

April
2019



The Integration
between the IDPs
and the Host Community
in Idlib City (Syria)

Field Study

www.indicator-s.com

INDICATORS
Analytics, Research, Consulting

About Indicators

INDICATORS is a company specialized in analytics, research, and consulting, established in 2017 in Turkey, Gaziantep, provides services that related to data, which is data collection, development of data collection tools, data quality management, building data coding and archiving systems, as well as data analysis for different types of research studies...

INDICATORS provides services in business, humanitarian, and research sectors, seeks to contribute in the development of the capabilities of the different types organizations in the field of data and analytics, through the provision of consultancy, training and scientific guides, in a way to increase the degree of the use of data and gives a clear vision of organization's situation and estimation of future changes that may occur, which will be reflected as decisions with well-known results.



Table of Contents

| | |
|------------------------------------------------------------------------------|----|
| Introduction | 3 |
| Executive Summary | 3 |
| Key findings | 6 |
| Recommendations | 7 |
| Research methodology | 9 |
| Objectives | 9 |
| Development of data collection tool | 9 |
| Demographical scope | 10 |
| Limitations | 10 |
| Sampling | 10 |
| Issues and difficulties | 12 |
| The security issues | 12 |
| The economic issues | 17 |
| The social issues | 19 |
| Summary and comparison | 22 |
| The demands of the host community | 24 |
| The demands of the IDPs | 28 |
| HC and IDPs' conception to the future of the services situation | 31 |

Introduction

Peace polls first appeared in 1996 by the British researcher Colin Irwin, at that time Ireland was suffering from internal conflicts, when Colin decided with a number of researchers to launch an opinion poll to help stop the fighting. Indeed, peace polls played an important role in peacemaking in Northern Ireland, where eight public opinion surveys were conducted to support the peace process between April 1996 and May 2000. These surveys have played the most prominent role in determining the issues of interest to the conflicting parties and knowing their opinions regarding the situation and how it should be, thus finding the points of consensus in order to build on them, consequently reaching a solution that is acceptable for all.

Peace polls were used in many other conflicts, such as in the Balkans, Serbia, Darfur, and others. Although the ultimate goal of the peace polls was not achieved by reaching a solution that would end the conflict on many issues, yet it had a positive impact and contributed to advancing negotiations and peacebuilding.

Peace polls are defined as opinion polls conducted in conflict zones and designed to measure the public's views and opinions on a particular topic or a series of controversial topics, in order to seek common ground to enable the conflicting parties to build a consensus out of the conflict situation, which contributes to greater political stability and economic prosperity and increases the degree of social cohesion.

Based on the main objective of peace polls, which is to promote the values of coexistence and find solutions to the problems that increase tensions within the community in addition to overcoming the obstacles that would increase the state of division, this study was conducted within the city of Idlib and among the members of the host community and IDPs from different Syrian regions, to identify the main problems experienced by both parties that hinder the integration of the IDPs people within the community, and learn about each party's desires from the other in order to ease the tension, if existed.

Executive Summary

The conflict in Syria has witnessed many developments during its eight years, where the use of violence by security and regime forces in the face of peaceful demonstrations led to the dissension within the army and the police and the formation of the nucleus of the free army to defend the demonstrators. As the conflict continued, the number of dissidents increased and many military formations emerged, leading to transforming the conflict into a civil war. Under these circumstances, the radical groups (such as the Islamic State Organization) have found a fertile land to emerge and disseminate their ideals that have denied all the on-ground forces of their beliefs, including the Free Syrian Army, which led the latter to several military confrontation with those organizations. The Free Army was able, following these confrontations, to expel all elements of Islamic state from Idlib province, while the latter managed to control the majority of the eastern areas such as Al-Rakka, Deir al-Zour and some areas of Hasaka. The severe imposed restrictions and the huge abuses carried out by the Islamic State forced the citizens of these areas to move towards Idlib Governorate.

In parallel, the Free Army liberated Idlib Governorate completely from the grip of the Syrian regime, at the end of March 2015. This was accompanied by Russian military intervention with the aim of supporting the Syrian regime alongside the Iranian militias that imposed a suffocating siege on many Syrian areas such as Al-Ghouta, the northern Homs countryside and the eastern Kalamoun areas, depriving people of food, medical items and other essential materials. These actions were further supported by the heavy shelling, which resulted in the huge damage to infrastructure, medical facilities and services.

Under the auspices of Russia, the regime attempted to displace the citizens of the various liberated areas towards Idlib governorate through settlement agreements. The first was the displacement of the people from the eastern districts of Aleppo in 2016, followed by the displacement of the people of the eastern Ghouta and the northern Homs, while the last waves of displacement were the settlement agreements that were held in Daraa, which led to the movement of thousands of residents of the southern regions to the north of Syria, which now contains more than three and a half million people. The number of IDPs living in the city of Idlib is estimated at only 70,000, compared with 120,000 host community, meaning that the IDPs constitute more than 30% of the total population.

The mass displacements that was witnessed in Idlib governorate have led to the emergence of many security, economic and social problems, which had a negative impact on both HC and the IDPs people from other Syrian regions. Therefore, this study was conducted to identify the most important problems related to the waves of forced displacement of both parties and to determine each party's requirements to mitigate the resulting tensions in a manner that contributes to achieving more integration of IDPs within the host community.

The study was conducted by interviewing a sample of 76 people from the HC, in addition to interviewing 184 male and female of the IDPs from different regions of Syria, using a questionnaire that contains closed-ended questions. The questionnaire was built after consultations with representatives of the target groups, who are the members of local councils in both parties in addition to representatives of civil society organizations within the city of Idlib, where more than seven workshops were conducted to identify key points to be covered in the questionnaire.

The study concluded with a number of findings, most of which were reflected in the security problems that are suffered by the HC in particular, which were manifested in kidnappings, financial extortion and assassinations, the seizure of closed houses by some of the IDPs, in addition to the phenomenon of anonymous or undocumented persons especially amongst the IDPs as well as taking up arms in public areas or markets. On the other hand, the poor economic conditions made the IDPs suffer greatly, in addition to the high prices for rent, the discrimination in the distribution of aid and services provided by the local council, and the discrimination in favor of the host people in legal disputes brought to the judicial authorities.

The lack of organized communication and coordination between the two parties' representative bodies to hold organizational meetings and dialogues regarding coexistence and administrative problems, in addition to forming the City's Local Council by the HC unilaterally, and the absence of any IDPs people as representatives for IDPs' humanitarian and service needs, are all factors that

increased the tension between the two parties. In spite of all the resentment stemming from the previously-mentioned problems that resulted from the existence of the IDPs in Idlib City, however, the vast majority of the host people refuse to send them back to their areas, fearing that the returning IDPs might be the target to regime's retaliation or detention.

Based on the previously-mentioned results, the report recommended some actions to be undertaken to resolve security issues, at the forefront of which is the proliferation of the gangs of theft, kidnapping and financial extortion. The problem of the forcibly inhabited houses by IDPs should also be resolved, as well as some of the economic issues such as indiscriminate distribution of the humanitarian aid, power sharing, preventing weapons to be carried in the city or public places and provide those who lost their IDs with any kind of documentation to ensure their identification. It also recommended that further research be undertaken on each of the security, economic and social aspects mentioned earlier, in order to obtain detailed information on each problem and to propose viable practical solutions that will ensure the cessation of conflicts between the host community and the IDPs, ultimately improving their coexistence.

Key findings

1. The security issues:
 - a) Security problems are considered to be the biggest concern for the HC, while economic issues are of paramount importance to the IDPs.
 - b) The chaos that is witnessed in Idlib is regarded by the HC and the IDPs as the direct result of the failure of the police and security forces to maintain peace and safety.
 - c) The vast majority of the HC refer to their dissatisfaction with the problem of the proliferation of the gangs of theft, kidnapping and financial extortion, in addition to the problem of the forcible seizure of empty civilian houses.
 - d) The HC and the IDPs are fearful of not knowing the security background of the newcomers and they fear that the regime's informers or members of the Islamic State organization would infiltrate the IDPs convoys, in addition to the proliferation of the phenomenon of the anonymous people coming within these convoys.
 - e) The majority of the HC and many of the IDPs express their resentment at the spread of carrying weapons in the city and firing bullets in neighborhoods.
 - f) More than half of the HC and the IDPs express their fear of the Syrian regime's endeavors to spread and instill discord between the two sides in order to create chaos. However, the vast majority of the HC and IDPs indicate that there is no use of violence by one party towards the other.
2. Economic problems and employment:
 - a) The HC and the IDPs both suffer from poor employment opportunities, high unemployment rates and low labor wages.
 - b) The HC and the IDPs both suffer from the increasing real estate prices and rents and high prices of goods. This is mainly attributed to the multiple waves of displacement causing the increasing demands, and secondly to the exploitation of some members of the host community to the IDPs.
 - c) HC and the IDPs both recognize some kind of discrimination between the two parties in receiving humanitarian aid and recruitment.
3. The social issues:
 - a) The suffering resulting from the phenomenon of school drop-outs and the interruption in children's education increases amongst the IDPs.
 - b) The spread of begging phenomenon is considered to be the most important social problem among the IDPs, where more than half of the HC complain about this problem.
 - c) The problem of regionalism is more pronounced among the IDPs compared to the HC.
 - d) There is an increase in the degree of HC resentment to the proliferation of youth gatherings in the markets.
 - e) IDPs forming their own Population groups is considered to be the main obstacle that impede their integration into the local community.
4. The demands of the HC to settle security situation:
 - a) 88% of the people of Idlib support resorting to the competent security authorities when there is any dispute with the people coming from different territories, considering this as a fundamental and indispensable matter.
 - b) The HC support the integration of the IDPs' Free Army into the military factions operating in the territory, in order to prevent the growing fragmentation of the region, while entirely rejecting the idea of their complete disarmament. They also believe that all the human resources within the region should be utilized to protect Idlib and its

