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STUDY ON THE SOCIO-ECONOMIC SITUATION OF REFUGEES, HUMANITARIAN STATUS HOLDERS AND ASYLUM-SEEKERS IN GEORGIA



**Study on the Socio-Economic
Situation of Refugees, Humanitarian
Status Holders and Asylum-Seekers in Georgia**

Tbilisi
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This survey was carried out by ACT Research with the support of the Office of the United Nations High Commissioner for Refugees (UNHCR) and the United Nations Development Programme (UNDP) in Georgia. The views expressed in this publication are those of the authors and do not necessarily represent those of UNHCR or UNDP.

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EXECUTIVE SUMMARY

The purpose of this study is to assess the socio-economic situation and needs of refugees, humanitarian status holders and asylum-seekers (hereinafter termed as refugees, unless otherwise indicated in the text) with regard to living conditions, income and expenses, access to employment and vocational training, primary education and health services, and existing social networks.

As of November 2015, there were 1,273 refugees and humanitarian status holders in Georgia (371 refugees and 902 humanitarian status holders), and 1,449 asylum-seekers. To determine the socio-economic conditions of refugees living in Georgia, UNHCR initiated a socio-economic baseline survey in cooperation with UNDP, which was conducted during the period of October - November 2015 by ACT.

The methodology used for the study comprised face-to-face interviews employing a questionnaire, specifically designed to inquire on the social, economic, and educational conditions in Georgia. ACT's trained interviewers attempted contacting all refugees based on information provided by the Ministry of Internally Displaced Persons from the Occupied Territories, Accommodation, and Refugees (MRA). In total, 451 refugees were interviewed in Tbilisi and other regions of Georgia, aged 17 years and above, and mainly originating from Iraq and Ukraine.

The analysis of the survey results reviews the living conditions, access to education, skills training, and employment of refugees in their countries of origin as compared to their current conditions in Georgia. This allows for the examination of gaps and opportunities, helping identify potential areas of support for refugees.

The results of the survey clearly show that the majority of refugees are highly educated, possess diverse vocational skills and work experience and are motivated to integrate and stay in Georgia. Over 70% of interviewees indicated that they plan to stay in Georgia for the long-term which they consider to be a safe country, in close vicinity to friends and family members.

The main obstacles to integration mentioned by respondents are low income, difficulties in finding employment, language barriers (primarily lack of Georgian language), and difficulties in accessing medical services and barriers to education due to a lack of information. Refugee respondents stated that they mutually support each other through networks of friends and relatives. Longer-term needs indicated by survey respondents are language training (Georgian and English); assistance in finding employment and opening businesses; information on services (health and education); assistance in accessing vocational skills training, and business and management training.

Most notably, the study demonstrates that the majority of refugees in Georgia are an asset to the national economy with a multitude of skills and a rich, cultural background. They can positively contribute to the development of the communities in which they live. Minor policy and programme changes could significantly reduce existing barriers to unlocking this potential.

Survey results will primarily be used to inform government planning to support and improve the integration of refugees in Georgia within the framework of the government Migration Strategy and 2016-2017 Migration Action Plan. It is recommended that the government integrate long-term refugee needs into state programming, including language, vocational, and business training opportunities, as well as increased information awareness of refugees on access to health and education services.

INTRODUCTION

In order to detect and analyze the needs and challenges of refugees in Georgia, a socio-economic baseline survey was initiated by UNHCR in cooperation with UNDP, with fieldwork and data gathering conducted by ACT during October-November 2015, and survey analysis conducted by the Institute for Social Research (ISR).

The goal of this survey is to portray the living conditions and needs of refugees in Georgia. The survey is multi-faceted to include a study of the following subjects: living conditions, income and expenses, employment and education, access to public services, language and vocational training, and social networks.

The findings in this survey will assist stakeholders in elaborating short and long-term assistance, and are particularly intended for the strategic and policy planning of state institutions working on the integration of refugees in Georgia. The accuracy of this report and the views expressed in this document are those of the research team and do not represent the views of UNDP or UNHCR.

CONCEPT OF REFUGEE INTEGRATION

According to the UNHCR policy on refugee protection and solutions in urban areas, the level of integration can be measured through progress achieved in the following areas under the responsibility of the government:

- a) Provision of and access to reception facilities
- b) Registration and data collection
- c) Provision of documentation
- d) Access to Refugee Status Determination aligned with international standards
- e) Community outreach activities and fostering constructive relations with urban refugees
- f) Maintaining security
- g) Promoting livelihoods and self-reliance
- h) Ensuring access to healthcare, education, shelter and other services
- i) Ability to meet material needs
- j) Promoting integration as an available durable solution including naturalization
- k) Addressing the issue of freedom of movement.

According to the Law on “Refugee and Humanitarian Status” refugees and asylum-seekers enjoy freedom of movement and can take residence wherever they wish in Georgia. They have the right to work and equal access to education and healthcare including insurance coverage on par with the local population.

The government also manages a Reception Center for socially vulnerable asylum-seekers arriving in Georgia. Asylum-seekers can register at the Ministry for Internally Displaced Persons from the Occupied Territories, Accommodation, and Refugees of Georgia (MRA) and receive an asylum-seeker certificate with which they apply to the Public Service Development Agency (PSDA) for the issuance of a temporary residence card.

Refugee status determination is implemented by the MRA, which also provides exceptional medical, social, and rental assistance to refugees in need who meet specific vulnerability criteria. While refugees are free to move within Georgia, they cannot leave Georgia during the course of their refugee status determination.

Durable solutions can be attained by refugees who pass through the naturalization process in Georgia which is available to them after a five-year residence in the country.

In late 2015, after focus group discussions with refugees and asylum-seekers took place in Tbilisi, a UNHCR-funded center was established by the United Nation Association of Georgia (UNAG) with the purpose to create a space for the refugee community to network, participate in learning and experience sharing, and to create a forum for cultural exchange between Georgians and the refugee community. Vocational training is also envisioned for the beneficiaries of the center.

The need for a better understanding of the livelihoods situation of refugee households in Georgia prompted the initiative of a socio-economic baseline survey to establish the level of economic and social integration achieved by refugees despite the lack of livelihoods programming for refugees.

METHODOLOGY: SURVEY DESIGN AND IMPLEMENTATION

To assess the socio-economic situation of refugees in Georgia, a household survey methodology was used. At the initial stage of the survey, it was decided to conduct as many interviews with refugees as possible. Interviews were planned with all reachable respondents during the period of October-November 2015 in Tbilisi and other regions of Georgia. A structured questionnaire was developed by the ACT, in coordination with UNHCR and UNDP, using mainly closed-ended questions in multiple or single choice format. The questionnaire was translated into relevant languages (Arabic, Russian and English) and later adjusted according to the results of the pilot exercise organized in October 2015 (26 pilot interviews in total conducted by four interviewers). ACT recruited interviewers for fieldwork, using the following criteria to short-list potential interviewers: proficiency in Arabic, English and Russian as well as good communication skills and experience in conducting interviews. Before fieldwork, all short-listed interviewers received special trainings in interview techniques and cross cultural sensitivities, such as: style of communication, dress-code, culturally sensitive behavior, and cross gender communication. As a result of the training, a final list of interviewers was produced, based on motivation and good communication/interviewing skills. In total, 18 interviewers participated in the fieldwork of the survey. Furthermore, ACT created a special outreach team: two Arabic speakers, one Russian speaker, and one English speaker that were responsible for contacting potential respondents in advance, in order to ensure proper information/mobilization of the potential respondents and facilitate a high response rate. The outreach team was responsible for providing information to the target group about the goals and objectives of the survey and arranging the time and venue of each interview. By the end of each day all pre-arranged interviews were examined and distributed to interviewers. A face-to-face interview technique was used for data collection, and interviewers either visited respondents in their homes or invited them for interviews at the ACT office. The average interview lasted between 25-45 minutes, depending on language interpretation needs.

Although the study aimed to interview all refugees, ACT interviewers were only able to interview 451 individuals. Among the total number of 451 interviews, 289 were conducted in Tbilisi and 162 in various regions: Kvemo Kartli, Kakheti, Imereti, Adjara, Samegrelo and Mtskheta-Mtianeti. The starting age of interviewees is seventeen. There were 281 males and 170 females interviewed. The vast majority of respondents fall within the 35-44 and 25-34 age groups. Interviews were conducted in Arabic, Russian or English and the average duration of each interview ranged from 25 - 45 minutes. Due attention was given to the confidentiality of the data and access to collected data was restricted to a limited number of ACT staff so as to secure the highest confidentiality of information.

Once all interviews were completed, the data was consolidated into a SPSS database, followed by a data cleaning procedure. Once cleaned, the data was statistically processed into SPSS 20.0. The finalized dataset was then analyzed by the main questionnaire subjects: demographics, living conditions, income and expenses, access to employment and vocational training, primary education and health services, and contextualized within the measures that facilitate the improvement of the above, such as access to information and social networks.



Photo 1: Humanitarian status holder from Iraq, teaching math at Babilo, an Arabic school in Tbilisi.

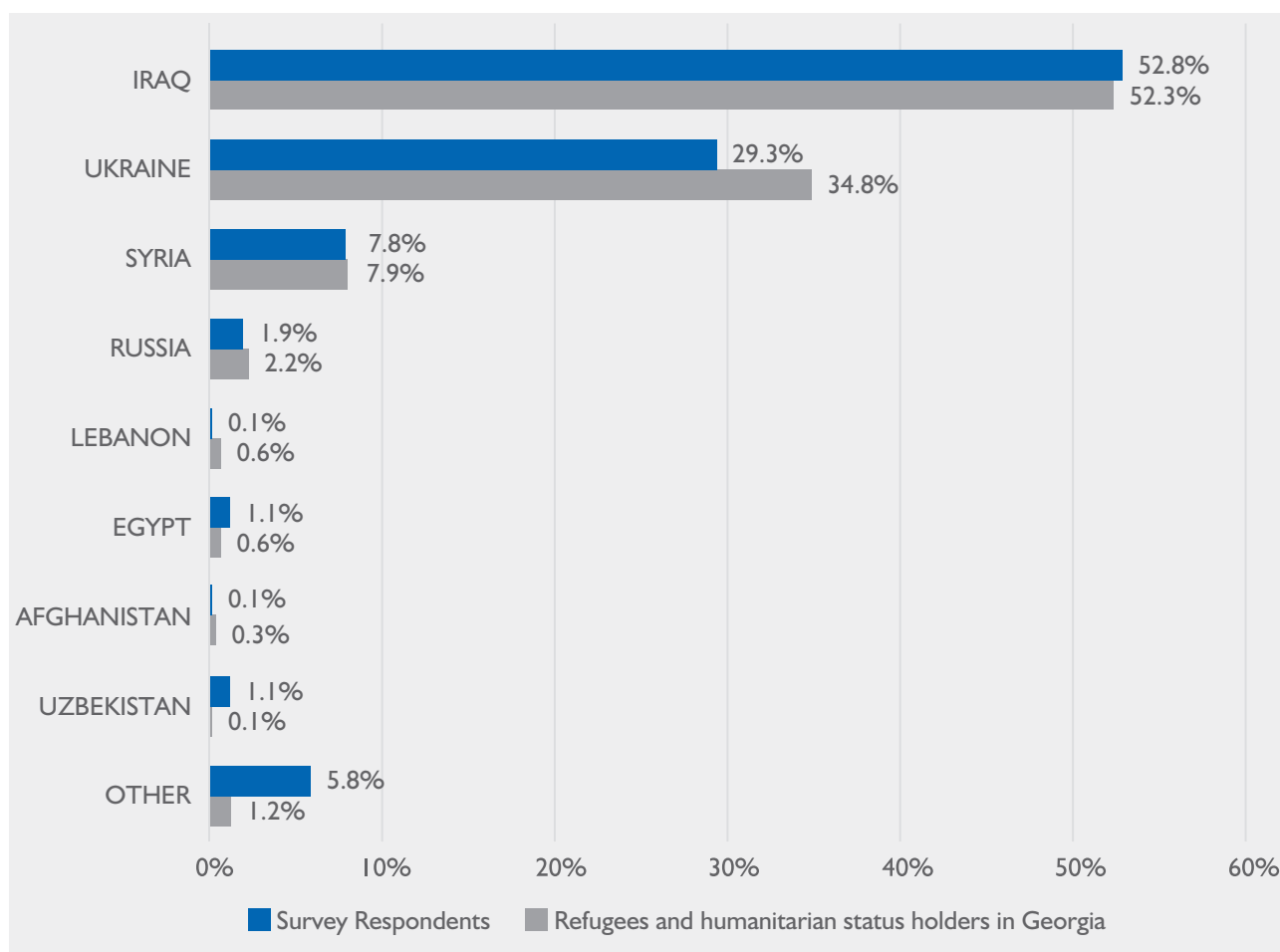
MAIN FINDINGS

I. DEMOGRAPHIC PROFILE AND SOCIO-ECONOMIC CONDITIONS

I.1. Demographic Profile

In the past three years, refugees and humanitarian status holders have come to Georgia from more than 15 different countries (asylum-seekers are excluded from Figure 1). The top three countries of origin are: Iraq (52.8%), Ukraine (34.8%) and Syria (7.8%); followed by Russia, Lebanon, Egypt, Afghanistan, Uzbekistan, Iran, Morocco, Kazakhstan, Nigeria, Saudi Arabia, Ivory Coast, Tunisia, Azerbaijan (10.1% in total). The demographic profile of the study respondents follows the general profile closely.

Figure 1. Country of origin of survey respondents vs. all refugees and humanitarian status holders in Georgia
(Totals = 100% each)



Respondents report the reasons for fleeing their homeland as being war, conflict and persecution. The table below outlines the age and gender breakdown of respondents.

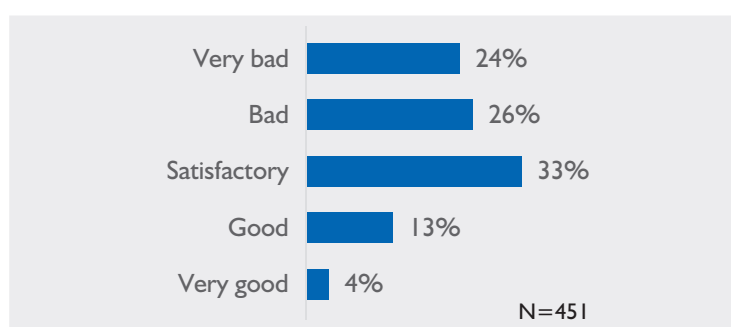
Table 1. Disaggregation of respondents by age and gender

Age Group		Gender		Total
		Female	Male	
Up to 18 years old	No.	6	5	11
	%	3.5%	1.8%	2.4%
18-24 years old	No.	21	69	90
	%	12.4%	24.6%	20.0%
25-34 years old	No.	48	59	107
	%	28.2%	21.0%	23.8%
35-44 years old	No.	56	52	108
	%	32.9%	18.5%	23.9%
45-55 years old	No.	20	58	78
	%	11.8%	20.6%	17.3%
56 and above	No.	19	38	57
	%	11.2%	13.5%	12.6%
Total	No.	170	281	451
	%	100.0%	100.0%	100.0%

1.2. Living Conditions

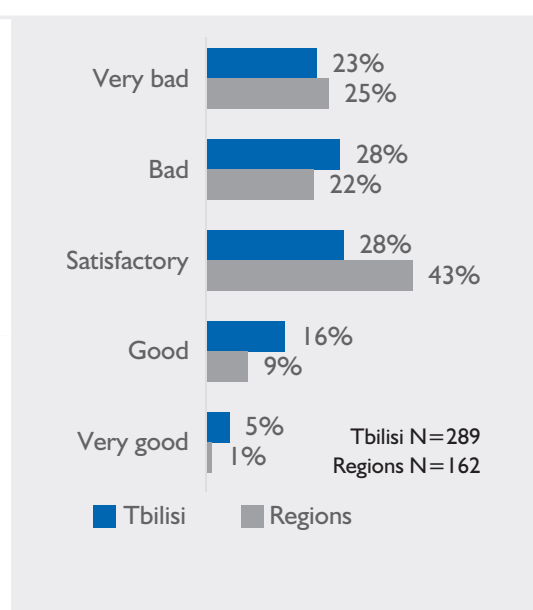
Respondents were asked to assess their living conditions on a scale of: very bad, bad, satisfactory, good and very good. Fifty percent of respondents considered their living conditions to be bad, or very bad, 33% considered them to be satisfactory, while only 17% considered living conditions to be good or very good (Figure 2). In relation to the question “to what extent are living conditions an issue?” only 21% referred to it as being the most problematic issue for the family. The survey demonstrates that there is a difference between refugee living conditions in Tbilisi and other regions.

Figure 2. Assessment of family living conditions (Total=100%)



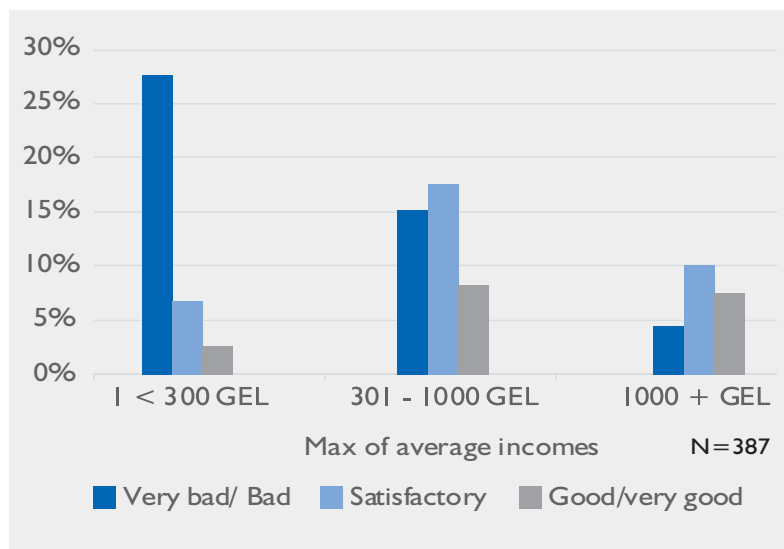
Out of the 451 respondents, 36% live outside of Tbilisi. In the regions, almost half of the respondents reported living conditions as ‘satisfactory,’ while in Tbilisi only 28% of refugees consider living conditions as ‘satisfactory.’ Fifty-one percent of respondents living in Tbilisi and 47% of respondents living in the regions report ‘very bad’ or ‘bad’ living conditions, while 21% of respondents in Tbilisi and 10% of respondents living in outer regions consider their conditions as ‘good’ or ‘very good’ (Figure 3).

