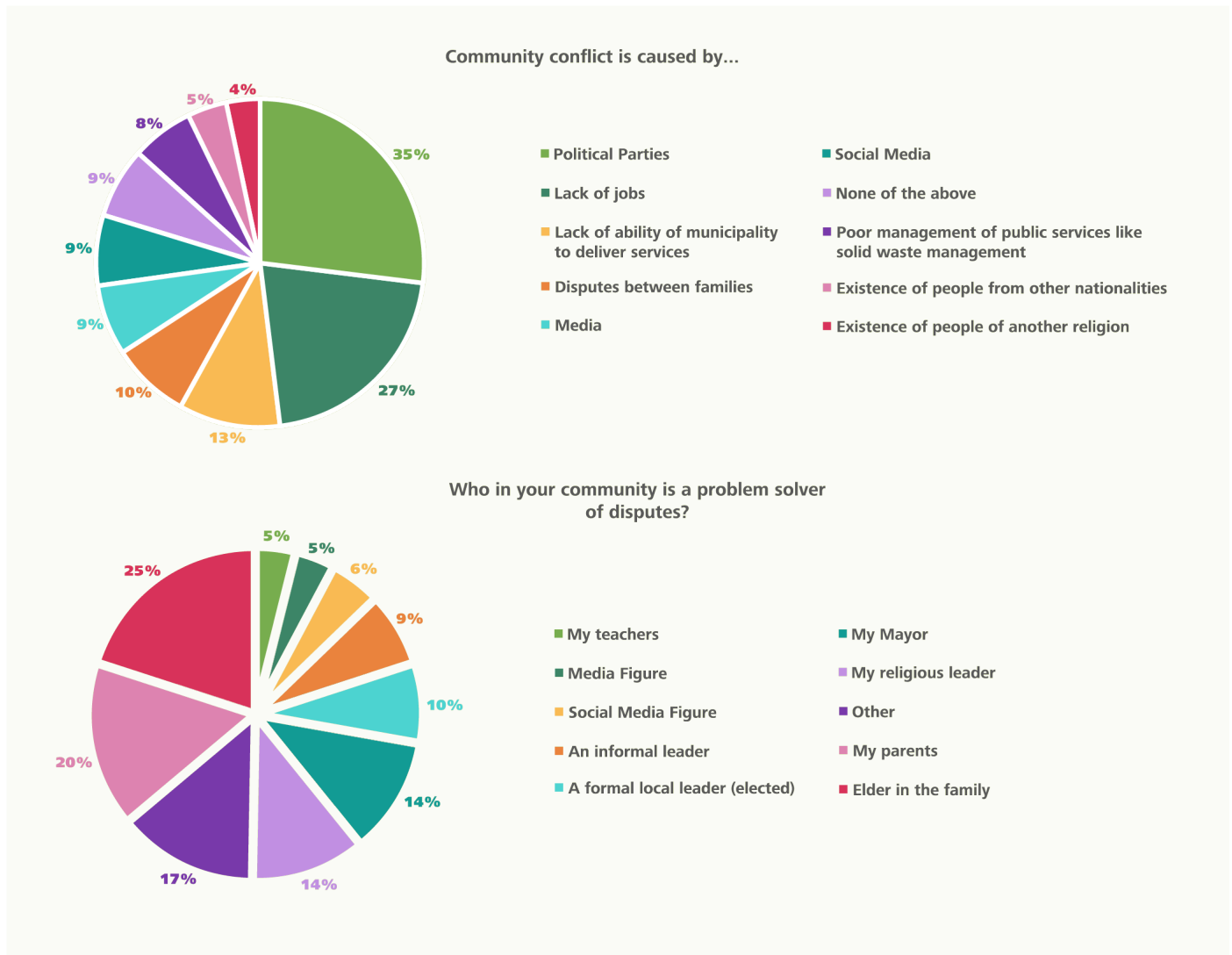
SOCIAL STABILITY

Community conflict is caused by...

As with the baseline, political parties were named as the main cause for community conflict. However, the overall percentage of respondents reporting this had reduced from 43% in the baseline to 35% in the endline. This was followed by a lack of jobs (27%) and notably a lack of the ability of municipalities to deliver services (13%). Only 8% of the respondents stated that SWM-R was a cause for community conflict.

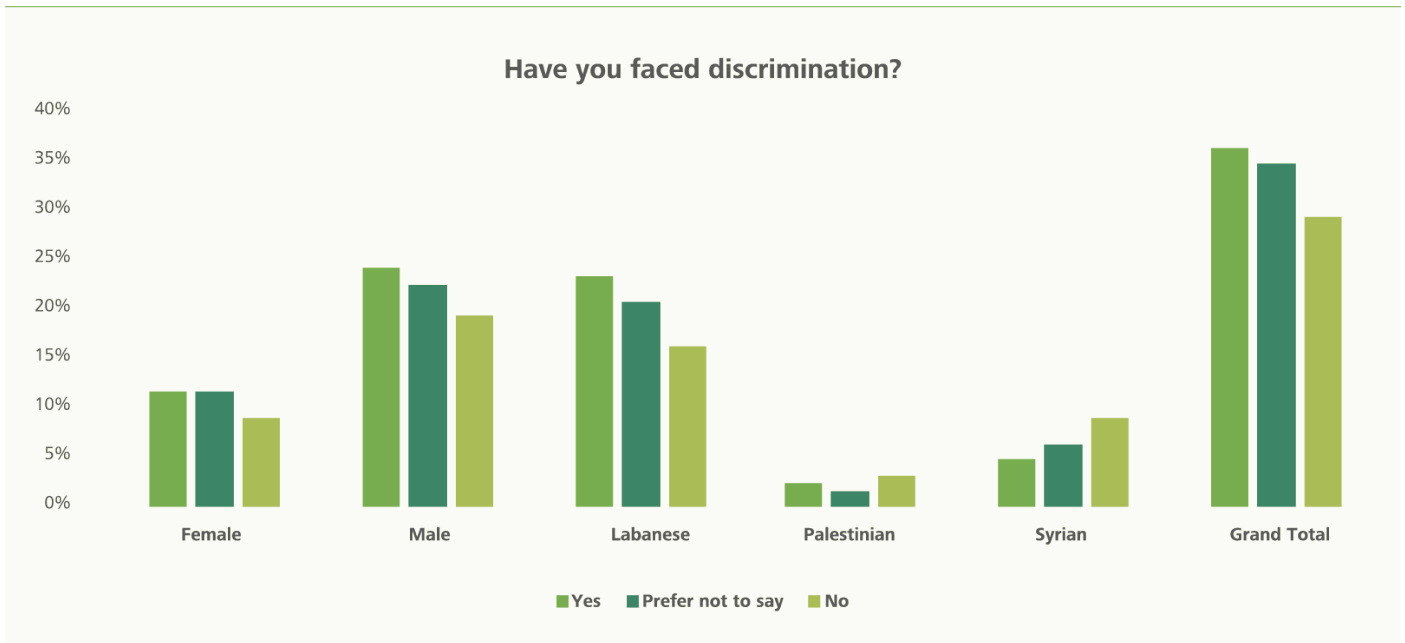
Who in your community is a problem solver of disputes?

34% of the respondents stated that it was their mayor who was a problem solver for disputes. Elders in the family or parents were the next to be seen as problem solvers of disputes.



Have you faced discrimination?

Startlingly, a third of the total respondents said that they had experienced discrimination while 35% said that they preferred not to say. 39% of the Syrians respondents said that they had faced discrimination while 43% of the Palestinians interviewed said that they had also faced discrimination. Of the Syrians interviewed, 45% and of the Palestinians interviewed, 52% responded that they had been discriminated against because of their nationality. 37% of the Lebanese interviewed who reported discrimination said that it was because of their religion.



Statement: People from different national or ethnic backgrounds get on well together in your local area

Over a quarter of the respondents disagreed with this statement while only a few more (31%) agreed. 43% respondents were ambivalent about the statement expressing that they neither agreed or disagreed with it.

