



UNRWA

The sixtieth Anniversary of the establishment of UNRWA 1949 - 2009

Poll of Palestinian Refugees in Lebanon and Syria



منظمة «ثابت» لحق العودة
«Thabit» Organization For The Right Of Return
www.thabit-lb.org



مركز العودة الفلسطينية
Palestinian Return Centre
www.prc.org.uk



جمع العودة الفلسطيني
Palestinian Return Community (wajeb)
www.wajeb.org

The sixtieth Anniversary of the establishment of UNRWA 1949 - 2009

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Introduction

The Palestinian Return Centre in London, (Thabit) Organization for the right of Return in Beirut and Palestinian Return community (Wajeb) in Damascus conducted a poll about the work of the International Agency in Lebanon and Syria to find the extent to which Palestinian Refugees rely on UNRWA as an International agency concerned with providing humanitarian services to refugees until they return to the homes and properties from which they were evicted during “AL NAKBA” (The Catastrophe) in 1948, and to evaluate the performance and the role of the International Agency since its foundation.

The poll was carried out between the 17th and 25th of October 2009. It included 1460 pollsters (722 refugees from Lebanon and 738 from Syria) in all official camps acknowledged by host countries and UNRWA, in addition to some gatherings and areas where refugees scattered.

The poll adopts statistical methodology which takes into consideration demographic data and different age groups from 18 and above. It also takes into account the diversity of gender, religion, marital status and economic status, registered and non-registered in UNRWA records in addition to refugees who have no official documents.

Identifying NGOs

The Palestinian Return Centre (PRC)

The PRC is an independent consultancy focusing on the historical, political and legal aspects of Palestinian refugees. The organisation offers expert advice to various actors and agencies on the question of Palestinian Refugees within the context of the Nakba - The catastrophe that followed the forced displacement of Palestinians in 1948 - and serves as an information repository on other related aspects of the Palestine question and the Arab-Israeli conflict. It specialises in the research, analysis, and monitoring of issues pertaining to the Palestinian Diaspora and their internationally recognised legal right to return.

100 H Crown House, North circular Rd. NW10 7PN, UK

Tel: 00442084530919 - Fax: 00442084530994

E.mail: info@prc.org.uk - Website: www.prc.org.uk

Thabit - Organization for the Right of Return

Thabit is a Palestinian cultural informational independent non-governmental organisation, active on the Palestine issue, with headquarters in Lebanon. It focuses on the Palestinian refugees' cause and their right of return to their homeland. Its activities target various age groups and different cultural levels among the elite and decision-makers, in addition to diverse sections of Palestinian refugees massed in various camps, gatherings, and regions.

Lebanon – Beirut – Cornich Al-Mazraa – Riviera Bldg – 10th floor

Telefax: 009611303644 - Mobile: 009613539692

P.O.Box: 206, Lebanon, Tyr.

E.mail: info@thabit-lb.org - Website: www.thabit-lb.org

Wajeb - The Palestinian Return Community

An independent institution, born in the Palestinian refugee camps in Syria, it seeks to promote the right of return in all popular, informative, and academic levels. Wajeb demands the return of the refugees no matter which actors seek to waive the right of return, whether by an individual or political, international, or popular groups whatever their size.

Syria, Damascus, Elyarmouk camp

Tel: 0096311633339 - Fax: 00963116347854

P.O.Box: 9402 Syria, Damascus

E.mail: info@wajeb.org - Website: www.wajeb.org

Why a Poll?

The Poll is one of the most scientific ways of drawing conclusions. Many countries, institutes and associations adopt their views and strategic decisions according to the results of polls that are carried out in the concerned community.

Today, during the 60th anniversary of the foundation of UNRWA and the controversy raised as result of reducing the services that provided by the Agency, decreasing and sometimes cutting the support of donors for UNRWA; we find ourselves as Palestinian institutions obligated to play an active role under the temptations of political blackmail of the donor countries; these countries associate most of their decisions with Israel's policy and its point of view with regard to achieving settlement in the region based on the termination and liquidation of the Palestinian refugee issue.

UNRWA is considered as the greatest living witness on the Palestinian refugee issue, and the biggest documentation bank for the oldest Asylum issue in the world and issue that has stayed longest on the UN agenda. Political voices are emerging calling for the termination of UNRWA, reflected in policies calling for a reduction in its role, financial blackmail of the donor countries and Israeli air raids on the headquarters of UNRWA. The silence of the international community and UN on the violation of the sanctity of UNRWA's institutions as well as towards the withdrawal of the donor countries from fulfilling their financial obligations to the agency have compounded this issue.

It was necessary that all of concerned, interested and responsible parties should know facts which cannot be decided except by the Palestinian refugees themselves that UNRWA was established for their care and as result of the failure of the international community and the UN conciliation Commission to apply Resolution No.194 providing the right of return for the Palestinian refugees to their homes and properties from which they were displaced in 1948.

The above indicators reveal a deliberate intention to curtail UNRWA, possibly to eliminate it completely. This Poll was conducted in two important regions of UNRWA's operations - Syria and Lebanon. We intended to conduct the poll in a region where the Palestinian refugees suffer from difficult legal situation and denial of basic civil rights (Lebanon), and where situation of the Palestinian refugees is relatively better in terms of legal sta-

tus in the host country (Syria) in order to get the most precise scientific results. In addition, the abstract views of the Palestinian refugees should be viewed in the context of the established legal right to self-determination of the refugees.

We affirmed that the opinion of the refugee towards his / her self-determination is conclusive if it harmonises with his/her interest as an individual and people and with international law which states that the right of return is an individual and collective right, inalienable because we are talking about views that may be affected by the effects of political, economical and cultural life of the refugee.

The perfect poll always considers the importance of availability of these object conditions to obtain scientific results. Therefore it is important to consider the fact that Palestinian refugees live in isolation from suitable political, economic and cultural conditions. Because of the difficulty to persuade the world of the difficult circumstances of the Palestinian refugees, irrefutable facts must be presented reflecting the reality of Palestinian refugee life through this poll.

The Palestinian Return Centre in London, Palestinian Organisation for the right of return (Thabit) in Beirut and Palestinian Return community (Wajeb) in Damascus- are all concerned with Palestinian refugees and particularly their right of Return. The poll was conducted in accordance with standard scientific criteria and with great consideration for the reality of the camps and gatherings of the refugees in order to support UNRWA and clarify the orientations of the Palestinian refugees towards UNRWA. The organizations hope that this poll gives support to the Palestinian refugees' rights and their sponsoring organizations and emphasises the necessity of supporting UNRWA unconditionally even if UNRWA's policies conflict with the policies of its donors so that UNRWA remains insulated from the international political mood and its work conforms with international humanitarian law and its requirements.

The Palestinian Return Centre "PRC"
Thabit - Organization for the Right of Return
Wajeb - The Palestinian Return Community

Palestinian Refugees Poll in Lebanon and Syria about “UNRWA” on the sixtieth Anniversary of its Foundation

44,9%	35,3%	55,5%	86%	64,1%	69,7%	92%
Health services are weak	Educational services are sufficient	Relief work services are weak	UNRWA services are insufficient	Great withdrawal in the presentation of services	Not satisfied with the performance of UNRWA	Supports the continuation of UNRWA to provide its services

Analytical Reading

Abdo Saad/ General Manager of the Beirut centre for research and information:

Despite the difference in the economic and social circumstances of the Palestinian refugees in Lebanon and Syria, the political and collective mind is still dominant. They cling to UNRWA; want to see its services improved, to develop the status of the refuge. At the beginning, we should not deceive the reader through our talk of income disparity. The income of a considerable majority of refugees in Syria (92%) is under 500\$ contrary to 77% of refugees in Lebanon. The disparity of living standard and the purchasing power between these two countries lead us to the same result with pre forma income differentials, yet the economic situation is almost the same under the high purchasing power of the Syrian pound compared to the Lebanese pound.

The pervious introduction was necessary prior to talking about poll results, which shows approximate correspondence and harmony with the vision of UNRWA, its services, its political and strategically aims. The international organisation is considered one of the manifestations and consequences of the Palestinian cause and rights. The termination of UNRWA services exclusively embodies the right of return and its implementation. In other words, the political and national attitude made them act according to the rule that UNRWA is responsible for them until they achieve their dream of return and in accordance with the international legitimacy stemming from UNRWA.

From this point, we should not be surprising by

the fact that very considerable numbers of the refugees (96%) are registered with UNRWA and there is an equivalent percentage from Lebanon and Syria. Also, the answer to question two clarifies that despite this considerable majority only two-thirds of refugees (68% in Lebanon and 70% in Syria) receive UNRWA services. This shows the gap between those registered with UNRWA and beneficiaries of UNRWA services and may explain the dissatisfaction with the performance of UNRWA being 69%; the answer to question four shows that the percentage of dissatisfaction in Lebanon (71%) is slightly higher than in Syria (67%). We can conclude that the services provided in Syria are relatively better than in Lebanon.

Dissatisfaction reflects itself through the desire to develop the services of UNRWA or increase these services. 86% of those questioned consider these services inadequate with a slight majority of refugees in Lebanon 87% compared to 84% in Syria.

The detailed differences are not fundamental or strategic. The differences start to emerge during the evaluation of UNRWA services. In Lebanon and Syria, the refugees consider the health services between weak and acceptable compared to a minority considering them to be good. A slight majority in Lebanon (52%) considers the health services weak compared to only one-third (32%) considering them acceptable and 11% considering them to be good; this matter is different in Syria although the general mood remains same

(85% consider them between weak and acceptable)

The matter differs little in the field of educational services. We can say that there is relative satisfaction with these services. 59% in Lebanon and 64% in Syria consider them acceptable to good. A significant minority (27%) in Lebanon and 15% in Syria sees them as weak. Here we can deduce the educational services or the level of refugee satisfaction is higher in Syria than its counterpart in Lebanon.

There is also a large similarity with regards to relief work or relief work services; more than half (55%) consider them weak; 80% in Lebanon and 82% in Syria consider them weak to acceptable contrary to a minority who are satisfied (12% in Lebanon compared to 7% in Syria).

In addition, we see a considerable majority (90% in Lebanon and 89% in Syria) agree that there has been a withdrawal in UNRWA’s work and this withdrawal ranges between great and moderate. This explains why the great majority (89% in Lebanon and 94% in Syria) support the continuation of UNRWA to provide its services; here we can again refer to the importance of political conclusion of the poll:

A considerable majority registered with UNRWA although only two-thirds of them receive its services.

There is a relative satisfaction with the educational services that exceeds its counterparts in health and relief services. In addition, there is consensus on the withdrawal of services and huge desire for its continuation because its continuation politically keeps the Palestinian cause alive and helps the Palestinian refugees to remain steadfast, able to oppose the termination of UNRWA’s work exclusively associated with the fulfillment of the right of return for refugees to their homes and origins from where they were displaced in 1948.

Political Reading

The poll results can be read politically through the following points:

The majority of those polled emphasised that they have seen a withdrawal in UNRWA services

(64.1% see a large withdrawal in UNRWA services while 20.8% see moderate withdrawal). The economic situation and living standards of refugees in Lebanon and Syria are deteriorating which means that UNRWA should increase its services, not to reduce its services gradually. The essential question raised as a result of the reduction of UNRWA services is ‘Does the reason behind the reduction of UNRWA services lie with the lack of adequate budgets?’. Or is there another important reason behind this reduction which is the seeking by international parties to end UNRWA services, considered main witness on the asylum issue with its political meaning which coincides with the termination of the Palestinian refugees crisis

Despite the reduction Of UNRWA services as the poll results show, the considerable majority of refugees (92%) support the continuation of UNRWA to provide refugees with its services. They consider ending the work of this organization as a dangerous indicator aimed at eliminating the right of return or replacing it with other solutions contrary to international law and basic human rights

Most of those polled (86%) considered UNRWA services to be insufficient and 69.7% are not satisfied with the performance of UNRWA. This means under the difficult economic situation and bad living standard of refugees, the refugees – in the absence of any organisation able to improve their status - may be forced to accept any future solutions of their cause and its essential elements (the right of return, the status of refugees, Jerusalem, borders etc).

Poll results indicate that the host country should provide the Palestinian refugees with their civil rights and improve their living standards in Lebanon in particular, otherwise it will affect its security and stability, sovereignty and population compositions as well.

Poll results indicated that UNRWA, the international community and the NGOs should take care of the Palestinian refugees and prepare an emergency plan to improve their economic and humanitarian conditions through monitoring large budgets to carry out projects and programmes to achieve this goal.

Poll Methodology

Form design

1. The poll form consists of 19 questions; 10 of them direct questions about UNRWA's works.
2. The questions were chosen to identify the views of the refugees, the desired purpose of this poll.
3. The Poll form was discussed at the first phase of its design with national institutions and persons. Upon this dissection, some questions have been added or amended in order to be consistent and comprehensive to all possible answers.
4. Each person polled has an independent and pre-coded form

Poll sample design

The size of sample has been estimated according to UNRWA's statistics of June 2009 in order to achieve the objective of the poll on a geographical level in Syria and Lebanon. The number of refugees amounted to 421,993 in Lebanon and 467,417 in Syria according to UNRWA statistics.

Training:

The training of candidates to work on the poll was of great importance. Each poll has its own aims and objectives which may differ significantly from one poll to another. The training of researchers is essential in ensuring the accuracy of results and in particular avoiding errors. Training poll personnel included more than 150 people, the training occurring on three levels:

1. Level of heads of groups.
2. Level of researchers (male and female).
3. Level of reviewers and coders.

Special training courses for each level took into consideration following criteria:

1. Filling the form in only two days successively to prevent any circumstances which may affect the answer of refugee.
2. Each work team should include at least two field researchers.
3. Appointing a co-ordinator for each area where the forms are filled out.

4. The importance of taking authorisation from official parties or popular committees and factions to enter camps and gatherings.
5. Each researcher has a letter to facilitate the tasks from institutions supervising the poll.
6. The researcher aids the illiterate refugee in filling out the form according to his /her answers.
7. The researcher has to let the refugee fill the form by him/herself if he / she wishes.
8. The importance of flexibility and endurance reactions of the pollsters
9. Don't carry out any poll in the presence of others or other groups in public places and clubs where there are joint orientations among pollsters.
10. Rely on SPSS program to extract the results.

Problems:

In general, there were no significant problems encountered during implementing the poll. All official and popular facilities were provided in the Palestinian camps and gatherings in both in Syria and Lebanon.

In general

Table (1) shows the answer of pollsters for all questions with charts

1- What is your status in UNRWA?

The table shows that the considerable majority of pollsters 96.3% are registered; 2.7% of those polled are not registered; the refugees who have no official documents are 0.2%, while other categories constitute 0.8%..

2- Do you receive UNRWA services?

The table shows 96.2% of those polled receive UNRWA services, 3.4% say they do not receive services and 0.4% say they receive information on the services.

3- Are you satisfied with the performance of UNRWA?

The table shows that 69.7% of those polled are not satisfied with the performance of UNRWA; 23.8% are satisfied; 0.3% say they have insufficient information and 6.2% say they do not know.

4- Are UNRWA services adequate from your point of view?

86% of refugees questioned consider the services of UNRWA to be inadequate, 9.7% of refugees consider them adequate, 4.2% say they don't know and 0.1% say they have no information.

5- How do you evaluate the health services of UNRWA?

44.9% of those questioned consider them weak; 40.3% consider them acceptable; 10.8% consider them good; 1.9% say they don't know; 1.2% consider them very good ; 0.8% consider them very good and 0.1% say that they have insufficient information.

6- How do you evaluate the educational services of UNRWA?

35.3% of those polled consider them acceptable; 26.4% consider them good; 22.1% consider them weak; 6.3% consider them very good;

5.2% say they don't know; 4.5% consider them excellent and 0.2% say they have insufficient information.

7- How do you evaluate the relief work services of UNRWA?

55.5% of refugees consider them weak; 25.9% consider them acceptable; 9.2% consider them good; 7.6% say they don't know; 1.1% consider them very good; 0.3% said they have no information and 0.4% consider them excellent.

8- Do you see a withdrawal in UNRWA services?

64.1% of pollsters believe there is a great withdrawal in UNRWA services; 20.8% consider there to be moderate withdrawal; 6.4% believe there is slight withdrawal; 4.5% consider there is no withdrawal; 4.1% say they don't know and 0.1% said it has insufficient information.

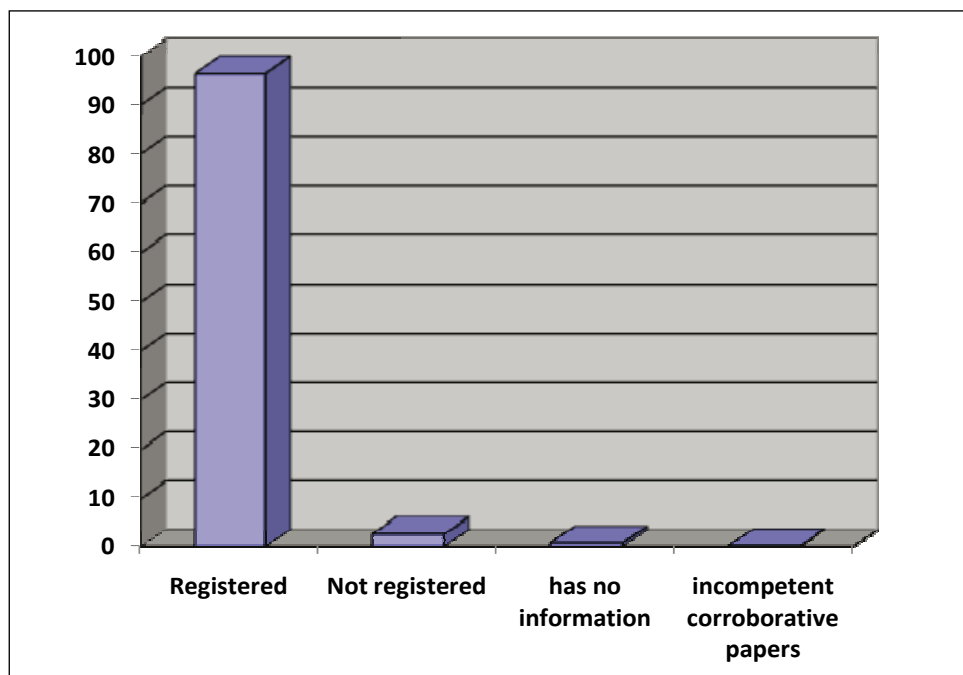
9- Do you Support the continuation of UNRWA to provide refugees with its services?

92% of pollsters support the continuation of UNRWA to provide refugees with its services while 4.9% do not support it; 2.7% say they don't know and 0.4% said they have insufficient information.

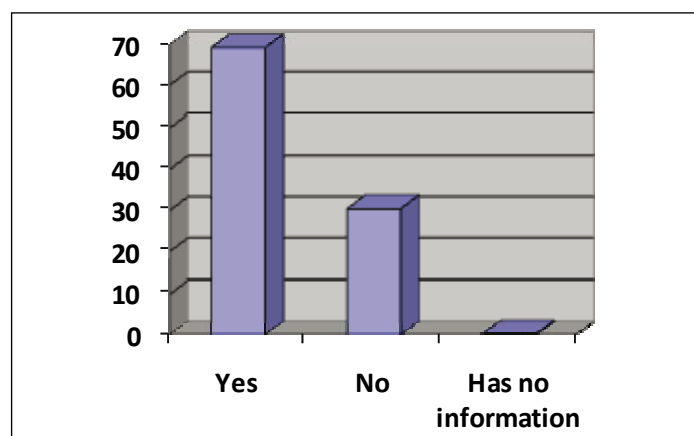
Table (1)

1- What is your status in UNRWA?	Registered Not registered No information loss of identity	1,406 40 11 3	96.3% 2.7% 0.8% 0.2%
2- Do you receive UNRWA services?	Yes No No information	1,011 444 5	69.2% 30.4% 0.4%
3- Are you satisfied with the Performance of UNRWA?	No Yes Don't know No information	1,018 348 90 4	69.7% 23.8% 6.2% 0.3%
4- Are UNRWA services adequate from your point of view?	No Yes Don't know No information	1,256 141 61 2	86.0% 9.7% 4.2% 0.1%
5- How do you evaluate the health services of UNRWA?	Weak Acceptable Good Don't know Very good Excellent No information	655 588 157 28 18 11 3	44.9% 40.3% 10.8% 1.9% 1.2% 0.8% 0.1%
6- How do you evaluate the educational services of UNRWA?	Acceptable Good Weak Very good Don't know Excellent No information	516 385 323 92 76 65 3	35.3% 26.4% 22.1% 6.3% 5.2% 4.5% 0.2%
7- How do you evaluate the relief work services of UNRWA?	Weak Acceptable Good Don't know Very good No information Excellent	811 378 134 111 16 5 5	55.5% 25.9% 9.2% 7.6% 1.1% 0.3% 0.4%
8- Do you see withdrawal in UNRWA services?	Great Moderate Little No withdrawal Don't know No information	936 304 93 65 60 2	64.1% 20.8% 6.4% 4.5% 4.1% 0.1%
9- Do you Support the Continuation of UNRWA to provide refugees with its services?	Yes No Don't know No information	1,343 72 40 5	92.0% 4.9% 2.7% 0.4%

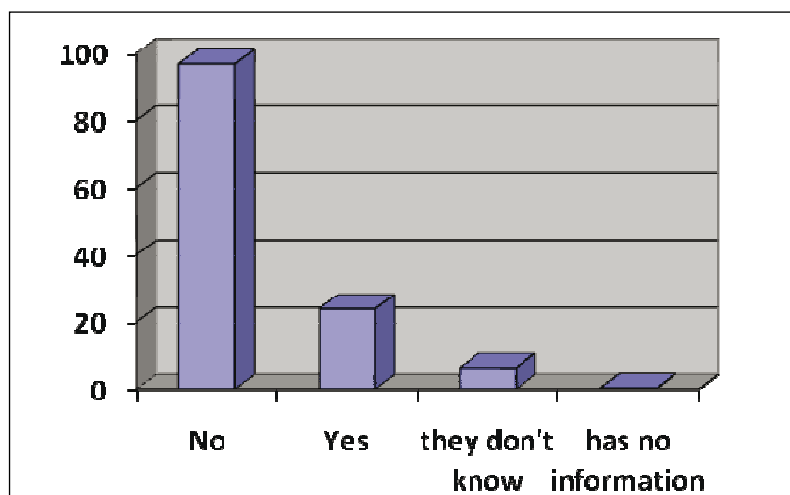
1- What is your status in UNRWA?



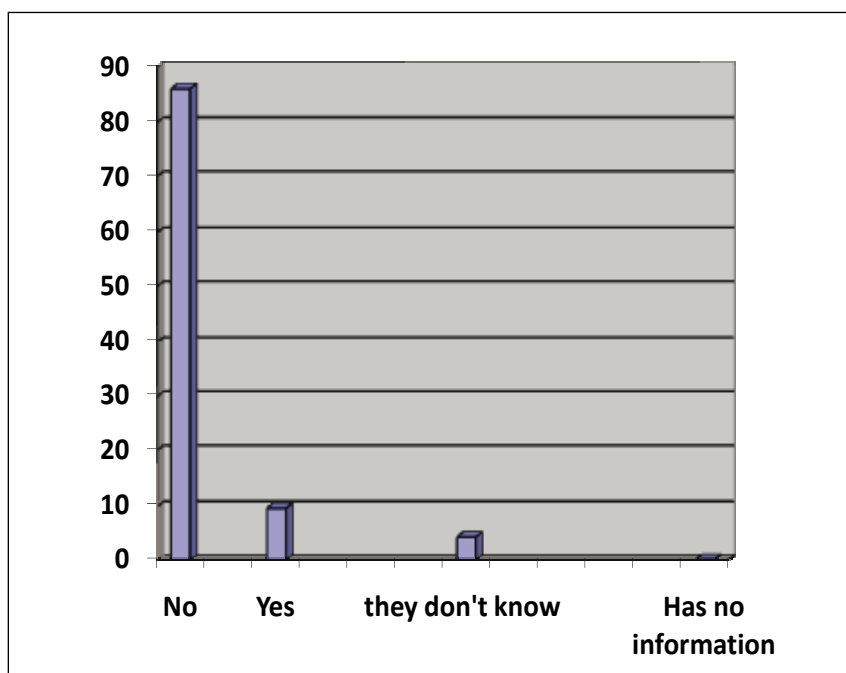
2- Do you receive UNRWA services?



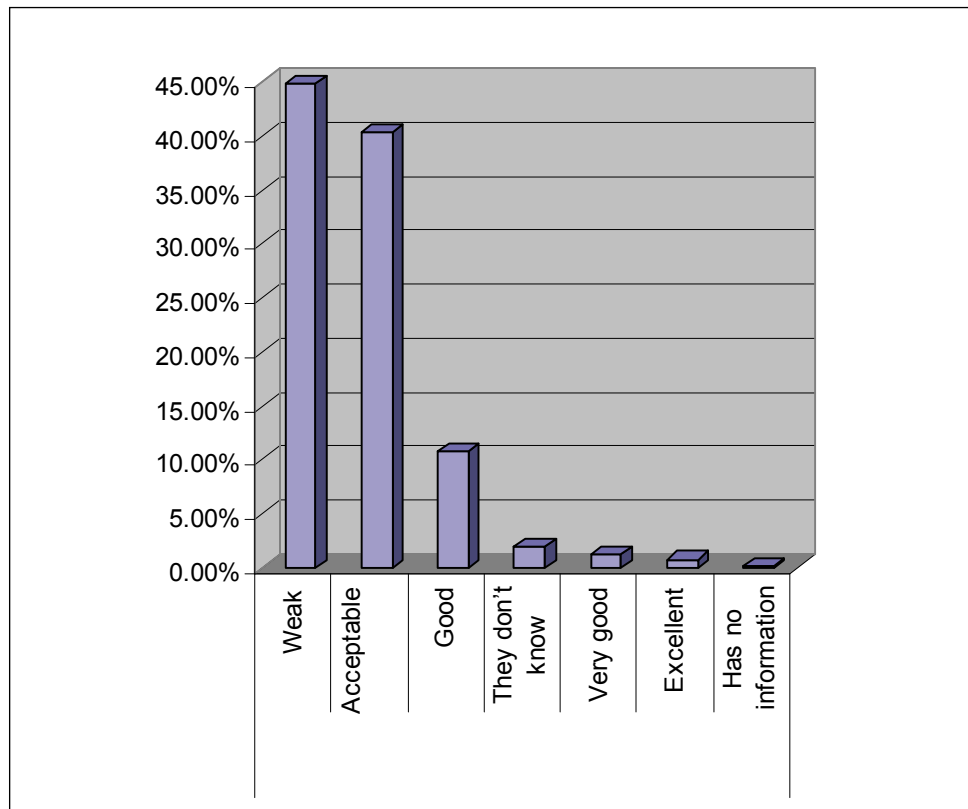
3- Are you satisfied with the performance of UNRWA?



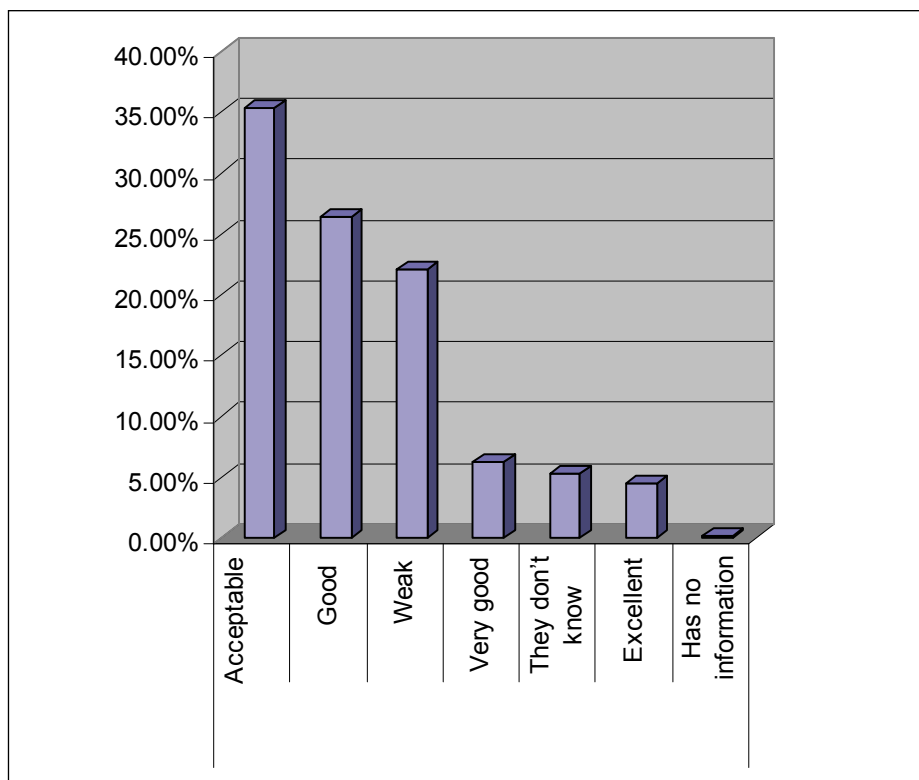
4- Are UNRWA services adequate from your point of view?



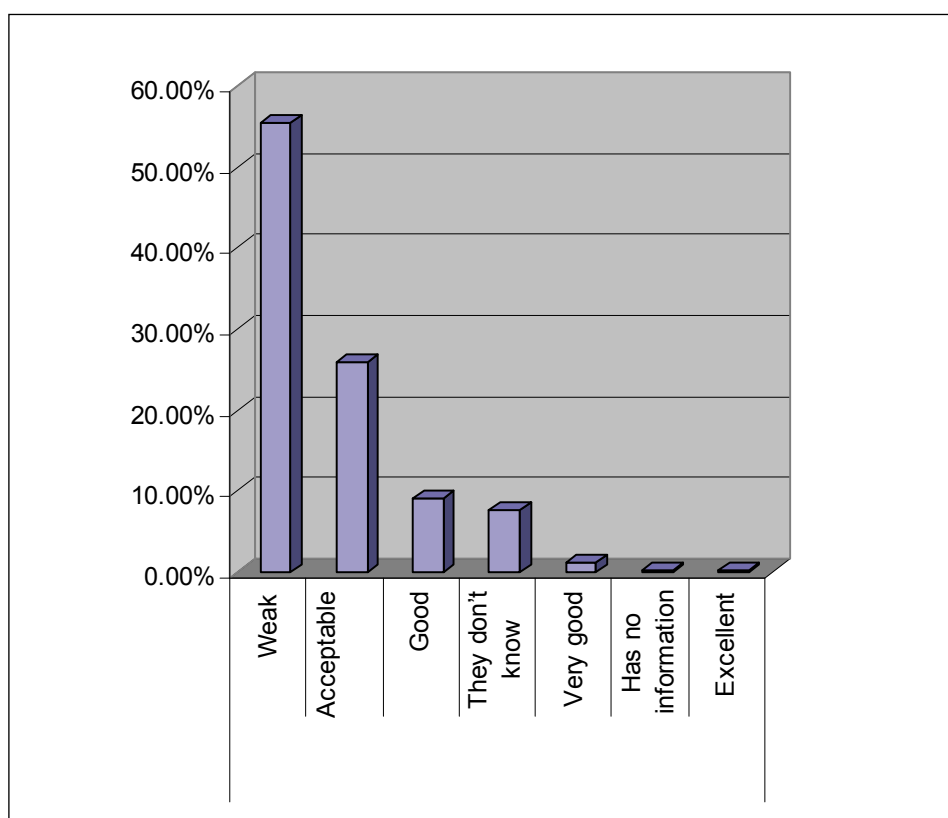
5- How do you evaluate the health services of UNRWA?



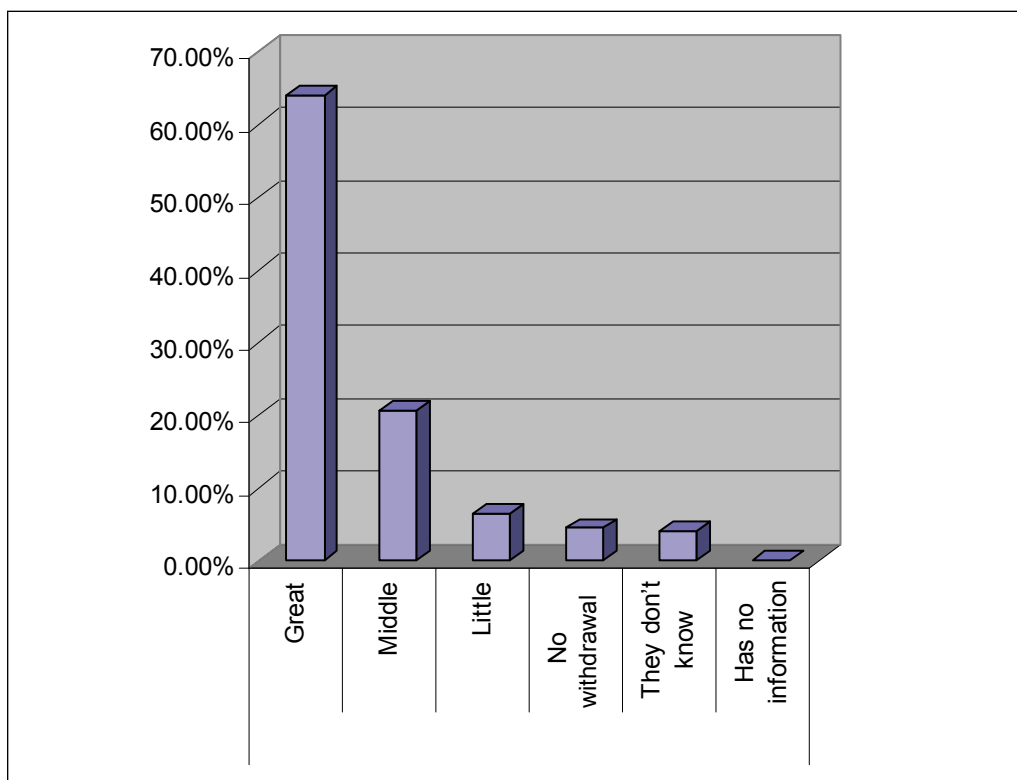
6- How do you evaluate the educational services of UNRWA?



7- How do you evaluate the relief work services of UNRWA?



8- Do you see a withdrawal in UNRWA services?



9- Do you Support the continuation of UNRWA to provide refugees with its services?

