

Cox's Bazar - Bulletin #2

Feedback and trust



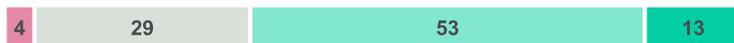
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Summary findings

Do aid providers treat you with respect? Mean: 3.7/n=992



Do you trust aid providers to act in your best interest? Mean: 3.8/n=990



Do you feel aid providers take your opinion into account? Mean: 3.4/n=962



Do you feel informed about the kind of aid available to you? Mean: 3.6/n=988



Results in %
 Not at all (dark red) | Not really (red) | Neutral (grey) | Mostly yes (teal) | Yes, very much (green)

Do you know how to make suggestions or complaints? n=989



Have you filed a suggestion or a complaint? n=673



Results in %
 No (dark red) | Yes (green)

Preferred complaints channels



Imam, Majhi, an Army representative, camp committees

Preferred channels to report instances of abuse and mistreatment



Majhi, an Army representative, agency volunteer

Background

This thematic bulletin is the second of three to summarise the main findings from Ground Truth Solutions (GTS) surveys conducted with Rohingya refugees in Bangladesh. The survey, carried out in July 2018, surveyed 1,003 displaced Rohingya in 23 collective sites in the Ukhia and Teknaf sub-districts. The goal is to use the views of affected people to inform the humanitarian response and to adjust programming to their priorities. GTS developed the survey questions and the sampling in conjunction with the Inter Sector Coordination Group (ISCG), International Organisation for Migration (IOM), Needs and Population Monitoring unit (NPM), Internews, and Translators without Borders (TWB). GTS will track how these perceptions evolve over time in two additional survey rounds over the next eight months. The majority of questions are closed and use a 1-5 Likert scale to quantify answers.

Demographics 1003 respondents

Location		Gender	
Kutupalong Expansion Site*	58% (579)	55% (554)	45% (449)
Camps 14, 15, 16	17% (167)		
Camps 21, 22, 23	10% (102)		
Camps 24, 26, 27	10% (105)		
Kutupalong & Naypara RC	5% (50)		
*Camps 1E, 2E, 2W, 4, 5, 6, 7, 8W, 9, 12, 13, 17		Age	
		18-30 years	38% (386)
		31-40 years	30% (301)
		41-85 years	32% (316)

All data were analysed according to demographic variables and disaggregated by gender, age, location, date of arrival in camps, disability, and gender of the head of household. Where considerable, these differences are mentioned in the text. The surveys were conducted by trained NPM enumerators who speak Bengali and Chittagong, and who received Rohingya language training from TWB. Data was collected using a random sampling strategy between 24 July and 6 August. The survey data was supplemented by Key Informant Interviews (KII) among humanitarian agencies and focus group discussions within camps.

Key takeaways

The general sense across all locations is positive, with the majority of respondents feeling well-treated and reporting high levels of trust in aid agencies' work. However, certain areas buck the trend and this should be investigated. For example, in Camps 12 and 24 (Leda) only one-third of respondents responded positively.

Most respondents feel informed about the kind of aid available to them. Awareness of available aid is particularly high in Camp 21 (Chakamarkul), where 83% feel informed. While only 37% of respondents in Camp 22 (Unchiprang) feel informed. Within the Kutupalong Expansion Site, awareness is highest in Camp 17 (86% feel informed) and lowest in Camp 8w (33% feel informed).

Many of those surveyed request updates on the situation in Myanmar and current discussions about their possible repatriation and long-term prospects. They are demanding information on what will happen to them because they see little progress (only 28% said their lives have been improving, see [Bulletin #3 Safety and outlook](#)). News about repatriation was also identified as a main information need in the focus group discussions that informed the BBC's "What Matters?" bulletin (Issue 8).¹

Forty-eight percent of respondents are not convinced that aid providers sufficiently include their opinions when making decisions about aid provision. According to a Christian Aid study, 39% of women and 54% of men felt they could not influence decision-making.² Respondents in our survey comment that even when they are consulted, aid is not adjusted accordingly. This might explain why only 23% of respondents said that aid covers their most important needs (see [Bulletin #1 Needs and services](#)).

Among the 48% who feel their opinions are not adequately taken into account, some expressed the feeling that only Majhis are consulted in decision-making processes. Given this perception, it is not surprising that our findings suggest that the preferred channels for both men and women are community representatives (Imam, Majhi, or religious leader). Similarly, the Christian Aid assessment identified a preference for verbal and face-to-face complaints reporting. We found that filing a complaint at an information desk, via a helpline, or radio programme appeals to a mere 13% of respondents. That being said, some focus group participants suggested certain Majhis could not be trusted to represent refugees.

For reporting instances of abuse, respondents feel most comfortable talking to a Majhi, an Army representative, or an agency volunteer.

Overall, one-third of respondents are unaware of available complaints mechanisms in the camps. The scores vary between sites, ranging from 36% in Camp 14 (Hakimpara) to over 70% in Camps 9, 12, 15 (Jamtoli), 23 (Shamlapur), 24 (Leda), 26 (Naypara), 2w, and 6. According to the Christian Aid study, the awareness of feedback channels is even lower – 16% among women and 25% among men.

