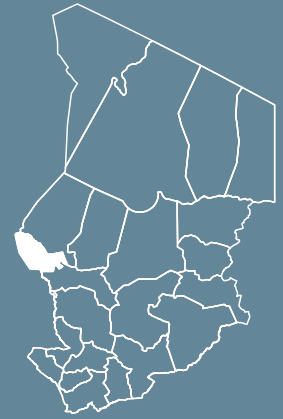


Strengthening accountability in Chad

Lac | September 2023



Context

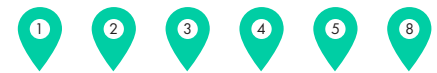
Since 2018, Ground Truth Solutions has been tracking the views of crisis-affected people in Chad, elevating their voices in decision-making fora to encourage a more accountable and effective response. In this round of data collection six regions were covered: Chari-Baguirmi, Lac, Mandoul, Moyen Chari, Ouaddaï and Wadi Fira. This bulletin presents the results of the seventh round of data collection in the Lac region, which took place between 21 May and 5 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)

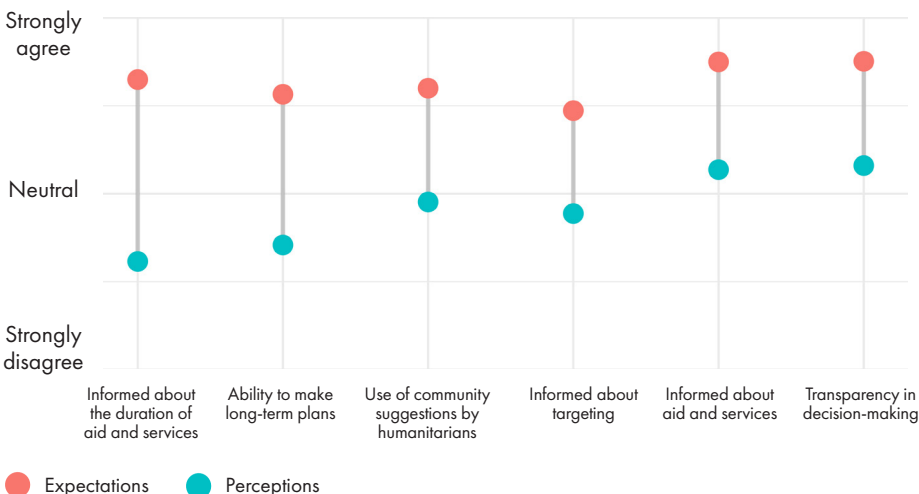
The perception survey questions are aligned with the CHS commitments to measure the compliance of humanitarian assistance with the various commitments of the standard.



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

01 Key results

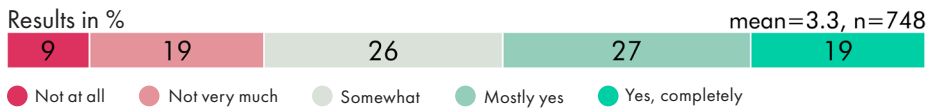
To get a better understanding of how people experience humanitarian interventions, it is helpful to know what they expect from them in the first place.¹ Drawing the gap between people’s expectations, shown in orange, and their perceptions of reality, shown in blue, highlights priorities for improvement. In Lac, 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 transparent decision-making and sharing general information on the aid and services people can receive.



¹ 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?

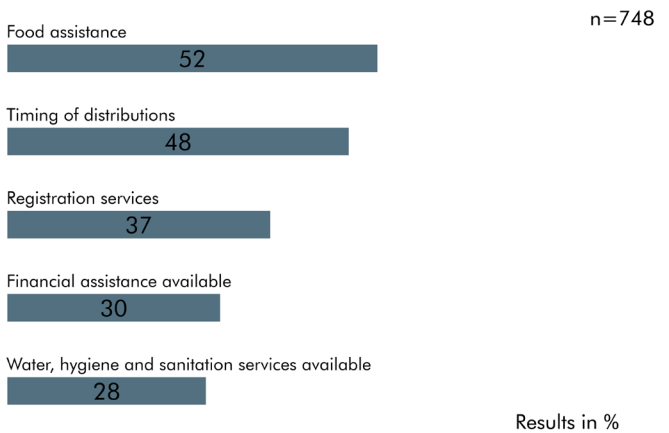


In Lac, less than half of the people we spoke to (46%) feel informed about the aid and services they can receive, with women (39%) feeling less informed than men (54%). Information about available financial assistance and shelter services seems to be needed, but currently not, or less frequently, received than other types of information.

