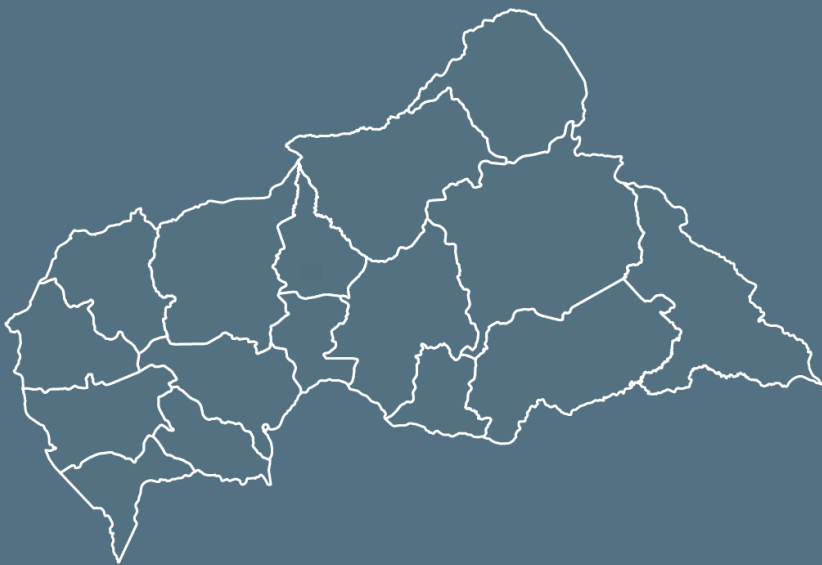


How do aid recipients feel about the humanitarian response in the Central African Republic?

Strengthening accountability to crisis-affected people

March - August 2021 • Central African Republic • Third phase



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For additional analyses and more information about our work in the Central African Republic, contact Eva Soltész (eva@groundtruthsolutions.org).

Summary

The humanitarian situation has deteriorated in the Central African Republic (CAR) since mid-December 2020, with an upsurge in armed conflict and human rights violations forcing thousands of people from their homes. More than 722,000 were internally displaced and almost two-thirds of the country's 4.9 million population were in need of humanitarian assistance by October 2021.

More than 180 organisations were able to assist 1.7 million people last year, helping to alleviate the immediate effects of food insecurity and malnutrition, provide shelter, water, sanitation, health and education services, and protect a population in distress. But swelling needs and access constraints create tough conditions for humanitarians, making it more important than ever to ensure their work is informed by community priorities and perspectives.

[Ground Truth Solutions \(GTS\)](#) asked 2,612 people in five subprefectures about their views on their relationship with aid providers, the quality of assistance provided, resilience, information and communication, and protection. Anonymous surveys were conducted face-to-face between March and August 2021. We then asked community members for recommendations on what humanitarian actors could do to address the issues they raised.

We found that :

- **Aid recipients feel less able to meet their needs than ever before.** Only 17% of respondents said that aid allows them to cover their most important needs, and 16% said that aid arrives when they need it most. They call for cash, food, and shelter.
- **Most respondents prefer cash assistance (61%) or vouchers (19%).** Cash and voucher assistance (CVA) recipients feel more positive about aid improving their living conditions and resilience than those who have received in-kind assistance. They are also more likely to understand the targeting procedure and feel that aid reaches those who need it most. But few understand the targeting process overall (19%) and only around a third of respondents feel that aid reaches those who need it most (27%).
- **People feel more informed about humanitarian aid, but still don't feel they can influence it.** While 69% of respondents say that they feel informed, most say aid workers treat them with respect, and 72% confirmed that they were consulted, only 38% feel that their opinion was taken into account. Half of the respondents (51%) feel that community leaders share information about humanitarian aid with them.
- **Despite efforts to improve feedback mechanisms, few people know about them.** Only 26% of respondents said that they know how to provide feedback or complaints about humanitarian assistance, and just 36% of those who submitted a complaint received a response. Aid recipients prefer to provide feedback in person to humanitarians (62%, with more than half preferring to complain to INGOs specifically), in community meetings (36%) or with community leaders (35%).
- **Most people feel safe** when accessing humanitarian aid, and in their everyday life (78% and 69%, respectively).

