

Consulted but ignored

April 2022 • Chad • Mandoul



GROUND TRUTH
SOLUTIONS

Introduction

Clashes between rival factions in the Central African Republic's (CAR) northern regions caused a large influx of refugees into Chad's Logone Oriental and Mandoul provinces in 2017. Over 22,000 new refugees lived in these two regions by March 2018. Whereas the Logone Oriental and Moyen Chari provinces had been hosting displaced populations from CAR for several years, Mandoul had not supported this number of refugees in recent history. Humanitarian interventions started in Mandoul in 2018 and more than 18,000 refugees and asylum seekers now live there.

Humanitarians affirm that crisis-affected communities should influence what kind of assistance they receive and how they receive it. Since 2018, [Ground Truth Solutions](#) (GTS) has been tracking perceptions to help evaluate whether people feel their views indeed influence humanitarian decision-making. This sixth round of data collection explores how refugees from CAR and Chadian host communities feel about the humanitarian assistance they have received in the past six months.

Our analysis reveals:

- Only 16% think aid goes to those who need it most. People think aid recipients are unfairly selected based on their relationship with those conducting the process. Some think the same people get selected for each aid programme.
- Information-sharing needs to be improved: people receive information about common goods, but not the calendar of upcoming distributions and activities. This is why [only 60% feel informed about available assistance](#).
- Even when people feel informed about aid programming, they say they cannot share their thoughts because [decisions have already been made](#).
- [Only 10% of respondents in Mandoul think their communities' opinions are listened to](#), and [only 4% think aid meets their needs](#).

Scope

GTS surveyed refugees from CAR and Chadian host community members in Mandoul in October 2021. We then discussed the results with focus groups, divided by legal status – host community members or refugees – and gender. This report combines the survey data with the qualitative feedback and recommendations from these discussions. GTS also requested feedback from humanitarian staff via telephone. Their opinions are mentioned in the right-hand column of this report.

Access analysis of:

1. [Registration and targeting process](#)
2. [Project planning and consultations](#)
3. [Aid provision](#)
4. [Information-sharing](#)
5. [Complaint mechanisms](#)
6. [Safety and security](#)
7. [Durable solutions](#)
8. [Aid provider feedback](#)

¹ CARE. 2018. "[START Fund: Réponse Rapide aux Nouveaux Réfugiés de Moissala](#)".

² UNHCR. December 2021. "[UNHCR Tchad: Personnes Relevant de la Compétence du HCR](#)".

Recommendations from crisis-affected people

The following recommendations combine direct suggestions from respondents with the GTS team's analysis of feedback. Acting on these recommendations requires collaboration at all levels of the response. Click on a recommendation to jump to a related quotation.

Participation

1. Engage with diverse community leaders, representing young people, older persons, women and men, and traditional leaders, to:
 - a) [Verify people selected for assistance. Do not use community consultations as the only selection method. Use the Commission for the Reception and Reintegration of Refugees \(CNARR\) and United Nations High Commissioner for Refugees' \(UNHCR\) official registration lists as the baseline.](#)
 - b) [Discuss programme plans during the inception phase, and at project mid and end points.](#)
 - c) [Understand the types, quantity, and frequency of aid their communities need.](#)
 - d) [Better use complaint mechanisms to ensure feedback reaches humanitarians and responses come back to community members.](#)
2. [Respond systematically to – and adapt programming based on - feedback to ensure communities influence decision-making.](#)

Information-sharing

1. [Communicate who is going to receive aid and why to avoid people perceiving aid distribution as discriminatory and to mitigate people's fears that they will not receive aid.](#)
2. [Improve information-sharing via public announcers by providing megaphones and other materials they need.](#)
3. [Improve information-sharing via community leaders by engaging different demographic representatives and not just those in positions of power.](#)

Safety and security

1. [Move distribution sites closer to where people live to reduce their travel distances.](#)³
2. [Enable refugees to move freely within Chad in compliance with the recently adopted asylum law.](#)
3. [Train humanitarian staff and security personnel on humanitarian behaviour standards.](#)
4. [Deploy Detachment for the Protection of Humanitarians and Refugees \(DPHR\) teams to distribution sites to maintain order. And review their conduct because some affected people feel unsafe around them.](#)
5. [Ensure distributions are organised and stop before dusk so people can return home safely.](#)
6. [Install lighting in public areas.](#)

³ This suggestion is a compromise with recommendations from community members, who find the distances logistically challenging.

Durable solutions

1. [Prioritise cash assistance, especially micro-financing for income-generation.](#)
2. [Use local suppliers for in-kind goods.](#)
3. [Advocate for affected people to access land and provide them with livestock, seeds, and modern agricultural equipment.](#)
4. [Provide specialised training on livestock farming, sewing, mechanics, and carpentry.](#)
5. [Improve longer term education and health services.](#)

1. Not much confidence in community-based selection processes

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



Does aid go to those who need it most?



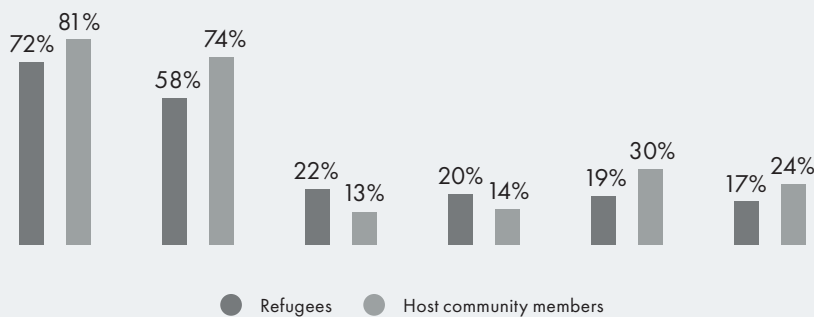
Although most respondents say they know how aid is targeted, the majority do not think the right people end up on the list. Only 12% of host community members and 17% of refugees think aid providers ensure assistance reaches those with the greatest need. [Host community members feel especially excluded, 58% saying they need more information on how to register.](#) Refugees and host community members agree that older persons and widows are most excluded from aid, and they tend to put this down to discrimination.



