



TENT

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# REFUGEE VOICES

TENT RESEARCH: PHASE 3 COMBINED REPORT

Germany, Greece & Jordan | December 2016

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# BACKGROUND & PROJECT OBJECTIVES

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The Tent Foundation seeks to improve the lives of those who have been forcibly displaced by ensuring that they are able to realize their full potential.

It does so by providing direct support to organizations doing good work, investing in innovation and facilitating partnerships with NGOs and businesses, as well as through gathering data and insights to help inform the general public and policymakers.

Since 2015 The Tent Foundation has been working closely with AudienceNet, a London-based research agency working on matters of public importance, to track global public perception of the refugee crisis.

The research to date has been presented to key decision-makers, at the United Nations and World Economic Forum.

This piece of research reports on the next phase of Tent's data and insights strategy: giving voice to refugees themselves.

It consisted of comprehensive quantitative research amongst (N=1500) refugees, looking at their reasons for fleeing, their subsequent journey and their experiences being resettled.

# METHODOLOGY

## DATA COLLECTION & SAMPLE

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**DATES:** Fieldwork took place between 22<sup>nd</sup> August and 2<sup>nd</sup> September 2016.

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### LOCATIONS:

AudienceNet's team conducted research on the ground in Germany, Greece and Jordan, with refugees in:

- ▲ Government/ NGO run camps
- ▲ Government/ NGO run services
- ▲ Community-run accommodation
- ▲ Private accommodation

As a thank you for their help, Tent/ AudienceNet made private donations to support the overall welfare of refugees.



To ensure that the sample of refugees taking part was as representative of the overall population as possible, interviews took place in a variety of locations (inside and outside camps).

- ▲ Germany: approximately 80% inside camps and 20% outside
- ▲ Greece: approximately 70% inside camps and 30% outside
- ▲ Jordan: approximately 35% inside camps and 65% outside

### LANGUAGES:

The questionnaire was translated into 9 languages:

- ▲ Arabic
- ▲ Dari
- ▲ English
- ▲ Farsi
- ▲ Kurdish (Kurmanji)
- ▲ Pashto
- ▲ Somali
- ▲ Tigrinya
- ▲ Urdu

The main languages the interviews were conducted in were; Arabic, Farsi, Urdu, Kurdish and English. The vast majority of interviews with refugees were completed face-to-face by the AudienceNet team, with the help of interpreters. The survey was also available for self-completion (online and on paper), for those who felt more comfortable with this method.

# NAVIGATING THE REPORT

## ANALYSIS & REPORTING



Where percentages do not add up to **100%**, this is due to rounding of the data.

Where **base sizes** are below 30, results must be interpreted with caution. These will be indicated by a caution symbol: ⚠️

Due to the sensitive nature of the topic and refugees being a 'vulnerable' audience, they were given the **opportunity to skip questions or select 'prefer not to say.'** For the purposes of robust reporting, usually only the proportion providing an answer are shown, meaning that base sizes tend to vary across questions.

Results are **not weighted** due to asymmetries of information regarding the exact demographic profile of the refugee population. However, a good demographic spread was achieved and where **differences emerge between key population groups** (by age, gender, socio-economic status, country of origin etc.) these are highlighted in the commentary.

The study defined **working age as 16-64**, as 16 is commonly considered to be working age in refugees' countries of origin. However, it should be noted that this does not necessarily hold true where they have resettled.

### KEY VARIABLES/ POPULATION GROUPS

**Gender:** Male, Female

**Age:** 15 or under, 16-34, 35-54, 55+

**Education:** Secondary School or lower, Some college or above

**Employment:** Self-employed, Employed, Unemployed, Student, Other

**Origin:** Afghanistan, Iraq, Syria, Other

**Host Country:** Germany, Greece, Jordan

**Time in Host Country:** Less than 3 months, 3 to 6 months, 6 months to 1 year, 1 year or longer

**Length of Journey:** Less than a month, 1-3 months, 4-6 months, 7-12 months, 13-18 months, Longer than 18 months

**Reasons for Leaving:** To flee war or conflict, To flee an oppressive or violent government, To flee attacks by terrorist or extremist groups, To avoid persecution for my religious or ethnic identity, To seek better economic opportunities, So my children could go to school

**Working Status:** Currently working, Want to work but cannot find any, Want to work but cannot because of visas/ other restrictions, Not actively looking for work but will in future, Do not intend to work, Other

# NAVIGATING THE REPORT

## RESEARCH TOPICS & SECTIONS

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# EXECUTIVE SUMMARY



# EXECUTIVE SUMMARY

## ▲ SECTION 1: SAMPLE STRUCTURE: ABOUT REFUGEES INTERVIEWED

This section outlines basic demographic information about the refugees who took part:

The sample included a good spread of recent arrivals to host countries and those who had been there for longer.

Approximately 1 in 5 had been in host countries for less than 6 months, with 2 in 5 stating 6 months to 1 year and a similar proportion 1 year or longer

Refugees in Greece tended to have been there for less time than those in the other countries. Amongst refugees in Germany, just over 1 in 10 had been residing there for more than 1 year whereas in Jordan this longer stay tended to apply to the majority

Approximately 3 in 4 refugees were of Syrian origin. Other prominent nationalities were Iraqi and Afghan.

While the spread in terms of gender (66% male vs. 34% female) was not ideal, it was far more balanced than most refugee samples. In terms of age an life-stage, there was good representation of younger and older refugees, as well as those who were married and those who were single.

**Males:** Almost 9 in 10 men were working or studying at the time of leaving, with 2 in 5 having attended college or studied further.

**Females:** 4 in 10 women were either working or studying in their home countries, with approximately 40% working in sectors requiring higher levels of education (professional services, accounting, financial services and medicine). 17% had attended college or studied further.

# EXECUTIVE SUMMARY

## ▲ SECTION 2: ORIGINS

This section provides context on why refugees fled their countries of origin, looking in detail at the specific issues they faced on a daily basis.

### REASONS FOR LEAVING:

Overall, 'To flee war or conflict' was by far the most common cause with 8 in 10 refugees stating this reason and the figure was even higher for Syrians (9 in 10).

Other reasons were less prominent, but for those of Iraqi and Afghan origin, 'To flee attacks by terrorist or extremist groups' was cited by approximately 5 in 10.

### ISSUES EXPERIENCED:

An overwhelming majority (approximately 8 in 10) said 'I felt my life was in danger' in their home country.

Almost all (96%) knew someone who had personally been a victim of violence in their home country; with 4 in 10 suffering violence against it family members.

Many (7 in 10) experienced damage or destruction to their home or place of work (slightly higher amongst Syrians).

# EXECUTIVE SUMMARY

## ▲ SECTION 3: JOURNEY

This section looks at refugees' experiences as they made their way to their current host countries. It covers a) the physical and mental impacts and b) how well informed they were about life in their host countries.

### LENGTH OF JOURNEY:

Overall, for approximately 8 in 10 refugees, it took up to three months to reach their host country. There were differences among the countries, with it generally taking less than 1 month to reach Jordan and longer to reach Germany and Greece.

### PHYSICAL AND MENTAL IMPACT:

Refugees identified a number of consequences of their journeys, the most commonly cited of which were:

- ▲ Losing their house and belongings (*6 in 10*)
- ▲ Leaving friends and family behind (*nearly 4 in 10*)
- ▲ Losing contact with loved ones along the journey or experiencing their death (*1 in 10*)
- ▲ Anxiety and/ or depression (*1 in 3*)
- ▲ Physical health problems (*1 in 4*)

### DANGER:

Overall, 87% felt their life was in danger at points during their journey, with many citing fear/ experiences of near drowning as the primary reason.

### KNOWLEDGE OF HOST COUNTRY PRE ARRIVAL:

Refugees in Jordan felt the most well-informed about their host country, with 7 in 10 saying they had some level of knowledge. This was generally gained through friends/ family, media and visits. Familiarity with Germany and Greece was relatively similar (approximately half had some level of knowledge) and was commonly gained through word of mouth and media (more so for Germany).

# EXECUTIVE SUMMARY

## ▲ SECTION 4: REBUILDING THEIR LIVES

This section looks broadly at refugees' prospects for the interim and future in their host countries. It looks at their attitudes/ experiences (including their treatment by host citizens), as well as key aspects relating to integration (aspirations, working, learning the language).

### FEELING WELCOMED BY HOST COMMUNITY:

Only 6% said that 'Most people have not been welcoming,' compared to 2 in 3 who said that 'Most people have been welcoming'. However, approximately 1 in 4 had experienced verbal harassment/ abuse and/or some physical abuse (1 in 10):

- ▲ There were some country variations, with incidences of both forms of harassment marginally higher in Greece
- ▲ Strikingly, males and females had experienced similar rates of harassment/ abuse
- ▲ Those of working age (16-54) were more likely to have experienced harassment/ abuse

No single group was responsible for harassment/ abuse experienced by refugees: 4 in 10 identified 'Local citizens', 3 in 10 'Police/State Officials'.

### MOST VALUED CHARACTERISTIC OF HOST COUNTRY:

Overall, by far the most valued aspect was that they 'feel safe here,' with 8 in 10 saying this. There were some slight country variations, with refugees in Greece slightly less inclined to select feeling safe (6 in 10).

### MOST LIKED ASPECTS OF HOST CULTURE:

Approximately half of refugees interviewed particularly valued the 'Outdoor activities such as parks, festivals and local events.'

'Football and other sports' were also an attraction, especially in Germany (selected by half of refugees).

In Jordan, 1 in 4 highlighted 'Religious activities' as a key feature.

# EXECUTIVE SUMMARY

## ▲ SECTION 4: REBUILDING THEIR LIVES

### INTEGRATION:

Overall, 9 in 10 refugees felt integration was important, with 7 in 10 considering it to be 'Very important.'

Refugees were generally optimistic about their ability to integrate: 9 in 10 said they were confident, and 6 in 10 being 'Very confident.'

Those in Germany were particularly confident, with 7 in 10 saying 'Very'.

Importantly, an overwhelming majority (almost 9 in 10) intended to integrate into the host country's society.

### WORKING:

Only 6% of males indicated that they did not intend to work. With women, who shoulder a larger burden of caregiving, about 3 in 10 indicated they did not plan to seek work.

### LANGUAGE:

The vast majority of refugees in Jordan could speak the host language. In Germany 9 in 10 said they were learning the language and that classes were available. In Greece 7 in 10 were learning or were open to the idea, but classes appeared to be less readily available.

# EXECUTIVE SUMMARY

## ▲ SECTION 4: REBUILDING THEIR LIVES

### KEY STATEMENTS:

*"I feel that people in [host country] understand why I had to leave my home country."*

Overall a high proportion of refugees (8 in 10) agreed or strongly agreed with this statement. Germany had the highest proportion of 'Strongly agree' (6 in 10).

*"I would like to find a way to meet more [host country] people and make new friends."*

The majority (8 in 10) agreed, with 4 in 10 feeling 'Strongly' about this. Greece had the highest proportion of refugees saying they 'Strongly agree,' at almost 6 in 10.

*"I agree with [Germany's/ Greece's] laws that protect the human rights of all people irrespective of their gender, race, religion or sexuality."*

Only 1 in 10 refugees in Greece and Germany disagreed.

*"I feel that I know enough information about the culture and beliefs in [Host Country]."*

Overall, approximately half of refugees agreed, with 2 in 10 agreeing 'Strongly.' Confidence was however higher in Jordan than Greece or Germany. Importantly, most of those who did not agree were undecided rather than disagreeing.

*"I believe it is possible to integrate into [Germany/ Greece] society while still observing the Islamic faith."*

1 in 10 refugees in Greece and Germany disagreed, suggesting a need for targeting this sub-group with assistance in assimilation.

# EXECUTIVE SUMMARY

## ▲ SECTION 5: REFUGEES' MESSAGES TO THE WORLD

This last section focuses on the messages that refugees want to convey to the world in relation to how the crisis is being managed and their aspirations for the future.

### EMPATHY WITH REFUGEES:

When asked if (hypothetically) they would welcome refugees (from host countries) to their country (if it was safe), the answer was overwhelmingly, 'Yes' (9 in 10).

### IMPACT OF EUROPEAN TERROR ATTACKS ON PERCEPTIONS OF REFUGEES:

In Germany and Greece approximately 1 in 4 felt they had been treated with greater hostility as a result. However approximately 1 in 10 noted a positive change in sentiment, with people being more welcoming and supportive towards them.

### FEELING GREATFUL:

When asked what single message they would like to deliver to their host country, 75% of respondents, across all three countries, simply said 'Thank you'



SECTION 2

# KEY STATISTICS



# KEY STATISTICS

## SAMPLE/ORIGINS



**95%**

of interviews were conducted in person

**60%**

of interviews were conducted in camps

**40%**

of interviews were conducted in other settings

The questionnaire was translated into  
**9 different languages**



The majority of the interviews were conducted in Arabic, English, Farsi/Dari, Urdu, Kurdish

**3 IN 4**

were of Syrian origin, with Afghanistan and Iraq as the second and third most common countries of origin. Virtually all were from war torn countries or those experiencing frequent conflict

**9 IN 10**

male refugees were employed or studying in their home countries

# KEY STATISTICS

## JOURNEY

# 96%

KNEW SOMEONE WHO HAD BEEN A VICTIM OF VIOLENCE

### 8 IN 10

left their home country to  
“flee war or conflict”

### 3 IN 10

of refugees were “fleeing attacks by  
terrorist or extremist groups”, with  
nearly half of refugees from Iraq and  
Afghanistan citing this as a reason to  
flee.

### 87%

said they felt their life was  
in danger in their home country

### 4 IN 10

had parents, siblings, or children  
who were victims of violence

### 7 IN 10

experienced damage or destruction  
to their home or place of work

### 8 IN 10

felt their life was in danger at  
some point during their journey

### 1 IN 3

were experiencing anxiety or  
depression as a result of their journey

### 1 IN 4

were experiencing physical health  
problems as a result of their journey

# KEY STATISTICS

## HOST COUNTRY EXPERIENCE

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**9 IN 10** 

refugees felt integration was 'important'

**9 IN 10** 

refugees were confident in their ability to integrate

**8 IN 10** 

refugee men were seeking or wanted to work but either couldn't find any or were prevented due to host country restrictions

**9 IN 10** 

refugees in Germany were learning German and that classes were available.

**8 IN 10** 

refugees would like to find a way to meet more host country people and make new friends

**1 IN 4**

refugees had experienced verbal harassment or abuse in their host community

**1 IN 4**

refugees had experienced physical abuse in their host community

**47%**

Half of refugees valued outdoor activities such as parks, festivals, and local events

**50%**

Half of refugees in Germany said their most liked aspects of host culture were football and other sports

**9 IN 10**

fully intend to integrate into their host country's society

**7 IN 10**

refugees agreed with Germany/ Greece's laws that protect the human rights of all

**75%**

of respondents, across all three countries, said 'thank you' when asked what single message they would like to deliver to their host country

**1 IN 4**

refugees in Greece and Germany believed they had been treated with greater hostility as a result of the European terror attacks



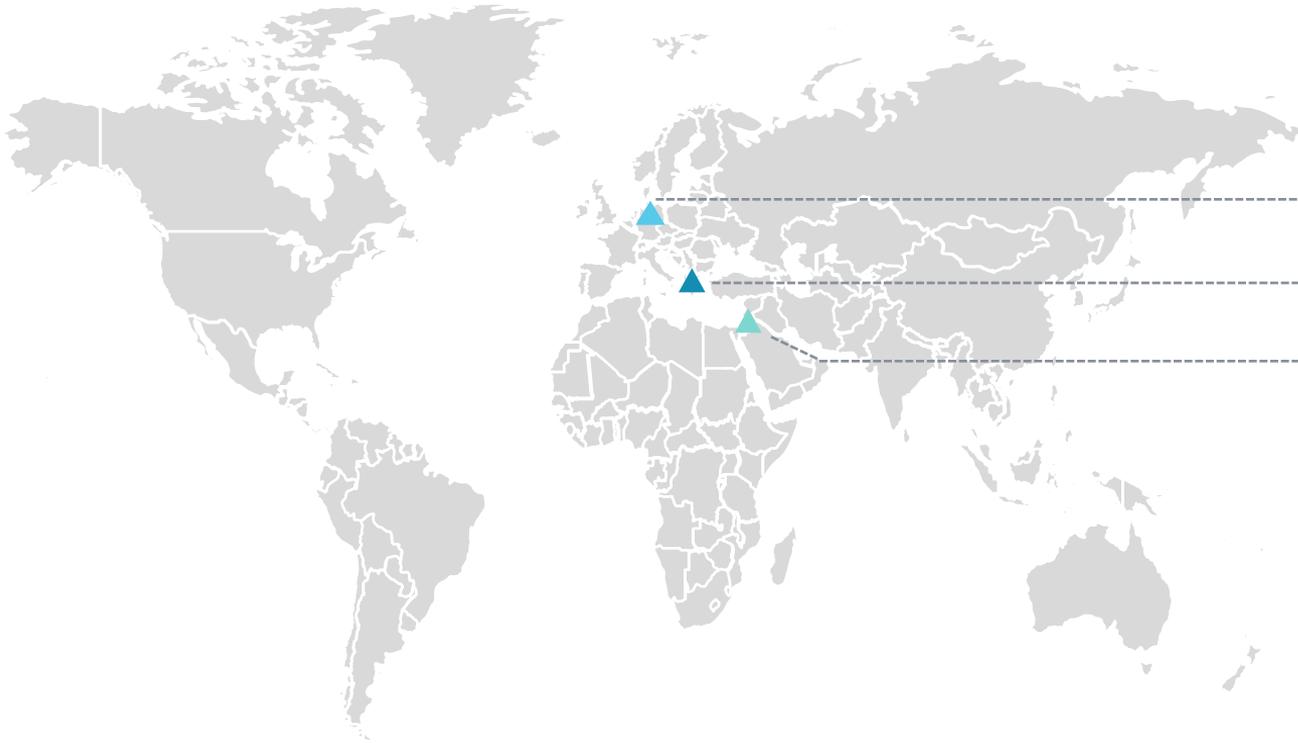
SECTION 1

# ABOUT REFUGEES INTERVIEWED



# HOST COUNTRY OVERVIEW

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**511** GERMANY

**510** GREECE

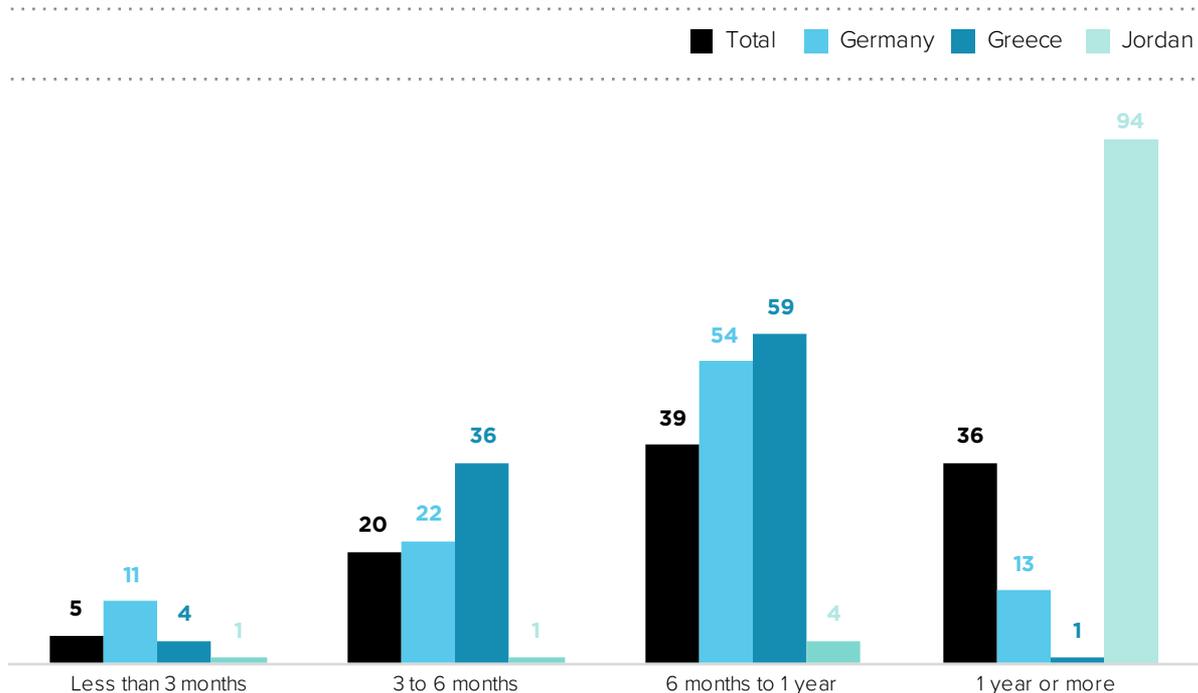
**504** JORDAN



# HOST COUNTRY LENGTH OF TIME

The overall sample included a **good spread of recent arrivals to host countries and those who had been there for longer**: 25% had been there for for less than 6 months, with 2 in 5 reporting they've been in their host country for 6 months to 1 year and a similar proportion more than one year.

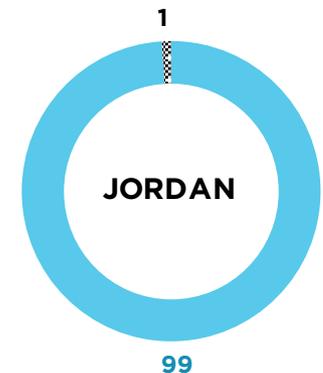
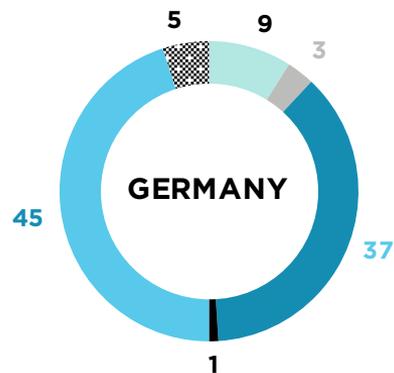
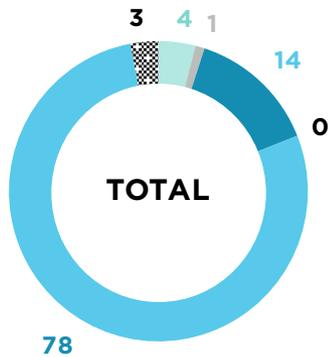
Of the three countries surveyed, refugees in Greece tend to have been in country for less time than those in Germany and Jordan. Amongst refugees in Germany, most had arrived in the last year, while almost all in Jordan have been in the country for more than one year.