Sample

2,612 face-to-face interviews

Subprefectures

- Alindao: 624
- Kaga Bandoro: 519
- Bambari: 514
- Bangui: 490
- Berbérati: 465

Gender

- Women: 1,542 (59%)
- Men: 1,069 (41%)

Status

- Returnees: 1,143 (44%)
- IDPs off-site: 561 (21%)
- Host community: 492 (19%)
- IDPs on-site: 414 (16%)

Age

- 31-50: 1,290 (49%)
- 18-30: 792 (30%)
- 51-100: 528 (20%)

Disability

- Without disability: 2,277 (87%)
- With disability: 335 (13%)

Assistance type

- Non-CVA: 1,676 (65%)
- CVA: 922 (35%)

This report outlines findings based on aggregate data from all respondents of our surveys and community recommendations. A separate [report](#) focusing on the specific perceptions of CVA recipients is available as part of the "Cash Barometer" project.

For a more detailed overview of findings per subprefecture, see our regional bulletins (in French only):

- [Alindao](#)
- [Bambari](#)
- [Bangui](#)
- [Berbérati](#)
- [Kaga Bandoro](#)

Perception indicators

People's views have been used by the humanitarian community in CAR to monitor the Humanitarian Response Plan (HRP) since 2020. Eight indicators under the three Strategic Objectives of the [2022 HRP](#) were identified by the Inter-Cluster Coordination and Assessment Working Groups, allowing us to compare perceptions against the targets set for that year.

The percentages shown in the table below are based on the number of respondents who gave a positive response ("somewhat yes" or "definitely") to the corresponding questions. You can see both the aggregate numbers for 2021 ("Global"), and those from the five different subprefectures.



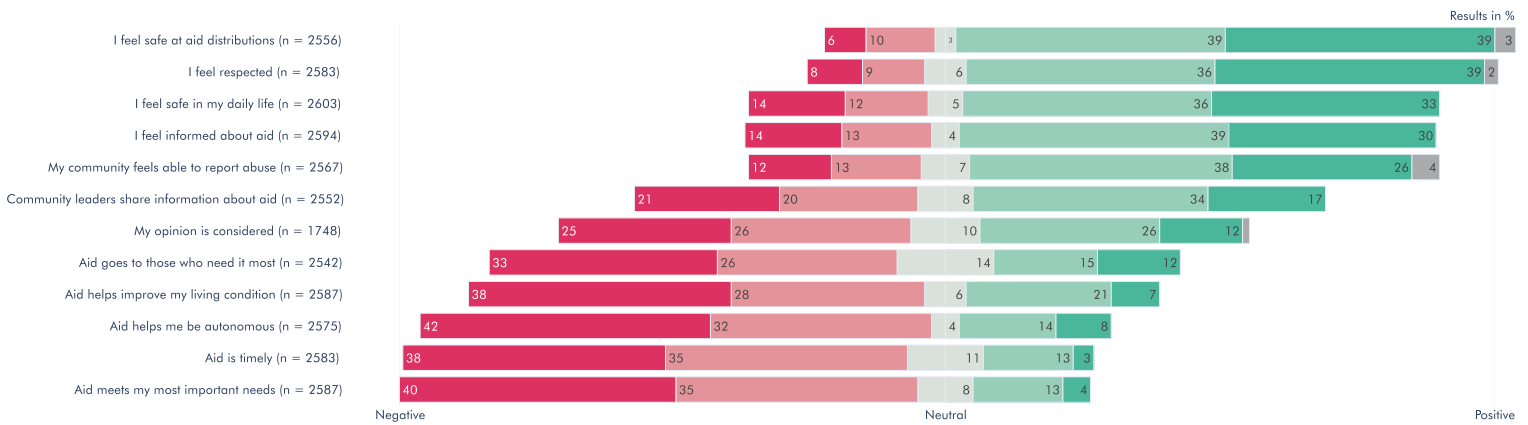
Thank you for the interview but we want something concrete after this interview because we are really tired of interviews without follow-up.

