

**OUR WORLD. VIEWS FROM THE FIELD.**

**SUMMARY REPORT:  
AFGHANISTAN, COLOMBIA,  
DEMOCRATIC REPUBLIC  
OF THE CONGO, GEORGIA,  
HAITI, LEBANON, LIBERIA  
AND THE PHILIPPINES**

**OPINION SURVEY AND IN-DEPTH RESEARCH, 2009**



**Our world is in a mess.  
It's time to make your move.**

**Ipsos**



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International Committee of the Red Cross  
19, avenue de la Paix  
1202 Geneva, Switzerland  
**T** +41 22 734 60 01 **F** +41 22 733 20 57  
**E-mail:** [shop.gva@icrc.org](mailto:shop.gva@icrc.org) **www.**[icrc.org](http://www.icrc.org)  
November 2009

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# **EXECUTIVE SUMMARY**

## EXECUTIVE SUMMARY

This research was undertaken in eight countries that were experiencing or had experienced armed conflict or other situations of armed violence. These were: Afghanistan; Colombia; Democratic Republic of the Congo (DRC); Georgia; Haiti; Lebanon; Liberia and the Philippines.<sup>1</sup> The aim was to develop a better understanding of people's needs and expectations, to gather views and opinions, and to give a voice to those who had been adversely affected by armed conflict and other situations of armed violence.

This research was commissioned by the International Committee of the Red Cross (ICRC) within the framework of the **Our world. Your move.** campaign. Launched in 2009, the campaign's goal was to draw public attention to the vulnerability and ongoing suffering of people around the world. The intention was to emphasize the importance of humanitarian action and to convince individuals that they had the ability to make a difference and reduce suffering.

2009 was an important year for the International Red Cross and Red Crescent Movement, with three significant anniversaries (the 150th anniversary of the Battle of Solferino, the 90th anniversary of the founding of the International Federation of Red Cross and Red Crescent Societies, and the 60th anniversary of the Geneva Conventions).

In 1999, the ICRC had undertaken a similar survey entitled *People on War*, which serves as a basis for comparison and as a means of highlighting trends in opinions 10 years on.

This report encompasses two types of research: an opinion survey and in-depth research.

## OPINION SURVEY

### The Impact of Armed Conflict

#### Suffering in armed conflict is extremely widespread

Almost half (44%) of respondents across the eight countries have personal experience of armed conflict – but even this does not fully reflect the impact of such events on their lives. The consequences of armed conflict are felt beyond those who are immediately affected.

In total, around two-thirds of persons (66%) have been affected in some way – either personally or due to these wider consequences – and this includes almost everyone in Haiti (98%), Afghanistan (96%), Lebanon (96%) and Liberia (96%).

#### Displacement, the separation of families and economic hardship are day-to-day realities for many

Of all the people who have experience of armed conflict, 56% have been displaced. In certain contexts, this number is higher, such as in Afghanistan, where 76% have been displaced. In the DRC 58%, in Lebanon 61% and in Liberia, almost nine in ten (90%) of those interviewed responded that they had had to leave their homes. Across the eight countries in this research, these figures equate to several millions of people having been displaced.

Almost half (47%) of respondents who have experience of armed conflict say they have lost contact with a close relative. This percentage is 86% in Liberia, 61% in Afghanistan, 51% in Lebanon, 47% in the DRC, and over one in three (37%) in Haiti.

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<sup>1</sup> Respondents in seven of the eight countries were asked about 'armed conflict'. Please note that respondents in Haiti were asked about 'armed violence'.



Many people (28%) across the eight countries say that close family members have been killed by the fighting, including 69% in Liberia, a quarter of respondents in Lebanon (26%) and the DRC (25%) – and 45% in Afghanistan.

People also face a range of dangers to their health, liberty, self-respect and state of mind.

On average across the eight countries:

- 18% have been wounded by the fighting;
- 19% have known someone to fall victim to sexual violence, including 44% in Haiti and 28% in the DRC;
- 17% have been tortured, including 43% in Afghanistan;
- 10% have been imprisoned and 10% kidnapped/taken hostage;
- 32% have been ‘humiliated’, including 51% in Haiti;
- 23% have been ‘psychologically hurt’.

As well as displacement, many have suffered serious damage to their property, or seen their homes looted.

Lack of access to basic necessities and to health care is yet another widespread problem, particularly in Afghanistan and Haiti, where most people have suffered a lack of both.

Last but not least, there is an enormous economic impact for people. Many have lost their means of income owing to armed conflict or armed violence, including over half in Afghanistan (60%) and Lebanon (51%) and two-fifths in Haiti (40%).

### Yet people’s characters are sometimes strengthened

Despite the often terrible circumstances that they live through, people are on average more likely to be optimistic about the future than pessimistic (45% vs. 27%).

They are also more appreciative of every day (50%), and claim to feel on balance less vengeful (32%) and less aggressive (36%) than before the armed conflict.

Inevitably, though, there are negative emotions that result from armed conflict. Most notably, people generally become more anxious (49%) and more sad (56%). In Haiti, these figures are 73% and 81% respectively.

Trust also declines, with 46% saying they are now less trusting, notably in Georgia (67%), Lebanon (54%) and Colombia (53%).

### People have many fears resulting from the traumatic events around them

Faced with so many threats, what do people fear the most in armed conflicts?

Three fears emerge most frequently:

- losing a loved one, mentioned by an average of 38% of those surveyed;
- economic hardship (31%);
- displacement/becoming a refugee (24%).

Other common fears include physical injury (15%), sexual violence (13%), and living with day-to-day uncertainty (25%).

Beyond this, specific fears are highlighted in individual countries, such as:

- losing one's house/belongings in Liberia (35%);
- limited access to basic necessities in the DRC (22%);
- being denied an education in Afghanistan (21%);
- imprisonment in Afghanistan (15%).

A comparison was made between people's fears and actual experiences. Sometimes, people's fears and experiences match.

For example, displacement and economic hardship are a fear and a reality across the eight countries. There are also specific examples such as in the DRC, where experience and fear of sexual violence are both very high, at (28%) and (36%) respectively.

In other cases, fear and experience do not match. For example, across the eight countries the fear of being deprived access to basic necessities/health care is far less prevalent than the reality based on respondents' feedback.

Understandably, people more often fear the death of a family member than they do separation from them – but in reality, the latter is more likely.

### People turn to their own families/communities and to formal organizations for help

Generally, those 'closest to home' – people's families and parents – are most often called on initially for support.

Other help comes from the ICRC, for 15% of those affected by armed conflict, and National Red Cross/Red Crescent Societies (19%). Thus, in total 24% of respondents look to the ICRC and/or National Red Cross/Red Crescent Societies for help.

Other sources of help are the government (15%), religious entities (21%), the United Nations (UN) (18%), non-governmental organizations (NGOs) (18%) – and even the military (12%).

Again, the figures vary by country.

In Afghanistan and the DRC, one in three (34%) have received help from the ICRC and/or National Red Cross/Red Crescent Societies.

The ICRC and National Red Cross/Red Crescent Societies are also well regarded for understanding people's needs. For example, among recipients of Red Cross assistance in the DRC, 83% feel that the two organizations (the ICRC and the DRC Red Cross) 'completely' understand their needs. Views are also favourable towards the ICRC and National Societies in Lebanon (80%), Liberia (72%) and Haiti (58%). Indeed, in Haiti, almost as many say that the ICRC and the Haitian Red Cross understand their needs as do their own parents/families.

### Above all, people caught up in armed conflict need basic provisions and protection

As basic needs, people primarily cite:

- food, cited by 66% across the eight countries and by 90% in Liberia;

- security/protection, 48% overall and 66% in Haiti;
- medical treatment/health care, 43% overall and 48% in Afghanistan;
- shelter, 40% overall and 58% in Liberia.

Other needs are cited as well. People say that families must be kept together (18%), and that respect/dignity must be maintained (14%). Psychological support is mentioned by 12% of all respondents.

In individual countries, other factors also emerge. Economic help is reported as a particular need in Colombia (35%), and those surveyed in Georgia are especially focused on a resolution to the conflict (23%).

### However, people face a number of barriers to receiving help

For people in need, receiving help is not always straightforward. Some 59% of respondents across all countries surveyed cite corruption as an obstacle to receiving help. This figure includes 85% in the Philippines, 82% in Colombia, 81% of persons in Liberia, 75% in Haiti, and just over half of those in Afghanistan and in the DRC.

People also face restrictions due to social status/discrimination (37%) and black markets (33%).

Other factors include inaccessible locations (39%), or a basic lack of knowledge that help is available. This latter factor is most cited in Haiti (50%), Colombia (41%), the DRC and the Philippines (37% each).

Some people also fear that accepting help may have repercussions for them, such as rejection by the community (13%) or the perception that they are aligned with the 'wrong side' (20%).

However, aid is rarely refused because it is not needed or not wanted; fewer than 10% in most countries reported this.

### Individuals and organizations can help reduce suffering

People's own families are key to reducing suffering during armed conflict. Among other groups mentioned, religious leaders, National Red Cross/Red Crescent Societies and the ICRC, international humanitarian organizations, the UN and government authorities are all widely mentioned.

Many people turn to National Red Cross/Red Crescent Societies and the ICRC, especially in Lebanon, where 46% first mention the Lebanese Red Cross, and in Colombia, where 22% cite both the Colombian Red Cross and the ICRC.

By contrast, and unusually, some 42% of respondents in Haiti mention the military first as a source of assistance.

There is also a 'second tier' of groups providing help. Among these are journalists and the news media, which many people see as having some role to play. This is particularly evident in the Philippines (42%), Haiti (32%) and Afghanistan (22%).

### Wide support for direct action by 'the international community'

People are clear about what direct involvement they think that the international community should take. In particular, they would like the international community to:

- provide peacekeepers, cited by 42% across the eight countries;
- give emergency aid (42%);

- organize peace talks/negotiations (34%);
- intervene militarily to stop the conflict (29%).

People also want leaders accused of war crimes to be tried (25%), financial support for humanitarian organizations (25%) and awareness to be raised of civilians' plight (17%). These actions are supported in all countries. In Liberia, most people want peacekeepers (65%), and in the Philippines and Afghanistan, half call for emergency aid (52% in each).

Military intervention is most widely supported in Liberia (37%), the DRC (36%) and Afghanistan (34%).

However, people generally do not want economic sanctions; just 10% of those surveyed endorse the use of economic sanctions. This perhaps reflects people's fears of the financial impact both on their own families and on their countries' economies. Nor do people want the international community to rebuild national infrastructure.

How can those living outside armed conflict zones (i.e. citizens in other countries) best help?

Respondents in all eight countries emphasize:

- donations of goods and money (45%). Those in Lebanon, Liberia and Georgia particularly want to see donations of money;
- support for organizations that help those affected by armed conflict/violence (48%);
- volunteering, cited by 33% on average, and by 47% in the Philippines and 43% in Liberia.

Some 39% of those surveyed support the idea of applying political pressure on legislators, including at least half of those in Colombia, Afghanistan and the DRC.

## Behaviour during Armed Conflict

### Most people say there should be 'limits' to behaviour in war

Some 75% of those surveyed across the eight countries feel there should be limits to what combatants are allowed to do in the course of fighting their enemies; just 10% say that there should be no such limits. The remainder are undecided.

All Colombians and 99% of respondents in the Philippines identify certain behaviour that should be 'off limits'. Percentages are somewhat lower in the DRC (79%), Afghanistan (78%), Liberia (73%), Haiti (56%) and Lebanon (54%).

Through an open question the respondents provided unprompted answers. The actions most widely viewed as unacceptable are 'the killing of civilians/children/the innocent', 'specific types of violence/oppression, such as kidnapping, torture and stealing', 'attacks on buildings/specific areas, including looting and attacks on civilian areas' – and 'sexual violence'; the latter is mentioned by 43% of respondents in the DRC.

### People believe civilians should be spared in armed conflict

Overall, 97% of those surveyed say that there should be a clear distinction between combatants and civilians when carrying out attacks in armed conflict. Most say civilians should always be left alone. This view is predominant in Colombia (88%), the Philippines (80%), and the DRC (75%).

The same question was asked in Colombia and Georgia in 1999. Today, more people in these countries want civilians always to be left alone. The figures rose from 72% to 88% in Colombia, and from 69% to 73% in Georgia.

In Afghanistan and Lebanon the trend has shifted since 1999. In 2009 more people say that civilians should be left alone only 'as much as possible' rather than 'always to be left alone'. In Afghanistan, the percentage of people holding this view has risen from 32% to 47%, and in Lebanon from 29% to 63%.

When looking at a range of possible scenarios which may affect civilians in armed conflict, respondents consistently favour the view that civilians must be spared. For example:

- **Taking civilian hostages in order to get something in return.** 88% of all respondents say this is not acceptable. This view is held by 100% of those surveyed in Colombia and the Philippines.
- **Attacking enemy combatants in populated villages or towns, knowing many civilians would be killed.** 88% of all respondents view this as 'not OK'. The practice is rejected by 99% of respondents in Colombia and by 100% of respondents in the Philippines. In Georgia, where 39% of those surveyed in 1999 felt that it was 'OK', just 12% now do so.
- **Depriving civilians of food, medicine or water to weaken the enemy.** Overall, 91% of respondents reject this behaviour, and as many as 97% in Liberia and Colombia do so. In Lebanon, opposition to this behaviour has risen from 69% (in 1999) to 94% (in 2009). In Afghanistan, acceptance of this practice has only marginally increased since 1999, from 11% to 17%.
- **Planting landmines, even though civilians may step on them.** This is the most widely rejected practice affecting civilians. Almost all respondents (93%) deem it 'not OK', and the percentage is high in all countries. In Lebanon, the trend since 1999 shows a huge increase, with those saying this practice is 'OK' down from 27% to just 5% in 2009.
- **Attacking religious and historical monuments.** Almost everyone (96%) objects to this and the national figures are consistent across each of the eight countries.

On the whole, across the eight countries, respondents favour the view that civilians must be spared in armed conflict. However, where civilians voluntarily support the enemy they are seen by a significant minority as acceptable targets:

- Although 54% say it is 'not OK' to attack civilians who voluntarily transport ammunition for the enemy, 41% across the eight countries say it is 'OK'. Acceptance of this is highest in Liberia (75%), Lebanon (62% – up from 37% in 1999), Haiti (55%) and Afghanistan (45% – up from 31% in 1999). Only in the Philippines and Colombia is there overwhelming opposition to this idea, with 92% of respondents in the Philippines and 85% of respondents in Colombia saying it is 'not OK'.
- Although 63% say it is 'not OK' to attack civilians who voluntarily give food and shelter to the enemy, 31% across the eight countries say it is 'OK'. The highest figures in support are in Liberia (49%), Lebanon (46% – up from 22% in 1999), Haiti (47%) and Afghanistan (43% – up from 21% in 1999). The Philippines and Colombia stand out as particularly opposed to the idea of attacking civilians who voluntarily give food and shelter to the enemy (95% and 96% respectively).

## People oppose attacks on health workers and ambulances

Most people say that attacks on health workers (89%) and ambulances (87%) are never acceptable.

Virtually everyone (98% and over) holds this view in the Philippines, Lebanon and Colombia. However, in Afghanistan, 27% say there are sometimes reasons to attack health workers and 32% believe there are sometimes reasons to attack ambulances.

To minimize the risk of attack, respondents say that health workers and ambulances must:

- remain neutral/not take sides;
- clearly identify their role.

If these requirements are not met, some people, especially in Afghanistan, the DRC, Haiti and Liberia, view attacks as acceptable.

## Support for health care in armed conflict is almost universal

The question of whom health workers and ambulances should help is generally less of an issue for respondents. There is general consensus across the eight countries that health workers must be protected even when they are treating wounded or sick enemy combatants, and especially when treating enemy civilians.

Virtually everyone (96%) accepts the principle that all wounded or sick during an armed conflict should have the right to health care. The principle is strongly endorsed in all countries (from 96% in Lebanon to 71% in Afghanistan). Similarly, most people (89%) want health workers to treat the wounded from all sides in armed conflicts. The level of support for this principle ranges from 96% in Colombia to 84% in Afghanistan.

## The Geneva Conventions

Overall, slightly less than half of the respondents (42%) have heard of the Geneva Conventions. More than half (56%) of those who have heard of them say the Geneva Conventions have an impact in 'limiting the suffering of civilians in war time'.

Awareness of the Geneva Conventions varies widely, from 69% in Lebanon down to 19% in the Philippines.

The clear majority in Liberia (65%) have heard of the Geneva Conventions. Liberians also have the most positive views of them, with 85% saying the Geneva Conventions have 'a great deal' or 'a fair amount' of impact.

In Afghanistan and Georgia, the Geneva Conventions are viewed favourably (70% and 67%, respectively).

With one exception (Lebanon), people in countries with direct experience of armed conflict tend to hold the most positive view of the Geneva Conventions.

## IN-DEPTH RESEARCH

### The impact of armed conflict

All respondents have been directly affected by armed conflict or have witnessed its repercussions in their role as first responders. They are still coming to terms with their experiences. They feel that the effects on civilians are completely unjust and they resent weapon bearers' lack of adherence to basic humanitarian law and principles. These views are consistent across all eight countries featured in this research.

Many express the need for peace and feel detached from the reasons for the conflict. Their wish is to re-establish the quality of life they had prior to the conflict but this is proving extremely difficult for many, especially when armed conflict is still being waged.

Across all the contexts respondents speak about the importance of education – the need to continue education during armed conflict, the difficulties of gaining education and its importance for the future of the people and the country.

## Personal experiences of armed conflict

Displacement is the most common effect of armed conflict in this research. Individuals who have experienced other effects of armed conflict such as mine injury, sexual violence or separation from families have often also been displaced. Displacement has a major negative effect on livelihoods and physical and mental health. These negative effects can be more easily mitigated if the period of displacement is short.

Members of separated families are a very diverse group and include relatives of missing people, reunited families and relatives of individuals who are detained. The ICRC's Restoring Family Links programme is making a very positive difference to people's lives and is widely praised. However, there are still a large number of cases of missing persons which remain tragically unsolved and people who feel they have not been helped.

Mine victims feel the use of mines in armed conflict is morally wrong because they maim agricultural workers and children, often once the conflict is considered over. Their personal priorities are for adequate health care, particularly well-fitting prostheses, and for support in finding and maintaining work.

Victims of violence and especially sexual violence find it hard to talk about their experiences. They state that they want health care, counselling to help overcome trauma and protection against the risk of further attack.

Most of the first responders interviewed are not direct victims of armed conflict, though a few had lost colleagues. They describe the fear of working in high-risk areas but also the rewards of helping others. They are much more likely to know about international humanitarian law, particularly the Geneva Conventions, than other civilian groups.

## Humanitarian assistance

The role of humanitarian assistance is vital, especially in terms of helping displaced people. According to respondents, the ICRC and National Red Cross/Red Crescent Societies are the best known of all humanitarian organizations, though many others were also mentioned. Some people want their national government to be more proactive in helping victims of armed conflict.

## Humanitarian gestures

Acts of kindness between civilians affected by armed conflict are hugely important and a multitude of different examples of humanitarian gestures were given throughout the research. Offering shelter, food and comfort to those in need helps to sustain life and the bonds of community. The role of extended family in providing help is especially valued and has been essential to survival for many.

Some needs such as prostheses for mine victims or the tracing of missing persons are too difficult for ordinary civilians to help with because they lack the money, skills or resources. In these circumstances, civilians value the work of humanitarian organizations.

## Behaviour during Armed Conflict

### Rules of conflict

Respondents believe that during armed conflict there are some boundaries that should not be crossed and feel strongly that the impact on civilians should be minimized as much as possible.

In most of the countries in this research, respondents believe that behaviour by weapon bearers during armed conflict is getting worse. Brutality, indiscriminate attacks in civilian areas, looting, use of human shields, forced recruitment, use of child soldiers and sexual violence are cited by respondents as proof of deteriorating humanitarian norms.

### Right to health care

There is near-universal agreement amongst respondents on the right to health care for any type of wounded weapon bearer or civilian.

The red cross and red crescent emblems are generally well known and considered important, and respondents associate them with medical care.

First responders report some isolated cases of weapon bearers hindering the provision of health care through the harassment of health-care workers and even outright attacks. They express outrage and dismay at these cases but say that, on the whole, health-care workers are respected and left to do their job by weapon bearers.

### The Geneva Conventions

Awareness of the Geneva Conventions and international humanitarian law is low, except amongst first responders who tend to have more knowledge. On discussion, respondents feel that the rules in the Geneva Conventions match their existing moral beliefs about what is and is not acceptable in armed conflict.

In many of the countries researched, respondents say that weapon bearers are infringing national law through theft, vandalism, sexual violence and involvement in other crimes. Respondents say that the problem is not the lack of law, national or international, but the enforcement of it.

Respondents believe there should be greater international condemnation of civilian suffering during armed conflict but find it hard to see the difference that the Geneva Conventions or any other type of rules make. This is mainly because respondents believe that many weapon bearers have lost their moral judgement and sense of proportion.

### Conclusions: priority actions

Civilians affected by armed conflict around the world welcome the opportunity to tell their stories. They want to tell the world about their plight and personalize the negative images others have about them and their country. They hope for a better future.

Respondents appreciate and benefit from the work of humanitarian organizations because they maintain life and dignity amongst people in traumatized communities. They want humanitarian organizations to do more to end and prevent conflict but acknowledge that achieving this is beyond the scope of any single organization.

They would like to see more international efforts to minimize the impact on civilians of armed conflict. For respondents, this includes conflict resolution and negotiation.

Respondents endorse the Geneva Conventions as important but believe that weapon bearers have lost the will to abide by them.



# **INTRODUCTION**

## INTRODUCTION

### The Solferinos of today

To raise awareness of the impact of armed conflict or other situations of armed violence on civilians, the ICRC decided to launch a vast research programme. This research focused on some of the most troubled places in the world – the Solferinos of today – which are either experiencing situations of armed conflict or armed violence or suffering their aftermath:

- Afghanistan
- Colombia
- Democratic Republic of the Congo (DRC)
- Georgia
- Haiti
- Lebanon
- Liberia
- The Philippines

### Research

The ICRC commissioned Ipsos, an international research agency, to conduct an opinion survey (statistical, quantitative research) and to design and analyse in-depth (qualitative) research in eight countries.

For the **opinion survey**, a broadly representative sample of the adult general public was interviewed, either in person or by telephone, in each country. Fieldwork was conducted by Ipsos and its international partners. The specific sampling methods and any groups/areas excluded are described in the Appendices. The questionnaire was designed to determine whether the respondents had personal experience of armed conflict/violence and, if so, the specific impact it had on them. Questions also explored respondents' views on what conduct is acceptable for combatants, the effectiveness of various groups and organizations in helping to reduce suffering during armed conflict or armed violence, the actions expected of the international community, awareness of the Geneva Conventions, and the role of health workers during armed conflict or armed violence.

The **in-depth research** was conducted through focus groups and one-to-one in-depth interviews in each country. Ipsos designed, analysed and reported on the findings, with ICRC staff conducting the qualitative fieldwork. The discussion guide was designed to complement the opinion survey and to enable the ICRC to deepen its understanding of the values, motivations, fears and aspirations of those who have been direct victims of armed conflict or armed violence. These included people separated from their families, internally displaced persons, first responders and others directly affected by armed conflict or armed violence.

Further details of the coverage and scope of the research in each country are given in the section on 'Research Methodology'. The questionnaire used in the opinion survey (marked-up with overall results) and the discussion guide used in the in-depth research are included in the Appendices.

In 1999, ICRC carried out broadly similar opinion research as part of its *People on War* project. The programme covered some of the countries being reported on in 2009. Several of the 1999

questions have therefore been revisited in order to provide trendlines. These are highlighted in the report where applicable.

## Background and objectives

The year 2009 had great significance for the ICRC and the entire International Red Cross and Red Crescent Movement ('the Movement'), as two major anniversaries in the history of humanitarian work took place:

- The 150th anniversary of the Battle of Solferino. On 24 June 1859, Henry Dunant, a Swiss businessman, happened to witness the aftermath of one of the most brutal battles of the 19th century – at Solferino, in what is now northern Italy – and the carnage left on the battlefield. The suffering he saw there prompted him to take the first steps towards the creation of the Movement. His book *A Memory of Solferino* led to the founding of the ICRC in 1863. In recognition of his work, Dunant was the joint first recipient of the Nobel Peace Prize, in 1901.
- The 60th anniversary of the Geneva Conventions (12 August 1949). The four Geneva Conventions are the cornerstone of international humanitarian law. They protect, respectively, wounded and sick members of armed forces on the battlefield; wounded, sick and shipwrecked members of armed forces at sea; prisoners of war; and civilians in time of war.

To mark these anniversaries, as well as the 90th anniversary of the founding of the International Federation of Red Cross and Red Crescent Societies, the Movement launched a campaign – **Our world. Your move.** – to remind everyone of their individual responsibility to relieve human suffering.

The campaign was based on the premise that **Our world** faces unprecedented challenges, from armed conflict and mass displacement to climate change and migration; it contends that **Your move** reminds us of our collective responsibility to make the world a better place. Like Henry Dunant, we can all make a difference, even through the simplest of gestures.

Throughout 2009, the ICRC undertook various activities to mark both these historic milestones by highlighting the ongoing plight of people – particularly the most vulnerable – caught up in armed conflict or armed violence around the world.

## Research methodology

### OPINION SURVEY

The grid below outlines the basic parameters of the research.

Country	Afghanistan	Colombia	DRC	Georgia
Sample size	535	501	538	300 (+ 200 internally displaced persons)
Age range	18+	18+	18+	18+
Methodology	In-person	In-person	In-person	In-person
Fieldwork (2009)	13-21 February	12 February-6 March	12-19 March	16-24 February
Coverage	National	National	3 major cities	National (excluding Abkhazia/Shide Kartli)
Covered in 1999 ICRC <i>People on War</i> study	✓	✓	–	✓ (Georgia – Abkhazia)
Full population	33m	45.5m	69m	4.6m
Population represented by 2009 study	15m	30.5m	4.6m	3.7m

Country	Haiti	Lebanon	Liberia	The Philippines
Sample size	522	601	500	500
Age range	18+	18+	18+	18+
Methodology	In-person	Telephone	In-person	In-person
Fieldwork (2009)	15-23 February	10-25 March	22-28 February	3 March-11 April
Coverage	3 major cities	National	National	5 non-conflict zones
Covered in 1999 ICRC <i>People on War</i> study	–	✓	–	✓
Full population	9.0m	4.0m	3.5m	98m
Population represented by 2009 study	1.5m	2.0m	1.7m	10.5m

The work in each country was intended as far as possible (see below) to represent a broad cross-section of the general public – so that conclusions could be drawn about the experiences/opinions of the wider population.

In almost all cases, except Lebanon, interviews were carried out face-to-face/in-person between the interviewer and respondent. This is partly due to the limited communications infrastructure in some areas – but also to allow trust to develop between the two parties: an essential element in gaining the most valuable and candid views possible.

The coverage of those aged 18 and over in each country reflects standard practice that children not be interviewed (although undoubtedly they have experienced very great suffering alongside the adult populations). It should also be noted that in many of these countries, children and young adults made up a very large proportion of the population. A grid with the number of people that each survey represents is included above.

In three countries, the geographical coverage of the survey was restricted due to the political situation (in the Philippines) and the difficulty to reach people (the DRC and Haiti – where mainly urban areas have been covered).

These are as follows:

In the **DRC**, the survey covered three cities:

- Kinshasa, the capital;
- Lubumbashi;
- Goma.

Similarly in **Haiti**, three major cities were covered:

- Port-au-Prince, the capital;
- Les Gonaives;
- Cap-Haitien.

In **the Philippines** only five areas were focused on where the recent armed conflict was having less effect:<sup>1</sup>

- Metro Manila, the capital;
- Paganisan;
- Batangas;
- Cebu;
- Davao.

Finally, in **Georgia**, two parallel surveys were conducted:

- 300 interviews were conducted with the resident population from a range of areas (excluding Abkhazia and South Ossetia). These are the people covered in this report.
- 200 further interviews were conducted with internally displaced persons, who fled from either Abkhazia or Shida Kartli and who now reside in Georgia. No interviews were conducted in Abkhazia or Shida Kartli. Details on this group can be found in the individual Georgia report.

Each country's results have been 'weighted' to ensure that the sample profile in each matches as far as possible the equivalent population profiles. Typically, the profiles have been weighted by population distribution, age or gender.

Please see the Appendices for details of the 'sampling tolerances' (the statistical boundaries of reliability) that apply to this survey.

On the charts, a '\*' sign refers to a percentage of less than 0.5%, but greater than zero.

## IN-DEPTH RESEARCH

The purpose of the research in each country was to understand the deeper values, motivations, fears and aspirations of those who have been direct victims of armed conflict or armed violence. The research was carried out through focus groups and one-to-one in-depth interviews, carried out by ICRC staff. The combination of these qualitative research methods was used to allow both interactive debate and personal narrative to emerge from the conversations.

The sample was organized according to a number of groups who are particularly affected in times of armed conflict or armed violence, namely:

- **Internally displaced persons.** At the time of writing, it was estimated that more than 26 million people around the globe were displaced within their own countries owing to armed conflict, violence and persecution. The internally displaced make up what has been described as the single largest group of vulnerable people in the world. Internal displacement is one of the most serious consequences of armed conflict; people are forced from their homes and suffer extreme hardship.
- **Members of separated families.** War, disasters and migration lead to many thousands of families being separated. The suffering created by such situations is not always visible to others. This global problem is mostly a silent tragedy. Needing to know what happened to a loved one is as great a humanitarian need as food, water or shelter. Too many victims of armed conflict and armed violence around the world remain without news of missing family members.

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<sup>1</sup> This coverage is different to that of the 1999 Philippines survey, and this should be borne in mind when comparing the results from the two projects.

- **First responders.** A ‘first responder’ is most often considered as the first health worker to arrive at the scene of an emergency. However, a first responder is much more – it is anyone who provides a helping hand or a shoulder to cry on.

These three groups were used to recruit participants in the different countries. In addition, a specific group was selected for each country to cover an issue particular to that country.

- Mine victims in Lebanon, Colombia, Afghanistan and the DRC.
- Victims of sexual violence in Haiti and the DRC.
- Victims of armed violence in Haiti and armed conflict in the DRC.
- Victims of armed conflict in Liberia. These individuals had been living in high-risk areas at the time of the conflict but had not fled.
- Displaced South Ossetians in Georgia and victims of armed conflict in South Ossetia.
- Internally displaced persons from different parts of the Philippines.

Haiti was slightly different from the other contexts in that internally displaced people and separated families were not interviewed and a greater emphasis was placed on people who had been impacted by armed violence, including sexual violence.

The following group and in-depth interviews took place in each country:

Group interviews	Internally displaced persons	Members of separated families	Mine victims	First responders	Victims of sexual violence	Victims of violence	Other
Afghanistan	✓	✓	✓				
Colombia	✓	✓	✓	✓			
DRC	✓	✓		✓	✓		
Georgia	✓	✓		✓			✓ South Ossetians
Haiti				✓	✓	✓	
Lebanon	✓	✓	✓	✓			
Liberia	✓	✓		✓			✓ Victims of armed conflict, not displaced
The Philippines	✓	✓		✓			

In-depth interviews	Internally displaced persons	Members of separated families	Mine victims	First responders	Victims of sexual violence	Victims of violence	Other
Afghanistan	✓	✓	✓	✓			
Colombia	✓	✓	✓	✓			
DRC	✓	✓	✓	✓	✓		✓ Victims of armed conflict
Georgia	✓	✓		✓			✓ South Ossetians
Haiti				✓		✓	
Lebanon	✓	✓		✓			✓ Cluster munitions victims
Liberia	✓	✓		✓			✓ Victims of armed conflict, not displaced
The Philippines	✓	✓		✓			

For more detailed information regarding the numbers of participants per category, please refer to the individual report covering each country.

