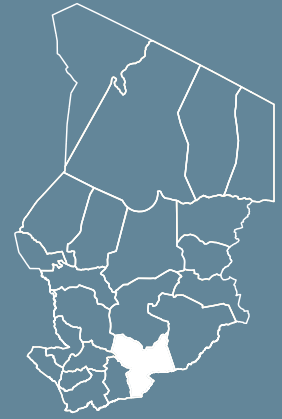


# Strengthening accountability in Chad

Moyen Chari | September 2023



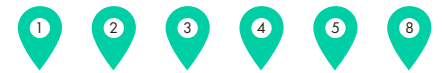
## Context

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 third round of data collection in the Moyen Chari region, which took place between 22 May and 8 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)

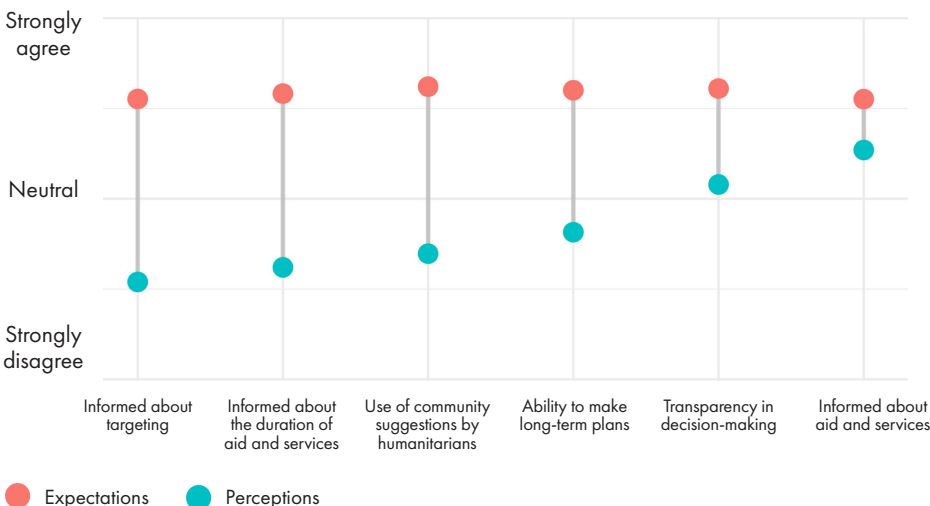
The perception survey questions are aligned with the CHS commitments to measure the compliance of humanitarian assistance with the various commitments of the standard.



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 Moyen Chari, aid mostly falls short of people’s expectations. The largest gap concerns targeting – people do not know how humanitarians decide who receives aid and who does not. Aid providers are closer to meeting people’s expectations when it comes to sharing information about 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?

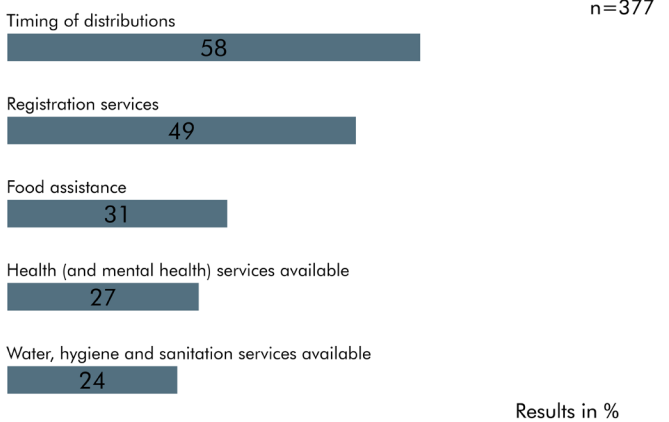


The majority of people we spoke to (83%) expect to be informed about the aid and services available to them. In reality, only 57% of respondents feel they are. The information currently provided seems to be focusing more or less on the most relevant topics, but there seem to be gaps around information on financial assistance available and how to access education.