Most aid providers – of 34 we consulted – working in Mandoul think their organisations explain selection criteria to the people they serve.

Nearly all humanitarians we surveyed (n=34) think the services their organisations provide reach those who most need them. Those who think the services provided are not effectively targeting affected populations (n=2) note that older persons, widows, and unaccompanied children are excluded from aid due to a lack of information and discriminatory registration processes.

Who is left out? (n=444)



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

Why are they left out?



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

⁴ UNHCR. September 2021. [“Situation report on the arrival of new refugees from Cameroon”](#).

Refugees who have been in Mandoul for one year or more feel more knowledgeable of the targeting process (73%) than those who have lived in Mandoul for less than a year (62%). However, refugees who have lived in Mandoul for longer are less convinced (11%) that aid targets those most in need than more recent arrivals (27%). This indicates that the longer people stay in Mandoul, the more they feel forgotten by aid programming.

Most focus group participants (including male and female refugees and host community members in Gon and Dilingala) think aid recipients are unfairly selected based on their relationship with those conducting the process. They explain that humanitarian organisations ask local committees to identify those who meet the targeting criteria, probably to ensure a community-based selection process. But people think this protocol is backfiring. Only those who know members of the committee are added to the aid recipient list. **“In all cases there is discrimination because the committees responsible for supporting humanitarians with [aid] distributions choose their relatives, even if they do not meet the criteria,”** explains one female refugee in Dilingala.

Female refugees in Gon do not think there is always discrimination, just a problem with the scope of the selection process. **“What is frustrating is that it is the same people who meet the targeting criteria [for each aid programme] ...and not everyone receives,”** said one woman.

R1. What communities want

“We ask that humanitarians do the registration directly on the basis of the list of refugees held by the CNARR and UNHCR and then verify the list with the local committees” – Male refugee in Gon

“We would like the targeting to be done by representatives of the village (women, youth, religious leaders, etc.)” – Female host community member in Gon

“We recommend humanitarian actors go to the field themselves to identify aid recipients” – Male refugee in Dilingala

“I want them to share the goods without discrimination” – Male host community member in Gon



2. People feel consulted, but their opinions do not always seem to matter

Do you think your community was consulted on the programming of humanitarian aid in your area?



Do you think aid providers take the views of your community into account when planning aid programming?



Seventy-four percent of respondents think their community was consulted on humanitarian programming in their area. Host community members and refugees feel similarly about consultation, but refugees who have lived in Mandoul for at least one year feel more consulted (84%) than new arrivals (53%). If aid programming in Mandoul is focused on supporting new arrivals, humanitarians are perhaps not listening as well as they could be to these newcomers' perspectives before providing assistance.

People may be consulted, but only 10% of aid recipients think humanitarians consider their opinions. Refugees feel particularly poorly listened to (9%), compared to host community members (14%). Aid providers' consultations occur most frequently at the mid and end point of projects, so communities are not consistently included at the beginning and cannot influence the programme before it starts. One male refugee in Gon explained, **"Decisions are taken directly by the humanitarians, and we are not involved. There is a complaints committee that advocates for refugees, but it is never consulted by NGOs."**

Those who felt listened to shared examples of humanitarians reacting to requests to fix shelters and boreholes and to drill wells. Others noted increased rations after making their requests.



Most humanitarians (n=34) report including communities during project implementation and evaluation phases. Fewer think their organisations involve affected people at the project inception phase.

Nearly all providers think they have enough information about recipient preferences to make informed decisions. Yet just over half think their organisations implement corrective measures based on feedback from affected communities.

R2. What communities want

"All activities should be planned in direct collaboration with community leaders, including the local chief and the local women's group" – Male host community member in Gon

"Involve women in decision-making, especially when choosing goods and services" – Female host community member in Dilingala

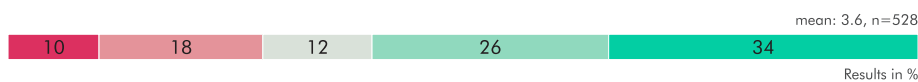
"Involve the site's elders in all decisions and set up a committee made up of the site's elders and youth to participate in decisions" – Male refugee in Dilingala

"Decision-makers from humanitarian NGOs should go to the field from time to time to learn about the reality and listen to the views of the aid recipients" – Male host community member in Gon



3. Information arrives late

Do you feel informed about the humanitarian aid and services available?



Sixty percent of respondents feel informed about available assistance. Host community members feel less informed (49%) than refugees (62%), probably because they are less commonly targeted for assistance. However, within the refugee community, new arrivals feel less informed (49%) than those who have lived in Mandoul for at least a year (69%).

Focus groups clarify that they regularly receive information on common goods and services, but they do not receive advance information on food or non-food item distributions.

When information is provided, there is no discussion about plans. **“We are always presented with faits accomplis,”** said one male refugee in Gon. [Humanitarians do not regularly involve communities in the inception phase of projects](#), so communities feel they are just told what is happening without participating in decision-making. People who think their community is not consulted are more likely to feel uninformed about aid.⁴

Female refugees in Dilingala explain that people are poorly informed because humanitarians do not use the information channels their communities prefer. An important distinction is that most refugees prefer to receive information from public announcers whereas host communities prefer to hear from their community leaders.