Figure 3. Assessment of family living conditions, urban vs. rural (Totals = 100% each)



The gap between the 'bad'/'very bad' and 'good'/'very good' living conditions is much higher in Tbilisi, than in outer regions. **This highlights the polarization and difference of levels of quality of life in Tbilisi, while refugee living conditions in outer regions are more homogenous.** Furthermore, Figure 4 shows that 'bad' living conditions are closely related to the average income of refugees.

Figure 4. Assessment of family living conditions per average income



As the survey indicates, 28% of households with lower income are less satisfied with their living conditions, whereas households with higher income are more satisfied.

The survey asked respondents to assess their living conditions in details. Overall, 60% of refugees consider housing space to be adequate and not crowded. In outer regions these indicators are higher (66%) than in Tbilisi (56.1%), and only 21% assessed their housing space conditions as poor. Furthermore, over 60% of the respondents considered housing amenities (electricity, running water, gas, heating, furniture etc.) to be excellent.

The difference between the levels of satisfaction in fundamental housing amenities in Tbilisi and the outer regions is not significant. Those who are unemployed, economically inactive and/or engaged in menial occupations are most likely to have insufficient housing space and poorer household amenities.

Figure 5. Access to household amenities in Georgia (multiple choice)

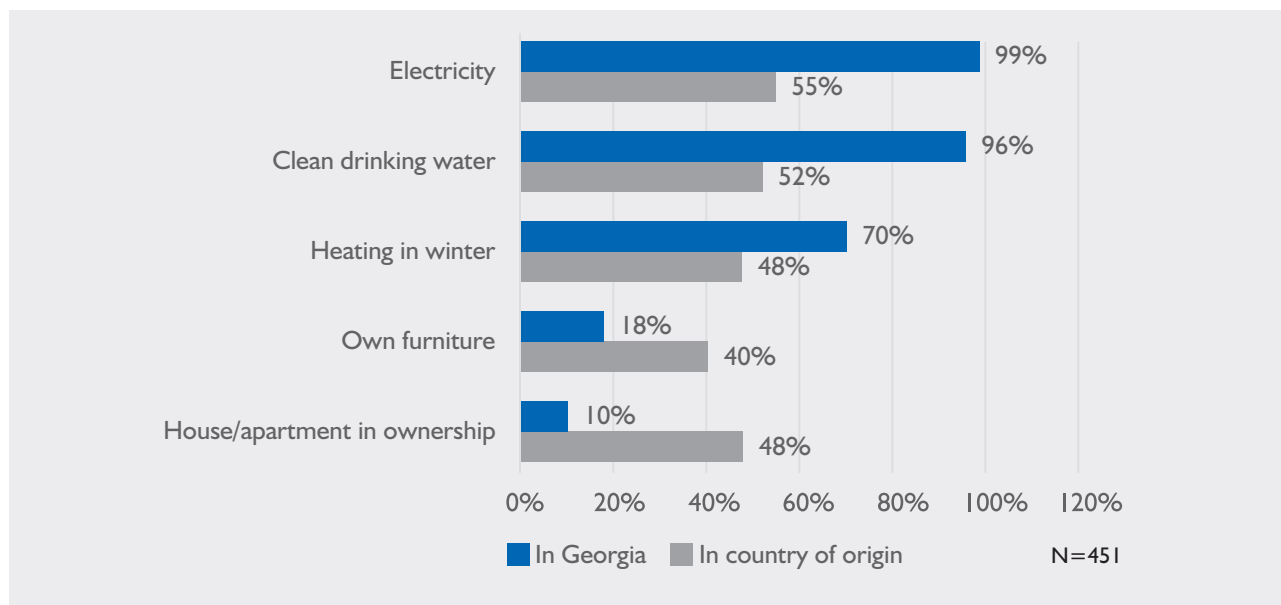


Figure 5 depicts the difference between household amenities in Georgia and the country of origin. It was found that access to most housing amenities, such as water, electricity and heating is better in Georgia than in the countries of origin, with the exception of furniture.

Figure 6. Physical capital

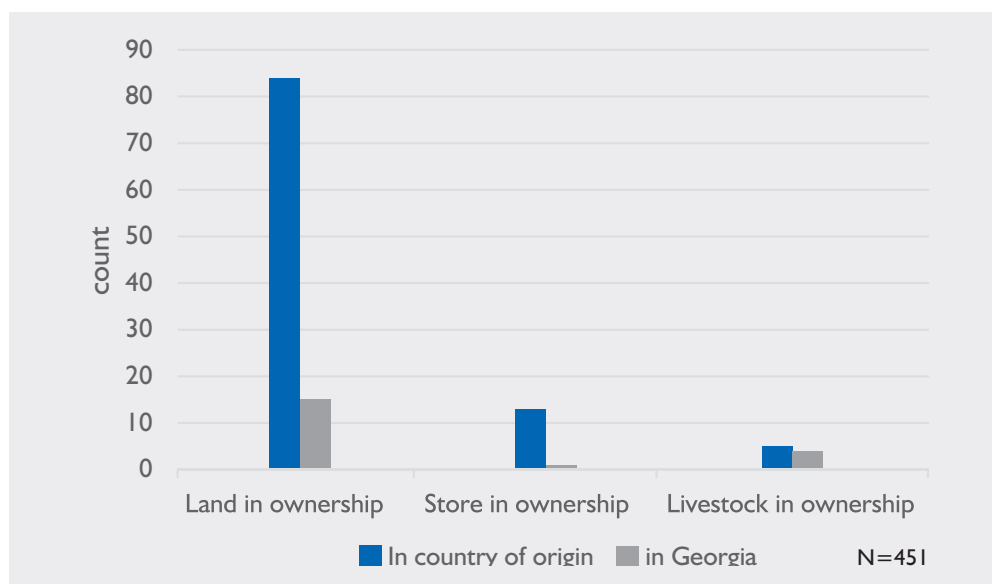


Figure 6 shows that only 15 households possess land and four households possess livestock in Georgia. This is despite the fact that foreigners have an equal right to a freehold title to farmland as nationals.

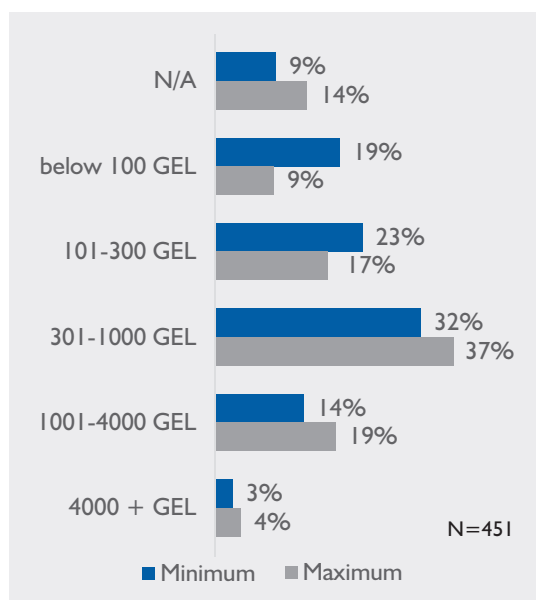
According to the survey, low income households, poor access to loans and lack of information on privatization are barriers to land ownership.

It is notable that property and land ownership in Georgia falls behind that of the country of origin. Only 10% of respondents own property and 3% own land in Georgia, in comparison to 48% and 19% respectively in the country of origin. The status of property ownership was much better in the country of origin, given that almost half of those interviewed had owned property in their country of origin.

1.3. Income and Expenditures

The following section reviews the household monthly income, source of income, primary sources of income, and household expenditures.

Figure 7. Household average monthly income (Totals = 100% each)



As Figure 7 outlines, the average income of refugee families varies across the sample, from less than 100 GEL to more than 4,000 GEL per month. A higher proportion of families have a monthly average income within the range of 301-1,000 GEL. Respondents were asked to provide the minimum and maximum levels of their family's average monthly income. Within the household average monthly income range of 301-1,000 GEL, 32% of respondents named their income within this minimum range, while 37% stated their income fell within this maximum range. The poorest segment of refugees is represented by respondents who stated that respectively their minimum (19%) and maximum (9%) household income is less than 100 GEL. Further, the maximum income of 17% of families does not exceed the range of 101-300 GEL, while for 23% of the families it is the minimum income range. 19% of refugee families have a maximum monthly income of 1,001-4,000 GEL, while 14% of the sample have this as their minimum income range. A small proportion of the sample (3-4%) report their monthly income as above 4,000 GEL.

Generally, the mean value of the average monthly income of refugee households is within the range of 611-865 GEL. Taking into account that in Georgia in 2014, the average monthly household income was 983.9 GEL,¹ the household income of refugees does not fall much behind that of Georgian households².

¹ Source: Household Incomes Data. National Statistics Office of Georgia. http://geostat.ge/index.php?action=page&p_id=182&lang=eng

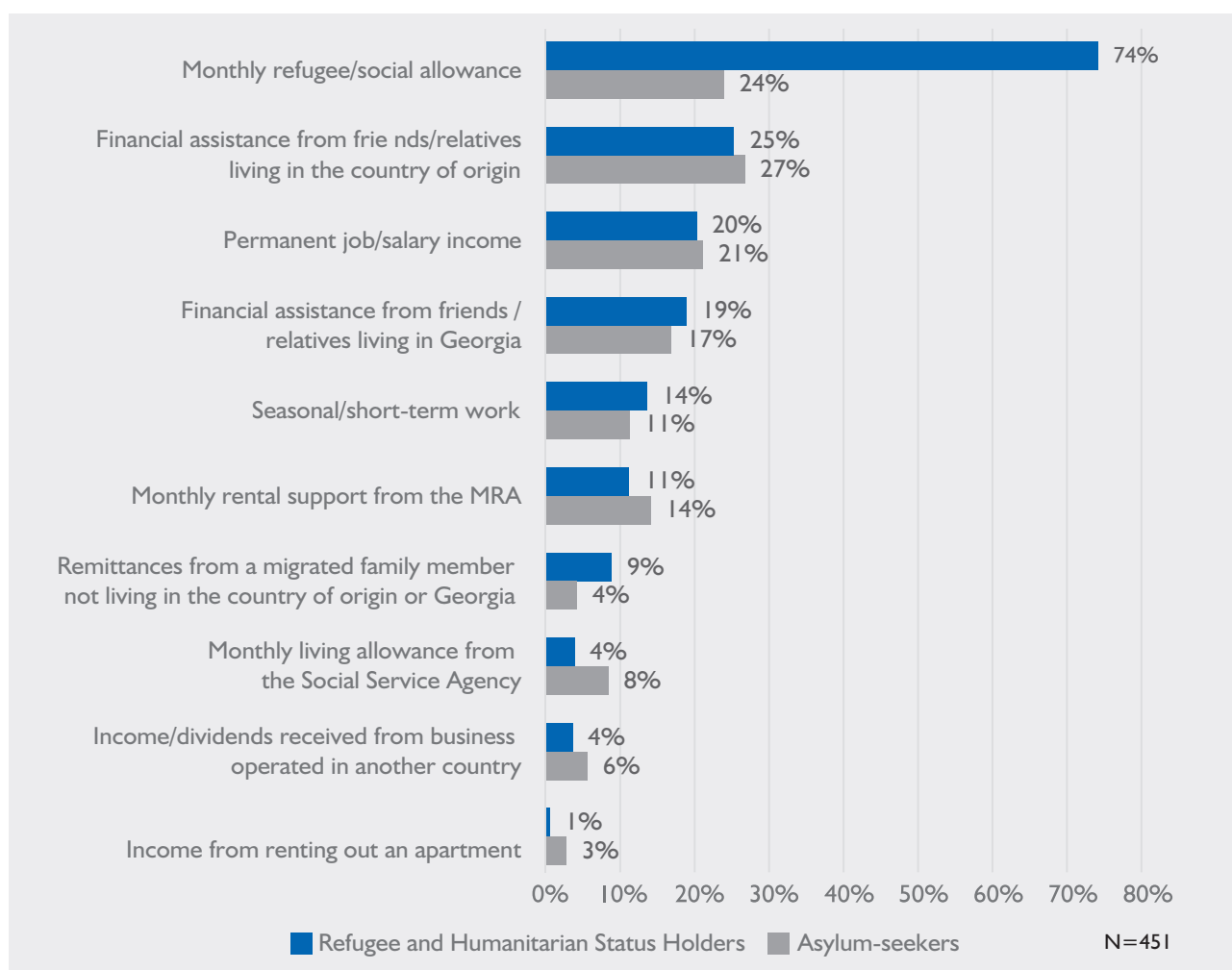
² Also one should acknowledge, that the average family size of interviewed refugees is 2.6, while the average size of Georgian households is 3.5.

In assessing the main sources of income for the respondent group, there are some differences between refugees/humanitarian status holders and asylum-seekers that warrant separate examination.

According to Figure 8, sources of income for refugee and humanitarian status holder families include: a monthly refugee allowance of 45 GEL (74%)³, financial assistance from friends and relatives living in the country of origin (25%), permanent employment/salary (20%), financial assistance from friends and relatives living in Georgia (19%), seasonal/short-term work (14%), monthly rental support from the MRA (11%), and remittances from migrated family members not living in the country of origin (9%). Other minor sources of income are monthly living allowances from the Social Service Agency (4%)⁴, business income/dividends (4%), savings (2%), and income from renting an apartment (1%)⁵.

In comparison, asylum-seekers' income sources are financial assistance from friends and relatives living in the country of origin (27%), monthly MRA social allowance for asylum-seekers (24%),⁶ permanent employment/salary (21%), financial assistance from friends and relatives living in Georgia (17%), monthly rental support from the MRA (14%), seasonal/short-term work (11%), monthly living allowances from the Social Service Agency (8%), income/dividends received from business (6%), remittances from migrated family members not living in the country of origin (4%), income from renting out an apartment (3%), other aid from the Ministry (3%) and savings (1%). It is also notable that 24% of asylum-seekers report monthly refugee allowance as one of the primary income sources regardless of the fact that asylum-seekers are not eligible for this allowance. In effect, it may indicate that the family of the asylum-seeker has a household member who has already received refugee status.

Figure 8. Sources of household income for refugees, humanitarian status holders, and asylum-seekers
Which of the following sources of income does your household have? (multiple choice)



3 All recognized refugees and humanitarian status holders, regardless of vulnerability, receive a monthly allowance of 45 GEL from the MRA.

4 Social allowances (including pensions) are only available to Georgian citizens, therefore in this case the refugee has a family member who is a Georgian citizen.

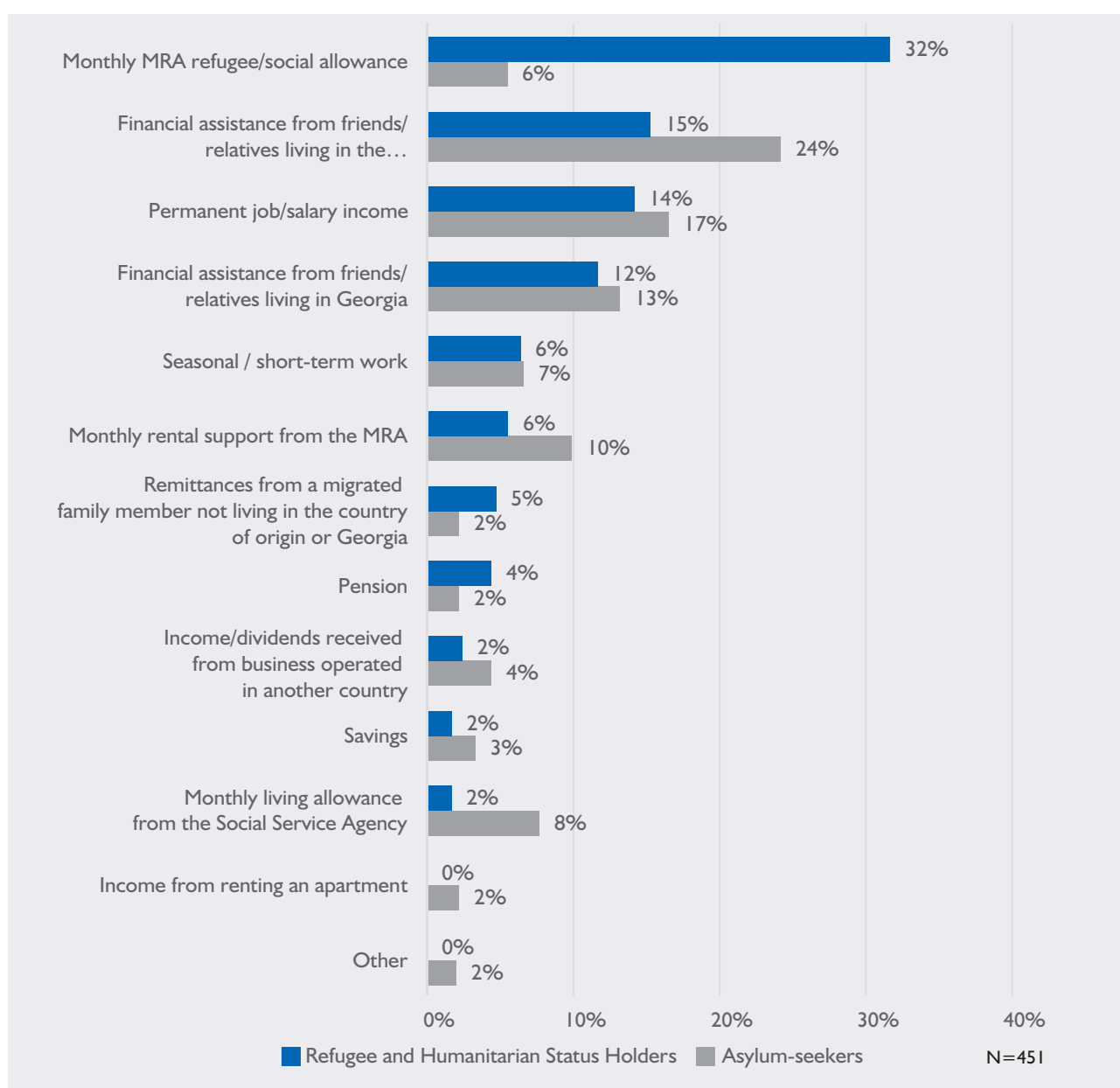
5 Respondents were asked all sources of their family income.

