

METHODOLOGICAL APPROACH



The TENT Tracker is a multi-phased study seeking to understand public opinion on the refugee crisis:

- Phase 1: Multi-territory quantitative research (via an online survey) with representative samples of the population in 11 countries across North America, Europe and Australia. The findings from this phase established keytrends in public opinion, and were also used to segment the population based on whether their attitudes were 'overtly positive', 'overtly negative' or 'mixed.'
- Phase 2: In-depth qualitative research (via online communities) to better understand the rationale behind, and to identify the strength of, trends highlighted in the surveys. This phase also tested the effectiveness of different types of call to action messages. Five countries were included: Canada, Germany, France, Sweden, Turkey, with approximately 40 participants in each, split across the three population segments identified in Phase 1 ('overtly positive', 'overtly negative' or 'mixed'). It comprised two rounds of research, in March and June 2016

This report documents the findings from Phase 2 and focuses on the French Online Community.

Segment	Number
Overtly Positive	18
Mixed Views	15
Overtly Negative	10
Total	43

Social and Political Context:

- The period during which the research was conducted was one of increasing social flux and uncertainty, with protests at the "Jungle" camp in Calais and worry amongst the French public.
- Amid efforts to close the "Jungle", local authorities in Dunkirk opened the less restrictive and higher quality Grande-Synthe encampment in defiance of the national government, citing worries about the plight of refugee children.
- A survey conducted among residents of the "Jungle" finds many still hope to find a means to reach the UK.
- Criticism of lack of political leadership & worry about the rise of the far right and other extremist groups.



OVERVIEW



The French online community showed a considerable amount of unease and participants were more likely than their counterparts in other countries to indicate that refugee and immigration policy would influence their vote, with overtly positive and negative respondents likely to be influenced in opposing directions.

In suggesting different approaches to campaigning, several appeared to operate on the assumption that there is a lack of public knowledge of the plight of refugees. Therefore, the primary focus tended to be on disseminating information. Secondly, it was deemed necessary to engender a sense of empathy and solidarity, but to proceed on a rational basis as far right extremists had appealed to emotions like fear. Indeed, it was indicated that, thus far, campaigns in opposition to refugee assistance had been more prominent.

In spite of the fears that exist following the attacks that have taken place in France, there was a relatively measured response to security matters. The focus turned rather to integration of refugees, as a significant proportion of the French public sees better relations predicated on the acceptance by new arrivals of the morals, norms and values embodied in French Republican tradition. Still, a strong sense emerged from the discussions that there was an ongoing battle for the ownership of these values. For overtly positive participants, cultural diversity can flourish within la laïcité (the French concept of secularism), while overtly negative participants had an exclusionary attitude towards Islam, which they felt was incompatible with these values.

For French participants, the EU's framework offers a more effective means of coordination and assigning quotas. Equally, in terms of punitive

measures for non-cooperation, the EU offers a pre-existing mechanism for sanctions and incentives.

Overall, all but the most deeply negative tended to agree that each country had some level of responsibility to help refugees and that this should include France, especially given its location, financial resources and influence.

In the charity and voluntary sector, longstanding success stories such as les Restos du Cœur and Secours Populaire were cited as useful examples that refugee-focused NGOs could aim to emulate.



















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Awareness and experiences of refugees



The French political landscape



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AWARENESS AND EXPERIENCES OF REFUGEES



AWARENESS AND EXPERIENCES OF REFUGEES

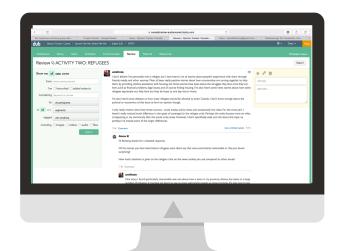


OBJECTIVES

This activity sought to understand participants' direct and indirect experiences with refugees, other means by which they attained their (varying levels) of knowledge on the issue, and experiences/perceptions of media coverage.

DISCUSSION POINTS/ TASKS

- Have you ever met a refugee yourself or heard any first hand stories about refugees?
- Have you heard anything in the news/media lately about refugees coming to France?
- Have you noticed **any differences in the type of coverage** of the
 refugee crisis depending on the
 media source?







POLARIZATION AND FEAR

The attacks on French targets by Daesh appear to have fed into a negative and oftentimes sensationalist narrative around refugees. Hence, there is more evidence of suspicion of new camps in France than in other countries in which the survey was conducted.

"I have the feeling that TV tries to make people worried about migrants by giving a new number of migrants everyday. The written press seems to be more compassionate and publish testimonials, etc. I recently saw videos of the meeting in Paris Dauphine University, during which residents were protesting against the opening of a center for refugees. I was shocked by their attitude."

Female, 18-24, Overtly positive

LESSONS FROM HISTORY

France has a long history of upheaval from war and large movements of people and there are those who are willing to learn from this in informing the country's response to the present crisis and looking upon refugees with empathy. However, there is some evidence of increasing polarization amid the ongoing coverage of the "Jungle" in the port of Calais.

"Concerning today's refugees I only know them through my TV screen. I find it terrible; the rejection they are experiencing. I am 79 years old and I remember the exodus in France during the war. Nationalists and extremists will tell you that we were among French people whereas now it is a foreign danger. The fear of the other pushes communities to withdraw themselves without any thinking and careful consideration.""

Female, 75+, Mixed views





PERSONAL EXPERIENCE OF MEETING REFUGEES OR HEARING THEIR STORIES

Participants recounted experiences that came from quite different perspectives. Some looked to historical examples of refugees coming to France, from places such as Rwanda or Hungary. Others looked into the distant past to France's history during World War II, while the remainder looked at more contemporary circumstances.

