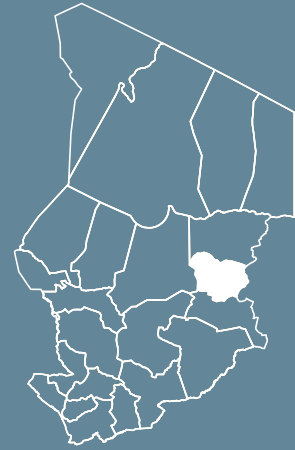


Strengthening accountability in Chad

Ouaddaï | September 2023



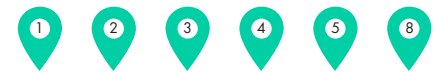
Context

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 Ouaddaï region, which took place between 12 and 30 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, as well as a report focusing specifically on the perceptions of those recently displaced from Sudan to Ouaddaï click [here](#). This report only focuses on those present before the start of the Sudan crisis this year.

The Core Humanitarian Standard on Quality and Accountability (CHS)

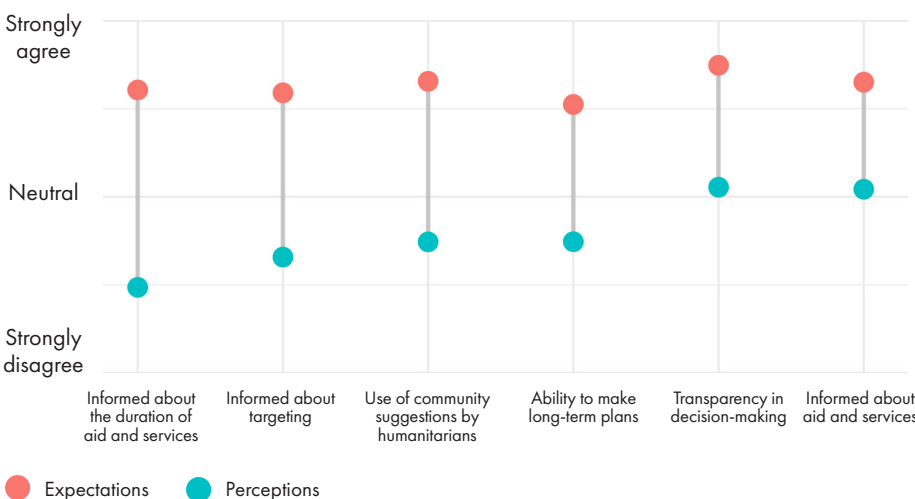
The perception survey questions are aligned with the CHS commitments to measure the compliance of humanitarian assistance with the various commitments of the standard.



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

01 Key results

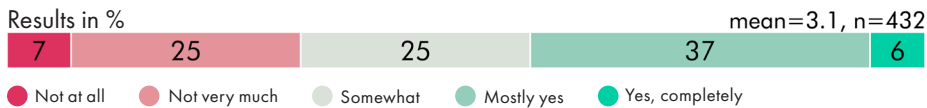
To get a better understanding of how people experience humanitarian interventions, it is helpful to know what they expect from them in the first place.¹ Drawing the gap between people’s expectations, shown in orange, and their perceptions of reality, shown in blue, highlights priorities for improvement. In Ouaddaï, 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 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?



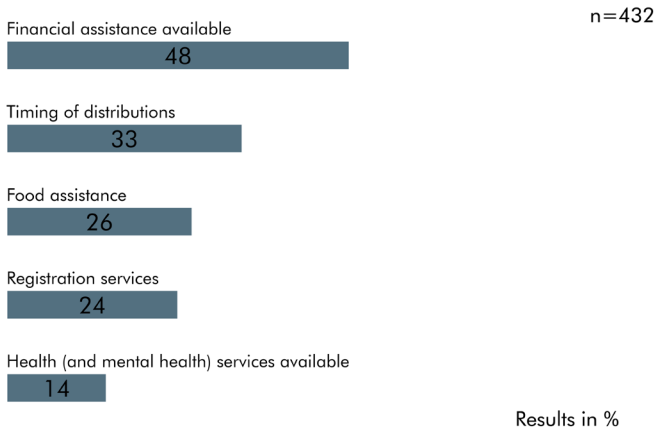
● Not at all ● Not very much ● Somewhat ● Mostly yes ● Yes, completely