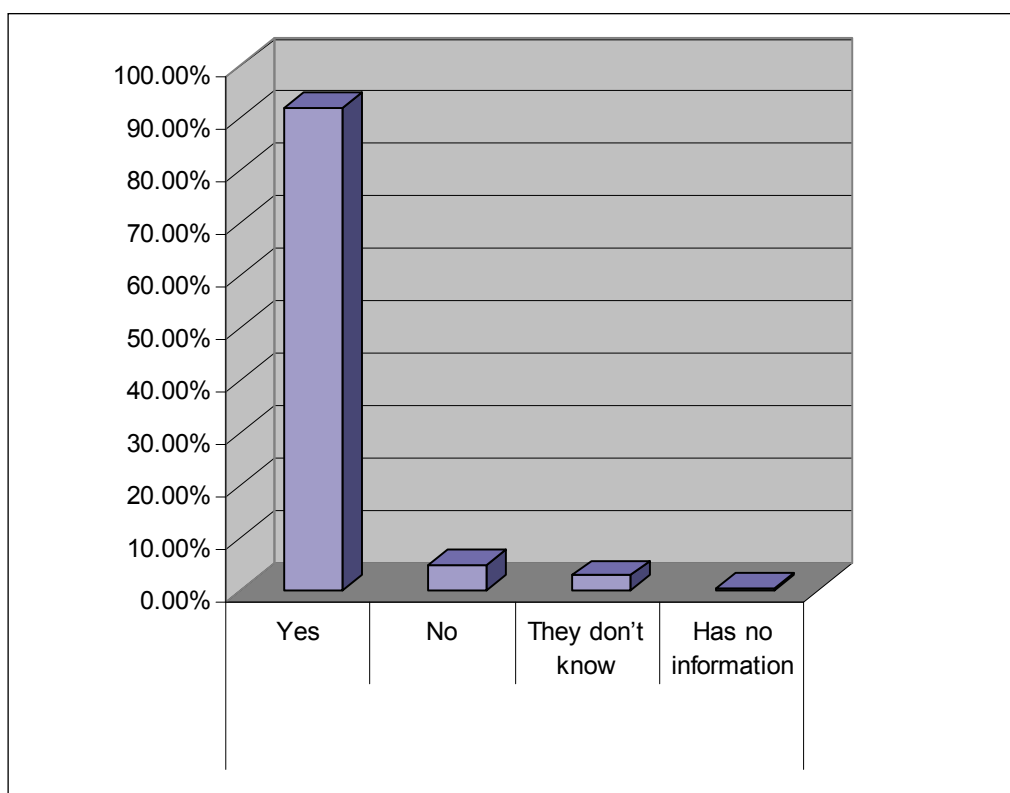


Table (2)
shows the answers to all questions in Syria and Lebanon with charts

1460 Palestinian refugees participated in the poll, 722 from Lebanon and 738 from Syria. The percentage mentioned below is based on numerical distribution.

1- What is your status quo in UNRWA?

Of 722 refugees polled in Lebanon, 96% are registered with UNRWA and 2.9% are not registered, 0.4% have no official documents and 0.7% have no information, while of 738 pollsters in Syria, 96.6% are registered with UNRWA and 2.6% are not registered; there are no refugees that do not have identity or official document in Syria and 0.8% have no information.

2- Do you receive UNRWA services?

68% of refugees in Lebanon receive UNRWA services while 31.7% do not receive UNRWA services; 0.3% say they have no information. In Syria, 70.5% of refugees receive UNRWA services while 29.1% don't receive services and 0.4% says they have no information.

3-Are you satisfied with the performance of UNRWA?

In Lebanon, 71.9% of refugees are not satisfied with the performance of UNRWA while 21.6% are satisfied; 6.2% say they don't know and 0.3% say they have no information. In Syria, 67.6% of refugees are not satisfied, 26% are satisfied; 6.1% say they don't know and 0.3% say they have no information.

4- Are UNRWA services adequate from your point of view?

In Lebanon, 87.4% of refugees consider them inadequate while 8.6% consider them adequate; 3.9% say they don't know and 0.1% say they have no information. In Syria, 84.7% of refugees consider them inadequate while 10.7% consider them adequate; 4.5% say they don't know and 0.1% say they have no information.

5-How do you evaluate the health services of UNRWA?

In Lebanon, 52.6% of refugees consider them weak; 32.7% consider them acceptable; 10.9% consider them good; 1.8% say they do not know; 1.2% consider them very good; 0.4% considers them excellent and 0.4% say they do not have enough information. In Syria, 37.3% consider the health services weak; 47.7% consider them acceptable; 10.6%, consider them good; 2% say they don't know; 1.1% consider them very good; 1.2% consider them excellent and 0.1% says they have no information.

6- How do you evaluate the educational services of UNRWA?

In Lebanon, 35.9% of refugees consider them acceptable; 23.4% consider them good; 27.7% consider them weak; 4.3% consider them very good; 7.1% say they do not know; 1.2% consider them excellent and 0.4% say they have no information. In Syria, 34.8% of refugees consider them acceptable; 29.3% consider them good; 16.7% consider them weak; 7.5% consider them excellent; 8.3% consider them very good and 3.4% say they don't know.

7- How do you evaluate the relief work services of UNRWA?

In Lebanon, 52.2% of refugees consider them weak; 28.1% consider them acceptable; 11.8% consider them good; 5.8% say they don't know; 1.7% consider them very good; 0.3% consider them excellent and 0.1% say they have no information. While in Syria, 58.8% of refugees consider them weak, 23.7% consider them acceptable; 6.6% consider them good; 9.3% say they don't know; 0.5% consider them very good; 0.6% consider them excellent and 0.5% say they have no information.

8- Do you see withdrawal in UNRWA services? In Lebanon, 61.5% of refugees say that there is

great withdrawal in UNRWA services; 20.9% say there is moderate withdrawal in UNRWA services; 8.4% say there is little withdrawal in UNRWA services; 5.2% say there is no withdrawal in UNRWA services ; 3.9% say they do not know and 0.1% says they have no information. While in Syria, 66.7% of refugees say there is great withdrawal in UNRWA services, 20.7% say there is moderate withdrawal in UNRWA services; 4.3% say there is little withdrawal in UNRWA services; 3.8% say there is no withdrawal in UNRWA services; 4.4% say they don't know and 0.1% said they have no information.

9- Do you Support the continuation of UNRWA to provide refugees with its services?

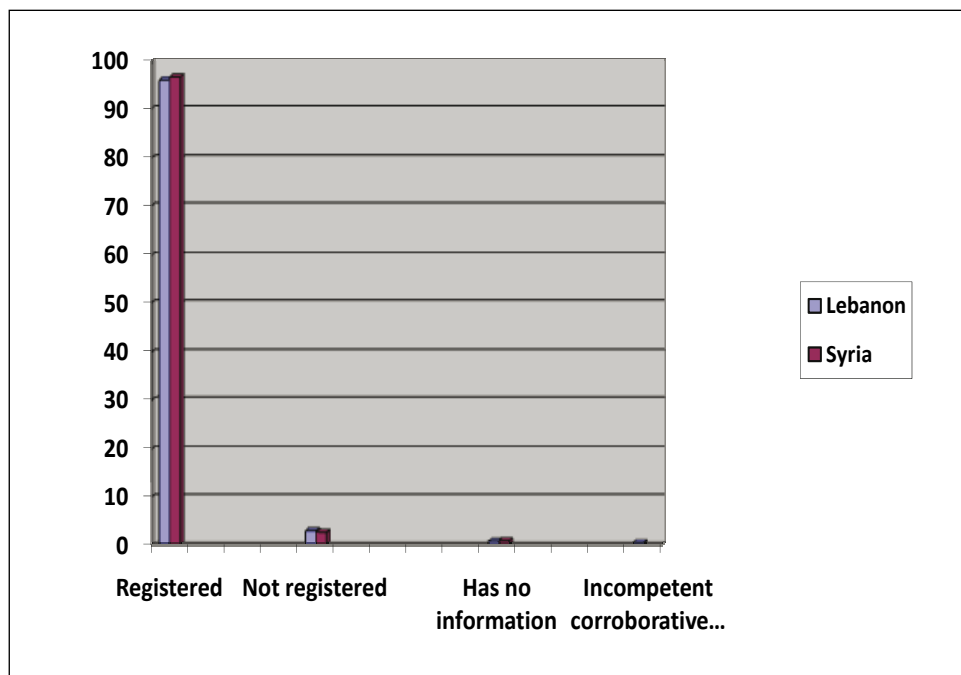
In Lebanon, 89.8% of refugees support the continuation of UNRWA to provide its services while 6.5% do not support; 3.3% say they do not know and 0.6% say they have no information. While in Syria, 94.2% of refugees support UNRWA to provide its services while 3.5% do not support it; 2.2% say they do not know and 0.1% said they have no information.

Table (2)

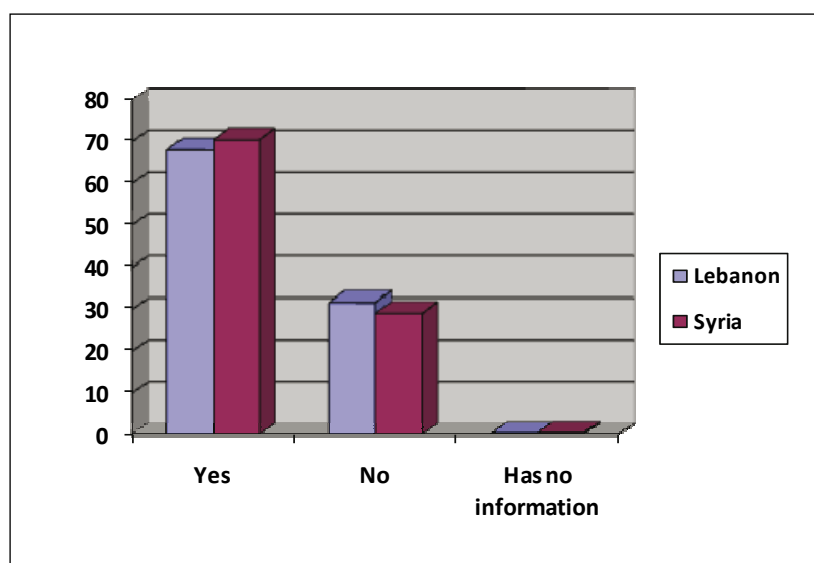
		Lebanon		Syria	
1- What is your status in UNRWA?	Registered	693	96.0%	713	96.6%
	Not registered	21	2.9%	19	2.6%
	no information	5	0.7%	6	0.8%
	loss of identity	3	0.4%	-	-
2- Do you receive UNRWA services?	Yes	491	68.0%	520	70.5%
	No	229	31.7%	215	29.1%
	No information	2	0.3%	3	0.4%
3- Are you satisfied with the performance of UNRWA?	No	519	71.9%	499	67.6%
	Yes	156	21.6%	192	26.0%
	Don't know	45	6.2%	45	6.1%
	No information	2	0.3%	2	0.3%
4- Are UNRWA services adequate from your point of view?	No	631	87.4%	625	84.7%
	Yes	62	8.6%	79	10.7%
	Don't know	28	3.9%	33	4.5%
	No information	1	0.1%	1	0.1%
5- How do you evaluate the health services of UNRWA?	Weak	380	52.6%	275	37.3%
	Acceptable	236	32.7%	352	47.7%
	Good	79	10.9%	78	10.6%
	Don't know	13	1.8%	15	2.0%
	Very good	9	1.2%	9	1.2%
	Excellent	3	0.4%	8	1.1%
	No information	2	0.4%	1	0.1%
6- How do you evaluate the educational services of UNRWA?	Acceptable	259	35.9%	257	34.8%
	Good	169	23.4%	216	29.3%
	Weak	200	27.7%	123	16.7%
	Very good	31	4.3%	61	8.3%
	Don't know	51	7.1%	25	3.4%
	Excellent	9	1.2%	56	7.5%
	No information	3	0.4%	-	-
7- How do you evaluate the relief work services of UNRWA?	Weak	377	52.2%	434	58.8%
	Acceptable	203	28.1%	175	23.7%
	Good	85	11.8%	49	6.6%
	Don't know	42	5.8%	69	9.3%
	Very good	12	1.7%	4	0.5%
	No information	1	0.1%	4	0.5%
	Excellent	2	0.3%	3	6.2%
8- Do you see withdrawal in UNRWA services?	Great	444	61.5%	492	66.7%
	Moderate	51	20.9%	153	20.7%
	Little	61	8.4%	32	4.3%
	No withdrawal	37	5.1%	28	3.8%
	Don't know	28	3.9%	32	4.3%
	No information	1	0.1%	1	0.1%

9- Do you Support the continuation of UNRWA to provide refugees with its services?	Yes	648	89.8%	695	94.2%
	No	46	6.5%	26	3.5%
	Don't know	24	3.3%	16	2.2%
	No information	4	0.6%	1	0.1%

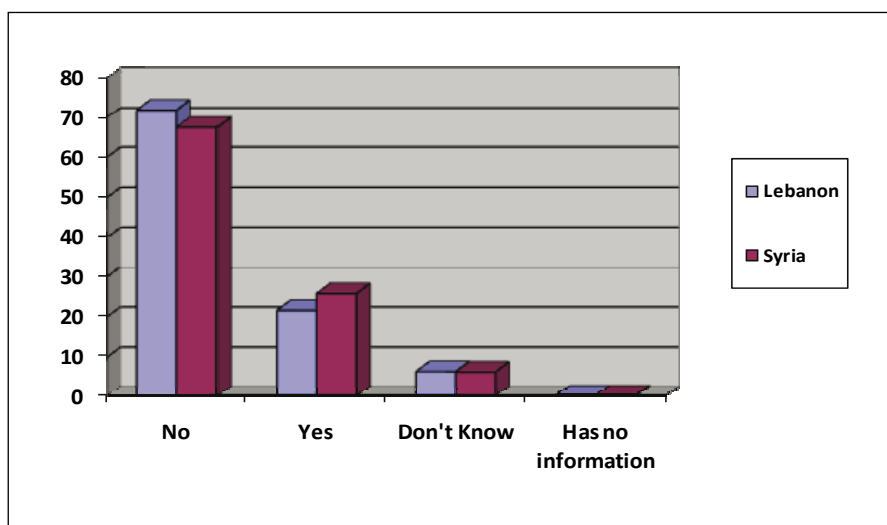
1- What is your status in UNRWA?



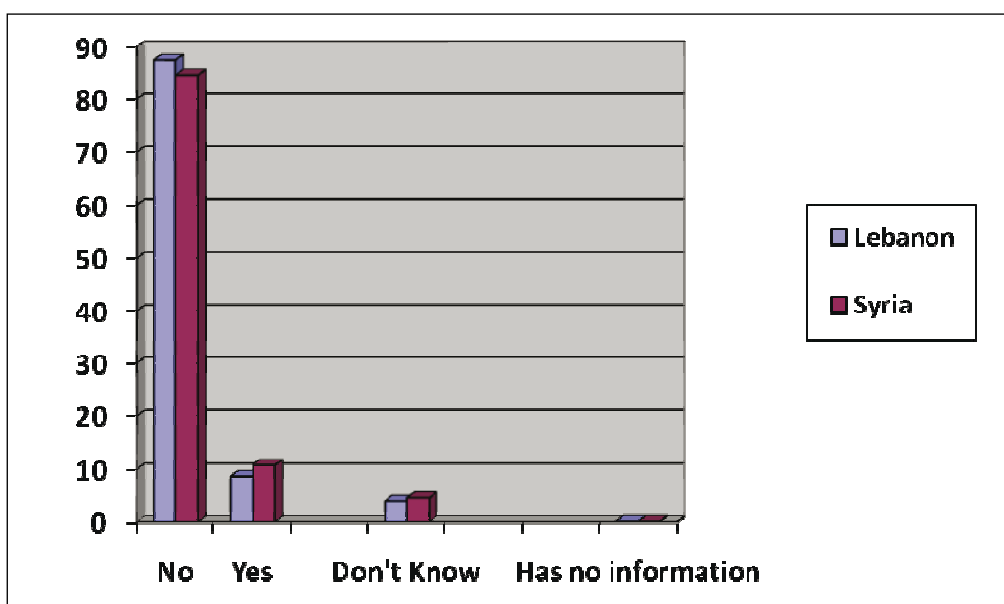
2- Do you receive UNRWA services?



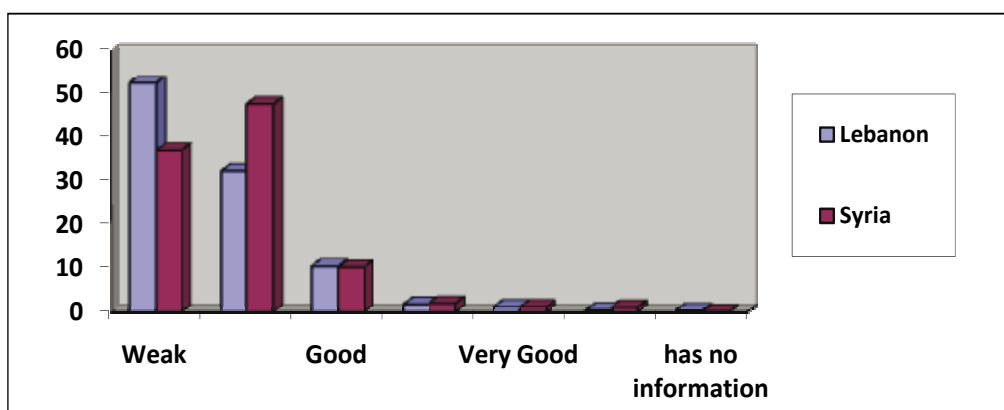
3- Are you satisfied with the performance of UNRWA?



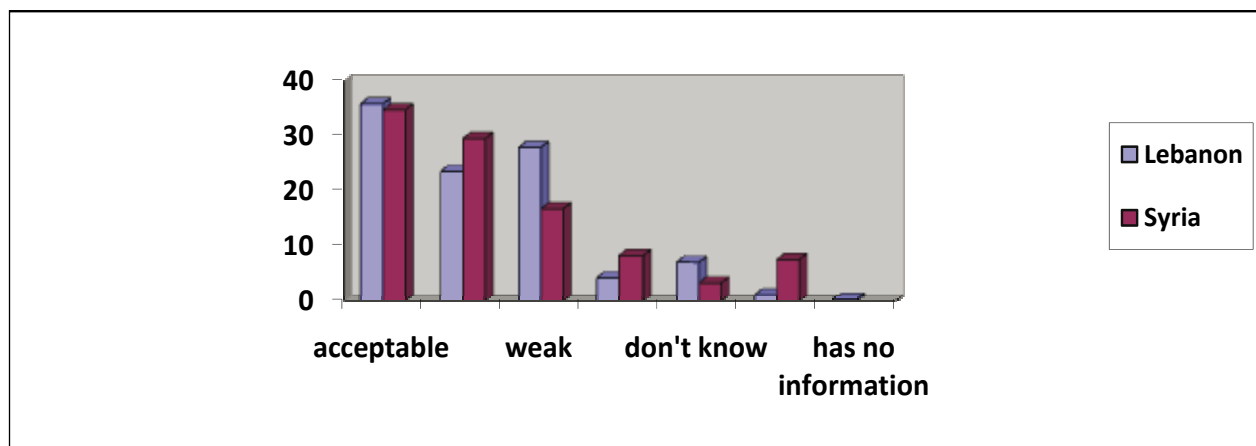
4- Are UNRWA services adequate from your point of view?



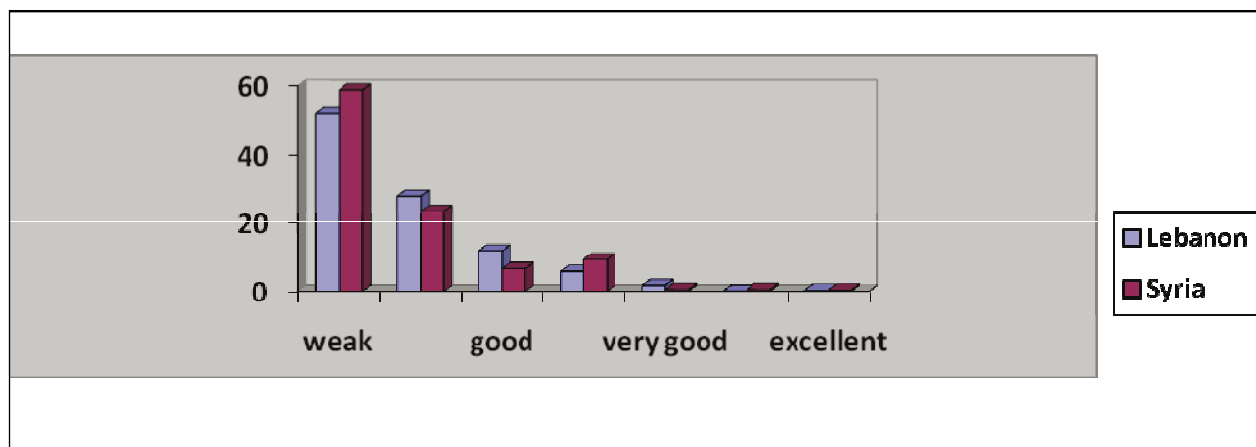
5- How do you evaluate the health services of UNRWA?



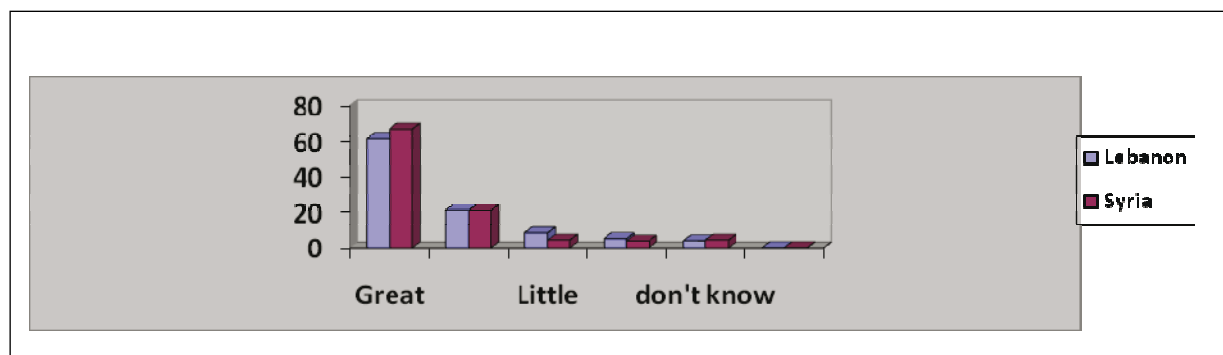
6- How do you evaluate the educational services of UNRWA?



7- How do you evaluate the relief work services of UNRWA?



8- Do you see a withdrawal in UNRWA services?



9- Do you Support the continuation of UNRWA to provide refugees with its services?

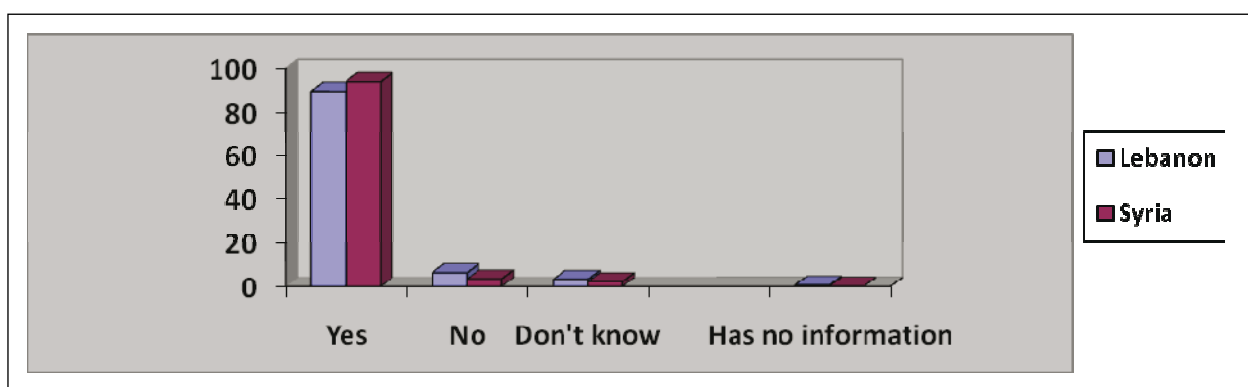


Table (3)
shows the poll divided in to age groups in Syria and Lebanon with charts

Table (3) shows respondents from Syria and Lebanon distributed according to age group. There are five age groups: aged between 18-20, 21-30, 31-40, 41-50 and 51 and over.

1- What is your status in UNRWA?

The table shows that those polled aged between 41-50 have the highest rate of registered refugees with 96.9%, followed by the 21-30 and 51 years and above groups, which both have a 96.6% rate of registration with UNRWA, then 31-40 years 96.4% and finally 18-20 years old at 94.9%.

2- Do you receive UNRWA services?

The table shows that 76.2% of polled refugees of the age group of 51 and over receive services from UNRWA, followed by the age groups 18-20, 41-50, 31-40 and 21-30 with 71.2%, 68.6%, 65% and 64.8% respectively.

3- Are you satisfied with the performance of UNRWA?

The table shows that 75.2% of the age group 51 years old and above are not satisfied with the performance of UNRWA, followed by the age groups 31-40, 41-50, 21-30 and 18-20 with their satisfaction percentages of 72.1%, 69.8%, 66.7% and 57.7% respectively.

4- Are UNRWA services adequate from your point of view?

The table shows that pollsters aged 51 and more have the highest percentage in describing UNRWA services as inadequate with 89.8%; followed by the age groups 31-40, 41-50, 21-30 and 18-20 with 89.3%, 88%, 82.2% and 75% respectively.

5- How do you evaluate the health services of UNRWA?

The table shows that 49.9% of the age group 51

and over considers UNRWA's health services as poor; followed by the age groups of 41-50, 31-40, 21-30 and 18-20 with 49.6%, 47.8%, 38% and 32.1% respectively. On the other hand, 48.1% of the age group 18-20 considers it as satisfactory followed by the age groups of 18-20, 31-40, 21-30, 51 and over and 41-50 with 48.1%, 40.7%, 39.3%, 39.2% and 38.8%. While 17.8% of 21-30 consider the health services as good, 1.9% of 18-20 year olds consider it very good and the same average of the age group of 18-20 consider it as excellent.

6- How do you evaluate the educational services of UNRWA?

The table shows that 24.8% of the 41-50 age group consider UNRWA's educational services as poor; followed by the age groups 31-40, 18-20, 51 and over and 21-30 with 24.7%, 21.2%, 20.6% and 19.6% respectively.

While the highest percentage that consider the educational services as satisfactory is 38.6% for 51 years old and over; followed by 41-50, 31-40, 21-30 and 18-20 with 36.8%, 35%, 32.1% and 32.1% respectively.

It is also noticed that the age group of 18-20 with 30.1% consider the educational services as good, while 9% of the same age group considers it as very good and 7.7% consider the educational services to be excellent.

7- How do you evaluate the relief work services of UNRWA?

The table shows that 58.9% of the 41-50 age group consider UNRWA's relief works as poor;

followed by the age groups 31-40, 51 and over, 21-30 and 18-20 with 57.9%, 56.8%, 53.3% and 46.8% respectively.

While the highest percentage that consider UNRWA’s relief works as satisfactory is 29.8% for 51 and over; followed by the age groups 21-30, 18-20, 31-40 and 41-50 with 26.5%, 25%, 24.9% and 21.7% respectively.

It is also noticed that the age group 21-30 with 11% (the highest) consider the relief services as good, while 3.8% of the group age 18-20 consider it as very good and 1.2% of the age group 31-40 consider it as excellent services.

8- Do you see a withdrawal in UNRWA services?

The table shows that 72.8% of the group aged 51 and over see that there is a great regression in UNRWA’S services; followed by the age groups of 31-40, 41-50, 21-30 and 18-20 with 69.7%, 69%, 53.6% and 44.2% respectively.

On the other hand, 33.3% of the group age of 18-20 said that there is a moderate regression, while 8.4% of the group age 21-30 said there is a little regression, but 7.5% of the same group age said there is no regression in UNRWA services (the highest average).

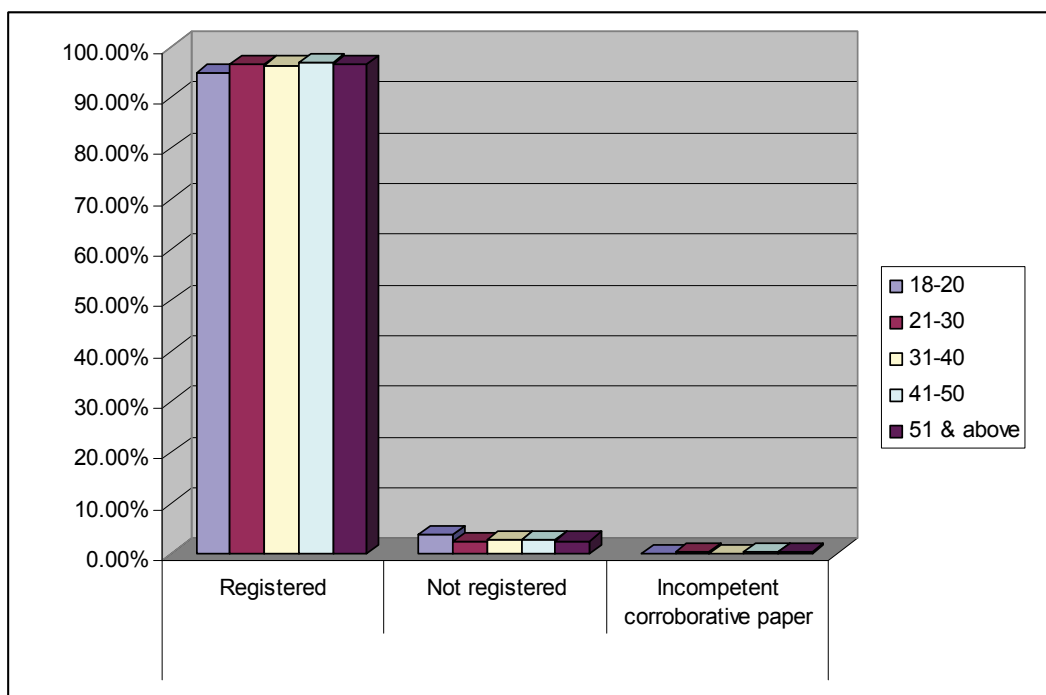
9- Do you Support the continuation of UNRWA to provide refugees with its services?

The table shows that 95% of those polled in the age group 31-40 support UNRWA in continuing its mission in providing services for refugees; followed by the age groups 41-50, 51 and over, 21-30 and 18-20 with 93.4%, 91.6%, 90.3% and 88.5% respectively.

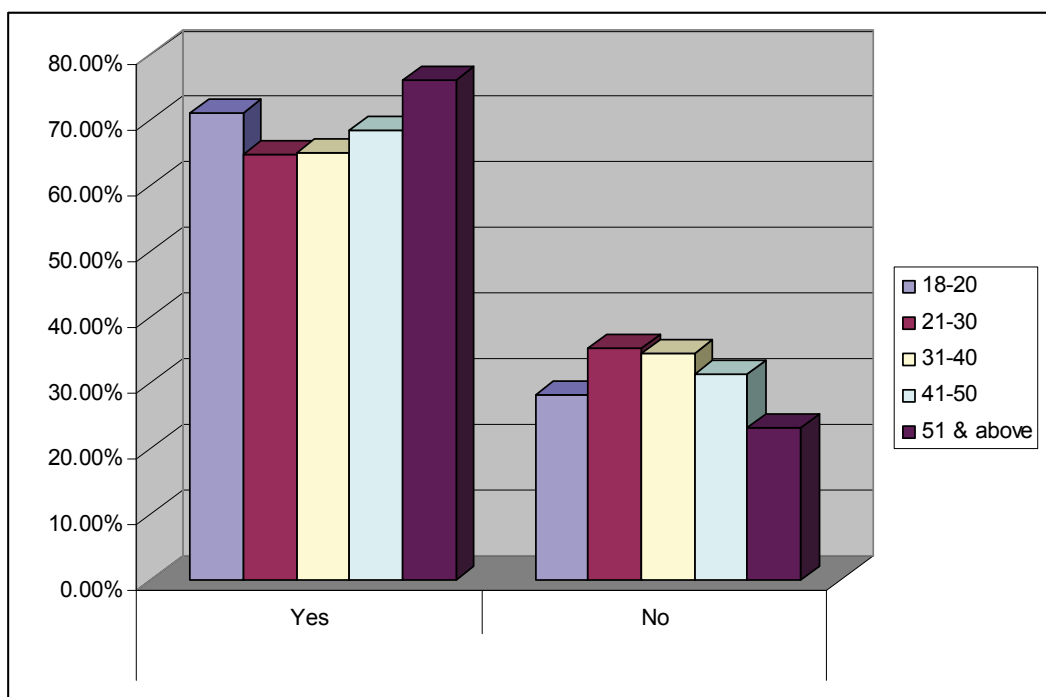
Table (3)

		According to Age Group				
		18-20	21-30	31-40	41-50	51 & above
1- What is your status in UNRWA?	Registered	94.9%	96.6%	96.4%	96.9%	96.6%
	Not registered	5.1%	2.5%	2.7%	2.7%	2.6%
	Loss of identity		0.3%		0.4%	0.3%
2- Do you receive UNRWA services?	Yes	71.2%	64.8%	65.0%	68.6%	76.2%
	No	28.2%	35.2%	34.4%	31.4%	23.2%
3- Are you satisfied with the performance of UNRWA?	Yes	34.0%	24.3%	22.6%	24.0%	20.6%
	No	57.7%	66.7%	72.1%	69.8%	75.2%
	Don't know	8.3%	8.7%	5.0%	6.2%	3.9%
4- Are UNRWA services adequate from your point of view?	Yes	18.6%	10.9%	7.4%	7.8%	8.4%
	No	75.0%	82.2%	89.3%	88.0%	89.6%
	Don't know	6.4%	6.9%	3.3%	3.9%	1.8%
5- How do you evaluate the health services of UNRWA?	Weak	32.1%	38.0%	47.8%	49.6%	49.9%
	Acceptable	48.1%	39.3%	40.7%	38.8%	39.2%
	Good	12.2%	17.8%	9.8%	8.9%	6.3%
	Very good	1.9%	1.2%	0.6%	1.2%	1.6%
	Excellent	1.9%	0.9%	0.6%	0.4%	0.5%
	Don't know	2.6%	2.8%	0.6%	1.2%	2.3%
6- How do you evaluate the educational services of UNRWA?	Weak	21.2%	19.6%	24.3%	24.8%	20.6%
	Acceptable	32.1%	32.1%	35.0%	36.8%	38.6%
	Good	30.1%	27.4%	29.1%	26.0%	22.2%
	Very good	9.0%	8.7%	5.3%	5.8%	4.4%
	Excellent	7.7%	7.2%	5.0%	3.1%	1.3%
	Don't know		5.0%	0.9%	3.5%	12.3%
7- How do you evaluate the relief work services of UNRWA?	Weak	46.8%	53.3%	57.9%	58.9%	56.4%
	Acceptable	25.0%	26.5%	24.9%	21.7%	29.8%
	Good	10.9%	11.5%	9.8%	10.9%	5.0%
	Very good	3.8%	0.9%	0.9%	0.4%	0.8%
	Excellent		0.3%	1.2%		
	Don't know	13.5%	7.5%	4.5%	8.1%	7.6%
8- Do you see withdrawal in UNRWA services?	Great	44.2%	53.6%	69.7%	69.0%	72.8%
	Middle	33.3%	24.3%	17.2%	20.2%	16.7%
	Little	8.3%	8.4%	7.1%	5.0%	3.9%
	No withdrawal	6.4%	7.5%	3.6%	2.7%	3.1%
	Don't know	7.7%	6.2%	2.4%	2.7%	3.1%
9- Do you Support the continuation of UNRWA to provide refugees for its services?	Yes	88.5%	90.3%	95.0%	93.4%	91.6%
	No	5.8%	5.6%	3.0%	4.7%	5.7%
	Don't know	5.7%	4.1%	1.5%	1.9%	2.7%

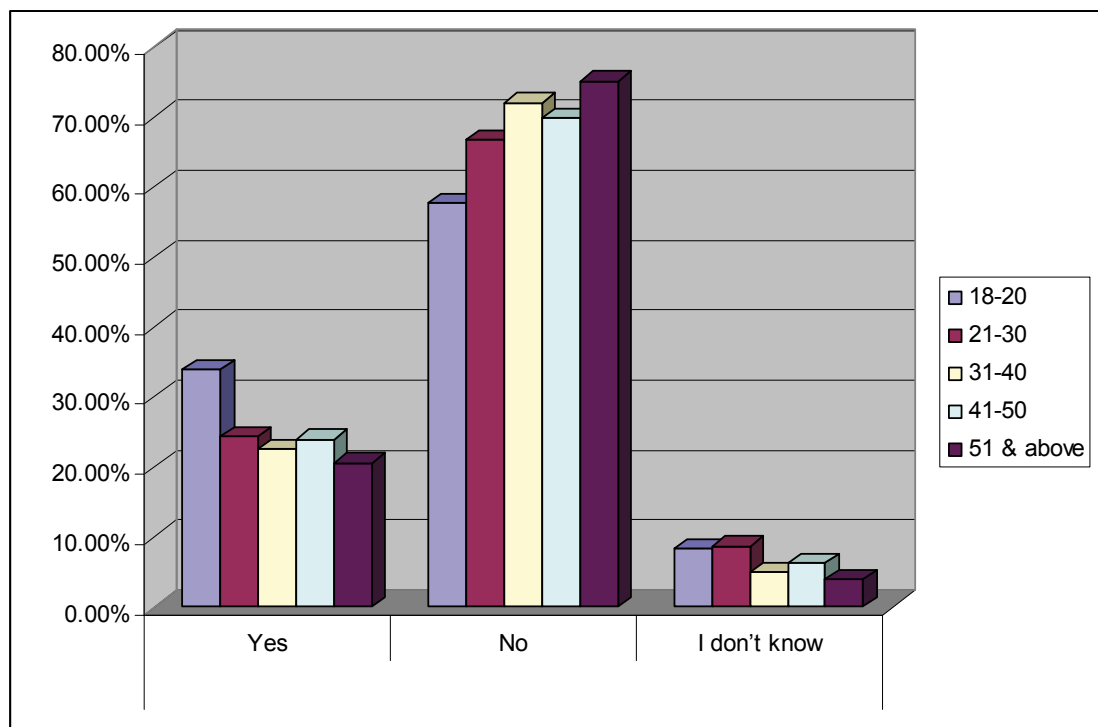
1- What is your status in UNRWA?