Only a small proportion of respondents have used available mechanisms to file a complaint (17% of women and 15% of men). Among those who did, 72% of women and 86% of men talked to a Majhi, while 22% of women turned to an agency volunteer and 5% of men used an information desk. Sixty-five percent of those who filed complaints are satisfied with the response they received, and 14% never received a response.

People who reported having a disability (5% of the sample) feel less informed about the aid provided to them.



[Aid providers] always respect us and help us solve our problems.

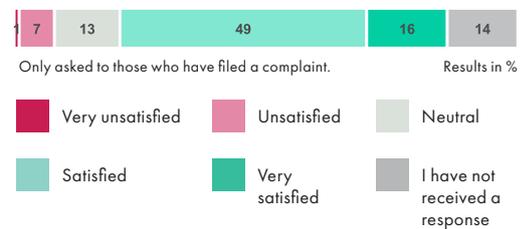


Although [aid providers] come to us and ask about our problems, sometimes we get what we need and sometimes we don't.

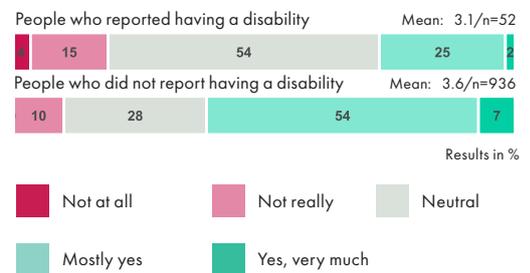


[Aid providers] consider the opinions of the Majhi with greater importance.

How satisfied were you with the response you received to your complaint? Mean: 3.9/n=106



Do you feel informed about the kind of aid available to you? Mean: 3.1/n=52



¹ BBC Media Action, Internews, and Translators Without Borders, "What Matters?" Humanitarian Feedback Bulletin on Rohingya Response, Issue 8 (August 1, 2018)

² Christian Aid, "Accountability Assessment Rohingya Response Bangladesh" (February 2018)

Recommendations

1. While there are established complaints mechanisms, more communication is needed to **raise awareness** of how they actually work. Consider using Majhis, Imams, announcements at mosques, or even the Army to help raise awareness, as these are trusted sources of information.
2. Demonstrate that **feedback and complaints are not just listened to, but responded to**, in order to build trust in them, and to avoid Majhis being the only gatekeepers for community voice. This will require more cross-agency referral of complaints. A possible way to demonstrate this, using traditional power structures, or through Listening Groups, at Information Hubs, Women Safe Spaces, or mosques, would be to set out what communities asked for and indicate what was done in response - "You said / We did". Do not forget to explain why you cannot do everything or provide everything that communities ask for. The CWC Working Group Accountability Toolkit is a good resource for this.
3. Ensure there are clear and confidential communication lines to Imams, the Army and agency volunteers, on **how to record and handle sensitive complaints on gender-based violence (GBV) and sexual exploitation and abuse (SEA)**. As the preferred route for such complaints by women, it is important they are aware of their responsibilities and how to refer appropriately. IASC's [GBV guidelines](#) is a good resource.
4. Make extra efforts to **collect the views of, and provide information to, women and vulnerable individuals** such as the elderly and those with disabilities. Create more women-friendly and girl-friendly spaces where they can share their views, and consider helping to organise committees of women with trusted representatives to ensure female voices are heard. With regards to vulnerable people, perhaps combine information gathering/dissemination with distributions where you might have contact with some of these groups anyway. Alternatively consider using more local radio announcements.
5. There are a lot of questions and rumours about returning to Myanmar. Consider establishing **clear, standard messaging** that can be shared regarding repatriation until senior policy-level decisions have been made. Similar to existing communication packages on registration, this would help reduce rumours, fear, and uncertainty and increase engagement with humanitarian actors.
6. **Do not be complacent** based on the reasonably high levels of trust and the fact that people say they feel treated with respect. There are still large portions that are neutral on these subjects. Consider how you work in the camps, and other information you have which could inform how you can improve scores in these areas. In particular, pay attention to Camps 12 and 24 which reported significantly lower scores.



What will happen in the future? The help we are currently getting is not enough, we are facing great difficulties...when will we be able to return to our country?



They do not want to take my opinion, whatever they do, they do it with the Majhi.



Some complaints are responded to, some complaints are not responded to.



[Aid providers] want to know about our needs, but we don't get much help accordingly.

Ground Truth Solutions is an international non-governmental organisation that provides the humanitarian sector with tools to systematically listen, learn, and act on the views of affected people. Our goal is to make the perceptions of affected people the touchstone and driver of humanitarian effectiveness.

For more information about GTS surveys in Bangladesh, please contact Kai Hopkins (Senior Programme Manager - kai@groundtruthsolutions.org) or Rebecca Hetzer (Programme Officer - rebecca@groundtruthsolutions.org).

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