# COUNTRY OF ORIGIN

The sample was generally reflective of the refugee population in the host countries. It primarily consisted of refugees from Syria, Iraq and Afghanistan with some representation of those from other countries. In Germany there was a fairly even balance between the number of Iraqi and Syrian refugees, whilst in Greece and Jordan the majority were from Syria.

AFGHANISTAN IRAN IRAQ PAKISTAN SYRIA OTHER



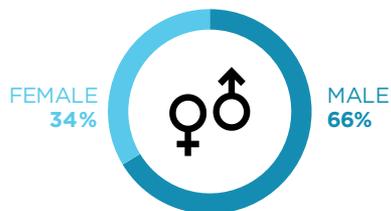
# DEMOGRAPHICS: TOTAL SAMPLE

## INDIVIDUAL & FAMILY

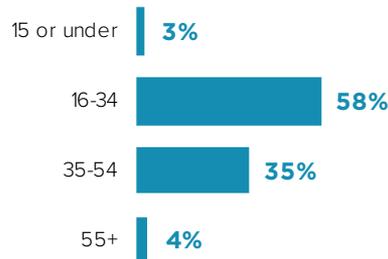
Amongst the overall sample, there was a **good spread in terms of gender, age and life-stage relative to other surveys of refugees.**

Approximately two-thirds of refugees were male and one-third female. A high proportion of young people took part, with approximately 6 in 10 under the age of 34. In terms of family life, just over half were married and a similar proportion had children (1 in 5 had 5 or more). There was also a high proportion of single people (approximately 3 in 10).

### GENDER



### AGE



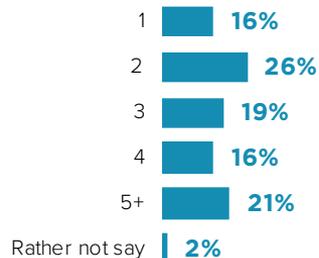
### MARITAL STATUS

|                            |     |
|----------------------------|-----|
| Married                    | 57% |
| Single                     | 30% |
| Unmarried but with partner | 5%  |
| Widowed                    | 5%  |
| Separated / Divorced       | 2%  |
| Prefer not to say          | 1%  |

### HAVE CHILDREN (UNDER 18)



### NUMBER OF CHILDREN (UNDER 18)

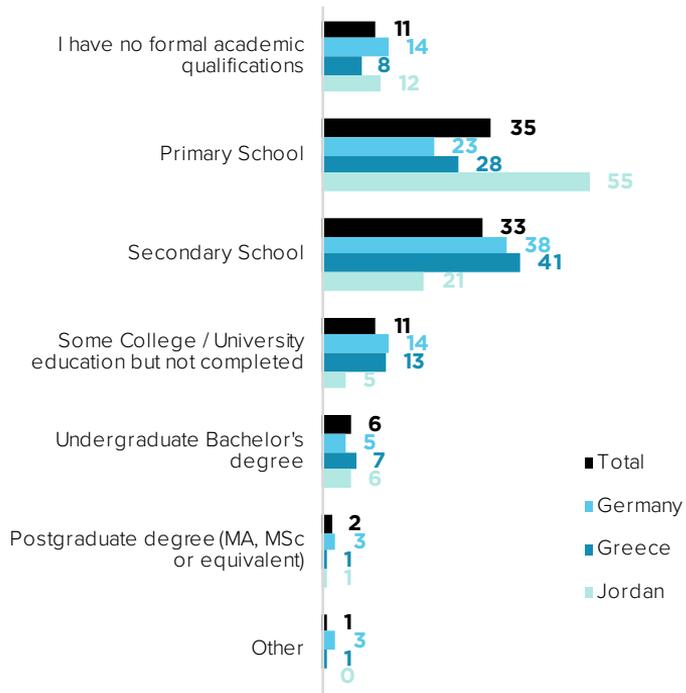


# DEMOGRAPHICS: TOTAL SAMPLE

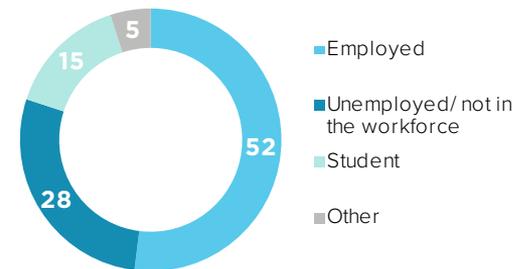
## SOCIO-ECONOMIC INDICATORS

Almost 7 in 10 refugees had been employed or studying in their countries of origin. Approximately 4 in 10 had been in construction or manufacturing jobs, and 2 in 10 in jobs requiring higher levels of education (including professional services, accounting, financial services and medicine). Perhaps reflective of this, just under 2 in 10 had been to university, although not all had completed it. Commonly mentioned 'Other' professions included military and teaching.

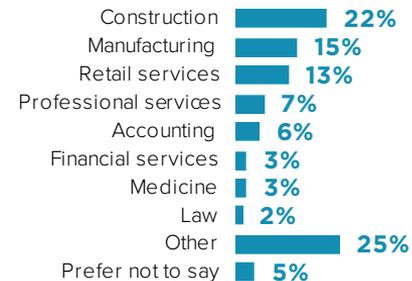
### LEVEL OF EDUCATION



### EMPLOYMENT STATUS (16-64 YEAR OLDS)



### TYPE OF WORK (16-64 YEAR OLDS)



# DEMOGRAPHICS: MALES

## SOCIO-ECONOMIC INDICATORS

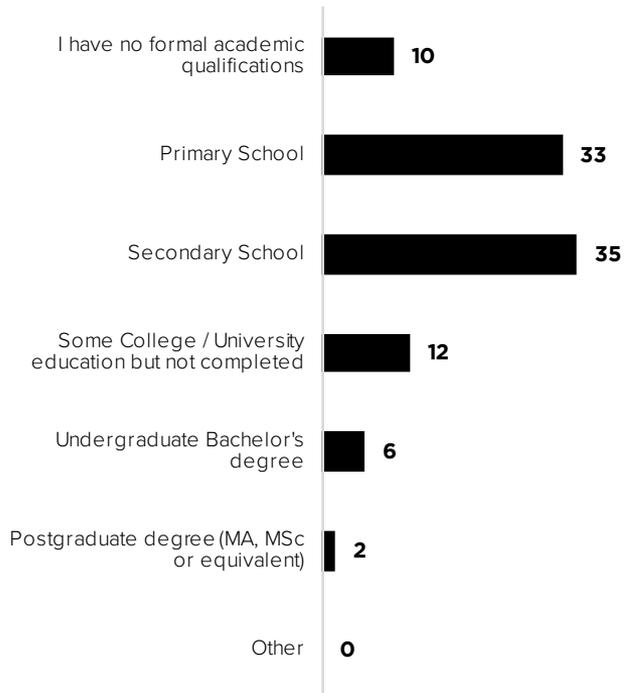
The majority of male refugees interviewed (84%) had been either working or studying at the time of leaving.

The most common types of employment had been construction (1 in 4) and manufacturing (nearly 2 in 10).

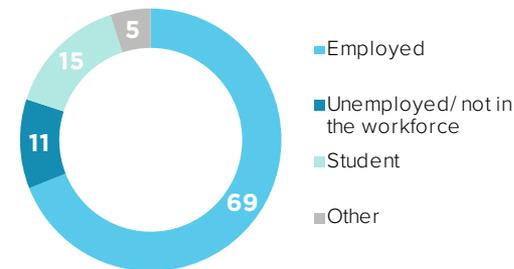
In terms of education, 2 in 5 had attended college or studied further.

The study grouped 16-34 year olds together. In their countries of origin, 16 is commonly considered the be working age, while this does no necessary hold true where they have resettled.

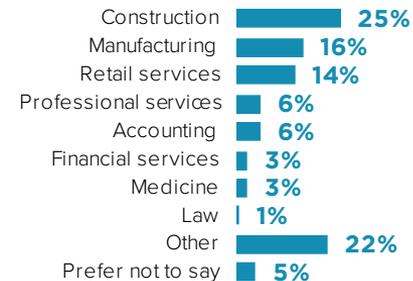
### LEVEL OF EDUCATION



### EMPLOYMENT STATUS (16-64 YEAR OLDS)



### TYPE OF WORK (16-64 YEAR OLDS)



# DEMOGRAPHICS: FEMALES

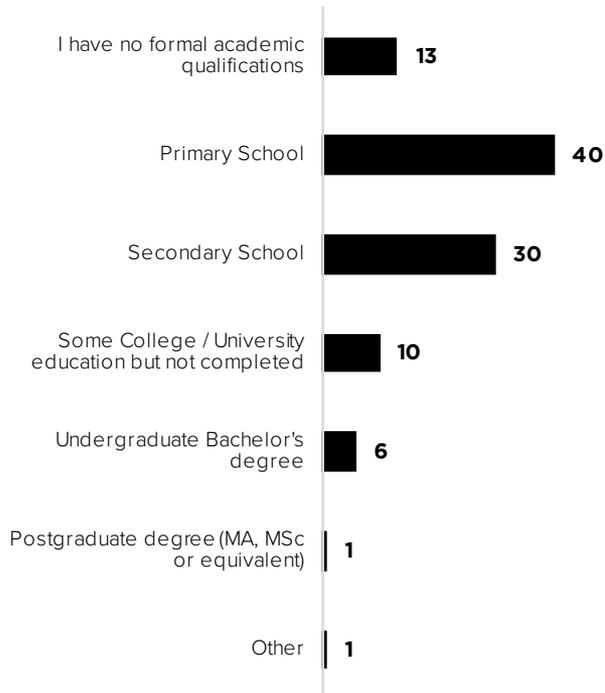
## SOCIO-ECONOMIC INDICATORS

Nearly 4 in 10 women had either been working or studying in their home countries.

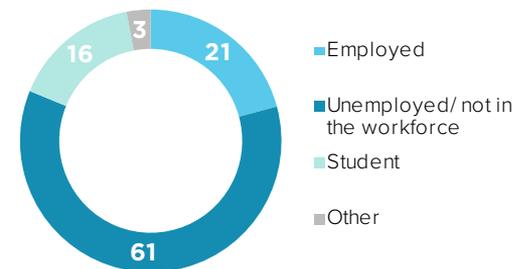
Those who had been working were employed in a range of sectors, including those requiring higher levels of education (professional services, accounting, financial services and medicine).

In terms of education, 16% had attended college or studied further.

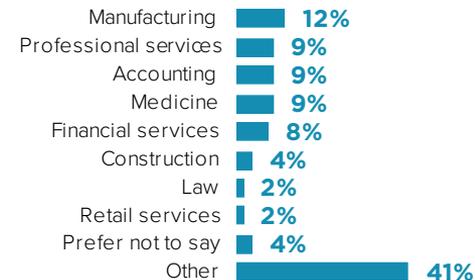
### LEVEL OF EDUCATION



### EMPLOYMENT STATUS (16-64 YEAR OLDS)



### TYPE OF WORK (16-64 YEAR OLDS)



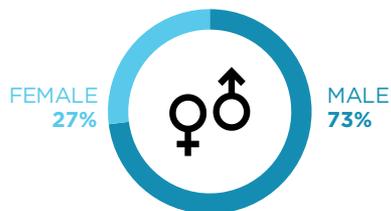
# DEMOGRAPHICS: GERMANY

## INDIVIDUAL & FAMILY

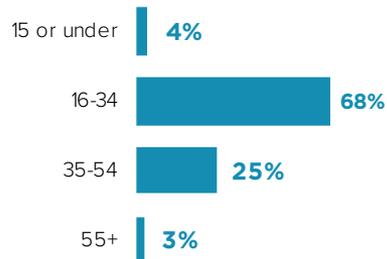
In Germany **511 refugees** participated. Interviews were conducted in various locations across Berlin, both in and outside camps. Fieldwork in Germany took place between the 24th and 30th of August 2016.

The sample in Germany was **significantly more male (73%) than female**. In terms of life-stage, refugees were **relatively young** (approximately 3 in 4 under 34 years) and compared to the other territories covered, there were more single (46%) than married (38%) people surveyed.

### GENDER



### AGE



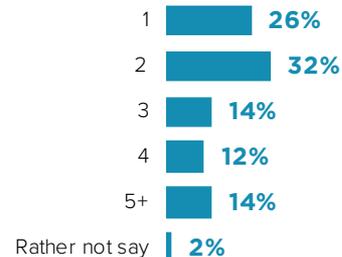
### MARITAL STATUS

|                            |            |
|----------------------------|------------|
| Single                     | <b>46%</b> |
| Married                    | <b>38%</b> |
| Unmarried but with partner | <b>9%</b>  |
| Separated / Divorced       | <b>3%</b>  |
| Widowed                    | <b>3%</b>  |
| Prefer not to say          | <b>1%</b>  |

### HAVE CHILDREN (UNDER 18)



### NUMBER OF CHILDREN (UNDER 18)

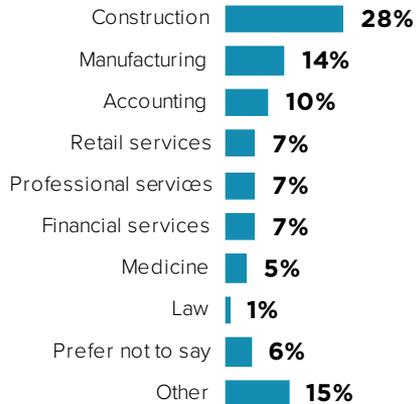


# DEMOGRAPHICS: GERMANY

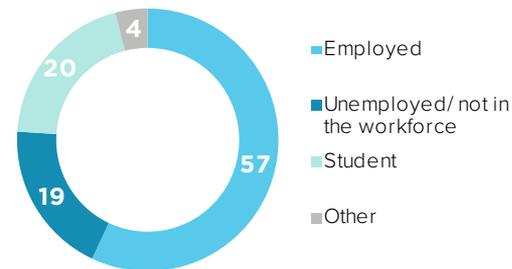
## SOCIO-ECONOMIC INDICATORS

The majority of refugees in Germany had either been employed or studying (77%) before leaving their home countries. Around 1 in 4 were employed in construction, with manufacturing the second most common form of employment. There were also a notable number of refugees who had been employed in **higher income professions**, such as accounting (10%), financial services (7%), and medicine (5%).

### TYPE OF WORK (16-64 YEAR OLDS)



### EMPLOYMENT STATUS (16-64 YEAR OLDS)



# DEMOGRAPHICS: GERMANY BY GENDER

## SOCIO-ECONOMIC INDICATORS

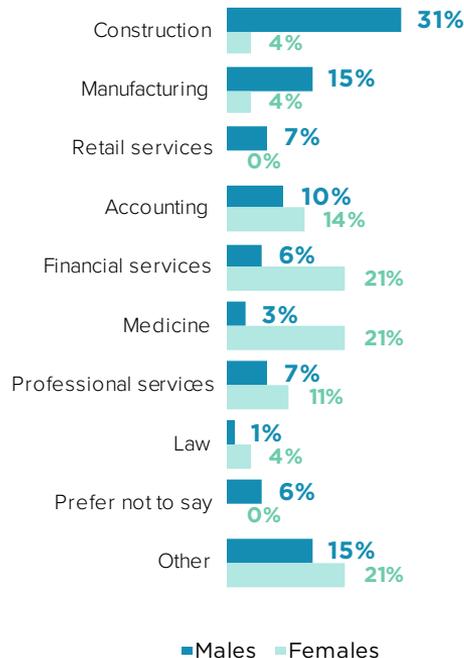
### Men:

Over 8 in 10 men were employed or studying in their home countries. Construction and manufacturing had been prominent areas of employment.

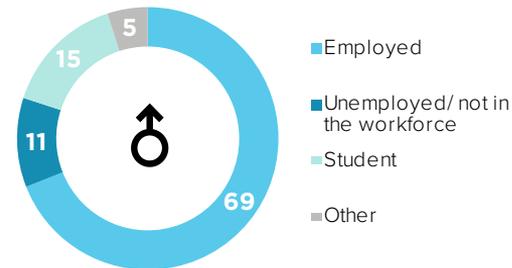
### Women:

6 in 10 women were either employed or studying in their home countries. This figure breaks down as 1 in 4 women in work, and 1 in 3 in education. Interestingly, the most common careers for women were financial services and medicine, with almost 1 in 5 women reporting each.

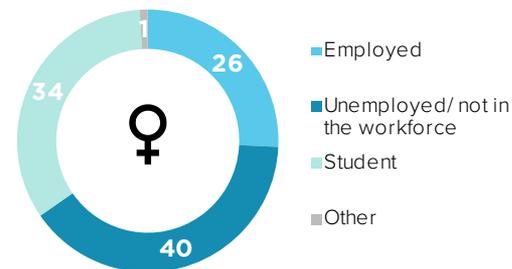
### TYPE OF WORK (16-64 YEAR OLDS)



### EMPLOYMENT STATUS: MALES (16-64 YEAR OLDS)



### EMPLOYMENT STATUS: FEMALES (16-64 YEAR OLDS)



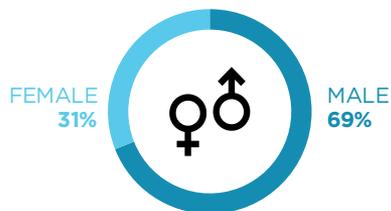
# DEMOGRAPHICS: GREECE

## INDIVIDUAL & FAMILY

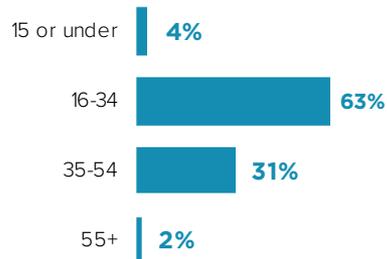
In Greece **510 refugees** participated. Interviews were conducted in various locations in northern Greece and Athens, including in refugee camps, private and volunteer-run establishments. Fieldwork in Greece took place between the 24<sup>th</sup> of August and 2<sup>nd</sup> of September 2016.

The sample in Greece was **more male (69%) than female**. In terms of life-stage, approximately **2 in 3 were under 34 years**. There was a relatively even balance between refugees with **families** and those without.

### GENDER



### AGE



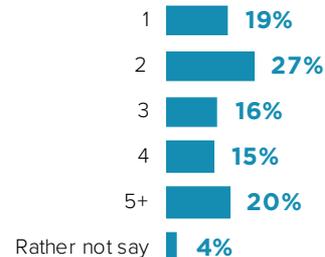
### MARITAL STATUS

|                            |     |
|----------------------------|-----|
| Married                    | 59% |
| Single                     | 32% |
| Unmarried but with partner | 4%  |
| Separated / Divorced       | 1%  |
| Widowed                    | 2%  |
| Prefer not to say          | 1%  |

### HAVE CHILDREN (UNDER 18)



### NUMBER OF CHILDREN (UNDER 18)

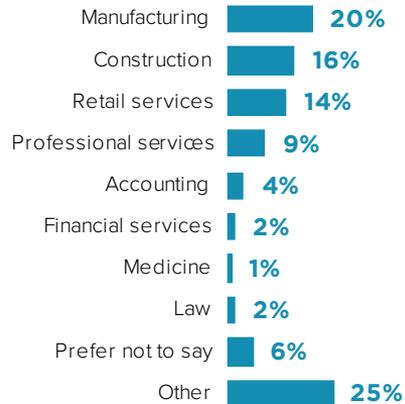


# DEMOGRAPHICS: GREECE

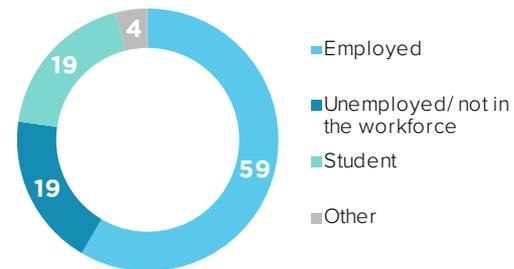
## SOCIO-ECONOMIC INDICATORS

The majority of refugees in Greece were either employed or studying (78%) in their home countries. The most common professions had been in manufacturing at 20%, followed by construction at 16%.

### TYPE OF WORK (16-64 YEAR OLDS)



### EMPLOYMENT STATUS (16-64 YEAR OLDS)



# DEMOGRAPHICS: GREECE BY GENDER

## SOCIO-ECONOMIC INDICATORS

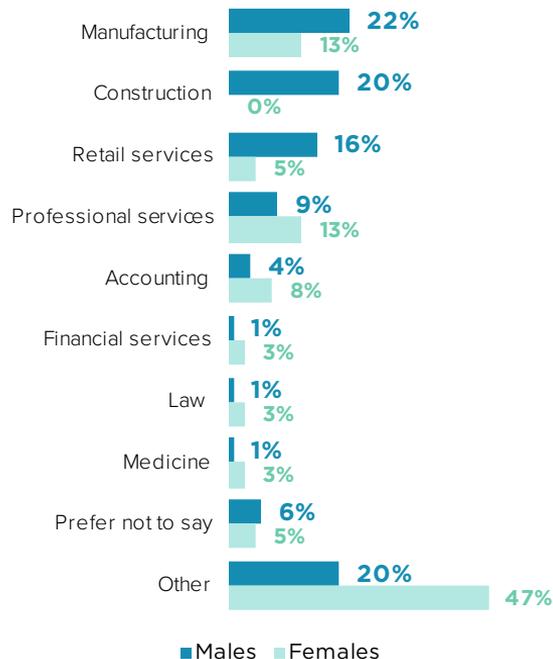
### Men:

9 in 10 men were employed or studying in their home countries. Fewer than 1 in 10 men had been unemployed. Manufacturing, construction and retail had been prominent careers.

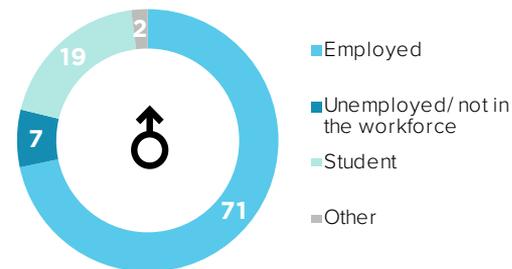
### Women:

Approximately half of women were either employed or studying in their home countries. This figure breaks down as over 1 in 4 women in work and 17% in education. Manufacturing and professional services had been the most common careers for women.