- citizens, as well as to benefit from the experiences gained by the Free Army during their former battles with regime forces.
- c) The option of forming a committee of IDP dignitaries who give ID cards to the people who do not have IDs is essential for two-thirds of the people of Idlib and desirable for the other third.
5. The demands of both parties to improve economic conditions:
 - a) The majority of the IDPs support the establishment of regulations to set the minimum wages for the workers and support the development of regulations to determine rent prices for houses or shops, in order to prevent their exploitation by some members of the host community.
 - b) More than half of the IDPs express their consent to rehabilitating state institutions as shelter centers, which they believe would help them to overcome the problem of the rising rent prices.
 6. The parties' demands to improve social conditions:
 - a) Many IDPs see the importance of using religious discourse to educate the HC people about the dangers of exploitation.
 - b) 82% of the HC support holding periodic meetings with the IDPs, to contribute to the promotion of social relations and further integrate the IDPs into the local community.
 - c) The vast majority of the HC refuse the return of the IDPs to their original areas under the current circumstances, due to security and safety hazards and the fact that most of the IDPs are wanted by the regime's security forces, and their return may lead to them being arrested or killed, as was the case with many who have decided to return.
 7. Power sharing as a tool to improve the integration:
 - a) The HC and the IDPs are all in agreement to the option of local councils retaining their independence, with the establishment of a provincial council that includes representatives of all LCs and works to coordinate them as the ideal choice for what the services situation should be within the city.
 - b) The option of merging all local councils into a unified local council to manage HC and IDPs populations affairs is considered to be an acceptable option for both parties, as well as for the option of subordination of all local councils to a ministry of local administration to oversee and coordinate the work.
 - c) The option of major positions being held by the HC within the city is considered to be the subject of disagreement between the two parties. While the people of Idlib show their approval, it is considered as an unacceptable option for the IDPs.
 - d) The option of the existence of quotas in public offices and the distribution of power over formal state institutions is one of the least acceptable options for IDPs and the host community.

Recommendations

1. In terms of security issues:
 - a) There is an urgent need to work on emptying civilian homes which have been forcibly seized and return them to their owners in order to ease tension between the host community and the IDPs, or to find a consensual solution that satisfies both parties, homeowners in particular, such as rehabilitating abandoned government buildings to become residential communities for those living in those homes.

- b) Conducting statistical studies and surveys that include both IDPs and host community members to identify the people who do not possess any personal papers and seek to record their data in order to give them identification cards.
 - c) Forming a central body that includes committees of dignitaries from each of the different Syrian regions, which will work on issuing IDs for people who do not have personal documents.
 - d) Conducting security checks on arrivals within IDP convoys, especially those whose loyalty is doubted, and those who are suspected to be affiliated to the regime or the organization of the Islamic state (IS).
 - e) There is an urgent need to work on the issuance of regulations that prevent carrying weapons within the city and holding those who use it accountable for their actions.
 - f) Conducting training courses for police and security forces to increase their readiness and efficiency in maintaining security, and to expand their knowledge about the methods of responding to conflicts that might occur between IDPs and the HC or amongst IDPs coming from different areas.
2. In terms of economic and employment issues:
- a) Humanitarian organizations should focus on supporting the integration of IDPs by facilitating livelihood barriers such as covering housing costs, facilitating job creation or supporting their investments in order to maintain adequate living conditions and achieve stability.
 - b) Conducting labor market assessment in order to identify the professions that are frequently required, in preparation for the launch of training projects to qualify cadres in those professions.
 - c) Humanitarian organizations should contract with craftsmen from Idlib to train IDPs, provided that these organizations pay the salaries of the trainees.
 - d) Opening public associations and institutions that provide goods and food at reduced prices, thereby minimizing monopoly and lowering prices.
 - e) Working towards the issuance of regulations to determine the minimum wage for the labor forces in accordance with the nature of the work they do and that achieves a minimum decent life.
 - f) There is a need to work on the issuance of regulations to determine the rent prices of houses and shops to prevent exploiting the needs of the IDPs.
 - g) Working to achieve equality between the host community members and the IDPs in recruitment processes and adopting experience and scientific qualification as a basis for employee selection.
3. In terms of social issues:
- a) Working to reduce the phenomenon of begging by providing monthly assistance to the families of martyrs and detainees, who do not have a breadwinner.
 - b) Activating the role of social welfare by providing salaries for the unemployed, such as what is offered to the Syrians in Turkey and the European Union.
 - c) Carrying out awareness campaigns for the IDPs, urging them to leave a good impression in the city and to show their integration with the host community and their respect for their culture.
 - d) Working to educate the local population and the IDPs on the importance of resorting to the competent authorities in the event of any dispute between the two parties.

- e) Humanitarian organizations must adopt clear criteria when selecting beneficiaries of humanitarian assistance to include those who are the most vulnerable, whether from the HC or the IDPs.
- f) Working to hold periodic meetings between the IDPs and the HC to contribute to the promotion of social ties and the establishment of a constructive dialogue to discuss the problems that occur between the two parties and working to resolve them in an appropriate manner, as well as developing expectations about the problems that may arise and work to address the causes in order prevent those problems before they occur.
- g) Working to raise awareness among young people about the disadvantages of forming any gatherings in public places and its implications on restricting the freedom of others and presenting a negative image of their areas of origin.
- h) The use of religious discourse in mosques and religious lessons to educate the HC about the dangers of exploitation and the prohibition of monopoly in the Islamic religion.
- i) The humanitarian organizations should seek to secure the needs for children who are out of school and who wish to complete their studies, especially children of the IDPs.
- j) Launching a dialogue on the proper way of forming the local council of Idlib City and how to represent all the existing groups and prevent exclusion and negative blocs outside the general framework.

Research methodology

Objectives

The main objective of the study is to find common ground for co-existence between the host community and the IDPs in the city of Idlib and to discover the appropriate solutions to the existing differences and the requirements of each party, which in turn would help to enhance the integration of IDPs within the community, This is accomplished through the following:

1. Identify the main problems faced by members of the host community which they believe are linked to the waves of forced displacement and the presence of the IDPs.
2. Identify the most prominent difficulties and challenges experienced by the IDPs in the city of Idlib.
3. Working on achieving the convergence of views and seeking to resolve conflicts amongst the HC and the IDPs, which is done by asking each party about their demands and requests from the other party.
4. Working to develop a general conception of what the services situation should be in the city of Idlib according to the opinion of both the HC and the IDPs.

In addition, the study aims at presenting a viable prototype in other Syrian regions, where the study would be reconducted in these areas and the lessons learnt, which were extracted from this study.

Development of data collection tool

Several workshops were held with academics and civil society representatives from the city of Idlib and IDPs from various regions, in order to determine what should be discussed within the

study, thereby the questionnaire was built on the basis of the proposals and information provided during the interviews. The main principles underlying the questionnaire-building methodology for Peace polls have been taken into account, which are:

1. Inclusiveness: All groups concerned with the subject of the peace polls have been involved without exclusion of any category, no matter how small.
2. Neutrality and impartiality: by standing at one distance from all categories covered by the study.
3. Independence of the representatives of the surveyed groups, who were interviewed when building the questionnaire.
4. Formulate the questions contained in the questionnaire clearly, using terms and language that commensurate with the participants.

After the initial draft of the questionnaire was completed, it was presented to the representatives of the groups concerned with peace poll process, in order to ensure that they accepted the questions contained therein and to make adjustments in accordance with their observations.

The five-point Likert scale has been adopted due to its ability to provide options on what is considered essential and indispensable and what is negotiable or redundant.

Demographical scope

- Time: Data collection was conducted during December 2018 and January 2019.
- Location: Idlib, Syria.
- Categories: IDPs and local community (Idlib City).

Limitations

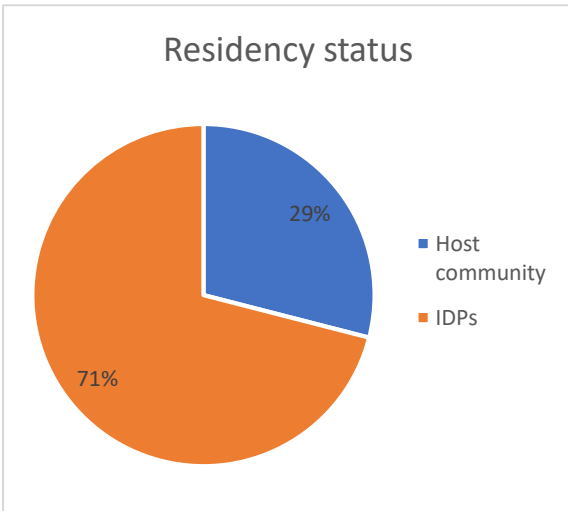
The study faced some challenges, such as the difficulty of obtaining the necessary approvals and required licenses to conduct the data collection process. Many authorities, especially the local councils who are representing IDPs, refused to participate in the study before obtaining these approvals.

Sampling

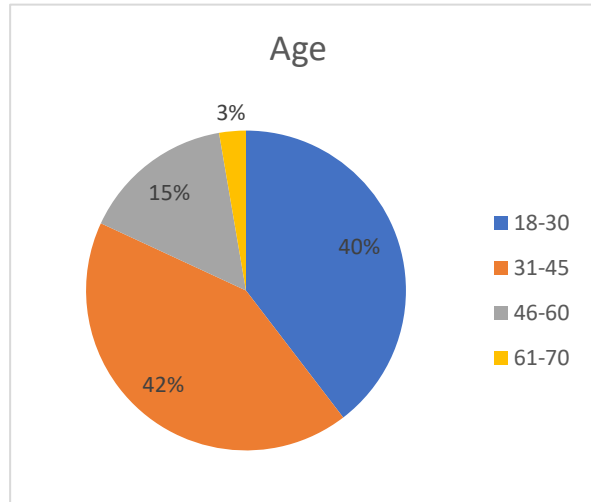
The total sample size was 260 males and females residing in the city of Idlib, the number of the locals who participated as a part of the sample was 76 people while 184 of the IDPs, coming from various Syrian regions, have taken part in the questionnaire. The number of the IDPs from each province was taken into account in the sample's selection process, thereby the questionnaire was conducted with citizens of the more numerous areas. Data collection was carried out using a questionnaire that included a number of closed questions and participants were selected taking into consideration their residence, age, educational level, marital status and type of accommodation.

