

# "Money determines life, survival and everything else"

People need choices for an uncertain future

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## Cash Barometer

Borno, Adamawa, and Yobe States, Nigeria  
December 2022



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The Cash Barometer is an independent accountability mechanism that combines representative face-to-face surveys with qualitative approaches to enable CVA recipients to provide feedback and influence decision-making.

With generous funding from the German Federal Foreign Office (GFFO) and the Norwegian Ministry of Foreign Affairs:



Photo on cover page: Zara, 50, holds out a voucher card outside her home in Borno State. KC Nwakalor/GTS.

# Introduction

Amidst a 13-year-old conflict, maintaining humanitarian operations in Nigeria this year has been challenging. Extreme flooding, rising inflation, and reduced humanitarian resources have put extreme pressure on a response attempting to reach 5.5 million people.<sup>1</sup>

In 2022, heavier and more frequent flooding has affected 200,000 people in the northeast alone,<sup>2</sup> destroying farmland and livelihoods at a time of extreme food insecurity.<sup>3</sup> Record cholera outbreaks compounded the situation: 14,000 people have been affected by cholera in Borno, Adamawa, and Yobe States (the BAY states) since the beginning of the year, with 443 deaths.<sup>4</sup>

“We lost a lot in our farms this year. The flood this year was something else.”

– female; returnee; Gulak, Madagali, Adamawa State

“Climate change is real, as we are yet again discovering in Nigeria.”

– Matthias Schmale, United Nations’ humanitarian coordinator for Nigeria, on recent flooding<sup>5</sup>

Internally displaced people (IDPs) in Borno State have experienced further insecurity and uncertainty since the Borno State government’s decision to close all IDP camps by January 2023 and relocate people to their place of origin.<sup>6</sup> People are concerned for both their safety and their ability to make a living. Many humanitarian actors fear a wave of secondary displacement.<sup>7</sup>

On top of these shocks, 3.5 million people were predicted to experience severe-to-acute food shortages in the BAY states during the lean season of 2022,<sup>8</sup> half of them children.<sup>9</sup> In response, 28 humanitarian organisations, including national and international NGOs and UN agencies, provided cash and voucher assistance (CVA) to over 832,000 people in the BAY states in the second quarter of 2022.<sup>10</sup>

This context of uncertainty and increased need heightens the importance of asking people who receive cash and vouchers about how it is working.

**People are struggling to meet their diverse needs with their CVA.** Some attempt to reduce their dependence on aid through small businesses, so as to cope when their assistance ends. But they need support. Very few people know when their CVA will end, making planning for the future difficult. Many feel consulted and informed, but need more relevant support or information to feel their opinions and concerns are considered. Ensuring people feel able to approach humanitarian staff with their concerns should remain a priority.

[Ground Truth Solutions](#) (GTS) has been collecting feedback from CVA recipients in Nigeria since 2019. In this fourth round of quantitative surveys in September 2022, we spoke with 1,981 people, including internally displaced people, host community members, and returnees, who had received cash and voucher assistance in the prior six months across the BAY states. The results were presented and discussed with community members in focus group discussions and individual interviews in the following communities in October 2022: Gulak and Wamblimi (Adamawa State); Mandadari, Garba Buzu, Banki, and Gwoza Wakane (Borno State); and Buni Yadi and Kasaisa (Yobe State).


## We talked to 1,925 CVA recipients

### Gender

 1118 women (58%)

 807 men (42%)


### State

 1005 Borno (52%)

 471 Adamawa (25%)


 449 Yobe (23%)

### Age


 1655 18-59 years old (86%)


 270 60 years old and over (14%)

### Status

 671 host community members (35%)


 530 IDPs in camps (28%)


 394 IDPs out of camps (20%)

 324 returnees (17%)

### Delivery mechanism

 1395 electronic voucher (73%)

 238 paper voucher (12%)

 174 cash via card or bank transfer (9%)

 115 cash-in-hand (6%)

<sup>1</sup> UNOCHA. 1 November 2022. “Nigeria Situation Report”.

<sup>2</sup> Ibid.

<sup>3</sup> UNOCHA. 20 October 2022. “Daily Noon Briefing Highlights: Burkina Faso, Nigeria and Somalia”.

<sup>4</sup> UNOCHA. 1 November 2022. “Nigeria Situation Report”.

<sup>5</sup> United Nations. 13 October 2022. “Nigeria Humanitarian Situation”.

<sup>6</sup> UNOCHA. 2 September 2022. “Advocacy Note for the Borno State Government (BSG), Humanitarian Leadership and Donors Protection Concerns on the Closure of Dalori I and II Camps and Returns and Relocations of IDPs in Borno State, North-East Nigeria”.

<sup>7</sup> Ibid.

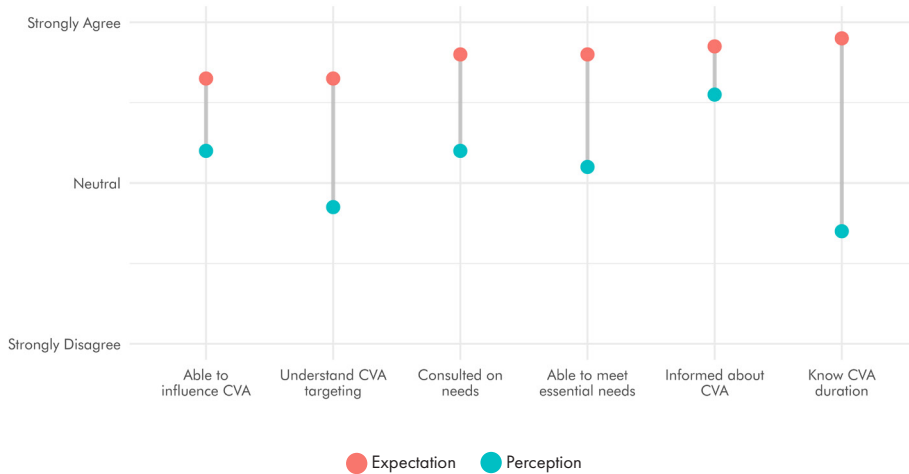
<sup>8</sup> Food Security Cluster. 5 November 2021. “Cadre Harmonisé Result for Identification of Risk Areas and Vulnerable Populations in Twenty (20) Nigerian States and the Federal Capital Territory (FCT) of Nigeria”.

<sup>9</sup> UNOCHA. 1 November 2022. “Nigeria Situation Report”.

<sup>10</sup> UNOCHA. April–June 2022. “North-East Nigeria: Cash and Voucher Assistance”.

# Summary: What people say about cash and vouchers

To understand how people experience a humanitarian response, it helps to know their initial expectations as well as their perceptions.<sup>11</sup> For several CVA-related issues, we asked people about their expectations and perceptions to identify areas in which humanitarian organisations might improve and to set priorities.<sup>12</sup> High expectations combined with low perceptions indicate priorities for improvement.



People feel strongly about knowing when their CVA will end, but 66% do not know how long their assistance will last. **This is the largest gap between expectations and perceptions and should be a clear priority for humanitarians.** People are similarly uninformed about targeting: many do not know who receives CVA or according to what criteria. This lack of understanding means people feel the process is unfair, or that community leaders have favoured some people over others.

The gap between perceptions and expectations for being “informed” about CVA appears small. However, focus group discussions (FGDs) revealed that this may refer almost exclusively to distribution schedules, which participants feel humanitarian agencies communicate successfully. People say humanitarian organisations rarely share the duration of assistance with them, even though people ask in order to plan for the future.

The humanitarian response is closer to meeting expectations when enabling people to influence the CVA they receive. Most people define this as the influence of their community leader. People are largely satisfied with the role of their community leaders in consultations, although others want more choice in how they communicate with humanitarian organisations.

In a region struggling with food insecurity, one of the largest and most crucial gaps between perceptions and expectations reflects CVA’s coverage of essential needs. People say aid might go some way to meeting their food needs, if they only spent it on food. But in reality, people have other spending priorities. People want humanitarians to provide assistance that aligns with their spending decisions, which prioritise a range of needs beyond rigid humanitarian sectors. By closing these gaps, the response can be more attuned to affected people’s priorities.

<sup>11</sup> Morgeson, Forrest V. April 2013. “Expectations, Disconfirmation, and Citizen Satisfaction with the US Federal Government: Testing and Expanding the Model”. *Journal of Public Administration Research and Theory* 23(2): 289–305.

<sup>12</sup> Expectations are measured using the question “How important is X to you?” This is to ensure we measure expectations by how people value a concept, rather than based on past experience.

## What people want:

- **Aid relevance:**

Provide cash grants to help start businesses or pivot to alternative livelihood opportunities. Prioritise cash over vouchers wherever possible and design programmes that account for diverse needs.

- **Participation:**

Continue to consult community leaders, as well as community members. Expand participation opportunities, including house-to-house consultations. This gives a chance to contribute to people who may not feel comfortable participating in groups. Create opportunities for in-depth consultation with a variety of community members.

- **Targeting:**

Explain targeting criteria to communities to help people understand the purpose of a programme and to reduce feeling that the process is arbitrary. Ensure opportunities for new arrivals to contact humanitarian agencies and register for assistance where possible. Give communities advance warning of registration activities to ensure community members can plan to attend. Increase security at registrations to ensure only members of the intended community are registered.

- **Complaint and feedback mechanisms:**

Allow people to provide feedback using a variety of mechanisms that they prefer. Do not rely solely on community leaders. Inform people of opening times for hotlines and ensure they know the hotlines are for any concerns. Provide people with the opportunity to use a phone if they do not own one. Inform people of what happens with their feedback once they submit a complaint and when they can expect a response.

- **Information:**

Inform people about the length of their CVA programme to allow them to plan for the future. Remain transparent with communities about changes to distribution schedules.

