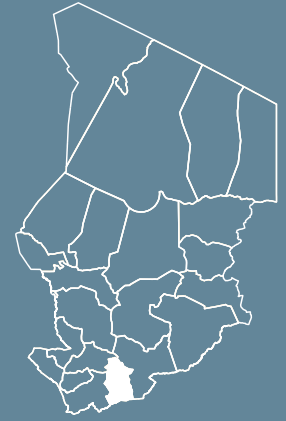


# Strengthening accountability in Chad

Mandoul | September 2023



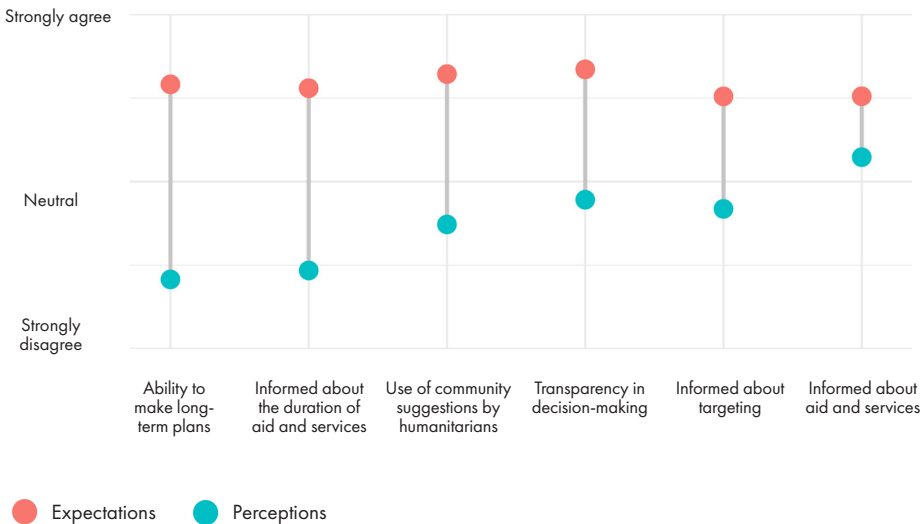
## Context

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 Mandoul region, which took place between 31 May and 13 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](#).

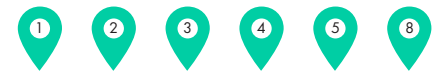
## 01 Key results

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 Mandoul, aid mostly falls short of people’s expectations. The largest gaps between expectation and reality concern people’s ability to make long-term plans, as well as their knowledge of aid duration – people do not think aid and services help them make long-term plans and don’t know how long they will last, even though they expect them to and this information is important to them. Humanitarians are closer to meeting people’s expectations when it comes to sharing general information about aid and services.



## 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.



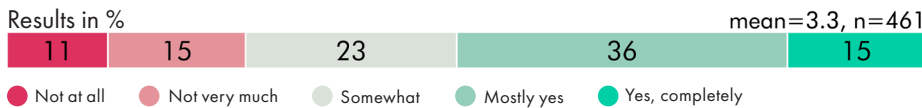
For more information on each CHS commitment, please visit their [website](#).



<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?



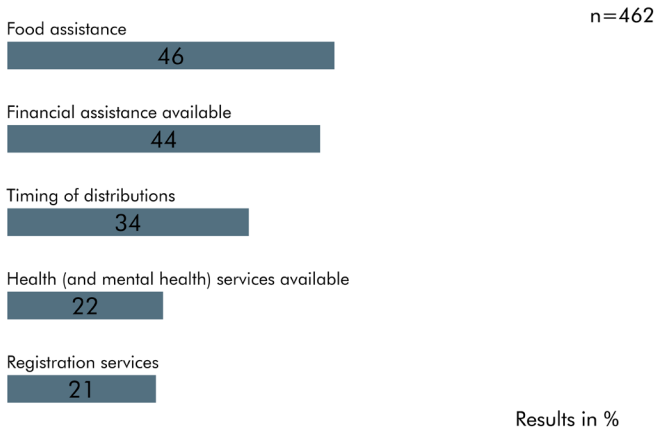
● Not at all ● Not very much ● Somewhat ● Mostly yes ● Yes, completely

The majority of people we spoke to in Mandoul (77%) expect be informed about the aid and services they can receive, yet, only half of the respondents (51%) feel informed on this topic. People prefer to receive the information directly from humanitarian personnel.

