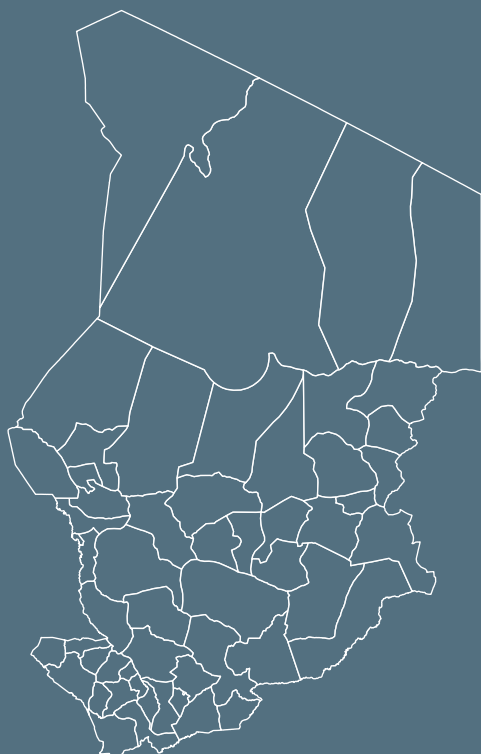


"Aid is inadequate because no one consults us."

Perceptions of humanitarian aid in Chad

Chad • June 2023



GROUND TRUTH
SOLUTIONS



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Acknowledgments

Thank you to the many people in Chad who took time share your views with us.

Ground Truth Solutions programmes in Chad aim to strengthen accountability to affected populations through independent monitoring, dialogue, and advocacy. This is possible thanks to partnership with UNICEF and the United States Agency for International Development (USAID) Bureau for Humanitarian Assistance (BHA), in collaboration with the United Nations Office for the Coordination of Humanitarian Affairs (OCHA). We would also like to thank the humanitarian colleagues who shared their views with us and participated in a workshop organised with the Accountability to Affected People working group (AAP WG).

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

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Executive summary

Context

Chad is a diverse and dynamic place. It is the fifth-largest country in Africa and is rich in gold, uranium, and oil.¹ The country is home to a mixture of languages, ethnicities, and religions, creating a vibrant mosaic. However, it is also marked by protracted humanitarian, economic, and climate crises. At the time of this report's publication, 6.9 million people need humanitarian assistance.²

Chad has welcomed a tremendous number of crisis-affected communities fleeing neighbouring countries. Rising insecurity and military operations have displaced and disrupted the lives of refugees from Nigeria since 2014.³ Internally displaced people (IDPs) and host communities in the Lake Chad region experience high levels of food insecurity, especially during the rainy seasons as violence and displacement reduce access to markets and income-generating activities.⁴ People from Cameroon have fled violent ethnic clashes and settled in Chari Baguirmi, a region in western Chad. The southern and eastern parts of Chad are impacted by crises in neighbouring countries, and host many people from Sudan and the Central African Republic. In 2023, Chad welcomed an additional influx of refugees from Sudan.

Communities in Chad are highly vulnerable to climate threats. Lake Chad, one of the country's greatest sources of farming and fishing and a water source for herds of cattle and goats,⁵ has lost more than 90% of its original surface due to extreme weather patterns. In 2022, floods in Chad displaced more than 1.4 million people.⁶

About the process

Since 2018, [Ground Truth Solutions](#) (GTS) has tracked perceptions to help evaluate whether people feel their views indeed influence humanitarian decision-making. This seventh round of data collection explores how people in Chad feel about the humanitarian assistance they received in the six months prior to data collection.

- **Oct – Nov 2022:** We surveyed IDPs, refugees, returnees, and host community members in seven regions: Chari Baguirmi, Logone Oriental, Mandoul, Moyen Chari, Ouaddai, Wadi Fira, and Lac.
- **Nov – Dec 2022:** We shared and discussed the preliminary findings at a regional level with humanitarian actors.
- **March 2023:** We held discussions and interviews with communities to better understand their views and opinions on the aid they receive in Lac, Wadi Fira, Moyen Chari and Chari Baguirmi.
- **May 2023:** We held a workshop in N'Djamena, where humanitarian actors reflected on key findings from communities and considered ways forward to address these findings.

This report combines survey data with qualitative feedback from discussions with communities. We acknowledge that the different crises in Chad have varying impacts from one region to another, and we recognise each region's unique attributes. For an in-depth understanding of perceptions at a regional level, see our 2022 bulletins [here](#). The report does not include data on newly displaced individuals as a result of the current crisis in Sudan as data was collected prior to the crisis. To look at the situation from different perspectives, we also solicited online feedback from humanitarian staff⁷ in Chad in November 2022 and May 2023. We mention their opinions in the report.

¹ Britannica. April 2023. "[Chad](#)".

² Office for the Coordination of Humanitarian Affairs. 2023. "[Chad: Humanitarian Response Plan](#)".

³ ACAPS. May 2021. "[Chad: Complex Crisis](#)".

⁴ ACAPS. December 2022. "[Chad: Complex Crisis](#)".

⁵ World Relief. February 2023. "[Five things you need to know about Chad](#)".

⁶ ACAPS. September 2022. "[Chad: Floods in 13 regions of the country](#)".

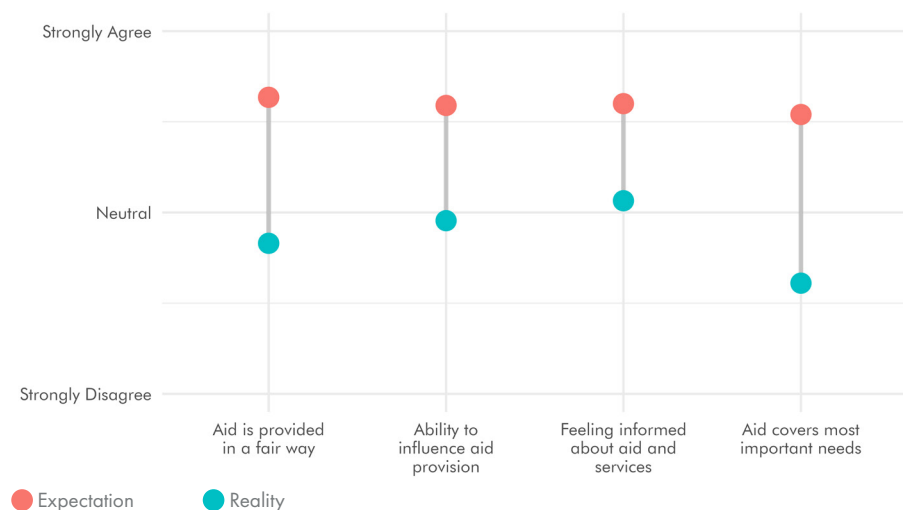
⁷ 63 individuals responded to the survey. The sample is too small to draw conclusions for the humanitarian community as a whole, but provides useful indications of the perceptions of humanitarian staff.

In May 2023, we started our eighth round of quantitative data collection in Chad. Given the recent population movement from Sudan, we are including new arrivals from Sudan in the upcoming round of data collection. For the remainder of the year, we will keep working with humanitarian actors and community members in Chad to promote more accountable and relevant humanitarian action.

What people say about humanitarian aid

Ground Truth Solutions has been collecting data in Chad since 2018, and our results have shown little improvement in perceptions of aid in this time. Below are the highlights of our latest research.⁸

We asked communities who receive aid about the importance they ascribe to fairness, participation, information-sharing, and aid relevance in humanitarian operations in their areas, as well as their perceptions of the respective realities. In Chad, people expect far more of the humanitarian response than the reality they experience. People’s perceptions have generally not improved over the past five years and the gap between expectations and realities is considerable. Communities feel that aid is inadequate, their voices are not heard, and that humanitarians do not actively engage them when developing projects that affect their lives.



Community needs are ever growing. Although people expect aid to cover their needs, very few think it actually does. Aid is inadequate, and over time, people have resorted to selling the aid they receive to cover their basic needs. In a response whose top priority is to tackle food insecurity, people sell the food they receive from humanitarian actors, only to buy food again. Community preferences do not have enough influence on aid programming, and people are suffering harm in the process. See [chapter 1](#) to learn more.

“We received red millet and spaghetti. Horses, camels and sheep eat red millet here, so we sell it to get rice and other foods.” – man in Wadi Fira, refugee

People want to be autonomous. Compared to previous years, more people feel they could be autonomous in the future. To make a living on their own, people need financing, livestock, tools and plots of land. Aid’s inadequacy in the face of Chad’s intersecting crises, and climate change, risks rendering communities more vulnerable after every disaster. See [chapter 2](#) to learn more.

“Some people were forced to sell the food they received to buy tarpaulins for shelter, but they did not have enough to eat.” – man in Lac, internally displaced

Feelings of safety are diminishing and protection issues are rife. People feel less safe where they live, when traveling to receive aid, and at distribution sites than in previous years. They feel exhausted after distributions as they have to wait in the sun for hours. Community members have also suffered violence, sexual exploitation and abuse. See [chapter 3](#) to learn more.

Why track expectations?



To understand how people experience a response, it is useful to know their initial expectations. Contrasting expectations with perceptions highlights priority areas for action. The graph on the left illustrates the gaps between people’s perceived importance and lived realities of certain priorities.⁹ There are considerable gaps for all topics, with the greatest gap for aid to cover the most important needs.

⁸ You can consult our [project page](#) for more information on our work in Chad.

⁹ The questions related to expectations and realities shown in this graph are mean values based on all answers received to these questions.

“On distribution day, we are beaten and forced to queue in the sun from morning to evening. Abandoned women seek aid, but they are not heard and are sometimes violently pushed away.” – woman in Moyen Chari, returnee

People are sometimes consulted but rarely considered. People expect to influence how humanitarian programmes are developed, while a few perceive that they can influence how aid is delivered. They say they feel respected by aid providers overall, but they are disappointed by tokenistic engagement from humanitarians. They ask us: “Why should we even do it?” if their views will not be considered. Fairness in aid allocation is important for the majority of affected communities in Chad, but only one-quarter believe aid in their communities is provided fairly. Community compositions vary regionally, and standard humanitarian targeting criteria do not apply everywhere. People feel aid does not reach those who most need it and some vulnerable groups are still left out. See [chapter 4](#) to learn more.

