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Ensuring Accountability in Reconstruction and Reform Efforts in Lebanon: Phase Three Field Survey Findings Report

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Ensuring Accountability in Reconstruction and Reform Efforts in Lebanon: Phase Three Field Survey Findings Report

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I. INTRODUCTION

A powerful explosion at the Port of Beirut (PoB) on August 4, 2020, left Lebanon, already facing an unrelenting torrent of crises, with a serious humanitarian crisis. The explosion claimed more than 200 lives, more than 6500 injured, and left over 300,000 Lebanese homeless.¹ Based on the Beirut Rapid Damage and Needs Assessment conducted in August 2020, through a joint initiative of the World Bank Group (WBG), in cooperation with the United Nations (UN) and the European Union (EU), it was estimated that damages ranged between \$3.8 and \$4.6 billion USD and losses ranged between \$2.9 and \$3.5 billion USD.

In response to the disaster, international and regional actors have joined efforts to assist Lebanon, sending medical food donations and rescue teams to Beirut to tend to urgently needed relief. On August 9, 2020, an international support conference pledged almost \$298 million in immediate relief aid and the EU set its mapping system to support Lebanon to assess the damage and plan for reconstruction. Recognizing the endemic corruption and mismanagement as core factors leading to the blast, international actors have called for strong transparency and accountability reforms for the Lebanese government and state institutions to regain the trust of its people and supporting countries. In addition, due to the major discontent of the Lebanese people towards their government, many Lebanese are demanding that money and aid in the form of food, medical care and housing be channeled only through trusted local organizations.

Several recent reports and documentaries have questioned the transparency and accountability of international assistance related to the PoB explosion. There are claims that millions of dollars have been misused or wasted to corruption. This work "Ensuring Accountability in Reconstruction and Reform Efforts in Lebanon (EARREL)" aims to fill the existing gap by collecting first-hand data and analyzing it. The project is led by AUB and the Transparency International Lebanon (TI LB) and funded by Transparency International. Previously, the American University of Beirut (AUB)² had conducted a data collection exercise over two rounds³ that included: (1) 650 aid beneficiaries in the PoB area, and (2) Key Informant Interviews (KIIs) with 50 experts in the field. This report presents preliminary findings from phase 3 field surveys, which were carried out during February 2023 with 250 beneficiaries.

The project aims to ensure greater accountability and transparency of humanitarian aid and reconstructions efforts, particularly for those most affected by the Beirut port explosion. It will do so by better equipping local civil society and journalist networks in their roles as watchdogs, by supporting state actors to improve government reforms and manage crisis in transparency, and by equipping citizens to monitor and report corruption, particularly in areas of Beirut most affected by the explosion.

¹ Al-Hajj, S., Dhaini, H. R., Mondello, S., Kaafarani, H., Kobeissy, F., & DePalma, R. G. (2021). Beirut Ammonium Nitrate Blast: Analysis, Review, and Recommendations. *Frontiers in public health*, 9, 657996.

² The AUB project team is composed of: Dr. Leila Dagher, Dr. Ghina Tabsh, Ola Sidani, and Oussama Abi Younes.

³ Findings from phase 1 and phase 2 are presented in separate reports.

In the next phase of the project, the team will triangulate and contextualize the data collected via different methods to conduct an in-depth analysis of the data. The final report will subsequently present further examination of the aid process in the aftermath of the PoB explosion, and the tools best suited to strengthen and sustain the fight against fraud, waste, and abuse of international aid.

II. METHODOLOGY

This section describes the methodology that was developed and followed during the field survey phase of the project, including: the questionnaire and IRB approval; the sampling strategy; the data collection process including the challenges and limitations; and the data cleaning process.

Developing the Questionnaire

The package submitted to the Institutional Review Board at AUB on November 20, 2021 included the IRB application, the consent script, and the survey questionnaire (see Appendix A). The questionnaire was developed by the AUB team to facilitate the gathering of the desired information from a representative sample of aid recipients in the PoB area. An extensive literature review conducted by the team informed the design of the data collection tools in terms of themes and specific questions. After several rounds of revisions, the IRB approval was granted on February 25, 2022. For the second and third rounds, the survey was revisited by both TI LB and AUB teams in light of the findings of the first survey report. Minor additions were done and the survey was finalized accordingly.

Determining the Target Sample

The total sample size of 900 surveys was predetermined by TI LB research team and communicated to AUB research team. This third round with 250 surveys, took place between 23 and 28 February 2023. The names (and all identifying information) of all the respondents shall remain anonymous and undisclosed in the report as per AUB IRB rules. In the selection process, the team prioritized diversity and representativeness, to gain a more holistic picture about the aid process. Regarding this report which focuses on round three results, the following inclusion criteria were applied.

Gender: balanced inclusion of both male (59%) and female (41%) beneficiaries, making sure to meet the donor's minimum target of 30% women.

Household versus Business: inclusion of both households (48%) and businesses (52%).

Nationality: Lebanese and non-Lebanese beneficiaries.

Neighborhoods: All neighborhoods in the six zones (as categorized by the Army) that were affected by the blast.

Data Collection Process

The firm Bridge Outsource Transform (BOT) was recruited again to conduct the surveys for the third round since they were already trained, coached and delivered good quality work in the previous two phases. To be well-prepared for the data collection process, the AUB team of researchers in collaboration with the TI LB team had originally conducted three coaching sessions to enhance the capacities of the BOT team of enumerators in order to perform the task with utmost precision.

As part of the project implementation preparations, the first training session for the BOT team of enumerators was held, on Monday 1 March 2022, by the AUB research team, where they met online with the BOT management to explain the full and detailed scope of the project. As such, both teams discussed the logistics, the means of communication and reporting as well as the needed number of enumerators and field support needed. It was agreed to deploy five enumerators to cover the Beirut Blast Area (namely adjacent to the Port) while taking into consideration the zoning map prepared by the army for the Blast. A field advisor and quality manager from BOT team also supported the team of enumerators. Dr. Leila Dagher had secured permission from the Army Intelligence for the data collectors to ensure their safety during fieldwork. The follow-up on the data collection process was monitored by the field supervisor, the quality control manager at BOT team, as well as Dr. Ghina Tabsh from AUB team via monitoring the online link where the data are updated on a daily basis.

The second coaching session for the team of enumerators was conducted online on Thursday March 3, 2022, at 12:00 pm. The session lasted for an hour, during which the survey was explained thoroughly to the enumerators and several discussions followed to clarify each question to the enumerators to enable them to probe on and to clarify the questions in the field where needed. The session also included the "Do's and Don'ts" and expectations during the fieldwork.

The third coaching session was held by the TI LB team on Thursday 7 March 2022 at the TI LB office in Sodeco Square, where the enumerators were introduced to the aim of EARREL project, how their work would contribute to it, and the seriousness and the responsibility that is expected from them. The no harm and integrity measures were highlighted in this session to ensure that the data collection process is in line with the research ethical standards.

The survey was translated by a professional translator on Thursday 10 March 2022 and was consequently digitized. During the third week of March, the data collection process using digital devices was launched for pilot testing. During the pilot phase, close follow up and communication with the enumerators was taking place to make sure that the process flowed smoothly. In addition, the quality of the data was double-checked before giving the team the green light to proceed with the targeted 250 questionnaires.

For round three, a refresher training session was conducted by Dr. Ghina Tabsh on February 21, 2023 for the BOT team of enumerators. The full data were collected and finalized by February 28, 2023.

The survey revolved around the Beirut blast recovery and reconstruction aids received by beneficiaries who resided in the most damaged areas in Beirut. The tool included 45 questions and lasted on an average for 20 minutes per beneficiary on the Survey CTO tool. Some surveys took up to 45 minutes to explain, elaborate and get the consent from the beneficiary. Recruitment faced some challenges as the target participants were drained by the number of interviews/surveys they have been invited to participate in post-explosion. All 250 interviews (see Table 1) were conducted anonymously, in person with a consented audio recording, by a team of 8 enumerators under the supervision of B.O.T Project Manager and Team Supervisor.

Table 1 below summarizes the fieldwork process. The enumerators approached 655 random individuals to secure the targeted sample. Among the 655, 173 did not agree to participate in the study (No Consent), 228 indicated they did not benefit from any aid disbursement, and 254 people decided to participate in this study. As such, the collected sample includes 254 respondents distributed between 52% businesses and 48% households.

Table 1. Breakdown of Respondents

Surveys Type	Number
No Consent (omitted)	173
Did Not Benefit from Aid	228
Benefitted From Aid with Consent <i>Businesses (132, 52%)</i> <i>Household (122, 48%)</i>	254
Total Surveys in the Filed	655

Data Cleaning

BOT and AUB research team validated and cleaned the data all throughout the collection process and continued after closing the data collection process once the targeted number of surveys was secured. Random samples of surveys were double-checked via listening to the recordings, especially those held during the pilot phase and first day of the data collection process, to ensure the quality of the collected data. After completing the data collection phase, BOT and AUB research teams went over the excel sheets to unify the data, make sure it's consistent and to check for any anomalies and outliers. The cleanliness of the dataset, a good indication that the survey was well designed, allowed for the inclusion of all surveys.

A total of 254 surveys were collected and validated. The final data set is saved in excel format with all the relevant recordings on a shared drive accessible to the AUB research team as conditioned by IRB office at AUB.

Next, for the data analysis, the data were coded and uploaded to SPSS software to generate the statistics. The AUB research team first reviewed the statistics and findings after which they agreed on further segregations and cross tabulations to generate the findings report.