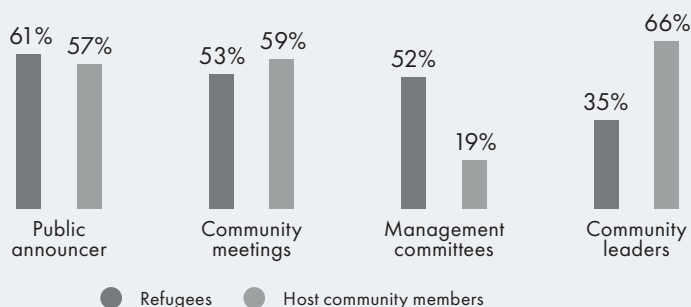


Nearly all aid providers interviewed (n=34) think their organisations provides communities with the information they need.

Half of the aid providers interviewed (n=34) use phone calls and community meetings to inform affected populations. However, there seems to be no consistent channel that all humanitarians use to share information.

Fewer than half of aid providers say their organisation shares information about the aid distribution calendar. Other information that humanitarians share – water, sanitation, and hygiene (WASH) services, complaint and feedback mechanisms, security situation, available food aid, registration process – varies by respondent.

What are your preferred information channels? (n=528)



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

What information do you need? (n=211)



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

⁴ Pearson’s coefficient: 0.31.

Do you think that community leaders share important information about humanitarian activities with you?

mean: 3.0, n=528



Results in %

Only 40% of respondents think community leaders share the information they need. New refugees are in the dark: only 24% say community leaders share information with them. Humanitarians should ensure that longstanding community leaders transmit information to new arrivals and that newcomers can select new representatives from their community to collect and share information with them.

Refugees and host communities feel similarly negative about leaders sharing information. This is a particular issue for host community members, who would prefer to receive their information from such leaders but feel the process isn't working. The question is whether community leaders, especially those from the Chadian host community, are well informed about humanitarian activities themselves. We checked with aid providers, and almost all surveyed providers rely on community leaders to share information. However, few humanitarian programmes use community leaders as a main information channel. This might explain why host communities feel much less informed (49%) than refugees (62%). Humanitarians interviewed do not report using a common channel to share information. Half say they use phone calls and community meetings to inform affected populations.

People who think community leaders share information are more likely to feel informed about available aid,⁵ consulted about programming,⁶ and that their views are considered.⁷ These are clear reasons for humanitarians to ensure regular and consistent communication with community leaders and to give leaders the tools to reach community members effectively.

R3. What communities want

"The information should first go through the village leader, and this should be done several days before the activity is implemented" – Female host community member in Gon

"We recommend setting up a committee of public announcers and focal points in all the relevant villages" – Male host community member in Dilingala

"It is necessary to have a communications officer with all the means of communication (credit, megaphone, etc.) who disseminates the information and can be consulted in real time" – Female refugee in Dilingala

"The camp chief and religious leaders are resources to be used to convey information" – Male refugee in Gon



⁵ Pearson's correlation coefficient: 0.37.

⁶ Pearson's correlation coefficient: 0.31.

⁷ Pearson's correlation coefficient: 0.30.

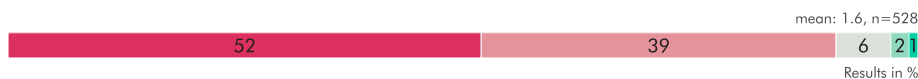
4. "Not only does aid not meet our needs, but it comes at the wrong time and there is not enough"

Does the assistance you receive cover your most important needs?



Only 4% of people overall (3% of refugees and 9% of host community members) think aid covers their basic needs.

Do you receive humanitarian aid and services when you need them?



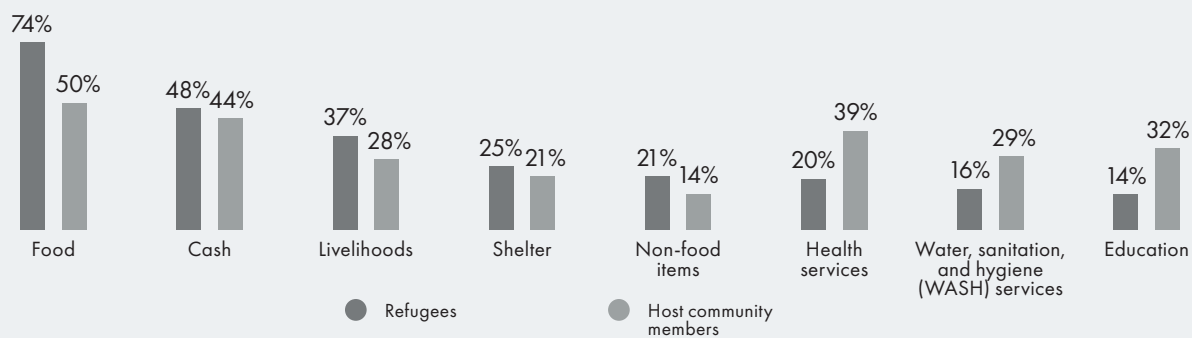
Just three percent of aid recipients think humanitarian assistance is available to them when they need it. All focus group participants said that aid is untimely and insufficient. People point out that aid goods are wasted. Because humanitarians do not consult communities before deciding what to provide, the aid received is often not what is needed. For example, a male refugee in Gon explained that "the fact that the seeds are distributed to us in July is a loss for humanitarians and seems a mockery for us," because planting season occurs between May and June.



Almost all humanitarians (n=34) think their organisation's short-term assistance improves affected people's living conditions. But some recognise that it is not enough. One female aid worker recommends that organisations should "help beneficiaries by increasing the amount of assistance for their social stability."