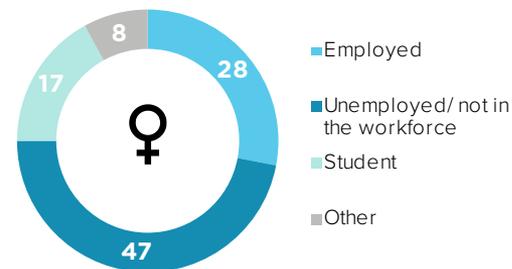
### TYPE OF WORK (16-64 YEAR OLDS)



### EMPLOYMENT STATUS: MALES (16-64 YEAR OLDS)



### EMPLOYMENT STATUS: FEMALES (16-64 YEAR OLDS)



# DEMOGRAPHICS: JORDAN

## INDIVIDUAL & FAMILY

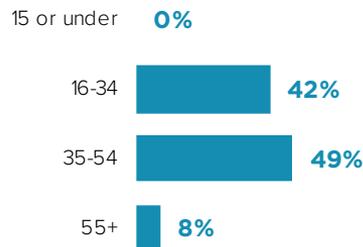
In Jordan **504 refugees** participated. Interviews were conducted in various locations, including inside and outside the Zaatari Camp. Fieldwork took place between the 24<sup>th</sup> of August and 2<sup>nd</sup> of September 2016.

The sample in Jordan had a good spread of males (**55%**) and females (**45%**). Refugees were **slightly older** than those in other territories, with nearly half between the ages of 35 and 54 years. The majority were **married** and had children.

### GENDER



### AGE



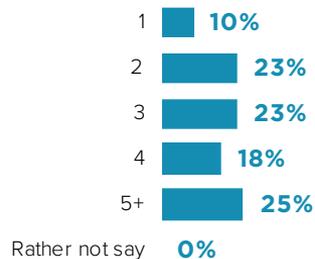
### MARITAL STATUS

|                            |            |
|----------------------------|------------|
| Married                    | <b>76%</b> |
| Single                     | <b>11%</b> |
| Widowed                    | <b>11%</b> |
| Separated / Divorced       | <b>2%</b>  |
| Unmarried but with partner | <b>0%</b>  |
| Prefer not to say          | <b>0%</b>  |

### HAVE CHILDREN (UNDER 18)



### NUMBER OF CHILDREN (UNDER 18)

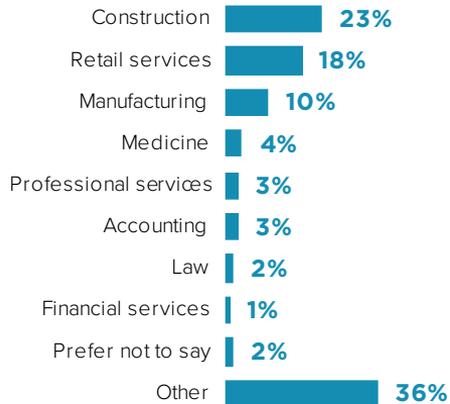


# DEMOGRAPHICS: JORDAN

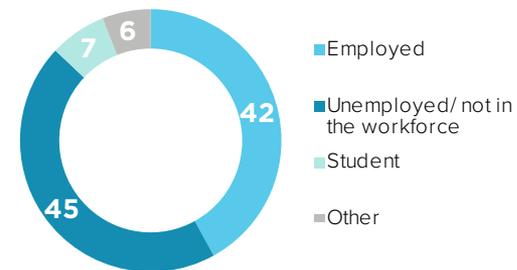
## SOCIO-ECONOMIC INDICATORS

Amongst those who had been employed, **Construction** (23%) and **Retail services** (18%) were the most common industries mentioned.

### TYPE OF WORK (16-64 YEAR OLDS)



### EMPLOYMENT STATUS (16-64 YEAR OLDS)



# DEMOGRAPHICS: JORDAN BY GENDER

## SOCIO-ECONOMIC INDICATORS

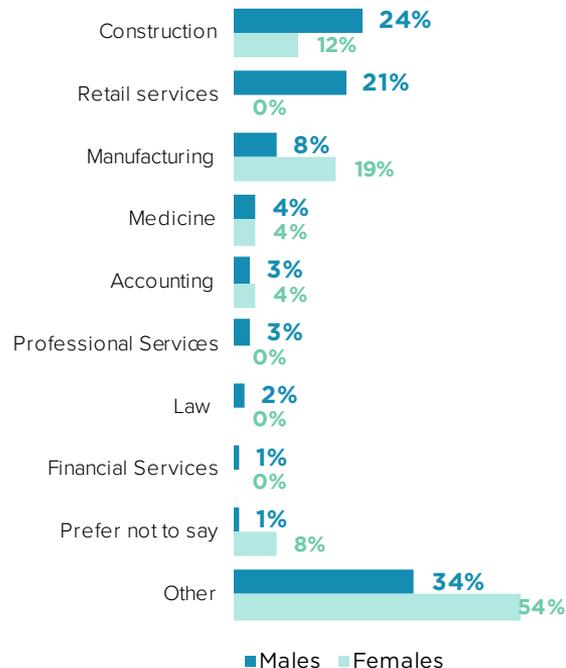
### Men:

Just under **8 in 10** men were employed or studying in their home countries. Some (14%) had been unemployed. Construction and retail were prominent careers.

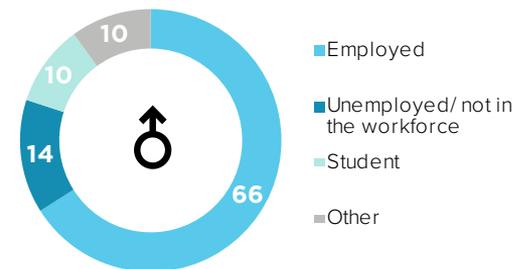
### Women:

Jordan had a higher proportion of women who were unemployed women in their home countries, relative to populations in other host countries. **Two in 10** were working or studying in their home countries.

### TYPE OF WORK (16-64 YEAR OLDS)



### EMPLOYMENT STATUS: MALES (16-64 YEAR OLDS)



### EMPLOYMENT STATUS: FEMALES (16-64 YEAR OLDS)





SECTION 2  
**ORIGINS**

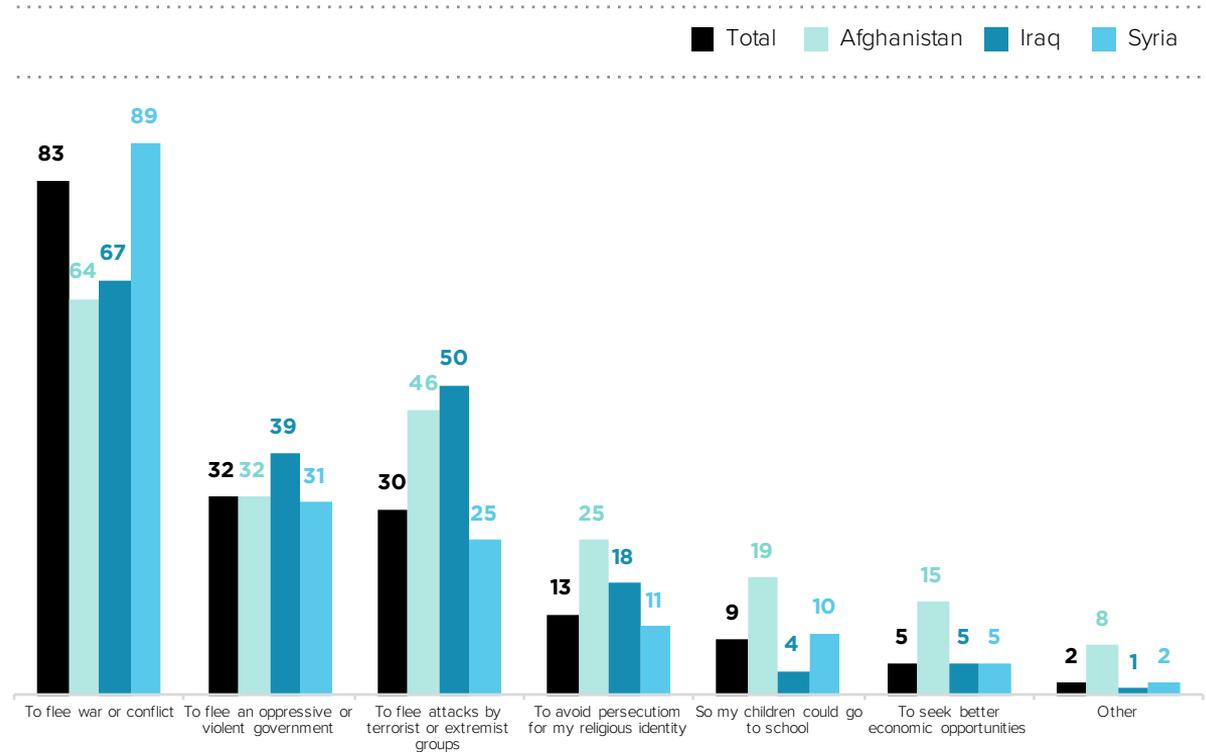


# MAIN REASONS FOR LEAVING OVERALL & BY COUNTRY OF ORIGIN

Refugees were shown a list and asked to identify the main reasons for leaving their host country. **Overall, by far the most commonly selected factor was 'To flee war or conflict', with 8 in 10 stating this.**

**No other individual factors were selected by more than 3 in 10 refugees.** Of these, 'To flee an oppressive or violent government' and 'To flee attacks by terrorist or extremist groups' were fairly common and ranked second and third overall.

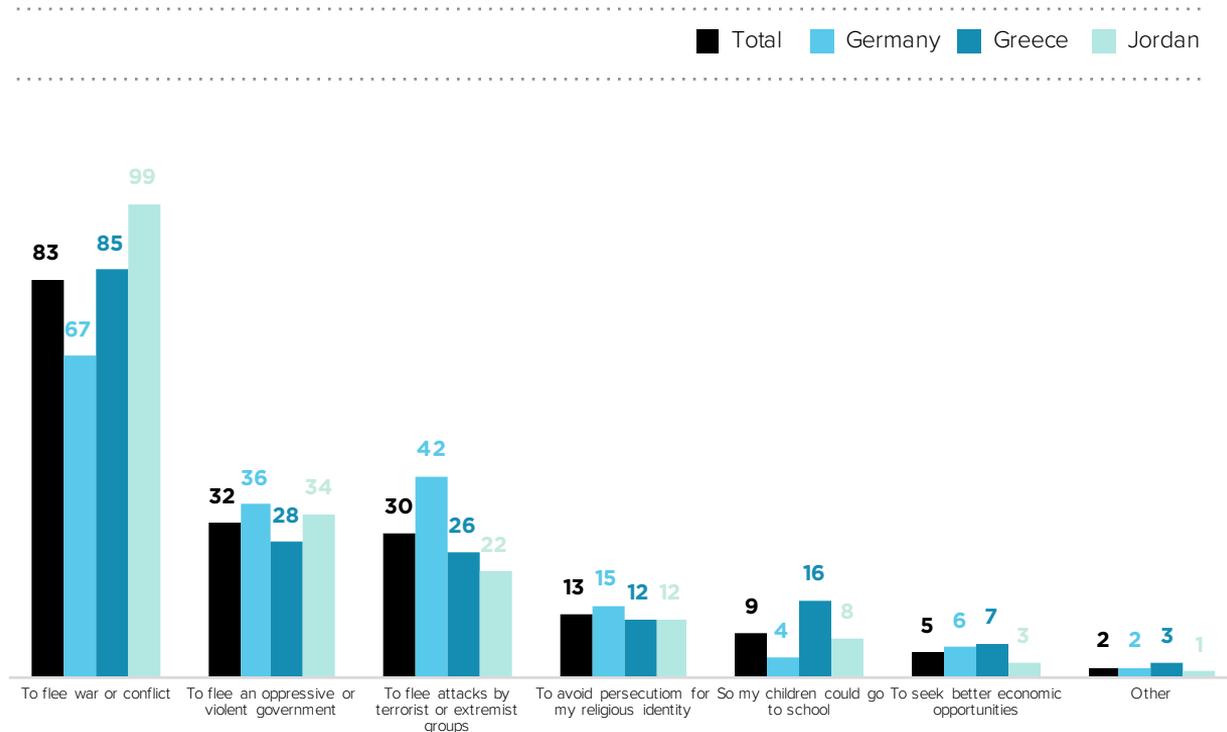
There were however some **differences in the rank ordering of statements by country of origin.** Syrians were more likely than others to state 'To flee war or conflict', with almost 9 in 10 doing so. For those of Iraqi and Afghan origin, 'To flee attacks by terrorist or extremist groups' was the second most commonly cited reason. A substantial proportion of Afghan's (approximately 1 in 4) also identified 'To avoid persecution for my religious identity' as a key factor.



# MAIN REASONS FOR LEAVING BY HOST COUNTRY

Differences by host country were generally reflective of the nationality of refugees:

- ▲ **Jordan:** 99% of refugees said they had left 'To flee war or conflict'; 99% of those interviewed were from Syria.
- ▲ **Germany:** Perhaps due to the more diverse nationalities surveyed, a range of reasons were cited: 2 in 3 said 'To flee war or conflict,' and more than 1 in 3 left 'To flee an oppressive or violent government' or 'To flee attacks by terrorist or extremist groups'.



# FINAL REASON FOR LEAVING ANALYSIS

Refugees were asked what the final reason or thing was that made their mind up to leave. **Almost unanimously, the trigger was safety concerns becoming so pronounced that they feared they would not survive much longer.** The two main concerns were being **caught in crossfire of the war**, and more **targeted violence** (e.g. arrests and persecution). There were some differences by country of origin:

**Syria:** The main concern (72%) was **getting caught up in the crossfire and indiscriminate killing by the parties at war** (State, military, terrorists, rebels etc.). Some had also experienced and/ or feared being arrested or persecuted (13%) by them.

**Iraq:** Being caught up in the general crossfire was a concern for many (47%), but for Iraqis more **targeted attacks** were a particular fear: death threats, imprisonment and persecution (51%).

**Afghanistan:** Many (31%) did cite **fearing that they would get caught up in the crossfire of wars** as the trigger. But, as with Iraqis, **being imprisoned or killed** was a prominent concern (29%).

## CROSSFIRE OF WAR / VIOLENCE

72% SYRIA



47% IRAQ



31% AFGHANISTAN



## TARGETED VIOLENCE

51% IRAQ



29% AFGHANISTAN



13% SYRIA



# FINAL REASON FOR LEAVING IN REFUGEES' OWN WORDS

---

“

Syria had become two states, neither of which was safe: the State of Assad and the State of ISIS. We had no choice but to escape.

**SYRIAN REFUGEE**

“

I became aware that the government was looking for young people like me and arresting them.

**SYRIAN REFUGEE**

“

We were afraid of all of the explosions and indiscriminate killing.

**SYRIAN REFUGEE**

“

The situation there was dangerous and unsafe. There was just no stability.

**SYRIAN REFUGEE**

“

I had to leave to escape ISIS: it was starting to control many parts of Iraq.

**IRAQI REFUGEE**

“

My uncle joined a militia and insisted that we had to join them too. Leaving was my only way to escape.

**IRAQI REFUGEE**

“

The extremism and sectarian killing based on identity was unbearable.

**IRAQI REFUGEE**

“

I was chased by militias. They were trying to get me to join them. I had to leave.

**IRAQI REFUGEE**

“

I was approached by Taliban forces to join them. I refused and they threatened to kill me.

**AFGHAN REFUGEE**

“

My brother was killed in an explosion. It was too dangerous.

**AFGHAN REFUGEE**

“

My daughter disappeared 11 years ago. And recently there were constant threats from the militia (Taliban).

**AFGHAN REFUGEE**



# ISSUES EXPERIENCED: CONFLICT & VIOLENCE

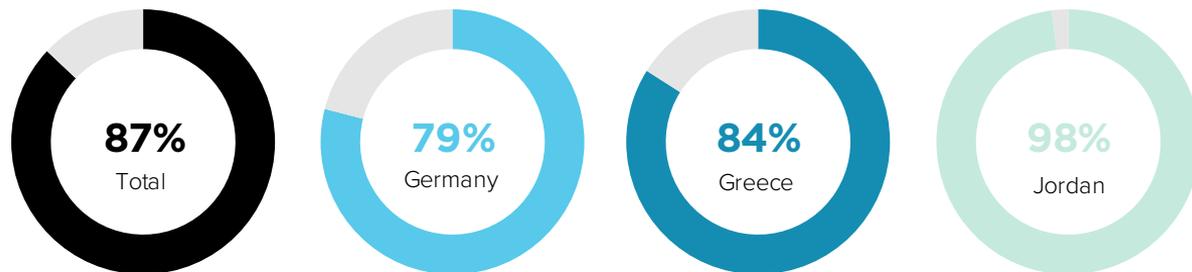
## OVERALL & BY HOST COUNTRY

Given the extent of conflict identified by refugees, they were asked to what degree they personally felt in danger.

The majority (nearly 9 in 10) stated 'I felt my life was in danger.' Overall, very few (2%) said they did not feel in danger and that 'I left my country for other reasons.'

In **Jordan** almost all refugees reported that they felt their life was in danger.

"I felt my life was in danger"



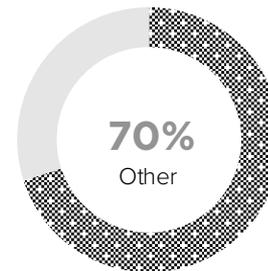
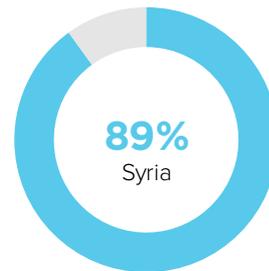
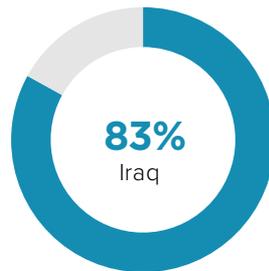
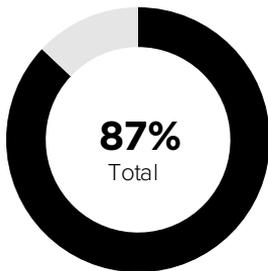
# ISSUES EXPERIENCED: CONFLICT & VIOLENCE

## BY COUNTRY OF ORIGIN

Responses as to why they had fled their home countries across the various nationalities of refugees were relatively similar. Syrians were only marginally more likely to report that they felt their 'life was in danger'.

Of those who said 'I did not fear violence – I left my home country for other reasons,' the highest proportion were from countries other than Syria, Afghanistan or Iraq.

"I felt my life was in danger"



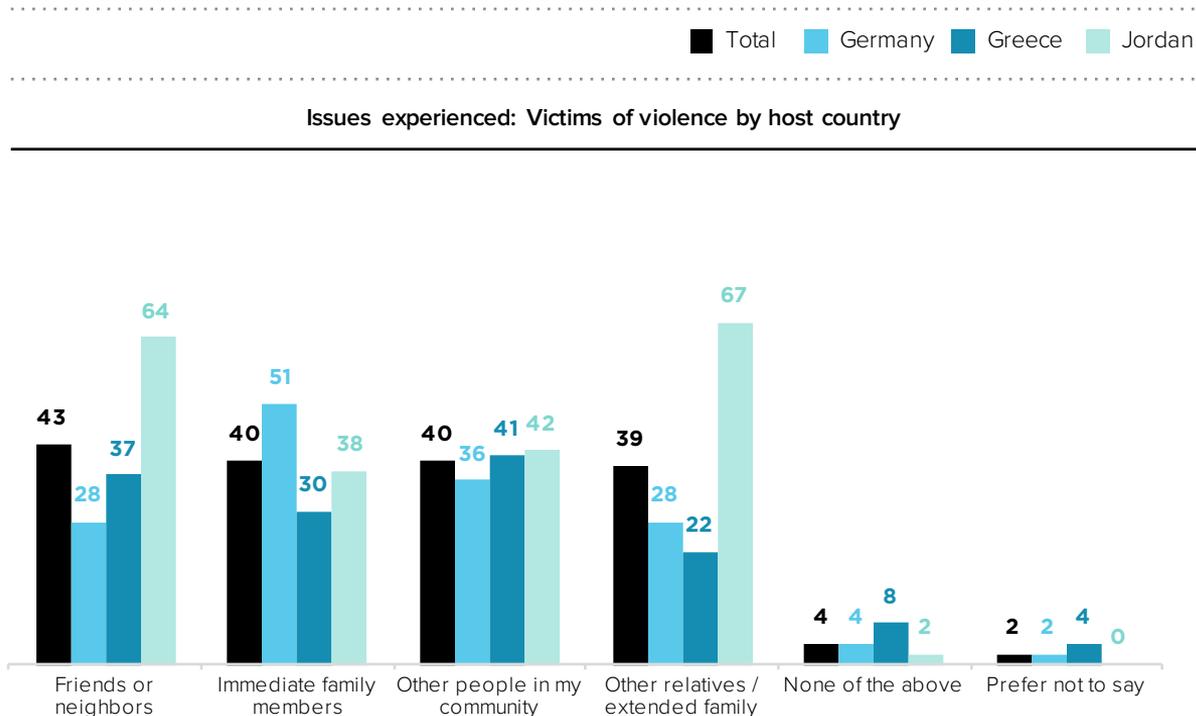
# ISSUES EXPERIENCED: VICTIMS OF VIOLENCE

## OVERALL & BY HOST COUNTRY

When asked if they personally knew anyone who had been a victim of violence in their home country, 96% said they had.