### Evolution of perceptions since the end of 2022

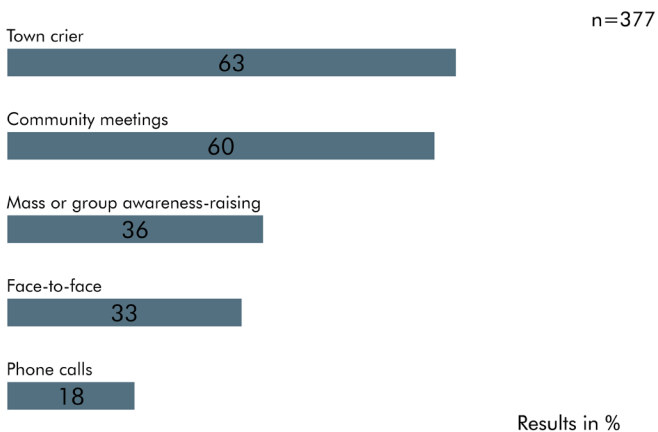
-  Increase in average of 0.5 or more /+ 10% positive responses
-  Increase in average of 0.5 /+ increase in average 5 to 10% positive responses
-  Change in average of 0.1 / less + 5% positive responses
-  Decrease in average from less than 0.15 /-5 to 10% of positive responses
-  Decrease in average 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.

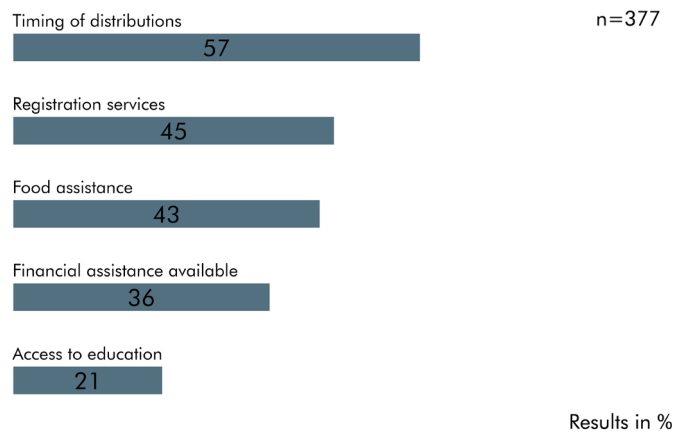
### In the past six months, how did you receive information about humanitarian assistance?



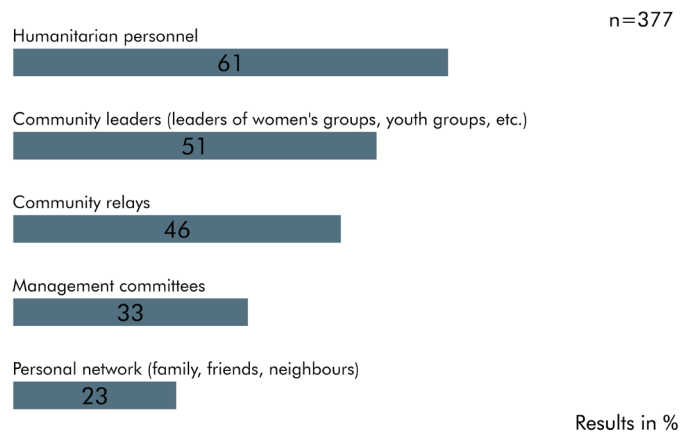
Percentages do not total 100% because respondents could choose multiple answer options.

While information seems to be most commonly provided via town criers, people in Moyen Chari would prefer to receive information directly from humanitarian personnel or community leaders.

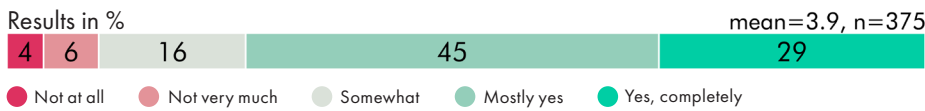
### What information do you need?