Nearly all humanitarian personnel surveyed (n=34) think their organisation's goods and services arrive when people need them. But just over half think their organisations meet the timelines they set for aid delivery. One male aid worker recommends that organisations should "make aid distributions regular for people to survive. This applies for all categories of people."

What are your unmet needs? (n=508)



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

Food and cash are the top two unmet needs for both refugees and host community members. People are particularly dissatisfied with food aid, suggesting cash may be a more efficient modality: **“The food goods we are given are of a higher price than the market price. We sell some goods that do not meet our needs to buy the primary goods we need,”** explains a male refugee in Dilingala.

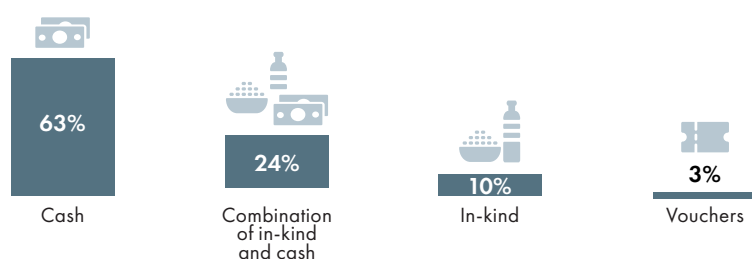
Refugees commonly (74%) sell aid. Assistance for new arrivals seems poorly suited to their needs. Refugees who have arrived within the past year sell aid more (81%) than those who have been in Mandoul for over a year (71%). Selling aid is less common for host community members (31%). Blankets (53%), mats (49%), and non-food items (50%) are most frequently sold to buy food (83%), medicine (34%), and clothes (29%).

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



Give people cash

How would you prefer to receive aid? (n=528)



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

Cash not only enables people to address their needs easily, but to buy good-quality products rather than be the mercy of what humanitarians provide or what shopkeepers exchange for coupons. **“Cash allows us to avoid the shopkeeper giving us expired products,”** explains one female refugee in Silambi.

Cash is also a faster way to meet needs. **“When you receive cash, it allows you to pay what you want at that minute but [using] coupons takes time,”** shares a female refugee in Silambi.

For those who prefer a combination, they explain that cash and in-kind assistance enables people to have the best of both. **“[It allows us to] better feed ourselves and provide for other needs,”** says one female refugee in Silambi.



Just over half of humanitarians interviewed (n=34) think the people they serve sell goods they received from humanitarians.

Aid providers are divided on what type of aid – only cash; combined cash and in-kind; or only in-kind – best supports affected people in Mandoul.

In favour of cash as empowering, one female staff member explains that **“affected people can do what suits them best with it.”** Having a choice is important, especially in a crisis when optimising resources is essential. One male aid worker says that with cash, **“they can go to the places where the prices of goods are low.”** In the long run, **“cash for income-generating activities helps them to become self-sufficient,”** notes one female aid provider.

Some think in-kind aid is important because cash assistance can be spent on non-essential goods or lead to unequal household power dynamics. **“The husband does not give cash to his wife and instead goes drinking with it,”** says one male humanitarian. Others prefer in-kind assistance because it provides essential physical capital that people need for income-generating opportunities. **“Seeds, for example, are well distributed and this has encouraging results,”** explains a male aid provider.

Others think the form of aid should adapt to the need. One suggestion from a male humanitarian is to **“provide micro-credit for income-generating activities and agricultural equipment for agriculture.”** Another recommends **“giving food to new people and cash for income-generating activities.”**

R4. What communities want

“Aid must be provided in a timely manner and in sufficient quantity to meet needs” – Female refugee in Dilingala

“Humanitarians must also be flexible in their procedures to allow their field staff to carry out planned activities within the time frame.” – female refugees in Dilingala

“The community needs to be involved in the selection and distribution of food, especially the women because they know what is needed for a household to live.” – Male refugee in Dilingala

“It is also necessary to reinforce certain educational and health structures because the existing ones seem to be insufficient.” – Male host community member in Dilingala



5. Inappropriate and under-used complaint mechanisms

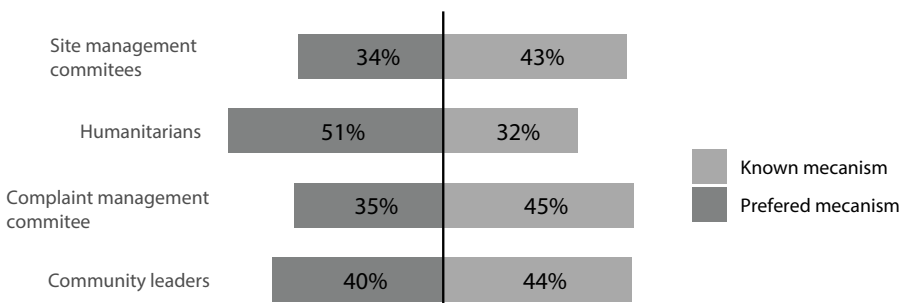
Do you know how to submit suggestions or complaints about humanitarian services to aid providers?



Most respondents know of at least one complaint mechanisms, which is positive, but these are limited to specific organisations. Focus groups in Gon highlight that only CARE has a working complaint mechanism.

Host community members are less knowledgeable of complaint mechanisms (68%) than refugees (78%). Most host community members know and prefer to submit complaints via their community leaders. But when we spoke to humanitarians, few mentioned engaging with community leaders to respond to complaints. Over half of the aid providers interviewed told us they have complaint boxes and hotlines. Yet only 4% of aid recipients prefer these mechanisms.