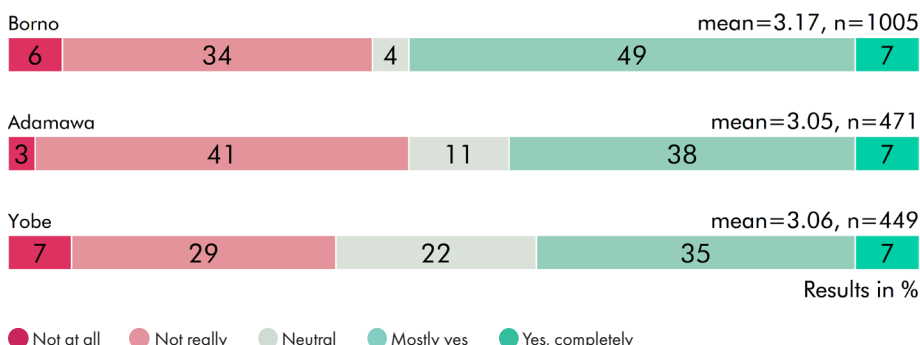
- **Vendors and distributions:**

Increase checks on vendors to ensure compliance with rules and reduce instances of abuse. Place distributions close to communities to increase recipients' safety. Reduce overcrowding and thus the amount of time people spend at the distribution site by increasing the number of vendors. Engage community volunteers for support during distributions and to prevent people from outside the community accessing aid.

# 1. Assistance meets some important needs, but not for long enough

People in need in Northeast Nigeria face a multitude of challenges when trying to meet their basic needs: inflation is rampant, at 20.5% in August 2022.<sup>13</sup> This means CVA does not go as far as it used to. Despite these challenges, 42–56% of CVA recipients across Borno, Adamawa, and Yobe say that CVA mostly or completely meets their most important needs.

## Does the CVA you receive meet your most important needs?



Many community members confirmed in FGDs that CVA does meet their most important emergency needs, including food, water, and medicines. However, it does not meet these needs for long enough. Many report that their CVA runs out within two weeks. For people with larger families, CVA runs out even sooner.

*“In my own house, there are about 17 people. We need a full bag of corn flour to sustain us for the month and it’s sold at 35,000 naira. The 17,500 cannot even purchase half a bag for us, not to mention soup and other ingredients. It is not that we are not thankful to aid agencies, but it’s not meeting our most important needs.”*

*– female; Kasaisa host community; Damaturu Central, Yobe State*

That CVA does not meet the full range of needs is unsurprising, given that 87% of CVA is provided by the food security sector and largely delivered under the banner of “Cash for Food.”<sup>14</sup> This means the transfer value is designed to meet only a percentage of recipients’ food needs from the Minimum Expenditure Basket (MEB). This ignores how people actually spend money, as they prioritise a range of needs that may differ month to month. People rarely spend their assistance only on food. Selling vouchers to buy other things is one symptom of this problem; some people lose spending power by selling their vouchers at a reduced rate.

*“It covers our most important needs more than you think... Many women collecting aid sell it in order to help with other things at home, such as using the money to expand their businesses.”*

*– female; host community; Mandadari, Konduga, Borno State*

*“Some vendors encourage women to sell their voucher well below its true value. Because they know that some women are desperate, they use it against them.”*

*– female; host community; Mandadari, Konduga, Borno State*



*Yes [CVA meets our most important needs], if we were to use the cash for only food items. But the needs of each household are different– some have the need to cover food, some for health, and some for their children’s school fees.*

*– male; IDP; Wamblimi, Michika, Adamawa State*

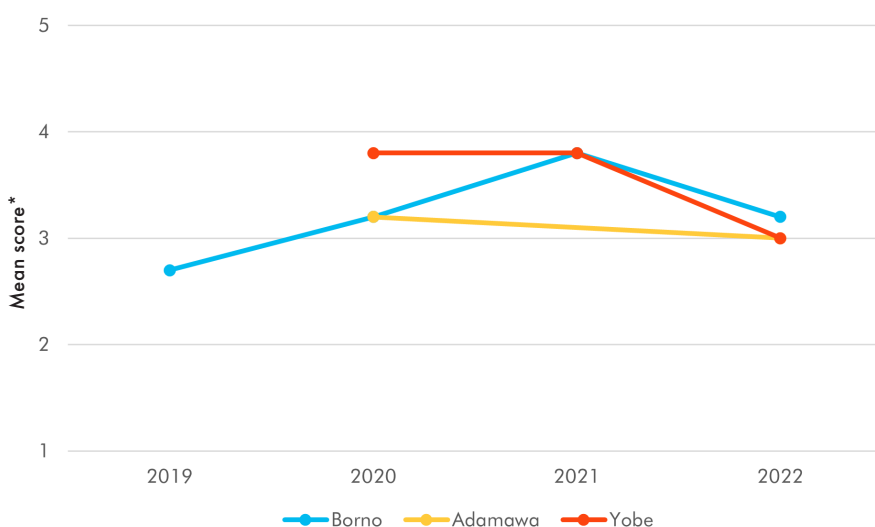
<sup>13</sup> Trading Economics. November 2022. “Nigeria Inflation Rate”.

<sup>14</sup> UNOCHA. April–June 2022. “North-East Nigeria: Cash and Voucher Assistance”.

Inflation is a major cause of concern and a main reason that people cannot meet their most important needs. Globally, rising food prices are crisis-affected populations' greatest challenge, especially as food distribution is already severely limited by conflict and extreme weather.<sup>15</sup>

The ability of people in Yobe to meet their needs with their assistance fell most heavily since last year.<sup>16</sup> Humanitarian actors reduced caseloads, sometimes dramatically, due to reduced funding. For example, one of the biggest food security sector partners reduced its caseload from 1.7 million to just 600,000 in early 2022.<sup>17</sup> Other partners had to reduce not only numbers of recipients, but transfer values as well.<sup>18</sup> Interviewees in Yobe said their assistance was reduced from 23,500 naira to 17,500 naira, as aid organisations attempted to assist an increased number of people returning to their homes.

### Does the CVA you receive meet your most important needs?



\*Likert scale from 'Not at all' (1) to 'Completely' (5).

Despite the clear financial challenge of reduced transfer values, some people felt it was positive that more members of their community received aid. According to previous Ground Truth Solutions research, people in Nigeria are more satisfied when aid reaches more people, even if this means the amount each person receives is lower.<sup>19</sup> Not only do people find this fairer, but it reduces pressure to share assistance with others.

*"Before, when others were not receiving aid, we had to share what we got with them. But now most of them are benefitting so even though there is a reduction [in the transfer value], we are better able to manage what we get."*

*– female; returnee; Buni Yadi, Gujba, Yobe State*



CVA has worsened this year because the ration size has been cut down while the price of commodities is astronomically high.

*– female; Kasaisa host community; Damaturu Central, Yobe State*



I would say the CVA has improved this year compared with last year, even though the amount has been reduced to 17,500 naira. It has improved because the programme goes to more beneficiaries than it did last year.

*– female; Kasaisa host community; Damaturu Central, Yobe State*

<sup>15</sup> Inter-Agency Standing Committee. November 2022. ["Key Messages: The Global Humanitarian Impact of High Food, Fertilizer and Fuel Prices"](#).

<sup>16</sup> Time series data for Adamawa in 2021 is not included throughout this report, as the sampling strategy was not comparable.

<sup>17</sup> UNOCHA. 1 November 2022. ["Nigeria Situation Report for Borno, Adamawa and Yobe States No. 16"](#).

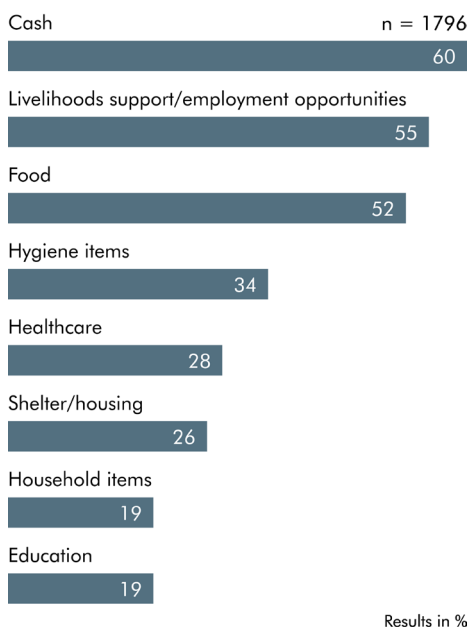
<sup>18</sup> Ibid.

<sup>19</sup> Ground Truth Solutions. June 2021. ["The key to fairness is inclusion"](#).

## 1.1 Livelihoods support is needed as a sustainable solution

Clearly, people are struggling to meet their basic needs with the CVA provided. Sixty percent of people need more cash, and 55% want support to build livelihoods.<sup>20</sup> Similarly, 69% in the 2021 Multi-Sectoral Needs Assessment (MSNA) expressed a need for cash, livelihoods, and income-generation.<sup>21</sup> People need cash to spend on various goods and services: food, in line with humanitarian prioritisation, but also hygiene, shelter, and healthcare.

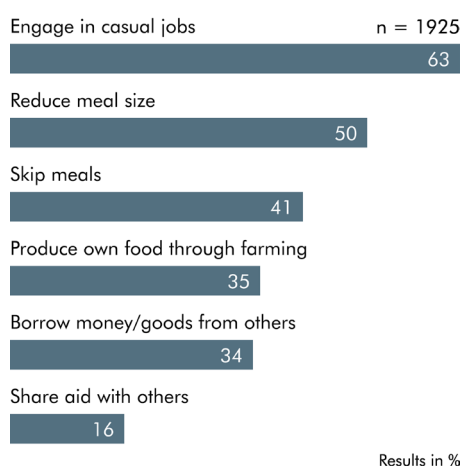
### What are your most important needs that are not currently met?



