



August 2020

Introduction

The Central African Republic (CAR) has been in a state of entrenched conflict since 2013, creating a range of humanitarian and protection needs. Of the 1.6 million people targeted for assistance in 2020, over 300,000 live in areas hard to reach by humanitarian actors. Cash and voucher assistance (CVA) is a cornerstone of the response; a third of those assisted in 2019 received some type of CVA. So far in 2020, this included over 221,000 people who have received CVA primarily in Kaga Bandoro, Bambari and Alindao, where the crisis is particularly acute.¹

CVA delivery mechanisms in CAR²

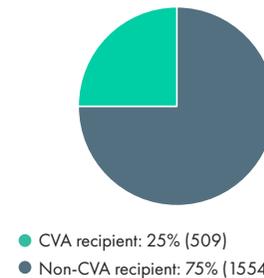


This analysis examines the perceptions of people who received CVA as part of their package of assistance, in relation to those who only received other forms of aid. Based on data from surveys of 2,063 respondents in February and March 2020, our analysis hones in on a few main themes: whether the aid provided allowed people to meet their main needs and live without aid in the future, how relevant the assistance was perceived to be, and whether people can communicate with and trust aid providers. These themes allow us to explore whether the expected benefits of CVA in terms of choice, dignity and self-reliance are borne out in practice.

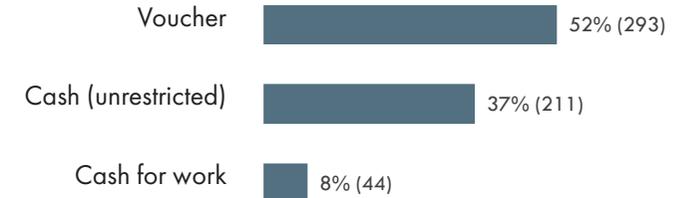
We find that while respondents share similar perceptions and frustrations, recipients of CVA are notably more positive across the board than those who did not see CVA included in their package of assistance.

Profile of respondents:

Assistance type



Modality



Location of CVA recipients



The data presented here should be seen as indicative, the differences between the groups have not been tested for statistical significance. In the surveys, respondents were asked to respond to 28 different Likert scale questions; this analysis focuses only on the ones relevant to CVA. For details of the survey methodology, please see the full report[FR].

¹ UNOCHA, *Plan de Réponse Humanitaire: République Centrafricaine* (2020), https://reliefweb.int/sites/reliefweb.int/files/resources/ocha_car_hrp_2020_fr_vf_0.pdf.

² Concern Worldwide, WFP and UNOCHA, *Central African Republic: Cash Based Initiatives* (1 Jan – 31 Dec 2019).

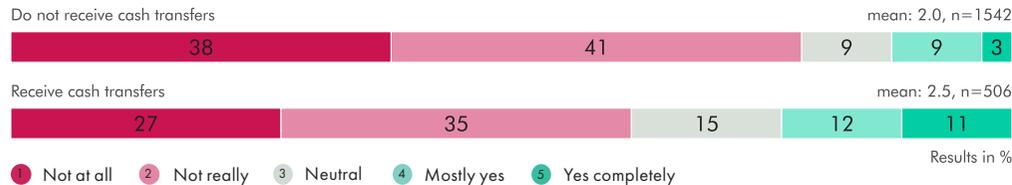


Meeting Needs

Do people feel their needs are met; what strategies do they use to meet their needs?

The majority of respondents say that aid does not meet their essential needs, regardless of the type of assistance they receive. However, **respondents who receive CVA are nearly twice as likely** to say that aid covers their most important needs, with 22% responding positively.

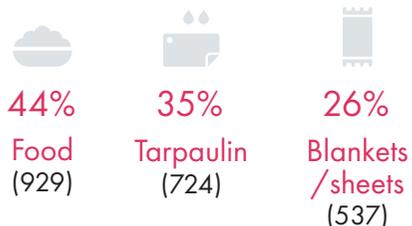
Does the aid you receive cover your most important needs?



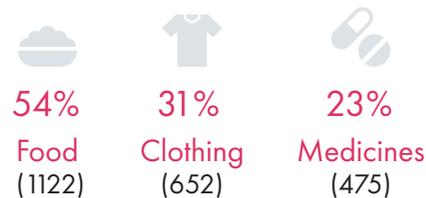
Those who say their most important needs are not met cite shelter and cash as the most important unmet needs. Across all respondents, just over half refer to cash as an unmet need, and cash is amongst the top three in every region except Kaga Bandoro where it came fourth.