The following graphs illustrate the characteristics of the target sample according to each variable:

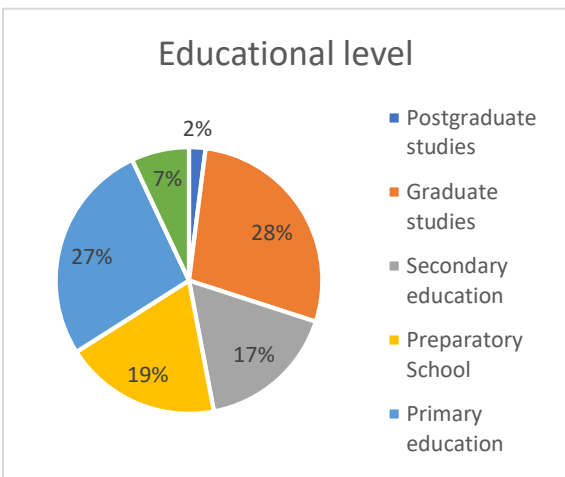
In terms of residency status



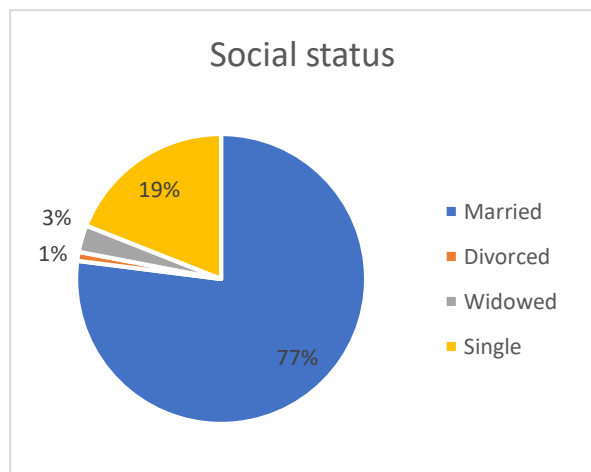
In terms of age



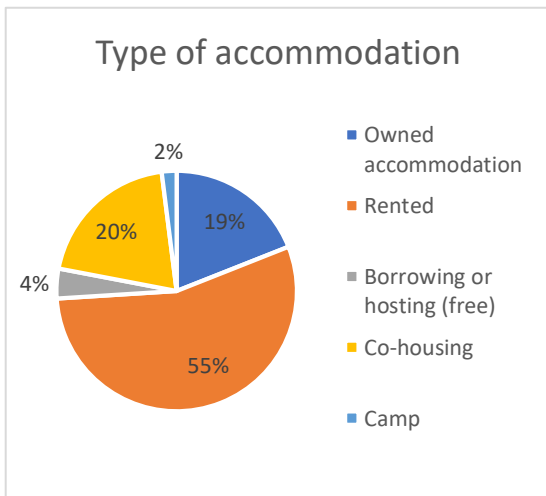
In terms of educational level



In terms of social status



In terms of type of accommodation



Issues and difficulties

The issues and difficulties experienced by both the people of Idlib and the IDPs are divided into three main categories: security, economic, and social issues. However, the degree of their importance varies for each party according to the following:

The security issues

The security aspect occupies an essential part of the problems faced by the Host community in Idlib, which are directly related, according to the host community, to the waves of the forced displacement and convoys of IDPs coming from different parts of Syria, while these problems are considered second in importance to the IDPs. The previously-mentioned security issues include the following:

1. The spread of robberies, kidnapping and financial extortion gangs: which comes at the forefront of the security problems experienced by members of the host community. In recent years, Idlib has witnessed many cases of kidnapping that targeted doctors and owners of industrial and commercial establishments in particular, the release of the abductees is then negotiated in exchange for large sums of money. The kidnappers physically assault the abductee (severely beaten, mutilated, electrocuted) and a videotape is recorded documenting the whole process to be sent to the abductees' families in order to pressure them into securing the required amount of money. In addition to these kidnappings, there are many cases of burglary gangs breaking into civilian houses with the aim of stealing. These operations have sometimes led to the killing of the owners of these houses if they were present at the time of the crime. However, it should be noted that the security forces operating in the area have arrested several members of these gangs and are working continuously to follow up the case.

It is worth noting that the proliferation of the robberies, kidnappings and financial extortion gangs is considered to be a less important problem according to the IDPs, as they come in the 18th in the overall ranking of problems, which is normal due to the extreme poverty of most of the IDPs and their inability to transfer their money and property from the area that they abandoned, and thus not being targeted by those gangs. However, they believe that this phenomenon has a significant impact in creating a rift in the relationship between them and the locals, due to the fact that this phenomenon is being linked to the waves of the forced displacement.

| The proliferation of kidnappings, theft and financial extortion gangs | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|-----------------------------------------------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %95 | %4 | %0 | %1 | %0 |
| The IDPs | %9 | %43 | %36 | %12 | %1 |

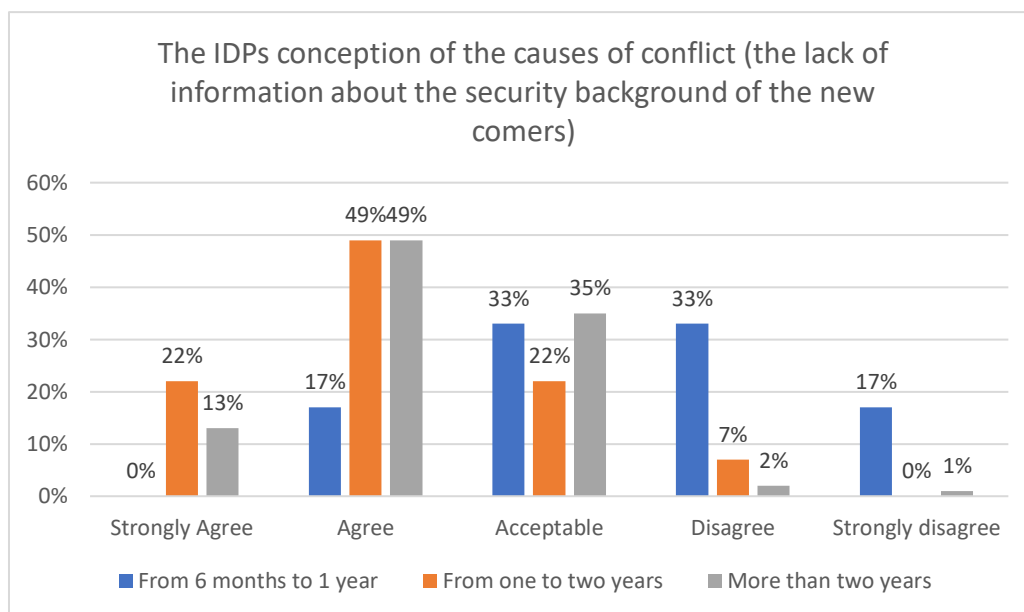
2. The forcible seizure of empty civilian houses: which is the second most important problem for the members of the Host community. Many empty civilian houses exist in the city of Idlib, whose owners were forced to flee to Turkey or Western Europe during the war years, as a result of their cities being shelled by regime forces and the Syrian and Russian air forces. Many of these houses were opened by some of the IDPs persons without their

owners' permission, in addition to tampering with the furniture and not taking care of it, which is met with high degree of rejection by the people of Idlib. As for the IDPs, this problem is ranked twenty-one in terms of importance, which is normal, since the vast majority of the IDPs people do not own their own homes, where only 1% of IDPs own their homes, within which they are living, and therefore they do not suffer from the problem of forcibly seizing their homes. However, the spread of this phenomenon is said to cause fear among the people of Idlib towards the IDPs and it might result in making social relations amongst the two parties worse.

| The forcible seizure of empty civilian houses | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|-----------------------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %93 | %5 | %0 | %1 | %0 |
| The IDPs | %8 | %42 | %31 | %18 | %2 |

- The proliferation of the phenomenon of anonymous people and the lack of knowledge about the security background of the new comers: The views of each of the people of the city of Idlib and IDPs people converge in their rejection for the spread of the phenomenon of the anonymous people, regarding this issue as one of the biggest security risks facing the residents of the city in general, whereas it represents the third problem in ranking among the people of the Idlib, while it ranks the sixth among the people of other regions. The waves of forced displacement have accompanied this phenomenon, as many IDPs coming from different Syrian areas do not have personal identification documents, either because of its loss during bombing and displacement or because of their inability to obtain such documents due to the fact that they are wanted for the Syrian security branches, which has made it more difficult to ascertain the identity of the IDPs and to verify their affiliations and security backgrounds. The regime has attempted to penetrate the IDPs convoys using its agents, with the aim of spreading chaos in the liberated areas and executing bombings and assassinations within Idlib in a manner that destabilize and threat the lives of the civilians, in addition to obtaining intelligence information on different sectors of life. The people of Idlib fear that these members may trigger security problems or wake the discord between the IDPs and the people of Idlib, in an attempt to benefit from the resulting conflicts to reach a political settlement. In addition to the regime's agents, some elements of the organization of the Islamic state (ISIS) have managed to reach the liberated areas among the IDPs convoys coming from the eastern regions (Deir al-Zour and al-Raqqa), and succeeded in creating chaos within Idlib governorate. However, security forces operating in the province has been able to arrest several people, who penetrated the convoys of the IDPs, and have been proven to be affiliated with the Syrian regime or the organization of the Islamic state. Thereby, the study recommends that there is a massive need to conduct statistical surveys about the people who do not possess personal documents, in order to determine their numbers and obtain solid information about their age groups and the causes for not having such documents. This would be highly beneficial in recording their data in preparation for granting them identification cards, provided that these studies include both the people of Idlib and the IDPs.