III. SURVEY FINDINGS

A. Eligibility and Demographics

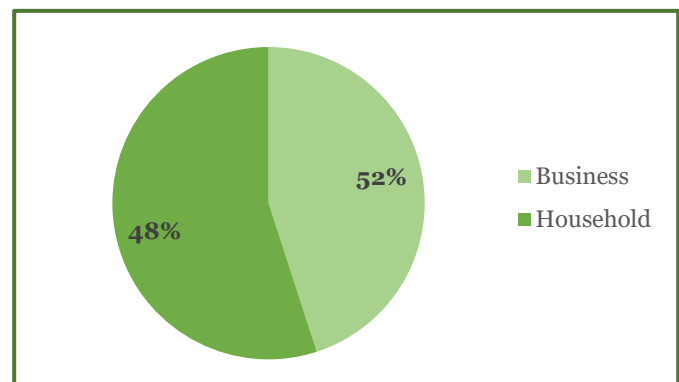
This section presents the eligibility criteria followed, along with the sample demographics to enable the researchers to understand the specific characteristics of the respondents better. This will ensure the inclusion of the different beneficiaries, namely, households or businesses, males or females, different age groups, different needs, different nationalities, and different areas. The aid was received by the beneficiaries in several areas, and the most recurrent areas in descending order were Achrafieh, Ain El Mreisseh, Bourj Hammoud, Karantina, Karm El Zaytoun, Geitawi, Mar Mikhael, Rmeil, Gemmayze, Badawi, Al Marfaa, Saifi, Sassine / Mar Mitr, Sioufi, Sodeco, St. Georges, Roum and others.⁴

The last part of this section investigates the type of aid received and further details that are essential for this study, including but not limited to, renovation particularities.

Type of Respondent

The sample included both household and business beneficiaries who benefited from aid disbursement. More specifically, the sample included 52% households and 48% businesses. For the businesses, the respondents are 86% owners, and 14% are employees. Surprisingly, 60% of the household respondents are unemployed.

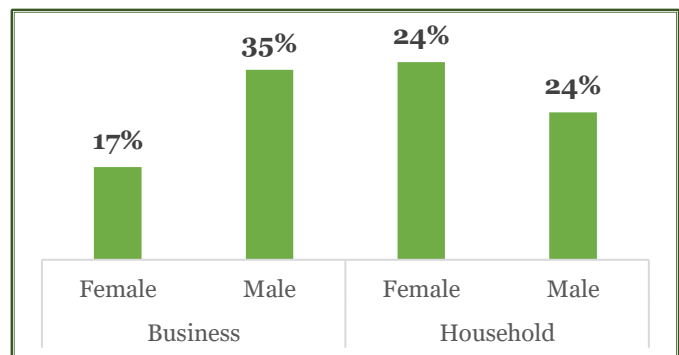
Figure 1. Type of Respondent



Gender

One of our goals was to be as gender inclusive as possible; thus, the data collection team tried their best to balance the sample accordingly. Overall, 41% of the respondents who were interviewed are females, while 59% are males. More specifically, for households, 24% of the respondents were females, and 24% were males. As for businesses, the ratio of males exceeded that of females, 35% to 17% respectively. In general, for businesses, we targeted the owner or the employee to answer the survey, and these were primarily men.

Figure 2. Gender

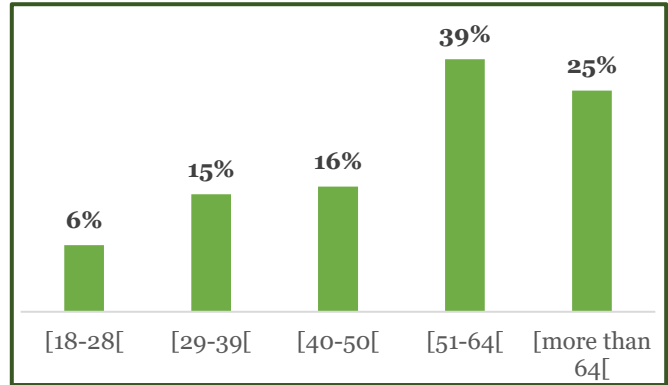


⁴ For the detailed aid distribution per area and per street, refer to Appendix B.

Age

The data collection team worked on collecting data from a diversified sample of different age groups. Around 25% of the beneficiaries who benefited from aid disbursement and were interviewed are above 64 years old; 39% are between 51 and 64 years old. Only 6% are between 18 and 28 years old, while the remaining 31% of the beneficiaries are between 29 and 50 years old.

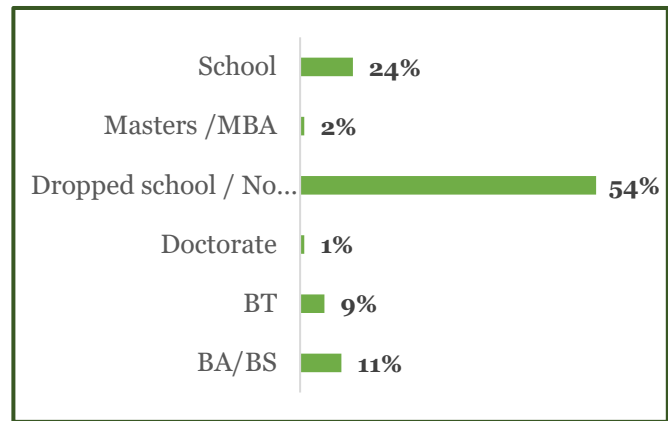
Figure 3. Age



Level of Education

The respondents come from different educational backgrounds. Almost 24% of the beneficiaries who benefited from aid disbursement have school level education, followed by 11% who have Bachelor of Arts or Science (BA/BS) degree. Only 1% have a Doctorate educational level. The remaining beneficiaries either have Technical Baccalaureate Diploma (BT) or Masters/MBA educational level, in addition to 54% who dropped from school or have no education whatsoever.

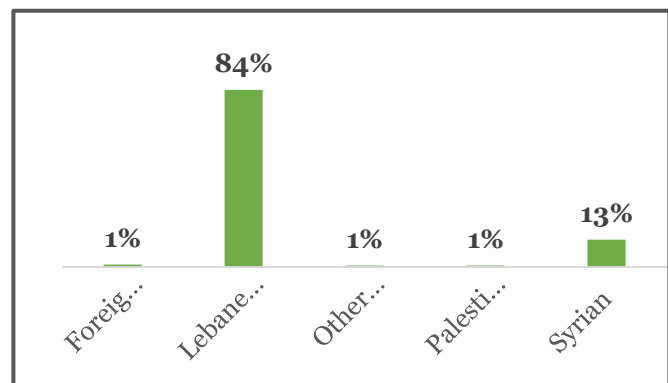
Figure 4. Level of Education



Nationality

Overall, 84% of the respondents are Lebanese, in addition to 13% who are Syrian. The remaining beneficiaries are 1% Palestinian, 1% foreigners and 1% from other Arab nationalities.

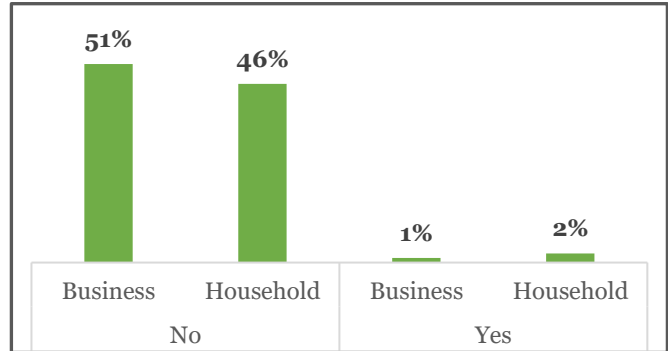
Figure 5. Nationality



Aid Prior to the Explosion

Among the respondents 97% did not receive any aid prior to the PoB explosion. Only 3% of the beneficiaries who benefited from aid post-PoB explosion were benefitting from aid support before the explosion. The aid prior to the explosion was received from UNICEF and NGOs consisting mainly of food items.

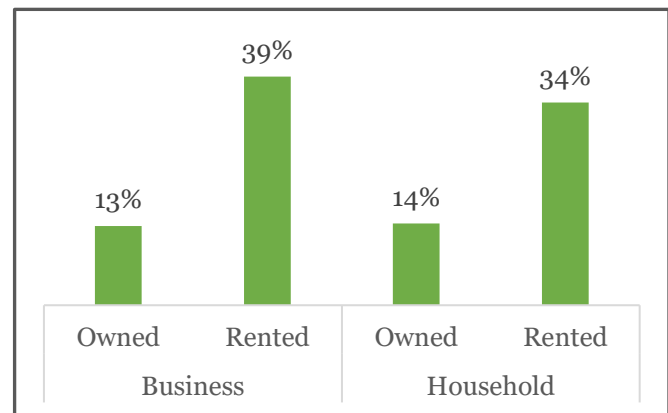
Figure 6. Aid Prior to Port of Beirut Explosion



Owned or Rented

The sample included beneficiaries who benefited from aid disbursement and who are either owners of a household or a business; 27% landlords and 73% tenants. More specifically 13% of the businesses and 14% of the households owned, while 39% of the businesses and 34% of the households rented.

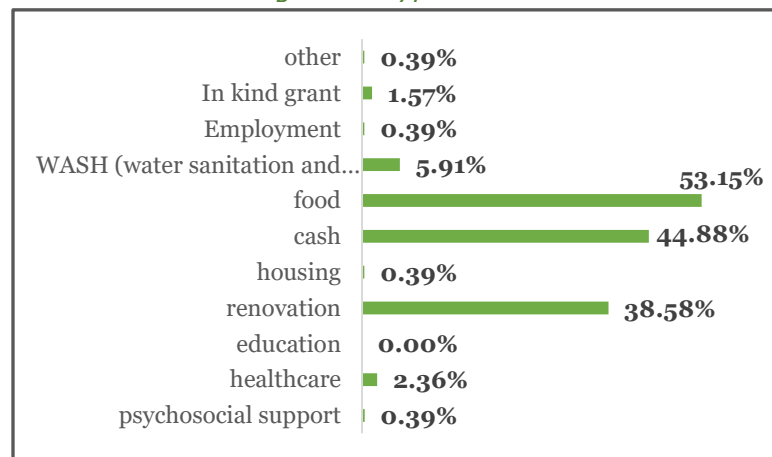
Figure 7. Owned or Rented



Type of Aid Received

Four types of aid support prevailed for both households and businesses; cash, food, renovation, and to a much lesser extent WASH. Delving into more details among the households and businesses, the findings in this project indicate that the renovation type of aid supported 27% business rentals and 12% households in addition to 6.3% business owners and 3% households.

