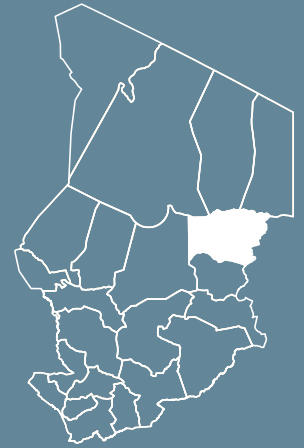


Strengthening accountability in Chad

Wadi Fira | 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 Wadi Fira region, which took place between 19 June and 2 July 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

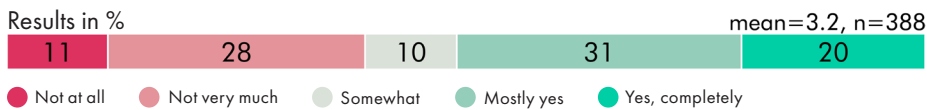
To get a better understanding of how people experience humanitarian interventions, it is helpful to know what respondents expect from them in the first place.¹ Drawing the gap between people’s expectations, shown in orange, and their perceptions of reality, shown in blue, highlights priorities for improvement.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

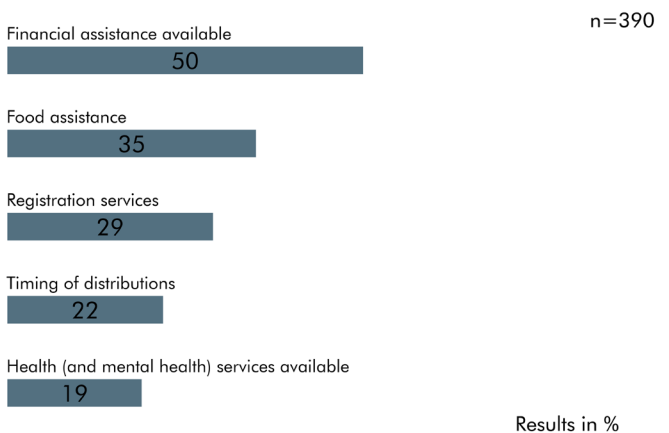


More than half of the people we spoke to (51%) feel informed about the aid and services they can receive. Most needed is information about food and financial assistance, and there seems to be a gap around information related to water, hygiene and sanitation services.

Evolution of perceptions since the end of 2022

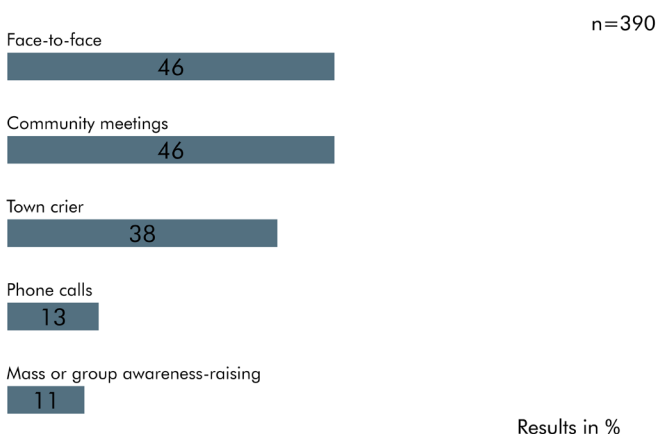
-  Increase in average of 0.5 or more /+ 10% positive responses
-  Increase in average of 0.5 /+ increase in average 5 to 10% positive responses
-  Change in average of 0.1 / less + 5% positive responses
-  Decrease in average from less than 0.15 /-5 to 10% of positive responses
-  Decrease in average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

What information have you received?