Less than half of the people we spoke to in Ouaddaï (43%) feel informed about the aid and services they can receive. There seems to be a particular need for information about available food assistance and financial assistance. While refugees say their top information need is food assistance (72%), host community members most commonly point to information about financial assistance (73%). Those surveyed prefer to receive information in community meetings, preferably from community leaders.

Evolution of perceptions since the end of 2022

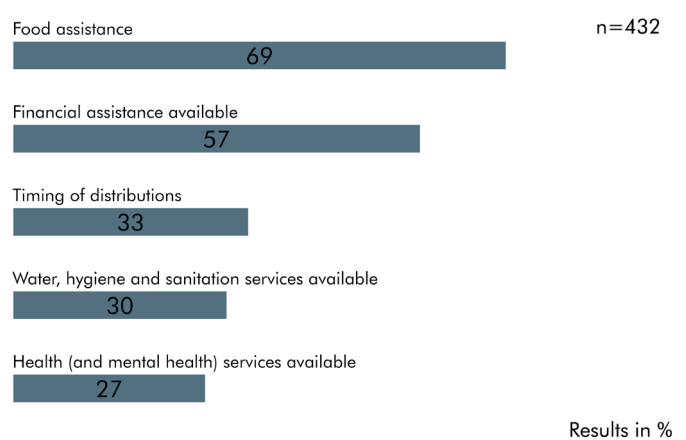
-  Increase in average of 0.5 or more /+ 10% positive responses
-  Increase in average of 0.5 /+ increase in average 5 to 10% positive responses
-  Change in average of 0.1 / less + 5% positive responses
-  Decrease in average from less than 0.15 /- 5 to 10% of positive responses
-  Decrease in average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

What information have you received?

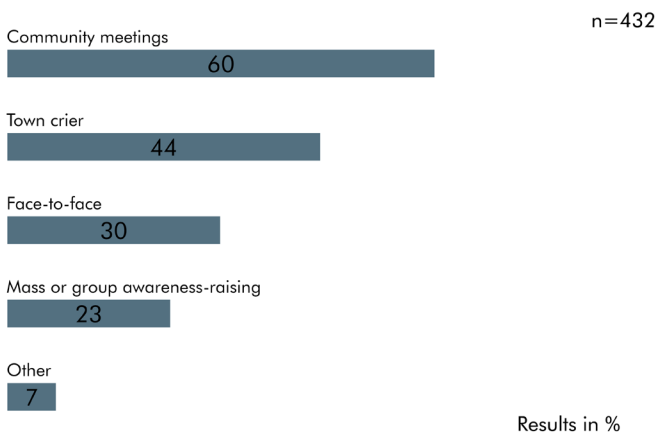


Percentages do not total 100% because respondents could choose multiple answer options.

What information do you need?

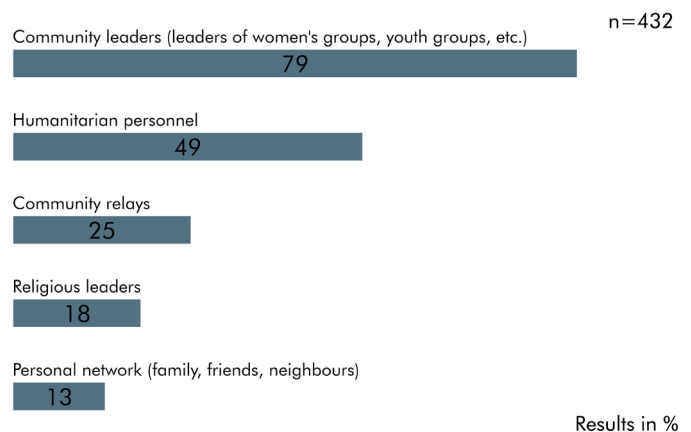


In the last six months, how did you receive information on humanitarian assistance?

