

Bulletin • Host community Needs and outlook

Summary findings

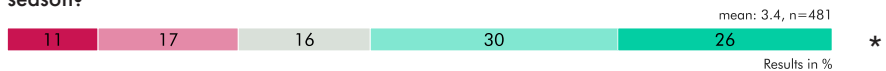
Do you feel safe in your place of residence?



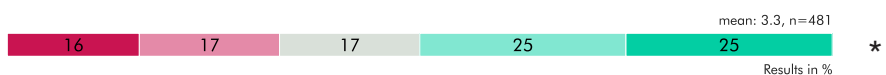
Do you feel safe in your day-to-day life?



Do you feel you have the information you need to stay safe during the monsoon season?



Do you feel you have the information you need to stay safe during the cyclone season?

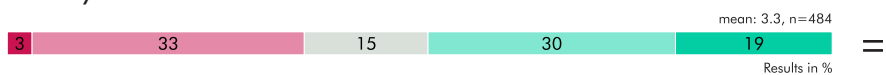


1 Not at all 2 Not really 3 Neutral 4 Mostly yes 5 Yes completely

Do locals have employment opportunities in your area?



Are you and your immediate family able to make a living by working in the local economy?



Do you generally feel optimistic about your future?



1 Not at all 2 Not really 3 Neutral 4 Mostly yes 5 Yes completely

This thematic bulletin presents findings and recommendations based on Ground Truth Solutions' surveys conducted with 487 Bangladeshis living within or in close proximity to the camps in Ukhia and Teknaf, Bangladesh. The survey, carried out in April 2019, is the second round of data collection to cover the opinions of the host community, with the first having taken place in October 2018. The goal is to use the views of affected people and the host community to inform the humanitarian response and adjust programming accordingly.

Ground Truth Solutions has published five bulletins from the third round of data collection on the response: one on social cohesion covering findings from both the Rohingya and host communities, as well as three bulletins addressing Rohingya perspectives on needs and services, safety and outlook and feedback and relationships.

Changes in responses since October 2018

- ^ Increase in mean score of 0.5 or more **or** increase in "yes" responses by more than 10%
- ^ Increase in mean score of less than 0.5 **or** increase in "yes" responses by 5-10%
- = Change in mean score by less than 0.1 **or** change in "yes" responses by less than 5%
- ∨ Decrease in mean score of less than 0.5 **or** decrease in "yes" responses by 5-10%
- ∨ Decrease in mean score of 0.5 or more **or** decrease in "yes" responses by more than 10%
- * This question was added since the previous round

A full overview of changes since October 2018 can be found on page 6.

Are you aware of activities and support for locals led by aid providers in your area?



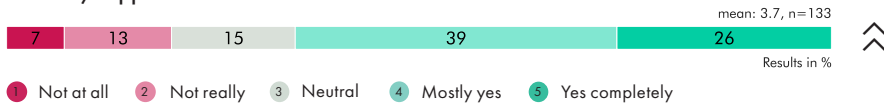
Do you regularly come into contact with aid providers in your area?



Do aid providers treat you with respect?*



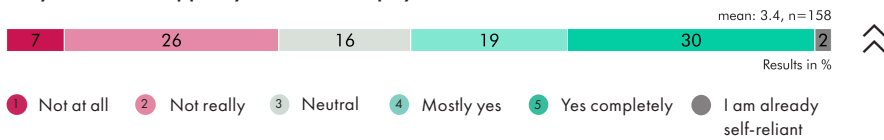
Do you feel humanitarian organisations take your opinion into account when providing services/support? **



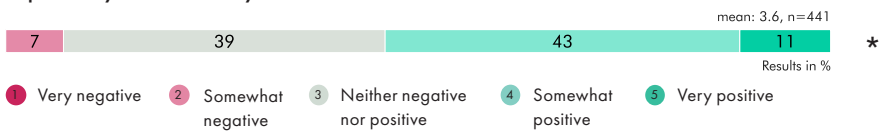
Do you know how to make suggestions or complaints about the services/support you receive from humanitarian organisations? ** *



Do you feel the support you receive helps you to become self-reliant? ***



In general, do you think humanitarian organisations have had a negative or positive impact on your community?