6 This allowance is only provided to socially vulnerable asylum-seekers living in the Reception Center, or those outside of the Reception Center who were granted exceptional social assistance by the MRA. The monthly allowance at the Reception Center is 80 GEL per head of household, and 60 GEL for all other household members.

Figure 9 illustrates the importance (share to total) of various income sources for refugee/humanitarian status holder and asylum-seekers families in terms of their size⁷. In general, the largest proportion of refugee and humanitarian status holder households report that their main sources of income are monthly refugee allowance of 45 GEL (32%), financial assistance from friends and relatives living in the country of origin (15%), permanent employment/salary (14%), financial assistance from friends and relatives living in Georgia (12%), seasonal/short-term work (6%), monthly rental support from the MRA (6%), remittances from migrated family members not living in the country of origin (5%), pension (4%), business income/dividends (2%), savings (2%), and monthly living allowance from the Social Service Agency (2%).⁸

For asylum-seekers, the main source of income is financial assistance from friends and relatives living in the country of origin (24%). Other primary sources of income as reported by asylum-seekers are: permanent employment/salary (17%), financial assistance from friends and relatives living in Georgia (13%), monthly rental support from the MRA (10%), monthly living allowance from the Social Service Agency (8%)⁹, seasonal/short-term work (7%), monthly allowance from the MRA (6%), business income/dividends (4%), monthly MRA social allowance for asylum-seekers (6%), remittances from migrated family members not living in the country of origin 2%), income from renting out an apartment (2%), savings (3%) and other sources (2%).

Figure 9. Main sources of household income for refugees, humanitarian status holders and asylum-seekers
(Totals = 100% each)



7 In this question, the respondents were asked to select only one main source of their family income.

8 Social allowances (including pensions) are only available to Georgian citizens, therefore in this case the refugee has a family member who is a Georgian citizen.

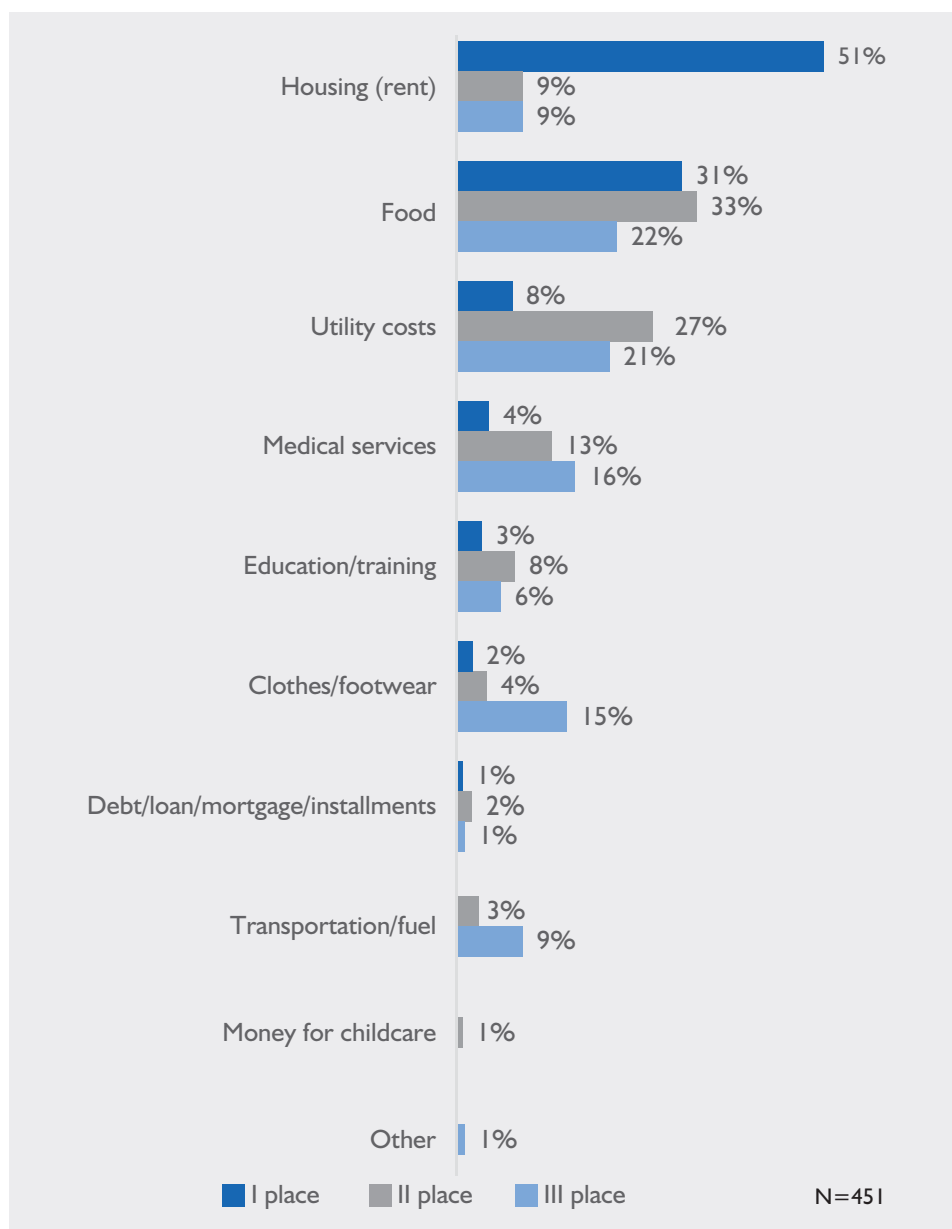
9 Ibid.

The analysis of the main sources of income suggests that the income of almost two-thirds of refugees, humanitarian status holder and asylum-seeker families depends on either government assistance or support from social networks. Less than 20% of the sample has a stable income from permanent employment or in the form of business dividends.

Expenditures

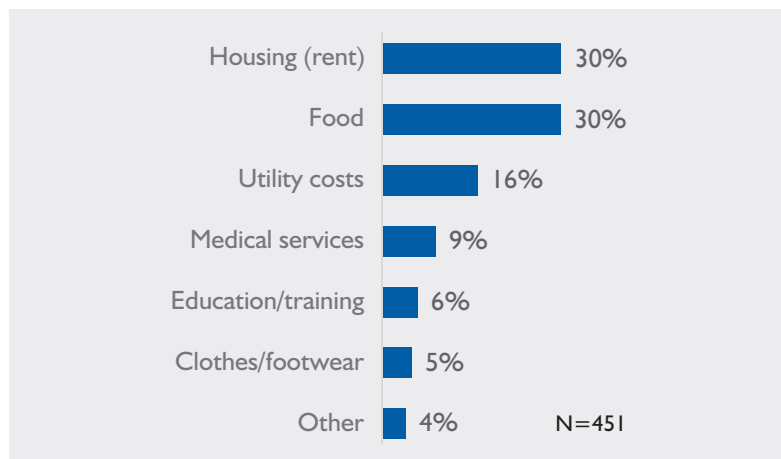
To determine the expenditure priorities of refugee families, respondents were asked to list the top three expenses which their households incur on a monthly basis.

Figure 10. Top household expenses - 1st, 2nd and 3rd places
Please list the top three expenses which your household incurs on a monthly basis. (Totals = 100% each)



The data provided in Figure 10 suggests that housing/rent, food and utility costs represent the top expenditure items for refugee households. For instance, rent was selected among the top three expense items by 51% of respondents. Nine percent of respondents rated rent as the second top expense and another 9% of respondents ranked it as the third top expense. Food expenses account for the highest expenditure item for 31% of refugee families, and the second top expense for 33% of families. Other big expenditure items of refugee households are: utility costs (8% of respondents' place them first; 27% second); medical services (the largest expense for 4%; the second and the third most important item for 13% and 16% respectively). Other listed expenditures include education, clothes/footwear, debts/mortgage, transportation, and childcare.

Figure 11. Ratings of top expenses of households (Total = 100%)



Based on this data, the ratings of all of the expenses were calculated (Figure 11), demonstrating that household rent and food expenses are far greater than other expenses, with a 30% rating each. These items are followed by utility costs (16%); medical services (9%); education/training services (6%); and clothing/footwear expenses (5%). Other expenditure items (such as debt/loan/mortgage/installments, transportation/fuel and money for childcare) receive very small rating scores (4% in total).

The comparison of expenses in refugee households with expense priorities of Georgian families¹⁰ shows that refugees are in a more disadvantaged position with regard to consumption patterns. While there is a substantial proportion of refugee household expenses that consists of rent, most Georgian households are home owners and do not pay rent¹¹. **Having average incomes that are more or less comparable to those of Georgian households, refugees facing high housing costs have relatively reduced consumption levels of other items as compared to the local population.**



Photo 2: Information session for refugees at the Open House center for refugees, funded by UNHCR and run by UNAG.

¹⁰ Statistical Yearbook of Georgia 2014, National Statistics Office of Georgia. Tbilisi, 2014

¹¹ Exact numbers are not available for comparison in official statistical sources. Housing rent is not listed among the main household expenditure items and is not incorporated into the "other costs" lines of official reports of the National Statistics Office of Georgia.

2. EDUCATION & EMPLOYMENT

This section explores refugee education and employment in the country of origin, current employment in Georgia, methods of finding work in Georgia, intentions to seek employment, business ownership in Georgia, and vocational training needs. The term “pre-departure” refers to education and employment in the countries of origin, prior to arriving in Georgia. All other findings refer to current education enrolment, employment, assets, and vocational training accessed in Georgia.

2.1. Pre-Departure Education Status of Refugees

Table 2 presents the level of education that refugees completed in their countries of origin. About 32% of refugees have completed a university undergraduate or graduate degree in their country of origin. Approximately 16% of the sample have received professional technical/tertiary/vocational education. 27.5% of the refugee sample have completed up to secondary education, while 20.7% have not, and 2.2% have obtained no education at all. According to Table 2, there is no significant difference in the attained level of education between male and female refugees.

Of note is that the average education level of refugees compares favorably to that of the Georgian host population.¹² **The relatively high proportion of refugees with higher education demonstrates their potential, given a conducive policy environment, to contribute positively to local communities and the economy.**

Table 2. Education level attained by refugees, by gender

Attained Level of Education	Indicator	Gender		Total
		Female	Male	
Without education	No.	5	5	10
	%	2,9%	1,8%	2,2%
Incomplete secondary education	No.	34	59	93
	%	20,0%	21,0%	20,7%
Complete secondary education (12 grades)	No.	46	78	124
	%	27,1%	27,8%	27,5%
Professional / Technical education	No.	27	48	75
	%	15,9%	17,1%	16,6%
Higher education (Bachelor, Master)	No.	56	88	144
	%	32,9%	31,2%	31,9%
Post-graduate degree / PhD	No.	1	1	2
	%	0,6%	0,4%	0,4%
Do not know	No.	1	2	3
	%	0,6%	0,7%	0,7%
Total	No.	170	281	451
	%	100%	100%	100%

¹² Source: Authors calculations based on the 2012 household survey dataset provided by National Statistics Office of Georgia.

2.2. Pre-Departure Employment Status of Refugees

Before settling in Georgia, 63% of refugees had a profession (teacher, engineer, accountant, lawyer, IT technology, designer, driver etc.), and approximately 67% of the sample were employed (Table 3). More than 30% of refugees were employed for a period of ten years and more.

Table 3. Pre-departure profession and employment status of refugees

Refugee Pre-departure Status	Number	Percent
With profession	284	63%
Employed	301	66,7%

In the pre-departure period, males on average show a higher percentage of employment than females as shown in Table 4.

Table 4. Pre-departure employment status of refugees, by gender

Employment Status	Indicator	Gender		Total
		Female	Male	
Employed	No.	94	207	301
	%	55,3%	73,7%	66,8%
Not employed	No.	73	66	139
	%	42,9%	23,5%	30,8%
Do not know	No.	3	8	11
	%	1,8%	2,8%	2,4%
Total	No.	170	281	451
	%	100%	100%	100%

2.3. Current Employment Status

Figure 12. Current employment status
Are you currently employed? (Total = 100%)

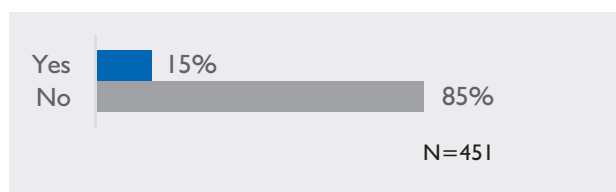


Figure 13. Employment in field/profession
Are you working in your field in Georgia? (Total = 100%)

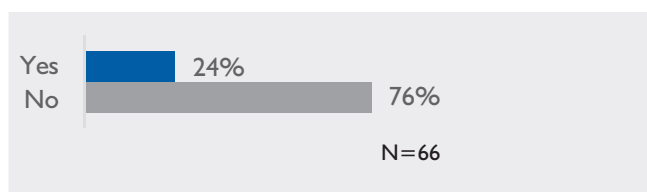


Figure 14. Full or part-time employment
Is your work full time or part time? (Total = 100%)

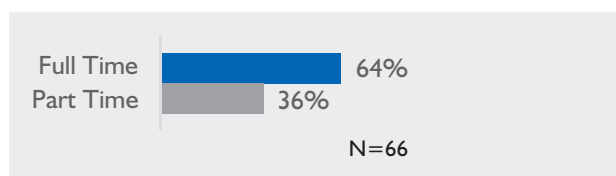
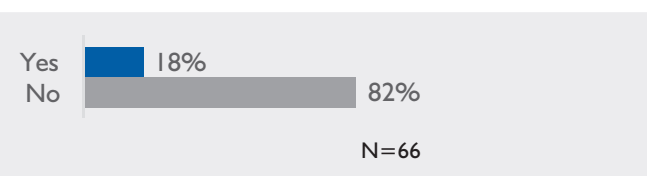


Figure 15. Employing others
Do you employ others? (Total = 100%)



As shown in Figure 12, only 15% of surveyed refugees are currently employed, and, of those employed, only 24% are engaged in the same field of work as they were before coming to Georgia (Figure 13). Sixty-four percent are full-time employees (Figure 14) and 18% employ others (Figure 15). According to Table 5,

the percentage of employed respondents slightly increases with the enhancement of their education level (% of employed out of this education group). The only exception lies within the category of respondents without education, which demonstrate higher employment proportions as compared to other categories. It can be assumed that this discrepancy is caused by the small number of respondents in this category (10 persons, only 2.2% of the whole sample). Of those currently employed, the highest proportions are those with higher education (37.9%), complete secondary education (22.7%) and professional technical education (18.2%), as per the percentage of employed out of total employed in Table 5.

