

# Strengthening accountability in Chad

Chari-Baguirmi | September 2023



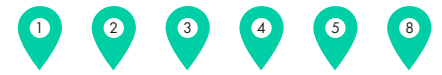
## Context

Since 2018, Ground Truth Solutions has been tracking the views of crisis-affected people in Chad, elevating their voices in decision-making forums to encourage a more accountable and effective response. In this round of data collection six regions were covered: Chari-Baguirmi, Lac, Mandoul, Moyen Chari, Ouaddaï and Wadi Fira. This bulletin presents the results of the third round of data collection in the Chari-Baguirmi region, which took place between 9 and 21 June 2023. This project is implemented in partnership with UNICEF and is financed by the Bureau for Humanitarian Assistance within the United States Agency for International Development (USAID).

For a French version of this report, click [here](#).

## The Core Humanitarian Standard on Quality and Accountability (CHS)

The perception survey questions are aligned with the CHS commitments to measure the compliance of humanitarian assistance with the various commitments of the standard.



For more information on each CHS commitment, please visit their [website](#).

## 01 Key results

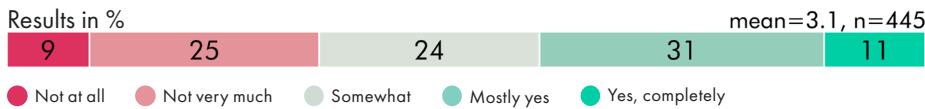
To get a better understanding of how people experience humanitarian interventions, it is helpful to know what they expect from them in the first place.<sup>1</sup> Drawing the gap between people’s expectations, shown in orange, and their perceptions of reality, shown in blue, highlights priorities for improvement. In Chari-Baguirmi, aid mostly falls short of people’s expectations. The largest gap between expectation and reality concerns aid duration – people do not know how long their aid and services will last even though this information is important to them. Aid providers are closer to meeting people’s expectations when it comes to sharing information on the aid and services people can receive.



<sup>1</sup> Morgeson, Forrest V. April 2013. "Expectations, Disconfirmation, and Citizen Satisfaction with the US Federal Government: Testing and Expanding the Model." 289–305.







## 02 Information and communication

### 4 Do you feel informed about the aid and services available to you?

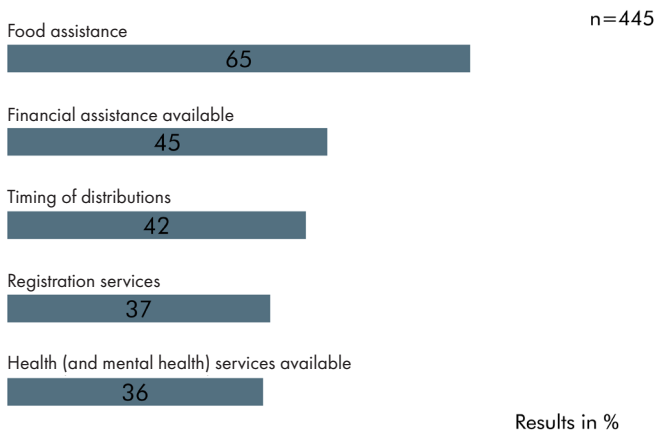


Less than half of the people in Chari-Baguirmi feel informed about the aid and services they can receive. Members of host communities feel less informed (34%) than refugees (44%). The information they need seems to be in line with what is provided, while the preferred channels are different to the ones currently used. People prefer to receive the information from humanitarian personnel and community leaders rather than the most used community meetings and broader awareness-raising efforts.

### Evolution of perceptions since the end of 2022

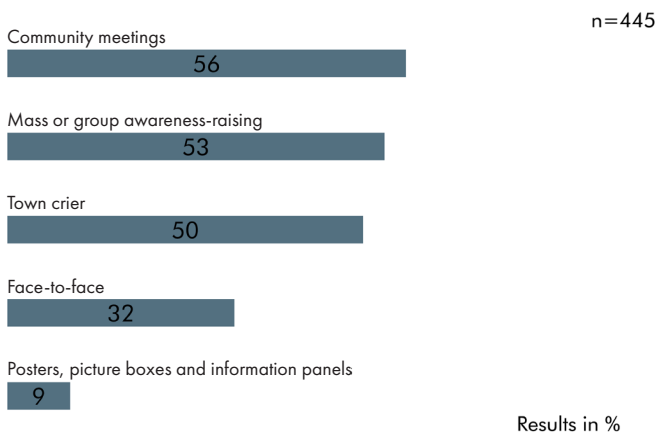
-  Increase in average of 0.5 or more /+ 10% positive responses
-  Increase in average of 0.5 /+ increase in average 5 to 10% positive responses
-  Change in average of 0.1 / less + 5% positive responses
-  Decrease in average from less than 0.15 /-5 to 10% of positive responses
-  Decrease in average by 0.5 or more /- 10% positive responses
-  \* Question has been added or modified since the last round of data collection

### What information have you received?



Percentages do not total 100% because respondents could choose multiple answer options.

