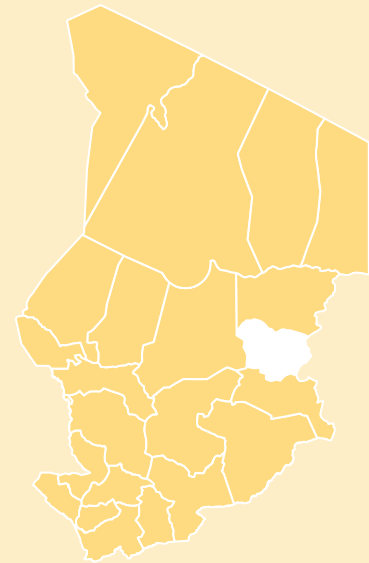


Perceptions of people recently displaced from Sudan to Chad



Ouaddaï • Bulletin

Context

Since the start of the conflict in Sudan on 15 April 2023, an influx of Sudanese refugees and Chadian returnees from Darfur have crossed the Sudan-Chad border to escape intercommunal clashes in Sudan.¹ The United Nations High Commissioner for Refugees (UNHCR) data shows that by 7 August 2023, **358,817** new refugees were living in the Ouaddaï, Sila, and Wadi Fira² provinces, and the Chad government estimates that 600,000 refugees and returnees could arrive in Chad by the end of 2023.³ Even before this emergency, Chad was hosting 600,000 refugees from war-torn neighbouring countries and facing serious food shortages for the fourth year running.⁴ Yet funding gaps critically limit the humanitarian response's capacity to respond to any additional needs in Chad.⁵ At the start of May, the World Food Programme warned that around 2.3 million people were in urgent need of food assistance.⁶

Thanks to a partnership with the United Nations Children's Fund (UNICEF) and financing from the Bureau for Humanitarian Assistance within the United States Agency for International Development (USAID), Ground Truth Solutions tracks affected people's perceptions of the response in Logone Oriental, Moyen Chari, Lac, Mandoul, Ouaddaï, Wadi Fira and Chari Baguirmi, elevating these people's voices in decision-making fora to encourage a more accountable and effective response. This report presents new arrivals' perceptions of the response in Ouaddaï. This data was collected between 23 and 29 June 2023. The results of the data collection from all provinces will be shared in another report.

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



¹ UNHCR. August 2023. "[Situation d'urgence au Tchad : Mise à jour des arrivées du Soudan \(au 07 Août 2023\).](#)"

² Ibid.

³ Ibid.

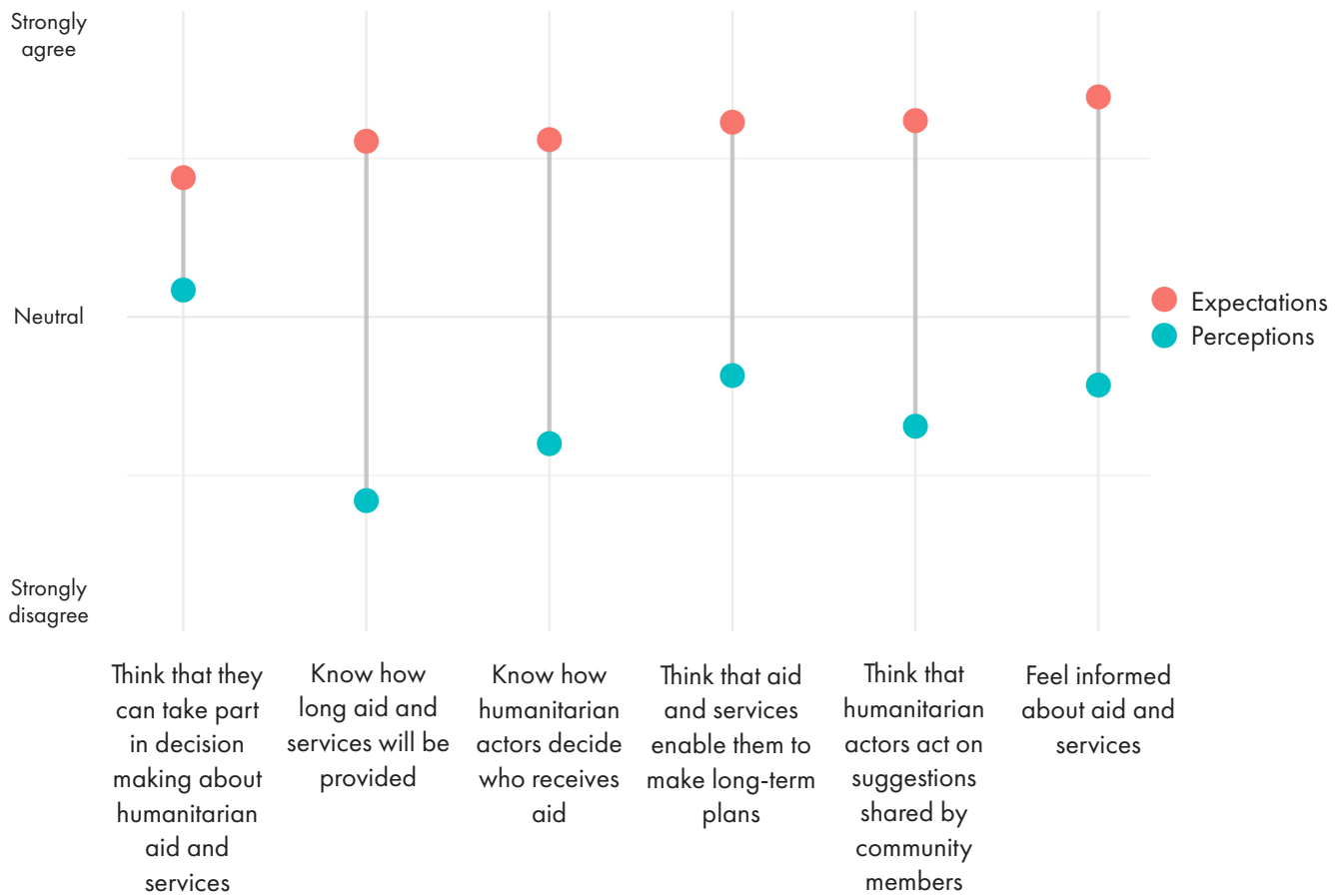
⁴ Reuters. May 2023. "[Sudan refugees strain cash-strapped Chad's hospitality.](#)"