Changes in responses since October 2018

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- * This question was added since the previous round

* This question was only asked to those who said they come into regular contact with aid providers.

** These questions were only asked to those who said they have received services/support from humanitarian organisations in the past 12 months, either exclusively or in addition to support from governmental agencies. In October 2018, respondents who had received support exclusively from the government were included in the sample.

*** This question was only asked to those who said they have received services/support from humanitarian organisations or governmental agencies in the past 12 months.

Resources/services in need of improvement n=487



63%

Access to jobs



49%

Water



31%

Roads and infrastructure



30%

Health services/medical care

Only the top four responses are shown. Percentages do not total 100 because respondents could choose multiple options.

Key takeaways

Eighty percent of Bangladeshi respondents feel safe within their homes and in their day-to-day lives. Those who feel unsafe name theft as the main reason. As in the previous round in October 2018, feelings of safety among Bangladeshis and Rohingya living in the area are very similar. Awareness around staying safe during the monsoon season is mixed, and only half of respondents report that they have the information they need to stay safe during the cyclone season. Generally, those with a higher level of education are more aware of how to stay safe during cyclone season, with 59% of those who have completed some secondary education saying they have the information they need, compared to 43% of those who have some primary education.

Only 40% of respondents are aware of activities and support for locals led by aid providers, down from 59% in October. In line with findings from the previous round, women feel less informed than men, with 35% and 48% responding affirmatively, respectively. While only 29% of those with no formal education are aware of activities and support for Bangladeshis, just over half of those who completed primary or secondary education are aware. Remaining constant since October, 29% of Bangladeshi respondents report regularly coming into contact with aid providers. **Ninety-two percent of those who do have interactions with aid providers feel treated with respect.** If they could receive any kind of assistance from humanitarian organisations, Bangladeshis surveyed would prefer to receive support through a combination of cash and goods/services or cash only. The majority of those already receiving cash or voucher support from humanitarian organisations are satisfied with it.

While many Bangladeshis feel that the influx of Rohingya refugees has made life more challenging (see more in the [Social cohesion](#) bulletin), just over half of respondents feel humanitarian organisations have had a positive impact on their community. Thirty-nine percent say humanitarian organisations have had neither a negative nor a positive impact. Respondents do, however, call for more support for their communities, particularly for the poor and people with disabilities.

Thirty-three percent of Bangladeshis surveyed report having received services or support from humanitarian or governmental agencies in the last year. **Half of those who receive support believe it will help them become self-reliant.** Although 65% feel their opinions are taken into account by humanitarian organisations, compared to 43% in the previous round, only 37% know how to make suggestions or complaints about the services or support they receive. Female respondents seem more informed about available complaints mechanisms, with 46% responding affirmatively compared to 28% of male respondents. The majority of respondents would want to make complaints to a local chairman or chairwoman. However, it is important to note that concerns have been raised about the fairness of local elected officials (for more, see the previous bulletin on [Needs and outlook](#)).

If you were to receive assistance from humanitarian organisations, how would you prefer to receive it? n=487

Combination of cash and goods/services	23%
Cash only	23%
Goods and services direct (in-kind)	20%
No preference	19%
Combination of cash and vouchers	8%
Combination of vouchers and goods/services	3%
I don't want to receive any assistance	2%



Life will be better if the NGOs help the poor, destitute Bangladeshi people in the same way they are helping the Rohingya.