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

Although two-thirds of people we spoke to supplement their CVA through casual labour, 50% reduce meal sizes and over 40% skip meals in order to make ends meet. People in Yobe State warn that coping mechanisms like skipping meals disproportionately affect mothers, as they are most likely to go without food.

### How do you supplement the CVA you receive if it does not meet all your needs that month?



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



The mothers are the ones suffering most because when a child comes back from school, he will ask his mother for food to eat, not his father. When the father comes back from the farm or market, he looks to his wife for something to eat.

– female; Kasaisa host community; Damaturu Central, Yobe State



With the current rising poverty level coupled with the delay in distribution, people like me who have several dependants including orphans have no choice but to reduce consumption

– female; returnee; Buni Yadi, Gujba, Yobe State

<sup>20</sup> While cash may be considered a means to meet needs rather than a need itself, Ground Truth Solutions consistently finds that affected people consider cash an important need, and regularly mention it when asked.

<sup>21</sup> REACH. October 2021. "MSNA Bulletin: Northeast Nigeria".



Sustainable solutions and resilience were concerns for FGD participants. For returnees in Borno state, the lack of livelihood opportunities was the main reason they could not meet their needs. They wanted to remind humanitarians that they had businesses before the conflict so they are capable of caring for themselves, but they lack the necessary capital. IDPs in the Banki host community, Borno State, emphasised being unable to access farmland due to insecurity in the area, so they required other means of making a living.

“If we were given capital and training to acquire skills for businesses in the community, it would go a long way to reducing dependency.”

– female; returnee; Gulak, Madagali, Adamawa State

“Farming is the major source of income in this community. Flooding has really affected farm products this year and there is nothing we can do about that. We need tools like sewing machines, capital, and other equipment needed to run a business.”

– female; returnee; Gulak, Madagali, Adamawa State

“We have business ideas like making and selling awara (fried tofu), and cap-making, but we don’t have the means.”

– female; host community; Mandadari, Konduga, Borno State

“

There are organisations who have opened vocational centres for our women in this community. This will further enhance self-reliance in the near future.

– male; IDP; Wamblimi, Michika, Adamawa State

“

You know, money determines life, survival and everything else; we want capital for start-ups, or skill-acquisition. We have businesses that we used to run, but most of us don’t have the capital to continue.

– male; Buzu IDP camp; Garba Buzu, Maiduguri Metropolitan Council, Borno State



Women make traditional hats at an IDP camp in Borno State. KC Nwakor/GTS

## What people want

For CVA to be most effective, it needs to consider people's spending decisions. For the majority of people, CVA does not meet the diversity of their needs. This requires them to make inefficient choices, such as selling vouchers to buy what they need. Humanitarian organisations should prioritise cash over vouchers, where feasible.

Because people need to spend food-intended cash on other things, some want goods in-kind to fill the gap. However, humanitarian organisations must consider value for money: enabling in-kind provision by reducing transfer values is unlikely to help communities meet their needs.

*"[Aid providers] should be mixing food and money for us so that we can buy soap, firewood, water and so many other things with the money. That way the assistance would go further than it currently does."*

*– female; returnee; Gwoza Wakane, Gwoza, Borno State*

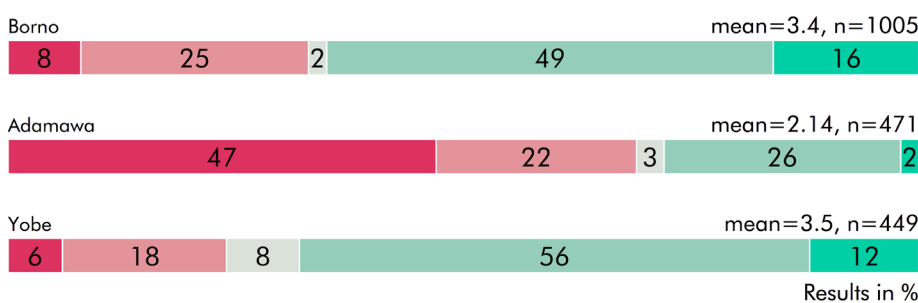
People stress the importance of cash grants to help them start business, build skills, pivot to other livelihoods where farming is not possible, and sustain themselves when their CVA programme ends. Humanitarian agencies should consider working with development actors to make livelihoods support an integral part of any CVA programme.

## 2. Fewer meetings, more action: Seeing change makes communities feel influential

Consulting communities on their needs is important. But to be more than a “tick-box” exercise, it is essential that humanitarian agencies use this information to inform programme design and implementation.

This year, 65% of respondents in Borno and 68% in Yobe say they were consulted on their needs, compared to 33% and 40% last year, respectively.<sup>22</sup>

### Do aid providers consult you on your needs before providing cash or voucher assistance?



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

Partners report more community meetings, which may have contributed to this increase. In addition, FGD participants confirmed the regular presence of humanitarian personnel for needs assessments in advance of programmes commencing. These consultations usually happen through community leaders, district leaders, or camp chairpersons. Other consultations include community meetings, or random household-level verification exercises.

It is a different story in Adamawa: only 28% of people say they were consulted before the programme started and fewer people feel their opinion is considered than in other states. This discrepancy might be partially explained by the kind of aid used – most people receive unrestricted or multi-purpose cash. When people receive cash that can be spent on anything they need, many FGD participants felt that a consultation in advance was not actually necessary.

“When people say they are not [personally] consulted, it might be true. For me, even if we are not consulted, cash can cover any need and so that should not be a problem.”

– female leader; Wamblimi, Michika, Adamawa State

“It is true, when an organisation wants to provide you with aid like cash, your opinion is really not necessary. You could buy anything you need with the money provided to you.”

– male; IDP; Wamblimi, Michika, Adamawa State



We are assembled at the community leader’s residence, so the aid staff can come and have a meeting with us, disseminate information, and also give us room to express our concerns.

– female; Kasaisa host community; Damaturu Central, Yobe State



The district heads do consult community members to hear their opinions before answers are given on what the community needs.

– female; returnee; Gulak, Madagali, Adamawa State

<sup>22</sup> No comparison is made for Adamawa, as the samples were not comparable.

Where consultations have taken place, some positive feedback emerges. One community youth leader in Buni Yadi, Yobe State, said the strong consultation process gave the community leverage over voucher vendors, who know they will be reported and necessary action taken if there are problems. Others felt informed based on community consultations, meaning that changes in programming, such as reduced transfer values, were not surprising. People were able to prepare for the changes. This process of two-way communication, followed by action, clearly works.

Despite not feeling consulted in advance, 53% of people in Adamawa feel their community can influence aid, and 51% feel their opinion is considered by humanitarian staff. Many FGD participants mentioned situations when their opinion was taken into account and they saw changes as a result. For example, feedback led to a change in the day for cash distribution. Female FGD participants in Kasaisa, Yobe State, said in-kind food aid was switched to an e-voucher based on community feedback and was largely why people felt they could influence the process. These examples may seem trivial, but they were highlighted time and again.

“We were asked what kind of goods we want to buy with the voucher we are receiving. Our opinion was considered, and now vendors bring most items that we prefer.”

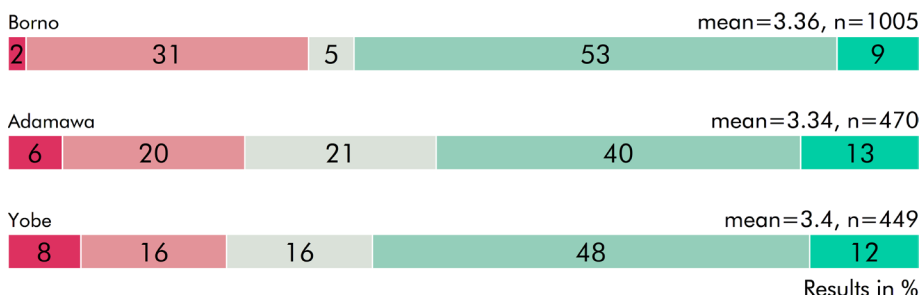
– female; host community; Mandadari, Konduga, Borno State



For us here in Kasaisa, we were already sensitised on the changes that might come up as a result of either increase or decrease in the funding level. The reduction in the ration size didn't come as a surprise as we were already aware.

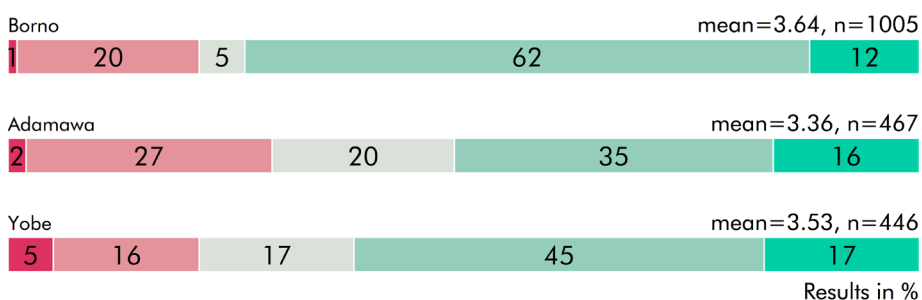
– female; Kasaisa host community; Damaturu Central, Yobe State

### Do you think people in your community can influence how CVA is provided?



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

### Do you feel like your opinion is considered by humanitarian staff?



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

For many people, humanitarian actors engaging their community leaders is sufficient because they see changes as a result. One youth leader in Gulak, Adamawa State, felt the communication between humanitarians and community leaders was key to community members feeling their views were heard.

However, for female FGD participants in Buni Yadi, Yobe State, the influence of their community leaders did not translate into influence for themselves.