⁵ REACH. July 2023. "[100 days into the conflict in Sudan: An emerging picture of the humanitarian impact.](#)"

⁶ Reuters. May 2023. "[Sudan refugees strain cash-strapped Chad's hospitality.](#)"

01 Key findings

Newly displaced people in Chad were asked about their expectations of aid in the Ouaddaï province — themes included participation, information-sharing, targeting, and aid relevance — and then their perceptions of aid implementation. Most people surveyed (61%) reported that they had not received humanitarian aid and services prior to their displacement, so this was their first time interacting with humanitarian actors. The graph below shows a significant gap between people’s expectations and their realities and indicates that the response is not meeting their expectations. Yet a smaller gap is noticed between people’s expectations and actual ability to participate in the response compared to the other themes. People feel that they can get involved in aid programming from the outset, a positive finding in an emergency response where assistance plans can otherwise exclude community input and support in the name of saving lives as quickly as possible. **Humanitarian actors should take inspiration from this finding and continue to actively engage with communities and include them in decision-making.**



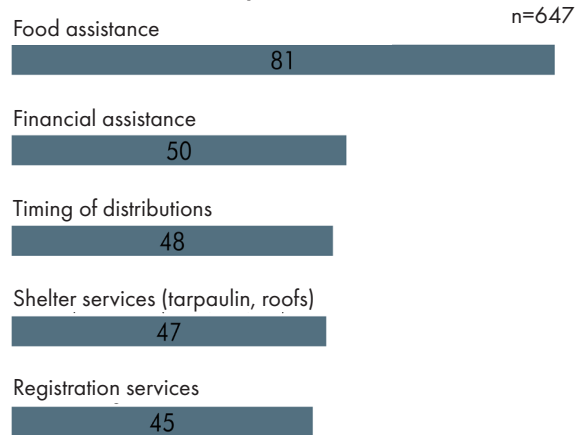
02 Information and communication

Eighty-eight percent of respondents feel that it is important to be informed about available aid and services. Yet only 30% of people recently displaced from Sudan believe they have access to this information. Those who have received aid since their arrival in Chad feel better informed about registration services (34%) compared to those who have not yet received humanitarian aid or services. In addition, 79% say that it is important for them to know how long they will receive humanitarian goods and services, but only 9% know how long their aid will last.

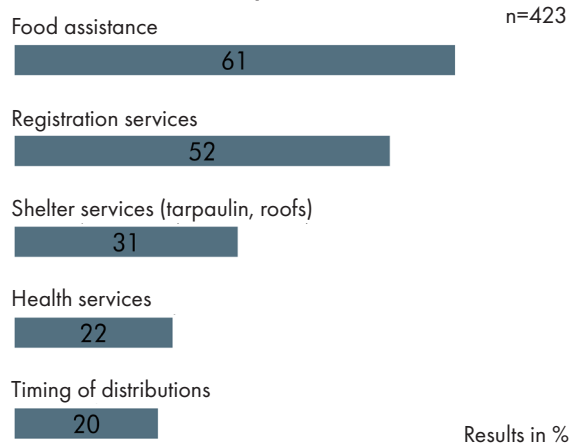
Do you feel informed about the aid and services available to you?



