

Terms of Reference

National or International consultants: National

Description of the assignment (Title of consultancy): Consultant: Qualitative Research on Inter- and Intra-communal Relations between Palestine and Lebanese Groups through WhatsApp

Project Title: Tensions Monitoring System

Period of assignment/services: 17 June 2019 – 16 September 2019 (24 working days spread over a period of 3 months).

1. Background

Eight years into the Syria crisis, the vast majority (91%) of Syrians think that the Lebanese have been good hosts to those displaced by the conflict. Violence between the host communities and the refugees has remained rare and isolated, with no major instances of communal violence, attesting that social stability has largely been maintained.

At the same time, the relationship is strained, with various pressure points ranging from service provision and job competition, to historical grievances between the two communities. 30% of Syrians reported having experienced verbal harassment in the last three months as of mid-2018, compared to 21% in February-March of 2017.

By contrast, Palestinian refugees in Lebanon (PRL) have been refugees for over 70 years. Most of them are deprived of basic civil and socio-economic rights, such as the right to work or practice professions, run businesses and own property outside gatherings and camps. Most Palestinian refugees are restricted to living in camps or gatherings where they are partly dependent on humanitarian assistance and often live in poverty.

Additionally, tens of thousands of Palestinian refugees from Syria (PRS) fled the war and settled in existing Palestinian camps and gatherings across Lebanon. This has added a layer of issues to the existing constraints and difficulties Palestinians are facing in Lebanon. Palestinian refugees from Syria receive support from UNWRA, as opposed to other Syrian refugees, who fall under the mandate of the UNHCR. With the exemption of the rights to nationality and political representation, Palestinians in Syria are granted similar rights to those of Syrian nationals: education, work, property and freedom of movement. Marked by fragile security, poverty, lack of space, and numerous other socio-economic matters, Palestinian camps and gatherings in Lebanon have also hosted PRS for the last eight years.

Over the course of 2017-8, within the framework of the Lebanon Crisis Response Plan, UNDP and UNHCR, together with other partners, have set up a tension monitoring system to share, consolidate and analyze information on tensions in Lebanon. This system is based on regular perception surveys on tensions implemented by UNDP as well as other data sources. As the lead agency in the Social Stability Sector, UNDP has taken the lead in compiling and analyzing inputs from a range of qualitative and quantitative data sources.

These inputs have served to expand and deepen our understanding of the evolution of tensions in particular localities, as well as of the factors that contribute to those tensions using rigorous methods that triangulate and validate multiple data sources. To date, the analysis produced informs key decision-makers to respond to social tensions and changes in a conflict-sensitive and localized fashion.

As of early 2019, the tension monitoring system relies primarily on eight inputs of data, including a quantitative Perception Survey of Social Tensions conducted on a quarterly basis. These key sources are further complemented by partners' assessments, NGO and academic analysis, media reporting and regular situation analysis from the field working groups.

However, the existing system lacks a mechanism for regularly **collecting longitudinal qualitative data across the country** on social tensions between PRS, PRL, and host communities themselves. More specifically, the impact of the Syria crisis on conflict dynamics and social stability in Palestinian camps and gatherings are under-covered in the current tension monitoring system and other monitoring initiatives. The mechanism mentioned above has come as a result of work with UNRWA and other key stakeholders. UNRWA has been identified as a key partner during all processes of the mechanism creation, in terms of analysis gap identification, choice of locations, and other multiple coordination meetings.

UNDP seeks to contract a consultant to undertake a regular qualitative survey on Palestinian social relations to address this analytical gap. The surveys will be designed to become a monitoring tool providing in depth analysis of local conflict dynamics to feed into the tension monitoring system and be included in briefing key decision makers in country.

2. Scope of work, responsibilities and description of the proposed analytical work

WhatsApp Surveying is a pertinent tool for qualitative surveying in the Lebanese context for two reasons. First, the voice note function is a very popular and widely used tool in Lebanon including among refugees (84% of Syrian refugee households use the tool and the figure is reportedly as high amongst Palestinian populations). Second, the voice message function allows the researcher to send survey questions collect people's stories directly including from people who are illiterate, constituting a more confidential and inclusive form of data collection than traditional forms of qualitative research.