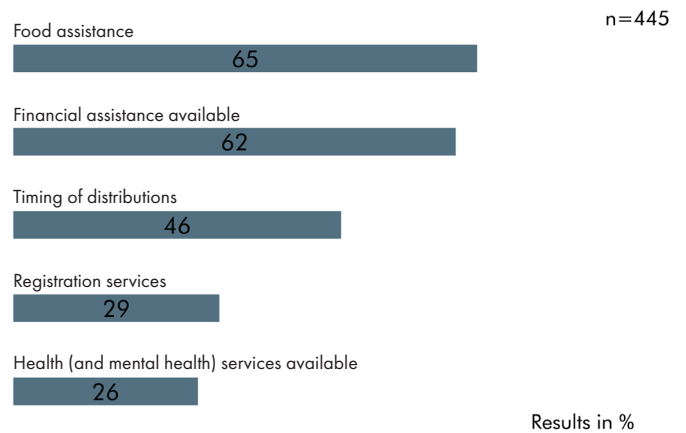
### In the past six months, how did you receive information about humanitarian assistance?



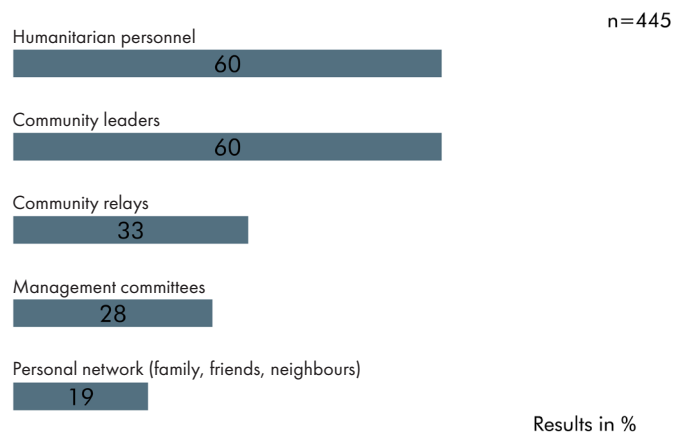
Percentages do not total 100% because respondents could choose multiple answer options.

While refugees in Chari-Baguirmi prefer to receive information from humanitarian personnel (62%), members of host communities prefer to be informed by their community leaders (67%).

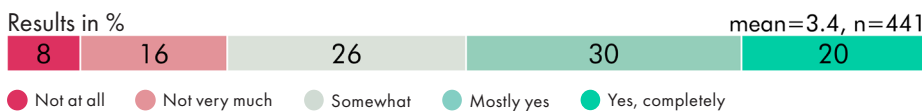
### What information do you need?



### How do you prefer to get information?

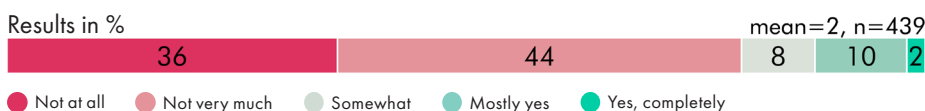


### Do you feel informed about distribution dates and times? \*



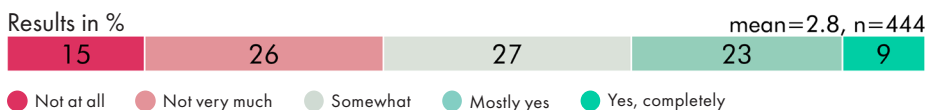
Overall, half (50%) of the respondents feel informed about distribution dates and times. Members of host communities seem to have less access to this information than refugees (34% vs. 43%).

### Do you know how long you will receive humanitarian goods and services? \*



Although 77% of respondents expect to know how long their aid and services will last, 80% state they do not have access to this information.

### 4 In the past six months, do you think that community leaders have shared necessary information on humanitarian activities with you?



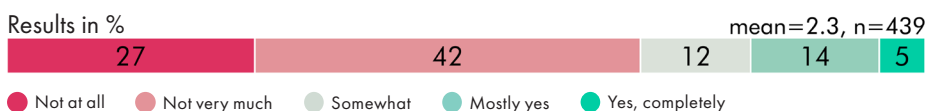
Less than a third (32%) of the people we spoke to feel like their community leaders shared sufficient information with them on humanitarian activities. Host community members feel less informed by their community leaders (26%) than refugees (33%). Age also makes a difference. Young people (18 – 34 years) feel less informed by their community leaders (22%), than older people (31% for those aged 35 – 45 years and 34% for people older than 46 years).