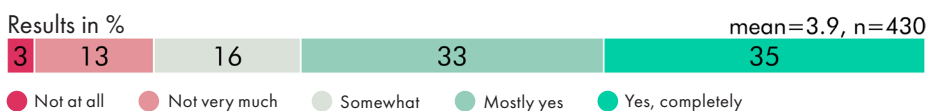


Percentages do not total 100% because respondents could choose multiple answer options.

How do you prefer to receive information?



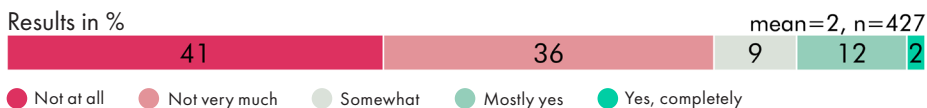
Do you feel informed about distribution dates and times?



● Not at all ● Not very much ● Somewhat ● Mostly yes ● Yes, completely

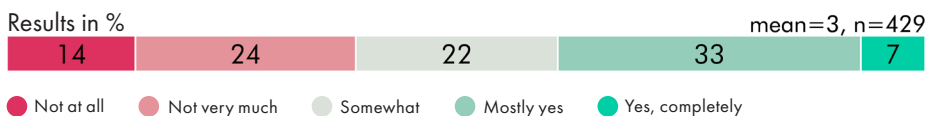
A majority (68%) of respondents feel informed about distribution dates and times.

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



Although 86% of respondents expect to know how long their aid and services will last, only 14% have access to this information.

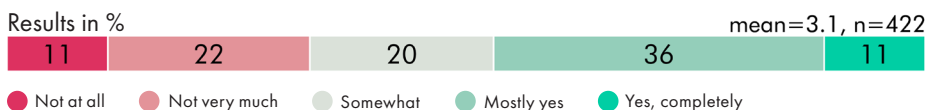
4 In the past six months, do you think that community leaders have shared necessary information on humanitarian activities with you? Ⓜ



More than a third of respondents (38%) feel like their community leaders do not share sufficient information with them on humanitarian activities.

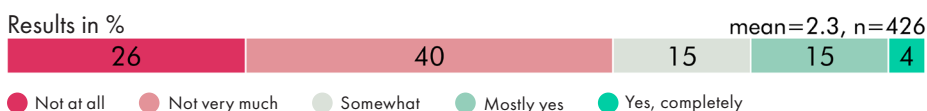
03 Targeting

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



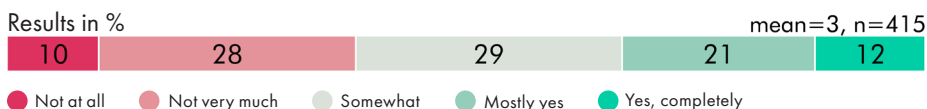
Almost half (47%) of those we spoke to feel informed about how and where to register for aid and services.

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

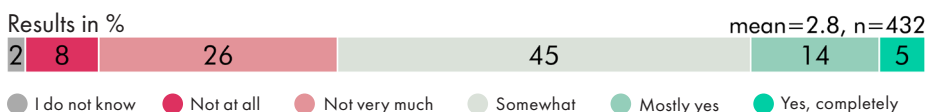


The majority of respondents (83%) want to know how aid providers target aid recipients, but only 20% know how humanitarians decide who receives aid and who doesn't.