### Evolution of perceptions since the end of 2022

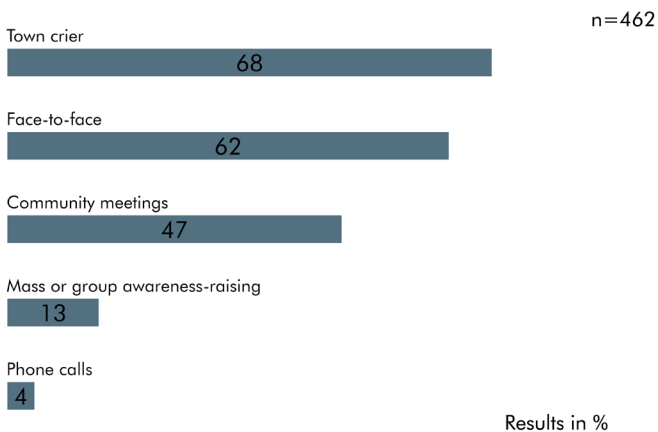
-  Increase in average of 0.5 or more /+ 10% positive responses
-  Increase in average of 0.5 /+ increase in average 5 to 10% positive responses
-  Change in average of 0.1 / less + 5% positive responses
-  Decrease in average from less than 0.15 /-5 to 10% of positive responses
-  Decrease in average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

### What information have you received?



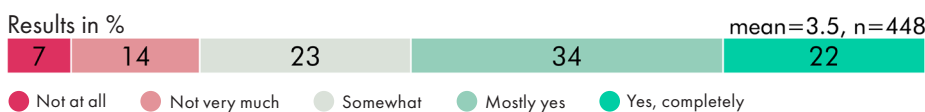
Percentages do not total 100% because respondents could choose multiple answer options.

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



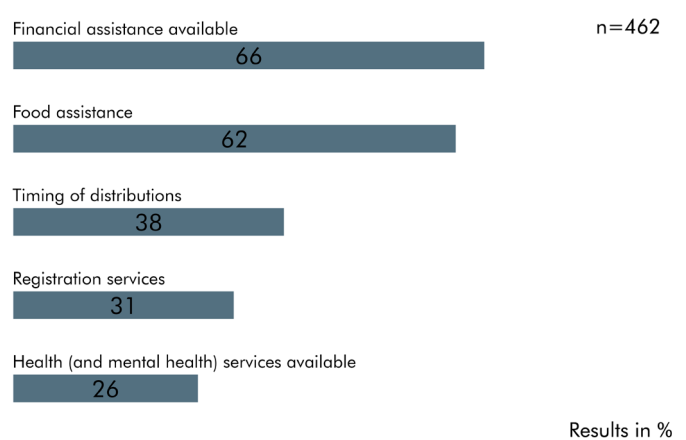
Percentages do not total 100% because respondents could choose multiple answer options.

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

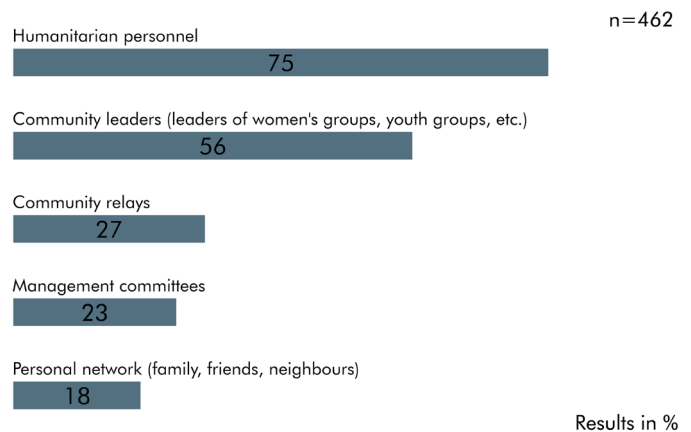


● Not at all ● Not very much ● Somewhat ● Mostly yes ● Yes, completely

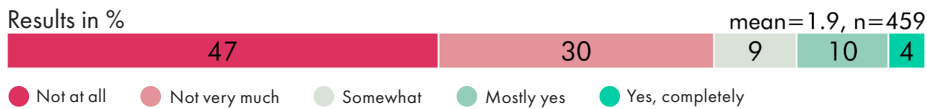
### What information do you need?