- Woman, 49, returnee, Bangui

	Global	Target	Bambari	Bangui	Berbérati	Kaga Bondoro	Alindao
Strategic Objective 1: In 2022, 1.6 million people receive timely, integrated multisectoral emergency assistance, where possible, in cash or in-kind, needed to address their critical physical and mental well-being, with particular attention to the elderly, disabled, and those living in high conflict areas.							
% of affected people who think that the aid received covers their basic needs	17%	50%	5%	20%	23%	12 %	10 %
% of affected people who think they receive aid when they need it most	16%	50%	9%	19%	27%	8 %	15 %
% of affected people who feel that assistance reaches those who need it most	27%	50%	36%	25%	39%	9 %	26 %
Strategic Objective 2: In 2022, 1.3 million crisis-affected women, men, girls, boys, older persons, and persons with disabilities improve their living conditions through timely, dignified, and responsive assistance in a protective environment.							
% of affected people who think that the assistance they receive allows them to improve their living conditions	28%	50%	9%	24%	26%	27 %	27 %
% of IDPs who think that the assistance received covers their basic needs ¹	15%	50%	6%	18%	29%	14 %	10 %
Strategic Objective 3: In 2022, the protection and respect of the human rights of 1.5 million crisis-affected women, men, girls, boys, elderly and disabled people are ensured, particularly children and survivors of sexual and gender-based violence.							
% of affected people who feel safe accessing humanitarian assistance	78%	90%	87%	82%	73%	88 %	58 %
% of affected people who feel that humanitarian actors treat them with respect	75%	90%	78%	88%	83%	78 %	51 %
% of affected people who know how to make complaints or suggestions	26%	60%	39%	22%	29%	29 %	18 %

¹ Combines perceptions of internally displaced people living in camps and outside camps.

Findings from the survey



The graph above shows respondents' perceptions of the main themes of the survey. The bar graphs show the distribution of responses to a given question in percentages, using a range of colours from red to green. Red shows negative responses (1/2) and green positive (4/5). The survey topics are ranked from the one with the most positive responses (top) to the one with the most negative responses (bottom).

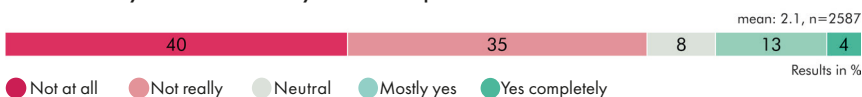
People feel less able to meet their needs than before

Increased armed conflict, violence against humanitarians, explosive devices, poor infrastructure, and movement restrictions have hampered humanitarian efforts, despite relatively high funding levels.²

Since the surveys we conducted in 2019/2020, aid recipients' perceptions seem to have become more negative on whether aid enables them to meet basic needs, improve living conditions and become more resilient. From their perspective, no progress has been made on aid arriving in time and reaching the people who need it most.

Only 17% of respondents said that aid allows them to cover their most important needs. Of concern is the 40% of people who say they are not able to meet their most important needs at all. In Bambari, only 9% said that aid helped to improve their living conditions.

Does the aid you receive cover your most important needs?



The situation is particularly dire in Bambari and Alindao, affected by access constraints due to the presence of armed groups,³ where only five and ten percent respectively responded positively. In Ouaka, where Bambari is located, only half of the number targeted in the 2021 HRP were reached, and in Basse-Kotto, subprefecture of Alindao, less than half were.

The number of people in need in CAR increased by 10.7% between 2020 and 2021, from 2.8 to 3.1 million.⁴ In a survey by REACH, 74% of respondents said that the aid they receive is not enough to meet basic needs.⁵ Those we spoke to said they needed cash (48%), food (46%) and shelter (36%) the most.

² By November 2021, the Humanitarian Response Plan (HRP) for 2021 was at 80% funded.

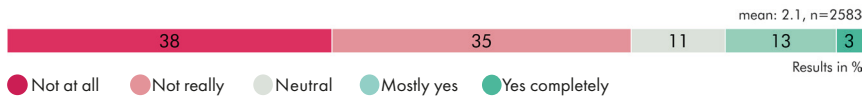
³ [HNO 2022](#), page 10.

⁴ [HNO 2022](#), page 4.

⁵ REACH MSNA 2021 covering a total of 13 325 households in 72 sub-prefectures of CAR. Of these households, 25% declare to have received humanitarian assistance in the past six months. Only these households were asked a series of AAP related questions.

People who feel that aid doesn't cover their basic needs also tend to feel that it does not arrive on time.⁶ Only 16% of respondents, and 12% of Internally Displaced people (IDPs), say they receive aid when they need it.