Table 5. Education level and employment status of refugees

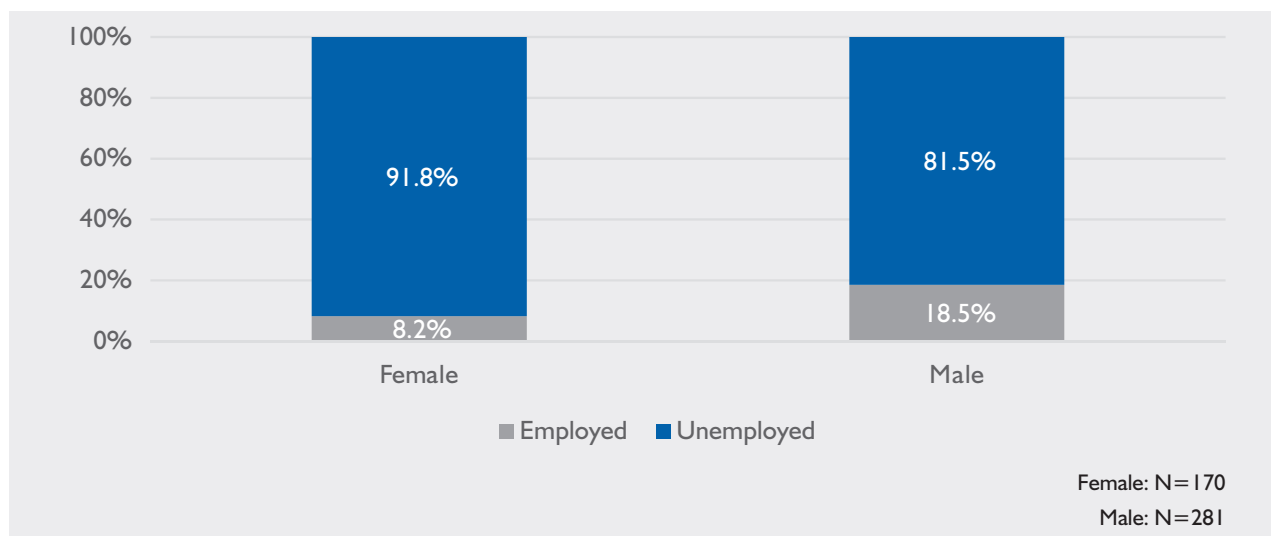
Attained Level of Education	Indicator	Employment Status		Total
		Employed	Not Employed	
Without education	No.	2	8	10
	% of employed out of this education group	20%	80%	100%
	% of employed out of total employed	3,0%	2,1%	2,2%
Incomplete secondary education	No.	11	82	93
	% of employed out of this education group	11,8%	88,2%	100%
	% of employed out of total employed	16,7%	21,3%	20,6%
Complete secondary education (12 grades)	No.	15	109	124
	% of employed out of this education group	12,1%	87,9%	100%
	% of employed out of total employed	22,7%	28,3%	27,5%
Professional / Technical education	No.	12	63	75
	% of employed out of this education group	16,0%	84,0%	100%
	% of employed out of total employed	18,2%	16,4%	16,6%
Higher education (Bachelor, Master)	No.	25	119	144
	% of employed out of this education group	17,4%	82,6%	100%
	% of employed out of total employed	37,9%	30,9%	31,9%
Post-graduate degree / PhD	No.	1	1	2
	% of employed out of this education group	50,0%	50,0%	100%
	% of employed out of total employed	1,5%	0,3%	0,4%
Do not know	No.	0	3	3
	% of employed out of this education group	0%	100%	100%
	% of employed out of total employed	0%	0,8%	0,7%
Total	No.	66	385	451
	% of employed	14,6%	85,4%	100%

The comparison of pre-departure and current employment status of refugees shows that the employment level of refugees in Georgia is far below their pre-departure employment level, meaning that after moving to Georgia, a significant part of previously employed persons could not find employment.

Compared to recent Georgian labor market indicators, it seems that the employment level of refugees (15%) is far behind that of the local population, despite a comparable education level. According to the National Statistics Office of Georgia in 2014, 87.6%¹³ of the labor force of Georgia was employed.

Furthermore, the gender difference in employment (Figure 16) indicates that male employment is 10 percentage points higher than female employment. This difference is especially acute for refugees from Iraq and Syria, and less for refugees from Ukraine.

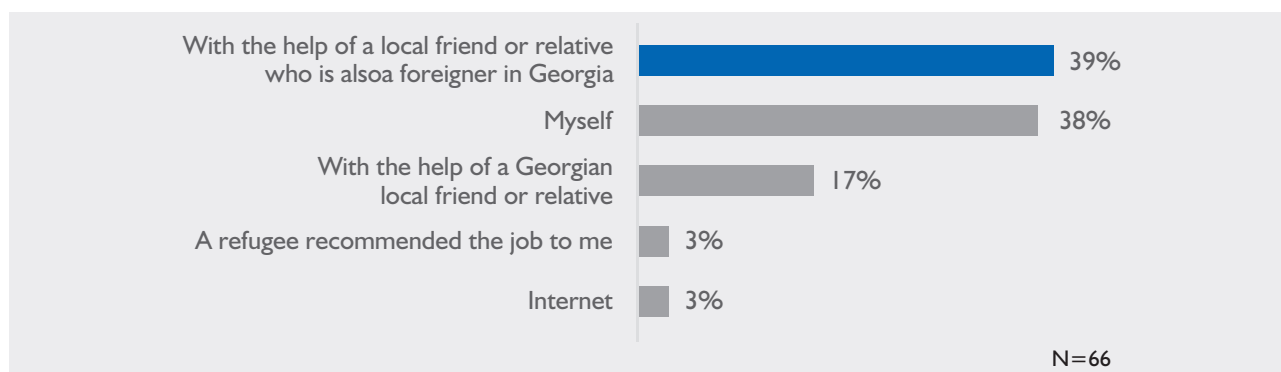
Figure 16. Current employment status by gender (Totals = 100% each)



In addition to an analysis of the state of employment of refugees, the survey explored methods that refugees used to successfully find employment in Georgia. According to Figure 17, social networks play an important role in helping refugees find employment. Of the respondents who are currently employed, 39% reported that they found employment with the help of a local friend or relative who is also a foreigner in Georgia, 38% found work on their own, 17% found work with the help of a Georgian local friend or relative, 3% from the recommendation of another refugee, and another 3% via the internet.

Figure 17. Ways of finding employment

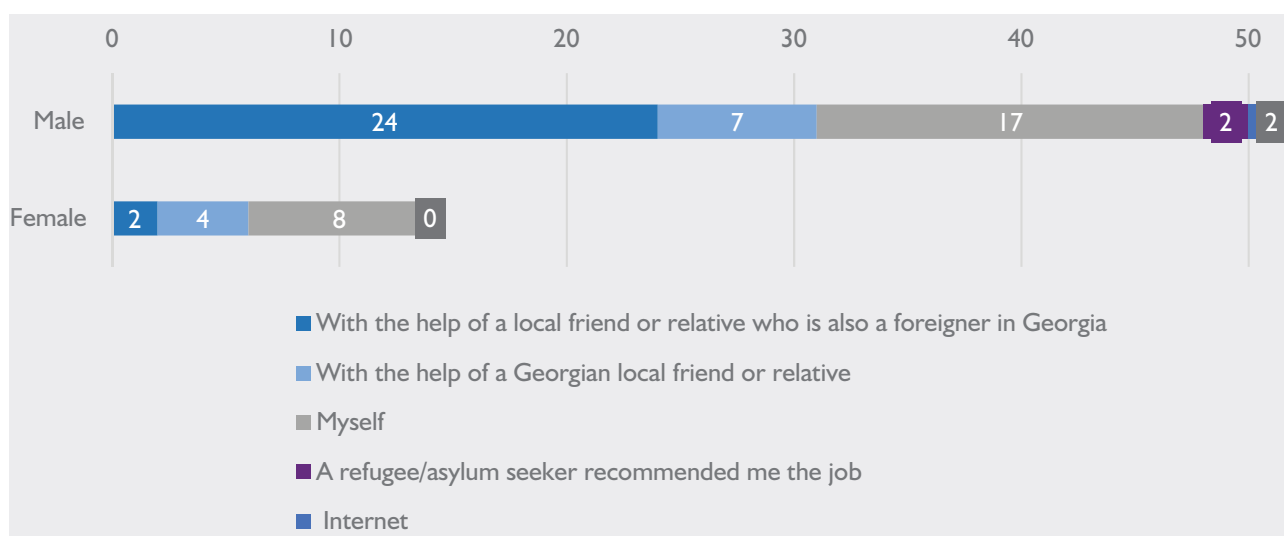
Q: Please tell me, how did you find employment? (Total = 100%)



13 Source: Employment and Unemployment data. National Statistics Office of Georgia. http://geostat.ge/index.php?action=page&p_id=146&lang=eng

In the process of finding employment, males rely on social networks more intensively than females, according to Figure 18. Interestingly, the majority of employed females found work on their own.

Figure 18. Ways of finding employment by gender



Among the refugees who are not yet employed, 52% are seeking any type of employment, 12% are searching for a specific job within their profession, and 36% are not attempting to find employment at all (Figure 19). The proportion of males who are seeking employment is substantially higher (by more than 20%) than the proportion of females. Most job seekers report that they have been seeking employment for a period of less than one year (46% of unemployed respondents), or for one to two years (13%). Only 4% of the unemployed respondents have been searching for work for more than two years (Table 6).

Figure 19. Intention of seeking employment
Are you looking for a job? (Totals = 100% each)

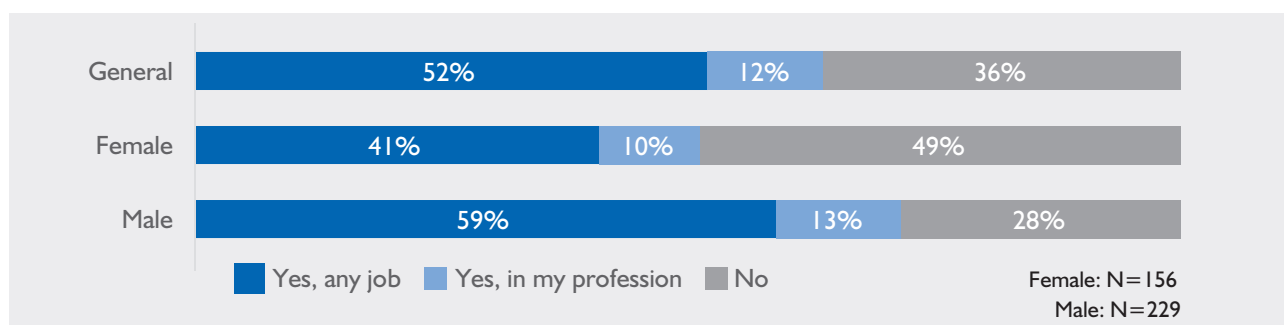
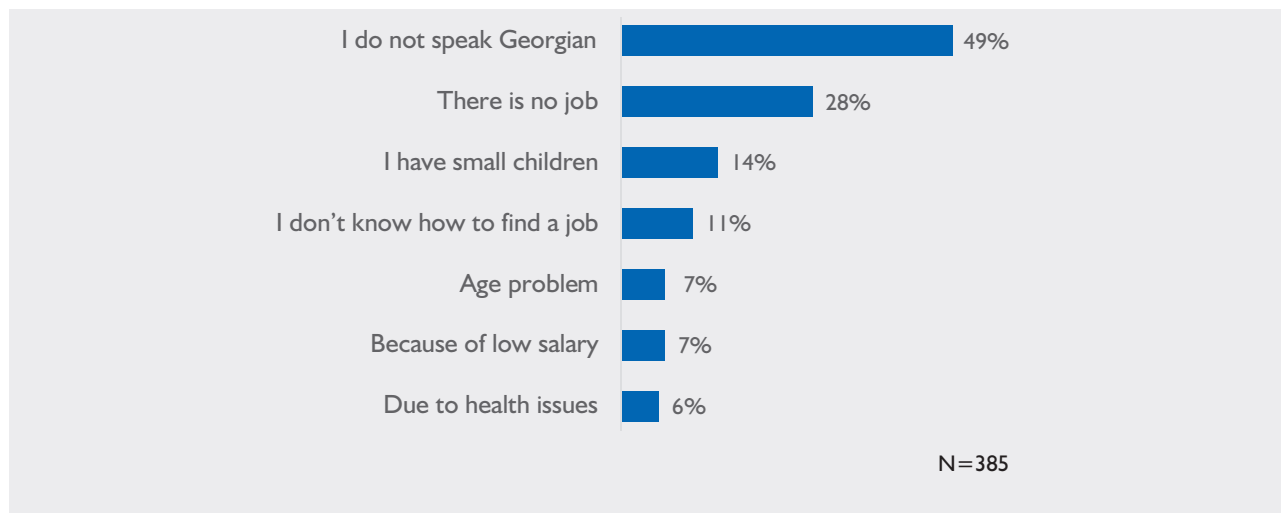


Table 6. Time period seeking employment

	Female	Male	Total
Not seeking employment	45%	25%	33%
Seeking employment for less than 1 year	37%	52%	46%
Seeking employment from 1 to 2 years	10%	15%	13%
Seeking employment from 2 to 3 years	1%	0%	1%
Seeking employment for more than 3 years	2%	5%	3%
Refuse to answer	5%	3%	4%
Total	100%	100%	100%

With regard to the obstacles to finding employment, refugees named lack of relevant language skills (49%) and the weak labor market (28%) as key barriers (Figure 20). Other reasons mentioned include dependents, such as young children (14%), the lack of job searching skills (11%), age (7%), low salary (7%), health issues (6%), studying (4%), lack of official documents¹⁴ and the lack of skills or experience (2% each). Of note is that only 1% of the respondents reported discrimination of foreigners as a barrier to employment.

Figure 20. Reasons for not finding employment
Q: Why could you not find a job? (Total = 100%)



The analysis of the survey data suggests that the difference between employment levels of Georgian speaking refugees and non-Georgian speaking refugees is not significant (table 7). The probability of finding employment rises marginally when a refugee speaks both Georgian and English.

Table 7. Employment status and knowledge of Georgian and English

Employment Status	Indicator	Georgian Knowledge		Georgian and English Knowledge		Total
		Yes	No	Yes	No	
Employed	No.	14	52	9	57	66
	%	14,9%	14,6%	16,1%	14,4%	14,6%
Not Employed	No.	80	305	47	338	385
	%	85,1%	85,4%	83,9%	85,6%	85,4%
Total	No.	94	357	56	395	451
	%	100,0%	100,0%	100,0%	100,0%	100,0%

In summary, it appears that although knowledge of Georgian is perceived as an important factor in securing employment, it is not the main condition for a successful job search. Knowledge of Georgian is found to facilitate employment only when combined with English knowledge or other external factors.

¹⁴ The lack of official documents as a barrier for finding employment applies only to asylum-seekers before they receive IDs. Once asylum-seekers receive IDs, employers have a basis to hire them, since asylum-seekers have the right to work in Georgia.

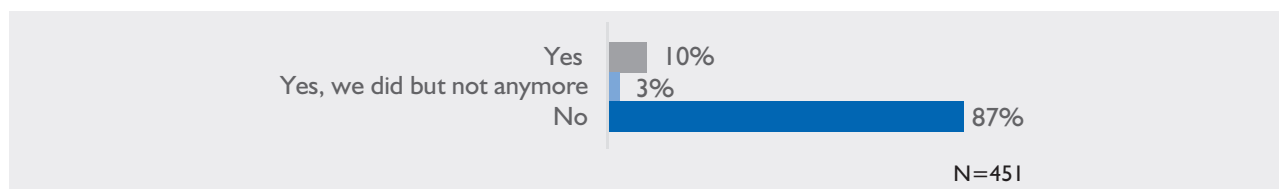
2.4. Business and Self-Employment

As depicted in Figure 21, 10% of refugee families own an operational business in Georgia, while 3% owned a business which they later had to close. Financial difficulty was among the main reasons for business closure, alongside other reasons such as robbery, lack of demand, and problems with management.

Figure 21. Business ownership in Georgia

Q: *Do you or your family member own a functional business in Georgia?*

(Total = 100%)

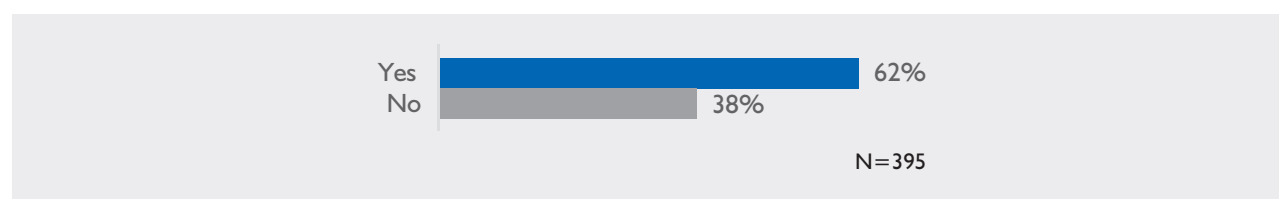


The following types of businesses are owned by refugee families: travel/tour agencies, clothing shops, bakeries, food stores, restaurants, beauty salons, translator and legal services.

Among those refugees who currently do not operate their own business, 62% had an intention to start one (Figure 22). These respondents indicated that they would like to open businesses in the following sectors: restaurants, food stores, travel/tour agencies, beauty salons, hotels, garage service, atelier, and clothes shops.

Figure 22. Intention of starting a business

Q: *Have you or your family ever thought about starting a business in Georgia?* (Total= 100%)



According to Figure 23, most refugees believe that their (current or intended) business ventures would benefit from general business training (54%) and legal training in local taxes and other relevant laws (40%). Other important types of business training, according to refugees, could be training in sales (22%) and training in public relations (PR) and marketing (18%).

Figure 23. Perceived need for training

Q: *Please indicate which of the below listed statements is most relevant to you? (multiple choice)*



2.5. Vocational Training in Georgia

According to Figure 24, only 7% of refugees have participated in vocational education training. The overwhelming majority of training participants consider that the training was “very helpful” or “helpful” (Figure 25). Trainings were held in the following fields: Georgian language courses, services (hotel, restaurants, food, stylist, etc.), accounting, construction, engineering, IT, cooking and others. Of note is that no significant gender difference in the number of training participants was identified.