BOUHAYRA



BOUHAYRA

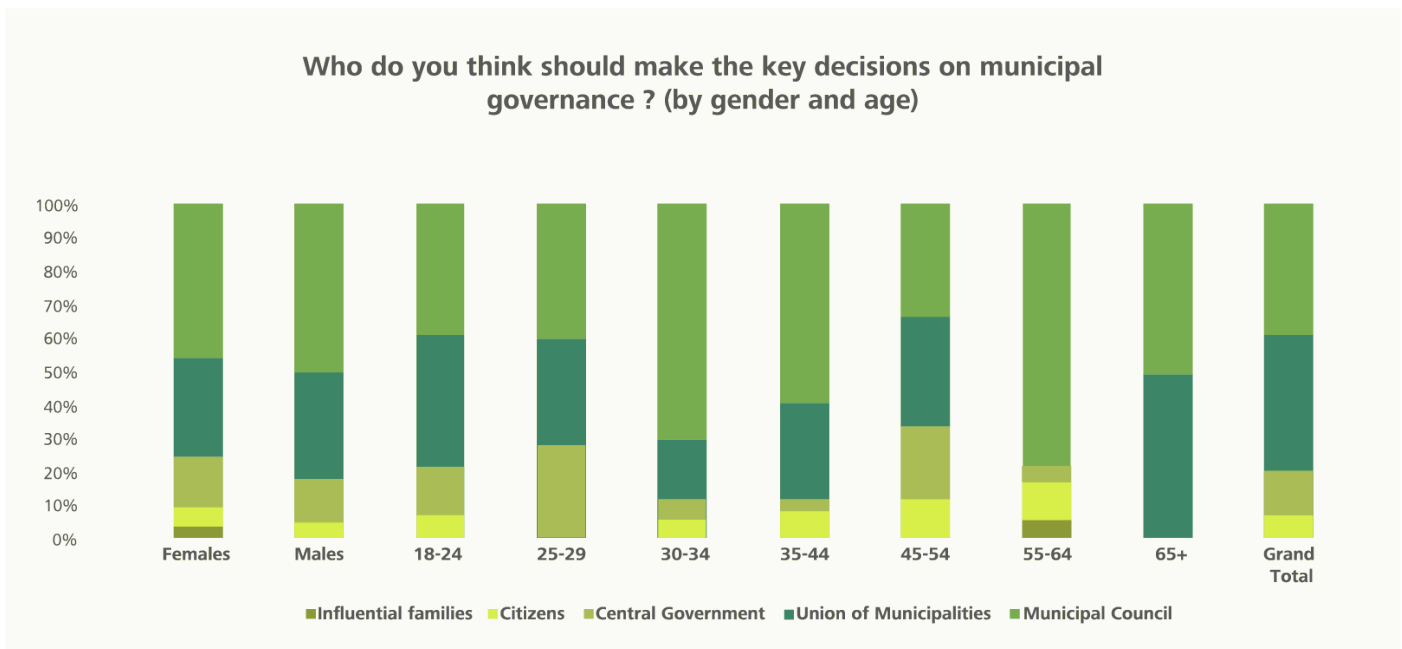
GOVERNANCE

Key decision-maker on municipality governance issues

46% stated that the Municipal Council should make the key decisions on the municipality’s governance issues like garbage management, education, infrastructure etc. 32% said Union of Municipalities while only 14% said the Central Government. The survey indicated that this was the case in reality as well. However, this has changed since the baseline where more respondents said that the key decision-maker on the municipality’s governance issues should be the Municipal Council (69%) and fewer respondents said that it should be the Union of Municipalities (14%). This indicates more people now feel that the UoM should be the key decision maker than the baseline.

Funding from the Central Government

88% stated that the municipalities should get more money from the central government to fund more projects and many in the FGDs noted that “there is money” at the federal level.



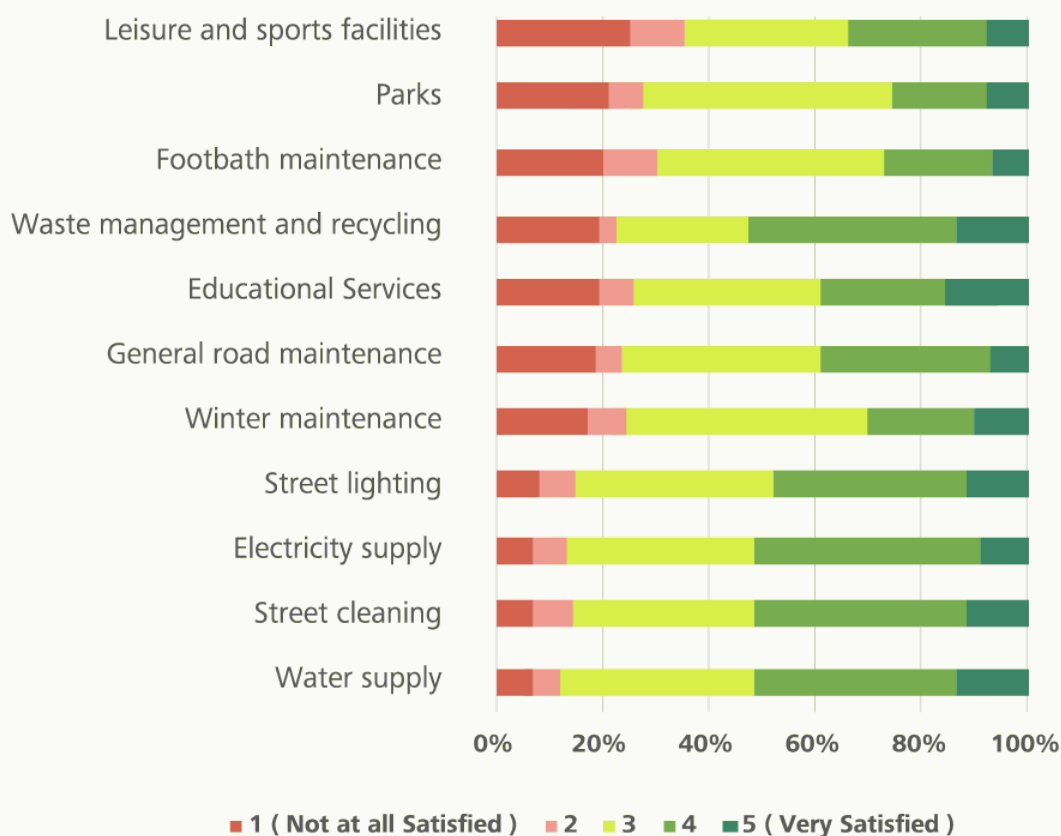
Quality of Governance

64% of the respondents stated that their local services had declined in recent years while only 10% said that they had improved. 67% of the men interviewed and 62% of the women interviewed said that local services had declined while 12% and 9% respectively said that they had improved. A quarter said that the local services had stayed the same. More women than men thought that services had stayed the same. In terms of age, older respondents were more likely to feel that services had declined (87% of those interviewed above the age of 65) while a majority across all other age groups also felt the same.

Service satisfaction

As the graph below shows, respondents noted high levels of satisfaction with water supply services, street cleaning, electricity supply and street lighting. Leisure and sports facilities, parks, footpath maintenance and SWM-R noted some of the lowest levels of satisfaction. The findings vary slightly from the baseline where SWM-R, winter maintenance and footpath maintenance registered some of the lowest satisfaction levels.

Satisfaction with Service Provision



COVID-19 PANDEMIC RESPONSE

Role of the municipality in COVID-19

Just over half the respondents (51%) stated that the municipality should be the main local body and should enforce restrictions, manage the vaccines, ensure hospital capacity and management of COVID at the municipal level. Most respondents (40%) felt that the municipality was also performing this role in practise. Another 35% stated (and more men than women) stated that the municipality should be an intermediary and take instructions from the federal government and implement them at the local level indicating that women trusted municipalities rather than the federal government while men tended to favour a more federal approach. Governance: Residents do not trust municipalities and don't feel dissent is welcome.

Obstacles faced by the Municipality in managing COVID-19

The first most prominent obstacle faced by the municipality in managing COVID-19 as stated by respondents was a lack of budget. In the baseline, this was also the main concern noted by respondents for managing SWM-R. 40% of the respondents said that they felt a lack of budget was an important obstacle in managing COVID-19. A further 20% stated that a lack of technical knowledge on how to manage a pandemic was an obstacle as well. These trends are similar to the baseline indicating that respondents see the municipality to suffer from similar obstacles irrespective of the crises it is trying to manage.

Is the municipality doing everything it can to manage COVID-19

Respondents were split evenly on whether they thought the municipality was doing everything it can to manage COVID-19 with 52% saying yes and 48% saying no. In terms of age-group, respondents between the ages of 25-29 (53%), 35-44 (53%) and 65+ (52%) years were more sceptical of the municipality's response than others.