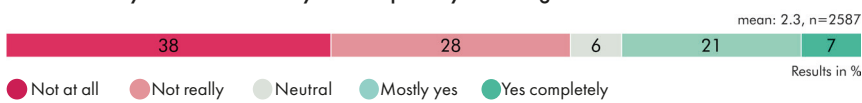
Do you receive aid when you need it?



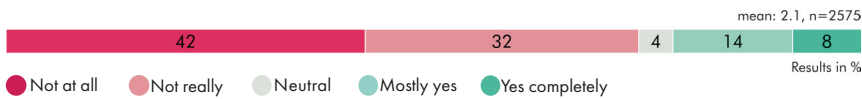
They ask for more aid at an increased frequency, and less time between announcement and delivery. Aid recipients in Bambari and Kaga Bandoro feel particularly negative about aid arriving on time (9% and 8%, respectively). Both of these locations have seen increased presence of armed groups.

Less than one quarter of respondents feel that the aid they receive will help them to live without aid in the future, the majority calling for income-generating activities (78%), or access to land (43%).

Does the aid you receive allow you to improve your living condition?



Does aid help you to live without aid in the future?



Benefits of cash and voucher assistance stand out

Most respondents prefer cash assistance (61%), over vouchers (19%) and in-kind aid (17%). People who have received cash assistance appear slightly better equipped to meet their most important needs (19% vs. 11% of non-cash recipients) and say aid is more timely (21% vs. 12%). Cash recipients are also more likely to feel that aid improves their living condition (28% vs. 21%).

REACH data indicates, however, that preference for one or the other aid modality can vary between status (displaced vs. non-displaced), sector and locality. The 2021 Multi Sector Needs Assessment (MSNA) indicated a preference for in-kind aid.

A scale up of cash in the HRP saw 1.5 million people reached with CVA between January and September 2021, twice as many as the previous year. This strategy has the potential to provide people with better value for money, allowing them to meet their needs in the way they see fit, and supporting them to become more resilient in the long run. This would explain the drastic reduction in the number of people selling in-kind aid to meet needs since our last survey, from 70% to 23%.

Are there members of your community who sell aid items to be able to cover their basic needs?



But many IDPs still do sell aid, particularly those living on sites. People mostly sell tarps (49%) food (41%) and blankets (37%) to buy more appropriate food (78%), clothing (60%), or medication (57%).



Humanitarian assistance has helped a lot in meeting basic needs, but we still struggle to take care of ourselves in a sustainable way.

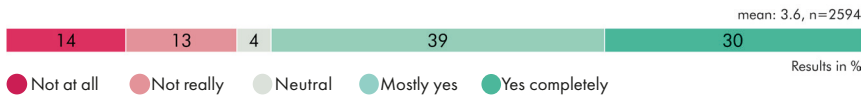
- Woman, 63, IDP on site, Bangui

⁶ We see a correlation coefficient of 0.4 for these two questions.

People feel better informed about humanitarian aid, but still don't feel they can influence it

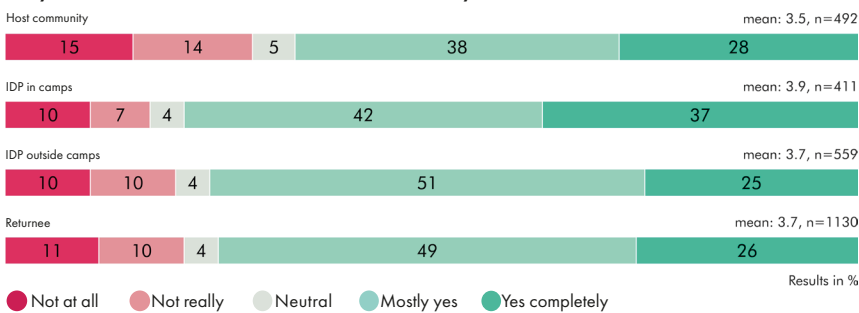
Since our last survey round, more people seem to feel informed about available assistance (69%).

Do you feel informed about the aid available to you?



The host community (66%) feel less informed than displaced people living in camps (79%). While informing communities living in camps is logistically easier, engaging with the host community must remain a top priority.

Do you feel informed about the aid available to you?