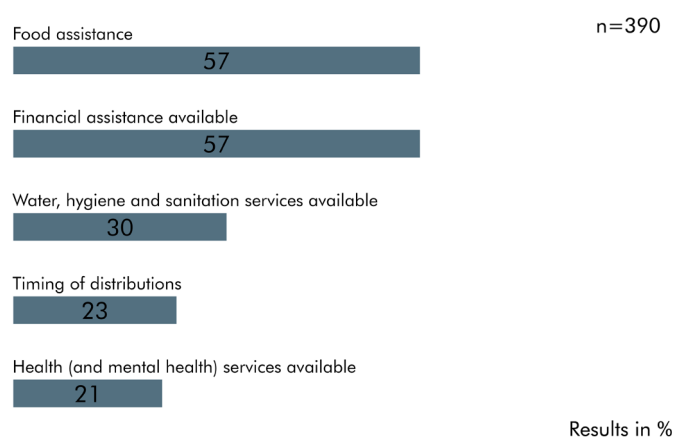
Percentages do not total 100% because respondents could choose multiple answer options.

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

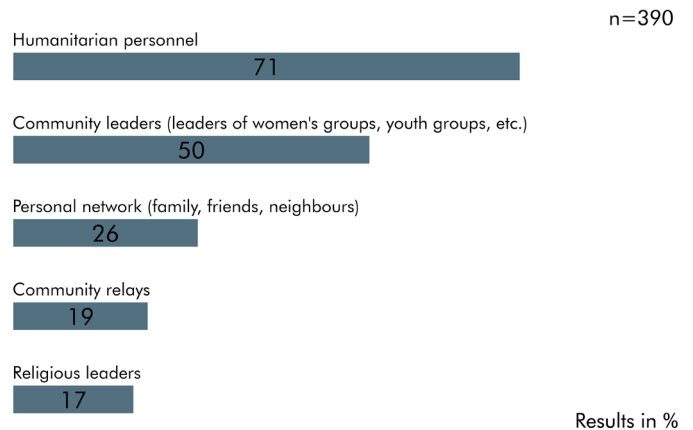


Percentages do not total 100% because respondents could choose multiple answer options.

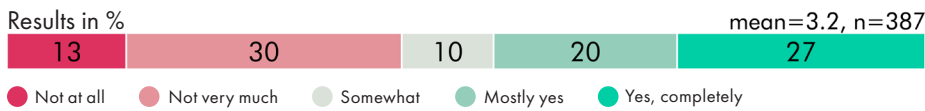
What information do you need?



How do you prefer to receive information?

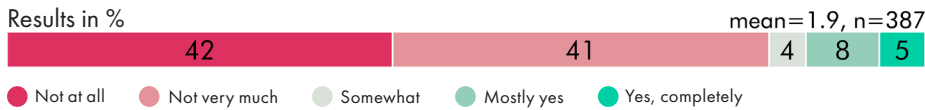


Do you feel informed about distribution dates and times? *



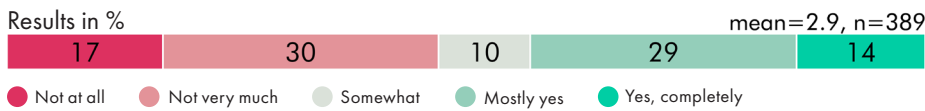
Less than half (47%) of respondents feel informed about when aid is distributed.

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



Although 76% of the people we spoke to expect to know how long their aid and services will last, only 13% have access to this information.

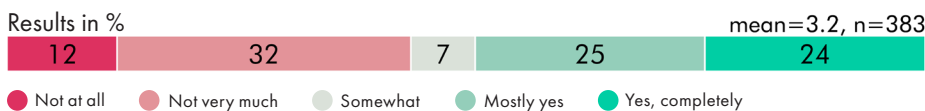
4 In the past six months, do you think that community leaders have shared necessary information on humanitarian activities with you? ⤴



Less than half (43%) of respondents feel like their community leaders share sufficient information with them on humanitarian activities.

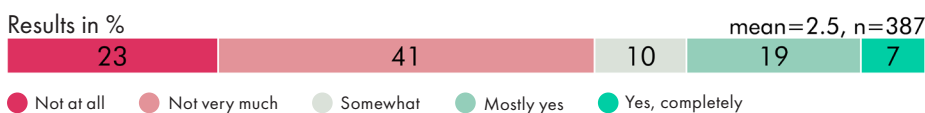
03 Targeting

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



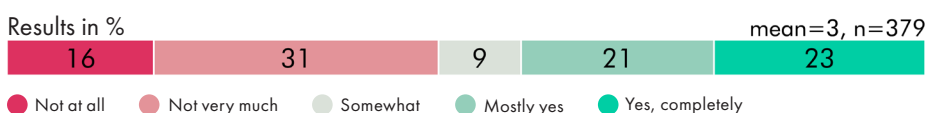
Almost half of the respondents (49%) feel informed about how and where to register for aid and services. Women (43%) feel less informed about the registration process than men (59%).