### How do you prefer to receive information?

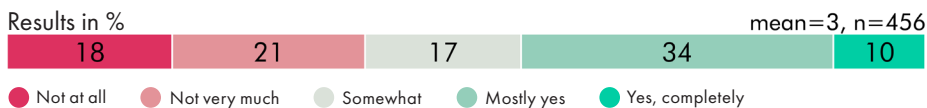


### Do you know how long your aid and services will last? \*



Just over half of people we spoke to (56%) feel informed about distribution dates and times. Although the majority of respondents (81%) expect to know how long their aid and services will last, only 14% have access to this information.

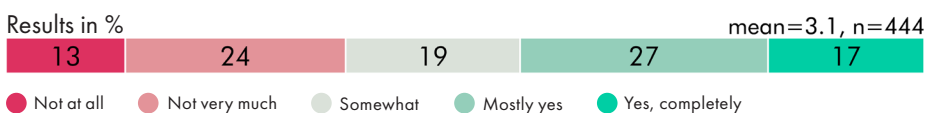
### 4 In the past six months, do you think that community leaders have shared necessary information on humanitarian activities with you? =



Less than half of the respondents (44%) feel like their community leaders share sufficient information with them on humanitarian assistance.

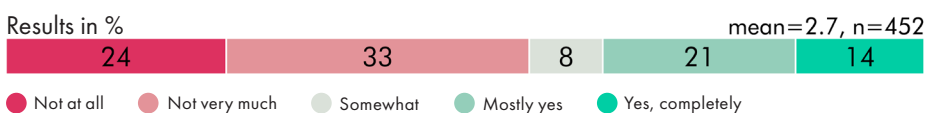
## 03 Targeting

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



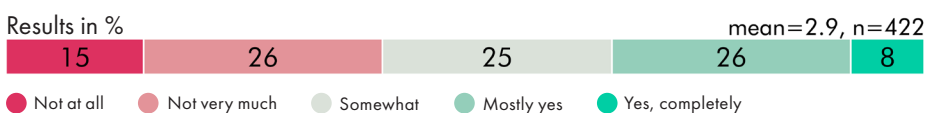
Less than half of the respondents (44%) feel informed about how and where to register for aid and services.

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

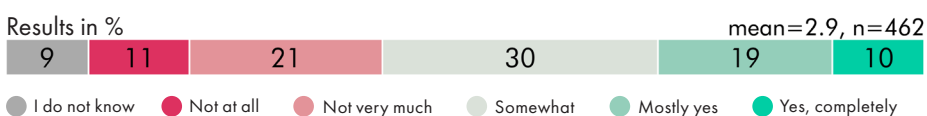


Despite 78% of respondents expecting to know how aid providers target aid recipients, only 35% know how they decide who receives aid and who does not.

