

# Resilience is a long way off

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May 2021 • Chad

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GROUND TRUTH  
SOLUTIONS



CHS Alliance

# Introduction

To meet the needs of vulnerable people in Chad, where protracted humanitarian crises persist amid economic, political, and environmental instability, we must first listen to them. Eastern Chad has hosted Sudanese refugees since 2003, while refugees and returnees from the Central African Republic (CAR) have been steadily fleeing to the south. Boko Haram's attacks in the Lac province terrorise inhabitants, disrupt livelihoods, and have displaced thousands of people. For three years, decreasing food production has left many food-insecure.<sup>1</sup> Last year's rainy season brought Chad's heaviest rainfall in 30 years, causing further displacement and death.<sup>2</sup> Climate shocks are particularly severe in eastern Chad's Sahelian zone, exacerbating the dual pressures of chronic food insecurity and a large community of refugees. People were being pushed to the brink, even before government measures to reduce the spread of [COVID-19](#) began hampering the delivery of humanitarian assistance.<sup>3</sup>

[Ground Truth Solutions \(GTS\)](#) – in partnership with the [Core Humanitarian Standard Alliance \(CHS\)](#) and with funding from the [Swedish Agency for International Development Cooperation \(SIDA\)](#) – supports humanitarian actors to include the views of affected communities in their decision-making. Since 2018, GTS has conducted five rounds of face-to-face surveys with aid recipients in the Logone Oriental, Lac, and Ouaddaï provinces and analysed their perceptions. For this fifth round (conducted between November 2020 – March 2021), we expanded to Moyen Chari and Wadi Fira. The survey results were shared with community leaders in Lac, Logone Oriental and Wadi Fira (March 2021), whose recommendations are integrated into this report.<sup>4</sup> We also solicited online feedback from humanitarian staff in February 2021.

Project funded by:



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<sup>1</sup> "[Chad Situation Report](#)," UN Office for the Coordination of Humanitarian Affairs (OCHA), accessed 3 March 2021.

<sup>2</sup> "[West and Central Africa: Weekly Regional Humanitarian Snapshot](#)," UN Office for the Coordination of Humanitarian Affairs (OCHA), accessed 3 March 2021.

<sup>3</sup> "[COVID-19: having a significant impact on social life and the national economy](#)," UN Office for the Coordination of Humanitarian Affairs (OCHA), accessed 3 March 2021.

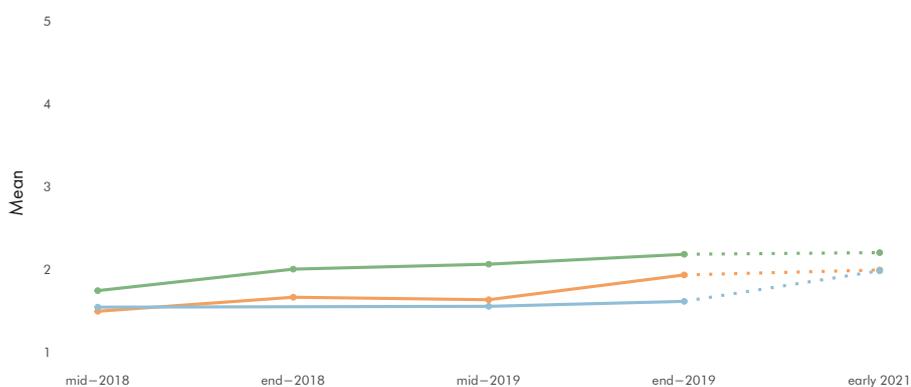
<sup>4</sup> Our team will also return to Ouaddaï and Moyen Chari to share the results with community leaders in these provinces after the publication of this report.

# Key findings

- People do not think the humanitarian assistance they receive covers their needs. They know humanitarians have limited means to support them but think the aid modalities do not reflect their preferences.
- Aid is not timely. People have been saying this since data collection started in 2018, well before pandemic restrictions impacted aid delivery. Community leaders call for humanitarians to adhere to the distribution schedule.
- People do not think the aid they receive is helping them become resilient. They point out that short-term aid is not coupled with long-term solutions. When long-term support is provided, it is not always adapted to the individual's skills, making it inefficient.

The graph below shows the mean scores per question over time.<sup>5</sup> The trend line shows how the answers to the questions have changed since 2018 and includes data from Logone Oriental, Lac and Ouaddaï. The additional dotted line connecting rounds four and five indicates the change between those two rounds when perception data from Moyen Chari and Wadi Fira is included.

## Changes in perceptions over five data collection rounds



Note: the question related to resilience (blue line) was not asked during the second round of data collection at the end of 2018.

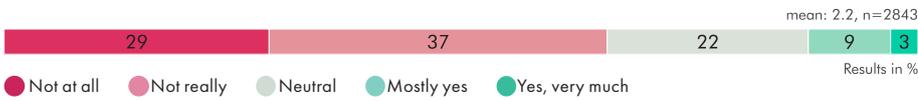
- Does aid meet your basic needs?
- Do you receive aid when you need it?
- Does the aid you receive allow you to live without aid in the future?

<sup>5</sup> Recipients' perceptions are assessed using a Likert scale of 1–5 (1: very negative perceptions; 5: very positive). Mean scores are then calculated for each data collection cycle. Mean scores below 2.5 indicate negative perceptions; the closer to 1, the more negative the feedback. Mean scores above 2.5 indicate positive perceptions; the closer to 5, the more positive the feedback.