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

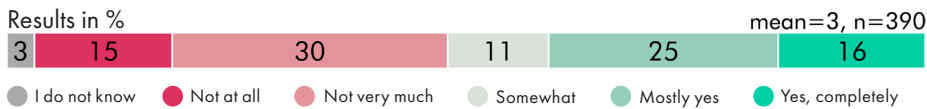


Although nearly three-quarters (74%) of the people we interviewed expect to know how aid providers target aid recipients, only 26% know how aid providers decide who receives aid and services and who does not.

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

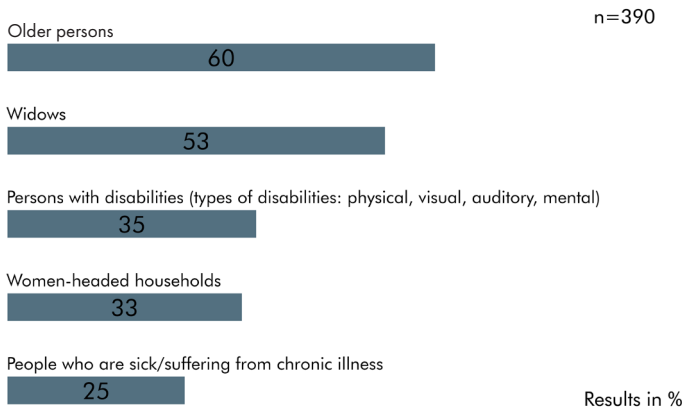


1 Do aid and services go to those who need it most?



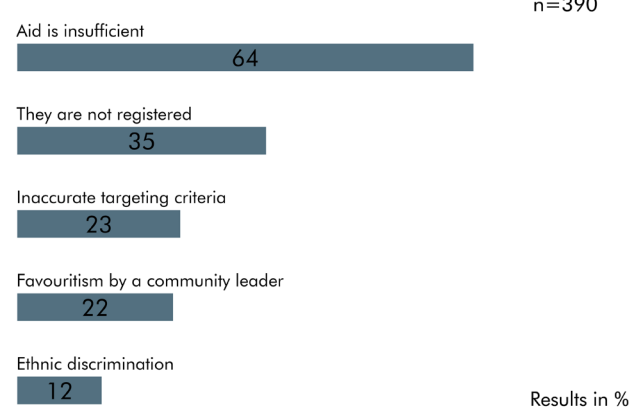
Less than half (44%) of the people we interviewed feel that aid and services are provided in a fair way in their community. Women are more positive on this question than men, with 49% who feel like aid and services are provided in a fair way compared to 35% for men. We see the same trend for the question of aid and services going to those who need them most. Less than half of the respondents (41%) think they do, with women more positive than men (46% vs 33%).

Who do you think is left out?



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

Why are people left out?



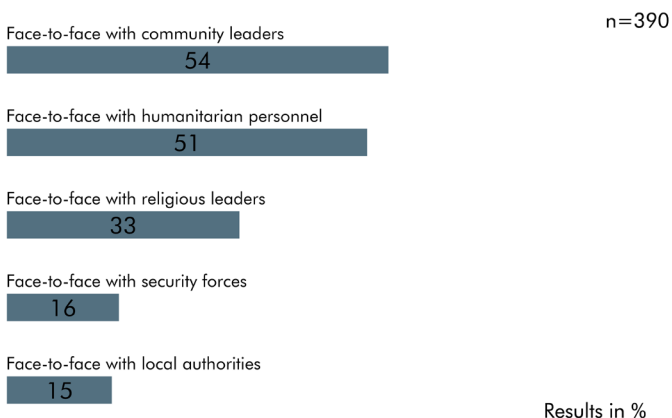
04 Participation and feedback mechanisms