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

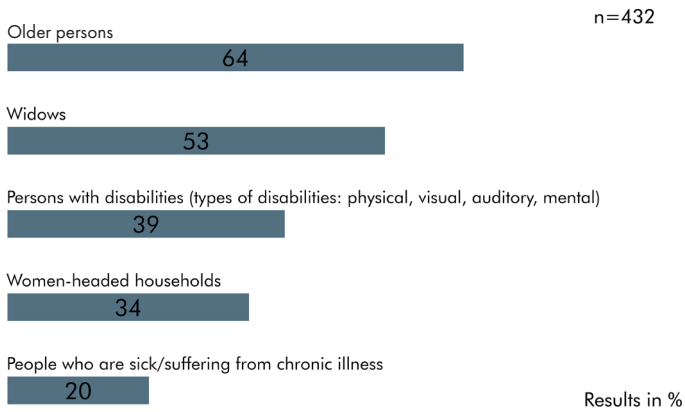


1 Do aid and services go to those who need it most? Ⓜ

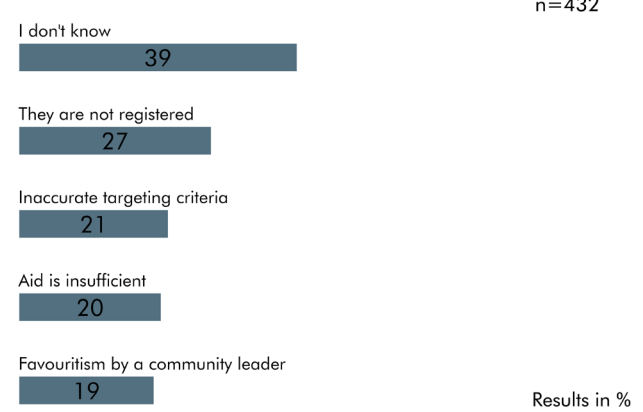


A third of the respondents (33%) think aid and services are provided in a fair way in their community, and even less people (19%) think aid and services go to those who need it most.

Who do you think is left out?



Why are people left out?



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

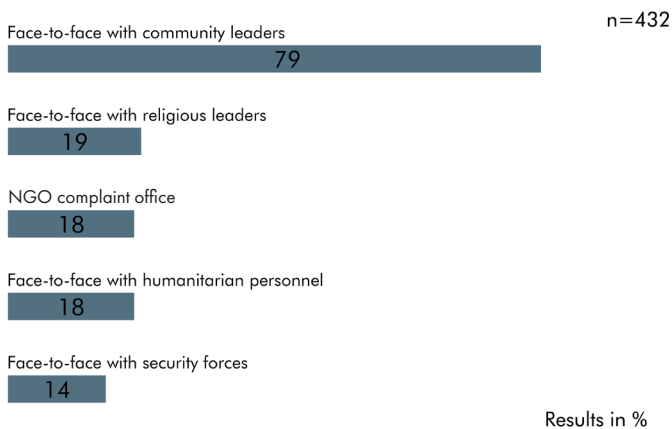
04 Participation and feedback mechanisms

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

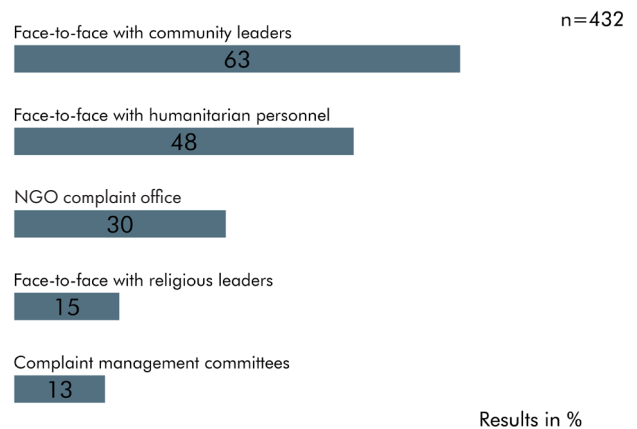


Less than half of the respondents (48%) know how to share feedback with aid providers. Women (41%) are less aware of how to share suggestions or concerns with humanitarian actors than men (57%).

What are the available feedback mechanisms in your community?



How do you prefer to provide feedback?