Complaint mechanisms refugees know versus how they prefer to complain:

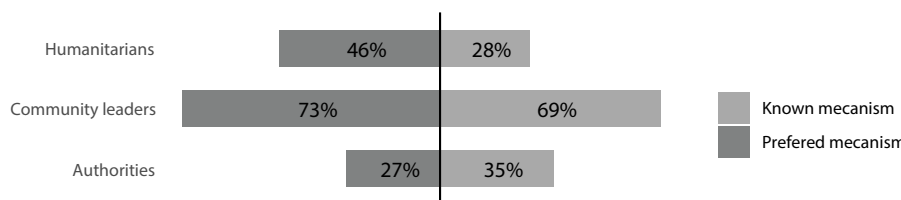


*Percentages do not total 100% because respondents could choose multiple options.



Most humanitarians interviewed (n=34) think affected people know how to make complaints or suggestions to humanitarian actors. Nearly all humanitarians think their organisation informs affected people about the complaints and feedback management mechanisms in Mandoul.

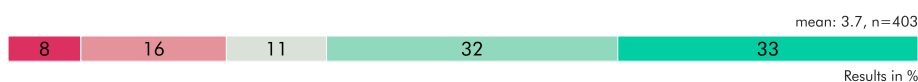
Complaint mechanisms host communities know versus how they prefer to complain:



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

Newly arrived refugees feel less informed about complaint mechanisms than those who have lived in Mandoul for a year or more. [Since they also feel less informed about aid in general](#), this finding is unsurprising. Humanitarians should ensure clear systems for sharing information with newcomers.

Do you feel comfortable making a complaint or suggestion using any of the mechanisms you know?



Almost two-thirds of respondents feel at ease using the complaint mechanisms they know. Half have used them and the majority of those (74%) have never received a response to their complaint. A female refugee in Gon explained that **“the institutions responsible for ensuring communities’ protection do not follow through”** and highlighted an example of a seriously injured refugee who has not been receiving aid for more than a year. Some people do not think humanitarians are properly using the mechanisms in place or really listening to people’s feedback. [One male refugee in Gon explained, “There is a complaints committee that advocates for refugees, but it is never consulted by NGOs.”](#) If people do not think complaint mechanisms will help them, they will not use them.



Over half of the aid providers interviewed (n=34) have complaint boxes and hotlines in Mandoul. They less frequently report receiving complaints face-to-face from aid recipients, or gathering feedback from site management committees, complaint management committees, or community leaders, which are most people’s preferred complaint mechanisms.

Nearly all humanitarians interviewed (n=34) think their organisation’s complaint or suggestion mechanisms ensures the safety and security of the person submitting the complaint or suggestion, including women and people living with disabilities.

Have you submitted a suggestion or a complaint to humanitarian aid providers before?



Have you received a response to your suggestion or complaint?



6. People feel unsafe; some say security forces and humanitarians are part of the problem

Do you feel safe where you live?



More than half of respondents report moments when they do not feel safe. Female host community members in Gon feel particularly “threatened by the police.” One male refugee in Gon explains: “We were scammed by law enforcement officers on several occasions and when we reported the information to CNARR, there was no follow-up.” However, others feel “perfectly safe” because of the presence of the security forces in their area.

Top three reasons why people feel unsafe during their daily lives: (n=330)

REFUGEES	HOST COMMUNITY MEMBERS
43% No light where they live	45% Theft
34% Theft	35% No light where they live
24% Poor shelter	23% Tensions between farmers and herders

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

Only half of respondents feel safe traveling to and from aid distribution sites (48%) and at distribution sites (53%). Women feel less safe than men in both cases;⁸ refugees feel less safe than host community members;⁹ and newly arrived refugees feel less safe than refugees who have lived in Mandoul for at least one year.¹⁰



Most humanitarians think affected communities use their organisation’s complaint or suggestion mechanisms.

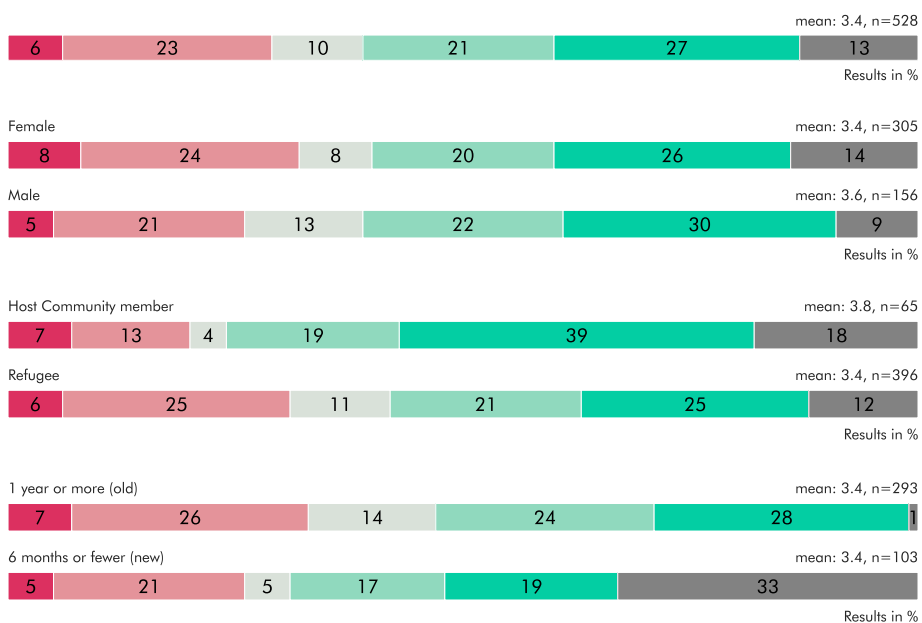
Almost all humanitarians (n=34) think the sites where the people they serve live are safe.