*“Beneficiaries in this community have never been given the opportunity to influence how CVA is provided. Decision-making power lies with the community leader and the aid workers themselves.”*

*– female; returnee; Buni Yadi, Gujba, Yobe State*

## What people want

People value consultations that lead to action. Humanitarian actors should be encouraged by positive examples from communities of strong links between humanitarian organisations and the community giving people power to advocate for their rights vis-à-vis voucher vendors.

Consultations can still improve. One group of affected people in the Garba Buzu IDP camp, Maiduguri Metropolitan Council, Borno State, want more in-depth consultation. Instead of humanitarian staff simply asking people if they prefer cash or food, they want to discuss their livelihoods, and the additional support they need to be less reliant on aid.

*“Most people are only concerned about CVA, without thinking about other factors. And some people don’t know [support] also has to do with their livelihoods. We would appreciate empowerment and financial assistance because a lot of people are into petty trading. We just need to be empowered.”*

*– male; Garba Buzu IDP camp; Maiduguri Metropolitan Council, Borno State*

People also want diverse ways of consultation, in addition to the influence of community leaders. Women in the Mandadari and Gwoza Wakane host communities, both in Borno State, revealed that people greatly appreciated house-to-house consultation in their community. Male IDPs in Banki, Borno State, expressed concern that women feel less comfortable sharing their opinions with humanitarian actors, which could explain the request for house-to-house consultation.



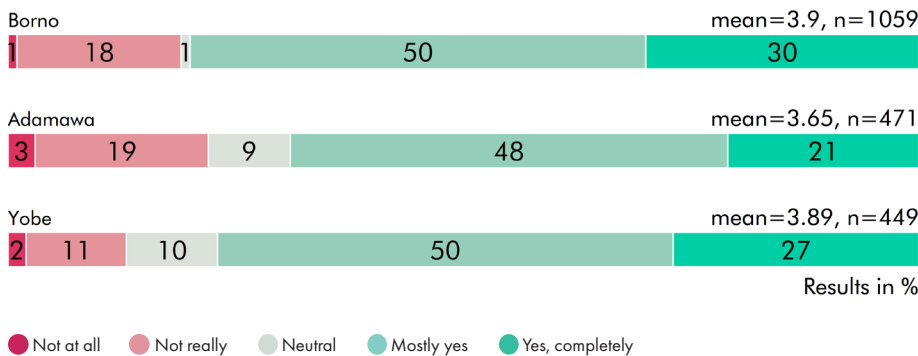
To me, the consultation of community leaders that NGO workers do before they begin operations in the community is enough influence in CVA available here.

*– male; IDP; Wamblimi, Michika, Adamawa State*

### 3. Vulnerable new arrivals are left out

Many people feel aid goes to those most in need, such as women abandoned by their husbands, older persons, widows, and people living with disabilities.

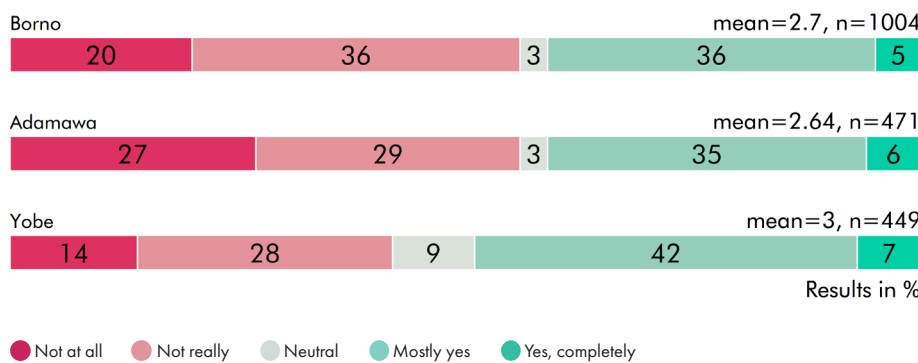
#### Does CVA go to those who need it most?



However, we found that some participants felt like people were randomly chosen to receive assistance. In Wamblimi, Adamawa State, people said they know some government workers who receive aid, which they feel is unjust. Some said community leaders were not always fair and prioritise people they know.

Feelings of injustice could come from confusion over the targeting process. Less than half of respondents in all states feel they understood how humanitarian organisations decide who should be on the list. Some people would also appreciate information about who is supposed to be receiving cash or vouchers and what the criteria are. When targeting criteria are unclear, people wonder if they do not receive aid because they do not meet the criteria, or whether they were arbitrarily left out.

#### Do you know how aid providers decide who receives cash or voucher assistance and who does not?



Two-thirds of people we surveyed say that unregistered or new arrivals are left out. Female returnees in Gwoza Wakane, Borno State, report that registration happened before many new arrivals came to the community and increased the number of households in need.



In some of the areas of Buni Yadi, the community leaders are not giving their people equal opportunity to get selected for aid. They prioritise their relatives and close associates. Vulnerability status is not even a determinant for being selected.  
– female; returnee; Buni Yadi, Gujba, Yobe State



I feel it is a thing of luck, the selection is usually random.  
– male; IDP; Wamblimi, Michika, Adamawa State

### Who is left out of receiving CVA?

Unregistered people/new arrivals n = 1353



Older persons



Orphans



Widows/divorcees



People living with disabilities



Single mothers

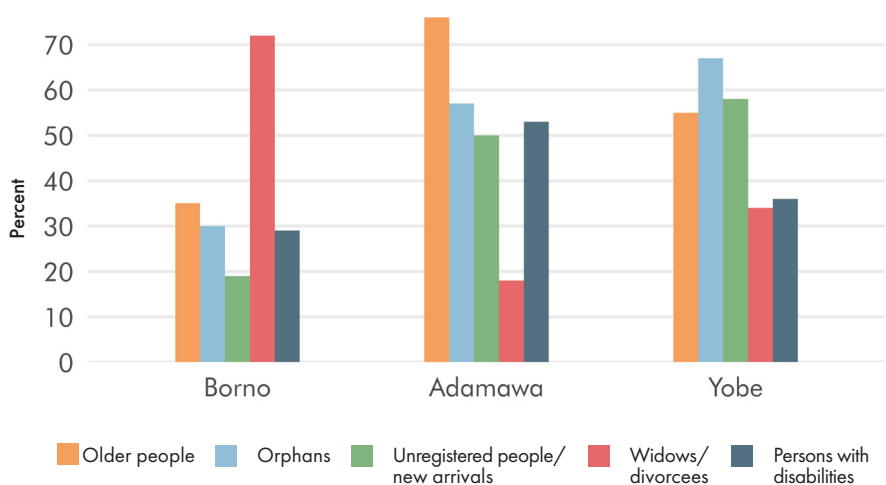


Results in %

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

Seventy-two percent of people in Borno and 34% in Yobe State say that unregistered people or new arrivals are excluded. People in Adamawa are more concerned about older persons, persons with disabilities, and orphans. Some FGD participants in Kasaisa, Yobe State, said that older persons or those with disabilities find it hard to come to the registration point, so humanitarian personnel should go house to house.

### Who is left out of receiving CVA? (n=1353)



In the case of the new returnees, and unregistered persons, there is nothing that can be done by humanitarian organisations. I can only say that in the next programme, those new returnees and unregistered persons should be considered.

– Youth leader; Gulak, Madagali Adamawa

## What people want

People want information about targeting criteria, including who receives CVA and why. Clear targeting criteria helps people understand the purpose of the programme and reduces the feeling that the process is arbitrary.

People are concerned about new arrivals missing registrations for CVA. They requested systems to register new arrivals, even if they arrive after the main registration.

*“I think what the aid providers could do to capture those that are left out is to embark on a fresh registration exercise. This would capture the unregistered individuals verified by the community leader to have qualified for the assistance as the situation changes overtime.”*

*– female; returnee; Buni Yadi, Gujba, Yobe State*

Women in the Mandadari host community suggested that aid providers extend the time of the registration to allow farm-workers to register after work. They also wanted advance warning of the registration, so that people can plan to attend. In further discussion, people said humanitarian actors used to inform them in advance, but stopped because people from other communities would then come to the registration. FGD participants in Garba Buzu IDP camp, Maiduguri Metropolitan Council, Borno State, also mentioned host community members coming to register at the IDP camp, and suggested extra security to prevent this.

*“When the organisation announces they are coming for registration or for distribution, a lot of outsiders including people from far-away host communities come and register, which sometimes prevents IDPs being registered. Security checks should be carried out on site in order to prevent this from happening.”*

*– male; Garba Buzu IDP camp; Maiduguri Metropolitan Council, Borno State*

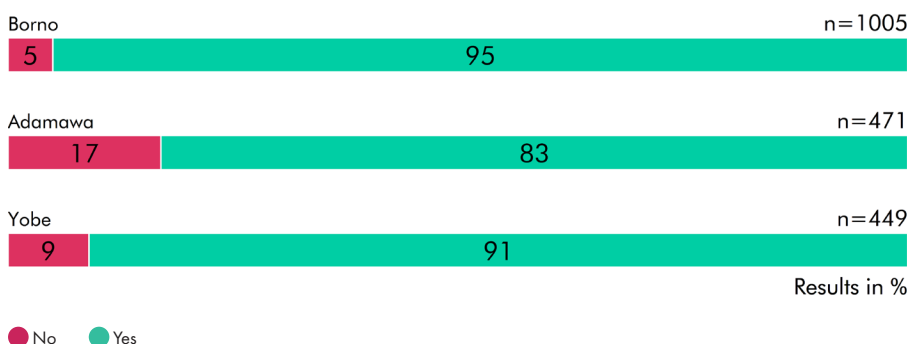
In addition to new arrivals, people said older persons and people living with disabilities would benefit from house-to-house registration.



## 4. People need more ways to feed back

**Knowledge of complaint and feedback mechanisms is high** among CVA recipients in the BAY states. On average, 94% of CVA recipients know how to make suggestions or complaints. This is an impressive appraisal of humanitarian efforts in this area. Many people we spoke to, in both the survey and FGDs, stated that complaint mechanisms were consistently explained to people at the beginning of programmes.