It should be noted that:

- All respondents were civilians (i.e. not combatants) and were selected based on the ICRC's on-the-ground knowledge of the areas most affected by the conflict in each country.
- Respondents' comments, in their own words, have been included throughout the in-depth research chapters of this report, accompanied by a brief indication of their backgrounds. In order to protect identities, the names used in this report have been changed, but other facts about individuals are real. Respondents' ages are sometimes omitted when they could not be verified, but have generally been provided. These respondents' comments were selected by Ipsos and do not reflect the opinions of the ICRC.
- Respondents were often affected in multiple ways by the armed conflict. As such, for example, someone who was invited to share their experiences of being an internally displaced person may also have commented on their experiences of having been a cluster munitions victim.
- Likewise, the division between first responders and other types of civilian is not always easy to define. First responders included: ordinary civilians thrust into giving humanitarian assistance because of the conflict affecting their town, community or family; health workers; and members of humanitarian organizations, including the ICRC. Comments in this report sometimes reflect this range of experiences by individual respondents.
- Interviews were conducted and group discussions moderated by ICRC staff in each country. Although the interviewers were trained in qualitative research, the fact that they were from the ICRC introduced the possibility of bias in what respondents were prepared to share and how they expressed it. However, interviewers were working to an interview guide designed by Ipsos and the analysis was also undertaken by Ipsos.
- Group formation varied quite a lot, from mini-groups of three individuals to larger groups of seven. The duration of the group interviews ranged from around 90 to 120 minutes and the duration of the in-depth interviews ranged from 45 minutes upwards, depending on how conversations developed. Specific details on group formation can be found in individual country reports.

## Report structure

An Executive Summary with the key findings is followed by the main body of the report, covering each broad subject area in turn. The results of the opinion survey among the general public are reported on first, followed by the findings of the in-depth research among victims of armed conflict/armed violence.

The Appendices contain the sample profile and full questionnaire used in the opinion survey, marked-up with the overall country results (including the 1999 trend comparisons where applicable) and the discussion guide used in the in-depth research.

A range of country comparisons are made in this report, where particularly notable. However, these are not noted in all cases and for all questions, as this would make the report unwieldy. For the full country comparisons, please refer to the topline questionnaire in the Appendices.

Also, only sometimes are aggregate or average results reported for the eight countries as a whole. While the countries covered include a range of areas where armed conflict is a current problem, it is not exhaustive – and so an ‘average’ figure would not truly represent ‘countries suffering armed conflict’.

However, some average figures are included to show how an individual country’s results compare to the broader picture.

Where average figures are included, these are a simple average of the eight national results. They are not ‘weighted’ e.g. by sample or population numbers.

Separate reports have been produced, summarizing the findings in each of the eight countries in more detail.

## The countries in context and the ICRC

### Afghanistan

At the time of writing, Afghanistan’s recent as well as past history had been marked by frequent turmoil. Life in the country had been extremely hard, with the burden of warfare often amplified by periods of drought.

The previous 30 years of war in Afghanistan could be divided into several distinct phases:

- the 1979 invasion of the country by the Soviet Union and the decade of war that followed until the Soviet departure in February 1989;
- three years of armed conflict between the *mujaheddin* (resistance fighters) and the Soviet-supported communist government until its collapse in April 1992;
- two years of civil war between Afghan factions;
- five years of fighting between the Northern Coalition – an alliance of factions drawn mainly from Afghanistan’s minority populations – and the Taliban, a conservative Sunnite Pashtun group, that draws its name from a Persian word meaning ‘seekers of the truth’ (meaning, in Pashto, ‘students’). The Taliban forces seized power in Kabul in late September 1996 and were in control of much of Afghanistan until late 2001;
- the armed conflicts initiated in the wake of the attacks on the US on 11 September 2001. After the Taliban refused to hand over Osama bin Laden, accused by the US of masterminding the bombing of their embassies in Africa in 1998 and the attacks on the US mainland on 11 September 2001, the US military launched aerial attacks that paved the way for Afghan opposition groups to drive the Taliban from power. These events were followed by the Bonn



Agreement, the setting-up of a provisional administration, the presidential elections held in October 2004 and won by Hamid Karzai, the ratification of the Afghan Compact (a cooperation framework with the international community replacing the Bonn Agreement), and the official transfer of power to the elected Afghan government;

- the armed conflict pitting Afghan armed forces supported by international military forces against various Afghan armed factions in the country.

In 2009, the armed conflict in Afghanistan was intensifying and affecting more areas of the country. Fighting between armed groups and national and international forces took place regularly in more than half of Afghanistan's territory. Even provinces not directly affected by the fighting endured roadside bombs, targeted killings, suicide bombings and deliberate intimidation of civilians. While the south and the south-east remained the regions hardest hit by the conflict, the security situation had also deteriorated in the eastern and in particular the western provinces.

Military operations by international forces had involved aerial bombardments and night-raid operations in the south, west and east. In the north, which had remained calm in previous years, armed confrontations, rocket attacks, ambushes and explosions of roadside bombs increased sharply at the beginning of spring but calmed down again at the end of April.

The daily lives of people living in areas where the fighting was taking place were being disrupted by air strikes, night raids, suicide attacks, the use of improvised explosive devices, and intimidation by the various parties to the conflict.

At the time of writing, rising food prices had aggravated the already chronic food insecurity faced by many Afghans. In addition, a drought was expected to affect the planting season. Political and military developments in Pakistan had continued to destabilize the region.

### The ICRC in Afghanistan

The ICRC had been assisting victims of the Afghan conflict since the 1979 Soviet invasion, initially through its delegation in Pakistan and then through a delegation opened in Afghanistan itself in 1987. It had carried out a broad range of humanitarian activities uninterrupted ever since.

The ICRC continued to respond to the needs of people adversely affected by the armed conflict, though security constraints were still limiting its operational range and hampering its humanitarian work in many areas. Its operations at the time of writing were focused on:

- visiting detainees and submitting reports to the detaining authorities on conditions of detention and treatment. In particular, the ICRC had continued its visits to people held by Afghan and US authorities and by the NATO-led ISAF. Ongoing US and ISAF detention in Afghanistan and the transfer of internees from US and ISAF authority to Afghan custody had been the subject of dialogue with the detaining authorities. These talks had focused on detention conditions, the treatment of detainees and compliance with applicable legal provisions;
- helping detainees to maintain contact with their families, for example through Red Cross messages and – for internees held in one US-run internment facility – video conferencing and face-to-face visits;
- collecting allegations of violations of international humanitarian law concerning the conduct of hostilities and people not or no longer taking direct part in the hostilities, and reminding all parties (Afghan authorities, international military forces and armed opposition groups) of their obligations under international humanitarian law and, when necessary, making confidential representations to the parties concerned regarding specific cases of violations;

- assisting the wounded and disabled. In particular, six ICRC physical rehabilitation centres provided services for the disabled all over the country, with emphasis placed on extending services to and improving accessibility from conflict-affected provinces through enhanced patient referral systems, often involving the Afghan Red Crescent Society;
- supporting hospital care, with emphasis on responding to the needs of conflict casualties and developing, in cooperation with the Afghan Red Crescent, a comprehensive approach to medical assistance, ranging from community-based first aid to surgical care; maintaining support for hospitals in several areas; and coordinating medical and physical rehabilitation programmes for conflict victims in the south and east with similar ICRC programmes in Pakistan's border areas;
- improving water and sanitation services – for example, by completing urban water-supply projects which had been handed over to the authorities;
- distributing emergency food and other aid to conflict-affected people;
- promoting accession to and implementation of treaties of international humanitarian law, and compliance by military forces with that body of law;
- meeting with representatives of local *shuras* in conflict-affected areas to discuss humanitarian issues;
- strengthening the Afghan Red Crescent Society through support for first-aid and primary health-care programmes for weapon-wounded patients, and through support for their primary health-care centres in conflict-affected provinces.

At the time of writing, persistent insecurity and the high number of armed confrontations in previous months had continued to seriously impede the ICRC's movements in Afghanistan. Humanitarian aid workers had faced increasing threats to their security, particularly in the south and east, but also in the north, making it difficult for them to carry out their work. Much of southern and eastern Afghanistan, with the exception of the major cities, had remained off limits to ICRC staff, although they had had a greater degree of accessibility elsewhere. The ICRC had relied on an extensive network of Afghan Red Crescent Society volunteers to help the people worst affected by the conflict.

The parties to the armed conflict recognized the ICRC's role and mandate as an impartial, neutral and independent humanitarian organization thanks to the organization's long presence in Afghanistan and the pains it had taken to explain its work. They turned to the ICRC for support and assistance as a neutral intermediary in situations involving the release and handover of prisoners, or the collection, burial and/or repatriation of mortal remains after fighting.

## Colombia

At the time of writing, Colombia's armed conflict, still continuing after more than 47 years, had lasted longer than any other in modern times. The murder in Bogotá in April 1948 of presidential candidate Jorge Eliécer Gaitán is generally viewed as the trigger that set off a huge outbreak of violence between Liberals and Conservatives which quickly spread from the capital to the rest of the country. These events influenced the non-international armed conflict in Colombia for many decades.

Guerrilla groups were formed in the 1950s and a state of virtual civil war broke out. Over 200,000 people lost their lives between 1948 and 1957. These groups constituted the main armed opposition movement of the past 40 years.

The *Fuerzas Armadas Revolucionarias de Colombia* (FARC), in 2009 the largest guerrilla organization in the country, was created in 1964.

Another major guerrilla organization was the *Ejército de Liberación Nacional* (ELN). Other groups of weapon bearers, like the *Ejército Popular de Liberación* (EPL), the *Organización Indígena Quintín Lame* and the *Movimiento 19 de Abril* (M-19) (formed between 1960 and 1970), were demobilized between 1991 and 1994. Paramilitary groups, formed in the 1980s to counter these armed groups, quickly spread over a big part of the country. The paramilitary movements, the main objective of which was to fight the guerrillas, were regrouped after April 1997 under the name of *Autodefensas Unidas de Colombia* (AUC).

On 21 June 1998, Andrés Pastrana of the Conservative party was elected president of Colombia. He based his electoral campaign on a platform of peace and reform. As president, he ceded an area in south-central Colombia to the FARC as a goodwill gesture.

On 20 May 2002, Álvaro Uribe Vélez, a right-wing candidate who promised to crack down on insurgents, won the presidential election. As a former member of the Liberal party who then went on to run as an independent, President Uribe declared a limited state of emergency, thereby broadening the government's authority in its campaign against armed opposition groups. In December 2002, the AUC declared a unilateral ceasefire and initiated talks with the government. Peace talks with the FARC ended in 2002 without success.

In 2004, talks with the AUC continued and a safe zone was established. In 2006, more than 31,000 members of AUC were disarmed, and the Constitutional Court approved a constitutional amendment authorizing a presidential re-election, thereby enabling President Uribe to seek – and win – a second term that year.

In what was seen as a rare show of unity, hundreds of thousands of Colombians staged nationwide protests against kidnapping and the civil conflict in July 2007, demanding the release of some 3,000 people still being held hostage by different armed groups. In 2008, a series of military successes against the FARC took place.

In recent times, many armed groups have turned themselves in. Some armed groups have been dissolved, but others have survived or re-emerged. Millions of Colombians have had to flee their land for fear of being killed or persecuted by one or more of the groups of weapon bearers involved in the armed conflict. In several regions of Colombia, armed hostilities persisted in 2009, and showed little sign of abating, offering little hope to the thousands of civilians caught in the crossfire. Violent acts against the Colombia population were committed against a background of over four decades of violent political armed conflict between armed opposition groups and the State.

The consequences of Colombia's armed conflict have been severe. Thousands of people have disappeared, and at the time of writing Colombia had one of the world's largest internally displaced populations – between three and four million people had been displaced since 1985. In addition to massive displacement, there were summary executions, disappearances, hostage-taking, forced recruitment of children and an increasing number of mine-related injuries or deaths. People fled their homes following threats against or executions of family members, or because they feared their children would be coerced into joining groups of weapon bearers.

### **The ICRC in Colombia**

In Colombia at the time of writing, the ICRC was at the forefront of efforts to provide emergency assistance, including food and household items, to people affected by the armed conflict. The ICRC had been present in Colombia since 1969, with its main objective being to ensure greater respect for international humanitarian law – particularly for provisions protecting persons not taking part in the armed conflict – by all weapon bearers. It also strove to provide emergency assistance to the displaced and other victims of the armed conflict and implemented public health programmes and small-scale infrastructure renovation projects in conflict-affected areas.

The ICRC provided victims with assistance and protection, and reminded all parties of their obligation to respect and protect the civilian population, medical facilities and personnel and those *hors de combat* because they had laid down their arms or because they were wounded, sick or detained.

The inclusion of international humanitarian law in the training of the Colombian armed forces and of police taking part in military operations was another of the ICRC's priorities, along with efforts to strengthen the Colombian Red Cross' response capacity in conflict-affected areas.

In particular, the ICRC:

- visited places of detention to monitor detainees' treatment and conditions, especially with regard to health. It also sought access to all prisoners held by groups of weapon bearers and had assisted more than 1.1 million displaced people. The ICRC provided assistance during the first three months of displacement and for up to six months for single-parent households. When mass displacements occurred, the ICRC worked hand-in-hand with the Colombian Red Cross to assess needs on the ground prior to organizing transportation and distribution of assistance. In addition, the ICRC sought preventive measures to stem the flow of internal displacement by continuing its dialogue with both state and non-state actors to ensure greater respect for international humanitarian law;
- remained in constant contact with people affected by the armed conflict and collected allegations of possible violations of international humanitarian law. Where possible, the ICRC shared this information on a confidential basis with the alleged perpetrators – whether the armed and security forces or organized groups of weapon bearers – reminding them of the rules of international humanitarian law, urging them to respect these rules and drawing their attention to the humanitarian consequences of the alleged acts;
- gathered reports of people who had disappeared in connection with the armed conflict;
- as a neutral, independent humanitarian actor, voiced its concern for the safety of hostages and detainees held by groups of weapon bearers, and talked to the parties to the armed conflict in order to secure the hostages' release. When hostages were freed, the ICRC provided logistical support to take them home;
- continued to facilitate the exchange of personal news between civilians in order to ease the suffering of those who had lost touch with their relatives;
- implemented agricultural programmes designed to maintain or restore the means of survival of families affected by the armed conflict. In order to cover families' basic needs, the ICRC also distributed food parcels and essential household items such as hygiene articles, cooking utensils, plates, clothes, mattresses and/or hammocks, sheets, blankets and tarpaulins;
- had built, adapted and/or donated basic medical equipment and materials for Colombian health posts. These were now able to offer better medical care to communities in areas severely affected by the armed conflict. The ICRC had also accompanied health workers to different regions of the country, assisted victims of sexual violence and formed mobile health units which had carried out almost 4,000 medical consultations. It had assisted victims of mine injuries and provided limb-fitting centres with training;
- had made it a priority to include international humanitarian law in the training of the Colombian armed forces and of police taking part in military operations.

## Democratic Republic of the Congo (DRC)

The DRC (formerly Zaire) gained independence from Belgium in June 1960. General Mobutu, the chief of the army, came to power in a coup in 1965 and remained largely unchallenged throughout the 1970s and 1980s. In 1996, in the aftermath of the Rwandan genocide, Laurent Désiré Kabila, with strong support from Rwanda and Uganda, led a revolt. He entered Kinshasa and declared himself president in 1997. General Mobutu fled to Morocco, where he later died.

In 1998, a new rebel group was formed, again with the backing of Rwanda and Uganda, and a second conflict broke out. Some fellow members of the Southern African Development Community (Zimbabwe, Angola and Namibia) and Chad intervened on the side of the Kabila government. A ceasefire was signed in Lusaka in August 1999 and the United Nations established a peacekeeping force (MONUC) to implement the Lusaka Accord. President Kabila was assassinated in 2001, however. His son, Joseph, took over as head of state. An agreement was reached in 2003 between the belligerents and members of the political opposition on the formation of a transitional national government, formally ending a war that had cost millions of lives either as a direct result of fighting or through disease and malnutrition.

The DRC is a vast country with immense economic resources. Fighting has been spurred by the country's mineral wealth and violence has been continuous in the eastern part of the country.

The prospect of a stable, secure and peaceful DRC was threatened by the limited success of reforms to the armed forces of the DRC and delays in the disarmament, demobilization and reintegration of former fighters. The situation was particularly difficult in the provinces of North and South Kivu.

Joseph Kabila won the 2006 presidential elections. Following this important political step, there was hope for a better future for a country which had seen so many setbacks over the last decade.

Nevertheless, in the eastern part of the country, mainly in North and South Kivu, outbreaks of fighting between numerous armed groups and the DRC armed forces continued. The government called for a conference to resolve the problems in the Kivus, with the participation of most of the armed groups fighting in the region. The conference was held in Goma in early 2008.

However, the humanitarian and security situation continued to deteriorate in North Kivu and to a lesser extent in South Kivu and remained a cause for grave concern. Full-scale hostilities resumed in North Kivu in August 2008 between the DRC armed forces and the *Congrès national de la défense du peuple* (CNDP), with fighting escalating by the end of 2008. A ceasefire was concluded in 2009 and was followed by the signing of a peace agreement between the CNDP and the DRC.

In parallel, the governments of the DRC and Rwanda launched a joint military operation on 22 January 2009 against the *Forces démocratiques de libération du Rwanda* (FDLR) in North Kivu. Despite this month-long operation, clashes pitting the FDLR against the DRC army backed by MONUC increased in frequency following the official withdrawal of Rwandan troops. At the time of writing, clashes were continuing and were seriously affecting the civilian population in districts in the region.

The long and brutal conflict in the DRC has caused massive suffering for civilians, with estimates of millions dead either directly or indirectly as a result of the fighting. There have been frequent reports of weapon bearers killing civilians, destroying property, committing widespread sexual violence, causing hundreds of thousands of people to flee their homes or otherwise breaching humanitarian and human rights law.

### The ICRC in the DRC

The ICRC opened a permanent delegation in the DRC (then Zaire) in 1978. At the time of writing, it was focusing on promoting respect for the basic rules of international humanitarian law and human rights law by the authorities in their treatment of civilians and detainees. It saw to it that displaced people and residents adversely affected by armed conflict and other violence had the means to survive and look after themselves and that the wounded and sick were receiving adequate health care. It worked to restore contact between separated family members – where necessary and possible, reuniting children with their families – and supported the development of the DRC Red Cross.

In particular, the ICRC:

- and the DRC Red Cross launched extensive emergency relief operations in conflict-prone areas to assist people living near the fighting or in areas to which displaced people had fled. Although poor security could make it difficult to reach some affected people, the extensive network of DRC Red Cross staff and volunteers throughout the provinces had helped. Providing emergency aid such as food and essential household items, water supply, sanitation facilities and medical care was a priority;
- and the DRC Red Cross provided displaced people, residents and returnees with seed and tools, and undertook water and sanitation projects to help to revive farming activities and boost self-reliance;
- addressed the physical, psychological and social needs of victims of sexual violence in specialized counselling centres throughout the country. Where necessary, patients were referred to local health-care facilities to receive appropriate treatment;
- and the DRC Red Cross registered unaccompanied children, endeavoured to trace children and helped reunite family members separated by the conflict. The children included those formerly associated with the armed forces and armed groups;
- regularly visited places of detention to monitor the condition and treatment of individuals detained in connection with the conflict;
- continued its dialogue with weapon bearers about numerous allegations of serious violations of international humanitarian law and human rights law that it had received.

### Georgia

Georgia's history can be traced back to ancient times, when it was known as Colchis, but at the time of writing the country was best remembered as one of the 15 republics of the former Soviet Union. After the restoration of independence in April 1991, it was governed by the nationalist forces of President Zviad Gamsakhurdia during a brief period characterized by a society split between supporters and opponents of the government, economic stagnation and armed conflict in the northern province of South Ossetia. The regime was deposed in an armed conflict that brought to power a military council headed by Edvard Shevardnadze, the former Soviet Minister of Foreign Affairs.

A ceasefire was achieved in South Ossetia; however, in 1992 another armed conflict, in the north-western province of Abkhazia, resulted in massive destruction, human casualties on both the Georgian and Abkhaz sides and the displacement of approximately 250,000 people of Georgian ethnicity from Abkhazia. In September 1993, Sukhumi was taken by Abkhaz forces, which subsequently pushed south towards the administrative border between the Soviet-era Abkhaz Autonomous Republic and Georgia. A ceasefire established in 1994 was overseen by a peacekeeping force from the Community of Independent States (CIS) made up of 1,500 Russian troops, with the limited United Nations Observer Mission in Georgia (UNOMIG) deployed within a 24-km 'security zone'. Fighting flared up again during the summer of 1998 in the security zone between Georgian and Abkhaz forces, causing further displacements of

the civilian population. The situation in Abkhazia had since remained generally ‘calm and stable’, although irregular fighters engaged in periodic operations and crime remained widespread, particularly in the southern districts.

Within Georgia, the opposition was splintered by rivalries and so for years failed effectively to challenge the Shevardnadze regime. However, in November 2003, following flawed parliamentary elections, opposition forces united under Mikheil Saakashvili (of the National Movement) and Zurab Zhvania/Nino Burzhanadze (of the Democrats) and staged mass protests, which eventually resulted in Shevardnadze’s resignation. The so-called Rose Revolution was followed by presidential elections in January 2004 (won by Saakashvili) and parliamentary elections in March, at which the opposition parties won a monopoly of seats in the National Parliament. The new government committed itself to the restoration of territorial integrity, radical reform and a pragmatic western-oriented foreign policy. As for the frozen armed conflicts, both in Abkhazia and South Ossetia, the peace process had not resulted in any tangible progress – the separatist territories continued to insist on their ‘independence’ or, at least, an associative status within the Russian Federation, while the Georgian side stressed the need for a return of Georgian internally displaced persons. Hostilities (including criminality) and diplomatic tension periodically flared. Following a period of serious tensions in early May in Adjara, the region returned to central control. In the wake of this crisis, the Georgian authorities turned their attention to addressing the South Ossetian problem. During 2004, this resulted in rising tensions between Tbilisi and the *de facto* authorities in Tskhinvali (the South Ossetian capital), including several minor clashes.

On 7 August 2008, a major military offensive began in South Ossetia, involving the Georgian armed forces. An offensive by Russian Federation armed forces began in South Ossetia and further into Georgia and led to the outbreak of a full-scale international armed conflict. The Russian Federation emerged as the clear victor and the Georgian armed forces were forced to withdraw from South Ossetia and subsequently from several parts of Georgia proper. Negotiations led by France, with substantial input on the Georgian side from the United States, resulted in the signing of a ceasefire agreement on 15-16 August that provided for the withdrawal of Russian troops to their pre-conflict positions and allowed Russian peacekeeping forces in South Ossetia to adopt ‘additional measures of security’.

The Georgian armed forces regained control over most (but not all) of the areas from which they had previously withdrawn. Both Georgia and the international community reacted strongly to the Russian Federation’s recognition of the independence of both South Ossetia and Abkhazia, and the exact fall-out of this development remained to be seen. Active hostilities had nevertheless ended. Nine months after the end of the fighting, the humanitarian situation for most of those affected had improved, even though chronic problems that predated the latest conflict remained. While the overall situation was calm, tensions persisted in villages close to the demarcation line. People displaced by conflict and those living in remote rural areas, already vulnerable before August 2008, remained the most at risk. In Western/Central Georgia, most of the internally displaced persons who fled the hostilities in August had been able to return to their places of origin. Many displaced people from South Ossetia had left collective centres for new settlements built by the authorities in Central Georgia. In the previous few months, numerous humanitarian organizations had carried out a wide range of programmes that had had a positive impact on the victims of the August conflict.

The United States’ growing economic and political influence in the country had long been a source of concern for the Russian Federation, as had Georgia’s aspirations to join NATO and the European Union.

### The ICRC in Georgia

The ICRC had been present in Georgia since 1992. It contributed to efforts to provide answers to families of missing persons and protected and assisted displaced people and other vulnerable groups in conflict-affected regions. It visited detainees throughout Georgia, including Abkhazia and South Ossetia, and supported the endeavours of the authorities in bringing tuberculosis in prisons under control. The ICRC also promoted the integration



of international humanitarian law into the training of the armed and security forces and into university and school curricula. In cooperation with Movement partners, the ICRC helped to strengthen the capacities of the National Society.

Following its emergency response of August 2008 during the conflict between Georgia and Russia, the ICRC focused on the needs of the most vulnerable population during winter. At the time of writing, the organization was consolidating its various assistance programmes based on longer-term needs assessments. The overall objective of the ICRC operation was to enable people living in conflict-affected areas to sustain themselves over the short term and regain their pre-conflict levels of economic security. While many humanitarian organizations were operating in Central and Western Georgia, the ICRC remained the only international humanitarian organization active in South Ossetia.

Restoring contact between family members remained a priority for the ICRC in the region. In its role as neutral intermediary, the ICRC had helped to reunite families in Tskhinvali, Gori and Tbilisi. These reunifications took place with the full support of all parties. The ICRC offered family members separated by the conflict the possibility to exchange news through Red Cross messages.

The ICRC distributed food and non-food items to persons in rural areas of South Ossetia to cover the winter period and also distributed clothes and shoes to orphans, displaced people and the elderly in South Ossetia. The ICRC rehabilitated water and sanitation facilities in schools, hospitals and other Tskhinvali public buildings. It provided cement, stoves, window glass, timber and roofing material to local authorities and individuals. In an effort to improve the living conditions of persons living in Tskhinvali collective centres, the ICRC helped to rehabilitate the city's power and water networks and its garbage disposal system.

In Western/Central Georgia, the ICRC rehabilitated collective centres housing people displaced during the conflicts of 2008 and 1992-93. The organization was also continuing to support ambulatories, notably in Rukhi, Shamgona and Zugdidi districts. Through its emergency shelter programme, the ICRC provided temporary repairs for the homes of over 8,500 people.

ICRC medical teams also conducted medical consultations in areas where normal health-care services had been suspended. Once the local health structures had reopened, the ICRC supported them by carrying out light repair work and distributing medical equipment and medicines. In South Ossetia, the ICRC was still organizing and facilitating medical evacuations in cases of emergency.

The ICRC regularly visited places of detention to monitor the living conditions and treatment of detainees, particularly those held in connection with the recent conflict. From the onset of the hostilities, the ICRC in Tskhinvali had taken steps to ensure that it could visit all persons detained in relation to the conflict. The objective of ICRC detention visits was to assess the treatment of detainees and their conditions of detention and to ensure that the detainees had established contact with their family members via the system of Red Cross messages.

People seeking missing relatives continued to contact the ICRC. The ICRC followed up each individual case of a person who went missing during the conflict and its aftermath with the relevant authorities and on a confidential basis. The organization followed whether the economic, legal and psychosocial needs of the families of the missing had been taken into account by the authorities. In addition, an ICRC forensic expert in Tbilisi offered technical support to the authorities with the aim of strengthening their capacities in the handling of mortal remains.

Mines and unexploded ordnances continued to pose a risk for civilians. To minimize this risk, the ICRC raised the awareness of the population about the danger posed by explosive remnants of war. The organization regularly informed members of the armed forces and other weapon bearers about international humanitarian law and the ICRC's mandate and activities.

The ICRC worked closely with the Georgian Red Cross whenever it distributed assistance.



## Haiti

Haiti is the world's oldest black republic and the second-oldest republic in the Western hemisphere, after the United States. It is the only country in the world to have gained its independence following a successful slave rebellion. However, Haiti achieved notoriety during the brutal dictatorships of the physician François Duvalier, 'Papa Doc', and his son, Jean-Claude, or 'Baby Doc'. From February 1986 – when the 29-year-old rule of the Duvalier family ended – until 1991, tens of thousands of people were killed. In 1987 a constitution was ratified that provides for an elected government. The election in December 1990 of Jean-Bertrand Aristide, a former priest, was overthrown by the military in September 1991. Economic sanctions and a US-led military intervention forced a return to constitutional government in 1994, but Haiti was plagued by extra-judicial killings, torture and brutality. In 2004, President Aristide (re-elected in November 2000) was forced out of the country. An elected leadership took over in May 2006 from an interim government (2004-2006) and a UN stabilization force has been deployed since then.

During the period leading up to the departure of President Jean-Bertrand Aristide in February 2004, and for several weeks after that, Haiti experienced a general breakdown of law and order. The vast majority of prisons were emptied of their occupants, burned and ransacked, leading to a near collapse of the penal system. The situation in Haiti remained very unstable throughout the year, with localized sporadic outbreaks of violence.

Various armed groups, including members of the former armed forces, had yet to be disarmed by the United Nations Stabilization Mission in Haiti (MINUSTAH). Supporters of the ousted President were accused of being the instigators of the so-called 'Operation Baghdad' in the poorer neighbourhoods of Port-au-Prince on the one-year anniversary of President Aristide's first removal from power in 1991. In September 2004, violence flared in the capital and its poorer neighbourhoods. Supporters of President Aristide were accused of being the instigators. Violent confrontations with the police left more than 200 people dead, including 20 policemen.

At the time of writing, Haitians were continuing to endure dire poverty, major economic disparities, insecurity, violence, and environmental degradation that was steadily driving the rural population into urban slums. Access to basic necessities, such as health care, clean water, sanitation and electricity, was largely lacking. The population's already precarious economic and social situation had been made even worse by soaring food and fuel prices. In April 2008, riots broke out in many parts of the country, especially in Les Cayes and Port-au-Prince. Protesters vented their anger at the government and MINUSTAH. Four people were reportedly killed and hundreds injured during the violent demonstrations. In the wake of the riots, the Senate voted to remove the prime minister, Jacques-Edouard Alexis, from his post. A replacement was not found until early September, when Michèle Pierre-Louis took office.

Haiti is also subject to regular tropical storms and severe flooding. A state of emergency, followed by three days of national mourning, was declared after a spate of cyclones and tropical storms devastated the country between August and September 2008. Hundreds of people reportedly died, others were injured and many lost their already precarious livelihoods as agriculture was damaged.

### The ICRC in Haiti

At the time of writing, the ICRC had been working in Haiti without interruption since 1994. In early 2004, when internal strife threatened to degenerate into armed conflict, it expanded its operations.

In violence-prone shantytowns the ICRC improved water and sanitation services and ensured that people wounded as a result of violence had access to medical services. In addition to emergency response, assistance activities involved support to local water boards, communities in shantytowns and health facilities, including the first-aid posts and evacuation service run by the Haitian National Red Cross Society (hereafter Haitian Red Cross) in areas such as Cité Soleil and Martissant.

In civilian prisons and police stations the ICRC visited people deprived of their freedom. Detainees in Haitian prisons were facing many difficulties, especially severe overcrowding. The ICRC visited prisons countrywide and worked with the authorities and other organizations to bring about urgently needed improvements in prison infrastructure, health care and sanitation, and to make sure detainees' rights were upheld during arrest and detention.

Among weapon bearers – including gang leaders in the most violent neighbourhoods – the ICRC promoted basic humanitarian principles such as the obligation to spare medical facilities, first-aid workers and others taking no part in the violence.

Boosting the capacity of the Haitian Red Cross, especially in the areas of management, emergency-response preparedness of first-aid workers and dissemination of humanitarian principles, was one of the main activities of the ICRC in the country.

The ICRC was also renewing its efforts to address the issue of persons unaccounted for in connection with political violence and/or natural disaster.

The ICRC was continuing to increase its involvement in training police recruits and instructors in international human rights law applicable to law enforcement. Briefings for MINUSTAH troops on international humanitarian law, humanitarian principles and the Movement were also continuing.

## Lebanon

At the time of writing, Lebanon had suffered from years of war and was one of the most complex countries in the Middle East region. In the previous three decades, long-lasting and destructive armed conflicts – notably the outbreak of civil war in 1975, the Israeli invasion of 1982, the July 2006 war, the 2007 Nahr el-Bared conflict and the armed violence that occurred in May 2008 – had shaken the country.

The civil war that began in 1975 and ended in 1991 resulted in more than 100,000 deaths, hundred of thousands people left wounded or handicapped, and thousands of disappearances.

The violent and diverse character of warfare in Lebanon reflected the wide range of combatants, which included regular armies, guerrilla forces and militias. Tactics included air bombardment, tank battles, block-by-block urban assault, truck bombings and a constant series of assassinations. In addition, a large number of people were taken hostage by various factions; some had been released, but the fate of thousands of others remained unknown.

The assassination of former Prime Minister Rafik Hariri led to huge rallies in Beirut, triggering the government's downfall and Syria's military pull-out in 2005.

2006 saw a resurgence of hostilities between Hezbollah and the state of Israel, with a 34-day military offensive and a blockade. Around 1,200 Lebanese, most of them civilians, were killed, more than 3,000 were wounded, and damage to civilian infrastructure was extensive.

As at 2009, cluster bombs had killed more than 20 and wounded around 200 people since the end of the fighting. International peacekeepers were drafted in to help police a UN-brokered ceasefire. Less than a year later, another conflict erupted in the north of the country, close to the town of Tripoli. Fighting took place in the Palestinian camp of Nahr el-Bared, where the Lebanese Army fought an Islamist group named Fatah al-Islam. Around 400 people died (including more than 160 soldiers), some 500 were wounded, more than 30,000 were displaced and the camp suffered extensive damage as a result of the three months of fighting.