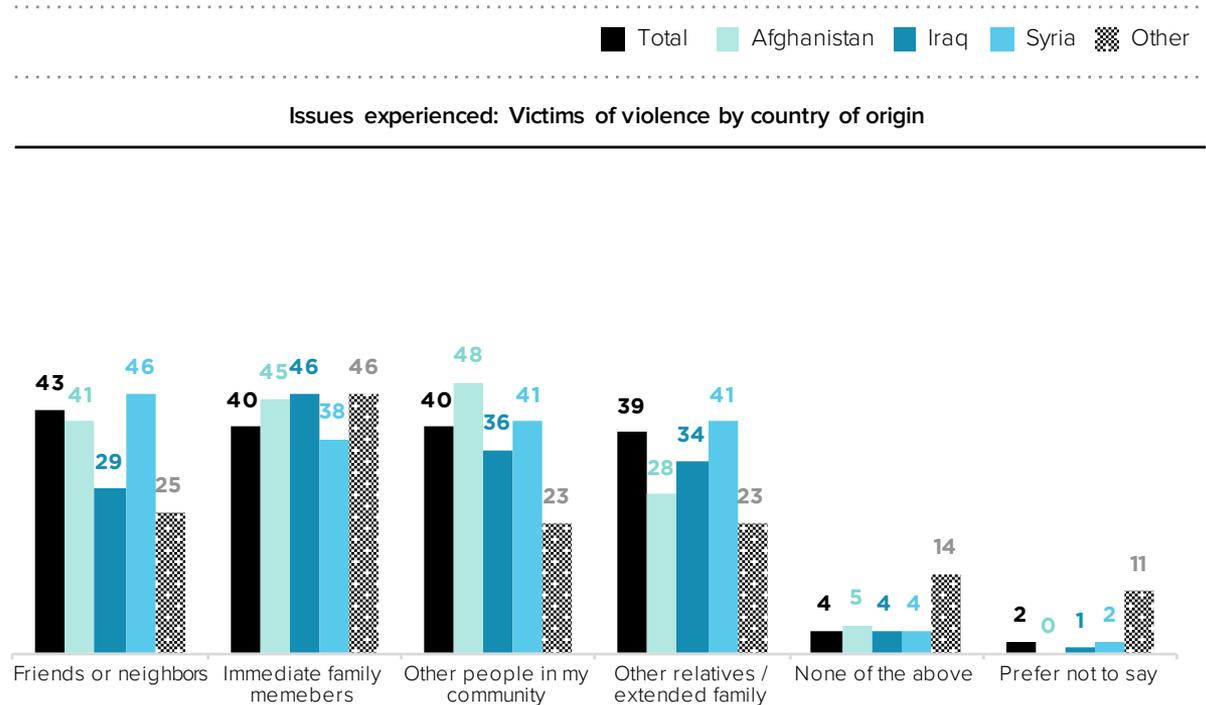
Strikingly, 4 in 10 said that 'Immediate family members (e.g. parents, children, siblings)' had been victims of violence. In Jordan this figure was even higher (2 in 3).

The other categories (covering friends, community members and extended family) were also selected by approximately 4 in 10 refugees.



# ISSUES EXPERIENCED: VICTIMS OF VIOLENCE BY COUNTRY OF ORIGIN

In terms of country of origin, rates of reporting having been victims of violence for **Afghan and Syrian** refugees were fairly similar, and slightly lower for Iraqis.



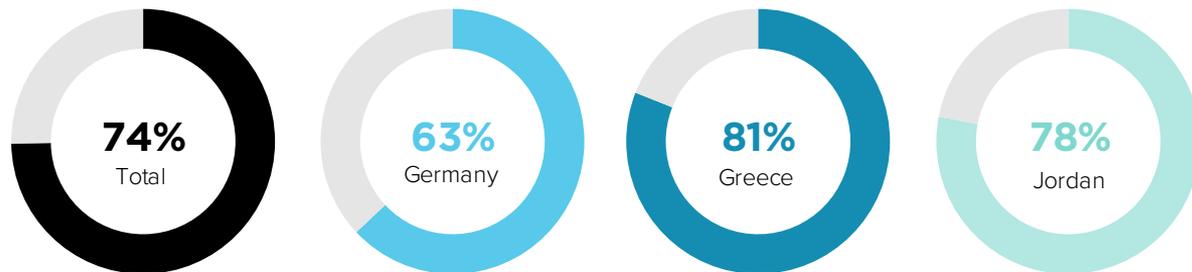
# ISSUES EXPERIENCED: DAMAGE (HOME OR PLACE OF WORK) OVERALL & BY HOST COUNTRY

Overall, 3 in 4 reported that their home or place of work had been damaged or destroyed.

There were some distinct differences by host country:

- ▲ Incidents were **more common amongst refugees based in Greece (82%) and Jordan (78%),** compared to those in Germany (63%)

Issues experienced: Damage of home or place of work, by host country

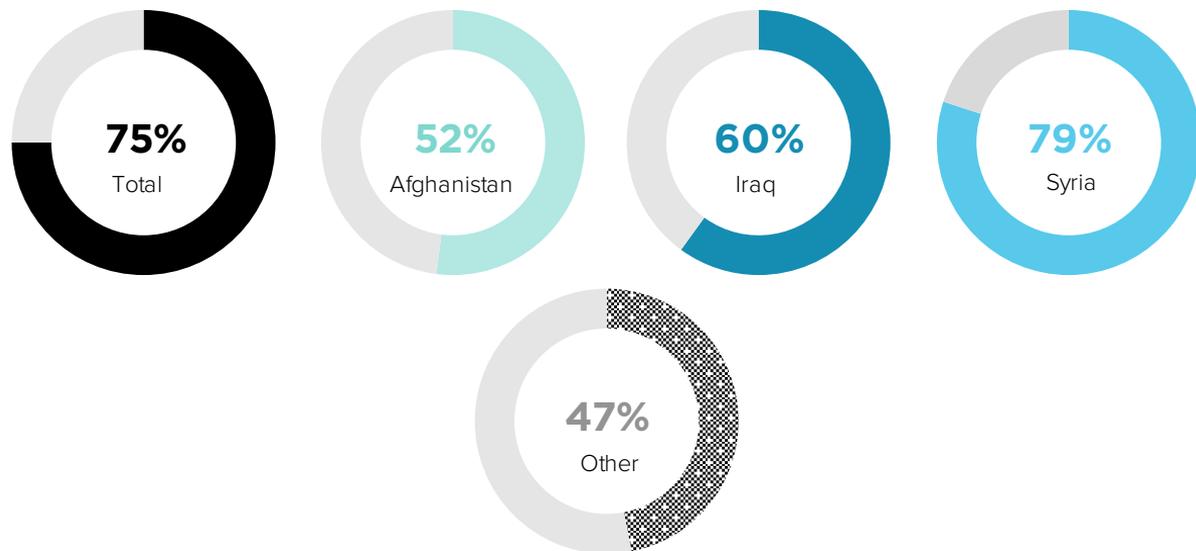


# ISSUES EXPERIENCED: DAMAGE (HOME OR PLACE OF WORK) BY COUNTRY OF ORIGIN

There were some distinct differences by country of origin:

- ▲ Incidents were **more common amongst Syrian refugees**, with the proportion rising to 8 in 10
- ▲ For Afghan and Iraqi refugees rates were closer to 6 in 10

Issues experienced: Damage of home or place of work, by country of origin



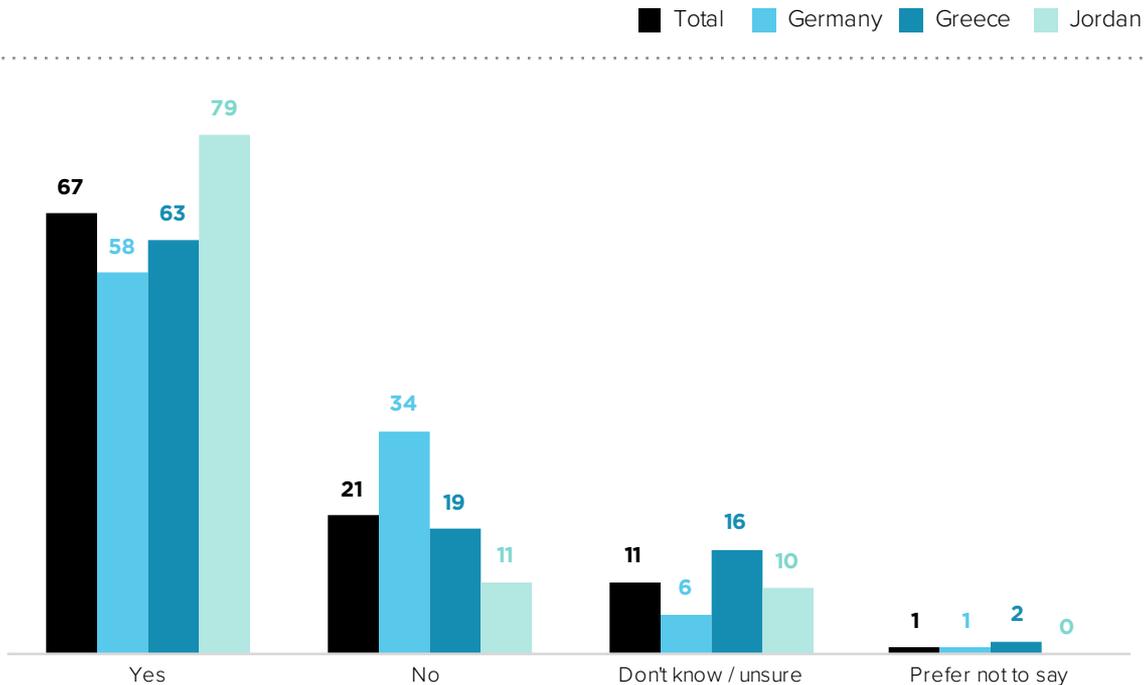
# RELOCATION: HOPES TO RETURN HOME

## OVERALL & BY HOST COUNTRY

Refugees were asked if they hoped to return home at some point in the future. Although the question did not specify any criteria in relation to when or the social/ political state of their country of origin, a **high proportion (approximately 7 in 10) said 'Yes'**.

There were some **notable differences by host country**. Perhaps unsurprisingly, the farther from home the refugees were, the less likely they were to hope to return:

- ▲ Refugees in **Jordan** were most likely to say 'Yes' (8 in 10)
- ▲ Refugees in **Germany** were the most likely to say 'No' (3 in 10), perhaps also suggesting that they feel fairly settled and confident about building a future for themselves
- ▲ Approximately 1 in 10 refugees in **Greece** were 'Unsure'



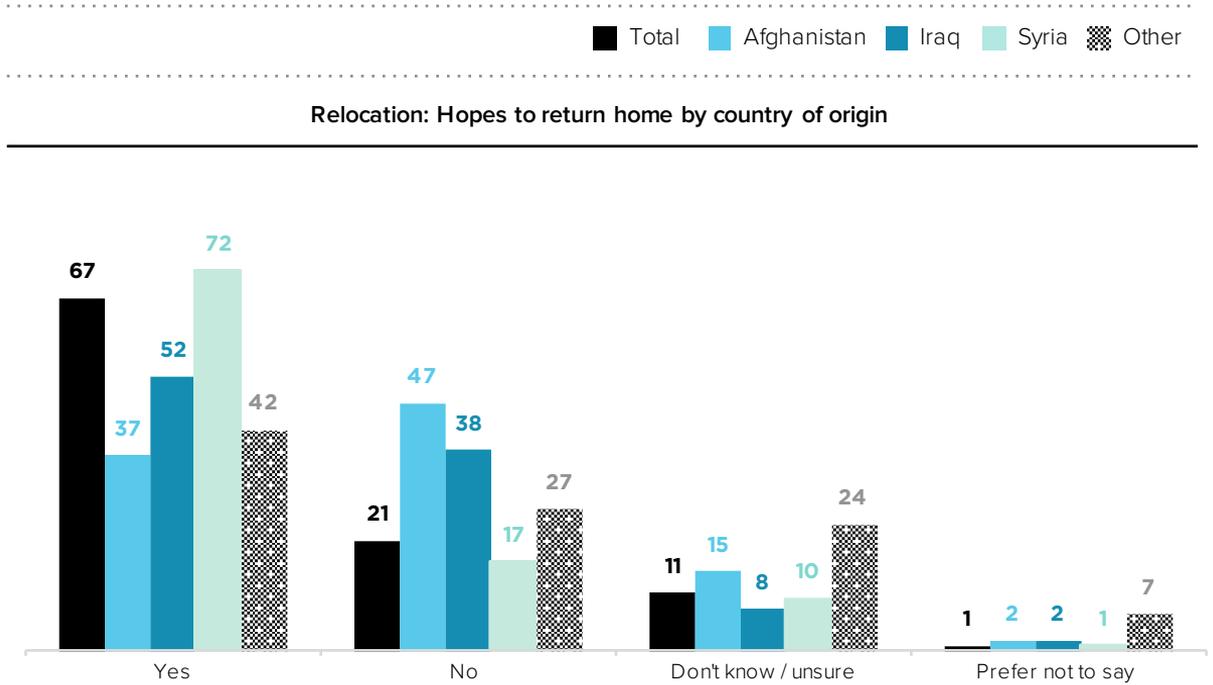
### KEY VARIABLES/ POPULATION GROUPS

**Age:** Some generational differences; the oldest age group (55+) were even more likely to say yes (3 in 4)

# RELOCATION: HOPES TO RETURN HOME

## BY COUNTRY OF ORIGIN

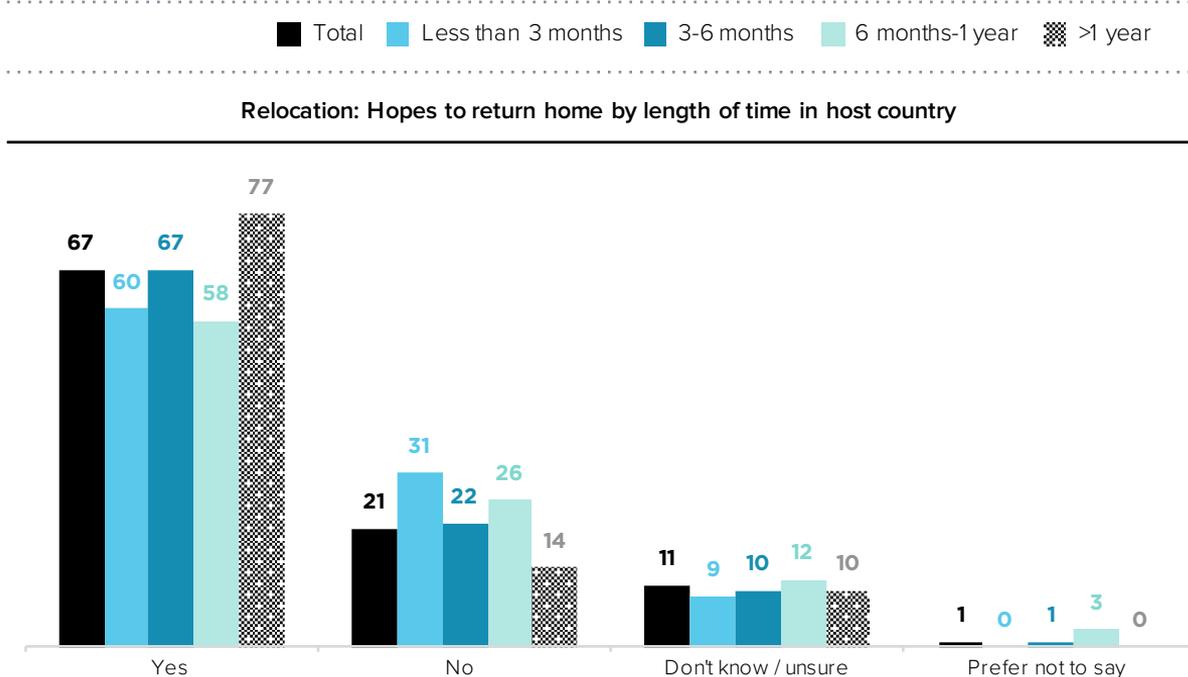
Amongst the different nationalities, **Syrian refugees** were the most likely to say that they would like to return home (approximately 7 in 10).



# RELOCATION: HOPES TO RETURN HOME

## BY LENGTH OF TIME IN HOST COUNTRY

There were slight **variation in answers when looking at the length of time** refugees had been in their host countries. Somewhat counter-intuitively, those who had been there for more than 1 year were more likely to say 'Yes,' they would like to return home.





SECTION 3

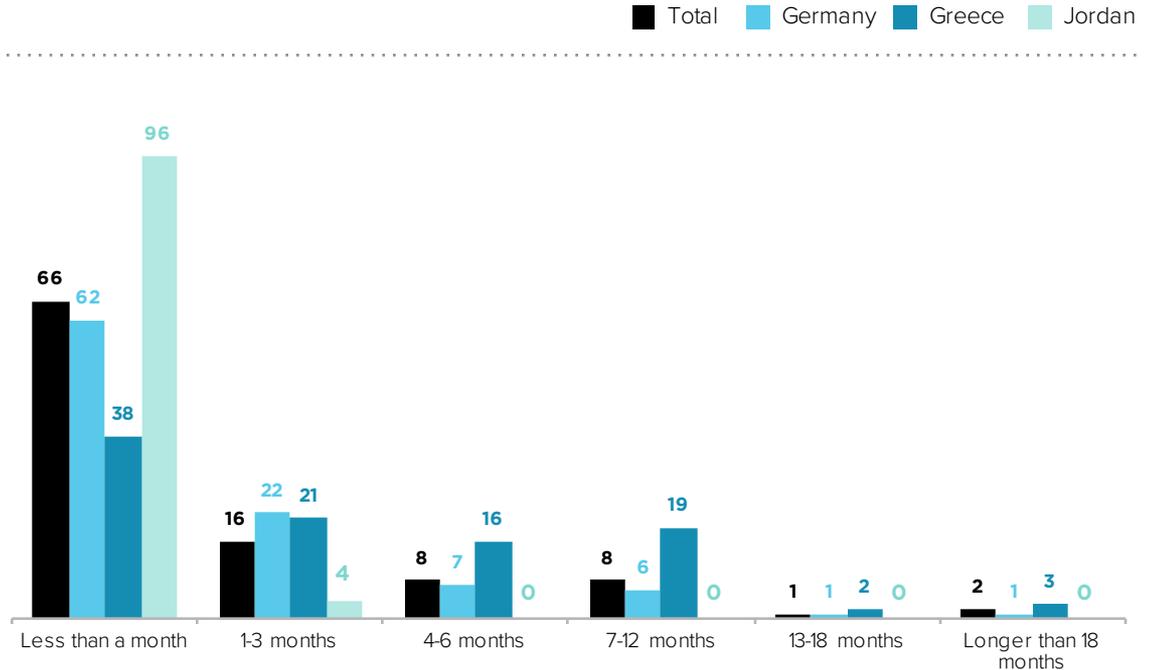
# JOURNEY



# LENGTH OF JOURNEY (TIME) OVERALL & BY HOST COUNTRY

Overall, for approximately 8 in 10 refugees the journey from their country of origin to their host country took up to three months.

As could be expected, length of journey was somewhat correlated with distance to the host country. For approximately 9 in 10 of refugees in Jordan, the journey took less than 1 month. Whilst refugees in Germany generally reached in up to three months (8 in 10), interestingly, the journey for some of those based in Greece was longer: Just 1 in 3 said that their journey took 1 month, with approximately 4 in 10 stating 4 months or longer. The reasons for this are somewhat unclear as, due to sensitivity, refugees were not asked specific details about their journeys.



# PHYSICAL AND MENTAL IMPACT OF JOURNEY

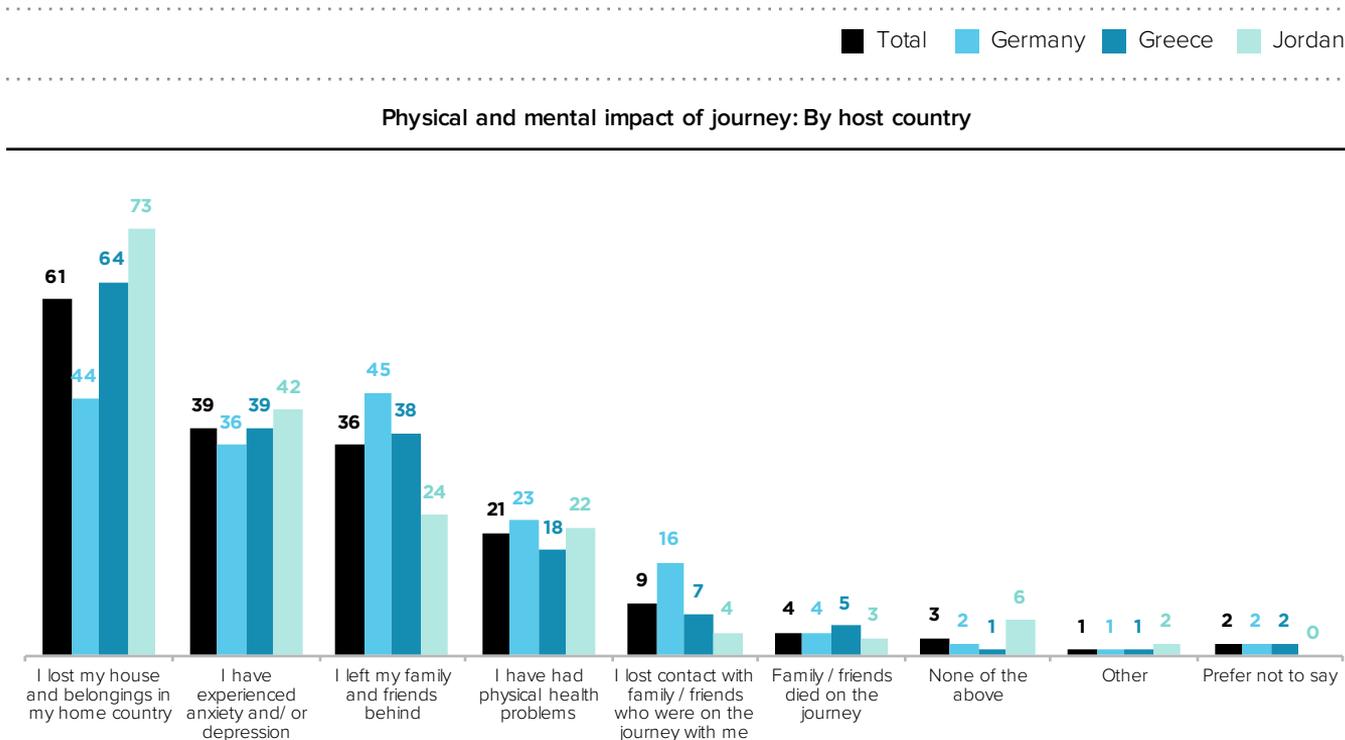
## OVERALL & BY HOST COUNTRY

Refugees' responses highlighted the mental, physical and personal demands of embarking on their journeys.

Approximately 6 in 10 lost their house and belongings, and 4 in 10 had to leave friends and family behind. These statistics suggest that circumstances require people to act on their decision to leave, with little time to make financial and other arrangements.

Some experienced further loss on their journey, with 1 in 10 losing contact with friends/ family who were with them, and 4% having experienced the death of a loved one.

In terms of health, approximately 2 in 5 had experienced anxiety and/ or depression and a further 1 in 5 physical health problems.