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

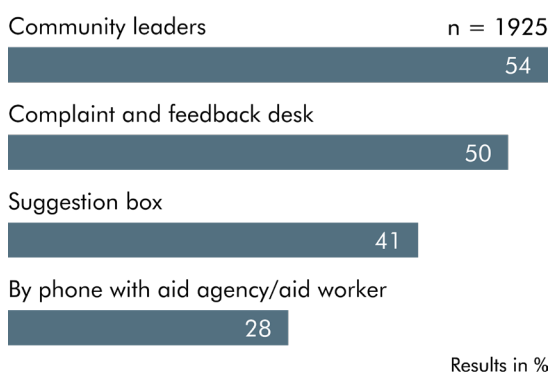


The vast majority of people we surveyed know of complaint and feedback mechanisms. However, women returnees in Buni Yadi, Yobe State, were not so sure: some have never seen people engage with complaint mechanisms, and do not know how to submit feedback.

Knowledge and use of complaint mechanisms is not always equal among affected people. According to a study by Translators without Borders, 60% of minority-language speakers did not have access to complaint mechanisms.<sup>23</sup> Difficulties are most pronounced for displaced people and those furthest from Maiduguri.

When asked which complaint and feedback mechanisms they know, people mentioned community leaders and complaint and feedback desks most often. Forty-one percent knew of suggestion boxes, and fewer than one-third mentioned hotlines through which they can contact aid workers by phone.

**Which channels for providing feedback or complaining about cash and voucher assistance do you know?**



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

“

Some people prefer to give feedback to the community leader, others want to go directly to the desk of the agency, but the truth is everyone knows how to make a complaint if they need to.

– female; host community; Mandadari, Konduga, Borno State

“

Complaint mechanisms are a very common thing for programme beneficiaries.

– female; returnee; Buni Yadi, Gujba, Yobe State

“

Honestly, I have never seen people submitting complaints in any way, so I don't believe people know how to do it.

– female; returnee; Buni Yadi, Gujba, Yobe State

“

We often use the complaint desk when the aid workers come to the community leader's place, but still because of the language barrier, they have to use the community leader as a proxy.

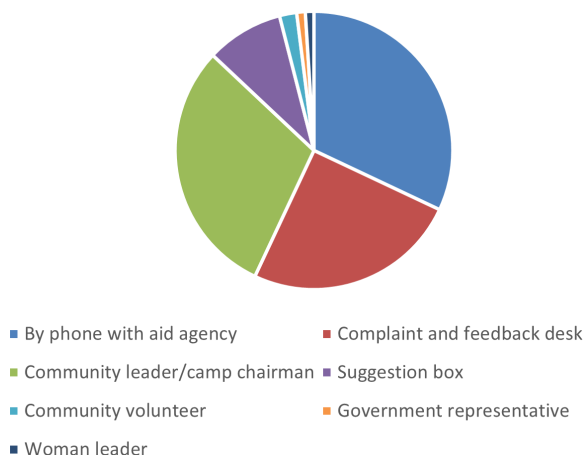
– female; Kasaisa host community; Damaturu Central, Yobe State

<sup>23</sup> Translators without Borders. October 2021. “[In the loop: Developing effective complaints and feedback mechanisms](#)”.

## 4.1 People face barriers to using preferred complaint mechanisms

Most people prefer to complain or give feedback in person. Fifty-seven percent prefer to give feedback directly to humanitarian staff, either by phone or through a complaint and feedback desk. REACH's MSNA also found that 65% of people preferred to communicate face-to-face, and 56% by phone.<sup>24</sup>

### How would you prefer to give feedback or submit a complaint in the future?



Thirty percent of people prefer to give feedback to their community leader or camp chairman. OCHA cites such leaders as communities' most trusted source of information.<sup>25</sup> People say community leaders are a known and popular means of submitting complaints because they make it quick, easy, and effective. They believe the authority of community leaders means their issue will be resolved faster. Other research revealed that community members feel community leaders might be more comfortable dealing with humanitarian organisations than they are.<sup>26</sup>

FGDs uncovered multiple barriers to giving direct feedback to humanitarian staff, despite it being affected people's clear preferred mechanism. Participants in Borno and Yobe reported being redirected to community leaders when trying to give in-person feedback to humanitarians. This could be problematic for people who would not trust the community leader with their concerns. Despite 32% of survey respondents preferring to give feedback by phone, women at an FGD in Mandadari, Konduga, Borno State, were told the toll-free number on the back of their e-cards was not for complaints, but only for positive feedback. This is significant protection concern: women seem to have been discouraged from reporting issues of domestic violence, after being told the number was only for matters directly related to CVA.

"In my opinion, this number provided on the back of our cards is not for us to make complaints, I guess the number is there for us to give feedback, positive feedback."

– female; host community; Mandadari, Konduga, Borno State

"We were told the number on the back of our card is for us to call them and thank them for providing aid. Because some women used to report domestic violence and other problems that are not connected to CVA."

– female; host community; Mandadari, Konduga, Borno State



Yes, the camp chairman is the most used mechanism in this community. He resolves almost every matter that arises.

– male; Garba Buzu IDP camp; Maiduguri Metropolitan Council, Borno State

<sup>24</sup> Results do not sum to 100 as multiple responses were possible. REACH. October 2021. "MSNA Bulletin: Northeast Nigeria".

<sup>25</sup> OCHA. February 2022. "Humanitarian Response Plan: Nigeria".

<sup>26</sup> UNOCHA. March 2021. "AAP Accountability to Affected Populations Situation Overview".

Access to phones, network coverage, and information gaps are further hurdles that stop people using phonelines to provide feedback. Only 28% of respondents are aware of hotlines, and FGD participants reported that people were not aware of the opening days or times of the hotline. This could be why many FGD participants reported that hotline numbers often do not work, as people call out of hours when humanitarian workers are not available to take calls. FGD participants in Borno raised illiteracy as an issue, and said that people do not know the hotline number is written on the back of their card.

Illiteracy is also an issue with suggestion boxes, with which only 9% of respondents prefer to complain or give feedback. Suggestion boxes are a common feedback mechanisms because they are cheap and easy to install in camps, but people who cannot read or write are unable to use them.

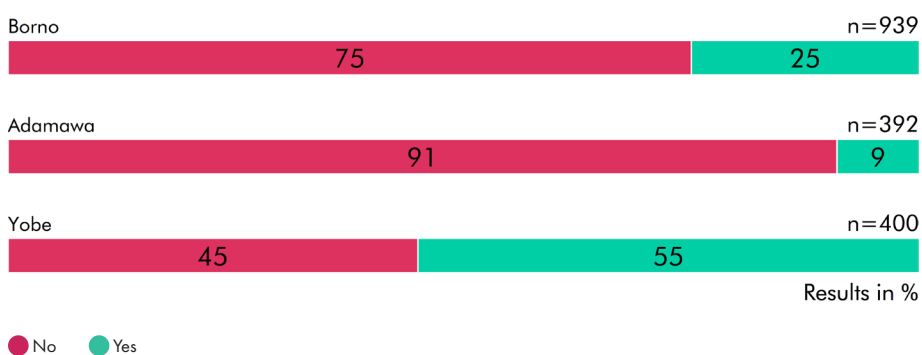
“All of us participating in this conversation cannot read or write; how do you expect us to use a complaint box? The best complaint mechanism that works for us is the community leader.”

– female; returnee; Buni Yadi, Gujba, Yobe State

## 4.2 Knowing about feedback mechanisms does not mean people use them

Engagement with complaint and feedback mechanisms ranges from state to state. Women in Kasaisa host community speculated that so many people in Yobe have submitted complaints or feedback because they find the process with the community leader easy and effective.

### Have you filed a suggestion or a complaint?



When asked why so few in Adamawa submit feedback, women in Gulak stated that they usually have nothing to complain about. However, male IDPs in Wamblimi, Adamawa State, reported that they did not submit complaints because they doubted they would receive a response.

However, when people have used feedback mechanisms, they usually receive a response. This is a positive sign, particularly as the lack of response is often why people do not continue to use complaint and feedback mechanisms.

“

There is a number on the back of their CVA card but I think some of them don't even know that it is there.

– male community leader; Mandadari, Konduga, Borno

“

Most people don't own a phone. Those who have phones also say that the number does not always go through, you hardly get [aid providers] on the phone.

– female; Kasaisa host community; Damaturu Central, Yobe State

“

The toll-free number only responds to beneficiaries' calls on Tuesdays and Fridays but most beneficiaries are not aware of this.

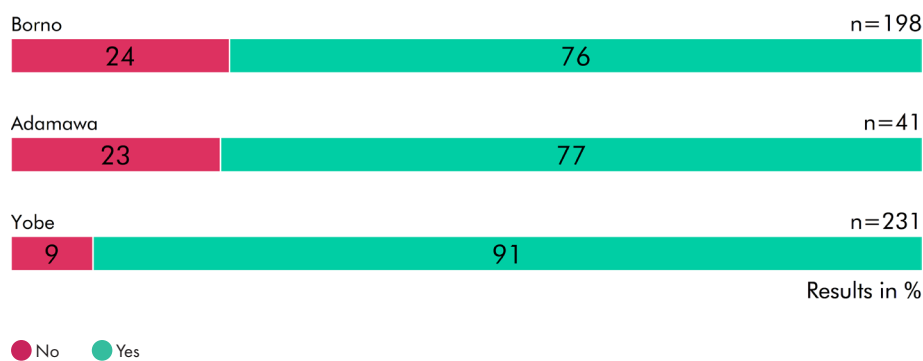
– female; Kasaisa host community; Damaturu Central, Yobe State

“

I feel that, even when we report things, they will not take our complaints into account. That is the reason why most of us don't like to make complaints in this community.