Figure 8. Type of aid



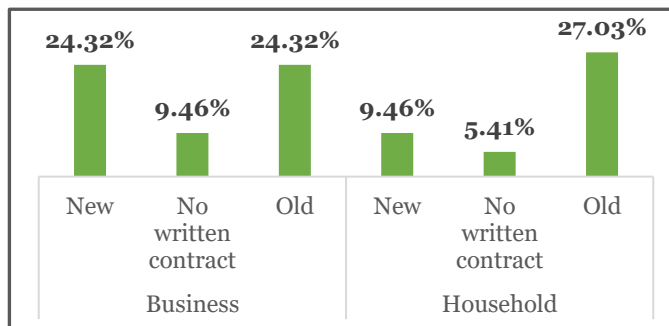
Moreover, a good number of beneficiaries (53%) who benefited from aid disbursement received food aid. Also, around 45% of beneficiaries who benefited from aid disbursement received cash aid and 39% of beneficiaries who benefited from aid disbursement received renovation aid. Around 6% of

beneficiaries who benefited from aid disbursement received WASH aid, while 2% of beneficiaries who benefited from aid disbursement received in-kind grants. About 2% of beneficiaries also who benefited from aid disbursement received healthcare aid. A common percentage of 0.39% either received employment aid, housing aid, psychosocial support or other type of aid. None of the respondents in this sample received education aid.

Renovation Aid and Contract Type

Most of the beneficiaries who benefited from renovation aid corresponding to 51% have an old contract (of which 24% are businesses and 27% are households). Almost 15% have no written contract (of which 9% are businesses and 5% are households). Only 34% have a new contract (of which 24% are businesses and 9% are households).

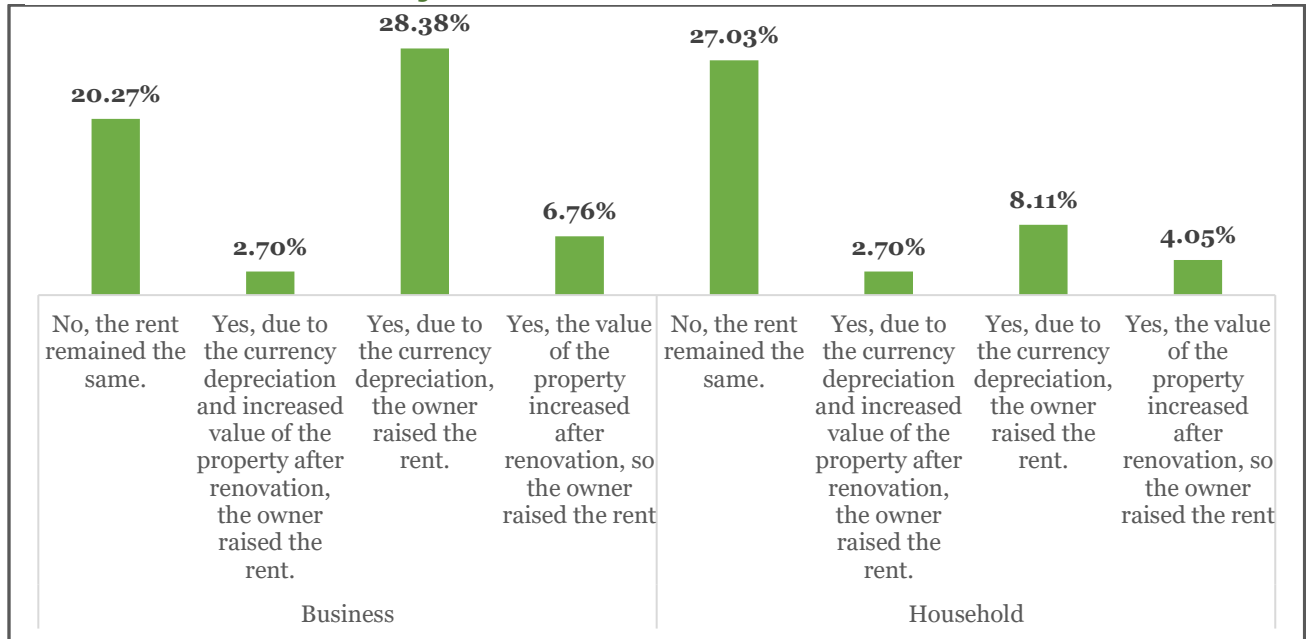
Figure 9. Contract Type



Rent Increase Post Renovation

Findings in this project showed that among those who received renovation support, 47% did not face any rent increase after the renovation; the percentages are split between 20% businesses and 27% households. On the other hand, 42% experienced some rent increase and the main reason stated is currency depreciation. Few businesses and households (11%) indicated that the increase in rent was due solely to the increase in value of the property after renovation.

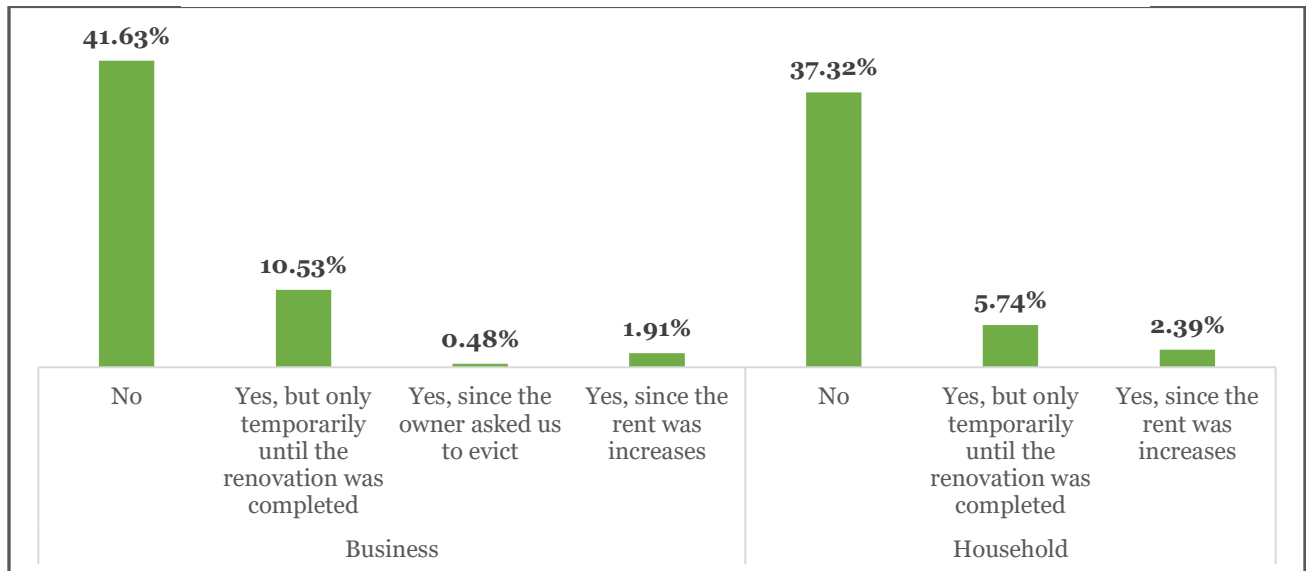
Figure 10. Rent Increase Post Renovation



Need to Move Due to Rent Increase

The majority of the respondents corresponding to 79% didn't need to move due to rent increase, this percentage consists of 42% businesses and 37% households. Only 21% needed to move and the main reason is that the move is temporary until the renovation was completed.

Figure 11. Need to Move Due to Rent Increase

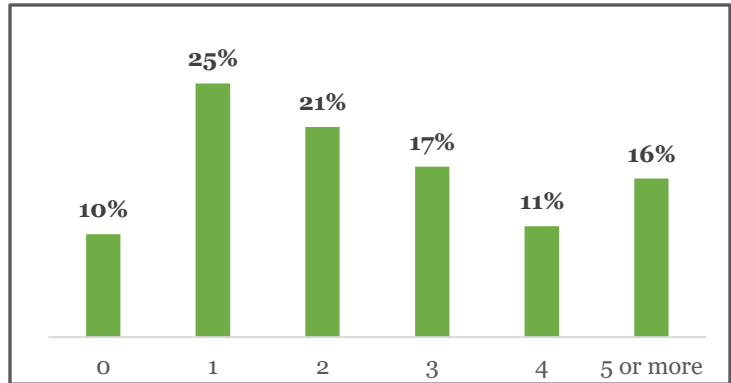


B. Relevance and Effectiveness

The Relevance of the Received Aid to the Beneficiaries' Needs

Half of the beneficiaries who benefited from aid were asked about their needs. About 35% of the respondents had received either 0 or 1 visit from aid providers preceding the actual disbursement. The remaining majority corresponding to 65% received 2 or more visits, of which 16% received 5 or more visits.

Figure 12. Number of Aid Provider Visits



Almost 34% of the respondents rated the relevance of the aid to their need as acceptable. Only 9% of them believe that the aid is relevant, of which 2% believe that it is perfect. However, about 57% of the beneficiaries believe that the aid is not relevant to their needs, of which 32% believe that it is not relevant at all.

Table 2. Relevance of the Received Aid

Relevance of the Received Aid		
	Frequency/Count	Percent
Not relevant at all	82	32.28%
Somehow relevant	62	24.41%
Acceptable	86	33.86%
Very relevant	19	7.48%
Perfect	5	1.97%
Total	254	100%

Respondents' Perception of Aid Sufficiency

The majority of the respondents, corresponding to 69%, believe that the aid was not sufficient, of which 56% believe that it was not sufficient at all. Only 4% believe that the aid was either very sufficient or perfect. The remaining 28% beneficiaries feel that the aid was acceptable.