The Lebanese, gripped by the political tensions paralysing the country, again suffered in May 2008 when armed violence erupted in several parts of the country.

### The ICRC in Lebanon

At the time of writing, the ICRC had been present in Lebanon since 1967, providing assistance and protection to civilians affected by armed conflict, in close cooperation with the Lebanese Red Cross Society and the Palestine Red Crescent Society. Over the previous 42 years, the ICRC had assisted families separated by war, prisoners and internally displaced people, and it had served as a neutral intermediary in exchanges of combatants and mortal remains. In addition, it had reminded the various parties involved in the conflict of their obligations under international humanitarian law. Likewise, the ICRC had actively disseminated international humanitarian law among armed groups and civil society.

In 2009 in Lebanon, the ICRC was focusing on visiting detainees, restoring family links and helping preserve or restore acceptable living conditions for civilians, the sick and the wounded. The ICRC sought to provide protection by ensuring respect for international humanitarian law. It endeavoured to minimize the dangers to which people were exposed, to prevent or put a stop to violations committed against them, and to make their voices heard.

As from February 2007, the ICRC was authorized by the Lebanese authorities to visit detainees in the country in order to monitor their living conditions, the manner in which they were being treated and respect for their basic rights.

Efforts to restore contact between family members focused on:

- enabling people in Lebanon to maintain contact with family members in Israel or the occupied Palestinian territories through Red Cross messages;
- repatriating Lebanese nationals released from prison in Israel, or living in that country, but who wished to return home;
- supporting Lebanese or Palestinian families who wanted to repatriate the remains of relatives who had died in Israel;
- offering technical support to the Lebanese authorities in resolving the issue of people missing in connection with the civil war and its aftermath; extending support to committees of families of the missing.

The ICRC paid particular attention to people who determined the fate of victims of armed conflict or who could facilitate ICRC action, such as: the armed forces, security and police forces, other weapon bearers; decision-makers and opinion leaders at the local and international levels; and the youth, students and their teachers. The Lebanese armed and internal security forces regularly attended sessions on international humanitarian law. The ICRC also focused on health, economic security and water and sanitation programmes. It sought to preserve or restore acceptable living conditions for civilians and assisted sick and wounded military and civilians. The ICRC supported hospitals run by the Palestine Red Crescent by providing them with training, teaching materials, medical materials and hospital equipment; organized seminars on war surgery for surgeons working in Lebanese and Palestinian hospitals; and maintained a supply of medical and surgical stocks to enable hospitals and emergency medical services to treat future war wounded. In addition, the ICRC supported the local water authorities in upgrading water-supply facilities that were run down or damaged as a result of conflict. It also ran projects to improve water supply to vulnerable populations in Lebanon, concentrating on marginalized areas in the south, north and the Bekaa valley.

The ICRC provided extensive support to the Lebanese Red Cross and the Palestine Red Crescent Societies. The goal was to improve their emergency response and organizational capacity to meet the needs of affected populations more effectively and in particular to help emergency medical services to strengthen response capacity.

## Liberia

Liberia was founded by freed slaves from America and the Caribbean, called Americo-Liberians, in 1820, and thus became the first African republic. Liberia is mostly made up of indigenous Africans, with the slaves' descendants comprising around 5% of the population.

The West African nation was relatively calm until the late 1980s, when arbitrary rule and economic collapse culminated in armed conflict. In April 1980, Master Sergeant Samuel K. Doe, from the Krahn ethnic group, staged a military coup and seized power. Doe's rule was challenged in December 1989 by President Charles Taylor, plunging the country into an armed conflict that would later be known as one of Africa's bloodiest, claiming the lives of more than 200,000 people and further displacing a million more into refugee camps in neighbouring countries. Fighting intensified as rebel groups splintered and battled each other, the Liberian army and West African peacekeepers. In 1995 a peace agreement was signed, leading to the election of Mr Taylor as president. Anti-government fighting broke out in the north of the country in 1999. Under intense US and international pressure President Taylor stepped down in 2003 and went into exile in Nigeria. This move paved the way for the deployment by ECOWAS of what became a 3,600-strong peacekeeping mission in Liberia (ECOMIL). Leaders from the Liberian government, the rebels, political parties, and civil society signed a comprehensive peace agreement that laid the framework for a National Transitional Government of Liberia. In September 2003, the UN Security Council adopted Resolution 1509 establishing a peacekeeping operation under Chapter VII authority (UN Mission in Liberia, UNMIL). In November 2005, Ellen Johnson-Sirleaf was elected the first female president of Liberia and in Africa. She took office on 16 January 2006, ending two years of transitional government. The conflict left the country in economic ruin and teeming with weapons.

Liberia at the time of writing had not been spared by the worldwide increases in prices of basic commodities. These had jeopardized the positive effects of debt relief and poverty reduction measures.

The country still depended heavily on international support to overcome economic problems and the legacy of its violent past. Over 8,000 UNMIL civilian and military personnel provided security. The potential for unrest remained, given rampant unemployment, corruption, lack of basic social and economic services and the limited success of the programme for demobilization, disarmament and reintegration of former fighters, which was officially concluded by the Liberian president in July 2009. Violent disputes over land ownership also continued to take place. The humanitarian landscape was changing as aid organizations and NGOs left or cut back their activities and development agencies moved in. Despite progress towards recovery, much remained to be done to improve the population's still limited access to basic services.

### The ICRC in Liberia

At the time of writing, the ICRC had worked in Liberia since 1970. It opened its operational delegation in Monrovia in 1990.

Since the onset of the first war in 1990, the ICRC adopted a public health approach to the situation. To help avert epidemics in the besieged city of Monrovia, it had engineers and medical personnel work hand in hand to restore infrastructure, such as the urban water supply and electricity, and support the health system. During the war of 2003, ICRC surgical teams treated the war wounded at JFK Hospital, where the organization also provided medication and specialized medical equipment.

The ICRC endeavoured to carry out extensive health-care and water and sanitation programmes in Liberia, combined with shelter and income projects to provide people with better access to health facilities and clean water.

In 1991, the ICRC's first tracing activities were conducted in Liberia. The ICRC arranged family reunifications and distributed Red Cross messages enabling family members to stay in touch with each other. Hundreds of Liberian Red Cross volunteers collected and distributed messages

between people displaced within Liberia and between Liberian refugees in Côte d'Ivoire, Guinea and Sierra Leone.

The ICRC also carried out regular visits to people detained in Liberia in connection with the civil war with the aim of monitoring and improving their treatment and conditions of detention.

The year 2009 was a turning point for the ICRC in post-conflict Liberia, as it switched its focus from protection and assistance to activities promoting the inclusion of international humanitarian law and human rights law in the training programmes of the newly established Liberian armed, police and security forces. The ICRC was also working with the authorities to enhance their understanding and acceptance of international humanitarian law and to press for its national implementation. Priority was also to be given to helping the Liberia National Red Cross Society fulfil its responsibilities in the changing context and strengthening the image of the Red Cross in the country.

Over the course of 2009 the ICRC was to phase out its assistance projects involving health care, water and sanitation, economic security and shelter in areas where large numbers of returnees were now residing. Priority was to be given to helping communities and authorities to assume their responsibility for basic services and to sustain community facilities constructed or repaired by the ICRC. ICRC projects had given a major boost to the resumption of staple food production and to efforts to help returnees and residents restore their livelihoods.

The ICRC provided support for the Liberia National Red Cross Society and promoted international humanitarian law among the armed forces present in Liberia.

## The Philippines

For more than 20 years previous to the time of writing, the Philippines had been the site of localized armed conflicts, which had affected some areas of the country while leaving most of its territory almost untouched. On the southern island of Mindanao, Muslim groups had battled to establish an independent Islamic government. In Mindanao and in other parts of the country the conflict was between the communist guerrillas of the New People's Army (NPA) and government security forces.

During the presidency of President Ferdinand Marcos (elected in 1965), localized conflicts in the Philippines flared up against a background of economic inequality and corruption. The concerns of Filipino Muslims (Moros) about Christian settlers occupying their land spurred the formation of the Moro National Liberation Front (MNLF) in 1968, which launched a rebellion that at its height brought two-thirds of the Filipino army to Mindanao. Unable to quell the MNLF, President Marcos was forced to grant a degree of autonomy to the region in 1977 and invite Muslim leaders to occupy positions of authority in the regional government. Later, splits among Muslim nationalists led to the formation of dissident groups, who continued to demand full independence for the region.

In the same period, the country became increasingly destabilized by violence and corruption, and there was an escalation of the armed struggle by communist forces. The NPA – the military wing of the Communist Party of the Philippines – was formed and established a base on the island of Mindanao. In 1986, a popular uprising resulted in the overthrow of the Marcos regime and the democratic election of Corazon Aquino as President. Government-initiated talks with the NPA in 1995 led to a preliminary peace agreement. In February 2004 a peace process was revived, with representatives of the NPA meeting government officials in the Norwegian capital Oslo. The two sides agreed a series of measures to move towards a formal peace deal.

In Mindanao, a peace agreement was signed with the Moro National Liberation Front in 1996. Despite a 2004 ceasefire, violence erupted in August 2008 between Philippine government forces and the Moro Islamic Liberation Front, forcing over 600,000 civilians to flee their homes. While active hostilities had been suspended since July 2009, more than 200,000 civilians remained displaced.

Abu Sayyaf, an armed group in the southern Philippines, had claimed responsibility for a series of bomb attacks. Abu Sayyaf's stated goal was an independent Islamic state in Mindanao and the Sulu islands, but the government refused to hold any talks with them.

### The ICRC in the Philippines

At the time of writing, the ICRC had been working in the Philippines since 1959, with a permanent presence since 1982. It assisted and protected civilians displaced or otherwise affected by armed clashes between the government and insurgent groups, primarily on the southern island of Mindanao. It served as a neutral intermediary between opposing forces in humanitarian matters, visited security detainees and worked with the Philippine National Red Cross, through its network of regional chapters, local branches and volunteers, to assist displaced people and promote compliance with international humanitarian law.

The ICRC monitored the treatment and conditions of detention of people detained in connection with armed conflict and violence in the Philippines. It visited more than 80 places of detention all over the country. The ICRC also worked with the national authorities to address the causes of jail congestion and its consequences for the health and living conditions of all detainees. While taking care not to take over the authorities' responsibility to provide suitable conditions of detention for detainees, the ICRC carried out small-scale assistance and renovation projects in order to address the most urgent needs observed in places of detention. These projects involved improving water, sanitation and access to health care in detention facilities, support for training of jail engineers and staff on technical standards for living conditions, and distributing hygiene articles and recreational items.

To address the needs of the victims of armed conflict, the ICRC monitored the situation of civilians in conflict-affected areas and, where necessary, made oral and written representations to the parties to the conflict to remind them of their obligation under international humanitarian law to protect civilians. In Central Mindanao, in cooperation with the Philippine National Red Cross, the ICRC provided food and essential household items for conflict victims and access to safe drinking water and proper sanitation facilities for displaced people and the resident population. In addition, it assisted several health centres and provided specialized training in surgery for civilian and military medical professionals.

The ICRC maintained a confidential dialogue with the parties to the armed conflict about the way they conduct hostilities, as part of a long-term strategy to prevent violations of international humanitarian law. The ICRC organized sessions and workshops for members of the security forces and the various armed groups to inform them of its mandate and activities and of their obligations under international humanitarian law.

The Philippine National Red Cross's extensive network and its intimate knowledge of local conditions are essential to the planning and conduct of ICRC operations. The ICRC implemented its programmes for assistance and promotion of international humanitarian law in cooperation with the National Society. The ICRC provided financial assistance and expertise in support of Philippine National Red Cross capacity building in the field of disaster preparedness and restoring family links.

# **OPINION SURVEY**

## OPINION SURVEY

### The Impact of Armed Conflict

#### Personal experience of armed conflict

The percentage of people who say they have 'personal experience' of armed conflict varies a great deal – from almost everyone (96%) in Liberia, to just 7% in the Philippines.

Most have such experience in Lebanon (75%), the DRC (61%), and Afghanistan (60%).

Even this does not fully reflect the impact of such events – because the consequences are felt beyond those who are immediately affected. In total, around two-thirds (66%) have been affected in some way – either personally or due to these wider consequences – and this includes almost everyone in Haiti<sup>1</sup> (98%), Afghanistan (96%) and Lebanon (96%).

When specific experiences are examined, it becomes clear that there is widespread suffering – whether people have had direct experience or not.

Among those with personal experience, this ranges from displacement (56% on average across the eight countries) and the separation of families (47%), to damage of property (40%), the death of close family members (28%), sexual violence (19%), or physical injury (18%). Such events have an enormous impact on people's emotional wellbeing.

Thus a lack of 'personal experience' of armed conflict does not mean that people are not affected by the armed conflict. In fact, all groups report widespread hardship of various kinds.

In terms of those with personal experience, the countries divide into two groups:

- those where most people report personal experience: Liberia (96%), Lebanon (75%), the DRC (61%) and Afghanistan (60%);
- those where a minority does so: Haiti (31%), Colombia (10%) and the Philippines (7%).

In Georgia, all of the internally displaced persons<sup>2</sup> have had personal experience of armed conflict, as have 10% of the resident population respondents – accounting for a total figure of 46%.

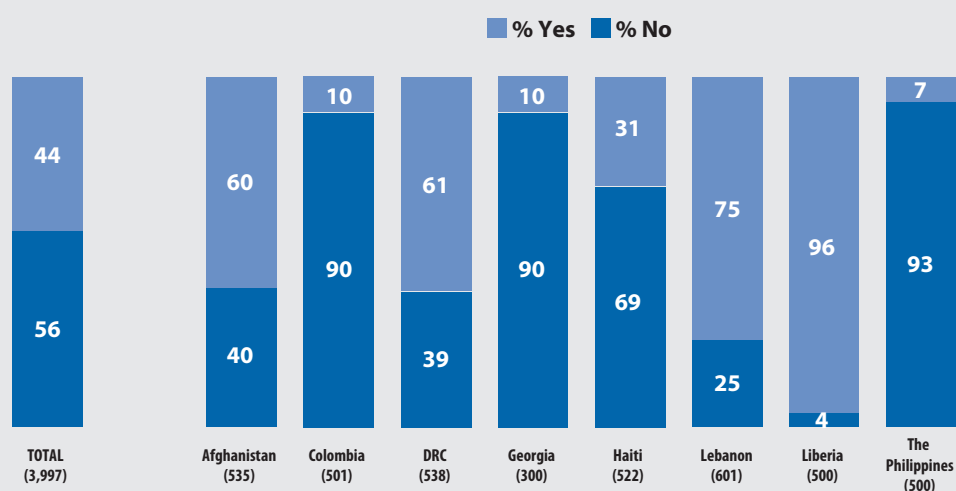
<sup>1</sup> Respondents in seven of the eight countries were asked about 'armed conflict'. Please note that respondents in Haiti were asked about 'armed violence'.

<sup>2</sup> Please see the individual Georgia report for a full comparison of the responses from the internally displaced persons group.



## Personal experience of armed conflict

Q1. Have you personally experienced armed conflict, or not?



Base: All respondents

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

However, this does not fully reflect the impact of armed conflict – because the consequences are felt well beyond those who are immediately affected by it. The table below includes all those affected in some way – either personally or due to the wider consequences. The full extent of the impact of armed conflict or armed violence in each country, thus, becomes clear.

Proportion in each country who has been affected in some way by armed conflict								
TOTAL	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
%	%	%	%	%	%	%	%	%
66	96	31	76	26	98	96	96	12

Those with **personal experience of armed conflict** report a range of experiences, for example:

- in Liberia, 90% of respondents who had experienced armed conflict had to flee their homes to live elsewhere. At least two-thirds had to in Afghanistan and Lebanon (76% and 61%);
- large numbers have lost contact with a close relative (86% in Liberia, 61% in Afghanistan, and 51% in Lebanon);
- 69% of respondents in Liberia say that a member of their immediate family was killed in armed conflict;
- half (51%) of the respondents in Liberia have known someone to suffer sexual violence. In Haiti, the figure is 44%, and in the DRC it is 28%;
- 66% in Afghanistan say they their property was seriously damaged.

When we look at the range of particular experiences in various countries, some clear patterns emerge:

- Afghanistan's population is among the most widely affected by displacement (76%), the separation or death of family members (61% and 45%, respectively), property damage (66%), looting (42%) – and humiliation (55%).

- Lebanese respondents also face a particular set of challenges, including: displacement (61%), property damage (57%), separation of families (51%), ‘humiliation’ (29%) and death of family members (26%).
- Liberians report an extremely high incidence of displacement (90%), family separation (86%), looting (83%), torture (45%), injury (40%), imprisonment (30%) and kidnapping (26%).
- In the DRC, people with personal experience of armed conflict suffer widespread displacement (58%), family separation (47%), property damage (34%) and looting (30%).

The degree to which people have had restricted access to basic necessities, such as food, electricity etc. – or to health care – was also surveyed, in addition to how widely economic problems have affected respondents.

Limited or no access to basic necessities is encountered by most people in three of the eight countries: Lebanon (78%), Haiti (63%) and Afghanistan (64%), and a shortage of health care in two countries: Afghanistan (68%) and Haiti (61%).

When asked an open-ended question – where people are free to respond without prompting – about whether or not they have been affected in other ways, people often cited psychological harm, including 53% of people in Lebanon who report having been affected in ‘other’ ways.

## Personal impact of armed conflict – 1

**Q3A.** I’m going to ask you about your actual experiences during the armed conflict in [country]. Please tell me whether any of the following things happened to you personally or did not happen as a consequence of the armed conflict in [country]. For each one, please indicate whether it happened or did not happen to you.

Happened										
	TOTAL		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base:</i>	(1,911)		(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
	%		%	%	%	%	%	%	%	%
Forced to leave your home and live elsewhere	56		76	32	58	32	45	61	90	52
Imprisoned	10		21	12	8	0	3	4	30	0
Kidnapped or taken as a hostage	10		9	18	11	4	5	6	26	0
Tortured	17		43	4	11	6	16	7	45	0
Been humiliated	32		55	15	23	25	51	29	55	5
Lost contact with a close relative	47		61	23	47	59	37	51	86	14
A member of your immediate family was killed during the armed conflict	28		45	33	25	4	17	26	69	6
Serious damage to your property	40		66	10	34	39	28	57	74	11
Wounded by the fighting	18		35	6	17	15	11	12	40	11
Combatants took food away	23		34	8	26	8	13	8	76	8
Had your home looted	32		42	17	30	27	23	22	83	9
Somebody you knew well was a victim of sexual violence	19		13	11	28	3	44	4	51	0

*Base: All who have experienced armed conflict*

## Personal impact of armed conflict – 2

**Q3A.** I'm going to ask you about your actual experiences during the armed conflict in [country]. Please tell me whether any of the following things happened to you personally or did not happen as a consequence of the armed conflict in [country]. For each one, please indicate whether it happened or did not happen to you.

Happened									
	TOTAL	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base:</i>	(1,911)	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
	%	%	%	%	%	%	%	%	%
No or very limited access to basic necessities (water, electricity, etc.)	45	64	13	n/a	32	63	78	n/a	19
No or very limited access to health care	35	68	11	n/a	26	61	28	n/a	14
Lost all my belongings	27	47	13	n/a	27	52	14	n/a	11
Lost my means of income (e.g. job, revenue, farm land, etc.)	40	60	38	n/a	35	40	51	n/a	15
The area where I lived came under enemy control	36	56	20	n/a	27	60	37	n/a	18

*A 'n/a' denotes 'not asked'*  
*Base: All who have experienced armed conflict*

How recently have people experienced armed conflict?

This varies, depending on each country's situation. For example, in Georgia, 72% of respondents have experienced armed conflict within the last year.

In other countries, from 14% to 29% of respondents report recent experiences of armed conflict.

In Colombia, 21% say they are 'currently' being affected by armed conflict. This is by far the highest national figure of the countries surveyed.

### People's greatest fears

There are three predominant fears across the eight countries:

- losing a loved one mentioned by 38% of respondents on average;
- economic hardship (31%);
- displacement/becoming a refugee (24%).

Other fears include physical injury (15%), sexual violence (13%), and living with daily uncertainty (25%).

In some cases, people's greatest fears generally match their experiences. Displacement and economic hardship are often both feared and are a reality.

In other cases, however, there is less connection.

In general, experience is greater than fear, such as when it comes to:

- limited access to basic necessities and health care. It may be the actual experience of these situations which somewhat tempers the fear of them;
- in terms of families, unsurprisingly the fear of family members being killed is more prominent than that of losing contact with them. The reality is that separation of families is more widespread than are deaths, according to respondents' feedback.

Beyond this, the relationship between experience and fear varies quite markedly from country to country.

For example, in some countries, the incidence of knowing someone affected by sexual violence is actually greater than the fear of it. In Haiti, 31% report having been affected by sexual violence, but only 15% voice a fear of sexual violence. The pattern is similar in Liberia, where 51% report having experienced sexual violence but 22% fear such violence. By contrast, in the DRC, experience and fear of sexual violence are similar, at 28% and 36% respectively.

## Fears and experiences – 1

**Q6.** What do you think are the two or three greatest fears people are facing in a situation of armed conflict? ('Fear')

**Q3.** Which of these has happened to you personally? ('Experience')

	Afghanistan		Colombia		DRC		Georgia	
	Fear	Experience	Fear	Experience	Fear	Experience	Fear	Experience
<i>Base (All):</i>	(535)	(535)	(501)	(501)	(538)	(538)	(300)	(300)
	%	%	%	%	%	%	%	%
Losing a loved one/family member	25	35	68	8	54	25	43	1
Loss of livelihood	37	52	24	4	40	7	20	6
Displacement/having to leave home	34	60	30	5	14	58	37	4
Losing contact with family member/s	16	51	30	6	20	47	21	11
Humiliation	11	44	6	2	3	23	14	3
Loss/destruction of property	22	53	27	2	23	34	26	5
Sexual violence	8	10	11	4	36	28	5	*
Imprisonment	15	14	5	2	6	8	8	0
Limited access to basic necessities (water, electricity, etc.)	7	60	4	3	22	14	8	5
Limited access to health care (drugs, hospital, etc.)	9	64	3	2	10	11	4	4
Being wounded/injured	17	26	21	1	5	17	7	2

*Base: All (except for Q3 in the DRC and Liberia, which is based on all with experience of armed conflict)*

## Fears and experiences – 2

**Q6.** What do you think are the two or three greatest fears people are facing in a situation of armed conflict? ('Fear')

**Q3.** Which of these has happened to you personally? ('Experience')

	Haiti		Lebanon		Liberia		The Philippines	
	Fear	Experience	Fear	Experience	Fear	Experience	Fear	Experience
<i>Base (All):</i>	(522)	(522)	(601)	(601)	(500)	(477)	(500)	(500)
	%	%	%	%	%	%	%	%
Losing a loved one/family member	20	18	57	24	23	69	11	1
Loss of livelihood	41	34	24	45	29	0	32	1
Displacement/having to leave home	14	33	14	55	37	90	11	4
Losing contact with family member/s	7	31	13	47	19	86	7	1
Humiliation	9	38	7	25	14	55	*	*
Loss/destruction of property	18	21	28	49	35	74	23	1
Sexual violence	15	31	5	4	22	51	2	0
Imprisonment	6	3	1	4	11	30	*	0
Limited access to basic necessities (water, electricity, etc.)	7	65	11	73	8	4	12	1
Limited access to health care (drugs, hospital, etc.)	4	63	9	24	12	4	*	1
Being wounded/injured	9	6	27	10	16	40	15	1

*Base: All (except for Q3 in the DRC and Liberia, which is based on all with experience of armed conflict)*

Beyond this, there are specific fears that are noteworthy:

- losing one's house/belongings in Liberia (35%);
- limited access to basic necessities in the DRC (22%);
- being denied an education in Afghanistan (21%);
- imprisonment in Afghanistan (15%).

## People's greatest fears

**Q6.** What do you think are the two or three greatest fears people are facing in a situation of armed conflict?

	TOTAL	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base:</i>	(3,997)	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%	%
Inability to earn a living/personal – family economic instability	31	37	24	40	20	41	24	29	32
Living with uncertainty	25	36	23	26	21	37	22	25	3
Having to leave their home/becoming a displaced refugee	24	34	30	14	37	14	14	37	11
Losing a loved one	38	25	68	54	43	20	57	23	11
Losing/destruction of the house/losing of personal belongings	25	22	27	23	26	18	28	35	23
Not being able to get an education/going to school	10	21	3	7	6	16	1	19	8
Suffering injury	15	17	21	5	7	9	27	16	15
Being separated from loved ones	17	16	30	20	21	7	13	19	7
Imprisonment	7	15	5	6	8	6	1	11	*
Surviving the conflict	13	15	11	9	12	13	10	16	15
Being humiliated	9	11	6	3	14	9	7	14	*
Limited access to health care (drugs, hospital)	7	9	3	10	4	4	9	12	*
Sexual violence	13	8	11	36	5	15	5	22	2
Having to take up arms/fight	4	8	2	1	11	2	3	5	1
Limited access to basic necessities (water, electricity, etc.)	10	7	4	22	8	7	11	8	12
Outcome of the conflict	7	5	6	9	13	10	5	2	2
Fear of being rejected by your community	3	1	4	1	2	3	*	6	*

*Base: All respondents*

## Feelings as a consequence of armed conflict

How does armed conflict change the way people feel?

It creates a range of emotions including anxiety. 49% of respondents among those with first-hand experience of armed conflict across the eight countries cite increased anxiety and 56% cite sadness. However, it also inspires empathy for others (52%), wisdom (51%) and even optimism for the future (45%).

The pattern across the countries is broadly consistent.

People claim that armed conflict has made them less vengeful (32%), less aggressive (36%) and wiser (51%).

Many people also report being generally more appreciative of daily life (50%) – except in Afghanistan (27%) and Haiti (28%) – but also less resilient (40% overall).

Perhaps most notable is the fact that more people are optimistic for the future than are pessimistic (45% vs. 27%). This is true in every country except Georgia – and it is particularly the case in Colombia, the DRC, Haiti and Liberia.

## Feelings as a consequence of armed conflict – 1

**Q8.** For each description I read out, please say whether the armed conflict has made you feel more this way, less this way, or has it made no real difference?

↑ More (%)    ↓ Less (%)

	Empathic towards other people	Sensitive	Wise	Resilient	Optimistic for the future	Appreciative of every day	Trusting
TOTAL (2,783)	↑ 52 ↓ 20	↑ 58 ↓ 17	↑ 51 ↓ 20	↑ 25 ↓ 40	↑ 45 ↓ 27	↑ 50 ↓ 22	↑ 22 ↓ 46
Afghanistan (515)	↑ 51 ↓ 24	↑ 35 ↓ 35	↑ 34 ↓ 37	↑ 32 ↓ 35	↑ 30 ↓ 29	↑ 27 ↓ 40	↑ 22 ↓ 43
Colombia (154)	↑ 35 ↓ 17	↑ 55 ↓ 21	↑ 35 ↓ 20	↑ 22 ↓ 44	↑ 52 ↓ 26	↑ 69 ↓ 12	↑ 12 ↓ 53
DRC (410)	↑ 42 ↓ 24	↑ 66 ↓ 13	↑ 56 ↓ 14	↑ 38 ↓ 21	↑ 42 ↓ 19	↑ 32 ↓ 24	↑ 25 ↓ 21
Georgia (78)	↑ 84 ↓ 4	↑ 70 ↓ 15	↑ 21 ↓ 46	↑ 1 ↓ 73	↑ 36 ↓ 42	↑ 66 ↓ 14	↑ 7 ↓ 67
Haiti (510)	↑ 36 ↓ 38	↑ 80 ↓ 9	↑ 67 ↓ 15	↑ 42 ↓ 37	↑ 54 ↓ 26	↑ 28 ↓ 46	↑ 33 ↓ 49
Lebanon (579)	↑ 77 ↓ 6	↑ 69 ↓ 6	↑ 81 ↓ 2	↑ 13 ↓ 35	↑ 49 ↓ 35	↑ 72 ↓ 5	↑ 20 ↓ 54
Liberia (478)	↑ 55 ↓ 30	↑ 70 ↓ 23	↑ 83 ↓ 13	↑ 35 ↓ 49	↑ 57 ↓ 31	↑ 67 ↓ 24	↑ 51 ↓ 42
The Philippines (59)	↑ 32 ↓ 15	↑ 21 ↓ 10	↑ 26 ↓ 10	↑ 17 ↓ 26	↑ 38 ↓ 11	↑ 36 ↓ 11	↑ 5 ↓ 40

Base: All who have experienced/been affected by armed conflict in any way

Among the negative emotions, most obvious are the increased anxiety (49%) and sadness (56%) that experiencing armed conflict causes. At least half of the respondents who had experienced armed conflict report that these feelings have grown. They are particularly evident in Haiti (73% are more anxious, 81% are more sad) and in Georgia (73% and 66% respectively).

Perhaps inevitably, trust has also sharply declined, with 46% on average saying they are less trusting. In Georgia, Lebanon and Colombia at least half of those surveyed report that they have become less trusting (67%, 54% and 53%, respectively).

In Georgia, feelings of confusion and disillusionment have actually diminished – while in Colombia and Haiti these sentiments have grown.

## Feelings as a consequence of armed conflict – 2

**Q8.** For each description I read out, please say whether the armed conflict has made you feel more this way, less this way, or has it made no real difference?

↑ More (%)    ↓ Less (%)

	Sad	Anxious	Disillusioned	Vengeful	Confused	Violent/ aggressive
TOTAL (2,783)	↑ 56 ↓ 22	↑ 49 ↓ 24	↑ 32 ↓ 31	↑ 20 ↓ 32	↑ 34 ↓ 30	↑ 13 ↓ 36
Afghanistan (515)	↑ 46 ↓ 29	↑ 44 ↓ 29	↑ 33 ↓ 33	↑ 30 ↓ 37	↑ 28 ↓ 38	↑ 17 ↓ 36
Colombia (154)	↑ 50 ↓ 28	↑ 36 ↓ 27	↑ 55 ↓ 22	↑ 4 ↓ 30	↑ 41 ↓ 25	↑ 3 ↓ 30
DRC (410)	↑ 72 ↓ 10	↑ 41 ↓ 19	↑ 26 ↓ 26	↑ 17 ↓ 15	↑ 36 ↓ 23	↑ 14 ↓ 16
Georgia (78)	↑ 66 ↓ 25	↑ 73 ↓ 16	↑ 18 ↓ 40	↑ 22 ↓ 39	↑ 22 ↓ 48	↑ 6 ↓ 57
Haiti (510)	↑ 81 ↓ 12	↑ 73 ↓ 17	↑ 46 ↓ 38	↑ 16 ↓ 54	↑ 50 ↓ 25	↑ 15 ↓ 52
Lebanon (579)	↑ 55 ↓ 13	↑ 62 ↓ 12	↑ 33 ↓ 29	↑ 34 ↓ 15	↑ 38 ↓ 17	↑ 24 ↓ 18
Liberia (478)	↑ 46 ↓ 43	↑ 32 ↓ 48	↑ 28 ↓ 49	↑ 27 ↓ 52	↑ 41 ↓ 45	↑ 19 ↓ 56
The Philippines (59)	↑ 18 ↓ 19	↑ 32 ↓ 27	↑ 18 ↓ 7	↑ 8 ↓ 13	↑ 14 ↓ 16	↑ 6 ↓ 19

*Base: All who have experienced/been affected by armed conflict in any way*

## Civilians' needs in armed conflict

Four basic needs clearly emerge as the most essential in times of armed conflict:

- food is cited by 66% of respondents across the eight countries and by 90% in Liberia;
- security/protection (48% overall, and 66% in Haiti);
- medical treatment/health care (43% overall, and 69% in Liberia);
- shelter (40% overall, and 58% in Liberia).

The importance of family members remaining together is also emphasized by 18% of all respondents and by 35% in the Philippines.

The prominence of the 'main four' needs applies in virtually all countries. In other respects, though, there are differences of emphasis:

- economic help and the need to maintain people's respect/dignity is particularly cited in Colombia – by 35% and 29% respectively;
- conflict resolution is a particular priority in Georgia, cited by 23% of the resident population there;
- psychological support is mentioned by 12% of all respondents.