What information do you need?



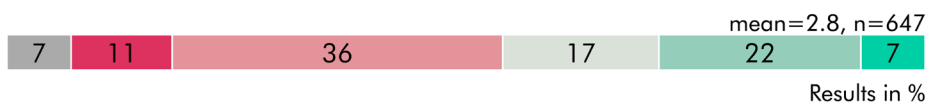
What information did you receive?



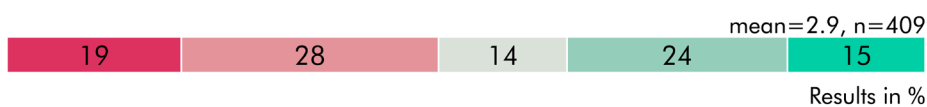
Percentages do not total 100% because respondents could choose multiple answer options.

Recently displaced people say they need information about food and financial assistance, distribution dates and times, as well as shelter and registration services. Although half of respondents (50%) indicate needing information about the financial assistance available, they also say they have not received any information on this topic. This data is in line with recent data collected by REACH as part of its cross-border assessment, which shows that 27% of respondents need information on financial assistance and shelter, which are among the top three information needs of those affected.⁷ The emergency response currently prioritises the provision of protection, food, water, and health services,⁸ but providing timely and relevant information is also a critical form of aid.

Do you feel informed about how you can register to receive goods and services and where you can do it?



Do you feel informed about distribution dates and times?



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



Legend

Likert questions

- Not at all
- Not very much
- Somewhat
- Mostly yes
- Yes, completely
- I do not know

Binary questions

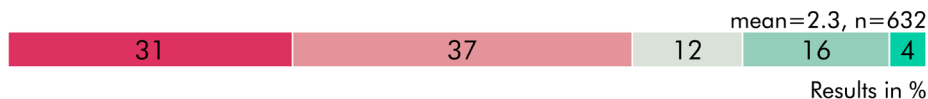
- No
- Yes

⁷ REACH. July 2023. "Sudan Crisis: Cross-Border Assessment."

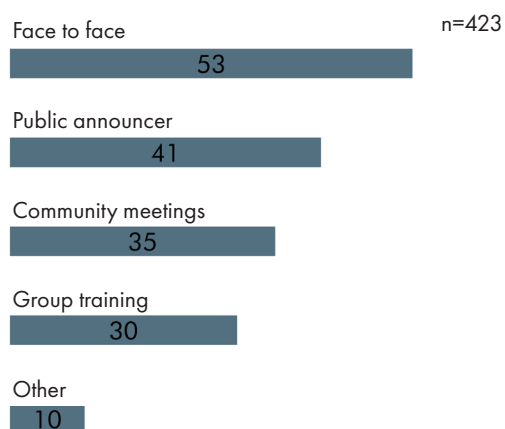
⁸ UNHCR. June 2023. Sudan Emergency Chad Fact Sheet."

While more than half of respondents (52%) say they had received information about registration services, less than a third (29%) feel informed about where and how they could register. People’s lack of information about the duration of aid and services remains concerning because **people need to know how long they will be receiving aid and services, so that they can make plans, particularly in times of crisis.**

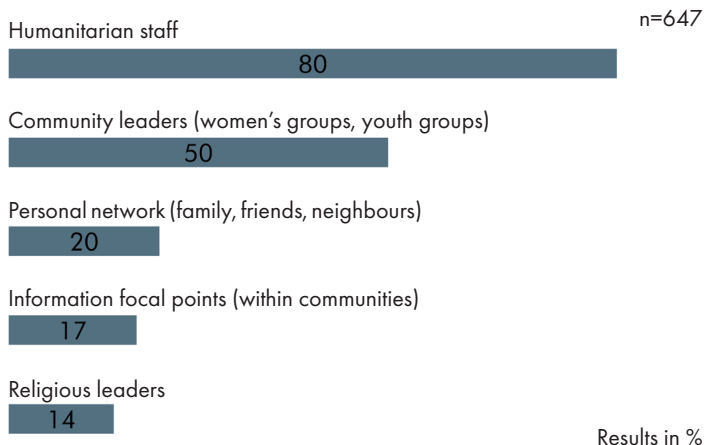
In the past six months, do you think that community leaders have shared necessary information on humanitarian activities with you (e.g., information shared by humanitarian actors, minutes of consultation meetings)?