# Basic needs remain unmet, year after year

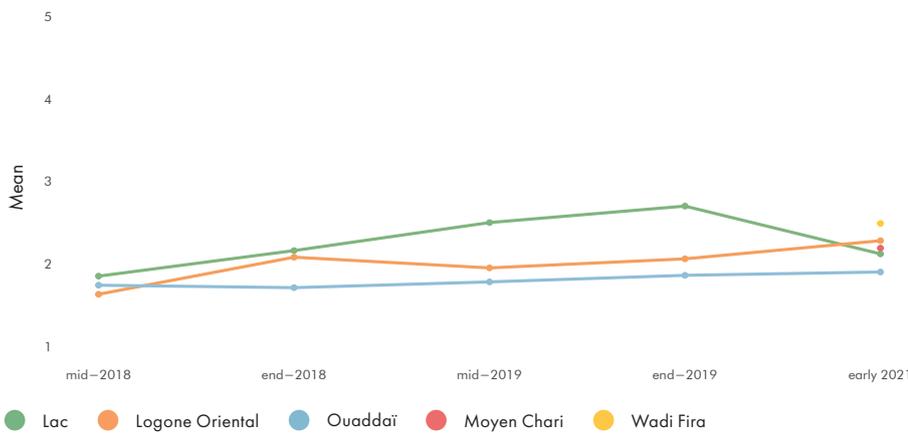
Most people do not think the humanitarian assistance they receive meets their basic needs.

## Does aid meet your basic needs?<sup>6</sup>



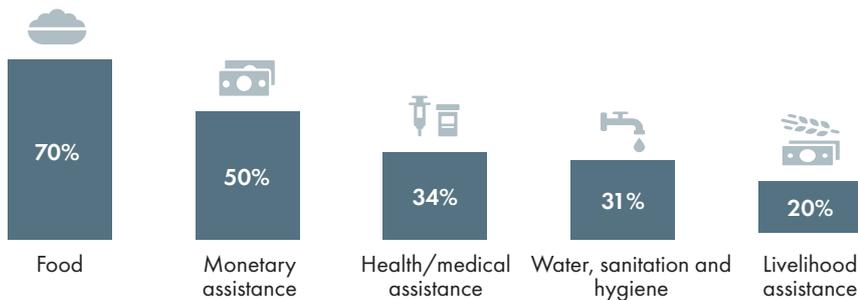
The sharpest decline was in Lac, where assistance must now be divided among an increasing number of people in need amid a rise in violence perpetrated by Boko Haram.

## Changes in perceptions of aid covering basic needs



For several years, the response in Chad has only been partially funded.<sup>7</sup> Less than half of the \$664.6 million needed to implement the revised 2020 Humanitarian Response Plan was committed.<sup>8,9</sup>

## What are your unmet needs?<sup>10</sup>



People have been saying that food is their most unmet need since we started collecting data in 2018. Over the past three years, food production has gradually declined, pushing more people into food insecurity.<sup>11</sup> With a fall in the supply of cereals, demand has risen, driving up prices.<sup>12</sup> In the provinces covered by our surveys, Wadi Fira and Lac have the highest density of food insecure people, yet respondents from all provinces need food.<sup>13</sup> Logone Oriental is the only province where respondents more frequently note a more urgent need for cash (65%) than food aid (51%).

“

We deplore the quantity of food. It does not cover our needs, even half of the time, and humanitarians are too late to assist us. We have seen that the amount of food assistance decreases over time, and we do not know why when the number of people per household only continues to increase.

Community leader, Baga Sola, Lac

“

We need a school canteen to motivate our children to go to school. As there is no food at home, if there was at school, many will be interested in going to school.

Community leader, Bol, Lac

“

Humanitarians do not have the means to support people's needs.

Male host community member, Bekan, Logone Oriental

“

Certain food goods are of poor quality and near the expiration date.

Community leader, Goré, Logone Oriental

<sup>6</sup> Results from the fifth round of data collection.

<sup>7</sup> “Chad 2010 - 2020,” UN Office for the Coordination of Humanitarian Affairs (OCHA) Financial Tracking Service, accessed 5 March 2021.

<sup>8</sup> “Humanitarian Response Plan: Chad, Revision HRP 2020” (in French), UN Office for the Coordination of Humanitarian Affairs (OCHA), accessed 5 March 2021.

<sup>9</sup> “Chad 2020,” UN Office for the Coordination of Humanitarian Affairs (OCHA) Financial Tracking Service, accessed 5 March 2021.

<sup>10</sup> This is a multiple choice question, which is why the results total more than 100%. These results are from the fifth round of data collection.

<sup>11</sup> “Humanitarian Response Plan: Chad, Revision HRP 2020” (in French).

<sup>12</sup> “Chad Situation Report,” UN Office for the Coordination of Humanitarian Affairs (OCHA), accessed 3 March 2021.

<sup>13</sup> “COVID-19 continues to disrupt the livelihoods of the poorest households” (in French) Famine Early Warning Systems Network, accessed 2 March 2021.

Community leaders also highlight the lack of nearby health services. In Lac, they say they must weigh the cost of calling an ambulance versus pushing sick people by rickshaw through the sand or carrying them long distances to a clinic. Those in Logone Oriental highlight that due to COVID-19, even if they do travel to health clinics, there may not be pharmaceutical products available when they get there, forcing people to buy “street medicine” or “eat bark to heal themselves.”



Refugees have the right to health. Even if we don't eat, we would have to be healthy to endure hunger...but there is one doctor for four camps and he only comes to the health centre once every two or three weeks.