| The proliferation of the anonymous people | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|-------------------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %87 | %27 | %1 | %0 | %0 |
| The IDPs | %26 | %46 | %25 | %2 | %1 |



| the lack of knowledge about the security background of the new comers | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|-----------------------------------------------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %72 | %27 | %1 | %0 | %0 |
| The IDPs | %15 | %48 | %32 | %5 | %1 |

4. The illegal spread of weapons: the Host community express their resentment from the wide spreading phenomenon of carrying weapons illegally by individuals who do not have the official status that entitles them to the right to bear arms, whether civilians or military personnel. This issue ranks as the fifth on the Host community's list of concerns, deeming that carrying weapons should be limited to the security forces and the police. The same applies to the IDPs coming from other regions, but to a lesser extent than the Host community, which comes in the 17th place. The noticeable low interest of the IDPs with regard to this problem could be explained by the existence of several priorities such as economic conditions, humanitarian assistance, employment and other problems, that they believe have a greater impact on their living conditions within the province.

| The illegal spread of weapons | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|-------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %70 | %29 | %1 | %0 | %0 |
| The IDPs | %16 | %32 | %40 | %12 | %1 |

5. The indiscriminate Shooting within the residential communities: In addition to the wide resentment of both of the people of Idlib and the IDPs of the phenomenon of carrying weapons within the city, they express their absolute refusal to the use of these weapons or the indiscriminate shooting within the residential neighborhoods. This issue, which ranks as the eleventh problem among the Host community of Idlib and the sixteenth among the IDPs, spread on occasions such as weddings or the funeral of martyrs, in addition to using them in quarrels, leading to the intimidation of civilians and the occurrence of some injuries unintentionally, as many cases have been recorded as a result of the shooting.

| The indiscriminate Shooting | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|-----------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %39 | %48 | %13 | %0 | %0 |
| The IDPs | %14 | %39 | %31 | %16 | %1 |

6. The regime's attempt to instill discord between the IDPs and the Host community: HC and the IDPs agree about the existence of huge efforts by the Syrian regime through its agents on the ground to create chaos in the region and trigger discord between the IDPs and the members of the host community. The regime aims to instill hatred and enmity in the hearts of each party towards the other, in order to reach a political settlement that ensures regaining control over the area. Accordingly, both parties recognize the need to highlight the attempts of the regime and to inform the population about the importance of coexistence and the significance of renouncing the dispute and standing together in the face of the regime's schemes with the aim of defeating it.

| The regime's attempt to instill discord between the IDPs and the Host community | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|---------------------------------------------------------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %40 | %50 | %7 | %4 | %0 |
| The IDPs | %20 | %43 | %33 | %3 | %2 |

7. The police and the security forces failure in maintaining security: The majority of the security problems experienced by the residents of the region due primarily to the weakness of the security services operating in the area and their failure to maintain security and stability. This is due to several reasons, such as the security forces' lack of experience in dealing with security issues on the one hand and the poor equipment and logistics necessary to maintain security on the other hand. Therefore, both the people of Idlib and the IDPs recognize the need to conduct training courses for police officers in order to increase their readiness and efficiency in addition to providing the necessary technical support to the police units operating in the region.

| The police and the security forces in failure maintaining security | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|--------------------------------------------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %42 | %50 | %8 | %0 | %0 |
| The IDPs | %11 | %52 | %26 | %10 | %1 |

8. The security services bias to the people of Idlib: This dilemma is considered to be a point of contention between the residents of the area and the IDPs, whereas the vast majority of the people of Idlib see no discrimination or bias in their favor by the security services, many of the IDPs see that the security and police personnel clearly favor the people of Idlib in any dispute between the two parties, which can be attributed to the friendship or the family relations that link the police with the HC.

| The security services bias to the people of Idlib | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|---------------------------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %0 | %0 | %5 | %54 | %41 |
| The IDPs | %8 | %47 | %30 | %14 | %2 |

9. The fear of using violence by each side towards the other in the future: The views of each party converge on this point, as the majority of each party indicate that there are no manifestations of violence that were demonstrated by the people of Idlib towards the IDPs, on the contrary many of the IDPs praised the way that the residents of Idlib welcomed the IDPs and their endeavors to provide their needs and requirements. The same applies to the use of violence by IDPs against the people of Idlib, noting that there is a rise in the proportion of those who answered with approval among the HC.

| HC's use of violence against IDPs | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|-----------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %0 | %0 | %16 | %59 | %25 |
| The IDPs | %1 | %6 | %18 | %26 | %50 |

| IDPs' use of violence against the people of Idlib | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|---------------------------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %0 | %17 | %22 | %45 | %16 |
| The IDPs | %0 | %13 | %15 | %29 | %43 |

The economic issues

Economic problems occupy the second place in terms of importance to the people of Idlib after security problems, and it comes at the top of the IDPs concerns. The main economic issues associated with forced displacement are as follows:

1. High unemployment rate: the study results show a high percentage of local citizens who suffer from the problem of unemployment, which comes in the sixth place in terms of importance among the members of the host community. Many citizens link the spread of this phenomenon to the waves of forced displacement which led to a significant reduction in employment opportunities, while others attribute it to the arbitrary decisions issued by the regime against the employees of the region after it went completely out of the regime's control, noting that the majority of the people of Idlib are originally employees in official institutions. Additionally, the closure of many industrial and commercial establishments as a result of the bombings and the attacks on the province which forced most business and industrial owners to migrate outside Syria and invest their money in other countries that are considered safer and more economically stable.

Similarly, unemployment is a major problem for the vast majority of the IDPs people, as it ranks second on their list of issues, where they acknowledge the severe lack of employment opportunities, noting that the majority of them do not have the financial capacity to open private projects. Therefore, the study recommends humanitarian organizations should support small-scale programs to enable IDPs professionals and craftspeople to launch their own businesses.

| High unemployment rate | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %35 | %60 | %5 | %0 | %0 |
| The IDPs | %36 | %50 | %13 | %1 | %1 |

2. Low labor wages: the low wages of the labor force are considered an important economic problem that affects both the people of Idlib and those of other regions. According to the HC, the main reason for the decline in wages is the huge increase in the number of workers and the lack of job opportunities in return, in addition to the problem of the IDPs who accept to work at low wages which forces the Host community to work at parallel wages to those of the IDPs due to the fear of being dismissed. While the IDPs believe that low labor wages are mainly due to employers' desire to increase profit rates and the exploitation of IDPs' needs for work to secure the living necessities and monthly expenses of their families.

| Low labor wages | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|-----------------|----------------|-------|------------|----------|-------------------|
| The HC | %32 | %65 | %5 | %0 | %0 |
| The IDPs | %35 | %37 | %27 | %1 | %1 |

It is worth noting that the above-mentioned problems have played a major role in increasing poverty rates in the province, which is seen by the people of the Idlib as a major

reason for the high rates of murders, kidnappings, theft and other crimes motivated by money.

3. The rise in the rent of shops, houses and the prices of goods: which is considered as a common problem among the people of Idlib and the IDPs, however, it appears more evident among the IDPs people, as it is ranked first in their list of problems while it ranks 15th among the members of the host community. Nearly three-quarters of the people in the region believe that the waves of mass displacement was the main reason for the rise in prices due to the high demand, while over half of the people believe that some locals have exploited IDPs' need for shelter, food, clothing and other goods and attempted to raise the prices to achieve the greatest possible financial return, which negatively affected the people of the region. Similarly, the IDPs attribute the rise in the rents of shops and houses or goods to the waves of forced displacement in the first place, while others refer to the existence of some Host community who attempted to exploit IDPs' needs for some services and the lack of any viable alternative.

The residents of Idlib and the IDPs point out to a number of other factors associated with the phenomenon of rising prices of goods, including the significant devaluation of the Syrian pound and the export of those goods out of liberated areas (Turkey – the regime's area- areas of the free army), as well as the cessation of support for food security projects (Food baskets) which led to a rise in the prices of materials contained in those baskets.

| The rise in the rent of shops, houses and the prices of goods Due to the waves of forced displacement | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|----------------------------------------------------------------------------------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %21 | %52 | %27 | %0 | %0 |
| The IDPs | %40 | %48 | %11 | %1 | %1 |

| The rise in the rent of shops, houses and the prices of goods Due to the exploitation of some members of the host community | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|--------------------------------------------------------------------------------------------------------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %11 | %43 | %36 | %9 | %1 |
| The IDPs | %26 | %53 | %20 | %1 | %1 |

The social issues

Social problems are directly related to the waves of forced displacement that have occurred over the past years towards the city of Idlib, the negative effects of these problems are reflected on the people of the region and the IDPs, many of these issues constitute major obstacles to the integration of IDPs into the local community. The most prominent of these problems are:

1. Discrimination between the IDPs and the Host community in receiving humanitarian assistance: which is considered as the most prominent social problem affecting the locals and the IDPs, as the people of the region believe that the largest amount of humanitarian assistance is benefiting the IDPs, regardless of their economic situation, once a person has met the criteria for the IDPs, he or she will be entitled to receive humanitarian assistance from organizations operating on the ground, regardless of their needs. It is worth mentioning that there are many families from the city of Idlib who are poorer and much more in need, especially the families of martyrs and detainees, however their names are not included in the beneficiary lists.

As for the IDPs, they believe that the people of the region who benefit from humanitarian assistance are not in need, but they are included in the lists of beneficiaries due to family relations or friendships that link them to the distribution operators, noting that the IDPs do not oppose the distribution of humanitarian assistance to the poor families, even though they are from the region. It should be noted that there is a feeling of discrimination among the IDPs themselves, as the people of the eastern areas (Al-Raqqa, Deir Al-Zour and Al-Hasakah) believe that because they did not leave their areas under settlement agreements, their suffering was not highlighted compared to those who came out under these agreements, thus failing to meet their needs.

| Discrimination between the IDPs and the Host community in receiving humanitarian assistance | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|---------------------------------------------------------------------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %32 | %46 | %18 | %4 | %0 |
| The IDPs | %10 | %49 | %32 | %7 | %3 |

2. Discrimination between the IDPs and the Host community in recruitment processes: As for the receipt of humanitarian aid, the majority of the people of Idlib and the IDPs see a kind of discrimination between the parties in the recruitment processes, whether in humanitarian organizations or in the official circles. The people of Idlib indicate that many job advertisements require that the applicant to be from certain areas which does not include Idlib, as well as the fact that some managers are from certain areas which leads to employ the people coming from these areas and the exclusion of the people of Idlib regardless of their qualifications.