– male; IDP; Wamblimi, Michika, Adamawa State

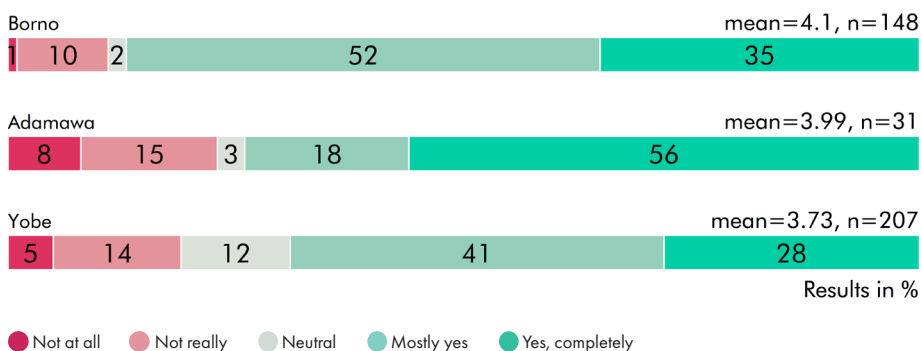
## Did you receive a response to your suggestion or complaint?



In FGDs, people reported that they mostly receive informal responses through their community leader. Others have less luck with informal mechanisms: male IDPs in Banki, Bama, Borno State, all recalled outstanding complaints or feedback for which they were still awaiting a response.

Most people who receive a response are satisfied with the outcome. Humanitarian organisations should focus on making people’s preferred feedback mechanisms easily available, and ensuring that they understand the process enough to engage with it. When this works, satisfaction is high.

## How satisfied were you with the response you received to your complaint/suggestion?\*



\*Results from Adamawa have a larger margin of error given the small number of respondents from Adamawa who submitted a complaint or suggestion.



Mostly when we have problems with our CVA card, we gather at the head of the community’s house, who will then collect our cards and ask us about the problem. Then they write it down and explain everything to the aid workers. Within a week we will receive our feedback.

– female; returnee; Gwoza Wakane, Gwoza, Borno State

## What people want

Humanitarian organisations must ensure that available feedback options correspond to people's preferences and are suitable for sensitive complaints. People need ways to speak directly to humanitarians in person.

If people are encouraged to give feedback to community leaders, humanitarian agencies must ensure that they support the community leader by collecting and acting on the feedback in a timely manner. Community leaders must represent the interests of the community. A youth leader from Buni Yadi, Yobe State, said that humanitarian staff only collect feedback from the community leader on a monthly basis, potentially leaving pressing issues unresolved.

Humanitarians must seriously address reports that people are discouraged from using hotlines, or told that these are only for positive feedback. People need to know where to find hotline numbers, when the opening hours are, and what to expect when using one. Writing the number on e-cards has been successful in Adamawa: people mention that this is made clear when receiving their cards at registration. However, people with low literacy levels need other means of accessing hotlines. One IDP in Banki, Borno State, requested humanitarian organisations to supply a phone for contacting the hotline.

*"It would be good for us if we had a phone that we could use to call [aid providers] directly. They give us numbers to use, but some days the number does not work."*

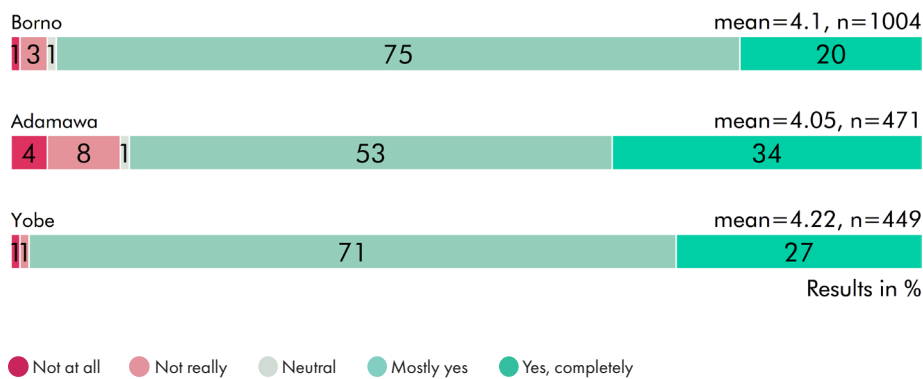
*– male; host community; Banki, Bama, Borno State*

People also want more information about the process of submitting a complaint, such as what happens after they submit, and when to expect an answer. Greater understanding of the process would encourage more people to engage with it.

## 5. Informed in the short-term, but few possibilities for long-term planning

People we spoke to feel very well informed about the CVA available to them. When asked what it means to be informed, FGD participants mentioned receiving information about the dates and times of distributions in a timely manner, as well as the type of CVA to expect. While these aspects are undoubtedly important, they do not represent the whole story. People remain in the dark about key aspects of aid programming, such as when their assistance will end.

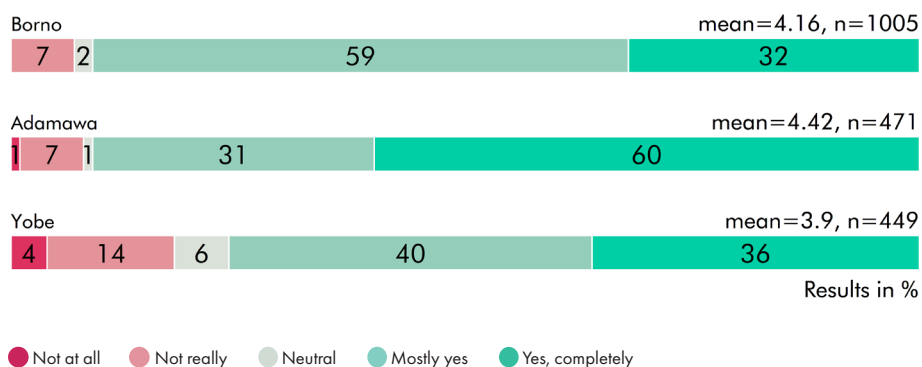
### Do you feel informed about the CVA available to you?



As well as receiving information through community leaders, programme management committees, voucher vendors, and other members of their community also share information.

People feel informed when humanitarian organisations let them know of changes to the distribution schedule in advance. For communities, this information is crucial: only then can people ensure they are present for the distribution. The vast majority of people we spoke to agree that CVA is normally distributed on the days and times they are told. This indicates that humanitarians are communicating well with communities about distributions. This has a positive effect: there is a strong correlation between feeling respected and feeling humanitarian agencies keep their promises regarding distribution timetables.<sup>27</sup>

### Is CVA normally distributed on the days and at the time you were told?



When information is passed to the community leader, he extends it to the programme management committees, who then inform the beneficiaries.

– female; returnee; Buni Yadi, Gujba, Yobe State



When one person hears about the distribution date, she would inform her neighbour, friends, and relatives, until information reaches as many people as possible.

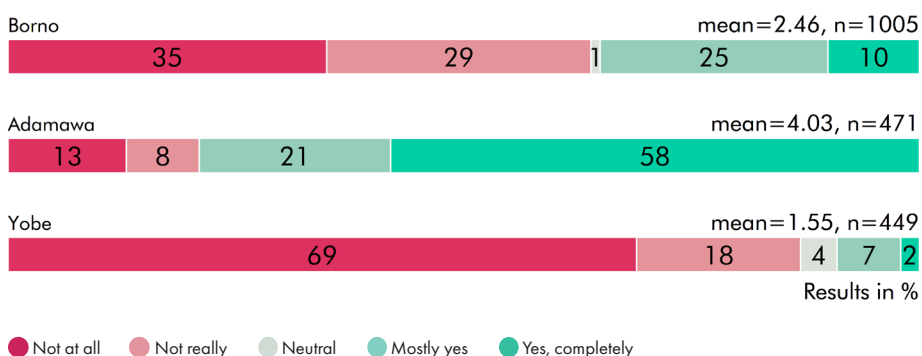
– female; Kasaisa host community; Damaturu Central, Yobe State

<sup>27</sup> Pearson's correlation coefficient: 0.37

When asked what kind of information they need, some respondents mention more information about the distribution, including date and time, but also the type and quantity of goods to expect. People say this is important so they can advocate for themselves and ensure they are receiving what they are eligible for from vendors.

Many people seem informed about short-term details, like when distributions will take place. However, far fewer feel informed about longer-term issues, such as the overall duration of their assistance. Only 9% of people in Yobe and only one-third in Borno state know how long their assistance will last. In comparison, over three-quarters of people in Adamawa had this information.

### Do you know for how long you will receive cash or voucher assistance?



Women in Gulak and men in Wamblimi, Adamawa, confirmed that humanitarian actors told them how long they would receive their cash instalments for from the outset. The end date is written on their card and their attention is drawn to this at registration. Community members in Adamawa said that knowing when their assistance will end helps them to prepare for a life after receiving aid, which was deeply appreciated.

However, people in Yobe and Borno states painted a different picture. Women in Buni Yadi, Yobe, suspected that this information was deliberately not shared with them by the implementing organisation, as even their community leader was not informed of the length of the programme. People in Buni Yadi reported enquiring about the length of the programme several times to no avail. When asked what information they needed, survey respondents overwhelmingly mention details about the duration of their assistance.

“We have made several enquiries about how long we would be receiving the assistance, but they always say they don’t know.”

– female; Kasaisa host community; Damaturu Central, Yobe State

Some women returnees said they worried that asking about the length of assistance would cause offence, and might negatively impact them. Despite wanting to know, they avoid asking.

“I am so used to receiving CVA, I am scared of what will happen if I stop getting it.”

– 40-year-old female; returnee; Michika, Adamawa State



We are only informed of the distribution date but not the duration of the programme.

