

**Results of a questionnaire about the initiative of the UN envoy to
Syria, Staffan de Mistura**

Prepared by ACHRS

In cooperation with

Syrian Federation for Human Rights Organizations and Bodies (F.HR.SY)

Public Aid Organizations (PAO) (Iraq)

Norwegian People's Aid (NPA)

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Amman Center for Human Rights Studies (ACHRS) conducted a survey on the initiative paper of the United Nation delegation to Syria Staffan de Mistura, in cooperation with Syrian Federation for Human Rights Organizations and Bodies (F.HR.SY), Public Aid Organizations (PAO) (Iraq) and Norwegian People's Aid (NPA) with the aim of assessing the impact of the initiative and its effect on cease fires and starting the peace process in Syria.

1. Introduction:

This questionnaire comes as the most dangerous, the worst, the bloodiest, and the most violent conflicts and wars are still rocking Syria, signed by tens of thousands of dead and wounded victims, in addition to tens of thousands of forcibly disappeared and unaccounted for persons from all the warring parties, and hundreds of thousands of displaced people and Syrian refugees to various parts of the globe that there are huge files about the number of the victims, the wounded, the prisoners, forcibly disappeared, arbitrary detainees, and displaced persons and refugees outside and inside Syria to least tension places, add to all that, the size of the massive destruction in infrastructure.

In such climates hectic with blood and fire, the international community has tried, since the beginning of the Syrian crisis, to put forward several initiatives to find a peaceful solution and to stop the bloodshed in Syria, since all the plans presented were based on firm foundations; the need for immediate termination of all forms of violence in Syria, to reach a political solution to the Syrian crisis, and to emphasize how erroneous the military conflict solution is, and find a peaceful political solution that

would ease and stop the human and material losses with the participation of all parties and the continuity of state institutions, and that the final choice is for the Syrian people to decide their own future and its political system and to choose their leadership. There has been various gaps in all initiatives under the search for consensus between views about the Syrian file, which led to the lack of quality progress or breakthroughs among the Syrian, regional, and international parties, as a result of entanglements and complications that have, and still are, ruled the Syrian crisis.

Among these initiatives are: the initiative of Major General Mustafa al-Dabi, through the international initiative and the efforts of Mr. Kofi Annan, which led to the convening of the first Geneva conference in June 2012, where the parties to the basic struggle announced what is called the Geneva Agreement, which has been termed the Geneva 1 Agreement after entering the stages of preparation for Geneva 2 as it turned out there were disagreement on the interpretation of the terms of the Geneva 1 agreement. Then the initiative of Mr. Al Akhdar Al Ibrahimi, which contributed to the convening of the Geneva II Conference, moreover, the Quartet initiative, passing through Iranian and Russian proposals, and the Egyptian initiative to resolve the Syrian crisis, and then came the initiative of Mr. de Mistura as a coronation of regional and international steps to stop the war in Syria and find peace, who came representing the United Nations only, and not to the Arab League as UN envoy Al Akhdar Al Ibrahimi, and de Mistura came recognizing the political, military, and security reality, and that his humanitarian mission has taken on international significance, through presenting items related to a cease-fire demand in certain areas, the supply of humanitarian aid, food and medical treatment of the wounded, the exchange of prisoners, and other humanitarian actions to mitigate the suffering of the Syrians as a result of this long war life that lasted for several years without finding a military or political solution. Then work on the expanding it after the agreement

between the parties concerned, and the important point in de Mistura's initiative is that it made no mention of the Geneva Conventions 1 and 2, with emphasis on the need to fight the «terrorist groups», accompanied by seeking «comprehensive political solutions» of the Syrian crisis, and without mentioning the departure of President Bashar al-Assad.

This vision of de Mistura is importantly welcomed by the Syrian presidency: «The de Mistura initiative is worthy of study, and work on, to achieve the objectives of regaining security to the city of Aleppo», and therefore Al Assad met de Mistura twice, one in September and the second on November 8th, 2014.

The initiative is met with positive welcome, because it runs from an initial experience belonging to the city of Aleppo, and it can be generalized to the rest of the Syrian cities if successful at the level of the city of Aleppo, and move to the next steps, which Mr. de Mistura named «comprehensive political solution of the crisis in Syria», which is based mainly on the fight of Syrians against terrorist groups in their country.

Local truces resolving overall the crisis in Syria, provided the UN Monitoring

carefully considering what is happening, the prevailing opinion so far is that the comprehensive solution to the Syrian crisis does not appear in the near future. Freezing the fighting will not succeed without the United Nations assumed control. In order to alleviate the suffering of the Syrian people and to build confidence in the negotiations, local peace initiatives must be implemented with international assistance, along with continuous creation and presence of some of the opportunities, freezing fighting, engage in ceasefire, and local truces across Syria. In these initiatives, civilian actors, the rebels, representatives of the regime and the army, and the forces of national defense negotiate a cease-fire in various configurations.

The call of Mr. Staffan de Mistura for his plan to "freeze" the conflict, will probably contribute to creating the culture and values of a willingness to negotiate with the other and reach a compromise considered among civilians weary of the war in Syria is much larger than the will of political leaders, who have, from a distance, unrealistic demands, and thus prolong the conflict. In addition, the living conditions and social structure as well as the balance of political and military forces in Syria vary greatly by region, so an effective solution cannot be reached across the country. The solutions prescribed from above are going nowhere; therefore it should strengthen the role of actors on the ground - civil parties such as local committees of municipal and rural councils, religious leaders, influential businessmen, as well as village elders and tribal leaders.

According to the new vision, a cease-fire truce is locally negotiated, but is imposed and monitored by an impartial body to have a strong mandate from the United Nations. This body monitors and funds the departments and infrastructure to work. The civil status, courts, police, power stations, water authorities... etc continues their work, and are repaired or rebuilt.

The goal is to maintain the government structures, and as such arises from the cease-fire a political alternative trustworthy with daily life moving and an effective message that negotiations are meaningful and worthy of attention.

The local truces of ceasefire offer the opportunity to create a new balance of forces in small steps. Therefore, Staffan de Mistura must do everything in order to win UN Security Council - including Russia - in favor of supporting these truces.

Therefore we have launched this questionnaire among different segments of the Syrian society and noticed the following distinctive points:

- There is almost a consensus on the importance and necessity of a peaceful solution.
- There is almost a consensus that the solution should be through the United Nations.
- Rejection, or even negative attitudes, of Mr. de Mistura's initiative were not just rejection but very clear answers carrying public resentment, despair and utter hopelessness of the success of any initiatives and perhaps of its seriousness.
- Almost complete conviction that nothing works but the regional and international solution, if the international community and regional countries agree on a solution, it will be implemented, and otherwise there is no prospect of a solution.

Mr. de Mistura's steps aims to find a peaceful solution to the crisis in Syria, which has turned into a regional and international conflict beyond the overthrow of the regime, with the need for the solution to come from Syrians themselves who aspire to build a democratic civilian state of Syria, where civil peace and community safety prevail away from military, field, and violent solutions.