The IDPs people believe that the Host community hold public posts in official institutions, associations and humanitarian organizations, although the IDPs people possess several qualifications that entitle them to hold these posts, only that relationships based on personal knowledge and nepotism play a major role in their exclusion.

| Discrimination between the IDPs and the Host in the community recruitment processes | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|-------------------------------------------------------------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %11 | %52 | %29 | %8 | %0 |
| The IDPs | %12 | %46 | %34 | %6 | %2 |

3. The spread of begging phenomenon: The prevalence of the begging phenomenon is the most important social problem, according to the IDPs, who assert that the inability of many families to provide their living necessities in light of the huge rise in the prices of commodities and basic materials and the lack of sufficient attention by international and local organizations is the main cause of this phenomenon, which include not only the IDPs but also some locals. The people of Idlib also suffer from the phenomenon of begging in markets, parks and public places, which is linked to high rates of poverty and unemployment in the region, in addition to the presence of many families, whether IDPs or from the locals, who are without breadwinners due to war conditions (The breadwinner is a detainee, a martyr or injured whose injuries prevent him from working) which drives these families, especially children, to beg.

Therefore, both the IDPs and the people of Idlib demand that humanitarian organizations provide support in the form of monthly salaries to the families of martyrs and detainees who have no breadwinner, in order to alleviate the phenomenon of begging.

| The spread of begging phenomenon | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|----------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %9 | %47 | %40 | %4 | %0 |
| The IDPs | %18 | %50 | %27 | %5 | %1 |

4. Youth gatherings in the markets: The level of dissatisfaction among the people of Idlib is increasing from the growing number of youth gatherings in the markets, parks and public places, more than in the case of IDPs. The people of Idlib believe that these gatherings restrict the movement of women and leads to harassment, as well as the abuse of passersby by some young people accompanied by the lack of respect for the road etiquette, which causes many quarrels between the IDPs and the people of the region.

| Youth gatherings in the market | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|--------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %11 | %51 | %28 | %9 | %1 |
| The IDPs | %9 | %27 | %30 | %26 | %8 |

5. Regionalism: The majority of IDPs people suffer from the locals' regional tendency which is clearly shown in their words when disagreements or conflicts occur between the IDPs and the people of the region, as many expressions of intolerance towards the IDPs are used. Whereas the people of Idlib affirm their attention for the good treatment of the IDPs, regardless of their areas of origin, while some people even indicate that the IDPs are often being favored over the city's own people.

| Regional tendencies | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|---------------------|----------------|-------|------------|----------|-------------------|
| The HC | %0 | %34 | %38 | %28 | %0 |
| The IDPs | %17 | %42 | %28 | %10 | %2 |

6. Each party's disrespect to the customs and traditions of the other: along regionalism, the results of the study show that the majority of the IDPs suffer from the problem of each party's disrespect to the customs and traditions of the other. This issue can also be depicted among the IDPs themselves, depending on the different regions from which they came. As for the people of Idlib, half of the respondents believe that such problem does not exist.

| Each party's disrespect to the customs and traditions of the other | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|--------------------------------------------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %0 | %19 | %30 | %47 | %4 |
| The IDPs | %15 | %40 | %23 | %19 | %3 |

7. The interruption in the IDPs children's education: The phenomenon of school drop-outs and the interruption of children' education spread among both the IDPs and the people of Idlib, only it increases more among the IDPs. This phenomenon is attributed to several reasons such as the inability of many of the IDPs to pay the costs of education, or due to the fact that some children suffer from poor psychological state as a result of the shelling and bombings of their cities.

| The interruption in the IDPs children's education | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|---------------------------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %0 | %38 | %40 | %22 | %0 |
| The IDPs | %8 | %43 | %32 | %13 | %6 |

8. The IDPs people forming their own communities and refusing to integrate into the local community: this issue forms the biggest obstacle to achieving coexistence between the IDPs and the people of Idlib. Many of the HC indicate that some of the IDPs settled in their own residential neighborhoods and restricted their social relations to a narrow range that includes the citizens of one region only, this in turn generates a kind of divergence between them and people coming from different regions. As for the IDPs, this phenomenon is attributed to their inability to pay the rent within the city, which leads them to rent houses on the outskirts of the city or in remote areas where rents are lower, and some of them live within accommodation centers, each of which includes members of a particular region.

| The IDPs people formation of their own communities and refusing to integrate into the local community | Strongly Agree | Agree | Acceptable | Disagree | Strongly disagree |
|-------------------------------------------------------------------------------------------------------|----------------|-------|------------|----------|-------------------|
| The HC | %11 | %29 | %17 | %43 | %0 |
| The IDPs | %9 | %36 | %35 | %9 | %12 |

Summary and comparison

Residents of the city of Idlib suffer from a number of security, economic and social problems, that varies in importance according to the status of the residence, whereas security issues are considered the biggest concerns for the host community, the attention of the IDPs is primarily focused on the reality of living and the economic difficulties that they face.

The views of both the IDPs and members of the host community converge in terms of economic problems, as both believe that the waves of forced displacement contributed significantly to the high rates of unemployment in light of the low employment opportunities and low wages, which led to high rates of poverty in the region. This is further intensified by the rising rents for houses and shops and the huge increase in the prices of goods and commodities, due to the growing demands on the one hand and exploiting this increase by some citizens on the other hand to achieve the greatest possible profit.

On the security level, the study notes the existence of many differences in the interests and priorities of both the people of Idlib and the IDPs, as the prevalence of robberies, kidnappings, financial extortion, and the seizure of empty civilian homes by force are considered the most prominent concerns for the residents of the region, while these phenomenon are considered of average concern to the IDPs. The interest of the IDPs in the proliferation of anonymous people and the lack of knowledge about the security background of the new comers decreases significantly compared to the concerns expressed by the people of Idlib with regard to this issue.

Both the IDPs and the people of the region both agree that the regime seeks to instill strife between the two sides and to create chaos in the liberated areas, in addition to their Common suffering with the phenomenon of the illegal proliferation of weapons and the indiscriminate shooting inside the residential communities albeit to a lesser degree among the IDPs compared to the people of Idlib. Both sides also agree on the weakness of the security services and their inability to maintain security, but they differ on the security forces bias to the people of Idlib, while the IDPs believe the existence of such discrimination, the local community confirms that there is no discrimination or favoritism in the conduct of the security forces. As for the use of violence by one party against the other, the results of the study indicate that the two parties do not suffer from this problem.

On the social level, the study notes the existence of regionalism and the disrespect of each party to the customs and traditions of the other particularly among the IDPs, more than what is the case with the people of the region, while their views converge with regard several issues such as the spread of the begging phenomenon, the problem of the IDPs people forming their own communities while refusing to integrate into the local community and the interruption in the IDPs children's education, whereas the IDPs are less interested in the problem of youth gatherings in the markets in comparison to the host community.

| Perceptions of the host community | The Average of importance | Perceptions of IDPs | The Average of importance |
|---------------------------------------------------------------------------------------------|---------------------------|------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| The proliferation of the gangs of kidnapping, theft and financial extortion | 4.92 | The rise in the rent of shops, houses and the prices of goods, due to the waves of forced displacement | 4.26 |
| The forcible seizure of empty civilian houses | 4.91 | High unemployment rate | 4.2 |
| The proliferation of the phenomenon of anonymous people | 4.85 | Poverty and lack of employment opportunities in general | 4.15 |
| The lack of knowledge about the security background of the new comers | 4.7 | Low labor wages | 4.05 |
| The illegal spread of weapons | 4.68 | The rise in the rent of shops, houses and the prices of goods, due to the exploitation of some members of the host community | 4.02 |
| The police and the security forces failure in maintaining security | 4.34 | The proliferation of the phenomenon of anonymous people | 3.95 |
| High unemployment rate | 4.3 | The spread of begging phenomenon | 3.79 |
| Poverty and lack of employment opportunities in general | 4.3 | The regime's attempt to instill discord between the IDPs and the Host community | 3.75 |
| Low labor wages | 4.26 | The lack of knowledge about the security background of the new comers | 3.7 |
| The regime's attempt to instill discord between the IDPs and the Host community | 4.25 | The regime's efforts to achieve a political settlement | 3.67 |
| The indiscriminate Shooting within the residential communities | 4.25 | The police and the security forces failure in maintaining security | 3.62 |
| The failure to provide an acceptable police service | 4.09 | Discrimination between the IDPs and the Host community in recruitment processes | 3.62 |
| Discrimination between the IDPs and the Host community in receiving humanitarian assistance | 4.05 | Regionalism | 3.62 |
| The regime's efforts to achieve a political settlement | 3.95 | Discrimination between the IDPs and the Host community in | 3.56 |

| | | | |
|------------------------------------------------------------------------------------------------------------------------------|------|--------------------------------------------------------------------------------------------------|------|
| | | receiving humanitarian assistance | |
| The rise in the rent of shops, houses and the prices of goods, due to the waves of forced displacement | 3.95 | The failure to provide an acceptable police service | 3.54 |
| Discrimination between the IDPs and the Host community in recruitment processes | 3.65 | The indiscriminate Shooting within the residential communities | 3.5 |
| The spread of begging phenomenon | 3.62 | The illegal spread of weapons | 3.49 |
| Youth gatherings in the markets | 3.61 | The proliferation of the gangs of kidnapping, theft and financial extortion | 3.48 |
| The rise in the rent of shops, houses and the prices of goods, due to the exploitation of some members of the host community | 3.53 | Each party's disrespect to the customs and traditions of the other | 3.45 |
| The interruption in the IDPs children's education | 3.16 | The security services bias to the people of Idlib | 3.44 |
| Regionalism | 3.07 | The forcible seizure of empty civilian houses | 3.36 |
| The IDPs people forming their own communities and refusing to integrate into the local community | 3.07 | The interruption in the IDPs children's education | 3.34 |
| Each party's disrespect to the customs and traditions of the other | 2.64 | The IDPs people forming their own communities and refusing to integrate into the local community | 3.21 |
| IDPs' use of violence against the people of Idlib | 2.41 | Youth gatherings in the markets | 3.03 |
| HC's use of violence against IDPs | 1.91 | IDPs' use of violence against the people of Idlib | 2.01 |
| The security services bias to the people of Idlib | 1.64 | HC's use of violence against IDPs | 1.84 |

