

**HAP Standard Review  
Focus Group Discussion**

Nahr el bared camp, North Lebanon

**Section 1: General information**

1.1 Location of the consultation: Nahr el bared camp, North Lebanon

1.2 Date of the consultation: **11 March 2010**

1.3 Hosting agency: **Naba'a, Lebanon**

1.4 Person responsible for organising the consultation and contact details: **Nariman Yousif, n.yousif@nabaa-lb.org**

1.5. Time allocated to the consultation: **2 hours**

**1.6 Brief overview of method used in the focus group discussion:** A focus group discussion was facilitated by Naba'a staff in Nahr el Bared Camp.

**1.7 Number of individuals consulted:**  
Ten women participants took part in the consultation.

**1.8 The context and of the audience of the focus group discussion:**

The participants were all mothers of children attending the schools assisted by Naba'a and other organisations.

**2. Focus Group Discussion leaders and Participants**

**2.1 Consultation facilitators**

Name	Position	Organisation	Email
Nariman Yousif	Programme officer	Nabaa'	n.yousif@nabaa-lb.org

**3. Questions asked during the discussion and participant responses:**

- 1- What is the information that you would like to know about associations?
  - objectives.
  - how could they help us.
  - the political background of this NGO.
  - good to identify the association and its aims and where its headquarters and also identified the boss and the team work in general is there a working group to also Lebanese or not? And second the projects were working in other areas
- 2- What do you want from this NGO to publish or do?

- to let us know about the budget of the activity or project.
  - to be honest with the target group , for example to help the people in need and not to distribute things to their relatives or people they know.
  - respect us.
  - 60% of the mothers said that many information about the NGO are not clear especially financial issues.
  - We must all see the projects and activities implemented through the distribution of magazines, for example association of us and this is the best.
  - It is very important to identify the work of the association and what its activities and the plan and see the project budget and this is clear to us and the community, so that the picture is clear and there is clear reference.
  - The most important thing is that the agency does not have any political affiliation, an association impartial work only to target children - families - and society in general.
- 3- Do you think that it is important to provide financial information?
- yes, sure it is a way of being honest with others.
  - Yes
  - It is not necessary to know the financial details, because the main concern for them is the quality of services.
  - Yes they should know, because it is a way to avoid corruption and robbery.
- 4- How would you like to participate in the programmes?
- The most important that their children participate in activities inside the center, and external excursions especially because, the mothers have the problems of crossing freely. The problems of children raise to employees, even they help them how to solve their problems, but can't raise a complaint to the decision-makers or because we do not see any solution to the crisis, especially after the Naher al bared crisis, we are living in difficult circumstances, especially a family using more than one bathroom. But where the decision-makers to resolve the simplest things. There are no decision-makers for example, UNRWA, which should help us in these things, such as where you are.
- 5- What makes a good organization?
- doing their best to help people.
  - giving good quality of service.
  - listening to us.
- 6- Mention three things that make good organizations:
- have a clear information about their work, what they are going to do ?
  - inform the beneficiaries about the budget.

- not related to political party.
- listen to beneficiaries.

7- How could you participate in the evaluation process?

- to give information about the services we get.
- to be part of the work, we should speak about what is good and what is bad regarding the services, dealing with us .
- participate in decision making regarding the services. if it is convenient or not.
- most of the project children, but there are many young people are doing nothing.
- They believe it is better to have a reference in the decision making process to be submitted to decision-makers in how to plan - Implementation - Review of Contact and communication so heard clearly.

8- do you think that the organization should communicate with you through the community leaders?

- 55% of the participants said no as it is better for them to be in a direct contact with the NGO.

9- Would you like to know how you can complain if you are not happy with the program?

- 55% of the mothers were insisting that they should know how to complain.
- We are delighted because we communicate with you well we can freely express our own problems and also problems of our children and this is something important that there are associations that can help us in solving the simplest things.

**Quotes:**

- Em Abdel-Rahim (Lebanese): "I want to know about the association in general, President of the association - its head office team - work, and I know where I want you young Lebanese working with you."

- Em Jnazari (Palestinian): "the more projects aimed at our children and our young people to operate with you, and so we do not less, because all our young people are sitting without a job".

- Um Mohammed (Palestinian): "it is important if the end when you hear us and we learn of the decision to express everything, especially after the crisis, even ourselves to pass on calls