⁸ Forty-six percent of women feel safe traveling to and from distribution sites, compared to 52% of men. Fifty percent of women feel safe at aid distribution sites, compared to 58% of men.

⁹ Forty-six percent of refugees feel safe traveling to and from distribution sites, compared to 58% of host community members. Fifty-one percent of refugees feel safe at aid distribution sites, compared to 66% of host community members.

¹⁰ Thirty-six percent of newly arrived refugees feel safe traveling to and from distribution sites, compared to 52% of refugees who have lived in Mandoul for at least one year. Forty-two percent of new refugees feel safe at aid distribution sites, compared to 56% of refugees who have lived in Mandoul for at least one year.

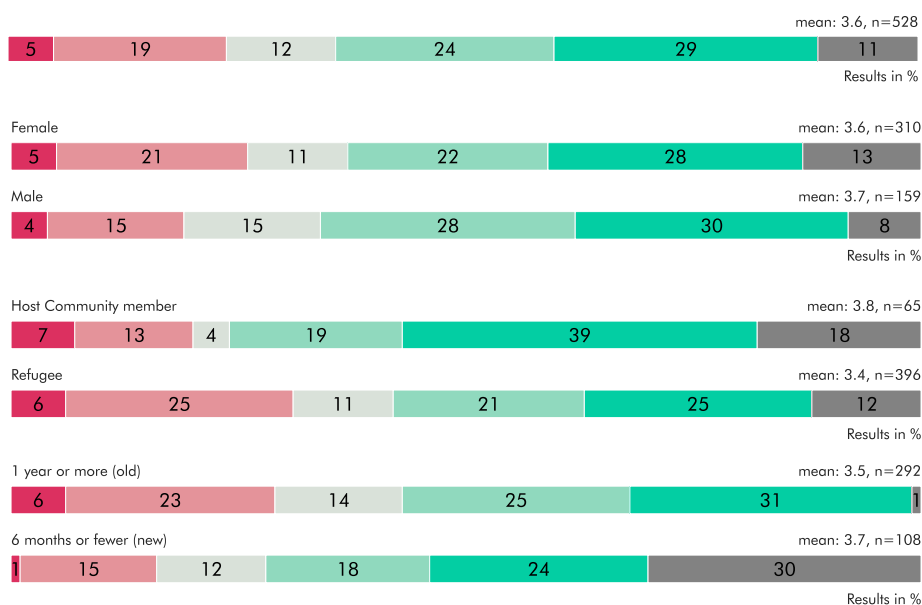
Do you feel safe on your way to collect goods, money, or humanitarian services and when returning home?



Most humanitarian surveyed (n=34) think the routes between affected people's homes and distribution sites are safe. The majority also agree that the distribution sites themselves are safe for the people they serve.

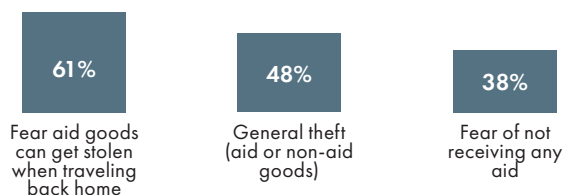
Most humanitarian (n=18) think people's locations are safe.

Do you feel safe at the distribution sites?



Refugees and host community members feel unsafe on the route to receive aid for the same reasons.

Why do you feel unsafe when traveling to get aid and returning home? (n=207)



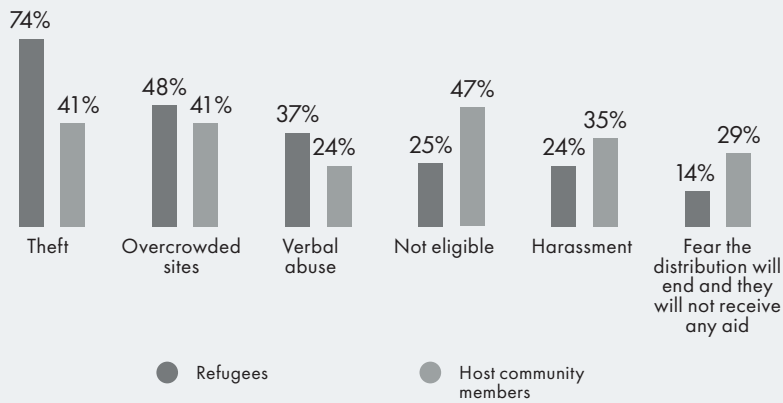
*Percentages do not total 100% because respondents could choose multiple options.

At aid distribution sites, the sense of insecurity felt by refugees and host community members differs slightly.



Almost all humanitarians interviewed (n=34) feel that their organisation's staff understand expected behaviour standards.

Why do you feel unsafe at aid distribution sites? (n=189)



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

Do aid providers treat you with respect?



Less than half (48%) of respondents feel respected by humanitarians. Refugees feel much less respected (45%) than host community members (70%). This might explain refugees' low sense of security at aid distribution sites. Refugees in focus group discussions highlighted moments of feeling like aid providers had no empathy or compassion. A female refugee in Dilingala explained, "We are asked to accept what we receive regardless of quantity or quality because it is free, and we have made no effort to get these goods." Communities are tired of feeling belittled by aid providers. "Treat us with respect and dignity because we are also human," said one female refugee in Dembo. These testimonies call for an evaluation of humanitarians' conduct. Most aid providers interviewed believe humanitarians understand the behaviour standards, but they do not appear to be practiced.