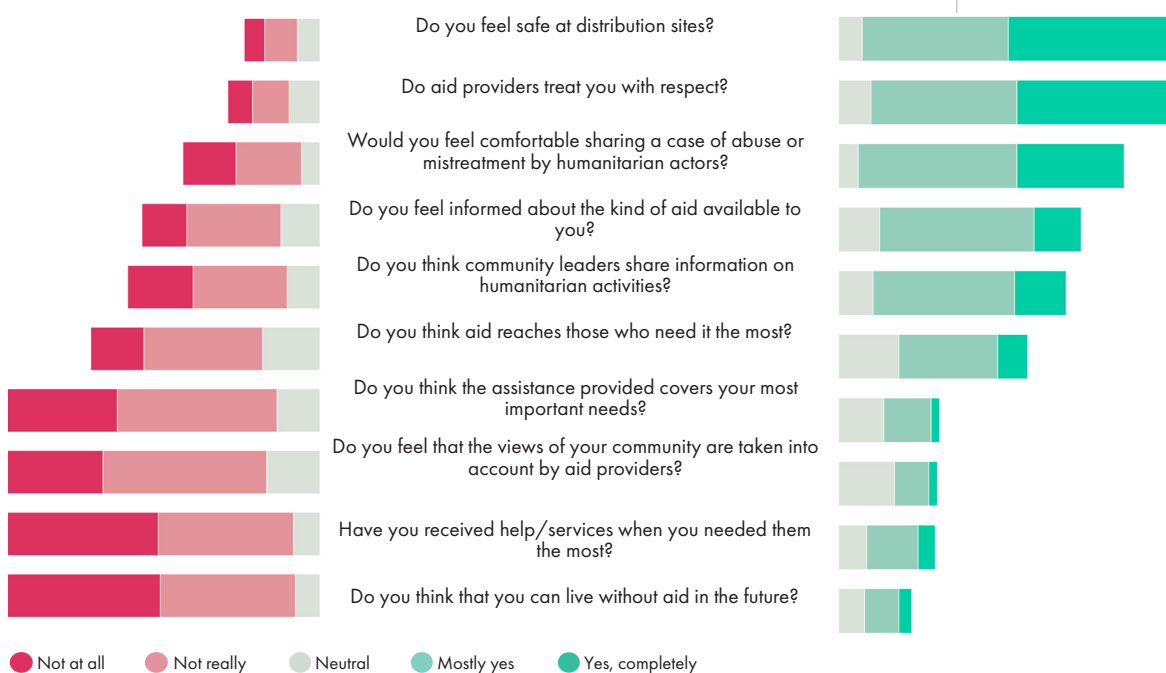
“We talked about our needs, especially the lack of food and how hungry we are, and the difficult water issues. But our opinions are not considered, even during implementation, we do not know if they will consult us again.” – woman in Wadi Fira, refugee

Communities are in the dark. The majority of people we spoke to in Chad expect to be informed about the aid and services available to them. Yet in 2022, less than half the people we surveyed felt they had enough information. Over the years, people have felt less and less informed, citing a growing distrust in their community leaders, who they feel withhold information and limit access to available aid and services. Humanitarian actors rely heavily on community leaders to relay information to communities. See [chapter 5](#) to learn more.

“No, they make a lot of effort, but I do not think they do their jobs properly. Some use their positions to bully, influence, and even blackmail or threaten us that we will not receive aid at the next distribution.” – man in Moyen Chari, returnee

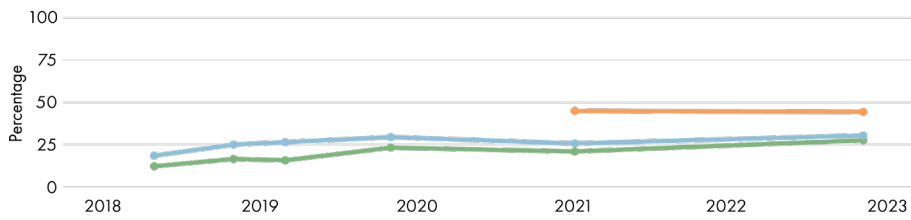
Responses to feedback are rare. Knowledge of complaint and feedback mechanisms is growing, but their use is decreasing over time. Communities tell us they expect action after they share their opinions, but they rarely hear back from humanitarian actors after providing feedback. See [chapter 6](#) to learn more.

“It is just another item that they check off their list. They put suggestion boxes and complaint management committees in place, but these mechanisms are useless if they have no concrete impact on their decisions.” – man in Wadi Fira, refugee



01 Community needs are ever growing

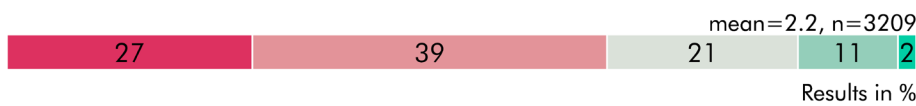
Perceptions of components of aid quality in Chad over 6 rounds of data collection:



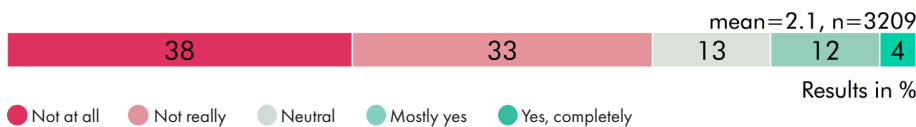
- Percentage of respondents who perceive that aid covers their needs
- Percentage of respondents who feel that they receive aid when they need it
- Percentage of respondents who sold aid to better cover their basic needs

Perceptions of aid relevance and timeliness have improved somewhat since we started working in Chad in 2018, but people’s perceptions generally remain negative over time. There is a large gap between expectations and realities regarding the quality of aid. The majority (80%) of respondents feel it is important for aid to cover their needs in the absence of alternatives, but only 13% say that it actually does.

Does the assistance received cover your most important needs ?



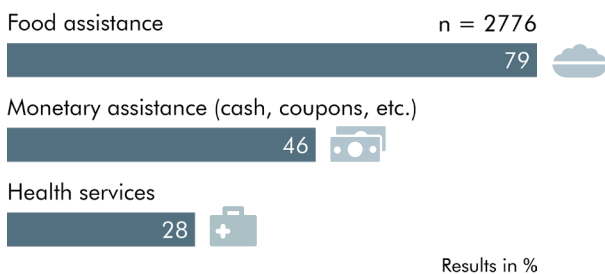
In the past six months, have you received help/ services when you needed them?



- Not at all
- Not really
- Neutral
- Mostly yes
- Yes, completely

Only 16% of people say they received aid when they needed it. Currently, more than 4.7 million people in Chad need food assistance.¹⁰ Despite nutrition having the largest funding pool in the previous and current humanitarian response plans (HRP),¹¹ people in Chad still see food as their greatest unmet need.

What are your three most important needs that are not being met?



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



Aid is inadequate because no one consults us. Humanitarians do not know our reality. They arrive with aid and as we are vulnerable, we cannot refuse. So we take it, then exchange it for food.

– woman in Moyen Chari, returnee



We are hungry, but we are given buckets, mosquito nets, stoves and soap. We sell the soaps to feed our children instead.

– woman in Wadi Fira, non-displaced

¹⁰ Office for the Coordination of Humanitarian Affairs. 2023. “Chad: Humanitarian Response Plan”.

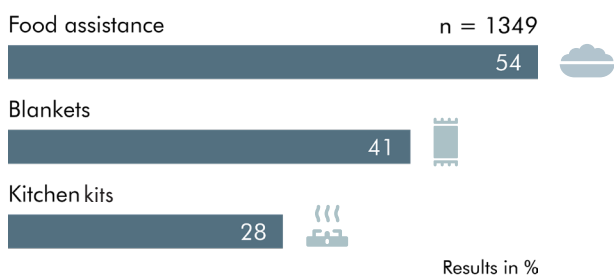
¹¹ Ibid.

Do you sell goods received from humanitarian organisations to better cover your basic needs?



Forty-four percent of people we surveyed in 2022 have sold aid that they received to better cover their priority needs. Items sold vary regionally, but people mostly sell food, blankets, and kitchen kits.

What are your three most important needs that are not being met?

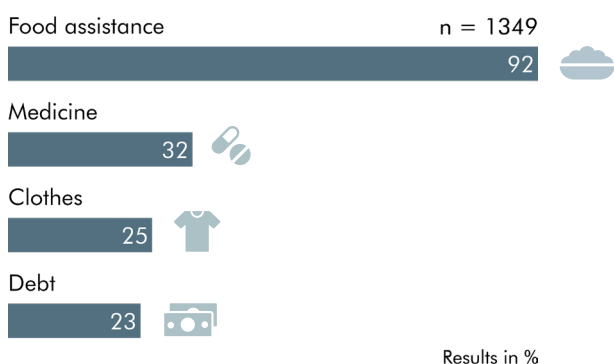


Percentages do not total 100% because respondents could choose multiple answer options.

In **Lac**, an area impacted by recurrent floods, 43% of the people we spoke to had sold their shelter equipment, with 90% of these people buying food instead.

People who sell aid use the money to buy food, medicine, clothes and to settle debts. People mostly sell food, only to buy food again. Communities thus lose the value of the aid they receive¹² and face unnecessary risks. Some humanitarians who responded to our survey (41%, n=63) think the assistance their organisations provide improves short-term living conditions for crisis-affected communities, but the majority do not, echoing community concerns.

How do people use the money they get from selling aid goods?



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

People in Chad are falling deeper into food insecurity, despite humanitarian efforts to tackle it in a challenging context. The humanitarian response in Chad has witnessed funding gaps over the years, limiting the capacity of the humanitarian community to respond to ever growing needs. Actors are desperately calling for funding, and people across **Wadi Fira**, **Moyen Chari**, and **Chari Baguirmi** have noticed this change. They confirm the sense of urgency, deploring the small quantities of aid received, especially food. People we spoke to during our qualitative discussions describe it as far from enough to cover their needs.



But for more than a year now, it's been really difficult, aid is scarce and in very short supply, there's no medicine in the health centres and we have serious water problems. Humanitarians are doing their best to help us and there is nothing to blame them for.