In line with findings from the previous round, over half of respondents feel optimistic about their future. Nevertheless, **access to employment remains the overarching need for Bangladeshis surveyed**. Just over half of respondents do not believe Bangladeshis in their area have employment opportunities. Perceptions have worsened since October, when a third felt there was a lack of opportunities for locals to find employment. Bangladeshis surveyed believe their main barrier to gaining employment is that there are people who are willing to work for less money, as well as there being too much competition for work in general. This aligns with the sense among many Bangladeshis in the area that Rohingya are competition in the job market who are willing or able to work for less money.¹

In addition to employment opportunities, respondents also named water, roads and infrastructure, and health services as needing improvement. Water has remained the second-most named resource in need of improvement since the previous round; a host community multi-sector needs assessment conducted in December 2018 revealed that problems collecting water include the water source being too far, the water tasting bad, and the source only being available at certain times of the day.²

In order to gauge survey fatigue, Bangladeshis surveyed were asked whether they would be willing to take part in a similar survey in the future, to which 95% said yes.

Recommendations

- ✔ There is a **clear need to increase service provision to host communities**. The 2019 Joint Response Plan called for such an increase and also pointed out that while The World Bank, the Asian Development Bank and bilateral development actors have increased their programming significantly, most interventions will only become visible to people living in the area in 2020. More can be done until and beyond that time. As noted in the [social cohesion](#) bulletin, such an increase could help foster better relationships between Bangladeshi and Rohingya communities.
- ✔ **Additional programming should focus on livelihoods**, which remains the top concern. The percentage of Bangladeshis reporting that there are no employment opportunities has risen since October 2018 from 33% to 53%, highlighting the need to target this area. Given that the Rohingya bulletin on [needs and services](#) also called for additional livelihood programming, perhaps there are ways to join up work in a coherent way, which might avoid further adding to feelings of competition between the two groups.
- ✔ As host community programming is increased, there should also be more **efforts to communicate and engage with Bangladeshis**. Systematic community engagement needs to accompany any increase in programmes, and this must include efforts to raise awareness of complaint mechanisms, fostering trust in any such mechanisms and ensuring humanitarian organisations have ways to continually hear from communities about how best to work together to address emerging needs. All of the above needs to recognise communication preferences and should be inclusive of all groups in society.



We want to work and earn money by ourselves and educate our children to raise them to be good people.



Providing job opportunities and improving the quality of education would make us more hopeful and able to prosper in the future.



We don't have water like we used to have - there is a serious scarcity of water.

1 BBC Media Action, Internews, and Translators without Borders, "What Matters?" (Issue 23, April 2019)

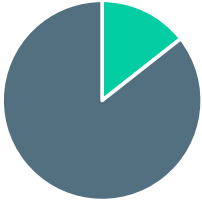
2 Inter Sector Coordination Group, "Multi-Sector Needs Assessment - Host Community - Ukhia and Teknaf Upazilas, Cox's Bazar, Bangladesh" (April 2019)

Demographics

487 Bangladeshi respondents

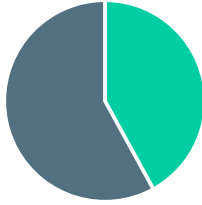
Location

● Teknaf: 86% (416)
● Ukhia: 14% (70)



Gender

● Female: 58% (282)
● Male: 42% (205)



Head of household

Multiple-headed 46% (223)
Solely male-headed 37% (181)
Solely female-headed 17% (83)

Age (years)

18-30 45% (219)
31-39 22% (107)
40-98 33% (161)

Bangladeshis surveyed in or in close proximity to camps

Ukhia

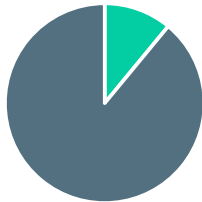
8E and 9

Teknaf

23 (Shamlapur), 24 (Leda), 25 (Dokkhin Alikhali), 26 (Mochoni), 26 (Noor Ali Para), 27 (Jadimura British Para), 27 (Moddum Domdumia)

Respondents with a disability

● No: 89% (432)
● Yes: 11% (55)