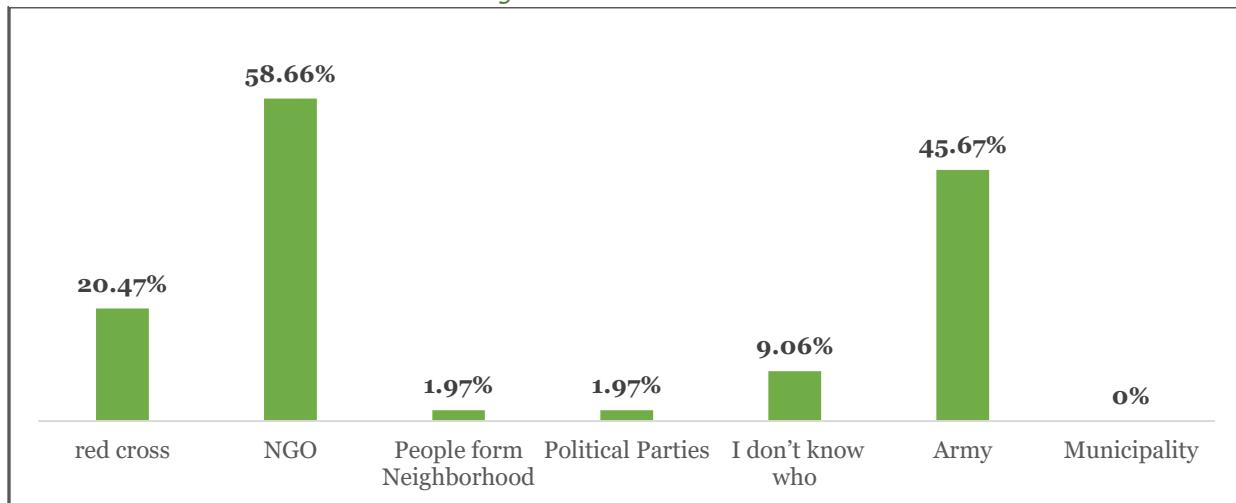
Table 3. Respondents' Perception of Aid Sufficiency

Level at Which the Aid Was Sufficient		
	Frequency/Count	Percent
Not sufficient at all	141	55.51%
Somehow sufficient	33	12.99%
Acceptable	71	27.95%
Very sufficient	8	3.15%
Perfect	1	0.39%
Total	254	100%

C. Efficiency

Figure 13 shows that 59% of the beneficiaries received aid from NGOs, followed by 46% receiving aid from the Lebanese Army. Moreover, 20% received aid from the Red Cross, while less than 4% claimed they received aid from political parties or the community (neighbors, friends, etc.). The remaining 9% of beneficiaries were not sure who their aid provider was.

Figure 13. Sources of Aid



The Impact Level of Aid

The majority of the interviewed beneficiaries, corresponding to 68%, believe that the aid didn't result in positive change, out of which 27% believe that the aid resulted in somehow positive difference for them, and 42% no difference at all. Moreover, 24% of the beneficiaries believe that the aid resulted in an acceptable positive difference for them. Only 8% believe it resulted in considerable change or solved the problem considerably or completely.

Table 4. Impact Level of Aid

The Level at Which the Aid or Support Result in Positive Changes for the Beneficiaries		
	Frequency/Count	Percent
No change at all	106	41.73%
Somehow	68	26.77%
Acceptable	60	23.62%
Considerable change	17	6.69%
Solved the problem completely	3	1.18%
Total	254	100%

D. Accountability

People Who Requested Aid but Did Not Receive Any

The respondents were asked if they knew individuals who needed help but never received assistance despite asking for it. Around 30% of the beneficiaries who benefited from aid indicated that they know someone who needed support but was not helped, in spite of asking for help.

Figure 14. Requested Aid but Did Not Receive Any

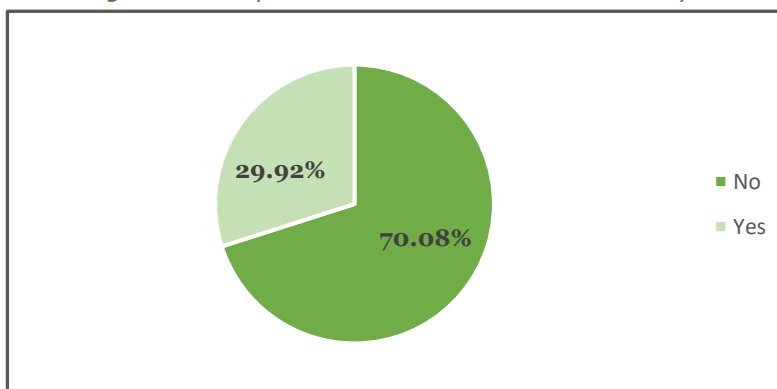
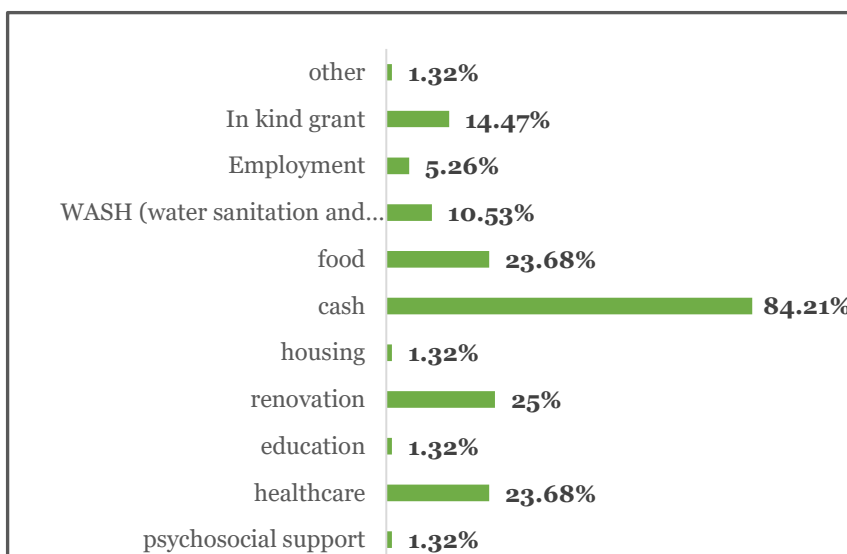


Figure 15. Type of Aid Needed

The highest percentages accounted for the need of cash (84%), renovation (25%), food (24%), and healthcare (24%). Other aid types had lower demand; 15% in-kind grant, 11% WASH help, 6% employment, 1% housing, 1% education, 1% psychological support and 1% other help. Other types of aid were mentioned as well such as electric and work-related tools.



The Privacy of the Beneficiaries Was Respected by the Aid Providers

The majority of the beneficiaries (92%) who benefited from aid either strongly agree or agree that their privacy was respected when receiving the aid and during communication with the donor. Only 4% disagree, while 4% are neutral.

Table 5 Privacy of the Beneficiaries Was Respected by the Aid Provider

Privacy of the Beneficiaries Was Respected When Receiving Aid		
	Frequency/Count	Percent
Strongly Disagree	3	1.18%
Disagree	7	2.76%
Neutral (Neither Agree nor Disagree)	9	3.54%
Agree	179	70.47%
Strongly Agree	56	22.05%
Total	254	100%

Communication and Follow-up by Aid Providers

Most of the of beneficiaries corresponding to 85% mentioned that communication with the donor stopped after receiving aid. However, only 9% said they frequently communicate with the donor.

Figure 16. Communication with the Aid Providers

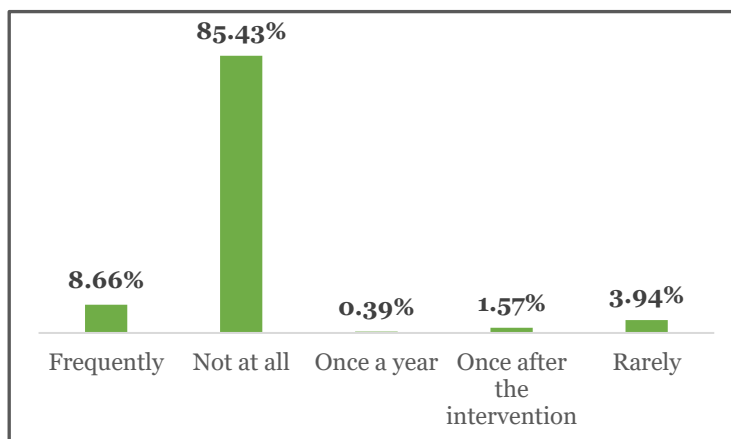
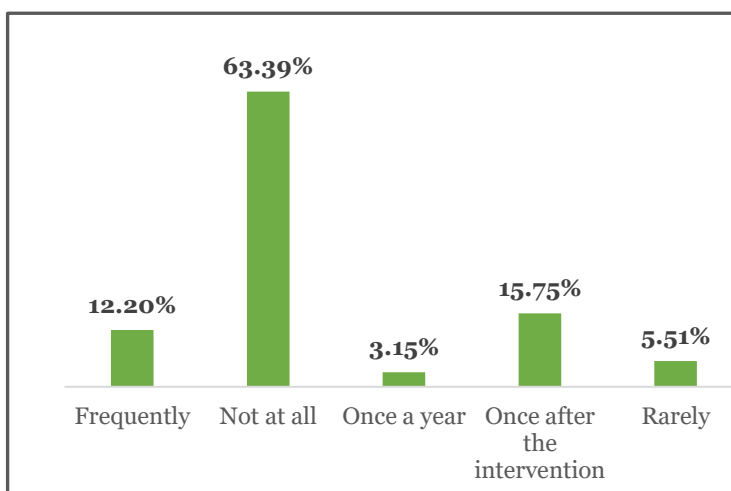


Figure 17 Follow-up by Aid Providers

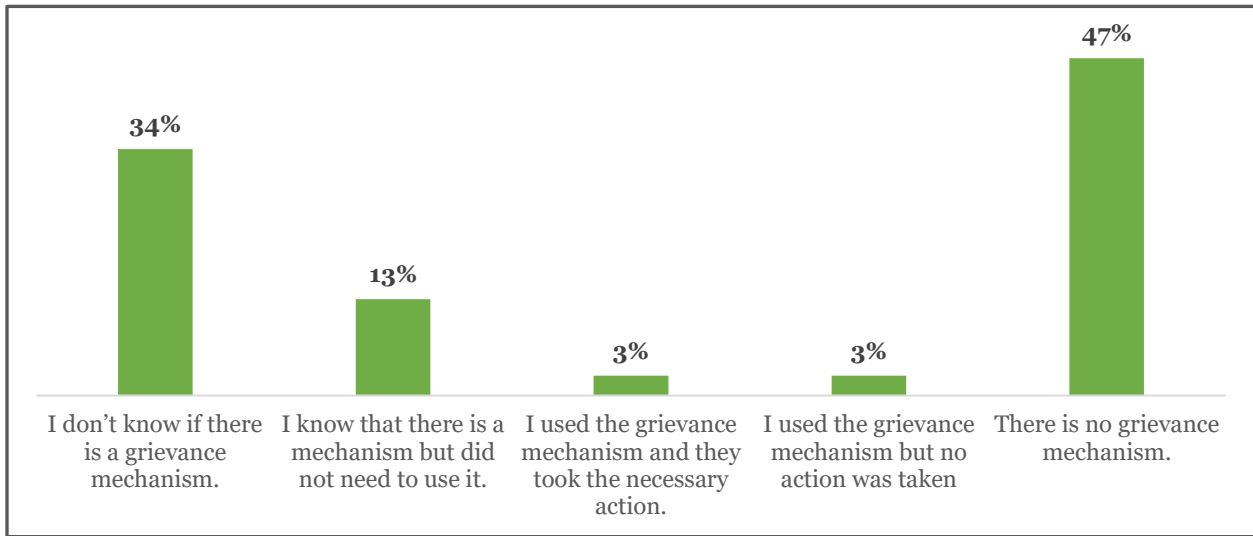
The majority of the beneficiaries (63%) mentioned that there wasn't any follow up or evaluation from the donor's side at all. However, only 12% mentioned that there was follow up or evaluation from the donor's side frequently.