1.1.: Purpose of the study: measuring the impact of UN envoy to Syria, "Staffan de Mistura", and the effectiveness of the initiative on ceasefire and the start of the peace process in Syria.

1.2.: Objectives of the study:

The study aims at:

1.2.1.: Measuring the Syrians need, residing within their territories or as Syrian refugees in neighboring countries, to stop the armed conflict in Syria.

1.2.2.: Measuring the Syrians need to humanitarian aid and the opening of safe passages to deliver aid to civilians.

1.2.3.: Measuring the Syrians need to find guarantees and ways to ensure the transfer of military and armed forces by both parties from places fighting to stable places.

1.2.4.: measuring the level of acceptance of the initiative of "de Mistura" by the Syrians, or any humanitarian initiative in order to exchange and/or the release of prisoners and detainees held by the parties of the conflict.

1.2.5.: Measuring motivation, tendency, and acceptance of the Syrians of the idea of the presence of international observers in order to create safe passages for humanitarian aid.

1.2.6.: Measure the Syrians need and the motivation to accept and support initiatives that lead to a breakthrough and getting out of the crisis collectively.

1.2.7.: Measure the Syrians general acceptance for political solutions and their look of the good foundations of humanitarian initiatives to resolve the crisis.

2. Methodology of the study

2.1.: Study tool

A form is designed to include 11 basic and direct questions that generally aim at see the tendencies and views of the Syrians residing inside Syrian territory, and Syrians who have taken refuge in the neighboring countries of Syria, namely: Jordan, Turkey, Iraq, and Lebanon.

The form took into consideration seeing the views and general orientation of citizens within Syria and Syrian refugees in neighboring countries toward the "de Mistura" initiative in a general, simplified, clear, and neutral way.

It also takes into account the use of clear terminology in the questions of the form, particularly political terms. All questions started with interrogative (Do you) to identify the views directly without the use of terminology that may disturb or affect the feelings of the respondents "Do you think", "expects", or "see", to take into account the nature of this type of questionnaires and to come up with disciplined and safe results.

The questionnaire adopted closed questions of specific answers, which do not tolerate change and/or addition without giving grades.

The form went through a little practical experience before starting to implement it effectively, and it took into account the repercussions and observations resulting from this experience and reflect them in the form, in addition to doing a before test to make sure of the clarity of the questions to respondents, and all the observations received from this test were also considered to determine the final shape of the form.

The analysis of the results considered the properties of the sample questionnaireed from three dimensions: diversity of gender, age, and qualification to explore the tendencies of each of these categories to the questions posed in the questionnaire.

Researchers deliberately determined all of the categories covered by the questionnaire, and found they were forced to bring closer the rates the respondents in terms of gender, male and female, and in terms of age grouping each category separately, and in terms of educational level, as this questionnaire depends in its analysis and study on the society of respondents and its basic characteristics without a category overcoming another for the purposes of scientific rules in research and questionnaire to arrive at true and fair results.

Supervisors stressed to conduct the questionnaire on the balance of the targeted categories emphasizing for the team of researchers in the

questionnaireed countries on the need for such balance and to find solutions to prevent exposure to large gaps in the rates, which would breach professional standards.

2.2.: The study population and appointed

The study group consists of 5068 respondents distributed to five groups targeting Syrian citizens inside Syrian territories, whose total number of the sample questionnaires is 3,500 Syrian citizens taking into account the demographic distribution in the entire 14 Syrian governorates, and a random sample of citizens, and as described the Table (A), where the questionnaire framework covered two categories, the first category is the Syrians in Syria, and the second is the Syrian refugees in neighboring countries, and the manner appropriate with the size of each category, and was carried out in the field as follows:

Table (A): The first group according to the sample frame (Syrians at home)

Table (A): The first group according to the sample frame (Syrians at home)		
Governorate %	Numbers	%
Damascus	350	10%
Damascus and provinces	250	7%
As-Suwayda	250	7%
Daraa and its provinces	200	5.7%
Quneitra and its provinces	200	5.7%
Homs and its provinces	300	8.6%

Hama and its provinces	250	7%
Tartus and its provinces	400	11.5%
Latakia and its provinces	400	11.5%
Idlib and its provinces	200	5.7%
Aleppo and its provinces	300	8.6%
Deir Al-Zour and its provinces	150	4.3%
Al-Raqqa and its provinces	100	2.8%
Al-Hasakah and its provinces	150	4.3%
Total	3500	100%

The total sample of respondents Syrian refugees in the neighboring countries of Syria in four countries, namely: Jordan, Turkey, Iraq, and Lebanon as 1568 refugee, representing the second category of the questionnaire and in the same way, spread over four countries as follows:

Table (B): The second group according to the sample frame (Syrians refugees in neighboring countries)	
Country	Numbers
Jordan	500
Turkey	268

Iraq	300
Lebanon	500
Total	1568

And both sexes, males and females, participated in the questionnaire with 2576 males in, accounted for 51 %, compared to 2492 females, accounting for 49%, which well represents the gender distribution of the whole sample, as shown in the following table(c) :

Table (C): the sample distribution according to the gender		
Sex	Number	%
Male	2576	51%
Female	2492	49%
Total	5068	100%

The sample was distributed to four age groups to see the tendencies of each category to the queries raised in the questionnaire, and the percentage of those under the age of 30 years of the respondents is 24%, between 30 to 40 years is 26%, between 40 and 50 is 27%, and those who reached the age of 50 years and older accounted for 23%, and it is noted that the rates of age groups to participate in the questionnaire is close to a large extent with one another as it is shown in the table below:

Table (D): the sample distribution according to the age group and gender		
Age group	Number	%
Less than 30	1224	24%
30-40	1320	26%

40-50	1353	27%
50 and more	1171	23%
Total	5068	100%

The sample was distributed to three educational levels pointed out by the respondents in their answers; the first category included the level of high school or less, and some did not receive an education, or quit before high school and accounted for 38% in the sample frame, while the percentage of those with bachelor's degree is 34%, compared to those with higher degrees have attained the least percentage in the framework of the sample by 28% as shown in the table below:

Table (E): sample distribution according to qualification and gender	
Qualification	Number
High school or less	1928
Bachelor	1737
Graduate	1403
Total	5068

2.3.: Data collection and processing

In this questionnaire, field data collection method through direct meeting with the target sample is used, as researchers with experience and competence to conduct direct interviews with respondents, away from prejudice and guessing the answers, to ensure accuracy and good quality

data, to which they have already been trained, including all concepts and terminology in the form, the form was checked to ensure consistency and comprehensiveness.

The questions were coded and data entry program using the package software CSPro 4.1 was prepared, taking into account checking on the input data in terms of recurrent input forms, and checking on the term for each question in the form and some of the rules of consistency and comprehensiveness, and then the data is converted to packet statistical program SPSS, for the purposes of preparing tables and statistical analyses of the study data and extract the final results of the report.

