

OUR WORLD. VIEWS FROM THE FIELD.

GEORGIA

OPINION SURVEY, 2009

A second set of research results will be released in August to coincide with the 60th anniversary of the Geneva Conventions.



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

Ipsos



ICRC

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June 2009



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Executive Summary

Executive Summary

This research was undertaken in eight countries that are currently experiencing or have experienced armed conflict or other situations of armed violence. 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 have been adversely affected by armed conflict and other situations of violence.

The eight country opinion surveys will be complemented by more in-depth research (qualitative survey).

This research has been 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 is to draw public attention to the vulnerability and ongoing suffering of people around the world. The intention is to emphasise the importance of humanitarian action and to convince individuals that they have the ability to make a difference and reduce suffering.

2009 is 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 undertook 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.

In Georgia, 300 interviews were conducted with Georgians from a range of areas (excluding Abkhazia and South Ossetia), referred to as 'the resident population' in this report.

A further 200 interviews were conducted with internally displaced persons (IDPs) displaced from either Abkhazia or Shida Kartli (part of the disputed South Ossetia region - no interviews were conducted in Abkhazia or Shida Kartli), referred to as 'IDPs' in this report.

The Impact of Armed Conflict

Forms of Violence/Suffering and their Consequences

All IDPs have personal experience of armed conflict in Georgia. Around a quarter of the resident population surveyed have been affected in some way by armed conflict there. Those with direct personal experience make up 10% of the resident population, and others also report suffering a range of serious hardships. In total, 26% of the resident population have been affected in some way - either personally or due to the wider consequences of armed conflict. For both groups – IDPs and the resident population - there have been two key periods of such experiences: within the last year, and 10-19 years ago.

In the process of fleeing their homes, almost all IDPs lost all their belongings (99%) and saw their property seriously damaged (91%) or looted (93%). Most lost contact with a close relative (70%) and had restricted access to health care (70%) and basic necessities (67%).

Among the resident population, these experiences are far less widespread (typically, they have been experienced by fewer than one person in 10) – but they have been deeply affected emotionally by their experiences.

People's key fears are: losing loved ones (43% of the resident population, 54% of IDPs), (further) displacement (37% / 32%) and losing property (26% / 39%). A quarter (25%) of IDPs are concerned that they may not even survive the conflict – and general 'uncertainty' is a concern to many in both groups.

Needs and Assistance

During armed conflict, people primarily need 'the basics' – food (cited by 44% of the resident population, 46% of IDPs), shelter (48% / 42%), protection (40% / 52%) and medical treatment (24% / 19%). They also consider 'conflict resolution' a priority (23% / 49%). Which groups or organizations should meet these needs?

The resident population generally call on those 'closest to home' – their parents and families – for immediate support (30%). By comparison, 9% have received such help from government, and 7% in total from the ICRC and/or the Georgian Red Cross.

IDPs have to look farther afield for help – as very often members of their families have been separated or even killed. Government plays a primary role in meeting their needs (82% have called on it for help), as does the Georgian Red Cross (21%), the ICRC (39% – 51% for the Georgian Red Cross and the ICRC together), the UN (38%) and NGOs (33%).

IDPs feel that most organisations do not fully understand their needs. Only one of every three IDPs says that the UN, government, the Georgian Red Cross, religious entities or the military 'fully' understands their needs.

Obstacles to Receiving Help

The resident population and IDPs cite corruption (26% and 53%) and geographical inaccessibility (39% and 21%) as barriers to receiving support.

IDPs highlight black markets (46%) and a lack of awareness that help is available (20%) as obstacles to receiving help. They very rarely say that pride/dignity (1%) or lack of need (1%) causes help to be refused.

Reducing Suffering

People – IDPs especially – often turn first to religious entities to 'reduce suffering during armed conflict' (19% of all respondents and 30% of IDPs). Forty-one per cent of all respondents and 46% of IDPs say that religious entities have some role to play (even if not a primary role).

The Georgian Red Cross is cited by 20% of the resident population, but by fewer (11%) IDPs. However, IDPs mention the ICRC slightly more (21%) than do the resident population (15%).

Around a third of the resident population and IDPs mention either the Georgian Red Cross or the ICRC.

Very few people belonging to either group feel 'community leaders' play an important role in reducing suffering.

The International Community

Both the resident population and – in particular – IDPs want the international community to organise peace talks/negotiations (46% and 70%).

There is considerable support for direct intervention, such as delivering emergency aid (32% of the resident population, 34% of IDPs), sending peacekeepers (25% / 50%), and putting an end to conflict by military intervention (27% / 28%). However, economic sanctions and rebuilding infrastructure receive much less support.

People living outside the conflict zones (i.e. citizens living in other countries) also have a key role to play. Above all, they are called on to donate money and goods, but also – particularly by IDPs – to volunteer their help.

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 (covered in this report)
- Haiti
- Lebanon
- Liberia
- The Philippines

Research

The ICRC commissioned Ipsos, a polling firm, to conduct quantitative (statistical) research surveys in all eight countries. A broadly representative sample of the adult general public was interviewed, either in person or by telephone, in each country. The specific sampling methods and any groups/areas excluded are described in the relevant country reports.

The aim of the questions – given in full together with overall results in the appendices – was to determine whether the respondents had personal experience of armed conflict or armed 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.

Details of the survey carried out in Georgia are given in the next section.

The eight Ipsos national surveys were but one element of a broader research programme undertaken by and for the ICRC, which also involved:

- **Statistical research carried out (by Ipsos) on the basis of the results of the eight national surveys.** This has yielded powerful insight into the experiences and opinions of civilians in some of the most troubled places in the world. The work was co-ordinated by the Ipsos office in Geneva.
- **In-depth (qualitative) research.** This has enabled 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. The research was carried out through focus groups and one-to-one in-depth interviews moderated by ICRC staff. Those covered include people separated from other members of their families, displaced people, first respondents and others directly affected by armed conflict or armed violence.

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 – including Georgia/Abkhazia – and several of the 1999 questions have therefore been revisited in order to provide trendlines. These are highlighted in the report where applicable.

Background & Objectives

The year 2009 has 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 will be celebrated:

- **The 150th anniversary of the Battle of Solferino** (24 June 1859). Exactly 150 years ago, 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 battle field. 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 is based on the premise that **Our world** faces unprecedented challenges, from 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 will be undertaking various activities to mark both these historic milestones, by highlighting the ongoing plight of people – particularly those who are most vulnerable – caught up in armed conflict or armed violence around the world.

Georgia – Research Methodology

A total of 500 people aged 18 or over were interviewed in person (face-to-face) between 16 and 24 February 2009. Three fifths of the interviews (300) were conducted with Georgians from a range of areas (excluding Abkhazia and South Ossetia) – referred to in this report as "the resident population". The remaining interviews (200) were conducted with IDPs from either Abkhazia or Shida Kartli (part of South Ossetia). Random probability sampling was used to ensure that the final sample would be broadly representative of the Georgian population (aged 18 years or over) as a whole. In addition, the results of the sample of 300 from the resident population have been statistically 'weighted' to correct for any discrepancies between the sample profile and that of the equivalent population. The IDP sample was not weighted, as the profile of the equivalent population is unknown.

According to 2009 estimates, Georgia's population is around 4,600,000. The median age is 39 years. Age distribution is fairly well balanced, with those aged 14 or below and those aged 65 or over each representing 16% of the entire population. Life expectancy is 73 years for men and 80 years for women.

On this basis, this survey of people aged 18 and over is representative of approximately 3,700,000 people.

Because samples were interviewed – not the whole population – the results are subject to 'sampling tolerances'. These show how accurately a result from the sample reflects the result that would have been obtained from the whole population had it been interviewed.

Please see the appendices for details on sampling tolerances.

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

● **Report Structure**

The report has been written to be accessible and relevant.

An Executive Summary with the main findings is followed by the main body of the report, covering each broad subject area in turn. Charts in the report draw on the overall findings from the Georgian survey and on a selection of key sub-group comparisons, e.g. between men and women.

The Appendices contain the sample profile and 'marked up' questionnaire (i.e. the full questions, with overall results for Georgia added in – including the 1999 trend comparisons where applicable).

Please note the following:

- The results from the resident population and IDP samples are reported separately (as combining them would make the overall sample unrepresentative of either group).
- We have commented, where applicable, on the views of men and women. However, due either to small sample sizes or to the sample profiles (i.e. domination by one particular group) we cannot reliably comment on differences between different age groups, ethnic groups, or religious groups.
- No comparisons are made in this report between the results in Georgia and in the other seven countries. (These can be found in a separate Summary Report covering all eight countries.)
- For the sake of clarity, we use 'IDPs' (internally displaced people) or 'displaced' throughout this report to refer to people who previously lived in either Abkhazia or Shida Kartli but were forced to leave those areas and live elsewhere in Georgia because of the conflict. 'Resident population' are those living in other parts of Georgia (not in Abkhazia or South Ossetia) who did not previously live in either Abkhazia or South Ossetia. (They may, however, have been forced to move from other areas of Georgia owing to the conflict.) No interviews were conducted in Abkhazia or Shida Kartli.
- In 1999, a separate sample was taken of those living in the Abkhazia region *only*. It did not cover Shida Kartli / South Ossetia, nor did it cover only IDPs – consequently, any comparisons with the 2009 'IDP' group could be misleading.

Georgia in Context

Georgia's history can be traced back to ancient times, when it was known as Colchis, but today the country is 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 has since been 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 has since remained generally "calm and stable", although irregular fighters engage in periodic operations and crime remains 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 has not resulted in any tangible progress – the separatist territories continue to insist on their "independence" or, at least, an associative status within the Russian Federation, while the Georgian side stresses the need for a return of Georgian internally displaced persons (IDPs). Hostilities (including criminality) and diplomatic tension periodically flare. 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. 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 provides for the withdrawal of Russian troops to

their pre-conflict positions and allows Russian peacekeeping forces in South Ossetia to adopt "additional measures of security". The Georgian armed forces have 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 remains to be seen. Active hostilities have nevertheless ended. Nine months after the end of the fighting, the humanitarian situation for most of those affected has improved, even though chronic problems that predate the latest conflict remain. While the overall situation is calm, tensions persist in villages close to the demarcation line. People displaced by conflict and those living in remote rural areas, already vulnerable before August 2008, remain the most at risk. In Western/Central Georgia, most of the IDPs who fled the hostilities in August have been able to return to their places of origin. Many displaced people from South Ossetia have left collective centres for new settlements built by the authorities in Central Georgia. In the past few months, numerous humanitarian organizations have carried out a wide range of programmes that have had a positive impact on the victims of the August conflict.