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

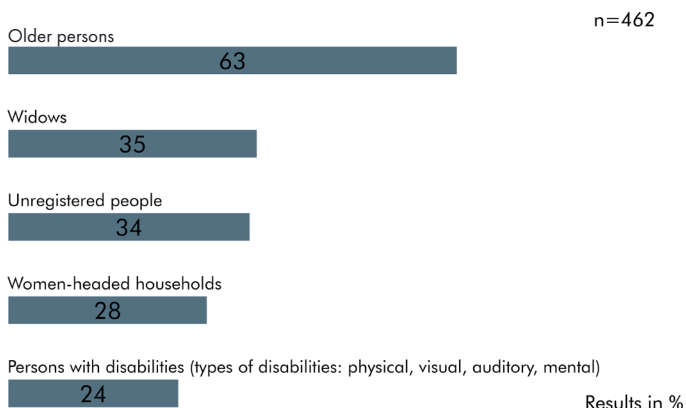


### 1 Do aid and services go to those who need it most? ⏏

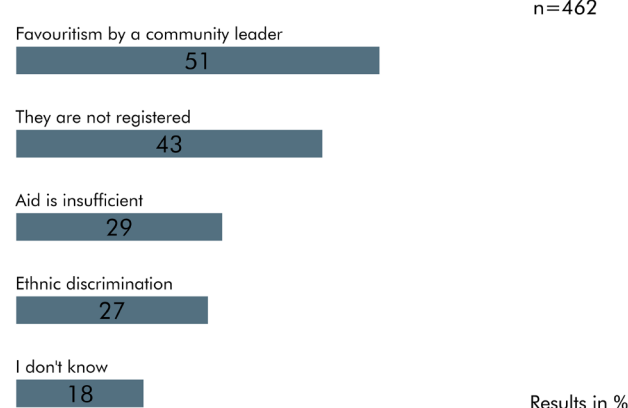


One-third of people we spoke to (34%) feel that aid and services are provided in a fair way, and a little less (29%) think that aid and services go to those who need it most. Respondents most commonly point to community leaders influencing the process when asked why some people, such as older persons, might be left out.

### Who do you think is left out?



### Why are people left out?



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

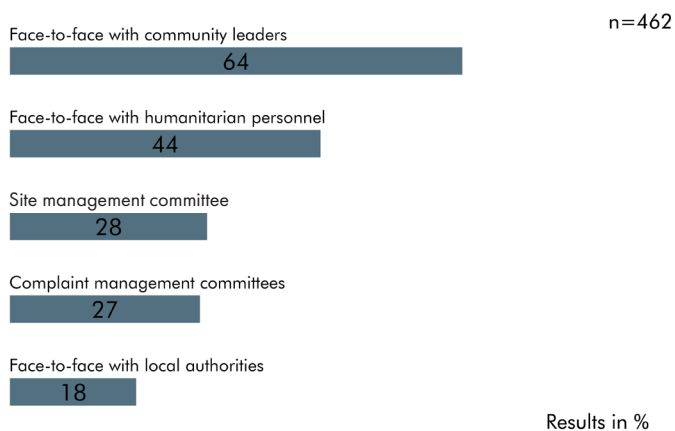
## 04 Participation and feedback mechanisms

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

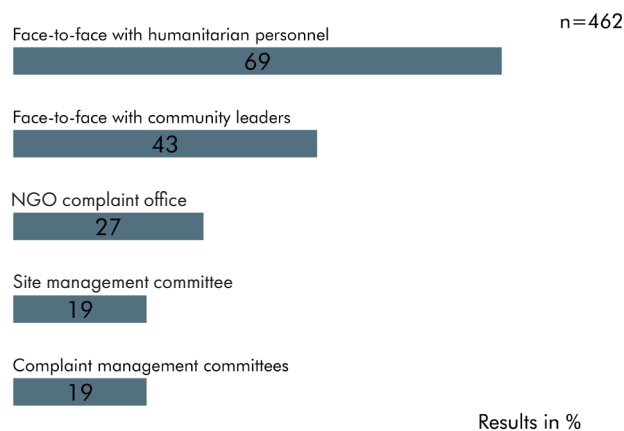


Almost half of the respondents (48%) do not know how to share feedback with aid providers.