## 03 Targeting

### Do you feel informed about how and where to register for aid and services? \*

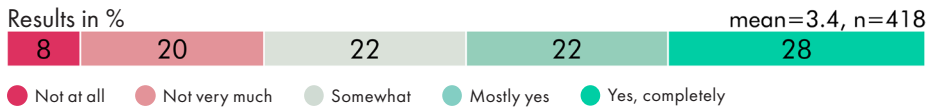


### 1 Do you know how aid providers decide who receives aid and services and who does not? \*

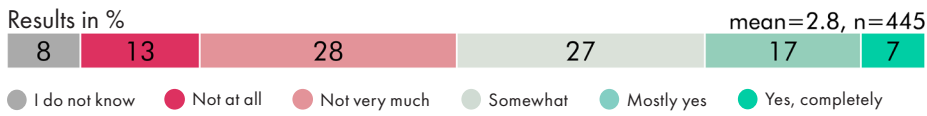


More than half of people (57%) we spoke to feel informed about how and where to register for aid and services, but few (19%) know how aid providers decide who receives aid and services and who doesn't. This is way below what they expect – more than two-thirds of people we spoke to (69%) expect to know how aid providers target aid recipients.

### 1 Are aid and services provided equitably in your community? \*

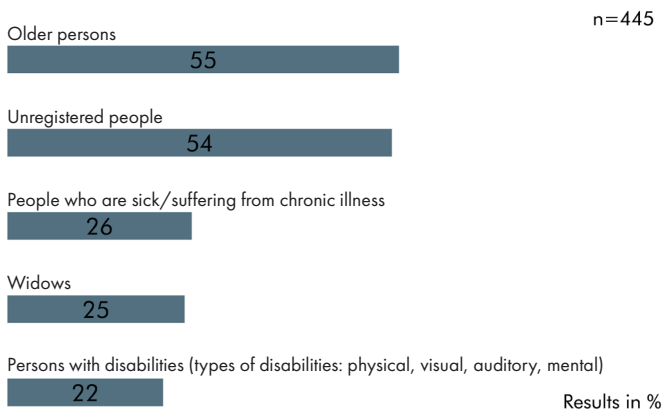


### 1 Do aid and services go to those who need it most?



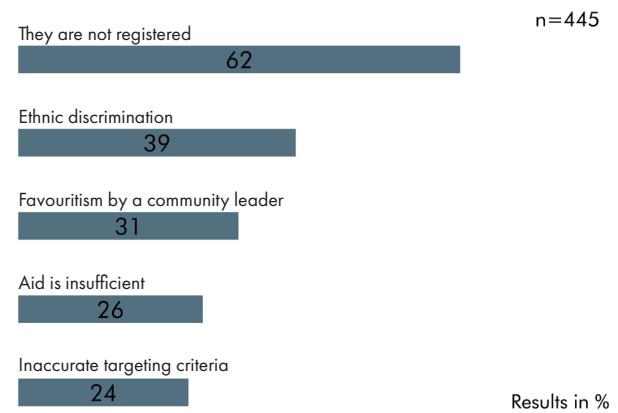
Half of people we spoke to in Chari-Baguirmi feel that aid and services are provided in a fair way in their community, while less than a quarter (24%) feel like it goes to those who need it most.

#### Who do you think is left out?



Percentages do not total 100% because respondents could choose multiple answer options.

#### Why are people left out?



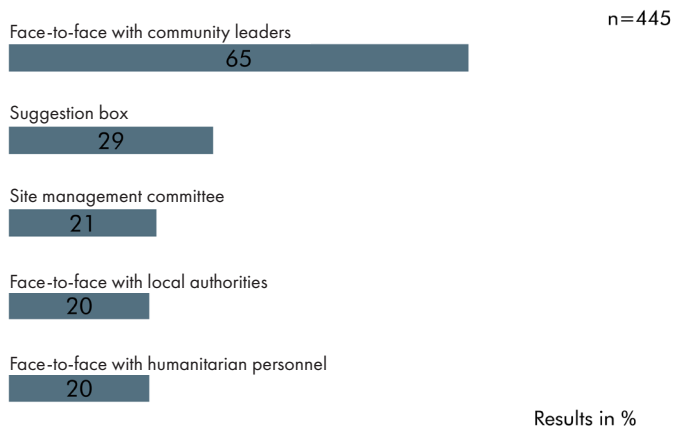
## 04 Participation and feedback mechanisms