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

The ICRC in Georgia

The ICRC has been present in Georgia since 1992. It visits detainees throughout Georgia, including Abkhazia and South Ossetia, and supports the endeavours of the authorities in bringing tuberculosis in prisons under control. It contributes to efforts to provide answers to families of missing persons and protects and assists displaced people and other vulnerable groups in conflict-affected regions. The ICRC also promotes the integration of IHL into the training of the armed and security forces and into university and school curricula. In cooperation with Movement partners, the ICRC helps 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. The organization is now consolidating its various assistance programmes based on longer-term needs assessments. The overall objective of the ICRC operation is 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 currently operate in Central and Western Georgia, the ICRC remains the only international humanitarian organization active in South Ossetia.

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

The ICRC has 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 has 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 is helping 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 recently and during the 1992-93 conflict. The organization also continued 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 have also conducted medical consultations in areas where normal healthcare services had been suspended. Once the local health structures reopened, the ICRC supported them by carrying out light repair work and distributing medical equipment and medicines. In South Ossetia, the ICRC is still organising and facilitating medical evacuations in cases of emergency.

The ICRC regularly visits 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 has taken steps to ensure that it can visit all persons detained in relation to the conflict. The objective of ICRC detention visits is to assess the treatment of detainees and their conditions of detention and to assure that the detainees have established contact with their family members via the system of Red Cross messages.

People seeking missing relatives continue to contact the ICRC. The ICRC follows 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 organisation follows whether the economic, legal and psychosocial needs of the families of the missing have been taken into account by the authorities. In addition, an ICRC forensic expert in Tbilisi offers technical support to the authorities with the aim of strengthening their capacities in the handling of mortal remains.

Mines and unexploded ordnances continue to pose a risk for civilians. To minimize this risk, the ICRC raises the awareness of the population about the danger posed by explosive remnants of war.

The organization regularly informs members of the armed forces and other weapon bearers about international humanitarian law and the ICRC's mandate and activities.

The ICRC works closely with the Georgian Red Cross whenever it distributes assistance.

Part 1 - The Impact of Armed Conflict

Part 1 -The Impact of Armed Conflict

Personal Experience of Armed Conflict

All IDPs (100%) and a quarter (26%) of the resident population have been affected in some way by armed conflict there - either through direct personal experience (10%) or due to the wider consequences which are felt beyond those who are immediately affected.

For both groups, losing contact with a close relative is one of the commonest conflict-related experiences (for 70% of IDPs and 59% of the resident population which has experienced armed conflict).

While or after fleeing their homes, almost all IDPs lost all their belongings (99%), had their homes looted (93%) and/or saw their property seriously damaged (91%). Almost all lost their means of income (98%) and most lost contact with a close relative (70%) and/or had no or limited access to health care (70%). A quarter (25%) report that an immediate family member was killed.

Among the resident population with personal experience of the conflict, 59% have lost contact with a close relative. Other common experiences include serious damage to property (39%), losing a means of income (35%), and being displaced (32%).

Among the entire resident population (including those with and without direct experience of armed conflict), 11% have lost a close relative, 5% have suffered serious damage to property, 4% have been forced to leave their homes and 3% have been humiliated. Although these are fairly low percentages, they represent large numbers of people.

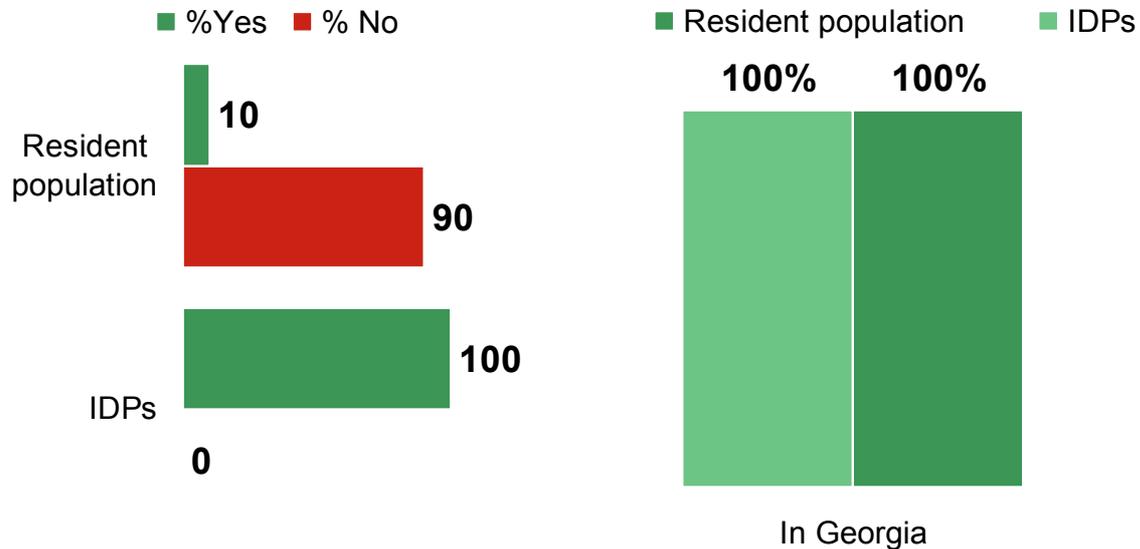
Since 1999, the pattern among the resident population as a whole has been broadly unchanged – there is no apparent overall trend of increased or reduced suffering in the specific terms considered here. However, the incidence of people 'losing contact with a close relative' is slightly down – from 17% to 11%.

Among the resident population, men tend to have slightly more personal experience of armed conflict than women – in particular when it comes to being wounded, or to being 'humiliated'. Among IDPs, all respondents (men and women) have some kind of first-hand experience of armed conflict.

Personal experience of armed conflict

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

Q2. Was this in Georgia or was it somewhere else?



Base: All respondents (Resident population: 300; IDPs: 200)

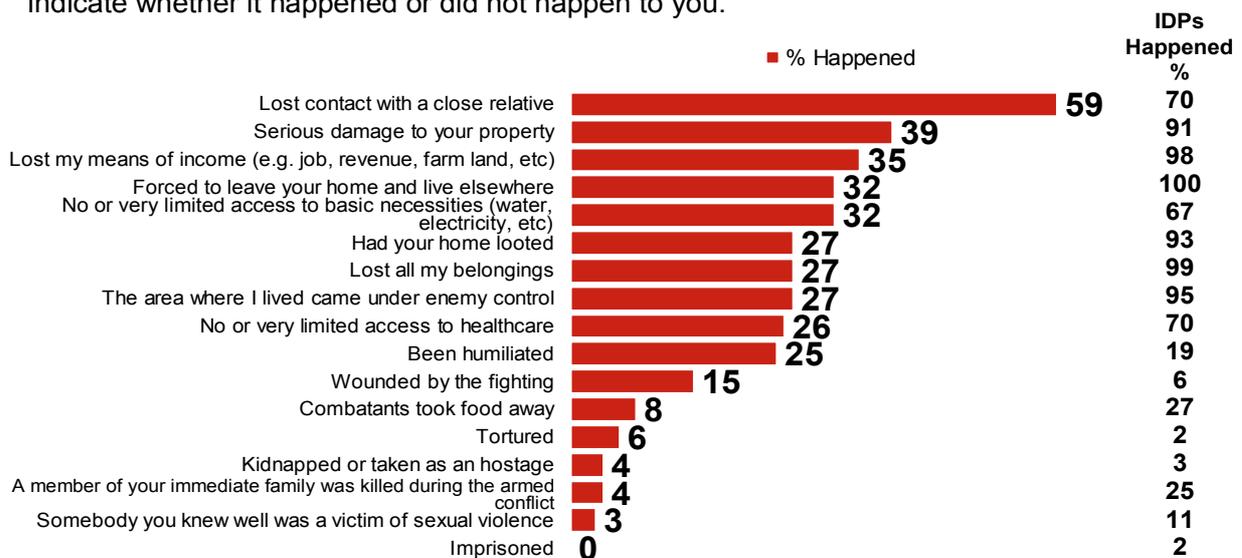
Base: All experiencing armed conflict (Resident population: 28**; IDPs: 200)

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

**low base

Personal impact of armed conflict

Q3. I'm going to ask you about your actual experiences during the armed conflict in Georgia. 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 Georgia. For each one, please indicate whether it happened or did not happen to you.



Base: All who have experienced armed conflict (Resident population: 28; IDPs: 200)

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

When were people most recently affected by the conflict?

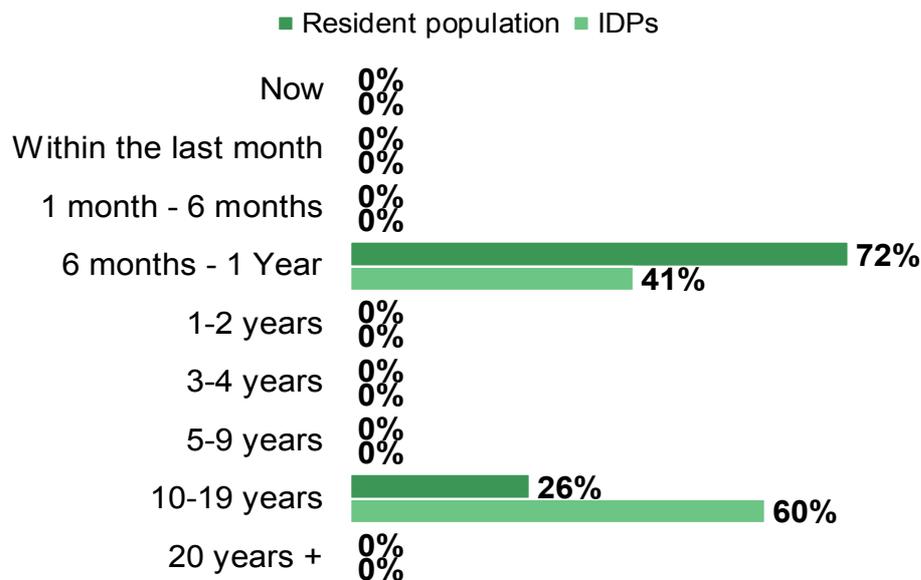
For many (72% of the resident population and 41% of IDPs), it was within the past year.

While nobody in either group says they are ‘currently’ being affected, it could be argued that being displaced is an ongoing effect of the armed conflict.

Of those who have not been affected within the past year, almost all say their most recent experience was between 10 and 19 years ago.

Recent experiences

Q5. And when were you personally most recently affected by this armed conflict in Georgia?