Evolution of perceptions since the end of 2022

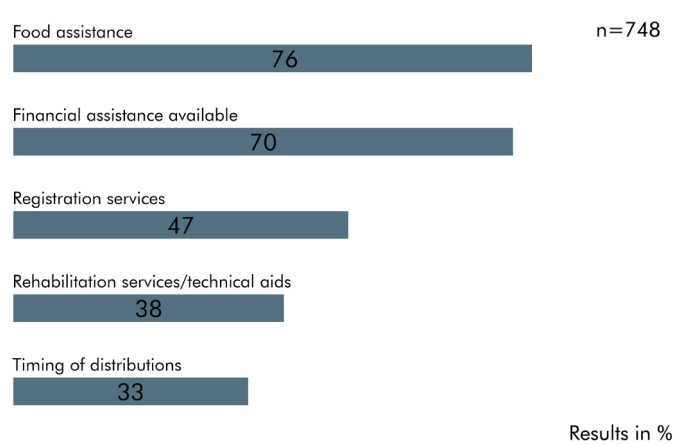
-  Increase in average of 0.5 or more /+ 10% positive responses
-  Increase in average of 0.5 /+ increase in average 5 to 10% positive responses
-  Change in average of 0.1 / less + 5% positive responses
-  Decrease in average from less than 0.15 /- 5 to 10% of positive responses
-  Decrease in average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

What information have you received?

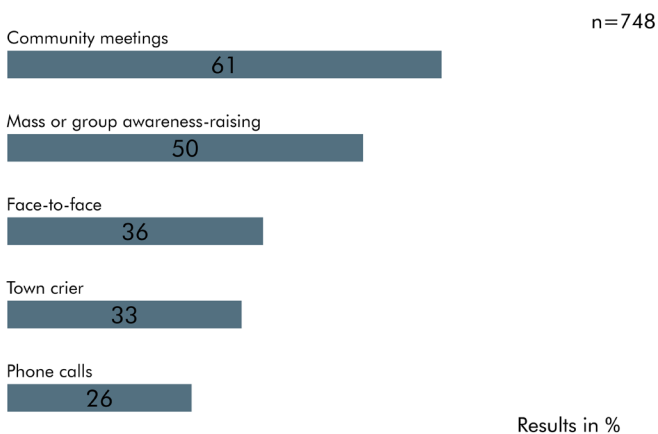


Percentages do not total 100% because respondents could choose multiple answer options.

What information do you need?

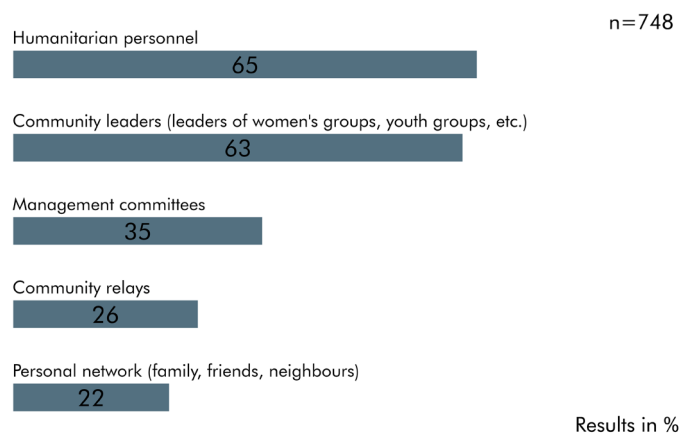


In the past six months, how did you receive information about humanitarian assistance?



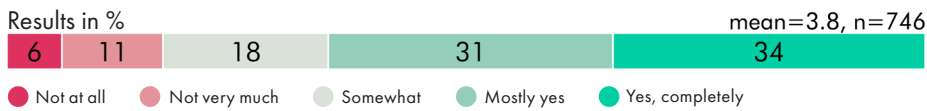
Percentages do not total 100% because respondents could choose multiple answer options.

How do you prefer to receive information?



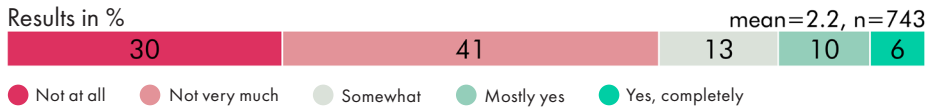
People prefer to receive the information from humanitarian personnel and community leaders and most commonly received it in community meetings and broader awareness-raising efforts. While host community members (70%) and internally displaced persons (IDPs, 65%) prefer to receive information from their community leaders, refugees (74%) prefer to be informed by humanitarian personnel.