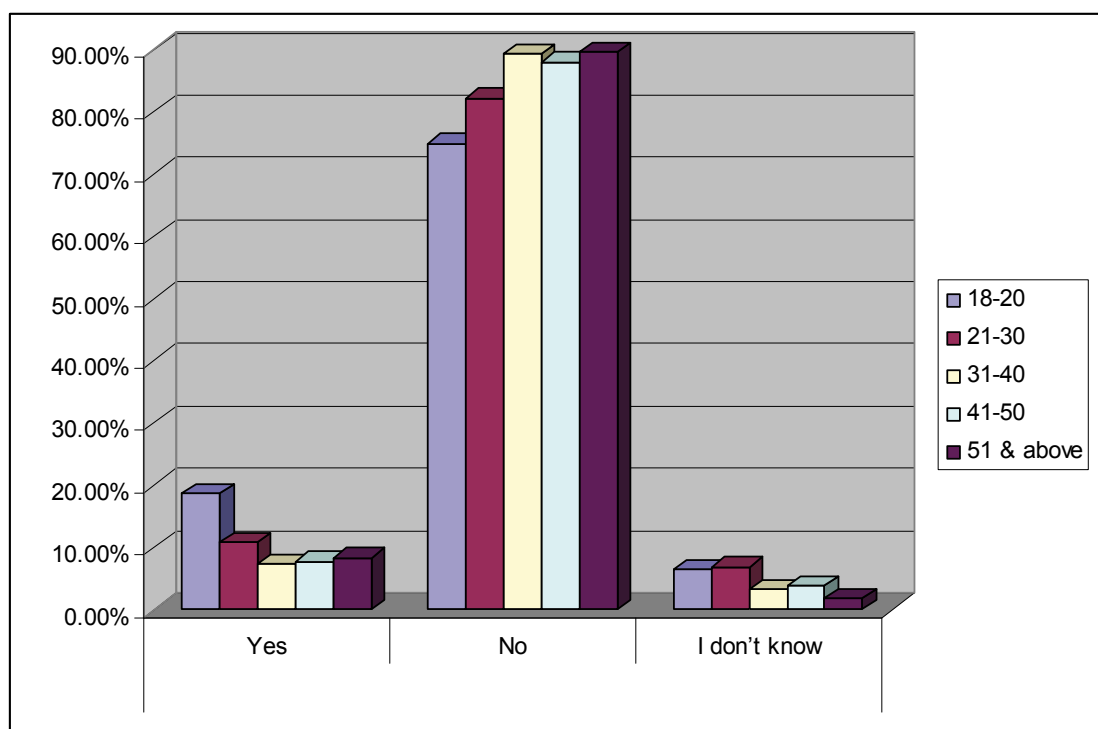
2- Do you receive UNRWA services?



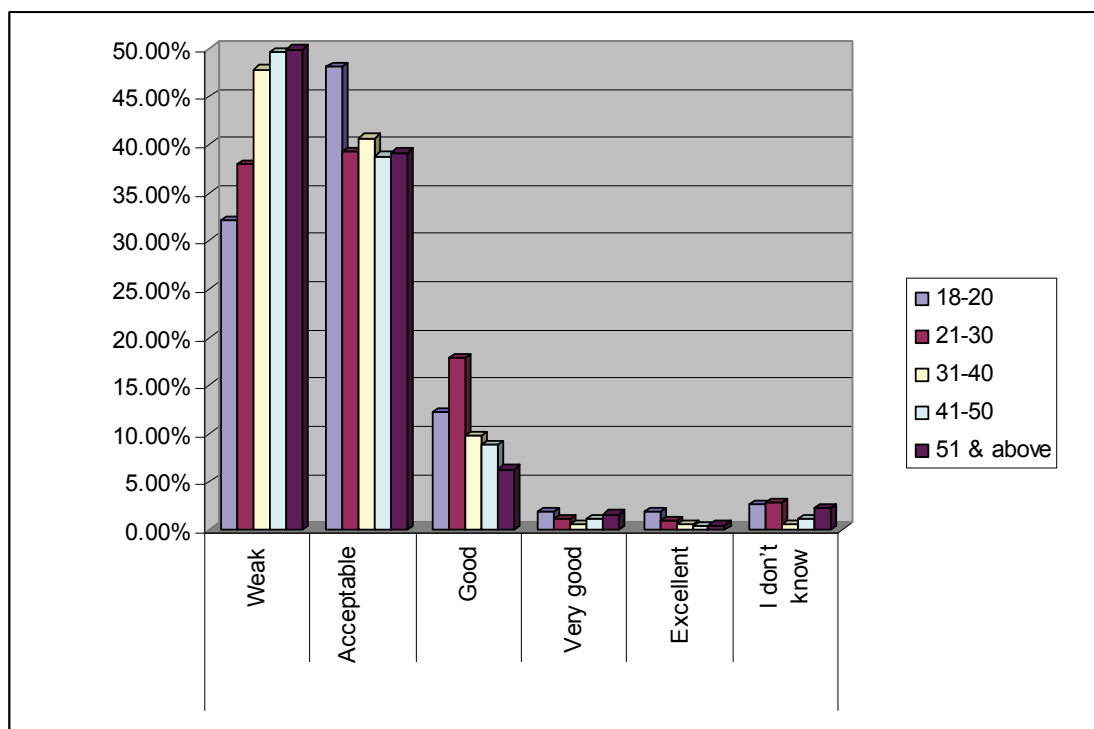
3- Are you satisfied with the performance of UNRWA?



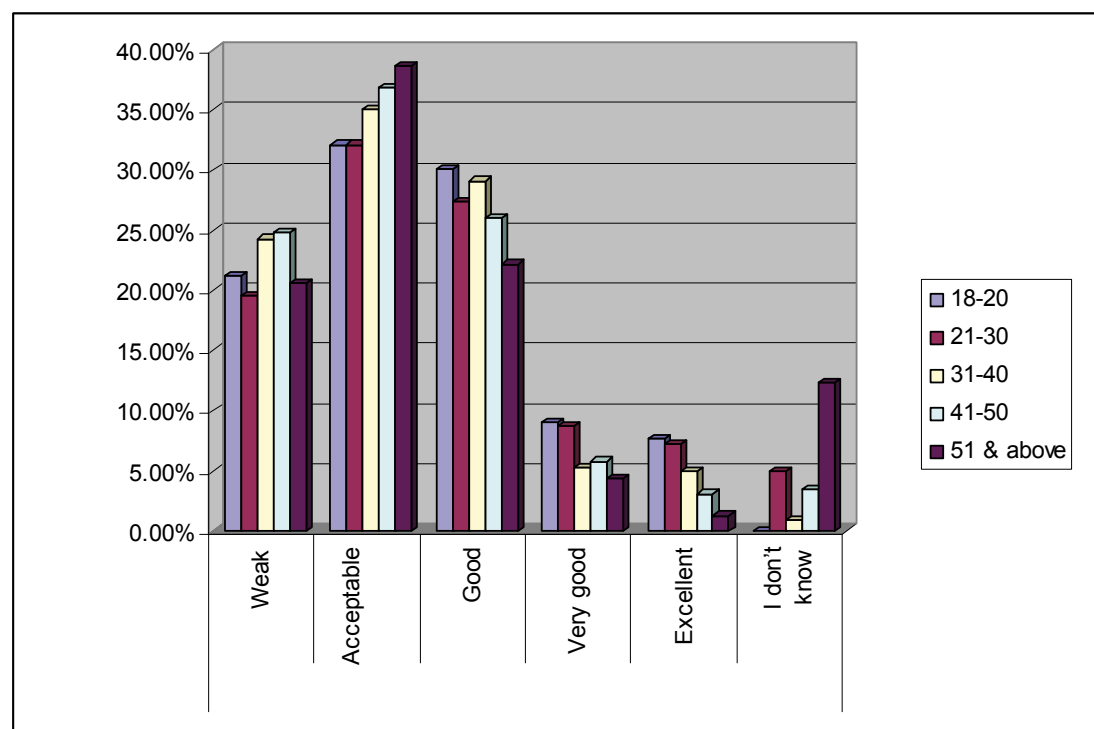
4- Are UNRWA services adequate from your point of view?



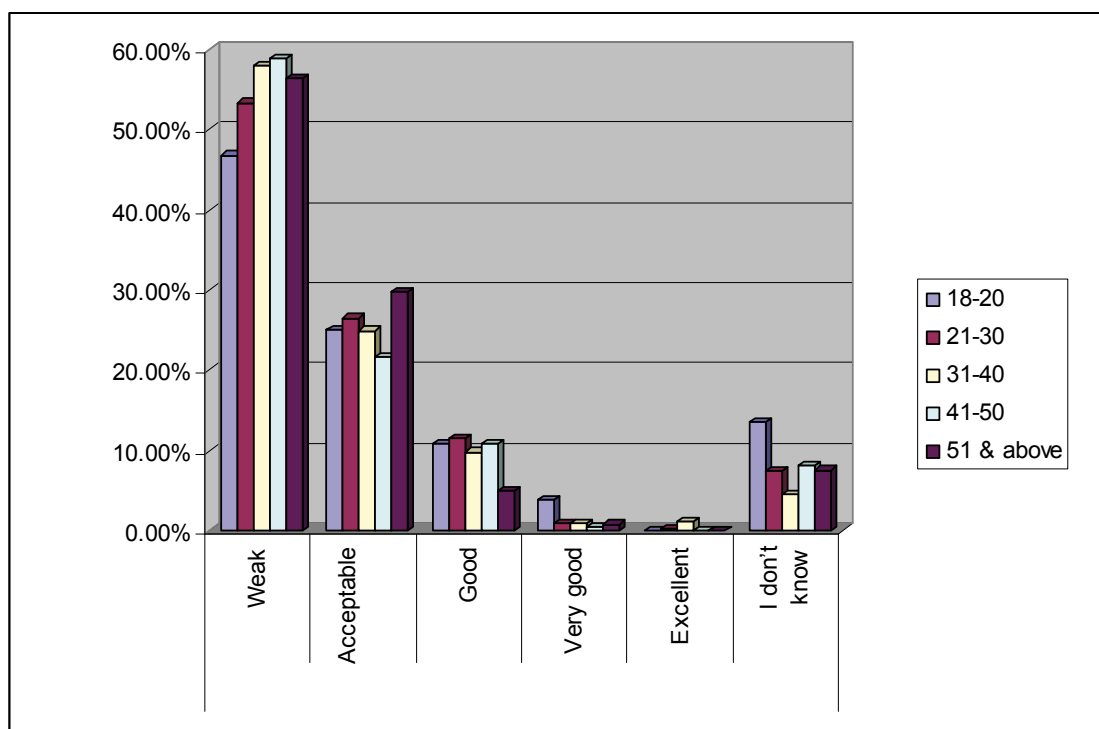
5- How do you evaluate the health services of UNRWA?



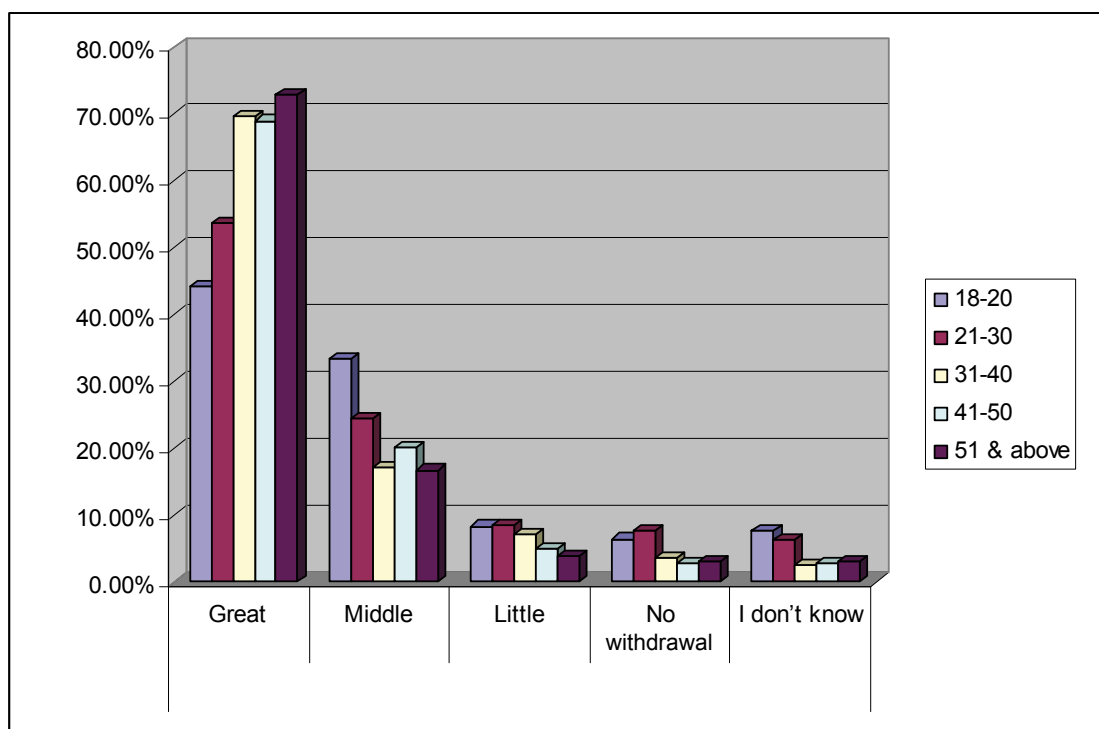
6- How do you evaluate the educational services of UNRWA?



7- How do you evaluate the relief work services of UNRWA?



8- Do you see a withdrawal in UNRWA services?



9- Do you Support the continuation of UNRWA to provide refugees with its services?

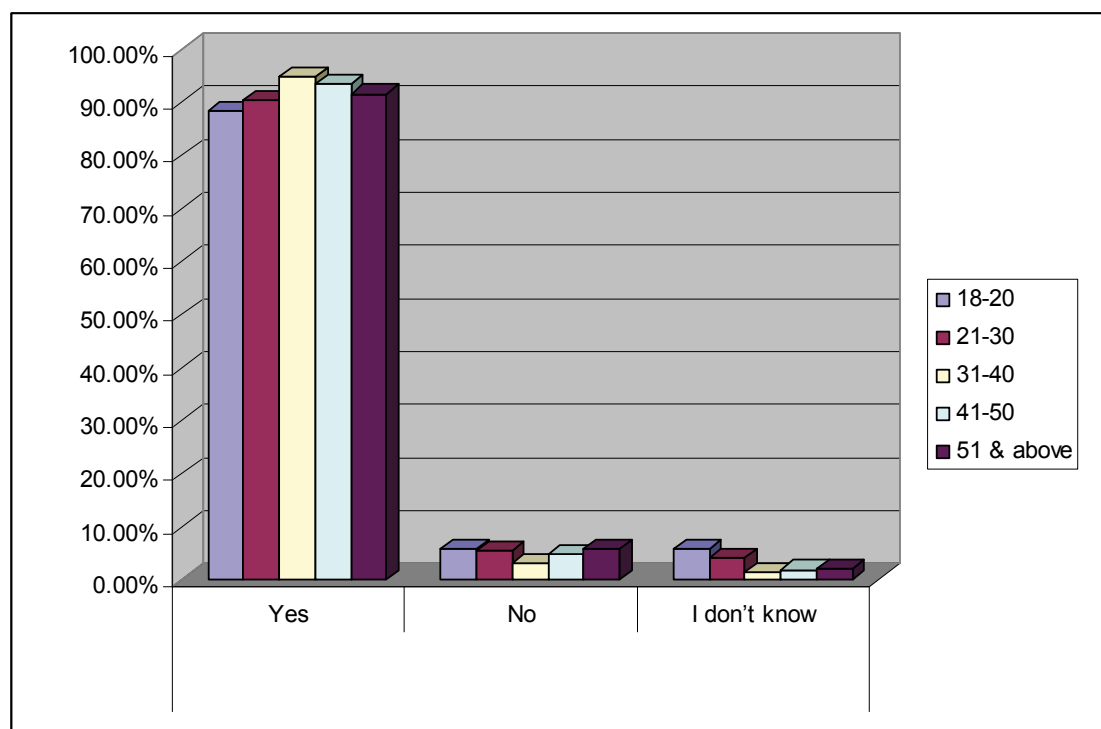


Table (4)
shows the poll divided in to age groups in Lebanon with charts

Table (4) shows pollsters' responses in Lebanon categorized according to ages groups; these groups consist of five groups including, 1st group of pollsters between 18-20 ages, 2nd group between 21-30 ages, 3rd group 31-40 ages, 4th group between 41-50 ages and 5th group between 51 and over.

1- What is your status in UNRWA?

The table shows that the pollsters' highest percentage is 97.4% of registered refugees in Lebanon of the age group of 31-40; followed by the age groups of 51 and above, 21-30, 41-50 and 18-20 with 97.3%, 96.5%, 96.1% and 92% respectively.

2- Do you receive UNRWA services?

The table shows 77.6% of those polled in Lebanon from aged 51 and over receives services from UNRWA more than other groups; followed by the age groups 18-20, 41-50, 21-30 and 31-40 with 66.7%, 66%, 64.1% and 63.4% respectively.

3- Are you satisfied with the performance of UNRWA?

The table shows that 76.7% of the age group of 21-30 are not satisfied with the performance of UNRWA; followed by the age groups of 51 and over, 31-40, 41-50 and 18-20 with 73.8%, 72.5%, 69.3% and 66.7% respectively.

4- Are UNRWA services adequate from your point of view?

The table shows that 91.8% of the age group 51 and over has the highest average that consider UNRWA's services as inadequate; followed by the age groups of 31-40, 21-30, 41-50 and 18-20 with 88.9%, 88.7%, 86.9% and 74.7% respectively.

5- How do you evaluate the health services of UNRWA?

The table shows that of the age group 41-50, 57.5% consider UNRWA's health services in Lebanon as poor, followed by the age groups of

51 and over, 21-30, 31-40 and 18-20 with 56.8%, 54.9%, 50.3% and 35.6% respectively.

The highest percentage that considers it satisfactory is 46% of the age group 18-20; followed by the age groups 31-40, 51 and over, 41-50 and 21-30 with 35.9%, 29.5%, 31.4% and 27.5% respectively.

While 15.5% of the age group 21-30 considers the health services as good, 2.3% of 18-20 consider it very good and 3.6% from the same group consider it excellent.

6- How do you evaluate the educational services of UNRWA?

The table shows that 31.4% of the age group 41-50 considers the educational services of UNRWA in Lebanon as poor; followed by the age groups of 18-20, 21-30, 31-40 and 51 and over with 29.9%, 29.6%, 26.8% and 22.4% respectively.

The highest percentage that considers the educational services as satisfactory is 39.1% of the age group of 18-20; followed by the age groups 31-40, 51 and over, 41-50 and 21-30 with 38.6%, 36.6%, 35.9% and 30.3%. In addition, 27.5% of the age group 30-41 considers the educational services as good, while 5.9% of the group age 21-30 considers it very good and 2.1% excellent.

7- How do you evaluate the relief work services of UNRWA?

The table shows that the age group 41-50 with 60.8% consider the relief services in Lebanon as poor; followed by the age groups of 31-40, 21-30, 51 and over and 18-20 with 52.9%, 52.1%, 48.6% and 42.5% respectively.

The highest percentage that considers it as satis-

factory is 33.3% of the age group 51 and over, followed by the age groups of 18-20, 21-30, 31-40 and 41-50 with 31%, 29,6%, 27.5% and 20,3% respectively. Whereas 13.1% of the age group 31-40 consider the relief services as good, 4.6% of the group age 18-20 as very good and 1,3% of age group 31-40 consider it as excellent.

8- Do you see withdrawal in UNRWA services?

The table shows that 68% of the age group 51 and over said that there is great regression in UNRWA services in Lebanon, followed by the age groups 41-50, 31-40, 21-30 and 18-20 with 64.1%, 62.7%, 53.5% and 52.9% respectively; while 29.9% of the group age of 18-20 said that there is a moderate regression, 10.6% of the group aged 21-30 said it is a little regression, but 6.9% of the group age 18-20 said that there is no regression in UNRWA services.

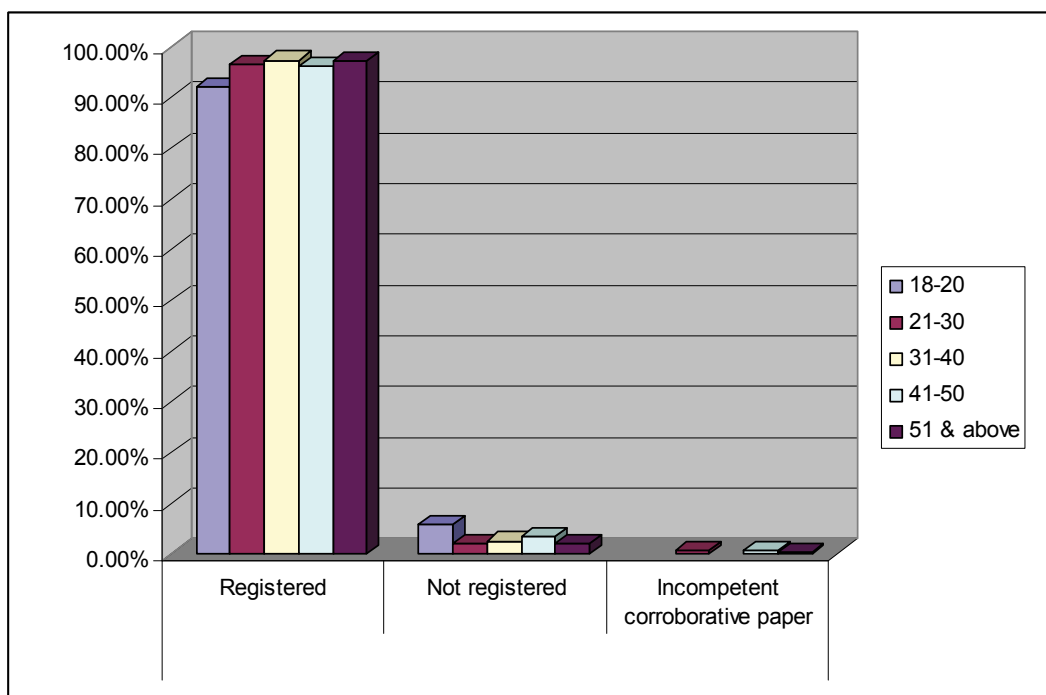
9- Do you Support the continuation of UNRWA to provide refugees with its services?

The table shows that 96.1% of the group age 31-40 support the continuity of UNRWA services for refugees; followed by the age groups of 41-50, 51 and over, 18-20 and 21-30 with 92.8%, 89.1%, 82.8% and 85.2% respectively.

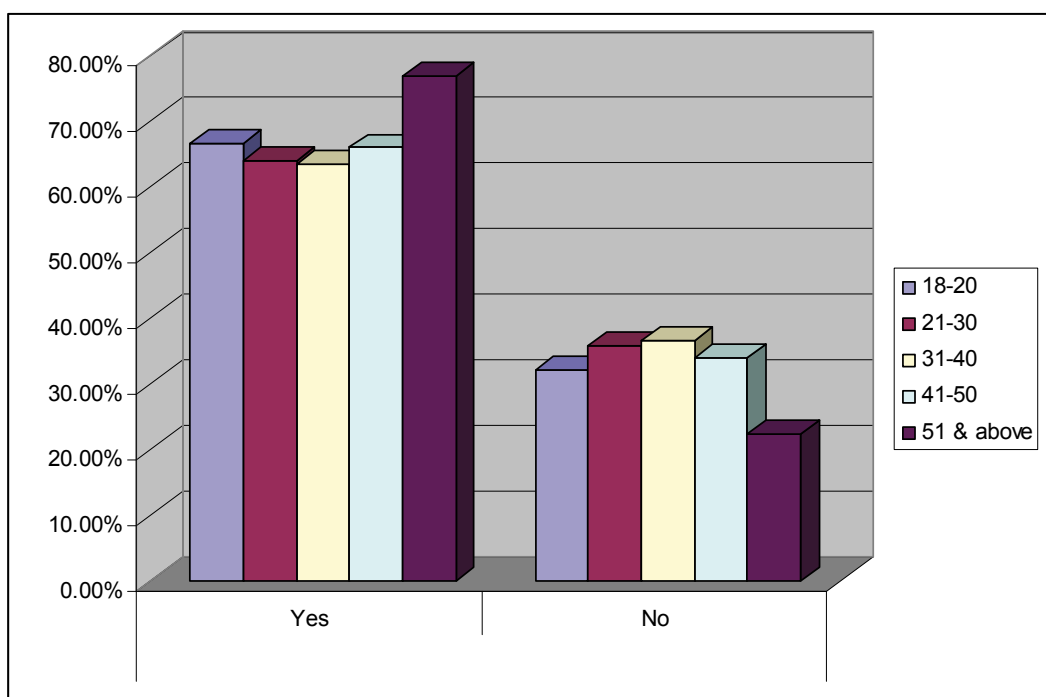
Table (4)

		According to Age Group				
		18-20	21-30	31-40	41-50	51 & above
1- What is your status in UNRWA?	Registered	92.0%	96.5%	97.4%	96.1%	97.3%
	Not registered	5.7%	2.7%	2.6%	3.3%	2.2%
	Loss of identity		0.7%		0.7%	0.5%
2- Do you receive UNRWA services?	Yes	66.7%	64.1%	63.4%	66.0%	77.6%
	No	32.2%	35.9%	36.6%	34.0%	22.4%
3- Are you satisfied with the performance of UNRWA?	Yes	23.0%	16.2%	22.2%	23.5%	23.5%
	No	66.7%	76.1%	72.5%	69.3%	73.8%
	Don't know	10.3%	7.7%	5.2%	7.2%	2.7%
4- Are UNRWA services adequate from your point of view?	Yes	18.4%	5.6%	7.2%	8.5%	8.2%
	No	74.7%	88.7%	88.9%	86.9%	91.8%
	Don't know	6.9%	5.6%	3.9%	4.6%	
5- How do you evaluate the health services of UNRWA?	Weak	35.6%	54.9%	50.3%	57.5%	56.8%
	Acceptable	46.0%	27.5%	35.9%	31.4%	29.5%
	Good	9.2%	15.5%	12.4%	8.5%	8.7%
	Very good	2.3%	0.7%		1.3%	2.2%
	Excellent	2.3%	0.7%			
	Don't know	3.4%	0.7%	1.3%	1.3%	2.8%
6- How do you evaluate the educational services of UNRWA?	Weak	29.9%	29.6%	26.8%	31.4%	22.4%
	Acceptable	39.1%	30.3%	38.6%	35.9%	36.6%
	Good	26.4%	25.4%	27.5%	22.2%	18.6%
	Very good	3.4%	5.6%	3.9%	3.9%	4.4%
	Excellent	1.1%	2.1%	1.3%	2.0%	
	Don't know		7.0%	1.3%	4.6%	18%
7-How do you evaluate the relief work services of UNRWA?	Weak	42.5%	52.1%	52.9%	60.8%	48.6%
	Acceptable	31.0%	29.6%	27.5%	20.3%	33.3%
	Good	10.3%	14.8%	13.1%	11.8%	9.3%
	Very good	4.6%	1.4%	1.3%	0.7%	1.6%
	Excellent			1.3%		
	Don't know	11.5%	2.1%	3.9%	6.5%	7.2%
8- Do you see withdrawal in UNRWA services?	Great	52.9%	53.5%	62.7%	64.1%	68.9%
	Middle	29.9%	22.5%	19.0%	22.2%	16.4%
	Little	6.9%	10.6%	10.5%	6.5%	7.1%
	No withdrawal	6.9%	6.3%	4.6%	3.9%	4.9%
	Don't know	3.4%	7.0%	3.3%	3.3%	2.2%
9- Do you Support the continuation of UNRWA to provide refugees with its services?	Yes	82.8%	85.2%	96.1%	92.8%	89.1%
	No	8.0%	8.5%	2.0%	5.9%	8.7%
	Don't know	9.2%	6.3%	0.7%	1.3%	2.2%

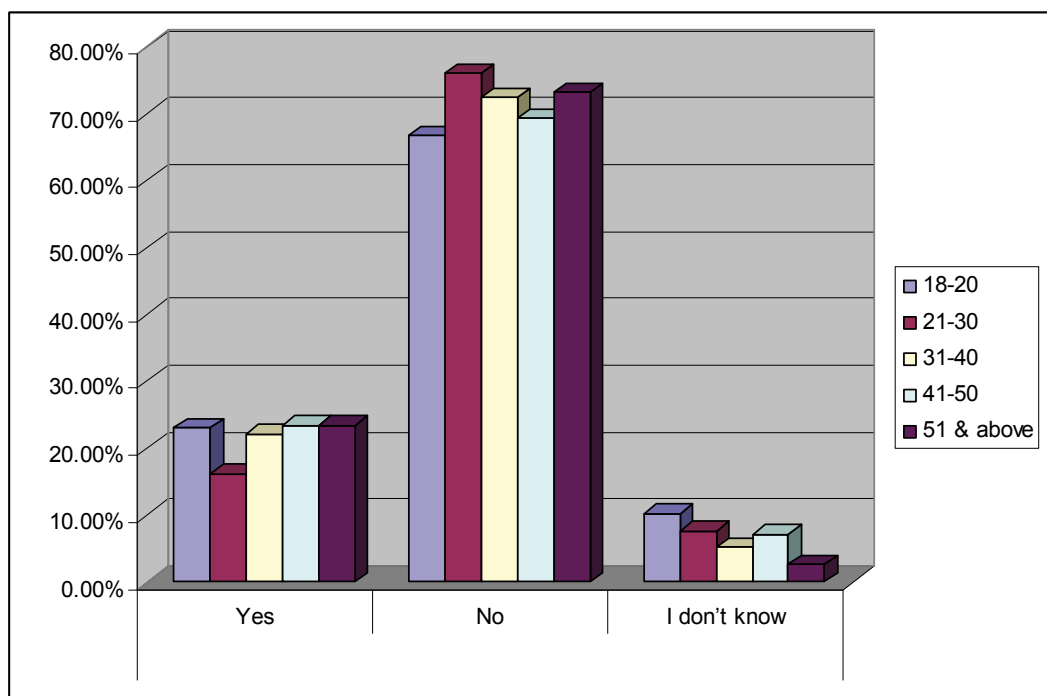
1- What is your status in UNRWA?



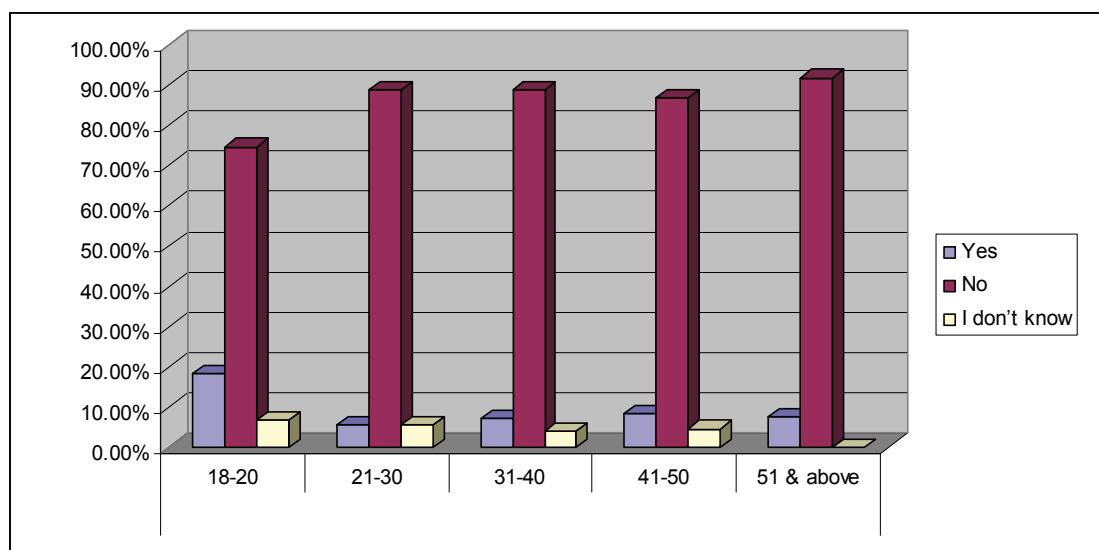
2- Do you receive UNRWA services?



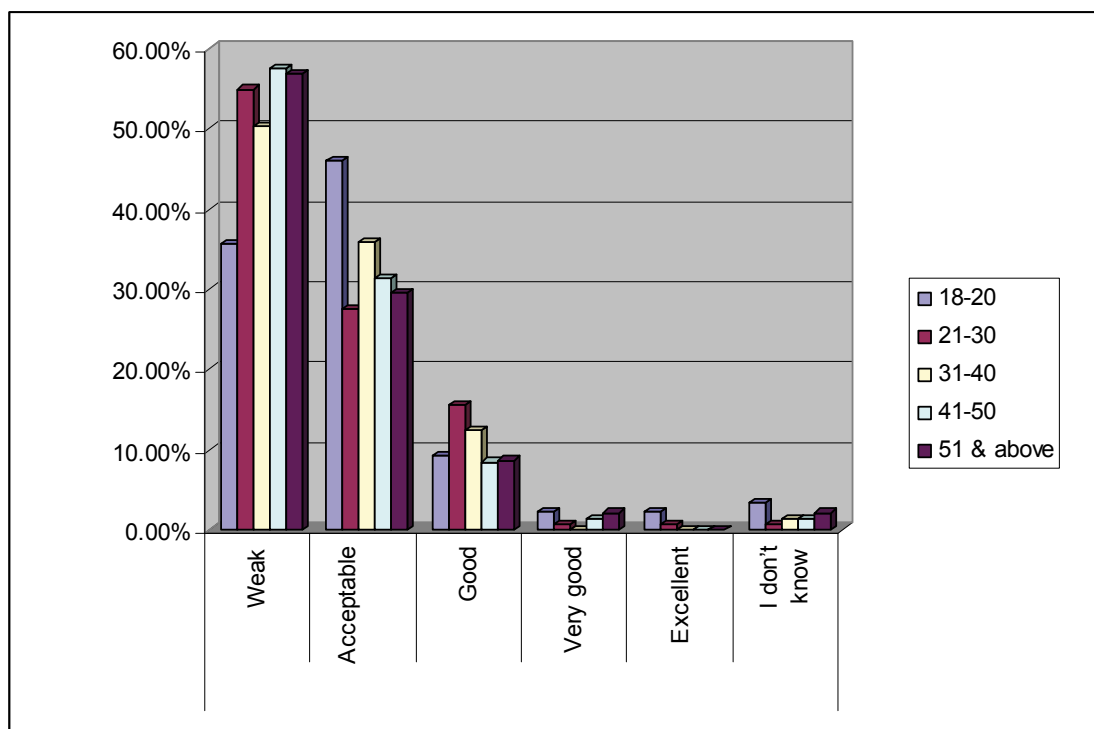
3- Are you satisfied with the performance of UNRWA?