*Base: All who have experienced / been affected by conflict in any way (Resident population: 78; IDPs: 200)
Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses*

People's Greatest Fears

Although the resident population and IDPs often have very different experiences of armed conflict, they share many of the same fears.

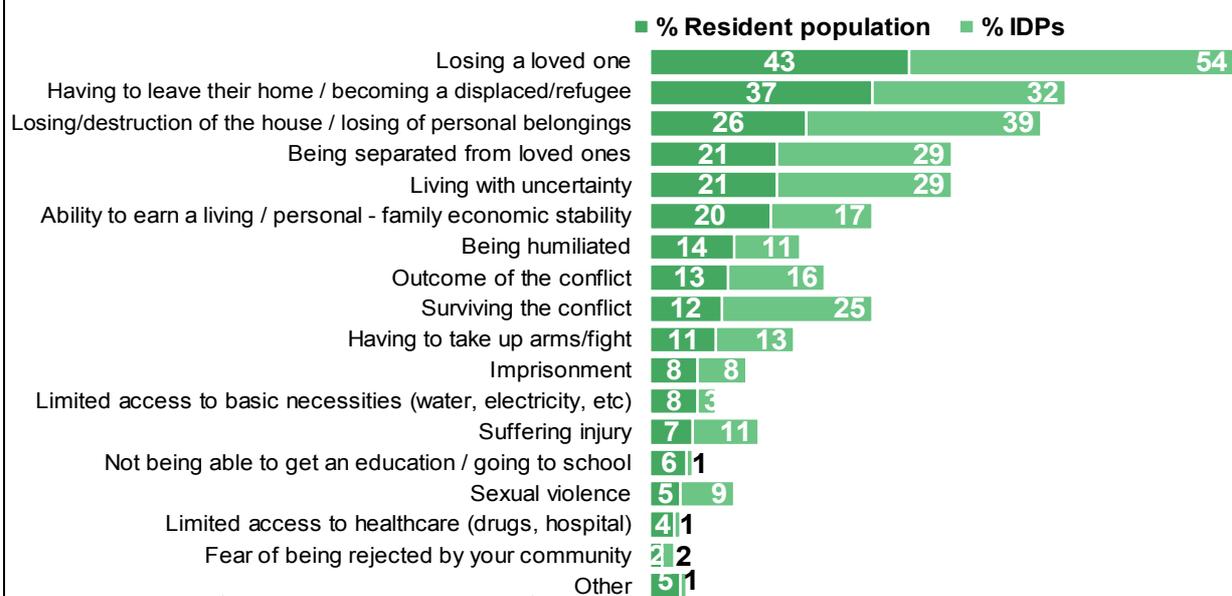
They fear losing loved ones (54% of IDPs, 43% of the resident population), having property destroyed (39% / 26%) and being (further) displaced (32% / 37%).

- 43% of the resident population (54% of IDPs) particularly fear losing a loved one (for both groups, this is the single greatest fear);
- 37% of the resident population fear being displaced (32% of IDPs fear being displaced *again*);
- A quarter (25%) of IDPs fear for their very survival. This is one case where the emphasis of the two groups is somewhat different: among the resident population the figure is 'only' 12%;
- By contrast, fear of limited access to basic necessities – although relatively low – is greater among the resident population (8%, against 3% among IDPs). It may be that the experiences of the latter group have given them a different perspective in this case;
- Alongside these immediate practical issues, there are also emotional factors: 'being humiliated' is something that both the resident population and IDPs fear in significant numbers (14% and 11% respectively);
- 20% of the resident population and 17% of IDPs are fearful of losing his/her livelihood.

Men and women have very similar concerns – but women have a greater fear than men of losing a loved one. Men worry more than women about having to take up arms and fight, and also (among the resident population) about being 'humiliated'. Among IDPs, 29% of women feared that they would not even survive the conflict.

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 in Georgia?



Base: All respondents (Resident population: 300; IDPs: 200)

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

Feelings as a Consequence of Armed Conflict

Despite their different personal experiences, the resident population and IDPs hold broadly similar views.

What differences there are tend to be of degree: the views of IDPs tend to be more pronounced than those of the resident population.

People are more anxious (73% of the resident population and 77% of IDPs) and less optimistic about the future (42% / 59%), but also more appreciative of every day (66% / 73%).

Inevitably, people report a range of ways in which they have been emotionally harmed:

- Most have become more anxious (73% of the resident population, 77% of IDPs) and more sad (66% / 89%);
- Most are now less trusting (67% of the resident population, 68% of IDPs) and less resilient (73% / 88%);
- Perhaps most importantly, pessimism about the future outweighs optimism by a large margin in both groups (42% of the resident population and 59% of IDPs are less optimistic about the future).

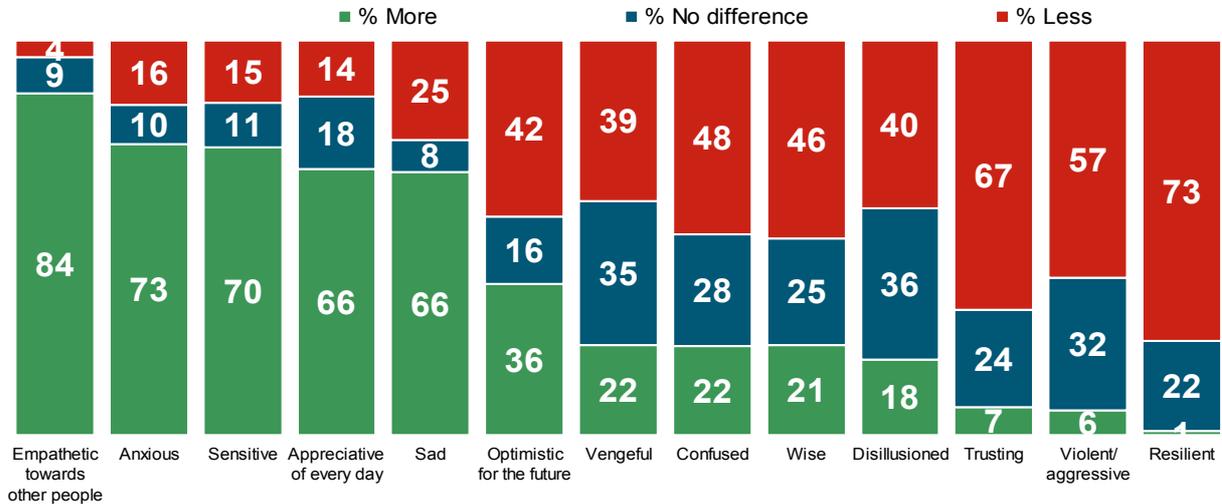
More encouragingly:

- There is widespread appreciation of every day (66% of resident population, 73% of IDPs);
- People claim a general reduction in levels of vengefulness and aggression. Similarly, empathy towards others has increased enormously.

The charts below show the full responses for the resident population and IDPs.

Feelings as a consequence of armed conflict – Resident population

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?

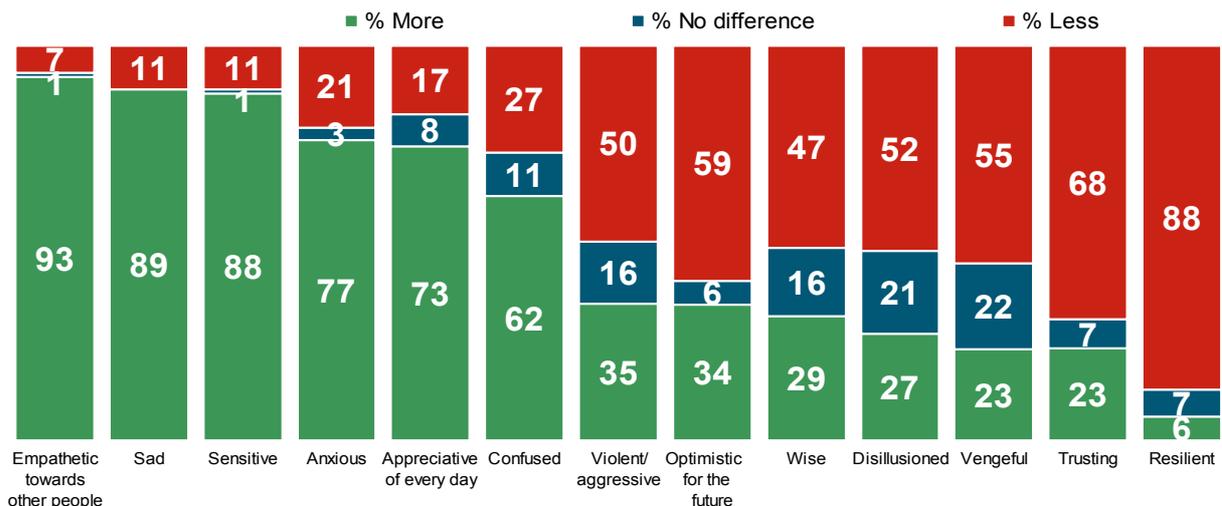


Base: All who have experienced / been affected by conflict in any way (Resident population: 78)

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

Feelings as a consequence of armed conflict - IDPs

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?



Base: All who have experienced / been affected by conflict in any way (IDPs: 200)

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

Civilians' Needs in Armed Conflict

First and foremost, people (whatever their circumstances) need 'the basics'. Almost half say that shelter (48% of the resident population and 42% of IDPs) and food (44% / 46%) are the most vital requirements. Almost as many emphasise the need for protection and security (40% / 52%).

Civilians' needs are many, with the most important of all being seen to be:

- Shelter (48% of the resident population and 42% of IDPs choose this from a list as one of the most important needs for civilians living in conflict areas);
- Food (44% / 46%);
- Protection/security (40% / 52%);
- Economic help is considered by both groups to be just as important as medical treatment/health care: around a quarter of the resident population (27% and 24% respectively) and around a fifth of IDPs (21% and 19%) view economic help as important. Among both groups, men emphasise the need for financial help more than women.