Community leader, Dosseye, Logone Oriental



### Refugees are the most targeted population for humanitarian assistance. Why are they the least satisfied?

On average, refugees respond more negatively to this report's three main questions (below) compared to the other groups surveyed. This is true regardless of their location.

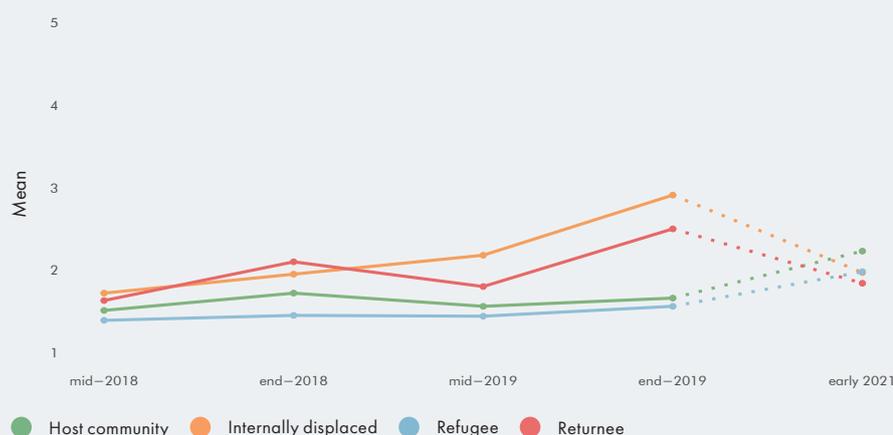
Their negative feedback is likely linked to aid not being adapted to meet urgent needs. Refugees report that their communities sell aid more than other groups, indicating that [aid is poorly adapted to preferences](#). [Without long-term approaches](#) to support financial independence, displaced people are forced to rely on aid programming to meet almost all of their basic needs, so any [delays](#) or reductions (due to reduced funding) may be more acutely felt by this population.

#### Does aid meet your basic needs?

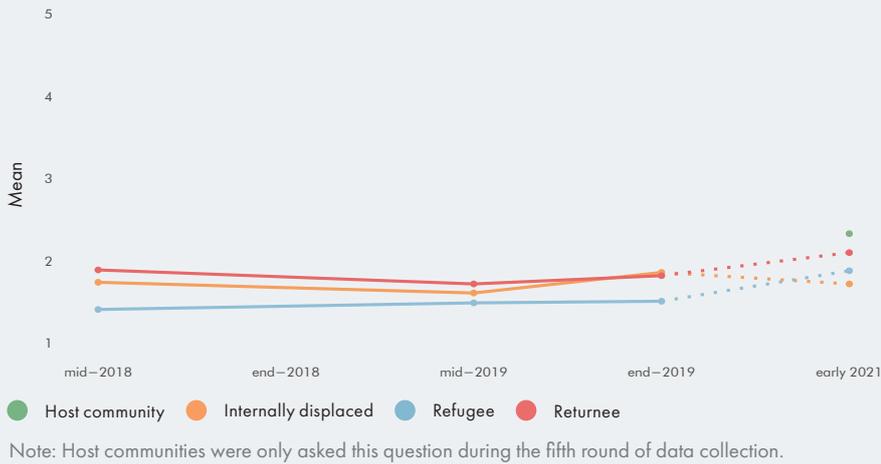


Note: Host communities were only asked this question during the fifth round of data collection.

#### Do you receive aid when you need it?



## Does the aid you receive allow you to live without aid in the future?



## A preference for cash

People surveyed prefer to receive monetary transfers, allowing them to spend according to their needs, regulate their consumption, and save money to invest in their livelihood opportunities or future prospects. Respondents in Lac, Logone Oriental and Ouaddaï ask for both cash and in-kind assistance.

### How would you prefer to receive aid?<sup>14</sup>



Community leaders agree that monetary assistance is important but note that the current monetary assistance provided does not meet people's needs.

Community leaders in Baga Sola and Liwa (Lac) explain that people might prefer in-kind assistance if the market is far from where they live. Those in Baga Sola also note that merchants increase their prices when people receive cash transfers, so they emphasise the need for the World Food Programme to provide them with maize and rice. Community leaders in Goré (Logone Oriental) note that in-kind aid is useful when what they need is not available for purchase, such as materials for fixing their homes or sanitary kits. Those in Danamadja (Logone Oriental) highlight that in-kind aid prevents recipients from wasting the money on nonessential items.

Community leaders in Dosseye (Logone Oriental) think in-kind assistance is low quality and the products available via coupons are expensive. For example, they buy a can of sardines for 750 CFA when it normally costs 450 CFA. They would prefer to simply receive cash.

When we interviewed respondents in Moyen Chari and Wadi Fira, we asked them to select a single aid preference, which showed an overwhelming preference for cash.<sup>15</sup>



People are fed up with in-kind assistance.

*Community leader, Dosseye, Logone Oriental*



With cash, you can get everything you need. If the good is provided in-kind and you have an emergency, you first need to go to the market to sell it to respond to your emergency in cash.

*Community leader, Bol, Lac*



The cash received per month is not reasonable (3000 CFA). This assumes that you will use 100 CFA per day. But this money is used for medical care, enrolling children in school, etc.

*Community leader, Danamadja, Logone Oriental*



Increase the amount of cash.

*Community leader, Baga Sola, Lac*

<sup>14</sup> This is a multiple choice question, which is why the results total more than 100%. These results are from respondents in Lac, Logone Oriental and Ouaddai during the fifth round of data collection.