Availability of Grievance Mechanism by Aid Providers

47% of the beneficiaries noted that there is no grievance mechanism in addition to 34% who don't know if there is a grievance mechanism or not. However, only 3% used the grievance mechanism and they took the necessary action. The rest either know that there is a mechanism but did not need to use it (13%) or used the grievance mechanism, but no action was taken (3%).

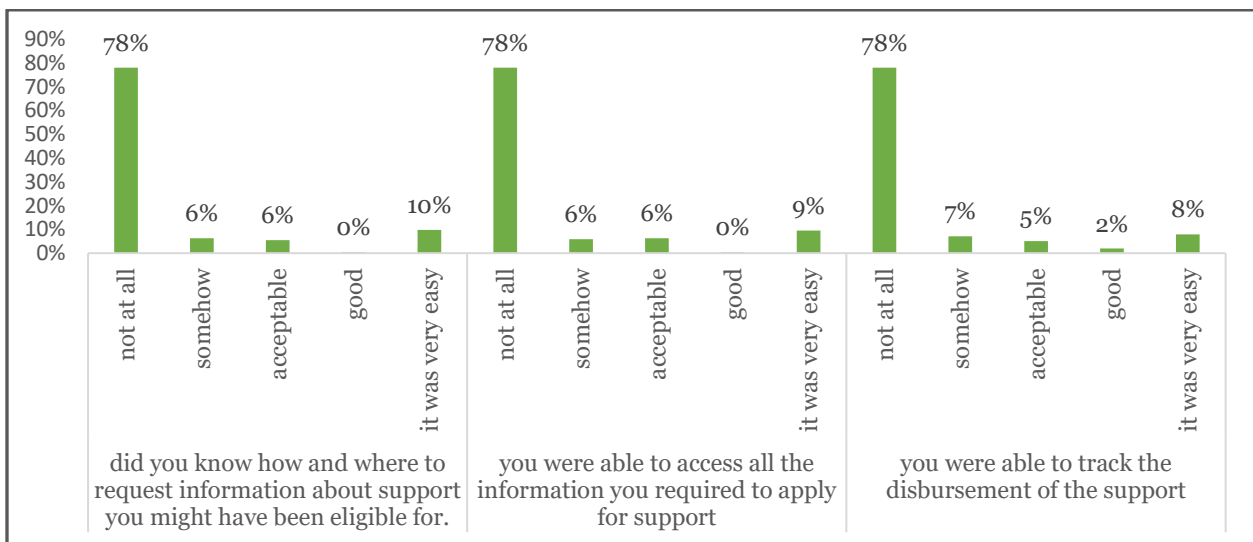
Figure 18. Grievance Mechanism



E. Transparency

The vast majority of the interviewed beneficiaries corresponding to 78% did not know how and where to request information about support they might be eligible for, compared to only 10% who believe that it was very easy. About 78% of the beneficiaries who benefited from aid were not able to access all the information they required to apply for support at all, in contrast to 9% who believe that it was very easy. About 78% of the beneficiaries who benefited from aid were not able to track the disbursement of the support at all, while 8% believed it was very easy. Another 5% believe that it was acceptable.

Figure 19. Aid Process and Tracking



Aid Providers' Response to the Beneficiaries' Request for Information

The sampled beneficiaries were asked whether aid providers responded to the beneficiaries' request for information and the results indicated that 79% of the beneficiaries believe that aid providers did not respond to their request for information at all. In addition to 6% who believe that they somehow did. However, only 7% believe that they did in a timely and comprehensive manner. Finally, 6% believe that the response was acceptable.

Table 6. Aid Providers' Response to the Beneficiaries' Request for Information

Aid providers response to your request for information		
	Frequency	Valid Percent
Not At All	201	79.13%
Somehow	15	5.91%
Acceptable	14	5.51%
Good	5	1.97%
In A Timely and Comprehensive Manner	19	7.48%
Total	254	100%

The Process of Applying for Aid

About half of the interviewed beneficiaries believe that the application process was complicated, of which 37% of them believe that it is very complicated and unclear. However, 38% of the beneficiaries believe it was simple and clear, of which 37% believe that it was very clear.

Table 7 The Process of Applying for Aid

The Process of Applying for Aid		
	Frequency	Valid Percent
1	93	37%
2	27	11%
3	37	15%
4	3	1%
5	94	37%
Total	254	100%
The Process of Applying for Aid		

*Where the range goes from "1" being very complicated to "5" being very simple and clear.

Fairness of Aid Disbursement

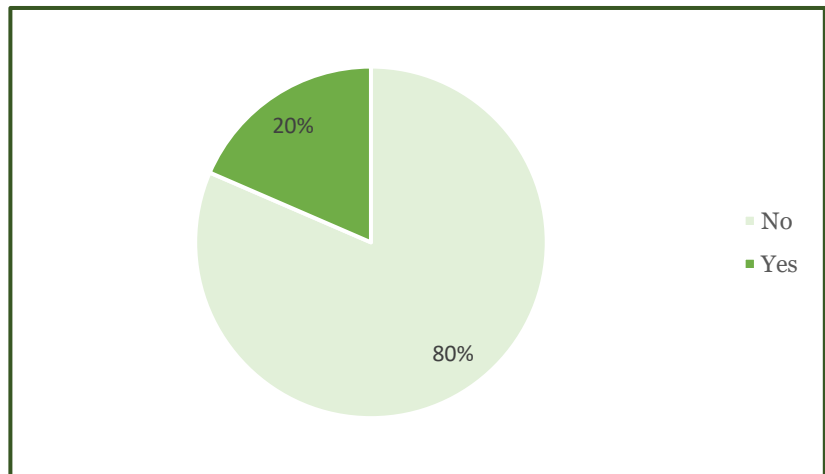
Only 20% of the respondents believe that the distribution of aid was completely fair, another 7% believed it was somehow fair. In contrast, 18% believe that it was completely biased and 8% believe that it was somehow biased. Few beneficiaries (41%) were undecided or had no answer.

Table 8 Fairness of Aid Disbursement

Fairness of Aid Disbursement		
	Frequency/Count	Percent
Completely Biased	45	18%
Somehow Biased	20	8%
Undecided	105	41%
Somehow Fair	18	7%
Completely Fair	51	20%
I Don't Know	15	6%
Total	254	100

Figure 20 Selection Criteria

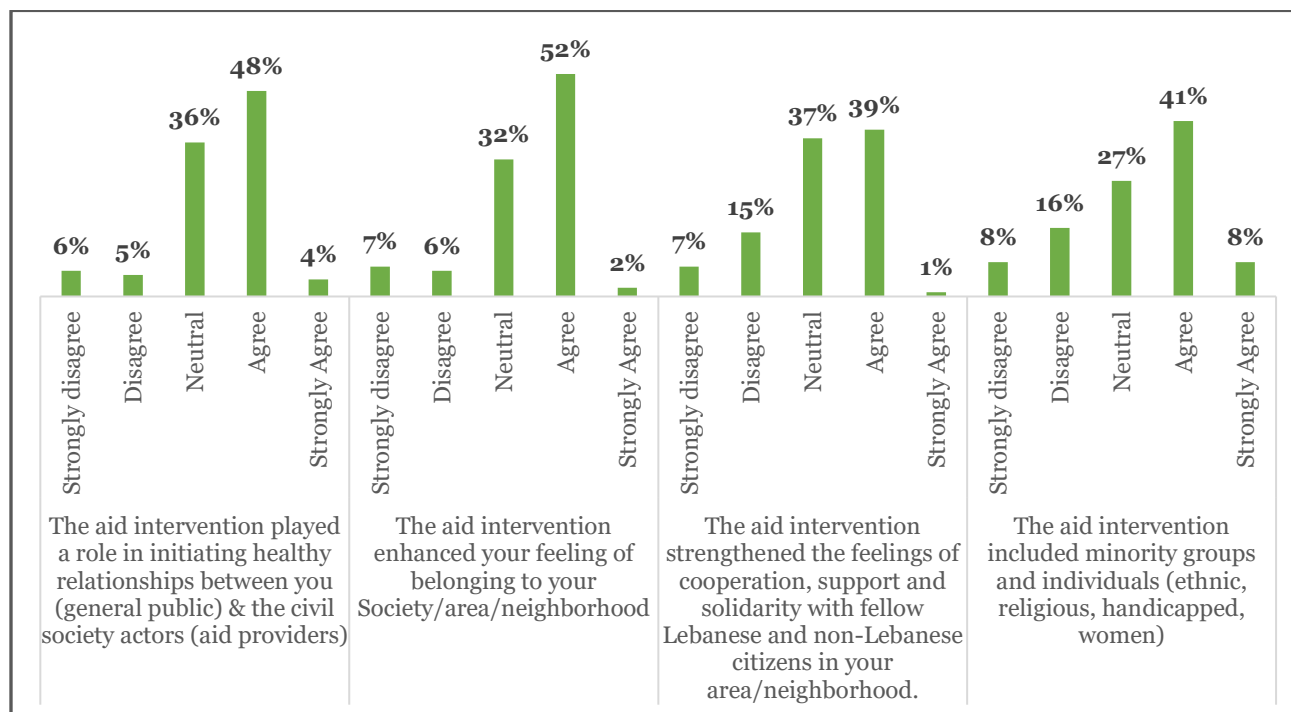
The majority of the beneficiaries corresponding to 80% mentioned that the criteria to benefit from the aid were not clearly explained to them by the provider.