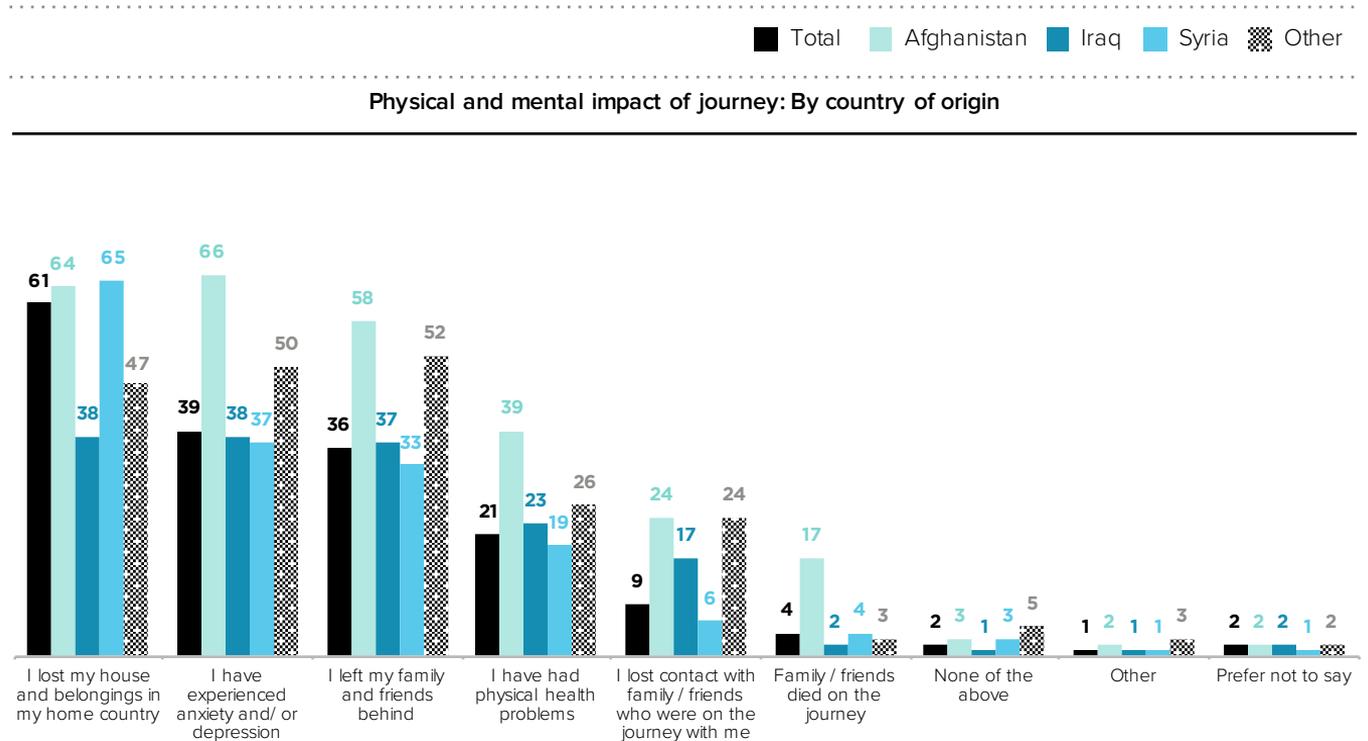
# PHYSICAL AND MENTAL IMPACT OF JOURNEY

## BY COUNTRY OF ORIGIN

Refugees from **Afghanistan and Iraq** tended to report more health problems as a result of their journeys:

- ▲ 2 in 3 Afghan refugees said they had 'experienced anxiety and/or depression'
- ▲ 4 in 10 Iraqis said they 'had physical health problems', compared to 2 in 10 overall

Those from Afghanistan were also more likely than others to say that 'family / friends died on the journey' (almost 2 in 10).

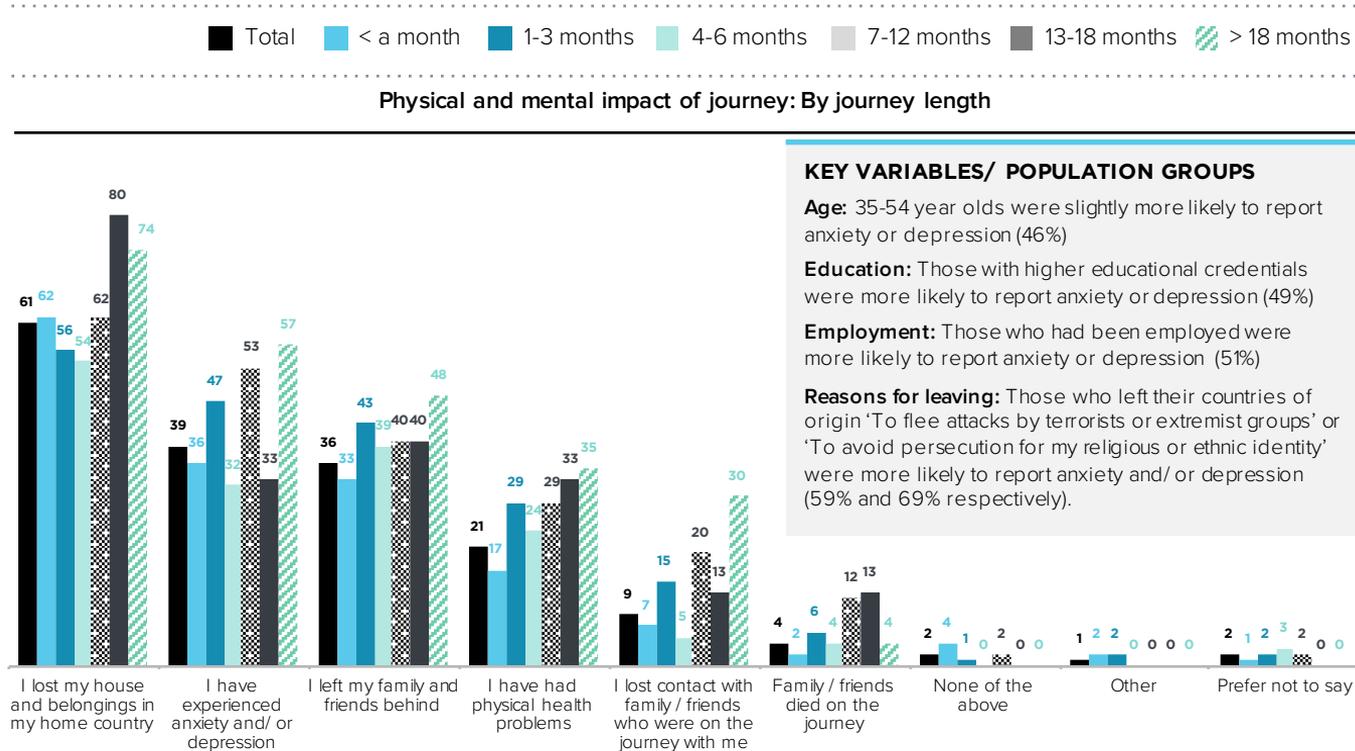


# PHYSICAL AND MENTAL IMPACT OF JOURNEY

## BY JOURNEY LENGTH

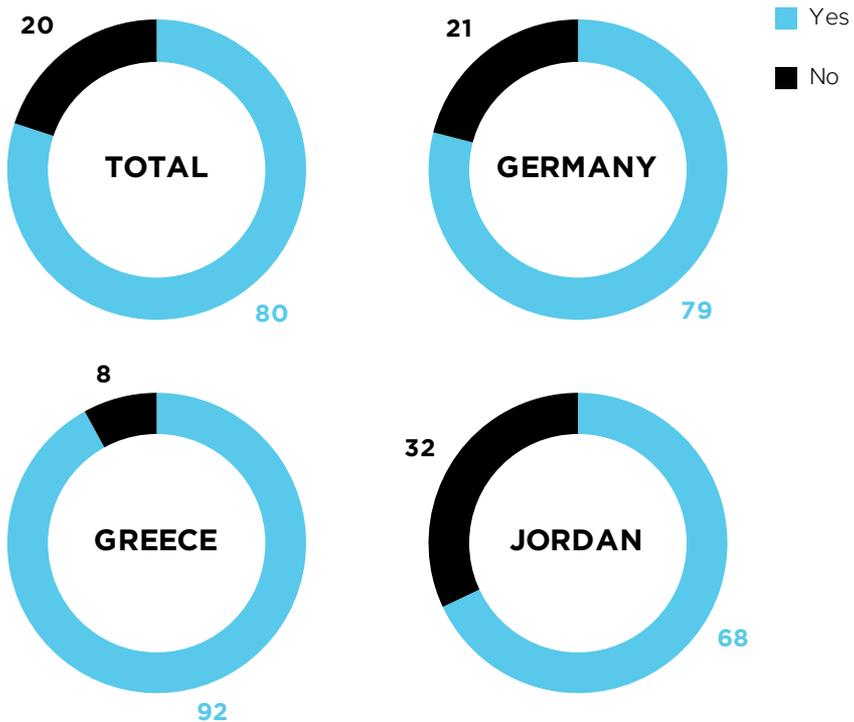
There was some correlation between physical and mental impacts and the length of journey to host country. Those who had been travelling for 13 months or more:

- ▲ Were more likely to report **losing their house/ belongings** and **leaving friends and family behind**
- ▲ Tended to experience **more health problems**, both mental and physical
- ▲ Reported **higher cases of losing contact with loved ones** on the journey (30% for those traveling for more than 18 months)



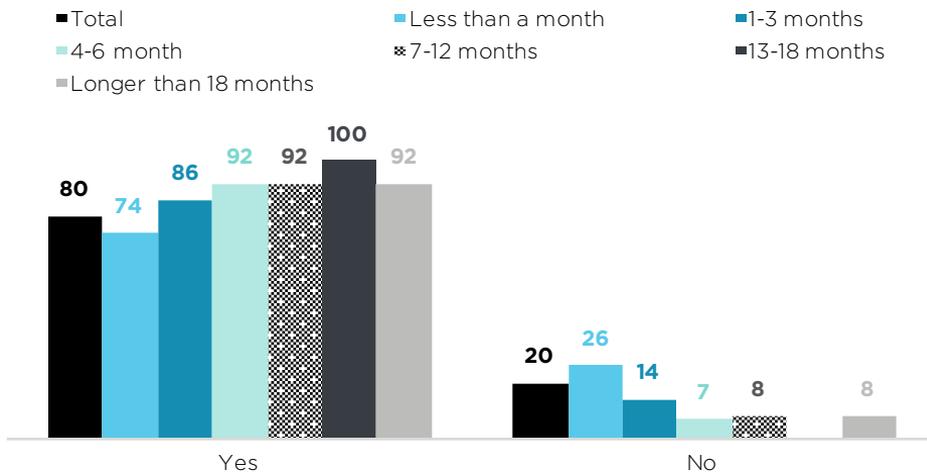
# LIFE IN DANGER

## OVERALL, BY HOST COUNTRY AND LENGTH OF JOURNEY



Overall, 8 in 10 of refugees interviewed felt their life was in danger at points during their journey. Differences across host countries appear to be somewhat related to geographic proximity to refugees' country of origin. In Jordan, 7 in 10 felt their life was in danger; in Greece and Germany rates were slightly higher, although they were surprisingly higher in Greece (9 in 10) than Germany (8 in 10).

As could be expected, the longer the journey refugees had been on, the more likely they were to feel their life was in danger.



# LIFE IN DANGER

## ANALYSIS

Those who felt their life was in danger during the journey to their host country were asked what specifically made them feel this way. **Refugees identified a range of reasons, spanning the whole journey.** The initial fears were around **making it safely to check points/ borders** without getting caught in the crossfire of wars/ violence. Once at the borders, some refugees faced resistance (sometimes physical) from authorities. For those travelling to Europe, the **sea journey** was particularly

frightening. Many had witnesses or heard about people drowning because of small/ ill-equipped boats and rough waters, leaving them worried they may not make it alive. Encounters with **authorities and opportunists** along the way were also often troubling. Some reported harsh treatment from board authorities, whilst others had come into contact with or were fearful of gangs (smugglers, people traffickers, kidnapers etc.).



WITNESSED  
WAR / VIOLENCE

**29%**



**SEA JOURNEY**  
OF THOSE WHO TRAVELED BY SEA,

**58%**

FELT IN DANGER



**EXPERIENCED TROUBLING  
ENCOUNTERS WITH  
SECURITY FORCES**  
(POLICE, BORDER GUARDS ETC)

**29%**



**WERE VICTIMS  
OF CRIME**  
(GANGS, THIEVES ETC)

**10%**



# LIFE IN DANGER

## IN REFUGEES' OWN WORDS

### WAR / VIOLENCE

“

There were ISIS check points on the road leading out of our area, which we had to avoid.

**FEMALE, 25-34**

“

The regime policed the checkpoints, which made it difficult to get out.

**FEMALE, 35-44**

“

The aerial attacks, the bombings and detention made it dangerous to venture far.

**MALE, 16-24**

“

There were army borders every few kilometres. We were scared because they would stop people and may kill you for no particular reason.

**FEMALE, 35-44**

### SEA

“

The sea journey was terrifying. I remember at least 2-3 occasions where the boat was about to sink.

**MALE, 16-24**

“

The sea voyage was completely unsafe. We were in a small boat and it broke down mid-journey. I remember being so scared that I fell short of breath and fainted. Luckily we were saved.

**FEMALE, 25-34**

“

We were made to travel in an overcrowded boat, which could have cost me my life.

**MALE, 16-24**

“

The most horrifying and harsh moments that I faced when crossing the sea. We were in a life guard boat, which was not made to carry so many of us. I literally had to put my life in the hands of others who I did not know.

**MALE, 16-24**

### PEOPLE (AUTHORITIES & GANGS)

“

We were subject to beatings at the border.

**FEMALE, 35-44**

“

Because the route was filled with dangerous people: human traders.

**MALE, 25-34**

“

I was arrested by the Greek Commandos and returned to Turkey. I was so fearful when we were arrested: I thought they will harm us.

**MALE, 25-34**

“

We were scared of being taken advantage of by everyone. The smugglers have no mercy.

**FEMALE, 45-54**



# KNOWLEDGE OF HOST COUNTRY BEFORE ARRIVAL

## OVERALL & BY HOST COUNTRY

When asked about their level of familiarity with the host country prior to arriving, **those in Jordan felt particularly well informed**: most (7 in 10) felt knowledgeable, with approximately 2 in 10 saying they had possessed 'a lot' of knowledge on the country.

**Levels of knowledge for those in Germany and Greece were relatively similar**: approximately half had felt knowledgeable, with a slightly higher proportion of refugees in Germany saying they had 'a lot' of knowledge compared to those in Greece.

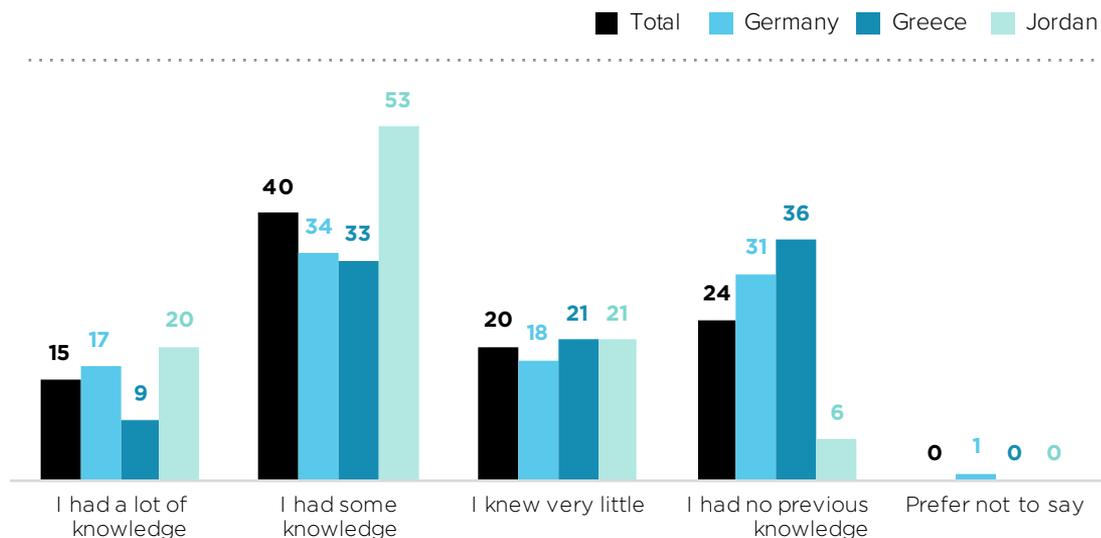
There were considerable variations in the source of knowledge for each of the host countries:

- ▲ **Jordan**: Mainly friends/ family, media (news/ current affair, TV/ movies) and previous visits
- ▲ **Germany**: Mainly friends/ family, TV/ movies and people they met on the journey
- ▲ **Greece**: Mainly from friends/ family

### KEY VARIABLES/ POPULATION GROUPS

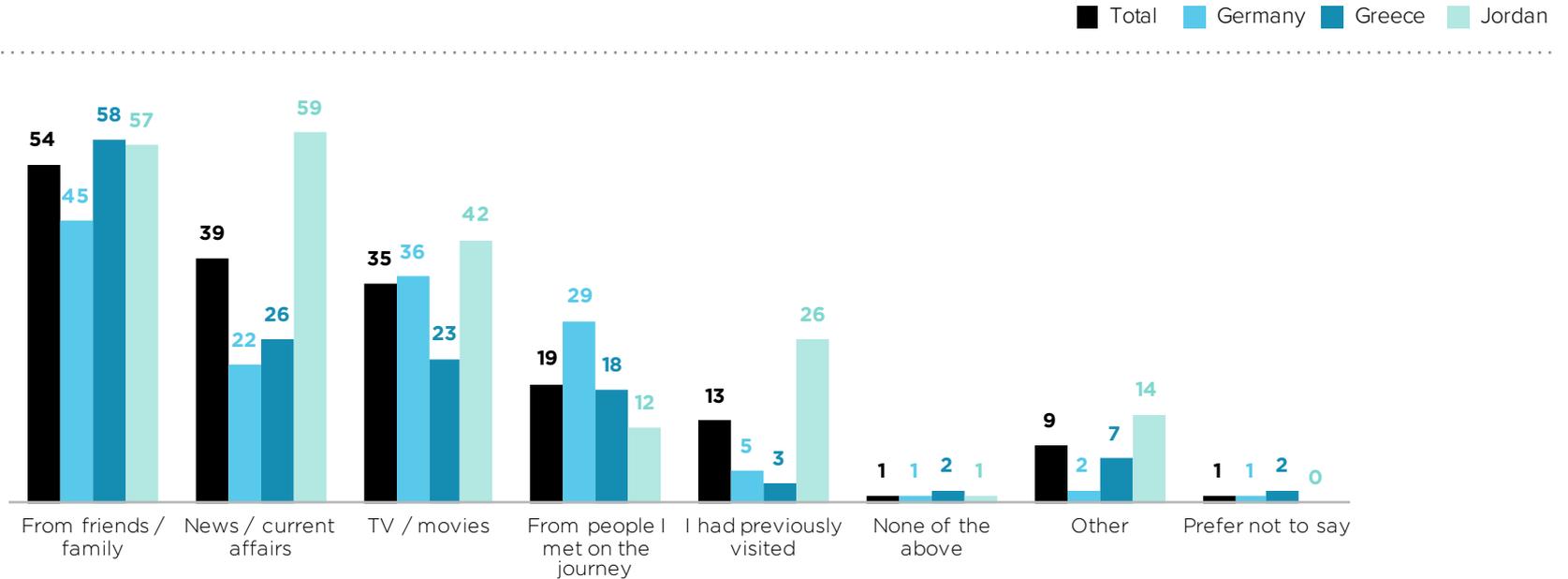
**Age**: Older refugees (55+) were more likely to feel they had 'a lot' of knowledge (28%)

**Education**: Those with more education were more likely to say that had 'a lot' of knowledge (23%)



# KNOWLEDGE OF HOST COUNTRY BEFORE ARRIVAL

## OVERALL & BY HOST COUNTRY





SECTION 4

# REBUILDING THEIR LIVES

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# FEELING WELCOME

## OVERALL & BY HOST COUNTRY

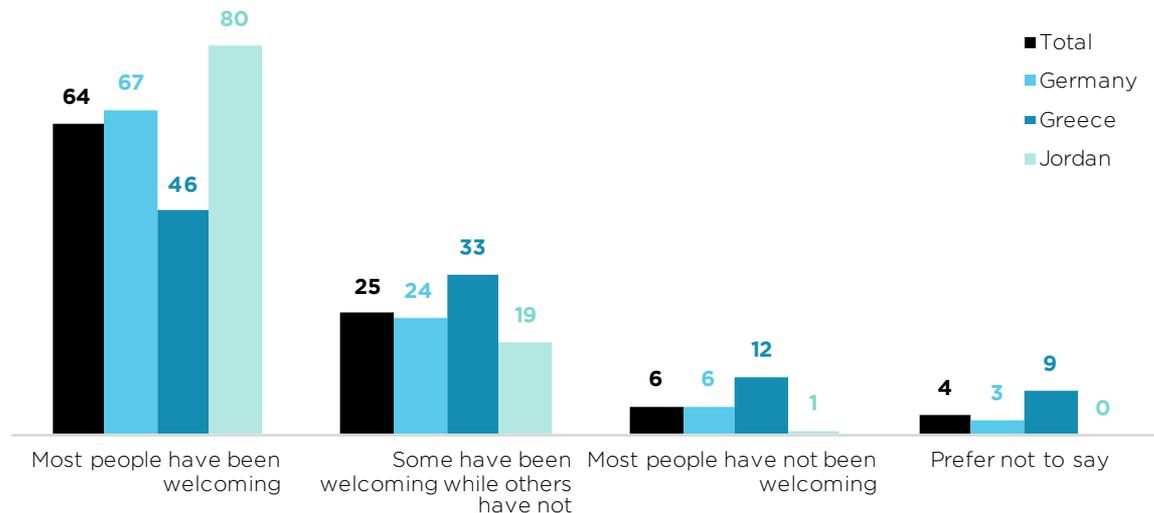
Overall, 2 in 3 refugees felt that 'Most people [in their host country] have been welcoming.' Of the remainder, most stated that 'Some have been welcoming while others have not,' with very few (6%) saying 'Most people have not been welcoming' to them.