### 3 Do you know how to share suggestions or concerns with humanitarian actors? 🗣️

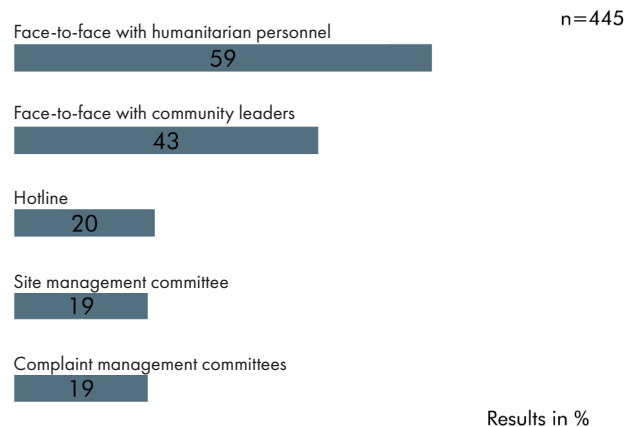


More than half of the respondents (58%) know how to share feedback with aid providers. However, women (53%) are less aware of how to provide feedback than men (67%). People's preferred choice is to speak to humanitarian personnel – a channel that does not seem to be available to many.

## What feedback mechanisms are available within your community?

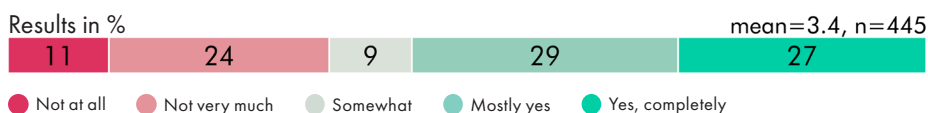


## How do you prefer to make a suggestion or share a concern with humanitarian actors?



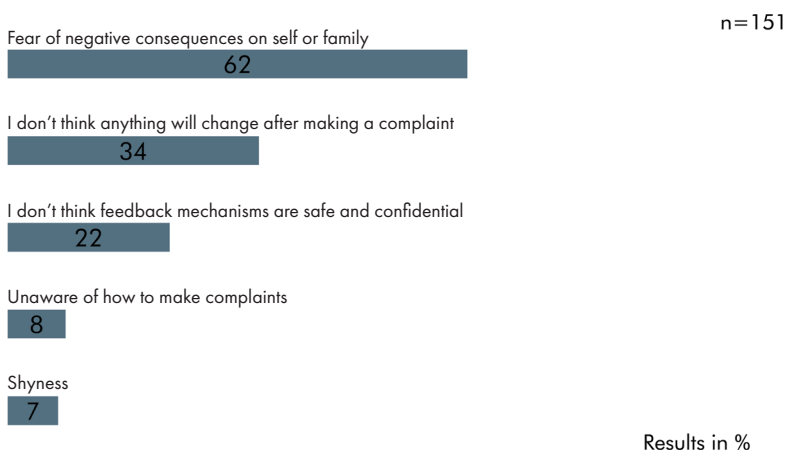
Percentages do not total 100% because respondents could choose multiple answer options.

## 5 Would you feel comfortable reporting a case of abuse or mistreatment by humanitarian staff? ☹️



More than half of people we spoke to (55%) feel comfortable reporting cases of abuse or mistreatment by humanitarian staff. However, women (51%) are less comfortable sharing complaints than men (66%). The oldest respondents (aged 46 years or older) are less comfortable reporting cases of abuse or mistreatment (43%) than younger respondents (58% for people between the ages of 35 and 45 and 62% for people between the ages of 18 and 34). Fear of retaliation is the most common reason for not feeling comfortable to report sensitive concerns.

## Why are you not comfortable reporting cases of abuse or mistreatment by humanitarian staff?



Percentages do not total 100% because respondents could choose multiple answer options.

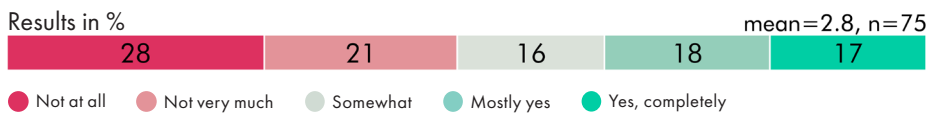
## 3 Have you shared a suggestion or concern about aid and services? ☺️



### 5 If yes, did you receive a response to your suggestion or concern?

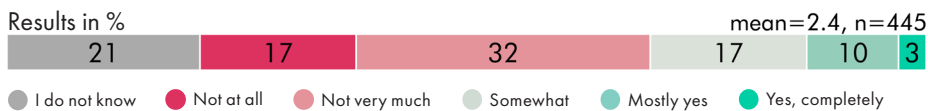


### 3 Are you satisfied with the response you received?



More than half of all respondents (55%) have shared suggestions or concerns about aid and services in the last six months and less than a third (31%) received a response to their suggestion or complaint. Of those who received a response to their feedback, only about a third of respondents (34%) are satisfied with the responses they received. Women (39%) are more satisfied with the response they received than men (28%).