F. Social Cohesion

In this section, the researchers investigate the role of aid disbursement in strengthening the social cohesion and in conflict prevention.

Figure 21. Aid and Social Cohesion



Our findings show that 48% of aid beneficiaries agree that the aid intervention played a role in initiating healthy relationships between them and the civil society (as a major aid provider), in addition to 4% who strongly agree. Whereas only 11% oppose this assessment, whereby they either disagree or strongly disagree.

Moreover, 52% of aid beneficiaries agree that the aid intervention enhanced their feeling of belonging to their society/area/neighborhood, in addition to 2% who strongly agree. In contrast, only 13% either disagree or strongly disagree with this assessment.

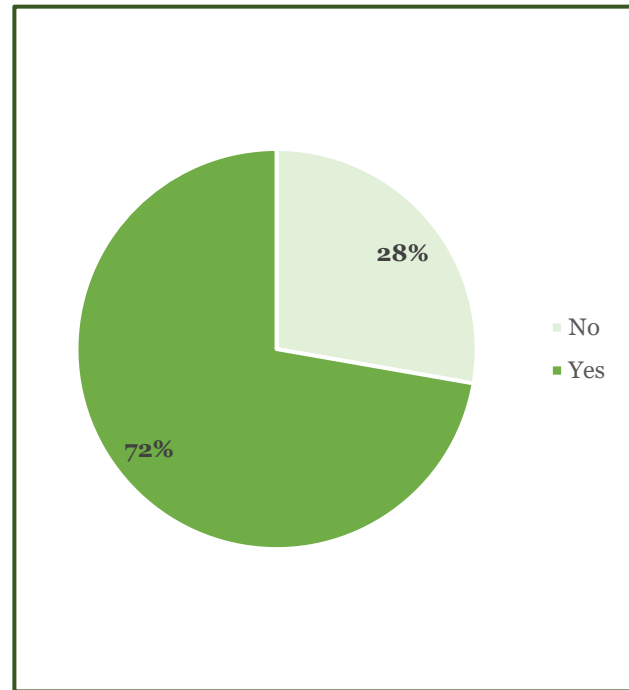
In addition, 39% of aid beneficiaries agree that the aid intervention strengthened the feelings of cooperation, support and solidarity with fellow Lebanese and non-Lebanese citizens in their area/neighborhood, in addition to 1% who strongly agree. In contrast, only 22% either disagree or strongly disagree with this assessment.

Almost half of the beneficiaries believe that the intervention included minority groups and individuals (ethnic, religious, special needs, women) from which 8% strongly agree.

G. Impact and sustainability

Among the sample in the study, 72% of aid beneficiaries still need aid in relation to the PoB explosion recovery. The respondents named multiple areas where they still need assistance. The majority (76%) of the beneficiaries who benefited from aid and still need aid in relation to the PoB explosion recovery need cash. Almost 35% need food help, and another 35% of the beneficiaries need renovation help, and 30% need in-kind grant help. About 26% need WASH assistance. Moreover, 19% of the beneficiaries, need healthcare help, 8% of the beneficiaries need housing help, 2% need psychological support, 1.6% need education help, only 1.09% of the beneficiaries need employment help, and another 1.09% need other types of help such as certain store items and electric tools.

Figure 22. Still in Need of Aid



Most of the respondents corresponding to 96%, indicated that they have stopped benefiting from the aid received. However, only 3% noted that they can still benefit from the assistance till today.

Table 9 Ability to Benefit from the Received Aid till Today

Ability to benefit from the received aid till today		
	Frequency	Valid Percent
not at all	237	93%
somehow	8	3%
acceptable	2	1%
considerably	2	1%
all the time	5	2%
Total	254	100

The Aid's Contribution to Economic Recovery of the Businesses

The majority of the interviewed beneficiaries (64%) who benefited from renovation/construction aid for a business, believe that the support did not contribute to the recovery of their business. However, only 5% believe that the aid considerably or definitely contributed.

Table 10. Aid Contribution to Economic Recovery of the Businesses

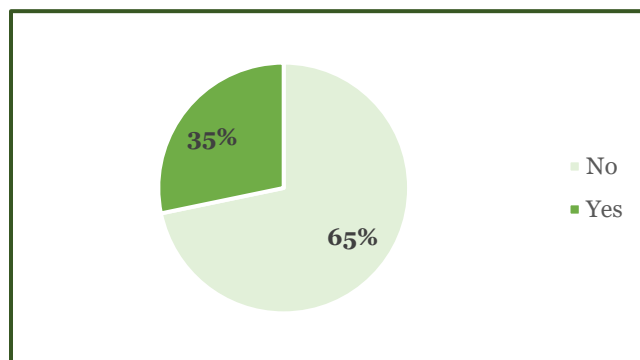
Aid Contribution to Economic Recovery of the Businesses		
	Frequency	Percent
Not At All	84	64%
Somehow	22	17%
Acceptable	20	15%
Considerably	4	3%
Definitely	2	2%
Total	132	100

H. Coordination and Cooperation

Cooperation Between the Aid Providers

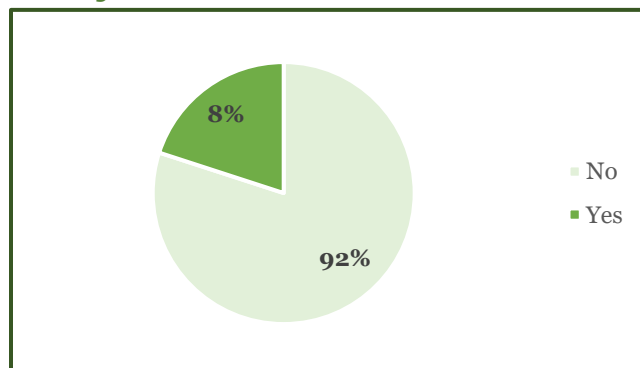
The majority of the beneficiaries corresponding to 65% haven't been asked to fill a needs assessment survey by several aid providers

Figure 23 Needs Assessments



The vast majority of the beneficiaries corresponding to 92% were not referred to benefit from a service from one NGO by another.

Figure 24 Referrals Between Aid Providers



Perceived Level of Coordination Among the Aid Providers

Around 28% of the beneficiaries believed that there was no coordination among the aid donors, but rather complete chaos, with another 11% who perceived that there is some level of coordination. In contrast, 24% of the beneficiaries perceived a good level of coordination in addition to 10% who perceived a perfect level of coordination. The remaining (5%) were not sure.

Table 11. Perceived Level of Coordination Among Aid Providers

Perceived Aid Coordination by the Beneficiaries		
	Frequency	Percent
No coordination at all (complete chaos)	71	28%
Some level of coordination	28	11%
Acceptable level of coordination	57	22%
Very High coordination	60	24%
Perfect coordination	26	10%
Don't know	12	5%
Total	254	100

Negative Feedback

Around 12% of the interviewed beneficiaries who benefited from aid have negative feedback on aid providers. Most of the negative feedback of the beneficiaries can be listed as insufficient aid, lack of response when reached out to, corruption, lack of organization and absence of follow-ups, the aid disbursement process was not fair and not complete, in addition to low-quality products used or given.

The most frequent answer was that they helped some people, while others didn't receive any support. Moreover, several responses were that there were major intentional delays and lying.

IV. CONCLUSION

The findings indicate that a huge effort was put forth from the NGOs, the private sector (individual initiatives) and the Lebanese Army to alleviate the pain of PoB blast victims. The results also show a major gap in terms of relevance, efficiency, coordination, and fairness. Many beneficiaries received food donations that were not needed or in amounts that exceeded their needs. There was duplication of work by the aid providers. Some beneficiaries indicated that the aid was not enough especially those receiving cash and renovation aid. However, it is worth mentioning that the explosion and post-explosion phase, during which the aid intervention took place, is accompanied by a severe economic deterioration and rapid inflation. Therefore, the need for more aid cannot be strictly related to the blast, but perhaps also to the excruciating economic, financial, and political crisis the country is suffering from.

➤ Challenges and Observations

This report presents preliminary findings from the third phase of the field surveys data collection part of the project led by AUB and TI LB and funded by Transparency International: "Ensuring Accountability in Reconstruction and Reform Efforts in Lebanon (EARREL)." The project aims to ensure greater accountability and transparency of humanitarian aid and reconstructions efforts, particularly for those most affected by the Beirut port explosion.

The thorough planning and follow-up from both the AUB research team and the BOT Team allowed for a relatively smooth and successful data collection process. We encountered a few hurdles that were overcome by the continuous communication between the two teams. The highlights of the challenges are summarized in the points below.

1. Some respondents were impatient and sometimes did not complete the survey, so the enumerators disregarded those surveys and filled new ones.
2. Some of the target areas were not residential and those that were, had very high security measures implemented, complicating the data collectors' access.
3. Although the target was equally split between households and businesses, the data collectors came across many business owners who were in need but did not receive any aid. Most of them were visited by many aid providers for needs assessment only with no serious implementation, so they ended up using their own resources.
4. A few respondents refused to take the survey because of the audio recording despite the enumerators' multiple reassurances regarding anonymity.
5. A few respondents had the Lebanese Army tag on their doors, but they stated that they did not receive any aid.
6. The constant power outage was always an obstacle to access buildings.
7. One respondent stated that in one instance food boxes were delivered for media coverage only, then these boxes were immediately retrieved.