<sup>15</sup> Cash is the preferred modality according to communities surveyed in Moyen Chari (75%) and Wadi Fira (57%). In-kind aid was selected by 16% of respondents in Moyen Chari and 29% Wadi Fira, and coupons were selected by 9% in Moyen Chari and 14% in Wadi Fira. If respondents were given the option to choose multiple types of aid modalities, we expect that the proportion of respondents selecting in-kind aid might have been higher.



Cash assistance might not always be appropriate for the context. Some risks include:

- **Insecurity:** There is always the possibility for cash recipients to be robbed, although most respondents feel safe in their places of residence.
- **Delays:** Cash assistance involves partnerships and intermediaries that can limit recipients' control over the transactions.
- **High prices:** An influx of cash to communities can lead to higher prices in the local economy.
- **Gender-based violence:** This is a particular risk if women are the direct recipients of cash assistance.

Several actors, such as the Food Security Cluster and the International Rescue Committee first carry out studies to determine the optimal assistance modality and/or people's preferences. The results of these analyses must be communicated to the beneficiaries before the implementation of the chosen option.



### International Rescue Committee Study (IRC)

This study in Lac reminds us that recipients' aid modality preference depends on location and the aid's intended use.<sup>16</sup> To meet food needs, all people interviewed during the IRC's focus group discussions preferred monetary transfers/cash over in-kind aid because they knew they could find the food they wanted in their local markets. Those who lived close to large marketplaces also preferred transfers or cash to purchase non-food items, whereas those living in more remote areas preferred in-kind aid because they did not think they would be able to find all of the non-food items they needed in their local markets.

The Food Security Cluster in Chad reported in 2020 that 3% of its response focused on monetary assistance, while 97% was delivered in-kind or via vouchers. The programme was broken into two parts: the ongoing support for internally displaced persons (IDPs) and a response to the lean season/COVID-19. Of the food security response for IDPs, 38% was cash-based, with the rest provided in-kind or via coupons. The emergency lean season component was all in-kind. Due to COVID-19, markets were not well stocked, leading to high prices for basic goods. The Cluster predicted that if cash was injected into the markets, prices for basic goods would have increased further.



### Humanitarian staff feedback

Humanitarian personnel surveyed (n=102) believe the following types of aid are the best ways to support people's well-being:

**83%** In-kind

**63%** Cash

**28%** Vouchers

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

Many humanitarian staff believe in-kind aid can better meet the immediate and urgent needs of crisis-affected populations, especially when the necessary goods are not available in local markets. Others suggest that it is more sustainable, leading to less dependence on humanitarian organisations.



Goods and services are best suited to enable the community to take control of their future.

*Humanitarian staff*

The views of humanitarian staff somewhat corroborate the views of crisis-affected communities. Humanitarians recognise that monetary assistance is an important modality in combination with in-kind assistance and/or coupons. Only 9% of humanitarians surveyed think of monetary assistance as the single best way to support crisis-affected communities, feeling cash promotes choice and is less disruptive of the local market.



Cash empowers people to be responsible for their own needs. Cash can also cover beneficiaries' needs that might otherwise be missed in a needs assessment.

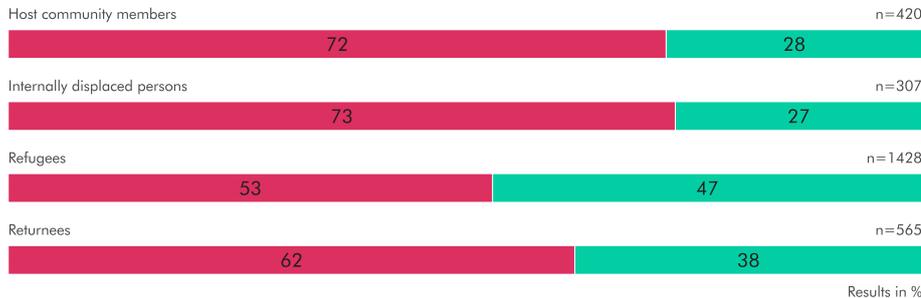
*Humanitarian staff*

<sup>16</sup> "Market evaluation" (in French), International Rescue Committee, accessed 5 March 2021.

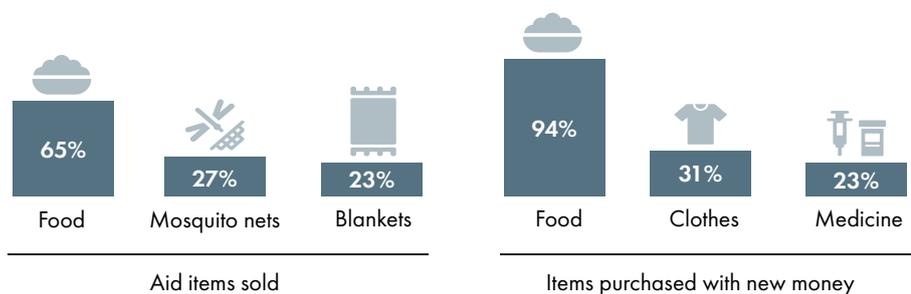
# Aid that is not adapted is sold

To better understand the relevance of the assistance received, respondents were asked if members of their community sell aid items they receive.<sup>17</sup>

## Are there members of your community who sell goods received from humanitarian organisations to cover their basic needs?<sup>18</sup>



## Top aid items sold and top items purchased<sup>19</sup>



Selling food to buy food indicates that the food assistance provided is poorly adapted to crisis-affected communities' eating habits. Refugees are the status group most frequently reporting that aid items are sold, which seems logical given they are also the most negative about aid covering their basic needs. More in-depth research would help to understand refugee communities' tendency to sell aid.