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

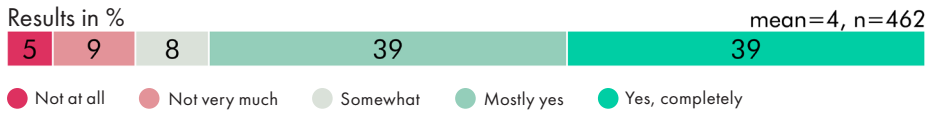


### How do you prefer to provide feedback?



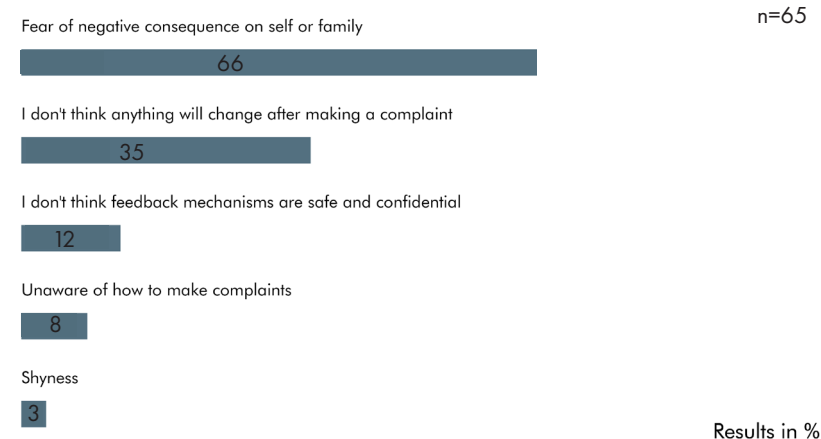
Percentages do not total 100% because respondents could choose multiple answer options.

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



Most respondents (78%) feel 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?

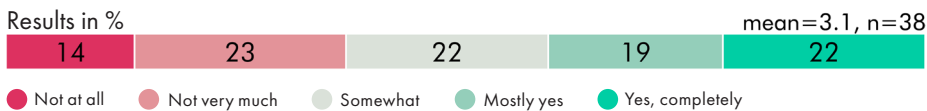


### 5 If yes, did you receive a response to your suggestion or concern?



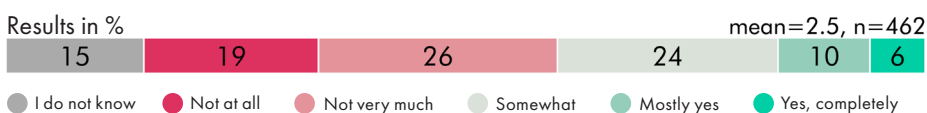
Forty percent of people shared suggestions or concerns about aid and services. Out of those, only 20% received a response.

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



Less than half (41%) of those who had received a response to their feedback are satisfied with the response.

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



Only 16% of respondents think aid providers act on the suggestions their community shares.

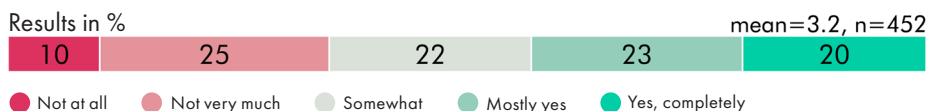
#### 4 Have you participated in decisions, implementation, or monitoring of aid and services, or participated in any other way? \*



Only 19% of respondents say they have participated in decisions, implementation, or monitoring of aid and services.

## 05 Quality of the response

#### Do you trust humanitarian actors? \*

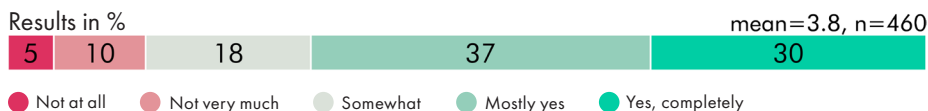


Less than half (43%) of people we spoke to trust humanitarian actors.

#### What can humanitarians do to increase your trust in them?

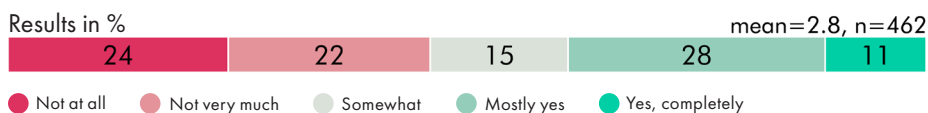
When we asked people in Mandoul this question, they emphasised that for them trust is closely linked to the way humanitarian organisations deliver aid and services, and their reliability in doing so. Communities want to be supported through the provision of food, cash, and opportunities to improve their livelihoods to meet their basic needs. Many stressed that the current amount of aid was not enough and that they often do not receive it when they need it the most. To increase their trust in humanitarian actors, people are looking for consistency. They highlighted the need to know how long they will receive aid and how often it will be provided.