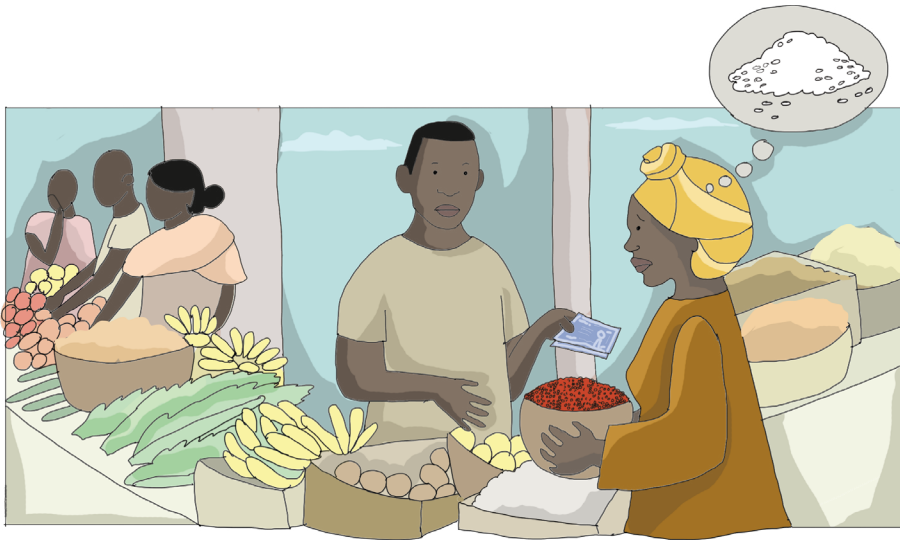
– woman in Wadi Fira, refugee



The quantity of food is totally insufficient; it's my only problem as it cannot satisfy our hunger.

– woman in Wadi Fira, refugee

¹² Ground Truth Solutions. January 2023. [“Modality preferences: Are uninformed choices leading us down the wrong road?”](#)

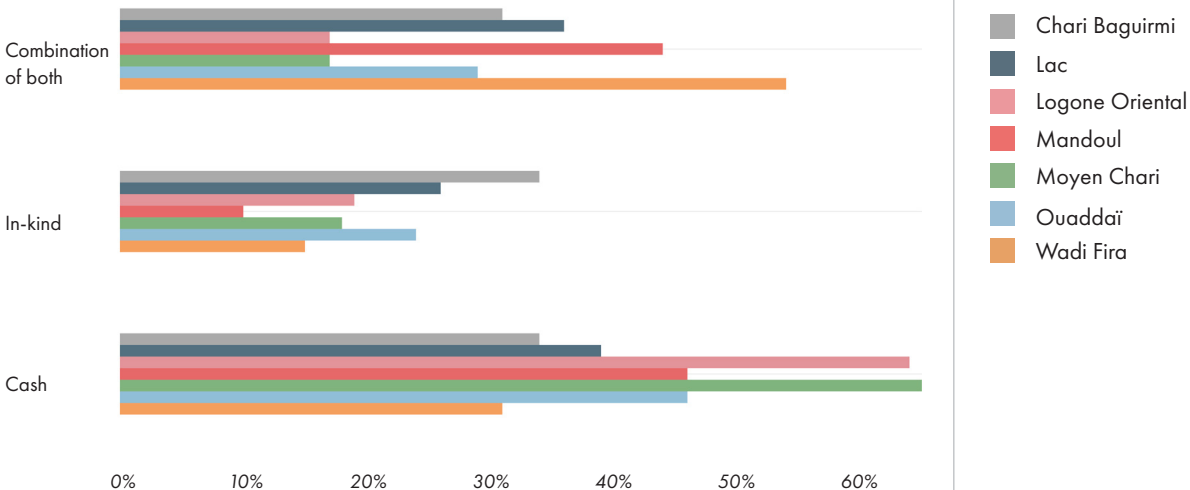


People are selling aid that is not adapted to their priorities and preferences to cover their most important needs and losing value in the process.

When resources are limited, planning with communities can make the delivery of aid and services more efficient and more relevant to communities. In-kind assistance remains the least preferred (21%) form of aid in Chad. Community preferences – for cash, in-kind, or a combination – vary across regions, which could relate to the unavailability of different products on the market or the absence of necessary technologies to support certain kinds of aid provision.

Community preferences on aid modalities differ from what humanitarians think. While cash is most preferred by community members, it is the least popular choice with our surveyed humanitarians (n=63), of whom only 20% believe it the best way to assist communities. Humanitarians’ most popular (49%) preference is a combination of cash and vouchers and goods and services.

How would you prefer to receive aid?

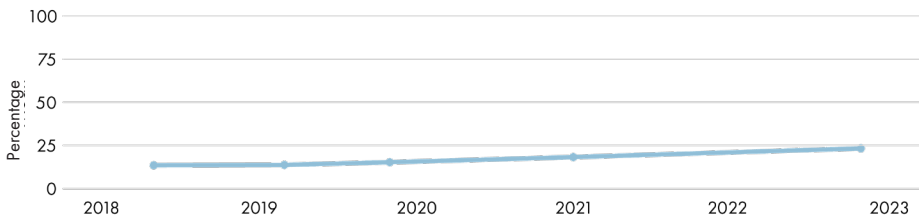


Percentages do not total 100% because respondents could choose multiple answer options.

In **Moyen Chari**, a sense that precious aid resources are being spent on the wrong things has left returnees feeling “abandoned” by humanitarian actors.

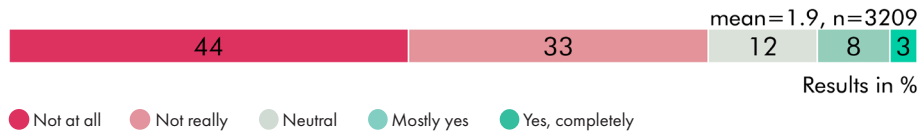
02 People want to be autonomous

Perception of autonomy over 5 rounds of data collection:

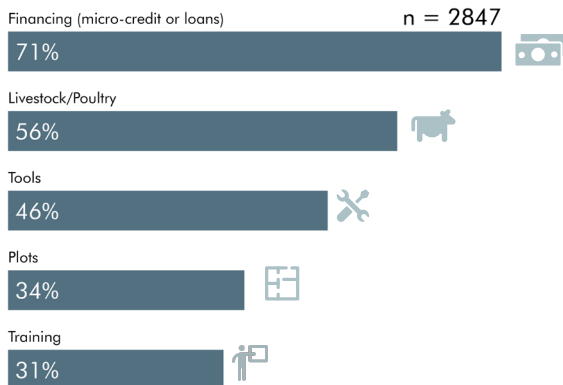


Although people still feel negatively about their ability to live without aid in the future (11%), this perception seems to have improved.

Do you think that the assistance you received since your arrival here/since the arrival of refugees here will allow you to live without aid in the future?



What would help you to become independent (live without help in the future)?



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

People in Chad say financing and livestock are the most useful ways for their communities to become independent and autonomous in the future. Preferences differ regionally: Communities in [Chari Baguirmi](#), [Lac](#), [Ouaddaï](#) and [Wadi Fira](#) think plots will help them live without aid; while people in [Logone Oriental](#), [Mandoul](#) and [Moyen Chari](#) ask for tools.¹³

When asked what they envision as their ideal occupation, many people we spoke to mention livelihood activities such as starting a small business selling local products, cultivating land, and raising cattle. From inheritance and humanitarian cash transfers to remittances, financial means are an important catalyst for autonomy, but they are not the only factor. For refugees and returnees in [Moyen Chari](#) and IDPs in [Lac](#), knowing that humanitarians will respect distribution calendars is as important as accessing land and receiving seeds on time.

● Percentage of respondents who can live without aid in the future

“

People who already had access to land were able to cultivate different plots with the financial support they received. They are doing well.

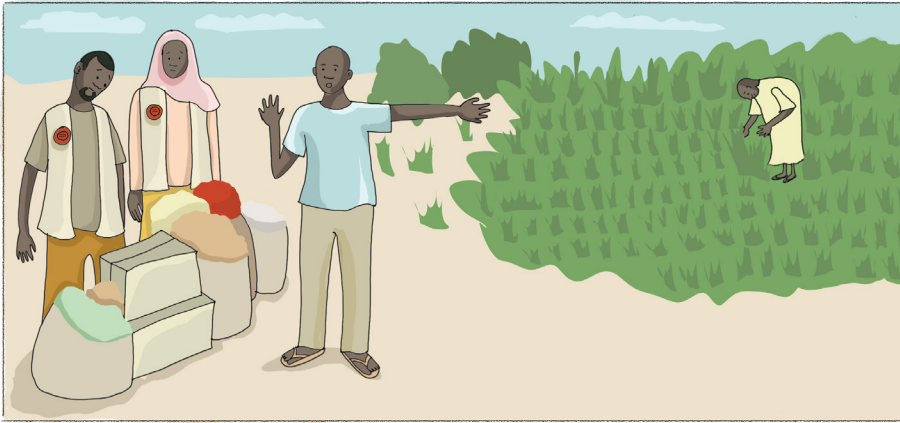
– man in Lac, internally displaced

“

I dream of having a garden to cultivate and bringing the harvest to the market in Maro. I would also be able to consume the produce. To do that, I would need access to cultivable land, to water at the site, to be able to grow off-season crops, and to be trained in the crop's techniques. If humanitarians can help us find a site and fence it, many households could share the plots!

– woman in Moyen Chari, returnee

¹³ For an in-depth understanding of perceptions at a regional level, see our 2022 bulletins [here](#).



People affected by crisis have the solutions to the issues they face, but they do not have the means to overcome them. If people's opinions are not taken into account, aid will not be relevant to their needs.

Communities are resilient. When faced with extreme weather events last year, some communities we spoke to adapted by selling their goods, finding support from their community, acquiring debt, and renting out their homes. Some focus group participants in [Moyen Chari](#) indicated that some people reduced their food consumption.

Despite unprecedented rainfall in 2022¹⁴, communities should not require such extreme measures to survive a recurring shock. Floods happen every year in central Africa.¹⁵

Several organisations already implement livelihood programmes. But to deliver their intended goal – providing a livelihood – people stress that assistance should be predictable and timely so they can make plans. People need to be engaged in planning and designing assistance that aims to build resilient communities and long-term sustainability; planning livelihood activities should not be a one-sided operation. In our discussion with the host community in [Moyen Chari](#) people asked humanitarian actors to respect distribution calendars, ensure access to cultivable pieces of lands, and give out seeds on time.