Community leaders in Logone Oriental say that they have had to sell products received through voucher assistance to purchase basic goods like salt and medicine and would prefer to receive cash.

Due to the impact of COVID-19, food distributions were late in some areas and arrived after the harvest season. This may have led some people to sell the food aid received to meet other, more pressing needs.

# Delays acutely felt

Respondents still do not think humanitarian aid is timely. Of the provinces surveyed since 2018, communities in Ouaddaï and Logone Oriental felt slightly less negative by the beginning of 2021. However, there has been a recent sharp drop in satisfaction in Lac, where only 12% of respondents think that aid is timely.

## Do you receive aid when you need it?<sup>20</sup>



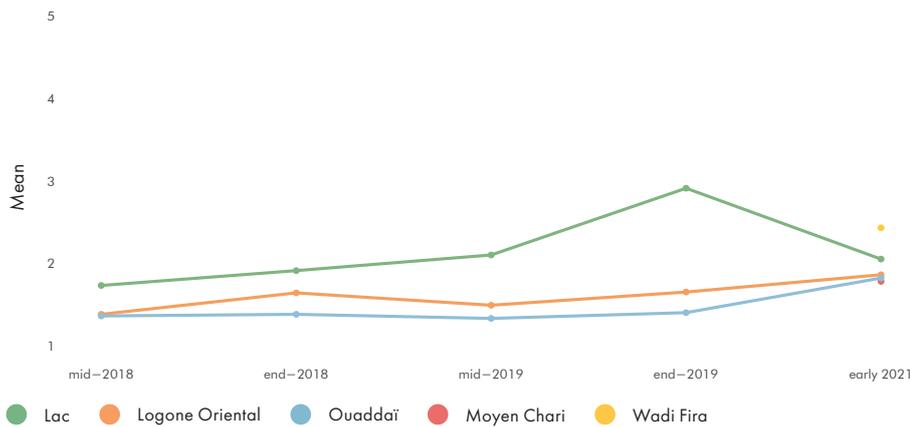
<sup>17</sup> Note that although the question is phrased to ask if the respondent thinks their community sells aid products, this phrasing is intentional so that individuals feel more comfortable responding affirmatively if they themselves have sold aid before.

<sup>18</sup> Results from the fifth round of data collection.

<sup>19</sup> This is a multiple choice question, which is why the results total more than 100%. These results are from the fifth round of data collection.

<sup>20</sup> Results from the fifth round of data collection.

## Changes in perceptions of aid timeliness



The top three changes respondents want are larger quantities of aid (67%), more frequent distributions (66%), and less time between when aid is announced and delivered (53%).

## A stronger humanitarian-development approach is needed

In response to Chad's protracted humanitarian crises, organisations have developed programming focused on supporting self-reliance. Such programmes are essential, given that humanitarian funding is shrinking, while the number of people in need continues to grow. However, only 9% of our respondents believe that humanitarian programming is setting them up to live independently of aid.

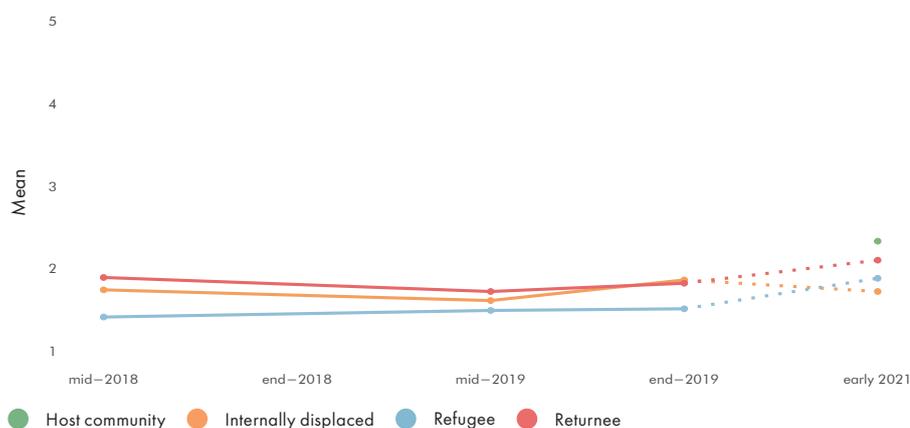
### Does the aid you receive allow you to live without aid in the future?<sup>21</sup>



Respondents who feel aid does not meet their basic needs are more likely to tell us that the aid they receive is not helping them live without aid in the future.<sup>22</sup> If aid is unable to meet people's most basic needs, crisis-affected communities will be unable to look beyond their daily challenges.

Over five rounds of data collection, all status groups are consistently negative about aid preparing them to be independent of humanitarian assistance in the future.

### Changes in perceptions of aid helping people to be live without aid in the future



Note that host community data for this question is not available for the first four rounds of data collection.

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The timing of the distributions is never adhered to. Humanitarians should respect the distribution times, and if possible, distributions should be monthly.

Community leader, Bol, Lac

“

The amount of assistance is insufficient because the size of our households has increased, but the amount of assistance has remained the same.

Community leader, Bol, Lac

“

People do not eat until they are full because the quantity is too small and not everyone receives. And those who receive are obliged to share the little they receive with those who have not received.

Community leader, Bol, Lac



### Humanitarian staff feedback

Slightly more than half of the humanitarian respondents (n=78) think that the short-term assistance their agencies provide improves the lives of affected communities:

**56%** Yes

**23%** Neutral

**19%** No

Most humanitarian respondents (n=91) feel confident that the long-term assistance their organisations provide improves affected people's lives:

**86%** Yes

**9%** Neutral

**5%** No

<sup>21</sup> Results from the fifth round of data collection.