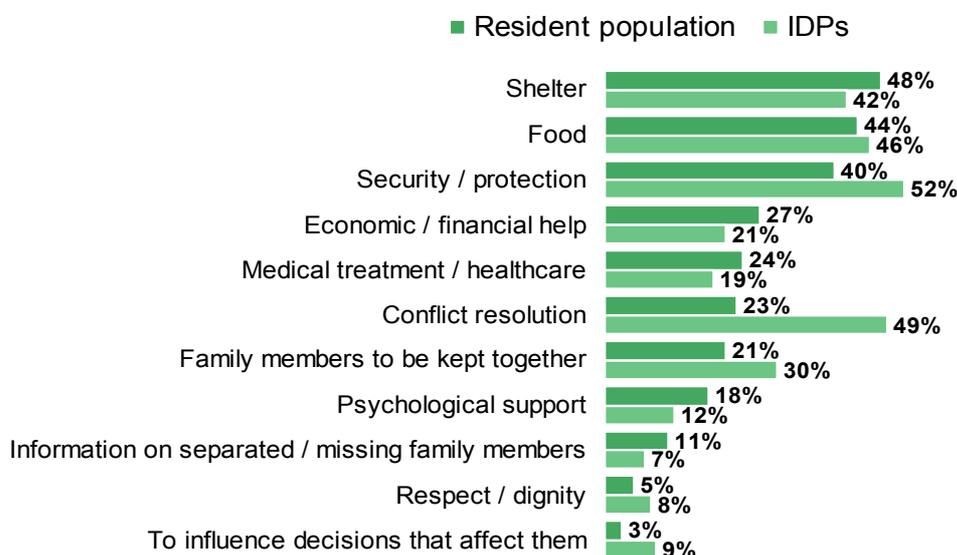
IDPs attach more importance to two issues than the resident population does:

- 'conflict resolution' (49% of IDPs say this is particularly needed – against just 23% of the resident population);
- 'keeping family members together' (30% of IDPs emphasise this, against 21% of the resident population). The figure is also higher among women than among men in both groups.

A quarter (25%) of the residents who have experience of armed conflict and 19% of IDPs say they have personally suffered 'humiliation'; 14% of the resident population and 11% of IDPs say that humiliation is among their greatest fears. However, in the context of civilians' needs, 'respect and dignity' take second place to basic necessities. Respect/dignity is mentioned by just 5% of the resident population and 8% of IDPs – but slightly more so by men in both groups. Security/protection is viewed as one of the greatest needs by 40% of the resident population (52% of IDPs).

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.



Base: All respondents (Resident population: 300; IDPs: 200)

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

Help & Support from Entities/Institutions

Where do people turn for help during armed conflict?

The pattern is somewhat different between the resident population and IDPs.

The resident population tend to turn first to their parents/family (30%) for help. IDPs, though, often have to seek help from the government (82%) and the ICRC and/or the Georgian Red Cross (51% taken together).

This perhaps emphasises a key fact of displacement: immediate families can provide little if any support.

Many displaced people – 82% – turn to the government, relatively few (7%) turn to the military/army/combatants for help.

The Georgian Red Cross/ICRC are – particularly for IDPs – key organisations: half (51%) have received help from either the Georgian Red Cross and/or the ICRC, including for many from both organisations. This is more than from all NGOs combined, the UN, religious entities, or even their own communities (which are of course usually absent).

Only 7% of the resident population report receiving help from the Georgian Red Cross/ICRC – about the same percentage as those having received government support (9%). By contrast, nobody reported having been aided by religious entities, and only 1% have received support from the military.

Although IDPs usually turn to the Georgian Red Cross/ICRC and to the government for help, only 20% say that the Georgian Red Cross/ICRC completely understands their needs and 30% say that the government does. Most of the remaining IDPs feel there is 'partial' understanding of their needs.

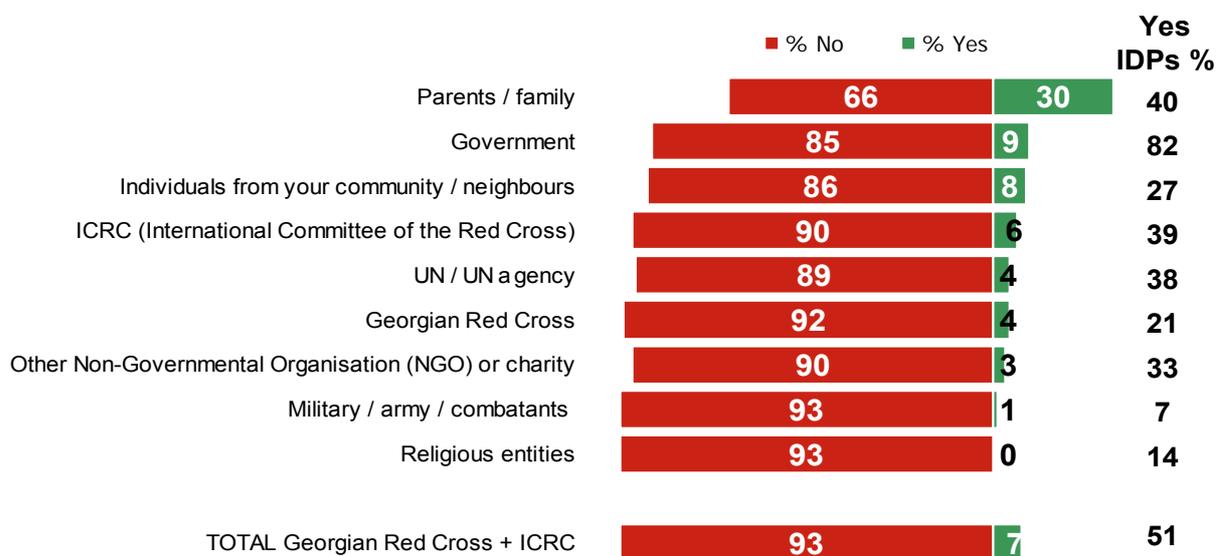
A third (32%) of IDPs say that the UN completely understands their needs, and 30% say that other aid organisations do.

The figure is not much higher even for IDPs' own communities: among those who have asked their community for help, just 34% think their needs have been completely understood. However, 66% say their parents and immediate families understand their needs.

It is usually men (presumably on behalf of their families) who are the recipients of support from organisations/groups. Women usually mention receiving help from their immediate families. These findings apply both to residents and IDPs.

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?

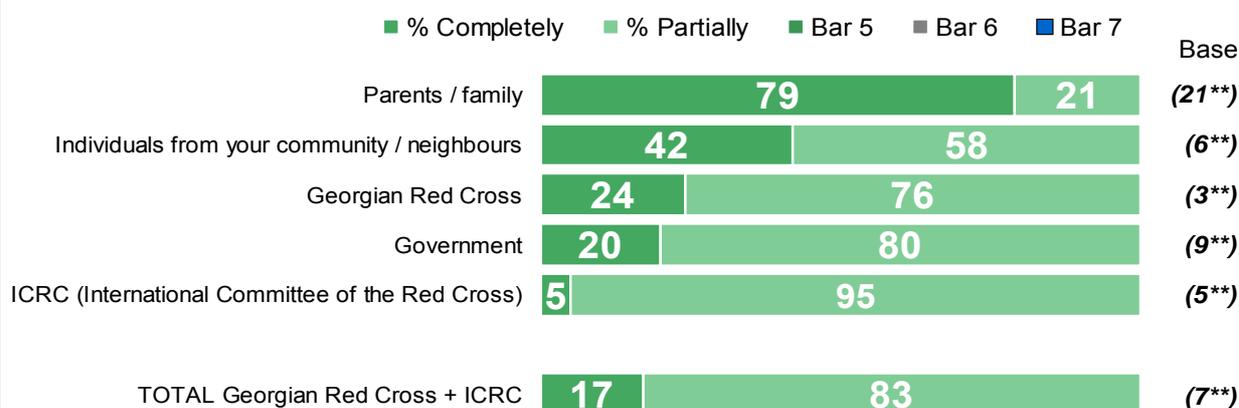


Base: All who have experienced / been affected by conflict in any way (Resident population: 78; IDPs: 200)

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

Help and support - Resident population

Q10. For each of the types of organisations 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?



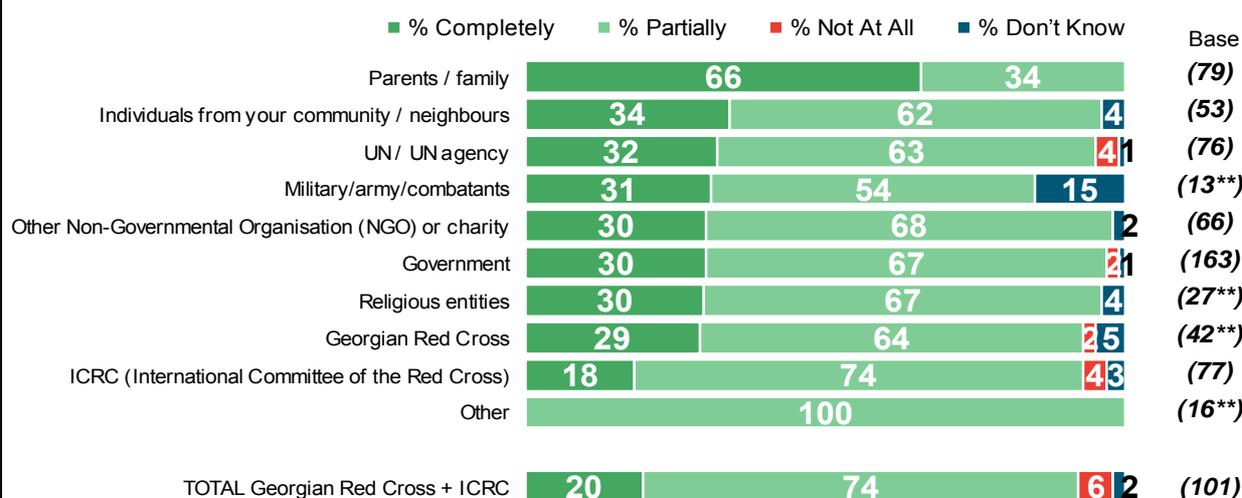
The following chart shows a breakdown of views on how the resident population feels their needs were understood. As very few people received help or support from organisations other than their parents/family, individuals, government or the Red Cross organisations, this chart focuses on those organisations where help or support was most commonly received.

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

** Low base

Help and support - IDPs

Q10. For each of the types of organisations 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?



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

**Low base

Barriers to Receiving Help

Around half of IDPs not receiving support during periods of armed conflict put this down to corruption (53%) or the black market (46%).

The resident population are most likely to say that the main obstacles to receiving aid are geographical inaccessibility (39%) and corruption (26%).

Residents – particularly men – say that geographical inaccessibility (39%) and corruption (26%) are the main obstacles to receiving aid.

IDPs are more likely to mention corruption (53%), black markets (46%), or lack of awareness (20%) that help was available.