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



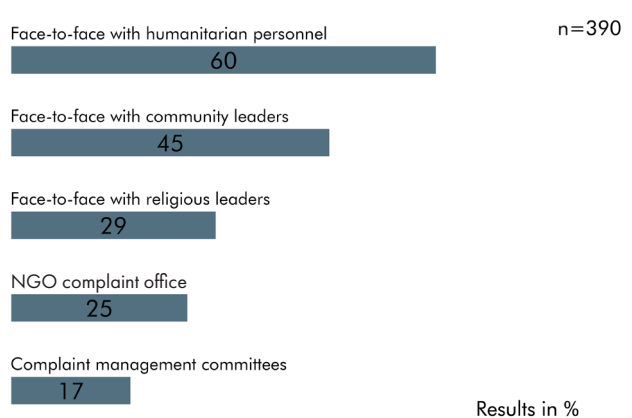
Only 46% of people in Wadi Fira know how to share feedback with aid providers.

What are the available feedback mechanisms in your community?

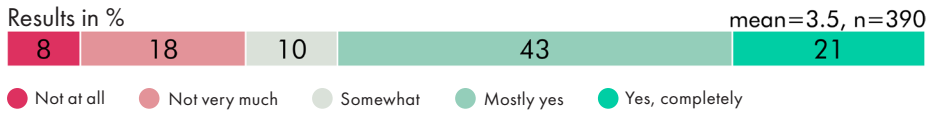


Percentages do not total 100% because respondents could choose multiple answer options.

How do you prefer to provide feedback?

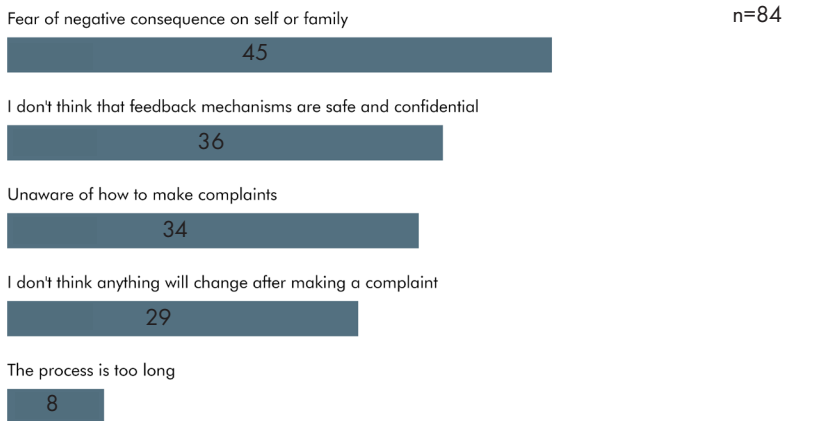


5 Would you feel comfortable reporting a case of abuse or mistreatment by humanitarian staff?



More than half of people we spoke to (64%) 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?

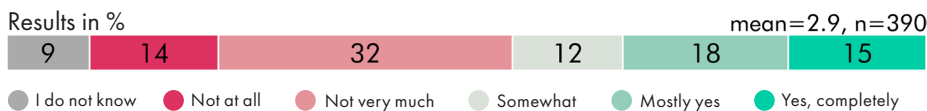


5 If yes, did you receive a response to your suggestion or concern?



Around one-third (36%) of respondents shared a suggestion or concern about aid and services. Out of those who did, only 28% received a response.

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



Only a third (33%) of the people we spoke to think aid providers act on the suggestions their community shares.

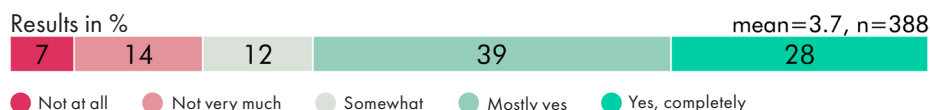
4 Have you participated in decisions, implementation, or monitoring of aid and services, or in any other way? *



Just 5% of respondents have participated in decisions, implementation, or monitoring of aid and services.