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



How do you prefer to get information?



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

Those surveyed prefer to receive information face-to-face, preferably from humanitarian personnel or through community leaders. Only 20% think their community leaders share information about available humanitarian aid and services. Those who received humanitarian aid and services and have been displaced for the longest time (between one and three months) feel better informed (25%) by their community leaders than those who were more recently displaced and had not yet received any aid or services (9%). Time series data reveals a growing mistrust of whether community leaders will share information and support their community’s well-being.⁹ **Humanitarian actors responding to the emergency should endeavour, wherever possible, to share information directly with affected people to align with their preferences.**

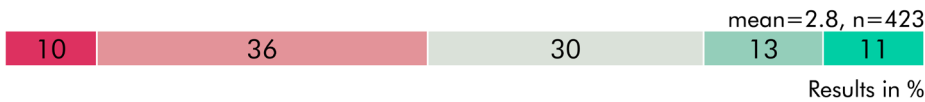
⁹ Ground Truth Solutions. June 2023. [“Aid is inadequate because no one consults us.” Perceptions of humanitarian aid in Chad.](#)

03 Aid quality and relevance

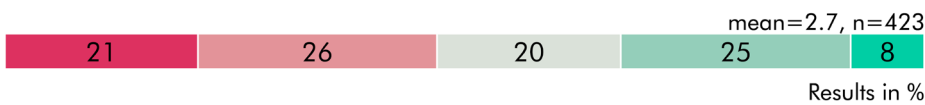
Only 24% of those surveyed think that the aid they receive covers their most important needs. Those who have been displaced the longest consider that their needs are better addressed by aid (27%) than those who have been displaced for less than one month (15%).

One third of respondents say they received aid when they needed it. Those who had been displaced for two weeks or fewer are more positive that aid was timely (49%) compared to those displaced for one to three months (32%).

Does the aid you receive cover your most important needs?

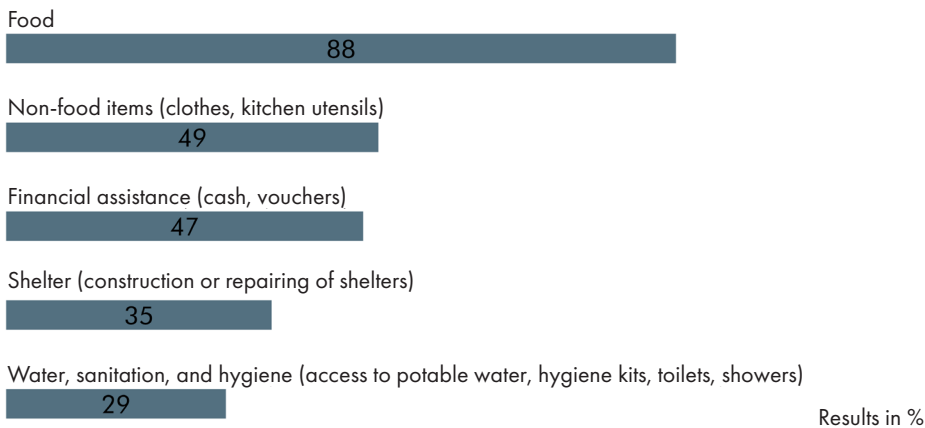


Have you received aid or services when you needed them?



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

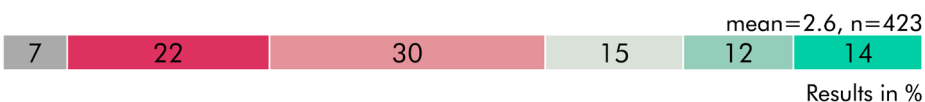
n=373



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

Food is the number one unmet need for those affected, with food insecurity predicted to worsen and reach emergency levels.¹⁰ Nearly half (49%) of the newly displaced individuals from Sudan say they need non-food items and financial assistance. Faced with the current crisis in Sudan, many people left their homes as quickly as possible, taking little or nothing with them. Data collected by REACH shows that among the households that said non-food items were among their most urgent needs, some said they needed mattresses (96%), floor mats (42%), and cooking utensils (37%).¹¹

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



Eighty-five percent of respondents expect aid to enable them to make long-term plans, but less than one-third (26%) think this is possible. Given the urgency of the response, humanitarian actors have focused their efforts on meeting the immediate needs of people recently displaced from Sudan by providing them with food, water, and shelter.¹² Some of the people surveyed say they had access to livelihood opportunities before their displacement. Data collected by REACH since 15 April shows that almost one-third (30%) are already working in the informal sector, practising farming (26%),

Legend

Likert questions

- Not at all
- Not very much
- Somewhat
- Mostly yes
- Yes, completely
- I do not know

Binary questions

- No
- Yes

¹⁰ REACH. July 2023. "100 days into the conflict in Sudan: An emerging picture of the humanitarian impact."