– female; Kasaisa host community; Damaturu Central, Yobe State



The day the card was issued to us, we were informed about the start and end month.

– female; returnee; Gulak, Madagali, Adamawa State



Nobody knows for how long the assistance will last. We have received so much information about the aid we receive, but have never been informed for how long we would receive it.

– female; returnee; Buni Yadi, Gujba, Yobe State



I think even the community leader doesn't know when the programme is ending.

– female; returnee; Buni Yadi, Gujba, Yobe State



They just told us that one day [the assistance] will stop, but they didn't tell us when.

– male; host community; Banki, Bama, Borno State

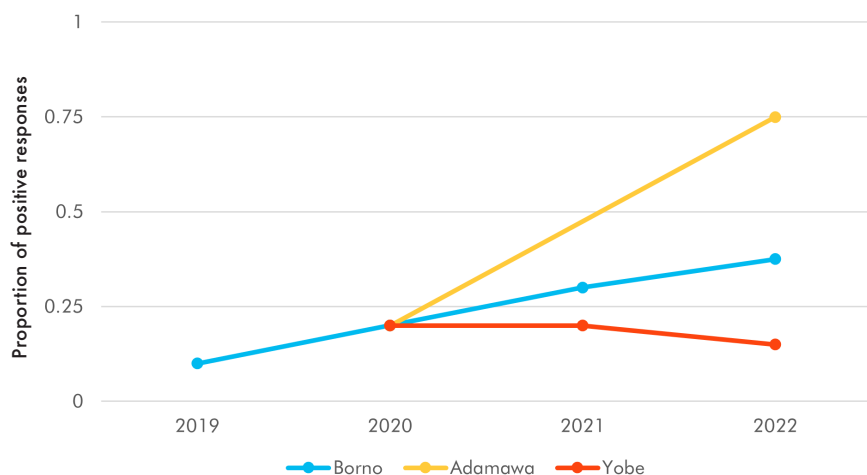
Results in Adamawa have improved significantly since 2020, when less than one-quarter of people knew when their assistance would end. The benefits of this to communities are clear. This improvement is not as pronounced in Borno, and things appear to be getting worse in Yobe, where even fewer people feel informed than in 2021. Unsurprisingly, people who feel less informed about the duration of their CVA often feel less respected by humanitarian organisations.<sup>28</sup>



We didn't ask because we were afraid, but if possible we would like to know.

– female; returnee; Gwoza Wakane, Gwoza, Borno State

### Do you know for how long you will receive cash or voucher assistance?



### What people want

Humanitarian agencies should continue communicating changes to distribution schedules with recipients in a timely manner. But this is not enough for people to feel sufficiently informed.

People want transparency about the length of their programme. They want to know when they can expect to receive their last transfer. Equipping people with this knowledge will not only enable them to plan for their future, but will reduce the anxiety of not knowing how long a programme will last.

People also want to be able to ask questions of humanitarian actors in accessible ways, without this having negative consequences. Ongoing dialogue and more feedback options would go a long way.

<sup>28</sup> Pearson's correlation coefficient: 0.26



## 6. Fear of losing aid forces people to put up with poor services

Voucher vendors and payment agents play a key role in cash and voucher assistance. Yet as external contractors of humanitarian organisations, accountability can become blurred. Most people we asked about satisfaction are satisfied with vendor conduct.

However, these results starkly contrast with evidence from interviews and focus group discussions, in which people describe an expensive service at best, and corrupt practices at worst. When asked why they were dissatisfied with the conduct of vendors and payment agents, many said that they charge higher prices than the market rate.

*“Whenever these vendors hear about the increase in the amount of CVA we are receiving they increase their prices too.”*

*– male; Garba Buzu IDP camp; Maiduguri Metropolitan Council, Borno State*

The impact of this was clear for one community leader in Mandadari, Konduga, Borno State, who believes that high prices at voucher vendors are undermining the impact of cash and voucher assistance. He reported that even though the transfer value has increased, prices at the vendors were above market rate, so people’s situation is no better. He recommends that aid organisations try to reduce vendor prices if they cannot give larger transfer values.

Many people also mentioned disrespectful behaviour towards clients, as well as outright corruption. For example, demanding a portion of the buyer’s food, or short-changing people by giving them lower quantities than their entitlement. People in the Mandadari host community corroborated a report from one survey respondent, who said that some vendors cheat by using smaller measuring bowls than at the market but charge the same price.

*“I am not satisfied with the vendors conduct because some of them are cheating us. They have two type of measuring bowl, the big one, which is the right one, and a small one which they often use when supervisors are not around. I had an encounter with a vendor recently and luckily for me, one of the supervisors was on site. I called his attention to this, after which he checked with all the vendors and seized many small measuring bowls.”*

*– female; host community; Mandadari, Konduga, Borno State*

We asked focus group participants in Buzu camp why so many people would have answered positively to the survey question on vendor behaviour, if qualitatively people told us the opposite. They speculated that it is habit for many to answer satisfaction questions positively, as they want to avoid “looking a gift horse in the mouth,” despite clear malpractices and poor quality. The only way this could be improved, according to those interviewed, would be to give everyone cash so they could get the best price and not be beholden to certain vendors.

*“Some vendors bring food items of bad quality; some food has chemicals in them, they mix bad quality and good quality grains to sell to people. People probably say they are satisfied because it's free and the only support they get.”*

*– camp leader; Garba Buzu IDP camp; Maiduguri Metropolitan Council, Borno State*

“

*When an elderly beneficiary like myself arrives at the distribution site, they make sure we are prioritised and served first. The same treatment goes to people living with a disability, pregnant women, etc.*

*– female; returnee; Buni Yadi, Gujba, Yobe State*

“

*[Aid providers] have increased the amount of CVA we receive, but the price is high so we still receive less food.*

*– male; host community; Banki, Bama, Borno State*

“

*Their measurement bowls for cereals are smaller than the normal ones at the market.*

*– 42-year-old female; host community; Mandadari, Konduga, Borno State*

“

*They allow volunteers working with them to extort us for a portion of food aid.*

*– 65-year-old male; IDP; Michika, Adamawa*

“

*Some vendors do not allow us to choose preferred items, others shout at us.*

*– 70-year-old male; returnee; Gujba, Yobe State*

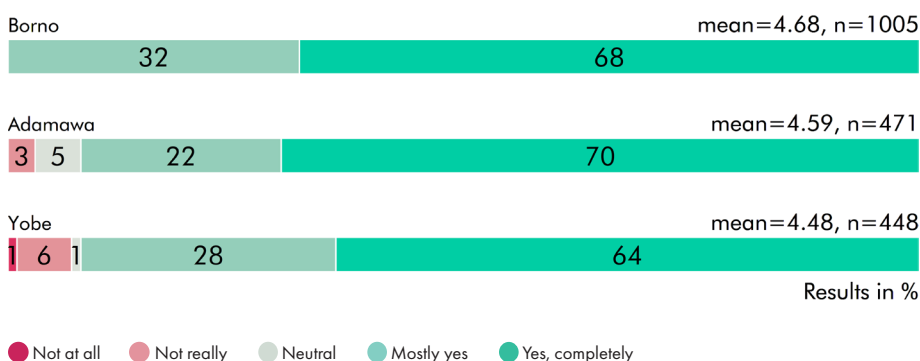
“

*The vendors usually tell us that the vouchers are for free after all.*

*– male; Garba Buzu IDP camp; Maiduguri Metropolitan Council, Borno State*

While clear problems with voucher vendors persist, many people have noticed improvements in overall safety at CVA distributions. REACH’s AAP assessment also finds that people largely feel physically safe while accessing aid.<sup>29</sup>

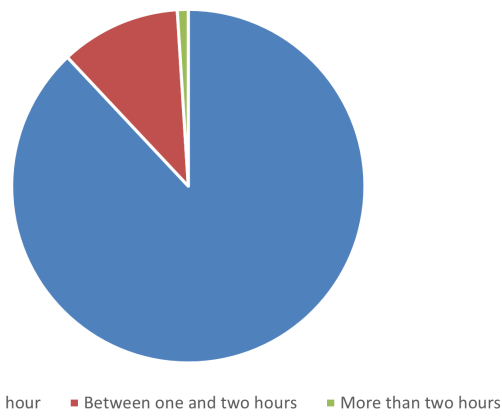
**Did you feel safe at all times and free of risks while receiving the cash and voucher assistance?**



In FGDs in Gulak, Adamawa State, and Banki, Borno State, people reported that the presence of the Nigerian Army at aid distributions has increased feelings of security and peace of mind. FGD participants were generally very positive about improved security in their lives.

FGD participants also said that distributions have moved closer to the community, which has made people feel safer. This is supported by our survey findings, in which 88% of people travel less than an hour to reach the distribution site. Only 11% travel between 1 and 2 hours, and 1% more than 2 hours.

**How long did it take you to travel to the distribution point?**

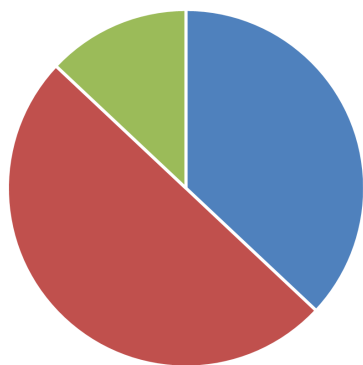


The time spent at the distribution site also has safety implications. Only 37% of respondents typically spend less than one hour at a distribution site; 50% spend between 1 and 2 hours, and 13% spend more than 2 hours. Reducing the time people spend at a distribution site can greatly reduce overcrowding, which is one of the main things people recommended for how humanitarians could improve the security situation. One way this was achieved in Mandadari, Konduga, according to FGD participants, was by increasing the number of vendors to ensure people could be served in a timely manner.