Like in Minnieh, there was a general feeling that the municipality's efforts towards managing COVID-19 had declined as the crises had gone on.

"The municipality engaged a lot when the virus first arrived to Lebanon. They sanitized the camp where I live more than once, then they started neglecting it. But what was positive was that every person infected by the virus had their information published at the municipality for the people to avoid them."—*Syrian Male, Bouhayra*

"Of course, I think that the municipality had a big and effective role during the pandemic. They did awareness raising; they kept following up with the camps of refugees, controlling their movement; they even posted things on their Facebook pages; they preached in the mosque and to the Muslim scouts. It was very effective."—*Syrian Male, Bouhayra*

SOLID WASTE MANAGEMENT AND RECYCLING

Who is responsible for the SWM-R and trash crises?

51% of the respondents felt that their municipality was responsible for the trash crises and 20% felt it was the central government. This trend was reflected across gender, age-group and nationality. The total number of respondents blaming the municipality for the SWM-R and trash crises has declined since the baseline (71%). However, majority still think it is the responsibility of the municipality.

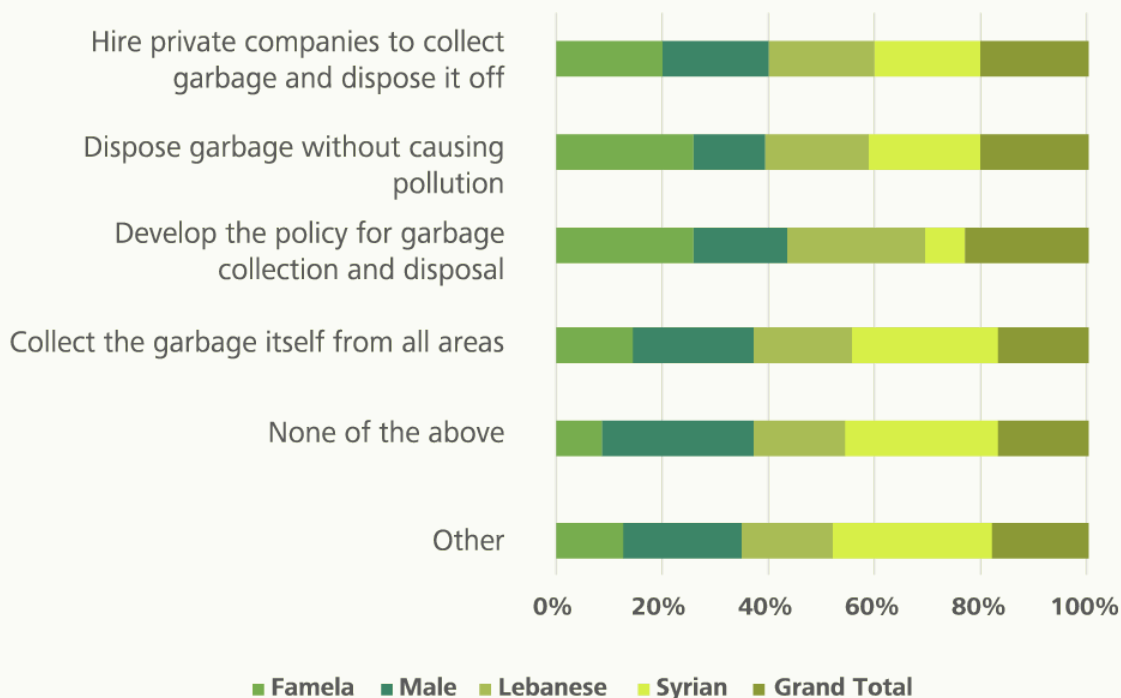
Satisfaction with municipal response to SWM-R

Opinions were split with 45% stating that they were dissatisfied with the municipality's response to SWM-R, while 42% stated that they were satisfied. This is in sharp contrast to the baseline where only 11% stated that they were dissatisfied indicating that levels of dissatisfaction have increased. Women tended to be more dissatisfied than men as were younger population groups when compared to the older ones. Lebanese respondents showed far greater levels of dissatisfaction than Syrian respondents who were more likely to be satisfied with the municipality's response to SWM-R issues.

Municipality role in SWM-R

Surprisingly, 38% respondents stated that they would like the municipality to hire private companies to collect garbage and dispose of it, 21% stated that they would like the municipality to collect garbage without causing pollution and 19% stated that they would like the municipality should develop a policy for garbage collection and disposal. Older respondents were less keen on hiring private companies to collect garbage and dispose of it. These trends have changed since the baseline study when the majority agreed that the municipality should and does collect garbage from all areas while fewer respondents felt that the municipality should hire private companies to collect garbage and dispose of it indicating a shift towards bringing in external support.

What should be the role of the municipality in SWM-R?



Respondent Role in SWM-R

When asked what role they think they should play in improving SWM-R in the community, 76% respondents stated that they sort garbage in their house, recycle regularly and dispose of garbage properly (but do not ensure that their neighbourhood did the same) indicating a more individual role rather than a communal one in SWM-R. This number has increased from the 66% of the respondents who stated the same in the baseline. Only 5% of the respondents stated that also sort garbage in their house, recycle regularly and dispose of garbage properly but also ensure that their neighbourhood did the same. This has declined from the 17% who stated the same option in the baseline.

In qualitative interviews, respondents demonstrated a nuanced understanding of the process and issues of SWM-R in their communities. Respondents spoke of awareness campaigns not having a lot of impact unless they were accompanied by incentives for families. Respondents in Qaraoun spoke of containers that had been placed by municipality in their neighbourhood for sorted waste while those in Ain Zebde said that the municipality collects the garbage regularly but there is need to change their community garbage containers.

82% respondents further stated that they recycle. This percentage has increased substantially from the baseline where only 4 in 10 people said that they recycle as opposed to 8 in 10 stating in the endline that they recycle. More Lebanese (85%) than Syrians (67%) stated that they recycle. However, the number of Syrians who said that they recycled has increased since the baseline when 6 in 10 Syrian respondents stated that they do not recycle.

CIVIC ENGAGEMENT



74% stated that they would like to participate in community initiatives, slightly lower than the baseline when 83% stated a desire to participate in community activities. Younger respondents were more eager to participate in community initiatives than older respondents. Both Lebanese and Syrians alike were enthusiastic about participating in community initiatives.

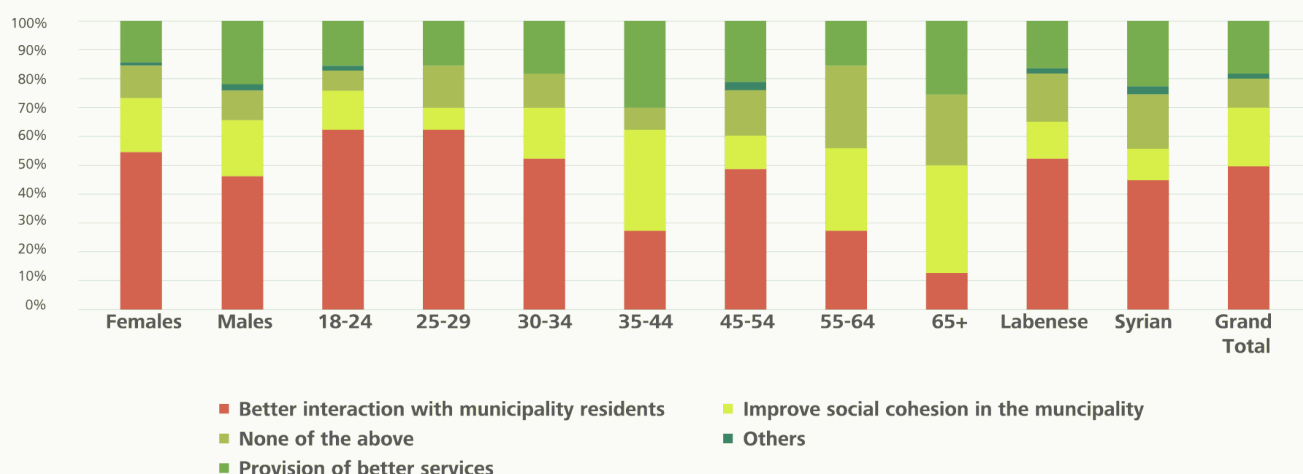
22% stated that they would like to participate in community environmental projects while 14% were interested in education projects. 10% were interested in infrastructure and youth-related projects. This resembles the trend noted in the baseline study. Age groups showed an interesting insight. Young people tended to favour environmental projects while older people over the age of 50 preferred participating in inter-community relations building projects. Middle-aged respondents preferred education projects. Lebanese respondents preferred environmental projects while Syrians tended to favour women's empowerment projects.