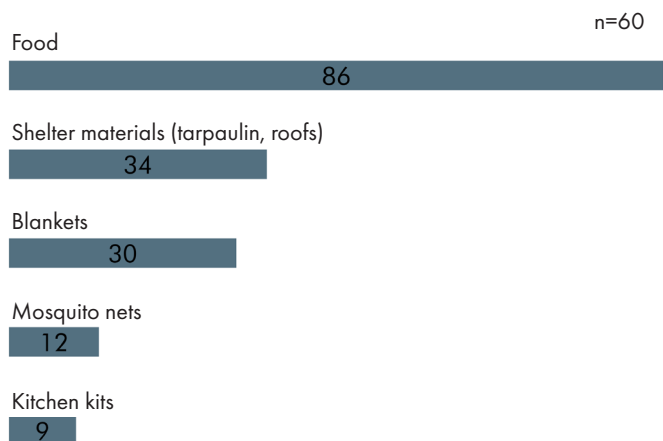
¹¹ REACH. July 2023. "Sudan Crisis: Cross-Border Assessment."

¹² UNHCR. June 2023. "Sudan Emergency Chad Fact Sheet."

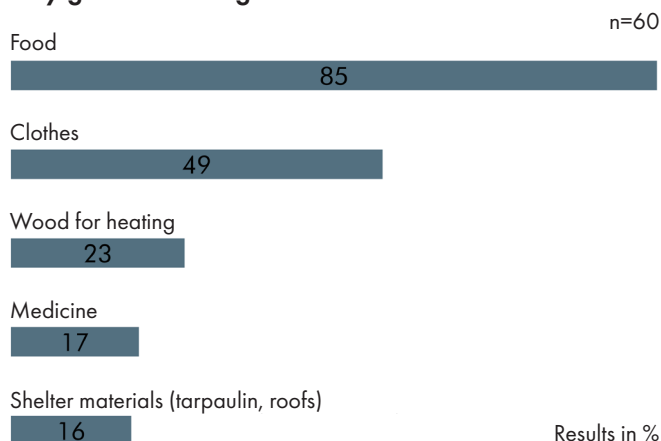
or earning an income from trade (15%).¹³ **Even in emergency situations, people want to be autonomous.** Although displaced people from Sudan have been trying to support themselves since their resettlement in Chad, their survival efforts are threatened by the adverse effects of climate hazards, such as flooding and irregular rainfall.¹⁴ **To avoid an aggregation of humanitarian needs and to promote people’s autonomy, humanitarians should, whenever possible, focus on developing anticipatory action efforts and collaborate with relevant actors to implement risk reduction measures in camps for displaced people to limit the impact of climate-related disasters on people’s ability to make plans.**

Fifteen percent of people we spoke to indicate selling the goods received from humanitarian actors.

What are the most frequently sold aid items within the last 6 months?



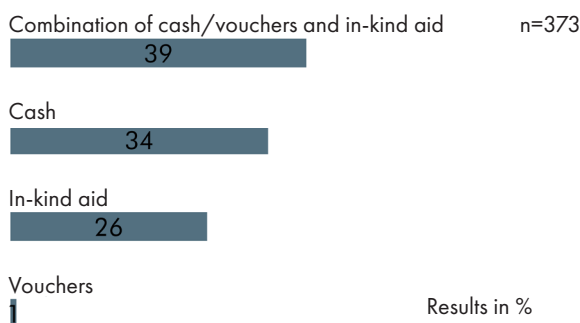
How do members in your community use the money they get from selling aid items?



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

People recently displaced from Sudan to Chad consider financial assistance to be one of their most important unmet needs (47%). Selling aid received to buy something else indicates that what is provided does not meet their needs or preferences. While only 15% of displaced people from Sudan say they have sold aid to better meet their most important needs, in late 2022, almost half of those surveyed across Chad said they sold aid goods to better address their priority needs.¹⁵ **To ensure that aid remains relevant and that people do not have to sell it, planning should focus on people’s priorities, especially since the humanitarian response in Chad is severely underfunded and prioritisation is essential.**

How would you prefer to receive aid?



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

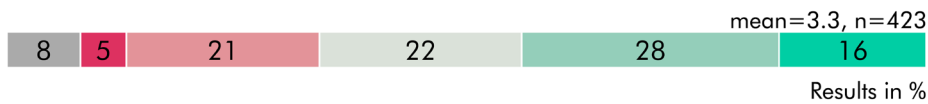
¹³ REACH. July 2023. “Sudan Crisis: Cross-Border Assessment.”