In all four regions¹⁶ where we held qualitative discussions with affected communities, people saw increased autonomy as possible. However, many people highlight that the small number of successful role models is an obstacle. As host community members in [Moyen Chari](#) explained when asked if they knew someone who had become self-sufficient, "we do not know anyone in our community with a lucrative occupation. We all look alike with our difficulties." – Host community group in Moyen Chari.

“

We have adapted our means of living and surviving by reducing the number of meals we consume and by selling belongings to buy food as a matter of community solidarity.

– woman in Moyen Chari, returnee

“

To support themselves, the majority of young people and women have started making traditional mats, benches, and other items to sell at the Maro market.

– man in Moyen Chari, returnee

¹⁴ ACAPS. September 2022. "[Chad: Floods in 13 regions of the country](#)".

¹⁵ Ibid.

¹⁶ Qualitative data collection took place in Wadi Fira, Chari Baguirmi, Lac and Moyen Chari.

Lack of disaster readiness and its impact on communities

Seventy-four percent of households surveyed during the Data in Emergencies Monitoring (DIEM) indicate they were affected by one or more shocks in the past three months.¹⁷ According to the report, shocks vary from fluctuating food prices to the impact of climate change events. What is certain is that people need support to respond to those shocks. Communities in Chad rely heavily on agriculture and livestock,¹⁸ which are severely impacted by natural disasters. Farmers and breeders involved in the DIEM survey have either reduced the size of cultivated areas or experienced production difficulties over the past year. Actors in country have piloted the anticipatory action framework to try and reduce the impact of climate disasters on communities in Chad.¹⁹

People who spoke to GTS also indicate selling aid to better meet their basic needs in response to shocks. Communities say humanitarians are paternalistic and fail to involve them. How can aid contribute to people's long-term needs if they are not listened to?

"They think they know what we need better." – man in Chari Baguirmi, refugee

"They think they know what is good for us, without consulting us!" – woman in Lac, non-displaced

People affected by crisis have solutions to issues they face but they often do not receive the means to be active agents of change in their own lives. To improve their anticipatory plans, and for these plans to be drivers of change in a context of ever-growing needs, communities' voices and preferences should guide their development.



Aid programming is not adapted to climate change events leaving affected communities vulnerable in the face of climate change disasters and making them choose between meeting their basic needs or having shelter.

♀ WHAT WOMEN THINK

Women are less likely than men to think they could live without aid in the future (9% and 15% respectively).

Women we spoke to have ideas on how to sustain themselves in the long term. When describing role models in their community who have become self-sufficient, women in Lac and Moyen Chari spoke of people who know "how to run a business," suggesting that training in how to start a small business might help those hoping to embark on that path.

"She reinvested her profits. That is how her business grew over time." – woman in Lac, internally displaced

"She would take goods from the wholesalers and sell them. That's how she built up capital to start a business on her own." – woman in Lac, internally displaced

¹⁷ FAO. December 2022. "[Chad: DIEM – Data in Emergencies Monitoring Brief, round 3 – results and recommendations](#)".

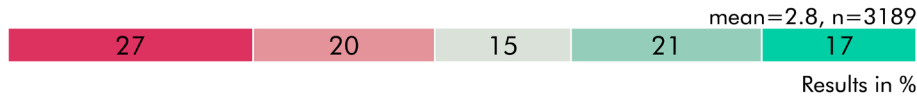
¹⁸ Britannica. April 2023. "[Chad: Economy](#)".

¹⁹ UN OCHA. 2020. "[Chad Anticipatory Action Pilot](#)".

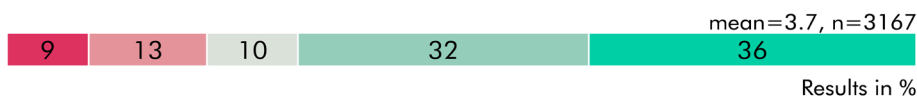
03 Feelings of safety are diminishing and protection issues are rife

People do not feel very safe. Perceptions since 2018 show that people feel increasingly unsafe where they live. In 2022, only 38% felt safe where they were living, and 68% felt safe on their way to aid distribution sites.

Do you feel safe where you live?



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



● Not at all ● Not really ● Neutral ● Mostly yes ● Yes, completely

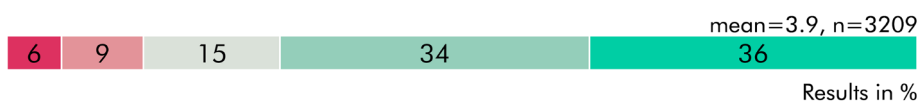
People interviewed during our qualitative study indicate that they do not feel safe where they live because of increased theft, violence, and gender-based violence. Individuals we spoke to indicate that these incidents are happening as a result of increased vulnerability in their areas.

People we spoke to think access to aid and services has fuelled community tensions. After waiting for hours in tiresome conditions, people who do not receive aid are left sad and frustrated, which leads to theft and conflict within communities.

Do you feel safe at the distribution sites?



Do aid providers treat you with respect?



● Not at all ● Not really ● Neutral ● Mostly yes ● Yes, completely

Similarly, many experiences at distribution sites have not been positive. Although 76% say they feel safe at distribution sites and 70% respected by humanitarians, people in interviews describe a typical distribution day as long hours standing in the scorching sun, without water, without anyone acknowledging their complaints. While those who received aid felt "relieved," the predominant description for how people felt at the end of a distribution day was "tired."



We do not have enough to eat; most people are hungry. In turn it leads to theft, domestic violence, physical aggression and rape, often caused by the consumption of addictive substances (alcohol, drugs, etc.) by young people.

– woman in Moyen Chari, refugee



Sometimes people who do not receive aid are so unhappy they provoke people who have received aid into fighting.

– man in Chari Baguirmi, refugee



Despite most humanitarian treating communities with respect, violations of people's rights and dignity are still happening.

When humanitarian cross the line

Safeguarding is broadly defined as “preventing harm to people – and the environment – in the delivery of development and humanitarian assistance.”²⁰ Humanitarian actors have a responsibility to reinforce the humanitarian imperative to do no harm, by preventing sexual exploitation and abuse,²¹ and by preventing communities from being victims of any harm as a result of their actions. People in Chad question whether this works.

In Chad, people feel less safe where they live than in past years. Some people we spoke to have witnessed sexual exploitation and abuse by humanitarian actors in their communities. When they wanted to speak out against it, they were threatened with being taken off distribution lists.²²

“He impregnated my daughter. When I saw the camp president about the situation, he threatened that if I said anything, my family and I would never receive aid again. After a year, the humanitarian’s [staff] contract ended and he did not return.” – man in Wadi Fira, refugee

“Some are good to us and help us. Others despise us, lack respect, and some even sleep with our daughters. When our daughters are pregnant, they refuse to marry or help them. When we want to denounce them, they threaten us, so we feel powerless here. My own daughter has a son with a humanitarian agent who does not care for him; now we do not even see him in the camp.” – woman in Moyén Chari, returnee

People also indicate being victims of violence during distributions.

“On distribution day, we are beaten and forced to queue in the sun from morning to evening. Abandoned women seek aid but they are not heard and are sometimes violently pushed away.” – woman in Moyén Chari, returnee

“They [humanitarians] hold sticks and if they see something they dislike, instead of just telling us, they hit us. I once witnessed a boy being beaten.” – man in Moyén Chari, returnee

Communities have been left powerless in the face of these incidents, with no means to disclose what has happened. Community leaders have not played the role they have been entrusted with, and humanitarians responsible for their wellbeing are the reason behind this abuse and exploitation. What can communities do when humanitarians cross the line?

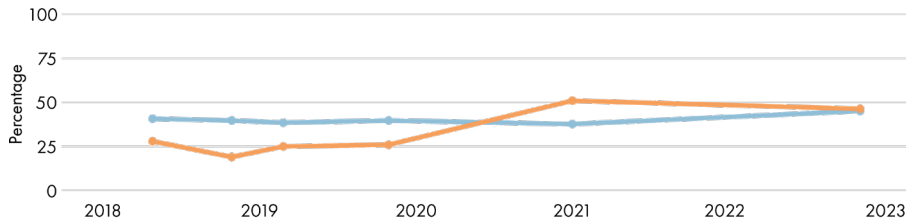
²⁰ Safeguarding Support Hub. [“What is safeguarding?”](#)

²¹ Kristin Bergtora Sandvik. 2019. [“‘Safeguarding’ as humanitarian buzzword: an initial scoping.”](#) Journal of International Humanitarian Action, 4.

²² As part of Ground Truth Solutions’ commitment to safeguarding, do no harm, and our obligation to disclose sexual exploitation and abuse (SEA) incidents, we referred these cases confidentially to the SEA focal point from the Office of the Resident Humanitarian Coordinator in country.

04 People are sometimes consulted but rarely considered

Perception of aid going to who needs it the most, and people’s knowledge of aid targeting over 6 rounds of data collection:



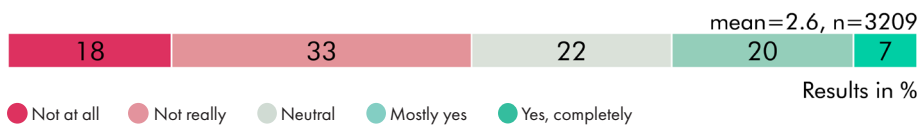
- Percentage of people who perceive that aid goes to those who need it the most
- Percentage of people who know how humanitarian actors decide who gets aid

Perceptions since 2018 show that more people are aware of the targeting process, but awareness remains low. Despite equitable aid provision being important for the majority of affected people in Chad (86%), only one-quarter (27%) believe that it is happening in their communities, and less than half (46%) know how humanitarian actors decide who gets aid and who does not. While most people seem to understand the registration process, the majority does not know how targeting works. A majority (79%) of the surveyed humanitarian personnel, however, think their organisations explain aid selection criteria.

Do you know how humanitarian organisations decide who receives humanitarian aid and who does not?