The need for cash is confirmed strongly by the fact that sixty-eight percent of respondents (1,319) say **people sell some part of the aid they receive to cover their essential needs.**

What are the most valuable goods for sale?* (n=1319)



What do people mainly buy with the proceeds from selling aid?* (n = 1315)



We find that across contexts, people frequently buy and sell items within the same category, for example selling food to buy other food. This suggests that the ability to choose how to meet needs is important. See our reports on [Bangladesh](#) and [CVA](#).



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

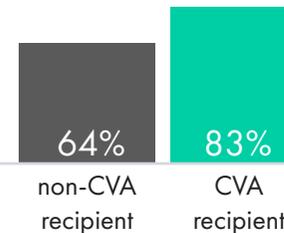
Communication & Trust

Do people feel respected, informed about the aid they receive, do they know how to make a complaint and, are they happy with the response they receive?

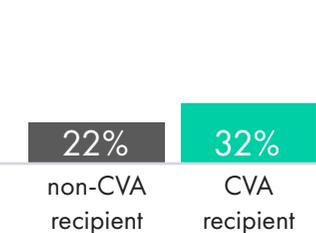
People who receive assistance in the regions surveyed were positive on trust and communication, whether they received CVA or not. This fits with other findings that people affected by crisis often report high levels of trust in aid providers.³ That said, **respondents who receive CVA are slightly more positive than non-CVA recipients** on questions about respect, inclusion and receiving information about aid. Both groups had similarly low levels of understanding on how people are selected to receive assistance.

I feel...

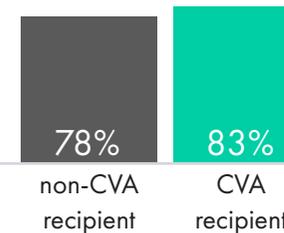
...treated with respect by aid providers.



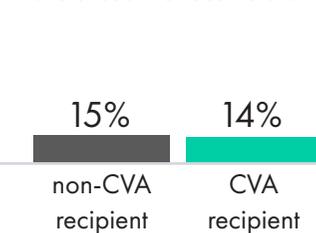
...my views are taken into account.



...informed about aid.



...I understand how people are chosen to receive aid.



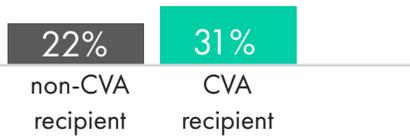
Fifty percent of those who do not feel informed about aid want to know **more about the financial assistance that might be available to them**, regardless of the type of assistance they received (cash, voucher, or in-kind).

³ For more on how trust functions in humanitarian assistance see [here](#).



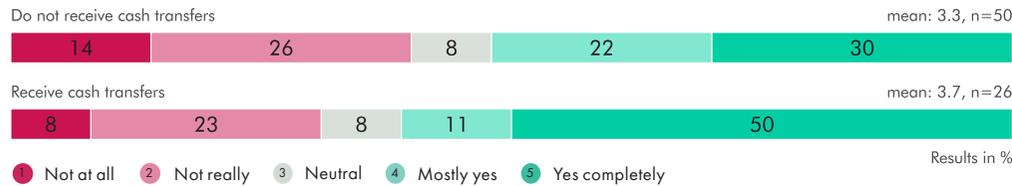
Complaints and suggestions

I know how to make a complaint or suggestion.



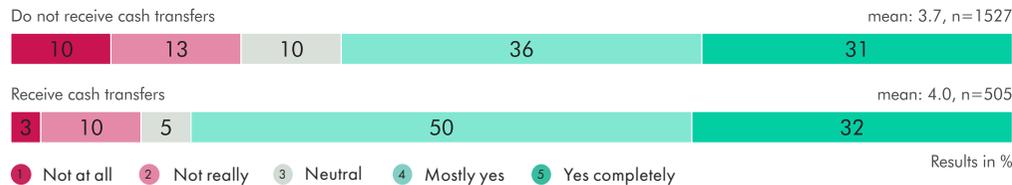
Of those who know how to make a complaint or suggestion, 37% of people who had received CVA have made one, whereas 43% of those who do not receive CVA had done so. Respondents who receive CVA are much **more likely to be satisfied with the response** when they do so.

I was satisfied with the response to my complaint or suggestion.