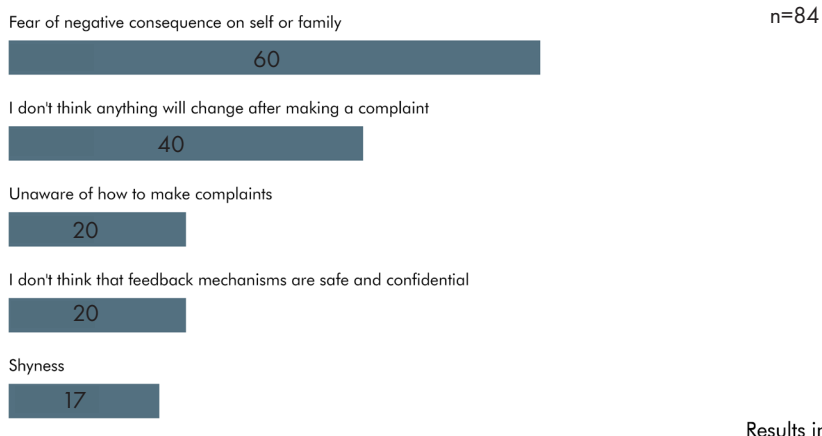
Percentages do not total 100% because respondents could choose multiple answer options.

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



Over half of respondents (60%) would be comfortable reporting cases of abuse or mistreatment by humanitarian staff.

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?

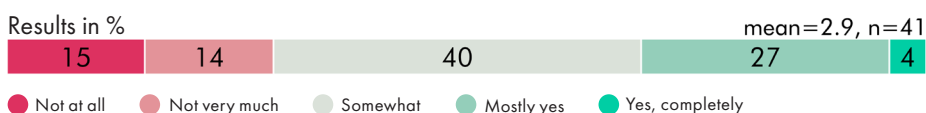


5 If yes, did you receive a response to your suggestion or concern?



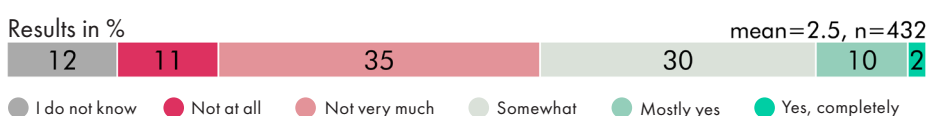
Out of the 38% of respondents who shared a suggestion or concern about aid and services, only a quarter of them (25%) received a response.

3 Are you satisfied with the response you received?



Out of those who received a response, less than a third (31%) are satisfied with the response they received.

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



Only 12% of respondents think aid providers act on the suggestions their community shares.

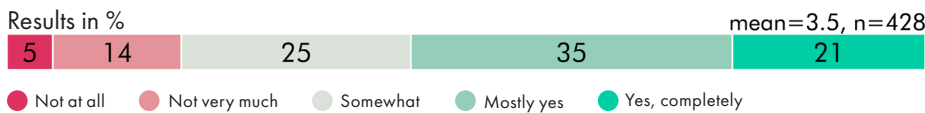
4 Have you participated in decisions, implementation, or monitoring of aid and services, or in any other way?



Only 13% of respondents say they've participated in decisions, implementation, or monitoring of aid and services.

05 Quality of the response

Do you trust humanitarian actors? *

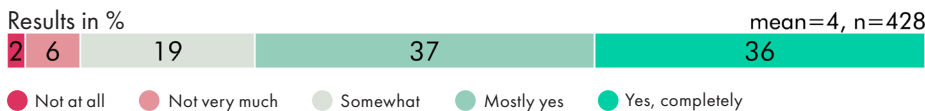


A little over half of people we spoke to (56%) trust humanitarian actors.