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

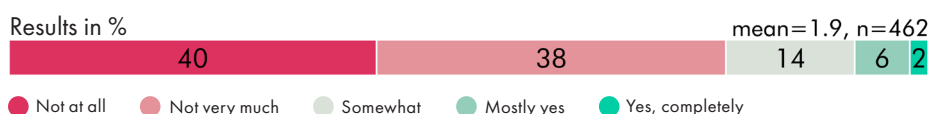


Two-thirds of people we spoke to (67%) indicate being treated with respect by aid providers.

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

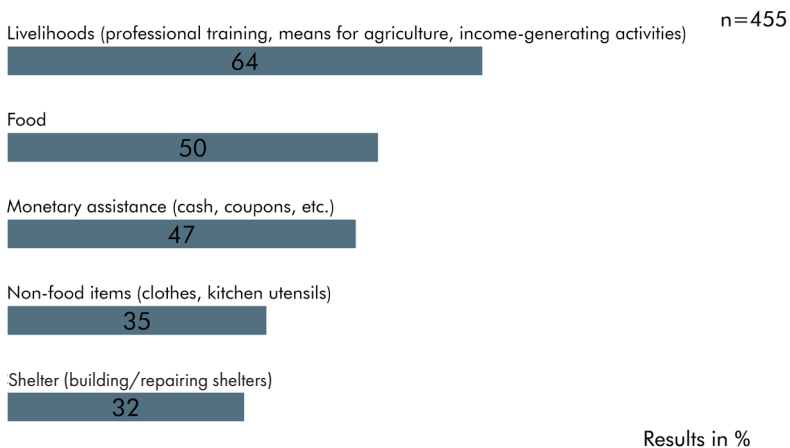


#### 1 Does the aid you receive cover your most important needs? ⚙️



Only 39% of respondents say they received aid when they needed it and only a few (8%) think the aid they received covered their most important needs.

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



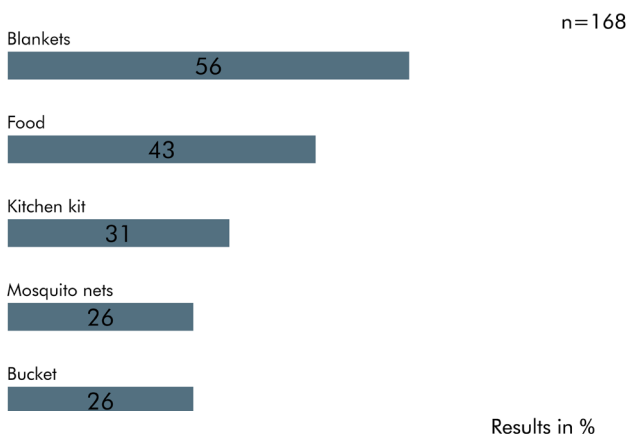
Percentages do not total 100% because respondents could choose multiple answer options.

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



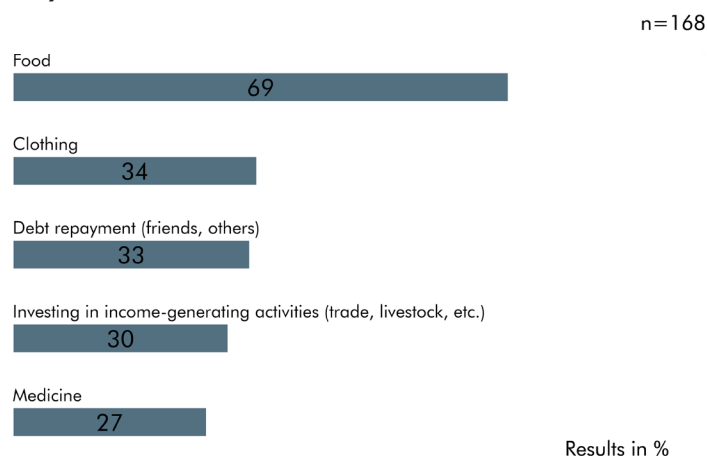
Thirty-eight percent of people we spoke to indicate that members of their community sold the aid they received. Aid seems to be mainly sold to buy food.