People want more information on the timing of distributions (48%), availability of financial assistance (47%) and complaints mechanisms (24%). There is a preference among host community members, returnees and IDPs in camps for information to be shared by local government, while IDPs outside of camps prefer community meetings.

REACH data indicate that radio is also preferred, and not having a radio is mentioned by most as being a barrier to receiving information (34%).⁷

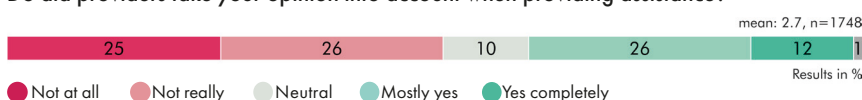
Community leaders are often intermediaries between humanitarian actors and aid recipients, but trust in such leaders is not always high. Only half of respondents feel that leaders share information with them, many citing corruption (65%) or a concern that leaders don't really care about their community (48%). A further 19% report tensions between the community leaders and certain families.

A high number (72%) of respondents stated they had been consulted by humanitarian actors about programming, including via household surveys, focus group discussions, key informant interviews, or community feedback sessions (with both adults and children.)⁸ However, of those consulted, only 38% felt like their opinions were taken into account.

Have you been consulted on humanitarian aid programming in your region (targeting, needs assessment, proposed modalities, distribution schedule, etc.)?



Do aid providers take your opinion into account when providing assistance?



NGOs need to be respectful and inform the community of their actions.

- Woman, 36, host community, Bambari



We don't trust our community leader, so if there is going to be assistance, you, the humanitarian actor, should follow up to make sure the assistance reaches everyone.

- Woman, 21, IDP off site, Kaga Bandoro



We want a change, we are tired of our chiefs, they always choose people who are close to them.

- Woman, 25, host community, Kaga Bandoro

⁷ Triangulation of data about information-sharing preferences is limited by the fact that in our survey, the source (e.g. community leader) and the means of communication (e.g. radio) are mixed, while in the MSNA they are separated.

⁸ HNO 2022, page 49.

Despite efforts to improve feedback mechanisms, few people know about them

Information provision and consultation don't always translate to communities feeling like their opinions, concerns and recommendations have been considered, nor does the existence of feedback mechanisms by aid providers equate to meaningful engagement. Not many people know how to provide feedback and of those who have, few received a response.

In a mapping exercise by GTS in May 2021, 46 out of 48 organisations reported that they had feedback and complaints mechanisms in place. However, despite an increase since our first surveys in 2019/early 2020, still only 26% of aid recipients said that they know how to provide feedback or complaints.

Do you know how to make suggestions or complaints about the aid or services you receive?



Of those who know how, 45% have submitted a suggestion or complaint. While men are more likely to know about complaints mechanisms than women (31% vs 24%), a similar percentage of men (45%) and women (41%) report having made a suggestion or complaint.

When asked whether members of their community feel able to report abuse specifically, 64% said yes, and 45% said they know about the hotline 4040 operated by DRC for reporting cases of sexual exploitation and abuse. Fifteen percent of those who knew about it had used it, not just to report abuse (36%) but to seek information on aid more generally (29%). Most respondents however say there is no phone in their household.

Do you think people in your community feel able to report instances of abuse or mistreatment by aid providers (NGO and UN agencies)?



More than half of respondents (55%) say they would feel most comfortable making suggestions or complaints to INGOs, trusting them more than local leaders (31%) and local NGOs (19%). Aid recipients prefer to provide feedback on complaints in person, either directly with humanitarians (62%), in community meetings (36%) or with community leaders (35%), which aligns with MSNA data. But the type of mechanism used the most by humanitarians seems to be the suggestion box, followed by community meetings.

Have you filed a suggestion or complaint?



Thank you for having conducted this interview in order to submit our concerns to the humanitarians.

- Woman, 22, IDP off site, Bangui

Our data indicates that people living with disabilities⁹ are almost as likely as those without disabilities to know of a complaint or feedback mechanism (24% and 27% respectively), however they are much less likely to use them. Only 28% of people living with disabilities who were aware of the mechanisms in place have ever used them, compared to 45% of people who do not have a disability. This indicates that suggestion and complaints mechanisms are not tailored to the specific needs of people with disabilities, or that they have less confidence that their issue would be resolved if submitted. A report from Humanity and Inclusion showed that due to physical and information access issues, as well as community attitudes, people with disabilities generally face exclusion from community activities.¹⁰

Have you filed a suggestion or complaint?