Those with direct experience tended to reference being from the north of France, at points of concentration such as Calais or Dunkirk. Still, a substantial proportion had experienced the refugee crisis only indirectly through media coverage of the crisis.

EXTENT OF NEWS COVERAGE

Most participants had indeed seen some level of coverage of the crisis and there was a variance of attitudes as to its extent. Some saw coverage as widespread although, apparently, much of the coverage has come to focus on the "Jungle of Calais" rather than looking at the refugee crisis in its totality.

Negative respondents tended to be somewhat tired of the coverage, or to mistrust it, while positive respondents referred more to their sources.

DIFFERING NATURE OF NEWS COVERAGE

Both overtly positive and negative participants tended to distrust media coverage but from quite different perspectives. Positive respondents tended to see the coverage as sensationalist and overly focused on the testimony of Front National politicians and misrepresentations of refugees.

Negative respondents tended to suspect traditional media sources of under-reporting the alleged intent of refugees to claim social welfare provision on the back of French citizens.





"I know a family of refugees from Rwanda. They now have the French nationality. I helped them a bit with the procedures and their life here, very different from the life they had back home."

Female, 75+, Mixed views

"Media do not depict reality. You just need to connect to the social networks to realize that. Many newspapers exaggerate the information about the refugees to make French people feel pity for them. We are scapegoats and a lot of people wonder why Saudi Arabia does not help their peers sharing the same religion (Muslim religion)."

Male, 75+, Mixed views

"The media don't tell the truth because all these migrants are people looking for social security, which our France distributes generously on the back of French citizen."

Male, 65-74, Overtly negative

"There are many stories, each one crazier than the last like the migrants takes the place of the homeless, like migrants are terrorist, like migrants want to come in France because of RSA (work welfare benefit) and social security. I read them everywhere on social networks in particular coming from far right groups (associated with the FN), in the media (interview of FN members) to scare people as usual, and mainly to win votes but I won't fall in the trap of this racist, xenophobic and homophobic party."

Male, 18-24, Overtly positive

"Some TV channels tend to interview only the Front National, others only covers stories to trigger emotion, others only feature more or less Arabic looking and demanding men. It's difficult to find a reliable and unexaggerated story."

Female, 75+, Mixed views

"I have never met any refugees personally but I have read several testimonials in the press or seen it on TV."

Female, 18-24, Overtly positive







THE FRENCH POLITICAL LANDSCAPE



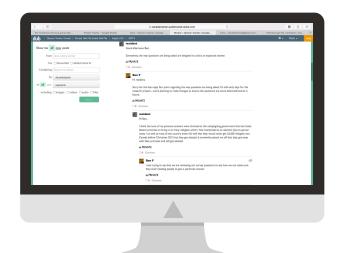
OBJECTIVES

This activity gathered views on the political landscape of each country in relation to the refugee crisis. For example, refugee and immigration policies.

It also examined the extent to which government actions on the refugee crisis **informed voter behavior**.

DISCUSSION POINTS/ TASKS

- Did you vote in the recent election?
- If you did vote, to what extent, if at all, did refugee and immigration policy have an impact on how you voted?
- How do you feel about the French government's policies concerning refugees?
- What do you think people in other countries think about France's refugee policy?







SEVERE DEMOCRATIC MALAISE

France is clearly going through a period of disenchantment and malaise, fueled by fear and anger following the events of the past year and a half. France's political elite was lambasted by participants across the political spectrum, while those more open to refugees are also evidently perturbed by the rise of extremist forces such as the Front National.

"If there were elections tomorrow I would vote rather against than for someone. Against the extremism, against the representatives who have been the same for a long time. There are not many choices left. I don't think the immigration policy will change anything."

Female, 55-54, Mixed views

"In 2012? I did not vote against Sarkozy but for Hollande. He disappointed me many times. I can't say if the refugee situation is part of my disappointments."

Male, 25-34, Overtly positive

NO POLICY DIRECTION

France is hurting and craves a sense of direction and guidance from political leaders. This appears to be lacking, according to the commentary in this online community. Even participants who had previously voted for President Hollande showed abject disappointment and concern at his performance in government.

"I don't really get Hollande's policy in terms of refugees. The refugees camps in the North must not give a good image."

Female, 45-54, Mixed views

"No [people in other countries] are horrified/appalled by such a deliberate negligence from the public authority. In their own country things would be different."

Female, 75+, Overtly negative





REFUGEE CRISIS & VOTING INTENTIONS

French participants were more likely than their counterparts in other countries to indicate that refugee and immigration policy would influence their vote. Indeed several also made a distinction between refugee and immigration policy.

While overtly positive and negative respondents were likely to be influenced in opposing directions, there were those who warned that too much of a focus on these issues would lead to further stigmatization of refugees and an increase in support for extremist parties.

GOVERNMENT POLICY

There was a palpable sense of disillusionment and disenchantment among participants in the French community with their body politic. The government of President François Hollande came in for biting criticism from both positive and negative participants.

One theme that united both sides was a perception of inaction and confusion on the part of the government. They were divided on the between the overtly positive who criticized the lack of human kindness shown to refugees and the overtly negative who felt they were being taken advantage of.

EXTERNAL PERSPECTIVES

When questioned about what other countries thought of France's position, the usual assumptions were couched in terms that were deeply critical. Overtly positive participants assumed that other countries would be surprised at the lack of progress or as well as the failure of such a large country to offer asylum to more people fleeing war.

Negative respondents also pointed to perceived negligence on the part of French public authorities.





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"Yes I would vote, the "all bad" does not exist. There are still people believing in what they have promised. The situation with refugees would probably change my vote except if it is not to vote for the extremist parties who are take advantage of it. But I never voted for them anyway."