By contrast, people interviewed do not report a great need to influence decisions that affect them (3% overall).

## Civilians' needs

**Q7.** What do you think civilians who are living in areas of armed conflict need the most? Please select the three most important to you.

	TOTAL	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base:</i>	(3,997)	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%	%
Food	66	63	54	86	44	60	45	90	86
Medical treatment/health care	43	48	36	43	24	48	42	69	34
Security/protection	48	53	61	52	40	66	50	36	24
Conflict resolution	16	22	20	22	23	14	21	4	2
Shelter	40	46	16	47	48	23	31	58	51
Economic/financial help	18	20	35	10	27	26	14	6	7
Family members to be kept together	18	18	11	14	21	6	23	12	35
To influence decisions that affect them	3	4	6	2	3	3	2	3	2
Respect/dignity	14	8	29	4	5	15	21	6	24
Information on separated/missing family members	9	7	9	7	11	8	9	7	11
Psychological support	12	8	20	10	18	14	12	8	3

*Base: All respondents*

## Help and support from entities/institutions

To whom do people turn for help during armed conflict?

Generally, people's own immediate families/parents are called on first. Organizations such as the ICRC, National Red Cross/Red Crescent Societies, NGOs, the United Nations (UN), governments and even the military are also frequently mentioned.

In this case, the pattern varies by country.

For example, in the DRC, the DRC Red Cross and the ICRC are frequently cited (25% and 22% respectively), along with religious entities (26%). In Haiti, religious entities play a key role (39%), as does the military (24%). In the Philippines, the government is the most frequently mentioned formal institution (by 18% of the respondents).

People in Liberia appear to have received widespread help from many organizations. Most people there say they have received help from the UN (75%), the ICRC together with the Liberian Red Cross (67%), from NGOs (63%) whilst 76% cite having received help from their own families/parents (76%).

More often, though, there tends to be one or two predominant organizations in each country.

It is also generally true that all groups or organizations – formal or informal – play at least some part in assisting people. However, that is not to say that these groups always fully understand the needs of those they help. Nor does it follow that the largest providers of help are always the most understanding. For example, the UN is very well rated by those in the DRC who received its help, with 70% saying the organization 'completely' understands their needs. However, in Haiti only 27% of respondents share that view.

Attitudes towards National Red Cross/Red Crescent Societies and the ICRC are generally positive. For example, among recipients of their help in DRC, 85% and 80% feel that each organization 'completely' understands their needs. This gives an aggregate figure of 83%. Views are also consistently favourable in Lebanon with 80% of respondents reporting 'complete' understanding from the two organizations. In Liberia and Haiti, the figures are 72% and 58% respectively. In



fact, in Haiti almost as many say that the ICRC and the Haitian Red Cross understand their needs as well as their own parents/families do.

Only in Afghanistan is the picture somewhat weaker. There, 22% feel that the Afghan Red Crescent Society 'completely' understands their needs although almost all others say it 'partially' does. Some 27% believe the ICRC 'completely' understands their needs.

There are also differing views on NGOs. In the DRC, most recipients of help (77%) feel there is full understanding, while only 12% of respondents in Afghanistan share that view.

Views on religious entities also vary. In some countries they are widely praised for the help they provide, for example, 83% in the DRC and 72% in Lebanon, while elsewhere views are less complimentary: 41% in Haiti, and 31% in Afghanistan.

## Help and support

**Q9.** During the time you experienced or were being affected by armed conflict, did you receive help or support from any of the following?

	TOTAL	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base:</i>	(2,783)	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%	%
Parents/family	51	66	38	39	30	61	54	76	42
Individuals from your community/neighbours	27	37	7	24	8	43	25	47	22
Government	15	31	16	15	9	6	11	17	18
UN/UN agency	18	29	2	20	4	12	4	75	1
[Country] Red Cross/Red Crescent Society	19	24	6	25	4	16	18	49	8
ICRC (International Committee of the Red Cross)	15	23	*	22	6	10	5	54	1
Religious entities	21	22	6	26	0	39	13	47	13
Non-governmental organization (NGO) or charity	18	21	6	21	3	7	16	63	7
Military/army/combatants	12	9	7	7	1	24	15	15	15
TOTAL Red Cross/Red Crescent Society + ICRC	24	34	7	34	7	17	18	67	8

*Base: All who have experienced/been affected by armed conflict in any way  
Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses*

## Barriers to receiving help

When people do not receive support during periods of armed conflict, they often cite corruption (59%), social status /discrimination (37%) and the black market (33%) as being the reasons.

Other factors include inaccessible locations (39%), and various fears, such as facing rejection by the community (13%).

Notably, as many as eight in ten respondents in the Philippines (85%), Colombia (82%) and Liberia (81%) cite corruption as a barrier to receiving assistance, as do 75% of those surveyed in Haiti, and half in Afghanistan and the DRC.

The black market is also widely blamed, particularly in Haiti (57%) and Liberia (52%), for impeding the delivery of assistance to intended recipients.

Discrimination and social status are also seen as barriers to help. Indeed, it is narrowly the single most cited reason (51%) among respondents in the DRC.

Beyond these factors, there are logistical problems, particularly inaccessible locations. In the Philippines, this obstacle is second only to corruption. Frequently, there is a simple lack of knowledge that help is available. This is especially true in Haiti (50%), Colombia (41%), the DRC and the Philippines (37% each).

When asked if people are reluctant or even fearful to receive help, even if it is available to them, respondents often state that they are.

There are several reasons for this fear or reluctance:

- fear of community rejection or of being aligned with the ‘wrong side’. Both are particularly pervasive in Colombia (29% and 46%, respectively, the latter second only to corruption), and they are also often cited in Liberia (19% and 25%) and the Philippines (15% and 32%);
- people also say ‘pride and dignity’ are partial factors in turning down help in many countries. In Lebanon, it is the single most important issue, cited by 48% of respondents;
- many people also cite who is offering the help as an obstacle, and will accept or reject it on that basis. Again, people in Lebanon believe that this is particularly important (25%).

By contrast, aid is rarely refused simply because it is not needed or not wanted. Only in Lebanon do more than 10% mention either of these as an issue.

Therefore, receiving help or support for persons in need is not straightforward, and there are many factors – some evident, some less so – that can restrict access.

## Barriers to receiving help

**Q11.** Which, if any, of the following reasons do you think may have prevented people receiving or accepting help or support during armed conflict?

	1	2	3
TOTAL (3,997)	Corruption (59%)	Location access – not able to reach the location (39%)	Discrimination/social status (37%)
Afghanistan (535)	Corruption (52%)	Discrimination/social status (34%)	Black market (28%)
Colombia (501)	Corruption (82%)	Fear of being perceived to be aligned with the wrong side (46%)	Discrimination/social status (43%)
DRC (538)	Discrimination/social status (51%)	Corruption (49%)	Location access – not able to reach the location (43%)
Georgia (300)	Location access – not able to reach the location (39%)	Corruption (26%)	Black market (10%)
Haiti (522)	Corruption (75%)	Black market (57%)	Unaware that it was available (50%)
Lebanon (601)	Pride/dignity (48%)	Discrimination/social status (30%)	Location access – not able to reach the location (29%)
Liberia (500)	Corruption (81%)	Black market (52%)	Discrimination/social status (51%)
The Philippines (500)	Corruption (85%)	Location access – not able to reach the location (61%)	Discrimination/social status (41%)

Base: All respondents

## Reducing suffering

To reduce suffering during armed conflict, people again look to a range of organizations and groups for help.

No one entity is predominantly cited across all countries, but religious leaders, National Red Cross/Red Crescent Societies and the ICRC, international humanitarian organizations, the UN and government authorities are all often mentioned as the 'first port of call'.

Community leaders are not seen to play a large role.

The question was asked in two parts: where would people first turn for help, and then where else might they turn.

Perhaps unsurprisingly, the first-mentioned organizations vary depending on the country.

- Across many of the countries, National Red Cross/Red Crescent Societies and the ICRC are most widely cited. In Lebanon, 46% first mention the Lebanese Red Cross, by far the country's leading first choice for assistance.
- In Colombia, 22% each cite the Colombian Red Cross and the ICRC, the two highest figures.
- Religious leaders are cited as able to reduce suffering in several countries, especially Afghanistan (23%), Haiti (20%), Georgia (19%) and the DRC (19%).
- Many respondents cite international humanitarian organizations among their first choice for assistance, in Afghanistan (21%) and the DRC (22%).
- In Liberia, 40% of respondents would turn first to the UN.
- In Haiti, it is the military that first comes to mind for 42% of those surveyed.

There is also a 'second tier' of groups. Although not often first mentioned, they are widely seen to play a supporting role:

- Journalists and the news media are mentioned in the Philippines (42%), Haiti (32%), Georgia (25%) and Afghanistan (22%).
- Government authorities are cited by 42% of respondents in Georgia and 35% of respondents in Afghanistan as being able to help reduce suffering. However, the figures remain very low in Lebanon (6%), Liberia (2%) and Haiti (1%).
- The military is rarely cited as being 'front and centre' in reducing suffering (aside from in Haiti, as noted), but it is often recognized as able to provide some help. In Lebanon and Colombia, for example, 25% of respondents say it has a role. In Colombia, the military is regarded as on a par with religious leaders, the UN, government authorities and NGOs.
- Least mentioned of any group is community leaders. Whatever their role may be in people's daily lives, their ability to reduce suffering in times of armed conflict appears relatively limited. The only country where many respondents mention their role is Afghanistan (23%).

The following table shows the total figures for each organization and/or group cited in each country by combining these 'first mentioned' organizations with the 'second tier' of groups to give the full picture of which organizations are considered to play the biggest role to help reduce suffering.

## Reducing suffering

**Q20.** I'm now going to describe different kinds of groups and organizations. Please tell me which three of these play the biggest role to help reduce suffering during armed conflict.

### 1 2 3 Top 3 biggest role by country

	TOTAL	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
Base (%):	(3,997)	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
International humanitarian organizations	34 <b>2</b>	46 <b>1</b>	37	46	24	19	25	46 <b>3</b>	27
Religious leaders	34 <b>2</b>	38 <b>2</b>	23	36	41 <b>2</b>	41 <b>2</b>	24	32	34
The United Nations	34 <b>2</b>	37 <b>3</b>	29	50 <b>2</b>	26	23	18	67 <b>1</b>	24
Government authorities	26	35	27	28	42 <b>1</b>	12	12	10	39 <b>3</b>
Community leaders	11	23	10	4	8	14	7	4	14
Journalists and the news media	22	22	10	13	25	32	13	18	42 <b>2</b>
The International Committee of the Red Cross (ICRC)	27	22	41 <b>3</b>	48 <b>3</b>	15	12	15	39	27
The military and combatants/armed groups	23	20	25	11	25	50 <b>1</b>	25	11	14
[Country] Red Cross/Red Crescent Society	34 <b>2</b>	17	55 <b>2</b>	21	20	29	74 <b>2</b>	23	35
Local/international NGOs/charities	17	12	21	23	10	8	27 <b>3</b>	14	22
Government organizations from other countries	11	11	11	9	13	8	5	22	12
International criminal court	8	6	10	7	16	2	3	12	9
TOTAL Red Cross/Red Crescent Society + ICRC	55 <b>1</b>	36	82 <b>1</b>	61 <b>1</b>	34 <b>3</b>	38 <b>3</b>	79 <b>1</b>	52 <b>2</b>	54 <b>1</b>

Base: All respondents

## The role of external actors

Across the eight countries, three of the most common demands of the 'international community' are for direct intervention in various forms:

- sending peacekeepers cited by 42% of respondents across the eight countries;
- delivering emergency aid (42%);
- organizing peace talks/negotiations (34%);
- intervening militarily (29%).

Also frequently mentioned are raising awareness about civilians' plight (17%), trials of leaders accused of war crimes (25%), and providing financial support for humanitarian organizations (25%).

Respondents were asked to choose up to three preferred actions from a list of 11 possible scenarios.

In all of the countries surveyed there is wide support for the international community to intervene directly. In Liberia, most people cite the need for peacekeepers (65%); in the Philippines and Afghanistan, most call for emergency aid (52% in each). Many of the countries that support the presence of peacekeepers have had peacekeepers on the ground.

Military intervention is most widely supported in Liberia (37%), the DRC (36%), and Afghanistan (34%).

There is generally as much support for the international community to organize peace talks as there is for military intervention. In Georgia, though, peace talks are most frequently cited (46%). Putting accused leaders on trial and providing financial support for humanitarian groups are consistently cited across the countries, except in the Philippines and Haiti, respectively. Some 30% of Lebanese respondents call for such trials, and a similar percentage in Colombia (31%) want support for relevant organizations.

The lowest support is for economic sanctions. Few people in any country want them. This can perhaps be attributed to people's financial fears, not only for their own families, but also for their country's economy. In the DRC, just 4% prioritize economic sanctions.

## The role of external actors

**Q21.** What do you think the international community should do to help civilians who are living in areas of armed conflict?

	TOTAL		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base:</i>	(3,997)		(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%		%	%	%	%	%	%	%	%
Deliver emergency aid	42		52	43	45	32	32	36	40	52
Organize peace talks/negotiations	34		25	34	41	46	33	27	27	36
Provide peacekeepers	42		44	25	49	25	41	27	65	56
Stop the armed conflict by military intervention	29		34	30	36	27	25	22	37	23
Provide financial support to humanitarian organizations	25		28	31	24	24	15	20	21	38
Put leaders accused of committing war crimes on trial	25		27	27	26	20	27	30	29	16
Exert political pressure	22		18	26	40	23	16	17	27	8
Rebuild infrastructure	15		16	12	10	10	20	24	22	7
Better enforce the law that protects victims of armed conflicts	18		15	32	12	16	27	10	10	22
Raise awareness of the plight of civilians who are caught in areas of armed conflict	17		17	32	10	7	20	10	9	29
Place economic sanctions on the country	10		21	9	4	11	5	6	12	12

*Base: All respondents*

Respondents were asked how 'those living outside armed conflict zones' (i.e. citizens in other countries) can best help those within them. People were asked to choose up to three suitable actions, this time from a list of seven possible actions.

All eight countries emphasize the importance of:

- support for an unspecified organization that helps those affected by the conflict (48%);
- donations of goods (45%) and money (45%). Those in Lebanon and Liberia particularly want to see donations of money;
- volunteering, which is cited by 33% of respondents on average, by 47% in the Philippines, and by 43% in Liberia.

There is also a 'political' element to the required actions. Some 39% support the idea of applying political pressure on legislators. Half of those surveyed in Colombia, Afghanistan and the DRC support this idea.

## Support from the wider world

**Q22.** What, if anything, do you think people living outside of conflict zones can do that would most help victims of armed conflict in [country]? Please select the three you feel are most important.

	TOTAL	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base:</i>	(3,997)	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%	%
Put pressure on legislators/politicians	39	52	56	51	17	40	36	48	13
Donate goods	45	52	35	43	56	27	46	32	67
Support an organization that helps those affected by the conflict	48	47	72	48	39	46	17	47	70
Donate money	45	40	29	41	62	29	66	61	34
Public lobbying	31	39	38	54	14	30	10	42	22
Mobilize their local community	31	39	31	29	18	49	15	22	44
Become a volunteer	33	18	35	24	27	34	36	43	47
Nothing	1	1	0	0	1	2	2	0	*

*Base: All respondents*

## Behaviour during Armed Conflict

### Limits to behaviour

Those interviewed in this survey have wide experience of armed conflict. They are therefore well placed to judge where limits to behaviour by those fighting should be set.

Three-quarters of them (75%) specify certain actions that should be forbidden during armed conflict. Just 10% say that there should be no limits. The remainder are undecided.

Respondents were asked their opinion about whether there is anything that combatants should not be allowed to do in fighting their enemy.

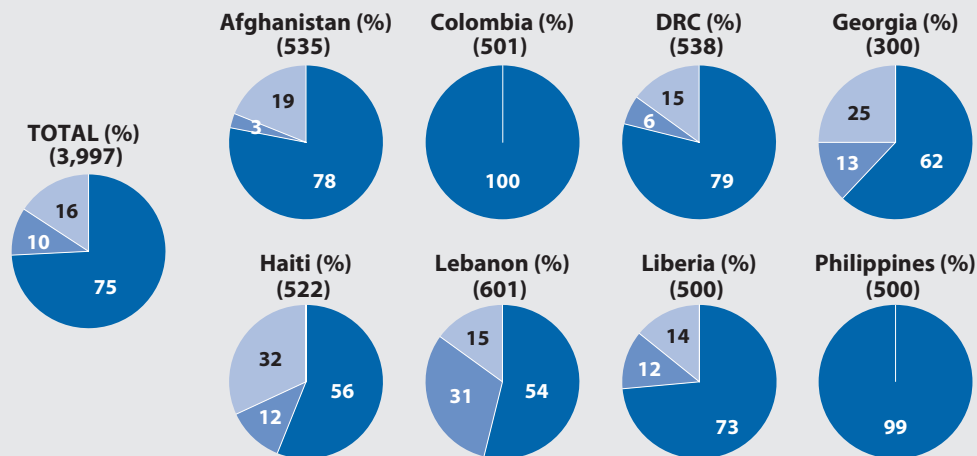
All respondents (100%) in Colombia identify some action/s that should not be carried out, and 99% do so in the Philippines. Around three-quarters do so in the DRC (79%), Afghanistan (78%) and Liberia (73%). The figures are lower in Haiti (56%) and Lebanon (54%).

Through unprompted answers to an open question, the respondents listed certain behaviour viewed as unacceptable, namely ‘the killing of civilians/children/the innocent’, ‘specific types of violence/oppression, such as kidnapping, torture and stealing’, ‘attacks on buildings/specific areas, including looting and attacks on civilian areas’ and ‘sexual violence’ (mentioned by 43% of respondents in the DRC).

### Limits to behaviour

**Q12.** Is there anything that combatants should not be allowed to do in fighting their enemy?

- **Yes** – There are things combatants should not be allowed to do
- **No** – There is nothing combatants should not be allowed to do
- **Don't know/refused**



Base: All respondents

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

## Threats to civilians

To prevent unnecessary suffering among civilians, international humanitarian law prohibits methods and means of warfare that fail to distinguish between those taking part in the fighting and those, such as civilians, who are not. It requires that combatants take every possible precaution to avoid or minimize incidental loss of life and injury to civilians, and damage to civilian property.

The findings show that there is generally widespread support for the principles outlined in international humanitarian law.

People were asked if it is acceptable for combatants to target civilians in order to weaken the enemy.

An impressive 97% say that there should be a distinction between combatants and civilians in times of armed conflict.

Respondents were offered two possible scenarios: that civilians should be 'left alone' or that they should be avoided 'as much as possible'. 66% agree that civilians should be 'left alone' and 31% feel civilians should be avoided 'as much as possible'.

The view that civilians should always be spared is most evident in Colombia (88%), the Philippines (80%), the DRC (75%) and Georgia (73%).

In Lebanon, however, a higher percentage of people say that civilians should be spared only 'as much as possible' (63%, against just 32% who want them always to be left alone). In Afghanistan, views are equally split (47% vs. 46%).

How have views changed since 1999?

Of the countries surveyed in both 1999 and 2009, support has grown in Colombia and Georgia for the view that civilians should always be left alone. These figures have increased from 72% to 88% in Colombia and from 69% to 73% in Georgia.

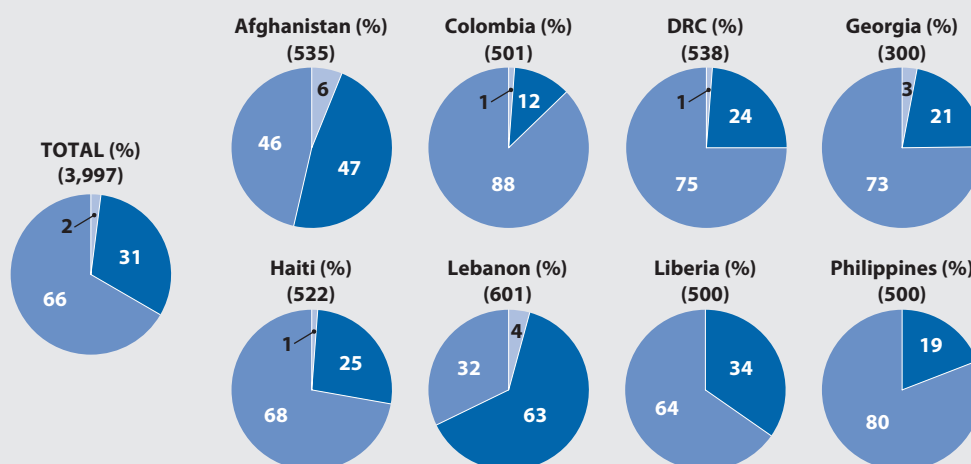
In Afghanistan and Lebanon, respondents increasingly say that civilians should be left alone only 'as much as possible'. The proportion of people holding this view has risen from 32% (1999) to 47% (2009) in Afghanistan and from 29% (1999) to 63% (2009) in Lebanon.



## Threats to civilians – 1

**Q14.** Now I would like to ask you some general questions about how, in your view, combatants should behave in times of armed conflict. When combatants attack to weaken the enemy, should they:

- Attack enemy combatants and civilians
- Attack only enemy combatants and leave the civilians alone
- Attack enemy combatants and avoid civilians as much as possible



Base: All respondents

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

Respondents were also asked about specific scenarios involving civilians in times of armed conflict.

The vast majority think the following scenarios are unacceptable.

- Taking civilian hostages in order to get something in return. 88% of respondents overall say this is not acceptable – including everyone (100%) in Colombia and the Philippines. The trends since 1999 (where available) have generally risen.
- Attacking enemy combatants in populated villages or towns, knowing many civilians would be killed. 88% of respondents view this as 'not OK'. The practice is rejected by 99% of respondents in Colombia and by 100% in the Philippines. In Georgia, where 39% of people felt it was 'OK' in 1999, just 12% now do so.
- Depriving civilians of food, medicine or water to weaken the enemy. Overall 91% of respondents reject this (97% in Liberia and Colombia). In general, there has been a shift in attitude since 1999. For example in Lebanon, opposition to this practice has risen from 69% to 94%.
- Planting landmines, even though civilians may step on them. This is the most widely rejected practice affecting civilians. Almost all (93%) deem it 'not OK', and levels of opposition are very high in all countries. In Lebanon, the trend since 1999 shows a huge change, with those saying 'OK' down from 27% to just 5%.

The single most widely rejected practice of all relates to attacking religious and historical monuments. Almost everyone (96%) objects to this, with similar levels of opposition across all the countries. Opposition to this is greater still in 2009 than it was in 1999 in Colombia, Georgia and Lebanon.

Views on behaviour towards civilians who voluntarily help the enemy are similar across all countries.

- Overall, 41% across the eight countries say it is 'OK' to attack civilians who voluntarily transport ammunition for the enemy (however, 54% feel it is 'not OK'). Acceptance of this is higher still in Liberia (75% say 'OK'), Lebanon (62% – up from 37% in 1999), Haiti (55%) and Afghanistan (45% – up from 31% a decade ago). Only in the Philippines and Colombia is sentiment overwhelmingly against any attacks on civilians who voluntarily transport ammunition (92% and 85%, respectively, are opposed).
- 31% on average say it is 'OK' to attack civilians who voluntarily give food and shelter to the enemy (however, 63% say it is 'not OK'). The highest figures in support are again in Liberia (49%), Lebanon (46% – up from 22% in 1999), Haiti (47%) and Afghanistan (43% – up from 21% in 1999). The Philippines and Colombia again stand out as particularly opposed to such attacks (respectively 95% and 96%).

## Threats to civilians – 2

**Q15.** Is there anything that combatants should not be allowed to do in fighting their enemy? For each one, please indicate whether it is OK or not OK to do that in fighting their enemy.

'OK' responses										
	TOTAL		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base:</i>	(3,997)		(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%		%	%	%	%	%	%	%	%
Attacking civilians who voluntarily transported ammunition for the enemy	41		45	15	41	24	55	62	75	7
Attacking civilians who voluntarily gave food and shelter to the enemy	31		43	4	35	20	47	46	49	4
Depriving civilians of food, medicine or water to weaken the enemy	8		17	3	5	9	18	5	3	4
Attacking religious and historical monuments	3		4	1	4	5	3	2	3	1
Attacking enemy combatants in populated villages or towns knowing many civilians would be killed	11		10	1	10	12	15	20	8	*
Taking civilian hostages in order to get something in exchange	9		6	*	7	13	21	18	10	0
Planting landmines even though civilians may step on them	5		9	*	4	9	3	5	12	0

*Base: All respondents*

## Health workers and ambulances

What do respondents think about protecting health workers and ambulances?

Under international humanitarian law, health workers, hospitals, ambulances and medical supplies must be protected.

Most people say that health workers and ambulances (89% and 87% respectively) are never acceptable targets in armed conflicts.

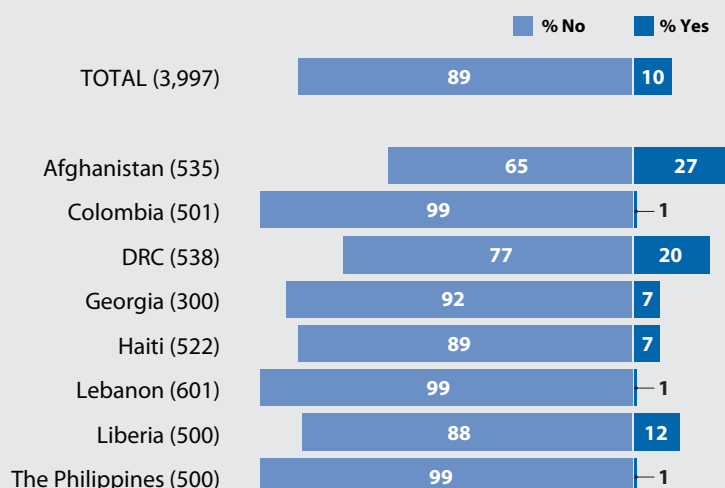
Respondents cite the need for health workers to be identified clearly as such, and say that ambulances must be clearly marked.

Nine in 10 respondents (89%) think there are no circumstances in which it is acceptable to target health workers. A similar percentage (87%) believe the same for ambulances.

Virtually everyone in the Philippines, Lebanon and Colombia are opposed to such attacks (at least 98% in each case). In Afghanistan, however, 27% say that attacks on health workers may sometimes be acceptable (32% for ambulances).

## Targeting health workers

**Q16.** In a situation of armed conflict, are there any circumstances in which you think it is acceptable for combatants to target health workers?

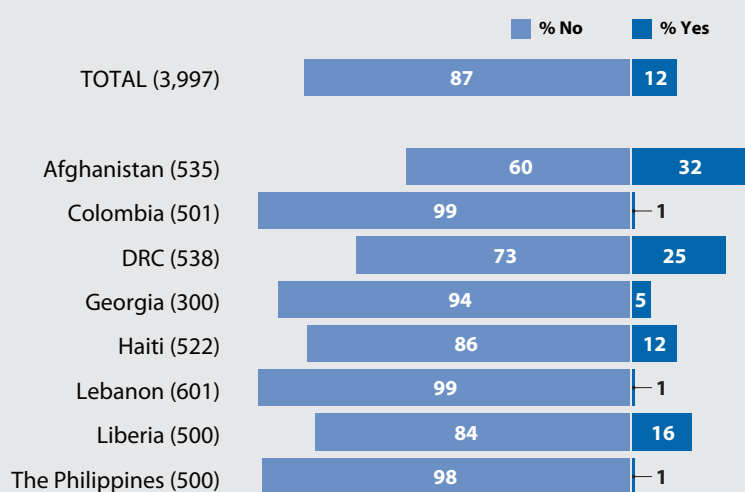


Base: All respondents

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

## Targeting ambulances

**Q18.** In a situation of armed conflict, are there any circumstances in which you think it is acceptable for combatants to target ambulances?



Base: All respondents

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

Why might health workers and ambulances be viewed as acceptable targets?

Significant numbers of people in four countries (Afghanistan, the DRC, Haiti and Liberia) provided responses which allowed this to be analysed. The results below are based on those who think there are circumstances in which health workers and ambulances might be seen as acceptable targets.

They contend that such attacks are acceptable when health workers are seen to take sides and compromise their neutrality. In each of the four countries more than half of respondents

(ranging from 55% in Afghanistan to 86% in the DRC and Liberia) say this is an acceptable circumstance for an attack.

Similarly, when ambulances are used 'by combatants for hostile purposes' (i.e. when they are not perceived to be neutral), people's views shift. In this scenario, between 58% of those asked in Haiti and 83% in Liberia feel attacks on ambulances are acceptable.

Health workers must be clearly identifiable and ambulances clearly marked. Most people in Liberia and the DRC (82% and 64%, respectively) view health workers who are not clearly identifiable as such as acceptable targets, while in Haiti 61% do not. The percentage of respondents who view ambulances as acceptable targets when they are not clearly marked ranges from 54% in Haiti to 95% in Liberia.

On the other hand, most people do not think it is acceptable to attack health workers or ambulances on the grounds that they are helping the wounded and sick of the 'other side'.

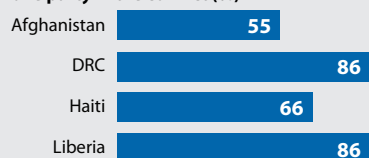
This is especially true when it is civilians from the other side who are being helped: in these circumstances, 72% across the four countries oppose attacks on health workers, and 74% oppose attacks on ambulances.

When it is enemy combatants who are receiving care, 48% oppose attacks on health workers while 48% also approve them. When ambulances are used to assist enemy combatants views are mixed, with 47% saying that attacks on such vehicles in this situation are acceptable and 47% saying they are not.

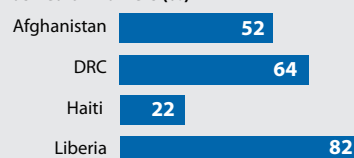
## Targeting health workers

**Q17.** In which, if any, of the following circumstances do you think [targeting health workers] is acceptable?

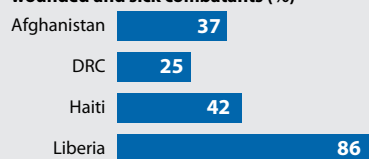
### When health workers take sides with one party in the conflict (%)



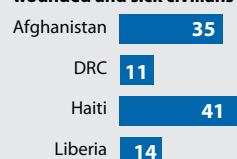
### When health workers are not clearly identified as health workers (%)



### When health workers are treating the enemy wounded and sick combatants (%)



### When health workers are treating the enemy wounded and sick civilians (%)



Base: Respondents who say 'there are circumstances in which it is acceptable to target health workers'

Afghanistan (145); the DRC (126); Haiti (44); Liberia (64). Few thought targeting health workers is acceptable in other countries

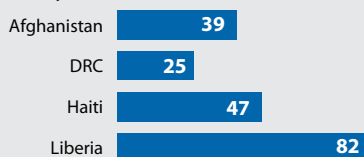
## Targeting ambulances

**Q19.** In which, if any, of the following circumstances do you think [targeting ambulances] is acceptable?

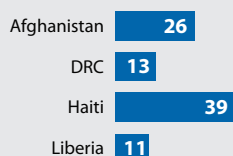
**When an ambulance is used by combatants for hostile purposes (%)**



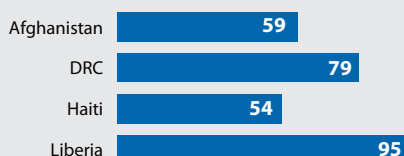
**When an ambulance carries wounded or sick enemy combatants (%)**



**When an ambulance carries enemy wounded and sick civilians (%)**



**When an ambulance is not clearly identified as an ambulance (%)**



*Base: Respondents who say 'there are circumstances in which it is acceptable to target ambulances'*

*Afghanistan (180); the DRC (150); Haiti (70); Liberia (88). Few thought targeting ambulances is acceptable in other countries*

## Health workers and services: the right to health care

How do respondents view people's right to health care?