There were however some distinct country differences:

**Jordan:** A very high proportion of refugees felt that people had been welcoming (almost 8 in 10)

**Germany:** 2 in 3 refugees felt people were welcoming, with most of the remainder identifying a fairly even split between those who had been welcoming and those who had not

**Greece:** Relative to the other countries, Greece had a more mixed review in terms of how welcome refugees felt. Overall, 4 in 10 were very positive, saying that 'Most people have been welcoming.' Of the remainder, more (3 in 10) said that sentiment was relatively evenly split, with some (1 in 10) saying 'Most people have not been welcoming.' Greece also had the highest proportion of 'Prefer not to say' responses.



### KEY VARIABLES/ POPULATION GROUPS

**Origin:** There was little difference between perceptions of those from Syria, Afghanistan or Iraq

**Time in Host Country:** Encouragingly, those who had been in their host countries the longest were considerably more likely to say that 'Most' Have been welcoming (77%).

**Working Status:** Those who were currently working reported particularly positive experiences (80% said 'Most people' being welcoming)

# MOST VALUED CHARACTERISTIC OF HOST COUNTRY

## OVERALL & BY HOST COUNTRY

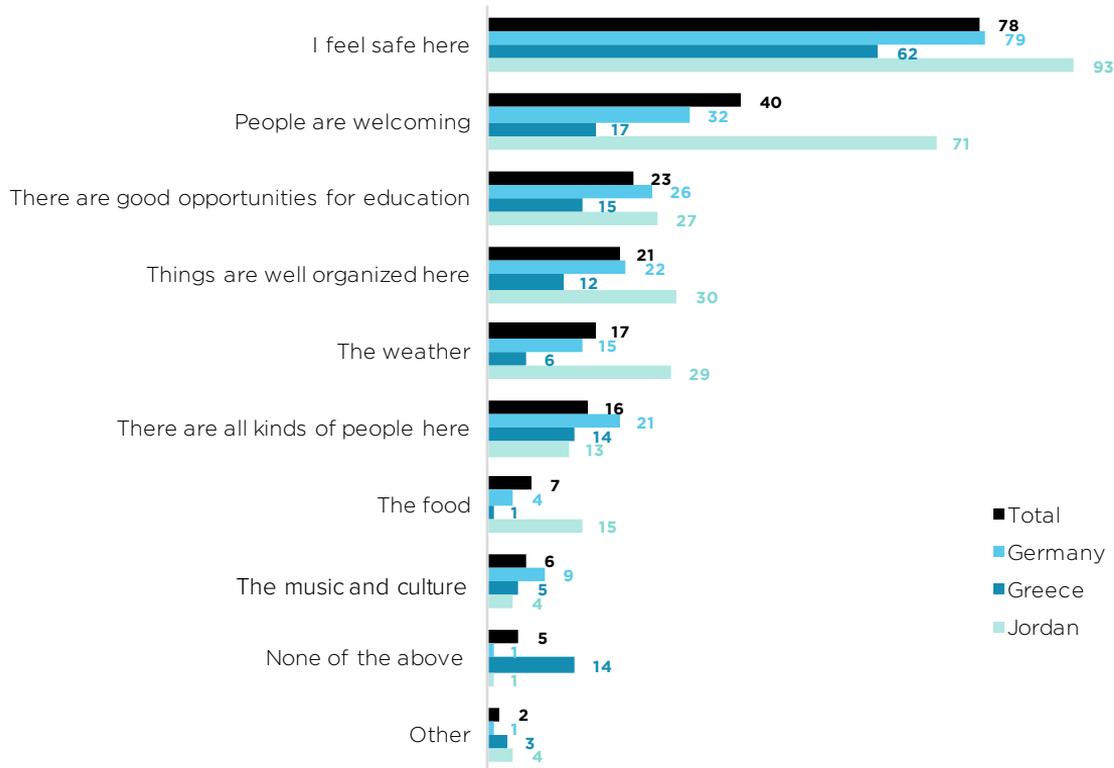
Across the overall sample, the most valued attribute by far was **safety**. Approximately 8 in 10 said 'I feel safe here,' which was almost double the number of refugees selecting any other single attribute.

The second most commonly cited attribute was 'People are welcoming,' selected by approximately 4 in 10.

Overall, no other individual attribute was selected by more than 3 in 10 refugees.

There were notable **variations by host country**:

- ▲ **Jordan:** The proportion of refugees selecting the **top two attributes** was higher than in other territories, with 9 in 10 saying 'I feel safe here,' and 7 in 10 feeling welcome
- ▲ **Germany:** A high proportion (8 in 10) felt 'safe'. In terms of citizens, 3 in 10 felt they were 'welcoming' and 2 in 10 liked that 'there are all kinds of people here'
- ▲ **Greece:** A relatively lower proportion saying 'I feel safe' (6 in 10) compared to other countries, as well as those saying 'People are welcoming' (approximately 2 in 10)



# MOST VALUED CHARACTERISTIC OF HOST COUNTRY BY COUNTRY OF ORIGIN

There were some variations by country.

Refugees from Afghanistan were amongst the most positive:

- ▲ 6 in 10 valued people for being 'welcoming'
- ▲ Just under 1 in 3 commented on the educational opportunities
- ▲ 1 in 4 liked that there were 'all kinds of people' in their host country. Iraqis were similarly likely to value this characteristic



# MOST VALUED CHARACTERISTIC OF HOST COUNTRY

## BY TIME IN HOST COUNTRY

When looking at refugees' responses by length of time in their host countries, there were some encouraging findings.

Those who had been in their host countries the longest (more than 1 year) appeared to have been settling in well:

- ▲ They were the most likely to say that they 'feel safe' (9 in 10), that 'People are welcoming' (2 in 3), that things are 'well organized' (1 in 4), and that they liked 'The food'

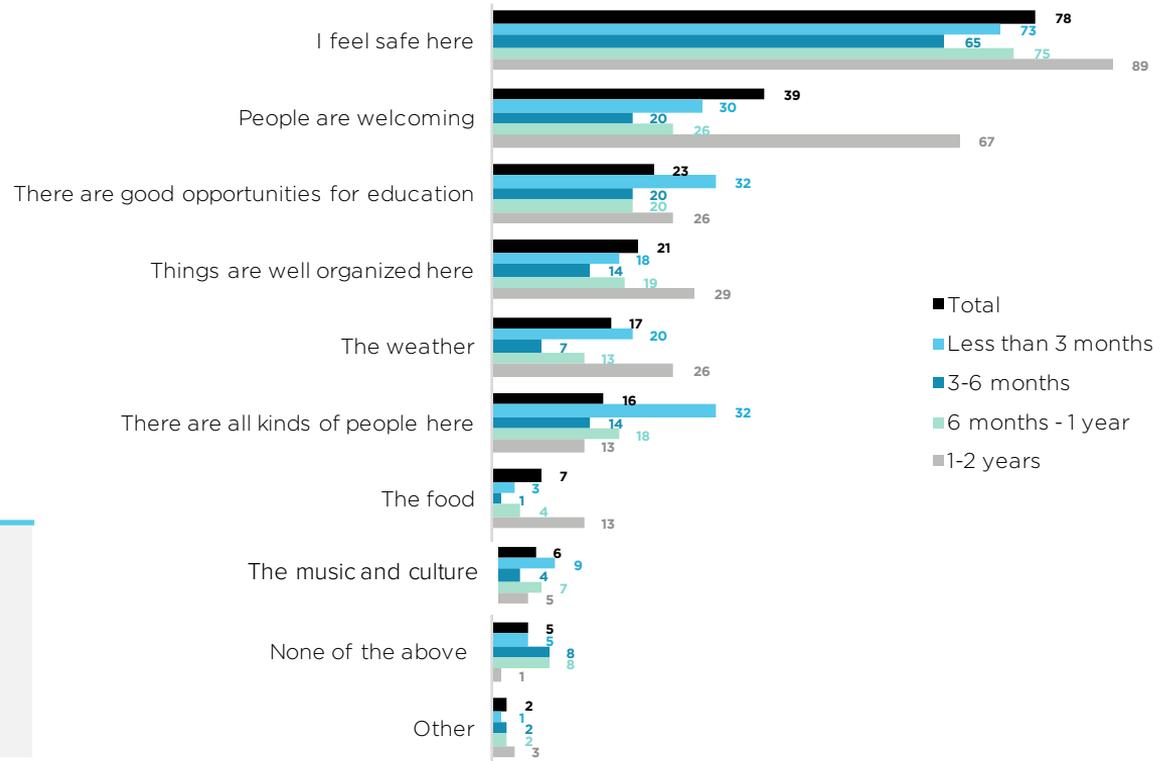
Newer arrivals (less than 3 months) tended to be particularly enthusiastic about the educational opportunities in their host countries and that 'all kinds of people' were there (1 in 3).

### KEY VARIABLES/ POPULATION GROUPS

**Gender:** Women were especially likely to value that 'People are welcoming' (half)

**Age:** Older age groups were more likely to say 'I feel safe here' (35-54, 84%; 55+, 88%)

**Education:** Highly educated were more likely to value the educational opportunities (33%)



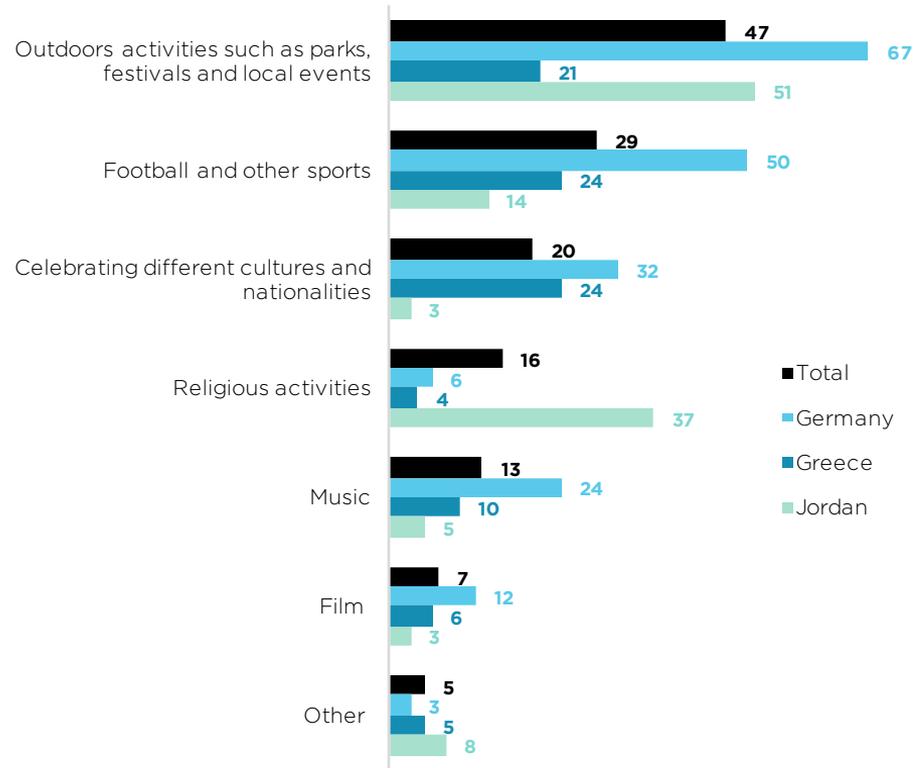
# MOST LIKED ASPECT OF HOST COUNTRY'S CULTURE OVERALL & BY HOST COUNTRY

Across the overall sample the **most liked aspects of host cultures were the 'Outdoor activities such as parks, festivals and local events,'** selected by approximately half of refugees.

'**Football and other sports**' was the second most liked feature, mentioned by 3 in 10 refugees. Overall, no other individual attribute was selected by more than 2 in 10 refugees.

*There were notable variations by country:*

- ▲ **Jordan:** The stand out feature was '**Religious activities,**' with 4 in 10 selecting it
- ▲ **Germany:** Refugees in Germany were **amongst the most enthusiastic** about their host country's culture. A number of attributes scored highly: 7 in 10 liked 'Outdoor activities,' half liked 'Football and other sports', 3 in 10 liked the tendency of 'Celebrating different cultures and nationalities' and 1 in 4 liked the 'Music'
- ▲ **Greece:** '**Football and other sports**' and '**Celebrating different cultures and nationalities**' were stand out features for Greece. Similar to refugees in Jordan, approximately 2 in 10 did not select any of the features presented to them



# MOST LIKED ASPECT OF HOST COUNTRY'S CULTURE

## BY COUNTRY OF ORIGIN

There were some variations by country.

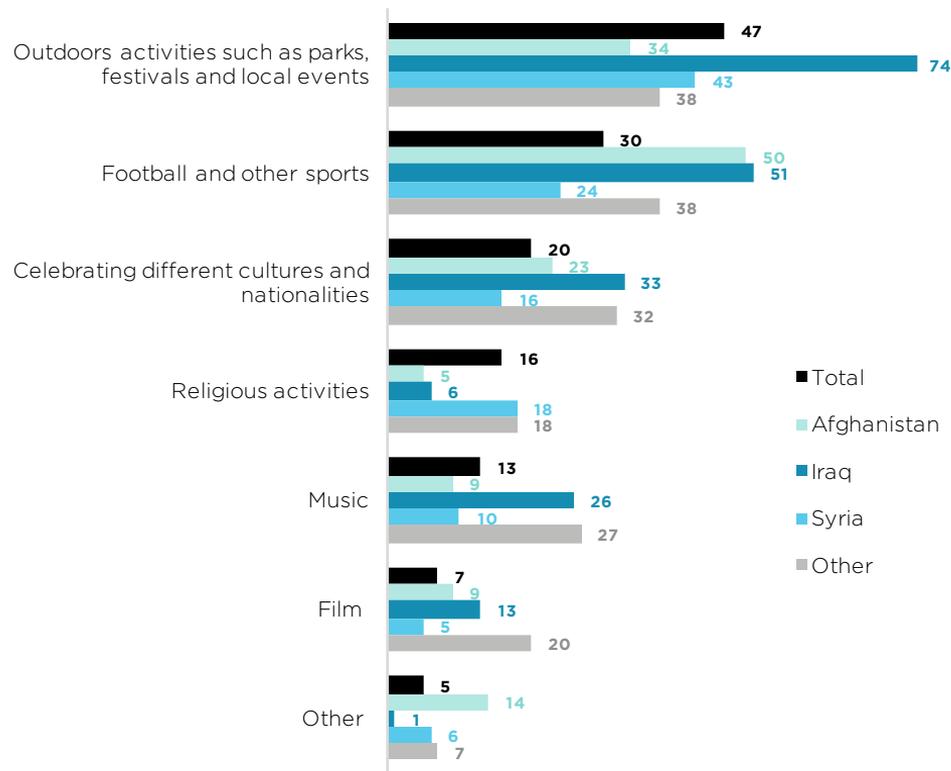
Refugees from Iraq were particularly positive about their host country's culture:

- ▲ 3 in 4 selected 'Outdoor activities such as parks, festivals and local events'
- ▲ Half mentioned 'Football and other sports'
- ▲ 1 in 3 appreciated 'Celebrating different cultures and nationalities'
- ▲ 1 in 4 liked the music

### KEY VARIABLES/ POPULATION GROUPS

**Gender:** Men in particular were likely to say 'Football and other sports' (38% vs. 12% of women).

**Time in Host Country:** Few notable differences between recent arrivals and those who had been there longer



# EXPERIENCES OF HARASSMENT OR ABUSE

## OVERALL & BY HOST COUNTRY

Slightly fewer than 1 in 4 refugees had experienced verbal harassment in their host country. Rates were lowest in Jordan (14%) and highest in Greece (4 in 10). Experiences of physical harassment were generally lower (1 in 10) although, again, slightly higher in Greece (2 in 10).

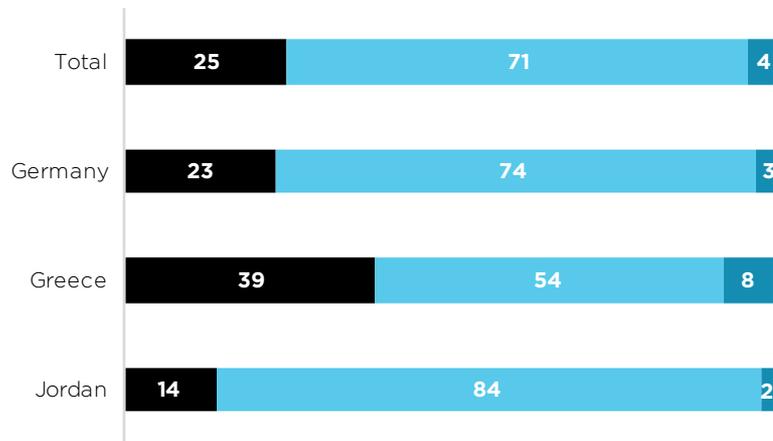
### KEY VARIABLES/ POPULATION GROUPS

**Gender:** Similar amounts of males a females reported experiencing verbal and physical harassment.

**Origin:** Those from Afghanistan reported slightly higher levels of physical harassment (17%).

### VERBAL HARASSMENT OR ABUSE

■ Yes ■ No ■ Prefer not to say



### PHYSICAL HARASSMENT OR ABUSE

■ Yes ■ No ■ Prefer not to say

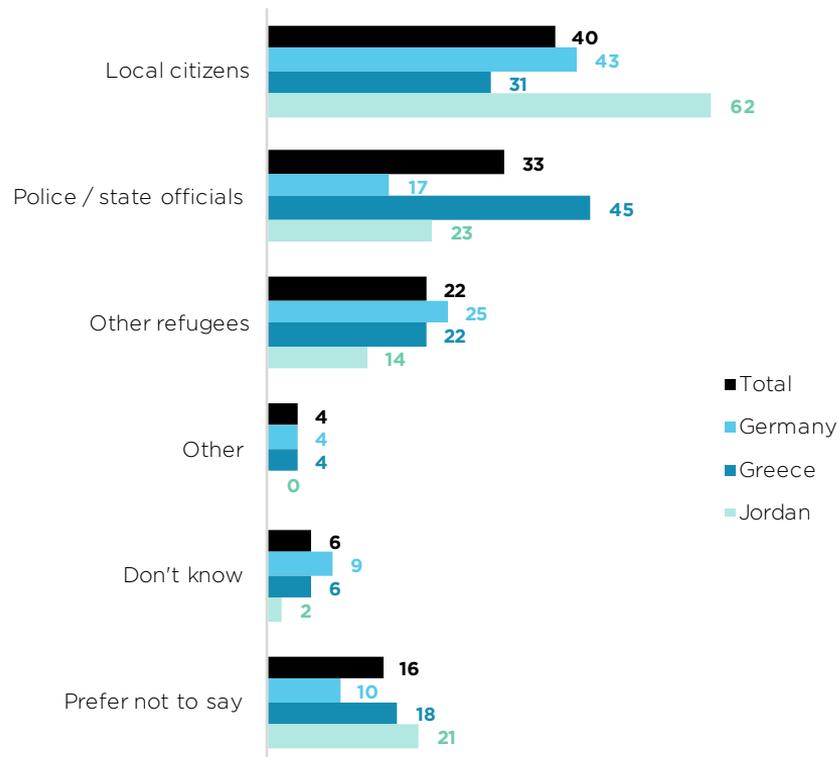


# THOSE RESPONSIBLE FOR HARASSMENT/ABUSE OVERALL & BY HOST COUNTRY

Those who had experienced verbal or physical harassment/abuse were asked (if comfortable) to identify the responsible group(s). Experiences were generally evenly split across the different groups, with none emerging as the main or only party responsible: 4 in 10 identified 'Local citizens,' 3 in 10 'Police/ State Officials' and 2 in 10 'Other refugees.'

There were however distinct differences by country:

- ▲ **Jordan:** 'Local citizens' were approximately three times more likely than the second most commonly cited group ('Police/ State Officials') to be seen as responsible.
- ▲ **Germany:** Harassment/ abuse from 'Police/ State Officials' was generally less common than in other countries. Approximately 1 in 4 identified 'Other refugees' as responsible for harassment/ abuse.
- ▲ **Greece:** Harassment/ abuse from 'Police/ State Officials' was the most common response (4 in 10). Of all the countries, Greece had the lowest proportion of harassment/ abuse from 'Local citizens' (1 in 3), and a similar proportion to Germany with regards to 'Other refugees' being responsible.



# INTEGRATION: PERCEIVED LEVEL OF IMPORTANCE

## OVERALL & BY HOST COUNTRY

To gauge their perceptions and expectations for life in their host countries, refugees were asked a) how important they thought integration was and b) how confident they felt in their ability to do so.