### How do you prefer to receive information?

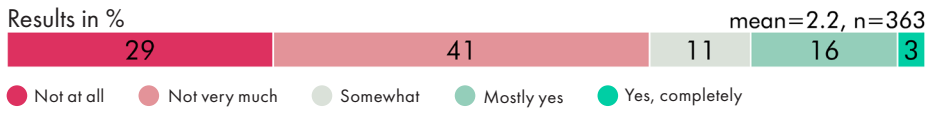


### Do you feel informed about distribution dates and times? \*



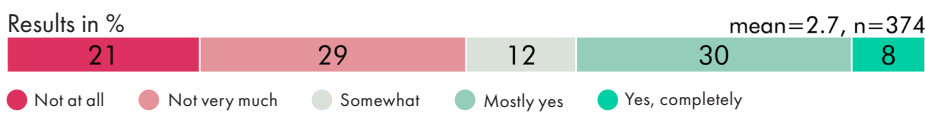
Almost three-quarters (74%) of respondents feel informed about distribution dates and times.

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



Despite 83% of those surveyed expecting to know how long they will receive aid and services, less than a fifth of respondents (19%) know how long their aid and services will last. Host community members feel the least informed with only 10% knowing how long their aid and services will last, compared to 19% of returnees and 22% of refugees.

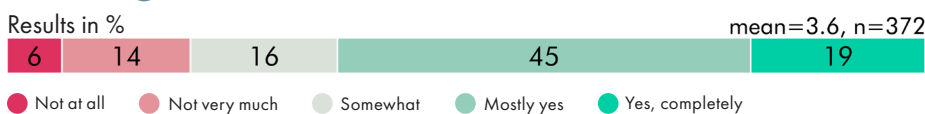
### 4 In the past six months, do you think that community leaders have shared necessary information on humanitarian activities with you? ⚙️



Half of the people we spoke to (50%) do not think that their community leaders share necessary information about humanitarian activities. Returnees feel less informed by their community leaders (60%) than refugees (43%).

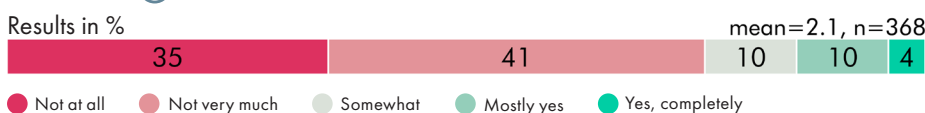
## 03 Targeting

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



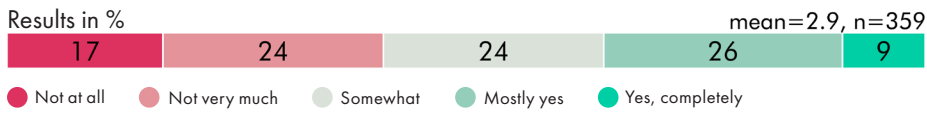
Over half of the people we spoke to (64%) feel informed about how and where to register for aid and services.

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

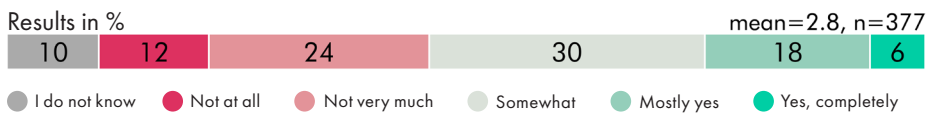


A majority of the people we spoke to (81%) expect to know how aid providers decide who receives aid and services and who does not. In reality, only a small number of respondents (14%) know how aid providers decide. Women feel less informed about targeting (9%) than men (20%).