## What do you think was most commonly sold?

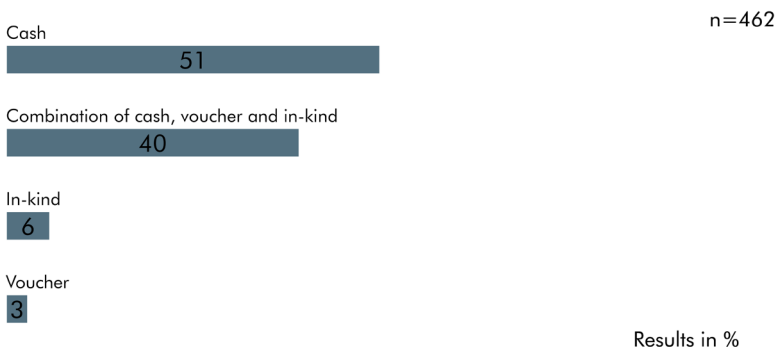


Percentages do not total 100% because respondents could choose multiple answer options.

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



## How would you prefer to receive aid?

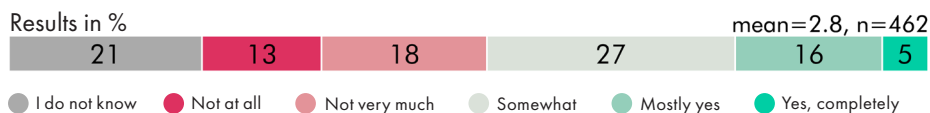


Percentages do not total 100% because respondents could choose multiple answer options.

## Why do you have this preference?

The majority of respondents in Mandoul prefer to receive aid in the form of cash. When asked to explain their preferences, many mentioned that it allows them to invest in livelihood activities. For those who prefer to receive aid through a combination of cash, voucher and in-kind assistance, they think that it can help them cover their basic needs, especially food, and enable them to invest in livelihood activities.

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



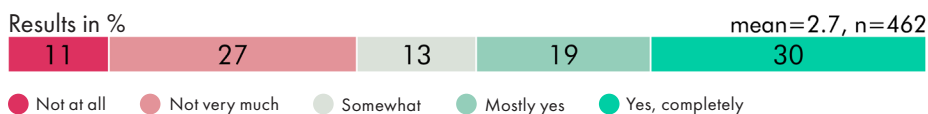
Only a fifth of the respondents (21%) feel that decisions about aid and services are made in a transparent manner.

## How can aid and services improve?

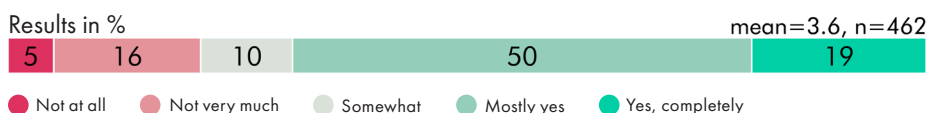
When asked this open question, many people in Mandoul said that humanitarians can improve the aid and services they provide by ensuring that they are relevant, of high quality and help people become autonomous. Also here, people stressed the importance of distributing enough aid and providing aid in the form of cash.

# 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 services and when returning home after receiving those goods and services? ⚡



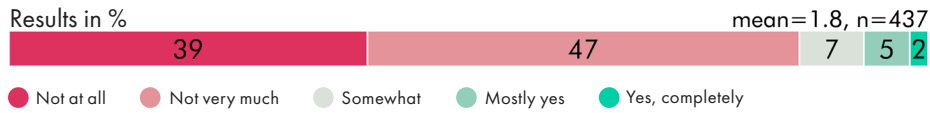
## 3 Do you feel safe at the distribution sites? ⚡



People seem to feel safer at distribution sites, than on their way there and where they live. While only half of the respondents (49%) feel safe where they live throughout the day, 69% of respondents feel safe during their travel to receive aid and services, especially women. Women (65%) feel less safe during their journey to receive humanitarian aid and services than men (74%). Yet, a majority (79%) indicate feeling safe at distribution sites.