Do you feel informed about distribution dates and times? *



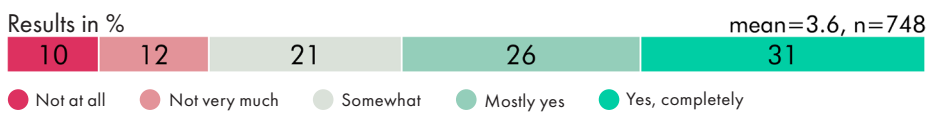
Almost two thirds of respondents (65%) feel informed about when aid is distributed.

Do you know how long your aid and services will last? *



Although 85% of the people we spoke to expect to know how long their aid and services will last, only 16% have access to this information.

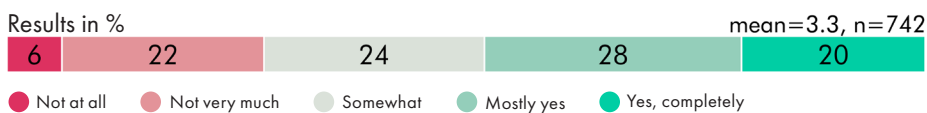
4 In the past six months, do you think that community leaders have shared necessary information on humanitarian activities with you? ⚙️



Most respondents (57%) feel like their community leaders share sufficient information with them on humanitarian activities.

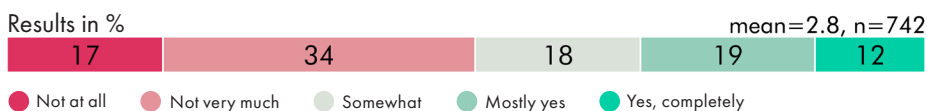
03 Targeting

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



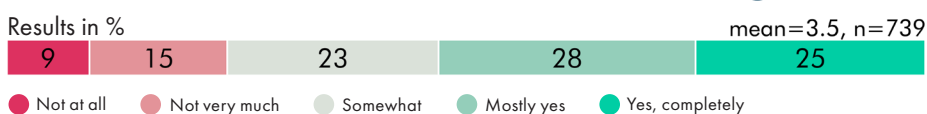
Nearly half of the people we spoke to (48%) feel informed about how and where to register for aid and services.

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



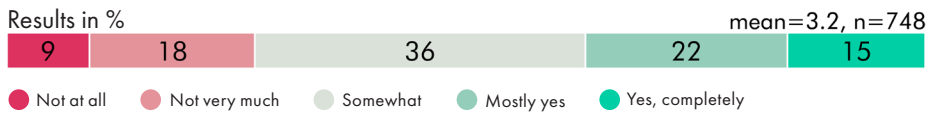
Although almost three quarters (73%) of respondents expect to know how aid providers target aid recipients, less than a third (31%) know how they decide who receives aid and who does not.

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



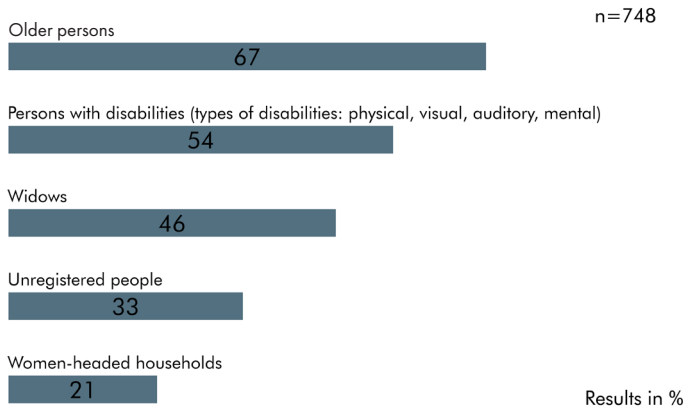
More than half of the respondents (53%) feel like aid and services are provided in a fair way in their community. Host community members and IDPs are more positive on this question than refugees (56% and 58% compared to 34%).

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

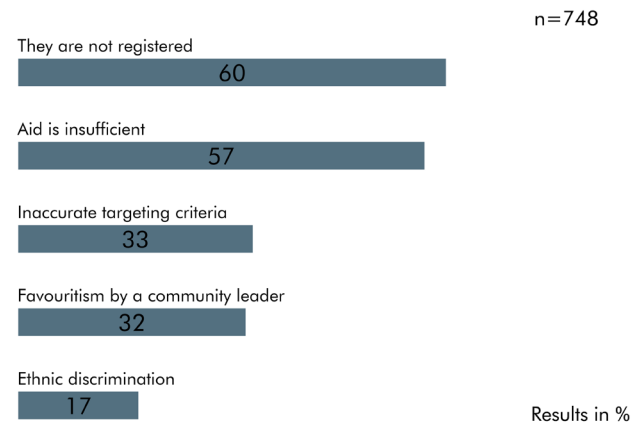


Only 37% of respondents feel like aid and services go to those who need it most.