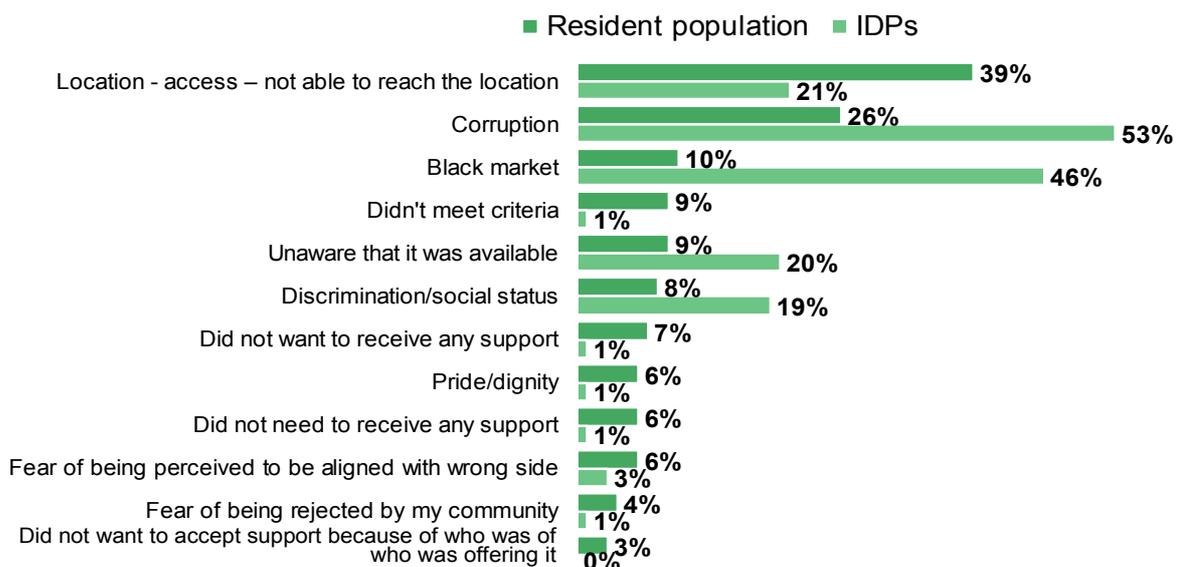
IDPs – particularly women – are also more likely than the resident population to say that discrimination and social status have an effect.

Threats to people’s place in the community – the concern that accepting help may result in social rejection or the reputation of being aligned with the ‘wrong side’ – are scarcely mentioned by either group.

Very few people – especially IDPs – would say that pride/dignity prevents them from receiving aid. Hardly anyone says there is a lack of need, or desire, for such help (6% of the resident population and only 1% of IDPs).

Barriers to receiving help

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



Base: All respondents (Resident population: 300; IDPs: 200)

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

Reducing Suffering

In Georgia, people think of government authorities (42% of the resident population and 49% of IDPs), religious leaders (41% / 46%), the Red Cross organisations (34% / 30%) and the UN (26% / 35%) as the groups that do the most to reduce suffering during armed conflict.

Although religious entities are rarely asked for help in times of armed conflict, they are viewed by 41% of the resident population and 46% of IDPs as the single most important group when it comes to reducing suffering. Religious entities are mentioned first by 19% of the resident population and by as many as 30% of IDPs.

The government is viewed by 42% of the resident population and 49% of IDPs as playing a major role to help reduce suffering in armed conflict. Government authorities are mentioned first by 18% of the resident population and by 12% of IDPs.

The Georgian Red Cross and/or the ICRC are considered by 34% of the resident population and 30% of IDPs as important sources of help. The ICRC alone is mentioned by 21% of IDPs – and mentioned first by 11%.

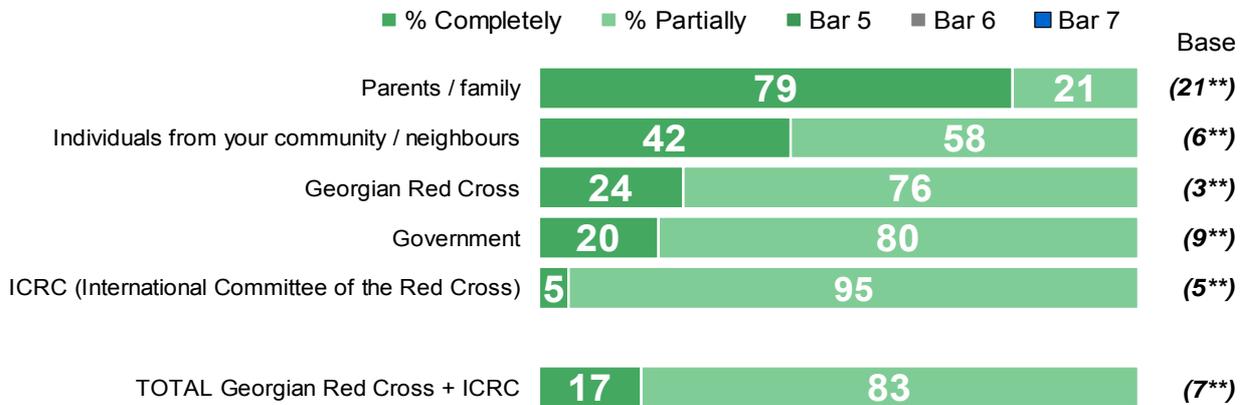
The UN is mentioned by 26% of the resident population and 35% of IDPs.

The military/combatants, international aid organisations, the International Criminal Court, overseas government authorities, NGOs and community leaders are also mentioned by many people. Overall, a wide range of groups are cited as potentially being able to reduce suffering.

Among the resident population and the IDPs, it is women who tend to see the government as having the biggest role to play to reduce civilian suffering – but otherwise both women and men tend to have similar views.

Help and support - Resident population

Q10. For each of the types of organisations 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?



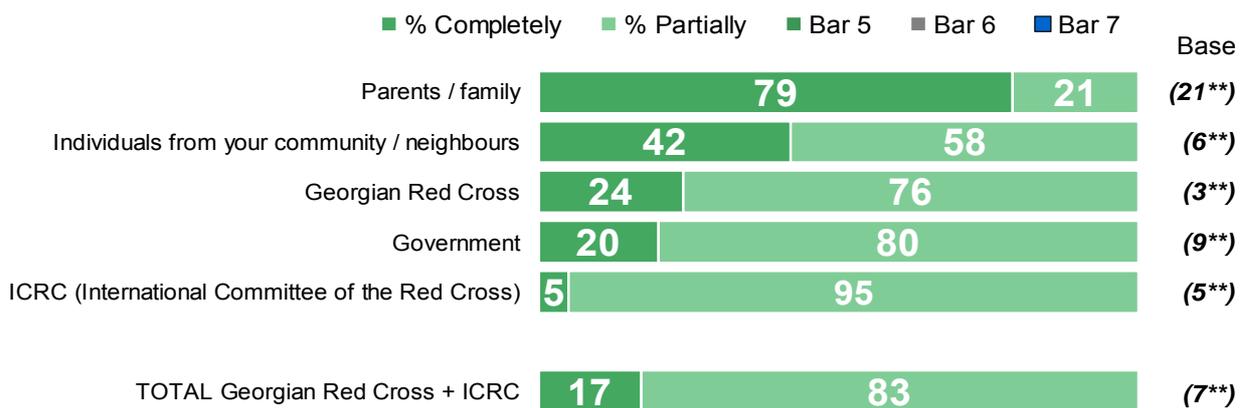
The following chart shows a breakdown of views on how the resident population feels their needs were understood. As very few people received help or support from organisations other than their parents/family, individuals, government or the Red Cross organisations, this chart focuses on those organisations where help or support was most commonly received.

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

^{**} Low base

Help and support - Resident population

Q10. For each of the types of organisations 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?



The following chart shows a breakdown of views on how the resident population feels their needs were understood. As very few people received help or support from organisations other than their parents/family, individuals, government or the Red Cross organisations, this chart focuses on those organisations where help or support was most commonly received.

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

^{**} Low base

The Role of External Actors

People in Georgia – the resident population and IDPs – want the international community to organise peace talks/negotiations (cited by 46% and 70% respectively) above anything else. Women, especially, are in favour of this.

There is also support for more direct intervention on the ground: 50% of IDPs want peacekeepers sent in; 32% of the resident population want emergency aid to be delivered.

Beyond peace talks/negotiations people in Georgia want the following from the international community:

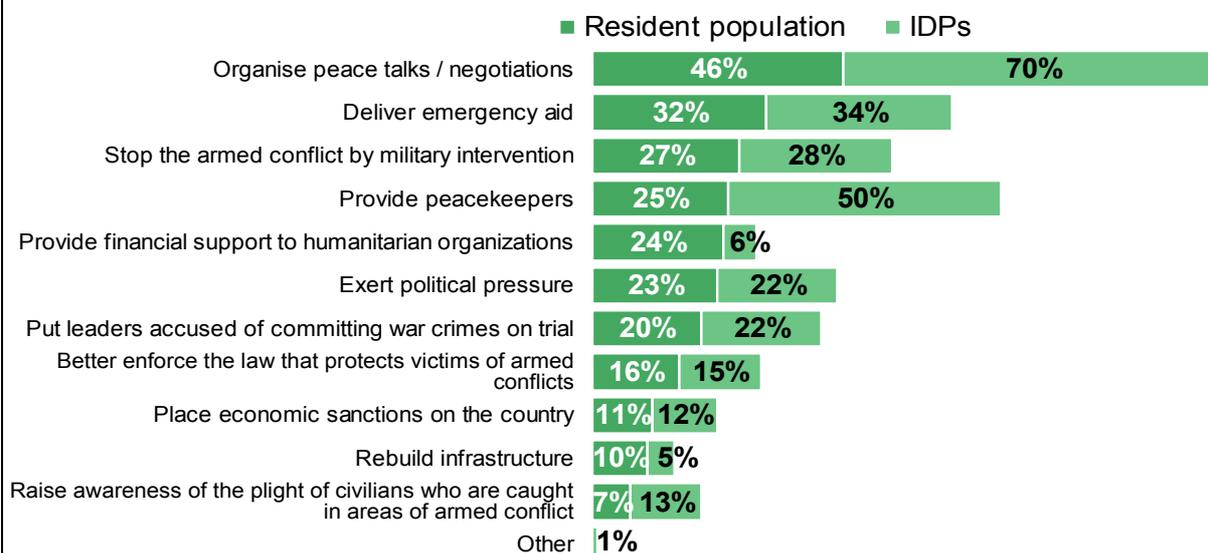
- emergency aid (32% of the resident population and 34% of IDPs). Displaced women are especially in favour;
- peacekeepers (25% of the resident population and 50% of IDPs, who see them as especially crucial. Men are especially in favour;
- military action to put an end to armed conflict (27% / 28%).