V. APPENDIX

Appendix A: Tool 1 The Beirut Blast Recovery and Reconstruction Survey to the People

الأداة 1 استبيان الإصلاح والتعافي وإعادة إعمار المساكن للمتضررين من إنفجار مرفأ بيروت

1. Eligibility and General Information / الأهلية ومعلومات عامة

1. Did you directly or indirectly benefit from any aid after the Port of Beirut Blast (PoBB)? If answer is no, not eligible

هل استفدت بطريقة مباشرة أو غير مباشرة من أي مساعدة بعد إنفجار مرفأ بيروت؟ إذا كانت الإجابة كلا، فغير مؤهل.

- Yes / نعم
- No / كلا

2. Business or Household / محل او منزل

- Business / محل - مؤسسة
- Household / منزل

3. IF Business:

إذا كانت المؤسسة

What is your position in the business? / ما هو موقعك في العمل؟

4. Sex / الجنس

- Male / ذكر
- Female / أنثى

5. Age / العمر

- [18-28[
- [29-39[
- [40-50[
- [51-64[
- [more than 64[/ 64 أكثر من

6. Educational Level / المستوى العلمي

- School / شهادة مدرسية
- BT / شهادة البكالوريا الفنية
- BA/BS / شهادة جامعية / بكالوريوس
- Masters /MBA / شهادة الماجستير/ماجستير في إدارة الأعمال
- Doctorate / شهادة الدكتوراه
- Dropped School - No education / أوقف دراسته - غير متعلم

7. Are you currently employed? / هل أنت موظف حالياً؟

- Yes / نعم
- No / كلا

8. Nationality / الجنسية

- Lebanese / اللبنانية
- Syrian / السورية
- Palestinian / الفلسطينية
- Other Arab Nationality / جنسية عربية أخرى
- Foreigner / أجنبي

9. Area where aid was received [please add all areas in the zones]

المنطقة التي تلقت المساعدة فيها (يرجى ذكر جميع المناطق)

- Achrafieh
- Ain El Mreisseh
- Al Marfaa
- Bachoura
- Badawi
- Biel / Zaytouna Bay
- Bourj Hammoud
- Daoura
- DT/Bab Idriss
- Furn El Hayek
- Geitawi
- Gemmayze
- Grand Serail
- Hotel Dieu
- Karantina
- Karm El Zaytoun
- Khodor
- Majidieh
- Mar Mikhael
- Medawar
- Minat El Hosn
- Nassrah
- Nejme Square
- Qoubaiyat
- Rmeil
- Saifi
- Sassine / Mar Mitr
- Sioufi
- Sodeco
- St. Georges - Roum
- St. Nicolas
- Sursock
- USJ
- Zokak El Blat
- Other _____

10. Location where aid was received (street)

الموقع الذي تلقت المساعدة فيه (الشارع)

.....

11. Is the household / business owned or rented? / هل المنزل / المحل ملك او أجار؟

- Owned / ملك
- Rented/ أجار

12. Type of Aid Received [check box] / اختر الخانة المناسبة [Type of Aid Received [check box] / اختر الخانة المناسبة]

- psychosocial support, / دعم نفسي واجتماعي
- healthcare, / رعاية صحية
- education, / تعليم
- renovation, / ترميم
- housing, / إسكان
- cash, / أموال نقدية
- food, / مواد غذائية
- WASH (water sanitation and hygiene) / (مواد تنظيف) تعقيم المياه والنظافة العامة
- Employment / فرصة عمل
- In Kind Grant / مساعدة عينية
- Other / غير ذلك _____

13. If the received aid is renovation, then did the rent increase after renovation?

إذا كانت المساعدة عبارة عن ترميم، فهل زاد الإيجار الشهري بعد الترميم؟

- Yes, due to the currency depreciation, the owner raised the rent. / نعم، بسبب تدهور العملة لجأ المالك إلى رفع الإيجار
- Yes, the value of the property increased after renovation, so the owner raised the rent./ نعم، ازدادت قيمة العقار بعد الترميم، فرجع المالك الإيجار
- Yes, due to the currency depreciation and increased value of the property after renovation, the owner raised the rent. / نعم، بسبب تدهور العملة وبسبب ازدياد قيمة العقار بعد الترميم، لجأ المالك إلى رفع الإيجار
- No, the rent remained the same. / كلا، بقي الإيجار كما هو

14. Did you move/have to move as a result of the rental support/renovation?

هل انتقلت / اضطررت إلى الانتقال نتيجة دعم الإيجار / التجديد؟

- No / كلا
- Yes, but only temporarily until the renovation was completed/ نعم ، ولكن مؤقتاً فقط حتى اكتمال التجديد
- Yes, since the rent was increases / نعم بسبب زيادة الإيجار
- Yes, since the owner asked us to evict / نعم ، لأن المالك طلب منا الإخلاء

15. If the received aid is renovation, what is the contract type?

إذا تلقيت مساعدة ترميم، فما هو نوع العقد؟

- Old / قديم
- New / جديد
- No written contract / لا يوجد عقد خطي

16. Were you benefitting from any type of aid before the Port explosion?

هل كنت تستفيد من أي مساعدة أخرى قبل إنفجار المرفأ؟

- Yes / نعم
- No / كلا

17. If yes, please describe type/form of aid/value of aid/source of aid

إذا كانت الإجابة نعم، أذكر نوع المساعدة/شكل المساعدة/قيمة المساعدة/الجهة التي قَدِّمت المساعدة؟

.....

2. Relevance and Effectiveness / الملاءمة والفعالية

18. Rate the relevance of the received aid to your needs.

ما مدى ملاءمة المساعدة التي تلقيتها مقارنة باحتياجاتك.

- 1 not relevant at all / 1 ليست ملائمة على الإطلاق
- 2 somehow relevant / 2 ملائمة بعض الشيء
- 3 acceptable / 3 مقبولة
- 4 Very relevant / 4 ملائمة جدًا
- 5 Perfect / 5 ممتازة

19. Were you asked about your needs?

هل سئلت عن احتياجاتك؟

- Yes / نعم
- No / كلا

20. Rate whether the aid was sufficient.

هل كانت المساعدة كافية أم لا.

- 1 not sufficient at all / 1 ليست كافية على الإطلاق
- 2 somehow sufficient / 2 كافية بعض الشيء
- 3 acceptable / 3 مقبولة
- 4 Very sufficient / 4 كافية جدًا
- 5 Perfect / 5 ممتازة

21. How many visits preceded the actual disbursement?

كم عدد الزيارات التي سبقت التحصيل الفعلي؟

- 0
- 1
- 2
- 3
- 4
- 5 or more / 5 أكثر من

22. To what extent did the aid or support result in positive changes for you?

إلى أي مدى أدت المساعدة أو الدعم إلى تغييرات إيجابية بالنسبة إليك؟

- 1 no change at all / 1 لم تغير شيئ على الإطلاق
- 2 somehow / 2 بعض الشيء
- 3 acceptable / 3 مقبولة
- 4 considerable change / 4 تغيير كبير
- 5 solved the problem completely / 5 ممتازة

3. Efficiency / الكفاءة

23. Were you offered support by different entities? [check box]

هل حصلت على الدعم من أطراف مختلفة؟ [اختر الخانة المناسبة]

- No / كلا
- Yes NGO / نعم، منظمات غير حكومية
- Yes, People form Neighborhood / نعم، أشخاص من الحي
- Yes, Political Parties / نعم، أطراف سياسية
- Yes, I don't know who / نعم، ولكن لا أعلم من
- Yes, army / نعم، الجيش
- Yes, municipality / نعم، البلدية

24. Did you feel there was coordination in aid disbursement?

هل شعرت أنه كان هناك تنسيق خلال توزيع المساعدات؟

- 1 no coordination at all (complete chaos) / 1 (لا يوجد تنسيق أبداً) (فوضى تامة)
- 2 some level of coordination / 2 مستوى معين من التنسيق
- 3 acceptable level of coordination / 3 مستوى مقبول من التنسيق
- 4 Very High coordination / 4 تنسيق عالي جداً
- 5 Perfect coordination / 5 تنسيق ممتاز
- 0 I don't know / 0 لا أعلم

25. Did the provided aid contribute to alleviation of your suffering?

هل ساهمت المساعدة المقدمة في التخفيف من معاناتك؟

- 1 not at all / 1 كلا على الإطلاق
- 2 somehow / 2 بعض الشيء
- 3 acceptable / 3 بشكل مقبول
- 4 considerably / 4 بشكل كبير
- 5 solved the problem completely / 5 ممتازة

4. Accountability / المساءلة

26. To your knowledge, does the aid provider has a grievance/complaint mechanism?

حسب معلوماتك، هل لدى مقدم المساعدة آلية للتظلم / الشكوى؟

- I know that there is a mechanism but did not need to use it./ أعلم أن هناك آلية لكنني لم أكن بحاجة / لاستخدامها
- I used the grievance mechanism and they took the necessary action./ لقد استخدمت الآلية / واتخذوا الإجراءات اللازمة
- I used the grievance mechanism but no action was taken./ لقد استخدمت الآلية ولكن لم يتم اتخاذ / أي إجراء
- There is no grievance mechanism. / لا توجد آلية
- I don't know if there is a grievance mechanism./ لا أعرف ما إذا كانت هناك آلية

27. Was your privacy respected when receiving the aid and during communications with the donor?

هل تم احترام خصوصيتك عند تلقي المساعدة وأثناء التواصل مع الجهة المانحة؟

- 1 Strongly disagree / 1 لا أوافق أبداً
- 2 Disagree / 2 لا أوافق
- 3 Neutral (Neither agree nor disagree) / 3 محايد (لا أوافق ولا أعارض)
- 4 Agree / 4 أوافق
- 5 Strongly Agree / 5 أوافق بشدة

28. Do you still communicate with the donor?

هل ما زلت تتواصل مع الجهة المانحة؟

- 1 Not at all / 1 كلا على الإطلاق
- 2 Once after the intervention / 2 مرة واحدة بعد التدخل
- 3 Once a year / 3 مرة في السنة
- 4 Rarely / 4 نادرًا
- 5 Frequently / 5 غالبًا

29. Was there any follow up or evaluation from the donor's side?

هل كانت هناك أي متابعة أو تقييم من جانب الجهة المانحة؟

- 1 Not at all / 1 كلا على الإطلاق
- 2 Once after the intervention / 2 مرة واحدة بعد التدخل
- 3 Once a year / 3 مرة في السنة
- 4 Rarely / 4 نادرًا
- 5 Frequently / 5 غالبًا

30. Do you know of anyone who needed support but was not helped, in spite of asking for help?

هل تعرف ما إذا كان هناك شخصًا ما احتاج إلى الدعم ولكن لم تتم مساعدته على الرغم من طلبه المساعدة؟

- Yes / نعم
- No / كلا

31. If yes, what kind of help was needed. [check box]

إذا كانت الإجابة نعم، فما نوع المساعدة المطلوبة. [اختر الخانة المناسبة]

- psychosocial support, / دعم نفسي واجتماعي
- healthcare, / رعاية صحية
- education, / تعليم
- renovation, / ترميم
- housing, / إسكان
- cash, / أموال نقدية
- food, / مواد غذائية
- WASH (water sanitation and hygiene) / (مواد تنظيف) تعقيم المياه والنظافة العامة
- Employment / فرصة عمل
- In Kind Grant / مساعدة عينية
- Other / غير ذلك _____

5. Transparency / الشفافية

32. From a scale of 1 to 5, did you know how and where to request information about support you might have been eligible for.