Male, 25-34, Overtly positive

"I would vote but most likely it will be a blank vote given the current masquerade going on with this band of losers. Concerning the immigration policy for me, it is secondary given there are plenty of bigger problems."

Male, 18-24, Overtly negative



"Yes of course I would vote. The refugee policy won't influence my vote unlike the immigration policy which are two different things."

Male, 45-54, Overtly negative

"Hollande seem to lose control over the events and in front of the English situation."

Female, 75+, Mixed views

"I think that Hollande is a bit overwhelmed by this migrant crisis but he is doing his best. I think he should give France the means to welcome these refugees in a decent way. I think that people from other countries consider us as being very supportive, very opened, even a bit lax."

Female, 18-24, Overtly positive



"I would vote whatever the circumstances. Yes it is an important question for our country so I would review and analyze the proposals by all the candidates and this ill influence my vote."

Female, 18-24, Overtly positive

"I think France is seen as very fragile/weak on this question. Our demographic position is not in our favor. Our economical issues and terrorism make political debates very unhealthy."

Female, 75+, Mixed views

"Maybe people from other countries think that due to the size of the country, France could welcome more refugees."

Male, 25-34, Overtly positive





AWARENESS OF EXISTING PUBLICITY CAMPAIGNS



AWARENESS OF EXISTING PUBLICITY CAMPAIGNS



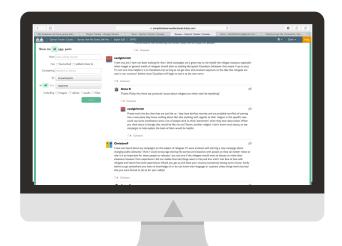
OBJECTIVES

This activity looked in detail at the specific refugee-related campaigns (information and activism) that participants had been exposed to. Participants were asked their general opinions on the campaign(s), including the tone, impact, likes, dislikes etc.

It also aimed to identify the most effective means to communicate to as wide an audience as possible, both in terms of content and dissemination channels.

DISCUSSION POINTS/ TASKS

- Have you heard about/ seen any campaigns on the subject of refugees?
- What do you think about the campaign(s)?
- If you were involved with starting a new campaign about changing public attitudes towards refugees, how would you go about it?







BEYOND SUSPICION & HATE

French participants showed an awareness of a sense of suspicion that pervades the discourse around the refugee crisis, and the capacity for this suspicion to lead to hateful perspectives. This formed the basis for the increasing influence of the Front National and other far right groups.

"I think [these campaigns] are necessary and useful. Like everything, they will have a positive impact on people who are already open-minded and have a good heart. But on the contrary, and I am sure some are heartless and not open-minded – for the people against migrants, the racists, the homophobes, the anti-Semites, for all these people, it won't have any impact. Or actually a negative impact as these people would think that this is a plot from the government ... When you start seeing plots everywhere it is very serious and dangerous for us and mainly for them."

Male, 18-24, Overtly positive

RATIONAL APPEAL

From the point of view of several participants, the growth of the far right is based on reactionary and emotive discourse, rather than rational argumentation. As such, there was a tendency to favor reason as the means to win people over to a more progressive and positive perspective.

"I would have trouble starting a campaign. We would need to change the selfish attitudes and the prejudices towards foreigners. I won't use the emotional card because it disappears very quickly, it is superficial. You need to be rational; interviews must be done with reasonable people without any other request than to live peacefully and not mentioning the financial benefits they will have, make them talk about what they have lost, not what they can have. I think it is very hard."

Female, 75+, Mixed views





KNOWLEDGE OF EXISTING CAMPAIGNS

There did not seem to be widespread knowledge of refugee-focused campaigns among French participants in the online community. There were some references to reports on TV or radio but they did not elaborate on these to any great extent. In terms of government intervention, there were criticisms of the government's initiative to close down the "Jungle" in Calais. There were also some comments to the effect that campaigns against refugees were more prominent.

PERCEPTIONS OF CAMPAIGNS

Perspectives on refugee-focused campaigns differed according to where participants were located on the positive-negative spectrum. Positive participants tended to think such campaigns were necessary in order to appeal to people's sense of solidarity.

Negative participants tended to focus on the cost of helping refugees, implying that to do so was at the expense of needy French people. As such, they were not receptive to the messages of campaigns such as these.

WHAT WOULD YOU DO DIFFERENTLY?

In suggesting different approaches to campaigning, several appeared to operate on the assumption that there is a lack of public knowledge of the plight of refugees. Therefore, the primary focus tended to be on disseminating information. Secondly, it was deemed necessary to engender a sense of empathy and solidarity; to humanize refugees and to encourage French people to be supportive and compassionate.

Finally, there were those who encouraged a move towards rational discourse, rather than emotion as the basis for convincing people of a more positive perspective towards refugees.





"It seems that all campaigns are against refugees: the countries close their frontiers, build walls or placed barbed wires. They reject mentally if not in reality other human beings, which bothers me. I don't think it will solve the problem but just postpone it because refugees will find other way ton get in. Those campaigns have an negative impact because if others do it, why not us? And why we should welcome people that others countries don't want?

Unemployment is important here so they won't find any work. Who is going to pay for those who don't work?"

Female, 75+, Mixed views

"It seems very difficult to answer those questions today especially after what happened in Brussels."

Male, 55-64, Mixed views

"Without explanations people don't understand, feel that they are not given any choices; they can't say anything, they become defensive, it is impossible to have open and constructive discussions with them. But when you explain all this to them, maybe their mentalities will change."

Male, 18-24, Overtly positive

"If I had to take part in [a campaign], I would encourage people to consider refugees as other human beings like us, to remove the labels put on every human being. We need to to get people to be supportive and compassionate. We should not impose on them. To succeed it must come spontaneous. And as human beings we all have inside ourselves this feeling of solidarity."