2.3.1.: Problems and observations of the questionnaire and the comments of the research team:

Field researchers experienced many problems and obstacles, in addition to the observations that have been recorded, most notably:

Some researchers have not been able to complete the required number of forms for many reasons including the lack of approval of the official authorities in Turkey to hold this opinion questionnaire, which reduced the Syrian refugees sample in Turkey from (500) forms to (268) forms.

Our researchers also faced cases of unwillingness of some Syrians at home and abroad (Lebanon and Jordan) to fill the form and without giving reasons.

3. General Key findings of the study:

3.1.: The results by the answers:

The results of the answers to the questionnaire showed a convergence of views of the respondents in general to most questions except for the paradoxes that seemed clear among respondents between "yes" and "no," and "I do not know".

And the overall results of the questionnaire showed without the slightest doubt that 49%, about half of the sample favor agreeing to "de Mistura" initiative, compared with 28%, who seemed hesitant and is clearly not inclined to the initiative, while 23% were in the middle.

The highest percentages were concluded by the questionnaire is when answering "yes" to the first two questions, as 57% of the respondents when answering the first question that freezing the fighting in one area is the first step towards the cessation of the armed conflict in Syria, which supports the "de Mistura" initiative, and 56.3% of the respondents expect, in their answer of the second question, opening safe passages for humanitarian aid to civilians after the cease-fire, which supports the supporters of the initiative and confirms tendencies towards it as a way out to resolve the crisis.

According to the decline rates between the first and second questions and the rest of the questions that the majority of respondents agree with the "de Mistura" initiative and support it, but they retreat a little in what could be produced by the initiative of the exchange of prisoners, the opening of safe humanitarian passages, and providing the appropriate political climate for the transfer of experience to other areas in Syria.

In the same context; respondents with "yes" recorded the highest rates in all the questions of the questionnaire, what accounted for 47.6% of the respondents who expect, after the opening of safe passages for civilians, to find ways to move the military and the militants at both ends of fighting places to stable places, versus 29.7% who do not expect it, and 22.6% who stood in the middle by answering "I do not know".

It is repeated when inquiring about the possibility of prisoners exchange between the parties to the conflict at the cessation of violence and fire as posed in the fourth question, which accounted for 45.7% who find that the cessation of violence and fire can help in the exchange of prisoners

between the two parties, in contrast to 27.3% who do not think so, and 26.8% who stood in the middle.

The moods of the respondents continue to lean towards the initiative of "de Mistura" when answering the fifth question, as 48.8% approve the presence of international observers for the safe passages, compared to 29.6% who disagree, and 21.5% who are in the middle.

44.4% of the respondents agree, in answering the sixth question of the questionnaire, that success in freezing the fighting outside the city of Aleppo, as posed by the initiative of "de Mistura", will encourage the dissemination of the experience in other parts of Syria, 29.6% oppose this view, and 26% stood in the middle.

The same rate continues in the seventh and last question, as 44.6% believe that the initiative of "de Mistura" represents a valid basis to start a political solution to the Syrian crisis, 30% do not agree, and 25% answered "I do not know".

It is generally seen from the nature of the answers adopted by the respondents that Syrians are divided into three categories, the first category believes in the peaceful solution of security, and comprehensive solutions, and accept the humanitarian and political initiatives to end the crisis, which the category that hopes to stop the violence and want stability, and they represent the highest rate and accounted for almost half of the sample community by 49%, while the second category, which accounts for about one-third of the sample 28%, represent the pessimists of solutions, whether humanitarian or political, or do not find in such initiatives a solution to get out of the reality of the crisis, and do not see a comprehensive solution inside Syria to resolve the conflict and ceasefire, and they expect the continuation of violence with weak hopes for the initiative of "de Mistura", and then comes those who stand in the middle or are hesitant in answering the questionnaire questions, and they are

almost quarter of the respondents, 25%, who do not seem biased to any options posed by the questionnaire, they might be waiting for things to come, or are unable, as a result of the conditions in which they live, to take the appropriate decision in answering the questionnaire.

3.2.: General results by sample characteristics and society:

3.2.1.: General results by gender distribution:

The overall results in the distribution of responses to gender show remarkable convergence of views between males and females, especially when answering questions "no" and "I do not know", while the difference appears clear in opinions and when you answer "yes", and this applies to all the results of the questionnaire.

Looking at the table below, we find that the highest percentages were in answering "yes", especially questions No. 3, 4, 5, and 6 (open safe passages, the exchange of prisoners of war, international observers for the safe passages, and dissemination of the experience in other areas), as it shows that the females of the sample respondents have the motivation and acceptance of the initiative of "de Mistura" higher than men, and males and females equally answer questions No. 1, 2, and 7 (considering the freezing of the fighting as the first step to stop the armed conflict, a cease-fire will lead to opening safe passages, and considering de Mistura's initiative a good basis to start a political solution) significantly as demonstrated by rates, and the general attitude of the respondents keep tending to accept the initiative in the hope of success.

It is clear that females expect after the opening of safe passages for civilians to find ways to transport military and militants on both sides of the fighting to stable places by 47.7%, more than the male expectations of 23.4%.

Female belief of the possibility of a prisoner exchange between the parties of the conflict at the cessation of violence and fire at a rate of 47.3% compared to only 21.7% in males, as well as females agree to the idea of the presence of international observers for the safe passages by 47% compared to 24.8% for males.

Females agrees more than men that success in freezing the fighting outside the city of Aleppo would encourage the dissemination of the experience in other areas at a rate of 46%, versus 21% for males.

It turns out that females have the desire for opening safe passages to ensure the cessation of hostilities, an exchange of prisoners, and the presence of international observers to carry out humanitarian work, as well as their tendency to collective general solution in Syria more than male up to twice the rates.

Bothe genders accept the initiative of "de Mistura" to freeze the fighting in one area on the grounds that it would be the first step towards the cessation of the armed conflict in Syria and by 28% for males and 29% for females.

They agree in their expectations to open safe passages to deliver humanitarian aid to civilians after the cease-fire by 27% for males and 29% for females.

They agree that the initiative of "de Mistura" represents a valid basis to start a political solution to the Syrian crisis by 21% for males and 23.6% for females.

The situation is different with pessimists, as the percentage of males tend to be pessimistic when answering "no" to some questions more than females, even though with a little margin, which applies to all the questions, the percentage of males who believe that the freezing of fighting in one area is not considered a first step toward stopping the

armed conflict in Syria amounted to 14% compared to 11.6% for females, and the rate of males who did not expect after the ceasefire to open safe passages for humanitarian aid to civilians amounted to 15% compared to 10.8% for females.

The rate of males who do not expect to find ways to transport military and army men by the parties of the conflict from places of the fighting to stable places after opening safe passages for civilians is 16.3% versus 13.4% female rate, and those who do not believe that the cessation of violence can help in the exchange of prisoners between the parties of the conflict 14.7% for the male rate versus 12.7% for females.

Males and females who do not approve the idea of having international observers for the safe passages are close by 15.3% for males and 14.4% for females, and both genders do not approve that success in freezing fighting outside the city of Aleppo will encourage the dissemination of the experiment in other regions by 15.6% for males and 14% for females, and finally 15.8% of males and 14.3% of females do not believe that the initiative of "de Mistura" constitutes a valid basis to start a political solution to the Syrian crisis.