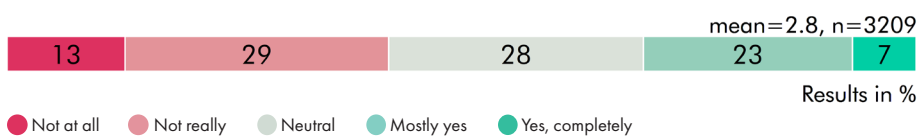


Do you think that aid is provided equitably in your community?



Affected communities’ perceptions of whether aid reaches those who most need it have not improved since 2018. Half (51%) of those we surveyed feel that humanitarian aid and services provided do not reach the most vulnerable groups in their communities. Community perceptions of equity are the least positive in **Chari Baguirmi**, where only 17% perceive aid to be equitable.²³

Do you think that the assistance provided by humanitarian actors reaches the people who need it most?



Only one-third of surveyed community members think that humanitarian assistance goes to those with the biggest needs. In contrast, of the 63 humanitarian respondents to our online survey, 71% think the aid distributed by their organisations reaches those who most need it.



It is unfair that all eligible people are registered but some do not receive aid.

– man in Lac, internally displaced

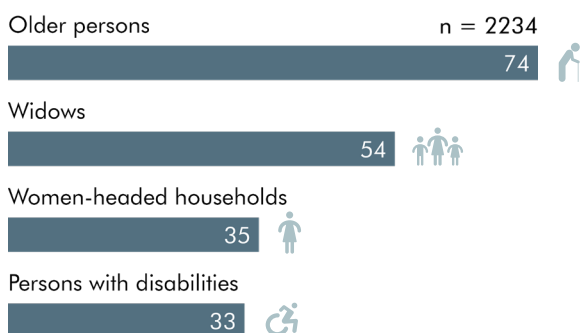


Only registering some people is not right; it disadvantages many families. Everyone here is vulnerable because no one is working. So, there is no reason to prioritise some at the expense of others.

– man in Chari Baguirmi, refugee

²³ For an in-depth understanding of perceptions at a regional level, see our 2022 bulletins [here](#).

Which groups of people need aid the most but do not receive it?



Results in %

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

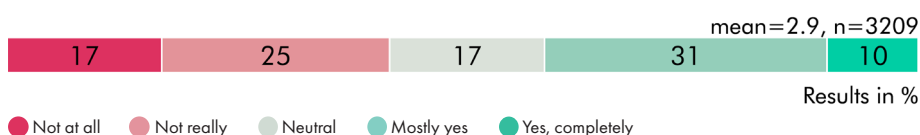
People in [Moyen Chari](#) and [Logone Oriental](#) feel that people living with chronic illnesses are excluded by humanitarian action (51% and 45% respectively), while people in [Moyen Chari](#), [Chari Baguirmi](#) and [Lac](#) feel that current humanitarian targeting does not account for unregistered individuals (29%, 26% and 48%).²⁴

During our qualitative discussions, we asked communities about targeting criteria and people defined the term “vulnerability” by associating it with status: older persons, persons living with disabilities, and women. However, few people think humanitarians consider these criteria during the targeting process, most particularly in [Chari Baguirmi](#). The humanitarian community in Chad should continue increasing efforts to ensure communities are listened to, and their views considered in the design and distribution of aid.

People we interviewed during our qualitative discussions mentioned corruption, describing how community leaders have prioritised family members for aid registration, doctored distribution lists, and organised night registrations.

Most people in Chad currently receive information via their community leaders (discussed in the next chapter on information), whom the humanitarian community have entrusted with a pivotal role in communication, aid programming and delivery. While under pressure to demonstrate community decision-making and localisation, humanitarians have a responsibility to monitor the effectiveness of this process and ensure checks and balances are in place.

In the past six months, do you think your community has been consulted on the programming of humanitarian aid in your area (e.g., on targeting, needs assessment, proposed modalities, distribution schedule)?



Results in %

● Not at all ● Not really ● Neutral ● Mostly yes ● Yes, completely

Only 41% think humanitarians have consulted their communities on aid programming aid in their areas, and less than one in eight people think their views are considered by humanitarians. Since 2021, people have felt less and less optimistic about their contributions being considered by humanitarian actors. If communities do not know how decisions are made, they will not feel like equal and active participants in the humanitarian response.



You have to be registered [to receive aid]. After that there is no criteria. People who receive help can be young, nursing mothers, older persons. It is often a mix. That is why I think that you only need to be registered to be eligible to receive aid.

– man in Chari Baguirmi, non-displaced



[The community leaders] manipulate distribution lists. This means leaders do everything in their power to divert assistance for vulnerable people to people who do not need it, so the truly vulnerable do not get it.

– man in Wadi Fira, refugee

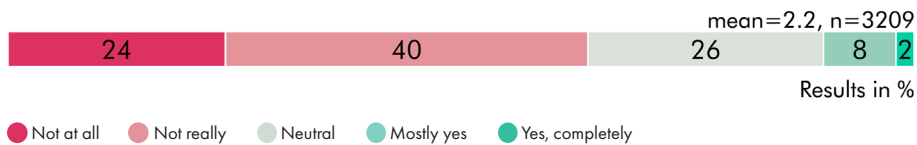


Our community leaders are dishonest. They often arrange the registrations for a fee and often at night. When we talk to them about it, they threaten to hit us again.

– woman in Chari Baguirmi, refugee

²⁴ For an in-depth understanding of perceptions at a regional level, see our 2022 bulletins [here](#).

Do you feel that the views of your community about the assistance you receive are taken into account by aid providers?



People mentioned instances when they have been consulted about potential projects or initiatives. Yet, consultation itself is not enough; communities want to hear back. Communities tell us that humanitarians rarely return to explain the outcome of the consultation, or lack thereof.

These introductions and consultations commonly happen through or in the presence of community leaders and can be problematic at times as discussed in the next chapter on information.



The targeting process is unclear to communities. They do not know how humanitarians decide who gets aid and who does not.

“

At the time of the discussion, I thought my views mattered. We have not received anything since. I do not think our views have been considered.

– woman in Lac, non-displaced

“

We had exchanges through our community leaders, but it was useless. Humanitarians did not talk to us about the project again after that.

– woman in Moyen Chari, refugee

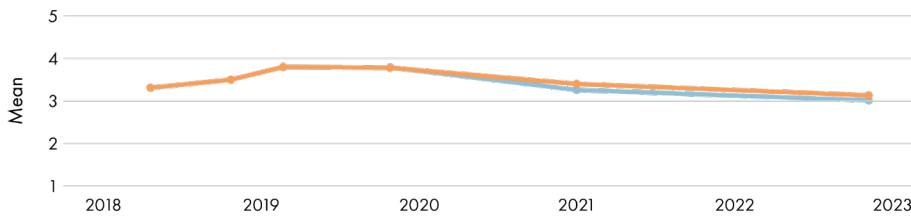
“

We talked about our needs, especially the lack of food and how hungry we are, and the difficult water issues. But our opinions are not considered, even during implementation, we do not know if they will consult us again.

– woman in Wadi Fira, refugee

05 Communities are in the dark

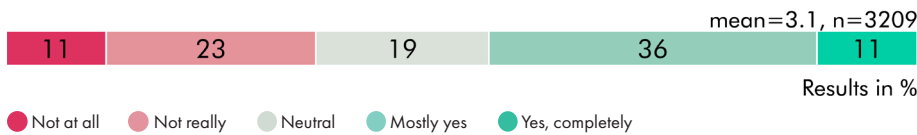
Perceptions on feeling informed about aid and services available and community leaders sharing information over 6 rounds of data collection:



- Average response of people who feel that leaders share information on humanitarian programming
- Average response of people who feel informed about humanitarian aid and services available

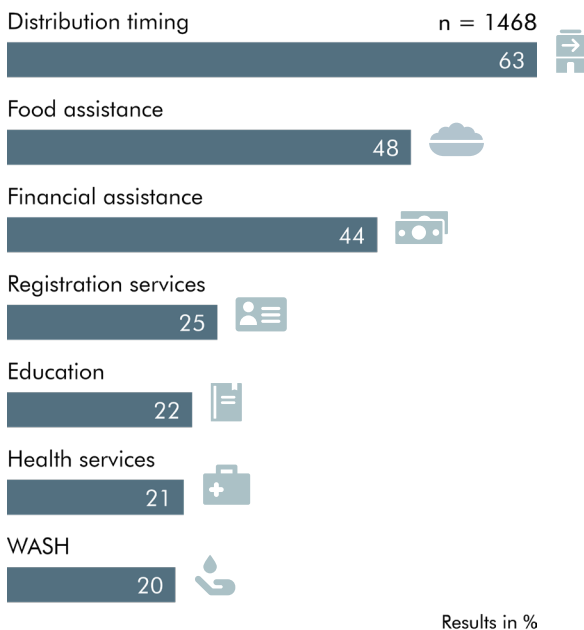
The majority of people (85%) expect to be informed about the aid and services available to them. Yet, in 2022 less than half (47%) of those we surveyed feel they have enough information. This seems to be worsening over time. Only 65% of the humanitarians that responded to our survey (n=63) think their organisations share necessary information with communities.

Do you feel informed about the kind of aid available to you?



People who indicate feeling informed say they receive information mostly on the timing of distributions (63%) and food aid (48%) across all seven regions. People surveyed in specific regions noted additional information on registration, education, health services, or water, sanitation and hygiene (WASH). People in [Logone Oriental](#) feel most informed about WASH, education and health services, while people in [Mandoul](#) and [Wadi Fira](#) feel the most informed on registration processes.²⁵

What information did you receive?



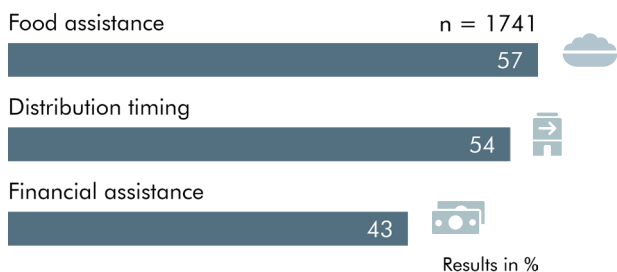
Percentages do not total 100% because respondents could choose multiple answer options. Individuals who reported feeling informed (47%) were asked this question as a follow-up.

