

ANNEX B

RFQ/2019-04/BGR

Survey on Attitudes towards Refugees and Asylum-Seekers – Description of Services Required

1. BACKGROUND

UNHCR Bulgaria aims to raise awareness on the rights and needs of refugees and asylum seekers as well as to create a better understanding of their problems and stimulate positive attitude towards them. For the purposes of our work it is vital to have deeper insights on public attitudes towards migrants, refugees and asylum-seekers and towards their acceptance and integration. To that end UNHCR Bulgaria is looking for a research agency to conduct a qualitative and quantitative national surveys to explore perceptions and social attitudes towards refugees and asylum-seekers.

2. Objectives of the research

The purpose of the research is to investigate the reasons and motivations of people's behaviour, action and interactions with refugees and asylum seekers as well as to uncover trends and give insights. To that aim the project should focus on giving more insights on the differences in attitudes towards migrants; most common stereotypes attached to refugees and asylum seekers; explore perceptions and reasons for fears or concerns of local host communities; the positive and negative impacts of refugee-migration on the host society, etc.

The research should also investigate attitudes towards integration including how respondents see the role of refugees, the host community (themselves) and the state in the process. It will be useful to measure to what extent the host community is willing to contribute to refugee integration on local levels (hire a refugee, rent an apartment to refugees, interested in getting to know better the refugees).

The research should also explore the influencing factors of the stereotypes towards refugees and asylum seekers – are they based on indirect experience (mostly media reports and publications) or direct experiences like interactions with refugees. Another focus area of the research could be the way media images reflect perceptions of people from different social groups and to what extent providing balanced and reliable information on refugees and asylum-seekers could trigger more understanding and an attitude change.

3. Methodology

The research should be designed on one hand to assess people's views and perceptions towards asylum-seekers and refugees and on the other to explain the influencing factors that drive certain attitudes. Therefore a combination of quantitative and qualitative researches is required.

The aim of the research is not only to give a snapshot of the current situation but also to track and understand trends over time. Therefore the survey will be repeated over a period of time using the same questionnaire and following the same/ identical group of respondents. Target groups and locations, sample size and method of interviewing to be proposed by the research agency.

3.1 Quantitative

- Questionnaire to be developed in close cooperation with UNHCR. The themes below are provided to potential bidders to give an indication of nature of the survey. It is envisaged that the themes and structure of the questionnaire will be as follows:
 - Investigate the motivations of people's attitude refugees and asylum seekers
 - Explore perceptions and reasons for fears or concerns of local host communities
 - Explore the influencing factors of the stereotypes towards refugees and asylum seekers
 - Assess level of information concerning the situation of the refugees in the studied countries;

3.2 Qualitative

- The agency to carry out qualitative focus group interviews among the general population on attitudes towards refugees and asylum seekers as well as refugee-integration in selected locations within the country:
- Focus groups are preferred method for the qualitative survey among private individuals;
- Focus groups should be conducted among two main target groups (potential and current donors);
- Presence of UNHCR staff is preferred or possibility for online streaming

4. Deliverables

- Detailed description of the methodology, including concrete research tasks, research hypotheses, the target groups, data collection instruments and strategy, indicators to be included in the questionnaires/inquiries, sampling method, methodology for focus groups and individual interviews, etc.
- Detailed work plan, including the specific tasks, their timing and related deliverables, including draft and final products;
- All questionnaires;
- Final detailed reports in English and in Bulgarian from quantitative survey and qualitative survey per target groups, with analysis of data, key learnings and conclusions, identification of specific communities that could be approached, recommendations for appropriate messages and communication channels for UNHCR strategy in Bulgaria

5. Timeline

The reports should be provided by 28February 2020.