The rate of male and female respondents who answered "I do not know" and who stand in the middle is remarkably close, especially in the first five questions of the questionnaire, to look different, even with simple differences, only when answering the last two questions on the success of freezing the fighting outside the city of Aleppo will lead to the dissemination of the experience in other areas, or to consider the initiative de Mistura as a valid basis for the start of a political solution in Syria.

Table (2): general distribution of responses according to the gender

Question	Answer	Yes		No		I don't know		Total	
Sequence	Sex	Number	%	Number	%	Number	%	Number	%
First question	Male	1422	28%	712	14%	442	8.8%	2576	50.8%
	Female	1470	29%	589	11.6%	434	8%	2492	49.2%
	Total	2892	57%	1301	25.7%	876	17.3%	5068	1.000
Second question	Male	1376	27%	754	15%	446	0.8	2576	50.8%
	Female	1479	29%	540	10.8%	473	1%	2492	49.2%
	Total	2855	56%	1314	25.8%	919	18%	5068	1.000
Third question	Male	1187	23.4%	826	16.3%	563	11%	2576	50.8%
	Female	1229	47.7%	680	13.4%	583	11.5%	2492	49.2%
	Total	2416	97%	1506	29.7%	1146	22.6%	5068	1.000
Fourth question	Male	1102	21.7%	743	14.7%	731	14.4%	2576	50.8%
	Female	1218	47.3%	644	12.7%	630	12.4%	2492	49.2%
	Total	2320	93%	1387	27.4%	1361	26.9%	5068	1.000
Fifth question	Male	1259	24.8%	774	15.3%	543	10.7%	2576	50.8%
	Female	1214	47%	728	14.4%	550	10.9%	2492	49.2%
	Total	2473	99.2%	1502	29.6%	1093	21.6%	5068	1.000
Sixth question	Male	1069	21%	790	15.6%	717	14%	2576	50.8%
	Female	1182	45.9%	710	14%	600	11.8%	2492	49.2%

	Total	2251	90.3%	1500	29.6%	1317	26%	5068	1.000
Seventh question	Male	1067	21%	801	15.8%	708	14%	2576	50.8%
	Female	1198	23.6%	727	14.3%	567	11.2%	2492	49.2%
		%44.7		1275		%25.2		5068	1.000

3.2.2. General results by age groups:

3.2.2.1.: General distribution of the sample by age group and gender:

The respondents are distributed, as stated in the methodology of the study, into four age groups, and the goal is to see the tendencies and moods of each of these categories, which has also been distributed to the gender, to show the level of the answers to the questions by males and females, according to age groups, and takes into account the use of the average of the total for each question and its three branches for accuracy.

At the distribution of age groups as males and females, it showed that the age group under the age of 30 years reached in the sample to 24%, of which 11.5% are males and 12.6% are females.

The second age group, which lies between 30 to 40 years, amounted in the sample to 26%, where males in this category were coincidentally equal to females by 13% each, with 659 male participants and 661 females.

The rates males and female in the third age group, between 40 to 50 years, were close with 13.6% male and 13% females in a sample questionnaire, which similar to the rates of the second age group.

The differences do not seem far in the rates within the framework of the fourth age group of the participants, who are aged 50 years and older, as

they represent the least number of participants compared to other age groups, the number of male participants in this group was 12.6%, versus 10.4% for females.

Closeness appears in rates of the gender distribution of the questionnaire, and it also appears for the distribution of the sample on age groups classified by the questionnaire according to the answers of respondents, and as shown by the following table:

Table (3): general distribution according to the age and the gender

Gender	Male		Female		Total	
Age group	Number	%	Number	%	Number	%
Less than 30	584	11,5%	640	12,6%	1224	24%
30-40	659	13%	661	13%	1320	26%
40-50	692	13,6%	661	13%	1353	27%
More than 50	641	12,6%	530	10,4%	1171	23%
	2576	51%	2492	49%	5068	100%

3.2.2.2.

Where the rate of females is a little more than males.

General distribution of the responses by age group and gender:

In the general responses to the questionnaire, and the distribution of the answers generally into three types of answers "yes", "no", and "I do not know", it appears that the vast rates occurred in females in the first age group that are younger than 30 years and by 53.5 % answering "yes" to

all questions versus 47.8% in males, as well as the third age group between 40 to 50 years, whose answers as "yes" reached for females 53.8%, versus 51% for males.

It seems from the answers that these two categories tend more than other categories to the initiative of "de Mistura", especially females.

But in general; all age groups tend to the initiative of " de Mistura", with the highest rates for females, for when reviewing the figures, they also show that females aged between 30 and 40 answered all the questions of the questionnaire "yes" and by 51.6 %, versus 48.9% in males of the same class.

It is not much different with the age group of 50 and older, who answered "yes" to all questions in the rate of 49.2% of the females in this category, compared to 46.5% of males.

Rates fall with the answer "no", and "I do not know", and they are close when we look into the details of those answers, indicating that about half of the sample community is reluctant to answer, and if we go back to the division of the questionnaire into three categories, optimistic about the initiative of "de Mistura", pessimistic about the initiative of "de Mistura", and hesitant, the average of respondents by age group confirms the correctness of the findings of the questionnaire starting from gender distribution and passing on to age groups.

Notably, females and males rates are very close to each other when answering "no" to all the questions, but this time the male rates rise slightly above females, and the difference is the high percentage of females who answered "yes" to all the questions, for the males who answered "no" to all the questions from the first age group is 27.7%, versus 25.5% of females.

The rate of males of the second age group, between 30 to 40, answering "no" to all questions is 28.3% compared to 26% for females from the same group, and it is a little different with the third age group, between 40 to 50, as the rate of females who answered "no" to all questions is 25.8% versus 24% for males of the same group.

The fourth age group, 50 and more, the rate of males who answered "no" to all the questions is 31.3% higher than the female rate of 28.3%.

The rate of neutrality of the respondents who answered "I do not know" remained very close between males and females and within the framework of the four age groups, but it is noted that the percentage of respondents with "I do not know" for male is more than the first and the third age groups, as is the case in the difference for the high rate of female answering "Yes" to all questions in the same age groups.

It is possible to say that female tend to the initiative of "de Mistura," especially in these age groups as noted above, which is an indicator reflecting the males, in these two age groups in particular, stand more unbiased as their rates rise above those of females when answering "I do not know".

Males from the first age group, younger than 30 years, who answered "I do not know" are about 24.5%, compared with 21% for females, and the rate of males answering "I do not know" in the third age group, between 40 and 50, is 24.9%, versus 20.4% in females.

The percentages remain neutral and very close between males and females in the context of the second age group, between 30 to 40 years, the rate of males answering "I do not know" is 22.8%, versus 22.4% in females.

The rate of males, who answered "I do not know" to all questions within the fourth age group, 50 years or more, is 22.2%, versus 22.6% for females.

Reading the total overall average for answers, it well appears that male tendencies of the pessimists and hesitant categories towards the initiative of "de Mistura" surpassed female optimists towards the initiative.