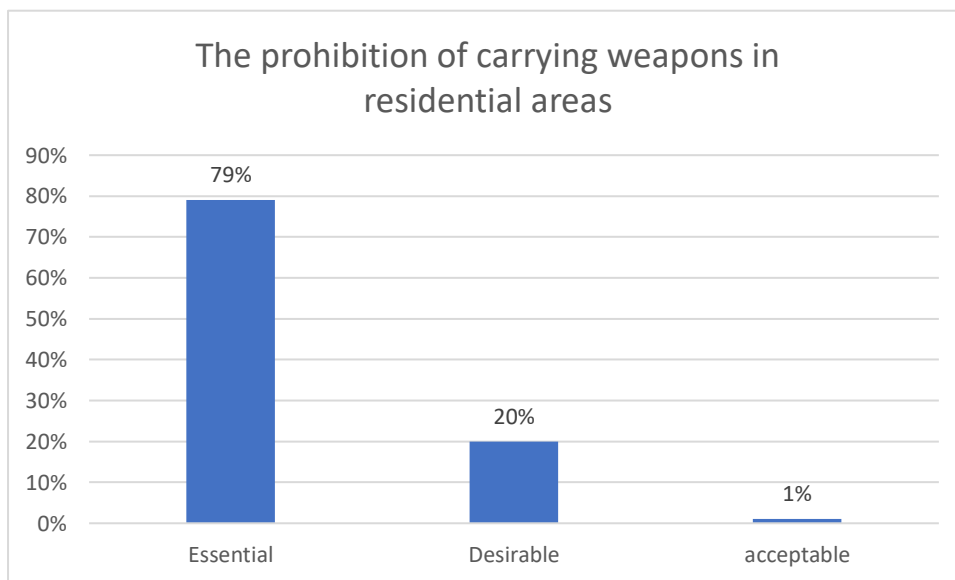
The demands of the host community

In order to discover the demands of the host community, they were presented with numerous points, and their views were discussed. Therefore, their priorities for alleviating their problems were as follows:

1. The evacuation of civilian houses that were forcibly opened by the IDPs: which is the most prominent demand for the host community and is supported by the vast majority of the citizens, as 99% view it as an indispensable requirement while only 1% said it is a desirable option. However, it is worthy to note that the host community agree on keeping the IDPs

inside these houses, provided that official leases are signed, and compensation is paid to their owners for physical damage.

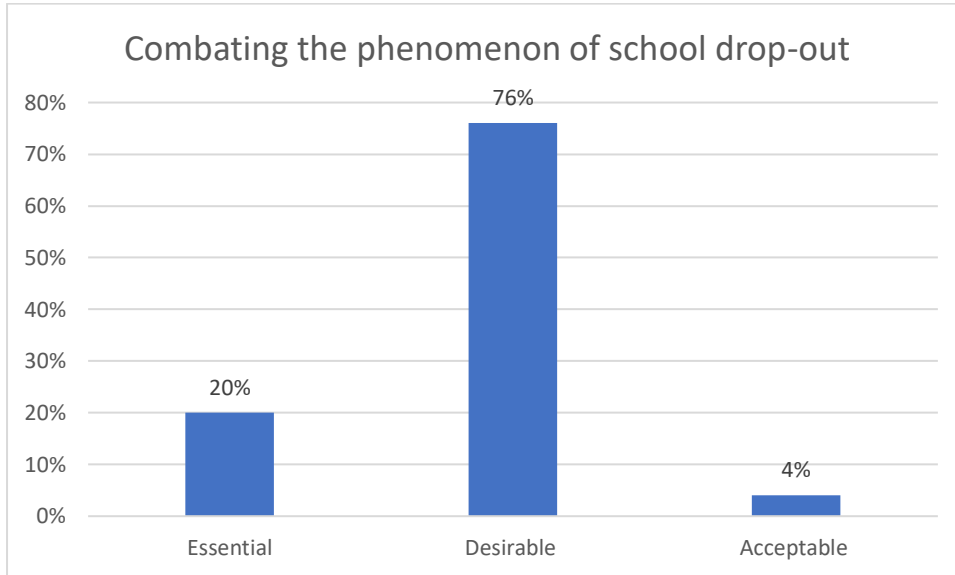
2. The adoption of experience and scientific qualification as the basis for the recruitment processes: This option is considered to be essential for 99% of the people of Idlib and is desirable for only 1%, affirming that efforts must be made to eliminate the spread of nepotism in the recruitment process and to choose the person most suitable to hold positions, whether from the region or from the IDPs, as this will increase the efficiency and quality of work within the public institutions.
3. The adoption of transparent standards in selecting beneficiaries of humanitarian assistance: which is a very important requirement for the members of the host community, as 99% perceive it as an essential option, while 1% view it as unacceptable. The people of Idlib point out to the need to adopt the criterion of the poorest in selecting lists of beneficiaries of humanitarian assistance, whether for the IDPs or the locals, as the adoption of the criterion of the IDPs may deprive many local families from gaining access to humanitarian assistance, despite the fact that they are more in need than some IDPs families.
4. Resorting to the competent security authorities when quarrels occur with the people of the region and refraining from not inciting violence: This helps to alleviate the tension between the IDPs and the Host community and prevent the spread of the regionalism, where 88% of the people see it as an essential option, while 12% see it as desirable.
5. The prohibition of carrying weapons in residential areas: This helps to alleviate the problems of illegal proliferation of weapons and the firing of indiscriminate bullets within residential areas. However, this requires greater intervention by the security authorities to hold accountable those who bear arms within the city without having the official capacity to do so.



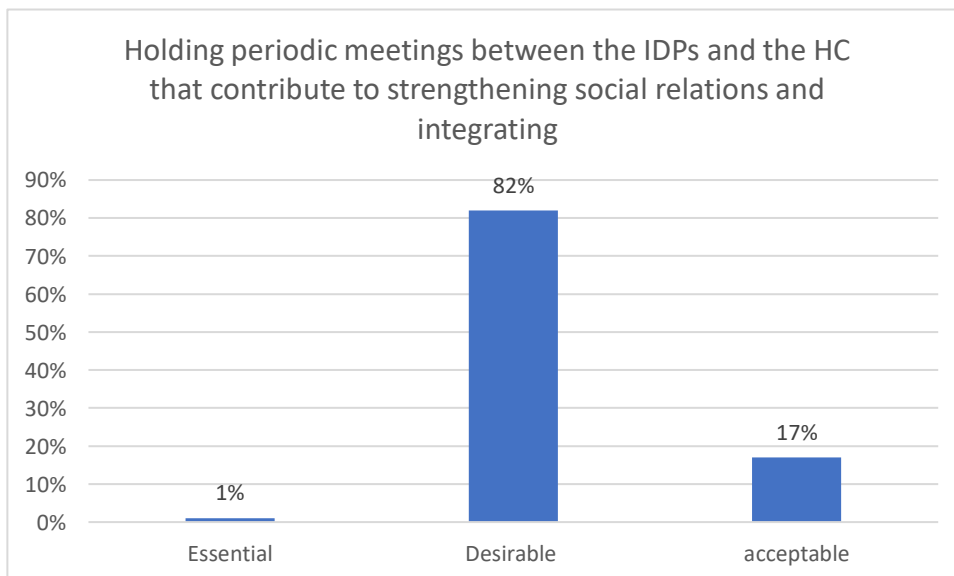
6. Forming a committee of dignitaries of the IDPs, who is responsible for issuing ID cards to all the IDPs: due to the widespread of the phenomenon of the anonymous people within the liberated areas in general and in the city of Idlib in particular as well as the lack of information about their security background, the people of the region believe that it is important to form a special committee for each region, supervised by the dignitaries of that region, responsible for issuing cards to identify those who do not have identification

documents or personal papers , which is essential for two-thirds of the region's population and desirable for the remaining third.

- Combating the phenomenon of school drop-out: Many IDPs, as well as members of the host community, suffer greatly from the widespread of this phenomenon, which is attributed to several causes such as forcing children to work in order to help their families to secure their daily living expenses, or due to the inability of many families to bear the cost of educating their children and sending them to schools. However, this growing phenomenon can be combated by helping those who do not have the capacity to send their children to school through humanitarian organizations or official bodies.