Figure 24. Participation in vocational training

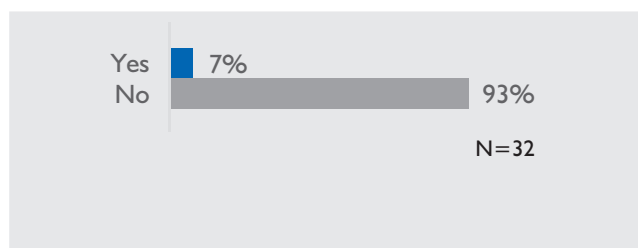
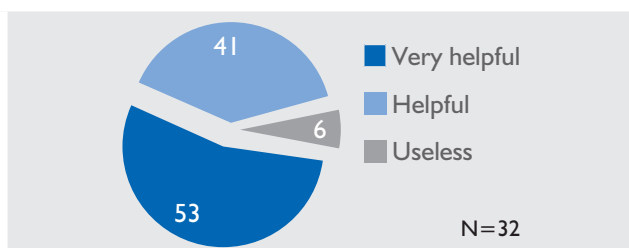


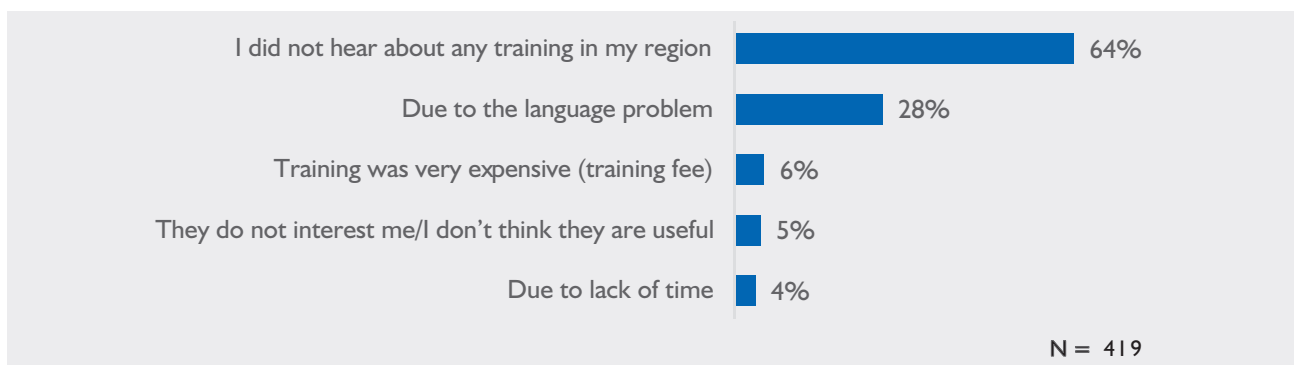
Figure 25. Usefulness of vocational training



The majority of refugees have not participated in any training. The main reasons for this are the absence of information on training held locally (64%) and a lack of proficiency in Georgian¹⁵ (28%). Training costs (6%) and lack of faith in the usefulness of training (5%) were also reasons for not participating in trainings (Figure 26). Other minor reasons for not attending trainings were the lack of time (4%), lack of flexibility (1%), health problems (1%), transportation difficulties (1%), and other problems (3%).

Figure 26. Reasons for not attending training

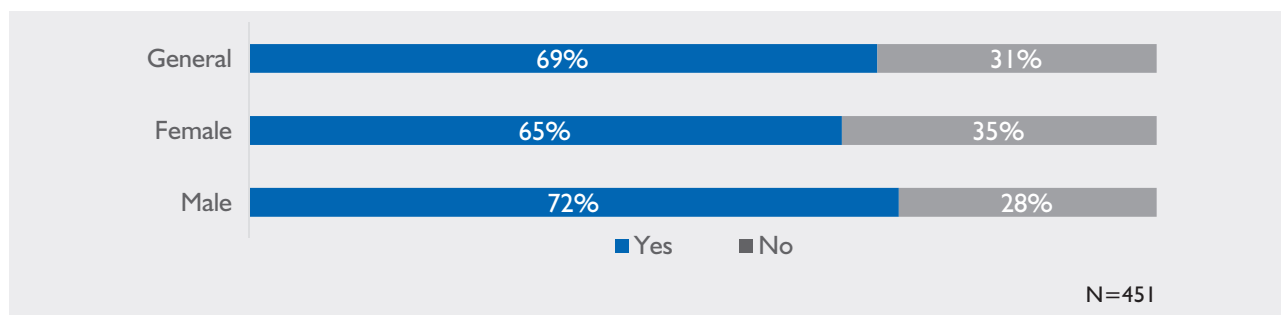
Q: What is the reason you did not attend any training or left it? (Multiple choice)



According to Figure 27, almost 70% of refugees would like to participate in training. Males show a slightly stronger interest in vocational training (by 7%) than females.

Figure 27. Intention of attending training in the future

Q: Would you like to attend training in the future? (Totals= 100% each)



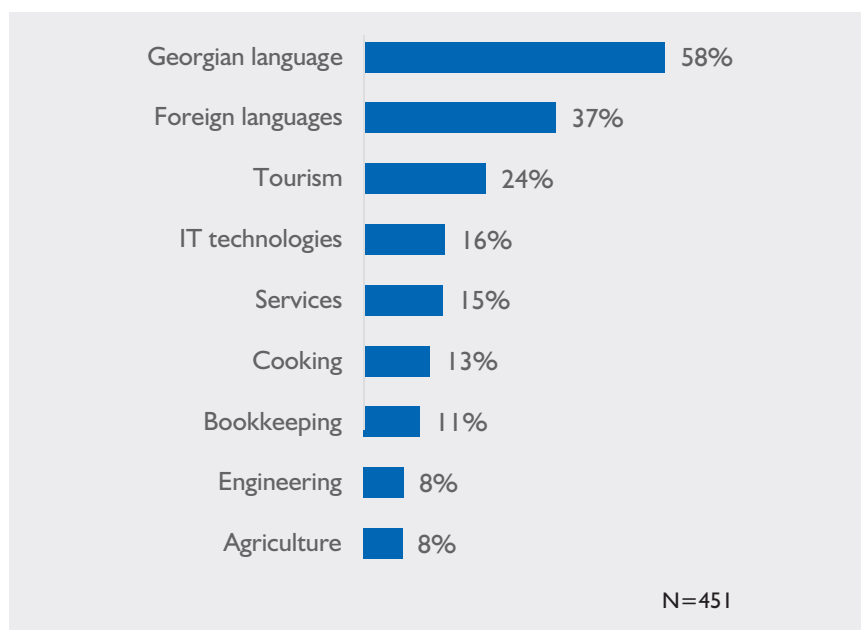
¹⁵ Training was offered only in Georgian.

Table 8. Optimal design of training

Hours a day	Average	
	3	
Days in total	Average	
	23	
Schedule	Morning hours	Evening hours
	56%	44%
Training contents	Broad	Specific
	36%	64%
Priority reason for training	Help with current employment	Help with potential employment
	19%	81%

Refugees who intend to participate in vocational training, on average, prefer to have three hours of training a day for a period of 23 days (Table 8). The majority of refugees (64%) wish to have specific content training. Eighty-one percent of respondents look for training that will help them with potential employment. Generally, the time preference for training is more or less balanced between morning (56%) and evening (44%) hours.

Figure 28 - Topics of training
Most interesting topics for training (multiple choice)



According to Figure 28, the three most preferred topics for training are Georgian language (58%), foreign (English) languages (37%), and tourism (24%). Other important areas for vocational training are: IT technology (16%), services (hotels, food, restaurants, hairdressing, babysitting, massage therapy) (15%), cooking (13%), bookkeeping (11%), engineering (8%), and agriculture (8%). Respondents also mentioned construction (5%), sewing (5%), joinery (4%), forestry (3%), electricity (3%), music (1%) and first aid/medicine (1%).

3. ACCESS TO EDUCATION IN GEORGIA

This section looks at refugee access to and enrolment in kindergarten, primary, secondary, and higher education institutions in Georgia.

3.1. Access to Kindergartens

As Figure 29 demonstrates, 11% of refugee families have kindergarten-age children, of these 77% have one child and 23% have two children of kindergarten age. Only thirty-five percent of kindergarten-age children attend kindergarten (Figure 30). The other 65% of refugees state that the main reasons for not going to kindergarten are the lack of available places in the kindergarten, lack of finance, lack of interest/desire and poor language skills (Figure 31). Only a small proportion of this part of the sample mentioned reasons such as long distance to pre-school facility (1%), lack of a stable place of residence (1%), inappropriate age (1%), problems with registering and documents (1%) and health issues (1%).

Figure 29. Households with kindergarten-age children
Q: Do you have kindergarten-age children?
(Total=100%)



Figure 30. Kindergarten attendance
Q: Does your child go to kindergarten?
(Total=100%)

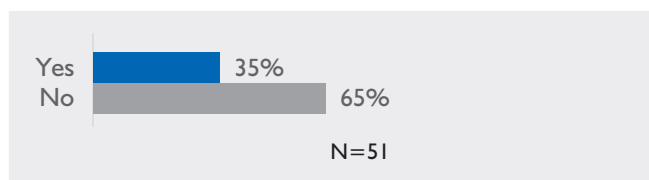
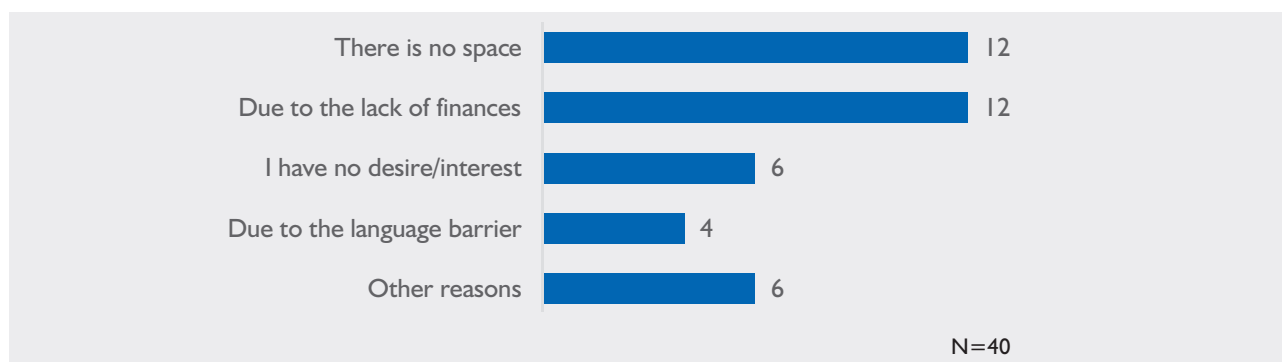


Figure 31. Reasons for not attending kindergarten
Q: If not, why? (in numbers)



3.2. Access to Primary and Secondary Schools

Approximately 23% (Figure 32) of refugee households have school-age children, of which 79% attend school (Figure 33). More than half of those refugee households whose children do not go to school, cite the reasons for non-attendance to be a lack of finances to buy school supplies, language barriers, lack of available places, lack of requested documents and distance to schools (Figure 34).

Figure 32. Households with school-age children
Q: Please tell me, do you have school age children? Total=100%

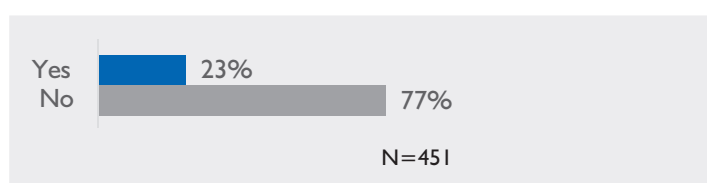


Figure 33. School attendance
Q: Does your child go to school? Total=100%

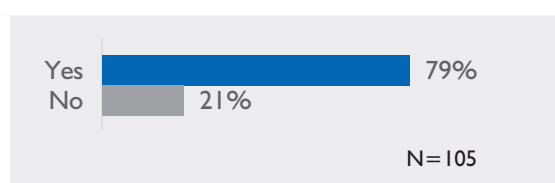
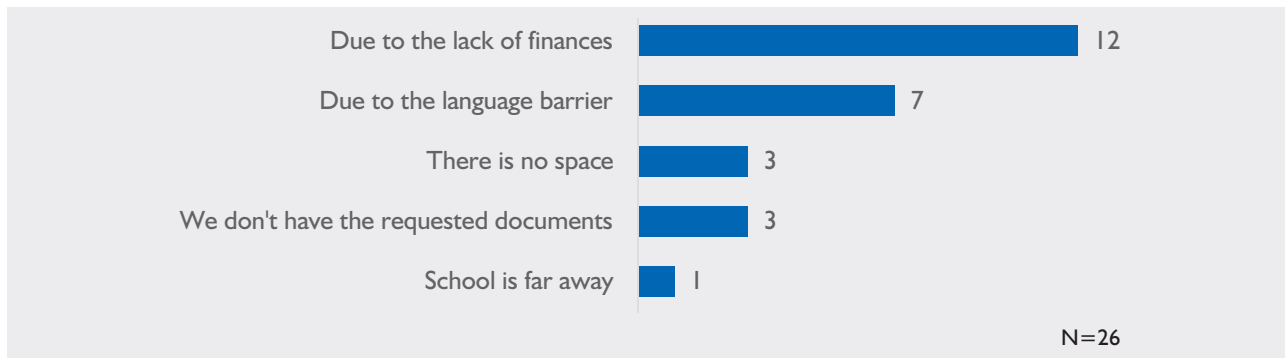


Figure 34. Reasons for not attending school

Q: *If not, why? (in numbers)*



3.3. Access to Colleges/Universities

According to Figure 35, 15% of refugee families have a family member who attends higher education. Twenty-five percent of refugees do not go to university because of financial issues, 23% due to old age, 19% note language as the underlying barrier, 13% state a lack of interest or because higher education is not needed (12%), and 8% cited that they need to prioritize work (Figure 36). Other reasons mentioned for not attending university were incomplete secondary education (5%), already completed university studies (4%), long distance to schools (2%), and the lack of transportation and documents (1% each).

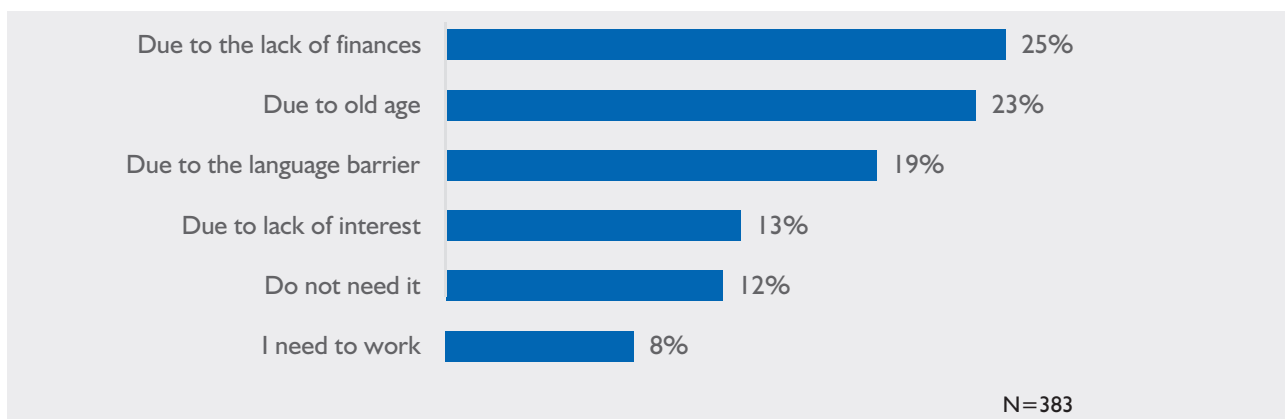
Figure 35. Local college/university attendance

Q: *Do you or your family members go to a local college/university? (Total=100%)*



Figure 36. Reasons for not attending university

Q: *If not, why? (Total=100%)*



4. ACCESS TO STATE PUBLIC INSTITUTIONS AND SERVICES IN GEORGIA

4.1. Problems in Accessing Public Services

According to Figure 37, 50% of refugees have no trouble accessing public services. The remaining respondents experienced difficulty accessing medical services (32%), education (25%), legal services (12%) and transportation (8%).

In terms of factors that restrict access to public services, the respondents cited lack of finances (52%) and language barriers (47%) as key issues that hamper access to public services for refugees. Other barriers for accessing public services, as specified in Figure 38, are the lack of documentation (11%), transportation issues (10%), legal issues (10%), and lack of sufficient information (9%). Only a minor number of refugees (1%) mentioned discrimination as an obstacle to accessing public services.

Figure 37. Problems in accessing public services

Q: Have you ever had trouble in accessing any of the following services? (Multiple choice)

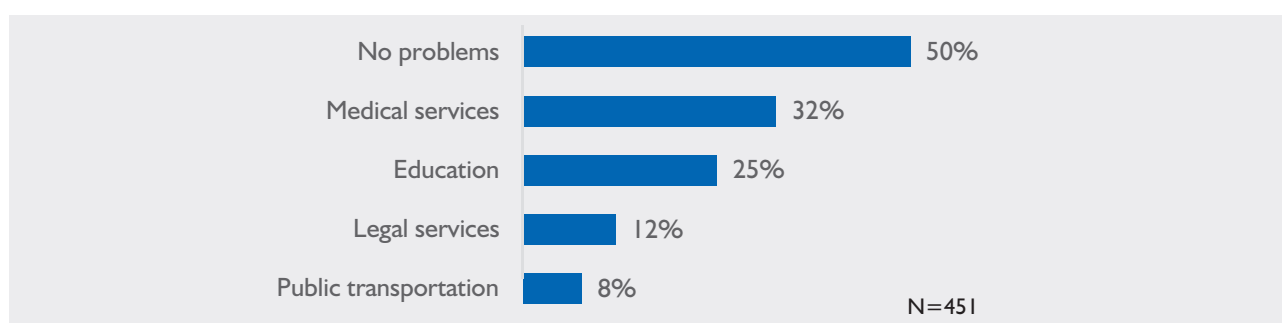
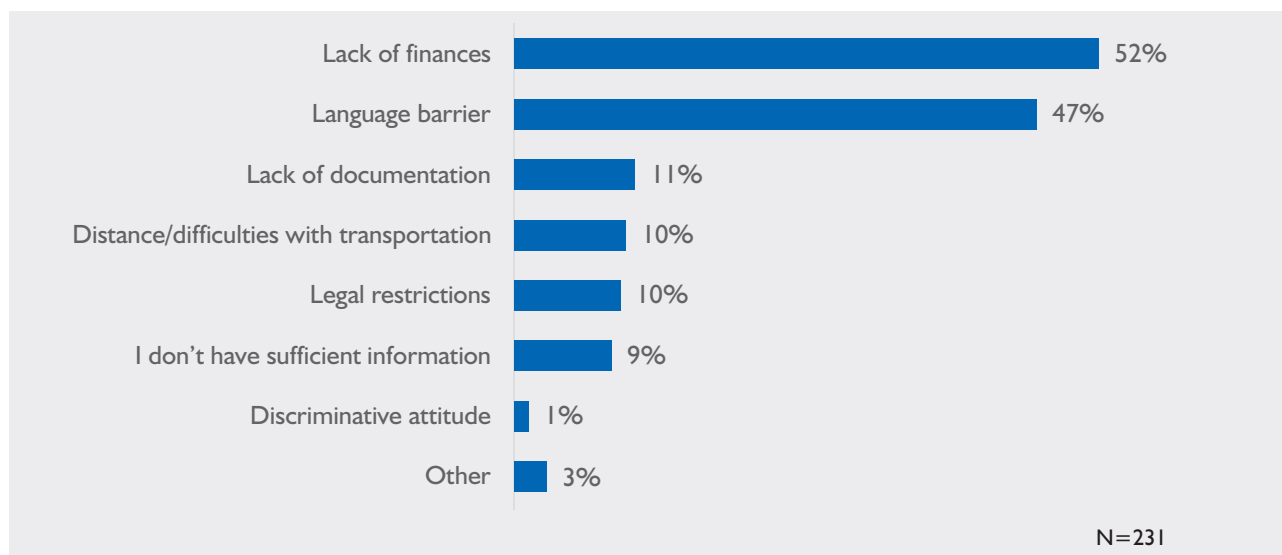


Figure 38. Reasons for difficulty accessing public services

Q: If yes, what were the reasons? (Multiple choice)



Refugees regularly approach state institutions for access to services, including the Ministry of Internally Displaced Persons from the Occupied Territories, Accommodation and Refugees of Georgia (MRA), the Ministry of Justice/Courts (MoJ/Courts), the Ministry of Education and Science (MES), City Governments, the Ministry of Internal Affairs (MIA)/Police, the Social Service Agency (SSA) and the Public Service Development Agency (PSDA). According to Table 9, refugees most frequently approach the MRA (88%) and MoJ/Courts (48%) for services specifically available for refugees. For other state services, refugees approach the MES (21%), City Governments (13%) and the SSA (10%). The least frequently visited institutions are the MIA/Police (7%) and PSDA (4%) agencies.