05 Quality of the response

Do you trust humanitarian actors? *

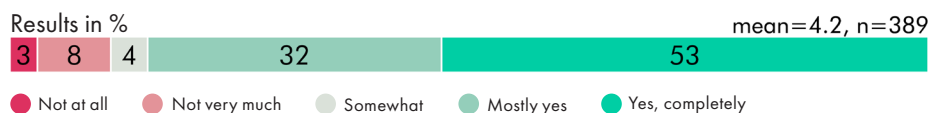


Over half of people we spoke to (67%) trust humanitarian actors.

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

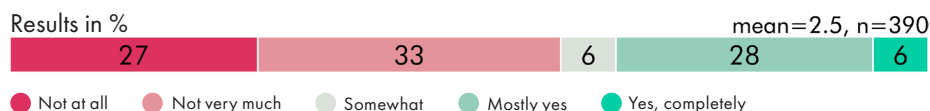
When people in Wadi Fira were asked this open question, people said that they would trust humanitarian actors more if targeting was improved by introducing a fairer and more efficient approach. They want aid providers to prioritise those who really need it, and make sure aid does not get diverted and goes directly to the selected recipients without relying on community leaders as intermediaries. People also asked for support to be delivered in the form of food and cash, and for opportunities to improve their lives. They also want humanitarian organisations to be honest about what they can and cannot do and to treat people with respect and dignity throughout the process.

8 Are you treated with respect by aid providers? =



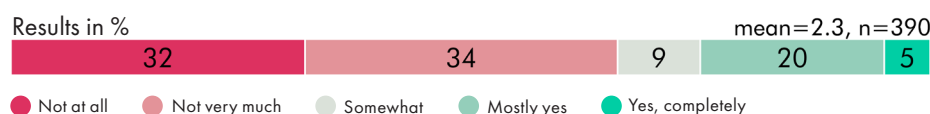
A majority (85%) of respondents feel like aid providers treat them with respect.

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



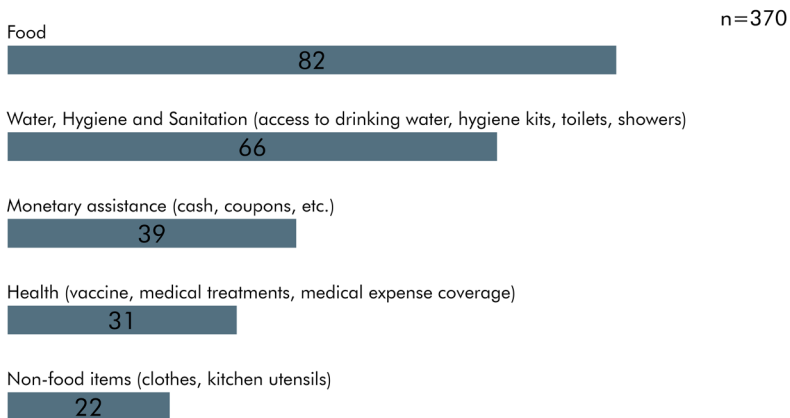
More than a third of respondents (34%) say they received aid when they needed it.

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



Only a quarter of respondents (25%) think the aid and services they received covered their most important needs. Respondents over the age of 46 are least positive (15%), compared to respondents between the ages of 35 and 45 (28%) and respondents between the ages of 18 and 34 (29%).

What are your most important needs that are currently unmet?



Results in %

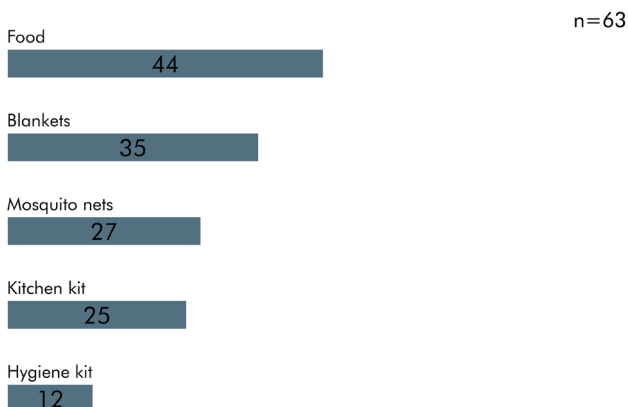
Percentages do not total 100% because respondents could choose multiple answer options.