### 4 Do aid providers act on the suggestions your community shares?



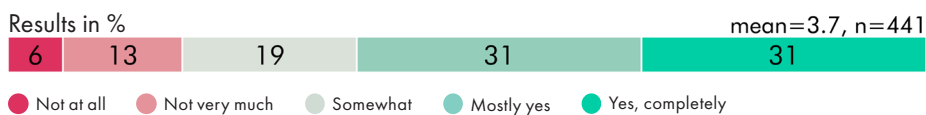
### 4 Have you participated in decisions, implementation, or monitoring of aid and services, or participated in any other way?



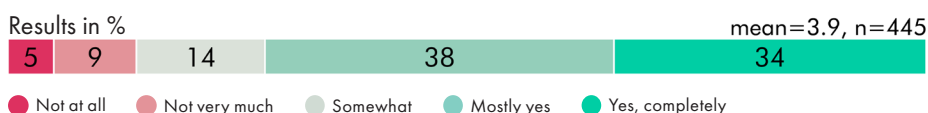
Although 86% of the people we spoke to expect aid providers to act on the suggestions their community share, only 13% of them feel like this is the case. Similarly, only 13% of people we spoke to say that they have participated in decision-making, implementation or monitoring of aid and services.

## 05 Quality of the response

### Do you trust humanitarian actors?



### 8 Do humanitarian actors treat you with respect?



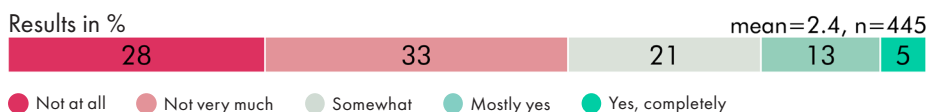
Two-thirds of people (62%) in Chari-Baguirmi feel like they can trust humanitarian actors, and 72% feel like aid providers treat them with respect.

## What can humanitarian actors do to increase your trust in them?

When people in Chari-Baguirmi were asked this open question, they emphasized that aid providers must provide affected communities with aid and services, increase the quantity of aid and improve the targeting process.

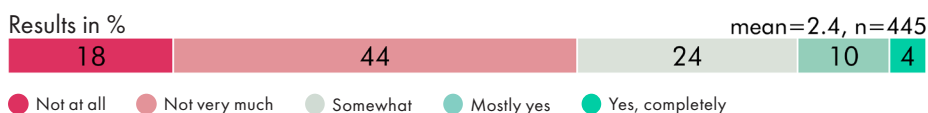
The humanitarian response in Chad is severely underfunded, and people stress that the quantity of aid that they receive is insufficient. People in Chari-Baguirmi suggest that prioritising aid in the form of cash and livelihood opportunities would create a sense of trust between them and aid providers, as it would allow them to support themselves. Communities also call for fairer and improved targeting processes. They believe that this can be achieved by prioritising vulnerable groups and limiting aid diversion, as well as directly providing aid to communities without relying on community leaders as intermediaries.

### 1 In the last six months, have you received aid and services when you needed them?



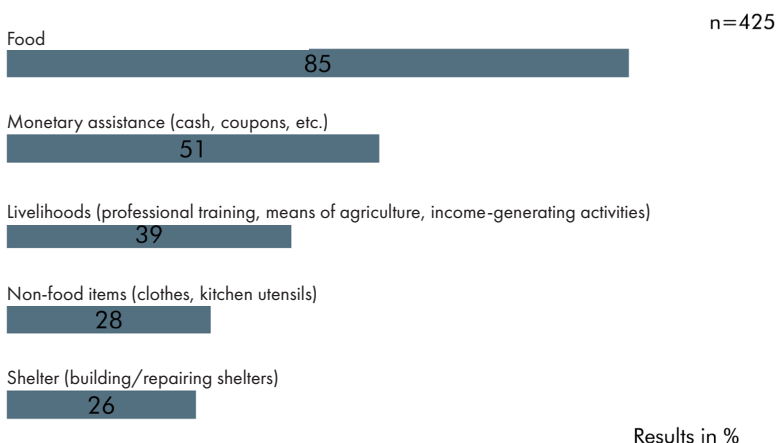
Only a small number of respondents (18%) think that they received aid when they needed it.