Who do you think is left out?



Why are people left out?



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

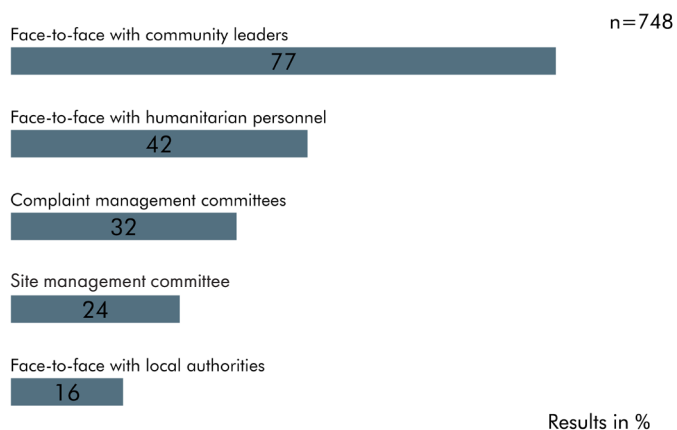
04 Participation and feedback mechanisms

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

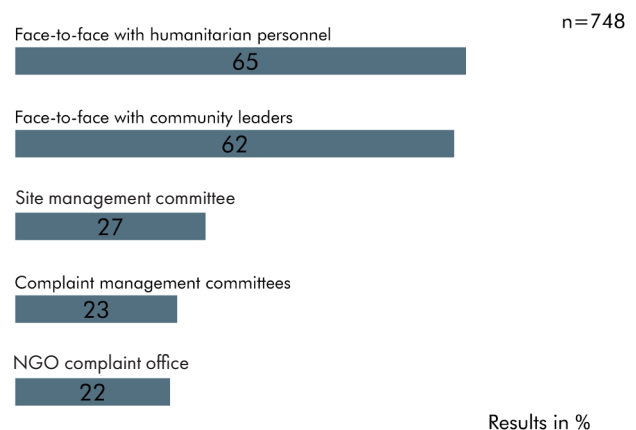


The majority (65%) of people we spoke to know how to share feedback with aid providers, yet, women (62%) are less aware of ways to do so than men (70%).

What are the available feedback mechanisms in your community?



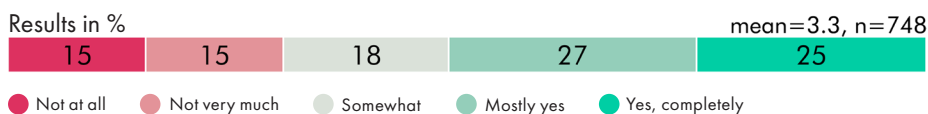
How do you prefer to provide feedback?



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

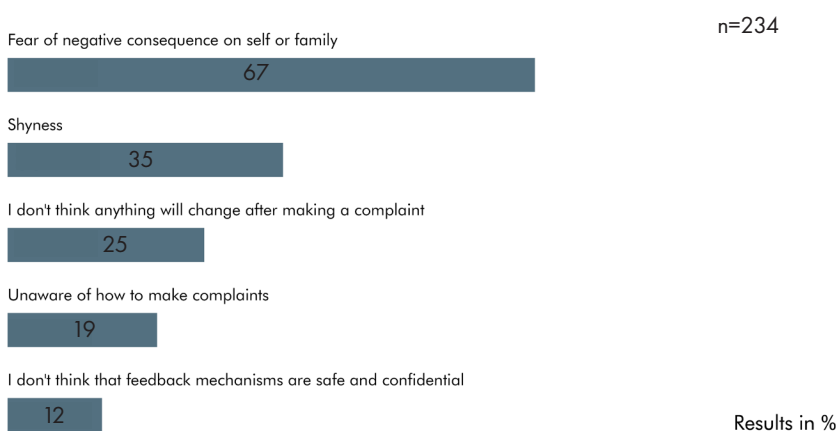
While host community members (74%) prefer to provide feedback face-to-face with their community leaders, IDPs (65%) and refugees (74%) prefer to speak directly to humanitarian personnel.

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



A little over half (52%) of people we spoke to feel comfortable reporting cases of abuse or mistreatment by humanitarian staff. 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?