Support for general 'political pressure' is mentioned by both the resident population and IDPs (23% and 22% respectively), with similar numbers supporting bringing leaders charged with war crimes to trial (20% and 22% respectively, with especially strong support from men). Around one person in seven wants the international community to better enforce the laws governing conflicts (16% of the resident population and 15% of IDPs).

Economic pressure – i.e. sanctions – enjoys less support from either group (echoing the fears and experiences of economic hardship mentioned above).

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?



Base: All respondents (Resident population: 300; IDPs: 200)

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

What should be the role of people living outside the conflict zone in helping victims of armed conflict?

Both the resident population and IDPs highlight the need for donations, both of goods and money.

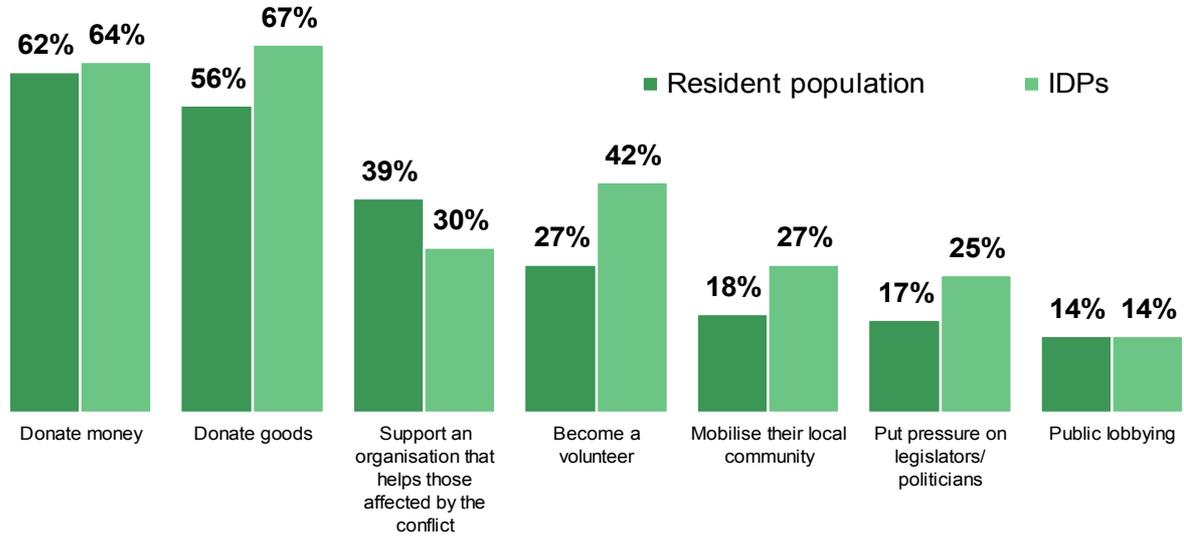
The idea that people might volunteer their help is also popular – especially with women IDPs – as is offering support for organisations that help victims of armed conflict.

More overtly ‘political’ activities – lobbying politicians or mobilising local communities – are considered less appropriate, especially by the resident population. (They do, however, find favour among displaced men.)

Men and women generally have similar views on these matters.

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 Georgia? Please select the three you feel are most important.



Base: All respondents (Resident population: 300; IDPs: 200)

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

This summary represents the views of respondents regarding the impact of armed conflict or armed violence on their lives. Part 2 of this research study will focus on what respondents think of international humanitarian law (IHL) and their views on behaviour during armed conflict. This second part will be published in August 2009 to coincide with the 60th anniversary of the Geneva Conventions.

Appendices

Appendices

Sample Profile

	Resident population (Weighted Profile)		IDPs (Unweighted profile)							
	N	%	N	%						
Total	300	100	200	100						
Gender					Religion	274	92	199	100	
Male 127	42		59	30	Christian:Orthodox					
Female 173	58		141	71	Christian:Catholic 0	0	0	0	0	
					Muslim 21	7	0	0	0	
					Judaism 0	0	0	0	0	
					Other 4	1	1	1	1	
					Atheist 0	0	0	0	0	
					Education	N	%	N	%	
Age					Elementary 14		5	9	5	
18-24 34	11		23	12	Secondary 113		38	66	33	
25-29 19	6		13	7	Vocational 65		22	48	24	
30-34 38	13		21	11	Higher 109		36	77	39	
35-39 37	12		21	11	Region					
40-44 29	10		18	9	Tbilisi 101		34	100	50	
45-49 26	9		22	11	Kakheti 27		9	0	0	
50-64 63	21		50	25	Shida Kartil 18	18	6	25	13	
65 or over 54	18		32	16	Kvemo Kartil 24	24	8	0	0	
					Samckhe - Javakheti 9	9	3	0	0	
Ethnicity					Adjara 19		6	0	0	
Georgian 272	91		198	99	Guria 9		3	0	0	
Armenian 9	3		0	0	Samegrelo 29		10	25	13	
Azer 16	5		0	0	Imereti 56		19	25	13	
Russian 2	1		0	0	Mtskheta - Tianeti 6	6	2	25	13	
Kurd 0	0		0	0						
Ossetian 0	0		2	1						
Abkhazian 0	0		0	0						

Sampling Details

Sampling tolerances vary with the size of the sample and the percentage figure concerned. For example, for a question where 50% of the people in the full sample of 300 resident people give a particular answer, the chances are 95 in 100 that this result would not vary by more than 5 percentage points plus or minus (ie between 45% and 55%) from the result that would have been obtained from a census of the *entire* 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)			
<i>Unweighted base (500)</i>	10% or 90% $\pm\pm$	30% or 70% $\pm\pm$	50% $\pm\pm$
Size of sample on which survey result is based (unweighted)			
500 (All respondents)	3 4		4
300 (All resident respondents from Georgia)	3 5		6
200 (All IDP respondents)	4 6		7
<i>Source: Ipsos</i>			

Some further examples of the tolerances that may apply in this report are given in the table below – this time looking at just Georgia’s resident population (not IDPs).

Approximate sampling tolerances applicable to percentages at or near these levels (at the 95% confidence level)			
<i>Unweighted base, Georgia (300)</i>	10% or 90% $\pm\pm$	30% or 70% $\pm\pm$	50% $\pm\pm$
Size of sample on which survey result is based (unweighted)			
300 (All respondents from Georgia)	3 5		6
<i>Source: Ipsos</i>			

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 comparisons of sub-groups and between the 1999 & 2009 research.

Differences required for significance at the 95% confidence level at or near these percentages			
<i>Unweighted base (500)</i>	10% or 90% ±±	30% or 70% ±±	50% ±±
Size of 2009 sub-groups and 1999 vs. 2009 samples involved in this survey (unweighted)			
300 (All respondents from Georgia) vs. 200 (All IDP respondents)	5 8		9
857 (1999 full sample) vs. 500 (2009 full sample)	3 5		6
<i>Source: Ipsos</i>			

Ipsos / ICRC

“Our World: Views from Georgia”

Marked-Up Questionnaire

- Interviews with 500 people (300 Resident population and 200 IDPs : Internal Displaced Person)
- Aged 18+
- Conducted face to face, between the 16th and the 24th of February 2009
- Results are weighted for the resident sample (300) and unweighted for the IDP sample (200)
- 'POW' indicates a question also asked in 1999
- An asterisk (*) indicates a result of less than 1% (but not zero)
- A "n/a" denotes "not asked"
- Base for each question is all (300 resident population/200 IDPs), unless shown otherwise

INTRODUCTION

Good morning/afternoon/evening. I am from IPM, an independent social research agency. We are conducting interviews in this area would like your help with this. The interview will last around 15 minutes and is about your experiences and opinions on the armed conflict in Georgia.

AA) ON CONFLICT IN GENERAL

ASK ALL →

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

		Resident population	IDPs
		%	%
<input type="checkbox"/>	Yes	10	100
<input type="checkbox"/>	No	90	0
<input type="checkbox"/>	Don't know	0	0
<input type="checkbox"/>	Refused	0	0

ASK IF YES AT Q1 →

Q2. Was this in Georgia, or was it somewhere else?

<i>Base: All experiencing armed conflict at Q1</i>		Resident population n=28**	IDPs n=200
		%	%
<input type="checkbox"/>	In Georgia	100	100
<input type="checkbox"/>	Somewhere else (specify)	0	0
<input type="checkbox"/>	Both	0	0
<input type="checkbox"/>	Don't know	0	0

**Very Low base

ASK IF YES AT Q1 →

Q3A. I'm going to ask you about your actual experiences during the armed conflict in Georgia. 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 Georgia. For each one, please indicate whether it happened or did not happen to you.

<i>Base: All experiencing armed conflict at Q1 – 28** - Resident population</i>	Happened	Did Not Happen	Don't know	Refused
	%	%	%	%
Forced to leave your home and live elsewhere	32	68	0	0
Imprisoned	0	100	0	0
Kidnapped or taken as an hostage	4	96	0	0
Tortured	6	94	0	0
Been humiliated ('Felt humiliated' in 1999)	25	75	0	0
Lost contact with a close relative	59	41	0	0
A member of your immediate family was killed during the armed conflict	4	96	0	0
Serious damage to your property	39	61	0	0
Wounded by the fighting	15	85	0	0
Combatants took food away	8	92	0	0
Had your home looted	27	73	0	0
Somebody you knew well was a victim of sexual violence ('..raped by combatants' in 1999)	3	97	0	0
<u>ROTATE STATEMENTS BELOW HERE SEPARATELY AFTER OTHERS</u>				
No or very limited access to basic necessities (water, electricity, etc.)	32	68	0	0
No or very limited access to healthcare	26	74	0	0
Lost all my belongings	27	73	0	0
Lost my means of income (e.g. job, revenue, farm land, etc.)	35	65	0	0

**Very Low base

<i>Base: All experiencing armed conflict at Q1 IDPs - 200</i>	Happened	Did Not Happen	Don't know	Refused
	%	%	%	%
Forced to leave your home and live elsewhere	100	1	0	0
Imprisoned	2	98	0	0
Kidnapped or taken as an hostage	3	97	0	0
Tortured	2	98	0	0
Been humiliated ('Felt humiliated' in 1999)	19	82	0	0
Lost contact with a close relative	70	30	0	0
A member of your immediate family was killed during the armed conflict	25	75	0	0
Serious damage to your property	91	9	0	0
Wounded by the fighting	6	94	0	0
Combatants took food away	27	73	0	0
Had your home looted	93	7	1	0
Somebody you knew well was a victim of sexual violence ('..raped by combatants' in 1999)	11	89	0	0
<u>ROTATE STATEMENTS BELOW HERE SEPARATELY AFTER OTHERS</u>				
No or very limited access to basic necessities (water, electricity, etc.)	67	33	0	0
No or very limited access to healthcare	70	31	0	0
Lost all my belongings	99	1	0	0
Lost my means of income (e.g. job, revenue, farm land, etc.)	98	2	0	0

ASK IF NOT "YES" AT Q1 →

Q3B. I'm going to ask you about how you yourself have been affected by the armed conflict in Georgia. 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 Georgia. For each one, please indicate whether it happened or did not happen to you.