R6. What communities want

"The road is far away, so I wish the security guards would walk all along the road to make us safe" – Female refugee in Bekourou

"We want a refugee-only vehicle so that we can travel safely because the host community discriminates against us all the time" – Female refugee in Gon

"We recommend that the NGOs distribute the goods during the day and if the night comes, they stop for our safety" – Male refugee in Dilingala

"Order must be maintained during distribution to avoid verbal abuse and theft" – Female refugee in Gon

"Close off the distribution area and organise people by groups to avoid disorder" – Male refugee in Gon

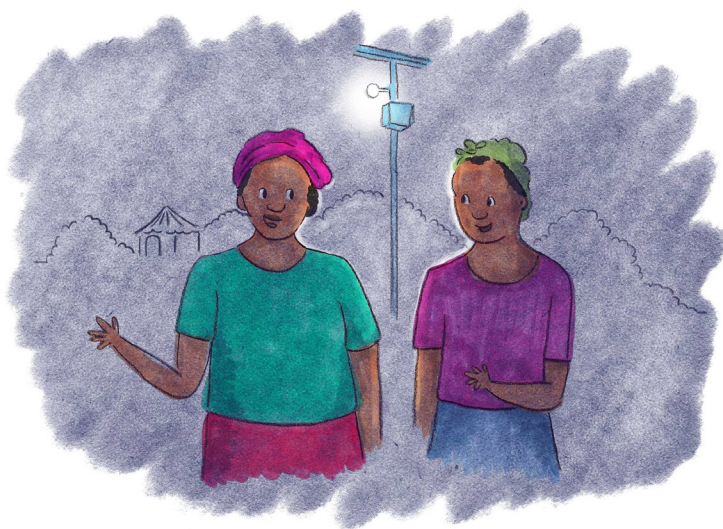
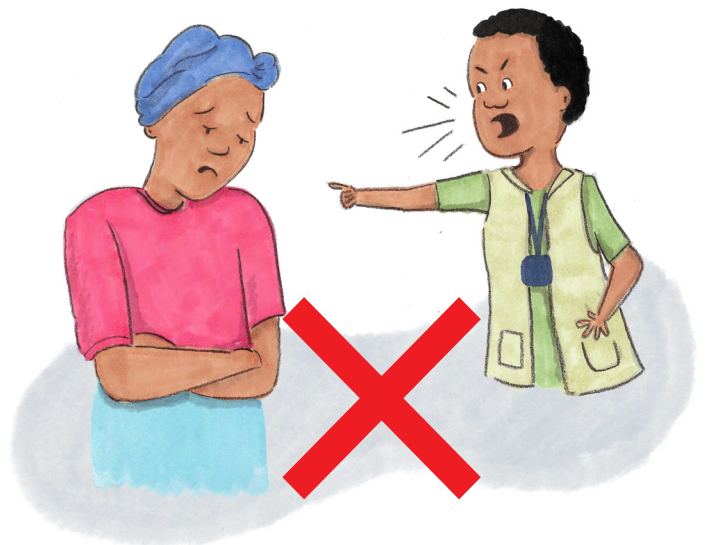
"Aid providers must stop harassing us" – Female refugee in Gon

"We ask that security forces at the distribution site stop hitting us" – Male refugee in Dembo

"I am afraid of the presence of security forces during the distribution, so I don't want their presence, and would prefer to receive goods at home" – Female refugee in Bekourou

"It is necessary to think about the lighting of the site" – Female refugee in Dilingala

"I recommend that aid providers give us a free movement document to go and get the aid and return without fear" – Female refugee in Dilingala



Aid providers (n=34) share similar recommendations to aid recipients for how to improve the safety of those they serve. One humanitarian recommends **"the government secure the aid recipients, humanitarian actors and the whole village by deploying security forces"** to support communities in their villages and when they travel to get aid. Another believes **"security agents with more means of communication and creating mobile units that can be easily deployed"** would improve general security.

Humanitarians suggest building appropriate houses for the affected population because adequate housing remains an issue.

Many aid providers suggest stationing security guards at the distribution sites, strengthening security at the entrance to control entry and exit, and improving lighting.

On December 23, 2020, the Chadian National Assembly adopted the right to asylum, in accordance with the 1951 Refugee Convention and amended by the 1967 [Protocol Relating to the Status of Refugees](#) and the convention of the 1969 Organization of the African Union Convention Governing the Specific Aspects of Refugee Problems in Africa. This new Chadian legislation addresses asylum in its entirety, from the reception of refugees to durable solutions. It thus ensures refugees' rights to protection, freedom of movement, health, education, judicial services and documents. However, to be operational, the law must be accompanied by an implementing decree, which is not yet available. This would explain why the law is still unknown and why, for example, refugees are still required to present a specific visa to enter/exit their sites/camps. The biometric registration process, necessary for providing refugees with documents, has also yet to be implemented.

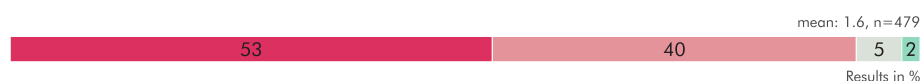


Almost all aid providers (n=34) think there is effective cooperation between humanitarian and development actors. But few feel there is sufficient support for local and national organisations in Mandoul. Humanitarians suggest additional financial and organisational support and capacity-building to strengthen local and national organisations.

Humanitarians (n=34) think work tools, access to plots of land, and specialised training would best empower affected people in Mandoul. Some aid providers also note that livestock and financing are important to enable long-term resilience.

7. Communities are tired of relying on aid

Do you feel that the assistance you have received is helping you to live without assistance in the future?



Only 2% of respondents think their aid helps them live autonomously; host communities are marginally more positive (5%) than refugees (1%). Respondents who feel aid does not meet their basic needs are more likely to say their aid does not help them live without aid in the future.¹¹ If aid is unable to meet people's most basic needs, crisis-affected communities will be unable to look beyond their daily challenges.

Because most respondents say aid does not help them feel independent, it is unclear if the cooperation that most humanitarians say exists between humanitarian and development actors is having a real impact on affected people.