In other words; the high male rates of the four age groups who answered "no", and "I do not know" once again confirms the validity of the findings of the questionnaire, and reaffirms that females are more willing to accept with optimism the initiative of "de Mistura" than male.

What is remarkable in the total average of the answers within the four age groups is that the rate of females only increased in the first age group, younger than 30 years, and was by 52.4% compared to 47.6% for males, but the rest of the age groups were dominated by males, for the second age group, between 30 to 40 years, the rate of male responders to the questionnaire was 51% vs. 49% for females, and the case is similar in the third age group, between 40 to 50 years, as males were 51.4% versus 48.6% females.

It is also interesting that the male rate clearly rose in the responses of males in the fourth age group, 50 years and older, and accounted for 54.6% compared to 45.4% in females, contrary to the first age category.

Table (4): general distribution of responses according to the gender age groups

Age groups	Answer	Yes	No	I don't know	Total
Group	Gender	%	%	%	%

Less than 30 years old	Male	47.8%	27.7%	24.5%	47.6%
	Female	53.5%	25.5%	21%	52.4%
	Total	50.8%	26.6%	22.6%	100%
Between the age of 30-40	Male	48.9%	28.3%	22.8%	51%
	Female	51.6%	26%	22.4%	49%
	Total	0.502	0.272	0.226	100%
Between the age of 40-50	Male	51%	24%	24.9%	51.4%
	Female	53.8%	25.8%	20.4%	48.6%
	Total	52.4%	24.9%	22.7%	100%
More than 50 years old	Male	46.5%	31.3%	22.2%	54.6%
	Female	49.2%	28.3%	22.6%	45.4%
	Total	47.7%	29.9%	22.4%	100%

3.2.3.: General results by Qualification:

3.2.3.1.: General distribution of the sample by qualification and gender:

The sample of the questionnaire was distribution evenly and intentionally into three educational categories: those with a high school diploma or

less, those who obtain a bachelor's degree, then those with advanced degrees.

This distribution showed that those with a high school diploma or less of both sexes participate more in the questionnaire, 38%, of whom 19.3% are males and 18.8% are females.

These are followed by those obtaining a bachelor's by 34.3%, of whom 17.6% are males and 16.6% are females, and those with college degrees who've been in graduate studies 27.7%, including 14.4% males and 13.3% females.

It is clear that educational groups are similar in the rates between males and females, and among categories, which was previously pointed out as the distribution of each category of the sample was intentional for the purposes of scientific study.

Table (5): sample distribution according to the age group and gender

Gender	Male		Female		Total	
	Number	%	Number	%	Number	%
High school or less	975	19.3%	953	18.8 %	1928	38%
Bachelor	896	17.6%	841	16.6 %	1737	34.4%
Graduate	705	14%	678	13.3 %	1403	27.7%
Total	2576	51%	2492	49%	5068	100%

3.2.3.2.: General distribution of answers by qualification and gender:

It appears from the answers that the highest rate of responses were "yes" by females to all the questions from high school or less category, and their rate amounted to 57.6%, versus 38.6% for males of the same class.

This remarkable figure shown in the table below of female respondents answering "Yes" from high school or less category, indicates that this group are more likely than other groups to accept the initiative of "de Mistura" with optimism,.

The rate of respondents answering "I do not know" to all questions rise for males in the same first education category of the secondary school or less by 25.6% compared to only 9.4% among females, which points out the gap in the non biasness and hesitation between males and females in this category specifically, for it greatly increases in males.

Answers of the more educated groups seem more cohesive than those of lower education, with big similarity of rates between males and females.

But what is also striking with the bachelor's degree category, as is evident in the table below, is the high rate of female respondents answering "yes" by 52%, compared with 44.8% for males of the same class, which points out the tendency of those females more than their male peers.

Other numbers are close to a large extent between educational groups and gender, but comparing rates of answers "yes", "no", and "I do not know" that the minimum percentage of respondents to the questionnaire in the three educational categories tend to neutrality and hesitation of "de Mistura" initiative, the percentage of the average of respondents answering "I do not know" to all questions of the first category, holding a high school or less education, 19%, versus 23.7% of those with bachelor's and of both males and females, and the same applies when viewing rates of respondents with advanced degrees and most educated of the

participants answering "I do not know" to all the questions and accounted for 20.6%.

Table (6): general distribution of responses according to qualifications and gender

Qualification	Answer	Yes	No	I don't know	Total
Group	Gender	%	%	%	%
High school or less	Male	38.6%	35.7%	25.6%	58%
	Female	57.6%	33%	9.4%	41.9%
	Total	46.6%	34.6%	19%	100%
Bachelor	Male	44.8%	29%	26%	50.6%
	Female	52%	26.6%	21.3%	49.4%
	Total	48.4%	28%	23.7%	100%
Graduate	Male	44.2%	34%	21.6%	50.8%
	Female	48.2%	32.2%	19.6%	49.2%
	Total	46.2%	33.2%	20.6%	100%

3.2.4.: general results by geographical distribution inside and outside Syria:

3.2.4.1.: General distribution of the sample according to their whereabouts inside and outside Syria, of Syrian refugees in neighboring countries:

The rate of the participants in the questionnaire of Syrians living inside Syrian territory was 69% of the total sample of (5068), which is twice the sample of respondents from outside the Syrian territory of refugees living at the time of the questionnaire in Syrian neighboring countries Turkey, Jordan, Iraq, and Lebanon, amounting to 31%.

According to the methodology of the questionnaire female and male rates are close, both within Syria or in Syrian neighboring countries, the rate of male Syrians inside Syria amounted to 49.6% versus 53.6% from outside Syria, as was the rate of female inside Syria 50.4% compared to 46.4% from abroad.

Table (7): sample distribution according to respondents from inside and outside Syria

Gender	Male		Female		Total	
Geographic distribution	Number	%	Number	%	Number	%
Inside Syria	1375	49.6%	1765	50.4%	3500	69%
Outside Syria	841	53.6%	727	46.4%	1568	31%
Total	2576	51%	2492	49%	5068	100%

3.2.4.2.: General distribution of answers according to the geographical distribution of respondents to Syrian citizens inside Syria, and outside Syrian of refugees in neighboring countries:

The questionnaire showed that male and female respondents answering "yes" were higher, whether inside or outside Syria.

Remarkably, in the comparison between the inside and outside Syrians that respondents to the second question of the questionnaire of the Syrians who were inside Syria did not expect after the ceasefire to open a humanitarian safe passages to deliver aid to civilians by 22.5%, which is less than their peers who are in neighboring countries who do not expect a rate and amounted to 32.4%.

Strikingly, a high numbers of Syrians living in Syria and expect after the opening of safe passages to find ways to transport military and militants of the parties to the conflict of places of fighting to stable places increased by 51.5%, versus 38.8% from outside Syria, which indicates the Syrians tendencies within Syria to the initiative of "de Mistura" more than the Syrian abroad.