¹⁴ Ibid.

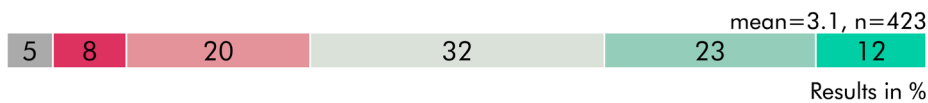
¹⁵ Ground Truth Solutions. June 2023. “‘Aid is inadequate because no one consults us.’ Perceptions of humanitarian aid in Chad.”

When asked how they would prefer to receive aid, most respondents (39%) would like to receive a combination of cash or vouchers and assistance in-kind, while one-third (34%) prefer to receive cash and a quarter (26%) prefer assistance in-kind. The sudden arrival of large numbers of people disrupted the markets and reduced water supplies in Chad's remote and arid border areas.¹⁶ Fuel prices have also risen at a time when food and water supplies are running out in areas hosting displaced people, increasing operational costs when there is already a significant funding gap. At the same time, banking services are not available in most of the affected areas and cash reserves are being depleted, further hampering humanitarian operations.¹⁷

Are goods and services provided equitably in your community?

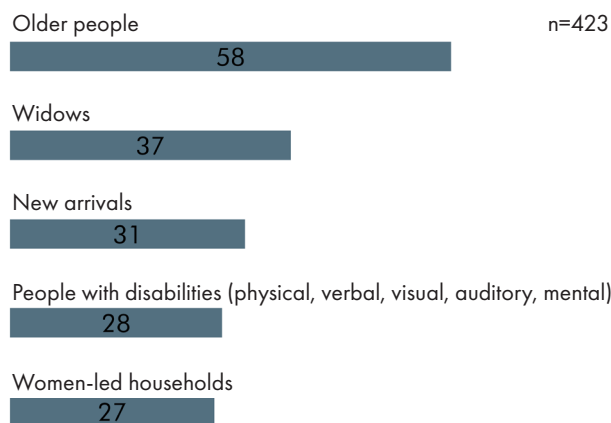


Do goods and services go to those who need them the most?

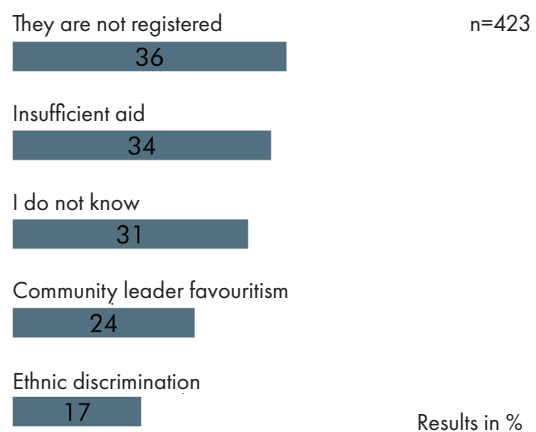


Fewer than half of respondents think that aid is provided fairly within their community, and just over a third think that aid goes to those who need it most.

Which groups of people need aid the most but are left out?



Why do you think these people are left out?



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

The people surveyed in Ouaddai feel that the older people are the most in need of humanitarian aid, but most frequently left out. Respondents think that people are left out because they are not registered, aid is insufficient, community leaders choose favourites, or because of racial or ethnic discrimination.

¹⁶ Reuters. May 2023. "[Sudan refugees strain cash-strapped Chad's hospitality.](#)"

¹⁷ REACH. July 2023. "[100 days into the conflict in Sudan: An emerging picture of the humanitarian impact.](#)"

04 Feedback mechanisms and participation

Eighty-three percent of newly displaced people from Sudan think it is important for them to know how to report their concerns to humanitarian actors, and 63% of people interviewed indicate that they feel comfortable raising cases of abuse and misconduct. Of those who had received aid since arriving to Chad, only one-third (33%) know how to share their suggestions or concerns with humanitarian actors. Eighty-three percent also think that it is important for humanitarian actors to take this feedback into account, but only a small proportion of respondents (11%) think that humanitarians act on this feedback. Almost a third of respondents (30%) say they did not know whether humanitarian organisations take this feedback into account, which indicates that feedback processes were not proactively communicated to people who had recently arrived to Chad.