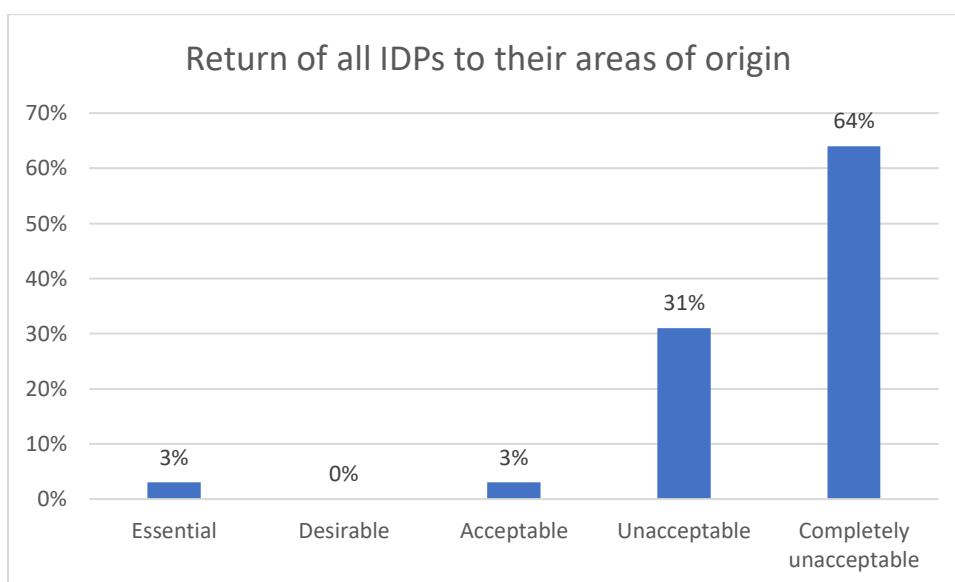


- Minimizing youth gatherings in the markets: while 14% of the people of Idlib view this as essential, 74% regard it as desirable and 12% as acceptable.
- Holding periodic meetings between IDPs and local residents that contribute to strengthening social relations and integrating the IDPs within the local community: These meetings or seminars can be held in public places (such as the cultural center in the city of Idlib), which must include people coming from different Syrian regions who reside within the city of Idlib, in a way that enhances community dialogue and helps to exchange views



and talk about issues that may be a cause of disagreement between the two parties. Additionally, work must be done to introduce each party to the other party customs and traditions, therefore eliminating any possible acts that would affect those customs and traditions, which consequently enhances the ties of affinity and love between the IDPs and the locals.

10. integrating the armed IDPs within the military factions operating in the region: Many of the IDPs are members of the Free Army who resisted the regime and sought to gain freedom and dignity, therefore work must be done to unit and integrate them within the military factions operating in the area in order to prevent discrimination and to coordinate military action in defense of the liberated lands, as well as the possibility of taking advantage of the experience gained by these fighters during their battles with the regime forces. While almost 7% of the people of Idlib consider that the integration of the armed IDPs into the military factions operating in the area as essential, more than half regard this as desirable, the vast majority of the locals refuse the disarmament and the Dissolution of the IDPs' army, as 53% consider this as unacceptable and 41% regard this act as entirely unacceptable. The people of Idlib also reject the option of returning IDPs persons to their areas of origin prior to their liberation, which would entail serious risks to the lives of those IDPs or their detention by the regime's forces.



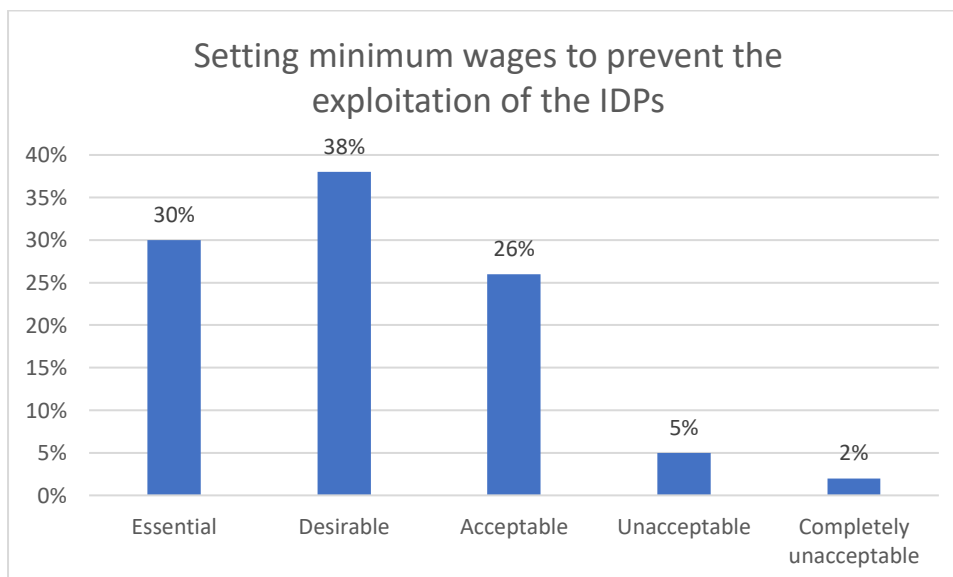
| The proposed solutions to resolve the dispute between the people of Idlib and the IDPs according to the locals | The average |
|---------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| The evacuation of civilian houses that were forcibly opened by the IDPs | 4.99 |
| The adoption of experience and scientific qualification as the basis for the recruitment processes | 4.99 |
| The adoption of transparent standards in selecting beneficiaries of humanitarian assistance | 4.96 |
| Resorting to the competent security authorities when quarrels occur with the people of the region and refraining from not inciting violence | 4.88 |
| The prohibition of carrying weapons in residential areas | 4.78 |

| | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| Forming a committee of dignitaries of the IDPs, who is responsible for issuing ID cards to all the IDPs | 4.68 |
| Combating the phenomenon of school drop-out | 4.16 |
| Minimizing youth gatherings in the markets | 4.03 |
| Holding periodic meetings between IDPs and local residents that contribute to strengthening social relations and integrating the IDPs within the local community | 3.84 |
| Integrating the armed IDPs within the military factions operating in the region | 3.66 |
| The disarmament and the Dissolution of the IDPs' army | 1.68 |
| Return of all the IDPs to their areas of origin | 1.47 |

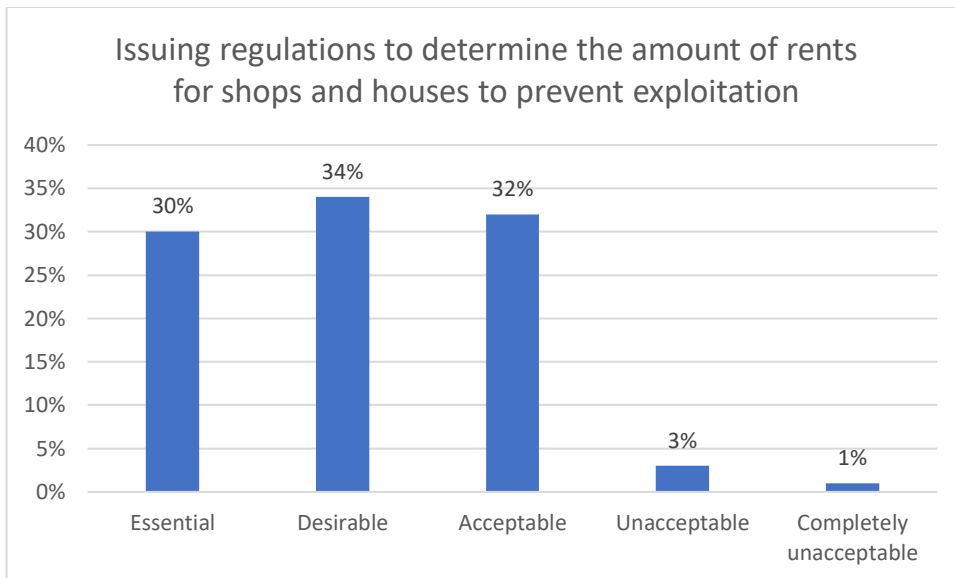
The demands of the IDPs

The demands of the IDPs include a number of proposals that contribute to alleviating the difficulties and the problems that they face. These proposals according to their respective priorities are as follows:

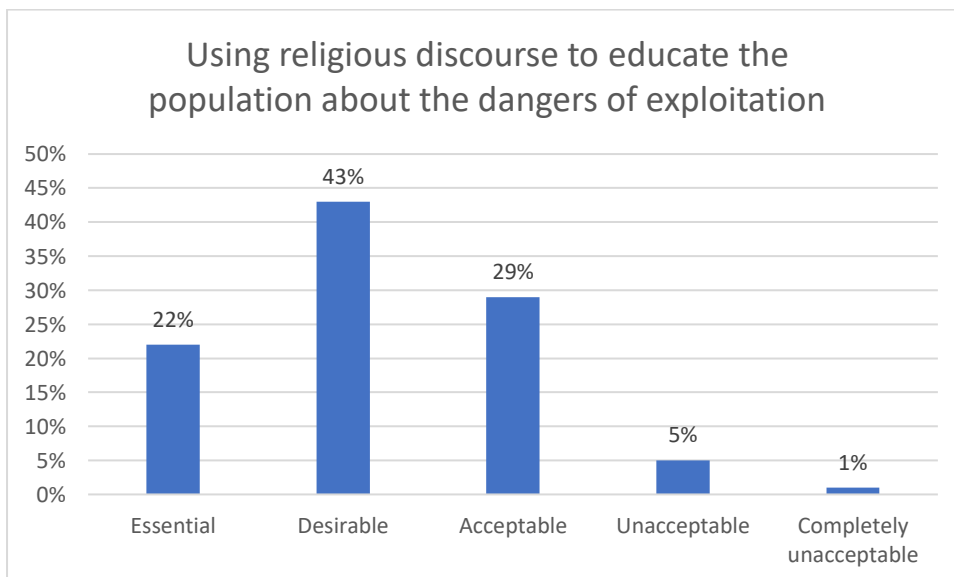
1. Setting minimum wages to prevent the exploitation of the IDPs: The majority of the IDPs support passing laws that set minimum wages, as nearly one-third of the IDPs view that the intervention of the authorities which are responsible for the administration of the city and the enactment of laws establishing a minimum wage for workers as essential and indispensable, while more than one third consider it desirable in order to prevent employers from exploiting the needs of the IDPs.