The rate of optimistic Syrians about the exchange of prisoners between the parties of the conflict inside Syria amounts to 89.5%, versus 47.3% of the optimistic Syrian refugees in neighboring countries, which is almost twice the rate.

The rate of those agreeing to the idea of the presence of international observers for the safe passages among the respondents in Syria is 88%, compared to 58.5% of the Syrians who are in neighboring countries.

As for the optimistic Syrians who believe that the success of freezing the fighting outside Aleppo will encourage the dissemination of the experience in other parts of Syria is 45.4% for Syrians inside Syria versus 42.2% for the Syrians residing outside Syria.

Syrians living in Syria, with a rate of 48.5%, see that the "de Mistura" initiative constitutes a viable basis to start a political solution to the Syrian crisis, compared to 36.4% mainly from outside Syria.

On the other hand, the rate of Syrians inside Syria who do not agree with the idea of having international observers for the safe passages are 33.5% compared to 31% of the Syrian abroad who do not agree on it.

Hesitant or undecided Syrians from outside Syria are 31.3% of those who answered "I do not know" when inquiring about their vision that the "de Mistura" initiative constitutes a viable basis to start a political solution to the Syrian crisis or not, versus 23.6% of those hesitant or undecided Syrians inside Syria.

Table (8): general distribution of responses according to the gender/ inside Syria

Question	Response	Yes		No		I don't know		Total	
Sequence	Gender	Number	%	Number	%	Number	%	Number	%
First question	Male	1048	29.9%	363	10.4%	324	9.3%	1735	0.496%
	Female	1087	31.1%	362	10.3%	316	9.0%	1765	0.504%
	Total	2135	61%	725	20.7%	640	18.3%	3500	1.000%
Second question	Male	1016	29%	397	11.3%	322	9.2%	1735	0.496%
	Female	1036	29.6%	390	11.1%	339	9.7%	1765	0.504%
	Total	2052	58.6%	787	22.5%	661	18.9%	3500	1.000%
Third question	Male	915	26.1%	450	12.9%	370	10.6%	1735	0.496%
	Female	892	25.4%	479	13.7%	394	11.3%	1765	0.504%

	Total	1807	51.5%	929	26.5%	764	21.8%	3500	1.000%
Fourth question	Male	743	21.2%	523	14.9%	469	13.4%	1735	0.496%
	Female	837	48.2%	463	13.2%	465	13.3%	1765	0.504%
	Total	1580	89.5%	986	28.2%	934	26.7%	3500	1.000%
Fifth question	Male	755	21.6%	600	17.1%	380	10.9%	1735	0.496%
	Female	800	46.1%	573	16.4%	392	11.2%	1765	0.504%
	Total	1555	88.1%	1173	33.5%	772	22.1%	3500	1.000%
Sixth question	Male	725	20%	564	16.1%	446	12.7%	1735	0.496%
	Female	867	24.7%	519	14.8%	379	10.8%	1765	0.504%
	Total	1592	45.5%	1083	30.9%	825	23.6%	3500	1.000%
Seventh question	Male	789	22.5%	534	15.3%	412	11.8%	1735	0.496%
	Female	907	25.9%	508	14.5%	350	10%	1765	0.504%
		1696	48.5	1042	29.8	762	21.8	3500	1.000

Table (9): general distribution of responses according to the gender/ outside Syria

Question	Response	Yes		No		I don't know		Total	
Sequence	Gender	Number	%	Number	%	Number	%	Number	%
First	Male	374	23.9%	349	22.3%	118	7.5%	841	0,540%

question	Female	383	24.4%	226	14.4%	118	7.5%	727	0,460%
Total		757	48.4%	575	36.6%	236	15%	1568	1,000%
Second question	Male	360	22.9%	357	22.8%	124	7.9%	841	0,540%
	Female	443	28.3%	150	9.6%	134	8.5%	727	0,460%
Total		803	51.2%	507	32.4%	258	16.4%	1568	1,000%
Third question	Male	272	17.7%	376	24%	193	12.3%	841	0,540%
	Female	337	21.5%	201	12.8%	189	12.1%	727	0,460%
Total		609	38.8%	577	36.7%	382	24.5%	1568	1,000%
Fourth question	Male	359	22.9%	220	14%	262	16.7%	841	0,540%
	Female	381	24.3%	181	11.5%	165	10.5%	727	0,460%
Total		740	47.3%	401	25.5%	427	27.2%	1568	1,000%
Fifth question	Male	504	32.1%	174	11.1%	163	10.4%	841	0,540%
	Female	414	26.4%	155	9.9%	158	10.1%	727	0,460%
Total		918	58.5%	329	20.9%	321	20.6%	1568	1,000%
Sixth question	Male	344	21.9%	226	14.4%	271	17.3%	841	0,540%
	Female	315	20.1%	191	12.2%	221	41.1	727	0,460%
Total		659	42.2%	417	26.5%	492	31.3%	1568	1,000%
Seventh	Male	278	17.7%	267	17%	296	18.9%	841	0,540%

question	Female	291	15.9%	219	14%	217	13.9%	727	0,460%
	Total	569	36.4%	486	30.9%	513	32.7%	1568	1,000%

4. Indicators and extracts:

4.1.: Optimism, pessimism, and hesitation indicator to the "de Mistura" initiative:

As previously mentioned, answers and their rates were distributed to three main categories to arrive at the indicators for this questionnaire, so the first category represents optimists and supporters of the initiative of "de Mistura" and those answered "Yes" to the questions, while the second category represents pessimists and naysayers to the initiative and answered "no", while the third category represents pessimists of the this initiative or any other humanitarian initiatives that may be presented later, they do not find in such initiatives a real breakthrough to the crisis, and are reluctant to take positions towards the questions posed by the questionnaire and thus answered "I do not know."

It is clear that all those who answered "Yes" occupy the first seven positions of indicators, followed optimists then hesitant, and it can be said that the indicators below are possible keys and the road map for success of "de Mistura" initiative, it is important to also see the categories listed in the questionnaire and also the level of their answers, but the answers here clearly show the general acceptance, rejection, or neutrality and at all levels of inquiry or a question raised by the questionnaire.

Ranks and grades put in the indicators approve what is posed by "de Mistura" initiative to resolve the Syrian crisis, which is supported by the majority of respondents from the Syrians, whether in inside or outside Syria, in a clear, direct, and non-debatable way, and even groups that do

not see that the initiative could lead to solutions, it is important to know their tendencies, places, and ranking in a clear readable way.

Grades and scores were distributed on the total number of ranks, which amounted to 20 ranks, noting that the two rates are in one rank at pessimists' indicator according to the following table:

Table: Distribution of ranks and grades according to optimism, pessimism, and hesitation of "de Mistura" initiative

Indicator Classification	number	ranks%
Optimists	7	36%
Pessimists	6	28%
Hesitant	7	36%
Total	20	100%

4.1.1.: Optimists of "de Mistura" initiative:

The average of the number of respondents answering "yes" to questions is (17472) of the total answers, which is (35476), and this accounts for 49%.