Table 9. Experience with different institutions (Totals= 100% for each)

State Agency	Approached these institutions? (multiple choice)		Issues resolved? (multiple choice)	
	Yes	No	Yes	No
MRA	88%	12%	78%	22%
Moj/Courts	48%	52%	87%	13%
MES	21%	79%	70%	30%
City Governments	13%	87%	61%	39%
Social Services Agency	10%	90%	55%	45%
MIA/Police	7%	93%	83%	17%
PSDA	4%	96%	63%	37%

According to respondents, the state agency with the highest positive response in resolving refugee problems is the Moj/Courts (87%), followed by the MIA/Police (83%), MRA (78%), MES (70%), PSDA (63%), City Governments (61%) and SSA (55%). A relatively higher proportion of issues that remain unresolved under the SSA are related to misunderstandings due to the fact that refugees, in general, are not eligible for social allowance or pension from the SSA.

Refugees indicated that they face fewer barriers while requesting services from the MIA/Police, PSDA, MOJ/Courts and MRA, than from the MES, city governments, and social services (Table 10). Among the barriers that refugees encounter while interacting with state agencies, the most acute are language barriers (primarily when dealing with MRA, Moj, MES and City Government), access to the agency (MES, MRA) and legal restrictions (MRA, Moj, City Governments). Discrimination against refugees is a minor problem across all state agencies.

Table 10. Barriers encountered with different institutions (in numbers)

Institutions	There are no barriers (No.)	There are no barriers (%)	Hard to reach	Language barriers	Legal restrictions	Discriminative attitude	Other N/A
MRA (394 cases)	288	73%	20	42	17	5	16 (other) 6 (N/A)
Moj/Courts (214 cases)	168	79%	7	19	10	3	2 (other) 5 (NA)
MES (93 cases)	62	67%	9	10	3	3	4 (other) 2 (N/A)
City Governments (61 cases)	38	62%	6	7	7	-	3 (other)
Social Services (47 cases)	29	62%	6	3	4	1	3 (other) 1 (N/A)
MIA/Police (30 cases)	26	87%	1	1	-	1	1 (N/A)
PSDA (20 cases)	16	80%	1	1	1	1	-

4.2. Access to Medical Services

Survey results indicate that about one-third of respondents have trouble accessing medical services. It appears that the refugee community is generally unaware that they are included under the state universal healthcare program. With regard to medical services, refugees complain about the lack of information on where to receive services, lack of information on refugee rights regarding healthcare, and the high costs of services and medicines. Moreover, there is no information campaign from the Ministry of Labour, Health and Social Affairs of Georgia confirming that refugees are included in the universal healthcare system or on the services available to them. Georgia offers a universal healthcare program funded by the state and it provides a number of packages in ambulatory and stationary care. Refugees in Georgia have equal rights to accessing healthcare as Georgian citizens.

Survey results show that there is a need to improve access to information on healthcare programs. Approximately 52% cited lack of financial resources and 9% of respondents stated insufficient access to information as the main barriers to accessing public services. This shows that refugees are largely unaware of their inclusion in the universal healthcare program which excludes them from paying for most medical services (except for laboratory tests and medicines which Georgian citizens must also pay for).



Photo 3: Ukrainian humanitarian status holder earning a living by teaching yoga in Tbilisi.

5. SOCIAL NETWORKS, LANGUAGE BARRIERS AND FUTURE PLANS

The main factors associated with the integration of refugees in Georgia, as identified by this study, are: language skills, social networking, employment and social-economic conditions, all of which increase the level of integration of refugees with the host community (Figure 39).

Figure 39. Factors associated with refugee integration



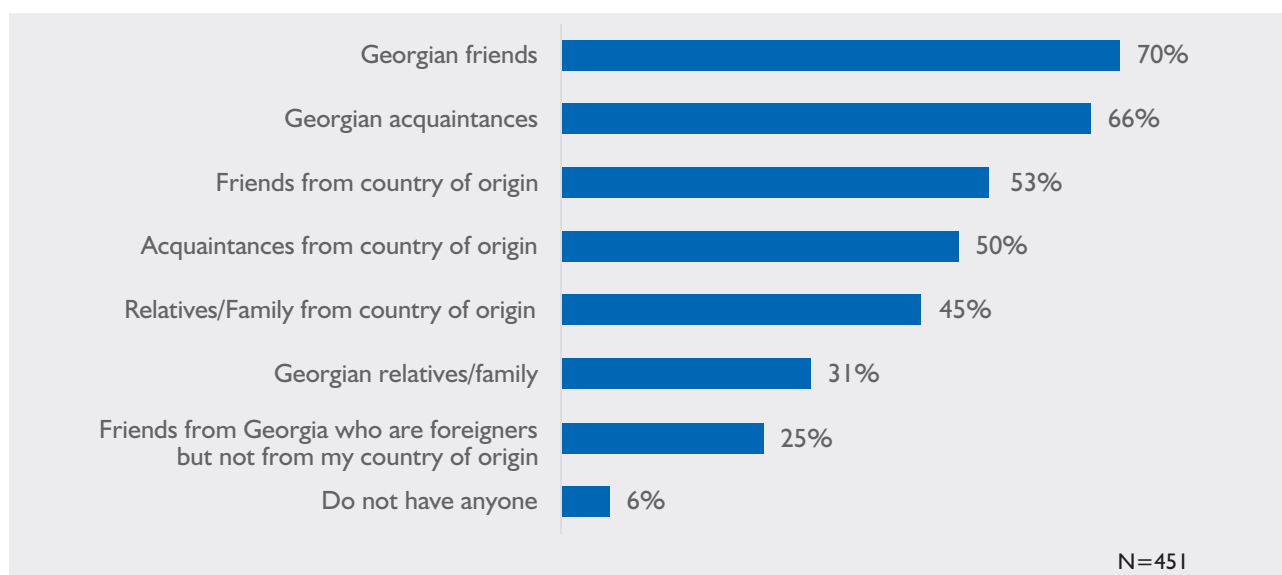
5.1. Social Networks and Community Participation

Established social networks and active participation by refugees in the local community are key factors contributing to the integration of refugees in the host country. Social networks have positive consequences, as they are strongly linked to positive ties and relations to the local community. They are also associated with a decrease in negative attitudes towards the host culture, and vice versa, and therefore promote integration. Interpersonal relationships significantly increase the likelihood of successful integration through participation in a positive social life.

Results show that 70% of the respondents have Georgian friends in Georgia, 66% have Georgian acquaintances and 53% have friends from the country of origin living in Georgia. This combination determines their community network environment (Figure 40).

Figure 40. Relatives/friends in Georgia

Q: Do you have relatives and /or friends in Georgia? (multiple choice)



Respondents compare their relationships with the local population as similar to their relationships with members of their own community (36%), whereas 25% reported having close and everyday relationships with the local population. In addition to this, only 18% considered relationships with the local population to be established only in case of necessity (Figure 41).

Figure 41. Relationship with the local population
Q: What kind of relationship do you have with the local population? (Total= 100%)

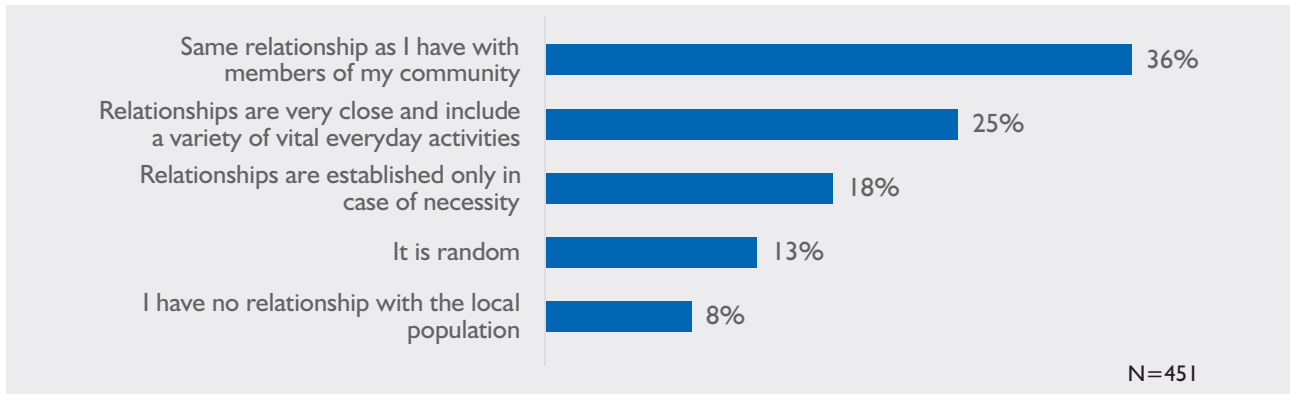
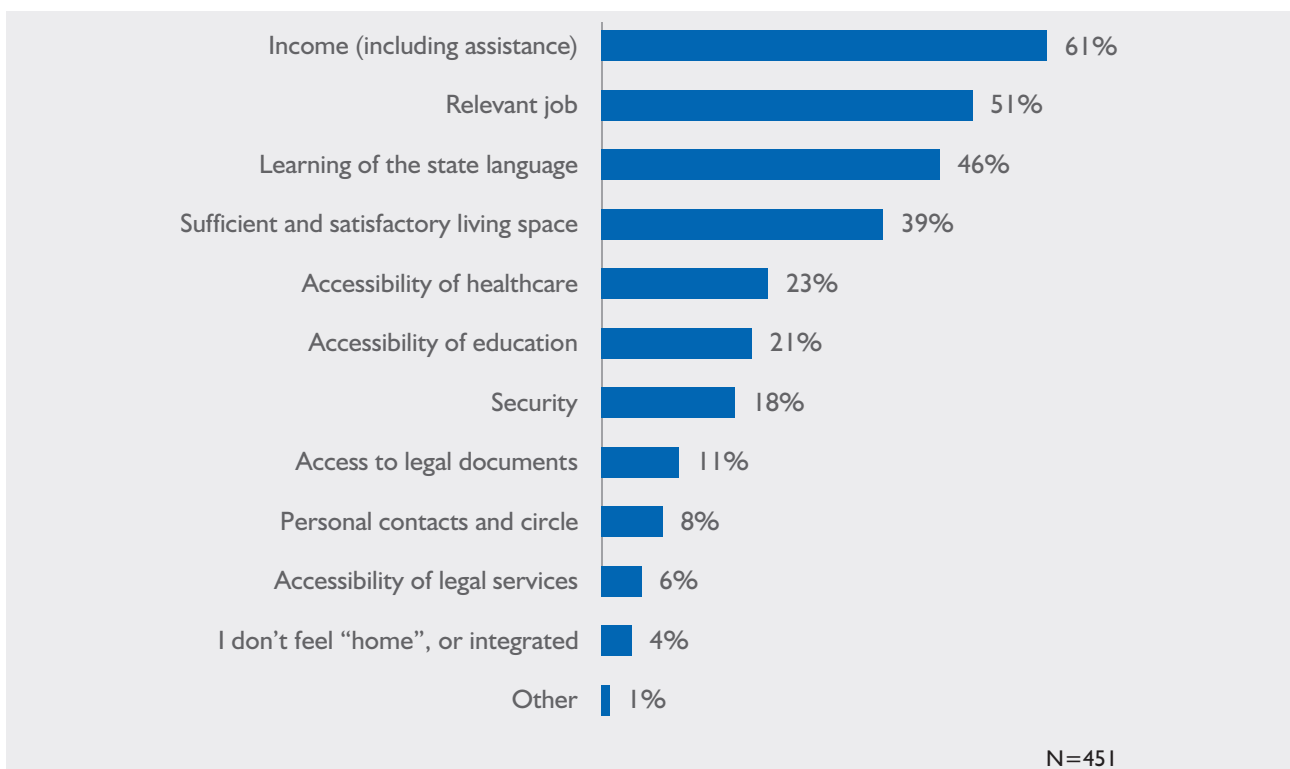


Figure 42 demonstrates the respondents' perspectives on conditions conducive to integration. Sixty-one percent of respondents indicated income generation to be the strongest indicator of integration, 51% named having a relevant job to be the key factor to integration and 46% considered learning the state language as a contributing factor. Sufficient and satisfactory living space (39%), accessibility of healthcare services (23%) and access to education (21%) were also listed as favorable conditions for increasing the level of integration in the host country.

Figure 42. Supportive conditions for increasing integration levels (multiple choice)



In the long-term perspective, the majority of respondents (73%) reported their desire to stay in Georgia (Figure 43). Furthermore, they prioritized buying a house (75%) among the items they would like to purchase during the next five years (Figure 44). The latter component can be viewed as a favorable condition which reinforces respondents' intentions to reside in Georgia for a longer period of more than five years.

Figure 43. Future plans to stay in Georgia
Q: Do you plan to stay in Georgia for the long term more than five years)? (Total= 100%)

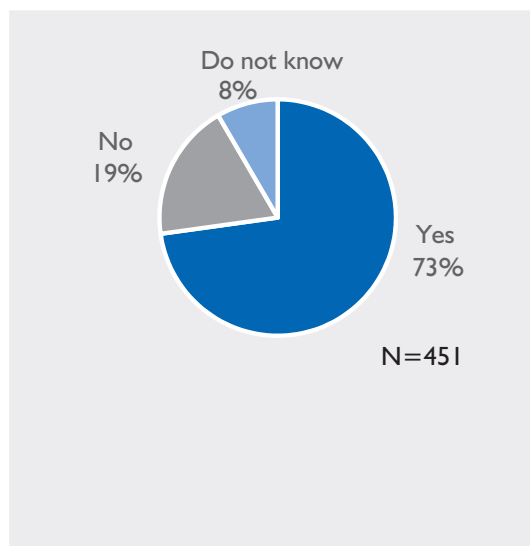
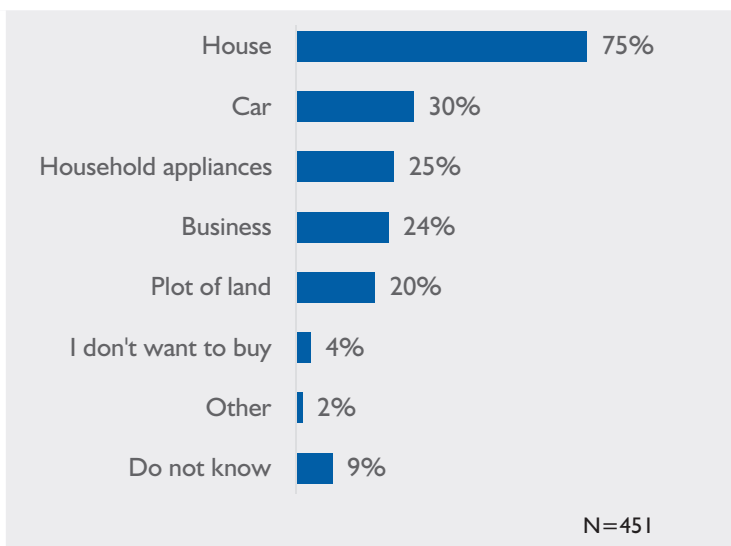


Figure 44: Desired items for purchase in next five years
Q: Which the following items would you like to purchase during the next five years? (multiple choice)



5.2. Social Networks and Employability

Social networks usually contribute to refugees' access to resources. Refugees with no social networks were the least likely to be employed. As the survey shows, 56% of all employed refugees (66 individuals) found employment with the help of local friends¹⁶, relatives, or Georgian local friends (Figure 18). Their quality of life increases proportionally with the frequency of communication with friends and/or relatives. The absence of social networks has a strong connection with poorer living conditions.

Nevertheless, this study shows that having social networks is not enough to enhance access to employment, although it does facilitate the employment-seeking process (Figures 17-18).

5.3. Communication and Information

In general, refugees mainly rely on the internet, TV, and SMS/phones for information (Figure 45). SMS communication is found to be more effective in communicating with refugees than public meetings.