Bambari – the sub-prefecture with mostly negative perceptions on many other questions – has the highest percentage of people who know how to submit a complaint or feedback (39%). Bambari was one of the pilot regions for the humanitarian community’s collective feedback and complaint mechanisms.

The majority of humanitarian staff surveyed (83%) felt that their organisations’ mechanisms are not easily accessible to vulnerable groups, needing to be adapted to the needs of the elderly, women, people living with disabilities or literacy limitations, and people living in remote areas.

Receiving a response to a complaint or suggestion is correlated with people feeling like their opinions are taken into account.¹¹ Overall, only 36% of those who submitted a complaint received a response. Data from REACH confirms that most complaints remain unanswered, even though almost all organizations say they have systems in place to respond to or refer feedback. Humanitarians say lack of funding (61%) is the main reason for ineffective mechanisms.

Did you receive a response to your suggestion or complaint?



Most people feel safe

The majority of respondents (78%) feel safe when accessing humanitarian aid, and in their everyday life (69%). Those who don’t feel safe when accessing aid cite theft, overcrowded distribution points and physical violence.

Do you feel safe when accessing aid?



People in Alindao, where the security situation has deteriorated since the beginning of 2021, felt much less safe when accessing assistance (57%) than in Bangui, Bambari and Kaga Bandoro (82%, 87%, 88%, respectively).



NGOs must always give us a response to our complaint.

- Woman, 28, off-site IDP, Kaga Bandoro

⁹ We consider people living with a disability those who answered positively to one of the Washington Group’s questions and indicated that they have difficulties seeing, hearing, walking, concentrating and/or self-care without aid. Some people with disabilities might therefore be excluded, such as those with mental health issues or less severe disabilities.

¹⁰ Humanité & Inclusion, « Etudes des barrières à l’accès à l’aide humanitaire », March 2021

¹¹ Correlation coefficient: 0.38

Some room for improvement on respect

Two thirds of people overall, and only 62% of men, feel that humanitarians treat them with respect. While respondents in most regions are quite positive on this question (78% in Bambari and Kaga Bandoro, 83% in Berbérati, 88% in Bangui), Alindao is remarkably low (51%). REACH data also unearthed a respect gap, finding 36% of households surveyed said they were “not at all satisfied with the conduct of humanitarian workers in their area.”

Do humanitarians treat you with respect?



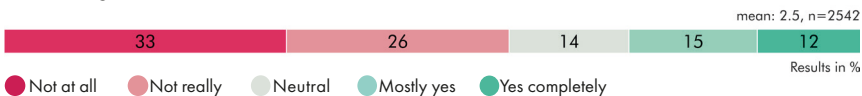
We are not treated well on the [IDP] site, we face too much discrimination, that's why I left.

- Woman, 20, returned, Kaga Bandoro

Few people understand targeting

Humanitarian actors put a lot of effort into prioritising the vulnerable among the large number of people in need. These choices are made based on criteria such as access to water, sanitation, and health services, prevalence of malnutrition and food insecurity, levels of psychosocial distress and illnesses,¹² as well as status, geography and other risk analyses. But still only 27% of respondents feel that aid reaches those who need it most, which is unsurprising given only 19% of respondents say that they understand the targeting procedure.

Does aid go to those who need it most?

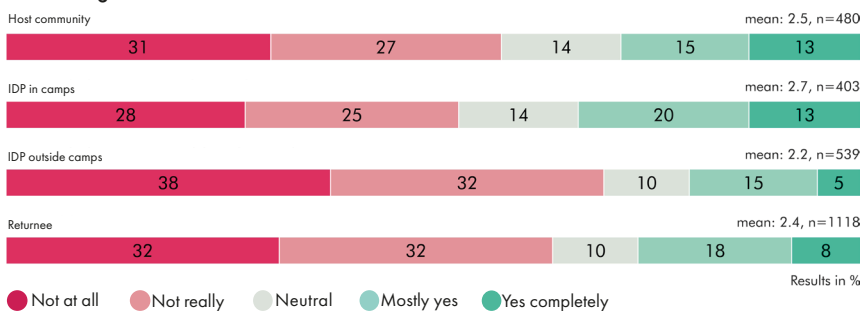


Do you know how humanitarian organisations decide who receives humanitarian aid and who does not?