²⁵ For an in-depth understanding of perceptions at a regional level, see our 2022 bulletins [here](#).

Humanitarians who responded to our survey (n=63) think their organisations mostly share information on distribution calendars (73%), available food assistance (67%), water, sanitation and hygiene (59%), and registration and health services (57%). Despite communities acknowledging receipt of such information, humanitarians seem to overestimate the efficiency of their information-sharing efforts.

When asked about information needs, communities also have varying preferences, but across the seven regions, people who do not feel informed generally need information on food aid, distribution times, and financial aid.

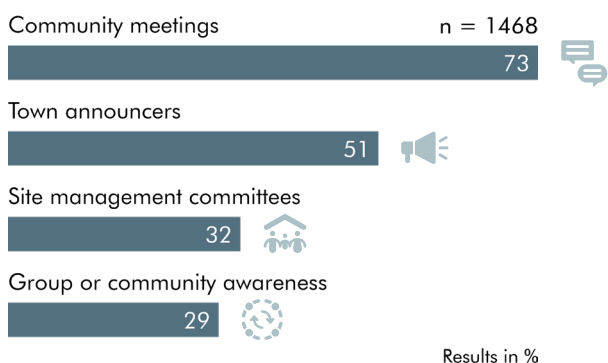
What information do you need?



Percentages do not total 100% because respondents could choose multiple answer options. Individuals who reported not feeling informed and neutral (53%) were asked this question as a follow-up.

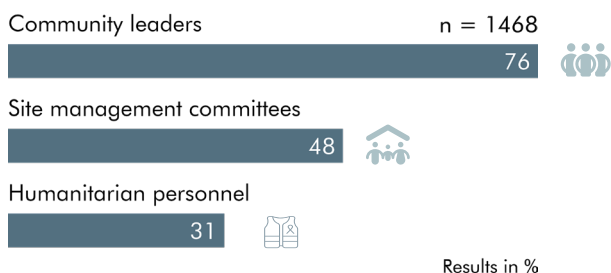
In comparison with other regions, people in **Wadi Fira** are the most interested in information on available food aid (80%), while those in **Moyen Chari** most need information on distribution times (74%), and communities in **Logone Oriental** need more information on available financial aid (64%).²⁶ Some communities also need information on health and registration services. Compared to other regions, a large number of people in **Logone Oriental** say they need more information on health services (44%) while people in **Lac** ask for information about registration services (36%).²⁷

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



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

Who gave you this information?



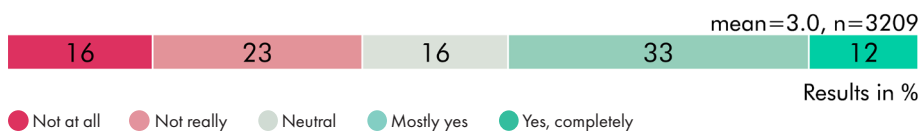
Percentages do not total 100% because respondents could choose multiple answer options.

²⁶ For an in-depth understanding of perceptions at a regional level, see our 2022 bulletins [here](#).

²⁷ Ibid.

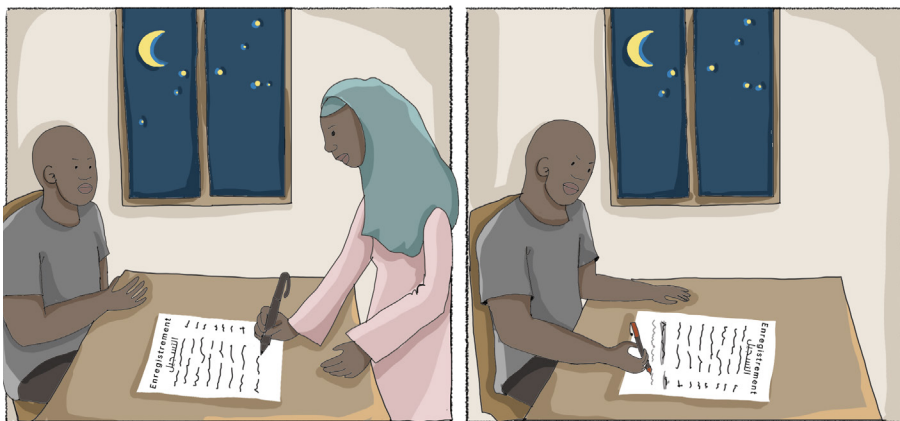
Although humanitarians heavily rely on community leaders to share information (87% of humanitarians we surveyed confirmed this), only 45% of people surveyed think leaders share all the necessary information with them. People in [Mandoul](#), [Wadi Fira](#) and [Moyen Chari](#) receive less information from their community leaders (54%, 59% and 66% from leaders respectively), and receive information using different means compared with people in [Ouaddai](#) and [Logone Oriental](#) (where 86% and 90% receive information from their leaders).²⁸

In the past six months, do you think that community leaders have shared with you the necessary information on humanitarian activities (e.g., information shared by humanitarian actors, minutes of consultation meetings)?



Our qualitative discussions with community members portray a complex relationship between communities and leaders. Perceptions of community leaders varied: some see them as people with ulterior motives and others believe they do their best to protect community interests. It is clear that community leaders have a lot of power over who gets what, who is heard and who is not, and they are trusted by humanitarians to support with distributions, consultations, and management of feedback, including complaints.

Humanitarians should make sure to use channels that are trusted by community members, which usually means ensuring there are multiple options for communication, and that groups of community representatives are diverse and accountable. A humanitarian response needs different and adapted channels to ensure that information reaches all its constituents.



Some people perceive community leaders to be corrupt and favouring their relatives, especially during registrations and distributions.

“

Yes, the community leaders do their jobs properly. They share information, organise the distribution of humanitarian aid, organise distribution days. They relay our feedback and complaints to humanitarian actors. They sensitise the community regarding peaceful cohabitation with the host community.

– woman in Wadi Fira, refugee

“

[Community leaders do not treat us fairly] no: we see favouritism, especially during distributions. Their relatives receive assistance quickly while we wait all day, or even until the next day. Otherwise, they generally treat the community with respect and keep us informed; we see their determination in managing things.

– woman in Moyen Chari, returnee

“

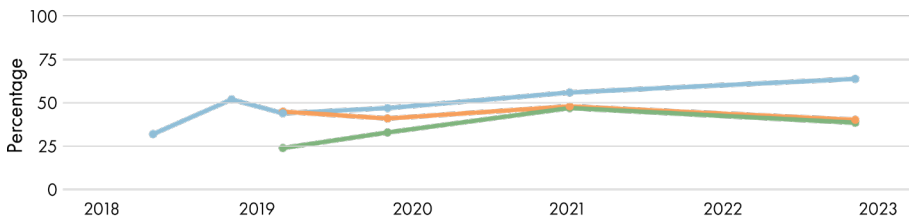
No, they make a lot of effort, but I do not think they do their jobs properly. Some use their positions to bully, influence, and even blackmail or threaten us that we will not receive aid at the next distribution.

– man in Moyen Chari, returnee

²⁸ Percentages do not total 100% because respondents could choose multiple answer options.

06 Responses to feedback are rare

People's knowledge of feedback mechanisms, their use, and the response received over 6 rounds of data collection:



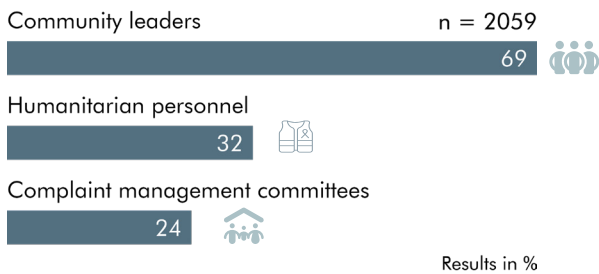
- Percentage of respondents who know of complaint and feedback mechanisms
- Percentage of respondents who received a response after using complaint and feedback mechanism
- Percentage of respondents who used a complaint and feedback mechanism

Knowledge of feedback mechanisms has gradually increased over time, but affected people's use of said mechanisms has declined since 2021. In 2022, 64% of people said they knew how to make a suggestion or a complaint about the aid and services they receive, and less than half (40%) had used the mechanism in the past six months. Similarly, the percentage of people who mention receiving a response after using a mechanism has declined. In 2022, 39% of people who used a feedback mechanism had received a response.

Do you know how to make suggestions or complaints about the aid/services you receive?



What complaint mechanisms do you know?



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

As with information-sharing channels, community leaders seem to be the best-known way for communities in Chad to make complaints.

People in general say they prefer complaint management committees and humanitarian personnel. Yet, there are also stark regional differences. More than 40% of people in [Lac](#) and [Logone Oriental](#) know they can share their feedback with humanitarian personnel directly, while almost one-quarter of people in [Ouaddai](#), [Chari Baguirmi](#), and [Logone Oriental](#) would complain to security forces. Compared to other regions, site management committees are best known to people in [Moyen Chari](#) (46%), and people in [Wadi Fira](#) (32%) turn to their religious leaders.

Several factors could contribute to these regional preferences, such as comfort, accessibility, and trust in the system. Humanitarian actors should consider community dynamics and preferences when setting up feedback mechanisms and ensure they have the capacity to absorb incoming feedback from communities. People wait to see their feedback contributing to change and improving humanitarian operations.



It is just another item that they check off their list. They put suggestion boxes and complaint management committees in place, but these mechanisms are useless if they have no concrete impact on their decisions.

– man in Wadi Fira, refugee

Currently, some people perceive the mechanisms as little more than a formality.

Have you submitted a suggestion or complaint to humanitarian actors in the past six months?

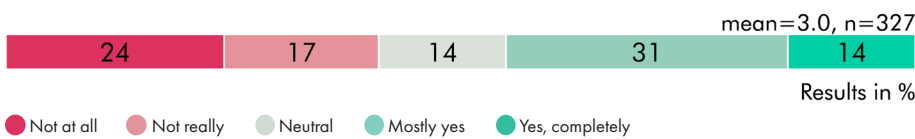


Did you receive a response to your suggestion or complaint?