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



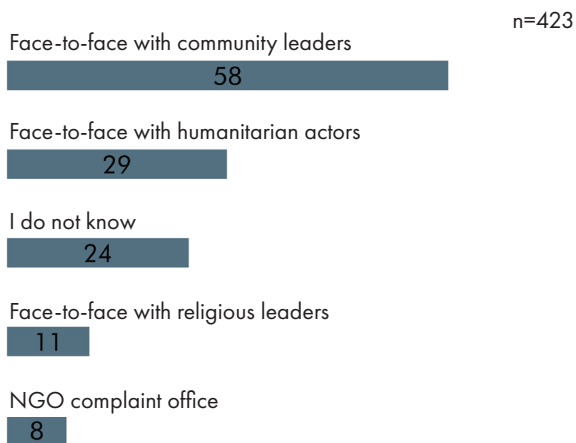
Do you know how to share suggestions or concerns with humanitarian actors?



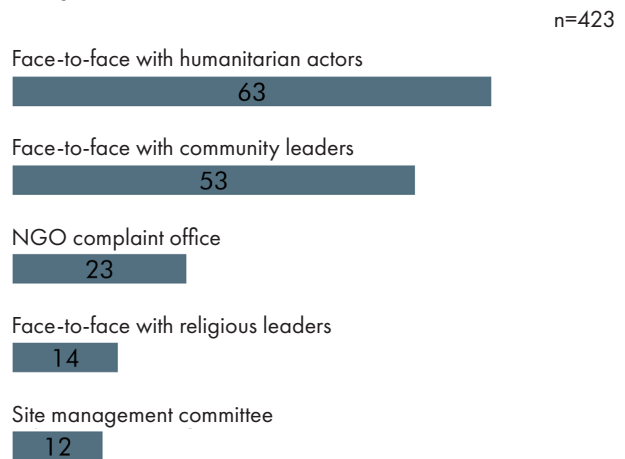
Do humanitarian actors use the suggestions made by your community?



What feedback mechanisms are available within your community?



How do you prefer to make a suggestion or share a complaint to humanitarian actors?



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

More than half of respondents (58%) say they can contact their community leaders. But more people prefer to speak directly to humanitarian personnel (63%).

Legend

Likert questions

- Not at all
- Not very much
- Somewhat
- Mostly yes
- Yes, completely
- I do not know

Binary questions

- No
- Yes

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



Did you receive a response to your suggestion or concern?

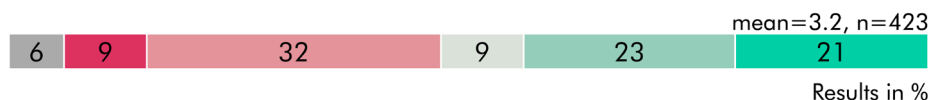


Are you satisfied with the response to your suggestion or concern?

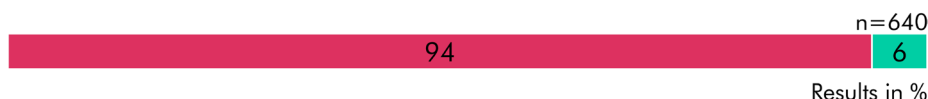


Few people (23%) who received aid use the available feedback mechanisms, and of those who have, fewer than one in five (19%) received a response. When people’s voices are not heard, they will use these mechanisms less and less. **Humanitarian organisations should ensure that people know how to contact them and should clearly explain the feedback process. They must then act on people’s feedback or communicate why nothing could be done, which would demonstrate that the feedback process works.**

If you wanted to, can you participate in decisions about the aid and services you receive?



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



Seventy-three percent of respondents say it is important for them to be able to participate in the decision-making process, and 44% of respondents think they could participate if they wished to do so. While it is encouraging that people feel they can participate, only 6% of respondents say they have participated in aid programming already. **Humanitarian actors in Ouaddaï should be conscious of the way in which people want to participate in aid programmes, and reinforce their collaboration with communities to ensure that those who want to participate can.**

05 Safety and protection

Most people trust humanitarian actors (77%) and think they are treated with respect (74%). Both those who had and had not received aid trust humanitarian actors (79% and 76%, respectively), but those who had not received aid felt less respected by humanitarians than aid recipients (66% versus 78%).

Do you trust humanitarian actors?

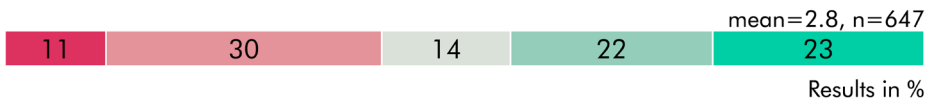


Do humanitarian actors treat you with respect?