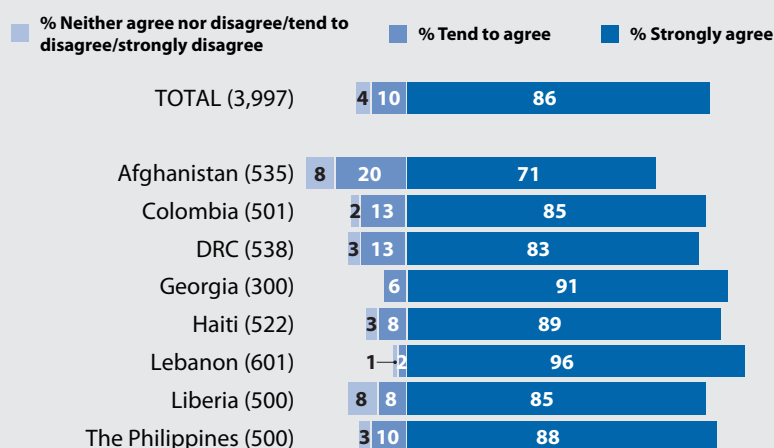
Under international humanitarian law, all wounded and sick people – whether civilian or military – must be cared for.

An overwhelming majority of people in all countries agree with this provision.

Virtually everyone (96%) accepts to some degree the principle that people should be provided with health care during armed conflict. In all countries, most people endorse this principle strongly (from 71% in Afghanistan to 96% in Lebanon); the cumulative percentage of those who 'strongly' agree or 'tend to' agree rises to 98% in Lebanon and 91% in Afghanistan.

## The right to health care – 1

**Q25.** To what extent do you agree or disagree with the following statement: ‘Everyone wounded or sick during an armed conflict should have the right to health care’



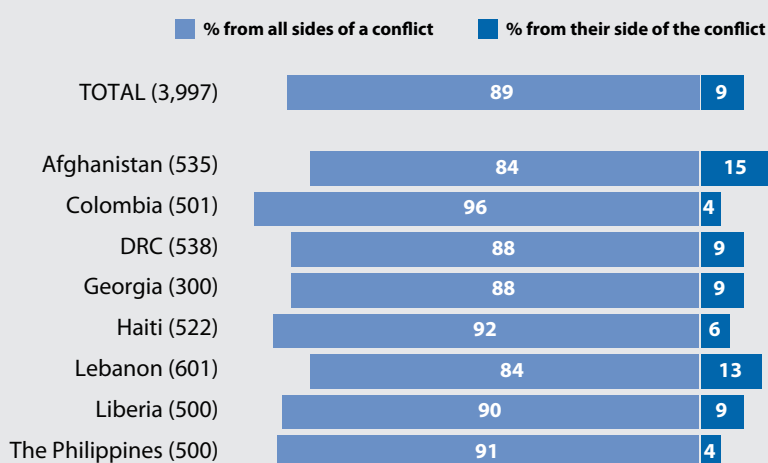
Base: All respondents

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of “don’t know” responses

A large majority of people (89%) believe health workers should not favour one side or the other, but treat the sick and wounded of all parties to a conflict. The percentage of those holding this opinion ranges from 96% in Colombia to 84% in Afghanistan.

## The right to health care – 2

**Q26.** In the context of an armed conflict, what best describes your personal views: ‘Health workers should [only] treat wounded and sick civilians’



Base: All respondents

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of “don’t know” responses

## The Geneva Conventions

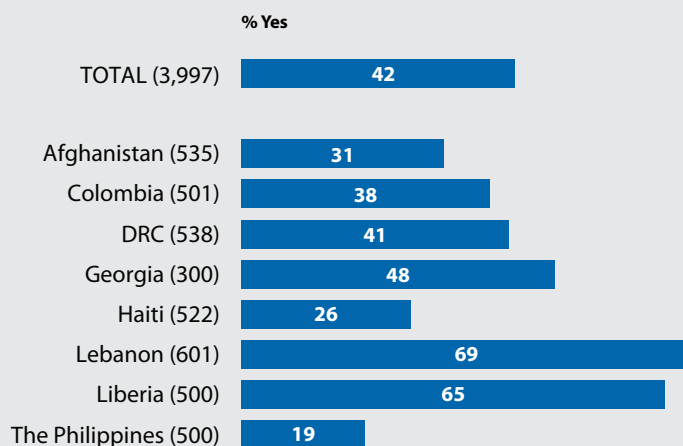
The Geneva Conventions set out rules to protect people not, or no longer, participating in hostilities and to restrict the means and methods of warfare.

Approximately half of the people across the eight countries (42% on average) have heard of the Geneva Conventions. Of this group, slightly more than half (56%) consider the Geneva Conventions effective in 'limiting the suffering of civilians in war time'.

Awareness of the Geneva Conventions varies widely, from 69% in Lebanon to 19% in the Philippines. The clear majority (65%) have heard of them in Liberia, and 48% have heard of them in Georgia. Across the eight countries, 42% of the people, on average, claim awareness of the Geneva Conventions.

### Awareness of the Geneva Conventions – 1

**Q23.** Have you ever heard of the Geneva Conventions?



*Base: All respondents*

How effective are the Geneva Conventions in 'limiting the suffering of civilians in war time'? Again, the response varies considerably by country. Overall, just over half who know of the Geneva Conventions (56%) say they have 'a great deal' or 'a fair amount' of impact in limiting suffering.

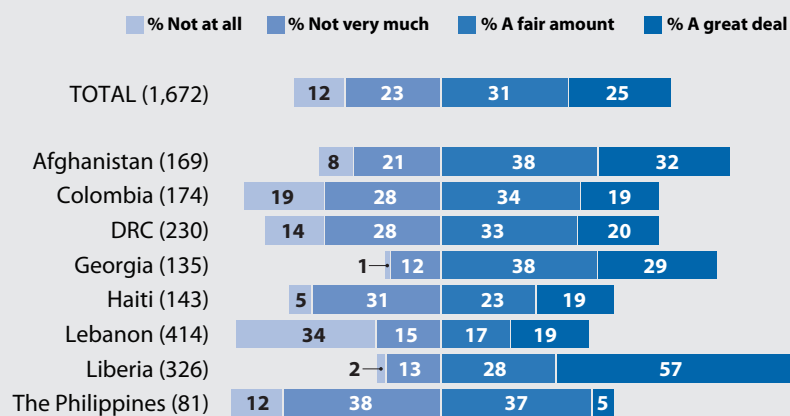
Most encouraging are the views in Liberia, where 85% perceive 'a great deal' or 'a fair amount' of impact. People in Afghanistan and Georgia also view the Geneva Conventions favourably (70% and 67% respectively).

This is less the case in Colombia, the DRC and Haiti – but even in those countries the views are on balance positive. In Lebanon, however, more people feel the Geneva Conventions have 'not very much' or 'no' impact (49%).

It would appear that, in general, people who have the greatest exposure to armed conflict and violence also have the greatest appreciation of the role the Geneva Conventions can play in reducing suffering.

## Awareness of the Geneva Conventions – 2

**Q24.** To what extent do you think the existence of the Geneva Conventions limits the suffering of civilians in war time?



Base: All respondents who have heard of the Geneva Conventions



# **IN-DEPTH RESEARCH**

## IN-DEPTH RESEARCH

### The Impact of Armed Conflict

All respondents have been directly affected by armed conflict or have witnessed its effects as first responders. They are still coming to terms with their experiences. They feel that the impact of armed conflict on civilians is completely unjust and they resent the lack of adherence to basic humanitarian law and principles on the part of those waging the armed conflict. These views are consistent across all countries featured in this research.

Many of those who have been caught up in armed conflict express the need for peace and unity. They feel detached from the reasons of the conflict and want no part of it.

The involvement of civilians creates a view of the other side as 'not human' and engenders even greater hatred between different sides.

*Are we all not brothers? Are they not human beings like you? Must we kill friends only because we want something? If we believe we are all created in the image of God, then why are we enemies? (Hugh, internally displaced person, Liberia)*

*We should talk to all people, we should forget about our religion, tribes, we should talk about peace as human beings, not as Muslims or Christians but as Filipinos. (Maisara, 30, first responder, the Philippines)*

*There are better ways to resolve these kinds of issues than using armed conflict and ruining the lives of innocent people. (Sam, internally displaced person, Liberia)*

Many express feelings of despondency and hopelessness, especially older people who have witnessed decades of armed conflict and been affected many times. One man in Lebanon who had been displaced several times during his life said:

*I have no longer any hope of living restfully. I don't care about myself, I care about my children. (Mahmoud, 48, internally displaced person, Lebanon)*

Respondents feel that only those who have not experienced the reality of war can contemplate entering into an armed conflict willingly. An 80-year-old from Georgia described how, even after a long life, things he had seen in the war had shocked him:

*Two of my neighbours were killed on their way to Zugdidi. Their bodies were thrown into the river. Fear and death – these are my main emotions of war. (Eduard, 80, internally displaced person, Georgia)*

The loss of relatives and friends is something that many of those interviewed spoke about at length and, understandably, were profoundly affected by. They spoke of the emotional pain and shock of losing a loved one.

*Just as I was leaving my house I got a phone call saying that my father was no longer alive and my mother – a disabled 76-year-old woman – had third degree burns ... As I came onto our street I saw that nothing but walls remained of our house and there was my father's dead body on the threshold. (Vasiev, lost relatives in the conflict, Georgia)*

Stories of brutality against women and children traumatize civilians and first responders alike.

*They made her sit down in front of the dead body and look at the dead body's head. The whole day she had to look at the head. Then they killed her boy, the baby was two months old. (Margaret, 30+, member of separated family, first responder, Liberia)*

Respondents say that people who are already poor are disproportionately affected because they have fewer means at their disposal to protect themselves. They feel powerless and the conflict does not make sense to them.

*At the moment, the violence in Haiti affects people who can't eat a full meal, those who have no work. (Maxime, first responder, Haiti)*

*As civilians, we are dying for reasons we don't know. The people responsible for the conflict, well, their own family doesn't live in DRC anymore. It is us the poor people who still live here who suffer from conflict's crimes ... (Zelie, 43, rape victim, DRC)*

*For me, the conflict in Colombia is a war without background, none of the combatants know what they are fighting for, they've lost their goal, now they just do it for money and to hurt the unprotected, the poor people who have nothing to do with the conflict. (Julio, mine victim, Colombia)*

Civilians state that they are now focused on trying to re-establish the same quality of life they had prior to the conflict but this is proving extremely difficult for many, especially when armed conflict is still being waged. They say that without lasting peace, they cannot feel confident about rebuilding their lives again.

*You simply reconsider all your values. I realized that everything may lose its meaning in a second. Your life, your property, your career – it all equals zero without peace. (Baia, 37, first responder, Georgia)*

## Personal experience of armed conflict

Those with a common experience of armed conflict such as mine victims and members of separated families tend to have similar stories even when they live in different parts of the world. For this reason this section is structured according to types of experience.

### Internally displaced persons

Displacement arising from armed conflict is a very common experience for civilians and the types of impact and feelings described by them are similar across the countries researched.

According to the respondents, reasons for displacement vary but three main causes were mentioned:

- fear of attack, actual attack or forced displacement by weapon bearers;
- escape, sometimes in secret, following threats, intimidation or fear of forced recruitment (this was a particular theme in Colombia);
- organized evacuation of areas prior to fighting or during a cease-fire.

In addition, there is considerable overlap between the experiences of displaced persons and other groups interviewed as part of this research:

- families often become separated during the chaos of flight; this was especially mentioned in the DRC;
- mine victims often become displaced when searching for treatment or through loss of livelihood and impoverishment;
- victims of sexual violence can become displaced fleeing from attack, when searching for treatment or because of rejection by their partners/families/communities;

- first responders have typically not been displaced, though there were a few examples of internally displaced people becoming volunteers as a result of their experiences.

The experience of displacement is often dramatic. People describe running from their homes with little or no warning, carrying children and possessions. The fear and the humiliation of this experience can stay with people for a long time afterwards.

*It's like we are in a jungle and a lion is behind us and we want to escape, save our lives since it's dangerous. (Abdul, 40, internally displaced person, Afghanistan)*

*This is something that exasperated, enraged me for the first time in my life – realizing my humiliation. I'm about 60 and my husband is even older and my mother-in-law... we were like rats running to hide in corners. (Maria, 60, victim of conflict, Georgia)*

There are many stories of civilians risking their lives to warn and/or rescue neighbours. For example, in the Philippines, 27-year-old Allan saw the weapon bearers approaching his village whilst on his way to fish for the day and was able to evade capture and warn his neighbour by crawling through the undergrowth.

Separation from family members is common and this was especially mentioned in agricultural communities where many individuals were working in fields at the time of attack.

In Liberia many displaced people supported themselves as best they could for a period of time before finding shelter.

*We heard word that they were coming, so we fled. We hid in the bushes and hoped they would not come looking for us. The words that come to my mind are either survival or death. If they catch you then it can be either, but most likely death. (Fado, member of separated family, Liberia)*

In Afghanistan exposure to the bitter cold for the displaced was reported as a severe problem during the winter months, causing much fear and anxiety.

In Colombia threats and intimidation from weapon bearers swell the numbers of displaced people because whole extended families feel they need to flee. For example, one man, Camilo, was threatened with violence because he had been giving water to weapon bearers when they passed through his village.

*I had to leave because they would come asking for water and we would help. Then the other side heard we were helping them so they told us we were on the wrong side and they told us to leave immediately or we would get killed. (Camilo, internally displaced person, Colombia)*

In most people's experience, the initial drama of escape is followed by a period of semi-stable displacement where people are out of immediate danger from attack but feel they are homeless. Some live in camps, others with friends and relatives and host families.

A prolonged period of displacement inevitably leads to lack of opportunity and poverty. Respondents talk about the frustration of being separated from food sources and livelihoods.

Subsistence farmers in the Philippines, Colombia and the DRC say that without access to their land they have no other means of supporting themselves.

... here [in Medellin] I'm not OK, because I can't read or write, I only know farming; we weren't encouraged to study, we were only taught to work the lands ... I had chickens, pigs, all my animals I had to leave everything there, they don't give you time to take anything, we took what we could and took off. ... having a child asking for food drowning in tears and knowing we had it all before is just too hard. (José, internally displaced person, Colombia)

Food was a major concern. Where are we going to get meals for the day? If we go to the mountains to find food, we might be shot at. (Jenefer, 77, internally displaced person, the Philippines)

The loss of possessions and status is also hard to bear.

Many times we eat only rice and nothing else... We don't have clothes or shoes to wear... (Janan, 45, internally displaced person, Afghanistan)

There is a lot of variation in the circumstances of the internally displaced. In Colombia they tend to live in makeshift rooms in large cities rather than organized camps. This is often in an attempt to evade detection if they fear intimidation. In other parts of the world, camps have become semi-permanent as people are unable to return to their place of origin, as in the camps for Palestinians in Lebanon.

One common desire expressed by internally displaced persons around the world is to be able to return to their place of origin without fear of attack. A minority have been able to do this. Of those who had returned, many speak about needless vandalism and looting of their homes which had made their return much more difficult.

The most awful fact is that an armed group took all the food [the complete harvest]; they also took our furniture from our houses. It was terrible. My family was so hungry because they took everything from us. (William, 56, internally displaced person, DRC)

Respondents in Lebanon state that in some areas, homes have been reduced to rubble, meaning people have to camp in ruined buildings.

No one expected the war to last that long or that the camp would be destroyed in such a bad and terrible way. I still don't understand the causes behind turning the camp into a pile of rubble. (Imad, 77, internally displaced person, Lebanon)

Despite these difficulties, most people express a strong desire to return to their place of origin, providing it is relatively secure from the risk of further attack.

However, many have been unable to do so and are living in a makeshift way with host families and communities. Extended families and distant relatives are of particular importance to displaced people, often hosting large numbers of people in difficult conditions.

We were 15 people living in this house and we shared everything. Can any unknown person do more than this one did? (Natia, lost home during conflict, Georgia)

Some displaced people go to camps seeking refuge and food. Many were living in camps for the displaced at the time of the interview. Respondents describe life in camps as a life in limbo. They are mostly concerned with the practicalities of securing adequate provisions for themselves

and their families. It is a precarious existence where they feel dependent on assistance and worried about the future.

*Personally, I pray to God to get a place to rest in case of conflict, to be protected from the gun fire, to get something to eat and not to see any corpses or human blood ... Even though I'm staying in a camp right now; during those times when I cannot seem to find anything to eat, I start getting worried, sometimes I cannot see my name on the list (for assistance distribution) and at that time I just wonder why... (Sam, 29, internally displaced person, DRC)*

The lack of education is one of the most worrying and frustrating aspects of displacement for parents and young people. Attendance at school is a need for their children and themselves which is unattainable for many displaced people, whether they are living in camps or elsewhere.

*When will I continue my education? Because of the war, I went to the interior and the bush and stopped my education... I became a bushman. (Fado, member of separated family, Liberia)*

Lack of education is a cause of sadness as people feel it is blighting the futures of so many individuals as well as the future development and prosperity of their nation. In addition, respondents feel that the moral guidance for orphans and displaced children that can be provided in schools is vital in preventing the continuation – or future outbreaks – of armed conflict.

In Colombia, the internally displaced complain that getting work and access to schools requires a permanent address and they feel discriminated against, as they cannot provide this. In the Philippines and Lebanon, respondents say there is some help available for livelihood reconstruction but it is limited and hard to secure.

Once returned or resettled, previously displaced people live with the fear of further displacement. Many people across the world told of how they kept bags of essentials permanently packed in case they needed to flee again.

*We are not taking chances anymore. Our things are always packed. We don't unpack them so that we can leave at a moment's notice whenever they attack us again. (Josefina, 29, internally displaced person, the Philippines)*

People who have not become displaced despite living in areas affected by the conflict are similar to internally displaced persons in terms of the uncertainties and fear they experience, particularly the interruption to livelihoods and the difficulty they have in securing basic foodstuffs. They say that they are less likely to receive assistance than people living in camps and feel this is unfair.

*We were in a host family. The humanitarian people are more concerned with the people within the camps than the ones living in other areas. (Therese, 28, first responder, DRC)*

### Members of separated families

Separated families are a very diverse group in the research. Individuals interviewed as part of this group include:

- relatives of missing adults or children – their fate unknown;
- relatives of previously missing adults and children whose fate is now known – often through the help of the ICRC's Restoring Family Links programme;
- relatives of prisoners detained in their own country on criminal charges or on suspicion of being members of an armed group;
- relatives of hostages – of these hostages, some had been released, some had been reported killed and for others their fate was unknown;

- relatives of prisoners who have now been released;
- ex-prisoners who have now been released.

There is clearly a lot of variation in experience between these different types of people. One clear divide, however, was between those who knew what had happened to their relatives and those who did not.

Those who did not know what had happened to their relatives were utterly distraught, often breaking down in tears. They say they feel that their lives are completely dominated by the search for news. Some of these individuals have been living with this uncertainty for decades. They say they would do anything to find out the true fate of their relatives and it is clear that this had made some vulnerable to exploitation and ransom demands. Many say that they had received no help from organizations in their search for news on the fate of their relatives.

A number of the mothers interviewed in Lebanon had had children go missing during the civil war (1975-90) and still do not know what has happened to them. One of the mothers believes that her missing son is still detained in a foreign prison but has been unable to contact him.

*One can hide in the shelter to avoid shells, but how can you escape the suffering of not knowing the fate of your son or your beloved ones? This is the psychological war that continues long after the actual physical war has stopped. (Mirvat, 65, relative of a missing person, Lebanon)*

Those who do know the fate of their loved ones were better able to talk about their experiences. Some have been reunited with their families, others were exchanging Red Cross messages or telephone calls with detained relatives and others had been able to visit relatives. In some cases, people had been able to grieve properly after learning that their relatives had died.

Some of those interviewed had had family members killed as a result of kidnappings, such as in Colombia. A couple of them believe that their family members have been killed but do not have access to the bodies and therefore feel they are unable to properly honour their relatives or grieve for them. There is the additional worry that those trying to identify bodies may also put themselves at risk.

*I had to go and identify the bodies of those members of my family who have been killed. The only one I couldn't go for was my oldest brother who was killed in an area where access is very difficult. (Luisa, member of separated family, Colombia)*

Some people believed that the scattering of families is a deliberate tactic used by weapon bearers to terrorize communities. People in the DRC and Liberia describe weapon bearers coming into areas and forcibly dividing families and moving them or in some cases killing or raping them.

*The combatants must not conduct a savage war because it scatters families. Within a 'normal' war, when one camp wins, it takes the territory from another camp. Conventional war is between soldiers and the civilian population is not affected. Soldiers cannot rape and steal. (Sam, 29, internally displaced person, DRC)*

Even when relatives know the location of different members of their family, it is often not possible to be reunited or even communicate with them because of the dangers involved.

The Restoring Family Links programme run by the ICRC is making a very positive difference to people's lives and is widely praised.

*I was totally lost, until the ICRC stepped in and I finally got some information. The assistance of the ICRC made a big difference in my life, I was like born again. Before that I was always sad, very, very sad, completely lost, but after we got news of him we all in the family felt better... It is true that he is in prison but at least I know that he is still alive. (Shazia, 48, member of separated family, Lebanon)*

The exact nature of help provided to separated families varies quite a lot by country. In the Philippines, relatives of people detained in relation to the conflict are given financial help to visit them in prison. This support gives great peace of mind to families and prisoners and would not have been possible without financial assistance as the prisons are often located several days' travel away. Families of prisoners tend also to be impoverished as it is usually the breadwinner who has been incarcerated.

In the Philippines and other countries such as Colombia and Lebanon, respondents believe that the involvement of the ICRC in prisons greatly improves the quality of life for detainees in terms of physical conditions and health care. It also gives relatives comfort to know that particular detainees are registered with the ICRC because they believe it protects them to some extent from abuse.

Another person assisted by the ICRC is a boy whose father had been kidnapped whilst travelling in a car several years ago. The ICRC had helped with the logistics of the release of his father and had provided some psychological support to his mother. Mauricio is now focused on re-establishing a relationship with his father.

*Well we have to start all over again, we lost many years, I barely remember things from before the kidnapping. We have to start all over again. So far it's been great; I think we'll do just fine. (Mauricio, member of separated family, Colombia)*

Elsewhere, the ICRC's Restoring Family Links and Family Visits programmes are believed to be the only source of help available for separated families and as such they are hugely valued. In Colombia there are some other organizations giving assistance in kidnapping cases, but in other countries surveyed respondents could not think of any other organizations they could turn to. That said, some separated families are clearly not being reached and there are still a large number of cases remaining tragically unsolved and people who feel they have not been helped.

### Mine victims

Mine victims interviewed as part of this research were typically severely disabled, having lost one or both legs. Most are men and some had been children at the time of their injury. The actual mine explosion that injured them was clearly very traumatic and the experience of getting emergency health care can be fraught with difficulty and delay. For example, one mine victim lost his leg as a 12-year-old (he is now 30) as a result of preventable gangrene. He had been unable to get a transfer to a hospital with suitable equipment because of the travel restrictions in place at the time.

*I could not be evacuated to a main hospital in Beirut since this part of Lebanon was under occupation and cut off from the rest of the country. The local hospital was not well-equipped and could not give me the necessary treatment, so they had to transfer me two days later to a different hospital, but it was too late when I arrived because the gangrene had spread and they had to amputate me. (Nassif, 30, mine victim, Lebanon)*

A minority of the mine victims interviewed have managed to benefit from rehabilitation through a combination of well-fitting prostheses, health care, physiotherapy and psychological support. These people are more likely to be able to work and take part in social activities. One beneficiary said:



*I tell you the best thing in the world that they did for me is to give me an artificial leg, it may not be the original but I can at least go about my work normally and so much so that I can run and I can actually even go to the gym! Thanks to them that they have changed my life completely.*  
(Abdul, 45, mine victim, Afghanistan)

The majority, however, are struggling with the physical and psychological challenges of their new circumstances. Unemployment is the norm. Some agricultural workers face the dual challenge of a disability and lack of access to their land because of unexploded mines. Some are grieving for relatives or children who have died in mine explosions.

Those who have tried to secure help in the months and years following their injury say that the experience is bewildering. It is not clear to them who to turn to. Some communities have fundraised for mine victims to help pay for health care and prostheses. Others have tried to procure support from the authorities or from humanitarian organizations.

*The ministry gives you a card saying you are a handicapped person and war victim but this is only ink on paper because it does not give us any benefits at all.* (Nassif, 42, mine victim, Lebanon)

Some respondents say that they had not received help for many years and have been unable to find a suitable prosthesis. Help in securing suitable employment is also a priority to help improve a mine victim's quality of life and self-esteem but respondents say that employment is difficult to come by.

### Victims of sexual violence

Victims of sexual violence say that rape has become commonplace during armed conflict. They are traumatized by their experience and the long-term psychological effects require treatment which is not widely available.

*From the day I was raped I have palpitations ... I was not eating anymore, I have a feeling as if I'm living in dust, I became withdrawn due to all of this.* (Micheline, 28, victim of sexual violence, DRC)

Many victims of sexual violence talk about their fear of being infected with sexually transmitted diseases. Respondents in Haiti believe that some weapon bearers who have HIV deliberately infect their victims. Marie Rose, herself a victim of street attacks, told of what had happened to one girl in her area:

*When he caught a young girl, the former leader of a gang, who is infected by HIV, said to her 'I won't kill you'. He just raped her. He might as well have said, 'Go and wait for your death, because what I've transmitted to you is enough.'* (Marie Rose, victim of sexual violence, Haiti)

To add to their distress, some victims of sexual violence had been rejected by their husbands or families as a result of the attack and have become displaced.

*I was in captivity with my husband but when we were released, he did not want to live with me anymore... while I was expecting consolation from his side. He always asked me to leave the house. My life depends on my son now.'* (Agnes, 60, victim of sexual violence, DRC)

Talking about experiences can help cope with trauma. A number of respondents in the DRC said they had found the ICRC's health-care services for victims of sexual violence extremely helpful. Often, however, victims of sexual violence simply try to cope alone. One rape victim in Haiti, Noelle, had not revisited her traumatic experiences until the research interview:

*Just imagine I could have died with all of that in my heart. I wouldn't have told anyone. Then here I was able to speak about what hurt me and what still hurts – I want to thank you a lot for that.* (Noelle, victim of sexual violence, Haiti)

To help rebuild their lives, victims of sexual violence state that they want easily available health care, counselling to help overcome trauma and better protection against the risk of further attack.

### Other victims of armed conflict and armed violence

A small number of interviews took place with civilians who have been injured in the armed conflict. These people included victims of shell fire, bullets or injury at the hands of weapon bearers who had ill-treated them (mine victims are discussed separately). These victims state that they require good quality physical and psychological health care to recover from their injuries.

Witnesses to attacks in which civilians are injured also suffer from traumatic after-effects.

*We have seen such times when on the streets there are fights and bombs and you can see only dust and smoke in the air... And once calm returns there is nothing left of people, you cannot even recognize them, you see charred, battered and unrecognizable bodies on the roads – some don't have hands and legs, sometimes you just recognize the shoes of the dead person.*  
(Mohammad, mine victim, Afghanistan)

The unpredictable nature of attacks such as suicide bombings, roadside bombs, indiscriminate attacks on civilian areas and stray bullets can leave people in a permanent state of anxiety for themselves and their families.

*I call my children ten times until returning to home. Asking them ... is there any suicide attack? Are you safe? Even ... going for shopping is too risky.* (Nikhat, 50, member of separated family, Afghanistan)

These fears can also leave people housebound and isolated for periods of time. In Haiti, during periods when fighting broke out in the streets, civilians would hide in their houses until the bullet fire subsided. When people did have to venture out, their families were terrified, as Elise, 18, who was beaten and robbed in her own home, observed:

*In order to help his family survive and eat, my father used to find ways of getting to work, even if he had to go along broken-up roads. Sometimes, we asked him not to leave the house because of the gunfire and he agreed.* (Elise, 18, victim of armed violence, Haiti)

### First responders

A range of first responders, all nationals of the country researched, were interviewed as part of this research. They include:

- health-care workers employed by their national government or assistance organizations;
- staff or volunteers of the ICRC or National Red Cross/Red Crescent Societies;
- staff or volunteers of other humanitarian organizations such as Médecins Sans Frontières;
- staff or volunteers involved in the distribution of assistance;
- people who are not staff or volunteers of humanitarian organizations but had become involved in rescue operations or evacuations when they found themselves at the scene of a crisis.

With a few notable exceptions, most of the first responders taking part in this research have not been directly affected by the conflict in that they have not been displaced, separated from their families or injured in the violence. However, most are taking enormous risks in order to help deliver health care or assistance to needy populations. Some first responders said that the risks had made them consider giving up their role, particularly if they had experienced the loss of colleagues or were under pressure from their families.

*I personally thought about dropping everything and going back home, but we could not do it because we thought that we should continue the humanitarian mission for which our comrades got killed. (Haider, 21, first responder, Lebanon)*

First responders are more likely to have a sense of fulfilment from having saved lives rather than experiencing the hopelessness and humiliation other civilians often talked about. A bus driver from Lebanon told us how he became involved in rescue operations after a building collapsed.

*Every time we managed to dig out a person who was still living, I felt happy, that it was an achievement. (Naseem, 44, first responder, Lebanon)*

They also say that working as a first responder is an opportunity for them to learn and grow as individuals.

*The values we've learned in the area are incomparable. These are exceptional experiences where you will really learn a lot, not just values but you will learn how to interact with others. (Pablita, 22, first responder, the Philippines)*

First responders say that their roles bring hope to communities. Offering assistance in a friendly and caring manner to those affected by the armed conflict is very important and can help people overcome their trauma.

*Our mobile clinics were actually the first ones to enter those villages after the attack. You cannot imagine how these poor people were looking at us with their eyes full of fear...when they saw our Red Cross cars they dared to come out. They were crying, hugging us – we were bringing them hope. (Tsira, first responder, Georgia)*

Those who distribute assistance say that their work is rewarding but it is also fraught with difficulty. Seeing people suffering is traumatic, especially if they are children.

*The children are greatly affected by this conflict. When I saw the children in the evacuation centre, my heart melted. They were malnourished, though their parents are doing their best to feed them. (Violeta, 24, first responder, the Philippines)*

First responders say they have to deal with some individuals who try to deceive humanitarian workers and get more than their fair share of assistance. One humanitarian worker even said she had been threatened on occasion but had always managed to leave situations safely. Another problem is trying to refuse gifts from some recipients who feel they should give up something of their own in exchange for assistance.

First responders are much more likely to talk about international humanitarian law and particularly the Geneva Conventions than other civilian groups. One first responder in Colombia felt the situation there had improved over the last 20 years:

*Use of landmines, involving civilians in conflicts: the Geneva Conventions are about those things... organizations like the ICRC and the Colombian Red Cross, Medicos del Mundo, are working to have the Conventions respected and used. Today things have changed and are not like they were 20 years ago. (Maria, first responder, Colombia)*

## Humanitarian assistance

### The importance of assistance

Many respondents have had their lives saved by humanitarian assistance which was provided during times of armed conflict. Typical examples include help with being evacuated and being provided with food, water and shelter by local, national or international humanitarian organizations. Humanitarian assistance is crucial to civilians and weapon bearers alike.

*Even the combatant relies in the back of his mind on the assistance of these organizations and societies, thinking that if he gets injured he can rely on the Red Cross for assistance. (Eduard, 80, member of separated family, Lebanon)*

Civilians express gratitude for assistance. However they also carry a sense of indebtedness with which they do not always feel comfortable. People were typically much keener to talk about help they had given, rather than help they had received.

Some people say they have not been offered any help at all even though they have suffered severe trauma. Relatives of missing persons and mine victims are most likely to state this view.

### Humanitarian assistance from organizations

The role of humanitarian organizations is vital, especially in terms of providing assistance to displaced people. Amongst respondents across all the contexts, the ICRC and National Red Cross/Red Crescent Societies are the best known of all humanitarian organizations, though many others were also mentioned, including Oxfam, Médecins Sans Frontières, Unicef, other UN-related agencies and a variety of country-specific organizations, including some religious ones.

The work of all these humanitarian organizations is appreciated, though respondents acknowledge that the needs are huge.

*We receive aid from here, we receive aid from there. It comes from many places, and each can offer certain things. Sometimes it is the same, and some have unique things to offer. Because they each have what they can offer, so they try together to offer everything. It is always good, but we wanted more in time of conflict. (Bernard, 30+, victim of the conflict, Liberia)*

*The Department for Social Welfare and Development, the Red Cross and the wealthy individuals in our community who pitied us provided us with assistance. They made sure that we had enough to eat. Though our houses were burned, what is important is we are alive today. (Jenefer, 77, internally displaced person, the Philippines)*

The ICRC is mainly associated with providing humanitarian assistance for displaced people and health care and is seen as a positive, committed and powerful organization.

Specific ICRC programmes, such as those for victims of sexual violence, Restoring Family Links and rehabilitation for mine victims, are usually only discussed by those who have direct experience of them.