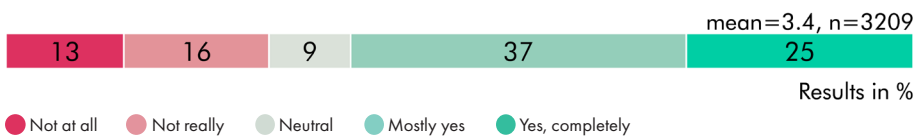
Most humanitarians (73%) who responded to our survey (n=63) think that communities know how to give feedback or complaints to their respective organisations, and 89% think people will receive a response.

Were you satisfied with the response to your suggestion or complaint?

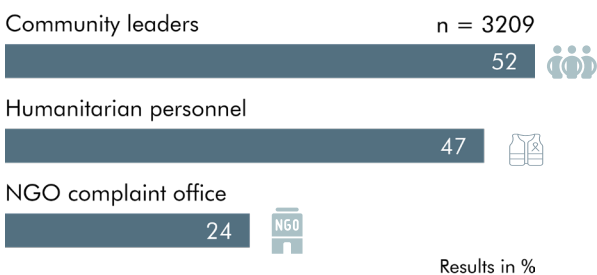


Of the 39% of community members that used the mechanism, less than half (45%) are satisfied with the responses they received. Across the four regions where we held qualitative discussions, people perceived effective or satisfactory responses to complaints as rare events. When a response is received, it is more likely to be a verbal response than a concrete action. People in Wadi Fira and Moyen Chari also told us that the few occasions when humanitarians took action following complaints or feedback often related to distributions, cases of violence, or gender-based violence.

Would you feel comfortable sharing a case of abuse or mistreatment by humanitarian actors?



How would you prefer to make any complaints you have?



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

“Some get satisfactory responses. They usually receive aid or repairs after sharing cases of rape, physical or psychological violence.”
– man in Moyen Chari, returnee

“People receive a satisfactory verbal response. Humanitarians often promise people they will try to fix the problem. It calms people who complain.”
– woman in Lac, internally displaced

“Yes, concrete actions have been taken. For example, after health or medical access issues, some received care; and flour, sugar, and mosquito nets. Sick people and pregnant women also receive key messages on hygiene and other topics.”
– woman in Wadi Fira, refugee

“You get a verbal response but no concrete action regarding your complaint, because once you leave, they burn all the complaints in the suggestion boxes.”
– man in Chari Baguirmi, refugee

Community preferences regarding making suggestions and complaints reflect mechanisms they already know and are more likely to be systems they have seen or heard of in their communities. When asked about their preferred ways to make complaints or suggestions, regional differences appear. People’s preferences are divided regarding sharing feedback and complaints with community leaders. Less than 50% of people in ♡Mandoul and ♡Wadi Fira (26% and 46% respectively) and 59% in ♡Lac will share their complaints with community leaders but they prefer to do so with humanitarian personnel (♡Mandoul 57%, ♡Wadi Fira 56%, and ♡Lac 67%). In contrast, in ♡Chari Baguirmi, ♡Logone Oriental, ♡Moyen Chari and ♡Ouaddai, people prefer sharing their complaints with their community leaders to sharing them with humanitarian personnel. Preferring to complain via religious leaders is only common in ♡Wadi Fira (34%), where people perceive it as a known mechanism.²⁹

Alongside varying preferences over the use of different mechanisms, distrust of feedback mechanisms remains high. People in ♡Chari Baguirmi mention witnessing their complaints and feedback burnt, community leaders not conveying messages through appropriate channels, and humanitarians giving up because there are just “too many of them.”

When we asked people who had used feedback mechanisms before if they would complain again, some said they would not, given the uselessness of the whole endeavour. Others would continue to use the mechanism because there is no alternative and they have to hope that things will eventually change.



People using feedback mechanisms such as feedback boxes are using them less and less. Many are worried about what happens with the feedback, with some fearing that the feedback notes are just set on fire.

Communities are disappointed, and have been using the mechanisms less and less. They are receiving fewer responses and are less satisfied if and when they do. Feedback mechanisms can be a meaningful link with communities when utilised properly, but not when they do not work. Humanitarians who answered our survey (n=63) are too optimistic about their organisations’ performance: over half (63%) think their respective organisations would take corrective measures based on feedback received.

“

No, I will not do it again, I had so little satisfaction from my first complaint that I made it my last. I am not going to be ridiculed like that again.

– man in Wadi Fira, refugee

“

Humanitarian actors do not consider our feedback; they just log them and do not follow up. Maybe they also burn them because there were too many.

– woman in Chari Baguirmi, refugee

“

Yes, in future I will always complain if I have to. As long as there is not enough humanitarian assistance, our children are not in school, and we are dying of hunger and our health is suffering, I will keep complaining even if there is no answer. One day, I hope it will work.

– woman in Wadi Fira, refugee

♀ WHAT WOMEN THINK

Women say it is not culturally appropriate for them to share complaints and feedback.

Women are less aware of the presence of complaint and feedback mechanisms than men (61% and 68% respectively) and are less likely to use existing mechanisms (38%).

Qualitative discussions indicate that women who use the available mechanisms expect to find solutions rather than merely receive aid. Women are more optimistic than men and hope to see change after using the mechanisms. Women also say they will continue using the mechanisms until issues are resolved.

²⁹ Percentages do not total 100% because respondents could choose multiple answer options.

Bridging the gap: Recommendations from communities

How can humanitarian actors improve their operations? Community members shared their ideas in our focus group discussions and key informant interviews.

Aid quality and relevance

- **Given the resources crunch, try to provide food that suits people's preferences.** Communities have been selling the aid they receive and losing value in the process. For aid to be good quality and efficient, it should respond to community preferences. But this has not been the case.

"Aid is inadequate because no one consults us. Humanitarians do not know our reality. They arrive with aid and as we are vulnerable, we cannot refuse. So we take it, then exchange it for food." – woman in Moyen Chari, returnee

- **Decide how to deliver aid together with communities.** Contexts and needs are ever changing in Chad, and prioritisation will be difficult. Involve people in decisions on modalities to try to make aid go further.

"We need help with food because it has become expensive on the market since the flood and our remaining fields have been devastated by livestock farmers' cattle." – woman in Lac, non-displaced

"We can solve our problems with cash; we can repair our shelter and buy animals for breeding." – woman in Lac, non-displaced

Autonomy

- **Plan dedicated moments to integrate feedback from community consultations into the project cycle to ensure aid is more sustainable, so that communities can work toward becoming autonomous.** People want relevant support that can promote livelihoods.

"Mediate between refugees and host communities over cultivable land, and provide us with tools to use in our home gardens as well as in the fields." – man in Wadi Fira, non-displaced

Participation

- **Include a time to return to communities and close the loop, by providing feedback on community contributions.** Despite community consultations happening before or during project implementations, communities feel these interactions are insincere and do not influence humanitarian aid in their regions. People are tired of their contributions going to waste.

"No, it's always like that. They come and question us, annoying us without any concrete actions afterwards." – man in Lac, non-displaced

Targeting

- **Communicate selection criteria clearly.** Communities need to understand the basis upon which people are selected to receive aid. Without this information, people cannot judge whether it is fair.

"No, we do not know the selection criteria, so it's hard to know if it's fair or not." – woman in Wadi Fira, non-displaced

- **Clarify the distinction between registration and targeting.** Communities are unsure of the difference between registration and targeting; all they know is that everyone is registered, but only a few receive aid. Without understanding the difference between the two processes and without clear selection criteria, people feel their time is taken for granted, and aid distributions are unfair.

“The criteria are unfair. They register so many people – sometimes everyone – but only a few people actually receive aid; why?” – man in Chari Baguirmi, refugee

- **Use participatory targeting processes that give less power to community leaders and validate distribution plans ahead of time.** People perceive that community leaders favour relatives and people close to them in aid registration, which restricts access to aid. Humanitarians should not blindly trust community leaders and they should ensure aid goes to those who need it most.

“Instead of bringing people to register themselves, they ask community leaders to do it. This is how leaders prioritise people close to them, and automatically exclude people they don't get on with.” – man in Chari Baguirmi, refugee

“Humanitarian actors must validate the distribution lists with the community.” – man in Lac, internally displaced

Security and protection

- **Reinforce security at settlement sites.** People feel that security should not only be present around humanitarian actors' offices but also in and around their settlements. People say this could be done by either mobilising security agents at site entrances or even just building fences around them.

“Increase the number of security guards and the number of entry checkpoints at the site; secure the site with walls or fencing; and control the entrances.” – man in Moyen Chari, refugee

- **Increase awareness of gender-based violence.** People disclose incidents of gender-based violence occurring within households and within their communities. People think that awareness, sensitisation, and education regarding gender-based violence, especially among young people, will help communities heal.

“Create jobs and motivate young people with financial support to start businesses; grant them scholarships and provide sufficient places for them to be useful to society.” – woman in Wadi Fira, refugee

“Personally, I think what contributes is the lack of schools, healthcare facilities, and awareness-raising campaigns about problems of theft and physical and sexual aggression.” – woman in Moyen Chari, refugee

Feedback mechanisms

- **Provide feedback to communities and close the loop.** Communities believe their opinions are crucial and should influence aid programming and decision-making. Humanitarians should regularly analyse complaints and feedback to influence aid programming. Humanitarian actors need to remember that people use the mechanisms in the hope that problems will be resolved.

“Some women have complained in order to get work tools, but have been disappointed several times because humanitarians make promises they never keep and offer false hope. This is not a solution.” – woman in Wadi Fira, refugee

Methodology

Quantitative data collection

We surveyed 3,209 affected people in Chad. We determined the choice of sites in Chad by the number of people affected by the crises, the number of humanitarian actors present, and access to the affected population sites (as per security and logistical risks). We collected data through face-to-face interviews by surveyors locally recruited and trained by GTS.

We implemented a robust sampling strategy to ensure a representative sample. The sample was stratified proportionally to the size of the affected population in each camp, site or village, by status (refugees, returnees, host community). Based on data from OCHA (August – September 2021), UNHCR (May 2022) and IOM (November – December 2021), we targeted an approximate distribution of 55% women and 45% men. The final distribution is 62% women and 32% men. All respondents are 18 years or older. We selected respondents randomly by interviewing one eligible person in every third household to ensure site-wide coverage. The questionnaire was originally designed in French and then translated into local languages spoken in the country during the regional local enumerator training sessions.