Refugees primarily rely on formal networks of communication for information. For the majority of households, TV, the internet, social media, as well as SMS/phone are the main sources of essential information. The internet serves as a primary source of information for over half of refugees, and as a secondary source for 22% of refugees. Television comes next as a source of information (primarily for 24% and secondarily for 19%). These findings may have a profound effect on the communication strategies of various organizations whose aim is to convey various and large volumes of information to refugees. Sixteen percent of refugees chose phone/SMS as the primary source of information and 35% chose it as a secondary source. Public meetings, press and other sources play a relatively limited role as information sources for refugees.

¹⁶ Local friends here refer to foreigners living in Georgia.

Figure 45. Sources of information (Totals= 100% each)

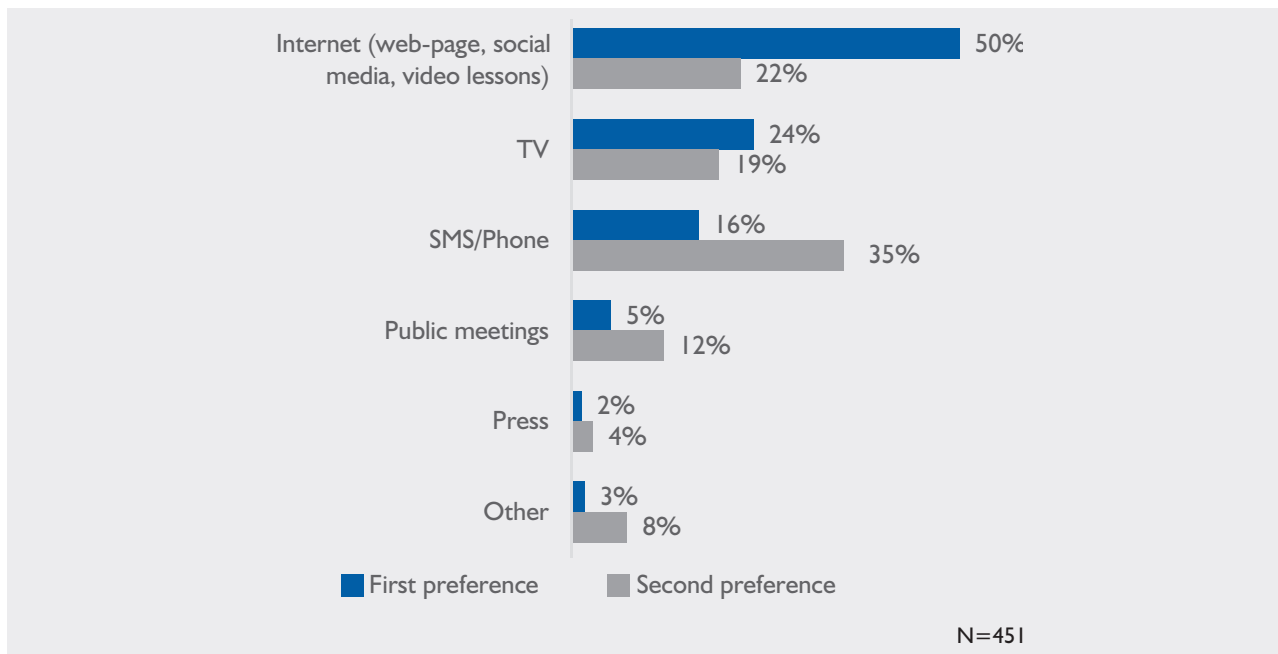


Photo 4: Humanitarian status holders from Ukraine specializing in the field of coping with trauma and meditation techniques, have opened support services in Tbilisi available to refugees and the general population.

5.4. Community, Mutual Support

Relations with friends, relatives, religious groups, and organizations are the most consistent sources of social capital for refugees.¹⁷ Contacts with close social groups enhance the likelihood of accessing assistance.

Findings reveal that refugees mutually support each other, friends and relatives. For 24.6% of respondents, the reason for choosing Georgia was to be closer to family members, friends and relatives (Table 11). In this way, refugees rely on their social networks when settling in Georgia.

Table 11. Reasons for choosing Georgia

Q: Why did you choose Georgia? (Multiple choice)	%
To be closer to a family member / friend / relative	24.6
It is safe in Georgia	19.5
Free visa agreement / I don't need a visa in Georgia	9.8
Living place was cheap here	7.1
Georgia is my country of origin	6.9
I can work here	5.8
To receive education	5.5
It is easy to move from Georgia to other countries for living	3.5
I like Georgian people	2.2
My spouse is Georgian	2
It's an Orthodox country and that was the reason	2
I had been in Georgia before	1.8
I like Georgia in general	1.1
I did not have another choice	1.1
Other	7.1

32% of refugees rely primarily on a family member in Georgia and 17% on a friend living in Georgia. 14% of respondents said that they are dependent on the state, while 14% of respondents rely on themselves, 12% rely on a relative or friend, 6% say that friends and family living abroad are also supportive. Refugees responded that they rely least on international organizations (3%) and the local population (2%) (Figure 46).

Figure 46. Reliable individuals/institutions in case of need (Total=100%)



The most reliable social contacts for respondents, in case of need, are family members and friends living in Georgia, while very few feel that they can turn to the host community for support.

¹⁷ Social capital is the concrete help and resources garnered from networks (See, Sin Yi Cheung, Jenny Phillimore, Social networks, social capital and refugee integration. Research Report for Nuffield Foundation, 2013.p.5).

5.5. Language Barriers

When asked about their biggest challenge, the majority indicated this to be language barriers (51 %) and lack of work (47%).¹⁸ This survey demonstrates the positive relationship between knowledge of Georgian and the successful integration of refugees. Language proficiency broadens social networks with the local population, improves access to social and legal services and, if coupled with English proficiency, increases the likelihood of employment. Communication difficulties due to poor language skills in Georgian are an obstacle in many areas of life for refugees. In the area of education, the major barrier to school and university enrolment was language. 23% of respondents in ages 17-30 named language as the main reason for not attending university. In relation to the lack of information regarding vocational training opportunities in Georgia, 28% of respondents reported language barriers to be the primary reason for not attending training. In addition, the intention to engage in vocational training in the future remains fairly high among respondents (69%), and, given available vocational training opportunities in Georgia, knowledge of the Georgian language is necessary. A large majority (58%) of respondents prioritize taking Georgian language training over other options from the list of most interesting topics for trainings, while other foreign language courses were named as a second priority (37%). Of those who experience problems accessing public services, 47% explained that the language barrier was a deterrent to proper assistance (Figure 38). While interacting with different institutions in Georgia, namely city governments, MRA, MOJ/Courts, MES and other Ministries, respondents cited the language barrier as one of the obstacles to communication. Therefore, it can be concluded that an improvement of state language skills will bring multiple benefits and facilitate the further integration of refugees within the host community.

In this context, integration priorities for urban refugees in Georgia can be: (1) creating employment opportunities and (2) resolving language barriers. Supportive measures towards these priorities enable the improvement of refugee livelihoods and through Georgian language skill development, increase accessibility to official information and legal services, including state universal healthcare.

5.6. Prospects and Future Plans

Refugees appear to consider Georgia as a safe place for residence, and 19.5% of respondents indicated that they chose Georgia for this reason. Furthermore, the majority of refugees have friends from their home country in Georgia, thus strengthening the sense of safety within their community. Proximity to family members, friends and relatives is the main reason for choosing to live in Georgia (24.6 %). Survey findings indicate that refugees also place importance on other factors such as the visa-regime for entry into Georgia (9.8 %), and the low cost of living in Georgia (7.1 %).

Refugees have relatives and family members who reside outside of Georgia in the following countries: Iraq (42%), Ukraine (26%)¹⁹, EU countries (16%), Turkey (11%), Russia (10%), Syria (7%), and the USA (5%). The study found that only 17% of respondents plan to join their family outside of Georgia and another 16% hope to invite them to Georgia.

An overwhelming majority of refugees (73%) plan to stay in Georgia for the long term (Figure 43). The key factors for staying in Georgia for the long term are proximity to family members (24.6%) and safety (19.5 %). Another 7% of refugees stated that they chose Georgia due to the low cost of living.

The main possessions that respondents hope to obtain during the next five years include: property (75%), a car (30%), a business investment share (24%) and land (20%).

Social interaction with the local population among refugees in Georgian can be viewed as a promising condition towards integration. In this study, the majority of respondents have a close relationship with Georgian friends, or a relationship similar to that with members of their own community (Figure 41). Furthermore, it appears that respondents maintain contact with the local population to some extent. A disposition to make contact with mainstream society is a strong motivator and already a good indication of reaching tangible results in terms of integration of refugees in the host country.

Respondents' intentions to reside longer in Georgia are a positive sign, showing that participants have experienced inclusion at some time during their stay, or that there are supporting conditions that enable a longer stay. Purchasing real estate items in the longer run, such as a car or property, indicates that individuals and households have long-term plans to integrate further in the host country.

¹⁸ See also: Georgia. Participatory Assessment for Identification of Integration Needs of Refugees and Humanitarian Status Holders in Georgia. July – August, 2014. UNCHR. p. 4-5.

¹⁹ Traditionally Ukrainians make up a significant community in Georgia with more than 50,000 persons (2002 census) which amounts to 0.2 % of the total population. At present this community is increasing due to conflict in the Ukraine.

SUMMARY OF FINDINGS

The study demonstrates that the majority of refugees in Georgia can be viewed as a resource that can contribute positively to the communities in which they live with their own education and skills. Minor policy and programme changes could significantly reduce existing barriers to unlocking this potential.

1. Security, social networks of friends and relatives, and the low cost of living are the main reasons for choosing Georgia as a country of refuge. Seventy-three percent of interviewees plan to stay in Georgia for the long term.
2. Most refugees mutually support each other and receive help from friends and relatives.
3. The main obstacles to integration are low income, finding employment, language barriers, and difficulties in accessing medical services and education.
4. Living conditions are satisfactory. According to respondents, access to most housing amenities (water, electricity, heating) is better than in their respective countries of origin. The majority of households are in the position to rent accommodation.
5. The income of the majority of refugees depends on either government assistance or support from social networks. Less than 20% of refugees have a stable income from permanent employment or in the form of business dividends or rent.
6. Respondents indicated needs for:
 - o Language training (Georgian and English);
 - o Assistance in finding employment and opening their own businesses;
 - o Information on services (health and education);
 - o Assistance in accessing vocational skills training, and business and management training.
7. Good social networks and skills in the Georgian and English languages are factors contributing to employability. Improvement of the socio-economic conditions of refugees has been identified as the key need for integration. Respondents reported that if there is a failure to meet or fulfill basic integration needs such as housing, employment, access to healthcare (and other public services) and access to legal documentation, integration will be less likely.
8. The analysis of data revealed the following gender differences in education/employment profiles of refugees: employment of males on average is higher than females both before departure from the country of origin and in Georgia. Currently, a larger proportion of males is seeking employment than females. In the process of finding employment, males rely on social networks more intensively as compared to females and show a relatively stronger interest in vocational training than females. The difference in the attained level of education between male and female refugees is not substantial.
9. Interaction with the local population among refugees, asylum-seekers and humanitarian status holders in the Georgian context can be viewed as a promising area for further development. The majority of respondents have a Georgian friend, which is an encouraging and positive factor (Figure 40). Survey results demonstrate that respondents maintain contact with the local population to some extent.
10. The intentions of respondents' to reside longer in Georgia is also a positive sign, indicating that participants experienced inclusion to some extent and/or that there are obvious reasons and facilitating conditions that give rise to the idea of staying longer. Intentions to purchase real-estate items, such as a house indicate their preparedness to integrate further and that individuals and households have long-term plans with regard to the host country.
11. Based on the overall findings of this report, the Government of Georgia is encouraged to develop a policy focusing on the needs for integration identified in this study, and draw out a far-reaching implementation strategy that is targeted towards the integration of refugees in Georgia.

POTENTIAL AREAS OF SUPPORT

General Approach

With considerable skills, education, and competencies, the refugee, humanitarian status holder and asylum-seeker communities represent a potentially valuable socio-economic resource for the Georgian host society. A number of support measures should be developed. Government and non-governmental actors should encourage this potential and allow refugees to become self-sufficient. To achieve this, the following potential areas of support are recommended:

Language

- Providing Georgian language training will not only support job seeking but will also help refugees tackle other problems that hamper their integration process including access to education and public services, building relationships with state institutions, and participation in training. Provision of English language courses can also contribute to finding work.

Social Network

- It is important to promote social networking of refugees inside their own communities, as well as integration within the host society.

Assistance in Finding Employment and Opening Personal Businesses:

- Vocational skills training and business and management skills will be a valuable asset for those who prefer to start business activities.

Access to Information

- Ensuring easy access to information for refugees on available vocational training courses and other educational opportunities is recommended.
- Improving access to information on public services and medical plans as well as legal issues will further support integration.
- Internet, social media, and SMS messaging may serve as effective tools for communicating with refugees, thus providing them with necessary basic information and regular updates as required.

Education

- Access to education for youth should be highly prioritized to ensure effective integration of youth from the refugee community who plan to stay in Georgia.

ANNEX I: INDEX OF TABLES AND FIGURES

Table No.	Table title
1	Disaggregation of respondents by age and gender
2	Education level attained by refugees, by gender
3	Pre-departure profession and employment status of refugees
4	Pre-departure employment status of refugees, by gender
5	Education level and employment status of refugees
6	Time period seeking employment
7	Employment status and knowledge of Georgian and English
8	Optimal design of training
9	Experience with different institutions
10	Barriers encountered with different institutions (in numbers)
11	Reasons for choosing Georgia
Figure No.	Diagram title
1	Country of origin of survey respondents vs. all refugees and humanitarian status holders in Georgia
2	Assessment of family living conditions
3	Assessment of family living conditions, urban vs. rural
4	Assessment of family living conditions per average income
5	Access to household amenities in Georgia (multiple choice)
6	Physical capital
7	Household average monthly income
8	Sources of household income for refugees humanitarian status holders, and asylum-seekers
9	Main sources of household income for refugees, humanitarian status holders and asylum-seekers
10	Top household expenses - 1st, 2nd and 3rd places
11	Ratings of top expenses of households
12	Current employment status
13	Employment in field/profession
14	Full or part-time employment
15	Employing others
16	Current employment status by gender
17	Ways of finding employment
18	Ways of finding employment by gender
19	Intention of seeking employment
20	Reasons for not finding employment
21	Business ownership in Georgia
22	Intention of starting a business
23	Perceived need for training
24	Participation in vocational training

25	Usefulness of vocational training
26	Reasons for not attending training
27	Intention of attending training in the future
28	Topics of training
29	Households with kindergarten-age children
30	Kindergarten attendance
31	Reasons for not attending kindergarten
32	Households with school-age children
33	School attendance
34	Reasons for not attending school
35	Local college/university attendance
36	Reasons for not attending university
37	Problems in accessing public services
38	Reasons for difficulty accessing public services
39	Factors associated with refugee integration
40	Relatives/friends in Georgia
41	Relationship with the local population
42	Supportive conditions for increasing integration levels (multiple choice)
43	Future plans to stay in Georgia
44	Desired items for purchase in next five years
45	Sources of information
46	Reliable individuals/institutions in case of need



Photo 5: Ukrainian humanitarian status holder working as a stylist at a salon in Tbilisi.

ANNEX 2: SURVEY QUESTIONNAIRE

# _____	Questionnaire #	 act
Questionnaire is coded:	<input type="text"/>	
Questionnaire is filled:	<input type="text"/>	

A survey of economic needs and capacities of refugees and humanitarian status holders

Questionnaire, September 2015

Greetings, I am _____, a representative of the research company ACT. We are administering a survey to assess needs, economic conditions and capacities of refugees, asylum seekers and humanitarian status holders. UNDP and the UN Refugee Agency have initiated the survey. The survey findings will help the UN and the Georgian Government to elaborate on short- and long-term assistance and integration strategy and follow-up action plan.

Your participation in the survey, recommendations, wishes, and information provided by you, will help the survey administrators study socio-economic conditions, needs and potentials of your family and families like you, and plan relevant programs based on the survey findings.

Your participation in the survey is completely voluntary. Even if you agree to participate, you have full right not to provide answers on the questions you do not want to answer. All your responses will be aggregated and analyzed together with the responses of other survey participants. Your name will not appear in a survey analysis and reports and we will not share your replies with other state or non-state agencies. Your honest answers will not have negative effects on the receipt of the state assistance programs you are currently entitled to. As a result of your response, they will neither increase nor diminish. The interview will last approximately 45 minutes.

Fill in the table below only at the end of an interview

Name and surname of a respondent	
Telephone number of a respondent	
Interviewer name and surname:	code:
Address of Interviewee:	code:
Unique # of a Household:	
Respondents number from the table A I	
Interview data: _____ / _____ Day Month	
Interview start time: _____ / _____ Hour Minute	Interview end time: _____ / _____ Hour Minute

Section A. Demographics and Socio-economic Assessment Attention! The table A1 is filled in for each family member by the first respondent in the household (it is desirable, if the first respondent is a head of the household). With all other family members, fill the questionnaire without the table A1. However, their numbers from the filled table should be copied on the title page. If the age of a family member is less than 12 months, write down 0. Fill marital status only for those family members who are 14+. Fill reached level of education for all family members. Fill profession/occupation only for those family members who are 14+. If they have no profession, write down 0.