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

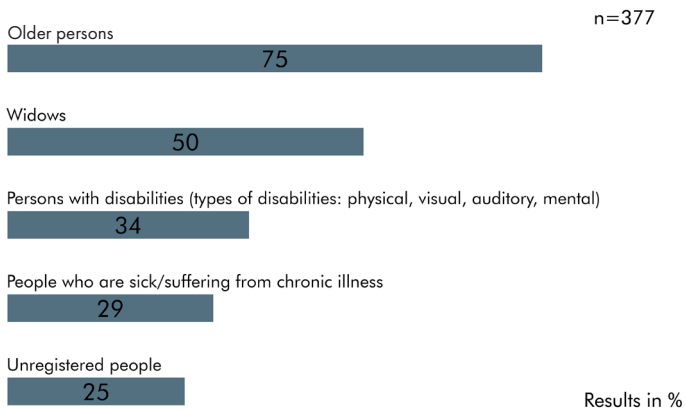


### 1 Do aid and services go to those who need it most? ⚙

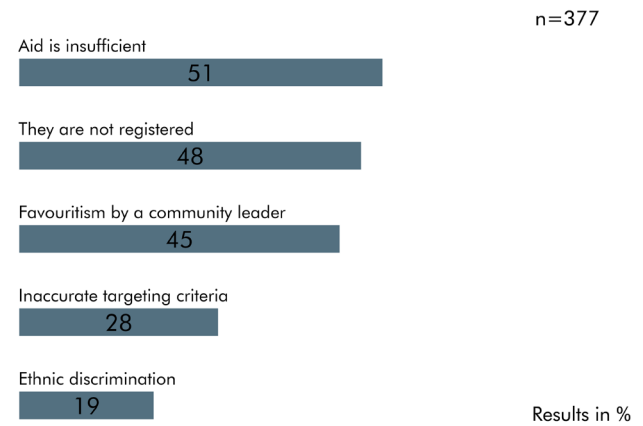


Only a third of the people we spoke to (35%) think that aid and services are provided in a fair way in their community and less than a quarter (24%) feel that aid and services go to those who need it most.

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



#### Why are people left out?



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

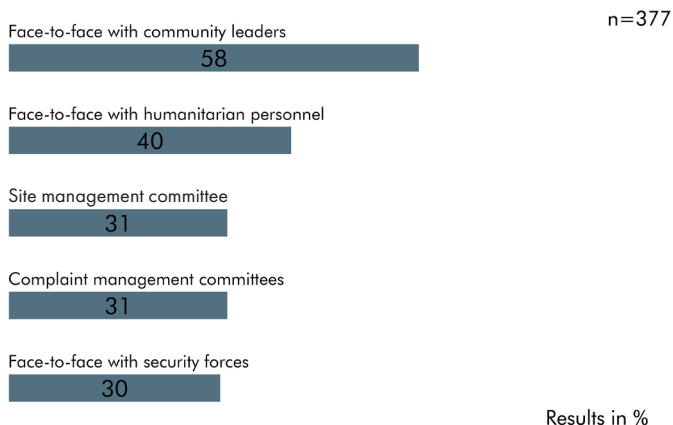
## 04 Participation and feedback mechanisms

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

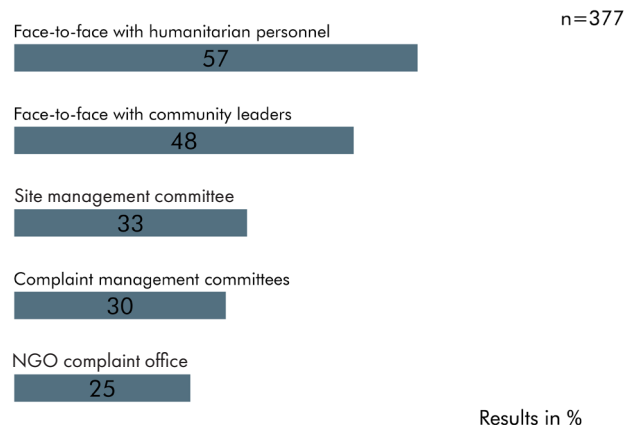


Less than half (43%) of respondents know how to share feedback with aid providers. Women (37%) feel less informed about how to make suggestions or share concerns than men (51%).