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



Less than a quarter of respondents (16%) say members of their community sold the aid they received. Aid seems to be mostly sold to buy food.

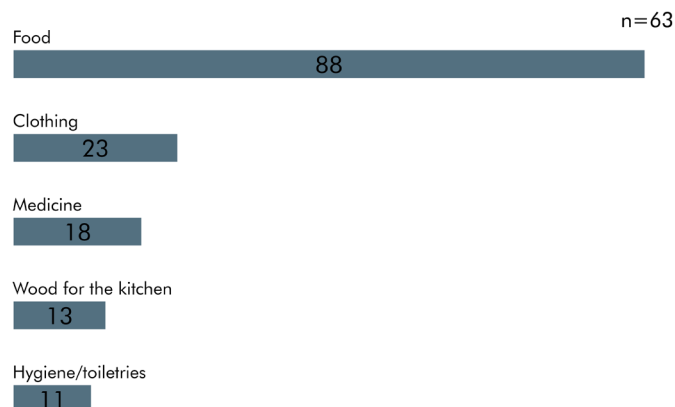
What do you think was most commonly sold?



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?



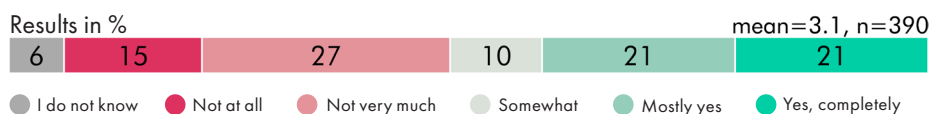
Results in %

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 in Wadi Fira explained that their preferred form of assistance is cash as it best helps them to cover their needs, and can be invested in livelihood activities and education. People also said that in-kind assistance would allow them to better cover their needs, especially for food.

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



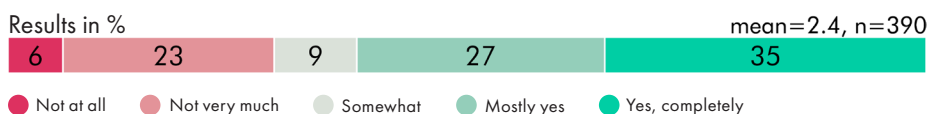
Less than half of respondents (42%) say decisions about aid and services are made in a transparent manner.

How can aid and services improve?

When asked this open question, people in Wadi Fira highlighted that humanitarians can improve the aid and services they provide to communities 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, ensuring that people have access to the specific goods and services they need to overcome the crisis and give aid in the form of cash.

06 Protection and resilience

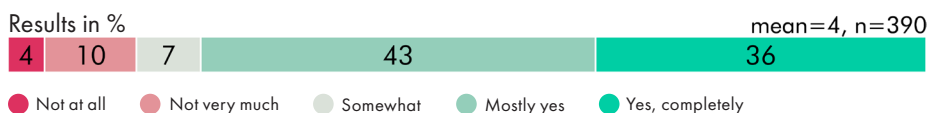
3 Are there times of the day when you do not feel safe where you live? ☹️