When asked how they would like to participate, 38% stated through volunteering their time to organise events and 30% stated by participating in events. Women favoured participation to organisation as compared to men. This was true of younger age-groups as well while the older respondents tended to prefer participation.

Effectiveness of Municipality

50% respondents stated that they would like the municipality to improve interaction with municipality residents, 19% stated improving social cohesion in the municipality and 18% provision of better services. In the baseline, 51% of the respondents had opted for wanting the municipality to become more effective in provision of better services.

In what areas would you like your municipality to be more effective in?



When asked how they would like the municipality to engage with them, 54% said they would like to have more community meetings and 42% stated that the municipality should be available for citizens to come and register their needs. In qualitative interviews, respondents spoke of a lack of communication from the municipality and lack of channels to approach the municipality, especially if you were a Syrian.

“There was no communication whatsoever from the municipality nor the members of the municipality. There wasn’t any initiative or organization that communicated with us at all. They don’t even have any scouts. But of course, the host community is very welcoming. The Lebanese people and we have a great relationship. We live and work together, but we haven’t received any call or help from the municipality or from a formal organization.”—**Syrian Male, Bouhayra**

SOCIAL COHESION

Role of other nationalities in SWM-R issues

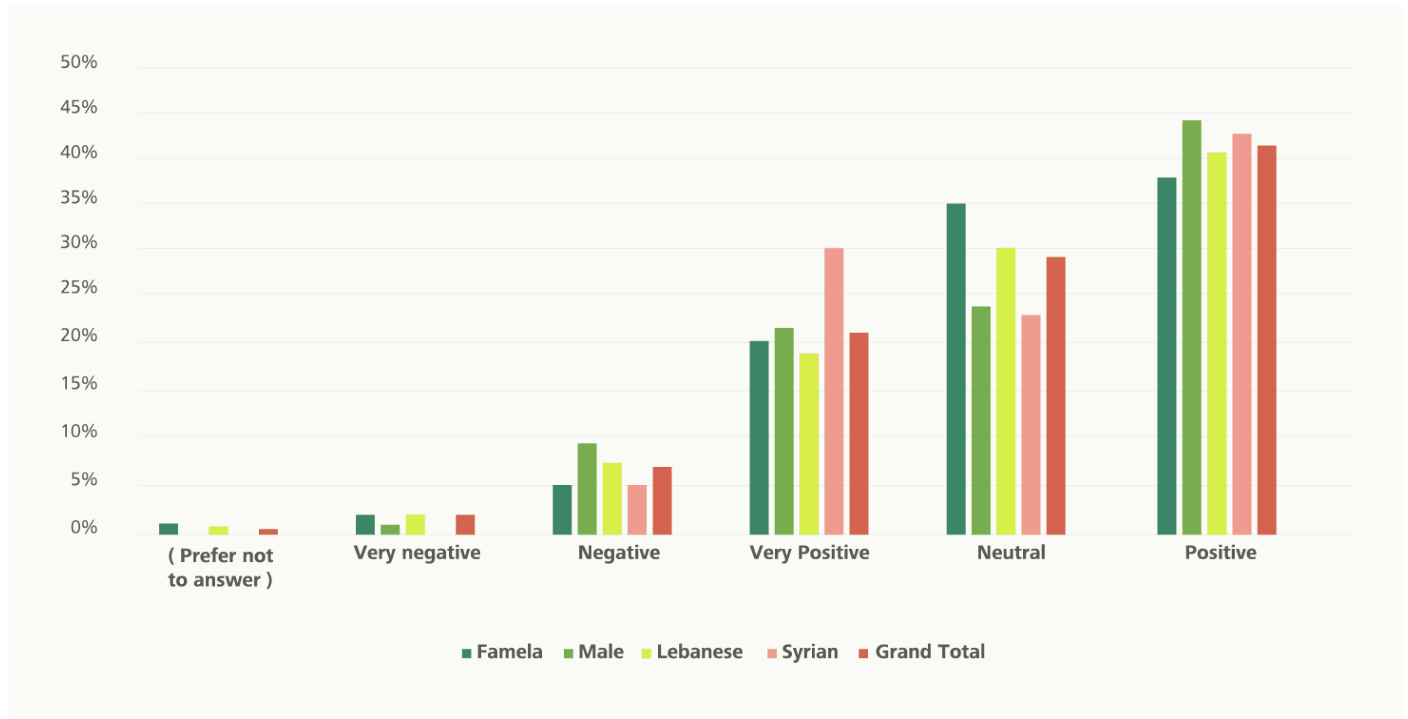
When asked what role people of other nationalities play in SWM-R, half the respondents stated that they do not have any impact but 45% said that they increase the problem. In qualitative interviews, the reasons for this appeared to be because of the temporary nature of ‘foreigners’, a lack of awareness of the rules and no sense of responsibility. Younger age groups tended to think that people of other nationalities increased the problem much more than those in the older age groups. For example, 53% of 18–24-year-olds interviewed and 47% of the 25-29 year olds interviewed felt that people of other nationalities increased the problem of SWM-R while only 30% of 55-64 year olds and 25% of over 64 year olds interviewed felt the same. 54% of the Lebanese felt that people of other nationalities increase the problem while only 7% of the Syrians who were interviewed felt the same.

Role of people of other religions/sects in SWM-R issues

66% stated that they have no impact and only 21% said that they increase the problem. As the above, younger age groups were more likely to think that groups of other religions and sects increased the problem of SWM-R.

Relationship between Syrians and Lebanese

41% stated that relationships were positive and a further 21% stated that they were very positive. 29% stated that they were neutral. This trend was similar when disaggregated between Lebanese and Syrian respondents.