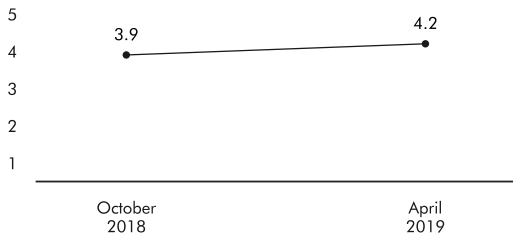


Level of education

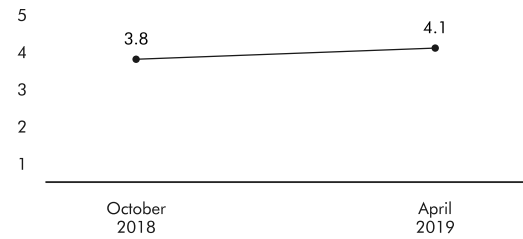
Some secondary education 17% (81)
Completed primary education 12% (56)
Some primary education 36% (171)
No formal education 35% (169)

Overview of responses over time

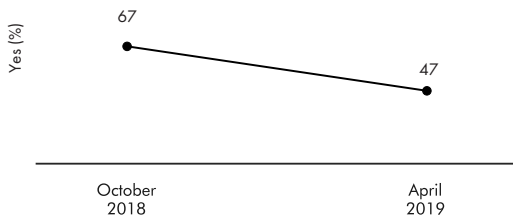
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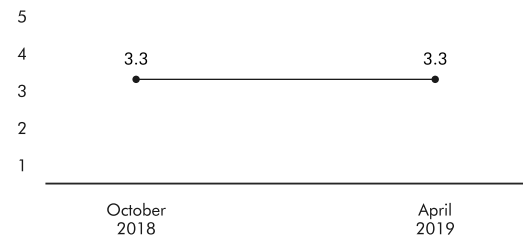
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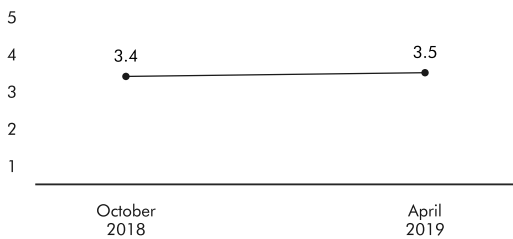
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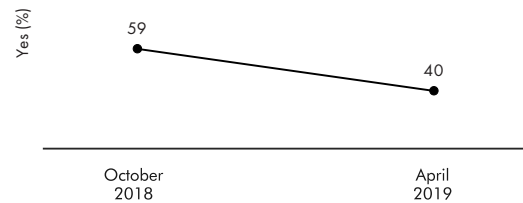
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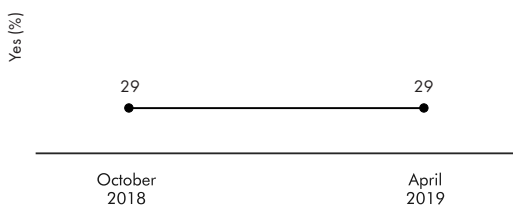
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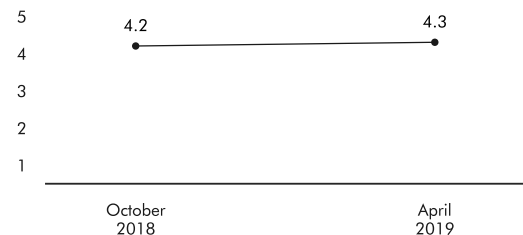
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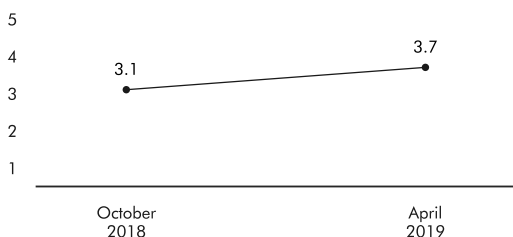
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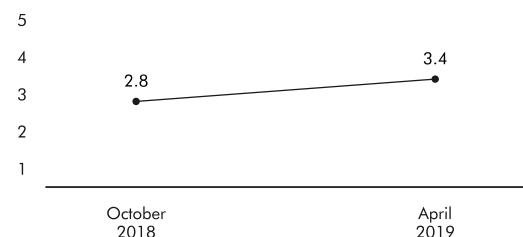
Do aid providers treat you with respect?*