*The psycho-social assistant came and asked me if we were helped and I said no. Then she asked me to come with her in order to find how to live as real person again. I am living normally thanks to her advice. She is my mother and my father. (Agnes, 60, rape victim, DRC)*

### Desired improvements to assistance

Respondents are typically unwilling to criticize humanitarian organizations. They are more inclined to criticize their national authorities which they want to be more proactive in assisting and reconstructing the lives of victims of armed conflict. However, on further discussion a range of views did emerge about how humanitarian assistance could be improved.

The most commonly held frustration about humanitarian organizations is that they do not do more to prevent or end armed conflict. Respondents see no sense in the international community helping to feed and clothe victims of the conflict, whilst appearing to do little or nothing to stop the violence or atrocities against civilians which created this need in the first place.

*It is good we get the help that we got, but the fighters and rebels come and do the same thing again, so then we need more help. If they stop them at the beginning then no need to keep giving help for so long. (Hugh, internally displaced person, Liberia)*

These types of view seem to be more commonly expressed in the DRC and Liberia. This could in part be because respondents tend to associate humanitarian organizations with international bodies such as NATO or the UN, which are potentially able to send armed troops or peacekeepers to the area.

*I was expecting the other governments or the international community, or any other group to come and say, you are here and you are causing conflict to these people, and then do away with them, take them away. Or create a safe corridor where they can place us, you know, out of the whole armed conflict. They have the power to do that so why didn't they? (Fado, member of separated family, Liberia)*

Some people say that humanitarian organizations do not provide enough for long enough. Large families can struggle on assistance allocations in some countries.

*The difficulties are going from bad to worst. I have nine children but I receive food ration for five only. (Marie, 55, internally displaced person, DRC)*

In countries such as Haiti and Liberia, the ICRC is praised for arriving before other organizations and leaving after them.

Some respondents say that assistance is sometimes distributed very unevenly across areas and there is not always a good match between what is provided and what is actually needed – in terms of both health-care materials and food. There are specific requests for more culturally appropriate foodstuffs and more variety in the food so as to avoid monotony.

The fact that assistance does not necessarily reach the right people is a common complaint across countries and perhaps especially in Afghanistan and Haiti. Respondents complain that there is too much corruption in the distribution of assistance and that money is spent on the wrong things.

*From what I heard on the radio, a large amount of money has been made available for the area of Cité Soleil. And I've noticed that this amount has been used mainly in endless discussions and organizing conferences and other things – rather than being used to help the population. (Michel, 52, first responder, Haiti)*

*We have a lot of local charities and associations as well as international humanitarian organizations in Lebanon, but these organizations are not making sure that the assistance is being received by the ones who need it. I lost my legs in 1986 and I am a victim of war, but I have not received any assistance of any kind neither from local nor from international organizations. Although I have lost both legs, there is no one to take care of me, I have to work in order to make a living. If I don't work, I cannot eat. (Omar, 40, mine victim, Lebanon)*

*Unless you are a first class citizen or powerful or have contacts you will not have assistance! (Suraya, 45, mine victim, Afghanistan)*

The experience of queuing for assistance can be confusing and humiliating. Despite these problems, most respondents hold humanitarian organizations in high regard.

## Humanitarian gestures

Acts of kindness between civilians affected by conflict are hugely important and a multitude of different examples were given. Offering shelter, food and comfort to those in need helps to sustain life and the bonds of community. The role of extended family in providing help is especially valued.

Nonetheless, impoverished communities say they have little to offer fellow victims other than comforting words and prayers. Some types of help (such as prostheses for mine victims or locating missing persons) are too difficult for ordinary civilians to offer because they lack the

money, skills or resources. In these circumstances, civilians value the intervention of neutral and well-organized humanitarian organizations such as the ICRC.

Some people living in deeply divided communities say they are afraid to offer assistance to others for fear of reprisals. One woman in Colombia told of how she and her husband had helped a wounded weapon bearer when they found him by a roadside.

*We found and helped a wounded person who was in the road. My husband helped him get to our place and with a blade extracted the bullet from him, then he cured him. My husband burned his clothes, we fed him, we gave him new clothes, and a bed to sleep. The poor kid was probably 20 years old, he never told us what group he belonged to, we never asked questions, the less we knew about who he was, the better for us. We just wanted to save his life. He was at our house for three months. (Mare, internally displaced person, Colombia)*

However, when a particular group of weapon bearers found out about their actions, they captured her husband. Five years later she still has no news of him and assumes he is dead.

Despite the risks involved, many people have experienced and performed acts of kindness. Some people say receiving help has inspired them to try to help others in the same way. One man in the DRC became separated from his five children during the conflict but they were reunited with the help of the ICRC. He now helps shelter lost children in his own home.

*Families arrived at my home. We tried to reorganize the house and all the families settled in. It's the love of my neighbours that led me to do this, especially because I was also feeling that things were not going well for the others. (Ndayi, 37, member of separated family, DRC)*

## Behaviour during Armed Conflict

### Rules of conflict

Respondents believe that during armed conflict there are some boundaries that should not be crossed and feel strongly that the impact on civilians should be minimized as much as possible.

*They must not rape the women; this is infringement of human dignity. This is not allowed by the human rights! (Toussaint, 18, internally displaced person, DRC)*

*Children must not be used as soldiers. As minors they should not be there. No child should fight in the field. (Maisara, 30, first responder, the Philippines)*

However, in most but not all the areas sampled, people believe that behaviour by weapon bearers during armed conflict is getting worse. In the DRC, civilians widely refer to the ongoing armed conflict as *nthambara*. This local expression is synonymous with *du jamais vu* (something never seen or experienced in the past).

Brutality towards civilians, looting, use of human shields, forced recruitment, use of child soldiers and sexual violence are cited by respondents as proof of deteriorating humanitarian norms. The indiscriminate bombing or shelling of civilian areas is also a key factor contributing to this belief, especially when religious places are affected.

*We cannot put on the lights during a wedding since if they see any lighting they will attack the place. (Zarima, 39, first responder, Afghanistan)*

*Unfortunately we have reached a time where the humanitarian norms are vanishing and fading away. (Imad, 77, internally displaced person, Lebanon)*

People find it hard to find precise reasons for increased brutality during armed conflict. There is an overall sense that armed conflict in the 21st century rarely consists of simple disputes over land but is more complex and therefore involves a more diverse range of tactics which are more likely to involve civilians.

*The combatants must not conduct a savage war because it generates family scattering. Within a 'normal' war, when one camp wins it takes the territory from the other camp. A conventional war is one between soldiers but not one when the civilian population is affected; soldiers should not rape, steal. (Sam, 29, internally displaced person, DRC)*

Some respondents say that armed groups are fighting to put pressure on political parties and raise their profile in the media. In other countries, respondents say the conflict aims to oppress particular civilian groups by separating them from their land and killing their livestock.

In addition, conflicts taking place within a state (as in the majority of the countries in this research) rather than between states are seen by respondents as more likely to impact negatively on civilians. This is because many believe that members of armed groups are less likely to conform to a moral code of conduct or law, such as treating prisoners well and respecting property.

*Bandit groups do not care much about any rules or conventions. (Baia, 37, first responder, Georgia)*

Finally, long-term conflict of the type which characterizes many of the countries in this research is believed to impoverish communities and prevent young people from gaining an education. This in turn increases the likelihood of armed groups finding new recruits.

*Illiterate soldiers are more dangerous. They do not have a proper education or example of a family. They do not know respect for the elderly. (Gorda, 27, internally displaced person, Georgia)*

## Right to health care and protecting health workers

### Right to health care

The majority of respondents from a range of different backgrounds agree that health care must be available to all, regardless of race, religion or politics. They say that even weapon bearers should receive immediate assistance if they are wounded.

*Our clinic was open to everybody and my father was in the service of people always at night and day. He was distributing the medicine to all the people. (Zarima, 39, first responder, Afghanistan)*

Some respondents point out that some of the weapon bearers are actually forced recruits and do not really want to fight. They therefore deserve the same treatment as civilians.

However, there were a few people who feel so aggrieved by their experience in the conflict that they believe weapon bearers from the opposing side should not receive health care.

*If I were a doctor, I will not treat the wounded fighters. I am so angry at them for burning my house. That's all. (Jenefer, 77, internally displaced person, the Philippines)*

### Protecting health-care workers

There is strong agreement across the countries researched, and particularly amongst first responders, that health workers and their vehicles should be spared from attack and left to do their job. This is regardless of religion, race and affiliation.

Most of the time, people believe that these basic humanitarian principles are respected and that health-care workers are free to move around and not deliberately attacked. However, the research elicited some exceptions to this, for example:

- First responders in Lebanon believe there was an increase in incidences of ambulances being hit, especially during the 2006 war.
- First responders in Afghanistan think that there is too much hindrance of health-care workers as they go about their work.

*When I was trying to get the people from Panjavee district to the hospital, they detained me and did not let my taxi go further... at another time they have even put me behind the bars for many number of days. (Zarima, 39, first responder, Afghanistan)*

*These people are neutral they don't belong to any party and yet they are not only at risk but also have to ask for permission and authority first and then go to the battlefield to collect the wounded! (Javed, 35, mine victim, Afghanistan)*

- First responders in Haiti report regular threats from armed groups if they are perceived to be taking sides. Marie, a first responder, recounts:

*When the people responsible for this violence call me, I react immediately. When I enter their vehicles, I ask God to protect me, as he gave me this job. Sometimes, the Xs have wanted to kill me because they saw me in a Y vehicle. (Marie, first responder, Haiti)*



Across the countries researched, first responders who work for the Red Cross or Red Crescent, and therefore display one of these emblems, believe that these emblems play an important role in protecting them. Their perception is that the emblems are generally respected.

*As soon as someone wears the outfit with the Red Cross on it, people automatically understand that they are there to help. (Elise, victim of armed violence, Haiti)*

However, awareness of the red cross and red crescent symbols is not universal and some first responders believe that there is a lack of education about what they do and, importantly, that they are neutral.

## The Geneva Conventions

Awareness of the Geneva Conventions and international humanitarian law is low, except amongst first responders who tend to know more about this subject. Awareness of the Geneva Conventions is slightly higher amongst those who have received extensive support from the ICRC and are familiar with the organization, such as beneficiaries of the Restoring Family Links programme.

On discussion, respondents feel that the Geneva Conventions match their existing moral beliefs about what is and is not acceptable in armed conflict. Lisa in Haiti, who had been raped and her husband killed, put it like this:

*This pregnant woman, this child, this house, this source of water, this hospital, this church, you have to respect them. (Lisa, victim of sexual violence, Haiti)*

Respondents are often more interested in national law than international humanitarian law. This appears to be because most of the countries sampled are experiencing internal armed conflicts where there is a perception that international law is less relevant. In addition, there is a belief that the distinction between criminal behaviour and military action has collapsed. This was mentioned across the sample but was a particular theme in Haiti, the DRC and Colombia.

*We live in a country filled with laws and it hurts me that they are ignored. (Jose Luis, internally displaced person, Colombia)*

*This issue of exemption of law was not the case earlier, there used to be justice. And today's situation is a direct result of not lawfully penalizing the people who commit various forms of crimes and violence... this impunity is the reason for a lot of troubles in our country. (Zelie, 43, victim of sexual violence, DRC)*

One first responder working in Haiti describes how events had deteriorated into more and more random and senseless violence:

*At the beginning, I thought the motivation for this was politics; I thought they were acting for their party. But it appears to have become worse now, where people are just murdering, breaking into houses and burning down houses. (Pierre, first responder, Haiti)*

There is greater optimism in some countries. Some people in Georgia express the view that the impact of armed conflict on civilians might have been worse had international humanitarian law, and particularly the Geneva Conventions, not been in place. Also, a few respondents in Colombia feel that the humanitarian situation has improved somewhat, for example as a result of agreements about reducing the use of landmines.

However, for the most part, respondents feel that international humanitarian law makes no difference. They say that the problem is not the law, national or international, but the enforcement of it. Respondents could not cite any examples of countries or individuals who have faced consequences for breaches of the Geneva Conventions.

*There should be punishment against violators, but no country which has violated the Conventions was punished. (Naseem, 44, first responder, Lebanon)*

There is also a common perception that international humanitarian law relates primarily to national armies and cannot apply to armed groups. This is mainly because these groups are seen to operate beyond the law, but also partly for practical reasons. Many people describe how hard it is to remain outside the conflict because weapon bearers coerce civilians into helping them with basic provisions and shelter.

*They would use us a lot, they would ask us to do things, they would come to our houses asking for food and animals, then another group would come, I once got hit for helping, I just said whoever comes in with a weapon gives the orders. If they come and ask for favours we have to do it. (Edwin, mine victim, Colombia)*

Respondents want greater international condemnation of civilian suffering during armed conflicts, but find it hard to see how the Geneva Conventions or any other type of rules could really make a difference. This is mainly because respondents believe that weapon bearers have lost their moral judgement and sense of proportionality. They say that the experience of fighting brutalizes weapon bearers and perpetuates the cycle of violence. In this context, moral guidelines and training will make little difference.

*The knowledge of rules for soldiers is essential. But human emotions also play a big role. Sometimes soldiers are not able to control emotions. When they see violence, killing, burning alive, they feel like taking revenge. (Borena, 70, member of separated family, Georgia)*

Respondents do not want the text of the Geneva Conventions to be revised but they do want more thought to be put into how these rules can best be applied in the types of conflict they are experiencing.

## Conclusions: priority actions

Specific conclusions vary by country, though there are some overall themes.

Civilians affected by armed conflict around the world welcome the opportunity to tell their stories. They want to tell the world about their plight and personalize the negative images others have about them and their country. They feel sad that their country is not prospering as a result of the armed conflict and hope for a better future when they can feel proud of their country rather than ashamed.

*In my opinion, promotion of the cultural and economic level of our country can be effective. We are in poor conditions now. When we are helped, we can organize our education, build good roads and other things. (Abeda, 45, member of separated family, Afghanistan)*

Civilians appreciate and benefit from the varied work of humanitarian organizations because such organizations help maintain life and dignity for people in traumatized communities. Respondents want humanitarian organizations to do more to end and prevent armed conflict. A focus on education and justice should be priorities, as civilians believe that this will help improve confidence and economic conditions which in turn will help prevent conflict. They acknowledge, however, that achieving peace is beyond the scope of any single organization.

Respondents taking part in this research would like to see more international efforts to minimize the impact of conflict on civilians, by focusing on conflict resolution and negotiation.

Respondents endorse the Geneva Conventions but believe that weapon bearers have lost the will to abide by them. They believe that working directly with weapon bearers to address this must be part of any strategy to help minimize the impact on civilians.

*I am not saying the text should be revised, but the countries of the world should raise awareness about the importance of these Conventions, they should educate their fighters and armies on the principles of the Conventions in order to create in them an internal feeling of deterrence. (Ziad, 32, first responder, Lebanon)*



# APPENDICES

## APPENDICES

### OPINION SURVEY

#### Sample profile

This table shows the main characteristics that can be directly compared or summarized across all or most of the eight countries.

Please see the individual country reports for more detailed breakdowns, including religion/ethnicity, regional distribution, and the full education level bandings.

	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
	%	%	%	%	%	%	%	%
<b>Total</b>	100	100	100	100	100	100	100	100
<b>Gender</b>								
Male	51	46	49	42	48	50	51	50
Female	49	54	51	58	52	50	49	50
<b>Age</b>								
18-24	31	21 (18-25)	33	11	24	19	29	26
25-29	12		22	6	23	13	22	12
30-34	13	23 (26-35)	16	13	13	12	16	15
35-39	10		11	12	7	11	11	12
40-44	11	22 (36-45)	7	10	8	11	9	9
45-49	8	16 (46-55)	5	9	7	9	4	8
50-64	12		6	21	13	16	7	16
65 or over	4	18 (56+)	1	18	6	8	1	1
<b>Area</b>								
Urban	22	n/a	n/a	n/a	42	88	83	65
Rural	78	n/a	n/a	n/a	58	12	17	35
<b>Education/literacy</b>								
No education (Illiterate in Afghanistan)	62	0	2	0	7	2	n/a	*

#### Sampling details

Sampling tolerances vary, depending on the size of the survey sample and the percentage figure concerned. For example, for a question where 50% of the people in a sample of 500 give a particular answer, the chances are 95 in 100 that this result would not vary by more than 4 percentage points plus or minus (i.e. between 46% and 54%) from the result that would have been obtained from a census of the wider population (using the same procedures).

Some examples of the tolerances that may apply in this report are given in the table below.

Approximate sampling tolerances applicable to percentages at or near these levels (at the 95% confidence level)			
Unweighted bases	10% or 90% ±	30% or 70% ±	50% ±
<b>Size of sample on which survey result is based (unweighted)</b>			
500 (e.g. all respondents in one country)	3	4	4
250 (e.g. men or women only)	4	6	7

Source: Ipsos

Tolerances are also involved in the comparison of results between different elements (sub-groups) of the sample – and between the 1999 and 2009 results. A difference must be of at least a certain size to be statistically significant. The table below shows the sampling tolerances applicable to some common sub-group comparisons, and between the 1999 and 2009 research in each country.

Differences required for significance at the 95% confidence level at or near these percentages			
Unweighted bases	10% or 90% ±	30% or 70% ±	50% ±
<b>Size of 2009 sub-groups and 1999 vs 2009 samples involved in this survey (unweighted)</b>			
250 (men) vs 250 (women)	5	8	9
1,000 (1999 full sample for one country) vs 500 (2009 full sample for one country)	3	5	5

Source: Ipsos

## Marked-up questionnaire

Questionnaire									
	<ul style="list-style-type: none"> <li>● Fieldwork <ul style="list-style-type: none"> <li>– <b>Afghanistan:</b> 13-21 February 2009; 535 face-to-face interviews</li> <li>– <b>Colombia:</b> 12 February-6 March 2009; 501 face-to-face interviews</li> <li>– <b>DRC:</b> 12-19 March 2009; 538 face-to-face interviews</li> <li>– <b>Georgia:</b> 16-24 February 2009; 500 face-to-face interviews (300 resident population; 200 internally displaced persons)</li> <li>– <b>Haiti:</b> 15-23 February 2009; 522 face-to-face interviews</li> <li>– <b>Lebanon:</b> 10-25 March and 10-14 May 2009; 601 telephone interviews</li> <li>– <b>Liberia:</b> 22-28 February 2009; 500 face-to-face interviews</li> <li>– <b>The Philippines:</b> 3 March-11 April 2009; 500 face-to-face interviews</li> </ul> </li> <li>● Aged 18+</li> <li>● Results are weighted</li> <li>● 'POW' indicates a question also asked in 1999</li> <li>● An asterisk ( * ) indicates a result of less than 1% (but not zero)</li> <li>● A 'n/a' denotes 'not asked'</li> <li>● Base for each question is written above percentages</li> <li>● Questionnaire for Haiti asked about 'armed violence' rather than 'armed conflict'</li> </ul>								
AA) ON CONFLICT IN GENERAL									
	Q1. Have you personally experienced armed conflict, or not?								
ASK ALL ↓		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
	<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
		%	%	%	%	%	%	%	%
	Yes	60	10	61	10	31	75	96	7
	No	40	90	39	90	69	25	4	93
	Don't know	1	0	0	0	0	0	0	0
	Refused	0	0	0	0	0	0	0	0
ASK IF 'YES' AT Q1 ↓	Q2. Was this in [Country], or was it somewhere else?								
		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
	<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
		%	%	%	%	%	%	%	%
	In [Country]	97	97	96	100	97	100	99	100
	Somewhere else (specify)	1	0	1	0	3	0	0	0
	Both	2	3	3	0	0	0	1	0
	Don't know	0	0	0	0	0	*	0	0
ASK IF 'YES' AT Q1 ↓	Q3A. I'm going to ask you about your actual experiences during the armed conflict in [Country]. Please tell me whether any of the following things happened to you personally or did not happen as a consequence of the armed conflict in [Country]. For each one, please indicate whether it happened or did not happen to you? (POW)								
	ROTATE STATEMENTS. SINGLE CODE EACH STATEMENT								
	Forced to leave your home and live elsewhere								
		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
	<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
		%	%	%	%	%	%	%	%
	Happened	76	32	58	32	45	61	90	52
	Did not happen	24	68	41	68	55	39	10	48
	Don't know	*	0	1	0	0	0	0	0
	Refused	0	0	0	0	0	0	0	0



Imprisoned								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
	%	%	%	%	%	%	%	%
Happened	21	12	8	0	3	4	30	0
Did not happen	78	88	91	100	97	96	70	100
Don't know	1	0	1	0	0	0	*	0
Refused	0	0	*	0	0	0	0	0
Kidnapped or taken as a hostage								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
	%	%	%	%	%	%	%	%
Happened	9	18	11	4	5	6	26	0
Did not happen	90	82	87	96	95	94	73	100
Don't know	2	0	2	0	0	0	1	0
Refused	0	0	0	0	0	0	*	0
Tortured								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
	%	%	%	%	%	%	%	%
Happened	43	4	11	6	16	7	45	0
Did not happen	56	96	87	94	84	93	54	100
Don't know	1	0	2	0	0	0	1	0
Refused	0	0	*	0	0	0	0	0
Been humiliated								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
	%	%	%	%	%	%	%	%
Happened	55	15	23	25	51	29	55	5
Did not happen	44	85	74	75	48	71	43	95
Don't know	1	0	2	0	0	0	1	0
Refused	0	0	1	0	0	0	*	0
Lost contact with a close relative								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
	%	%	%	%	%	%	%	%
Happened	61	23	47	59	37	51	86	14
Did not happen	37	77	50	41	63	49	13	86
Don't know	2	0	2	0	0	0	0	0
Refused	0	0	1	0	0	0	*	0

A member of your immediate family was killed during the armed conflict								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
	%	%	%	%	%	%	%	%
Happened	45	33	25	4	17	26	69	6
Did not happen	55	67	73	96	80	74	30	94
Don't know	*	0	2	0	3	0	0	0
Refused	0	0	0	0	0	0	*	0
Serious damage to your property								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
	%	%	%	%	%	%	%	%
Happened	66	10	34	39	28	57	74	11
Did not happen	34	90	63	61	70	43	25	89
Don't know	*	0	3	0	2	0	*	0
Refused	0	0	*	0	0	0	0	0
Wounded by the fighting								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
	%	%	%	%	%	%	%	%
Happened	35	6	17	15	11	12	40	11
Did not happen	64	94	79	85	88	88	58	89
Don't know	*	0	3	0	1	0	1	0
Refused	0	0	*	0	0	0	0	0
Combatants took food away								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
	%	%	%	%	%	%	%	%
Happened	34	8	26	8	13	8	76	8
Did not happen	61	92	71	92	84	92	21	92
Don't know	5	0	3	0	3	*	3	0
Refused	0	0	*	0	0	0	0	0
Had your home looted								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
	%	%	%	%	%	%	%	%
Happened	42	17	30	27	23	22	83	9
Did not happen	56	83	66	73	77	78	16	91
Don't know	2	0	3	0	0	0	*	0
Refused	0	0	1	0	0	0	0	0

Somebody you knew well was a victim of sexual violence								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
	%	%	%	%	%	%	%	%
Happened	13	11	28	3	44	4	51	0
Did not happen	81	89	62	97	53	95	47	100
Don't know	6	0	7	0	3	*	2	0
Refused	0	0	4	0	0	0	*	0
ROTATE STATEMENTS BELOW HERE SEPARATELY AFTER OTHERS								
No or very limited access to basic necessities (water, electricity, etc.)								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
	%	%	%	%	%	%	%	%
Happened	64	13	n/a	32	63	78	n/a	19
Did not happen	28	87	n/a	68	36	21	n/a	81
Don't know	8	0	n/a	0	1	*	n/a	0
Refused	0	0	n/a	0	0	0	n/a	0
No or very limited access to health care								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
	%	%	%	%	%	%	%	%
Happened	68	11	n/a	26	61	28	n/a	14
Did not happen	25	89	n/a	74	37	72	n/a	86
Don't know	7	0	n/a	0	2	*	n/a	0
Refused	0	0	n/a	0	0	0	n/a	0
Lost all my belongings								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
	%	%	%	%	%	%	%	%
Happened	47	13	n/a	27	52	14	n/a	11
Did not happen	43	87	n/a	73	45	86	n/a	89
Don't know	10	0	n/a	0	3	0	n/a	0
Refused	0	0	n/a	0	0	0	n/a	0
Lost my means of income (e.g. job, revenue, farm land, etc.)								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(450)	(477)	(41)
	%	%	%	%	%	%	%	%
Happened	60	38	n/a	35	40	51	n/a	15
Did not happen	32	62	n/a	65	58	49	n/a	85
Don't know	8	0	n/a	0	2	0	n/a	0
Refused	0	0	n/a	0	0	0	n/a	0

The area where I lived came under enemy control									
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All experiencing armed conflict</i>	(320)	(73)	(349)	(28)	(173)	(359)	(477)	(41)	
	%	%	%	%	%	%	%	%	
Happened	56	20	n/a	27	60	37	n/a	18	
Did not happen	37	80	n/a	73	36	63	n/a	82	
Don't know	7	0	n/a	0	4	0	n/a	0	
Refused	0	0	n/a	0	0	0	n/a	0	
ASK IF NOT 'YES' AT Q1 ↓	<p>Q3B. I'm going to ask you about how you yourself have been affected by the armed conflict in [Country]. Please tell me whether any of the following things happened to you personally or did not happen as a consequence of the armed conflict in [Country]. For each one, please indicate whether it happened or did not happen to you.</p> <p>ROTATE STATEMENTS. SINGLE CODE EACH STATEMENT</p>								
	Forced to leave your home and live elsewhere								
		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
	<i>Base: All not experiencing armed conflict</i>	(212)	(428)	(189)	(272)	(347)	(151)	(23)	(459)
		%	%	%	%	%	%	%	%
	Happened	36	2	n/a	1	28	37	n/a	*
	Did not happen	58	98	n/a	99	72	63	n/a	99
	Don't know	6	0	n/a	0	*	0	n/a	*
	Refused	0	0	n/a	*	0	0	n/a	0
	Imprisoned								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All not experiencing armed conflict</i>	(212)	(428)	(189)	(272)	(347)	(151)	(23)	(459)	
	%	%	%	%	%	%	%	%	
Happened	4	1	n/a	0	4	4	n/a	0	
Did not happen	88	99	n/a	100	96	96	n/a	100	
Don't know	8	0	n/a	0	*	0	n/a	0	
Refused	0	0	n/a	*	0	0	n/a	0	
Kidnapped or taken as a hostage									
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All not experiencing armed conflict</i>	(212)	(428)	(189)	(272)	(347)	(151)	(23)	(459)	
	%	%	%	%	%	%	%	%	
Happened	2	*	n/a	0	2	3	n/a	0	
Did not happen	91	100	n/a	100	97	97	n/a	100	
Don't know	7	0	n/a	0	*	0	n/a	0	
Refused	0	0	n/a	*	*	0	n/a	0	
Tortured									
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All not experiencing armed conflict</i>	(212)	(428)	(189)	(272)	(347)	(151)	(23)	(459)	
	%	%	%	%	%	%	%	%	
Happened	9	0	n/a	0	7	5	n/a	0	
Did not happen	84	100	n/a	100	93	95	n/a	100	
Don't know	7	0	n/a	0	*	0	n/a	0	
Refused	0	0	n/a	*	0	0	n/a	0	

Been humiliated								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All not experiencing armed conflict</i>	(212)	(428)	(189)	(272)	(347)	(151)	(23)	(459)
	%	%	%	%	%	%	%	%
Happened	29	1	n/a	0	32	14	n/a	0
Did not happen	65	99	n/a	100	67	86	n/a	100
Don't know	6	0	n/a	0	*	0	n/a	0
Refused	0	0	n/a	*	0	0	n/a	0
Lost contact with a close relative								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All not experiencing armed conflict</i>	(212)	(428)	(189)	(272)	(347)	(151)	(23)	(459)
	%	%	%	%	%	%	%	%
Happened	37	4	n/a	6	28	35	n/a	0
Did not happen	55	96	n/a	94	72	64	n/a	100
Don't know	8	0	n/a	0	0	1	n/a	0
Refused	0	0	n/a	0	0	0	n/a	0
A member of your immediate family was killed during the armed conflict								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All not experiencing armed conflict</i>	(212)	(428)	(189)	(272)	(347)	(151)	(23)	(459)
	%	%	%	%	%	%	%	%
Happened	22	6	n/a	*	18	15	n/a	*
Did not happen	71	94	n/a	100	80	85	n/a	100
Don't know	7	0	n/a	0	2	0	n/a	0
Refused	0	0	n/a	*	0	0	n/a	0
Serious damage to your property								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All not experiencing armed conflict</i>	(212)	(428)	(189)	(272)	(347)	(151)	(23)	(459)
	%	%	%	%	%	%	%	%
Happened	34	1	n/a	1	17	27	n/a	0
Did not happen	59	99	n/a	99	83	73	n/a	100
Don't know	7	0	n/a	0	0	0	n/a	0
Refused	0	0	n/a	0	0	0	n/a	0
Wounded by the fighting								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All not experiencing armed conflict</i>	(212)	(428)	(189)	(272)	(347)	(151)	(23)	(459)
	%	%	%	%	%	%	%	%
Happened	12	1	n/a	0	4	3	n/a	0
Did not happen	81	99	n/a	100	96	97	n/a	100
Don't know	7	0	n/a	0	1	0	n/a	0
Refused	0	0	n/a	*	0	0	n/a	0
Combatants took food away								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All not experiencing armed conflict</i>	(212)	(428)	(189)	(272)	(347)	(151)	(23)	(459)
	%	%	%	%	%	%	%	%
Happened	16	0	n/a	0	9	7	n/a	0
Did not happen	76	100	n/a	100	91	93	n/a	100
Don't know	8	0	n/a	0	*	0	n/a	0
Refused	0	0	n/a	*	0	0	n/a	0

Had your home looted								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All not experiencing armed conflict</i>	(212)	(428)	(189)	(272)	(347)	(151)	(23)	(459)
	%	%	%	%	%	%	%	%
Happened	20	*	n/a	1	11	12	n/a	0
Did not happen	69	100	n/a	99	88	88	n/a	100
Don't know	10	0	n/a	0	*	0	n/a	0
Refused	0	0	n/a	0	*	0	n/a	0
Somebody you knew well was a victim of sexual violence								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All not experiencing armed conflict</i>	(212)	(428)	(189)	(272)	(347)	(151)	(23)	(459)
	%	%	%	%	%	%	%	%
Happened	5	3	n/a	0	25	4	n/a	0
Did not happen	83	97	n/a	100	73	95	n/a	100
Don't know	11	0	n/a	0	2	1	n/a	0
Refused	0	0	n/a	*	0	0	n/a	0
ROTATE STATEMENTS BELOW HERE SEPARATELY AFTER OTHERS								
No or very limited access to basic necessities (water, electricity, etc.)								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All not experiencing armed conflict</i>	(212)	(428)	(189)	(272)	(347)	(151)	(23)	(459)
	%	%	%	%	%	%	%	%
Happened	56	2	14	2	66	56	4	0
Did not happen	41	98	82	98	33	43	96	100
Don't know	3	0	4	0	1	1	0	*
Refused	0	0	0	*	0	0	0	0
No or very limited access to health care								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All not experiencing armed conflict</i>	(212)	(428)	(189)	(272)	(347)	(151)	(23)	(459)
	%	%	%	%	%	%	%	%
Happened	59	*	11	1	63	13	4	0
Did not happen	38	100	87	98	36	86	96	100
Don't know	3	0	2	0	*	1	0	*
Refused	0	0	*	*	0	0	0	0
Lost all my belongings								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All not experiencing armed conflict</i>	(212)	(428)	(189)	(272)	(347)	(151)	(23)	(459)
	%	%	%	%	%	%	%	%
Happened	22	*	6	1	34	7	0	0
Did not happen	70	100	90	99	65	92	80	100
Don't know	8	0	4	0	1	1	20	*
Refused	0	0	1	*	0	0	0	0

Lost my means of income (e.g. job, revenue, farm land, etc.)								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All not experiencing armed conflict</i>	(212)	(428)	(189)	(272)	(347)	(151)	(23)	(459)
	%	%	%	%	%	%	%	%
Happened	38	*	7	3	31	26	0	0
Did not happen	54	100	89	97	68	73	100	100
Don't know	8	0	4	0	1	1	0	*
Refused	0	0	0	0	0	0	0	0
The area where I lived came under enemy control								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All not experiencing armed conflict</i>	(212)	(428)	(189)	(272)	(347)	(151)	(23)	(459)
	%	%	%	%	%	%	%	%
Happened	21	1	5	1	41	20	0	0
Did not happen	73	99	90	99	50	79	100	100
Don't know	6	0	4	0	9	1	0	*
Refused	0	0	*	0	0	0	0	0