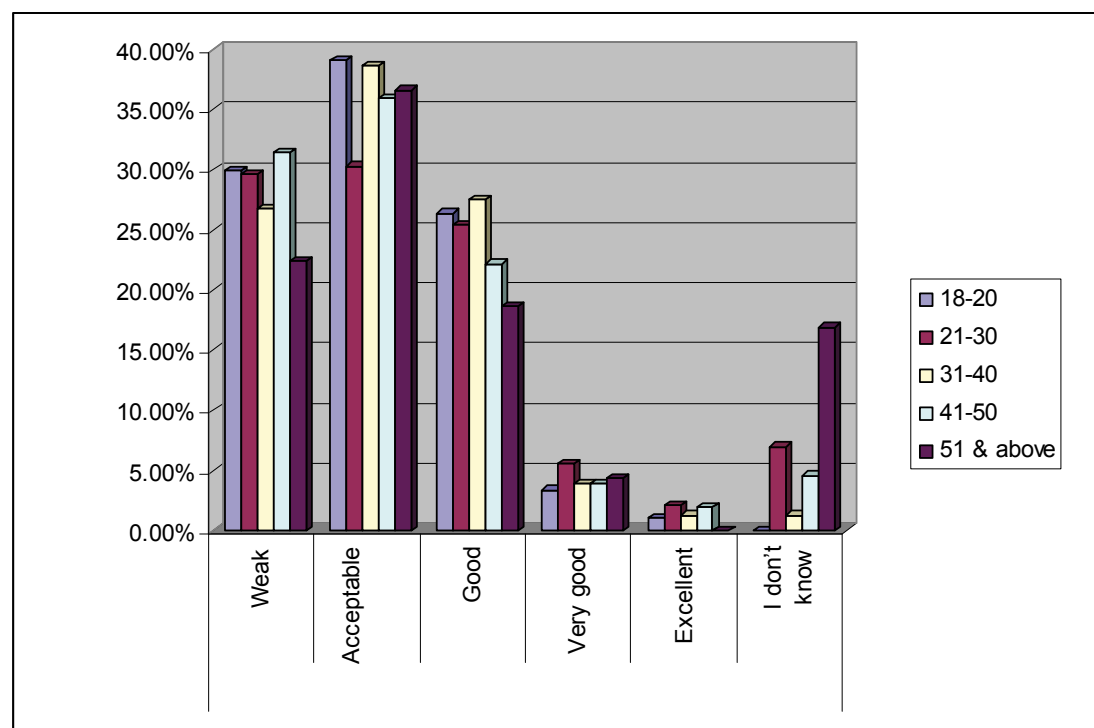
4- Are UNRWA services adequate from your point of view?



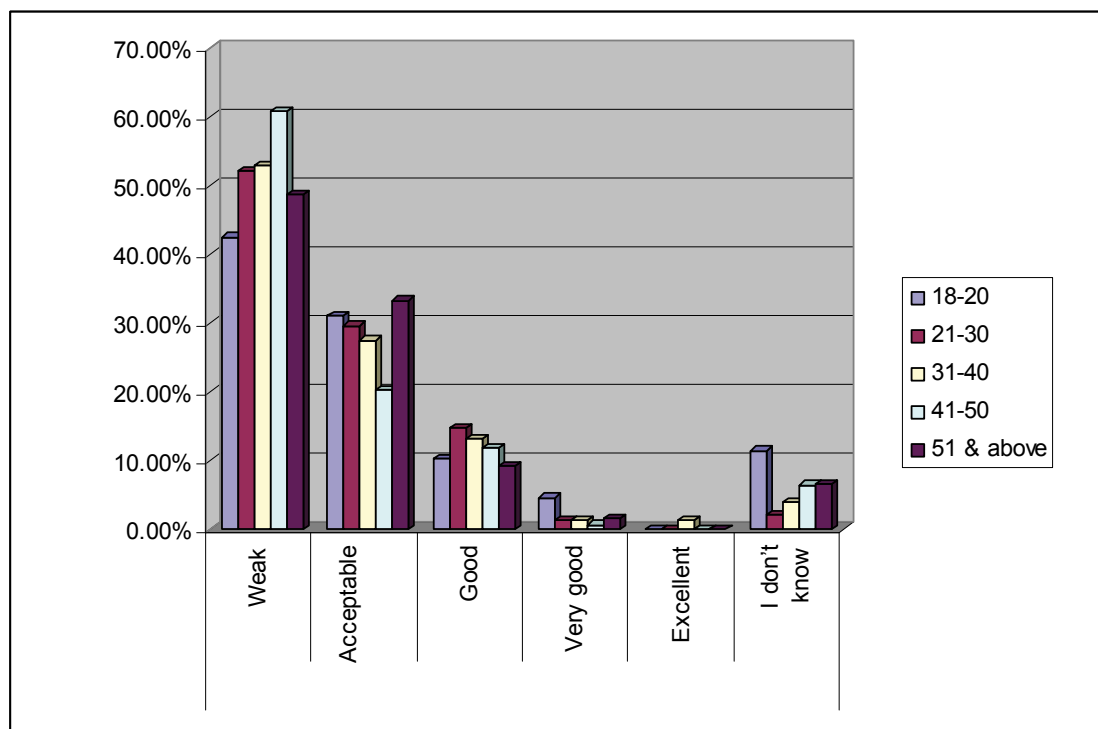
5- How do you evaluate the health services of UNRWA?



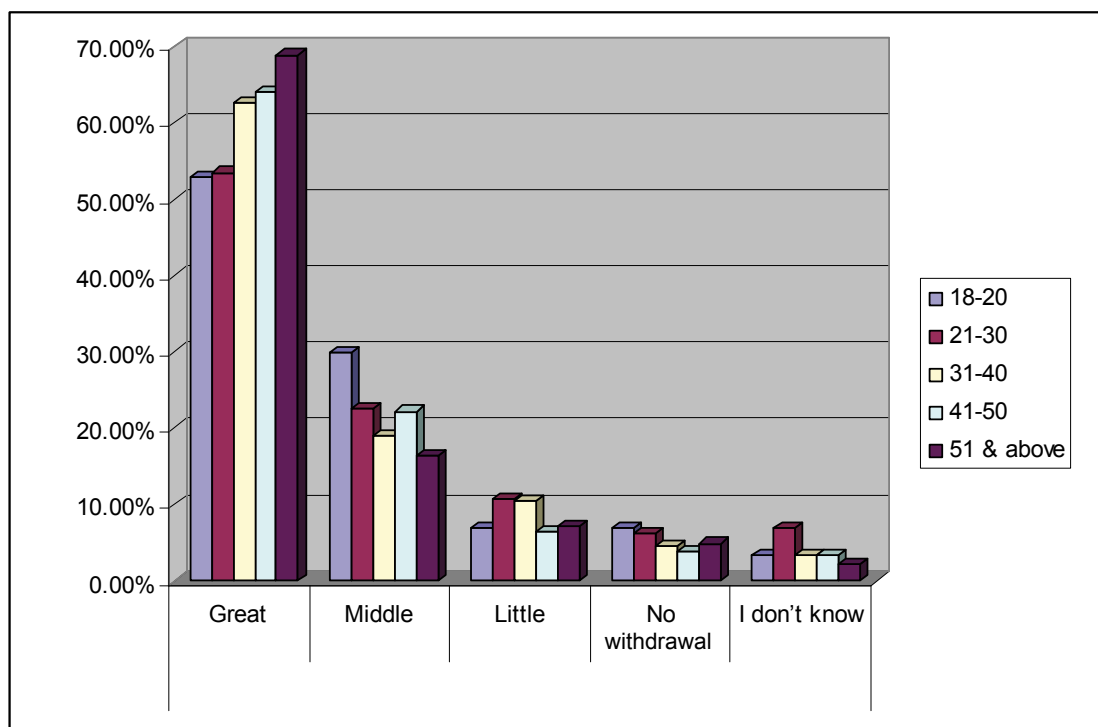
6- How do you evaluate the educational services of UNRWA?



7- How do you evaluate the relief work services of UNRWA?



8- Do you see a withdrawal in UNRWA services?



9- Do you Support the continuation of UNRWA to provide refugees with its services?

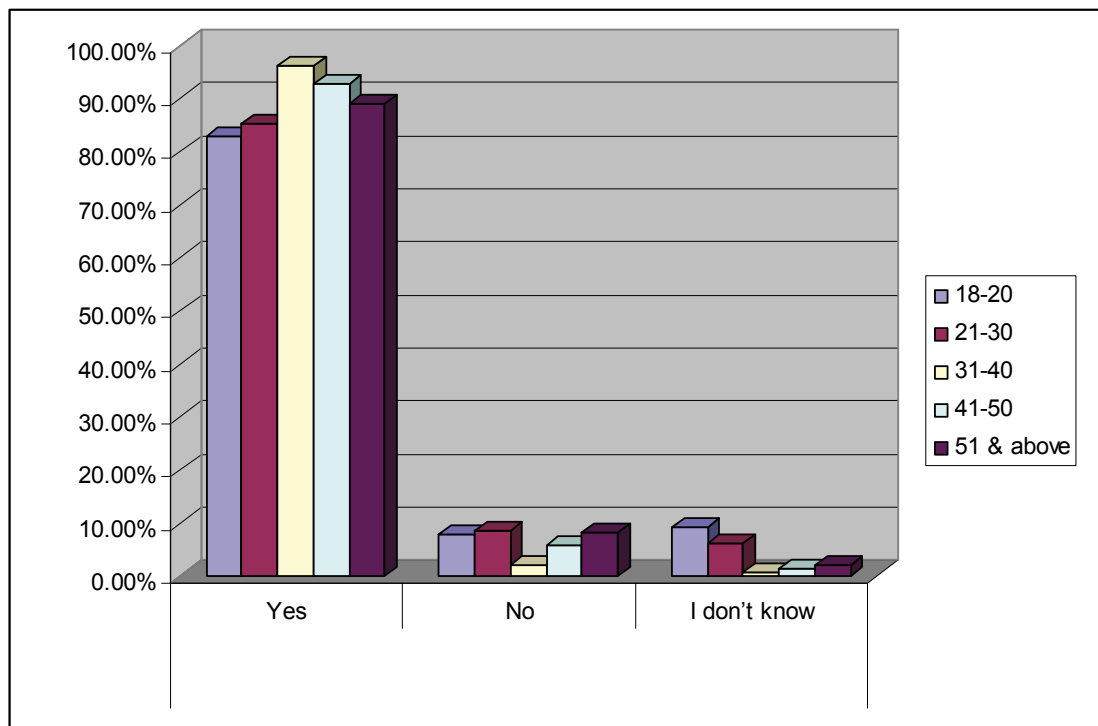


Table (5)
shows the poll divided in to age groups in Syria with charts

Table (5) shows responses categorised according to five age groups: 18-20, 21-30, 31-40, 41-50 and 51 and over.

1- What is your status in UNRWA?

The table shows the responses of the age group 18-20 that forms the highest percentage of registered refugees in Syria as 98.6%, followed by the age groups of 41-50, 21-30, 51 and over and 31-40 with 98.1%, 96.6%, 96% and 95.7% respectively.

2- Do you receive UNRWA services?

This table shows that 76, 8% of pollsters of the age groups of 18-20 in Syria are the highest of the other groups who receive services from UNRWA, followed by the age groups of 51 and over, 41-50, 31-40 and 21-30 with 75, 5%, 72, 4% of, 66, 3% and 65, 4% respectively.

3- Are you satisfied with the performance of UNRWA?

The table shows that 77% of the age group of 51 and over are not satisfied with the performance of UNRWA; followed by the age groups of 31-40, 41-50, 21-30 and 18-20 with 71.7%, 70%, 59.2% and 46.4% respectively.

4- Are UNRWA services adequate from your point of view?

The table shows that 89.7% of the age group 31-40 has the highest average that considers UNRWA services as inadequate; followed by the age groups 41-50, 51 and over, 21-30 and 18-20 with 89, 5%, 87.5%, 77.1% and 75.4% respectively.

5- How do you evaluate the health services of UNRWA?

The table shows that 45.7% of the age group 31-40 considers UNRWA's health services in Syria as poor; followed by the age groups of 51 and over, 41-50, 18-20 and 21-30 with 43.5%, 38.1%, 27.5% and 24.6% respectively; while 50.7% of the age group 18-20 considers it satisfactory;

followed by the age groups of 41-50, 21-30, 51 and over and 31-40 with 49.5%, 48.6%, 48% and 44.6% respectively. Whereas 19.6% of the age group 21-30 considers the health services good, 1.7% of the same group considers it very good and 1.4% of the age group of 18-20 considers it excellent.

6- How do you evaluate the educational services of UNRWA?

The table shows that 19% of the age group of 51 and over considers UNRWA's educational services in Syria to be poor; followed by the age groups of 31-40, 41-50, 21-30 and 18-20 with 22.3%, 15.2%, 11.7% and 10.1% respectively.

The highest rate that considers the educational services as satisfactory is 40.5% of the age group of 51 and over; followed by the age groups of 41-50, 21-30, 31-40 and 18-20 with 38.1%, 33.5%, 32.1% and 23.2% respectively. The highest rate in the other levels is 34.9% of the age group 18-20 which consider the educational services to be good, and 9% of the same group consider it very good and 15.9% of the same age group consider the educational services to be excellent.

7- How do you evaluate the relief work services of UNRWA?

The table shows that 63.5% of the age group 51 and over considers UNRWA's relief services in Syria as poor; followed by the age groups of 31-40, 41-50, 21-30 and 18-20 with 62%, 56.2%, 54.2% and 52.2% respectively.

The highest rate that consider the relief services as satisfactory is 26.5% of the age group 51 and over; followed by the age groups 21-30, 41-50, 31-40 and 18-20 with 24%, 23.8%, 22.8% and 17.4% respectively; whereas the highest rate in the other levels that considers the relief services as good is 11.6% of the age group of 18-20, while 2.9% of the age group 18-20 considers the

relief services as very good and 1.1% of the age group 31-40 consider it as excellent.

8- Do you see withdrawal in UNRWA services?

The table (5) shows that 76.5% of the age group 51 and over see that there is a great regression in UNRWA services in Syria; followed by the age groups 41-50, 31-40, 21-30 and 18-20 with 76.2% , 75.5%, 53.6% and 33.3% respectively. The highest rate in the other levels shows that 37.7% of age group 18-20 see a moderate regression, while 10.1% of the same group see little regression and 8.4% of the group age 21-30 see no regression in UNRWA services.

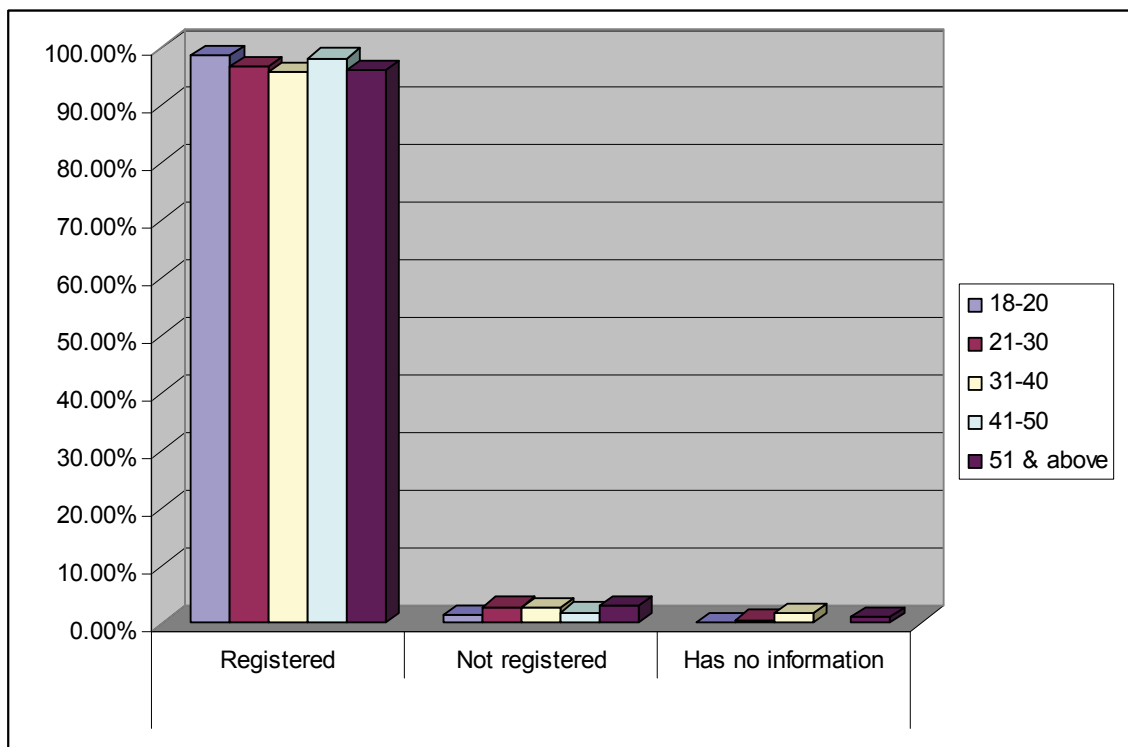
9- Do you Support the continuation of UNRWA to provide refugees with its services?

The table shows that 95.7% of age group 18-20 supports the continuation of UNRWA providing services for refugees in Syria; followed by the age groups 21-30, 41-50 with 94.4% and 94.3% respectively in addition to 31-40 and 51 and over with 94%.

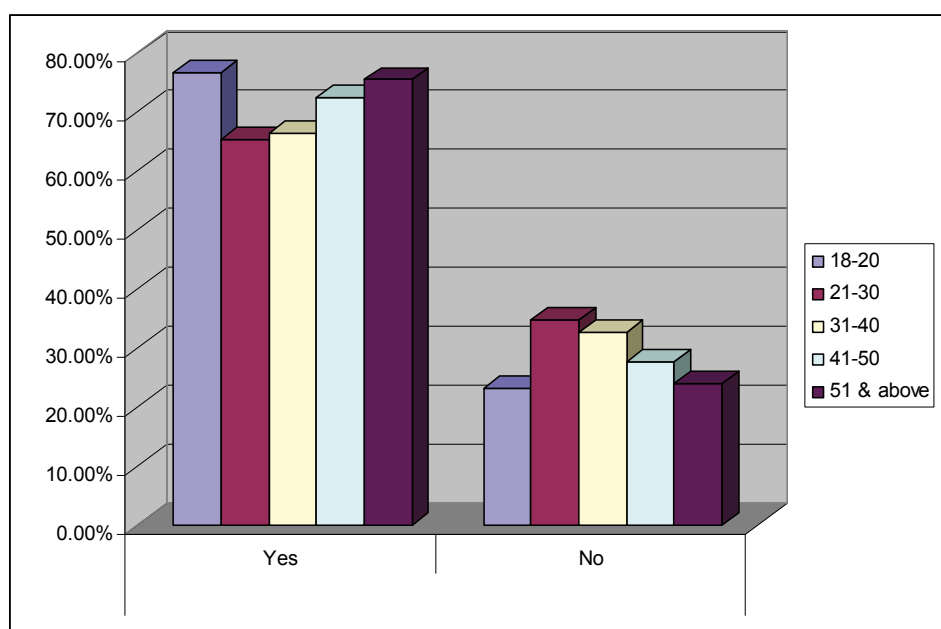
Table (5)

		According to Age Group				
		18-20	21-30	31-40	41-50	51 & above
1- What is your status in UNRWA?	Registered	98.6%	96.6%	95.7%	98.1%	96.0%
	Not registered	1.4%	2.8%	2.7%	1.9%	3.0%
	No information		0.6%	1.6%		1.0%
2- Do you receive UNRWA services?	Yes	76.8%	65.4%	66.3%	72.4%	75.5%
	No	23.2%	34.6%	32.6%	27.6%	24.0%
3- Are you satisfied with the performance of UNRWA?	No	46.4%	59.2%	71.7%	70.5%	77.0%
	Yes	47.8%	30.7%	22.8%	24.8%	18.0%
	Don't know	5.8%	9.5%	4.9%	4.8%	5.0%
4- Are UNRWA services adequate from your point of view?	No	75.4%	77.1%	89.7%	89.5%	87.5%
	Yes	18.8%	15.1%	7.6%	6.7%	9.0%
	Don't know	5.8%	7.8%	2.7%	2.9%	3.5%
5- How do you evaluate the health services of UNRWA?	Weak	27.5%	24.6%	45.7%	38.1%	43.5%
	Acceptable	50.7%	48.6%	44.6%	49.5%	48.0%
	Good	15.9%	19.6%	7.6%	9.5%	4.0%
	Very good	1.4%	1.7%	1.1%	1.0%	1.0%
	Excellent	1.4%	1.1%	1.1%	1.0%	æ1.0%
	Don't know	1.4%	4.5%		1.0%	2.5%
6- How do you evaluate the educational services of UNRWA?	Weak	10.1%	11.7%	22.3%	15.2%	19.0%
	Acceptable	23.2%	33.5%	32.1%	38.1%	40.5%
	Good	34.8%	29.1%	30.4%	31.4%	25.5%
	Very good	15.9%	11.2%	6.5%	8.6%	4.5%
	Excellent	15.9%	11.2%	8.2%	4.8%	2.5%
	Don't know		3.4%	0.5%	1.9%	8.0%
7- How do you evaluate the relief work services of UNRWA?	Weak	52.2%	54.2%	62.0%	56.2%	63.5%
	Acceptable	17.4%	24.0%	22.8%	23.8%	26.5%
	Good	11.6%	8.9%	7.1%	9.5%	1.0%
	Very good	2.9%	0.6%	0.5%		
	Excellent		0.6%	1.1%		
	Don't know	15.9%	11.7%	4.9%	10.5%	8.5%
8- Do you see withdrawal in UNRWA services?	Great	33.3%	53.6%	75.5%	76.2%	76.5%
	Middle	37.7%	25.7%	15.8%	17.1%	17.0%
	Little	10.1%	6.7%	4.3%	2.9%	1.0%
	Don't know	13.0%	5.6%	1.6%	1.9%	4.0%
	No withdrawal	5.8%	8.4%	2.7%	1.0%	1.5%
9- Do you Support the continuation of UNRWA to provide refugees with its services?	Yes	95.7%	94.4%	94.0%	94.3%	94.0%
	No	2.9%	3.4%	3.8%	2.9%	3.5%
	Don't know	1.4%	2.2%	2.2%	2.8%	2.5%

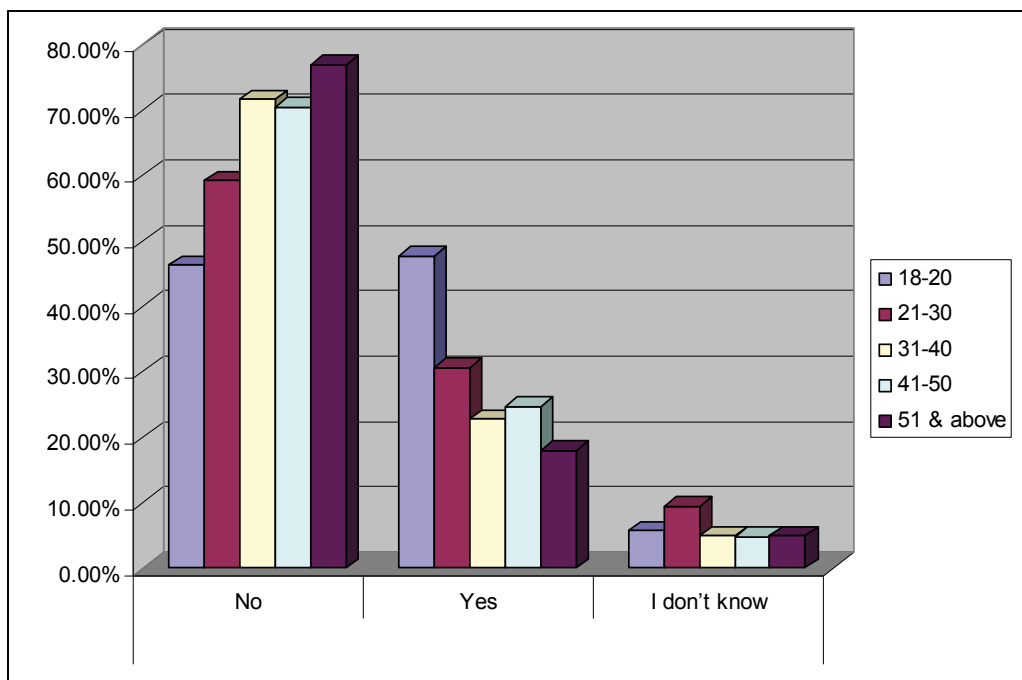
1- What is your status in UNRWA?



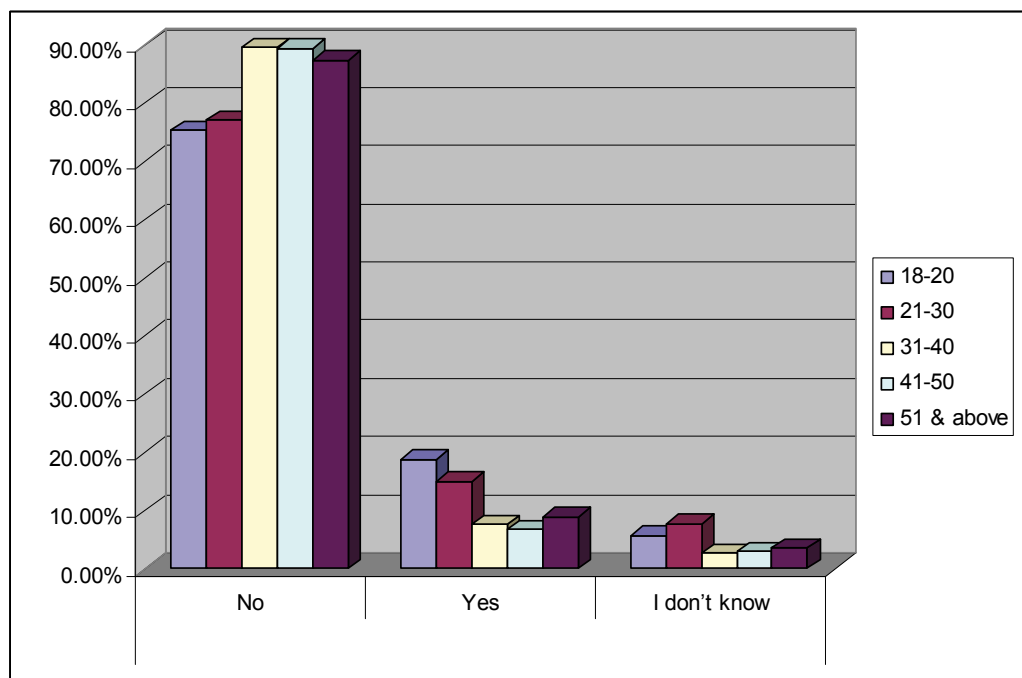
2- Do you receive UNRWA services?



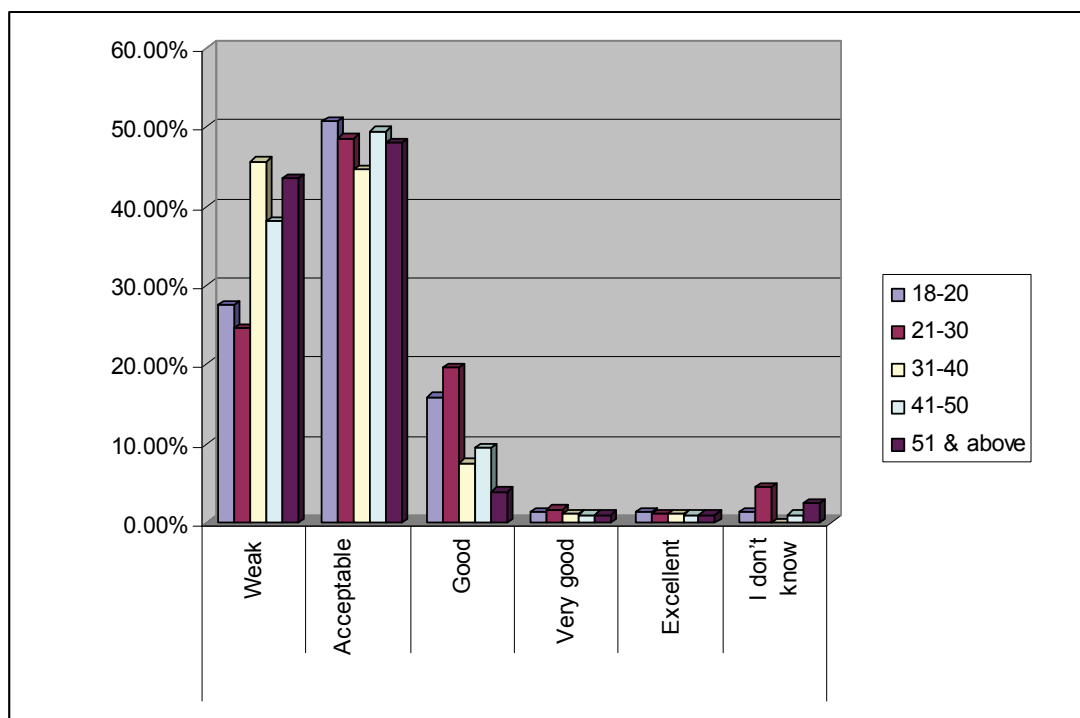
3- Are you satisfied with the performance of UNRWA?



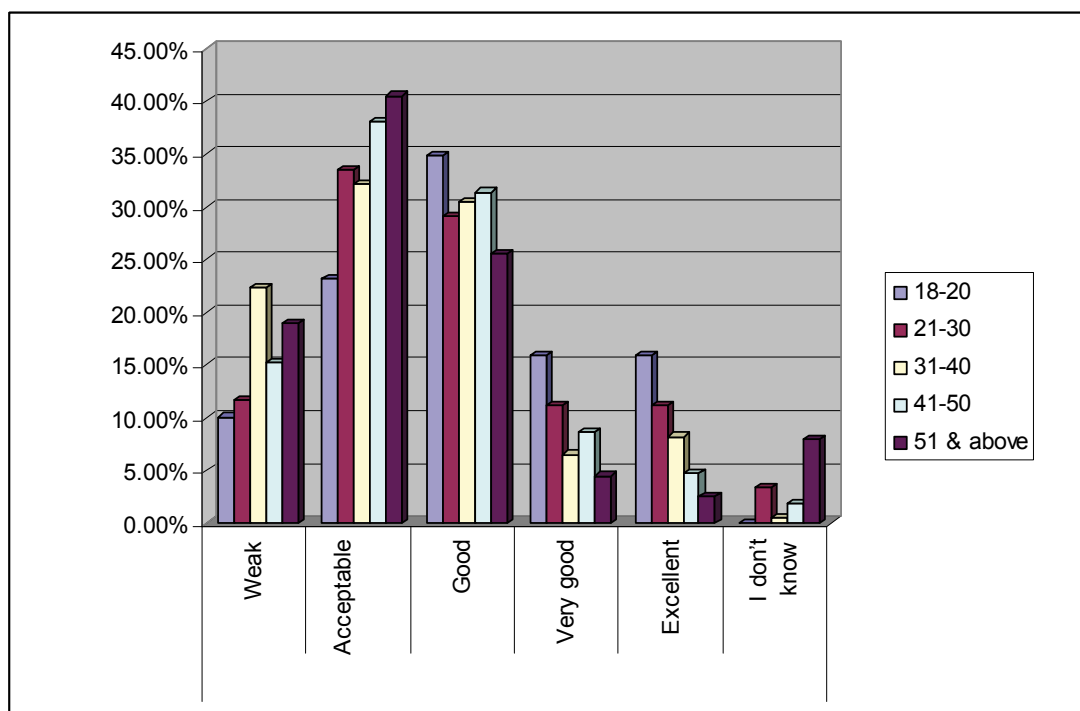
4- Are UNRWA services adequate from your point of view?



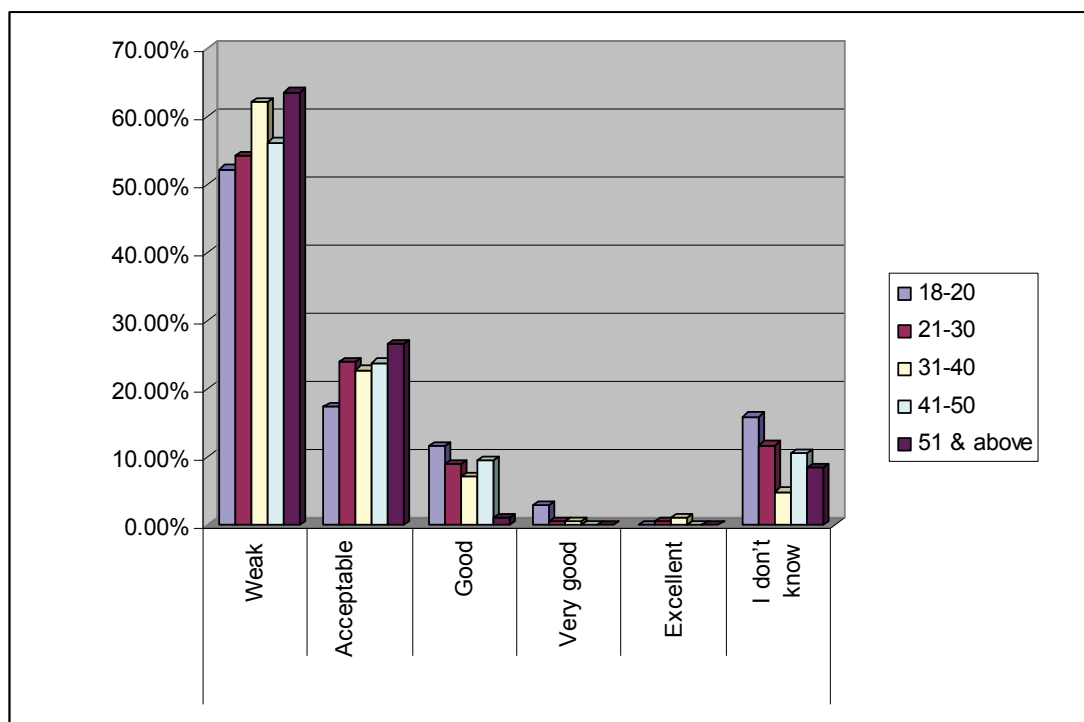
5- How do you evaluate the health services of UNRWA?