## What are the available feedback mechanisms in your community?



## How do you prefer to provide feedback?



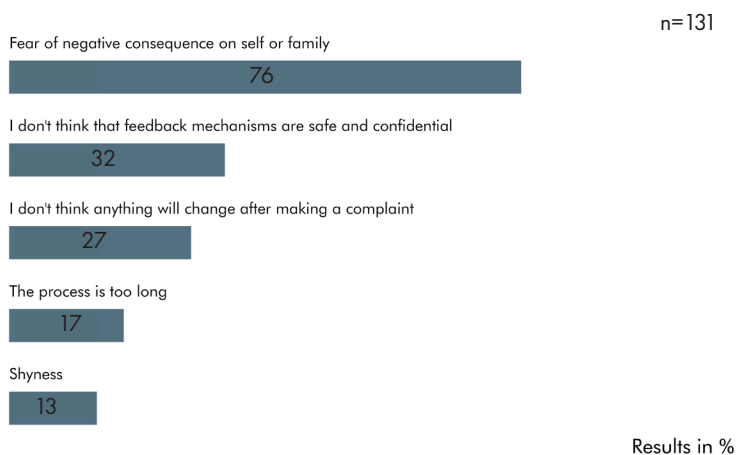
Percentages do not total 100% because respondents could choose multiple answer options.

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



A little over half (57%) of people we spoke to indicate feeling comfortable reporting cases of abuse or mistreatment by humanitarian staff. Women (50%) feel less comfortable sharing sensitive complaints than men (66%).

## 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? (≡)

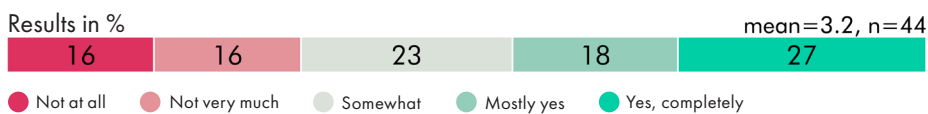


Forty-six percent of respondents have shared a suggestion or concern about aid and services. Younger people we spoke to between the ages of 18 and 34 (37%) have shared less suggestions or concerns than respondents between the ages of 35 to 45 (52%) and respondents over the age of 46 (53%).

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

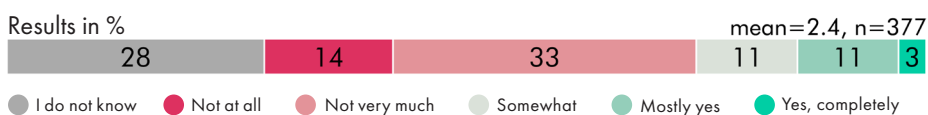


### 3 Are you satisfied with the response you received?



Of those who shared feedback, only a quarter of them (25%) received a response out of which 45% feel satisfied with the response they received.

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



Only 14% of respondents feel like aid providers act on the suggestions their community shares.

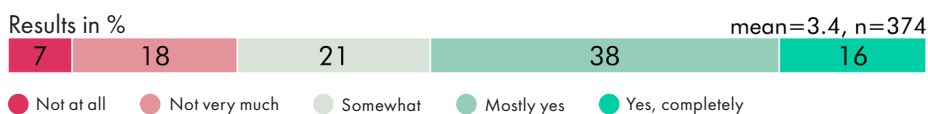
### 4 Have you participated in decisions, implementation, or monitoring of aid and services, or in any other way?



Only 17% of respondents say they have participated in decisions, implementation, or monitoring of aid and services. Refugees have participated more (25%) than returnees (10%).

## 05 Quality of the response

### Do you trust humanitarian actors?

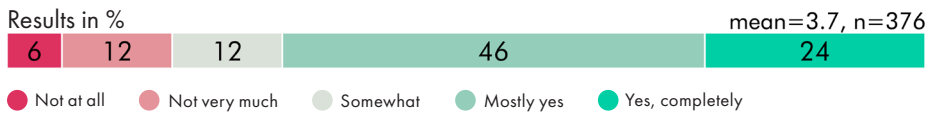


A little over half (54%) of respondents trust humanitarian actors. Refugees (46%) seem to have less trust in aid providers than returnees (57%) and host community members (62%).