<sup>22</sup> Pearson's correlation coefficient: 0.35.

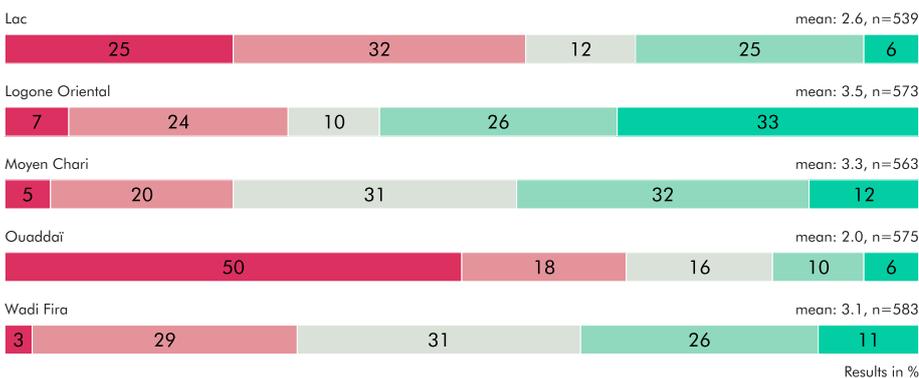
Most projects implemented in areas hosting displaced populations are short-lived. Although some short-term approaches may help communities plan for the future, most leave people vulnerable to shocks that can dry up their remaining resources. Community leaders in Logone Oriental explain that even cash assistance provided might not serve its purpose if it is not paired with income-generating activities.

Respondents who feel able to work are more likely to tell us that the aid they receive is helping them live without assistance.<sup>23</sup> But only 38% feel able to make a living by working in their local economy. Respondents from Logone Oriental and Moyen Chari are much more positive (59% and 44%, respectively) than all the other provinces studied. Southern Chad offers more livelihood activities, especially in agriculture, small livestock, and trade. These provinces' proximity to major cities, such as Moundou and Sahr, also provides increased opportunities to sell local products and source supplies, benefiting all those involved in the supply chain.

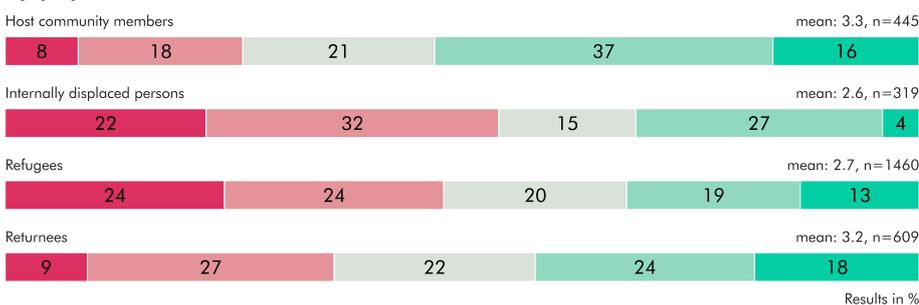
Respondents in Ouaddaï, all of whom are refugees, feel the least positive about their livelihood prospects. IDPs are also pessimistic about their ability to earn a living away from their homes. Job opportunities in the Lac province are impacted by the regular attacks by Boko Haram. In particular, the historical trading economy by boat between Chad and Nigeria has been severely disrupted by Boko Haram's attacks, impacting the livelihood opportunities for farmers, fishermen, merchants, and boat drivers alike.<sup>24</sup>

### Can you and your immediate family make a living working in the local economy?<sup>25</sup>

#### By province



#### By population



According to an International Rescue Committee market analysis of the Lac province from June 2020, key risks to earning a living for merchants include the high cost of transportation due to insecurity and COVID-19 movement restrictions, the risk of attacks at the marketplace, the lack of access to credit, and the fluctuation of the Nigerian Naira, which makes it difficult for merchants to plan their profits and losses when trading regularly with merchants in Nigeria.<sup>26</sup>



At the moment, no one is able to take care of themselves. We received a lot, but it did not have a positive impact in the camps. The only thing that can make someone autonomous is the possibility of accessing land and social services, including access to bank credit, and to be free to do business and provide services somewhere. Humanitarian aid can never empower us.

Community leader, Dosseye, Logone Oriental



Short-term assistance should be accompanied with livelihood support so people can be self-sufficient. But nothing so far.

Community leader, Goré, Logone Oriental



The money makes the project, and the project makes the money, so it is better to support young people with small jobs. For example, with the PARCA\* program, each participant received 90,000 CFA. They couldn't do anything with this sum.

Community leader, Dosseye, Logone Oriental

\*Refugees and Host Communities Support Project (PARCA), funded by the World Bank



The locality itself is poor, so that's why there is not enough employment.

Female refugee, Farchana, Ouaddaï



Due to insecurity, we cannot go to the normal areas to conduct our work.

Male internally displaced person, Baga Sola, Lac

<sup>23</sup> Pearson's correlation coefficient: 0.31.

<sup>24</sup> "Boko Haram blocks Lake Chad trade routes," Institute for Security Studies, accessed 2 March 2021.

<sup>25</sup> Results from the fifth round of data collection.

<sup>26</sup> "Market evaluation" (in French), International Red Cross, accessed 5 March 2021.