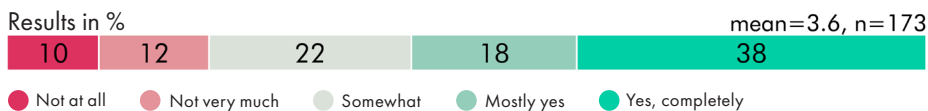


More than half of the people we spoke to (54%) shared suggestions or concerns about aid and services in the last six months. Men (66%) submitted more feedback than women (46%). Additionally, older respondents shared more suggestions and complaints than other age groups. Specifically, 63% of respondents over the age of 46 shared suggestions and complaints about aid and services, compared to 53% of respondents between the ages of 35 and 45 and 46% of respondents between the ages of 18 and 34.

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

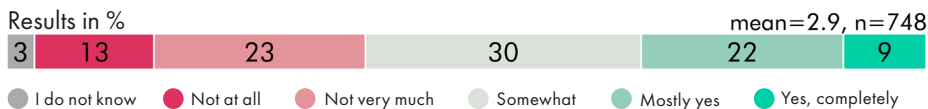


3 Are you satisfied with the response you received?



Out of those who shared a suggestion or concern, only 39% received a response. More than half (56%) of those who received a response were satisfied with the response they received.

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



Less than a third of respondents (31%) feel like aid providers act on the suggestions their community shares.

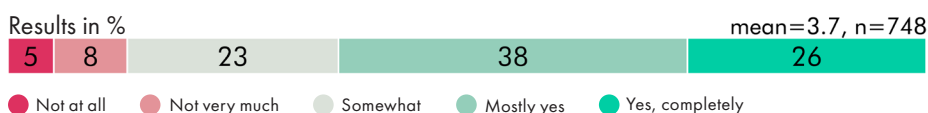
4 Have you participated in decisions, implementation, or monitoring of aid and services, or participated in any other way?



Only about a quarter of respondents (26%) report having participated in decisions, implementation, or monitoring of aid and services. Women (22%) have participated less in aid programmes than men (30%). Young people between the ages of 18 to 34 have also participated less (19%) than respondents between the ages of 35 and 45 (28%) and respondents over the age of 51 (29%).

05 Quality of the response

Do you trust humanitarian actors?



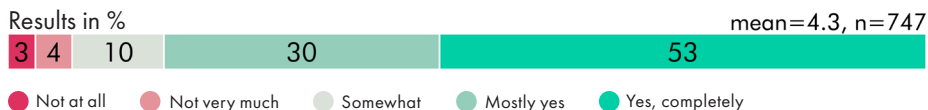
Almost two thirds of respondents (65%) feel informed about when aid is distributed. two-thirds (64%) of the people we spoke to trust humanitarian actors. Refugees (44%) trust humanitarian actors less than IDPs (70%) and host community members (61%).

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

When people in Lac were asked this question, they emphasized that to increase their trust in aid agencies, humanitarians must provide aid and services to affected communities, act on community feedback, and improve targeting.

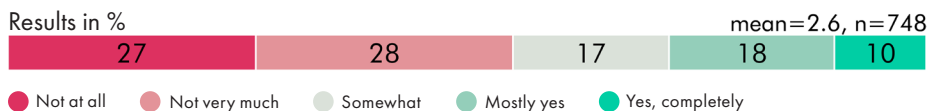
People in Lac believe that the provision of aid should be centered around provision of food, cash and livelihoods. They are convinced this can be achieved when humanitarian actors listen to people’s feedback and actively collaborate with them. People want responses to their complaints, for their feedback to be taken into consideration and influence aid provision, and to engage in meaningful collaboration. Yet, when it comes to the current state of aid provision, respondents feel that more can be done. Communities call for fairer and more efficient processes, which means focusing on helping the most vulnerable, doing more to prevent aid diversion, and giving aid directly to the communities that need it.

8 Are you treated with respect by aid providers?



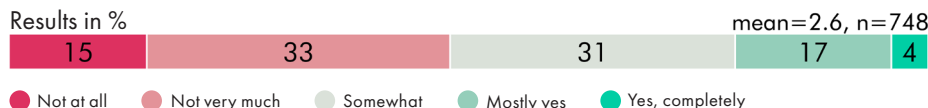
Most respondents (83%) feel like aid providers treat them with respect. Refugees (73%) feel less respected by humanitarian actors than IDPs (85%) and host community members (86%).