Female, 18-24, Overtly positive

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"If I was going to take part in a campaign aimed at changing public opinion on the refugees; I would do like this.

- Give the opportunity to the refugees to talk
- Show what they have to go through to get to a country like France
- Then explain why they have left their country, the reason for the war, how the war can be solved, with who and how long it will take"

Male, 18-24, Overtly positive







IDENTITY AND OPINION FORMATION



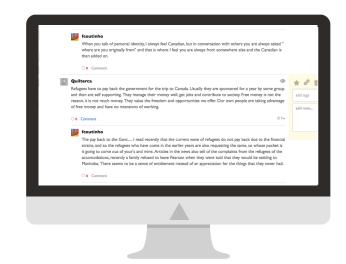
OBJECTIVES

This activity looked to uncover the influence of identity on opinion formation. It looked at both personal and national identity, and whether these framed participants' views in relation refugees.

A key objective was to ascertain whether people from particular sub-groups or holding certain worldviews are likely to be more **hospitable or hostile** to refugees.

DISCUSSION POINTS/ TASKS

- When thinking about your personal identity, do you talk in terms of local area, region, nationality or something else?
- What does being French mean to you?
- What do you think are the best and worst attributes of French society?
- Why do you think many refugees want to come to France above other developed Western countries?







REPUBLICAN VALUES

This exercise exhibited a sense of malaise in terms of French identification. While many of the respondents showed a strong aspiration to the Republican values of Liberty, Equality and Fraternity, a strong sense emerged from the discussions that there was a crack in the facade.

"For me the values of the Republic are the basis of my perception of France: Liberty, Equality, Fraternity. I feel mainly French because I can recognize myself in the richness of France in terms of land and as the country of the Enlightenment age."

Female, 35-44, Mixed views

"Being French means respecting the values of the Republic." Male, 65-74, Overtly negative

SOME DISCRIMINATORY PERSPECTIVES

Overtly negative participants showed a certain level of welfare chauvinism, not wishing to extend solidarity beyond the present population. Added to this, there were references to growing Islamophobia and racism, as well as a perception that refugees who came to France were not given anything like the welcome they had anticipated.

"The worst characteristics: the non-respect of other people's religion. As a Muslim wearing the veil, I often feel discriminated against - especially when it comes to work - whereas in other countries women with the veil are independent and work where they want (USA, Canada, Europe, except for France, Middle East, Russia, China, etc...). I have a cousin in England who works with her headscarf on and when she tells me how it is there, my eyes light up. I think it is a shame that in France the Muslim women are regarded less than others."

Female, 18-24, Overtly positive





PERSONAL IDENTIFICATION. **LOCALE, REGION & NATIONALITY**

This phase tested the link between personal identity and opinion formation. The activity sought to see how various forms of identification impacted on French people's response to the refugee crisis.

While overtly negative participants were slightly more likely to invoke French nationality as the basis for their personal identity, there was a tendency among those with positive and mixed views to invoke a French identity bound up in Enlightenment and Republican values of Liberty, Equality and Fraternity. Others among the positive and mixed tended to identify more as individuals, with values derived from their education, family and friends.

ATTITUDE TO FRANCE & FRENCH SOCIETY

There was a variance of responses here, not necessarily linked to whether respondents were overtly positive or negative. There were those who saw French society as merely an indication of citizenship and the rights and obligations this brings.

Participants invoked the motto of the Republic and the contribution of France to culture. literature and universal human values. Yet it appears these values have been used by both sides of the debate on how to approach the refugee crisis. Some also noted an increase in racism and antipathy towards Muslims.

WHY DO REFUGEES COME TO FRANCE?

Participants offered a variety of explanation as to why refugees would come to France. Some attributed it to the attractions of social provision and a country that already has a longstanding experience of demographic diversity.

Others put it down to the location of France, as the closest continental European country to the UK. The implication here was that France was not an attractive destination for refugees. There were those who elaborated further, indicating either that France was a country in decline, or that refugees who had gone there did not receive as welcoming a reception as they had hoped for.



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"I am French of Algerian origin. I never had any problem with being French. I am born there it is my country. When I was younger, French of French ancestry lived better than us but we did not care. I am a teacher so a civil servant. We are French with our differences and that is it!!"

Female, 35-44, Overtly positive

"My personal identity is related to my education, the people I have met, to the knowledge I have gained much more than the sense of belonging to a particular country."

Male, 25-34, Overtly positive

"Some refugees prefer coming to France because it is the country of Human Rights but it is mainly the only way to England."

Male, 25-34, Mixed views



"France is very generous in terms of social aids, it offers many freedoms, that is why it attracts so many refugees."

Male, 18-24, Overtly positive

"My personal identity is my nationality, it is being French. It is the feeling of belonging to a nation which is made up of a mix of Celtic, German and Latin people from the West."

Male, 75+, Overtly negative

"My personal identity is ME; Me as a whole. My origin, my nationality, my religion,, me as a citizen, as a sister, as a mother or God knows what."

Female, 18-24, Overtly positive



"I am proud of being French because of its history, it's human values, its cultural and literary heritage. It is a welcoming land even though colonization damages /cause prejudice to populations."

Female, 75+, Mixed views

"I am not that proud of being French. I think that we have no reason to complain. There are people unhappier than us but that's life. I love the region where I live. I am lucky to live in Provence but I don't like people's mentality there even though I am a real Mediterranean, I am born there."

Female, 45-54, Overtly positive

"Difficult to say without using clichés. The rise of racism seem the worst characteristic of our society today."