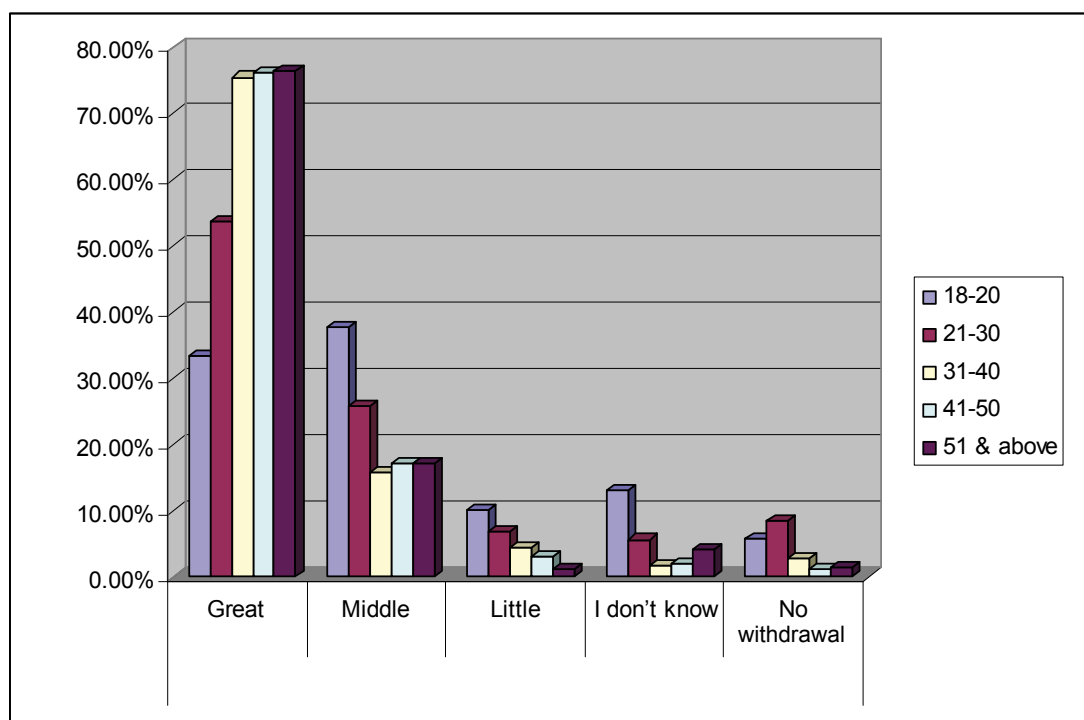
6- How do you evaluate the educational services of UNRWA?



7- How do you evaluate the relief work services of UNRWA?



8- Do you see a withdrawal in UNRWA services?



9- Do you Support the continuation of UNRWA to provide refugees with its services?

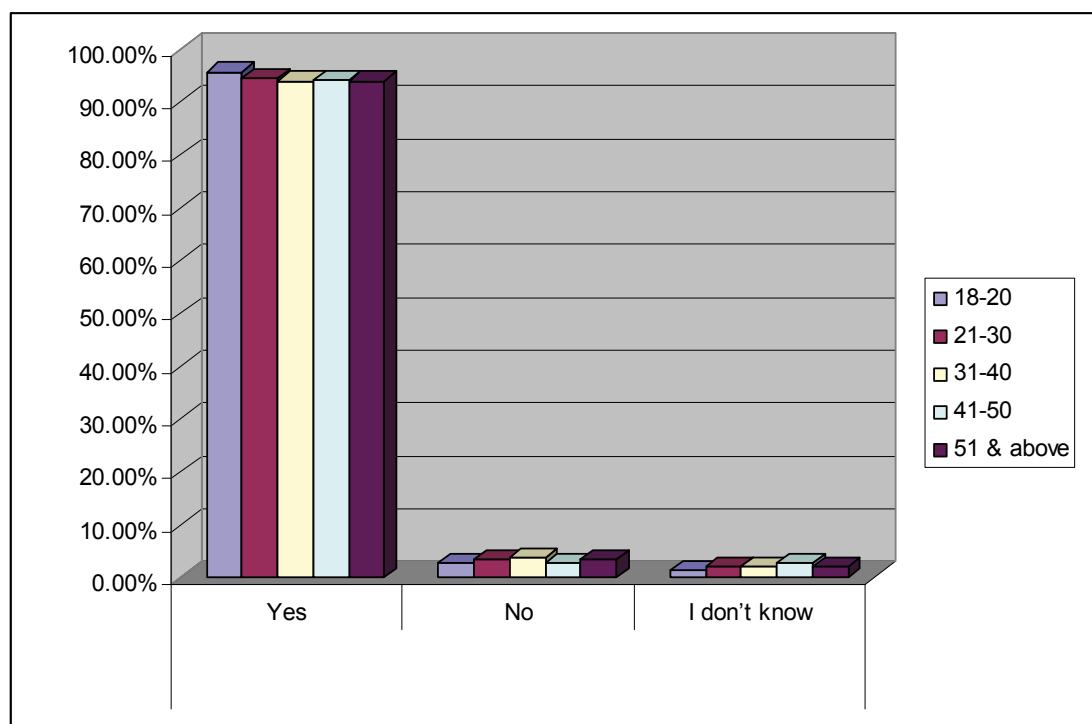


Table (6)

shows the poll at the level of Males and Females in Syria and Lebanon with charts

2- Do you receive UNRWA services?

The table shows that 72.8% of Female pollsters receive services from UNRWA, while 26.9% do not receive the same services, and 0.3% have no information. On the other hand, 66.4% of males receive services while 33.4% don't receive services and 0.2% reported having no information.

3- Are you satisfied with the performance of UNRWA?

The table shows that 73.1% of males are not satisfied with the performance of UNRWA while 21.9% are satisfied, 0.1% do not know and 4.9% have no information. On the other hand, 65.8% of females are not satisfied with the performance of UNRWA while 26.5% are satisfied, 7.6% do not know and 0.1% have no information.

4- Are UNRWA services adequate from your point of view?

The table shows that 88.6% of males consider the services of UNRWA inadequate, 7.7% consider it adequate, 3.6% do not know and 0.1% have no information. While 82.8% of females consider these services inadequate, 12.3% adequate, 4.8% say they do not know and 0.1% has no information.

5- How do you evaluate the health services of UNRWA?

The table shows that 49.1% of males consider the health services as poor, 37.5% satisfactory, 9.8% as good, 1.7% don't know, 1.1% as very good, 0.7% as excellent and 0.1% have no information. On the other hand, 39.8% of females consider the health services as poor, 43.7% as satisfactory, 11.7% as good, 2.2% don't know, 1.5% as very good, 0.9% as excellent and 0.2% say they have no information.

6- How do you evaluate the educational services of UNRWA?

The table shows that 34.4% of females consider it satisfactory, 24.7% as good, 25.4% as poor, 5.7% as very good, 3.4% do not know, 3% consider it excellent and 0.1% have no information. On the other hand, 36.3% of males consider it satisfactory, 24.7% as good, and 18.3% as poor, 7.3% as very good, 7.2% don't know, 6.1% as excellent and 0.1% have no information.

7- How do you evaluate the relief work services of UNRWA?

The table shows that 60% of males consider the UNRWA relief services to be poor, 24.4% satisfactory, 7.5% good, 6.5% said they do not know, 1.3% considered them very good and 0.3% said they had no information. 50.5% of females consider the UNRWA relief services as poor, 27.5% as satisfactory, 11.3% as good, 8.8% do not know, 0.9% consider them very good, 0.3% have no information and 0.7% say they are excellent.

8- Do you see a withdrawal in UNRWA services?

The table shows that 66.8% of males see that there is a great regression in UNRWA's services, 20.4% see a moderate regression, 6.2% a slight regression, 4% said there is no withdrawal in UNRWA's services, 2.2% do not know and 0.1% said they have no information. On the other hand, 61.1% of females see that there is a great regression in UNRWA's services, 21.4% see a moderate regression, 6.2% a slight regression, 5.1% said there is no regression and 6.2% did not know.

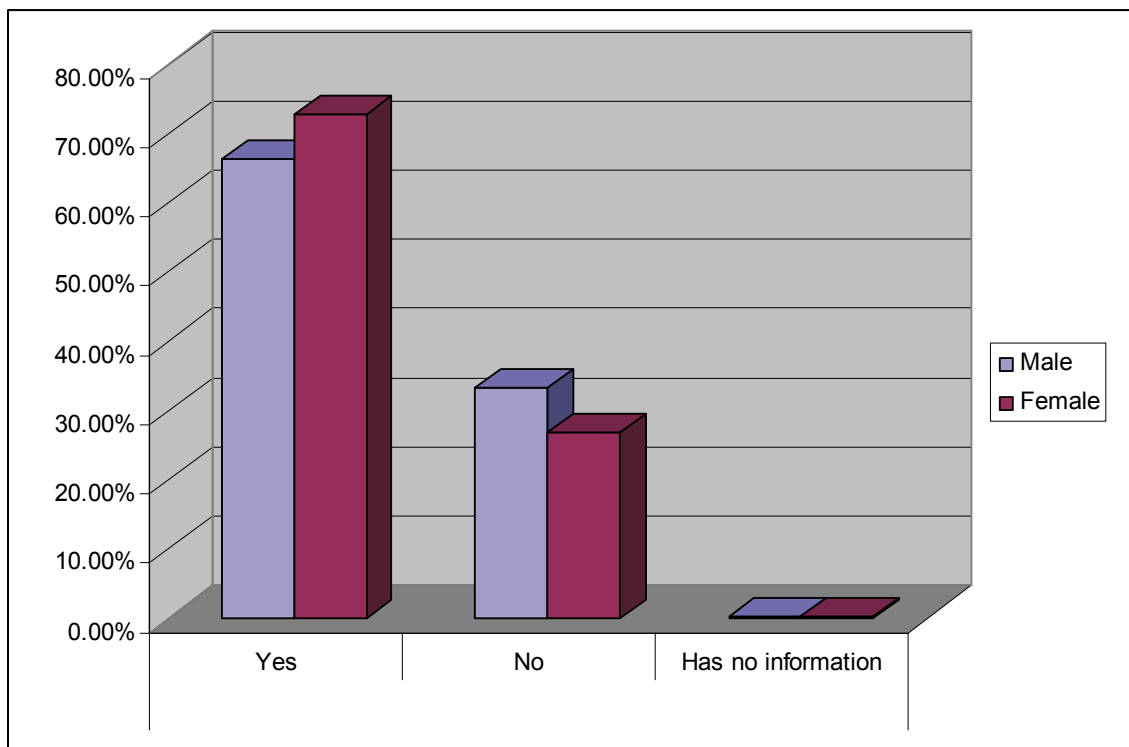
9- Do you Support the continuation of UNRWA to provide refugees with its services?

The table shows that 92.1% of males support the continuation of UNRWA services, 4.9% do not want UNRWA to continue to provide its services, 2.8% do not know and 0.2% said they have no information. 92% of females support the continuation of UNRWA services, 5.2% do not want UNRWA services to continue, 2.7% do not know and 0,1% said they have no information.

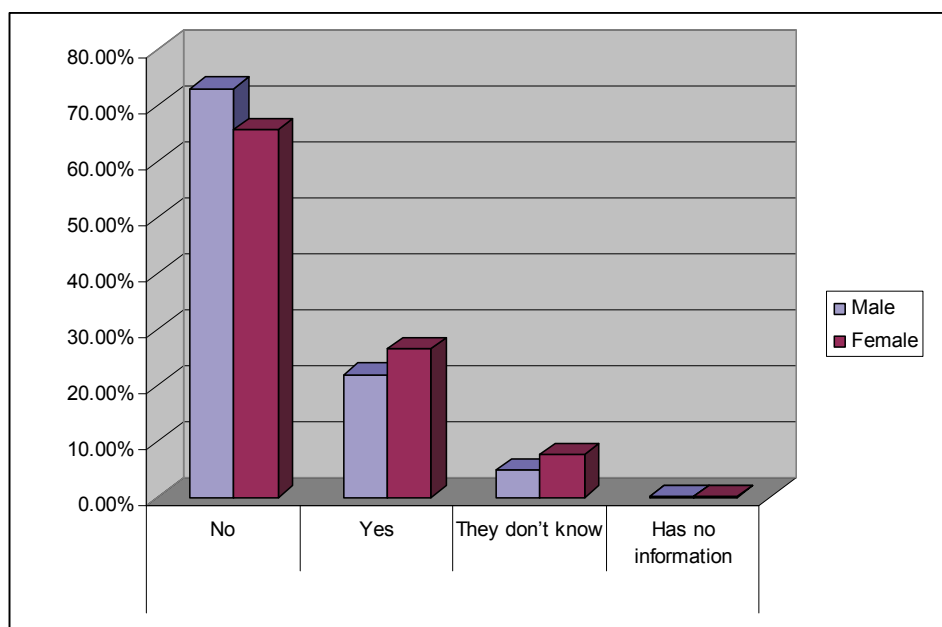
Table (6)

		SEX	
		Male	Female
2- Do you receive UNRWA services?	Yes No No information	66.4% 33.4% 0.2%	72.8% 26.9% 0.3%
3- Are you satisfied with the performance of UNRWA?	No Yes Don't know No information	73.1% 21.9% 4.9% 0.1%	65.8% 26.5% 7.6% 0.1%
4- Are UNRWA services adequate from your point of view?	No Yes Don't know No information	88.6% 7.7% 3.7%	82.8% 12.3% 4.8% 0.1%
5- How do you evaluate the health services of UNRWA?	Weak Acceptable Good Don't know Very good Excellent No information	49.1% 37.5% 9.8% 1.7% 1.1% 0.7% 0.1%	39.8% 43.7% 11.7% 2.2% 1.5% 0.9% 0.1%
6- How do you evaluate the educational services of UNRWA?	Acceptable Good Weak Very good Don't know Excellent No information	34.4% 27.8% 25.4% 5.7% 3.4% 3.0% 0.1%	36.3% 24.7% 18.3% 7.3% 7.3% 6.1% 0.1%
7-How do you evaluate the relief work services of UNRWA?	Weak Acceptable Good Don't know Very good No information Excellent	60.0% 24.4% 7.5% 6.5% 1.3% 0.3%	50.5% 27.5% 11.3% 8.8% 0.9% 0.3% 0.7%
8- Do you see withdrawal in UNRWA services?	Great Middle Little No withdrawal Don't know No information	66.8% 20.7% 6.2% 4.0% 2.3% 0.1%	61.1% 21.4% 6.2% 5.1% 6.2%
9- Do you Support the continuation of UNRWA to provide refugees with its services?	Yes No Don't know No information	92.1% 4.9% 2.8% 0.2%	92.0% 5.2% 2.7% 0.1%

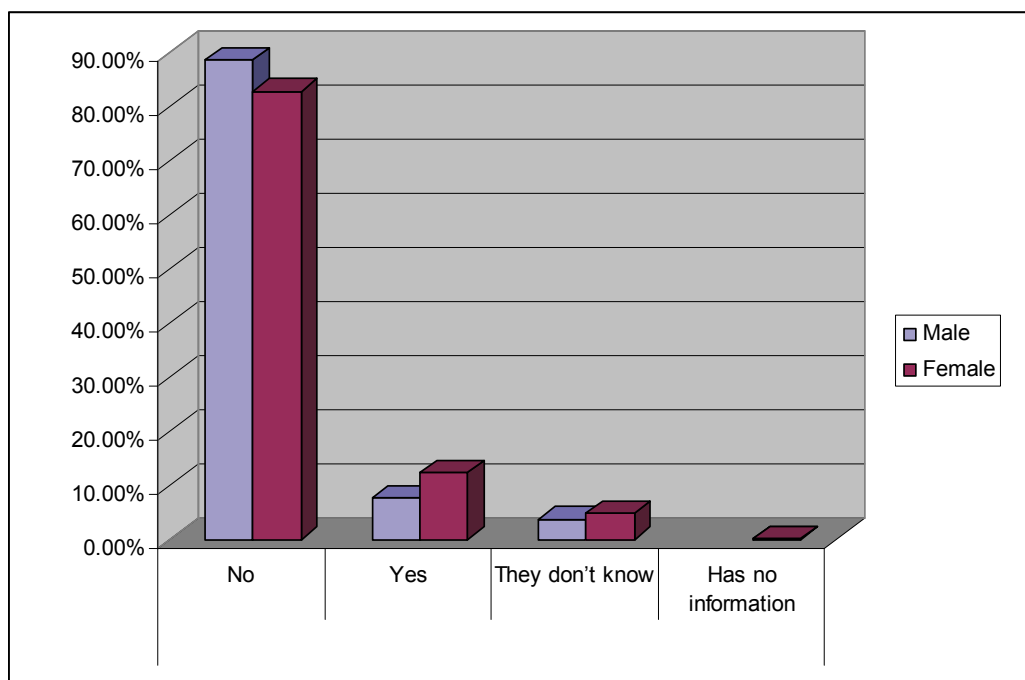
2- Do you receive UNRWA services?



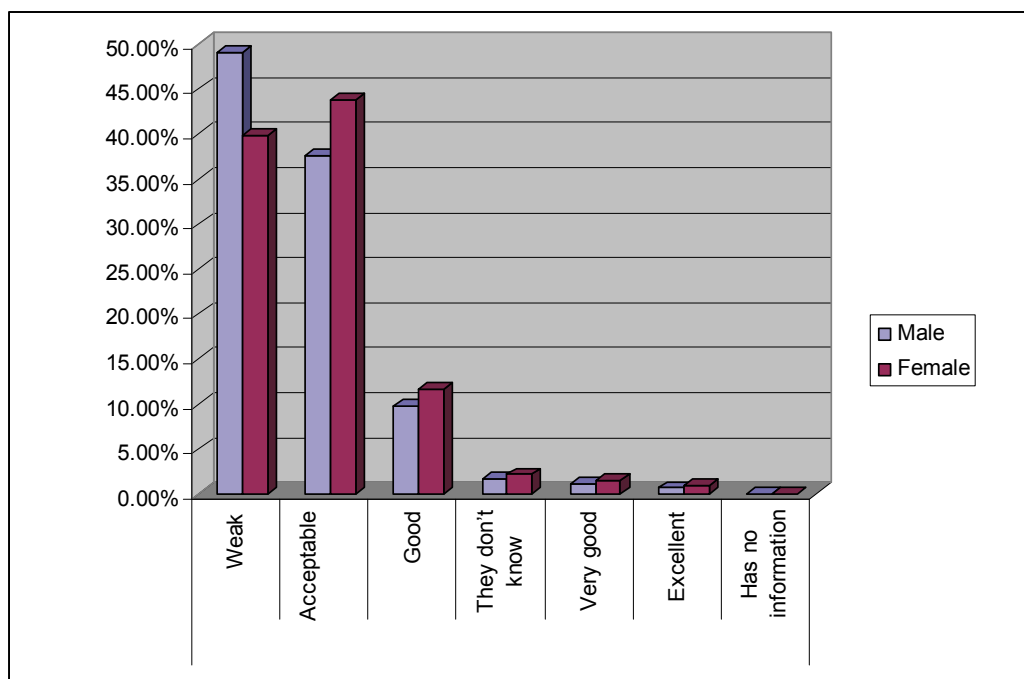
3- Are you satisfied with the performance of UNRWA?



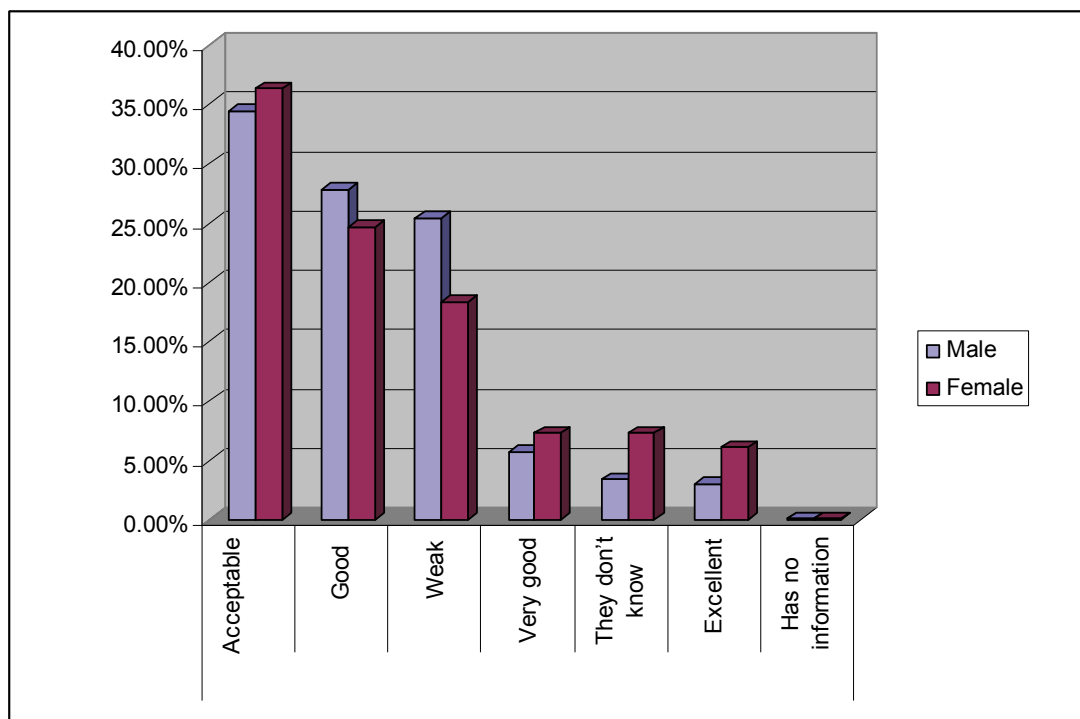
4- Are UNRWA services adequate from your point of view?



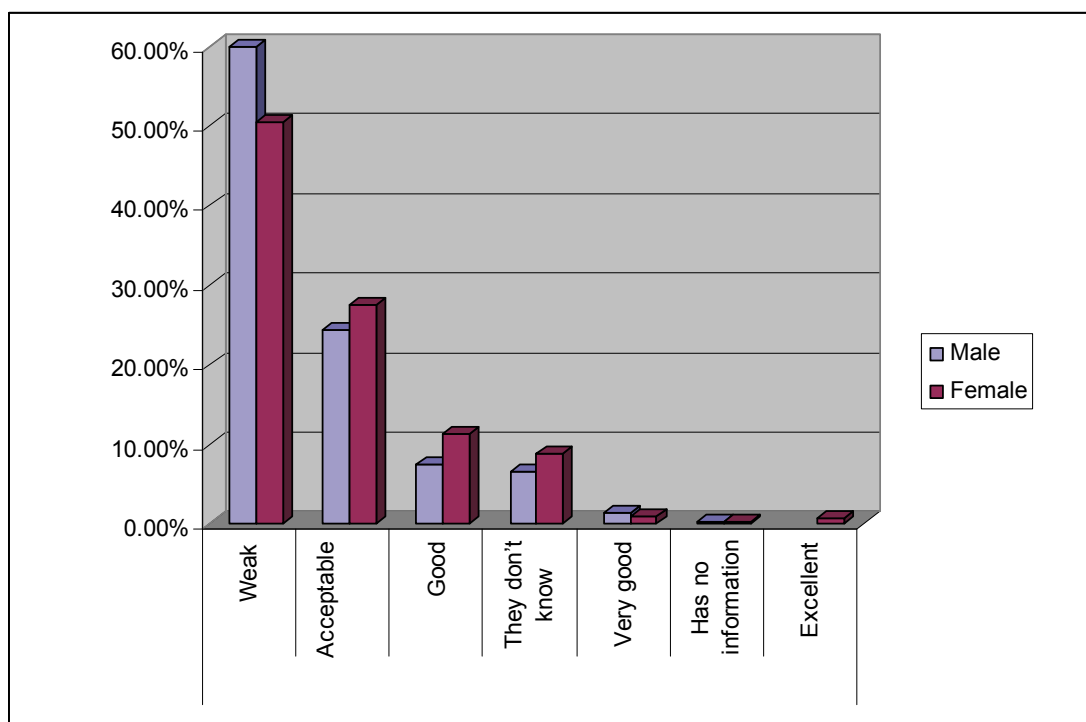
5- How do you evaluate the health services of UNRWA?



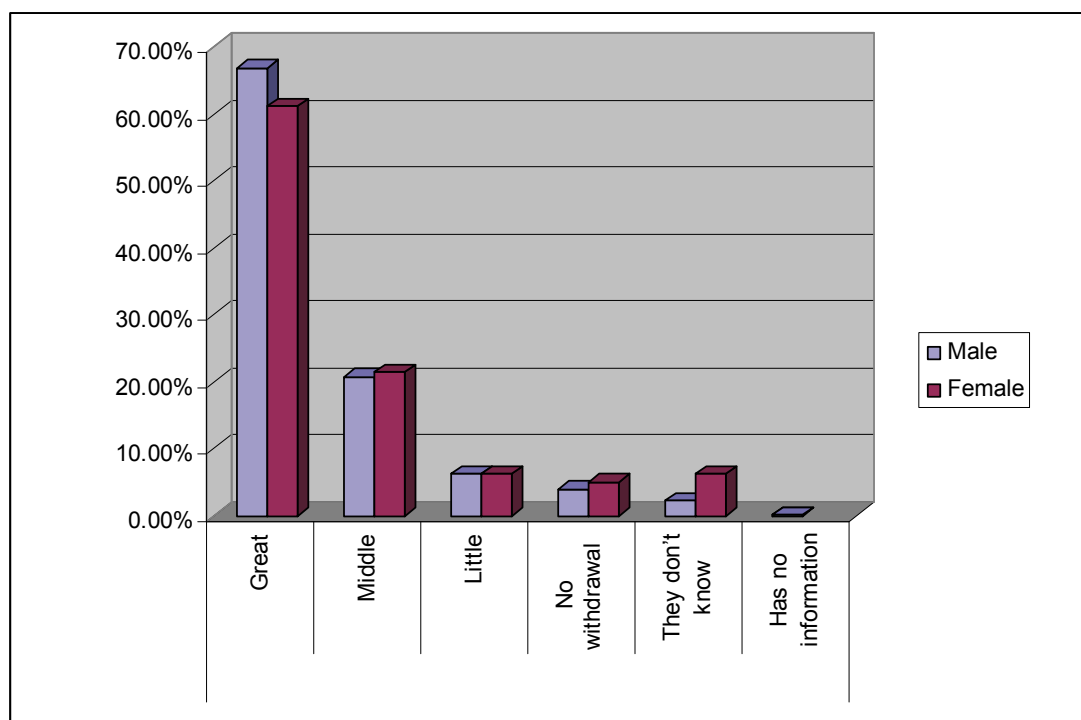
6- How do you evaluate the educational services of UNRWA?



7- How do you evaluate the relief work services of UNRWA?



8- Do you see a withdrawal in UNRWA services?



9- Do you Support the continuation of UNRWA to provide refugees with its services?

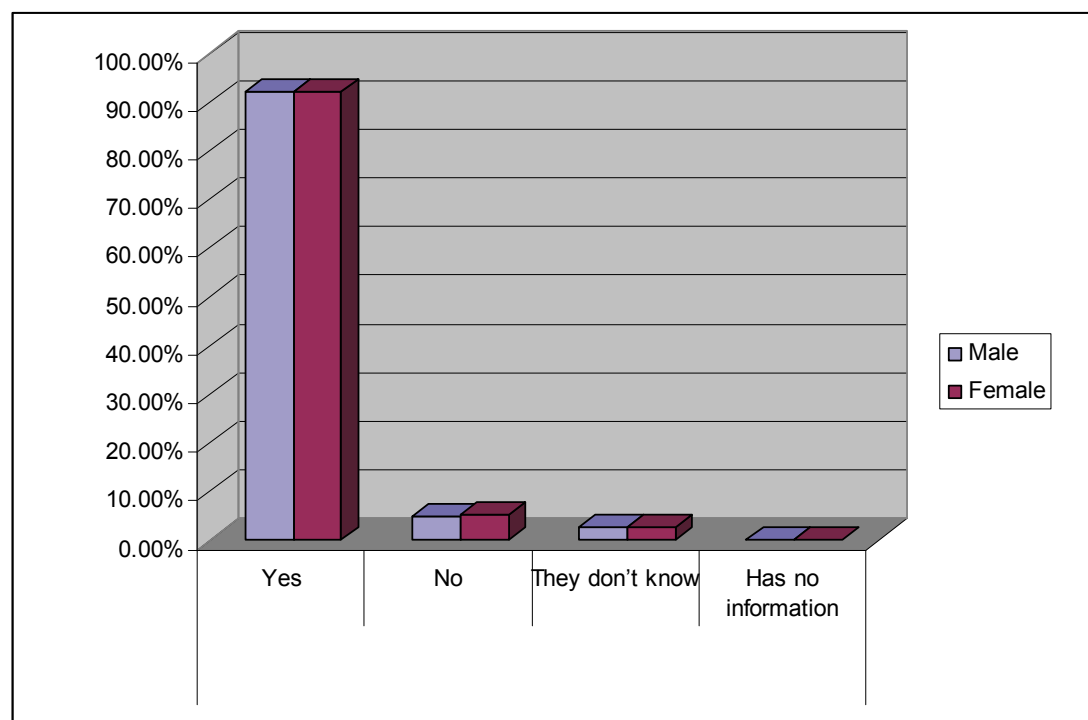


Table (7)

shows the poll at the level of Males and Females in Lebanon with charts

2- Do you receive UNRWA services?

The table shows that the majority of Females in Lebanon 74% receive services from UNRWA, 25.7% do not receive the same services and 0.3% said they have no information. The table shows that 63.6% of males receive services, 36.1% do not receive services and 0.3% said they have no information.

3- Are you satisfied with the performance of UNRWA?

The table shows that 75.2% of males in Lebanon are not satisfied with the performance of UNRWA, 19.8% are satisfied, 5% do not know and the remainder say they have no information. 68, 3% of females are not satisfied with the performance of UNRWA, 23,9% are satisfied, 7.8% do not know and the remainder said they have no information.

4- Are UNRWA services adequate from your point of view?

The table shows that the vast majority of males 89, 2% consider the services of UNRWA to be inadequate, 7.4% adequate, 3.4% do not know and the rest said they have no information. Similarly, 85.2% of females consider the same services inadequate, 10.3% adequate, 5% do not know and the remainder said they have no information.

5- How do you evaluate the health services of UNRWA?

The table shows that 57.3% of males consider the health services as poor, 29.3% satisfactory, 10.3% good, 1.5% do not know, 1.3% consider them very good, 0.3% as excellent and the remainder reported having no information. 47.4% of females consider the health services poor, 36.9% satisfactory, 11.5% good, 2.1% do not know, 1.2% consider them very good, 0.6% excellent and the rest said they have no information.

6- How do you evaluate the educational services of UNRWA?

The table shows that 37.5% of females in Lebanon consider these services satisfactory, 23.3%

consider them poor, 23.3% good, 9.7% do not know, 4.8% very good, 1.2% as excellent and the rest have no information. For males, 34.6% see it as satisfactory, 30.9% as poor, 24% as good, 5% do not know, 4% very good, 1.3% excellent and the rest have no information.

7- How do you evaluate the relief work services of UNRWA?

The table shows that 55.7% of males in Lebanon consider the relief services to be poor, 28% satisfactory, 9.5% good, 4.7% do not know and 2.1% very good. On the other hand, 47.4% of females consider the relief services to be poor, 29% satisfactory, 14.8% good, 6.9% said they do not know, 1.2% consider them very good and 0.5% see them as excellent.

8- Do you see withdrawal in UNRWA services?

The table shows that 63.3% of males in Lebanon see a great regression in UNRWA’s services, 22.7% a moderate regression, 8.2% a small regression, 3.4% said there is no regression and 2.4% said they do not know. 59.2% of females see a great regression in UNRWA services, 19.3% a moderate regression, 8.8% a small regression, 6.9% said there is no regression and 5.8% said they do not know.

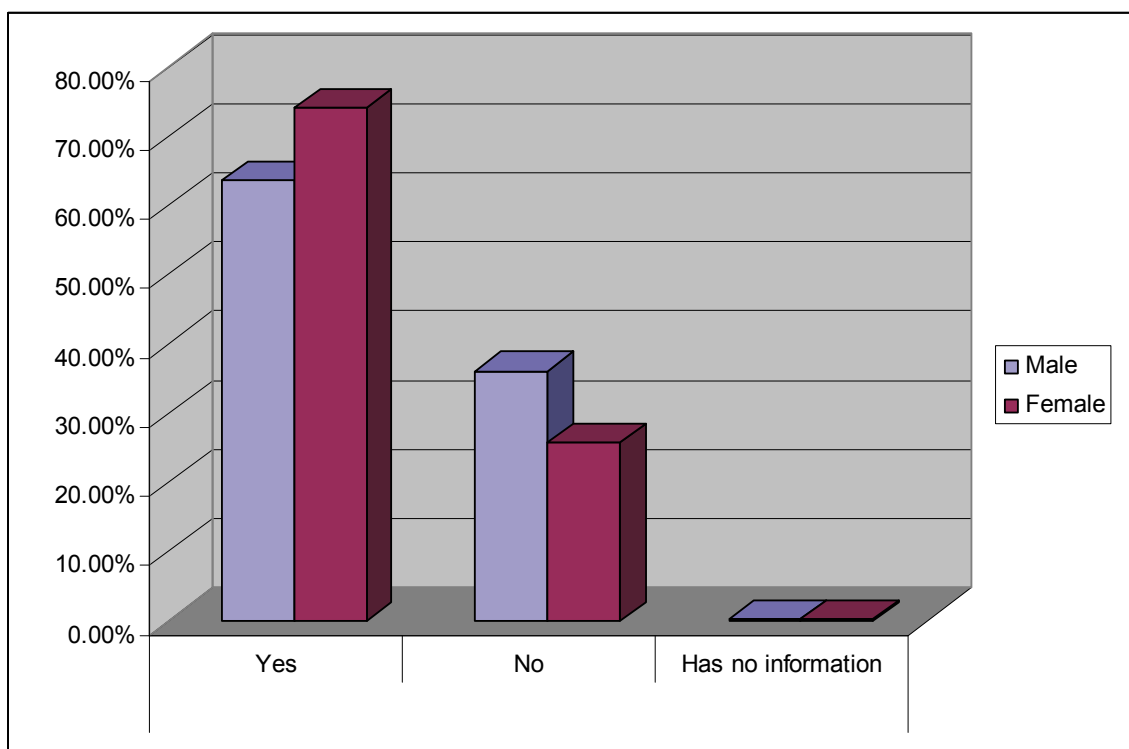
9- Do you Support the continuation of UNRWA to provide refugees with its services?

The table shows that 89.4% of males support the continuation of UNRWA services in Lebanon, 6.6% do not, 3.4% do not know and 0.5% said they have no information. 90.6% of females support the continuity of UNRWA services, 3% do not and 3% said they do not know.