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



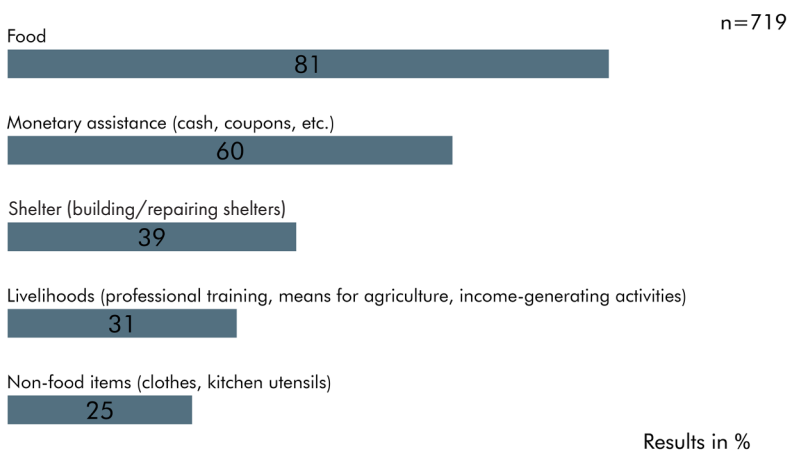
Only 28% of respondents say they received aid when they needed it.

1 Does the aid you receive cover your most important needs?



Just a fifth of respondents (21%) feel like the aid they received covered their most important needs. They mention food, financial means and shelter as their biggest needs.

What are your most important needs that are currently unmet?



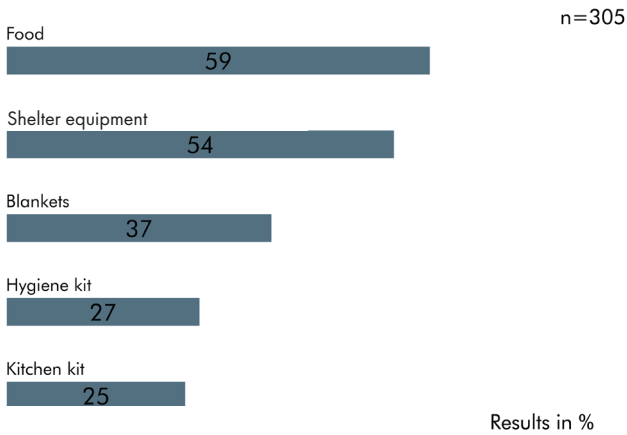
Percentages do not total 100% because respondents could choose multiple answer options.

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

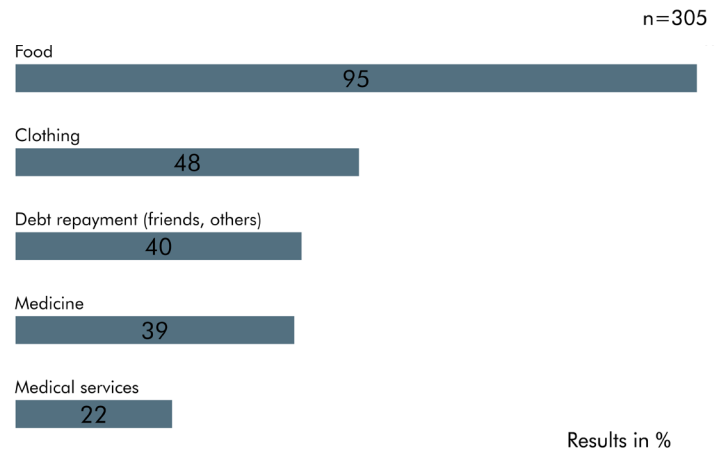


Forty-one percent of respondents say members of their community sold the aid they received. Aid seems to be mainly sold to buy food.

What do you think was most commonly sold?

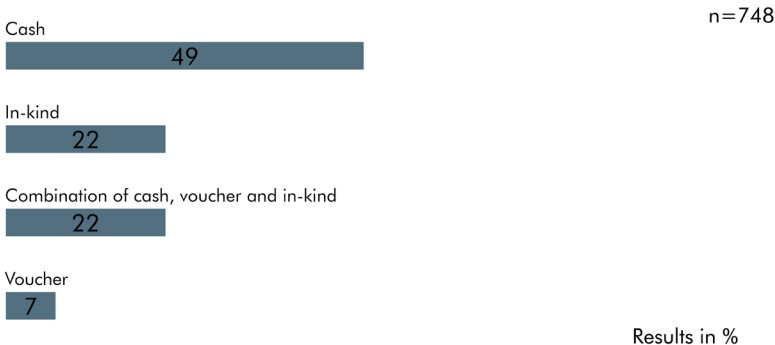


How do you think people used the money they received from the sale?



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

How would you prefer to receive aid?

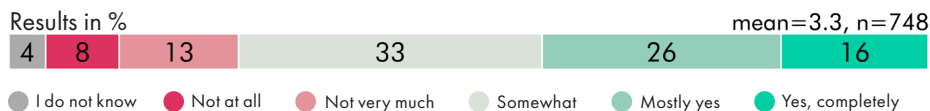


Percentages do not total 100% because respondents could choose multiple answer options.