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

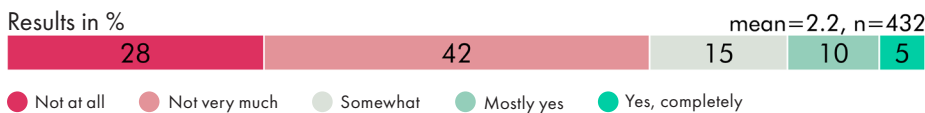
When people in Ouaddaï were asked this question, they emphasised that trust is closely linked to how aid and services are provided, the precision of targeting, and how responsive humanitarian organisations are to feedback. Regarding the provision of aid and services, people prefer to receive food, cash, and opportunities to improve their livelihoods. They would also like to see improvements in the targeting process. To achieve this, people say humanitarians need to communicate clearly and transparently with communities, ensure aid reaches vulnerable groups, and minimise their reliance on community leaders in their programmes and involve more community members instead. People want humanitarian organisations to listen to them, to address their concerns, and to integrate their feedback in aid programming decisions.

8 Are you treated with respect by aid providers? ☹️



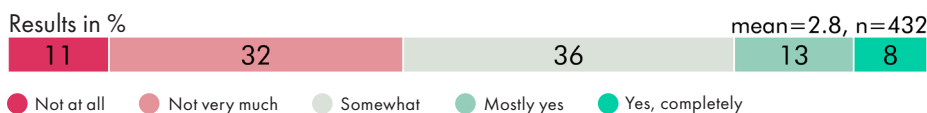
Almost three-quarters of people interviewed (73%) feel that aid providers treat them with respect.

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

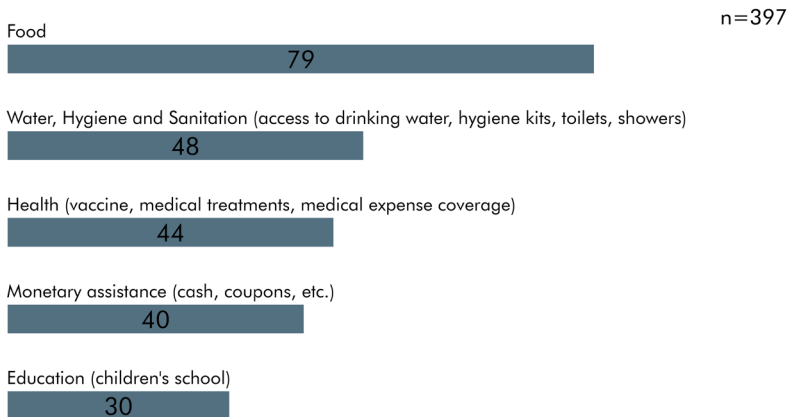


Only 15% of respondents think they received aid and services when they needed them.

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



What are your most important needs that are currently unmet?



Results in %

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

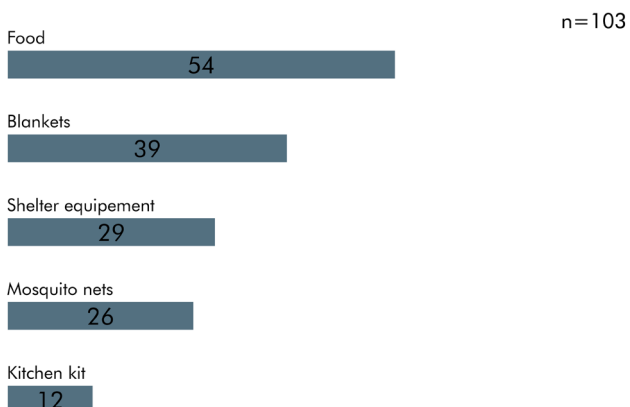
While most people we spoke to (80%) expect aid and services to cover their most important needs, only 21% of respondents think it does. Food is the biggest unmet need for refugees (85%), and needs related to water, sanitation, and hygiene for host communities (61%).

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



Similarly, 24% of respondents say members of their community sold the aid they received. Aid seems to be mainly sold to buy food.