Cash recipients are more positive about fairness (36% vs. 20%) and are also more aware of targeting criteria. There is a worryingly low percentage of people who feel aid is fair in Kaga Bandoro (9%). IDPs inside camps feel most positive (33%), followed by host community members (28%), returnees (26%) and IDPs outside of camps (20%).

Does aid go to those who need it most?



[We need to] think much more about the elderly who are really vulnerable and need food.

- Woman, 27, returnee, Kaga Bandoro

When asked about who is left out, people mention the elderly (72%), widows (55%), people living with an illness (25%) and female headed households (25%). The reasons cited for people being left out are discrimination (47%), wrong targeting criteria (40%) and mistakes (31%).

¹² For the full list of indicators used for 2021, see the [HNO 2021](#), page 94

Community recommendations

Following our face-to-face surveys, our team went back to all five regions to discuss our findings with communities and ask for their recommendations on how humanitarians could improve. We held 51 meetings with men, women and community leaders. Here is a summary of what they told us – many of these will sound familiar if you have read our previous reports.

1. Make the targeting process more transparent and participatory.

- Better involve local representatives and organisations, but also community members. For example, by establishing inclusive targeting committees.
- Ensure that targeting is objective, not favouring a particular group of people over another for reasons other than their humanitarian needs. This also means preventing fraud and corruption, including by community leaders.
- Actively ensure that lists are always up-to-date, and that particularly vulnerable groups are not left out (by making sure the selection is led by humanitarians or ‘outside actors’ to prevent bias; verifying the identity of recipients with photos; and ensuring the accuracy of lists before distributions).
- Explain the targeting process to communities in a more transparent manner, to increase trust and avoid tensions among community members.

2. Ensure that the aid is appropriate to the context, and implemented in a timely and empowering manner.

- Conduct needs assessments more frequently to take changing realities into account. The hope is that this would increase the quantity and quality of aid, bringing distributions in line with people’s most important evolving needs. This includes staying on top of price fluctuations by ensuring that the price of items redeemed for vouchers matches the price of products sold in the market.
- Prioritise assistance that contributes to communities’ resilience, such as cash for income-generating activities.
- Respect distribution dates, and prevent disorder at the sites by organising distributions by section, and involving the community in the process.
- Use local capacity as much as possible in the implementation of projects. Buy aid items locally instead of importing them.

3. Communicate with aid recipients regularly and directly.

- Ensure increased, direct, regular and clear communication with aid recipients. At a minimum, inform the population of the quantity and composition of aid ahead of distributions.
- Intensify communication with community leaders during project implementation – but this must be matched by efforts to ensure they then share necessary information with community members.

13

Bangui : 16 meetings (160 people)
Bambari: 9 meetings (85 people)
Bérébati: 10 meetings (70 people)
Kaga Bandoro: 7 meetings (70 people)
Alindao: 9 meetings (90 people)

- Better consult with communities in an inclusive manner, tailoring communication to different population groups.
- Hold meetings with communities after completed activities to present results and discuss lessons learned.

4. Make sure feedback and complaints mechanisms are adapted to people's preferences and that everyone knows about them.

- Proactively seek feedback from communities face-to-face and follow up after distributions.
- Ensure timely responses to any complaints received.
- Ensure that confidential complaint mechanisms, based on community preferences and sensitive to cultural and social dynamics, are in place, including at distributions.
- Increase awareness of mechanisms by training community focal points and community leaders to spread the word.

Methodology

Sampling

The sampling strategy covers affected populations targeted by the 2021 HRP and receiving humanitarian assistance. The sub-prefectures of Alindao (Basse-Kotto), Bambari (Ouaka), Bangui (Bangui), Berbérati (Mambéré-Kadei), and Kaga Bandoro (Nana-Grébizi) were selected based on the following criteria: 1) the level of humanitarian assistance (number of humanitarian actors on the ground), 2) the size of the affected population (returnees, IDPs, and host communities), and 3) access to the sites (security and logistical risk).

The overall sample size defined is 500 individuals per sub-prefecture. In total, returnees (from CAR and abroad), IDPs, and members of host communities receiving humanitarian assistance are the target groups for the survey. At the level of each sub-prefecture, the sample is stratified proportionally to the size of the affected populations in each population category. For the host community, a maximum threshold of 20% of the total sample was set for proportional stratification at the sub-prefecture level.