ALL RESPONDENTS ↓	Q3A/Q3B COMBINED (BASE: ALL)							
% Happened								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)		(300)	(522)	(601)		(500)
<i>Base: All who have experienced armed conflict</i>			(349) (65% of total sample)				(477) (95% of total sample)	
	%	%	%	%	%	%	%	%
<b>Forced to leave your home and live elsewhere</b>	60	5	58	4	33	55	90	4
<b>Imprisoned</b>	14	2	8	0	3	4	30	0
<b>Kidnapped or taken as a hostage</b>	6	2	11	*	3	5	26	0
<b>Tortured</b>	29	*	11	1	9	6	45	0
<b>Been humiliated</b>	44	2	23	3	38	25	55	*
<b>Lost contact with a close relative</b>	51	6	47	11	31	47	86	1
<b>A member of your immediate family was killed during the armed conflict</b>	35	8	25	1	18	24	69	1
<b>Serious damage to your property</b>	53	2	34	5	21	49	74	1
<b>Wounded by the fighting</b>	26	1	17	2	6	10	40	1
<b>Combatants took food away</b>	27	1	26	1	10	8	76	1
<b>Had your home looted</b>	33	2	30	4	15	20	83	1
<b>Somebody you knew well was a victim of sexual violence</b>	10	4	28	*	31	4	51	0
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)		(300)	(522)	(500)		(500)
<i>Base: All who have not experienced armed conflict</i>			(189) (33% of total sample)	(+ 200 internally displaced persons)			(23) (5% of total sample)	
	%	%	%	%	%	%	%	%
<b>No or very limited access to basic necessities (water, electricity, etc.)</b>	60	3	14	5	65	73	4	1
<b>No or very limited access to health care</b>	64	2	11	4	63	24	4	1
<b>Lost all my belongings</b>	36	1	6	3	40	12	0	1
<b>Lost my means of income (e.g. job, revenue, farm land, etc.)</b>	52	4	7	6	34	45	0	1
<b>The area where I lived came under enemy control</b>	42	3	5	4	47	33	0	1



ASK ALL ↓									
Q4. And have you been affected by armed conflict in [Country] in any other ways? What ways were those?									
SINGLE CODE									
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)	
	%	%	%	%	%	%	%	%	%
Yes – specify	18	16	41	15	67	28	4	6	
No	76	84	56	84	30	72	96	94	
Don't know	6	0	2	0	3	1	*	0	
Refused	*	0	1	1	1	0	0	*	
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All who have experienced/been affected by conflict in any other ways</i>	(89)	(97)	(223)	(46)	(352)	(164)	(20)	(37)	
	%	%	%	%	%	%	%	%	%
<b>TOTAL MENTIONS – PERSONAL SUFFERING</b>	19	–	51	81	83	72	78	31	
Psychologically hurt	–	–	11	81	31	53	–	8	
Morally affected (unspecified)	–	–	6	–	23	8	–	–	
Worried/anxious/always on my mind	–	–	20	–	9	–	–	–	
Could not continue education	12	–	–	–	–	–	68	9	
I was injured	5	–	–	–	–	–	10	–	
Sad/upset	–	–	7	–	6	–	–	–	
<b>TOTAL MENTIONS – DETERIORATION IN THE STANDARD OF LIVING</b>	10	57	33	10	22	17	16	57	
Fear	–	10	22	–	11	8	–	22	
Poor economy/high prices	–	39	–	–	9	–	–	25	
No job/could not work	–	6	–	8	–	–	11	13	
<b>TOTAL MENTIONS – TYPES OF VIOLENCE/ ATTACKS</b>	20	6	–	–	–	–	–	28	
<b>TOTAL MENTIONS – PEOPLE ARE KILLED/ INJURED</b>	31	11	11	–	–	–	–	26	
Relatives killed/injured	6	7	–	–	–	–	–	15	
Civilians killed/injured	6	–	–	–	–	–	–	6	
<b>TOTAL MENTIONS – FREEDOM RESTRICTION</b>	–	8	–	–	–	–	6	16	
<b>TOTAL MENTIONS – MISC.</b>	–	34	–	–	–	7	–	14	
Forced to leave the country	–	24	–	–	–	5	–	8	
Thieves/looting	–	9	–	–	–	–	–	6	
<b>TOTAL MENTIONS – INTERNAL FIGHTING</b>	13	9	–	–	–	–	–	6	

ASK ALL WHO HAVE EXPERIENCED CONFLICT – ‘YES’ AT Q1 AND ‘YES’ AT Q2/ CODE 1 (IN LEBANON) OR ANY ‘HAPPENED’ RESPONSE AT Q3, OR ANY ‘YES’ RESPONSE AT Q4 ↴	Q5. And when were you personally most recently affected by this armed conflict in [Country]?							
	SINGLE CODE							
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who have experienced/ been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%
Now/currently experiencing	4	21	3	0	2	3	*	0
Within the last month	4	2	1	0	2	2	*	0
More than one month ago, but less than six months	3	3	8	0	3	2	0	1
Six months ago to within the last year	7	3	8	72	7	11	*	14
1-2 years	7	9	22	0	10	25	0	6
3-4 years	9	14	16	0	22	35	1	1
5-9 years	23	24	19	0	41	1	51	6
10-19 years	19	16	19	26	6	9	47	14
20 years +	11	8	3	0	*	13	1	51
Don't know	12	0	1	2	7	1	*	7
Refused	*	0	1	0	*	0	0	0

## ASK ALL ↴

Q6. What do you think are the two or three greatest fears people are facing in a situation of armed conflict in [Country]?

DO NOT READ OUT. INTERVIEWER TO CODE A MAXIMUM OF THREE RESPONSES

	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
Inability to earn a living/personal – family economic stability	37	24	40	20	41	24	29	32
Losing a loved one	25	68	54	43	20	57	23	11
Being separated from loved ones	16	30	20	21	7	13	19	7
Losing/destruction of the house/losing of personal belongings	22	27	23	26	18	28	35	23
Living with uncertainty	36	23	26	21	37	22	25	3
Having to leave their home/becoming a displaced/refugee	34	30	14	37	14	14	37	11
Imprisonment	15	5	6	8	6	1	11	*
Surviving the conflict	15	11	9	12	13	10	16	15
Suffering injury	17	21	5	7	9	27	16	15
Sexual violence	8	11	36	5	15	5	22	2
Not being able to get an education/going to school	21	3	7	6	16	1	19	8
Fear of being rejected by your community	1	4	1	2	3	*	6	*
Having to take up arms/fight	8	2	1	11	2	3	5	1
Being humiliated	11	6	3	14	9	7	14	*
Limited access to basic necessities (water, electricity, etc.)	7	4	22	8	7	11	8	12
Limited access to health care (drugs, hospital)	9	3	10	4	4	9	12	*
Outcome of the conflict	5	6	9	13	10	5	2	2
Other (specify)	1	18	9	5	20	1	0	78 <sup>1</sup>
Nothing	0	0	0	0	1	*	0	1
Don't know	*	0	0	2	1	2	0	1
Refused	0	0	0	0	0	0	0	0

<sup>1</sup> This has been broken down further in the single country report

<p><b>ASK ALL</b> ↴</p>	<p>Q7. What do you think civilians who are living in areas of armed conflict need the most? Please select the three most important to you.</p> <p>ROTATE STATEMENTS. READ THE LIST AND ASK RESPONDENTS TO SELECT ONE ANSWER. REPEAT THE LIST IF NECESSARY. THEN READ THE LIST AGAIN WITHOUT MENTIONING THE FIRST ANSWER AND ASK THE RESPONDENT TO SELECT ANOTHER ANSWER. REPEAT AGAIN.</p> <table border="1"> <thead> <tr> <th></th> <th>Afghanistan</th> <th>Colombia</th> <th>DRC</th> <th>Georgia</th> <th>Haiti</th> <th>Lebanon</th> <th>Liberia</th> <th>The Philippines</th> </tr> </thead> <tbody> <tr> <td><i>Base: All</i></td> <td>(535)</td> <td>(501)</td> <td>(538)</td> <td>(300)</td> <td>(522)</td> <td>(601)</td> <td>(500)</td> <td>(500)</td> </tr> <tr> <td></td> <td>%</td> <td>%</td> <td>%</td> <td>%</td> <td>%</td> <td>%</td> <td>%</td> <td>%</td> </tr> <tr> <td><b>Food</b></td> <td>63</td> <td>54</td> <td>86</td> <td>44</td> <td>60</td> <td>45</td> <td>90</td> <td>86</td> </tr> <tr> <td><b>Shelter</b></td> <td>46</td> <td>16</td> <td>47</td> <td>48</td> <td>23</td> <td>31</td> <td>58</td> <td>51</td> </tr> <tr> <td><b>Medical treatment/health care</b></td> <td>48</td> <td>36</td> <td>43</td> <td>24</td> <td>48</td> <td>42</td> <td>69</td> <td>34</td> </tr> <tr> <td><b>Family members to be kept together</b></td> <td>18</td> <td>11</td> <td>14</td> <td>21</td> <td>6</td> <td>23</td> <td>12</td> <td>35</td> </tr> <tr> <td><b>Information on separated/missing family members</b></td> <td>7</td> <td>9</td> <td>7</td> <td>11</td> <td>8</td> <td>9</td> <td>7</td> <td>11</td> </tr> <tr> <td><b>Security/protection</b></td> <td>53</td> <td>61</td> <td>52</td> <td>40</td> <td>66</td> <td>50</td> <td>36</td> <td>24</td> </tr> <tr> <td><b>Respect/dignity</b></td> <td>8</td> <td>29</td> <td>4</td> <td>5</td> <td>15</td> <td>21</td> <td>6</td> <td>24</td> </tr> <tr> <td><b>Psychological support</b></td> <td>8</td> <td>20</td> <td>10</td> <td>18</td> <td>14</td> <td>12</td> <td>8</td> <td>3</td> </tr> <tr> <td><b>To influence decisions that affect them</b></td> <td>4</td> <td>6</td> <td>2</td> <td>3</td> <td>3</td> <td>2</td> <td>3</td> <td>2</td> </tr> <tr> <td><b>Conflict resolution</b></td> <td>22</td> <td>20</td> <td>22</td> <td>23</td> <td>14</td> <td>21</td> <td>4</td> <td>2</td> </tr> <tr> <td><b>Economic/financial help</b></td> <td>20</td> <td>35</td> <td>10</td> <td>27</td> <td>26</td> <td>14</td> <td>6</td> <td>7</td> </tr> <tr> <td>Other (specify)</td> <td>0</td> <td>4</td> <td>2</td> <td>*</td> <td>8</td> <td>*</td> <td>0</td> <td>10</td> </tr> <tr> <td>Don't know</td> <td>0</td> <td>0</td> <td>0</td> <td>*</td> <td>*</td> <td>*</td> <td>0</td> <td>0</td> </tr> <tr> <td>Refused</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>*</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)		%	%	%	%	%	%	%	%	<b>Food</b>	63	54	86	44	60	45	90	86	<b>Shelter</b>	46	16	47	48	23	31	58	51	<b>Medical treatment/health care</b>	48	36	43	24	48	42	69	34	<b>Family members to be kept together</b>	18	11	14	21	6	23	12	35	<b>Information on separated/missing family members</b>	7	9	7	11	8	9	7	11	<b>Security/protection</b>	53	61	52	40	66	50	36	24	<b>Respect/dignity</b>	8	29	4	5	15	21	6	24	<b>Psychological support</b>	8	20	10	18	14	12	8	3	<b>To influence decisions that affect them</b>	4	6	2	3	3	2	3	2	<b>Conflict resolution</b>	22	20	22	23	14	21	4	2	<b>Economic/financial help</b>	20	35	10	27	26	14	6	7	Other (specify)	0	4	2	*	8	*	0	10	Don't know	0	0	0	*	*	*	0	0	Refused	0	0	0	0	*	0	0	0
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines																																																																																																																																																		
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Don't know	0	0	0	*	*	*	0	0																																																																																																																																																		
Refused	0	0	0	0	*	0	0	0																																																																																																																																																		
<p><b>ASK ALL WHO HAVE EXPERIENCED CONFLICT – ‘YES’ AT Q1 AND ‘YES’ AT Q2/ CODE 1 (IN LEBANON) OR ANY ‘HAPPENED’ RESPONSE AT Q3, OR ANY ‘YES’ RESPONSE AT Q4. ROTATE ORDER</b> ↴</p>	<p>Q8. Now I would like to ask you about whether the armed conflict has changed the way you feel. For each description I read out, please say whether the armed conflict has made you feel more this way, less this way, or has it made no real difference? First [...], would you say it has made you more [...], less [...], or has it done neither?</p> <p><b>Vengeful</b></p> <table border="1"> <thead> <tr> <th></th> <th>Afghanistan</th> <th>Colombia</th> <th>DRC</th> <th>Georgia</th> <th>Haiti</th> <th>Lebanon</th> <th>Liberia</th> <th>The Philippines</th> </tr> </thead> <tbody> <tr> <td><i>Base: All who have experienced/ been affected by conflict in any way</i></td> <td>(515)</td> <td>(154)</td> <td>(410)</td> <td>(78)</td> <td>(510)</td> <td>(579)</td> <td>(478)</td> <td>(59)</td> </tr> <tr> <td></td> <td>%</td> <td>%</td> <td>%</td> <td>%</td> <td>%</td> <td>%</td> <td>%</td> <td>%</td> </tr> <tr> <td>More</td> <td>30</td> <td>4</td> <td>17</td> <td>22</td> <td>16</td> <td>34</td> <td>27</td> <td>8</td> </tr> <tr> <td>Less</td> <td>37</td> <td>30</td> <td>15</td> <td>39</td> <td>54</td> <td>15</td> <td>52</td> <td>13</td> </tr> <tr> <td>No real difference</td> <td>20</td> <td>65</td> <td>64</td> <td>35</td> <td>25</td> <td>50</td> <td>18</td> <td>75</td> </tr> <tr> <td>Don't know</td> <td>12</td> <td>0</td> <td>2</td> <td>4</td> <td>3</td> <td>1</td> <td>3</td> <td>5</td> </tr> <tr> <td>Refused</td> <td>0</td> <td>0</td> <td>2</td> <td>0</td> <td>1</td> <td>*</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p><b>Trusting</b></p> <table border="1"> <thead> <tr> <th></th> <th>Afghanistan</th> <th>Colombia</th> <th>DRC</th> <th>Georgia</th> <th>Haiti</th> <th>Lebanon</th> <th>Liberia</th> <th>The Philippines</th> </tr> </thead> <tbody> <tr> <td><i>Base: All who have experienced/been affected by conflict in any way</i></td> <td>(515)</td> <td>(154)</td> <td>(410)</td> <td>(78)</td> <td>(510)</td> <td>(579)</td> <td>(478)</td> <td>(59)</td> </tr> <tr> <td></td> <td>%</td> <td>%</td> <td>%</td> <td>%</td> <td>%</td> <td>%</td> <td>%</td> <td>%</td> </tr> <tr> <td>More</td> <td>22</td> <td>12</td> <td>25</td> <td>7</td> <td>33</td> <td>20</td> <td>51</td> <td>5</td> </tr> <tr> <td>Less</td> <td>43</td> <td>53</td> <td>21</td> <td>67</td> <td>49</td> <td>54</td> <td>42</td> <td>40</td> </tr> <tr> <td>No real difference</td> <td>23</td> <td>35</td> <td>47</td> <td>24</td> <td>14</td> <td>24</td> <td>7</td> <td>50</td> </tr> <tr> <td>Don't know</td> <td>12</td> <td>0</td> <td>4</td> <td>3</td> <td>4</td> <td>1</td> <td>*</td> <td>5</td> </tr> <tr> <td>Refused</td> <td>0</td> <td>0</td> <td>2</td> <td>0</td> <td>1</td> <td>*</td> <td>0</td> <td>0</td> </tr> </tbody> </table>		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	<i>Base: All who have experienced/ been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)		%	%	%	%	%	%	%	%	More	30	4	17	22	16	34	27	8	Less	37	30	15	39	54	15	52	13	No real difference	20	65	64	35	25	50	18	75	Don't know	12	0	2	4	3	1	3	5	Refused	0	0	2	0	1	*	0	0		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)		%	%	%	%	%	%	%	%	More	22	12	25	7	33	20	51	5	Less	43	53	21	67	49	54	42	40	No real difference	23	35	47	24	14	24	7	50	Don't know	12	0	4	3	4	1	*	5	Refused	0	0	2	0	1	*	0	0									
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines																																																																																																																																																		
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More	30	4	17	22	16	34	27	8																																																																																																																																																		
Less	37	30	15	39	54	15	52	13																																																																																																																																																		
No real difference	20	65	64	35	25	50	18	75																																																																																																																																																		
Don't know	12	0	2	4	3	1	3	5																																																																																																																																																		
Refused	0	0	2	0	1	*	0	0																																																																																																																																																		
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More	22	12	25	7	33	20	51	5																																																																																																																																																		
Less	43	53	21	67	49	54	42	40																																																																																																																																																		
No real difference	23	35	47	24	14	24	7	50																																																																																																																																																		
Don't know	12	0	4	3	4	1	*	5																																																																																																																																																		
Refused	0	0	2	0	1	*	0	0																																																																																																																																																		

Resilient								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%
More	32	22	38	1	42	13	35	17
Less	35	44	21	73	37	35	49	26
No real difference	18	35	33	22	15	51	15	48
Don't know	15	0	5	4	5	1	2	9
Refused	0	0	3	0	1	*	0	0
Anxious								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%
More	44	36	41	73	73	62	32	32
Less	29	27	19	16	17	12	48	27
No real difference	18	36	32	10	7	26	19	37
Don't know	10	0	5	2	3	*	2	5
Refused	0	0	3	0	1	0	0	0
Appreciative of every day								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%
More	27	69	32	66	28	72	67	36
Less	40	12	24	14	46	5	24	11
No real difference	20	20	36	18	22	22	7	48
Don't know	13	0	6	2	4	1	2	5
Refused	0	0	2	0	1	0	0	0
Confused								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%
More	28	41	36	22	50	38	41	14
Less	38	25	23	48	25	17	45	16
No real difference	21	33	35	28	22	45	13	65
Don't know	13	0	4	2	2	*	1	5
Refused	0	0	3	0	1	*	0	0
Sad								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%
More	46	50	72	66	81	55	46	18
Less	29	28	10	25	12	13	43	19
No real difference	16	21	15	8	4	32	11	59
Don't know	9	0	1	2	1	*	*	5
Refused	0	0	2	0	1	0	0	0

Sensitive								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%
More	35	55	66	70	80	69	70	21
Less	35	21	13	15	9	6	23	10
No real difference	17	24	17	11	8	25	6	65
Don't know	12	0	2	4	2	*	1	5
Refused	0	0	2	0	1	0	0	0
Disillusioned								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%
More	33	55	26	18	46	33	28	18
Less	33	22	26	40	38	29	49	7
No real difference	23	23	40	36	13	36	20	67
Don't know	10	0	5	5	2	1	2	8
Refused	0	0	3	1	1	*	*	0
Optimistic for the future								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%
More	30	52	42	36	54	49	57	38
Less	29	26	19	42	26	35	31	11
No real difference	21	22	32	16	15	15	10	47
Don't know	10	0	5	4	3	1	2	5
Refused	0	0	2	2	1	0	0	0
Wise								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%
More	34	35	56	21	67	81	83	26
Less	37	20	14	46	15	2	13	10
No real difference	14	44	23	25	13	16	4	59
Don't know	14	0	5	9	3	*	1	6
Refused	0	0	3	0	2	0	0	0
Empathetic towards other people								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%
More	51	35	42	84	36	77	55	32
Less	24	17	24	4	38	6	30	15
No real difference	14	48	30	9	20	17	14	45
Don't know	12	0	2	2	4	*	1	8
Refused	0	0	2	0	2	0	0	0

Violent/aggressive								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%
More	17	3	14	6	15	24	19	6
Less	36	30	16	57	52	18	56	19
No real difference	33	67	65	32	26	57	25	67
Don't know	15	0	2	4	5	1	*	8
Refused	0	0	3	1	2	*	*	0

BB) HUMANITARIAN ASSISTANCE/NEEDS									
<b>ASK ALL WHO HAVE EXPERIENCED CONFLICT – ‘YES’ AT Q1 AND ‘YES’ AT Q2/ CODE 1 (IN LEBANON) OR ANY ‘HAPPENED’ RESPONSE AT Q3, OR ANY ‘YES’ RESPONSE AT Q4. ROTATE ORDER ↴</b>	Q9. During the time you experienced or were being affected by armed conflict, did you receive help or support from any of the following?								
	READ OUT								
	UN/UN agency								
		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
	<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
		%	%	%	%	%	%	%	%
	Yes	29	2	20	4	12	4	75	1
	No	62	98	75	89	84	95	25	84
	Don't know	8	0	3	4	3	1	*	13
	Can't remember	0	0	2	3	1	*	0	1
[Country] Red Cross/ Red Crescent Society									
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)	
	%	%	%	%	%	%	%	%	
Yes	24	6	25	4	16	18	49	8	
No	66	94	68	92	81	81	49	79	
Don't know	10	0	4	4	2	1	1	13	
Can't remember	0	0	2	1	1	0	*	0	
ICRC (International Committee of the Red Cross)									
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)	
	%	%	%	%	%	%	%	%	
Yes	23	*	22	6	10	5	54	1	
No	66	100	70	90	86	91	45	84	
Don't know	11	0	6	4	3	3	1	13	
Can't remember	0	0	2	0	1	1	*	1	
Other non-governmental organization (NGO) or charity (local or international)									
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)	
	%	%	%	%	%	%	%	%	
Yes	21	6	21	3	7	16	63	7	
No	67	94	70	90	87	82	35	86	
Don't know	12	0	6	4	5	2	1	7	
Can't remember	0	0	3	3	1	0	*	0	

Government								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%
Yes	31	16	15	9	6	11	17	18
No	60	84	74	85	87	89	82	71
Don't know	10	0	7	4	6	1	1	9
Can't remember	0	0	3	3	1	0	*	1
Individuals from your community/neighbours								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%
Yes	37	7	24	8	43	25	47	22
No	54	93	66	86	54	74	52	68
Don't know	8	0	7	4	2	*	1	10
Can't remember	0	0	2	3	1	*	*	0
Religious entities								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%
Yes	22	6	26	0	39	13	47	13
No	69	94	64	93	59	86	51	73
Don't know	9	0	8	4	2	1	1	14
Can't remember	0	0	3	4	1	0	*	0
Military/army/combatants								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%
Yes	9	7	7	1	24	15	15	15
No	81	93	82	93	72	84	83	75
Don't know	9	0	8	4	3	1	1	11
Can't remember	0	0	3	3	1	0	*	0
Parents/family								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)
	%	%	%	%	%	%	%	%
Yes	66	38	39	30	61	54	76	42
No	27	62	53	66	38	46	23	51
Don't know	7	0	6	4	1	*	1	7
Can't remember	0	0	2	0	*	0	0	0



Other (specify)									
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)	
	%	%	%	%	%	%	%	%	
Yes	0	1	*	*	8	0	*	0	
No	100	99	88	0	79	0	0	10	
Don't know	0	0	4	100	8	0	100	90	
Can't remember	0	0	7	0	4	0	0	0	
Combination: [Country] Red Cross/Red Crescent Society + ICRC									
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All who have experienced/been affected by conflict in any way</i>	(515)	(154)	(410)	(78)	(510)	(579)	(478)	(59)	
	%	%	%	%	%	%	%	%	
Yes	34	7	34	7	17	18	67	8	
No	77	100	78	93	88	92	62	84	
Don't know	9	0	2	4	2	1	*	13	
Can't remember	0	0	2	0	1	0	*	1	
ASK IF 'YES' AT Q9 ↴	Q10. For each of the types of organizations or people you mentioned receiving help or support from, I would like you to tell me how well you felt they understood your needs. First, the [type of support at Q9]...do you feel your needs were completely understood, partially understood, or not understood at all?								
	SINGLE CODE FOR EACH SOURCE OF SUPPORT MENTIONED AT Q9								
	^ denotes low base								
	UN/UN agency								
		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
	<i>Base: All who did receive support/help from each organization</i>	(146)	(1^)	(83)	(2^)	(56)	(20^)	(353)	(1^)
		%	%	%	%	%	%	%	%
	Completely	33	0	70	0	27	52	83	100
	Partially	65	100	29	100	65	34	17	0
	Not at all	1	0	1	0	0	5	0	0
Don't know	0	0	0	0	5	9	0	0	
Refused	0	0	0	0	0	0	0	0	
Not applicable	0	0	0	0	3	0	0	0	
[Country] Red Cross/Red Crescent Society									
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All who did receive support/help from each organization</i>	(124)	(8^)	(100)	(3^)	(82)	(102)	(234)	(5^)	
	%	%	%	%	%	%	%	%	
Completely	22	88	85	24	57	80	72	73	
Partially	70	8	14	76	36	14	28	27	
Not at all	6	4	1	0	2	1	0	0	
Don't know	2	0	0	0	3	4	0	0	
Refused	0	0	0	0	0	1	0	0	
Not applicable	0	0	0	0	2	0	0	0	

ICRC								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who did receive support/help from each organization</i>	(117)	(2 <sup>^</sup> )	(98)	(5 <sup>^</sup> )	(46)	(31 <sup>^</sup> )	(248)	(1 <sup>^</sup> )
	%	%	%	%	%	%	%	%
Completely	27	50	80	5	59	77	65	100
Partially	69	50	20	95	34	13	34	0
Not at all	3	0	0	0	0	4	*	0
Don't know	1	0	0	0	5	6	0	0
Refused	0	0	0	0	0	0	0	0
Not applicable	0	0	0	0	2	0	0	0
Other non-governmental organization (NGO) or charity (local or international)								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who did receive support/help from each organization</i>	(108)	(5 <sup>^</sup> )	(96)	(4 <sup>^</sup> )	(36)	(94)	(285)	(7 <sup>^</sup> )
	%	%	%	%	%	%	%	%
Completely	12	13	77	50	22	48	47	59
Partially	83	38	19	50	55	40	53	41
Not at all	4	49	2	0	7	11	*	0
Don't know	1	0	1	0	5	2	0	0
Refused	0	0	0	0	0	0	0	0
Not applicable	0	0	0	0	12	0	0	0
Government								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who did receive support/help from each organization</i>	(154)	(18 <sup>^</sup> )	(62)	(9 <sup>^</sup> )	(31)	(61)	(73)	(15 <sup>^</sup> )
	%	%	%	%	%	%	%	%
Completely	23	11	77	20	32	43	59	53
Partially	69	89	18	80	55	34	41	47
Not at all	6	0	4	0	4	20	0	0
Don't know	2	0	1	0	0	3	0	0
Refused	0	0	0	0	0	0	0	0
Not applicable	0	0	0	0	8	0	0	0
Individuals from your community/neighbours								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who did receive support/help from each organization</i>	(199)	(18 <sup>^</sup> )	(115)	(6 <sup>^</sup> )	(220)	(145)	(217)	(13 <sup>^</sup> )
	%	%	%	%	%	%	%	%
Completely	39	58	83	42	49	77	53	69
Partially	56	39	17	58	48	18	47	31
Not at all	4	3	0	0	1	2	0	0
Don't know	1	0	0	0	1	1	0	0
Refused	0	0	0	0	0	1	0	0
Not applicable	0	0	0	0	*	0	0	0

Religious entities								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who did receive support/help from each organization</i>	(119)	(11 <sup>^</sup> )	(115)	(0)	(193)	(79)	(221)	(7 <sup>^</sup> )
	%	%	%	%	%	%	%	%
Completely	31	39	83	0	41	72	57	37
Partially	63	61	15	0	57	26	43	63
Not at all	1	0	0	0	0	1	1	0
Don't know	4	0	2	0	1	1	0	0
Refused	0	0	0	0	*	0	0	0
Not applicable	0	0	0	0	*	0	0	0
Military/army/combatants								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who did receive support/help from each organization</i>	(48)	(15)	(26)	(1 <sup>^</sup> )	(120)	(85)	(68)	(11)
	%	%	%	%	%	%	%	%
Completely	36	80	80	100	43	65	51	54
Partially	55	20	20	0	56	29	49	46
Not at all	3	0	0	0	0	4	0	0
Don't know	6	0	0	0	1	1	0	0
Refused	0	0	0	0	0	1	0	0
Not applicable	0	0	0	0	1	0	0	0
Parents/family								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who did receive support/help from each organization</i>	(342)	(69)	(177)	(21 <sup>^</sup> )	(319)	(307)	(360)	(25 <sup>^</sup> )
	%	%	%	%	%	%	%	%
Completely	65	73	93	79	64	92	87	84
Partially	31	24	7	21	34	8	13	16
Not at all	3	4	*	0	1	0	0	0
Don't know	1	0	*	0	1	1	0	0
Refused	0	0	0	0	*	0	0	0
Not applicable	0	0	0	0	1	0	0	0
Combination: [Country] Red Cross/Red Crescent Society + ICRC								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who did receive support/help from each organization</i>	(179)	(9 <sup>^</sup> )	(140)	(7 <sup>^</sup> )	(88)	(104)	(312)	(5 <sup>^</sup> )
	%	%	%	%	%	%	%	%
Completely	28	84	83	17	58	80	72	73
Partially	77	12	19	83	41	16	41	27
Not at all	6	4	1	0	2	2	*	0
Don't know	2	0	0	0	3	5	0	0
Refused	0	0	0	0	0	0	0	0
Not applicable	0	0	0	0	0	0	0	0

ASK ALL ↴

Q11. Which, if any, of the following reasons do you think may have prevented people in [Country] receiving or accepting help or support during armed conflict?

READ OUT LIST. ROTATE ORDER. MULTICODE OK

YES

	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
<b>Corruption</b>	52	82	49	26	75	24	81	85
<b>Black market</b>	28	23	42	10	57	14	52	35
<b>Discrimination/ social status</b>	34	43	51	8	35	30	51	41
<b>Location access – not able to reach the location</b>	20	40	43	39	40	29	41	61
<b>Unaware that it was available</b>	21	41	37	9	50	16	26	37
<b>Fear of being rejected by my community</b>	14	29	4	4	9	7	19	15
<b>Fear of being perceived to be aligned with wrong side</b>	12	46	9	6	11	18	25	32
<b>Pride/dignity</b>	11	15	8	6	12	48	16	17
<b>Did not meet criteria</b>	13	9	10	9	12	11	12	15
<b>Did not want to receive any support</b>	8	9	4	7	3	13	7	8
<b>Did not need to receive any support</b>	2	4	3	6	2	30	5	4
<b>Did not want to accept support because of who was offering it</b>	5	11	8	3	4	25	11	20
Other (specify)	0	1	9	1	6	3	0	4
Nothing	2	0	5	7	*	2	0	1
Don't know	4	0	7	20	2	1	0	1
Refused	0	0	*	1	2	0	0	*

## CC) WARFARE/COMBATANTS

ASK ALL ↓

Q12. Is there anything that combatants should not be allowed to do in fighting their enemy? And what else?

OPEN-ENDED QUESTION. DO NOT PROMPT – BUT PROBE FULLY.