<i>Base: All <u>not</u> experiencing armed conflict at Q1 – 272 – Resident population</i>	Happened	Did Not Happen	Don't know	Refused
	%	%	%	%
Forced to leave your home and live elsewhere	1	99	0	*
Imprisoned	0	100	0	*
Kidnapped or taken as an hostage	0	100	0	*
Tortured	0	100	0	*
Been humiliated	0	100	0	*
Lost contact with a close relative	6	94	0	0
A member of your immediate family was killed during the armed conflict	*	100	0	*
Serious damage to your property	1	99	0	0
Wounded by the fighting	0	100	0	*
Combatants took food away	0	100	0	*
Had your home looted	1	99	0	0
Somebody you knew well was a victim of sexual violence	0	100	0	*
<u>ROTATE STATEMENTS BELOW HERE SEPARATELY AFTER OTHERS</u>				
No or very limited access to basic necessities (water, electricity, etc.)	2	98	0	*
No or very limited access to healthcare	1	98	0	*
Lost all my belongings	1	99	0	*
Lost my means of income (e.g. job, revenue, farm land, etc.)	3	97	0	0
The area where I lived came under enemy control	1	99	0	0

ALL RESPONDENTS (Resident population) →

Q3A/Q3B. I'm going to ask you about your actual experiences during the armed conflict in Georgia. 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 Georgia. For each one, please indicate whether it happened or did not happen to you. (POW)

<i>Base: All respondents</i>	Happened	Did Not Happen	Don't know	Refused
	%	%	%	%
Forced to leave your home and live elsewhere	4	96	0	0
Imprisoned	0	100	0	0
Kidnapped or taken as an hostage	*	99	0	0
Tortured	1	99	0	0
Been humiliated ('Felt humiliated' in 1999)	3	97	0	0
Lost contact with a close relative	11	89	0	0
A member of your immediate family was killed during the armed conflict	1	99	0	0
Serious damage to your property	5	95	0	0
Wounded by the fighting	2	98	0	0
Combatants took food away	1	99	0	0
Had your home looted	4	96	0	0
Somebody you knew well was a victim of sexual violence ('..raped by combatants' in 1999)	*	100	0	0
<u>ROTATE STATEMENTS BELOW HERE SEPARATELY AFTER OTHERS</u>				
No or very limited access to basic necessities (water, electricity, etc...)	5	95	0	*
No or very limited access to healthcare	4	96	0	*
Lost all my belongings	3	96	0	*
Lost my means of income (e.g. job, revenue, farm land, etc.)	6	94	0	0

ASK ALL →

Q4. And have you been affected by armed conflict in Georgia in any other ways? What ways were those?

SINGLE CODE

		Resident population	IDPs
		%	%
<input type="checkbox"/>	Yes – specify	15	38
<input type="checkbox"/>	No	84	62
<input type="checkbox"/>	Don't know	0	1
<input type="checkbox"/>	Refused	1	0

YES – SPECIFY: TOP MENTIONS (> 5% of respondents)		
<i>Base: All who have been affected by armed conflict in any other ways at Q4 – 46*</i>		
		%
TOTAL MENTIONS - PERSONAL SUFFERING		81
Was damaged morally psychologically		81
TOTAL MENTIONS - DETERIORATION IN THE STANDARD OF LIVING		10
SUB-TOTAL MENTIONS - NO JOB/ COULDN'T WORK		8
Lost job due to the war		7

YES – SPECIFY: TOP MENTIONS (> 5% of respondents) - IDPs		
<i>Base: All who have been affected by armed conflict in any other ways at Q4 – 76*</i>		
		%
TOTAL MENTIONS - PERSONAL SUFFERING		42
Was damaged morally psychologically		25
TOTAL MENTIONS - TYPES OF VIOLENCE/ ATTACKS		25
SUB- TOTAL MENTIONS - EXPLOSIONS/ BOMBS		9
Were bombed		8
TOTAL MENTIONS - BUILDINGS ATTACKED/ DESTROYED		17
SUB - TOTAL MENTIONS - PEOPLE'S HOMES		16
The house was burned		14
TOTAL MENTIONS - THIEVES/ LOOTING		14
Car and tractor were stolen		11
TOTAL MENTIONS - AFFECTED PHYSICALLY/ HEALTH		14
Health was damaged		9
TOTAL MENTIONS - PEOPLE ARE KILLED / INJURED		7
TOTAL MENTIONS - RELATIVES ARE KILLED/ INJURED		7
TOTAL MENTIONS - DETERIORATION IN THE STANDARD OF LIVING		5
TOTAL MENTIONS - NO JOB/ COULDN'T WORK		5

* Low base

ASK ALL WHO HAVE EXPERIENCED CONFLICT – YES AT Q1 AND YES AT Q2/CODE 1 (IN GEORGIA) 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 Georgia?

SINGLE CODE

	<i>Base: All who have experienced / been affected by conflict in any way, as defined above</i>	Resident population (Base = 78*)	IDPs (Base = 200)
		%	%
<input type="checkbox"/>	Now/currently experiencing	0	0
<input type="checkbox"/>	Within the last month	0	0
<input type="checkbox"/>	More than one month ago, but less than six months	0	0
<input type="checkbox"/>	Six months ago to within the last year	72	41
<input type="checkbox"/>	1-2 years	0	0
<input type="checkbox"/>	3-4 years	0	0
<input type="checkbox"/>	5-9 years	0	0
<input type="checkbox"/>	10-19 years	26	60
<input type="checkbox"/>	20 years +	0	0
<input type="checkbox"/>	Don't know	2	0
<input type="checkbox"/>	Refused	0	0

*Low base

ASK ALL →

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

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

		Resident population	IDPs
		%	%
<input type="checkbox"/>	Inability to earn a living / personal - family economic instability	20	17
<input type="checkbox"/>	Losing a loved one	43	54
<input type="checkbox"/>	Being separated from loved ones	21	29
<input type="checkbox"/>	Losing/destruction of the house / losing of personal belongings	26	39
<input type="checkbox"/>	Living with uncertainty	21	29
<input type="checkbox"/>	Having to leave their home / becoming a displaced/refugee	37	32
<input type="checkbox"/>	Imprisonment	8	8
<input type="checkbox"/>	Surviving the conflict	12	25
<input type="checkbox"/>	Suffering injury	7	11
<input type="checkbox"/>	Sexual violence	5	9
<input type="checkbox"/>	Not being able to get an education / going to school	6	1
<input type="checkbox"/>	Fear of being rejected by your community	2	2
<input type="checkbox"/>	Having to take up arms/fight	11	13
<input type="checkbox"/>	Being humiliated	14	11
<input type="checkbox"/>	Limited access to basic necessities (water, electricity, etc...)	8	3
<input type="checkbox"/>	Limited access to healthcare (drugs, hospital)	4	1
<input type="checkbox"/>	Outcome of the conflict	13	16
<input type="checkbox"/>	Other (Specify)	5	1
<input type="checkbox"/>	Nothing	0	0
<input type="checkbox"/>	Don't know	2	1
<input type="checkbox"/>	Refused	0	0

ASK ALL →

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

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.

		Resident population	IDPs
		%	%
<input type="checkbox"/>	Food	44	46
<input type="checkbox"/>	Shelter	48	42
<input type="checkbox"/>	Medical treatment / healthcare	24	19
<input type="checkbox"/>	Family members to be kept together	21	30
<input type="checkbox"/>	Information on separated / missing family members	11	7
<input type="checkbox"/>	Security / protection	40	52
<input type="checkbox"/>	Respect / dignity	5	8
<input type="checkbox"/>	Psychological support	18	12
<input type="checkbox"/>	To influence decisions that affect them	3	9
<input type="checkbox"/>	Conflict resolution	23	49
<input type="checkbox"/>	Economic / financial help	27	21
<input type="checkbox"/>	Other (specify)	*	1
<input type="checkbox"/>	Don't know	*	0
<input type="checkbox"/>	Refused	0	0

ASK ALL WHO HAVE EXPERIENCED CONFLICT – YES AT Q1 AND YES AT Q2/CODE 1 (IN GEORGIA) OR ANY “HAPPENED” RESPONSE AT Q3, OR ANY YES RESPONSE AT Q4.

ROTATE ORDER →

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?

<i>Base: All who have experienced / been affected by conflict in any way, as defined above – 78*</i>	More	Less	No Real Difference	Don't Know	Refused
	%	%	%	%	%
Vengeful	22	39	35	4	*
Trusting	7	67	24	3	0
Resilient	1	73	22	4	0
Anxious	73	16	10	2	0
Appreciative of every day	66	14	18	2	0
Confused	22	48	28	2	0
Sad	66	25	8	2	0
Sensitive	70	15	11	4	0
Disillusioned	18	40	36	5	1
Optimistic for the future	36	42	16	4	2
Wise	21	46	25	9	0
Empathetic towards other people	84	4	9	2	0
Violent/aggressive	6	57	32	4	1

*Low base

<i>Base: All who have experienced / been affected by conflict in any way, as defined above IDPs– 200</i>	More	Less	No Real Difference	Don't Know	Refused
	%	%	%	%	%
Vengeful	23	55	22	1	0
Trusting	23	68	7	3	0
Resilient	6	88	7	0	1
Anxious	77	21	3	0	0
Appreciative of every day	73	17	8	3	0
Confused	62	27	11	1	0
Sad	89	11	0	1	0
Sensitive	88	11	1	0	0
Disillusioned	27	52	21	0	0
Optimistic for the future	34	59	6	2	0
Wise	29	47	16	9	1
Empathetic towards other people	93	7	1	0	0
Violent/aggressive	35	50	16	0	0

BB) HUMANITARIAN ASSISTANCE / NEEDS

ASK ALL WHO HAVE EXPERIENCED CONFLICT – YES AT Q1 AND YES AT Q2/CODE 1 (IN GEORGIA) OR ANY “HAPPENED” RESPONSE AT Q3, OR ANY YES RESPONSE AT Q4 → 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.