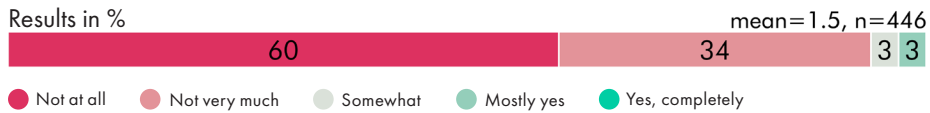


## Do you think the humanitarian goods and services in your community help you to make long-term plans? \*



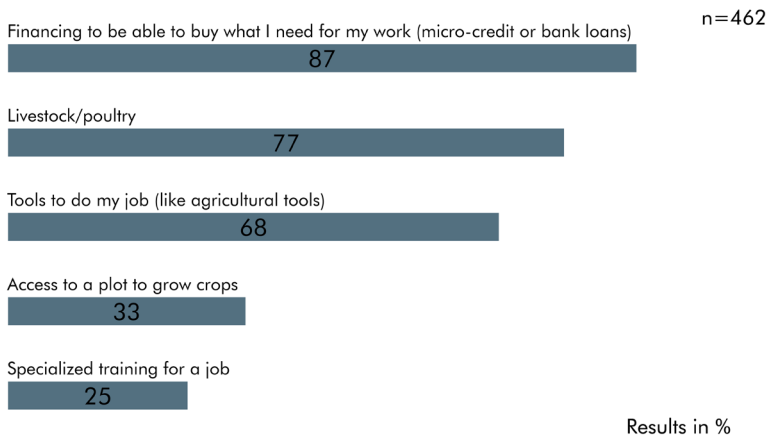
The vast majority of respondents (82%) expect aid and services to help them plan for the long-term. However, only 7% think this is the case.

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



Only 3% of respondents think 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 Mandoul

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 Mandoul. 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	60%	52%	51%	80%
% of people who feel like aid providers treat them with respect	8	48%	41%	67%	85%
% of people who feel like the support they receive helps them become autonomous	3	2%	5%	3%	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	4%	8%	8%	30%
% of people who think that they received aid and services when they needed them the most	3	3%	17%	39%	30%
% of people who feel like aid and services go to those who need it most	1	16%	22%	29%	30%
% of people who feel safe where they live	3	37%	42%	49%	80%
% of people who feel comfortable sharing suggestions or complaints to humanitarian actors	5	-	58%	78%	80%
% of people who know how to make suggestions or complaints to humanitarian actors	5	76%	62%	52%	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	10%	6%	16%	30%

# Methodology

## General design

The sample was stratified by refugee camp and then proportionally allocated by camp size (based on UNHCR data 2023). Four refugee camps were included in the sample (Bekourou, Dembo, Dilingala and Gon). 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 hosts communities, we chose a rate of 15% assuming that the value of aid available for host communities is less than the aid available for refugees. The total sample size for Mandoul region was 462.

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

The camps in Bekourou, Dembo, Dilingala and Gon cover 96% of the refugees in Mandoul, according to UNHCR data. Only the camp in Silambi which represents 4% of the refugees was not included in the sample. According to the data from OCHA, returnees in Mandoul only represent 4% of the population of displaced people (refugees and returnees) therefore returnees were not included in the sample.

## 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 4% point) and between 0.06 and 0.14 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 **462** people

### Gender



**56%** Women (257)



**44%** Men (205)

### Age



**41%** 18-34 years (191)



**33%** 35-45 years (150)



**26%** 46+ years (121)

### Status



**84%** Refugees (387)



**16%** Host community members (75)

### Sites



**8%** Bekourou (37)



**36%** Dembo (167)



**18%** Dilingala (82)



**22%** Gon (101)



**16%** Host communities (75)