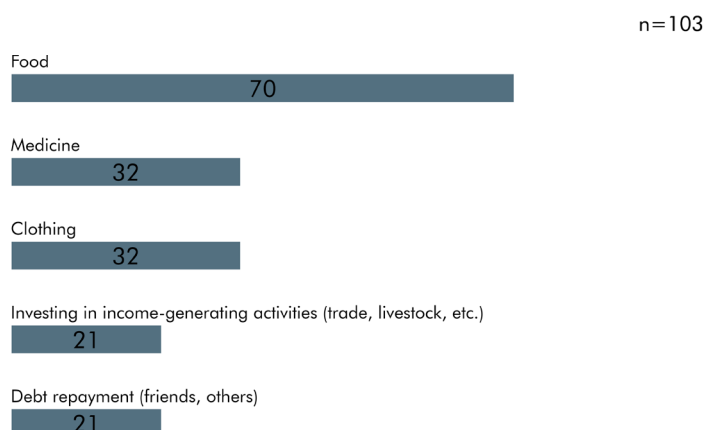
What do you think was most commonly sold?



Results in %

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

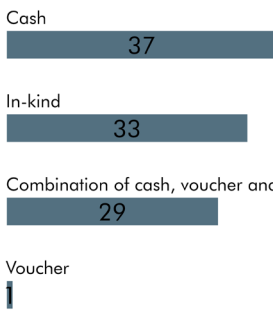
How do you think people use the money they receive from the sale?



Results in %

How would you prefer to receive aid?

n=432



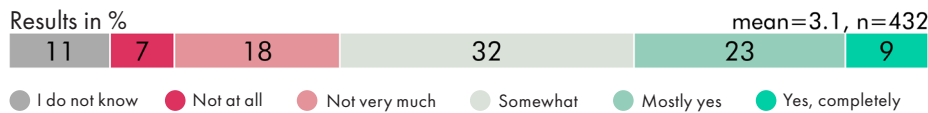
Results in %

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. However, they point out that aid in the form of cash or through a combination of in-kind and cash assistance would also allow them to invest in livelihood activities.

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



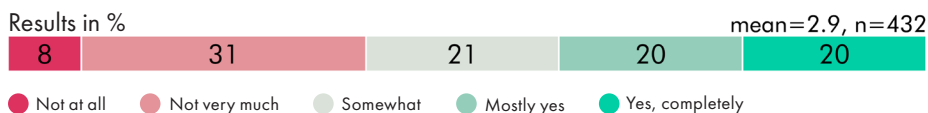
One-third (32%) of respondents think decisions about aid and services are made in a transparent manner.

How can aid and services improve?

When asked this open question, people in Ouaddaï explained that humanitarians can improve the aid and services they provide by focusing on its relevance and quality, as well as supporting affected people in becoming autonomous. People think that relevance and quality entails ensuring that aid is sufficient and that the quantities meet people's needs, as well as ensuring that people have access to the specific goods and services they need to get through the crisis.

06 Protection and resilience

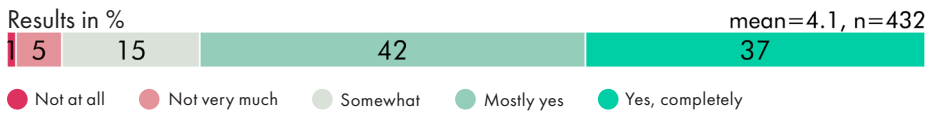
3 Are there times of the day when you do not feel safe where you live? ☹️



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? ☹️

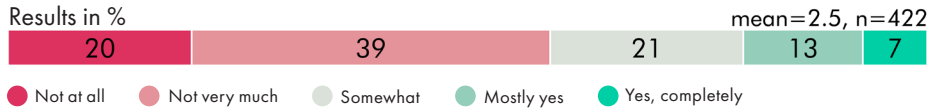


3 Do you feel safe at the distribution sites?



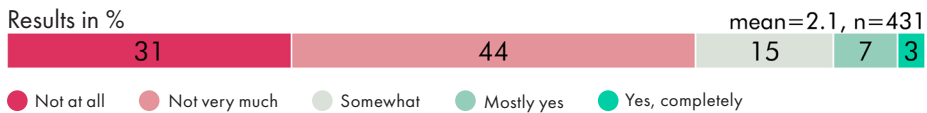
People feel safer on their way to distribution sites or other service points (62%), and at the distribution sites (79%), compared to where they live (40%). Refugees feel less safe where they live (36%) and on their way to receive goods and services (60%) in comparison with host community members (36% and 78% respectively)