MINNIEH

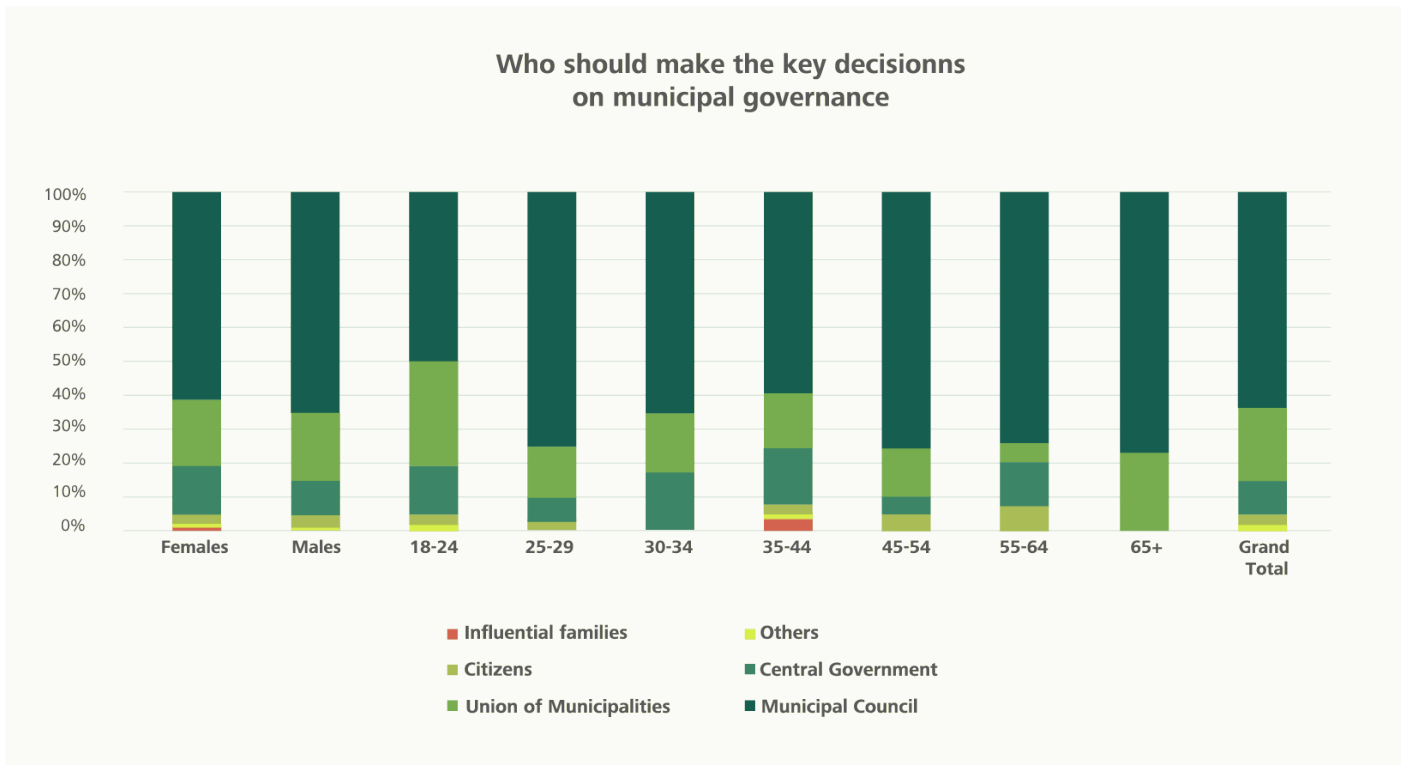


MINNIEH

GOVERNANCE

Key decision-maker on municipality governance issues

63% stated that the Municipal Council should make the key decisions on the municipality’s governance issues like garbage management, education, infrastructure etc. 20% said Union of Municipalities while only 12% said the Central Government. The survey indicated that this was the case in reality as well. However, in qualitative interviews, some respondents highlighted the drawbacks of a centralised approach which tended to add time, resources and unnecessary bureaucracy to governance.

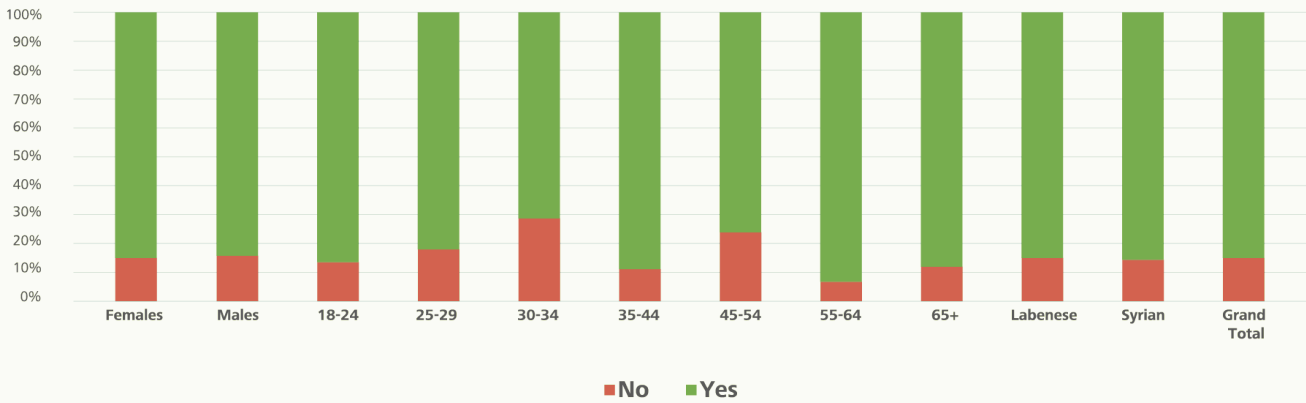


Funding from the Central Government

84% stated that the municipalities should get more money from the central government to fund more projects and because “there is money”. Some respondents in FGDs said that external aid is only given to towns that have refugees and if the project is seen as having clear benefits for refugees.

“In our town, like all towns that have refugees, they don’t do any projects unless it’s beneficial for the refugees, especially when there are external funds. So, wherever there are refugees, the external aid is always for the benefit of the refugees. With the absence of the government, the municipality can’t provide us our rights, because they are not authorized. This is not about preference from the municipality, but it depends on the external funds’ direction.”—**Lebanese Male Youth, Minnieh**

Do you think the municipality should get more funding from the Central Government

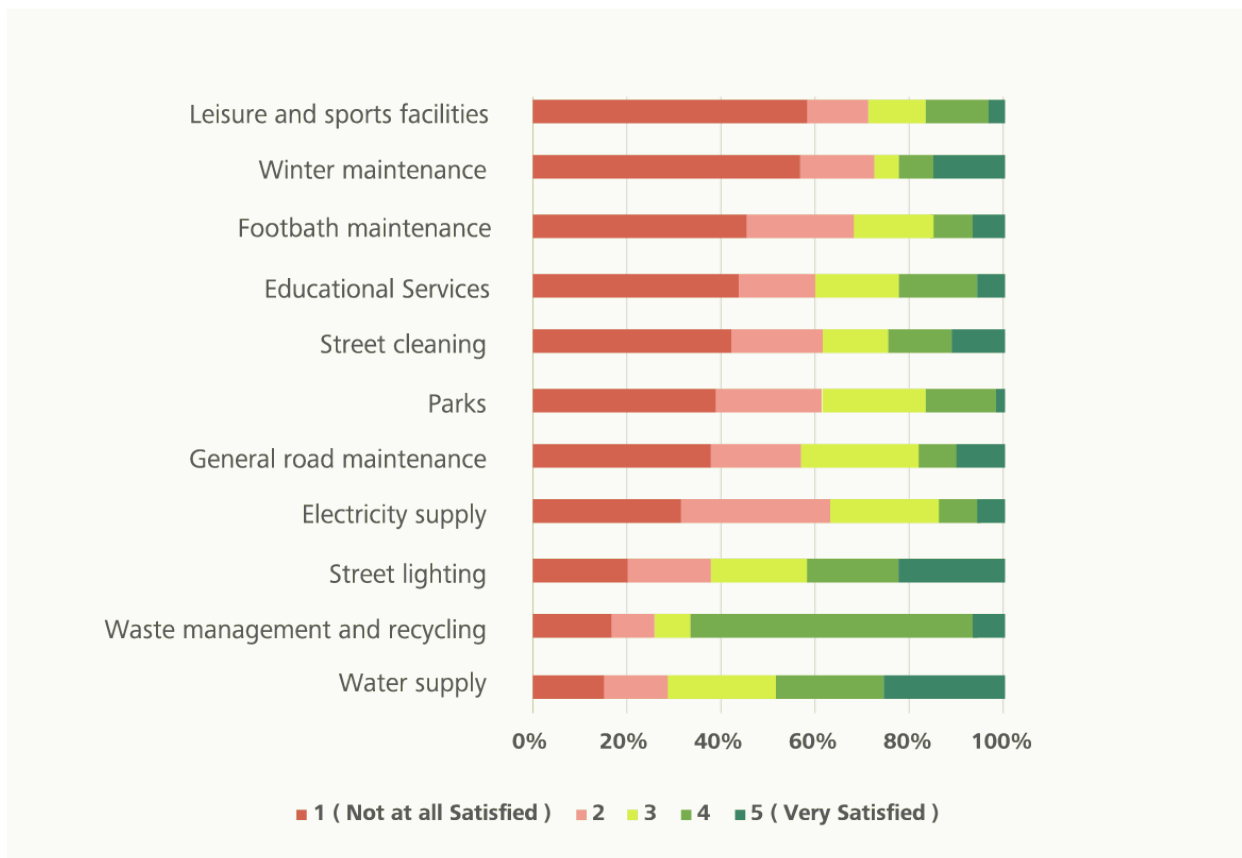


Quality of Governance

60% of the respondents stated that their local services had declined in recent years while only 23% said that they had improved – much higher than in Bouhayra. 16% said that the local services had stayed the same. Respondents in the middle – older age categories felt that services had improved more than respondents in the younger age groups.

Service satisfaction

When asked to rate satisfaction with services on a scale of 1-5 with 1 being the lowest satisfaction level and 5 being the highest satisfaction level, Minnieh respondents noted relatively high levels of satisfaction with SWM-R services. This is interesting because when asked specifically about levels of satisfaction on the municipality’s response to the SWM-R crises, majority stated that they were dissatisfied. This indicates the extent to which Minnieh’s respondents’ levels of satisfaction remain very low across all services provided by the municipality.