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, people in Lac think that cash allows them to better meet their basic needs, especially their food needs. Respondents also explained that cash would allow them to invest in opportunities that may support them in the long term, such as livelihood activities. Some say that to meet their needs for food, it is best to receive food in kind, or combined with cash.

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



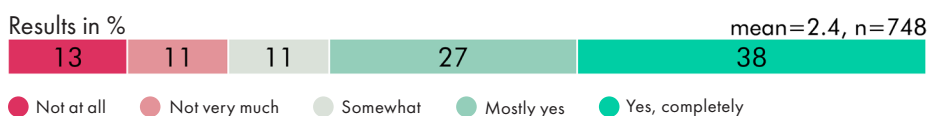
Less than half of respondents (42%) say decisions about aid and services are made in a transparent manner.

How can aid and services improve?

When asked this open question, people in Lac pointed to an increase of the quantity of aid to ensure sufficient aid as a way to improve the process overall. Respondents also believe that they need aid that allows them to be autonomous and live without aid in the future, as well as regular and timely distributions.

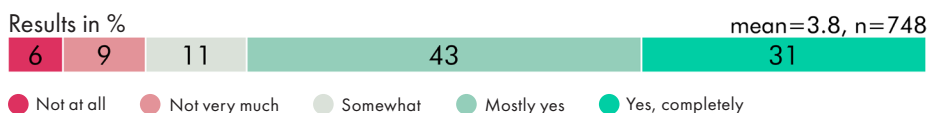
06 Protection and resilience

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

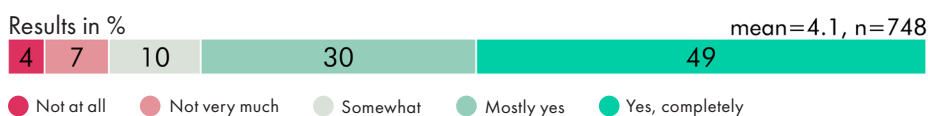


Almost two-thirds of respondents (65%) feel safe where they live throughout the day. But, respondents over the age of 45 (60%) feel less safe than those who are younger (64% for ages of 35-45 and 71% for ages of 18-34).

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? ⚠

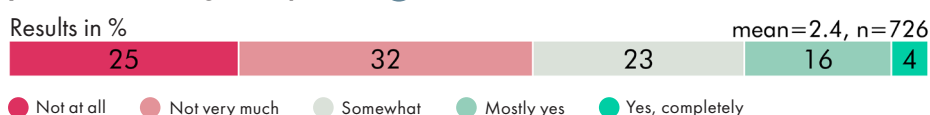


3 Do you feel safe at the distribution sites? ⚠



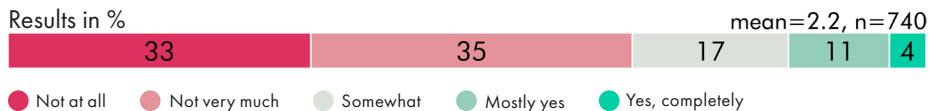
A majority (74%) of respondents feel safe on the way to receive aid and services and on their return and at the distribution sites (79%).

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



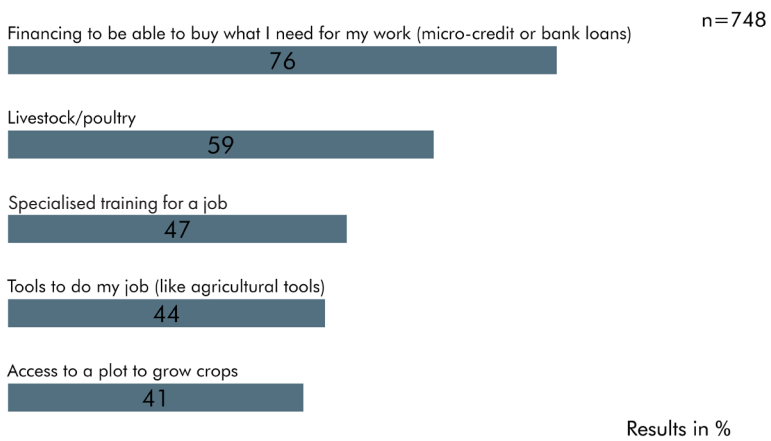
While 78% of respondents expect aid and services to help them with their long-term planning, only 20% believe this to be the case.

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



Only 15% of respondents say the support they receive helps them become autonomous.

What would help you become autonomous?