CVA recipients feel safer, both at home and when receiving assistance.

Do you feel safe when receiving assistance?

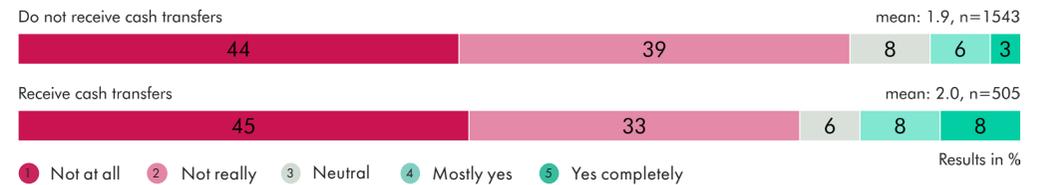


Relevance

Does aid reach those who need it, when they need it? Do people feel safe at home and when accessing assistance?

Respondents who received CVA are less likely to feel aid reaches those who need it most, only 45% of CVA recipients thought so, compared to 56% of non-CVA recipients. The overwhelming majority of both groups feel that they do not receive aid when they need it most.

Do you receive assistance when you need it?

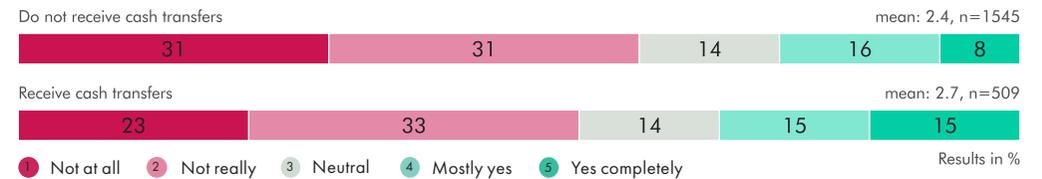


Empowerment

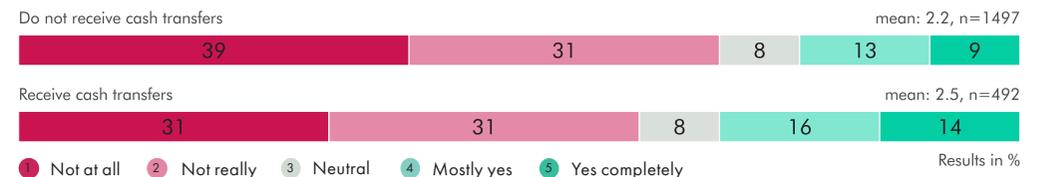
Does assistance support people to improve their lives and live without aid in the future?

CVA recipients are more likely to believe that aid is improving their lives at present, and that it will help them to live without aid in the future.

Does the aid you receive help you to improve your living conditions?



Will the aid you receive help you to live without aid in the future?





Regardless of the type of aid received, **97% of respondents perceive the main barrier to self-reliance to be income-generating activities.**

What would help you become independent? (n = 1645)



97%

Income-generating activities (1310)



74%

Access to farming land (991)



34%

Vocational training (454)

Conclusion

This brief, drawing on data from across the humanitarian response ([see the full report](#)), suggests that respondents who receive CVA are generally more positive on many of the core questions examined. However, the initial survey was not designed to test the differences between those who receive CVA and those who only receive other forms of assistance. As such, this analysis raises questions about why CVA recipients feel more able to meet their basic needs: is this due to the modality of aid, or is the material value of other types of aid simply smaller? Or could there be differences in targeting that mean CVA recipients tend to be better-off than those receiving other types of aid? Similarly, this analysis alone cannot explain why CVA recipients feel safer at home and while receiving cash assistance. Is this because CVA recipients tend to live in safer areas, or because the aid modality and the way it is provided makes them feel safer?

Ground Truth Solutions will conduct further research to control for variables that could explain the difference in perceptions. This will consider different demographic, contextual and programmatic factors. As part of the [Cash Barometer project](#), Ground Truth Solutions will also conduct qualitative interviews with CVA recipients. Going beyond the limits of structured surveys, such qualitative interviews can shed more light on the reasons behind divergent perceptions and show how vulnerable groups such as people living with disabilities or the elderly perceive cash transfers. We will continue to discuss emerging findings with the humanitarian community in CAR and appreciate any feedback on the findings thus far.

If you would like to discuss the findings of this report or find out more about our work in CAR and on CVA, we'd love to hear from you:

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In partnership with:

