Bangladesh • Strengthening accountability to affected people

Executive summary

- Despite issues of overcrowding and the threat of severe weather events, **Rohingya refugees and host communities feel safe in their day-to-day lives (80% of both groups) and in their shelters (81% and 75%, respectively).**

- **Trust in humanitarian staff is high.**[1] Among Rohingya, 97% feel respected by aid providers, and 88% of host communities who received aid in the last year say the same. Almost all refugee respondents (99%) trust that aid providers have their best interests at heart.

- **A lesser proportion of local Bangladeshis (60%) than Rohingya (80%) feel the humanitarian community listens to them.** Host communities who are aware of feedback mechanisms and available support tend to feel more included in the response, which strengthens the case for systematic improvements to accountability. **Refugees report higher awareness of feedback and complaints mechanisms (64%) than host communities**, where only 46% say they know how to lodge a suggestion or complaint.

- **Just over half of Bangladeshi locals (52%) and Rohingya (59%) are aware of the aid and services available to them.** Male-headed households report more awareness than female-headed households or those with multiple members sharing household responsibilities.

- **Around half (49%) of Rohingya say the aid they receive is meeting their needs, and 64% believe it is targeted fairly.** Their primary unmet needs are cash, food, shelter support, and health services. They perceive that the elderly, people with disabilities, and those with chronic disease or illness (among others) are left out.

- **Rohingya and host communities prefer a combination of cash and in-kind assistance.** Cash is needed to purchase medicine, clothing, food, and household items. 50% of refugees say their communities sell aid items to meet their needs.

- **Just over half (52%) of host communities and 59% of Rohingya feel that humanitarian assistance is helping them achieve self-reliance.** The main priority among Rohingya is securing safe and durable shelters, while local Bangladeshis want jobs and livelihoods opportunities.

- **Rohingya tend to think the relationship between refugees and host communities is better than locals think it is, with 59% and 43% (respectively) saying the relationship is harmonious.** Both communities believe that sharing the same religion, coupled with assistance and community projects, has helped. However, locals attribute tensions to Rohingya working unofficially in the local economy, sparking competition for employment and food.

Since August 2017, an estimated 745,000 Rohingya have arrived in Cox's Bazar, Bangladesh after decades of violence and persecution in their native Myanmar. This has marked the largest and most rapid influx of Rohingya, many of whom have previously sought refuge in Bangladesh after spikes in violence since the late 1970s. Much of the refugee community remains dependent on humanitarian aid, living in densely populated settlements vulnerable to monsoons and cyclones. The crisis has strained resources and the local economy, causing tension with Bangladeshi host communities. COVID-19 has only compounded these existing challenges in a context where limited mobile networks and internet connectivity make communicating information challenging, and measures such as social distancing are nearly impossible to adhere to and enforce.

This report presents insights from Ground Truth Solutions' most recent quantitative survey of Rohingya refugee aid recipients and members of the host community in Cox's Bazar, as well as perspectives garnered from focus group discussions conducted in February 2020.
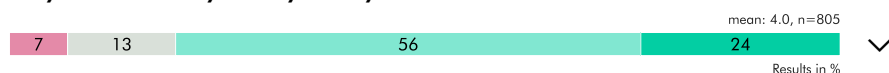
With support from the Swiss Agency for Development and Cooperation (SDC) and BBC Media Action (DFID), we conducted the survey in November 2019 across 34 camps in Ukhiya and Teknaf subdistricts and nine host community neighbourhoods. This was the fourth round of data collection conducted in partnership with IOM's Needs and Population Monitoring (NPM) unit, following those in July 2018, October 2018, and April 2019. Focus groups were conducted in February 2020 in camps 9, 24 Leda, and 23 Shamlapur. The objective is to use the views of affected people to inform the humanitarian response and provide a metric for monitoring progress towards the strategic objectives outlined in the Joint Response Plan (JRP), and now also the ongoing response to COVID-19.

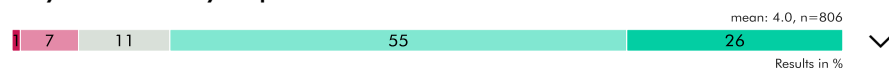1   See our global analyis on trust at the Humanitarian Voice Index website: https://www.humanitarianvoiceindex.org

Protection – Rohingya
Summary findings

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

mean: 4.0, n=805

| 7 | 13 | 56 | 24 |

Results in %

Do you feel safe in your place of residence?

mean: 4.0, n=806

| 1 | 7 | 11 | 55 | 26 |

Results in %

Do aid providers treat you with respect?