COVID-19 PANDEMIC RESPONSE

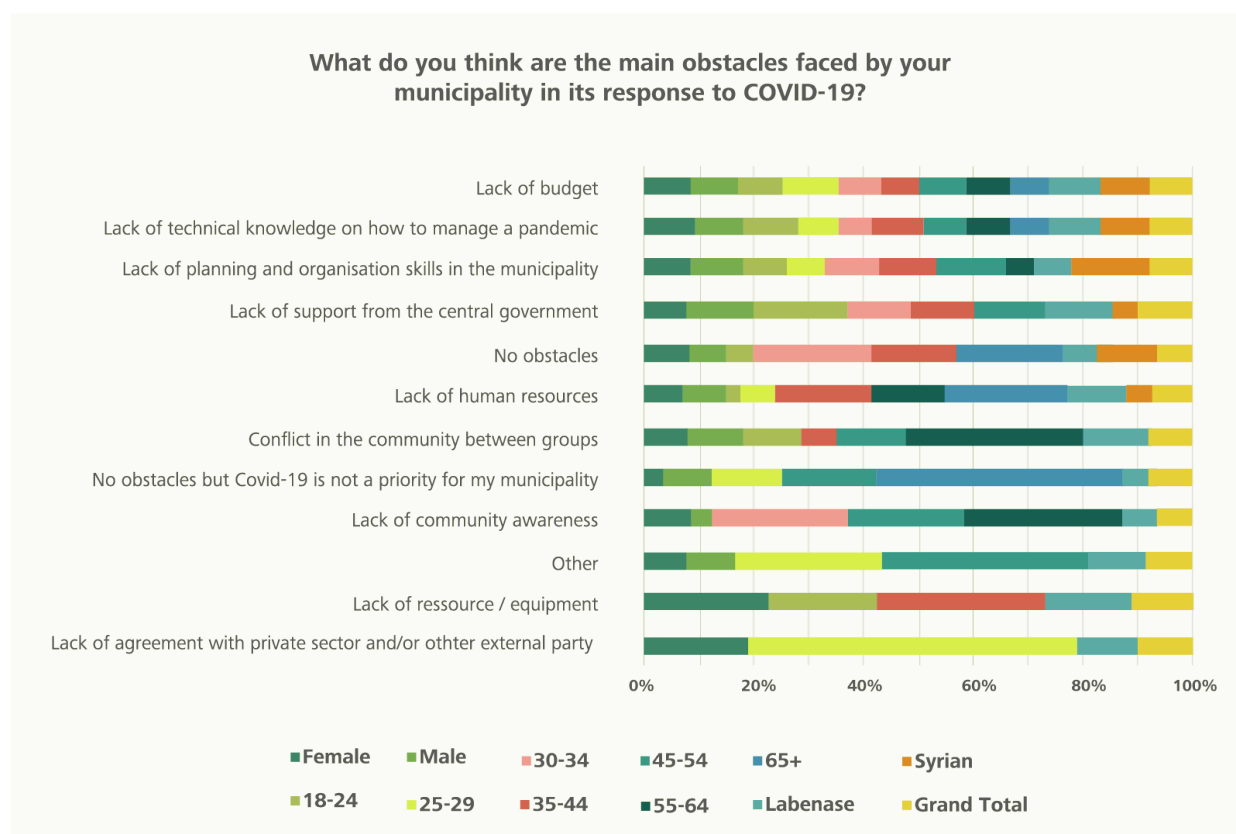
Role of the municipality in COVID-19

Responses in Minnieh on the role of the municipality in managing the COVID-19 crises were more mixed in Bouhayra where although the majority (44%), like Bouhayra, said that the municipality should be the main local body and should enforce restrictions, manage the vaccines, ensure hospital capacity and management of COVID at the municipal level. A quarter each of the respondents also stated that it should both implement the instructions of the federal government and implement local solutions that are tailored to the municipality to manage the virus (28%) and It should be an intermediary and take instructions from the federal government and implement them at the local level (20%). However, when asked what role the municipality plays in reality, 39% stated that it was not playing any of the stated roles while 19% stated that it is both implementing the instructions of the federal government and implementing local solutions that are tailored to the municipality. Qualitative interviews conducted with youth in Minnieh stated that the UoM had created a Corona Crises Units in a number of municipalities which were well received. However, respondents felt that the municipality had not engaged with residents sufficiently. Others felt that the reliance should not be on the municipality alone.

“The municipality is offering help, but is limited in its capacity. The reliance shouldn’t be on the municipality in this matter. Regardless of how much effort the municipality is deploying and the measures it is taking, it will not be able to do important things to stop the virus outbreak. The help should be from another entity. It should be from the community and the government. Everyone should be involved and should be working to achieve progress against Covid-19—authorities, government, politicians and people of the community.”—**Lebanese Male Youth, Minnieh**

Obstacles faced by the Municipality in managing COVID-19

The first most prominent obstacle faced by the municipality in managing COVID-19 as stated by respondents was a lack of budget. 46% of the respondents said that they felt a lack of budget was an important obstacle. A further 22% stated that a lack of technical knowledge on how to manage a pandemic was an obstacle as well and 10% said that it was a lack of planning and organisation skills in the municipality. Syrians tended to think that a lack of planning and organisation skills were a greater obstacle when compared to the number of Lebanese who felt the same way. In qualitative interviews, respondents said the problem was not so much funding as it was politics that prevented constructive steps being taken towards action.



Is the municipality doing everything it can to manage COVID-19

In sharp opposition to respondents in Bouhayra, the majority of the respondents in Minnieh – 65% said that they did not think that the municipality was not doing enough to manage COVID-19 in the community. This is in line with the baseline findings of levels of dissatisfaction with the municipality’s management of SWM-R.

Respondents also noted the declining capacity of the municipality as the crisis continues. But there was recognition that while the municipality did its best to manage the crises in the initial months, it was able to cope less well now.

“Our municipality did its best. The food baskets are short-term. It can be for 1 or 2 months, but it’s not possible to give food baskets to all the families for a year. People who depend on daily income can’t close their shops. The municipality can limit the number of people in the shops.”—**Lebanese Female Youth, Minnieh**

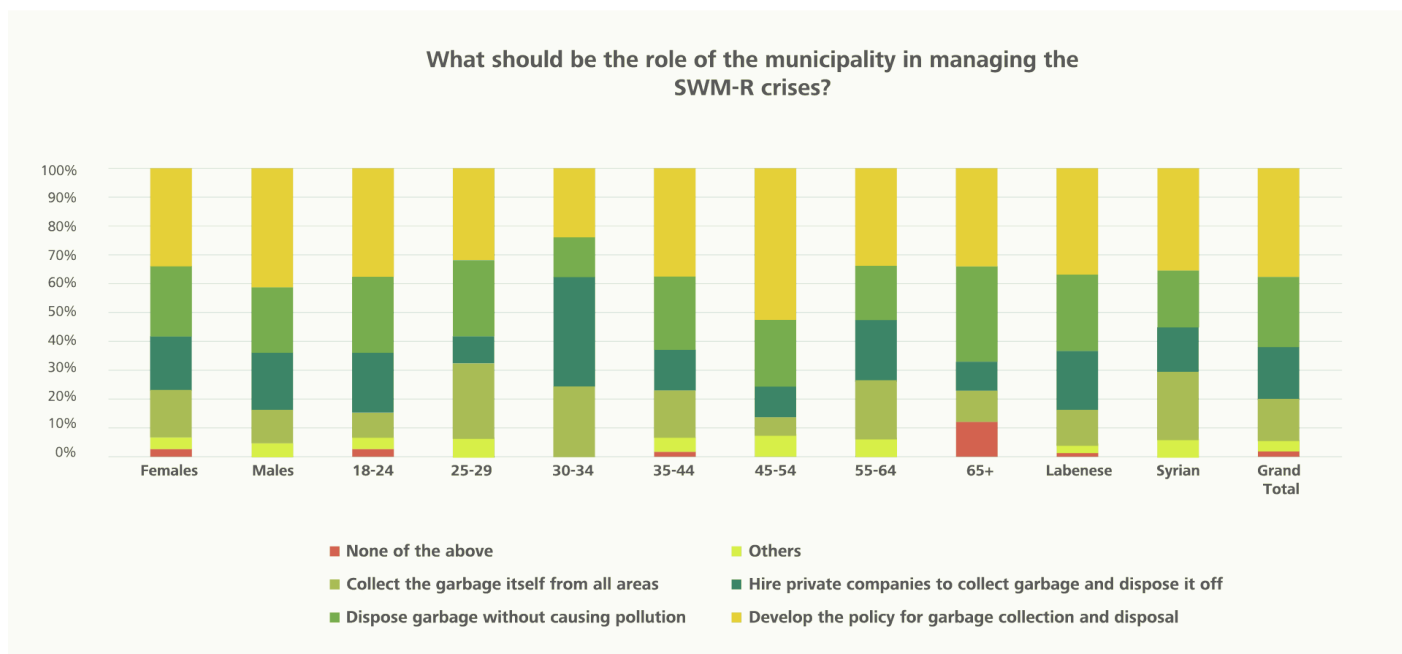
SOLID WASTE MANAGEMENT AND RECYCLING

Who is responsible for the SWM-R and trash crises?

54% of the respondents felt that their municipality was responsible for the trash crises and 22% felt it was the central government. This trend was reflected across gender, age-group and nationality. This is a significant shift from the baseline where 46% respondents stated that they blamed the Central Government and 41% who stated that the Municipality was responsible for the crises.

Municipality role in SWM-R

37% of the respondents said that the role of the municipality in SWM-R is to develop the policy for garbage collection and disposal, 24% stayed that they should dispose of garbage without causing pollution and only 18% said that the municipality should hire private companies to collect garbage and dispose it off. This is different from the baseline when 65% of the respondents in Minnieh had stated that the municipality should dispose of garbage without causing pollution and 31% stated that they should develop policies for garbage collection and disposal.



Satisfaction with municipal response to SWM-R

Satisfaction with municipality response to SWM-R was much lower in Minnieh as compared to Bouhayra. 65% of the respondents stated that they were not satisfied as compared to only 24% who said that they were. The levels of dissatisfaction have increased marginally since the baseline while satisfaction levels have increased from the 10% respondents who stated that they were satisfied with the municipality’s response. Levels of dissatisfaction were greater among women than men.



Respondent Role in SWM-R

When asked what role they think they should play in improving SWM-R in the community, 66% respondents stated that they sort garbage in their house, recycle regularly and dispose of garbage properly (but do not ensure that their neighbourhood did the same) indicating a more individual role rather than a communal one in SWM-R. 19% of the respondents stated that also sort garbage in their house, recycle regularly and dispose of garbage properly but also ensure that their neighbourhood did the same. Only 5% said that it was not their responsibility to improve SWM.

66% respondents further stated that they recycle. This is an increase from the baseline when only 44% of the respondents stated that they recycle. However, qualitative interviews indicated that there was much to be done in educating people about recycling.

“The municipality is doing a great job in garbage removal from the streets, but the essential problem is in the procedure of recycling. As people in the community, we have a lack of education about garbage disposal; we throw the garbage outside our houses because we don’t feel that we belong to our country.”—**Lebanese Female Youth, Minnieh**

“We tried to do recycling in our building, but we stopped sometime later because when we put our garbage outside, the recycling system is not respected, and they put everything together. The garbage is actually staying in the streets for a whole month before being removed. Then we wouldn’t have any motivation to [recycle]. There should be co-participation from the people and the municipality.”—**Lebanese Female Youth, Minnieh**

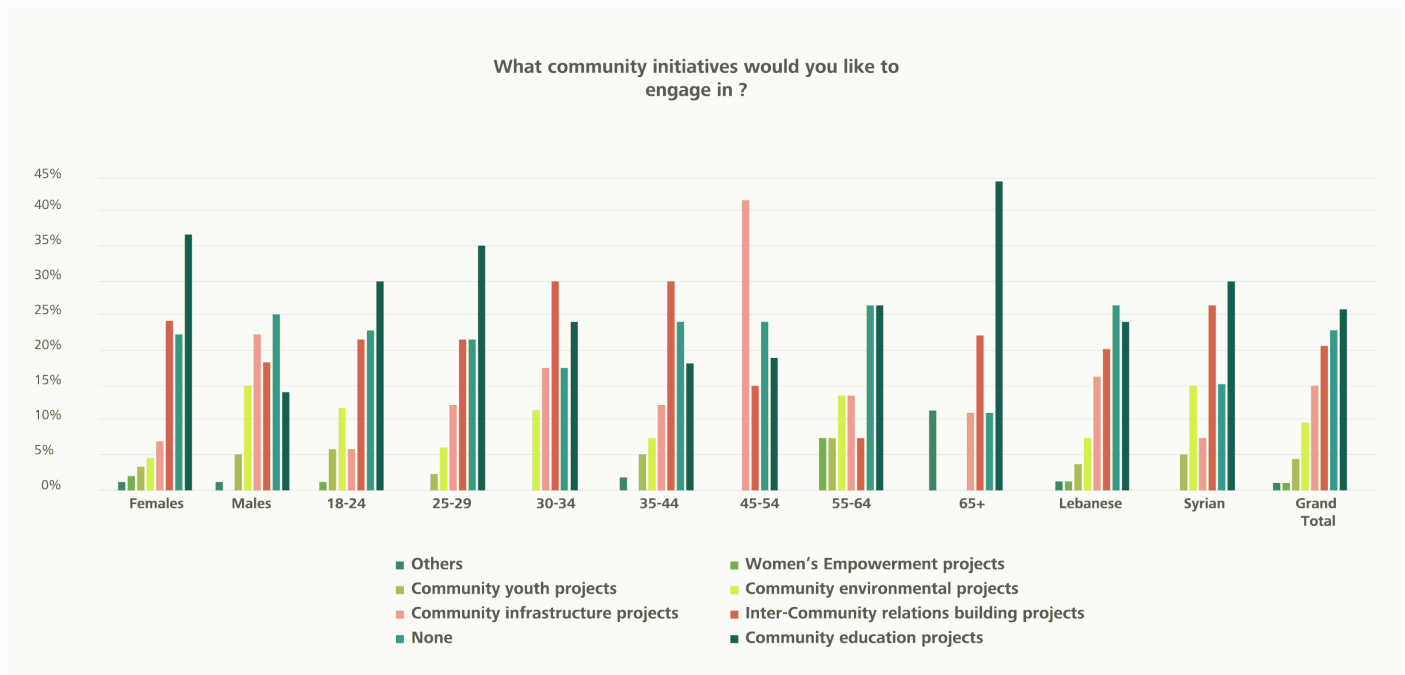
CIVIC ENGAGEMENT

Participation in Community Initiatives

76% stated that they would like to participate in community initiatives – a slightly higher percentage than Bouhayra but a narrow decrease from the baseline. Younger respondents were more eager to participate in community initiatives than older respondents. Unlike Bouhayra, Syrians in Minnieh were more enthusiastic about participating in community initiatives than Lebanese respondents. This is also a change from the baseline where Syrians were less keen to participate in community initiatives.

Unlike Bouhayra where 22% stated that they would like to participate in environmental projects, only 9% stated that they would like to participate in community environmental projects while 25% were interested in education projects. 21% stated that they would like to engage in inter-community relations building projects. Younger people in general were more interested in participating in community projects than older respondents. Syrians were more eager to participate in inter-community relations building projects while Lebanese were keener on education projects.

When asked how they would like to participate, 64% stated through volunteering their time to organise events and only 8% stated by participating in events. Respondents in Minnieh, when compared to Bouhayra were therefore more eager to take a proactive role in the projects rather than just a participatory one.

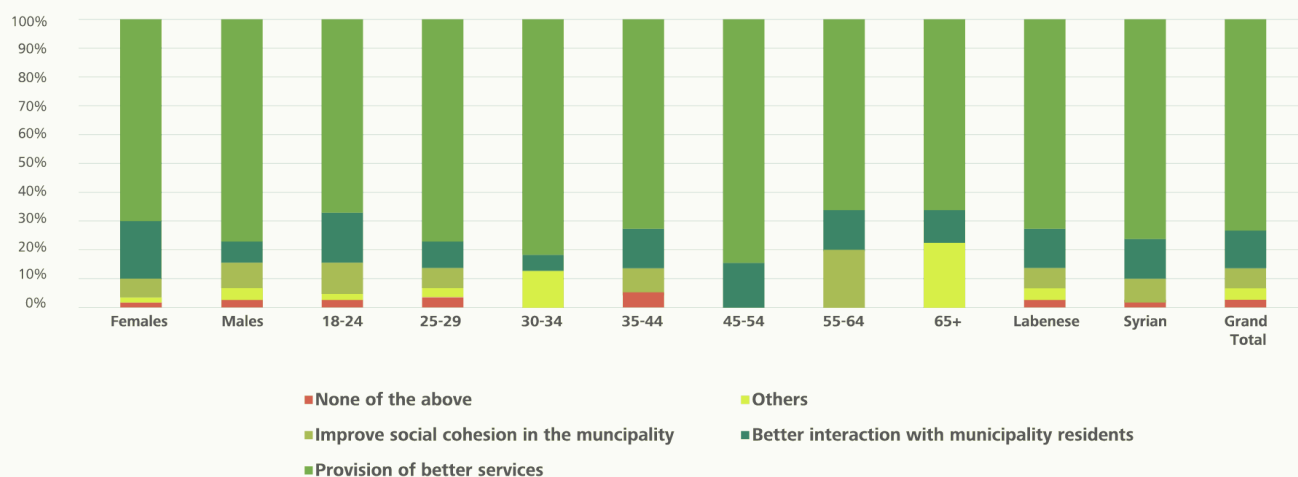


Effectiveness of Municipality

Unlike Bouhayra, almost 75% of the respondents wanted the municipality to improve the provision of services while another 24% stated that they would like it to improve social cohesion in the municipality. 13% wanted it to have better interaction with municipality residents.

When asked how they would like the municipality to engage with them, 62% said they would like the municipality to be available for citizens to come and register their needs while 29% said that they would like it to have more community meetings. In qualitative interviews, most respondents stated that their municipalities were not good at engaging with them as youth.

In what areas would you like your municipality to be more effective in?



SOCIAL COHESION

Role of other nationalities in SWM-R issues

When asked what role people of other nationalities play in SWM-R, 61% stated that they increase the problem. This was felt across all age groups unlike Bouhayra. 70% of the Lebanese felt that people of other nationalities increase the problem while 22% of the Syrians who were interviewed felt the same.

Youth in Minnieh tended to feel that foreigners tended to care less about SWM-R and other more endemic issues in Lebanon, because “they knew that their stay was temporary” as stated by one respondent.

Role of people of other religions/sects in SWM-R issues

55% stated that they have no impact and only 5% said that they increase the problem.

“No, it’s almost impossible, because the foreigners think that it is no use to clean an area they will be leaving sooner or later; it’s not their home. They do not have this sense of belonging and have no motive to keep it clean and to preserve it. The awareness is absent.”—**Lebanese Male, Minnieh**

“I think that foreigners might abide by the rules a little bit more than the Lebanese, just because they’re afraid; they’re vulnerable here. They don’t have power or someone to encourage them here, but not for any other reason.”—**Lebanese Male, Minnieh**

Relationship between Syrians and Lebanese

49% stated that relationships were positive and a further 7% stated that they were very positive. 29% stated that they were neutral. This trend was similar when disaggregated between Lebanese and Syrian respondents.

Some youth felt that refugees posed a threat in the spread of COVID-19, an opinion that was stated frequently in qualitative interviews.

“There are many municipalities that I know of where they forbid refugees from circulating after 6 pm. But in our municipality no one is even considering this. Although most of the thefts happen at night and most of them are Syrians. Not all of them are the same of course, but in reality you find Syrians circulating at night. They are coming back from a gathering or work and not taking any precautions concerning the virus and they are not sanctioned by the municipality for this negligence. We as Lebanese we feel no safety anymore because we get mixed with Syrians, Palestinians, or others, who are not taking precautions.”—**Lebanese Male, Minnieh**

Syrians however felt differently stating that the municipalities’ efforts in controlling the virus had been directed towards Lebanese citizens.

“They distributed detergent, sanitizers and masks but we, as Syrians, didn’t get any of these in our neighborhoods. We didn’t even get sterilization of the roads. You feel like the preference is always for the Lebanese people and they think that we are getting support from somewhere, but we’re actually not getting any help from anyone. In our town, it’s like corona doesn’t exist. They just supervise the dispensary clinics.”—**Syrian Female, Minnieh**

“We had the same problem, organizations distributed things for Lebanese people and did awareness sessions, but the Syrians weren’t included in either the support or in the sessions. There wasn’t any equality in the same town.”—**Syrian Female, Minnieh**

CONCLUSION

While it is not possible to assess whether the positive changes in perceptions of local government are solely due to the activities conducted under the IJMAA programme, this progress is reassuring. During a year of global pandemic, internal unrest and ever-declining economic conditions, the simple fact that perceptions of local government did not decline is an accomplishment. This is likely in part due to increased channels of communication between citizens and government, which was a core element of the communications strategies in both Bouhayra and Minnieh.

Nonetheless much work remains in terms of social cohesion and attitudes toward Syrian refugees in both unions. There are still high tensions and problematic scapegoating that need long-term attention and solutions.

ANNEX 1: METHODOLOGY AND SAMPLING

SUMMARY

In order to evaluate the IJMAA Programme, MAGENTA conducted an endline assessment in the unions of municipalities (UoM) in Bouhayra and Minnieh. As in the baseline, MAGENTA applied an analytical framework that examined knowledge, attitudes, behaviours and perceptions.

This study included the following types of data collection:

- 400 quantitative surveys with residents (200 in Bouhayra, 200 in Minnieh)
- 11 qualitative virtual focus group discussions (FGDs) with residents (5 in Bouhayra, 6 in Minnieh)

	Local Authorities (reality)	Leadership (expectation)	Governance	Social Cohesion (Participation)
Knowledge	What is their (local and national authority) perceived role in COVID-19? What is the level of awareness of the constraints faced by local authorities in COVID-19?		What is community knowledge of the governance around COVID-19?	How do communities perceive COVID-19 as affecting social cohesion, peace and security?

Attitude	To what extent are communities satisfied with the local authority's response to COVID-19?	What are community attitudes towards the current leadership's engagement towards COVID-19?	What is their attitude towards governance of COVID-19?	What is the attitude of communities towards using COVID-19 as an instrument for social cohesion?
Behaviour	To what extent are communities engaged in ensuring accountability by local authorities in COVID-19?	To what extent are communities see their role in the leadership towards COVID-19?	To what extent are communities engaged in civic participation to improve leadership on COVID-19? To what extent are they consulted?	How do communities come together in COVID-19 and participate in SWM R on a household and community and municipal level?
Perceptions	What is their (local and national authority) perceived efficacy in COVID-19?	What leadership role do communities perceive as being needed and effective in COVID-19	What is the perceived form of ideal governance of COVID-19?	What is the perceived form of social cohesion facilitated through/ as a result of COVID-19

DETAILED SAMPLING

The following tables outline the sampling for each type of data collection. Of note, the nationwide data was user-driven, so there was no sampling plan for this phase of data collection.

	Demographic	Number of Surveys
Lebanese	Male (above 29 years old)	40
	Female (above 29 years old)	40
	Youth Female	40
	Youth Male	40
Syrian Refugees	Male	10
	Female	10
	Youth Female	10
	Youth Male	10
Total Interviews		200

Table 1: Sampling for Quantitative Surveys in Each Bouhayra and Minnieh

Sample	Number of FGDs
Lebanese Males	1
Lebanese Females	1
Lebanese Youth	1
Syrian Males	1
Syrian Females	1
Total	5

Table 2: Qualitative Sampling Bouhayra

Sample	Number of FGDs
Lebanese Males	1
Lebanese Females	1
Lebanese Youth	1
Syrian Males	1
Syrian Females	1
Total	5

Table 3: Qualitative Sampling Minnieh

ANNEX 2: CHALLENGES AND LIMITATIONS

CHALLENGES

- Recruitment of participants during the COVID-19 pandemic posed some difficulties in terms of willingness and availability to participate.
- Oversampling, particularly of Syrians in Lebanon, is a significant problem.
- A prolonged total lockdown across the country in early 2021 limited the reach of the communications campaign in terms of exposure to printed content.
- There was difficulty in reaching young people in Bouhayra due to their exodus from rural to urban areas in order to find better education and employment opportunities.
- In Minnieh tensions with local government and residents continue to make Syrians wary of being candid and open about their perspective.

LIMITATIONS

- All data collection was conducted remotely, thus limiting the sample to those with stable internet connection (qual) or telephones (quant).
- The winter population in some municipalities in the Bouhayra UoM fluctuates significantly and thus the planned quota for interviews in Kherbet Kanafar, Baaloul, Tal Znoub was unable to be reached.
- Nationwide data collection required that participants utilise smartphones.

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