Respondents to our survey note that a lack of skills (32%), job opportunities (28%), and access to land (26%) are the three main barriers to earning a living. Pastoral and agropastoral survey respondents to a Food and Agriculture Organisation study identified animal disease spread (29%), conflicts (24%), and cattle theft (20%) as key idiosyncratic (or unexpected) shocks impacting livelihoods, while drought (50%) and corresponding feed prices (21%) were noted as the main covariate shocks (shocks felt by the general community).<sup>27</sup>

For people to feel resilient, respondents believe humanitarian programming needs to do more than only address basic needs and seek ways to support income-generating activities (80%), access to agricultural land (48%), and microfinancing (30%). These are the top three needs highlighted across all provinces, status groups, and genders.

Income-generating activities cited include livestock or other small animals for farming; agricultural equipment, including seeds, fertilisers, pesticides, herbicides, pumps and fencing to enclose land; fishing equipment; financing for small businesses; sewing training and equipment; supplies to make artisanal bread; access to transportation, such as motorbikes; and general skills training. Such activities need to be tailored to people's current skillsets and equitable, supporting both men and women, according to community leaders in Logone Oriental.

To better support refugees' opportunities, community leaders suggest that humanitarians work with Chadian authorities to provide them with more cultivable land. They also suggested that refugees be allowed to start cooperatives (authorised for Chadian nationals) and receive funding.<sup>28</sup> But they are not naïve to the governmental obstacles, recognising that without the Chadian government's formal ratification of the right to asylum and refugees' right to conduct professional activities in Chad, they "are condemned to the camp to wait for humanitarian aid" (community leaders, Dosseye, Logone Oriental).<sup>29</sup>

Community leaders emphasise education as a key need for their community's empowerment and say more schools and teachers are needed, along with free admission and school canteens for students to ensure that schools remain accessible to families and appealing to children.

Some people also note that humanitarians can help them feel resilient by constructing homes, providing free medicine, and distributing enough food.

Crisis-affected people's responses to our questions on resilience and livelihoods point to a weak humanitarian-development nexus approach. Concerns about this are addressed in a CARE International report, which highlights that project silos, insecurity, and moving populations are key challenges to realising an effective nexus approach in Chad.<sup>30</sup> Meanwhile, OXFAM highlighted that the 2018 New Way of Working workshop in Chad only involved humanitarian country team members and donors, with national and local civil society not included, reducing opportunities to break silos and for a breadth of actors to collaborate.<sup>31</sup>

## What next?

Crisis-affected communities have remained dissatisfied with aid's relevance, timeliness, and ability to make them feel resilient over all five rounds of surveys conducted by Ground Truth Solutions.

Respondents say that food is their [main unmet need](#). Reports that food aid is the aid item most frequently sold indicates that the food provided by humanitarians is not well adapted to communities' preferences.



Support beneficiaries based on their skills. For example, support merchants with their businesses, farmers with their agriculture, etc. The UNHCR groups beneficiaries into groups of 10 and provides them with assistance. A pair of oxen is given to each group. In a given group, maybe 1 or 2 people are farmers. The rest are traders, etc. What are these people going to do with oxen?

*Community leader, Dosseye, Logone Oriental*



### Humanitarian staff feedback

Humanitarian staff (n=102) believe the following activities best enable affected communities to live independently of aid:

**81%** Income-generating activities

**66%** Access to education

**59%** Access to farmland

Education is frequently mentioned by humanitarian personnel (66%) as an essential need for people to become independent, although affected communities report education less frequently. Fewer humanitarians than affected people think microfinance programmes are important. However, 21% of humanitarians believe that community savings groups will be essential for eventual independence, likely because these savings groups offer more insurance and support to the community than self-managed financial programmes.

<sup>27</sup> ["The economics of pastoralism in Argentina, Chad and Mongolia,"](#) Food and Agriculture Organisation of the United Nations, accessed 3 March 2021.

<sup>28</sup> A cooperative is a business where the rights of each management partner are equal and the profit is shared between them.

<sup>29</sup> On December 23, 2020, the Chadian National Assembly adopted the first law for the protection of refugees and asylum seekers in Chad. ["Chad: UNHCR welcomes adoption of asylum law"](#) (in French), ONU Info, accessed 20 April 2021.

<sup>30</sup> ["Annual Impact and Learning Review : The Humanitarian - Development Nexus,"](#) CARE Canada, accessed 5 March 2021.

<sup>31</sup> ["The Humanitarian - Development - Peace Nexus,"](#) OXFAM, accessed 4 March 2021.

But think first before providing in-kind food aid – communities might want to respond to their needs differently. There is a [notable preference for cash-based assistance](#) though still a sizeable preference for in-kind aid, likely demonstrating that **people might want a specific aid modality to meet specific needs** depending on who they are and where they live.

Currently, respondents share dismal outlooks on their prospects for living without support from humanitarians due to a lack of livelihood opportunities. They call for **short-term assistance to be paired with support for long-term development**. Communities also provide [clear recommendations](#) for **income-generating activities that humanitarians could support**. Community leaders stress that **income-generating activities must be targeted and aligned with people's skills**. Survey respondents and community leaders alike emphasise the need for health centres in the camps and additional schools.



#### Humanitarian staff feedback

Humanitarian staff (n=102) shared mixed views when asked if coordination between humanitarian and development actors is effective:

**44%** Yes

**31%** Neutral

**24%** No

# Methodology

## Questionnaire

The survey questions for affected communities and humanitarian personnel were developed by Ground Truth Solutions in collaboration with the CHS Alliance and OCHA Chad, our partners in the project, and were widely shared with key stakeholders in the humanitarian response, including UN agencies and international and national NGOs. The questions include Likert scale responses (where answers correspond to a score from 1 to 5), as well as binary and multiple-choice responses.