من 1 إلى 5: كنت تعرف كيف وأين يمكنك الوصول إلى المعلومات حول الدعم الذي كنت مؤهل للحصول عليه

- 1 Complicated and unclear / 1 معقدة وغير واضحة
- 2
- 3
- 4
- 5 Simple and Clear / 5 بسيطة وواضحة

33. From a scale from 1 to 5: you were able to access all the information you required to apply for support

من 1 إلى 5: كنت قادراً على الوصول إلى المعلومات التي انت بحاجة اليها لتقديم طلب للحصول على الدعم؟

- 1 Complicated and unclear / 1 معقدة وغير واضحة
- 2
- 3
- 4
- 5 Simple and Clear / 5 بسيطة وواضحة

34. From a scale 1 to 5: aid providers responded to your request for information

من 1 إلى 5: استجاب مقدمو المساعدة لطلبك للحصول على معلومات؟

- 1 Complicated and unclear / 1 معقدة وغير واضحة
- 2
- 3
- 4
- 5 Simple and Clear / 5 بسيطة وواضحة

35. From a scale 1 to 5: you were able to track the disbursement of the support

من 1 إلى 5: تمكنت من متابعة طلب المساعدة الذي تقدمت بها

- 1 Complicated and unclear / 1 معقدة وغير واضحة
- 2
- 3
- 4
- 5 Simple and Clear / 5 بسيطة وواضحة

36. On a scale from 1 to 5 rate the process of applying disbursement.

من 1 إلى 5، كيف تقيم عملية تطبيق توزيع المساعدات؟

- 1 Complicated and unclear / 1 معقدة وغير واضحة
- 2
- 3
- 4
- 5 Simple and Clear / 5 بسيطة وواضحة

37. The distribution of aid was

عملية التوزيع كانت

- 1 completely biased / 1 متحيزة تماماً
- 2 somehow biased / 2 متحيزة بعض الشيء
- 3 undecided / 3 مقبولة
- 4 somehow fair / 4 عادلة بعض الشيء
- 5 Completely fair / 5 عادلة جداً
- 6 I Don't Know / 6 لا أعرف

38. Were the selection criteria to benefit from the aid clearly explained to you by the aid providers?

هل تم شرح معايير الاختيار للاستفادة من المساعدة لك بوضوح من قبل مقدمي المساعدة؟

- 1 No / 1 كلا
- 5 Yes / 5 نعم

6. Strengthening Social Cohesion and Conflict Prevention

تعزير التماسك الاجتماعي ومنع النزاعات

39. Do you believe that the aid intervention played a role in initiating healthy relationships between you (general public) & the civil society actors (aid providers)?

هل تعتقد أنّ المساعدة ساهمت في إرساء علاقات صحية بينك (عامّة الناس) وبين الجهات الفاعلة في المجتمع المدني (مقدمي المساعدة)؟

- 1 Strongly disagree / لا أوافق أبداً / 1
- 2 Disagree / لا أوافق / 2
- 3 Neutral (Neither agree nor disagree) / محايد (لا أوافق ولا أعارض) / 3
- 4 Agree / أوافق / 4
- 5 Strongly Agree / أوافق بشدة / 5

40. In your opinion, the aid intervention enhanced your feeling of belonging to your Society/area/neighborhood?

هل برأيك ساهمت المساعدة في تعزيز شعورك بالانتماء إلى مجتمعك / منطقتك / الحي الذي تعيش فيه؟

- 1 Strongly disagree / لا أوافق أبداً / 1
- 2 Disagree / لا أوافق / 2
- 3 Neutral (Neither agree nor disagree) / محايد (لا أوافق ولا أعارض) / 3
- 4 Agree / أوافق / 4
- 5 Strongly Agree / أوافق بشدة / 5

41. In your opinion the aid intervention strengthened the feelings of cooperation, support and solidarity with fellow Lebanese and non-Lebanese citizens in your area/neighborhood.

هل برأيك ساهمت المساعدة في تعزيز مشاعر التعاون والدعم والتضامن مع اللبنانيين وغير اللبنانيين في منطقتك؟

- 1 Strongly disagree / لا أوافق أبداً / 1
- 2 Disagree / لا أوافق / 2
- 3 Neutral (Neither agree nor disagree) / محايد (لا أوافق ولا أعارض) / 3
- 4 Agree / أوافق / 4
- 5 Strongly Agree / أوافق بشدة / 5

42. In your opinion the aid intervention was distributed equally among PoBB?

هل برأيك تم توزيع المساعدات بشكلٍ عادل بين المتضررين من إنفجار مرفأ بيروت؟

- 1 Strongly disagree / لا أوافق أبداً / 1
- 2 Disagree / لا أوافق / 2
- 3 Neutral (Neither agree nor disagree) / محايد (لا أوافق ولا أعارض) / 3
- 4 Agree / أوافق / 4
- 5 Strongly Agree / أوافق بشدة / 5

43. In your opinion the aid intervention included minority groups and individuals (ethnic, religious, handicapped, women)

هل برأيك شملت المساعدات الأقليات والأفراد (حسب العرق، الطائفة، أصحاب الاحتياجات الخاصة، النساء)

- 1 Strongly disagree / لا أوافق أبداً / 1
- 2 Disagree / لا أوافق / 2
- 3 Neutral (Neither agree nor disagree) / محايد (لا أوافق ولا أعارض) / 3
- 4 Agree / أوافق / 4
- 5 Strongly Agree / أوافق بشدة / 5

7. Impact and Sustainability / التأثير والاستدامة

44. Are you able to benefit from the received aid till today?

هل ما زلت تستفيد من المساعدات التي حصلت عليها حتى اليوم؟

- 1 not at all / 1 كلا على الإطلاق
- 2 somehow / 2 بعض الشيء
- 3 acceptable / 3 بشكلٍ مقبول
- 4 considerably / 4 بشكلٍ كبير
- 5 all the time / 5 أغلب الوقت

45. Do you still need aid in relation to the Port of Beirut Explosion recovery?

هل ما زلت بحاجة الى مساعدة فيما يتعلق بالتعافي من أضرار إنفجار مرفأ بيروت؟

- Yes / نعم
- No / كلا

46. If yes, what kind of help was needed? [check box]

إذا كانت الإجابة نعم، فما نوع المساعدة المطلوبة؟ [اختر الخانة المناسبة]

- psychosocial support, / دعم نفسي واجتماعي
- healthcare, / رعاية صحية
- education, / تعليم
- renovation, / ترميم
- housing, / إسكان
- cash, / أموال نقدية
- food, / مواد غذائية
- WASH (water sanitation and hygiene) / (مواد تنظيف (تعقيم المياه والنظافة العامة)
- Employment / فرصة عمل
- In Kind Grant / مساعدة عينية
- Other / غير ذلك _____

47. If the received aid is renovation/construction of a business, ask, did the Appeal contribute to economic recovery of your business?

إذا كانت المساعدة المستلمة عبارة عن ترميم / بناء مركز عمل، هل ساهمت المساعدة في إنعاش وضع عملك الاقتصادي؟

- 1 not at all / 1 كلا على الإطلاق
- 2 somehow / 2 بعض الشيء
- 3 acceptable / 3 بشكلٍ مقبول
- 4 considerably / 4 بشكلٍ كبير
- 5 definitely / 5 بالتأكيد

48. Do you have any negative feedback on any of the aid providers?

هل لديك أي تعليقات سلبية على أي من مقدمي المساعدات؟

- No / كلا
- Yes / نعم

49. If yes explain please, / إذا كانت الإجابة نعم، يرجى تحديدها /

.....

8. Cooperation and Coordination

50. Have you been asked to fill needs assessment survey by several aid providers?

هل طُلب منك ملء استقصاء تقييم الاحتياجات من قبل العديد من مقدمي المساعدة؟

- No / كلا
- Yes / نعم

51. Is there is a clear coordination mechanism for aid under crisis mode?

هل هناك آلية تنسيق واضحة للمساعدات في ظل أزمة؟

- No / كلا
- Yes / نعم

52. Were you referred to benefit from a service from one NGO by another?

هل تمت إحالتك للاستفادة من خدمة من إحدى المنظمات غير الحكومية من قبل أخرى؟

- No / كلا
- Yes / نعم

Appendix B: Areas Where Aid Was Received

PR# 10 Aid Survey Scan In Beirut



Areas where aid was received		
	Frequency/count	Percent
Achrafieh	131	52%
Bourj Hammoud	53	21.00%
Karantina	51	20.08%
Karm El Zaytoun	4	1.57%
Mar Mikhael	5	1.97%
Rmeil	2	0.79%
Gemmayze	3	1.18%
Zokak El Blat	1	0.39%
Sioufi	2	0.79%
Al Marfaa	1	0.39%
Biel / Zaytouna Bay	1	0.39%
Medawar	1	0.39%