The main objectives of this research are to:

- Investigate local conflict dynamics and causes of social tensions between PRS, PRL and Lebanese host communities.
 - The primary focus of this study will be the PRL – Lebanese host community relationship
 - The secondary focuses of this study will be:
 - PRL-PRS relations
 - Intra-communal PRL and intra-communal PRS relations
- Examine how these intercommunal and intra-communal dynamics change over time
- Provide details on how and why tensions have emerged or intensified, explore outliers and positive deviance and highlight unanticipated and novel findings.
- Key groups with the target populations will be examined, including but not limited to women, youth,

older persons and persons with disabilities.

Provisional Thematic Areas of Coverage¹:

- SWM,
- Funding Cut and their Implications
- Recreational Spaces
- Unconventional Governance Structures
- Proliferation of Arms and Drug Use
- Living Conditions
- Youth and Perceptions of Other Communities
- Employment and Food Security
- Effectiveness of Aid and Assistance
- Interactions with Security Forces

There will be 3 components to the primary research conducted for this study, which are:

- Qualitative data from the WhatsApp survey
- Qualitative data from Focus Group Discussions (FGDs)
- Qualitative data from Key Informant Interviews (KIIs)

The deliverables required are as follows:

Deliverable 1: 6 working days: FGD and KII Tool Design

Activity 1: Review project documents, previous reports produced using the WhatsApp surveying methodology.

Activity 2: Lead the design of the FGDs and KIIs to be conducted in the field.

Deliverable 2: 6 working days: Data collection

Activity 1 Facilitate Focus Group Discussions (FGDs), Key Informant Interviews (KIIs) and field visits. The indicative sample size is ***(to be determined following consultation)*** respondents

Deliverable 3: 12 working days: Submission of FGD & KII notes

Activity 1: Submit the data collected in the FGDs and KIIs, in a format agreed upon with UNDP.

¹ Noting that the questioning will be left purposefully open to allow the respondent to discuss the matters that are most pertinent to them.

Activity 2: Present findings in the form of briefings in different forums to be selected by the Social Stability Sector at UNDP.

3. Expected Outputs and deliverables

Deliverables/ Outputs	Estimated Duration to Complete	Target Due Dates	Review and Approvals Required <i>(Indicate designation of person who will review output and confirm acceptance)</i>
Deliverable 1	2 weeks after signing of contract	1 July 2019	Review: Tom Lambert Approval: Tom Thorogood
Deliverable 2	6 weeks after signing of contract	29 July 2019	Review: Tom Lambert Approval: Tom Thorogood
Deliverable 3	12 weeks after signing of contract	16 September 2019	Review: Tom Lambert Approval: Tom Thorogood

4. Institutional arrangements

- a) The IC will report to the Social Stability sector Coordinator, whom will also supervise the scope of work and approve the deliverables submitted and under the technical supervision of the monitoring tools' lead consultant.
- b) The reporting required for this consultancy is set out above with the deliverables. However, it is envisaged that the IC will coordinate regularly with the Social Stability sector Coordinator, the Lead Consultant, and the Conflict Analysis and Reporting Officer at UNDP in order to ensure that progress on the deliverables is regularly communicated.
- c) There will be no support services (eg. Accommodation or DSA) provided as part of this consultancy.

5. Duration of work

- a) This consultancy is envisaged to engage a consultant from 17 June 2019 – 16 September 2019 for a total of **24 days**.
- b) UNDP will aim to review and revert on any deliverables within a three-week time period.

6. Duty station

- a) The duty station for this consultancy is Beirut, Lebanon, with travel to both study locations in South and Mount Lebanon.

7. Requirements for experience and qualifications

Academic qualifications:

- BA in social sciences, humanitarian work or a related subject.
- MA in social sciences, humanitarian work or a related subject.

Years of Experience:

- At least 3 years of experience.

Technical Experience:

- The consultant is preferably a Palestinian National with developmental/humanitarian experience.
- Experience working in an organisation that promotes conflict sensitivity & do no harm, or a peacebuilding organisation (or similar) that demonstrates an explicit adherence to those principles.
- Experience in conducting Focus Group Discussions (FGDs) or facilitating community consultations with vulnerable populations.
- Experience with analyzing qualitative data.
- Experience working in Lebanon, Specifically in Palestinian camps and gatherings.

Other assets:

- Fluent Arabic language, proficiency in English is required.
- Excellent qualitative data collection and analysis
- Excellent writing skills
- Adaptability to diverse stakeholders
- Proactive
- Culturally sensitive and aware of Lebanese context, in particular Palestinian camps and gatherings.