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

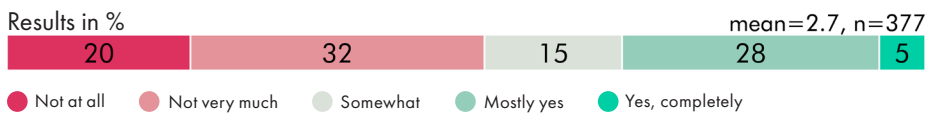
When people in Moyen Chari were asked this open question, they explained that aid providers can increase trust by providing aid and services to those who need them, improving aid targeting, and acting on community feedback. People also emphasised on the importance of their essential needs to be met through the provision of food, cash, and livelihood support. To achieve this, they suggest closer collaboration between humanitarian organisations and the community to ensure aid aligns with people's needs. Communities in Moyen Chari want a fairer and more efficient approach that prioritises assistance to the most vulnerable, provides aid and services directly to those that require them and prevents aid diversion.

### 8 Are you treated with respect by aid providers?



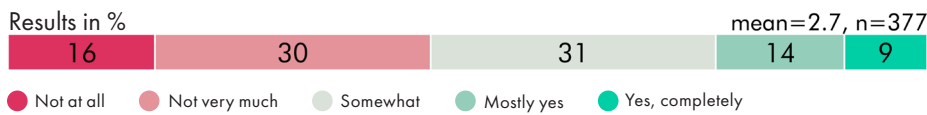
A majority (70%) of people we spoke to indicate that aid providers treat them with respect. Yet, fewer refugees feel treated with respect (52%) than returnees and host community members (75% and 93% respectively).

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



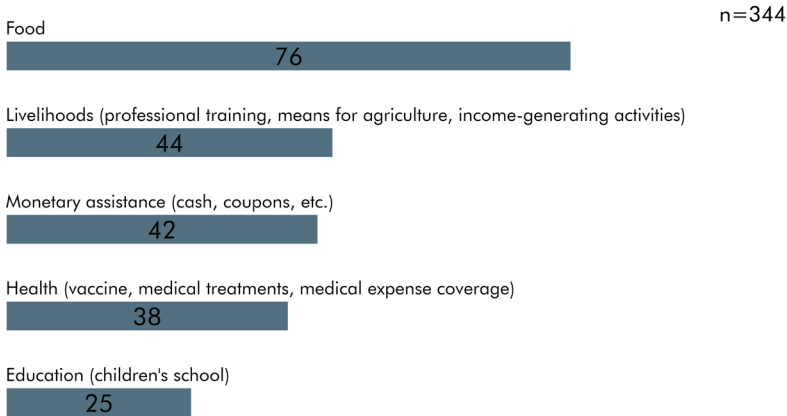
Only a third of respondents (33%) feel like they received aid when they needed it.

### 1 Does the aid and services you received cover your most important needs?



Less than a quarter (23%) of respondents feel like the aid and services they received cover their most important needs. They mainly point to food as their biggest need.

### What are your most important needs that are currently unmet?



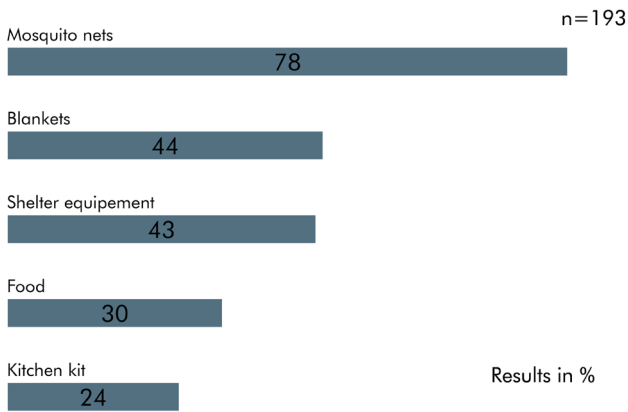
Percentages do not total 100% because respondents could choose multiple answer options.