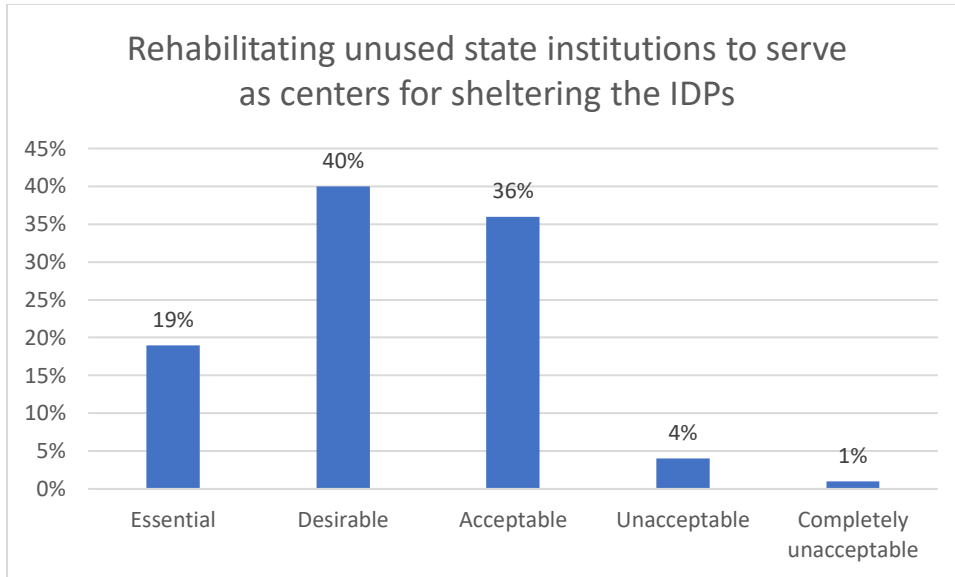
2. Issuing laws to determine the amount of rents for shops and houses to prevent exploitation: the IDPs support working to issue laws that determine the rent of shops and residential houses. They believe issuing such laws would help them to prevent being exploited by the owners, as approximately 30% of the IDPs regard this as essential, while more than the third indicate that it is desirable.



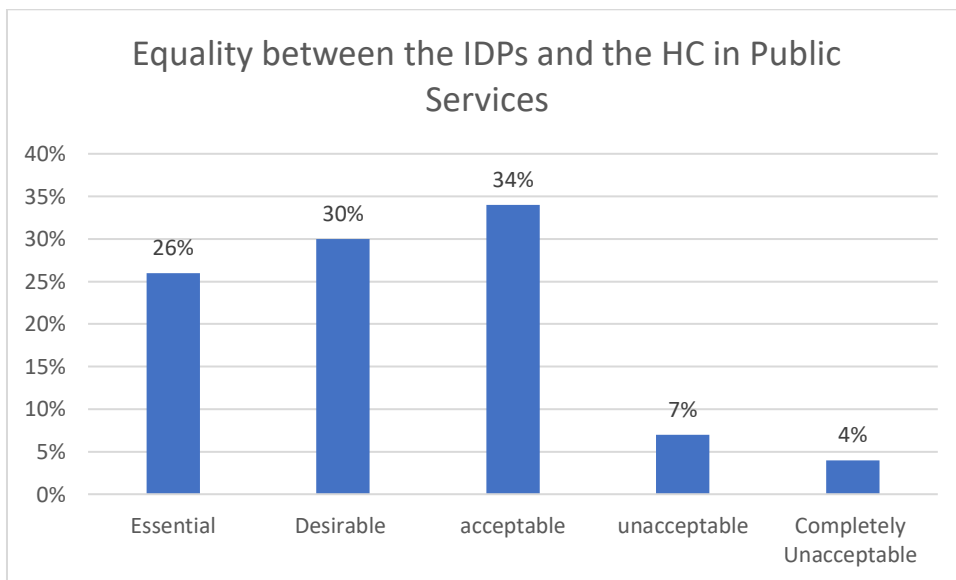
- Using religious discourse to educate the population about the dangers of exploitation: those who support the option among the IDPs regard it as the best method to spread the spirit of brotherhood between the IDPs and the people of the region, which can be done by instructing mosque preachers and imams to talk about the obligation that the people have towards the IDPs and the need to take into consideration the conditions of the IDPs and their support, in addition to referring to the migration of the companions from Mecca to Medina and how they were treated by the people of Medina. Some point out that this method was used previously in addressing many issues such as the rise in the marriage dowry, in this case the religious discourse was widely accepted and had a positive role in reducing the negative effects of this problem.



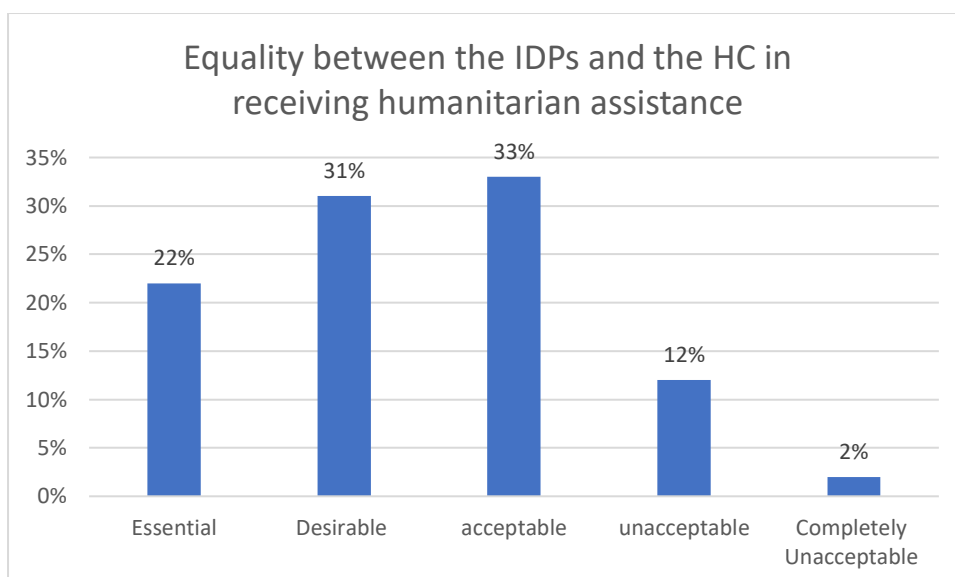
- Rehabilitating unused state institutions to serve as centers for sheltering the IDPs: This option is supported by more than half of the IDPs, as 20% regard it as essential, while 40% indicate that it is desirable, where rehabilitating unused state institutions helps to accommodate many IDPs people who are unable to pay rents.



- Achieving equality between IDPs and locals in Public Services: qualifications and the competence of those holding public office must be considered according to the IDPs with disregard to their origin, which is in accordance with the demands of the members of the host community.



- Achieving equality between the IDPs and the locals in receiving humanitarian assistance: As with regard to achieving equality among the IDPs and the locals in public services, more than half of the IDPs believe that equality between them and the host community must also be achieved in the receipt of humanitarian assistance, which can be done by adopting clear and specific criteria for beneficiary selection based on the principle of the poorest.



| Priorities of the IDPs | The average |
|-----------------------------------------------------------------------------------------|-------------|
| Setting minimum wages to prevent the exploitation of the IDPs: | 3.9 |
| Issuing laws to determine rents of shops and houses to prevent exploitation | 3.89 |
| Using religious discourse to educate the population about the dangers of exploitation | 3.82 |
| Rehabilitating unused state institutions to serve as centers for sheltering the IDPs | 3.71 |
| Achieving equality between IDPs and locals in Public Services | 3.67 |
| Achieving equality between the IDPs and the locals in receiving humanitarian assistance | 3.59 |

HC and IDPs' conception to the future of the services situation

The service situation in the city of Idlib is currently based on the existence of a local council assigned to each region that handles the affairs of the local residents with no form of coordination between the various councils, where all the local councils subordinate Structurally and organizationally to the ministry of Local administration.

With regard to the conception of each of the locals and the IDPs to what must be the service situation, the study noted that both parties primarily support retaining the independence of each of these councils, while seeking to form a unified Supreme Council (Provincial Council) that includes representatives of all local councils working in the city of Idlib and works to unify these entities.

The members of the host community support the local councils' subordination to a Ministry of Local Administration, which is currently the case in Idlib, provided that the Ministry plays a greater role in coordinating and supervising the work of the local councils. On the other hand, the IDPs believe that the priority is to integrate all local councils into a unified local entity that handles the

affairs of both local and IDPs populations, as for the full independence of the local councils it is considered as an acceptable option to both parties.

Both members of the host community and those of other regions agree on the ineffectiveness of the proposals calling for the adoption of the principle of proportional quotas in public office and the distribution of control over the various official institutions so that the people of each region will manage a particular institution, pointing out that this would create a rift between the people of the region and the IDPs.

As for the people of Idlib assuming main positions, it represents a point of disagreement between the people of the region and the IDPs, while the members of the host community strongly support it as their second option, justifying their support with the inference that the people of Idlib are more able to manage these institutions due to their previous experience working within the institutions that operate in the city. However, the IDPs do not support this option and believe that power should be shared between them and the people of Idlib, in addition to adopting a specific criterion that contribute to the empowerment of qualified people to assume various positions, whether they are from Idlib or the IDPs.

| Future options for the host community | The average of importance | Future options for the IDPs | The average of importance |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| The various local councils should maintain their independence with the establishment of a unified provincial council that will ensure representatives of all councils | 5.18 | The various local councils should maintain their independence with the establishment of a unified provincial council that will ensure representatives of all councils | 5.03 |
| The people of Idlib assuming the main positions within the region | 4.93 | Integrating all local councils into a unified local council that will manage the affairs of the local and the IDPs people | 4.9 |
| The subordination of all councils to the ministry of local administration that supervises and coordinates the work of local councils | 4.53 | The complete independence of the local councils so that each council will manage the affairs of its own people | 4.66 |
| Integrating all local councils into a unified local council that will manage the affairs of the local and the IDPs people | 4.5 | The subordination of all councils to the ministry of local administration that supervises and coordinates the work of local councils | 4.04 |
| The complete independence of the local councils so that each council will manage the affairs of its own people | 4.26 | Adopting the principle of proportionate quotas in taking up posts and assuming positions | 3.15 |

| | | | |
|-------------------------------------------------------------------------------------------------------------------------------|------|-------------------------------------------------------------------------------------------------------------------------------|------|
| Adopting the principle of proportionate quotas in taking up posts and assuming positions | 3.07 | The people of Idlib assuming the main positions within the region | 3.13 |
| Distribution of control over the official institutions so that the people of each region will manage a particular institution | 3.09 | Distribution of control over the official institutions so that the people of each region will manage a particular institution | 1.53 |