Male, 25-34, Overtly positive



SECTION 5
ATTITUDES
TOWARD
REFUGEES



ATTITUDES TOWARD REFUGEES

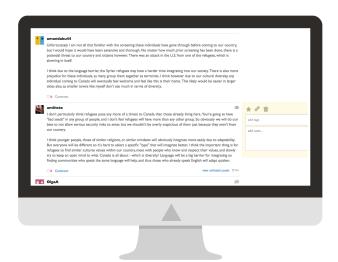


OBJECTIVES

This activity sought to establish the strength (if any) of negative sentiment towards refugees, as well as what drives it (e.g. fears and anxieties). It also looked at whether negative sentiment or prejudice was more common in relation to particular 'types' of refugees.

DISCUSSION POINTS/ TASKS

- To what extent, if at all, do you think refugees arriving to France pose a security threat?
- Do you think some groups of refugees are better than others at integrating into French life?







NEED FOR PERSPECTIVE

In spite of the fear that has pervaded France in light of the various attacks that have taken place there, participants in this study tended to see the security risk posed by refugees as minimal.

"Refugees flee the war . They don't come to commit attacks or other bad things."

Female, 35-44, Overtly positive

"For the fact that terrorists could hide among refugees, we can't know for sure. But terrorists had settled in our country well before the refugees started to arrive.

Female, 45-54, Overtly positive

LEVELS OF INTEGRATION

In the medium- to longer-term, with the focus turning to integration of refugees, it is apparent that a significant proportion of the French public sees a road to integration predicated on the acceptance by new arrivals of the mores, norms and values embodied in the Enlightenment Republican tradition. Efforts to utilize this will need to take ownership of this tradition so that it cannot be abused by those who seek to exclude specific groups.

"There is a difference between integration and assimilation. The ones who arrive enrich us with their cultural diversity: it is their duty to share our culture and the underlying values of the Republic without having to reject who they are and where they come from."

Female, 35-44, Overtly positive





SECURITY

Evidently there are fears among the French public about matters related to security, owing to the attacks that have taken place there, as well as those in Brussels and elsewhere.

Some participants in this online community did project their fears onto refugees arriving from Syria, although these tended to be overtly negative participants. Others were of the opinion that security threats were more likely to come from people already living in France. These participants tended to be of the opinion that security should not affect the treatment refugees receive in France.

INTEGRATION

Positive and negative respondents differed on matters of integration. Positive respondents tended to see an opportunity in enriching France through greater cultural diversity.

Their negative counterparts tended to focus on cultural identifiers such as language and religion. There was an Islamophobic undertone to how this line of reasoning went, implying that the practice of Islam was incompatible with French values.

Some also indicated that it would be easier for younger and better educated refugees to integrate into French society.

DUTY AND VALUES

Among both positive and negative respondents, there was a tendency to invoke French Republican values and their universality. Negative respondents tended to assume that certain groups were incapable of absorbing these values.





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"I think the arrival of refugees is a good opportunity for us and not a threat. They fell on harsh life conditions. France has always been a welcoming land for refugees and it must carry on this way."

Female, 35-44, Overtly positive

"Like any type of immigration, when they are small groups, I don't think they pose a threat if they are well integrated into the community as they will be necessarily integrated into the French life."

Male, 75+, Mixed views

"Yes, I think that if refugees don't manage to find a job, and a decent place to stay, it can become a problem."

Female, 35-44, Mixed views

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"The refugees (if they really are) don't pose a threat although the arrival of people can scare them. The problem is rather economic because you need to welcome them, you need housings, food; medical costs. I think some groups will integrate more easily than others for several reasons. First the environment which they find themselves in is a factor of integration. Indeed an, an environment of voluntary organizations, of support helps integration. So does the region's quality of life."

Male, 35-44, Overtly positive

As always, integration is easier for people who share a common background with European culture and the Christian religion, for people who are educated and cultured and for the parents of children who go to French schools"

Female, 35-44, Mixed views

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"In my opinion young people integrate better than the older ones: the language barrier, the lifestyle can be a barrier to integration. A group of women will be better received than a group of men. Indeed it is more reassuring to have groups of women than groups of men as they are better regarded in our society."

Male, 35-44, Overtly positive







WALKING IN A REFUGEE'S SHOES



OBJECTIVES

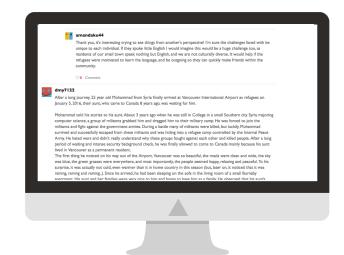
This activity looked to determine the extent to which participants could **empathize with refugees**, putting their stories into their own words.

Participants were free to write in the first or the third person and to base their story on wherever they felt appropriate.

DISCUSSION POINTS/ TASKS

Create a story about a refugee's journey to France:

- Where did they come from?
- Why did they come to France?
- How are they finding life in France?
- What are their hopes for the future?







AN ARDUOUS JOURNEY

Interestingly, even participants who were quite hostile to refugees in other activities and during the quantitative survey were quite capable of showing empathy for the refugees' situation when asked to build a narrative. Positive and mixed respondents focused on the journey at large and were especially likely to address the difficulties with people traffickers during their transit.

"But things are not as easy and less pleasant than they would have thought. They live in miserable and poor conditions. Their hope is to reach England because they think life will be more pleasant there. Once settled there they will send over their mother and children so they can escape the dictatorship of their country as well. My thoughts go to all these people who have not asked for anything apart from living in peace."