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

07 Perception indicators for Lac

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 Lac. The percentages represent the number of respondents who selected "mostly yes" and "yes completely" to the corresponding questions. Empty spaces indicate that GTS has not collected data during this data collection phase and/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	64%	41%	46%	80%
% of people who feel like aid providers treat them with respect	8	87%	77%	83%	85%
% of people who feel like the support they receive helps them become autonomous	3	6%	15%	15%	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	13%	19%	21%	30%
% of people who think that they received aid and services when they needed them the most	3	12%	18%	28%	30%
% of people who feel like aid and services go to those who need it most	1	24%	28%	37%	30%
% of people who feel safe where they live	3	88%	36%	65%	80%
% of people who feel comfortable sharing suggestions or complaints to humanitarian actors	5	65%	61%	52%	80%
% of people who know how to make suggestions or complaints to humanitarian actors	5	39%	75%	65%	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	37%	20%	31%	30%

Methodology

General design

In Lac, the sample was first stratified and proportionally allocated by status (refugee, IDP, returnee). Given the larger number of IDP sites in Lac, camps in each of the three accessible sub-prefectures in Lac (Liwa, Bol and Baga Sola) were randomly sampled in the first stage (covering only the camps that had over 1,000 IDPs) and then individuals at the site level at the second stage. In Liwa, only six sites are above 1,000 IDPs, of which two were not accessible. All the four other sites were targeted with proportional sample allocation.

In Bol and Baga Sola three large IDP sites, as well as two sites with a significant number of returnees, were included with certainty in the sample. All other sites were randomly selected using probability proportional to size, with proportional allocation by sub-prefecture size (number of IDPs) and a sample size per site of 60 in Baga Sola and 26 in Bol. Besides IDPs, Lac also hosts a smaller number of refugees and returnees which were included in the sample as well, again using proportional allocation. Data on site sizes and locations for IDPs and returnees is based on DTM IOM data and data on refugees was provided by UNHCR.

In addition to refugees, IDPs and returnees, host communities were covered in this survey as well. 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.

On a site level, interviewers used a random-walk approach, whereby they went to each "n-th" dwelling, "n" was calculated based on the number of aid recipients in the locations, and the sample size. This random walk approach cannot always be implemented in a precise manner since the exact number of aid recipients within the sites is not always known precisely.

As we expected a larger design effect (given the two-stage design) we adjusted the sample size to be bigger than in the other regions to get similar margins of error. The total sample size amounted to 748.

Weighting

We used design weights to reflect the different sizes of the regions and camps within them, as well as the two-stage sample design. 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.

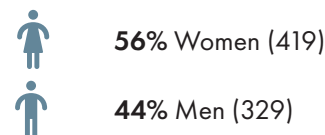
Coverage and exclusion

In Lac, only IDPs based in the sub-prefectures Bol, Liwa, Baga Sola could be accessed due to security constraints. According to DTM data, 66% of aid receiving IDPs in Lac are located in these three sub-prefectures. Additional constraints within Bol, Liwa, Baga Sola due to security and logistics, put the overall coverage rate of our sample for Lac at 46% of IDPs and returnees.

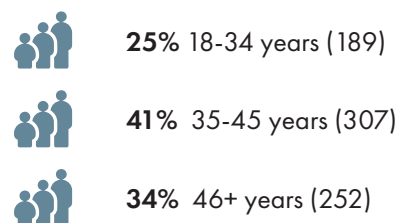
Sample

We spoke to a total of **748** people

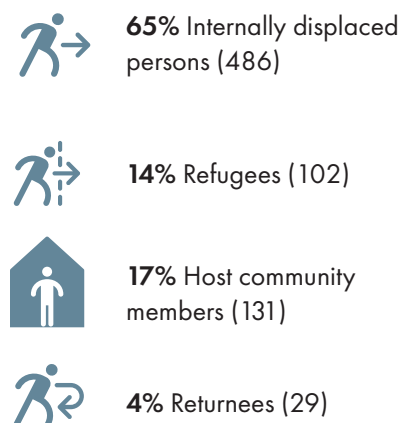
Gender



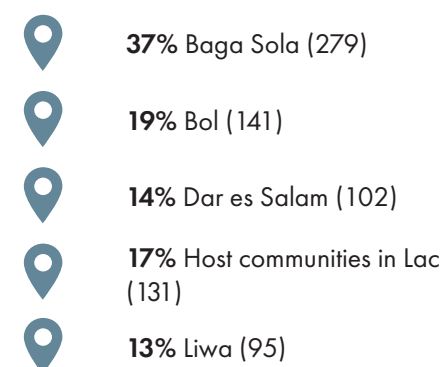
Age



Status



Sites



Precision of estimates

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

For questions that were asked to all recipients, margins of error per region range between 3 and 8% points for binary questions (with a mean of 5.9% point) and between 0.07 and 0.23 for Likert questions (with a mean of 0.13) on our scale of 1-5.

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