4.1.1.1.: The results of the questionnaire concluded that the highest percentage of respondents on all questions of male and female, and from all categories of the sample, which amounted to 57%, support "de Mistura" initiative to freeze the fighting in one area as a first step towards the cessation of the armed conflict in Syria.

4.1.1.2.: The second highest rates of supporters of the initiative of "de Mistura", who answered "yes" to the second question and accounted for

56%, expect to open safe passages to deliver aid to civilians after the cease-fire.

4.1.1.3.: Results indicate that those who answered "Yes" to the fifth question ranked third by 48.7% and they accept the idea of the presence of international observers for the safe passages.

4.1.1.4.: In the fourth rank came 47.6% of the respondents who answered "yes" to the third question, and they expect the possibility of finding ways to move the military and army men by the parties of the conflict of places of the fighting to stable places after the opening of safe passages for civilians.

4.1.1.5.: In the fifth rank came 45.7% of the respondents to the fourth question, and they believe that to stopping the violence help in the exchange of prisoners between the parties of the conflict.

4.1.1. 6.: In sixth place came 44.7% of the respondents who answered "yes" to the seventh question, and they believe that the "de Mistura" initiative constitute a valid basis to start a political solution to the Syrian crisis.

4.1.1.7.: Then directly came 44.4% of the respondents who answered "yes" to the sixth question, and they believe that success in freezing the fighting inside the city of Aleppo will encourage the dissemination of the experience in other areas.

4.1.2.: Pessimists of "de Mistura" initiative:

The average of the number of respondents answering "no" to questions represent 28% by (10017) answers of the total number of (35476) answers.

4.1.2.1.: In the eighth ranked was 30% of those who answered "no" to the seventh question, and they do not see that the initiative of "de Mistura" constitutes a viable basis to start a political solution to the Syrian crisis.

4.1.2.2.: In the ninth place was who do not expect the possibility of finding ways to move the military and the militants on both sides of the fighting to stable places after the opening of safe passages for civilians and their rate is 29.7%, and they answered "no" to the third question.

4.1.2.3.: 29.6% of the respondents to the fifth question do not agree on the idea of the presence of international observers for the safe passages, and they were in the tenth rank in comparison with other rates, but they are equal in the rate 29.6% of the respondents answering the sixth question and do not believe nor agree that in freezing the fight outside the city of Aleppo will encourage the dissemination of the experience in other areas, and total percentage is 59.2% which is high and more than the rate that came in the first place, amounting to 57% of the supporters of the initiative of "de Mistura".

4.1.2.4.: In the eleventh rank is 27.4% of the respondents who answered "no" to the fourth question, and they do not believe in the possibility of a prisoner exchange between the parties of the conflict in the event of cessation of violence and fire.

4.1.2.5.: Indicators of the respondents pessimistic of the "de Mistura" initiative and answering "no" moved from the eleventh to the fourteenth rank, as the twelfth and thirteenth ranks, according to indicators, were to those who pessimists who answered "I do not know", while 25.8% for the fourteenth rank was for the respondents who answered "no" to the second question and who do not expect after the ceasefire to open safe passages for humanitarian aid to civilians.

4.1.2.6.: Those who do not see nor are optimistic that the freezing of fight in one area is the first step towards the cessation of the armed conflict in Syria came in the fifteenth rank at a rate of 25.7% of the respondents answering the first question, and they are almost half of those who see the opposite and supported the initiative of "de Mistura" at the first rank of the optimists with a rate of 57%.

4.1.3.: Hesitant of "de Mistura" initiative:

The rate of the respondents who answered "I do not know" to questions is 23% by (7987) of the total answers of (35476).

4.1.3.1.: 26.9% of the respondents who answered "I do not know" to the fourth question came in twelfth rank, and they do not know and are reluctant that stopping the violence could help the exchange of prisoners between the parties of the conflict.

4.1.3.2.: In the thirteenth rank is 26% of the respondents answering the sixth question and do not know if success in freezing the fight outside the city of Aleppo will encourage the dissemination of the experiment in other regions or not, and remained non alienated, without optimism or pessimism, to this proposal.

4.1.3.3.: According to the indicators, pessimists to the initiative came in the fourteenth and fifteenth ranks, and thus indicators of those hesitant of the initiative returned to the sixteenth rank by 25.2% of the respondents answering the seventh question and who do not know or reluctant in seeing that "de Mistura" initiative forms a valid basis for the start of a political solution to the Syrian crisis.

4.1.3.4.: In the seventeenth rank were 22.6% of the respondents who answered "I do not know" to the third question, which remained hesitant and reluctant of the possibility of finding ways for transport of the

military and armed men by the parties of the conflict from fighting places to stable places after opening the safe passages for civilians.

4.1.3.5.: In the eighteenth rank was 21.6% of the respondents answering "I do not know" to the fifth question, and they remained neutral, without approval or acceptance of the idea of the presence of international observers for the safe passages.

4.1.3.6.: In the nineteenth rank was 18% of the respondents answering "I do not know" to the second question, and they remained neutral when asked about their expectations to open humanitarian safe passages to deliver aid to civilians in the event ceasefire between the parties of the conflict.

4.1.3.7.: The twentieth and last rank was 17.3% of the respondents answering "I do not know" to the first question of the questionnaire, and remained neutral to the initiative of "de Mistura", which is the least percentage of all the percentages recorded by the questionnaire, and they are reluctant to approve or refuse that freezing the fight in one area is the first step towards the cessation of the armed conflict in Syria.

4.2.: Indicator of acceptance, rejection, or neutral to humanitarian solutions to end the conflict:

The seven main questions of the questionnaire contained seven axes that reveal the extent of the need and the desire of the Syrians to end the conflict, the urgent humanitarian aids they need, ways to stop the conflict and stop the violence and reach a ceasefire, the exchange of prisoners, and provide security and safe guarantees and passages, and put indicators for measurement that can be used not only in relation to the initiative of "de Mistura," but to any other humanitarian initiative and/or solution. Each of the questions has one meaning and indicator that enable researchers of the study to come up with seven direct indicators of

measurement, and that after it has been distributed to the entire general answers to the questions of the questionnaire.

The overall results and complete answers to the questionnaire were distributed in this indicator into three categories, represented by:

1. Supporters wishing for humanitarian solutions and initiatives, who answered "Yes" to the questions,
2. Rejecters of the solutions and humanitarian initiatives who do not find it leading to resolve the conflict, and answered "no" to the questions,
3. And neutrals who answered "I do not know" to the question, and did not respond to either accept or reject the content of the questions.

The following implications represent human values and needs included in the questions of the questionnaire:

1. Measure the needs of Syrians, both residing inside Syria or refugees in neighboring countries of Syria, to stop the armed conflict in Syria.
2. Measure the needs of Syrians to humanitarian aid and to opening safe passages to deliver aid to civilians.
3. Measure the needs of Syrians to find guarantees and ways to ensure the transfer of military and army men by both parties from fighting places to stable places.
4. Measure the level of acceptance of the Syrians of the initiative of "de Mistura" or for any humanitarian initiative in order to exchange and/or the release of prisoners and detainees held by the parties of the conflict.
5. Measuring motivation and acceptance of the Syrians and their tendency towards the idea of the presence of international observers in order to create safe passages for humanitarian aid.