**Overall, 9 in 10 refugees felt integration was important, with 7 in 10 considering it to be 'Very important'**

There were some slight variances by host country:

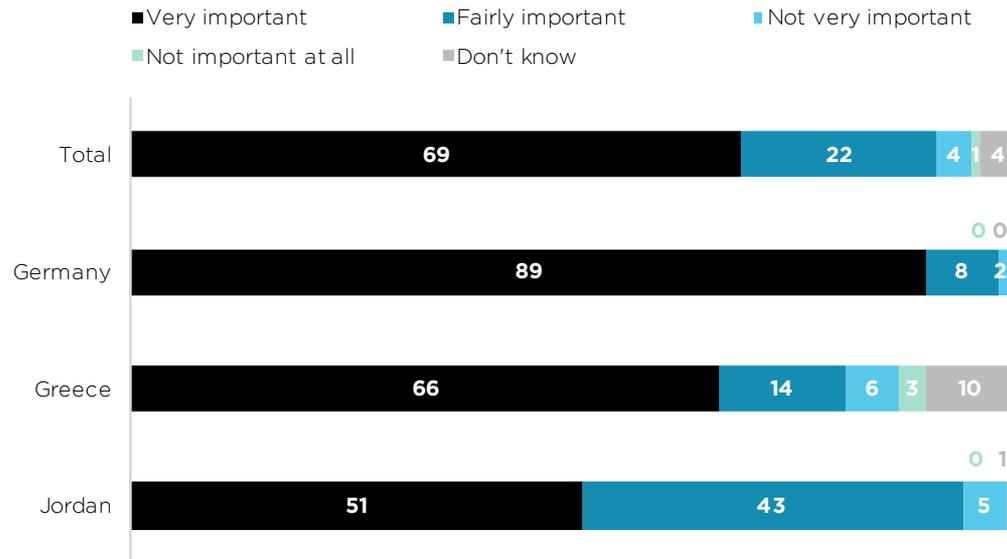
- ▲ Notably, almost 9 in 10 refugees in Germany said 'Very important'
- ▲ Greece had a slightly lower importance score although still very high (8 in 10)
- ▲ Interestingly, the need for assimilation was seen at its lowest in Jordan, a country most culturally similar to the country of origin for these refugees; it had the **most even split between those saying 'Very important' and 'Fairly important'**. However this may well reflect greater confidence in integrating because of perceived cultural similarities, as opposed to a lower level of importance

### KEY VARIABLES/ POPULATION GROUPS

**Origin:** 94% of Afghans and 86% of Iraqis said 'Very important'

**Education:** 81% of those with higher levels of education said 'Very Important'

### IMPORTANCE



# INTEGRATION: CONFIDENCE IN ABILITY TO INTEGRATE

## OVERALL & BY HOST COUNTRY

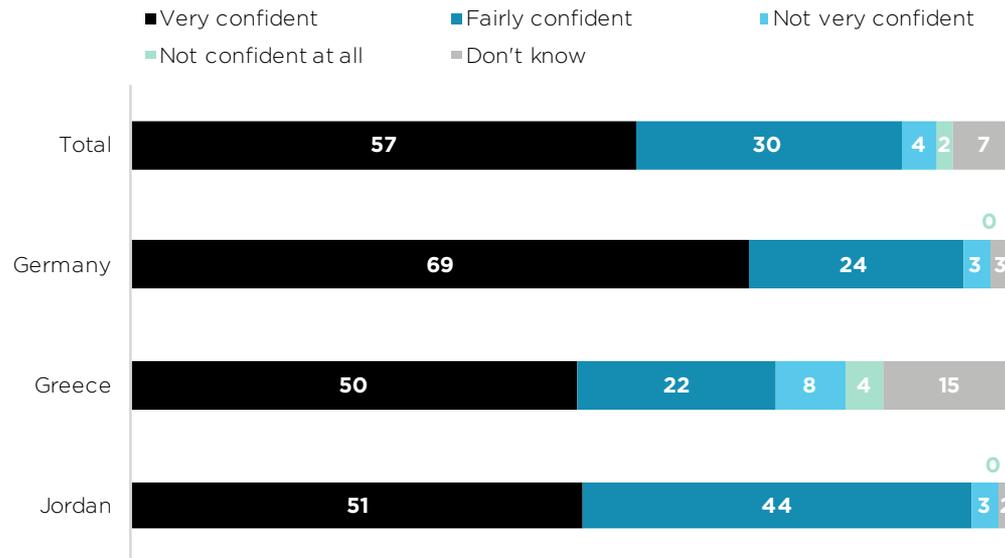
Refugees were asked to rate their level of confidence in being able to integrate.

The confidence to integrate seemed to **mirror refugees' overall view on the need to integrate**. Overall, refugees were generally optimistic, with approximately 6 in 10 saying 'Very confident' and 3 in 10 saying 'Fairly confident'

There were some slight variances by host country:

- ▲ Refugees in Germany appeared to be the most confident, with 7 in 10 saying 'Very'
- ▲ Interestingly, while almost all refugees in Jordan were confident, there was a fairly even split between those saying 'Very' and those saying 'Fairly'
- ▲ While still positive about their chances of integrating, relative to the refugees in the other countries, those in Greece were slightly less confident

### CONFIDENCE



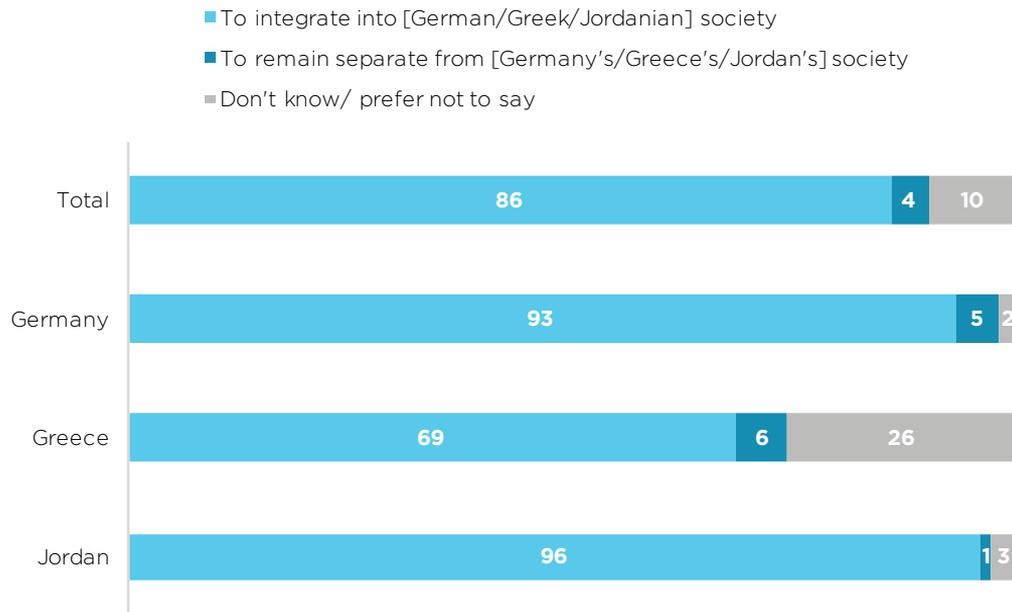
# INTEGRATION: EXPECTATIONS/ PREFERENCE

## OVERALL & BY HOST COUNTRY

Irrespective of the perceived level of importance or their ability to integrate, refugees were asked what they would ideally want to do.

**Overall, the overwhelming majority of refugees (almost 9 in 10) said they would want to integrate into their host country's society.** This was especially so for Jordan and Germany.

The picture in **Greece was slightly more nuanced.** Almost 7 in 10 would want to integrate, and whilst very few would want to remain separate from Greek society, almost 3 in 10 were undecided or preferred not to say.



# DESIRE & ABILITY TO WORK

## OVERALL & BY HOST COUNTRY

Refugees were asked about their current working status and their intentions for the future.

67% were either currently working, looking for work, or encountered restrictions on their ability to work. Greece had the highest proportion of refugees who wanted to work but could not due to visas/ restriction.

Overall, approximately 2 in 10 were working. Although, when looking across the three countries, working was far more common in Jordan (1 in 3) than anywhere else.

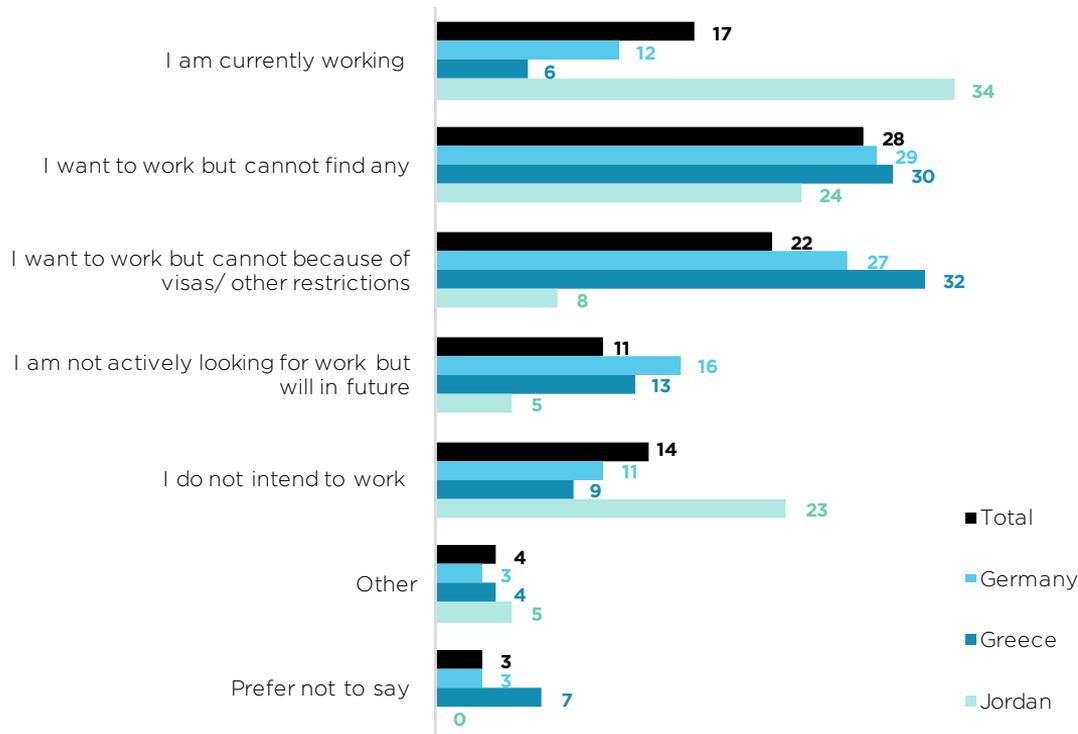
Just a small proportion of refugees (approximately 1 in 10) did not intend to work.

### KEY VARIABLES/ POPULATION GROUPS

**Gender:** 20% of men were working compared to 12% of women

**Employment:** Those who were 'Employed' (by an organization) in their home countries were the most likely to be working (28%)

**Origin:** Other nationalities were slightly less likely than Syrians (19%) to be working (11% of Iraqis, 5% of Afghans)



# DESIRE & ABILITY TO WORK

## BY GENDER

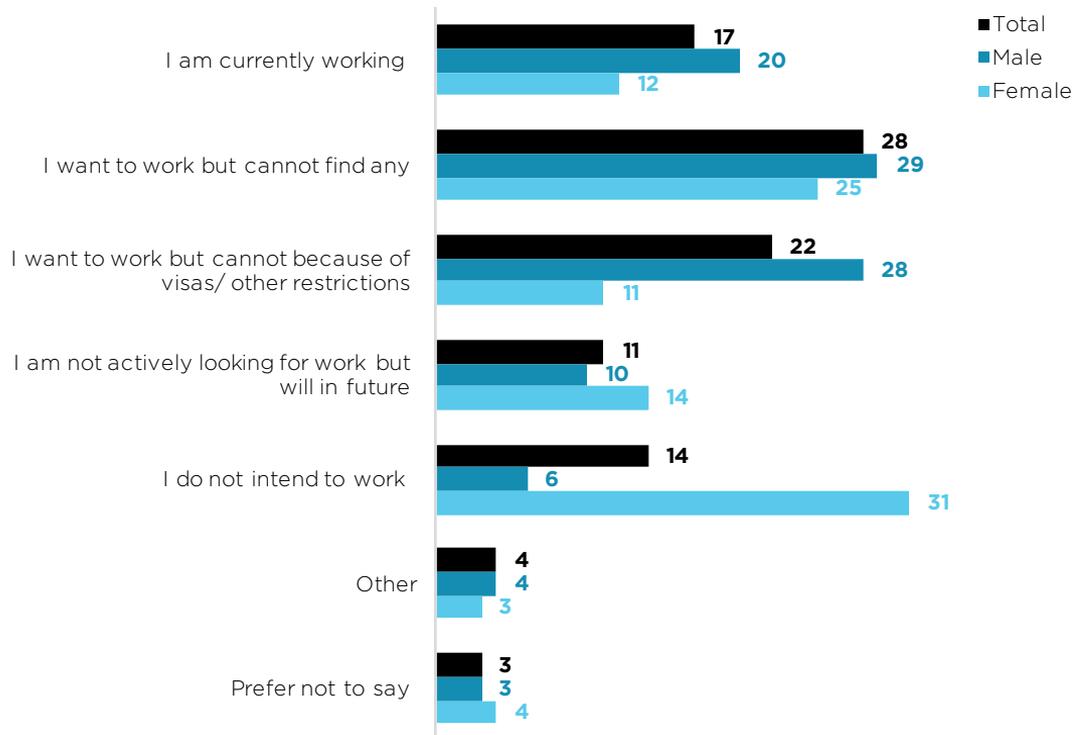
### Males:

6 in 10 men wanted to work but either could not find any or faced visa/ other restrictions. Approximately 2 in 10 men were working. Importantly, just 6% did not intend to work in the future.

### Females:

The intention to work amongst women was clear. Approximately 1 in 3 were actively seeking work but unable to find any due to restrictions.

Just over 1 in 10 women were working. Approximately 3 in 10 did not intend to work, which may well be reflective of the high proportion of families in the sample, as well as the tendency for women to shoulder a larger burden of caregiving for their families.



# LEARNING HOST LANGUAGE: ASPIRATIONS AND ACCESS

## OVERALL & BY HOST COUNTRY

When asked about learning the local language, responses varied considerably by country. The vast majority of refugees in Jordan already spoke the language. In Germany approximately 9 in 10 were currently learning the language and had access to classes. In Greece 7 in 10 were learning the language, with a similar proportion saying they would take Greek classes. Perhaps due to the uncertainties about their future, approximately 2 in 10 were not intending to learn Greek. However, even for those who wanted to, language classes in Greece appeared to be less available than in other countries, with almost half saying they were not aware of any.

### KEY VARIABLES/ POPULATION GROUPS

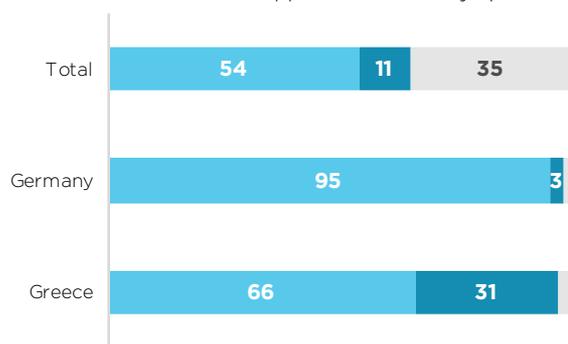
**Gender:** Men were slightly more likely (60%) than women (45%) to be learning the language

**Age:** Young people were keen to learn the language: 2 in 3 of those under 15 and those aged 16-34 were learning

**Education:** 2 in 3 of those with higher education were learning

### CURRENT STATUS

■ Yes ■ No ■ Not applicable: I already speak it



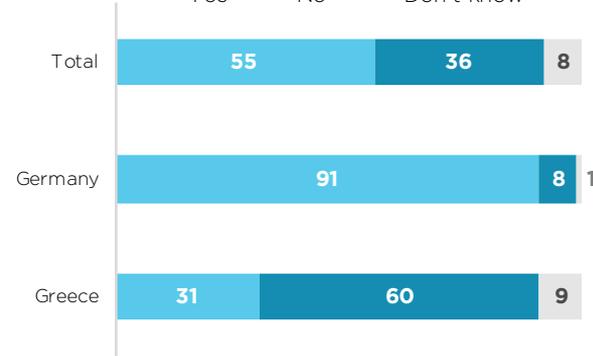
### TAKING CLASSES

■ Yes ■ No ■ Don't know



### AVAILABILITY OF CLASSES

■ Yes ■ No ■ Don't know



# KEY STATEMENTS

## UNDERSTANDING REFUGEES

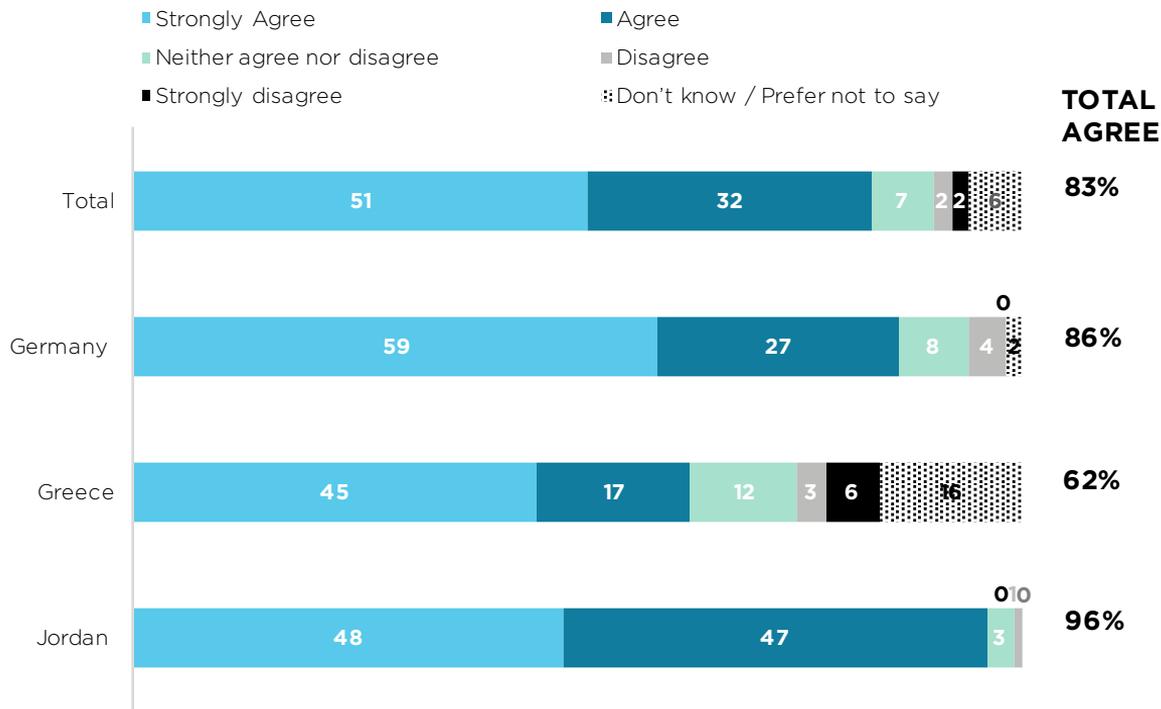
**"I FEEL THAT PEOPLE IN [GERMANY/ GREECE/ JORDAN] UNDERSTAND WHY I HAD TO LEAVE MY HOME COUNTRY."**

Refugees were asked how knowledgeable (if at all) they felt host citizens were about circumstances in refugees' countries of origin.

Overall a high proportion of refugees (8 in 10) agreed with the statement "I feel that people [IN HOST COUNTRY] understand why I had to leave my home country." Encouragingly approximately half agreed 'Strongly.'

Country variations were as follows:

- ▲ **Jordan:** Highest proportion amongst all countries of those saying they agree
- ▲ **Germany:** Highest proportion of 'Strongly agree' (6 in 10)
- ▲ **Greece:** Slightly lower proportion of those who agreed relative to other countries, and 1 in 4 were undecided or preferred to say



# KEY STATEMENTS

## MAKING NEW FRIENDS

**“I WOULD LIKE TO FIND A WAY TO MEET MORE [GERMAN/ GREEK/ JORDANIAN] PEOPLE AND MAKE NEW FRIENDS.”**

When asked if they would be keen to meet and make new friends in their host country, the majority (8 in 10) agreed with 4 in 10 feeling ‘Strongly’ about this.

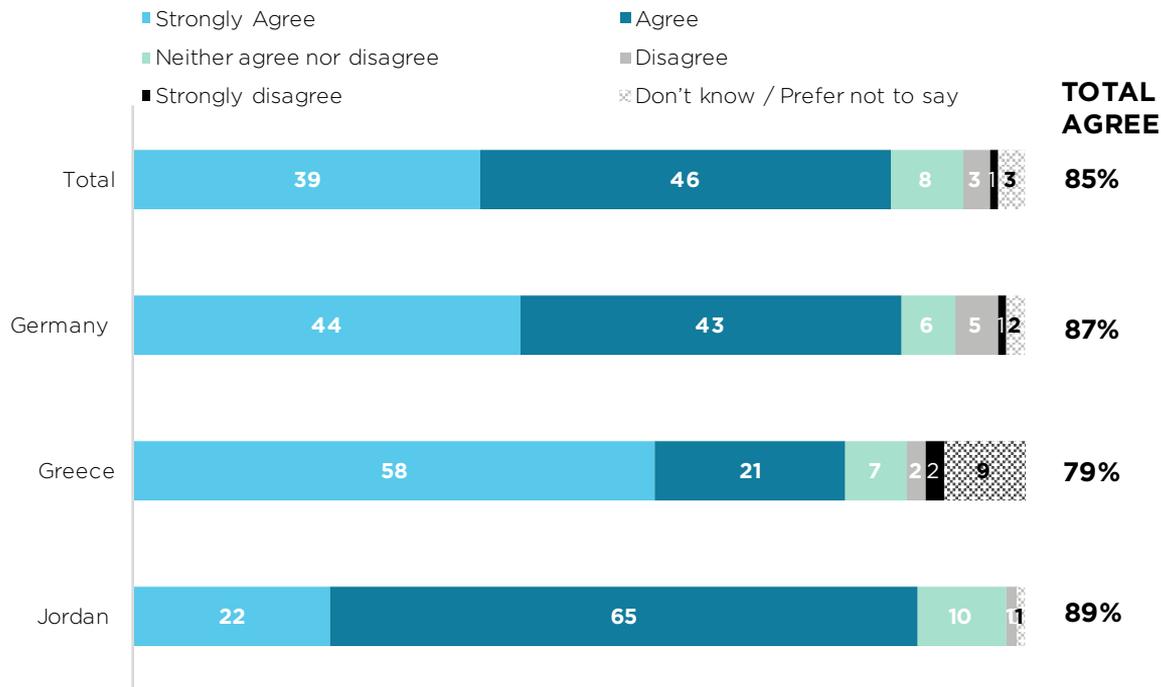
There were subtle but interesting differences across the countries:

- ▲ **Jordan:** Almost 9 in 10 agreed
- ▲ **Germany:** Almost 9 in 10 agreed, and there was a relatively **even split** between those who ‘Agree’ vs. ‘Strongly agree’
- ▲ **Greece:** Greece had the **highest proportion of refugees saying they ‘Strongly agree,’** at almost 6 in 10

### KEY VARIABLES/ POPULATION GROUPS

**Origin:** 3 in 4 Afghans ‘Strongly agreed’

**Education:** Half of those who were more highly educated ‘Strongly agree’



# KEY STATEMENTS

## KNOWLEDGE OF HOST COUNTRY

“I FEEL THAT I KNOW ENOUGH INFORMATION ABOUT THE CULTURE AND BELIEFS IN [GERMANY/ GREECE/ JORDAN].”

When asked if they felt they knew enough information about the culture and beliefs of their host country, **responses were relatively mixed.**

Overall approximately half of refugees agreed, with a high proportion (22%) agreeing ‘Strongly.’ Approximately 1 in 4 were either undecided or preferred not to say, with a further 1 in 4 disagreeing to some degree.