<i>Base: All who have experienced / been affected by conflict in any way, as defined above – 78*</i>	Yes	No	Don't Know	Can't Remember
	%	%	%	%
UN / UN agency	4	89	4	3
Georgian Red Cross	4	92	4	1
ICRC (International Committee of the Red Cross)	6	90	4	0
Other Non-Governmental Organisation (NGO) or charity (local or international)	3	90	4	3
Government	9	85	4	3
Individuals from your community / neighbours	8	86	4	3
Religious entities	0	93	4	4
Military / army / combatants	1	93	4	3
Parents / family	30	66	4	0
Other (specify)	*	0	100	0
Combination: Georgian Red Cross / ICRC	7	93	4	0

*Low base

<i>Base: All who have experienced / been affected by conflict in any way, as defined above IDPs – 200</i>	Yes	No	Don't Know	Can't Remember
	%	%	%	%
UN / UN agency	38	52	2	9
Georgian Red Cross	21	72	1	6
ICRC (International Committee of the Red Cross)	39	50	1	11
Other Non-Governmental Organisation (NGO) or charity (local or international)	33	60	2	6
Government	82	18	1	1
Individuals from your community / neighbours	27	69	2	3
Religious entities	14	81	1	6
Military / army / combatants	7	86	1	7
Parents / family	40	57	2	3
Other (specify)	8	0	92	0
Combination: Georgian Red Cross / ICRC	51	78	1	4

ASK IF YES AT Q9 →

Q10. For each of the types of organisations 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

<i>Base: All who <u>did</u> receive support / help from each organisation at Q9 – Resident population</i>	Completely	Partially	Not At All	Don't Know	Refused	Not applicable
	%	%	%	%	%	%
UN / UN agency (Base = 2**)	0	100	0	0	0	0
Georgian Red Cross (3**)	24	76	0	0	0	0
ICRC (International Committee of the Red Cross) (5**)	5	95	0	0	0	0
Other Non-Governmental Organisation (NGO) or charity (local or international) (4**)	50	50	0	0	0	0
Government (9**)	20	80	0	0	0	0
Individuals from your community / neighbours (6**)	42	58	0	0	0	0
Religious entities (0)	n/a	n/a	n/a	n/a	n/a	n/a
Military/army/combatants (1**)	100	0	0	0	0	0
Parents / family (21**)	79	21	0	0	0	0
Combination: Georgian Red Cross / ICRC (7**)	17	83	0	0	0	0

**Very low base

<i>Base: All who <u>did</u> receive support / help from each organisation at Q9-IDPs</i>	Completely	Partially	Not At All	Don't Know	Refused	Not applicable
	%	%	%	%	%	%
UN / UN agency (Base = 76*)	32	63	4	1	0	0
Georgian Red Cross (42**)	29	64	2	5	0	0
ICRC (International Committee of the Red Cross) (77*)	18	74	4	3	1	0
Other Non-Governmental Organisation (NGO) or charity (local or international) (66*)	30	68	0	2	0	0
Government (163)	30	67	2	1	0	0
Individuals from your community / neighbours (53*)	34	62	0	4	0	0
Religious entities (27**)	30	67	0	4	0	0
Military/army/combatants (13**)	31	54	0	15	0	0
Parents / family (79*)	66	34	0	0	0	0
Combination: Georgian Red Cross / ICRC (101)	20	74	6	2	1	0

*Low base / **Very low base

ASK ALL →

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

READ OUT LIST. ROTATE ORDER. MULTICODE OK

	Resident population	IDPs
	YES	YES
	%	%
Corruption	26	53
Black market	10	46
Discrimination/social status	8	19
Location - access – not able to reach the location	39	21
Unaware that it was available	9	20
Fear of being rejected by my community	4	1
Fear of being perceived to be aligned with wrong side	6	3
Pride/dignity	6	1
Didn't meet criteria	9	1
Did not want to receive any support	7	1
Did not need to receive any support	6	1
Did not want to accept support because of who was offering it	3	0
Other (specify)	1	2
Nothing	7	9
Don't know	20	26
Refused	1	1

The remaining results will be released in August

DD) HUMANITARIAN GESTURES**ASK ALL →**

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?

READ OUT LIST AND ASK RESPONDENT TO SELECT ONE ANSWER. THEN READ LIST AGAIN AND ASK RESPONDENT FOR TWO MORE ANSWERS. REPEAT IF NECESSARY.

Resident population	First Mention	Other Mentions	TOTAL
	%	%	%
The military and combatants / armed groups (to be adapted)	15	11	25
Religious leaders	19	22	41
International humanitarian organizations	7	17	24
Journalists and the news media	8	17	25
The United Nations	7	19	26
The International Committee of the Red Cross (ICRC)	4	11	15
Georgian Red Cross	6	14	20
Government authorities	18	24	42
Government organisations from other countries	1	12	13
International criminal court	5	11	16
Local / international NGOs / charities	1	9	10
Community leaders	1	7	8
Other (specify)	0	0	0
None of these	0	1	1
Don't know	7	11	18
Refused	2	0	2
Combination: Georgian Red Cross / ICRC	10	25	34

IDPs	First Mention	Other Mentions	TOTAL
	%	%	%
The military and combatants / armed groups (to be adapted)	8	3	10
Religious leaders	30	16	46
International humanitarian organizations	8	10	18
Journalists and the news media	5	9	13
The United Nations	9	26	35
The International Committee of the Red Cross (ICRC)	11	10	21
Georgian Red Cross	3	8	11
Government authorities	12	37	49
Government organisations from other countries	2	13	15
International criminal court	2	15	16
Local / international NGOs / charities	3	12	15
Community leaders	1	8	9
Other (specify)	1	1	1
None of these	0	0	0
Don't know	4	15	19
Refused	4	0	4
Combination: Georgian Red Cross / ICRC	14	18	30

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.

		Resident population	IDPs
		%	%
<input type="checkbox"/>	Stop the armed conflict by military intervention	27	28
<input type="checkbox"/>	Exert political pressure	23	22
<input type="checkbox"/>	Deliver emergency aid	32	34
<input type="checkbox"/>	Provide peacekeepers	25	50
<input type="checkbox"/>	Provide financial support to humanitarian organizations	24	6
<input type="checkbox"/>	Put leaders accused of committing war crimes on trial	20	22
<input type="checkbox"/>	Place economic sanctions on the country	11	12
<input type="checkbox"/>	Raise awareness of the plight of civilians who are caught in areas of armed conflict	7	13
<input type="checkbox"/>	Rebuild infrastructure	10	5
<input type="checkbox"/>	Organize peace talks / negotiations	46	70
<input type="checkbox"/>	Better enforce the law that protects victims of armed conflicts	16	15
<input type="checkbox"/>	Other (specify)	0	1
<input type="checkbox"/>	Nothing	1	1
<input type="checkbox"/>	Don't know	4	2
<input type="checkbox"/>	Refused	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 Georgia? 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.

		Resident population	IDPs
		%	%
<input type="checkbox"/>	Put pressure on legislators / politicians	17	25
<input type="checkbox"/>	Public lobbying	14	14
<input type="checkbox"/>	Become a volunteer	27	42
<input type="checkbox"/>	Donate money	62	64
<input type="checkbox"/>	Support an organization that helps those affected by the conflict	39	30
<input type="checkbox"/>	Mobilize their local community	18	27
<input type="checkbox"/>	Donate goods	56	67
<input type="checkbox"/>	Other (specify)	1	0
<input type="checkbox"/>	Nothing	1	0
<input type="checkbox"/>	Don't know	4	2
<input type="checkbox"/>	Refused	0	0

The remaining results will be released in August

Demographics

ASK ALL →

Respondent's Gender

		Resident population	IDPs
		%	%
<input type="checkbox"/>	Male	42	30
<input type="checkbox"/>	Female	58	71

ASK ALL →

Respondent's Age

		Resident population	IDPs
		%	%
<input type="checkbox"/>	18-24	11	12
<input type="checkbox"/>	25-29	6	7
<input type="checkbox"/>	30-34	13	11
<input type="checkbox"/>	35-39	12	11
<input type="checkbox"/>	40-44	10	9

<input type="checkbox"/>	45-49	9	11
<input type="checkbox"/>	50-64	21	25
<input type="checkbox"/>	65 or over	18	16

ASK ALL →
Education Level

		Resident population	IDPs
		%	%
<input type="checkbox"/>	Elementary	5	5
<input type="checkbox"/>	Secondary	38	33
<input type="checkbox"/>	Vocational	22	24
<input type="checkbox"/>	Higher	36	39

ASK ALL →
Region

		Resident population	IDPs
		%	%
<input type="checkbox"/>	Tbilisi	34	50
<input type="checkbox"/>	Kakheti	9	0
<input type="checkbox"/>	Shida kartli	6	13
<input type="checkbox"/>	Kvemo kartli	8	0
<input type="checkbox"/>	Samckhe-javakheti	3	0
<input type="checkbox"/>	Adjara	6	0
<input type="checkbox"/>	Guria	3	0
<input type="checkbox"/>	Samegrelo	10	13
<input type="checkbox"/>	Imereti	19	13
<input type="checkbox"/>	Mtskheta-Tianeti	2	13

ASK ALL →
Ethnicity

		Resident population	IDPs
		%	%
<input type="checkbox"/>	Georgian	91	99
<input type="checkbox"/>	Armenian	3	0
<input type="checkbox"/>	Azer	5	0
<input type="checkbox"/>	Russian	1	0
<input type="checkbox"/>	Kurd	0	0
<input type="checkbox"/>	Ossetian	0	1
<input type="checkbox"/>	Abkhazian	0	0
<input type="checkbox"/>	Other	0	0

ASK ALL →
Religion

		Resident population	IDPs
		%	%
<input type="checkbox"/>	Christianity: orthodox	92	100
<input type="checkbox"/>	Christianity: Catholic	0	0
<input type="checkbox"/>	Muslim	7	0
<input type="checkbox"/>	Judaism	0	0
<input type="checkbox"/>	Atheist	0	0
<input type="checkbox"/>	Other religious communities	1	1

ASK IF 'YES' AT Q1 →
IDPs Region

		%
<input type="checkbox"/>	Abkhazia	49
<input type="checkbox"/>	Shida Kartli	52

- END OF THE QUESTIONNAIRE -

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 in Georgia conducted by IPM (the Institute for Polling and Marketing) based in the country.



ICRC