#	A1.1 Name (Filled in for the members who currently reside in Georgia as a refugee, a humanitarian status holder and / or asylum seeker.	A1.2 Relationship to the head of the household (see codes Annex 1)	A1.3 Gender (1 = female 2 = male)		A1.4 Age	A1.5 Marital status 1 = single 2 = married 3 = divorced 4 = widow				A1.6 1 = refugee 2 = humanitarian status holder 3 = asylum-seeker 4 = none				A1.6.1 The country of Origin: (Write down the country)	A1.6.2 Date of Arrival in Georgia (Write down a year)	A1.6.3 Date of humanitarian/refugee status receipt (Write down a year)	A1.7 Special needs (if any) (see codes Annex 1)	A1.8 Level of education reached (see codes)	A1.9 Profession in your country of origin (see codes, Annex 2)	A1.10a No. of years in occupation
1			1	2		1	2	3	4	1	2	3	4							
2			1	2		1	2	3	4	1	2	3	4							
3			1	2		1	2	3	4	1	2	3	4							
4			1	2		1	2	3	4	1	2	3	4							
5			1	2		1	2	3	4	1	2	3	4							
6			1	2		1	2	3	4	1	2	3	4							
7			1	2		1	2	3	4	1	2	3	4							
8			1	2		1	2	3	4	1	2	3	4							
9			1	2		1	2	3	4	1	2	3	4							
10			1	2		1	2	3	4	1	2	3	4							

Section B. Employment and Livelihood

B1. Are you currently employed?			B2. Are you working in your field in Georgia?		B3. Is your work full time or part time?	
Yes	1	→ B2	Yes	1	Full time	1
No	2	→ B6	No	2	Part time	2

B4. Please tell us, how did you find the job? (single answer)	
With the help of a local friend or relative who is also a foreigner in Georgia	1
With the help of a Georgian local friend or relative	2
With government's help	3
Myself	4
A refugee/asylum seeker recommended me/the job	5
Internet	6

B5. Do you employ others?		B6. Are you looking for a job?		
Yes	1	→ B9	Yes, any job	1
No	2		Yes, in my profession	2
			No	3

B7. Why could not you find a job? (Multiple answers allowed)	
Nobody hires me because of the age	1
Don't know the state language / I don't speak Georgian	2
I don't know how to find a job	3
Due to the health issues	4
I am temporarily in Georgia	5
Low salary	6
Lack of skills/experience	7
I have small children	8
There is no job	9
Other (Please specify)	

B8. How long did you look/have you been looking for a job (since your arrival in Georgia or after job loss)?	
_____ Please indicate the duration of job search	

B9. (Show card B9) Which of the following sources of income does your household have?			
B9.1 Please circle every assistance/source of income your family receives (Read out and circle all stated answers)			
B9.2 Please circle Main Source (One answer)			
		B9.1 All Sources	B9.2 Main Source
1	Permanent job / salary income	1	1
2	Seasonal / short-term work	2	2
3	Monthly living allowance from the Social Protection Agency	3	3
4	Monthly rental support from the MRA	4	4
5	Monthly refugee allowance of 45 GEL	5	5
6	Financial assistance from friends / relatives living in Georgia	6	6
7	Financial assistance from friends / relatives living in the country of origin	7	7
8	Remittance from a migrated family member not living in the country of origin or Georgia	8	8
9	Income / dividend received from business operated in another country	9	9
10	Pension	10	10
11	Other (please specify)		

B10. Please tell us, what is the average monthly income of your family?

(Should include salaries from all family members, assistances received from the State and private persons, etc.)

1	Minimum	GEL
2	Maximum	

Financial capital**B11. (Show card B11) Please check which of the following you have:**

	B11.1 In the country of origin	B11.2 In Georgia
Banking account	1	1
Savings	2	2
Credit	3	3
Insurance	4	4
Loans (you have taken loans)	5	5
Loans (you lend money to others)	6	6
Investments (business)	7	7
Debts	8	8
I have nothing from the listed above	9	9

B12. (Show card B12). Please check each of the following that you possess

	B12.1 In the country of origin	B12.2 In Georgia
House/apartment in ownership	1	1
Land in ownership	2	2
Store in ownership	3	3
Business (factory, travel agency, other)	4	4
Car/truck/vehicle in ownership	5	5
Livestock in ownership	6	6
Affordable public transportation	7	7
Electricity	8	8
Heating in winter	9	9
Access to information about education, health, legal services	10	10
Clean drinking water	11	11
Own furniture	12	12
Tools/equipment for work	13	13

Section C. Living Conditions

C1. Why did you choose Georgia? (One answer)		C2. Do you have a family member (Parents, sisters / brother, spouse, children) living in other countries?		
I can work here	1	Yes	1	→ C3
To be in closer vicinity with a family member / friend / relative	2	No, currently all family members live in Georgia	2	→ C5
It is easy to move from Georgia to another country for living	4	C3. In which country do your family members reside? (Multiple answers allowed)		
Free visa agreement / I don't need a visa in Georgia	5	Ukraine	1	
To receive education	6	Russia	2	
Georgia is my country of origin	7	Turkey	3	
Other (please specify)		Syria	4	
C4. Have you thought about joining your family members? (Single answer)		Iraq	5	
Yes, they are going to move to Georgia to live here	1	Iran	6	
Yes, I am going to join them to live with them	2	EU countries	7	
No	3	Other (please specify)	8	

C5. In general, how would you assess your or your family's living conditions? (Single answer)	
Very bad	1
Bad	2
Satisfactory	3
Good	4
Very good	5

C6. Which of these statements are true (Read out the list and circle all stated answers)		
		True
1	We have electricity	1
2	We have gas	2
3	We have running water	3
4	We have heating in the winter	4
5	Our housing space is adequate - living space is not crowded	5
6	Our neighborhood is safe	6
7	Conditions here are hygienic (toilet, bathroom)	7
8	We have basic appliances	8
9	We have necessary furniture	9
10	Other (specify)	

C7. (Show card C7) Please name three most problematic issues for your family. (Circle not more than three answers)	
Utility costs (electricity, gas)	1
No heating	2
Bad living conditions (for example, damp flat, flat needs renovation, etc.)	3
Lack of living space	4
Lack of knowledge of the Georgian language	5
No access to education	6
No employment opportunities	7
No access to medical services	8
Transportation	9
No access to legal services	10
Lack of food	11
Supply of drinking water is not stable	12
Repayment of a bank loan	13
Entertainment / vacation	14
Other (<i>specify</i>)	

C8. (Show card C8) Please list the top three expenses which your household incurs on a monthly basis. Please list top expenses as 1, lesser expenses as 2, etc.		
1	Food	
2	Utility costs	
3	Medical services	
4	Education / training	
5	Transportation / fuel	
6	Debt/loan/mortgage/installments	
7	Cloth / footwear	
8	Housing (rent)	
9	Other (<i>please specify</i>)	

Section D. Access to Public and Other Services

D1. Please tell us, do you have kindergarten age children?		
Yes	1	→ D2
No	2	→ D5

D2. If yes, how many kindergarten age children do you have? (Cross-check the stated number with the information indicated in the Table A1).		
_____ Write down the quantity	1	→ D2

D3. Does your child go to pre-school?		
Yes	1	→ D5
No	2	→ D4

D4. If not, why? (Multiple answers allowed)		
(Pre-) school is far away	1	
Due to the lack of finances	2	
Lack of transportation	3	
Due to the language barrier	4	
There is no space	5	
I have no desire/ I am not interested in my children going to kindergarten	6	
Other (please specify)		

D5. Please tell us, do you have school age children?		
Yes	1	→ D6
No	2	→ D9

D6. If yes, how many school age children do you have? (Cross-check the stated number with the information indicated in the Table A1).		
_____ Write down the quantity	1	→ D6

D7. Does your child go to school?		
Yes	1	→ D9
No	2	→ D8

D8. If not, why? (Multiple answers allowed)		
(Pre-) school is far away	1	
Due to the lack of finances	2	
Lack of transportation	3	
Due to the language barrier	4	
There is no space	5	
I have no desire/ I am not interested in my children going to school	6	
Other (please specify)		

D9. Do you or your family members go to a local college/university?		
Yes	1	→ D11
No	2	→ D10

D10. Why not? (Multiple answers allowed)		
1	It is far away	1
2	Due to the lack of finances	2
3	Due to the lack of transportation	3
4	Due to the language barrier	4
5	I don't have secondary education	5
6	I need to work and support myself/my family, don't have time for this	6
7	Due to the lack of interest	7
8	Due to old age	8
	Other (<i>please specify</i>)	

D11. Please indicate if you have ever had trouble accessing any of the following services? (Multiple answers allowed)		
1	Medical services	1
2	Education	2
3	Public transportation	3
4	Legal services	4
5	I have not encountered any trouble	88
	Other (<i>please specify</i>)	

D12. If yes, what were the reasons? Multiple answers allowed)		
1	Distance/difficulty with transportation	1
2	I don't have sufficient information on where and how to access the services	2
3	Language barrier	3
4	I was rejected access because of the lack of documentation	4
5	Lack of finances	5
6	Discriminative attitude	6
7	Legal restrictions	7
	Other (<i>please specify</i>)	

D13. Please, fill the questions D13, D13.1, D13.2 Horizontally. Ask about each of the listed institutions - about city government, about MRA, etc. Multiple answers possible on the question D13.2																									
		D13. Have you ever approached these institutions?			D13. 1. If yes, were your issues solved?		D13. 2. What barriers did you encounter when trying to access services? (specify below)																		
		Yes = 1 No = 2. Never had any need to approach = 3 In case of answers 2 or 3, skip to the question E1.			Yes = 1 No = 2.		<table border="1"> <tr><td>Discriminative att.</td><td>1</td></tr> <tr><td>Hard to reach</td><td>2</td></tr> <tr><td>Language Barriers</td><td>3</td></tr> <tr><td>Legal restrictions</td><td>4</td></tr> <tr><td>No barriers</td><td>5</td></tr> <tr><td>Other _____</td><td>6</td></tr> </table>							Discriminative att.	1	Hard to reach	2	Language Barriers	3	Legal restrictions	4	No barriers	5	Other _____	6
Discriminative att.	1																								
Hard to reach	2																								
Language Barriers	3																								
Legal restrictions	4																								
No barriers	5																								
Other _____	6																								
1	City government	1	2	3	1	2	1	2	3	4	5	6													
2	MRA	1	2	3	1	2	1	2	3	4	5	6													
3	MIA/Police	1	2	3	1	2	1	2	3	4	5	6													
4	Moj/Courts	1	2	3	1	2	1	2	3	4	5	6													
5	PSDA (Public Service Development Agency)	1	2	3	1	2	1	2	3	4	5	6													
6	Social services	1	2	3	1	2	1	2	3	4	5	6													
7	MoE/School administration	1	2	3	1	2	1	2	3	4	5	6													

Section E. Training / Vocational Education

E1. Did you ever participate in vocational education?		
Yes	1	→ E2
No	2	→ E4

E2. What was the training on? (Multiple answers allowed)	
Construction	1
Electricity	2
Farming	3
IT Technologies	4
Engineering	5
Services (hotels, restaurants, food, stylist, children caretaker, masseur and so on).	6
Cook	7
Forestry	8
Tourism	9
Accountant	10
Sewing	11
Joinery	12
Georgian language	13
Foreign languages (excluding Georgian language)	14
Other (please specify)	

E3. In your opinion, how helpful was the training for you? (select one answer)	
Very helpful	1
Helpful	2
Useless	3
Completely useless	4
Don't know	99

E4. What is the reason you did not attend any/left the training? (Multiple answers allowed)	
I did not hear about any training in my region	1
Due to the language problem	2
Transportation difficulties (training was delivered far away from my place)	3
Training was very expensive (training fee)	4
They do not interest me/I don't think they are useful	5
Lack of time	6
Training was about the topics, practical implementation of which is very expensive	7
Training topics were very difficult for me to understand	8
Training topics were very simple for me to understand	10
I had urgent matters/work when training was conducted	11
I could not be released from social obligations at the time when training was conducted	12
Other (<i>specify</i>)	
Don't know	99

E5. Would you like to attend training in the future?		
Yes	1	→ E6
No	2	→ E7

E6. What is the ideal/optimal design of a training for you:			
		Circle best answer	
E6.1	Lasts [number] of hours a day	_____ (1 – 8 hours. specify)	
		Doesn't matter	0
E6.2	Lasts [number] of days total	_____ (# of days. specify)	
		Doesn't matter	0
E6.3	Are scheduled during	Morning hours	1
		Evening hours	2
E6.4	Training contents are	Broad	1
		Specific	2
E6.5	Priority is to:	Help with current job	1
		Help with potential job	2

E7. (Show card E7) Please choose three most interesting topics you would like to attend to increase knowledge and skills and/or to start a business in. Write 1 next to the topic of the highest priority, write 2 next to the topic of the second priority, etc.

1	Construction	
2	Electricity	
3	Agriculture	
4	IT technologies	
5	Engineering	
6	Services (hotels, food, restaurants, hairdresser, babysitter, masseur / masseuse)	
7	Cooking	
8	Forestry	
9	Tourism	
10	Bookkeeping	
11	Sewing workshop	
12	Joinery	
13	Georgian language	
14	Foreign languages (excluding Georgian language)	
15	None	
	Other (<i>specify</i>)	

E8. What languages do you speak? (Multiple answers allowed)

English	1
Georgian	2
Russian	3
Arabic	4
Farsi	5
French	6
Turkish	7
Ukrainian	8
Other (<i>specify</i>)	

Section F. Integration and main problems / ways of solution

F1. Do you have relatives and/or friends in Georgia?			
		Yes	No
1	Friends from the country of origin	1	2
2	Georgian friends	1	2
3	Relatives/family from the country of origin	1	2
4	Georgian relatives/family	1	2
5	Acquaintances from the country of origin	1	2
6	Georgian acquaintances	1	2
7	Friends in Georgia who are foreigners but not from my country of origin	1	2
8	Do not have anyone	1	2

F2. Who is most reliable for you in case of need? (One answer)		
1	A friend who is living in Georgia	1
2	A relative who is living in Georgia	2
3	Family member living in Georgia	3
4	Friends/family living abroad	4
5	Local population (Georgians)	5
6	Foreign community in Georgia	6
7	State	7
8	International organizations (NGOs)	8
9	I rely on myself	9
	Other (<i>specify</i>)	

F3. Do you plan to stay in Georgia for the long term (more than five years)?	
Yes	1
No	2
I don't know	99

F4. Which of the following items would you like to purchase during the next five years? (Multiple answers allowed)	
House	1
Car	2
Household appliances	3
Plot of land	4
Business investment /share	5
Other (<i>specify</i>)	

F5. What kind of a relationship do you have with the local population? (One answer)		
1	Same relationship as I have with members of my community	1
2	It is random	2
3	Relationships are established only in case of necessity	3
4	Relationships are very close and include variety of vital everyday activities (entrust house keys, leave a child for daycare etc.)	4
5	I have no relationship with the local population	5
	Other (<i>specify</i>)	

F6. What conditions should be improved for you to increase the level of integration into the society at your current living place? (Multiple answers allowed)		
1	Income (including assistance)	1
2	Relevant job	2
3	Security	3
4	Good living place	4
5	Accessibility of education	5
6	Accessibility of healthcare	6
7	Personal contacts and circle	7
8	Access to legal documents (birth certificate, marriage certificate, passport etc.)	8
9	Accessibility of legal services	9
10	Learning of the State language	10
11	I don't feel "home", or integrated, because of discrimination and distrust by the locals	11
	Other (<i>specify</i>)	

F7. In general, how do you prefer to get information			
(F7.1) first preference?			
(F7.2) second preference? (single answer).			
		E7.1 First Preference	E7.2 Second Preference
1	TV	1	1
2	Radio	2	2
3	Press	3	3
4	Internet (web-page, social media, video lessons)	4	4
5	Public meetings	5	5
6	Leaflets / fliers (Print material)	6	6
7	SMS/Phone	7	7
	Other (<i>specify</i>)		

Section G. Business and Self-employment

G1. Do you or your family members own a functional/working/operational business in Georgia?			
1	Yes	1	→ G3
2	Yes, we did but not anymore	2	→ G2
3	No	3	→ G4

G2. Why does it not operate any longer?		
1	There was no demand on services / goods	1
2	Financial difficulties	2
3	Problems related to business management	3
4	Other (<i>specify</i>)	

G3. What kind of business do/did you or your family own?			
1	Food store	1	→ G5
2	Salon	2	
3	Private kindergarten	3	
4	Children entertainment center	4	
5	Car repair	5	
6	Car washing	6	
7	Repair of household appliances	7	
8	Atelier	8	
9	Footwear repair	9	
10	Bakery	10	
11	Fast food	11	
12	Restaurant	12	
13	Hotel	13	
14	Furniture shop	14	
15	Window and doors shop	15	
16	Stone and metal manufacturing shop	16	
17	Other (<i>specify</i>)	17	

G4. Have you or your family ever thought about starting a business in Georgia?			
1	Yes	1	→ G5
2	No	2	Complete Interview here

G5. What kind of business have you thought to start/to expand? (Multiple answers allowed)		
1	Food store	1
2	Salon	2
3	Private kindergarten	3
4	Children entertainment center	4
5	Car repair	5
6	Car washing	6
7	Repair of household appliances	7
8	Atelier	8
9	Footwear repair	9
10	Bakery	10
11	Fast food	11
12	Restaurant	12
13	Hotel	13
14	Furniture shop	14
15	Window and doors shop	15
16	Stone and metal manufacturing shop	16
17	Other (<i>specify</i>)	

G6. (Show card G6) Please tell us, which of the below listed statements is most relevant to you? (multiple answers possible)		
1	I and my (current or intended) venture would benefit from general business training, where I would learn business planning, operations management, etc.	1
2	I and my (current or intended) venture would benefit from a legal training in local tax, property and other relevant laws	2
3	I and my (current or intended) venture would benefit from a training in PR and marketing	3
4	I and my (current or intended) venture would benefit from a training in sales	4
5	I and my (current or intended) venture would benefit from – other, specify -----	

Thanks a lot for your cooperation!