“Before the day of disbursement, the officer in charge sends his men on patrol in the community to make sure there are no security threats in the community before they give a green light to humanitarian organisations for the go ahead in their activities.”  
 – female; returnee; Gulak, Madagali, Adamawa State

<sup>29</sup> REACH. March 2021. “Accountability to Affected Populations Situation Overview: Borno State, Nigeria”.

## How long do you typically spend at a distribution site?



■ Less than one hour ■ Between one and two hours ■ More than two hours

### What people want

People want to receive good quality and safe goods, of the entitled quantity, at a fair price at voucher vendors. Oversight to ensure prices are fair and services are delivered as required is crucial. Humanitarians must take swift action when complaints of corruption arise, to ensure distributions do not become a breeding ground for corrupt practices. People also feel that strong consultation processes between humanitarian organisations and the community give them leverage over voucher vendors to demand a fair service.

People make clear that distributions close to the community make people feel safer. For some, such as those with mobility issues, distributions closer to home are even more important. While responding and distributing aid at an individual level is logistically difficult for humanitarians, one respondent from Borno State suggests recruiting volunteers from local communities who could support others in the community who are less mobile.

*"We want the aid organisations to recruit volunteers who will assist the most vulnerable (people with disabilities, older persons, etc.)."*

*– 35-year-old female; IDP living in camp; Jere, Borno State*

*"I would prefer house-to-house distribution because I have mobility challenges. Going there and standing for long is really a challenge for me."*

*– 45-year-old female; returnee; Madagali, Adamawa State*

*"The roads we need to use to access the vendor's shop are very poor. We need a vendor within our community so that it will be easier for us."*

*– 30-year-old female; IDP; Mairari, Yobe State*

Increased security at distributions was appreciated and should be continued. This particularly reduces overcrowding and ensures that people from outside the community do not access aid that is not intended for them, for which people also suggest the use of community volunteers.

## The conclusion is choice: People need to meet a wider range of needs and reduce aid reliance

When asked what aid providers could do to improve, people overwhelmingly want ways to meet a wider range of their needs, through more diverse foods, non-food items, shelter, and livelihoods. Some request in-kind aid to supplement insufficient assistance; others want increased quantity of assistance, or to see assistance expanded to more people. What is clear is that people are calling for choice; they want their agency back.

Community recommendations contained in this report will be further discussed and workshopped with humanitarians in Nigeria to formulate an action plan.



Husseina, 35, a CVA recipient, gets interviewed outside her home at an IDP camp in Borno State. KC Nwakalor/GTS

# Methodology

## Quantitative survey design

The survey was designed to cover a large proportion of the cash and voucher assistance (CVA) receiving population in Northeast Nigeria's BAY states (Borno, Adamawa, and Yobe) in a representative manner. Data on locations where CVA was distributed in May and June 2022 was provided by the Food Security Sector, forming our sampling frame. Inaccessible locations, as well as locations with fewer than 250 aid recipients, were removed from the sampling frame in advance. While CVA is also used by other sectors, according to the Cash Working Group dashboard from the first quarter of 2022, Food Security Sector recipients account for 99% of all CVA recipients.

The design included two stages of sampling: (1) locations within each state stratum, (2) individuals within sampled sites. The sample was stratified by state (Borno, Adamawa, and Yobe). Adamawa and Yobe account for 1% and 9% of CVA recipients in the BAY states, and so correspondingly have fewer locations where CVA is delivered. As such, we were able to sample all locations in Adamawa (10/10) and Yobe (26/26). In Borno, locations were selected according to probability proportional to size and we were able to sample from 40% of all locations in Borno (38/94). The sample was allocated 50–25–25 between Borno, Adamawa, and Yobe respectively to support state-level estimates while accounting for the large difference in population sizes across the states. The final sample sizes amounted to 1005 (Borno), 471 (Adamawa), and 449 (Yobe). A strict gender quota was not in place given that more women receive CVA than men for their household. Even so, we achieved a 58–42 split between women and men, allowing accurate estimates based by gender.

Data was collected in September 2022. At site level, interviewers used a random-walk approach, visiting each  $n^{\text{th}}$  dwelling,  $n$  being calculated based on the number of CVA recipients in the locations and the target number of completed interviews. This random walk approach could not always be implemented in a precise manner since the exact location of CVA recipients within the villages is unknown, so data collectors rely somewhat on information provided by community leaders or camp chairmen.

## Weighting

Overall results are weighted based on the size of the regions in terms of the number of CVA recipients, based on data provided by the Food Security Sector as noted above. The sampling design is self-weighted inside each of the three strata (Borno, Adamawa, and Yobe), meaning that the respondents from the same regional stratum have equal design-based weights as given by the population size inside the stratum, divided by the sample size inside the stratum. The design-based weights were raked to marginal totals by age group and gender, based on the demographics of the people-in-need population in Nigeria, as specified in the Humanitarian Response Plan.<sup>30</sup> The raking step ensures that the survey respondents, when weighted, represent their proper proportions in the population with respect to age group and gender. As there is limited data available on demographic breakdowns of the population of CVA recipients, data on the more general population of people-in-need was used as a proxy to develop the raking adjustment.

<sup>30</sup> UNOCHA. February 2022. "[Humanitarian Response Plan: Nigeria](#)".

## Coverage and exclusion

Data on locations where CVA was distributed was obtained from the Food Security Sector's 5W data for June and July 2022. Food Security accounts for some 99% of CVA delivered according to the Cash Working Group dashboard from January–March 2022.<sup>31</sup>

Some locations could not be accessed due to security constraints and were removed from the sample frame. This number was minimal (13 out of 166 locations), and these were mostly in Yunusari and Geidam LGAs in Yobe State.

One location selected, Mandunari, Gujba Local Government Area, Yobe State, became inaccessible at short notice due to flooding. However, the community at this location regularly moves to safer areas due to the flooding, and was accessed in Damaturu, the state capital.

## Precision of estimates

To calculate margins of error we used the package "survey" in R,<sup>32</sup> specifying the survey design as outlined above. Note that the precision varies from question to question according to the sample size. For questions that were asked to all people surveyed, the margins of error are summarised in the table below. Values for likert scale questions are presented as points on the likert scale, and binary questions on a 0-100 scale.

	Overall questions		State breakdowns	
	Likert scale	Binary scale	Likert scale	Binary scale
Minimum	0.06	1.4	0.02	1.2
Maximum	0.27	7.5	0.31	17.5
Mean	0.11	5.0	0.13	5.6
Median	0.10	5.6	0.12	5.5

In order to calculate these margins of error, probability sampling has to be assumed. Note that for this survey, the main feature of probability sampling – that each individual has a known probability to be included – could not always be strictly adhered to at site level. Given that there is no comprehensive sampling frame available with all existing CVA recipients in Nigeria, it is assumed that the actual sampling design is a reasonably close approximation to a probability sampling design.

## Qualitative focus group discussions

In October 2022, results from the quantitative study were presented to communities in focus group discussions (FGDs) in Borno, Adamawa, and Yobe states. Details of the FGDs can be found in the table below:

Location	Gender	Number of participants	Details
Mandadari, Konduga, Borno	Female	8	Host community
Garba Buzu, Maiduguri Metropolitan Council, Borno	Male	8	IDPs in camp
Banki, Bama, Borno	Male	8	IDPs in host communities
Gwoza Wakane, Gwoza, Borno	Female	8	Host community
Gulak, Madagali, Adamawa	Female	8	Returnees
Wamblimi, Michika, Adamawa	Male	8	IDPs in host communities
Buni Yadi, Gujba, Yobe	Female	9	Returnees
Kasaisa community, Damaturu Central, Yobe	Female	8	Host community

<sup>31</sup> UNOCHA. January–March 2022. "Nigeria: Ongoing Cash Transfer Activities".

<sup>32</sup> Lumley, T. (2004). "Analysis of Complex Survey Samples." Journal of Statistical Software, 9(1), 1–19. R package version 2.2.

In addition, one community leader was interviewed in each location, including women, youth leaders, and camp chairmen.

Participants were encouraged to speak about the results and topics of most interest to them. They were also asked specific questions about whether the results matched their experiences, and why they think people may have answered in a particular way.

Transcripts of the discussions were analysed by Ground Truth Solutions, including impressions from facilitators and note-takers, and the results and direct quotes were included in this report.

### **Challenges during data collection and limitations**

While the sampling frame represents the most accurate picture of CVA recipients using the data available, it relies on regular and accurate reporting by humanitarian agencies to the food security cluster. CVA recipients from agencies that did not report are not represented.

Some of the enumerators conducted interviews in less than the minimum required time of 15 minutes. Interviews of less than 15 minutes were rejected and redone. A total of 207 interviews were rejected, out of a total of 2131. The median interview duration was 23 minutes before removing interviews that did not meet time requirements, and 24 minutes afterwards.

Heads of household represented 69% of survey respondents, and thus the views of people who do not consider themselves the head of the household are underrepresented.

While the quantitative data shows a somewhat positive trend in some questions, the results from the FGDs highlight a more sombre situation. The Cash Barometer only speaks to recipients of cash and voucher assistance, and so does not represent those excluded from CVA due to reduced caseload from some organisations, whose ability to meet their needs surely reduced. A courtesy bias also prevails: many recipients do not feel it appropriate to criticise the work of humanitarian actors.

*"Because of the popular saying 'you don't bite the hand that feeds you,' we would have no negative comment on this rather than to say 'we are grateful.'"*

*– female; returnee; Buni Yadi, Gujba, Yobe State*

*"I know it will sound improper for someone receiving assistance to criticise it, but since you insisted that we should voice it, the aid is not really covering our most important needs."*

*– female; Kasaisa host community; Damaturu Central, Yobe State*

*"I know that CVA doesn't meet some people's needs, but they will not say it because it will look like they are being ungrateful for the help they are getting."*

*– male youth leader; Gwoza Wakane, Gwoza, Borno State*



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