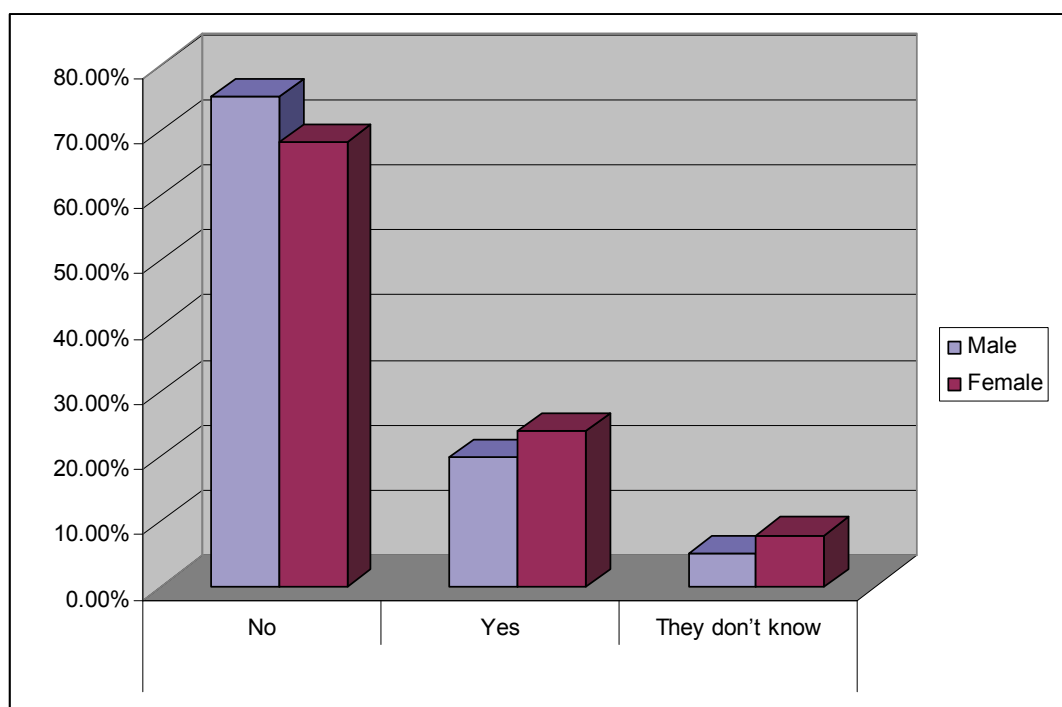
Table (7)

		SEX	
		Male	Female
2- Do you receive UNRWA services?	Yes	63.6%	74.0%
	No	36.1%	25.7%
	No information	0.3%	0.3%
3- Are you satisfied with the performance of UNRWA?	No	75.2%	68.3%
	Yes	19.8%	23.9%
	Don't know	5.0%	7.8%
4- Are UNRWA services adequate from your point of view?	No	89.2%	85.2%
	Yes	7.4%	10.3%
	Don't know	3.4%	4.5%
5- How do you evaluate the health services of UNRWA?	Weak	57.3%	47.4%
	Acceptable	29.3%	36.9%
	Good	10.3%	11.5%
	Don't know	1.6%	2.1%
	Very good	1.3%	1.2%
	Excellent	0.3%	0.6%
	No information		0.3%
6- How do you evaluate the educational services of UNRWA?	Acceptable	34.6%	37.5%
	Weak	30.9%	23.3%
	Good	24.0%	23.3%
	Don't know	5.0%	9.7%
	Very good	4.0%	4.8%
	Excellent	1.3%	1.2%
	No information	0.3%	0.2%
7- How do you evaluate the relief work services of UNRWA?	Weak	55.7%	47.4%
	Acceptable	28.0%	29.0%
	Good	9.5%	14.8%
	Don't know	4.7%	6.9%
	Very good	2.1%	1.2%
	Excellent		0.5%
8- Do you see withdrawal in UNRWA services?	Great	63.3%	59.2%
	Middle	22.7%	19.3%
	Little	8.2%	8.8%
	No withdrawal	3.4%	6.9%
	Don't know	2.4%	5.8%
9- Do you Support the continuation of UNRWA to provide refugees with its services?	Yes	89.4%	90.6%
	No	6.6%	6.3%
	Don't know	3.4%	3.1%
	No information	0.5%	

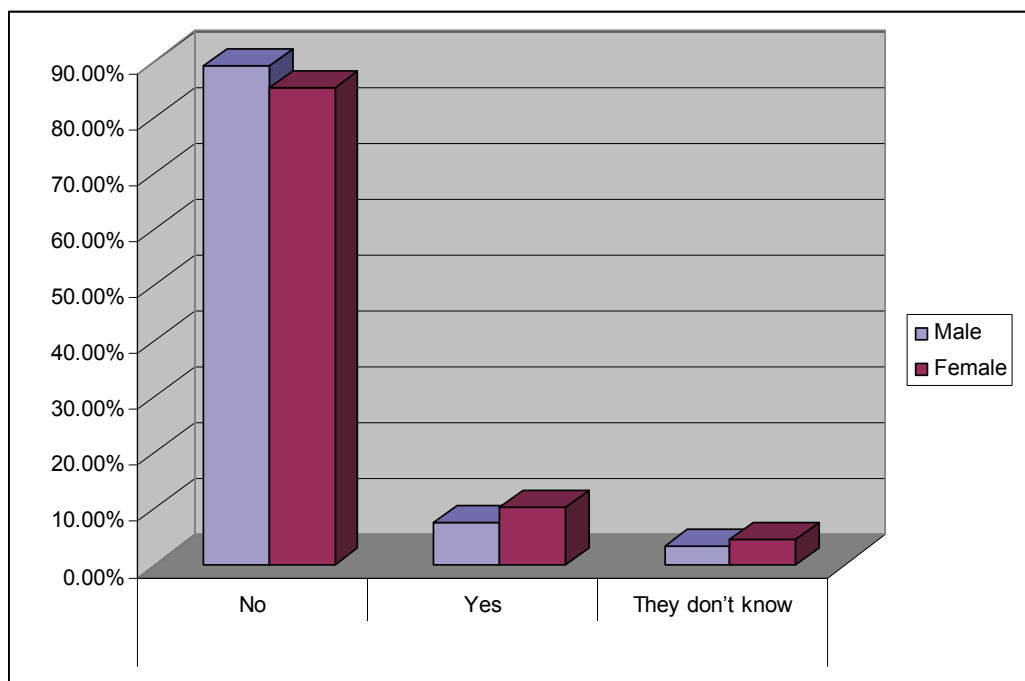
2- Do you receive UNRWA services?



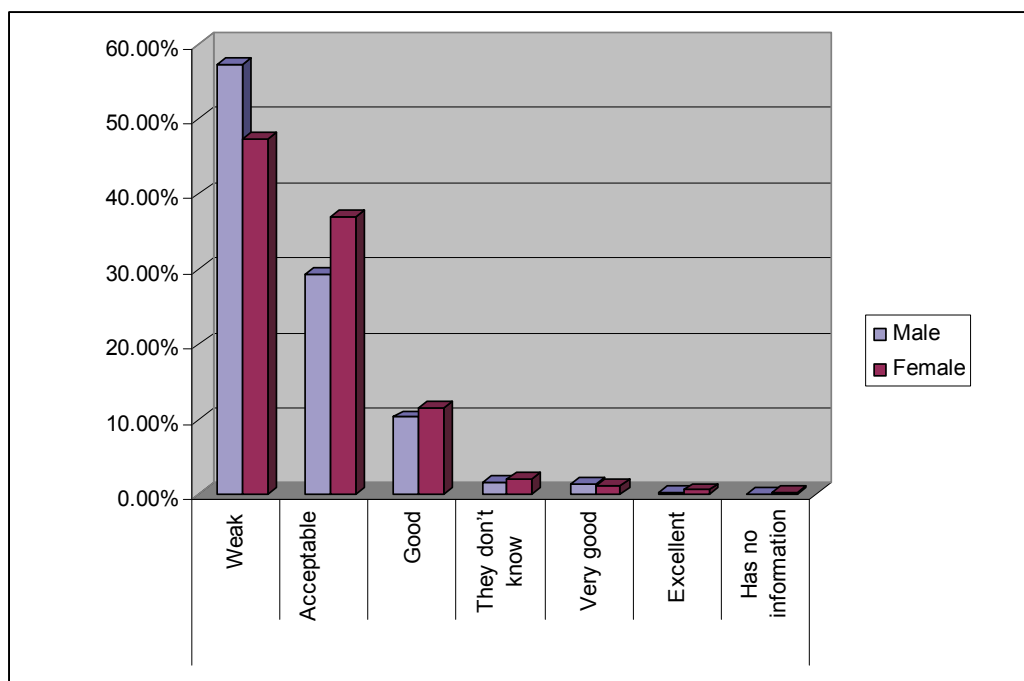
3- Are you satisfied with the performance of UNRWA?



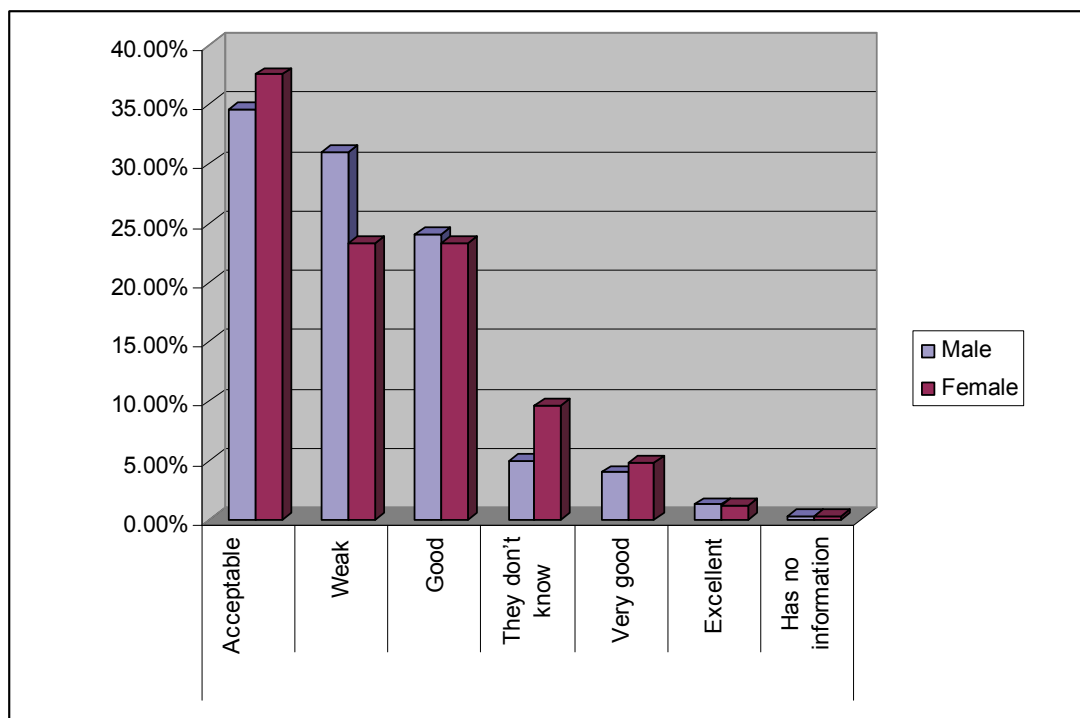
4- Are UNRWA services adequate from your point of view?



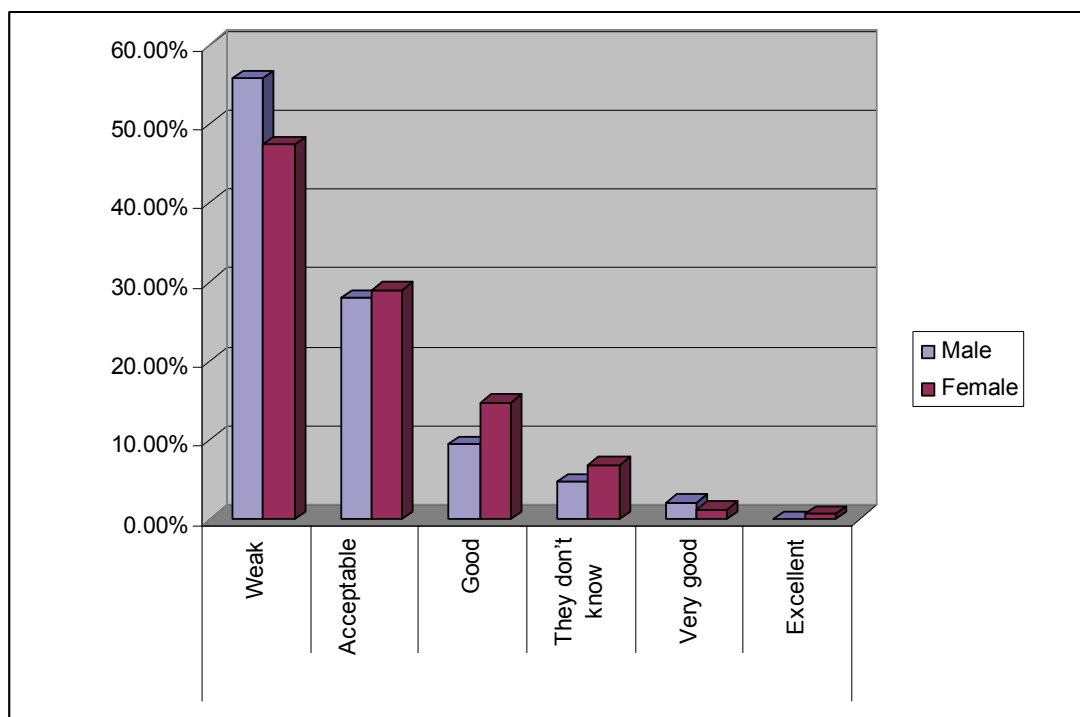
5- How do you evaluate the health services of UNRWA?



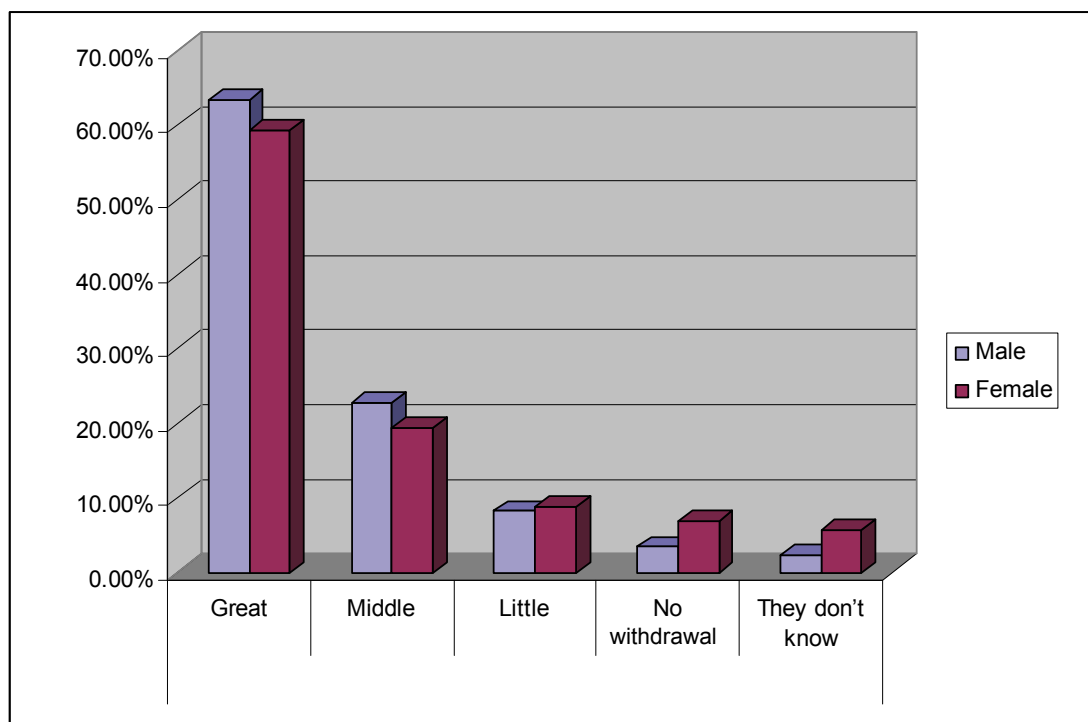
6- How do you evaluate the educational services of UNRWA?



7- How do you evaluate the relief work services of UNRWA?



8- Do you see a withdrawal in UNRWA services?



9- Do you Support the continuation of UNRWA to provide refugees with its services?

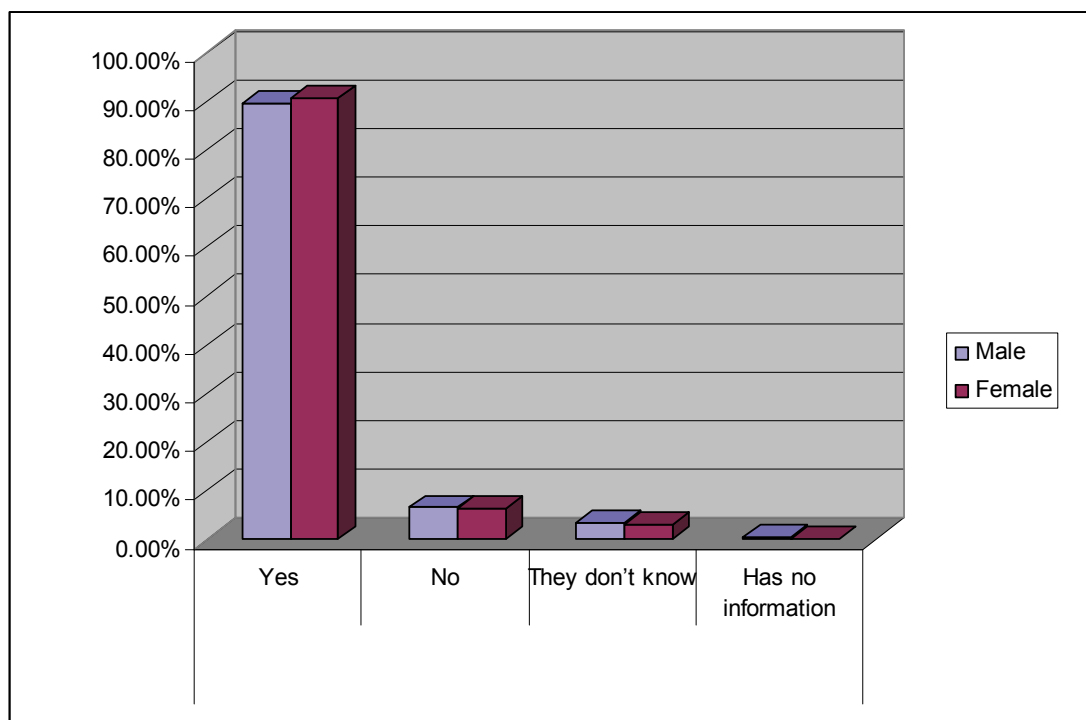


Table (8)
shows the poll at the level of Males and Females in Syria with charts

2- Do you receive UNRWA services?

The table shows that 71.6% of Females in Syria receive services from UNRWA, 28.1% do not, and 0.3% reported that they do not have enough information. 69.1% of males receive services, 30.6% do not and 0.3% said they do not have enough information.

3- Are you satisfied with the performance of UNRWA?

The table shows that 71% of males in Syria are not satisfied with the performance of UNRWA, 23.9% are satisfied and 4.8% do not know and the remainder reported having no information. 63.5% of females are not satisfied with the performance of UNRWA, 28.9% are satisfied, 7.3% do not know and the remainder have no information.

4- Are UNRWA services adequate from your point of view?

The table shows that the vast majority of males (88%) consider the services of UNRWA as inadequate in Syria, 8% rate them as adequate, 4% do not know. 80.4% of females consider the services inadequate, 14.3% adequate, 5% do not know and the remainder have no information.

5- How do you evaluate the health services of UNRWA?

The table shows that 50.3% of females consider the health services as satisfactory in Syria, 32.5% as poor, 12% as good, 2.3% do not know, 1.8% consider them very good, and 1.3% excellent. 45.7% of males consider the health services satisfactory, 41% consider them poor, 9.3% good, 1.9% do not know, 1.1% excellent, 0.8% very good and the remainder reported having no information.

6- How do you evaluate the educational services of UNRWA?

The table shows that 35% of females in Syria consider these services satisfactory, 26% consider them good, 13.5% poor, 9.6% very good,

10.8% excellent and 5% do not know. 34.3% of males consider as the services satisfactory, 31.6% good, 19.9% poor, 7.5% very good, 4.8% excellent and 1.9% do not know.

7- How do you evaluate the relief work services of UNRWA?

The table shows that 64.4% of males in Syria consider the relief services of UNRWA to be poor, 20.7% as satisfactory, 8.2% do not know and 5.6% as good. 53.5% of females consider the relief services of UNRWA to be poor, 26% satisfactory, 10.5% do not know, 7.9% consider them good and 0.9% excellent.

8- Do you see withdrawal in UNRWA services?

The table shows that 70.2% of males in Syria see a great regression in UNRWA’s services, 18.6% see a moderate regression, 4.3% see a slight regression, 2.1% do not know and 4.5% see no regression. 62.9% of females see a great regression in UNRWA’s services, 23.4% see a moderate regression, 3.8% see little regression, 6.7% do not know and 3.2% see no withdrawal in UNRWA’s services.

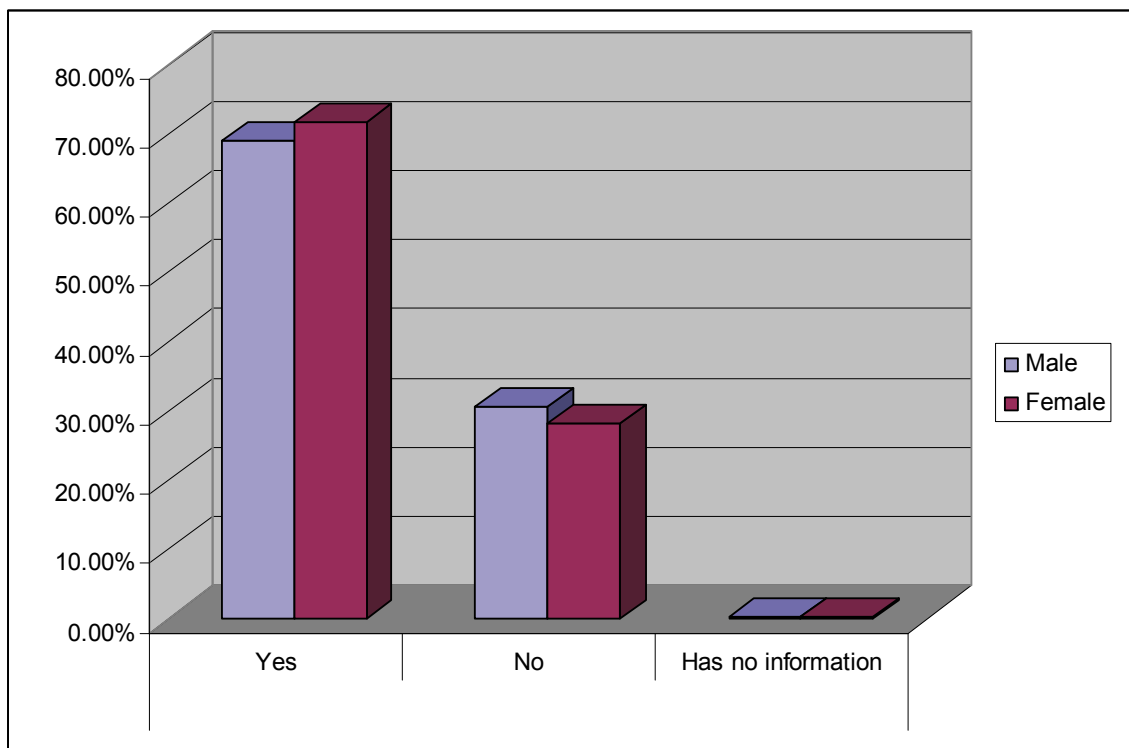
9- Do you Support the continuation of UNRWA to provide refugees with its services?

The table shows that 94.7% of males support the continuity of UNRWA services in Syria, 3.2% do not want UNRWA to continue and 2.1% do not know. 93.3% of females support the continuity of UNRWA’s services, 4.1% do not want them to continue, 2.3% do not know and the remainder have no information.

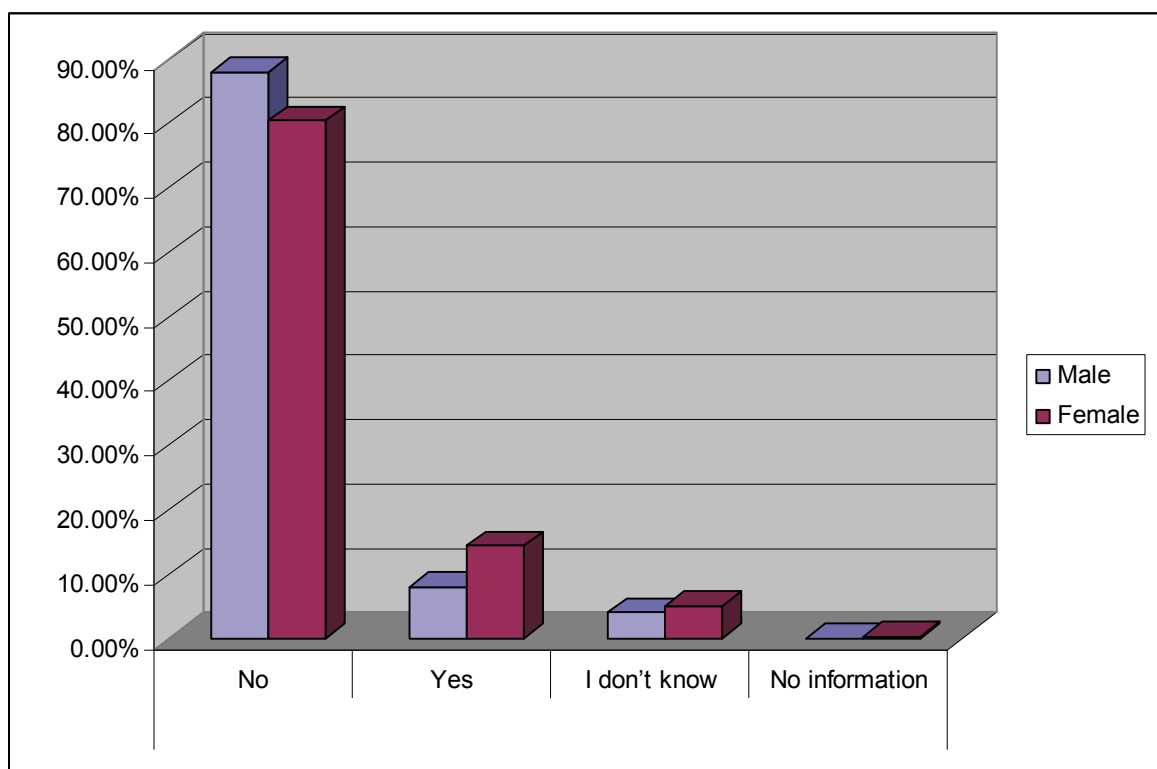
Table (8)

		SEX	
		Male	Female
2-Do you receive UNRWA services?	Yes	69.1%	71.6%
	No	30.6%	28.1%
	No information	0.3%	0.3%
3-Are you satisfied with the performance of UNRWA?	No	71.0%	63.5%
	Yes	23.9%	28.9%
	Don't know	4.8%	7.3%
	No information	0.3%	0.3%
4-Are UNRWA services adequate from your point of view?	No	88.0%	80.4%
	Yes	8.0%	14.3%
	Don't know	4.0%	5.0%
	No information		0.3%
5-How do you evaluate the health services of UNRWA?	Acceptable	45.7%	50.3%
	Weak	41.0%	32.5%
	Good	9.3%	12.0%
	Don't know	1.9%	2.3%
	Very good	0.8%	1.8%
	Excellent	1.1%	1.1%
	No information	0.3%	
6-How do you evaluate the educational services of UNRWA?	Acceptable	34.3%	35.1%
	Good	31.6%	26.0%
	weak	19.9%	13.5%
	Very good	7.4%	9.6%
	Excellent	4.8%	10.8%
	Don't know	1.9%	5.0%
7- How do you evaluate the relief work services of UNRWA?	Weak	64.4%	53.5%
	Acceptable	20.7%	26.0%
	Don't know	8.2%	10.5%
	Good	5.6%	7.9%
	No information	0.5%	0.6%
	Very good	0.5%	0.6%
	Excellent		0.9%
8- Do you see withdrawal in UNRWA services?	Great	70.2%	62.9%
	Middle	18.6%	23.4%
	Little	4.3%	3.8%
	Don't know	2.1%	6.7%
	No withdrawal	4.5%	3.2%
	No information	0.3%	
9-Do you Support the continuation of UNRWA to provide refugees with its services?	Yes	94.7%	93.3%
	No	3.2%	4.1%
	Don't know	2.1%	2.3%
	No information		0.3%

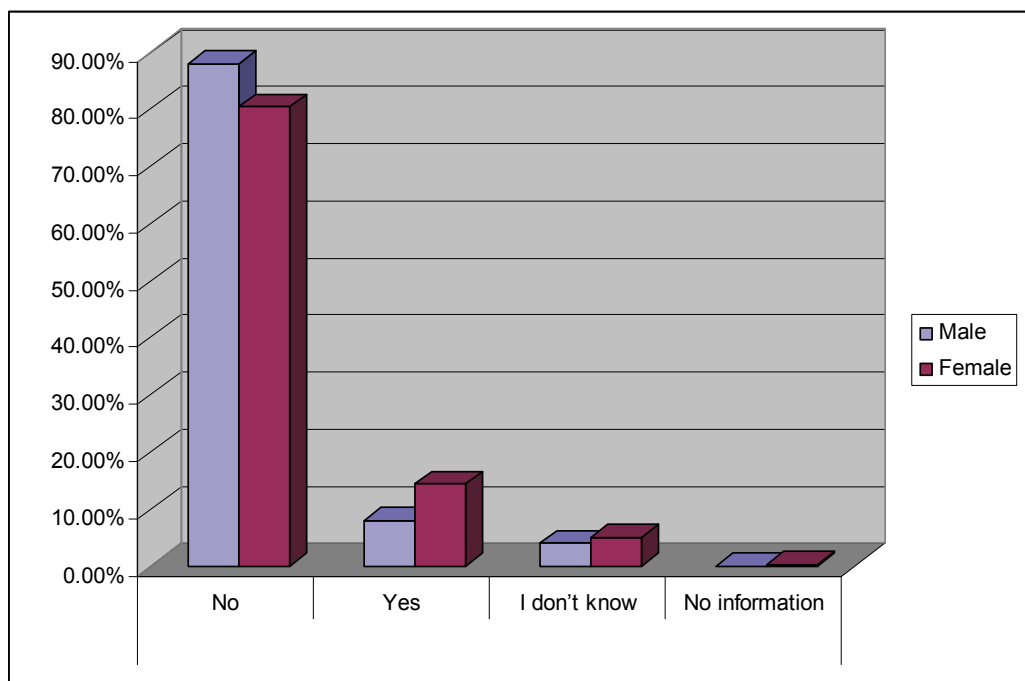
2- Do you receive UNRWA services?



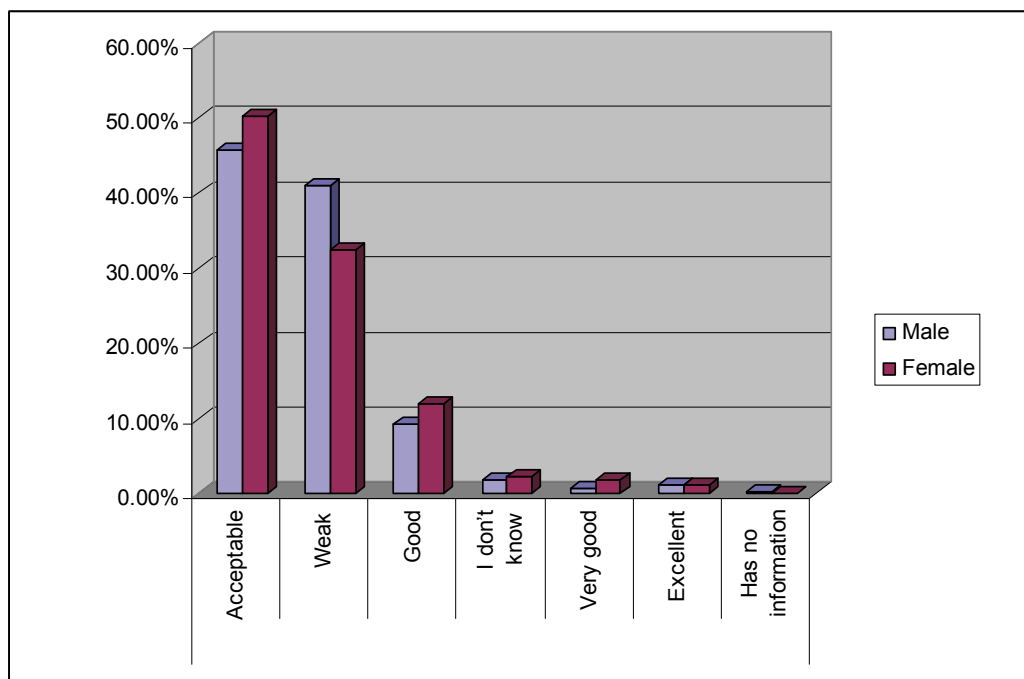
3- Are you satisfied with the performance of UNRWA?



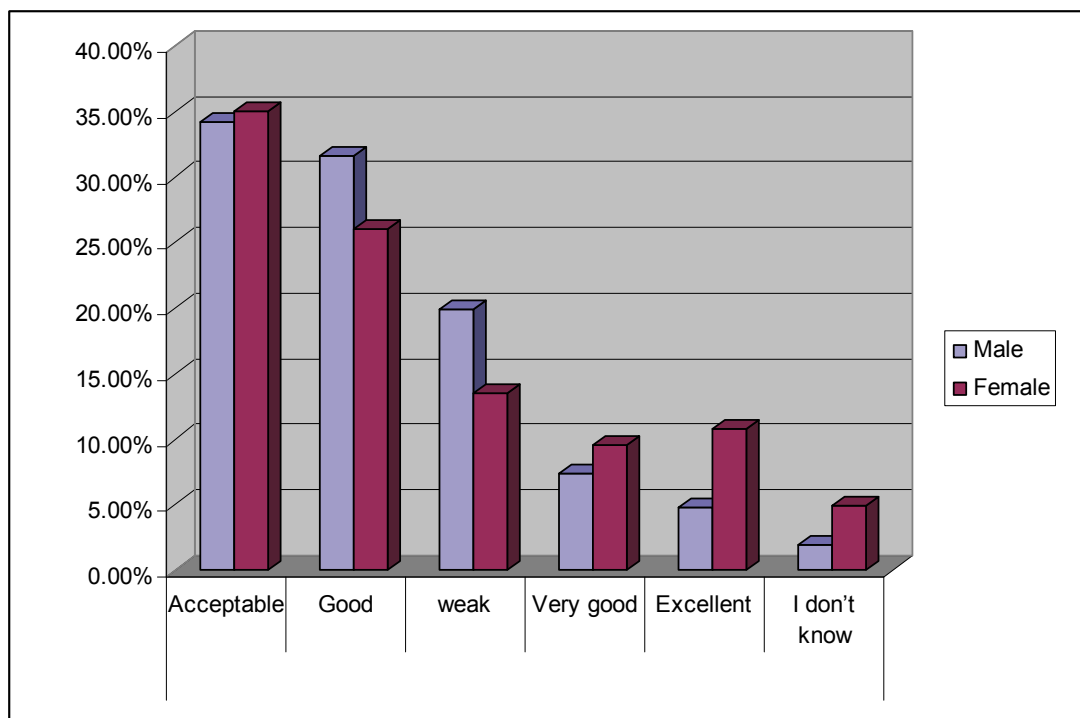
4- Are UNRWA services adequate from your point of view?