The questionnaire for affected communities was written in French and then translated orally into the following languages during the census sessions, based on the linguistic composition of each province: Arabic, Chadian Arabic, Kanembou, Bouduman, Assangori, Massalite, Ngama, Foulbé, Sango, Kaba, Tama, Zaghawa, and other local languages in Chad. The questionnaire for humanitarian personnel was made available in French and English.

Three main indicators form the basis of this report's analysis and each is linked to a Core Humanitarian Standard commitment, related respectively to relevance (commitment 1), timeliness (commitment 2), and empowerment and resilience (commitment 3). The questions are as follows:

### CHS Commitment



Does aid meet your basic needs?



Do you receive aid when you need it?



Does the aid you receive allow you to live without aid in the future?

## Sample framework

A total of 2,845 people were interviewed in this fifth round, across five provinces: Lac (541), Ouaddaï (575), Logone Oriental (573), Moyen Chari (572), and Wadi Fira (584). These provinces and the corresponding sites per province were selected based on the number of people affected by crises, the number of humanitarian actors present, and our enumerator team's ability to access the crisis-affected population based on security risks and logistics. Due to security concerns, the sample framework was modified for Wadi Fira and did not include the department of Kobé (Iriba). The sample in Wadi Fira was also based on the number of food insecure people living in the province to ensure that we calculated a sample representative of the people in need.

Province	Host community	Refugees	Internally displaced	Returnees	Total
Lac	71	75	317	78	541
Logone Oriental	127	204		242	573
Ouaddaï		575			575
Moyen Chari	78	197	2	295	572
Wadi Fira	173	411			584
<b>Total</b>	<b>449</b>	<b>1462</b>	<b>319</b>	<b>615</b>	<b>2845</b>

The sample is stratified in proportion to the size of the affected populations in each camp, site, or village, by status (refugees, IDPs, returnees, host community). Within each stratum, respondents were randomly selected by interviewing one eligible

## Sample of people affected by crises

2845 respondents

### Province

584 in Wadi Fira

575 in Ouaddaï

573 in Logone Oriental

572 in Moyen Chari

541 in Lac

Our sampling frame included 550 people per province. The size of the final sample varied by province but was not intentional.

### Gender



1729 women (61%)



1116 men (39%)

### Population group



1462 refugees (51%)



615 returnees (22%)



449 host community members (16%)



319 internally displaced persons (11%)

### Age groups

1332 people ages 18-35 (47%)

1239 people ages 36-60 (44%)

274 people ages 61 and older (9%)

### Handicap



515 people living with a disability (18%)

### Recipients of cash and voucher assistance



1525 Recipients of cash and voucher assistance (54%)

person every three households to cover each camp, site, or village.

All respondents were 18 years of age or older and all were recipients of humanitarian assistance.

For the online humanitarian staff survey, we targeted humanitarian personnel working at both national and provincial levels, holding a range of positions, and national or expatriate staff. In total, 102 humanitarian staff responded, which includes local staff as well as national coordination staff based in N'Djamena.

### Data collection

Locally recruited enumerators, trained by Ground Truth Solutions, conducted face-to-face interviews (respecting COVID-19 precautionary measures) with affected people between November 2020–March 2021. Within a given site, enumerators surveyed every third household to ensure randomisation of the sample.

For the online humanitarian staff survey, a link to a KoBo Toolbox survey was shared with humanitarian partners across Chad for staff members to complete during February 2021.

### Weighting

Data from affected people and overall mean values presented were weighted based on province (administrative level 1) population figures. For multiple choice questions, the maximum margin of error at the 95% confidence interval lies at (+/-) 12 percentage points, and between (+/-) 2 and 6 percentage points for the binary questions. Margins of error for breakdowns by province, status, and gender are larger than for the overall weighted means. Data points that did not contain the respondent's province were not considered for the weighted analysis.

### Disaggregation

This report explores the difference in perception between demographic groups when it is relevant to report.

### Limitations

A series of logistical challenges and security concerns impeded our team's ability to survey communities in the Iriba region in Wadi Fira, where we had anticipated surveying refugees in Touloum, Amnabak, and Iridimi. Our survey in Wadi Fira consequently only included respondents located in Guereda, thus the results from this province are not representative of people in need throughout Wadi Fira.

Another limitation was how we chose to record responses to the question, "How would you prefer to receive aid?" In Lac, Logone Oriental, and Ouaddai, we allowed respondents to provide multiple responses. Upon analysing data from those provinces, we realised that it was challenging to interpret which singular aid modality respondents actually preferred. In Moyen Chari and Wadi Fira we changed the question to be a single choice answer option, thereby requiring respondents to choose which type of aid modality they preferred. This modification was also imperfect because it did not capture the possibility that respondents might prefer a combination of aid modalities, potentially to be used to meet different needs. Due to our change in how we chose to record the answer options, we could not analyse the data at an aggregate level.

You can find more results from this survey in our reports on [information](#) and [COVID-19](#) or check out [all of our reports on Chad here](#).

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

## Sample of humanitarian personnel

102 respondents

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### Gender



80 men (78%)



21 women (21%)

1 do not wish to answer (1%)

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### Status

73 national staff (72%)

29 expatriate staff (28%)

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### Type of organisation

62 staff from international NGOs (61%)

35 staff from UN agencies (34%)

5 staff from national NGOs (5%)

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### Intervention level

65 province (64%)

37 national (36%)

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### Province

26 in Lac (25%)

18 in Wadi Fira (18%)

15 in Ouaddai (15%)

5 Other (5%)

1 in Logone Oriental (1%)

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