Survey design

The sample covers aid recipients in seven regions and different crises in Chad: Chari-Baguirmi (Far North Cameroon crisis); Logone Oriental, Mandoul and Moyen Chari (Central African Republic crisis); Ouaddai and Wadi Fira (Sudan crisis), and Lac (Lake Chad crisis). Together, almost half (48%) of all people targeted in the 2022 Chad Humanitarian Response Plan are located in these seven regions.

Overall, the sample was stratified by region. For all regions except Lac, the sample was further stratified by refugee camp and then proportionally allocated by camp size (based on UNHCR data 2022, Mandoul based on UNHCR Mandoul office 2021 data). While refugees dominate in the six regions, for Logone Oriental and Moyen Chari, we also included returnee sites in the sample (based on data provided by OCHA).



Given the larger number of IDP sites in Lac, we randomly sampled camps in each of the three accessible sub-prefectures in Lac in the first stage and then individuals at the site level at the second stage. Two large camps were included with certainty in the sample; all other sites were randomly selected, with proportional allocation by sub-prefectures size (number of IDPs). Besides IDPs, Lac also hosts a smaller number of refugees and returnees, who were also included in the sample, again using proportional allocation. Data on site sizes and locations for IDPs and returnees is based on Displacement Tracking Matrix - International Organization for Migration (DTM IOM) data, data on refugees was provided by UNHCR.

In addition to refugees, IDPs and returnees, host communities were covered in this survey as well. Given the lack of demographic data on host communities, the 15% of the sample was allocated to them and they were surveyed in locations adjacent to the refugee and IDP sites in all seven regions.





At the site level, interviewers used a random-walk approach, whereby they went to each nth dwelling, n being 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.

Crisis affected people surveyed:
3,209 persons








Gender

-  62% Women (1,975)
-  38% Men (1,234)




Status

-  57% Refugees (1,815)
-  18% IDPs (589)
-  16% Host community (507)
-  9% Returnees (298)

Region

-  25% Lac (810)
-  13% Chari Baguirmi (417)
-  13% Moyen Chari (403)
-  13% Ouaddai (419)
-  12% Logone Oriental (396)
-  12% Mandoul (371)
-  12% Wad Fira (393)

Age

-  33% 18-30 years old (1,057)
-  35% 31-44 years old (1,111)
-  32% 45+ years old (1,041)

The sample sizes for all regions except Lac was 400. Expecting a design effect of 2 for Lac (given the two-stage design), we sampled twice as many people there to have comparable margins of error. The total target sample size amounted to 3,200, with the actuals per regions ranging from 371 to 419 (Mandoul, see limitations) and 810 for Lac.

Weighting

We used design weights to reflect the different sizes of the regions and camps within them, as well as the two-stage sample design in Lac and stratified one-stage design in all other regions. 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. 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

For Wadi Fira, Ouaddaï, and Moyen-Chari, all refugee camps (data provided by UNHCR) and returnee sites (based on OCHA data) could be included in our sample. For Logone Oriental, villages hosting refugees that scattered in the region could not be included due to logistical constraints, but the refugee camps and returnee sites still cover more than 80% of the refugee and returnee population as reported by UNHCR and OCHA. For Mandoul, large camps were targeted in the sample, which host 81% of the refugee population as reported in 2021.

For Chari-Baguirmi, no realistic coverage rate can be provided. Most of the refugees used to be located in locations scattered along the border with N'Djamena and Chari-Baguirmi, but are currently being relocated to Kalambari and Guilmeiy site. Our sample only includes these two sites.

In Lac, only IDPs based in the sub-prefectures Bol, Liwa, Baga Sola could be accessed due to security constraints. According to DTM data, 66% of aid-receiving IDPs in Lac are located in these three sub-prefectures. Additional constraints within Bol, Liwa, Baga Sola due to flooding, security and logistics, put the overall coverage rate of our sample for Lac at 50%. However, demographic data on IDPs in Lac cannot be considered fully reliable due to population movements and fluctuations.

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, and sample size per question (as some of the questions are follow-up questions asked to a sub-set of the total sample).

For questions that were asked to all respondents, margins of error per region range between 0 and 6% points for binary questions (with a mean of 4.5% point) and between 0.1 and 0.2 for Likert questions (with a mean of 0.1) on our scale of 1–5.

Challenges during data collection and limitations

Weather conditions and floods led to the delay in starting data collection in Logone Oriental and Moyen Chari. Road conditions meant that travel to these regions took at least two days which is much longer than average. Starting from 20 October, the security situation took a turn for the worse, which had financial implications, mainly for car rental and fuel costs. In Lac, the level of insecurity was very palpable mainly in Kousseri, Koulkimé, Fendé, Kiskra, among others, which added additional stress on enumerators and influenced the length of interviews as enumerators were rushing to leave. In Mandoul, daily travel to the sites was extremely challenging (5 hours daily on their way to and from the camps, which close at 5pm) which means

additional pressure on enumerators as well as shorter days of data collection. In most regions, data collection had to be extended by at least 1–2 days to make up for the challenges associated with travel and access to the camps.

A limitation of our data collection is that we sometimes had to go to different sites as those initially sampled were either abandoned, no longer existed, or were not safe to access. For example, this was the case of Dilingala camp in Mandoul, which seemed abandoned upon the arrival of our team, and Treguine camp in Ouaddai, which was no longer operational. Another limitation of our data collection is that sampling data on host communities was non-existent for all the regions; we also had to rely on the sample size from 2021 in Mandoul due to the lack of available data for that region.

Qualitative study

Region selection

In the quantitative round, we collected perception data in Logone Oriental, Moyen Chari, Lac, Mandoul, Ouaddai, Wadi Fira, and Chari Baguirmi. We conducted one qualitative study for each one of the four crises in Chad (the Central African Republic crisis, the Lake Chad crisis, the Sudanese crisis, and the Cameroon crisis).

We considered the following three main factors in selecting four regions and specific locations for each crisis context:

1. Level of security;
2. Government/political readiness (how the governorat reacted/supported GTS' presence during the quantitative data collection);
3. Perception indicators across regions (favouring those that presented more negative perceptions overall).

Based on these criteria, we eventually selected **Moyen Chari, Lac, Wadi Fira and Chari Baguirmi** for our qualitative round.

Research design



For this round of qualitative data collection, we used two qualitative data collection methods.

1. **Focus group discussions (FGD)** are an effective way to identify cultural norms and understand the issues of concern within groups or subgroups in an affected population, but demand a highly skilled facilitator (hence we recruited and trained supervisors with experience facilitating FGDs).
2. **Key informant interviews (KIIs)** provide key information on individual perspectives and more confidential experiences that are better explored one-on-one.
 - a. The **Transect Walk** method was implemented in Lac as a unique case, given that safe travel was far less possible there compared to the other regions. This method allowed the facilitator to understand first-hand the individual's experience when travelling to receive aid and the factors that have triggered feelings of insecurity in the past.





FGDs enabled us to understand issues at a regional level as perceived by affected communities for all four crises in Chad, while KIIs enabled us to understand challenges and perceptions faced by individuals at a personal level.

Crisis affected people interviewed:
171 persons through 13 focus group discussion and 40 key informant interviews

Gender

-  57% Women (97)
-  43% Men (74)

Status

-  42% Refugees (72)
-  38% Host community (65)
-  11% Returnees (18)
-  9% IDPs (16)

Sampling

We conducted **three focus groups** and **ten KIIs** per region. The focus group discussions were split by status (refugee/host community), except for Lac (IDPs/host community) and Moyer Chari (refugees/returnees/host community). An additional focus group was held with women only, to gain a deeper understanding on their views. This split was based on the results from the quantitative round, where differences by status were particularly noticeable. For KIIs, the split was based on gender (five women and five men), as we believe that themes such as safety, fear of complaining and respect are better explored from a gender lens.

Selection criteria for KII participants:

For the KIIs, we adopted a purposeful sampling approach by selecting participants who were likely to possess characteristics and experiences we are interested in.

1. Participants who were active in community meetings/discussions so were presumably more aware of general perceptions about community leaders.
2. For Lac, we prioritised participants who were eligible for a distribution so that the transect walk could work, and preferred women or older men or women.

Research questions:

- What hinders participation and collaboration between affected communities and humanitarians?

Our **hypothesis** was that the inherent lack of respect and fear of complaining felt in some regions hinders participation and potential collaboration between affected communities and humanitarians. We explored these underlying factors through the KIIs.

- What are the barriers and enablers to autonomy in each region?

Our **hypothesis** was that affected communities have their own solutions to becoming resilient, beyond the humanitarian assistance they receive (as it stood). Through the focus groups, we explored the structural barriers (e.g., access to land, livestock) and social barriers (e.g., gender constructs, ethnic discrimination) that stood in their way, as well as enablers (e.g., microcredits, women's groups) to autonomy.

Questionnaire design and key themes:

We were guided by Patton's (2015) six types of qualitative questions:

1. Experience and behaviour
2. Opinions and values
3. Feeling questions
4. Knowledge questions
5. Sensory questions (trying to illicit data about what a person has seen, etc.)
6. Devil's advocate question

Quantitative survey methodology: Humanitarian actors

Sampling methodology

For the online humanitarian staff survey, a link to a KoBo Toolbox survey was shared directly with humanitarian partners at a regional level between August and November 2022. The survey was shared again in May 2023 ahead of GTS' recommendations workshop in country.

Questionnaire

Questions posed to humanitarians aligned with questions posed to affected communities so their views could be compared.

Languages




The questionnaire was available in French and English.

Limitations



While our team aimed to share the survey link broadly, only those with the link and who chose to respond completed the survey, which could lead to selectivity bias. Data from humanitarians were collected during two different time intervals, once in the last quarter of 2022 and again in the second quarter of 2023. Responses from humanitarians are thus not representative of all humanitarian actors in Chad.

Humanitarian personnel surveyed:
63 persons

Gender

-  57% Women (49)
-  43% Men (11)
-  5% Did not want to answer (3)

Status

-  92% National staff (58)
-  6% Expat (4)
- 2% Did not want to answer (1)

Type of organisation

-  35% UN organisation (22)
-  30% Local non-governmental organisation (19)
-  29% International non-governmental organisation (18)
-  4% Government organisation (3)
-  2% Other (1)



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