### 1 Did the aid you received cover your most important needs?



Only 14% of respondents feel like the aid they received covered their most important needs. They mention food, financial means and livelihoods support as their biggest needs.

## What are your most important needs that are not being met?



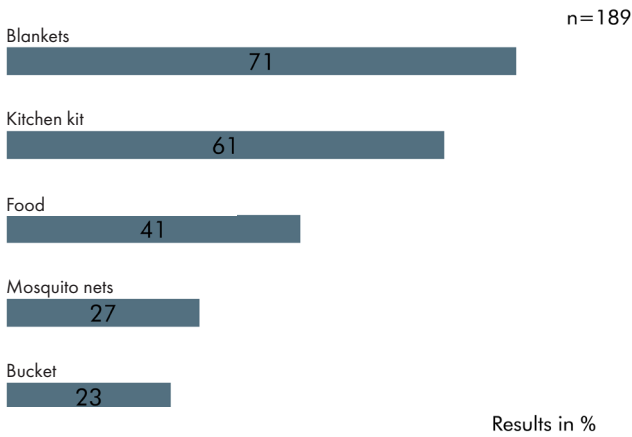
Percentages do not total 100% because respondents could choose multiple answer options.

## 1 In the last six months, did members of your community sell the aid they received? \*



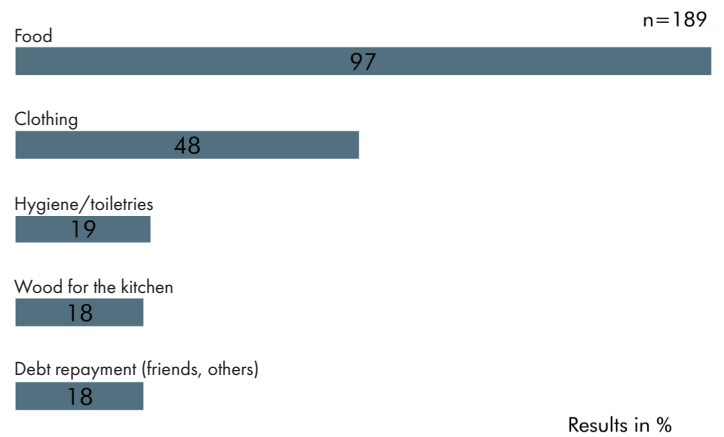
Almost half (45%) of respondents say members of their communities sold the aid they received. This seems to be more common among refugees, of which 51% say members of their community sold the aid they received, compared to only 11% of host community members. Aid seems to be mainly sold to buy food and clothing.

### What are the most frequently sold aid items within the last six months?

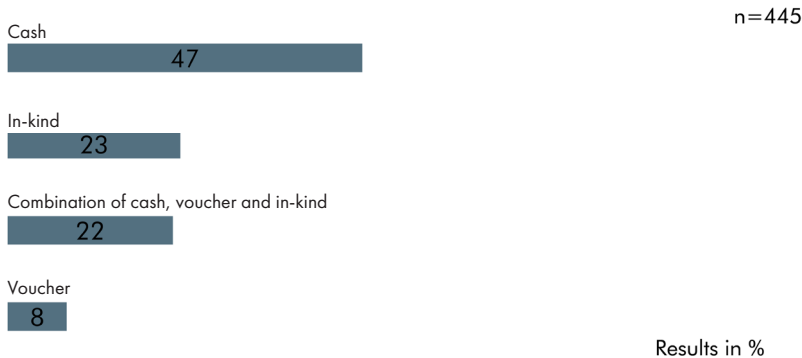


Percentages do not total 100% because respondents could choose multiple answer options.

### How do members in your community use the money they get from selling aid items?



### How would you prefer to receive aid?



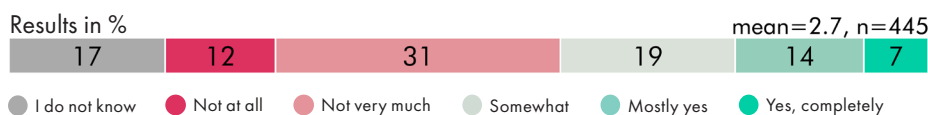
Percentages do not total 100% because respondents could choose multiple answer options.

### Why do you have this preference?

When asked to explain their preferred aid modality, people said that humanitarian assistance regardless of how it is provided helps them meet their basic needs. Yet, cash is perceived to be people's preferred way of receiving aid in Chari-Baguirmi (47%). People said that it would better support them to cover their diverse needs. Respondents also mentioned that in-kind assistance would be better to meet their food needs.