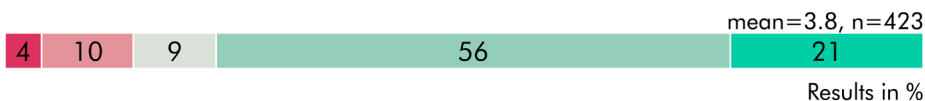
People interviewed think that trust is strongly linked to aid relevance and the quality of humanitarian aid and services. To improve trust, people think humanitarian actors should increase the quantity and ensure that the assistance provided responds to people's needs. Some people suggest humanitarian actors ensure that people are respected during the aid delivery process and that aid is delivered equitably amongst community members.

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



● Not feel safe at all ● Not very safe ● Somewhat safe ● Mostly safe ● Yes, completely safe

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



Do you feel safe at the distribution sites?



Forty-five percent of respondents who felt safe where they live whereas 41% felt unsafe in their daily lives. People's feeling of insecurity may be linked to past traumas and stress related to what happened in their country of origin. For example, most displaced people arrived on foot to Chad and experienced violence in Sudan during their journey, and many reported difficult and dangerous journeys.¹⁸ REACH data also shows that people who crossed the border between Sudan and Chad were concerned about the risk of active conflict in their place of origin (96%), the loss of their livelihoods (12%) and the fear of imminent conflict (2%).¹⁹ Despite this, the majority of people displaced from Sudan in Ouaddaï who had access to humanitarian aid and services report feeling safe on their way to and at aid sites. This indicates that the aid provided to those who recently arrived to Chad was delivered in safe conditions — a positive finding that should be maintained.

Legend

Likert questions

- Not at all
- Not very much
- Somewhat
- Mostly yes
- Yes, completely
- I do not know

Binary questions

- No
- Yes

¹⁸ REACH. July 2023. "Sudan Crisis: Cross-Border Assessment."

¹⁹ Ibid.

Has your relationship with members of the host community changed since you were selected to receive aid?



Some reports show that displaced people feel welcomed and supported by the host community in their region.²⁰ But competition for natural resources and rising prices can lead to tensions between host communities and new arrivals.²¹ Forty-two percent of respondents said that their relations with members of the host community had changed since they received aid. Despite the scarcity of resources and the huge funding gap the current response is facing²², **the humanitarian community, including donors, should strive to ensure that aid and service provision does not provoke new conflicts or disrupt social cohesion.**

²⁰ Reuters. May 2023. "[Sudan refugees strain cash-strapped Chad's hospitality.](#)"

²¹ Ibid.

²² UNHCR. June 2023. "[Sudan Emergency Chad Fact Sheet.](#)"

Methodology

General design

The sample was designed to include a large proportion of newly arrived Sudanese refugees and Chadian returnees in the Ouaddaï region of Chad, based on [UNHCR data from 20 June 2023](#).

Within Ouaddaï, the sample covered seven locations, Adre, Borota, Farchana, Gaga, Goungour, Koufroun, and Midjiguita, which also served as strata for the sampling. The sample was allocated proportionally to the number of refugees at each location, assuming a gender distribution per site in line with the overall average of newly arrived refugees and returnees, both men and women, in Chad.

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 refugees 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

The overall results were weighted based on the number of refugees and returnees per locality, according to the UNHCR data (indicated above). Without access to detailed demographic data on the refugee and returnee population, other than gender, a raking procedure was not applied, as is commonly done to ensure that the sample, when raked, represents the proper proportions of the population per demographic feature.

Coverage and exclusion

Together, the seven locations included in this study cover 98% of the 78,000 people displaced from Sudan present in Ouaddaï on 20 June. The two locations that host the remaining 2% of people displaced from Sudan (fewer than 1,000 individuals each) were not included in this study.

Precision of estimates

To calculate the margins of error, the "survey" package in R was used. Note that the precision varies from one question to the other depending on the sample size. For questions asked to all respondents, the margins of error range between 1.9 and 2.8 percentage points. To calculate these margins of error, probability sampling has to be assumed. However, within each locality, each individual's probability of being sampled was unknown since a complete sample framework of people newly displaced from Sudan was unavailable. Yet this study assumes that the actual sample design is a reasonably close approximation to a probability sample design.

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

Sample

Survey of people affected by the crisis in Sudan: **647** people

Sex



64% Women (417)



36% Men (230)

Age



22% 18-25 years old (142)



51% 26-44 years old (333)



27% 45+ years old (172)

Status



65% have received aid since arriving in Chad (423)



35% have not received aid since arriving in Chad (224)

Location



34% Borota (223)



33% Ngoungour (216)



9% Koufroun (59)



7% Midjigita (45)



7% Adre (42)



6% Gaga (37)



4% Farchana (25)