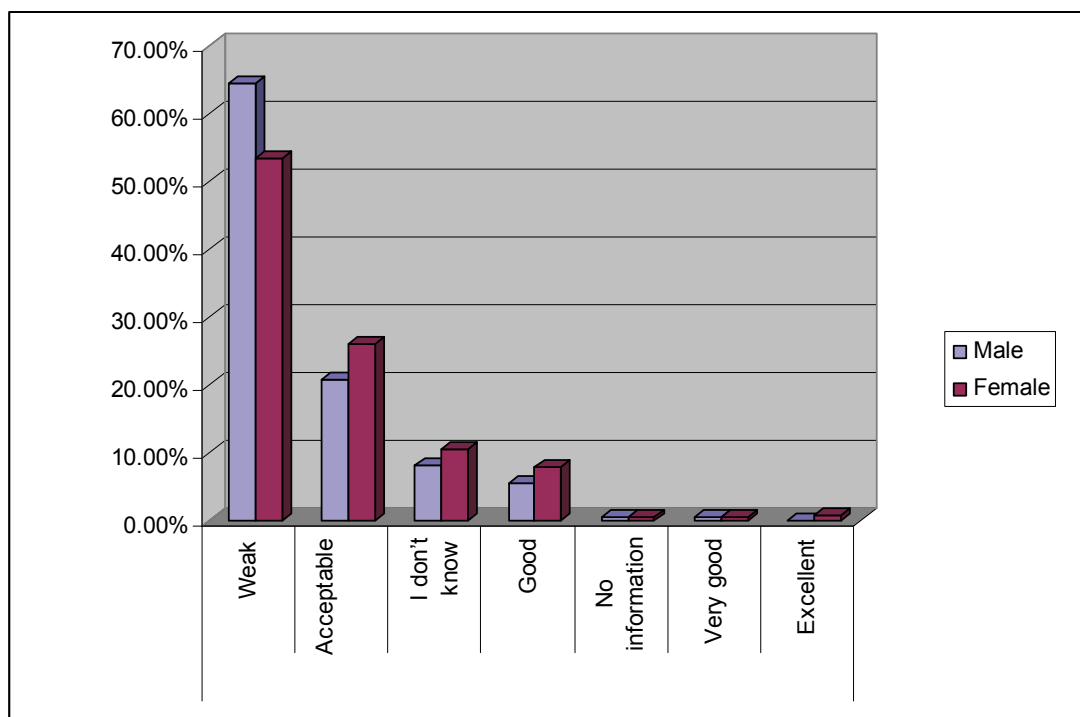
5- How do you evaluate the health services of UNRWA?



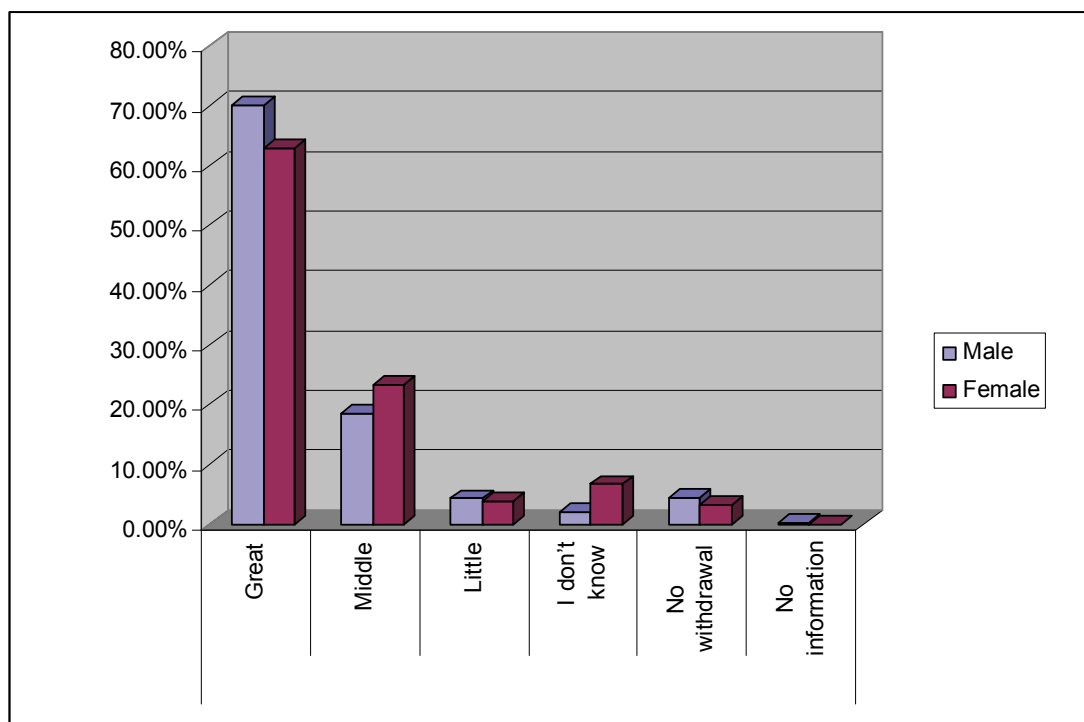
6- How do you evaluate the educational services of UNRWA?



7- How do you evaluate the relief work services of UNRWA?



8- Do you see a withdrawal in UNRWA services?



9- Do you Support the continuation of UNRWA to provide refugees with its services?

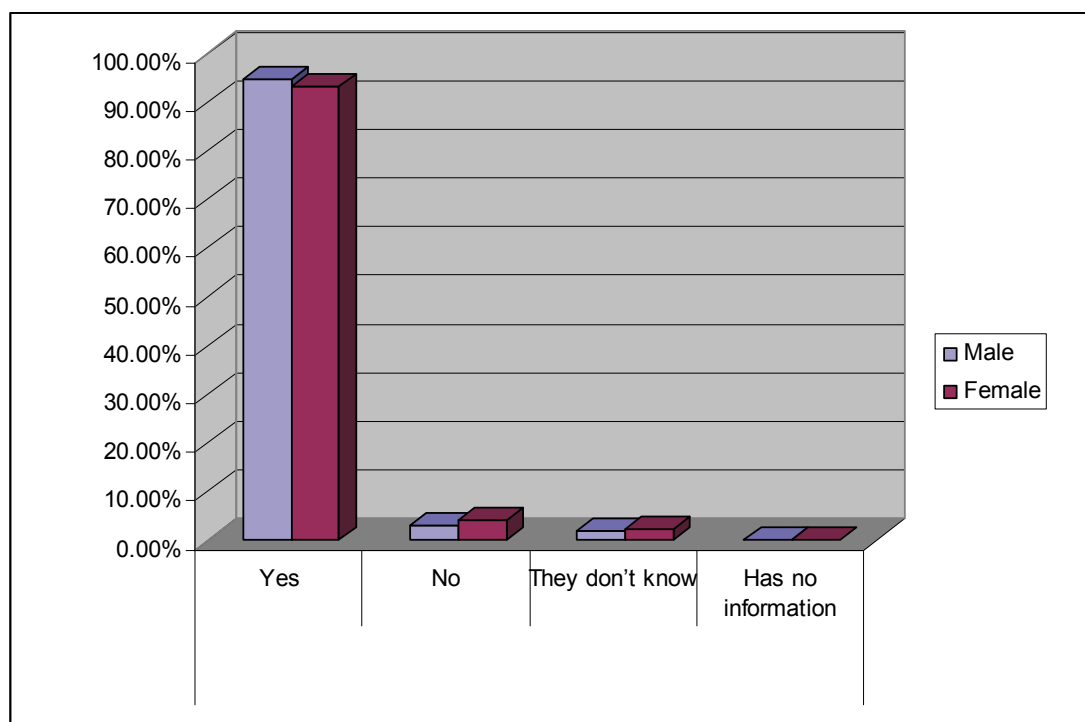


Table (9)
shows the poll at the level of regions in Lebanon with charts

2- Do you receive UNRWA services?

The table shows that the population of the Beirut region receives services from UNRWA more than other regions 80.6% compared to 71.1% in the North, 65.5% in the South and 48.8% in Bekka.

3- Are you satisfied with the performance of UNRWA?

The table shows that Beirut is the area least satisfied with the performance of UNRWA. The following rates clarifies this: Beirut 75.9%, the South 73.4 %, Bekaa 70.7% and the North 65.4%.

4- Are UNRWA services adequate from your point of view?

The table shows that 88.1% of the Northern region considers UNRWA’s services inadequate compared to 87.9% of the South, 87.8% of Bekaa and 84.3% of Beirut.

5- How do you evaluate the health services of UNRWA?

The table shows that 68.3 % of people polled in Bekaa consider the health services as poor, the highest percentage, followed by Beirut with 52.8%, the South with 51.7% and the North with 50.9%. The region that most considers the health services as satisfactory is the North with 39.6 %, then the South with 31.4%, Beirut with 29.6% and Bekaa with 26.8%. The highest average that considers the health services good was in Beirut with 13.9%, the South with 13%, the North with 5.7% and Bekaa with 2.4%. In the North those considering the health services to be very good constitute 1.9% and in the Beirut region 0.9% consider them excellent.

6- How do you evaluate the educational services of UNRWA?

The table shows that 31.4% of those polled in

the South consider the educational services to be poor, followed by Beirut with 28,7%, the North with 23.3% and Bekaa with 4.9%. 41.5 % in Bekaa consider the educational services to be satisfactory, followed by the South with 37%, the North with 35.2% and Beirut with 30.6%. the region that most ranks highest educational services as good is Bekaa with 39%, followed by the North with 25.2%, Beirut with 22.2% and the South with 21.5%. Whereas in the South those considering the educational services as very good is just 5.1% while those in Bekaa considering it as excellent constitute 7,3%

7- How do you evaluate the relief work services of UNRWA?

The table shows that 61% of people polled in Bekaa see the relief services as poor, followed by the South with 53.4%, the North with 50.3 % and Beirut with 47.2%. The highest average that consider these services as satisfactory is in the North with 34%, followed by Bekaa with 29.3%, the South with 28.3% and Beirut with 18.5%. Whereas 12.6% of the North consider the relief services as good, 12.1% in the South and 12% in Beirut. The highest percentage that rated the relief works as very good was in the South with 2.2% and 0.9% of those polled in Beirut considered it excellent.

8- Do you see withdrawal in UNRWA services?

The Bekaa population that was polled see a great regression in UNRWA’s services with 70.7%, followed by Beirut with 62%, the South 61.6% and the North 58.8%. The highest average that reported moderate regression was 23.1% in Beirut followed by the North with 22%, the South with 20.8% and 12.2% in Bekaa. While 14.6% in Bekaa see slight regression in UNRWA’s services, compared to 8.9% in the South, 6.9% in the North and 6.5% in Beirut whereas 10.7% in

the North see no regression.

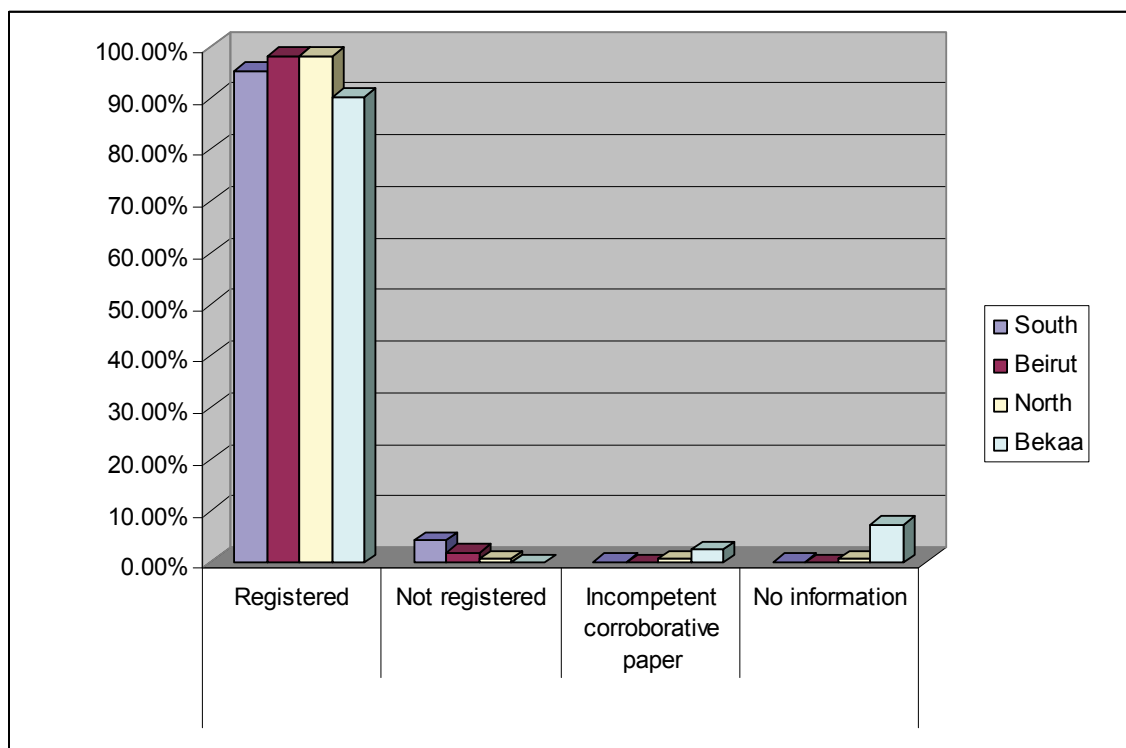
9- Do you Support the continuation of UNRWA to provide refugees with its services?

In the North 93.7% support the continuation of UNRWA services, similarly followed by the South with 90.8%, Bekaa with 82.9% and Beirut with 82.4%.

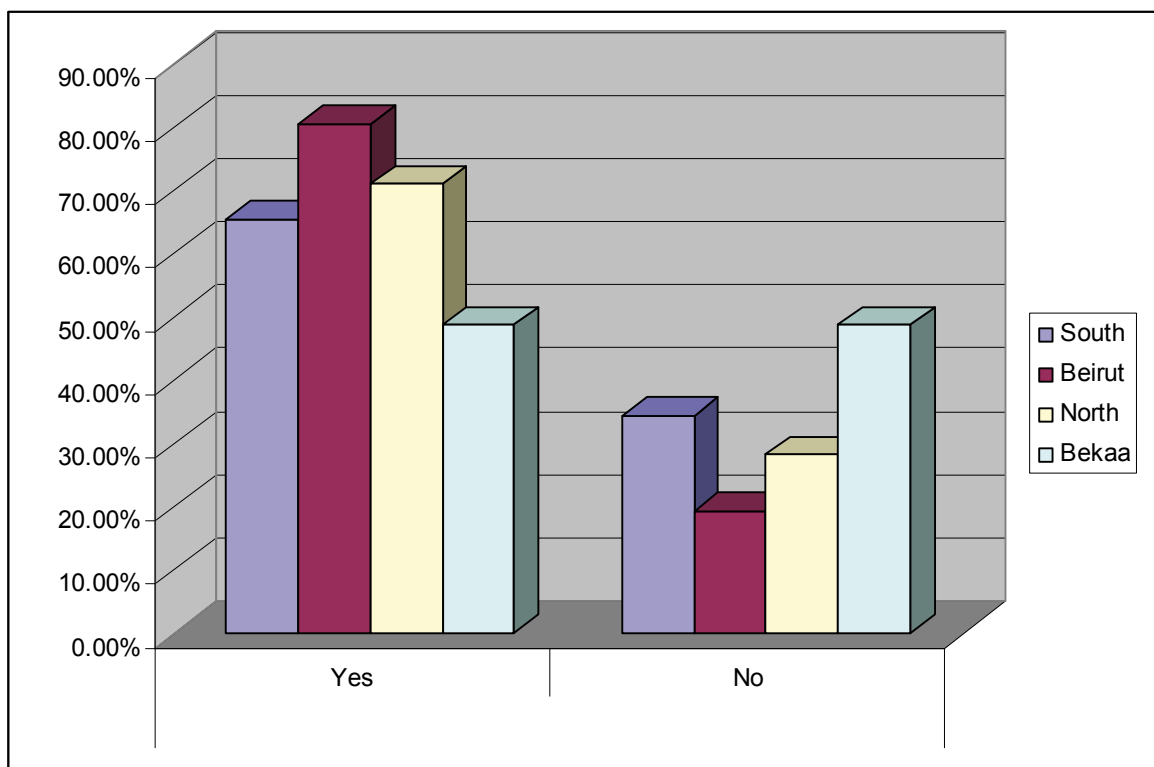
Table (9)

		South	Beirut	North	Bekaa
1- What is your status quo in UNRWA?	Registered	95.2%	98.1%	98.1%	90.2%
	Not registered	4.3%	1.9%	0.6%	
	Loss of identity	0.2%		0.6%	2.4%
	No information	0.2%		0.6%	7.3%
2- Do you receive UNRWA services?	Yes	65.5%	80.6%	71.1%	48.8%
	No	34.5%	19.4%	28.3%	51.2%
3-Are you satisfied with the performance of UNRWA?	Yes	19.6%	15.7%	32.1%	17.1%
	No	73.4%	75.9%	65.4%	70.7%
	Don't know	6.8%	8.4%	2.5%	12.2%
4-Are UNRWA services adequate from your point of view?	Yes	8.2%	8.3%	11.3%	2.4%
	No	87.9%	84.3%	88.1%	87.8%
	Don't know	3.6%	7.4%	0.6%	9.8%
5-How do you evaluate the health services of UNRWA?	Weak	51.7%	52.8%	50.9%	68.3%
	Acceptable	31.4%	29.6%	39.6%	26.8%
	Good	13.0%	13.9%	5.7%	2.4%
	Very good	1.2%	0.9%	1.9%	
	Excellent	0.5%	0.9%		
	Don't know	1.7%	1.9%	1.9%	2.5%
6- How do you evaluate the educational services of UNRWA?	Weak	31.4%	28.7%	23.3%	4.9%
	Acceptable	37.0%	30.6%	35.2%	41.5%
	Good	21.5%	22.2%	25.2%	39.0%
	Very good	5.1%	4.6%	3.1%	
	Excellent	0.5%	1.9%	1.3%	7.3%
	Don't know	4.1%	11.1%	11.9%	7.3%
7-How do you evaluate the relief work services of UNRWA?	Weak	53.4%	47.2%	50.3%	61.0%
	Acceptable	28.3%	18.5%	34.0%	29.3%
	Good	12.1%	12.0%	12.6%	4.9%
	Very good	2.2%	0.9%	1.3%	
	Excellent	0.2%	0.9%		
	Don't know	3.6%	20.4%	1.9%	4.9%
8- Do you see withdrawal in UNRWA services?	Great	61.6%	62.0%	58.5%	70.7%
	Middle	20.8%	23.1%	22.0%	12.2%
	Little	8.9%	6.5%	6.9%	14.6%
	No withdrawal	3.6%	4.6%	10.7%	
	Don't know	4.8%	3.7%	1.9%	2.4%
9-Do you Support the continuation of UN-RWA to provide refugees with its services?	Yes	90.8%	82.4%	93.7%	82.9%
	No	7.3%	7.4%	4.4%	7.3%
	Don't know	1.9%	10.2%	1.9%	9.8%

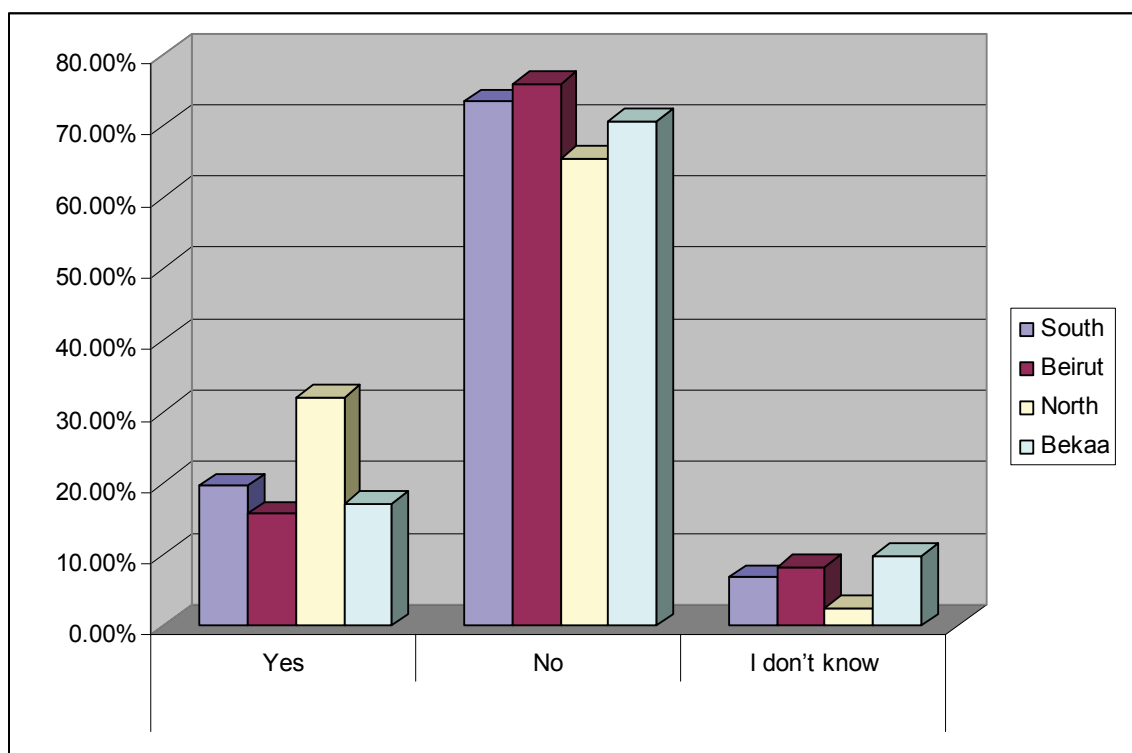
1- What is your status quo in UNRWA?



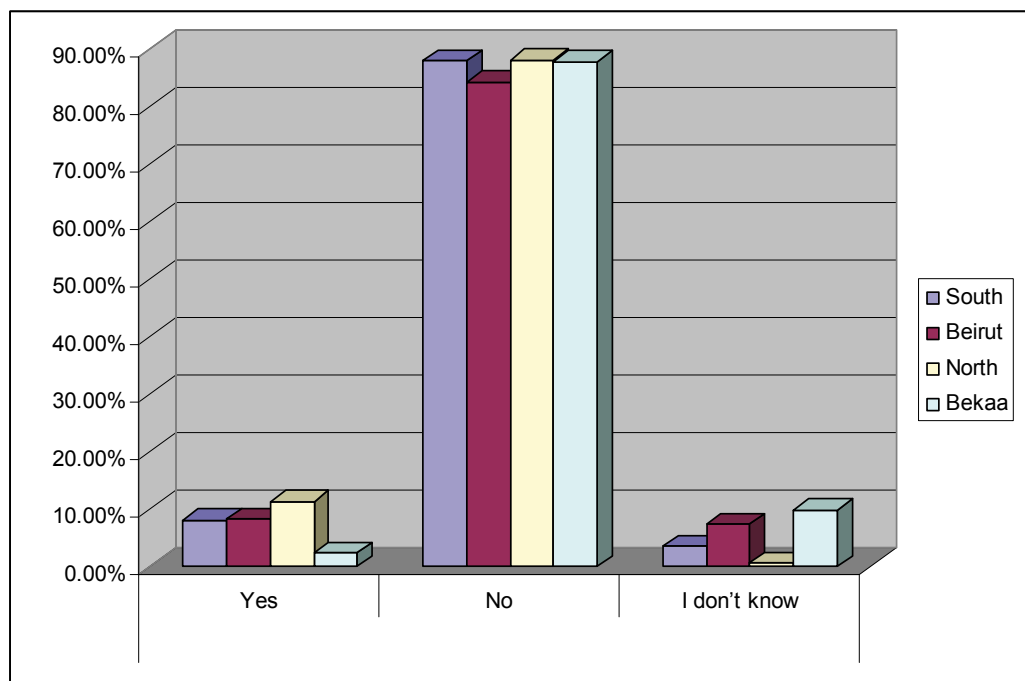
2- Do you receive UNRWA services?



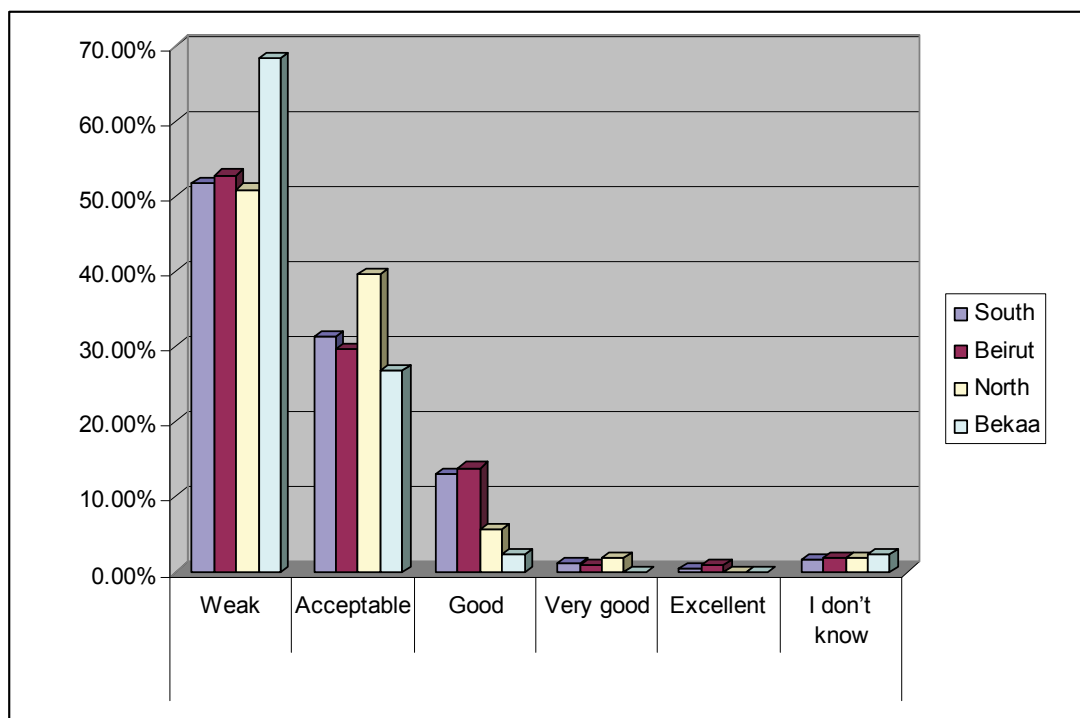
3- Are you satisfied with the performance of UNRWA?



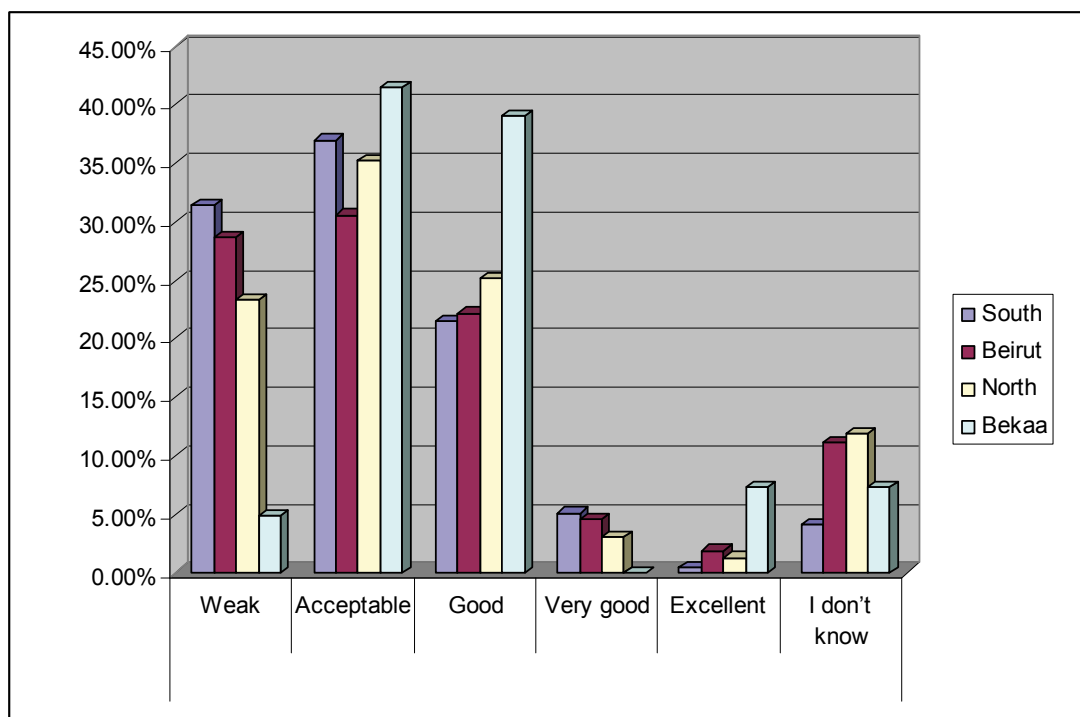
4- Are UNRWA services adequate from your point of view?



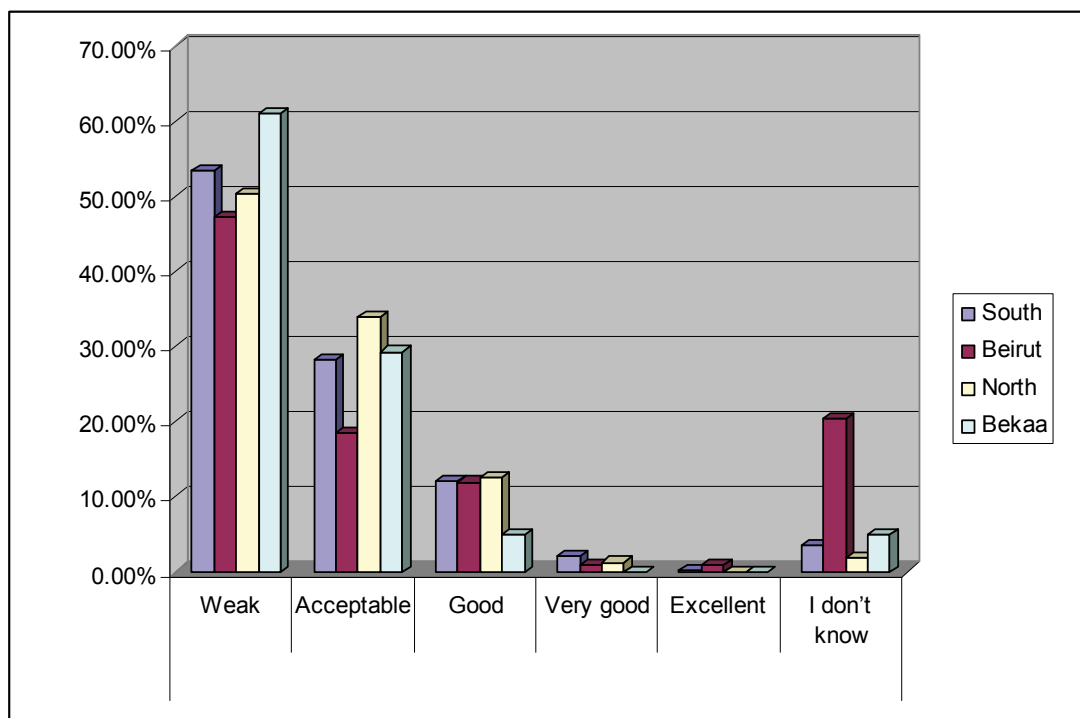
5- How do you evaluate the health services of UNRWA?



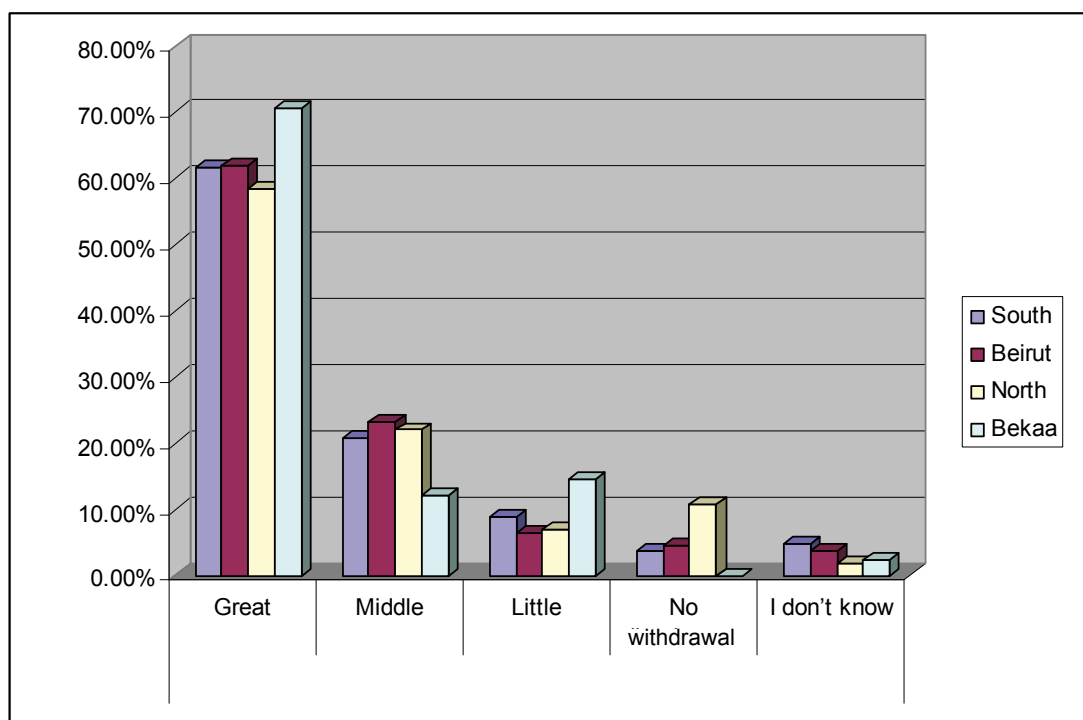
6- How do you evaluate the educational services of UNRWA?



7- How do you evaluate the relief work services of UNRWA?



8- Do you see a withdrawal in UNRWA services?



9- Do you Support the continuation of UNRWA to provide refugees with its services?

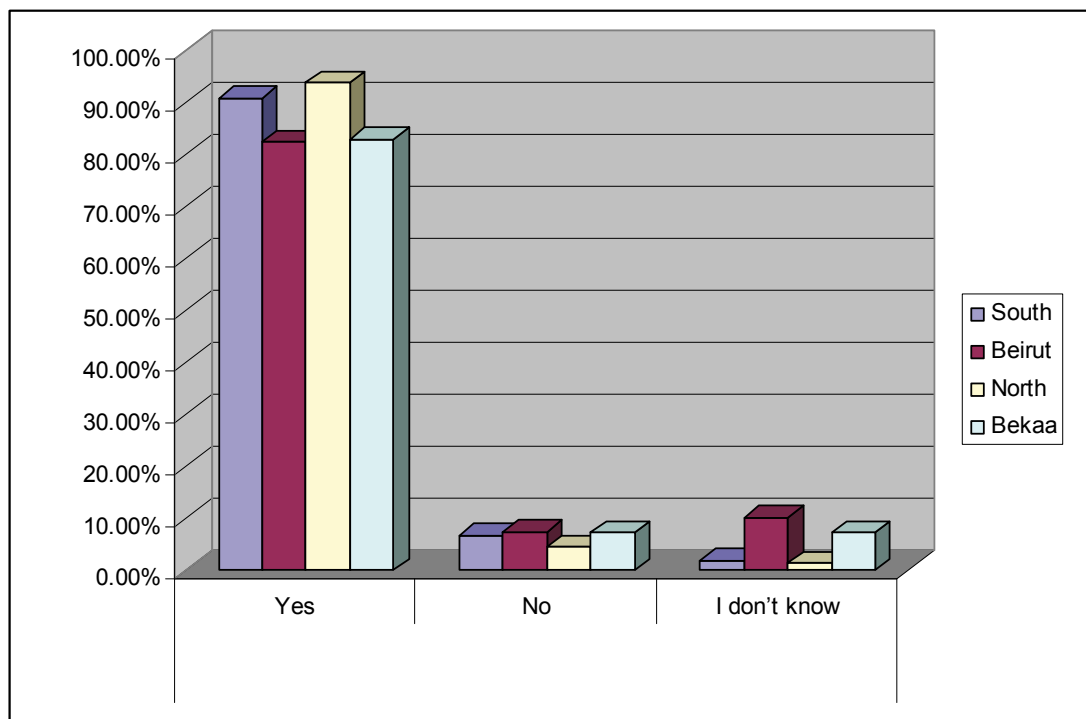


Table (10)
shows the poll at the level of regions in Syria with charts

2- Do you receive UNRWA services?

The table shows that the Damascus region receives services from UNRWA more than other regions with 78.4% of the population, followed by the Central region with 75.3%, the North with 74.6% and the South with 60.1%.