Female, 45-54, Overtly positive

MYTH OF FRENCH RESISTANCE

Some "overtly negative" participants tended to invoke the French experience of World War II as a means to criticize present-day Syrian refugees. They drew reference to the French Resistance as a means to ask why the Syrians who had come to France did not stay and fight. This perspective is clearly bound up in a particular nationalist narrative and is used to deny empathy to refugees.

"I did not answer as I did not know how to express myself but I make the effort to say what I think of the refugees' situation knowing that I am not going to please everyone. I take my responsibilities. When we French were at war we defended our country to death but they often leave women and children behind. What love do they have for their country and their family? I can't feel sorry for them. I apologize for those who are going to read me and disagree."

Female, 65-74, Overtly negative





WHERE THEY CAME FROM AND WHY THEY CAME

This activity sought to determine the extent to which participants could empathize with refugees, putting their stories into their own words. While the largest proportion were quite capable of putting the stories of refugees in their own words, and some based their narratives on stories of refugees they had met, there were also participants of a more negative persuasion who did not seek to empathize.

It will come as little surprise that most participants based their stories on Syrian refugees and drew considerable on narratives of families fleeing conflict there. They came to France to find safe haven and stability far from war.

LIFE IN FRANCE

There were mixed narratives regarding the experiences of refugees in France. Some participants recounted warm welcomes from the French people and assistance with asylum while others would want to go elsewhere, such as the UK or Germany.

Some of the negative commentators engaged in this activity in a constructive manner and seemed willing to accept the dangers that led refugees to flee. Others were more likely to look upon their motives in a hostile light. Positive participants' narratives were strongly imbued with empathy and solidarity.

HOPES AND ASPIRATIONS

Judging from the narratives put forward by French participants, the prevailing assumption is that refugees want to stay in France in the medium- to long-term although some assume that Syrians will want to go home once the war there is over.

Hopes and aspirations were mostly grounded in simple needs for security, peace and a place to live. The capacity to build a new life featured strongly in the narratives put forward too.





"I came to Europe to have a real life finally far away from the violence, the bombs, the severe lack of power, to provide for my basic needs, to eat, to get medical care and to work. I find France a freer country than most in all aspects and it is said to be a better place in which to live and where the food is of great quality."

Male, 55-64, Overtly positive

"We were hoping for a new, quiet life in this place where my brothers, sisters and I could go to school, learn English for a chance to survive. "

Female, 35-44, Overtly positive

"My name is Sonia. My trip started at home in Syria, a country at war; when my parents decided to escape this place which had become too dangerous for our family. My dad, my mother, my two brothers, my little sister and I left by foot, all carrying a backpack. We travelled together with a group of twenty something people who, like us, was fleeing Syria. With the help of a smuggler; who my father gave all his savings to we crossed all the borders on foot, in the cold and resting only very rarely."

Female, 35-44, Overtly positive



"After a long perilous journey for them and their children, they finally arrived in France, where they did not get a very warm welcome. Many people are hostile. They sleep in refugee camps, in the cold, close to each other; they live on the last resources they have left. Even though it is tough to live in those conditions, at least they feel safe and peaceful. They hope to go back to Syria as early as possible."

Female, 18-24, Overtly positive



▲ TENT.ORG



YOU'RE IN CHARGE: APPROACH TO POLICY



OBJECTIVES

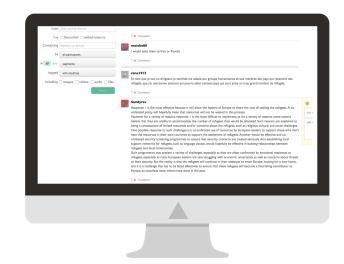
The primarily objective of this activity was to get participants to offer pragmatic ideas and solutions by getting them into policy makers' mind-sets.

To achieve this, it placed them in a position of substantial power but where they were also in the midst of bureaucracy.

DISCUSSION POINTS/ TASKS

Imagine you are representing France at a world leaders' summit discussing the refugee crisis. The leader of another country presents you with a proposition: If the movement of refugees is effectively coordinated between all of the countries represented at the summit, it will be possible for each country to manage the incoming refugees effectively. If some countries do not constructively contribute and accept a fair quota of refugees, it will be left to just a few countries who will find it increasingly difficult to provide sufficient resources.

- What would you do and why?
- Are any of the other world leaders being particularly helpful or unhelpful?





KEY THEMES



EUROPEAN APPROACH

In discussions about coordination with others, the conversation tended to drift to focus on the European Union in particular, although some did reference the United Nations and negotiations with Syria's neighbors.

"For me all the countries part of the EU, must be supportive together and if each country accepts its quota, the problem will be fixed much faster. And we could make sure that these people are safe and then put an end to this migrant crisis."

Male, 18-24, Overtly positive

"Of course there are other world leaders who could help but what do the refugees want? Where are they going? To Europe, where life is safe and where human rights are respected, unlike at least what it is in their countries."

Male, 18-24, Overtly positive

THOSE WHO DON'T CONTRIBUTE

It seems that for French participants, the EU's framework offers a more effective conduit to coordination and assigning quotas. Equally, in terms of punitive measures for non-cooperation, the EU offers a preexisting mechanism for sanctions etc. Overall, all but the most deeply negative tended to agree that each country had some level of responsibility to help and that this should include France, especially given its location, financial resources and influence.

"Everyone must be involved to help the flow of refugees. If some countries don't want to help, some diplomatic measures need to be taken."

Female, 18-24, Overtly positive

"I would take part in the fair repartition of the refugees in order to manage the incoming flow effectively. I find that the UK doesn't take part in this effort at all today."

Female, 35-44, Overtly positive



AREAS OF DISCUSSION



COORDINATED EFFORTS NEEDED

Comments from the French community tended to focus on the role of the European Union as the primary platform through which to broker any subsequent international deals. Across the varying perspectives, there was a keen recognition that effective coordination would be key to addressing the crisis in any meaningful way. This also extended beyond the EU to coordination at UN level and with other international partners.