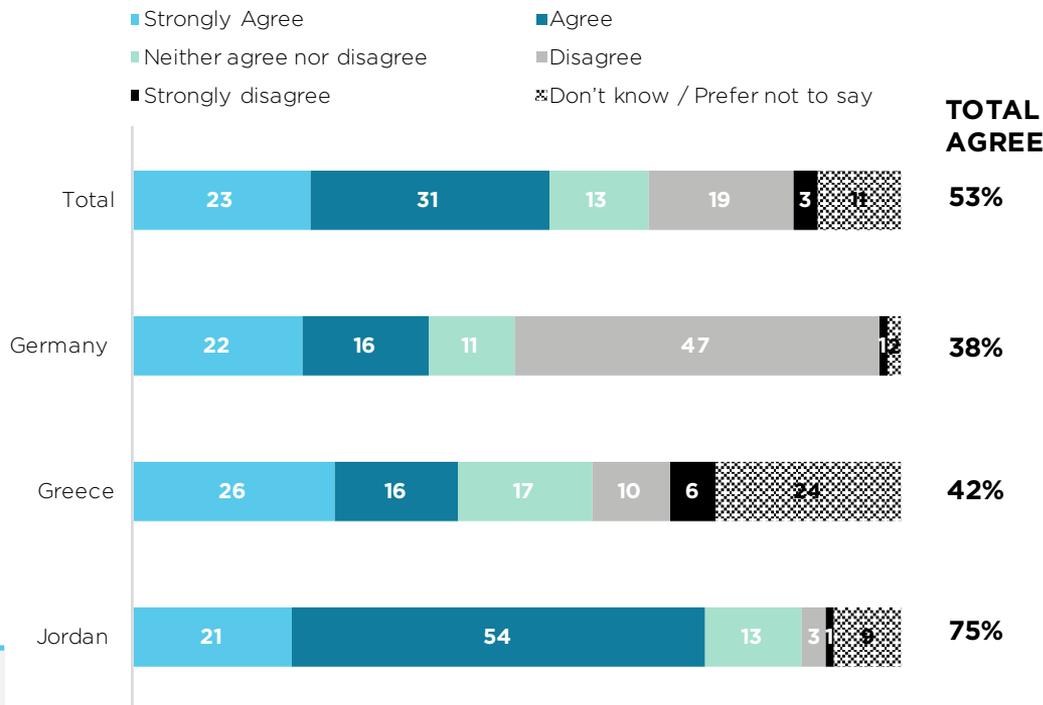
Perhaps unsurprisingly, there were some distinct differences across the countries:

- ▲ **Jordan:** Highest proportion (3 in 4) agreeing
- ▲ **Germany:** Whilst 4 in 10 agreed to some extent, refugees in Germany **appeared to be the least confident** about their current level of knowledge, with almost half disagreeing
- ▲ **Greece:** As in Germany, approximately 4 in 10 agreed. Although, amongst the remainder, Greece had a lower proportion of those who disagreed than Germany and more were undecided or preferred not to say (4 in 10)

### KEY VARIABLES/ POPULATION GROUPS

**Age:** The oldest age group (55+) were most likely to say ‘Strongly agree’ (31%)

**Origin:** Half of Afghans ‘Strongly agreed’



# KEY STATEMENTS

## DOMESTIC POLICY (HUMAN RIGHTS)

**“I AGREE WITH [GERMANY’S/ GREECE’S] LAWS THAT PROTECT THE HUMAN RIGHTS OF ALL PEOPLE IRRESPECTIVE OF THEIR GENDER, RACE, RELIGION OR SEXUALITY.”**

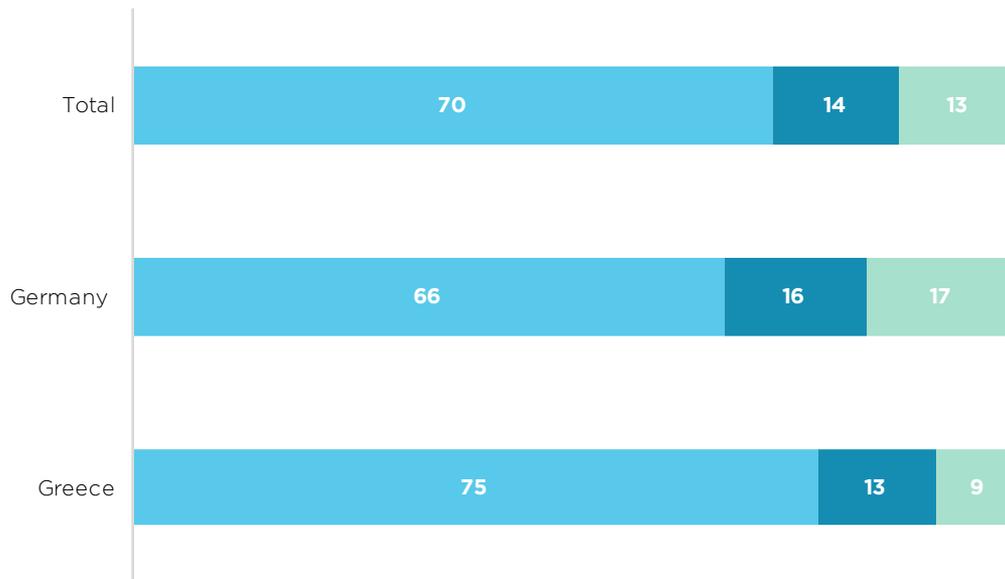
Refugees in Germany and Greece were asked their opinions on the countries’ human rights laws.

Overall, **7 in 10** agreed with the laws that protect people irrespective of their gender, race, religion or sexuality. Only slightly more than **1 in 10** disagreed.

There may however have been some gaps in knowledge/ information about the laws, as approximately 2 in 10 were undecided or preferred not to answer.

The main difference between the countries was that **refugees in Greece were more inclined to ‘Strongly agree.’**

■ NET Agree ■ Neither agree nor disagree / don't know ■ NET Disagree



### KEY VARIABLES/ POPULATION GROUPS

**Origin:** 3 in 4 Afghans ‘Strongly agree’

**Length of Time:** Some indication that time/ familiarity leads to higher levels of agreement: 60% of those who had spent between 6 months and 1 year in host countries said ‘Strongly agree’

# KEY STATEMENTS

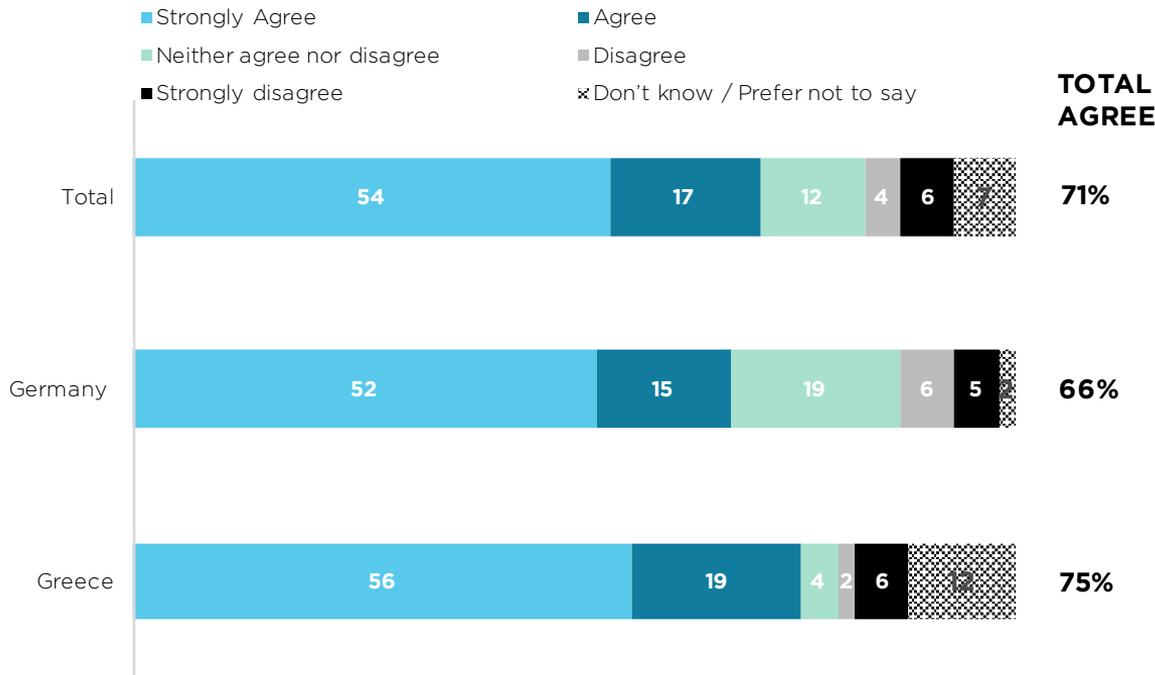
## ISLAM AND INTEGRATION

“I BELIEVE IT IS POSSIBLE TO INTEGRATE INTO [GERMAN/ GREEK] SOCIETY WHILE STILL OBSERVING THE ISLAMIC FAITH.”

Refugees in Germany and Greece were asked to what extent they believed that it is possible to integrate into their host country’s culture for those observing the Islamic faith.

7 in 10 refugees agreed, with approximately half doing so ‘Strongly.’ However, 1 in 10 disagreed, suggesting a real need for a focus on assimilation among this minority.

Answers across host countries were generally similar. The main differences were that **those in Greece were slightly more confident**, with a higher proportion agreeing (3 in 4); in Germany more were undecided.



### KEY VARIABLES/ POPULATION GROUPS

Origin: 3 in 4 Afghans ‘Strongly agreed’



SECTION 5

# REFUGEES' MESSAGES TO THE WORLD

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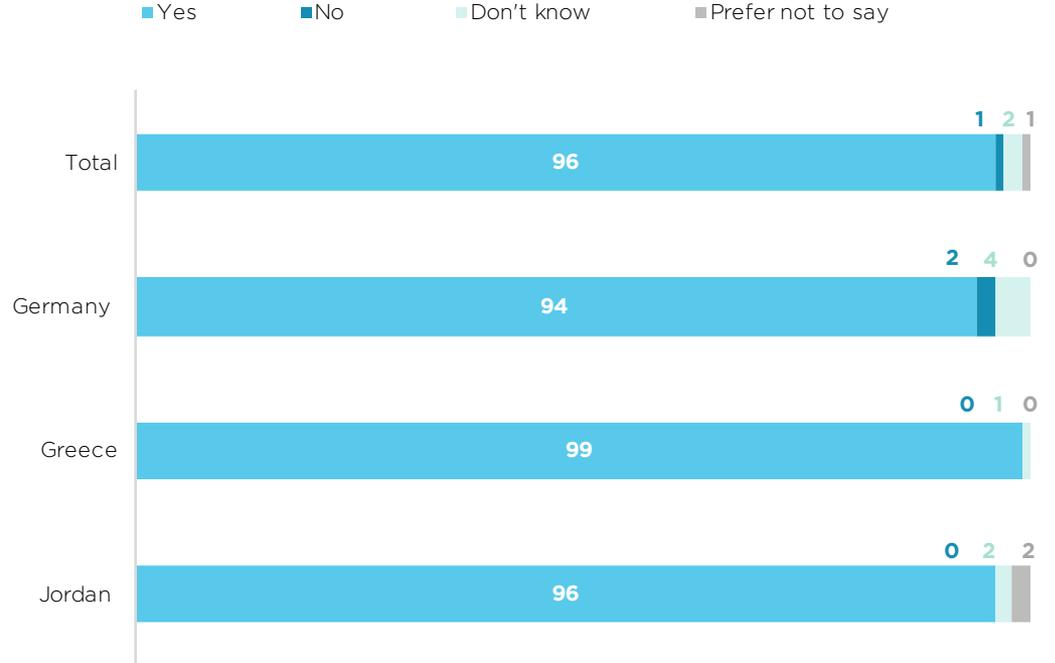


# EMPATHY: BEING IN A REFUGEE'S SHOES

## OVERALL & BY HOST COUNTRY

Refugees were presented with a **hypothetical situation**: If they were living in a stable country and citizens in their host countries became refugees, would they welcome them?

The answer was **'Yes,'** with 9 in 10 refugees saying so. There were no noteworthy variations across countries.



# PUBLIC PERCEPTIONS: IMPACT OF TERROR ATTACKS

## OVERALL & BY HOST COUNTRY

Refugees were asked about the implications of European terror attacks on how they are treated by host country citizens (negative, positive or no difference).

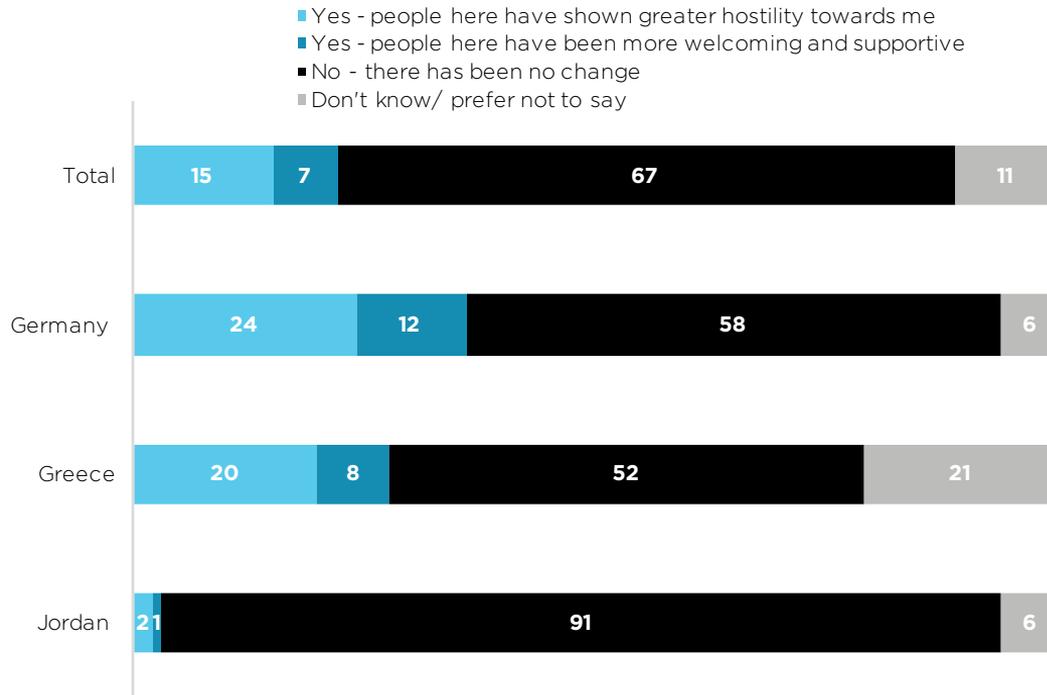
Responses varied by country:

- ▲ **Jordan:** Only 3% said they had seen a change in attitudes towards them
- ▲ **Germany:** A relatively high proportion (1 in 4) said that people treated them with 'greater hostility.' A small proportion (1 in 10) felt that people had actually been 'more welcoming and supportive,' and the highest proportion (6 in 10) had experienced 'no change'
- ▲ **Greece:** Refugees in Greece appeared to have had similar experiences to those in Germany. Approximately 1 in 4 felt there was 'greater hostility,' 1 in 10 felt a positive change and around half felt 'no change.' It is however worth noting that approximately 2 in 10 said they did not know or would 'Prefer not to say'

### KEY VARIABLES/ POPULATION GROUPS

**Origin:** Afghans were more likely to say people 'have shown greater hostility' (29%)

**Length of Time:** Those who have been there the longest (more than 1 year) reported the lowest levels of 'greater hostility' (5%)



# CHANGING ONE THING ABOUT HOST COUNTRY ANALYSIS

When asked what one thing they would change about their host country, a high proportion (1 in 4) said 'nothing' or that they 'don't know.' Just a handful of factors were mentioned, and none by more than 3 in 10 refugees.

Responses were reflective of where refugees were in the settlement process.

- Refugees in Greece and Germany focused on the **application process**, wishing for improvements in the overall approach towards refugees, as well as a reduction in the speed and procedures involved.
- Refugees in Germany also highlighted a need for better **living conditions**.
- Perhaps reflective of the fact that of the **refugees in Jordan**, a high proportion (approximately 9 in 10) had been in the country for some time (over a year), they were more concerned about the **cost of living**.

## PROCESSES



BUREAUCRACY & SPEED OF PROCEDURES

15% GERMANY 13% GREECE



HELP REFUGEES RECEIVE ASYLUM / ASYLUM RIGHTS & REFUGEE LAW

13% GERMANY 31% GREECE

## DAY-TO-DAY LIVING



ECONOMY / PRICES / EXPENSES

26% JORDAN



IMPROVE REFUGEES' LIVING CONDITIONS IN CAMPS / ACCOMMODATION

19% GERMANY

# CHANGING ONE THING ABOUT HOST COUNTRY IN REFUGEES' OWN WORDS

## PROCESSES

“

There should be a fairer system of asylum where all refugees get decisions according to their time of entry.

MALE, GERMANY

“

To have a system which deals with all asylum applications equally as currently applications vary in period without a clear reason.

MALE, GERMANY

“

I would want people to understand our situation and why we are in Greece, so they speed up the process to help get us out.

FEMALE, GREECE

“

Not to perceive people based on their race, religion or nationality.

MALE, GREECE

“

Changing the process in government departments. Currently there is too much paperwork, documents and routine.

MALE, GERMANY

“

The authorities need to stand by the refugees and try to understand their demands and help them.

FEMALE, GREECE

## DAY-TO-DAY LIVING

“

Improve the quality of the food, or give us money instead of food so we can buy our own, because the cuisine is different here from ours.

MALE, GREECE

“

There must be decent conditions, so that refugees don't feel they are treated like second class.

MALE, GREECE

“

Refugees have qualifications. Let us use these and work, so there is not an unemployment problem.

MALE, GREECE

“

To provide more reasonable accommodation for refugees, as right now we have 6-8 people staying in one room.

GERMANY, GENDER UNKNOWN

“

It is expensive to live here and costs seem to be rising. We need some help with rent, medicine, etc.

MALE, JORDAN



# ONE MESSAGE TO HOST COUNTRY ANALYSIS

When asked what one message they would like to give their host country (positive or negative), refugees saw it as an opportunity to express their gratitude. **Refugees were thankful for a number reasons.** They acknowledged the **courage** of their host countries in helping when others would/ are not, especially given the resource/

financial implications of doing so. Refugees were also particularly grateful for the **patience and welcoming** shown by citizens. Some refugees attempted to explain their rationale for coming, and **plead for further understanding and assistance where possible.**



BETTER TREATMENT  
& HELP FOR REFUGEES  
**7%**



MORE EMPATHY - IMAGINE BEING  
IN A REFUGEE'S POSITION  
**6%**



# ONE MESSAGE TO HOST COUNTRY IN REFUGEES' OWN WORDS

## GRATITUDE

“ .....  
Thanks for everything you've done for us. I hope you never go through any of these things.  
**FEMALE, JORDAN**

“ .....  
Thank you for providing the biggest safe-haven for refugees.  
**MALE, JORDAN**

“ .....  
Thank you! I have so much respect for the German people.  
**FEMALE, GERMANY**

“ .....  
These are the best people I have ever faced in my life.  
**FEMALE, GERMANY**

“ .....  
Thank you for accepting refugees. I know this causes a lot of pressure.  
**MALE, GERMANY**

“ .....  
We thank them for being patient with us and sharing this heavy burden.  
**MALE, JORDAN**

“ .....  
Thank you very much for your kind welcoming and we apologise for any inconvenience we have caused you. But we had to come to your country.  
**FEMALE, GERMANY**

“ .....  
Thank them for accepting the refugees because some countries do not  
**MALE, GERMANY**

“ .....  
May God bless you, [Germany] the best nation in the world.  
**MALE, GERMANY**

“ .....  
We appreciate everything you are doing for us. Thank you!  
**MALE, GREECE**

## EMPATHY

“ .....  
Please understand and put yourself in our position. Would you accept this kind of life?  
**MALE, GREECE**

“ .....  
You are our brothers in humanity and we do not wish what happened to us to happen to you. We wish safety and stability for your country.  
**FEMALE, GREECE**

“ .....  
Please understand the reasons that forced us to leave our countries.  
**FEMALE, JORDAN**

“ .....  
I am your brother in humanity...please treat us as humans.  
**MALE, GREECE**

“ .....  
If you were in the same situation as I am, would you seek asylum in another country?  
**MALE, GERMANY**

“ .....  
People have the wrong perception of refugees and they look at us as if we are part of ISIS. Yet if we go back home, ISIS see us as infidels.  
**MALE, GERMANY**

# WISHES FOR THE FUTURE ANALYSIS

When asked what they most wanted for their futures (in the next year), **refugees hoped for their lives to be normal again**. In terms of their location, they generally wished for **stability in their home nations**, with many (1 in 4) harboring hopes of returning. For those who were perhaps less optimistic about the situation being resolved in the near future, the hope was to be granted refugee status and begin their lives in a host nation.

On a day-to-day basis, the key aspiration was to **regain their independence**. Refugees wished to return to working or studying so they could provide for themselves, their families and contribute to the host countries they were so grateful to. Many also hoped to reunite with their family members (in other host countries or back home) who they missed dearly.



PEACE &  
END WAR

29%



RETURN TO  
HOME COUNTRY

24%



TO RETURN TO  
WORK OR STUDY

18%



PERMANENT  
RESIDENCY /  
REFUGEE STATUS

11%



REUNITE  
WITH FAMILY

10%



# WISHES FOR THE FUTURE IN REFUGEES' OWN WORDS

## HOME COUNTRY

“

I hope everything that has caused the current situation gets resolved. I want to be able to live as a human being.

MALE, GREECE

“

I hope to be with all my family again and celebrate Eid together. I really miss them.

FEMALE, GREECE

“

I hope that peace comes back to my country, so that I can go back home. And I hope that every part of this world become a peaceful place.

FEMALE, JORDAN

“

I wish for peace to come to the world and for me to be reunited with my family.

MALE, JORDAN

## WORK / FAMILY

“

I hope to be an effective person again. I want to live and build myself in a new country.

MALE, GREECE

“

I hope to study and gain a professionally recognised qualification in Germany, so that I can do good things for the people who welcomed us.

MALE, GERMANY

“

To reunite with my eldest brother in Germany and see a smile on my mother's face like before.

MALE, GERMANY

“

I just want inner and psychological peace. A chance to live without the constant anxiety I have had for so long.

MALE, GERMANY

## REFUGEE STATUS

“

I wish to leave the camp and live with my children in a house, in safety.

FEMALE, GREECE

“

I don't know, but I hope my situation is better than now and that I have a home next year. I want to live in society rather than a camp.

MALE, GERMANY

“

To have a good life somewhere, like we had in Syria before the war.

MALE, GERMANY

“

I want to take my children to school in Germany. I want my kids to have a chance at a good future. In Syria it was dangerous and I was always protecting them from persecution.

FEMALE, GERMANY



TENT