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



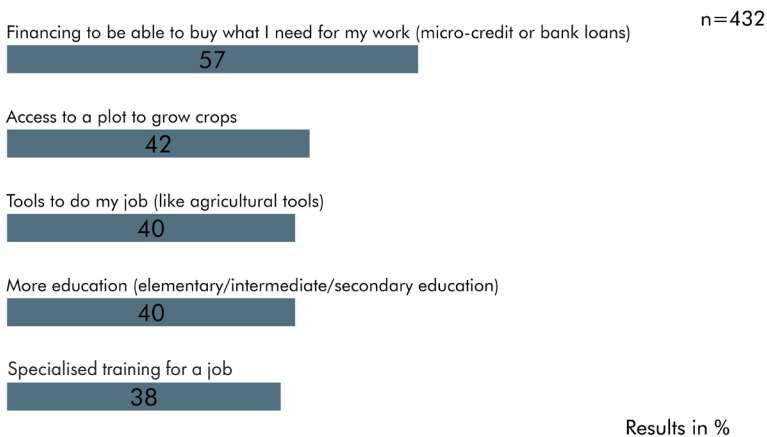
Although 79% of respondents expect aid and services to help them with their long-term planning, only 20% feel like this is the case.

3 Does the support you receive help you become autonomous?



Only 10% of respondents think the support they receive helps them become autonomous. Host communities are more positive on this question than refugees (26% vs 7%).

What would help you become autonomous?



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

While refugees mostly mentioned the need for financial means to buy what they need for work (58%), the majority of host community members need tools, such as agricultural tools, for their jobs (67%).

07 Perception indicators for Ouaddaï

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 Ouaddaï. 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	56%	61%	43%	80%
% of people who feel like aid providers treat them with respect	8	54%	83%	73%	85%
% of people who feel like the support they receive helps them become autonomous	3	3%	13%	10%	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	3%	17%	21%	30%
% of people who think that they received aid and services when they needed them the most	3	4%	17%	15%	30%
% of people who feel like aid and services go to those who need it most	1	-	22%	19%	30%
% of people who feel safe where they live	3	50%	44%	39%	80%
% of people who feel comfortable sharing suggestions or complaints to humanitarian actors	5	66%	69%	60%	80%
% of people who know how to make suggestions or complaints to humanitarian actors	5	52%	72%	48%	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%	6%	12%	30%

Methodology

General design

The sample was stratified by refugee camp and then proportionally allocated by camp size (based on UNHCR data 2023). All refugee camps but Abéché were included in the sample: Treguine, Bredjine, Farchana, Gaga and Kouchaguine-Moura. In addition to refugees, 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 value of aid available for host communities is less than the amount available for refugees. The total sample sizes for Ouaddaï region was 432.

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 could not always be implemented in a precise manner since the exact number of aid recipients within the sites was not 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

We included all refugee camps in our sample except Abéché, which represents less than 1% of the overall refugees in the Ouaddaï region (data provided by UNHCR). This sample only represents refugees that were present before the cross-border Sudan crisis this year. New arrivals were covered in a separate survey, you can access the report [here](#).

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 5% 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 0.11) 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](#).

Sample

We spoke to a total of **432** people

Gender



59% Women (254)



41% Men (178)

Age



46% 8-34 years (197)



29% 35-45 years (127)



25% 46+ years (108)

Status



93% Refugees (359)



17% Host community members (73)

Sites



27% Bredjine (117)



19% Farchana (84)



17% Gaga (72)



6% Kouchaguine (26)



14% Treguine (60)



17% Host communities (73)