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

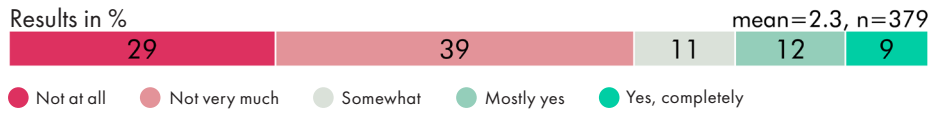


3 Do you feel safe at the distribution sites? ☹️



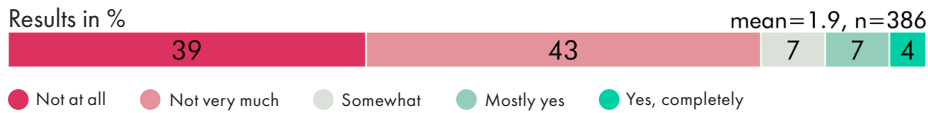
The people we spoke to feel less safe where they live, than on their way to receive aid or services, and at distribution sites. Two-thirds of the respondents (62%) feel safe where they live throughout the day, but respondents over the age of 45 feel less safe than other age groups. While 70% of 18 to 34-year-olds and 60% of 35 to 45-year-olds feel safe throughout the day, just 52% of over 46-year-olds feel the same. The majority (84%) of respondents feel safe on the way to pick up goods, and on their return, and similarly, 79% of respondents feel safe at distribution sites.

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



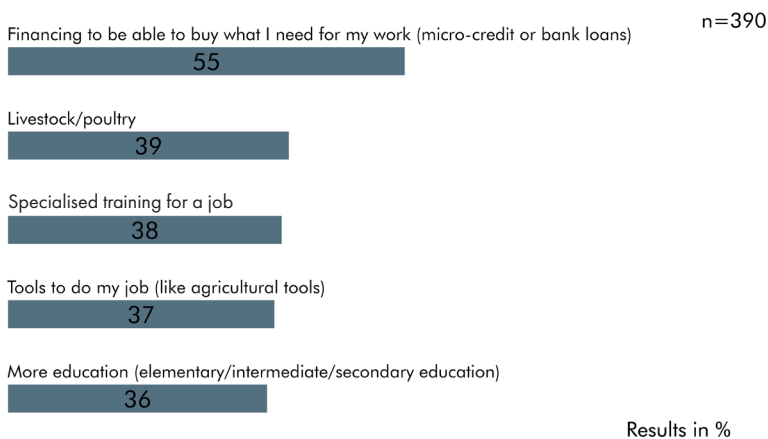
Although close to 70% of respondents expect aid and services to help them plan for the long-term, only about a fifth of respondents (21%) think that this is the case.

3 Does the support you receive help you become autonomous? ⤴



Only 11% of respondents feel like 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.

Perception indicators for Wadi Fira

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 Wadi Fira. 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	34%	16%	51%	80%
% of people who feel like aid providers treat them with respect	8	39%	82%	85%	85%
% of people who feel like the support they receive helps them become autonomous	3	16%	8%	11%	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	-	12%	25%	30%
% of people who think that they received aid and services when they needed them the most	3	22%	16%	34%	30%
% of people who feel like aid and services go to those who need it most	1	22%	16%	41%	30%
% of people who feel safe where they live	3	58%	50%	62%	80%
% of people who feel comfortable sharing suggestions or complaints to humanitarian actors	5	41%	66%	64%	80%
% of people who know how to make suggestions or complaints to humanitarian actors	5	69%	51%	46%	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	6%	22%	33%	30%

Methodology

General design

The sample was stratified by refugee camp and then proportionally allocated by camp size (based on UNHCR data 2023). All camps were included in the sample. In addition to refugees, host communities were covered in this survey as well, given the lack of demographic data on host communities. 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 for refugees. The total sample size for Wadi Fira region was 390.

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 always known.

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 in Wadi Fira (based on UNHCR data) were included in our sample: Mile, Kounoungou, Iridimi, Touloum and Amnaback. This sample did not cover any of the people displaced due to the cross-border Sudan crisis this year.

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 2 and 5% points for binary questions (with a mean of 4% points) and between 0.1 and 0.17 for Likert questions (with a mean of 0.13) on our scale of 1-5.

Challenges during data collection and limitations

The sample target was not reached in Mile camp, due to unavailability of a convoy to reach the camp on the last day of the data collection. Therefore, in Mile we only reached 35 out of the 69 people initially planned.

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 **390** people

Gender



59% Women (230)



41% Men (160)

Age



41% 18-34 years (160)



30% 35-45 years (116)



29% 46+ years (114)

Status



84% Refugees (327)



16% Host community members (63)

Sites



21% Am Naback (82)



17% Iridimi (66)



17% Kounoungou (67)



9% Mile (34)



20% Touloum (78)



16% Host communities (63)