Do you feel humanitarian organisations take your opinion into account when providing services/support? **



Do you feel the support you receive helps you to become self-reliant? ***



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Methodology

Sampling methodology

Bangladeshis were surveyed in nine locations within or in very close proximity to the camps in Ukhia and Teknaf. The objective was to capture the perspectives of Bangladeshis who live in close proximity to Rohingya communities and who might have some interaction with aid providers in Ukhia and Teknaf. In locations with smaller target populations, every household was sampled. In locations with larger populations, every fifth household was sampled. The enumerators did not specifically target heads of households but rather surveyed the first person they encountered who was willing to participate, to ensure that as broad a range of experiences as possible were reported. Enumerators were instructed to try to achieve gender balance in each area covered.

Piloting

The survey translation and question structure were initially reviewed by experienced enumerators. It was then field piloted with randomly selected members of the target population and edits were made based on feedback from enumerators on comprehension and wording.

Data collection

Data collection was conducted from 16-25 April 2019 by IOM's Needs and Population Monitoring (NPM) enumerators. Teams were split into mixed pairs, with male enumerators interviewing male respondents and female enumerators interviewing female respondents. A member of GTS staff conducted training for the data collectors on the survey instrument.

The recommendations were developed based on secondary research and feedback from humanitarian staff in Cox's Bazar.

Data disaggregation

Data was disaggregated by age, gender of respondent, gender of head of household, level of education and disability. To identify groups of persons with disabilities within the sample, respondents were asked a condensed series of questions developed by the Washington Group.

Language of the surveys

The survey was translated into Bangla by Translators without Borders. All enumerators were Bangladeshis who conducted the survey in Bangla and Chittagonian.

Challenges and limitations

Sampling. A lack of recent population data on Bangladeshis living within or in close proximity to the camps in Ukhia and Teknaf meant that we were unable to employ the same sampling methodology used for the Rohingya survey (randomly assigning shelters to approach from a site-map). Instead, we employed a "random walk"* approach in the selected locations.

Gender split. We aimed to reach a roughly even 50:50 gender split. However, the final gender split was 41:59 among Rohingya respondents, with more men surveyed than women and 58:42 among Bangladeshi respondents, with more women surveyed than men.

We could not evaluate the representativeness of the host community sample because the specificity of the target population (Bangladeshis living within or in very close proximity to the camps in Ukhia and Teknaf) meant there was no reliable sampling frame to reference.

Authors

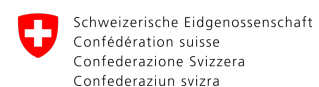
Rebecca Hetzer - Programme Officer

Kai Hopkins - Senior Programme Manager

Ground Truth Solutions gathers perceptual data from affected communities to assess humanitarian responses. Listening and responding to the voices of these communities is a vital first step in closing the accountability gap and empowering people to be part of the decisions that govern their lives. Nonetheless, it is evident that perceptual data alone is insufficient to evaluate the state of the humanitarian system and should therefore not be seen in isolation, but as complementary to other monitoring and data evaluation approaches.

For more information about our work in Bangladesh, please contact Kai Hopkins (kai@groundtruthsolutions.org) or Rebecca Hetzer (rebecca@groundtruthsolutions.org).

Supported by



* A "random walk" approach to sampling entails selecting a random starting point for an enumerator and then instructing them to interview every xth household, where x is a function of the population density and concern about correlation between adjacent households (higher x means lower risk of autocorrelation, but comes at a cost of slower data collection, which may lead to smaller samples). Whenever a road splits or meets another road, enumerators should pick a direction at random. They will keep collecting data like this until time runs out.