DEFINED BY CIRCUMSTANCES

Still, there was also a recognition that it would prove extremely challenge to find a mutually acceptable solution to such a complex situation, especially given the differing perspectives and political realities of each potential host country.

Several indicated that quotas should be based on economic resources, infrastructure, levels of unemployment and other measurements of a country's means.

POINTS OF FRUSTRATION

Some expressed frustration at the failure of other countries to take some responsibility and accept quotas. Some overtly negative respondents directed this at states neighboring Syria or other predominantly Muslim countries. There was a certain level of cultural determinism in this perspective.

Others criticized EU members who refused to go along with the quota system. There were occasional criticisms of the UK as well as France's own government.



IN THEIR OWN WORDS



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"I would take my responsibility as a leader representing France. I would listen carefully and would do anything to accept my quota of refugees. If only one country refuses to take part, it will be difficult for other countries to."

Female, 18-24, Overtly positive

"Each country must accept a quota of refugees according to their economic capacity. The criteria are still to be defined. The release of an exceptional financial aid to be split between all the EU welcoming countries is necessary. This will be used to cover the emergency situations then for the integration of the refugees. The EU countries must accept this."

Male, 25-34, Mixed views

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"Logically, all countries from the EU should contribute on the basis of fair quotas, carefully defined and studied according to each member's means. If some countries protest, I would take away the advantages they get from belonging to the EU."

Female, 75+, Overtly negative

"Indeed, it would be easier if everyone would get involved. There is a solution to every problem. European Union was created to unify differences. Unfortunately, I have the feeling that it is the exact opposite which is happening."

Female, 55-64, Mixed views

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"We can notice that some countries do not wish to help. The UK which is isolated on its island and the Scandinavian countries which think they have received enough migrants."

Female, 25-34, Mixed views

"I would try to ask the Arabic countries to help with a financial contribution to the poorest countries like Greece, which welcome a lot of people although it has huge debts and its people are suffering."

Female, 75+, Mixed views



SECTION 8

POSITIVELY INFLUENCING PUBLIC OPINION



POSITIVELY INFLUENCING PUBLIC OPINION



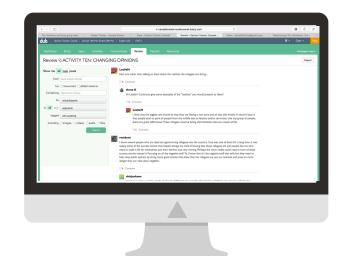
OBJECTIVES

The objective of this exercise was to establish the most effective types of discourse when seeking to positively influence public opinion towards refugees.

Participants were asked to imagine/ recollect their approach to convincing friends/ family to take a positive stance towards refugees.

DISCUSSION POINTS/ TASKS

- Can you think of a friend or family member who might disagree with you about the refugee crisis?
- How have you/ might you go about trying to change their perspective?
- How have/would you go about convincing people who are undecided or have no strong opinions?





KEY THEMES



UNIVERSAL RIGHTS

When faced with the challenge of changing someone else's opinion, several French respondents appealed to the universality of human rights. This is to underscore that peace and security and the civil rights and liberties that come with living under the rule of law should not just be confined to countries such as France. For several respondents, this appeal to universality was seen to be potentially effective.

"I would try to change her/his mind by asking him/her first to put herself/himself in the refugee's shoes, by telling them that each human being, whatever their color, their religion or their status (social or economic) has the right to personal happiness and to a stable life. And it is not because he or she had the good fortune to be born and live in a developed country, that it is the case for everyone. We all have the same rights."

Female, 18-24, Overtly positive

REAL LIFE EXAMPLES

Further to this, it was felt that real life examples would increase the appeal of arguments in favor of providing assistance to refugees. This would foster a greater sense of empathy among the target audience.

"Surely giving an example to support one's opinion would be a good way to convince them. I would try to encourage them to come along with me to see some organizations helping the refugees, to give away some of their time so that they can really understand the situation these people are in."

Female, 35-44, Overtly positive



AREAS OF DISCUSSION



TALKING TO FAMILY AND FRIENDS

This was seen by several participants as a challenging task as people often tend to be entrenched in their opinions about issues such as these. It was evident that many would feel uncomfortable bringing this up as a source of conflict or controversy with family and friends.

Still they made efforts to figure out ways in which this might be approached, drawing on a mix of pragmatic and abstract approaches.

CONCRETE EXAMPLES

The first point of call for many was to address the misconceptions held by the people they are trying to bring over to their perspective. Therefore, when there are false assumptions that refugees come to France to take advantage of the system, this can be countered by talking directly to the refugees themselves, or at least hearing their stories of their previous life. This could make those with opposing views understand that the refugees' situation is not a choice but a necessity driven by terror and war.

EMPATHY AND VALUES

There was a strong tendency to focus on building empathy through asking other people to imagine themselves in the position of refugees. It was felt that this would help stop narratives that dehumanize refugees.

Added to this, several participants invoked the need to defend the universality of human rights. These should not just be the preserve of people lucky enough to have been born in prosperous, peaceful societies, but also should be extended to those fleeing war and conflict.



IN THEIR OWN WORDS



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"It is difficult, even impossible to change people's minds because people are often very opinionated on this issue and think that having refugees in our territory increases unemployment, insecurity although these problems already existed long before this. That is what I am trying to make people understand but often without success."

Female, 45-54, Overtly positive

"I would suggest a role playing game: in the shoes of a refugee. I think it will open their eyes. And this along with meeting with a person in need."