3- Are you satisfied with the performance of UNRWA?

The table shows that the area least satisfied with the performance of UNRWA is Damascus with 69.1% saying they are dissatisfied, with other areas reporting similar levels: 69% in the North, 68.5% in the Central region and 65.5% in the South.

4- Are UNRWA services adequate from your point of view?

The table shows that all regions overwhelmingly consider UNRWA’s services to be inadequate with 90.4% of people in the Central region stating this, 91.5% in the North, 85.7% in Damascus and 80.5% in the South.

5- How do you evaluate the health services of UNRWA?

The table shows that 39.7% of the Central region’s polled population consider the health services as weak, followed by 39.5% in Damascus, 36.5% in the South and the North with 28.2%. While the highest average that consider the health services as satisfactory is in the North with 57.7%, followed by the South with 47.4%, Damascus with 46.2% and the Central region with 45.2%. The highest average in the Central region with 12.3% which consider the health services good, followed by the North with 11.3%, Damascus with 11% and the South with 9.6%. 1.4% in the Middle region, the North and the South consider the health services as very good and excellent respectively and 1.7% in the South region.

6- How do you evaluate the educational services of UNRWA?

The table shows that 20.3% of those polled in Damascus consider the educational services weak, followed by the Central region with 17.8%, the

South with 14.7% and the North with 8.5%. While 38.5% consider the educational services as satisfactory in Damascus, 33.8% in the North, 32.4% in the South and the 30.1% in the Central region. The area that has the highest percentage considering the educational services good is the North with 45.1%, the Central region with 37% and the South with 31.4% and 21.6% in Damascus. 9.3% consider the educational services very good in Damascus, 8.2% in the Middle region, 7.5% in the South 7% in the North.

7- How do you evaluate the relief work services of UNRWA?

The table shows that 63.5% of those polled in Damascus see the relief work as weak, followed by the Central region with 58.9%, the North with 57.7% and the South with 54.3%. In the North 29.6% consider the services satisfactory, 28.8% in the Central region 22.5% in the South 22.3% in the South, whereas 8.2% in the South and Central regions consider the relief works good, 5.6% in Damascus and in the North 2.8%. The Central region considers the relief works to be very good with 1.4% and in the South 1% consider it excellent.

8- Do you see withdrawal in UNRWA services?

The table shows that 68.9% of Southerners polled said there is a great regression in UNRWA’s services, followed by Damascus with 67.8%, the Central region with 64.4% and the North with 54.9%. The highest percentage seeing moderate regression is in the North (28.2%), followed by the Central region with 24.7%, Damascus with 21.6% and 17.1% in the South. An average of 6.8% of the Central region sees little regression in UNRWA’s services, followed by 5.6% in the North, 4.1% in the South and 3.7% in Damascus, whereas 4.8% in the South see no regression.

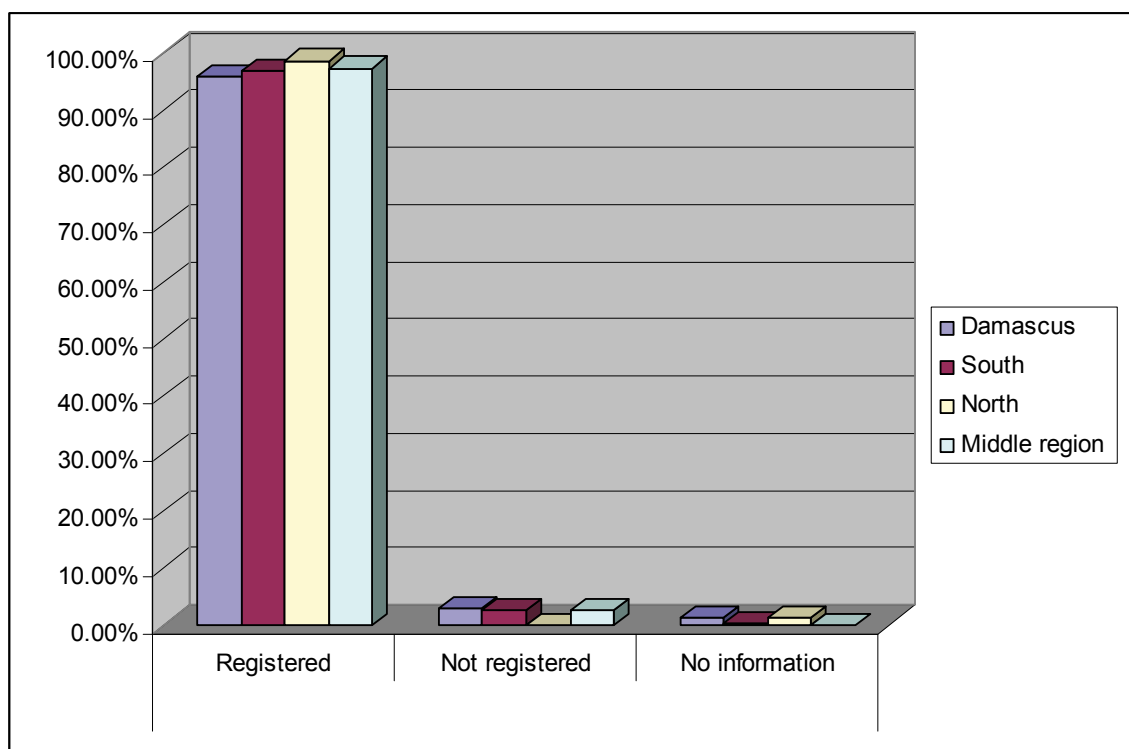
9- Do you Support the continuation of UNRWA to provide refugees with its services?

The region that most supports the continuation of UNRWA to provide services for refugees is in the South with 96.6%, the Central region is next with 94.5%, then the North with 94.4% and Damascus 91.7%.

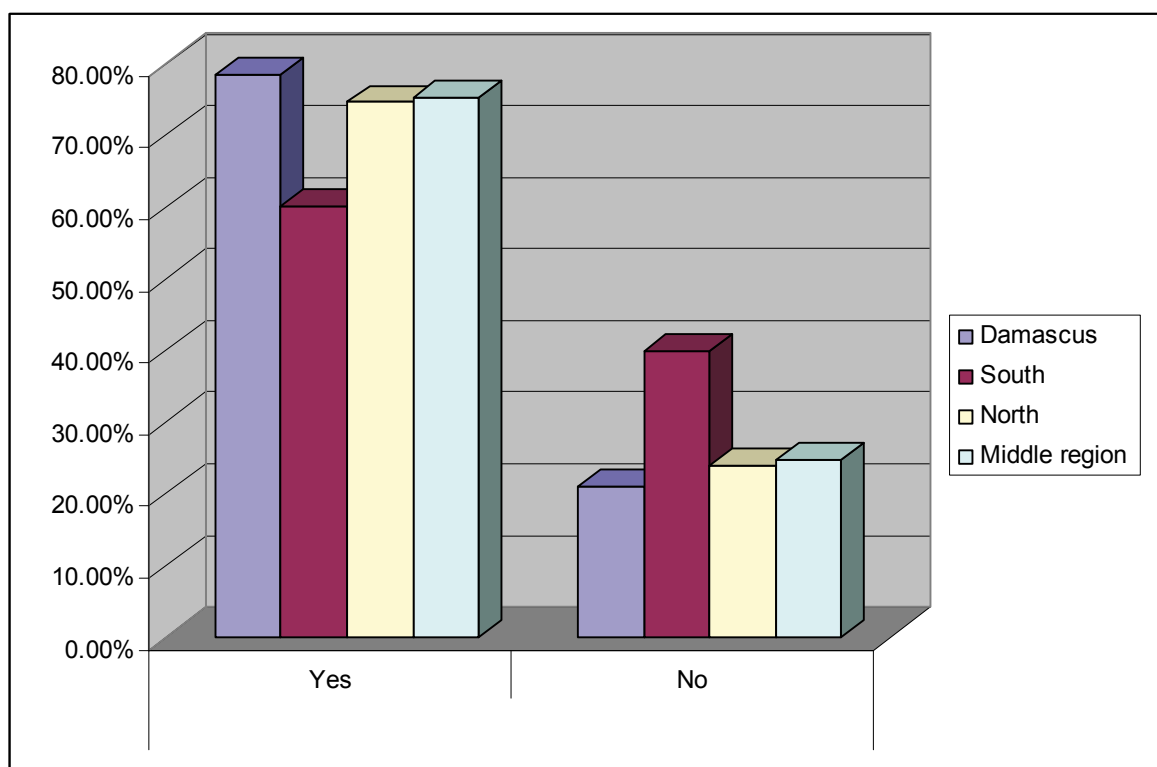
Table (10)

		Damascus	South	North	Middle region
1-What is your status quo in UNRWA?	Registered	95.7%	96.9%	98.6%	97.3%
	Not registered	3.0%	2.7%		2.7%
	No information	1.3%	0.3%	1.4%	
2-Do you receive UNRWA services?	Yes	78.4%	60.1%	74.6%	75.3%
	No	20.9%	39.9%	23.9%	24.7%
3-Are you satisfied with the performance of UNRWA?	Yes	25.2%	26.6%	26.8%	26.0%
	No	69.1%	65.5%	69.0%	68.5%
	Don't know	5.7%	7.5%	4.2%	5.5%
4-Are UNRWA services adequate from your point of view?	Yes	9.0%	14.7%	5.6%	6.8%
	No	85.7%	80.5%	91.5%	90.4%
	Don't know	5.3%	4.8%	2.8%	2.8%
5-How do you evaluate the health services of UNRWA?	Weak	39.5%	36.5%	28.2%	39.7%
	Acceptable	46.2%	47.4%	57.7%	45.2%
	Good	11.0%	9.6%	11.3%	12.3%
	Very good	1.0%	1.4%	1.4%	1.4%
	Excellent	0.7%	1.7%		1.4%
	Don't know	1.6%	3.4%	1.4%	
6-How do you evaluate the educational services of UNRWA?	Weak	20.3%	14.7%	8.5%	17.8%
	Acceptable	38.5%	32.4%	33.8%	30.1%
	Good	21.6%	31.4%	45.1%	37.0%
	Very good	9.3%	7.5%	7.0%	8.2%
	Excellent	6.3%	11.3%	2.8%	2.7%
	Don't know	4.0%	2.7%	2.8%	4.1%
7-How do you evaluate the relief work services of UNRWA?	Weak	63.5%	54.3%	57.7%	58.9%
	Acceptable	22.3%	22.5%	29.6%	28.8%
	Good	5.6%	8.2%	2.8%	8.2%
	Very good	0.7%	0.3%		1.4%
	Excellent		1.0%		
	Don't know	8.0%	12.6%	9.9%	2.7%
8-Do you see withdrawal in UNRWA services?	Great	67.8%	68.9%	54.9%	64.4%
	Middle	21.6%	17.1%	28.2%	24.7%
	Little	3.7%	4.1%	5.6%	6.8%
	No withdrawal	3.7%	4.8%	2.8%	1.4%
	Don't know	3.3%	5.1%	8.5%	2.7%
9- Do you Support the continuation of UNRWA to provide refugees with its services?	Yes	91.7%	96.6%	94.4%	94.5%
	No	5.3%	2.4%	1.4%	2.7%
	Don't know	3.0%	0.7%	4.2%	2.8%

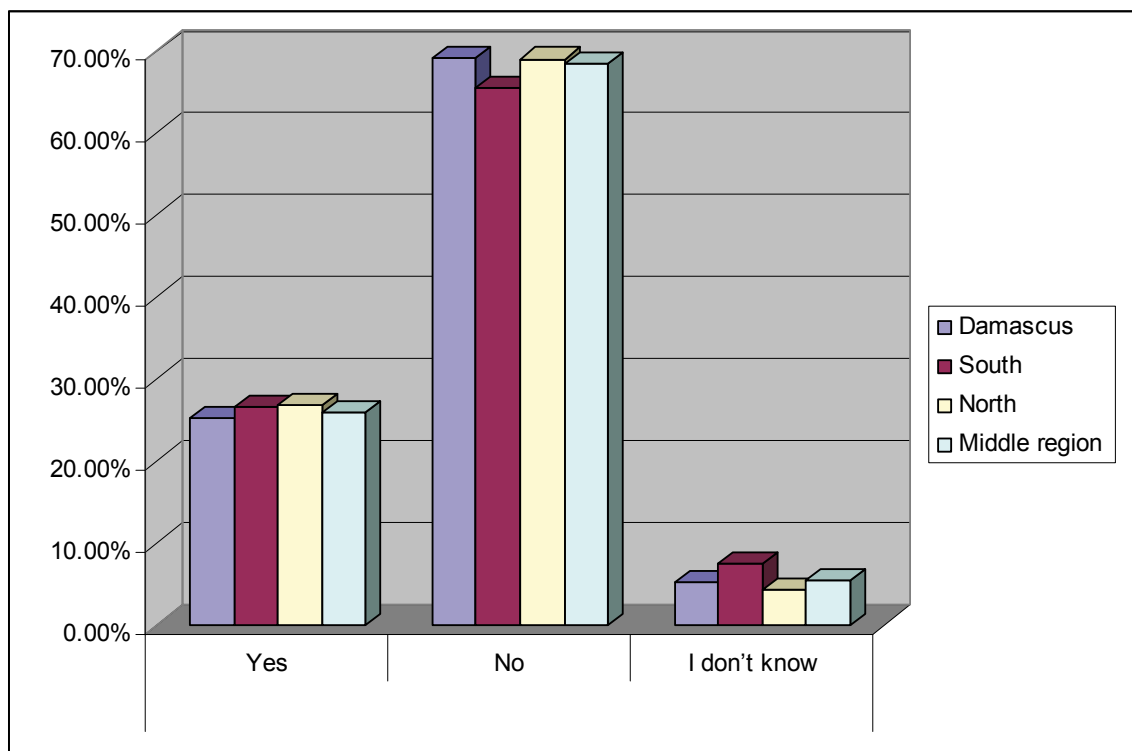
1- What is your status quo in UNRWA?



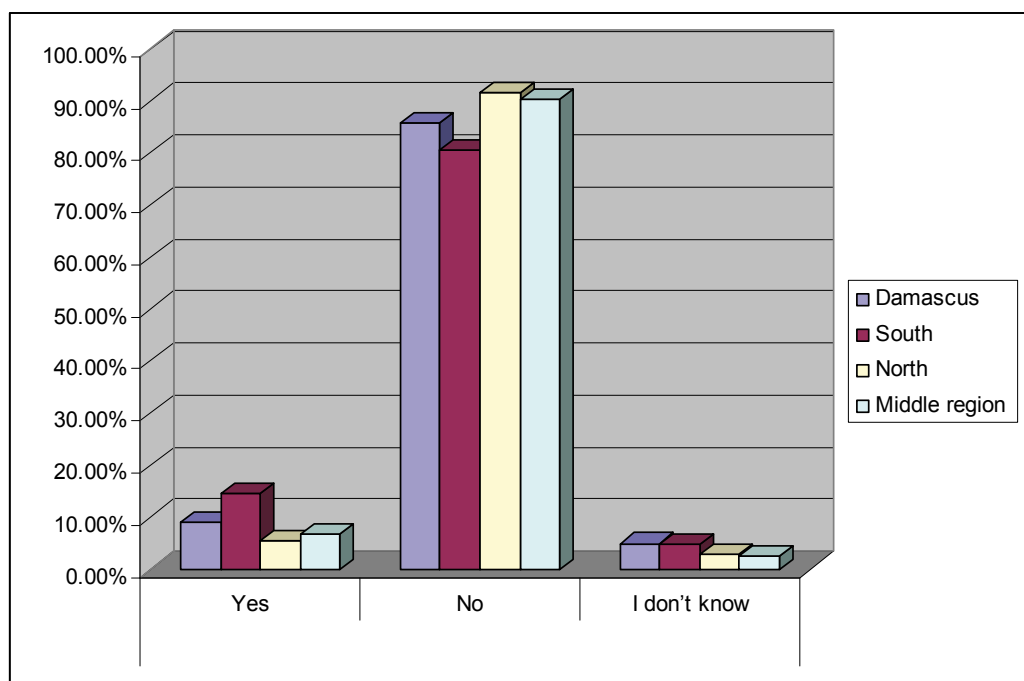
2- Do you receive UNRWA services?



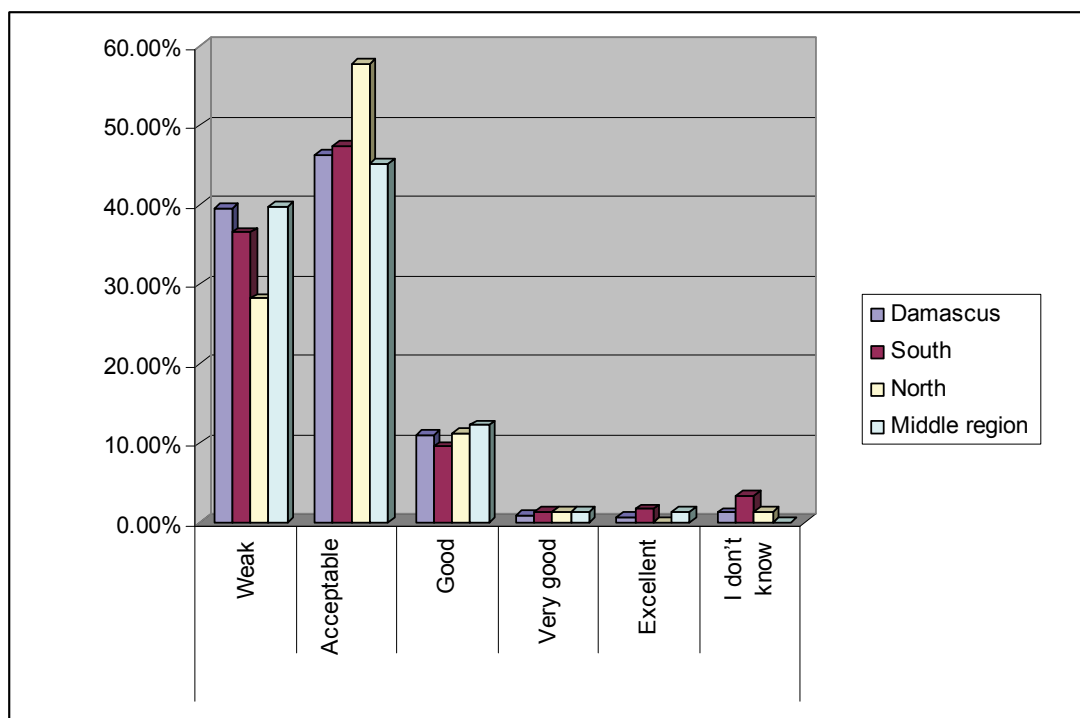
3- Are you satisfied with the performance of UNRWA?



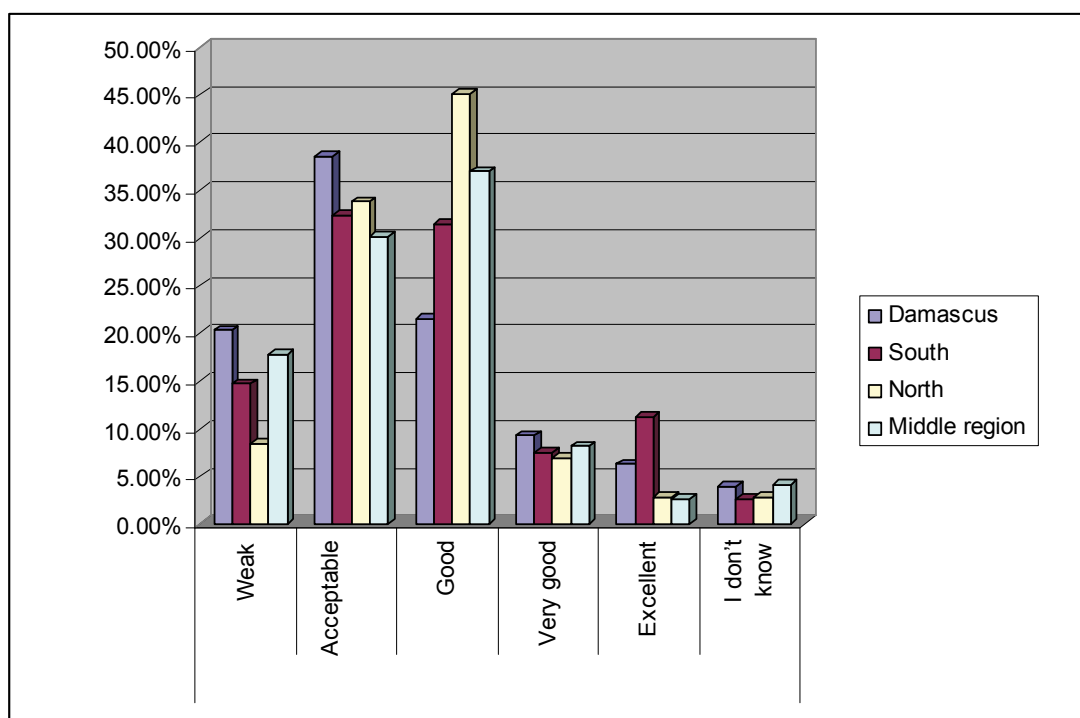
4- Are UNRWA services adequate from your point of view?



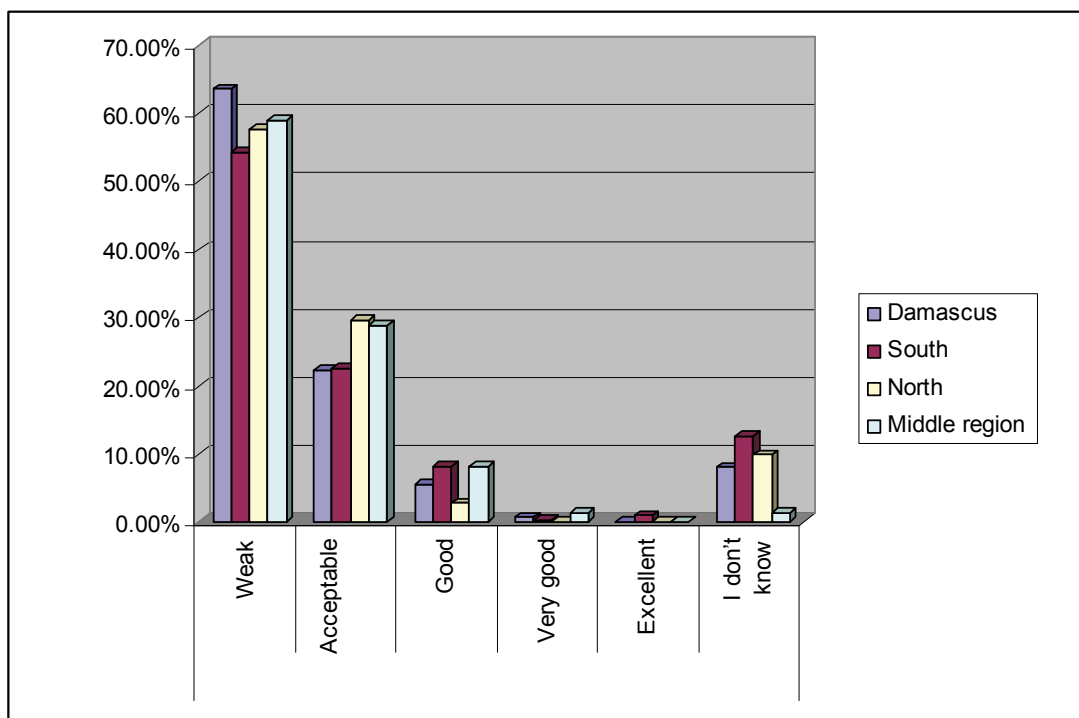
5- How do you evaluate the health services of UNRWA?



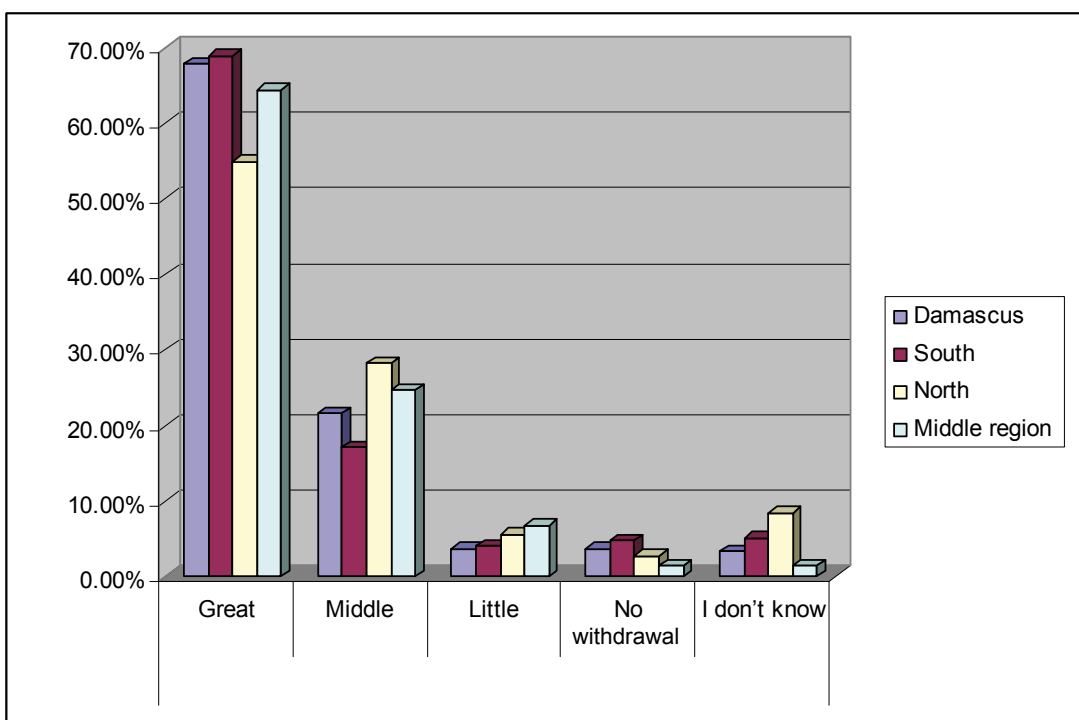
6- How do you evaluate the educational services of UNRWA?



7- How do you evaluate the relief work services of UNRWA?



8- Do you see a withdrawal in UNRWA services?



9- Do you Support the continuation of UNRWA to provide refugees with its services?

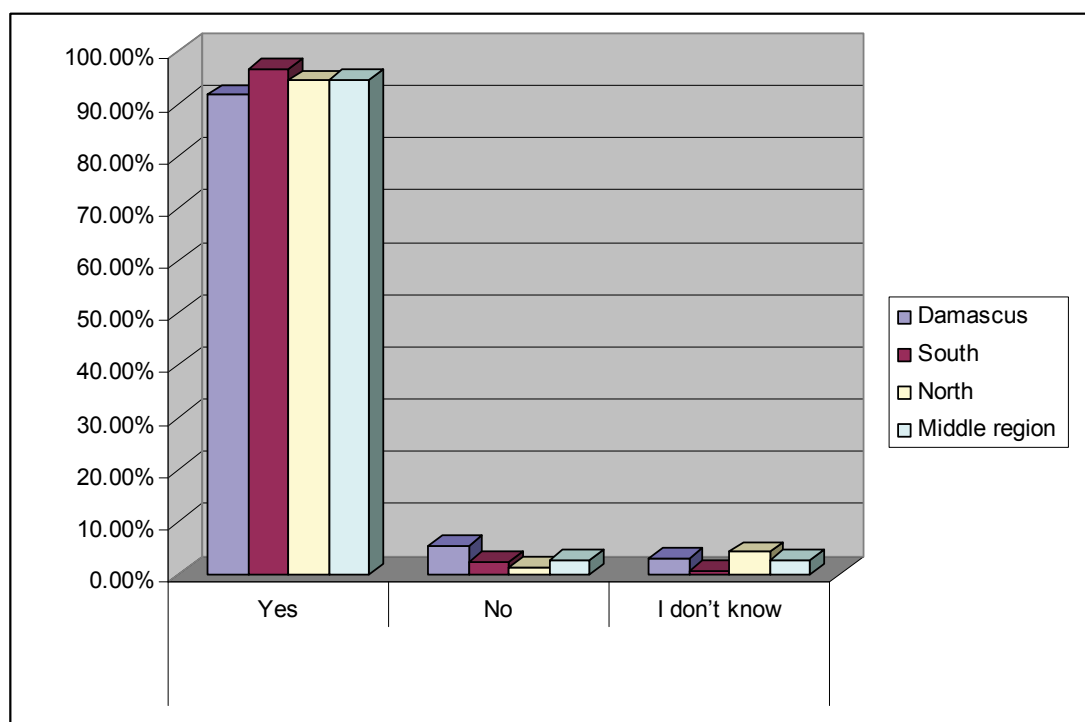


Table (11)
Shows Suggestions and Recommendations of Lebanon and Syria

	Country			
	Lebanon		Syria	
Increase & improve Health services, Medicines & Operations	153	24.0%	205	24.3%
Concern in Educational & Cultural services- build schools and centers	77	12.1%	140	16.6%
Improve & increase social presentation, food kits and others distributions	62	9.7%	136	16.2%
More interest & increase all services	125	19.6%	65	7.7%
Providing job opportunities, employing & eliminate favoritism	46	7.2%	80	9.5%
Change and improve the performance and management because of corruption and favoritism	32	5.0%	57	6.8%
Work to ensure Return	39	6.1%	30	3.6%
provide services for all refugees especially poor people and equally	22	3.5%	39	4.6%
Work to provide houses, repair or build	42	6.6%	9	1.1%
Interest in adult and old age security	6	0.9%	13	1.5%
Fair treatment of people during transactions			18	2.1%
Concern with cleanness	4	0.6%	12	1.4%
Concern with Youth			15	1.8%
Concern with university students	11	1.7%	2	0.2%
Providing help to incompetent corroborative papers people	5	0.8%	6	0.7%
Getting all Rights	5	0.8%	1	0.1%
Concern with disabled persons	4	0.6%	1	0.1%
Concern with children			5	0.6%
Concern with woman			5	0.6%
Establish institutions to take care of the Rights of Palestinians	1	0.2%	3	0.4%
Find a reference without political interference	3	0.5%		
	637	100.0%	842	100.0%

Table (12)
Shows Suggestions and Recommendations of Lebanon

	Lebanon							
	South		Beirut		North		Bekaa	
Increase & improve Health services, Medicines & Operations	68	21.4%	23	27.7%	51	25.5%	11	30.6%
More interest & increase all services	80	25.2%	9	10.8%	28	14.0%	8	22.2%
Concern in Educational & Cultural services-build schools and centers	35	11.0%	13	15.7%	23	11.5%	6	16.7%
Improve & increase social presentation, food kits and others distributions	26	8.2%	7	8.4%	23	11.5%	6	16.7%
Providing job opportunities, employing & eliminate favoritism	31	9.7%	6	7.2%	9	4.5%		
Work to provide houses, repair or build	13	4.1%			29	14.5%		
Work to ensure Return	19	6.0%	1	1.2%	16	8.0%	3	8.3%
Change and improve the performance and management because of corruption and favoritism	10	3.1%	15	18.1%	6	3.0%	1	2.8%
provide services for all refugees especially poor people and equally	17	5.3%	3	3.6%	2	1.0%		
Concern with university students	5	1.6%			6	3.0%		
Interest in adult and old age security	2	0.6%	3	3.6%	1	0.5%		
Getting all Rights	2	0.6%	1	1.2%	1	0.5%	1	2.8%
Providing help to incompetent corroborative papers people	2	0.6%			3	1.5%		
Concern with disabled persons	3	0.9%			1	0.5%		
Concern with cleanness	1	0.3%	2	2.4%	1	0.5%		
Find a reference without political interference	3	0.9%						
Establish institutions to take care of the Rights of Palestinians	1	0.3%						
	318	100.0%	83	100.0%	200	100.0%	36	100.0%

Table (13)
Shows Suggestions and Recommendations of Syria

	Syria							
	Damascus		South Syria		North Syria		Middle region	
Increase & improve Health services, Medicines & Operations	77	24.4%	83	24.1%	20	31.3%	25	21.4%
Concern in Educational & Cultural services-build schools and centers	57	18.0%	56	16.2%	10	15.6%	17	14.5%
Improve & increase social presentation, food kits and others distributions	53	16.8%	60	17.4%	9	14.1%	14	12.0%
Providing job opportunities, employing & eliminate favoritism	23	7.3%	32	9.3%	9	14.1%	16	13.7%
More interest & increase all services	35	11.1%	22	6.4%	2	3.1%	6	5.1%
Change and improve the performance and management because of corruption and favoritism	17	5.4%	17	4.9%	7	10.9%	16	13.7%
provide services for all refugees especially poor people and equally	18	5.7%	15	4.3%	2	3.1%	4	3.4%
Work to ensure Return	3	0.9%	24	7.0%	1	1.6%	2	1.7%
Fair treatment of people during transactions	10	3.2%	7	2.0%	1	1.6%		
Concern with Youth	3	0.9%	6	1.7%			6	5.1%
Interest in adult and old age security	8	2.5%	4	1.2%			1	0.9%
Concern with cleanness	5	1.6%	4	1.2%			3	2.6%
Work to provide houses, repair or build	2	0.6%	3	0.9%			4	3.4%
Providing help to incompetent corroborative papers people	2	0.6%	3	0.9%			1	0.9%
Concern with children	2	0.6%	3	0.9%				
Concern with woman			5	1.4%				
Establish institutions to take care of the Rights of Palestinians					1	1.6%	2	1.7%
Concern with university students					2	3.1%		
Getting all Rights			1	0.3%				
Concern with disabled persons	1	0.3%						
	316	100.0%	345	100.0%	64	100.0%	117	100.0%

This Poll

UNRWA is considered as the greatest living witness on the Palestinian refugee issue, and the biggest documentation bank for the oldest Asylum issue in the world and issue that has stayed longest on the UN agenda. Political voices are emerging calling for the termination of UNRWA, reflected in policies calling for a reduction in its role, financial blackmail of the donor countries and Israeli air raids on the headquarters of UNRWA. The silence of the international community and UN on the violation of the sanctity of UNRWA's institutions as well as towards the withdrawal of the donor countries from fulfilling their financial obligations to the agency have compounded this issue.

It was necessary that all of concerned, interested and responsible parties should know facts which cannot be decided except by the Palestinian refugees themselves that UNRWA was established for their care and as result of the failure of the international community and the UN conciliation Commission to apply Resolution No.194 providing the right of return for the Palestinian refugees to their homes and properties from which they were displaced in 1948.

The above indicators reveal a deliberate intention to curtail UNRWA, possibly to eliminate it completely. This Poll was conducted in two important regions of UNRWA's operations - Syria and Lebanon. We intended to conduct the poll in a region where the Palestinian refugees suffer from difficult legal situation and denial of basic civil rights (Lebanon), and where situation of the Palestinian refugees is relatively better in terms of legal status in the host country (Syria) in order to get the most precise scientific results. In addition, the abstract views of the Palestinian refugees should be viewed in the context of the established legal right to self-determination of the refugees.

We affirmed that the opinion of the refugee towards his / her self-determination is conclusive if it harmonises with his/her interest as an individual and people and with international law which states that the right of return is an individual and collective right, inalienable because we are talking about views that may be affected by the effects of political, economical and cultural life of the refugee.

The perfect poll always considers the importance of availability of these object conditions to obtain scientific results. Therefore it is important to consider the fact that Palestinian refugees live in isolation from suitable political, economic and cultural conditions. Because of the difficulty to persuade the world of the difficult circumstances of the Palestinian refugees, irrefutable facts must be presented reflecting the reality of Palestinian refugee life through this poll.

**The Palestinian Return Centre (PRC)
(Thabit) - Organization for the Right of Return
The Palestinian Return Community (Wajeb)**