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

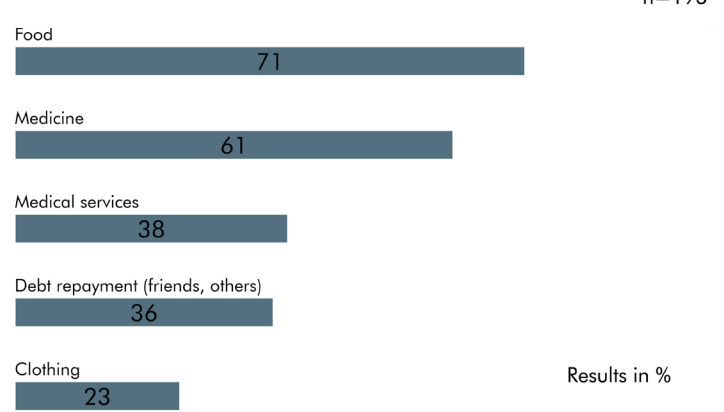


More than half of the respondents (52%) sell the aid they received. Most commonly sold seem to be mosquito nets.

## What do you think was most commonly sold?

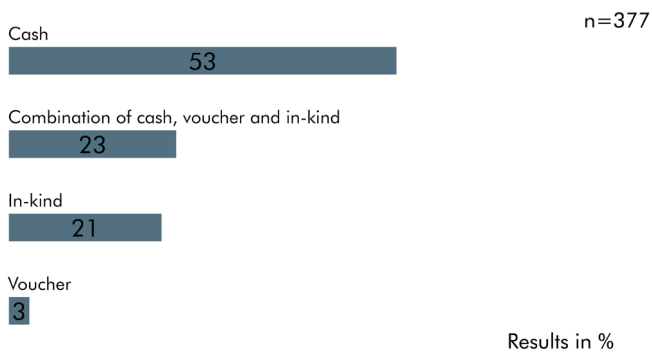


## How do you think people used the money they received from the sale?



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

## How would you prefer to receive aid?

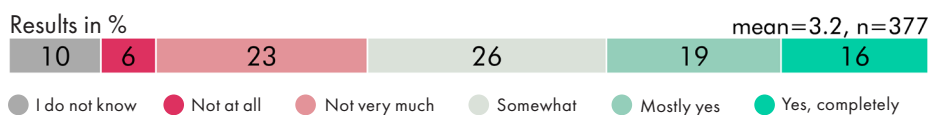


Percentages do not total 100% because respondents could choose multiple answer options.

## Why do you have this preference?

When asked to explain their preferred aid modality, people explained that humanitarian aid, no matter how it is provided, helps them meet their basic needs. However, cash assistance is the preferred method amongst communities in Moyen Chari. People believe that receiving cash assistance enables them to address their basic needs more effectively, especially when it comes to food, and provides the opportunity to invest in initiatives that can support their long-term well-being. This includes investing in livelihood activities and affording tuitions fees and school supplies. People also feel that receiving a combination of in-kind assistance and cash aid would be beneficial in meeting their food needs.

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



Only 35% of respondents feel like decisions about aid and services are made in a transparent manner.

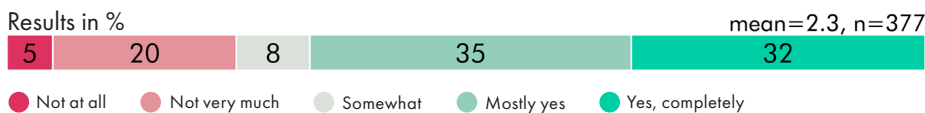


## How can aid and services improve?

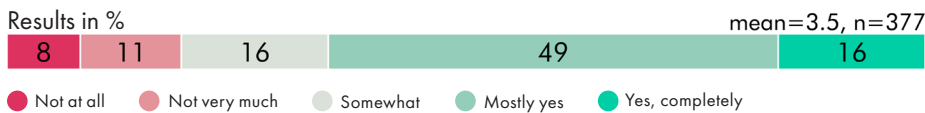
When asked this open question, people explained that increasing the quantity of aid, delivering sufficient aid and more targeted aid that allows them to be autonomous and live without aid in the future can be the way forward to improve the process overall. Engaging in meaningful participation was also mentioned as a way to ensure higher quality of aid. People in Moyen Chari think that more targeted aid needs to take into consideration the preferences and needs of more vulnerable groups such as people living with disabilities, older persons and children.

## 06 Protection and resilience

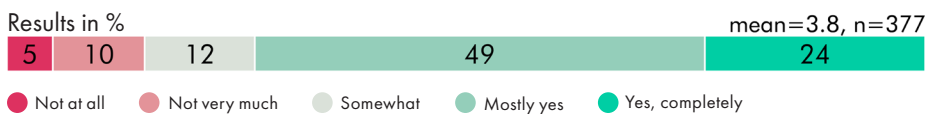
### 3 Are there times of the day when you do not feel safe where you live? 📍



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

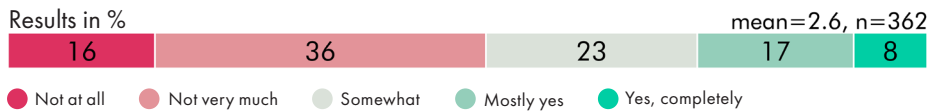


### 3 Do you feel safe at the distribution sites? 📍



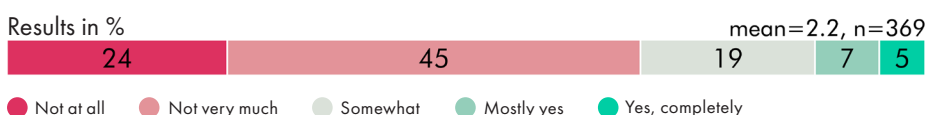
A majority (67%) of respondents feel safe throughout the day, on their way from and to distribution sites (65%) and at distribution sites (73%). Yet, women and refugees feel less safe. Only sixty percent of women feel safe at distribution sites in comparison with 80% of men, and refugees (66%) feel less safe than returnees (77%) and host community members (78%).

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



Eighty-four percent of people we spoke to believe that aid and services should help them make long-term plans. Yet, a quarter of respondents (25%) feel like they can do so with the aid and services received.

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



Only 12% of respondents feel like the aid they receive helps them become autonomous.

## What would help you become autonomous?

n=377

Livestock/poultry

76

Financing to be able to buy what I need for my work (micro-credit or bank loans)

75

Tools to do my job (like agricultural tools)

60

Specialised training for a job

29

More education (elementary/intermediate/secondary education)

26

Results in %

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

## Perception indicators for Moyen Chari

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 Moyen Chari. 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	46%	50%	57%	80%
% of people who feel like aid providers treat them with respect	8	60%	59%	70%	85%
% of people who feel like the support they receive helps them become autonomous	3	7%	6%	12%	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	8%	4%	23%	30%
% of people who think that they received aid and services when they needed them the most	3	3%	17%	33%	30%
% of people who feel like aid and services go to those who need it most	1	22%	27%	24%	30%
% of people who feel safe where they live	3	60%	36%	67%	80%
% of people who feel comfortable sharing suggestions or complaints to humanitarian actors	5	50%	52%	57%	80%
% of people who know how to make suggestions or complaints to humanitarian actors	5	30%	42%	43%	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	14%	7%	14%	30%

# Methodology

## General design

The sample was stratified by refugee camp and then proportionally allocated by camp size (based on UNHCR data 2023). In addition to refugees, host communities and returnees 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 for refugees. Population figures for returnees were based on OCHA data. The total sample size for Moyen Chari region was 377.

On 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.

## 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 (Belom and Mousmba) in Moyen Chari were included in the sample according to UNHCR data from 2023 (indicated above). In addition, two sites (Sido and Maro) of returnees were targeted. Since no comprehensive information on returnee sites is available, these two sites were selected based on information gathered by the teams in the field.

## 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 range between 3 and 6% points for binary questions (with a mean of 5.2% points) and between 0.08 and 0.17 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 **377** people

### Gender



**51%** Women (193)



**49%** Men (184)

### Age



**39%** 18-34 years (145)



**29%** 35-45 years (110)



**32%** 46+ years (122)

### Status



**35%** Refugees (133)



**16%** Host community members (59)



**49%** Returnees (185)

### Sites



**28%** Belom (105)



**56%** Maro (213)



**16%** Host communities (59)