Female, 35-44, Mixed views

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"We live on the same planet. Unless proved otherwise, other life has yet to be discovered on another planet. On this planet we are the only intelligent species. What benefits do we get from it? Borders are falling, distances are getting shorter over times... it is unavoidable, unless our intolerance and our blindness send us back to the stone age. Our rich societies, rather than turning inward and complaining about the rich people's problems, must open up to each other. In spite of being mostly secular, our religious references remain vivid: tolerance. hospitality, solidarity; empathy."

Male, 65-74, Mixed views

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"To make them understand that [refugees] are not here to take advantage of the system can be done by going to a refugee camp to meet them. They can tell us their stories, talk about their previous life, and make them understand that their situation is not a choice but an obligation."

Female, 35-44, Overtly positive

"In order to convince someone, they need to feel involved in and concerned by the problem. I think you need to, play the game of 'in someone else's shoes'."

Male, 18-24, Overtly positive



SECTION 9

INCREASING
THE IMPACT OF
VOLUNTEER
EFFORTS



INCREASING THE IMPACT OF VOLUNTEER EFFORTS



OBJECTIVES

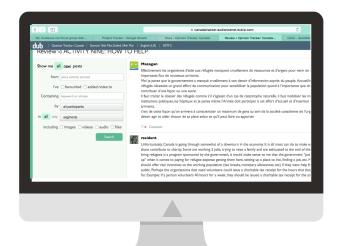
This exercise looked specifically at practical ways of increasing volunteering and donations to charitable causes linked to refugees.

It asked participants to come up with ways to overcome commonly cited **obstacles** (e.g. time and money), as well as any others they could identify.

DISCUSSION POINTS/ TASKS

Several refugee organizations are finding it difficult to raise money and recruit volunteers in France. People say they don't have enough money, time or knowledge about how they can help.

How do you think these organizations could **overcome these obstacles** and increase donations and volunteer numbers?





KEY THEMES



SEVERAL WAYS TO HELP

During the quantitative phase of research, respondents offered several reasons for their inability to become involved in refugee-focused NGOs, either through direct volunteering or through donating. Here community members elaborated further, with some indicating they lacked the financial means but that it might be possible to help in other ways, such as through donations of second-hand clothes or other items.

"Unfortunately, between the economic reality and our individualistic society, this problem is very real. Maybe asking for a concrete help more than a financial one would be more efficient (time; clothes, food...)."

Female, 35-44, Mixed views

BETTER INFORMATION IS PARAMOUNT

There was also a variance in approach as to how to inspire people to get involved. In general, the provision of adequate information regarding the refugees' situation and the opportunities to help them, combined with positive and enthusiastic publicity campaigns would win out.

"It is necessary to make French people aware that they are lucky to be born in a free and peaceful country. The reason for the important influx of refugees needs to be explained. Testimonials in the media (radio, newspapers, TV) must be published. It is necessary to create enthusiasm. The organizations helping the refugees should send out more messages and explain how to help a refugee without necessarily donating money (offer food, accommodation)."

Male, 25-34, Mixed views



AREAS OF DISCUSSION



BORROW FROM EXISTING EXAMPLES

As might be expected, several participants thought it wise to borrow from longstanding success stories in the charity and voluntary sector to provide guidance for refugee-focused NGOs. Two concrete, specific examples were "les Restos du Cœur" and "Secours Populaire", both of which carry out work in combatting food poverty and social exclusion.

Beyond this, there were varying perspectives as to how one might actually mobilize French citizens to give of their time, money or other resources.

THE CHALLENGE OF A CROWDED FIELD

French participants pointed to a challenge that would undoubtedly be faced in most destination and transit countries. Namely, the multiplicity of other causes to which people already donate and for which they volunteer. In France, according to community participants, people are already attached to Telethons and health and poverty related charities.

Added to this, given how many other causes are in the public mind, some warned that people might be going through a sense of charity fatigue, i.e. that they are fed up with being asked to donate to various causes.

AWARENESS AS BASIS FOR APPROACH

From certain perspectives, the drive to raise donations and increase volunteerism came down to awareness of the situation. Once again, people need to have the situation properly explained in order to motivate them to become involved.

In terms of how information campaigns aimed at encouraging donations and volunteering would work, some proposed campaigns that would tug on one's heartstrings, even verging on guilt-oriented messages at times. Others tended to favor campaigns that stressed enthusiasm and positive messaging as a more appropriate way to inspire involvement.

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IN THEIR OWN WORDS



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"Personally, I donate a bit of money (a few tens of euros per year) to Amnesty International and MSF (doctors without borders). For me it is the duty of the state to provide these organizations with the correct means if it does not want to look after the refugees. So our taxes should be used to help such organizations financially. As for the volunteers, I hope that the civil service could give them the workforce they need."

Male, 25-34, Overtly positive

"They should run campaigns like the Restos du Coeur or the Food Bank at least to collect food."

Female, 35-44, Overtly positive

"

"What a challenge! Personally, I don't have many ideas. The best would be to raise awareness among the French people. Indeed, the picture of the young Syrian boy was a trigger to take into account the problems regarding the refugees. Ads showing this refugee crisis is also possible but costly. In any case these organizations need to express themselves/communicate to make us react. It is true that we are busy with our own problems (unemployment, terrorism).

Male, 35-44, Overtly positive



"Unfortunately, I think that these organizations won't manage the donations (except through the elected representatives). French people are already very generous but primarily regarding illnesses (Telethon, cancer, etc...) and the food aids (Restos du Coeur, Secours Populaire...)."

Male, 45-54, Overtly negative

"Don't you think there is a general feeling of being fed up of always being asked for charity for everything."

Male, 65-74, Mixed views