Respondents want financing (80%) – [in line with their request for more cash assistance](#) – as well as livestock (65%) and tools (63%).

However, people were appalled by recent livestock distributions. **“Goats purchased by humanitarians through suppliers often arrive sick after being quarantined and die sometime after delivery, whereas locally, there are people who can provide these goods,”** explain male host community members in Dilingala.

¹¹ Pearson's correlation coefficient: 0.39.

R7. What communities want

"Involve local people in the delivery of goods and services instead of suppliers who do not know the realities of the locality" – Male host community member in Dilingala

"We need access to land and oxen for agricultural activities, seeds that come at the right time, and small livestock for breeding" – Male refugee in Dilingala

"Support groups and associations in agricultural activities by providing them with seeds within the deadline and modernise agriculture with sophisticated equipment such as tractors" – Male host community member in Dilingala

"In order for aid to not only meet basic needs but also to meet long-term needs, we ask humanitarian actors to support and finance income-generating activities and to train young people and women in the processing of local products" – Female host community member in Gon

"Training in livestock-farming, mechanics, sewing, and carpentry are the main intangible services we request" – Male refugee in Dilingala

"Reinforce certain educational and health structures because the existing ones are insufficient" – Male host community member in Dilignala



8. Aid providers feel positive about their work conditions

Humanitarians (n=34) feel their employers support their well-being, that they can do their jobs efficiently, and they would encourage others to work for their employer. However, half of the frontline workers surveyed have experienced high stress levels over the past three months. Organisations should discuss what influences these feelings – for example, workload and the security situation – to best address these concerns.

Staff communicating with their organisations does not seem a problem: most aid providers feel they can speak to their employer about challenges they face, and most know how to report cases of sexual exploitation, abuse, or harassment committed by humanitarian actors.

Methodology

		HOST COMMUNITY MEMBERS	REFUGEES
GENDER	Male	36 (46%)	136 (30%)
	Female	43 (54%)	313 (70%)
AGE	18–35	36 (46%)	268 (60%)
	36–60	36 (45%)	164 (36%)
	61 and older	7 (9%)	16 (4%)
VILLAGE	Dembo	27 (34%)	159 (36%)
	Gon	20 (25%)	123 (27%)
	Dilingala	18 (23%)	106 (24%)
	Silambi	8 (10%)	24 (5%)
	Bekourou	6 (8%)	37 (8%)

Questionnaire

Survey questions were developed by Ground Truth Solutions in collaboration with OCHA Chad and were widely shared with key stakeholders including UN agencies and international and national NGOs. The questions include Likert-scale responses (answers 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 Mbaye and Ngama. Humanitarian personnel were interviewed in French.

Sample framework

The five villages surveyed (Bekourou, Dembo, Dilingala, Gon, and Silambi) were selected because, according to registration data provided by UNHCR, these villages were among those hosting the most refugees in Mandoul at the time of data collection. These villages were also selected based on access and security levels. Our sample targeted 85% refugees and 15% host community members. The target gender division was 69% women and 31% men, to align with the percentage of adult women and adult men living in these villages, with a final distribution of 67% women and 33% men. All respondents were 18 years of age or older and all had been recipients of humanitarian assistance within the preceding six months.

Sample of humanitarian personnel

34 respondents

Gender

 26 Men (76%)

 8 Women (24%)

Status

33 National staff (97%)

1 Declined to respond (3%)

Type of organisation

15 international NGOs (44%)

14 national NGOs (41%)

2 another type of organisation (6%)

1 UN agency (3%)

1 government agency (3%)

1 declined to respond (3%)

For the humanitarian staff phone survey, we called humanitarian personnel working in the Mandoul province. Out of the 46 names and phone numbers provided, 34 humanitarian staff responded. Those who did not respond to the survey (12) were either unavailable at the times enumerators called or were never able to be reached. This survey of humanitarians suffers from selection bias as some aid providers declined to participate.

Data collection

Locally recruited enumerators, trained by Ground Truth Solutions, conducted face-to-face interviews (respecting COVID-19 precautionary measures) with affected people in October 2021. Enumerators surveyed every third household at each village to ensure a random sample.

Data collection supervisors returned to Dilingala and Gon in November 2021 to share the preliminary findings from the initial survey. Eight focus group discussions were held.

VILLAGE	GROUP	NUMBER OF PARTICIPANTS
Dilingala	Female refugees	8
	Male refugees	10
	Female host community members	11
	Male host community members	10
Gon	Female refugees	13
	Male refugees	11
	Male host community members	8
	Male host community members	10

The objective of the humanitarian staff survey was to speak to frontline workers in Mandoul. The National Commission for the Reception and Reintegration of Refugees (CNARR), CARE, Humanitarian Initiative for Local Development (IHDL), Association for Rural Cooperation in Africa and Latin America (ACCRA), Detachment for the Protection of Humanitarian Workers and Refugees (DPHR), Association for the Promotion of Fundamental Freedoms in Chad (APLFMT), and Lutheran World Federation (FLM) were contacted to provide telephone numbers of their humanitarian personnel working in Mandoul. Enumerators called each person listed in November 2021. Those who did not respond to the survey (12) were either unavailable at the times enumerators called, were never able to be reached, or declined to participate.

Quantitative data analysis

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.

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

Weighted data did not significantly impact the results, so this analysis uses raw, non-weighted data.

Limitations

Our team did not have access to all of the organisations working on the frontline of the response in Mandoul, so we could not contact all staff to participate in our survey. Participation was also voluntary. Given the low number of respondents to the staff survey, data from humanitarians can only be read as anecdotal, not as representative of the views of all humanitarians in Mandoul.

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

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