### Are decisions about aid and services made in a transparent manner? \*



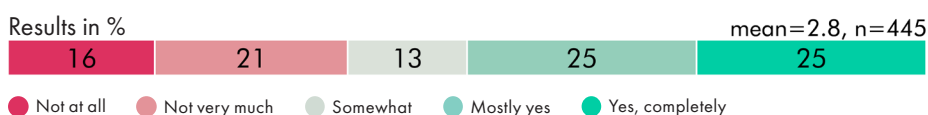
Less than a fifth (21%) of respondents feel like decisions about aid and services are made in a transparent manner.

### How can aid and services improve?

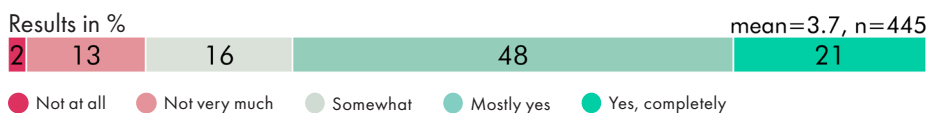
When asked this open question, people in Chari-Baguirmi indicated that for humanitarian actors to improve their aid and services, they should focus more efforts on increasing the quality of aid and make it more relevant to their needs, while supporting them in their efforts towards autonomy. This is in line with their thoughts on how aid providers can increase trust. They mainly pointed to sufficient quantity of aid – unfortunately not surprising in the light of the underfunded response.

## 06 Protection and resilience

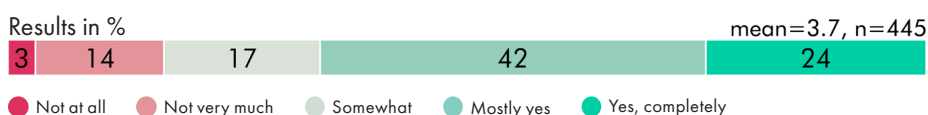
### 3 Are there times of the day when you do not feel safe where you live? ⬆️



### 3 Do you feel safe on the way to pick up aid, money, or to receive services and when returning home after receiving those goods and services? ⬇️

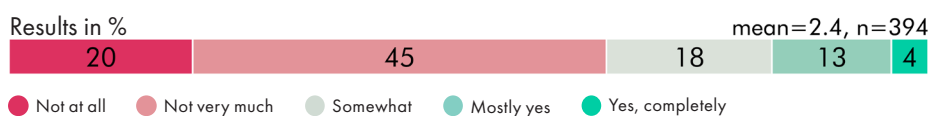


### 3 Do you feel safe at the distribution sites? ⬇️

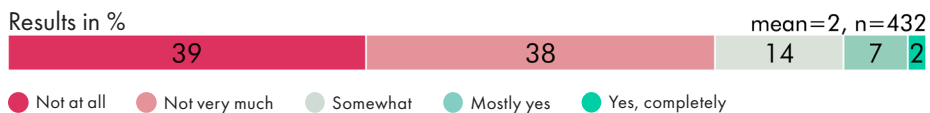


Half (50%) of the people we spoke to feel safe throughout the day where they live, but results are more positive when it comes to accessing aid and services. More than two-thirds of the respondents feel safe on their way to get aid and on their return (69%) and at distribution sites (65%). Older respondents (over the age of 45) feel safer than younger respondents (76% for those who are older than 45 years compared to 61% for those aged between 35 and 45 years and 64% for those aged between 18 to 34 years (64%).

### Do you think the humanitarian goods and services in your community help you to make long-term plans? \*

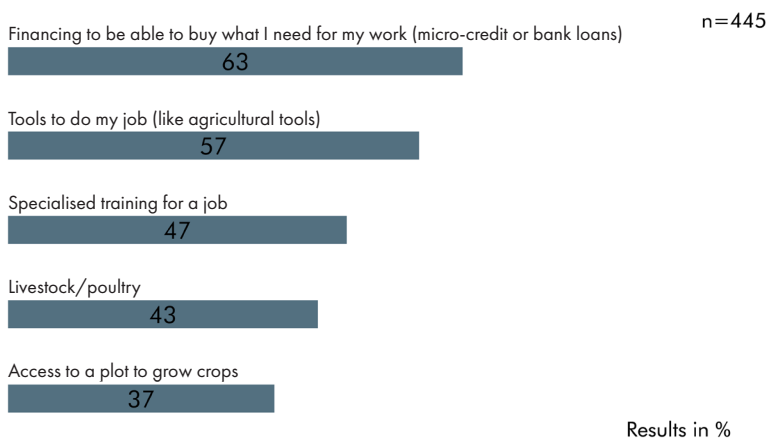


### 3 Does the support you receive help you become autonomous?



While 86% of people expect aid and services to help them plan for the long-term, only 17% believe this to be the case. Only 9% feel that the support they receive helps them become autonomous. Refugees are more negative than host community members (6% vs 23%).