	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
<b>TOTAL MENTIONS – KILLING/TARGETING CERTAIN KIND OF PEOPLE</b>	37	63	34	20	12	24	52	63
Kill civilians	20	35	27	–	–	17	32	51
Kill the innocents	12	19	–	8	6	–	14	11
Kill children	–	13	–	–	–	5	–	–
<b>TOTAL MENTIONS – TYPES OF VIOLENCE/ OPPRESSION</b>	15	44	35	16	29	11	22	37
Kidnapping/hostage taking	–	30	–	–	–	–	–	19
Killing (unspecified)	–	–	10	–	17	–	8	9
Steal/rob	–	–	23	16	–	–	8	–
Physical assault	–	–	6	–	13	–	–	–
Torture people	–	5	–	–	–	–	6	–
<b>TOTAL MENTIONS – NOT RESPECT CIVIL SOCIETY/CULTURE/ SOCIETY/LAWS</b>	12	20	–	–	–	12	5	–
<b>TOTAL MENTIONS – TYPES OF WEAPONS</b>	9	15	45	–	19	–	24	14
Sexual violence/rape	–	–	43	–	–	–	22	–
Shooting/guns	–	–	–	–	7	–	–	6
Use bombs	5	–	–	–	–	–	–	5
<b>TOTAL MENTIONS – ATTACK BUILDINGS/ DESTROY SPECIFIC AREAS</b>	18	13	32	–	5	5	10	31
Attack civilian areas	5	5	–	–	–	–	–	23
Loot homes	–	–	25	–	–	–	5	–
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
There is nothing they should not be allowed to do	3	0	6	13	12	31	12	0
Any answer (i.e. indicating that some action/s should be allowed)	78	100	79	62	56	54	73	99
Don't know	19	0	13	24	28	10	14	*
Refused	0	0	2	1	4	5	*	0

ASK ALL WHO ANSWER SOMETHING AT QUESTION 12 ↴		Q13. And why do you think that combatants should not be allowed to do this? Is that because it...? READ OUT. ROTATE ORDER. MULTICODE OK							
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All who identify some action/s that combatants should not be allowed to do</i>	(409)	(501)	(421)	(178)	(306)	(321)	(364)	(499)	
	%	%	%	%	%	%	%	%	
<b>Is against your religion</b>	48	23	65	47	33	53	48	29	
<b>Is against your personal code/ethics</b>	21	27	46	43	60	44	53	32	
<b>Is against the law</b>	37	46	76	36	59	49	70	53	
<b>Is against your culture</b>	29	15	45	17	16	33	38	23	
<b>Is against human rights</b>	41	82	75	44	48	74	77	70	
<b>Produces too much hate and division</b>	22	21	39	17	44	32	45	41	
<b>Produces too much destruction</b>	27	31	37	8	53	28	47	50	
Other	0	1	*	2	3	1	0	1	
Don't	9	2	0	3	2	4	*	7	
Refused	0	0	1	0	1	0	0	0	
ASK ALL ↴		Q14. Now I would like to ask you some general questions about how, in your view, combatants should behave in times of armed conflict. When combatants attack to weaken the enemy, should they: (POW) READ OUT. SINGLE CODE ONLY.							
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)	
	%	%	%	%	%	%	%	%	
<b>Attack enemy combatants and civilians</b>	6	1	1	3	1	4	*	0	
<b>Attack enemy combatants and avoid civilians as much as possible</b>	47	12	24	21	25	63	34	19	
<b>Attack only enemy combatants and leave the civilians alone</b>	46	88	75	73	68	32	64	80	
Don't know	1	0	*	3	4	1	1	2	
Refused	0	0	*	0	1	*	*	0	

ASK ALL ↓

Q15. Is there anything that combatants should not be allowed to do in fighting their enemy? For each one, please indicate whether is it OK or not OK to do that in fighting their enemy (POW).

SINGLE CODE EACH STATEMENT

#### Depriving civilians of food, medicine or water to weaken the enemy

	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
Base: All	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
OK	17	3	5	9	18	5	3	4
Not OK	81	97	94	89	78	94	97	96
Don't know	2	0	1	2	4	1	*	*
Refused	0	0	0	0	*	0	0	0

#### Attacking religious and historical monuments

	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
Base: All	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
OK	4	1	4	5	3	2	3	1
Not OK	93	99	93	94	95	98	97	99
Don't know	3	0	3	1	2	*	*	1
Refused	0	0	*	0	*	0	0	0

#### Attacking civilians who voluntarily transported ammunition for the enemy

	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
Base: All	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
OK	45	15	41	24	55	62	75	7
Not OK	40	85	50	67	40	32	25	92
Don't know	15	0	8	9	3	5	0	1
Refused	0	0	1	*	2	1	0	*

#### Attacking enemy combatants in populated villages or towns knowing many civilians would be killed

	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
Base: All	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
OK	10	1	10	12	15	20	8	*
Not OK	86	99	86	83	80	77	92	100
Don't know	4	0	4	4	4	3	*	0
Refused	0	0	*	*	1	*	0	0

#### Taking civilian hostages in order to get something in exchange

	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
Base: All	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
OK	6	*	7	13	21	18	10	0
Not OK	89	100	88	81	74	80	90	100
Don't know	6	0	4	6	4	2	*	0
Refused	0	0	1	0	1	*	0	0

#### Attacking civilians who voluntarily gave food and shelter to the enemy

	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
Base: All	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
OK	43	4	35	20	47	46	49	4
Not OK	45	96	56	68	47	49	51	95
Don't know	13	0	8	12	5	4	*	*
Refused	0	0	1	0	1	1	0	*

Planting landmines even though civilians may step on them								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
Base: All	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
OK	9	*	4	9	3	5	12	0
Not OK	87	100	93	88	91	94	87	100
Don't know	4	0	3	2	5	1	*	0
Refused	0	0	*	*	1	*	0	0

Q16. In a situation of armed conflict, are there any circumstances in which you think it is acceptable for combatants to target health workers?								
SINGLE CODE ONLY								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
Base: All	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
Yes	27	1	20	7	7	1	12	1
No	65	99	77	92	89	99	88	99
Don't know	9	0	2	1	3	*	0	*
Refused	0	0	*	0	1	*	0	0

Q17. In which, if any, of the following circumstances do you think this is acceptable?								
READ OUT EACH STATEMENT. ROTATE ORDER. SINGLE CODE EACH STATEMENT								
^ denotes low base								
When health workers are treating the enemy wounded and sick civilians								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
Base: All who think it is sometimes acceptable to target health workers	(145)	(3^)	(126)	(16^)	(44)	(6^)	(64)	(9^)
	%	%	%	%	%	%	%	%
Yes, acceptable	35	74	11	81	41	71	14	54
No, not acceptable	63	26	88	19	51	29	86	46
Don't know	2	0	*	0	8	0	0	0
Refused	0	0	0	0	0	0	0	0
When health workers are treating the enemy wounded and sick combatants								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
Base: All who think it is sometimes acceptable to target health workers	(145)	(3^)	(126)	(16^)	(44)	(6^)	(64)	(9^)
	%	%	%	%	%	%	%	%
Yes, acceptable	37	74	25	81	42	52	86	63
No, not acceptable	61	26	71	19	48	48	14	37
Don't know	2	0	3	0	10	0	0	0
Refused	0	0	1	0	0	0	0	0
When health workers are not clearly identified as health workers								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
Base: All who think it is sometimes acceptable to target health workers	(145)	(3^)	(126)	(16^)	(44)	(6^)	(64)	(9^)
	%	%	%	%	%	%	%	%
Yes, acceptable	52	41	64	32	22	36	82	27
No, not acceptable	44	59	33	26	61	64	18	73
Don't know	4	0	2	42	17	0	0	0
Refused	0	0	1	0	0	0	0	0



		When health workers take sides with one party in the conflict							
		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who think it is sometimes acceptable to target health workers</i>		(145)	(3 <sup>^</sup> )	(126)	(16 <sup>^</sup> )	(44)	(6 <sup>^</sup> )	(64)	(9 <sup>^</sup> )
		%	%	%	%	%	%	%	%
Yes, acceptable		55	41	86	19	66	43	86	37
No, not acceptable		40	59	11	69	33	57	14	63
Don't know		5	0	3	12	1	0	0	0
Refused		0	0	0	0	0	0	0	0
<b>ASK ALL ↓</b>	<p>Q18. In a situation of armed conflict, are there any circumstances in which you think it is acceptable for combatants to target ambulances?</p> <p>SINGLE CODE ONLY</p>								
		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>		(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
		%	%	%	%	%	%	%	%
Yes		32	1	25	5	12	1	16	1
No		60	99	73	94	86	99	84	98
Don't know		8	0	2	1	2	*	0	*
Refused		0	0	0	0	1	0	0	0
<b>ASK IF YES AT Q18 ↓</b>	<p>Q19. In which, if any, of the following circumstances do you think this is acceptable?</p> <p>READ OUT EACH STATEMENT. ROTATE ORDER. SINGLE CODE EACH STATEMENT</p> <p><sup>^</sup> denotes low base</p>								
		When an ambulance is used by combatants for hostile purposes							
		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who think it is sometimes acceptable to target ambulances</i>		(180)	(4 <sup>^</sup> )	(150)	(9 <sup>^</sup> )	(70)	(5 <sup>^</sup> )	(88)	(8 <sup>^</sup> )
		%	%	%	%	%	%	%	%
Yes, acceptable		68	24	72	33	58	41	83	24
No, not acceptable		29	76	24	67	42	59	17	76
Don't know		3	0	3	0	0	0	0	0
Refused		0	0	1	0	0	0	0	0
		When an ambulance carries wounded or sick enemy combatants							
		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who think it is sometimes acceptable to target ambulances</i>		(180)	(4 <sup>^</sup> )	(150)	(9 <sup>^</sup> )	(70)	(5 <sup>^</sup> )	(88)	(8 <sup>^</sup> )
		%	%	%	%	%	%	%	%
Yes, acceptable		39	5	25	67	47	41	82	66
No, not acceptable		59	95	70	33	41	59	18	34
Don't know		3	0	4	0	9	0	0	0
Refused		0	0	1	0	3	0	0	0
		When an ambulance carries enemy wounded and sick civilians							
		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who think it is sometimes acceptable to target ambulances</i>		(180)	(4 <sup>^</sup> )	(150)	(9 <sup>^</sup> )	(70)	(5 <sup>^</sup> )	(88)	(8 <sup>^</sup> )
		%	%	%	%	%	%	%	%
Yes, acceptable		26	13	13	87	39	23	11	84
No, not acceptable		72	87	86	6	50	77	89	16
Don't know		2	0	2	7	10	0	0	0
Refused		0	0	0	0	1	0	0	0

When an ambulance is not clearly identified as an ambulance								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All who think it is sometimes acceptable to target ambulances</i>	(180)	(4^)	(150)	(9^)	(70)	(5^)	(88)	(8^)
	%	%	%	%	%	%	%	%
Yes, acceptable	59	17	79	0	54	58	95	8
No, not acceptable	37	83	17	70	40	42	4	92
Don't know	4	0	4	30	6	0	0	0
Refused	0	0	0	0	0	0	1	0

DD) HUMANITARIAN GESTURES								
<b>ASK ALL ↴</b>	<p>Q20. I'm now going to describe different kinds of groups and organizations. Please tell me which three of these play the biggest role to help reduce suffering during armed conflict?</p> <p>READ OUT LIST AND ASK RESPONDENT TO SELECT ONE ANSWER. THEN READ LIST AGAIN AND ASK RESPONDENT FOR TWO MORE ANSWERS. REPEAT IF NECESSARY.</p>							
The military and combatants (asked as 'armed groups' in Haiti)								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
First mention	17	13	4	15	42	9	7	8
Other mentions	3	12	7	11	8	15	3	6
Total	20	25	11	25	50	25	11	14
Religious leaders								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
First mention	23	7	19	19	20	8	12	17
Other mentions	15	17	18	22	21	16	20	17
Total	38	23	36	41	41	24	32	34
International humanitarian organizations								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
First mention	21	12	22	7	7	7	11	12
Other mentions	26	24	25	17	12	18	35	15
Total	46	37	46	24	19	25	46	27
Journalists and the news media								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
First mention	4	3	2	8	7	3	5	14
Other mentions	17	7	10	17	25	10	13	27
Total	22	10	13	25	32	13	18	42
The United Nations								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
First mention	7	11	19	7	4	5	40	7
Other mentions	30	18	31	19	20	13	27	17
Total	37	29	50	26	23	18	67	24

The International Committee of the Red Cross (ICRC)								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
First mention	4	22	14	4	1	4	12	7
Other mentions	18	19	33	11	11	11	27	20
Total	22	41	48	15	12	15	39	27
[Country] Red Cross/Red Crescent Society								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
First mention	3	22	6	6	4	46	3	11
Other mentions	15	33	15	14	24	29	20	23
Total	17	55	21	20	29	74	23	35
Government authorities								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
First mention	10	4	7	18	1	6	2	13
Other mentions	25	23	21	24	12	7	8	26
Total	35	27	28	42	12	12	10	39
Government organizations from other countries								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
First mention	2	2	1	1	1	*	1	1
Other mentions	9	10	9	12	7	4	20	10
Total	11	11	9	13	8	5	22	12
International criminal court								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
First mention	1	1	*	5	*	1	3	1
Other mentions	6	9	7	11	2	2	9	8
Total	6	10	7	16	2	3	12	9
Local/international NGOs/charities								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
First mention	1	3	4	1	2	5	3	4
Other mentions	11	18	18	9	6	22	11	18
Total	12	21	23	10	8	27	14	22
Community leaders								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
First mention	6	1	1	1	2	2	*	3
Other mentions	17	8	4	7	12	5	4	12
Total	23	10	4	8	14	7	4	14

Other (specify)								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
First mention	0	*	1	0	*	0	0	*
Other mentions	*	*	1	0	4	0	0	*
Total	*	*	2	0	4	0	0	1
None of these								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
First mention	2	0	*	0	4	0	*	0
Other mentions	0	0	0	1	0	0	0	0
Total	2	0	*	1	4	0	*	0
Don't know								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
First mention	1	0	0	7	4	4	*	*
Other mentions	2	*	1	11	9	8	1	*
Total	1	*	1	18	13	11	1	*
Refused								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
First mention	0	0	0	2	*	0	0	0
Other mentions	0	0	0	0	4	0	0	0
Total	0	0	0	2	5	0	0	0
Combination: [Country] Red Cross/Red Crescent Society + ICRC								
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
First mention	6	44	20	10	5	50	15	18
Other mentions	30	51	46	25	32	39	43	40
Total	36	82	61	34	38	79	52	54

ASK ALL ↴

Q21. What do you think the international community should do to help civilians who are living in areas of armed conflict?

ROTATE STATEMENTS. READ THE LIST AND ASK RESPONDENT TO SELECT ONE ANSWER. THEN READ THE LIST AGAIN WITHOUT MENTIONING THE FIRST ANSWER AND ASK RESPONDENT TO SELECT ANOTHER ANSWER(S).

REPEAT IF NECESSARY. MULTICODE THREE.

	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)
	%	%	%	%	%	%	%	%
<b>Stop the armed conflict by military intervention</b>	34	30	36	27	25	22	37	23
<b>Exert political pressure</b>	18	26	40	23	16	17	27	8
<b>Deliver emergency aid</b>	52	43	45	32	32	36	40	52
<b>Provide peacekeepers</b>	44	25	49	25	41	27	65	56
<b>Provide financial support to humanitarian organizations</b>	28	31	24	24	15	20	21	38
<b>Put leaders accused of committing war crimes on trial</b>	27	27	26	20	27	30	29	16
<b>Place economic sanctions on the country</b>	21	9	4	11	5	6	12	12
<b>Raise awareness of the plight of civilians who are caught in areas of armed conflict</b>	17	32	10	7	20	10	9	29
<b>Rebuild infrastructure</b>	16	12	10	10	20	24	22	7
<b>Organize peace talks/negotiations</b>	25	34	41	46	33	27	27	36
<b>Better enforce the law that protects victims of armed conflicts</b>	15	32	12	16	27	10	10	22
Other (specify)	1	0	1	0	6	3	0	1
Nothing	*	0	0	1	2	2	0	*
Don't know	*	0	0	4	1	2	1	*
Refused	0	0	*	0	2	0	0	0

ASK ALL ↴									
Q22. What, if anything, do you think people living outside of conflict zones can do that would most help victims of armed conflict in [Country]? Please select the three you feel are most important.									
ROTATE STATEMENTS. READ THE LIST AND ASK RESPONDENT TO SELECT ONE ANSWER. THEN READ THE LIST AGAIN WITHOUT MENTIONING THE FIRST ANSWER AND ASK RESPONDENT TO SELECT ANOTHER ANSWER(S). REPEAT IF NECESSARY. MULTICODE THREE.									
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)	
	%	%	%	%	%	%	%	%	%
<b>Put pressure on legislators/politicians</b>	52	56	51	17	40	36	48	13	
<b>Public lobbying</b>	39	38	54	14	30	10	42	22	
<b>Become a volunteer</b>	18	35	24	27	34	36	43	47	
<b>Donate money</b>	40	29	41	62	29	66	61	34	
<b>Support an organization that helps those affected by the conflict</b>	47	72	48	39	46	17	47	70	
<b>Mobilize their local community</b>	39	31	29	18	49	15	22	44	
<b>Donate goods</b>	52	35	43	56	27	46	32	67	
Other (specify)	*	0	7	1	3	1	*	2	
Nothing	1	0	0	1	2	2	0	*	
Don't know	1	0	0	4	2	2	2	*	
Refused	0	0	0	0	3	0	0	0	
EE) GENEVA CONVENTIONS									
ASK ALL ↴									
Q23. Have you ever heard of the Geneva Conventions?									
SINGLE CODE ONLY									
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)	
	%	%	%	%	%	%	%	%	%
Yes	31	38	41	48	26	69	65	19	
No	66	62	58	50	70	29	34	81	
Don't know	4	0	1	2	4	1	2	*	
Refused	0	0	0	1	1	*	*	0	
ASK IF 'YES' AT Q23 ↴									
Q24. To what extent do you think the existence of the Geneva Conventions limits the suffering of civilians in war time?									
SINGLE CODE ONLY									
	Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All who have heard of the Geneva Conventions</i>	(169)	(174)	(230)	(135)	(143)	(414)	(326)	(81)	
	%	%	%	%	%	%	%	%	%
<b>A great deal</b>	32	19	20	29	19	19	57	5	
<b>A fair amount</b>	38	34	33	38	23	17	28	37	
<b>Not very much</b>	21	28	28	12	31	15	13	38	
<b>Not at all</b>	8	19	14	1	5	34	2	12	
Don't know	1	0	4	19	22	14	1	8	
Refused	0	0	*	0	0	*	0	0	

FF) MEDICAL MISSION										
ASK ALL ↓	Q25. To what extent do you agree or disagree with the following statement? READ OUT STATEMENT. SINGLE CODE ONLY									
	Everyone wounded or sick during an armed conflict should have the right to health care									
		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
	<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)	
		%	%	%	%	%	%	%	%	
	<b>Strongly agree</b>	71	85	83	91	89	96	85	88	
	<b>Tend to agree</b>	20	13	13	6	8	2	8	10	
	<b>Neither agree nor disagree</b>	7	2	2	*	1	*	5	2	
	<b>Tend to disagree</b>	1	*	1	0	1	1	2	1	
	<b>Strongly disagree</b>	*	0	*	0	1	*	1	0	
Don't know	1	0	*	2	*	*	*	0		
Refused	0	0	0	0	0	0	0	0		
ASK ALL ↓	Q26. In the context of an armed conflict, what best describes your personal views: READ OUT STATEMENTS. ROTATE ORDER. SINGLE CODE ONLY.									
		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
	<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)	
		%	%	%	%	%	%	%	%	
	<b>Health workers should treat only wounded and sick civilians from their side of the conflict</b>	15	4	9	9	6	13	9	4	
	<b>Health workers should treat wounded and sick civilians from all sides of a conflict</b>	84	96	88	88	92	84	90	91	
	Don't know	1	0	2	3	1	2	*	4	
	Refused	0	0	1	0	1	1	*	0	
	<b>Demographics</b>									
	ASK ALL ↓	Respondent's gender								
		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
<i>Base: All</i>		(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)	
		%	%	%	%	%	%	%	%	
Male		51	46	49	42	48	50	51	50	
Female	49	54	51	58	52	50	49	50		
ASK ALL ↓	Respondent's age									
		Afghanistan	Colombia	DRC	Georgia	Haiti	Lebanon	Liberia	The Philippines	
	<i>Base: All</i>	(535)	(501)	(538)	(300)	(522)	(601)	(500)	(500)	
		%	%	%	%	%	%	%	%	
	18-24	31	21	33	11	24	19	29	26	
	25-29	12	23	22	6	23	13	22	12	
	30-34	13		16	13	13	12	16	15	
	35-39	10	22	11	12	7	11	11	12	
	40-44	11		7	10	8	11	9	9	
	45-49	8	34	5	9	7	9	4	8	
	50-64	12		6	21	13	16	7	16	
	65 or over	4		1	18	6	8	1	1	
	Other demographic information is contained in the individual country marked-up questionnaires									

Trends 1999-2009								
	Q3A/Q3B COMBINED (BASE: ALL)							
	Q3A. I'm going to ask you about your actual experiences during the armed conflict in [Country]. Please tell me whether any of the following things happened to you personally or did not happen as a consequence of the armed conflict in [Country]. For each one, please indicate whether it happened or did not happen to you. (POW)							
	Q3B. I'm going to ask you about how you yourself have been affected by the armed conflict in [Country]. Please tell me whether any of the following things happened to you personally or did not happen as a consequence of the armed conflict in [Country]. For each one, please indicate whether it happened or did not happen to you.							
<b>ASK ALL ↓</b>	ROTATE STATEMENTS. SINGLE CODE EACH STATEMENT							
	Afghanistan		Colombia		Lebanon		The Philippines	
	1999	2009	1999	2009	1999	2009	1999	2009
<i>Base: All</i>	(995)	(535)	(857)	(501)	(1,000)	(601)	(1,100)	(500)
	%	%	%	%	%	%	%	%
<b>Forced to leave your home and live elsewhere</b>	83	60	7	5	43	55	13	4
<b>Imprisoned</b>	22	14	2	2	6	4	2	0
<b>Kidnapped or taken as a hostage</b>	12	6	1	2	6	5	2	0
<b>Tortured</b>	43	29	5	*	12	6	4	0
<b>Been humiliated</b> ( <i>'Felt humiliated' in 1999</i> )	55	44	10	2	62	25	14	*
<b>Lost contact with a close relative</b>	59	51	15	6	60	47	9	1
<b>A member of your immediate family was killed during the armed conflict</b>	53	35	12	8	30	24	7	1
<b>Serious damage to your property</b>	70	53	6	2	47	49	9	1
<b>Wounded by the fighting</b>	32	26	3	1	14	10	4	1
<b>Combatants took food away</b>	49	27	3	1	6	8	6	1
<b>Had your home looted</b>	51	33	n/a	2	31	20	7	1
<b>Somebody you knew well was a victim of sexual violence</b> ( <i>'... raped by combatants' in 1999</i> )	16	10	5	4	4	4	3	0



ASK ALL ↴		Q14. Now I would like to ask you some general questions about how, in your view, combatants should behave in times of armed conflict. When combatants attack to weaken the enemy, should they: (POW) READ OUT. SINGLE CODE ONLY.									
		Afghanistan		Colombia		Lebanon		The Philippines		Georgia	
		1999	2009	1999	2009	1999	2009	1999	2009	1999	2009
<i>Base: All</i>		(995)	(535)	(857)	(501)	(1,000)	(601)	(1,100)	(500)	(534)	(300)
		%	%	%	%	%	%	%	%	%	%
<b>Attack enemy combatants and civilians</b>											
		3	6	1	1	2	4	1	0	1	3
<b>Attack enemy combatants and avoid civilians as much as possible</b>											
		32	47	20	12	29	63	65	19	30	21
<b>Attack only enemy combatants and leave the civilians alone</b>											
		62	46	72	88	68	32	29	80	69	73
Don't know		3	1	6	0	1	1	5	2	0	3
Refused			0		0		*		0		0
ASK ALL ↴		Q15. Is there anything that combatants should not be allowed to do in fighting their enemy? For each one, please indicate whether it is OK or not OK to do that in fighting their enemy. (POW) READ OUT. SINGLE CODE EACH STATEMENT.									
		Afghanistan		Colombia		Lebanon		The Philippines		Georgia	
		1999	2009	1999	2009	1999	2009	1999	2009	1999	2009
<i>Base: All</i>		(995)	(535)	(857)	(501)	(1,000)	(601)	(1,100)	(500)	(534)	(300)
		%	%	%	%	%	%	%	%	%	%
<b>Depriving civilians of food, medicine or water to weaken the enemy</b> <i>(Afghanistan: 'Depriving the civilian population of food, medicine or water to weaken the enemy' in 1999)</i> <i>(Colombia: 'Depriving the civilian population of food and water to gain a military advantage' in 1999)</i>											
OK		11	17	17	3	23	5	41	4	44	9
<b>Attacking religious and historical monuments</b> <i>(Afghanistan: 'Attacking religious and historical monuments during the fighting' in 1999)</i> <i>(Colombia: 'Attacking religious monuments, mosques or churches in order to gain a military advantage' in 1999)</i>											
OK		4	4	15	1	13	2	34	1	20	5
<b>Attacking civilians who voluntarily transported ammunition for the enemy</b> <i>(Afghanistan: 'Attacking civilians who voluntarily transported ammunition for enemy combatants' in 1999)</i>											
OK		31	45	n/a	15	37	62	32	7	28	24
<b>Attacking enemy combatants in populated villages or towns knowing many civilians* would be killed</b> <i>*(Afghanistan: 'civilians/women &amp; children' in 1999)</i>											
OK		8	10	n/a	1	31	20	31	*	39	12
<b>Taking civilian hostages in order to get something in exchange</b> <i>(Georgia/Lebanon: 'Kidnapping civilians in order to get something in exchange' in 1999)</i>											
OK		n/a	6	n/a	*	24	18	26	0	25	13
<b>Attacking civilians who voluntarily gave food and shelter to the enemy*</b> <i>*(Afghanistan: 'to enemy combatants' in 1999)</i>											
OK		21	43	n/a	4	22	46	14	4	29	20
<b>Planting landmines even though civilians may step on them</b>											
OK		11	9	n/a	*	27	5	10	0	n/a	9

## IN-DEPTH RESEARCH

### Discussion guide

This guide was used for the group discussions. A very similar guide was used for in-depth interviews.

Introduction	
<b>1. Your own experience of armed conflict/violence (armed violence, urban violence if necessary)</b>	• What experiences have you had of armed conflict/violence?
	– When was it?
	– Where?
	– What happened?
	• How you were/are – personally – affected? Your family/friends?
	• What were/are your feelings and thoughts about this armed conflict/violence?
	– How much did you understand about the armed conflict/violence? Why did it happen the way it did?
	• How do you feel (now) about what happened? How are you affected today, if at all?
– What, if anything, has changed about you as a result of the armed conflict/violence?	
<b>2. On armed conflict/violence in general</b>	• We've talked about armed conflict/violence – can we go further into that. So when we say armed conflict/violence... can you describe to me in detail what you mean by this.
	• Associations: what words come to your mind when I say 'armed conflict/violence'... Which words best describe armed conflict/violence for you?
	• During times of armed conflict/violence what would you say are/were your greatest concerns? (E.g. losing a loved one, your own security, surviving the conflict/violence, etc.)
	• Do your concerns change over time? (E.g. are some concerns immediate and others only occurring later on? Are some concerns short term, and others longer term for the future?) How would you divide these concerns we talked about up into immediate concerns and longer-term ones? Persistent ones and ones which fade or are resolved?
	• So when you/others are confronted with these situations what do you feel are the things you/they need the most help for/with. Why do you say that?
	• If you could, what would you like to communicate to the world?
	– What would you like to tell people about your needs? What is most important?
	– And what would you like to tell people about the way you feel?
– And to help prioritize these messages in the minds of others, which are the most important issues in terms of your needs? Are there some things you can deal with on your own during these times? And are there some things you just cannot manage on your own without help?	
<b>3. On international community/humanitarian support</b>	• During these times – when you have faced these kinds of situations – have you received any support?
	– Have you ever received any support from any international organizations?
	• IF YES – RECEIVED HELP FROM INTERNATIONAL ORGANIZATIONS TO DATE: What kind (s) of help did you receive? How did they help you? Were they able to address any of your key areas of concern in any ways – which ones?
	• IF NO – NOT RECEIVED SUPPORT FROM INTERNATIONAL ORGANIZATIONS TO DATE: Do you have any views on why you may not have received any support from international organizations to date?
	• Who played the biggest role (amongst different kinds of people and organizations) to help reduce your suffering (e.g. religious leaders, UN, local NGOs, Red Cross/Red Crescent, ICRC, other international NGOs, neighbours, etc.)?
	– Why would you say their role (s) were biggest?
	– Who else played biggest roles?
	• What do you think the international community should do to help victims?
• If there is something that an international humanitarian organization could do better, what would it be?	

<b>4. On humanitarian actions/gestures</b>	<ul style="list-style-type: none"> <li>• And what is a ‘humanitarian action’, for you? Can you give me some examples?</li> <li>• Thinking of the armed conflict/violence you witnessed, can you recall any gestures or acts of kindness/humanity that made a difference in yours or others lives? <ul style="list-style-type: none"> <li>– Could you tell me about them?</li> <li>– What difference (s) did this (these) make?</li> <li>– Who was responsible for this (these) act (s)?</li> </ul> </li> <li>• Were you, yourself, able to help someone? If so, how?</li> <li>• If you could have done something to help what would it have been? Why? <ul style="list-style-type: none"> <li>– Do you think you could have made a difference in someone else’s life? If so how?</li> <li>– Thinking back, would you have done anything differently? What could others have done differently?</li> </ul> </li> <li>• More generally, what, if anything, do you think individuals can do to help other people (civilians) who are living in areas of armed conflict/violence?</li> </ul>
<b>5. On warfare/combatants</b>	<ul style="list-style-type: none"> <li>• I would like to ask you what you think the rules of conflict should be, ideally, to control what combatants can do in war: <ul style="list-style-type: none"> <li>– Is there anything that combatants should not be allowed to do in fighting their enemy? What and why?</li> <li>– Is it ever OK for combatants to involve civilians in conflicts? In what circumstances?</li> </ul> </li> </ul>
<b>6. On Geneva Conventions</b>	<ul style="list-style-type: none"> <li>• Before now, had you ever heard of the Geneva Conventions?</li> <li>• Could you tell me what your understanding is of what the Geneva Conventions are about?</li> <li>• Do you believe the Geneva Conventions do adequately protect persons in war time? Why?</li> </ul>
<b>7. On health/medical mission</b>	<ul style="list-style-type: none"> <li>• Do you think that ambulances operating in situation of armed conflict/violence should always be spared? Why? <ul style="list-style-type: none"> <li>– How do you identify an ambulance in a situation of armed conflict/violence?</li> <li>– How do you identify a health/medical worker in a situation of armed conflict/violence?</li> </ul> </li> <li>• Do you think everyone wounded or sick during an armed conflict/violence should have the right to health/medical care? Both civilians and combatants? Why? <ul style="list-style-type: none"> <li>– Do you think there is anyone in particular who should not have access to health/medical care? Why?</li> </ul> </li> <li>• Do you think that in a situation of armed conflict/violence health/medical workers should be protected in all circumstances? In what way... Why? Why not?</li> </ul>
<b>8. Wrapping up</b>	<ul style="list-style-type: none"> <li>• Is there anything else you would like to share with us about your experiences of living in armed conflict/violence?</li> <li>• What would have been useful for you to know in order to alleviate your suffering/improve your situation during armed conflict? Do you think stronger laws would have helped?</li> <li>• What are the main things which helped/would have helped alleviate suffering/improving your situation?</li> <li>• To sum up: what does your experience tell you about the value of humanitarian work in conflict situations?</li> <li>• What are the main messages you would like us to spread in order to try to make this world a safer place for civilians living in situations of armed conflicts/violence?</li> </ul>







## **MISSION**

The International Committee of the Red Cross (ICRC) is an impartial, neutral and independent organization whose exclusively humanitarian mission is to protect the lives and dignity of victims of armed conflict and other situations of violence and to provide them with assistance.

The ICRC also endeavours to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles.

Established in 1863, the ICRC is at the origin of the Geneva Conventions and the International Red Cross and Red Crescent Movement. It directs and coordinates the international activities conducted by the Movement in armed conflicts and other situations of violence.

## **ABOUT IPSOS**

Ipsos is a leading international research agency, with offices in over 60 countries worldwide and global reach.

Established in 1975, it conducts qualitative and quantitative research with the private, public and voluntary sectors. One of its key areas of specialization is in social and opinion research. This includes extensive work with a wide range of national and international NGOs, charities and aid organizations.

This study was coordinated by Ipsos Switzerland, with fieldwork on the opinion survey component conducted by local agencies in Afghanistan (ACSOR Surveys); Colombia (Ipsos Napoleón Franco); Democratic Republic of the Congo (the Steadman Group and Ipsos Markinor); Georgia (IPM); Haiti (Ipsos Dominicana); Lebanon (Ipsos Lebanon); Liberia (RMS and Ipsos Markinor) and the Philippines (Ipsos Philippines).