6. Measuring the Syrians need and motivation to accept and support initiatives that lead to a breakthrough and get out of the crisis collectively.

7. The general acceptance of the Syrians for political solutions and how they see the right foundations of humanitarian initiatives to resolve the crisis.

4.2.1.: Results of the acceptance, rejection, or neutrality to humanitarian solutions to end the conflict and the need for that:

4.2.1.1.: the results of this indicator showed that the majority of Syrians, both residing inside Syria or refugees in neighboring countries support stopping the armed conflict in Syria through humanitarian initiatives and by a rate of 57%, while 25.6% disagreed, and 17.2% are neutral.

4.2.1.2.: 56.3% of the Syrians, both residing inside Syria or refugees in neighboring countries, expressed their need for humanitarian aid and the opening of safe passages to deliver aid to civilians, but 25.5% rejected that, and 18%, which is one of the lowest rates resulting from the questionnaire, stayed neutral.

4.2.1.3.: in the third indicator showed 47.6% of the Syrians need to find guarantees and ways to ensure the transfer of military and armed by both parties of places fighting to stable places, versus 29.7% do not support this direction, and 22.6% were satisfied with neutrality.

4.2.1.4.: 45.7% of the respondents in the fourth indicator accept the initiative of "de Mistura" or any other humanitarian initiative in order to exchange and/or release prisoners and detainees held by the parties of the conflict, and their return to their families, compared to 27.3% who do not find in such humanitarian initiatives a way for the exchange of prisoners and detainees from both sides, and 26.8% remained neutral.

4.2.1.5.: Results concluded that 48.8% of the respondents in the fifth indicator have motivation, acceptance, inclination, and need for the idea of the presence of international observers in order to create safe passages for humanitarian aid, compared to 29.6% who do not tend to be convinced of this, and 21.5% remained neutral.

4.2.1.6.: The results showed in the sixth indicator that 44.4% of the respondents have a need and motivation to accept and support initiatives that lead to a breakthrough and get out of the crisis collectively in Syria for all the spectra, the parties, and regions in Syria, 29.6% disagreed, and 26% remained neutral.

4.2.1.7.: Finally, the results showed that 44.6% of the respondents accept the overall political solutions and see the good foundations of humanitarian initiatives as ways that could lead to resolving the crisis, compared with 30% who opposed political or humanitarian solutions even if it was based on valid humanitarian grounds, while 25% remained neutral.

Table(10): Indicator of support, rejection, and neutrality of humanitarian solutions and initiatives

Indicator	Trend	Support	Disapprove	Neutral	Total
First	whether the Syrians, both inside Syria or refugees in neighboring countries need to stop the armed conflict in Syria through	57%	25.6%	17.2%	100%

	humanitarian initiatives				
Second	Syrians need of humanitarian aid and the opening of safe passages to deliver aid to civilians	56.3%	25.5%	18%	100%
Third	Syrians need to find guarantees and ways to ensure the transfer of military and army men by both parties from fighting places to stable places	47.6%	29.7%	22.6%	100%
Fourth	Syrians acceptance of the initiative of "de Mistura" or for any humanitarian initiatives in order to exchange and/or release prisoners and detainees held by the parties of the conflict	45.7%	27.3%	26.8%	100%
Fifth	motivation and	48.8%	29.6%	21.5%	100%

	acceptance of the Syrians of the idea of the presence of international observers in order to create safe passages for humanitarian aid				
Sixth	the Syrians need and motivation to accept and support initiatives that lead to a breakthrough and get out of the crisis collectively	44.4%	29.6%	26%	100%
Seventh	Syrians acceptance in general for political solutions and the good foundations of humanitarian initiatives to resolve the crisis	44.6%	30%	25%	100%
average		49%	28%	23%	100%

5. Recommendations:

5.1.: The study found that the initiative of "Staffan de Mistura" to resolve the conflict in Syria welcomed and accepted by the Syrians, whether residing in Syria, or refugees in neighboring countries, and found the desire of the Syrian to accept initiatives of humanitarian nature, and on valid grounds, in order to find a way out of the crisis that they live within the harsh humanitarian conditions, and therefore the study recommends supporting the initiative of the international envoy to Syria, "de Mistura", and to provide international support on a larger scale.

5.2.: The study found that the highest rates of Syrians accept the presence of international observers in order to create safe passages for humanitarian aid, and at the same time demand the release of prisoners and detainees held by the parties of the conflict, tend to create guarantees and ways to move the military and the militants on both sides of the fighting places to stable places, and believe in collective solutions, so the study recommends all institutions and humanitarian organizations to support the initiatives that lead to finding solutions in humanitarian aid, and demand the parties of the conflict the release of the detainees, especially political prisoners and prisoners of conscience.

5.3.: The study found that about 25% of the respondents, especially the less fortunate in learning, are not familiar with the culture of human rights, and thus the study recommends the United Nations and organizations of awareness raising and education of human rights to allocate awareness raising lectures for the culture of human rights in the whereabouts of Syrian refugees in neighboring countries to promote human rights culture.

Anex1: Questionnaire format

(Translated by Mahdi Qadr from Arabic)

Currently Amman Center for Human Rights Studies is conducting a survey on the initiative paper of the United Nation delegation to Syria Staffan De Mistura, in cooperation with Syrian Federation for Human Rights Organizations and Bodies, Public Aid Organizations (Iraq) and Norwegian People's Aid with the aim of assessing the impact of the initiative and its effect on cease fires and starting the peace process in Syria.

Therefore we are kindly asking you to fill out this questioner precisely and objectively. Note that the information will be used for a scientific research only, thanks for your cooperation.

❖ Demographic Specifications:

❖ Gender

Male Female

❖ Age:

Less than 30 30 – 40 40 – 50 More than 50

❖ Educational Qualifications

Less than Secondary Schools Bachelor Higher Education

❖ Current Resident

Inside Syria from the province Outside Syria in the country

❖ Please tick inside the circle beside the answer that expresses your believe as suitable answer for the following questions:

1. Is freeze the fighting in one area the first step towards stopping the armed conflict in Syria?

Yes No I don't know

2. Do you expect that after the ceasefire safe corridors for humanitarian aid and civilians will be open?

Yes No I don't know

3. Do you expect after the opening of safe corridors for civilians, it will be possible to find ways to move the military personnel from both sides of the fighting places to stable places?

- | | Yes | No | I don't know |
|---|-----|----|--------------|
| 4. Is it possible the stopping of violence will help in the exchange of prisoners between the two parties? | Yes | No | I don't know |
| 5. Do you agree with the idea of the presence of international observers in safe corridors? | Yes | No | I don't know |
| 6. Do you agree that success in freezing fighting outside the city of Aleppo will encourage the dissemination of experience in other regions? | Yes | No | I don't know |
| 7. Do you see that the de Mistura initiative constitutes a valid basis for the start of a political solution to the Syrian crisis? | Yes | No | I don't know |