### What would help you become autonomous?



Percentages do not total 100% because respondents could choose multiple answer options.

## Perception indicators for Chari-Baguirmi

The perceptions of affected people have been used to inform Chad's humanitarian response plan (HRP) since 2018. The inter-cluster coordination mechanism selected 12 indicators linked to the strategic objectives of the 2023 HRP to track the response's progress on accountability. These indicators were validated with the Humanitarian Country Team (HCT).

The table below illustrates the perceptions of affected people in Chari-Baguirmi. The percentages represent the number of respondents who selected "mostly yes" and "yes completely" to the corresponding questions. Empty spaces indicate that Ground Truth Solutions did not collect data during this data collection phase or that there is no target defined by the HCT for the indicator in question.

Indicator	CHS Commitment	2021	2022	2023	HCT target 2023
% of people who feel informed about the aid and services they can receive	4	38%	41%	42%	80%
% of people who feel like aid providers treat them with respect	3	83%	69%	72%	85%
% of people who feel like the support they receive helps them become autonomous	8	9%	26%	9%	15%
% of people who see improvements in their living conditions	2	-	-	-	30%
% of people who think that the aid they received covers their most important needs	3			14%	30%
% of people who think that they received aid and services when they needed them the most	3			18%	30%
% of people who feel like aid and services go to those who need it most	1	35%	29%	24%	30%
% of people who feel safe where they live	3	83%	66%	50%	80%
% of people who feel comfortable sharing suggestions or complaints to humanitarian actors	5	70%	68%	55%	80%
% of people who know how to make suggestions or complaints to humanitarian actors	5	60%	68%	58%	60%
% of people who think they will receive a response to their complaint	5	-	-	-	60%
% of people who think that humanitarian actors take their opinions into account in decision-making processes	4	20%	11%	13%	30%

# Methodology

## General design

The sample was stratified by refugee camp and then proportionally allocated by camp size (based on UNHCR data 2023). The two sites of Kalambari and Koundoul were included in the sample. In addition to refugees, host communities were covered in this survey. Given the lack of demographic data on host communities, 15% of the sample were allocated to them and they were surveyed in locations adjacent to the refugee camps. While OCHA takes 25% as a reference for host communities, we chose a rate of 15% assuming that the quantity of aid available for host communities is less than the quantity of aid available for refugees. The total sample size for Chari-Baguirmi region is 445.

At the site level, interviewers used a random-walk approach, whereby they went to each “n-th” dwelling. ‘N’ is calculated based on the number of aid recipients in the locations, and the sample size. This random-walk method could not always be implemented accurately since household size numbers were not known.

## Weighting

While our sample was allocated proportional to the number of refugees per camp, we used design weights to account for any deviations from planned to actual sample sizes. The design-based weights were raked to marginal totals by age group based on the demographics of the people-in-need population per region in Chad, as specified in the Humanitarian Response Plan from 2022 (note that 2023 age group data was not available). The raking step ensures that the survey respondents, when weighted, represent their proper proportions in the population with respect to age group.

## Coverage and exclusion

All refugee camps in Chari-Baguirmi (data provided by UNHCR) could be included in our sample.

## Precision of estimates

To calculate the margins of error per region, we used the “survey” package in R, specifying the exact survey design as outlined above. Note that the precision varies from one question to the other depending on the sample size (as some of the questions are follow-up questions asked to a sub-set of the total sample).

For questions that were asked to all recipients, margins of error range between 2 and 6% points for binary questions (with a mean of 4.1% point) and between 0.07 and 0.15 for Likert questions (with a mean of 0.1) on our scale of 1-5.

For more information about our work in [Chad](#), please contact Carolyn Meyer ([carolyn@groundtruthsolutions.org](mailto:carolyn@groundtruthsolutions.org)) and Pamela Saab ([pamela@groundtruthsolutions.org](mailto:pamela@groundtruthsolutions.org)), or visit our [website](#).

## Sample

We spoke to a total of **445** people

### Gender



**65%** Women (288)



**35%** Men (157)

### Age



**41%** 18-34 years old (181)



**29%** 35-45 years old (132)



**30%** 46+ years old (132)

### Status



**79%** Refugees (351)



**21%** Host community members (94)

### Location



**35%** Guilmei (154)



**44%** Kalambari (197)



**21%** Host communities in Chari-Baguirmi (94)