Given the security context and the significant population movements in the targeted sub-prefectures, the selection of sites was finalised in consultation with humanitarian actors on the ground. Depending on the local context (high population movement, security risk, homogeneous humanitarian assistance, etc.), sites were selected randomly or arbitrarily, so the selection of sites may vary by sub-prefecture.

The sample selected consenting adults over the age of 18 who had received humanitarian aid in the last 6 months and aimed for a 50:50 gender split (male/female). 35% have received cash- and voucher assistance (CVA). Among these, most have received paper vouchers (61%) or cash (41%). Looking at what kind of aid our respondents received, the majority mentioned WASH (55%) followed by food (53%) and health (33%). In terms of status groups, the sample is stratified proportionally to the size of the affected populations in each population category.

Data was collected from March to August 2021. The survey was administered using tablets and smartphones and made available in English and French. The French questionnaire was translated into Sango on the spot by the enumerators.

Data weighting

The risk of over/under-sampled groups skewing the results is mitigated by weighting the data by status group, according to the proportion of each status group in the regions covered. As such, this allows us to both maximise the reliability of group comparisons and provide a more reliable representative view of perceptions within the various regions and the affected population as a whole.

The overall mean values presented in this report were estimated based on strata means which were weighted based on demographic information outlined in IOM's Displacement Tracking Matrix (DTM) and UN OCHA's Humanitarian Needs Overview (HNO) databases. Margins of error for breakdowns by status, location, and gender are larger than for the overall weighted means. Data points that did not contain the respondent's status (IDPs on sites, IDPs outside of sites, host community, returnees) were not considered for the weighted analysis.

The table below provides an overview of sites sampled in each sub-prefecture.

Sub-prefecture	Site	Sample
Bangui	Arrondissement 2	52
	Arrondissement 3	285
	Arrondissement 6	60
	Arrondissement 7	35
	Bimbo	58
Bambari	Gohinde 1	125
	Oubada 2	40
	Ngalingou	55
	Aviation	146
	Pladama	148
Berbérati	Djambala 3	57
	Djambala 4	45
	Djambala 9	83
	Massina	21
	Nandobo 1	42
	Ouham	29
	Babaza 1	156
	Babaza 2	32
Kaga Bandoro	Kokorota	179
	Abakar (Haoussa)	104
	Addy	41
	Cite Bagaza	132
	Ganama	63
Alindao	Congo 2	144
	Quartier Mission	176
	Kongbo	153
	Pavika	151
Total		2612

A total of 2612 surveys were completed. With a 95% confidence level, this sample size affords a margin of error of 2%.

Challenges and limitations

Security context

The volatile security situation in the Central African Republic hampered our ability to speak to aid recipients. Sites in areas categorised as “red” by humanitarian actors were excluded from the final sample, and the timing of data collection needed to be adjusted to the security situation.

Questionnaire translation

The nature of Sango as a spoken rather than written language in CAR posed certain difficulties. We provided the questionnaire to enumerators in French, who then translated it into Sango on the spot to respondents. During the enumerator training, we emphasised the meaning of each question to enumerators to ensure they had a good understanding. Nevertheless, we cannot fully ensure that questions were translated identically to all respondents.

Perceptions of adults only

Our surveys were conducted with adults only because the content of the questionnaire (the assistance that affected people receive in general, the relationship with humanitarian actors, mechanisms for managing complaints/suggestions, etc.) was oriented towards adults/heads of household. This meant we did not capture the perceptions of youth or children, despite recognising their importance.

Perception data

GTS collects perceptual data from aid recipients to assess the ongoing humanitarian response through their views and opinions. While the principles of accountability and community participation are increasingly integrated into the humanitarian programme cycle, the voices of affected people receiving aid are often omitted. Collecting perception data from affected populations should therefore be seen as part of a systemic change in humanitarian response. It is a crucial first step in enabling affected people to be more fully integrated into the humanitarian decision-making process. Nevertheless, it is clear that perception data alone may not be sufficient to assess the state of the humanitarian system and should therefore not be interpreted in isolation, but as a complement to other data monitoring and evaluation approaches.



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