mean: 4.3, n=806

| 1 | 2 | 60 | 37 |

Results in %

Do you feel aid providers take your opinion into account when providing aid/ services?
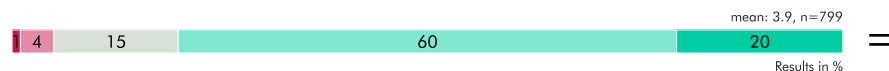
mean: 3.9, n=799

| 1 | 4 | 15 | 60 | 20 |

Results in %

Do you trust aid providers to act in your best interest?

mean: 4.4, n=806

| 1 | 62 | 37 |

Results in %
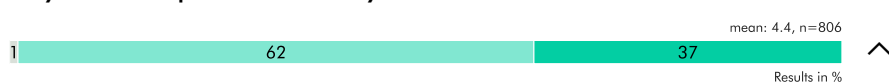
● 1 Not at all   ● 2 Not really   ● 3 Neutral   ● 4 Mostly yes   ● 5 Yes completely

If a crime takes place in your community, are you confident that there will be justice for that crime?

n=792

| 10 | 90 |

Results in %

● No   ● Yes

Changes in responses since April 2019

⋀ (double) 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%

⋁ (double) 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

Protection – Rohingya: Key findings

The majority of Rohingya feel safe, both in their day-to-day lives (80%) and in their shelters (81%). This has barely changed since April 2019. Feelings of insecurity in daily life are attributed to uncertainty about the future, lack of lighting, overcrowded shelters, and theft.

Poor lighting exacerbates fears of violence, harassment, and abduction at night, especially for women. Adolescent girls are at particular risk. Their movements are often severely restricted to prevent bringing shame upon their families and to preserve their chances of getting married. ACAPS reports that child marriage among Rohingya communities in camps has increased, as this is considered the most effective risk mitigation strategy.[2]

Perception surveys conducted in August 2019 by the Bangladesh Red Crescent Society (BDRCS) indicate that Rohingya fear landslides and extortion at local markets. Movement restrictions, misinformation related to repatriation and relocation, and lack of citizenship are longer-term concerns.[3]
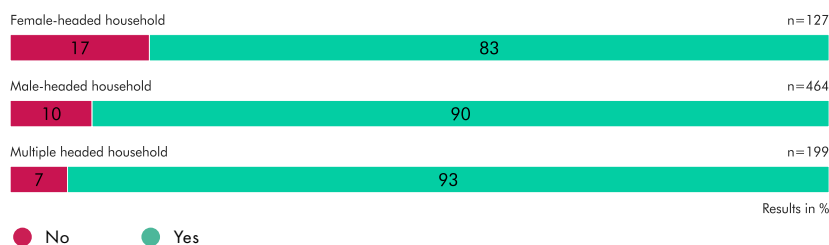
Humanitarian actors have committed to addressing these issues by fostering community-led approaches and strengthening the quality of and access to sexual and gender-based violence (SGBV) and child protection services in 2020.[4] It will be important to learn how these have been impacted by COVID-19.

Trust in the humanitarian community is high: 99% of Rohingya respondents believe aid providers have their best interests at heart. **Among Rohingya respondents, 97% feel respected by aid workers, and 80% feel that their opinions are being considered in aid programming.** Some of those who do not feel listened to say the feedback they give rarely changes anything, while others simply say they have never been asked for their opinion.

Rohingya are mostly satisfied with justice systems, 90% saying they believe crimes will be met with appropriate punitive measures. Households headed by females tend to feel less positive about this than households headed by males or by multiple people.

However, views regarding justice may be shifting in areas with mixed populations. Heightened tensions surrounding halted food distributions to host communities have some focus group discussion (FGD) respondents concerned about reprisals and other security incidents, which they fear will not be handled appropriately by local authorities.

If a crime takes place in your community, are you confident there will be justice for that crime? (n=792)

Female-headed household		n=127
No 17	Yes 83	
Male-headed household		n=464
No 10	Yes 90	
Multiple headed household		n=199
No 7	Yes 93	

Results in %

● No   ● Yes

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[2] ACAPS, "ACAPS Thematic Report: Vulnerabilities in the Rohingya Refugee Camps" (20 December 2019), https://www.acaps.org/country/bangladesh/special-reports#container-1386.

[3] Bangladesh Red Crescent Society, "Community Feedback: Safety and Protection" (22 January 2020), https://media.ifrc.org/ifrc/document/community-feedback-safety-protection/

[4] UN, "2020 Joint Response Plan: Rohingya Humanitarian Crisis" (January – December 2020), https://reliefweb.int/report/bangladesh/2020-joint-response-plan-rohingya-humanitarian-crisis-january-december-2020.

[5] REACH, "Rohingya Refugees with Disabilities: Prevalence, Meaningful Access, and Notes on Measurement" (November 2019), https://www.impact-repository.org/document/reach/d4b0d4b1/REACH_BGD_Brief_Disability_Nov2019.pdf.pdf.

[6] Inter-Sector Coordination Group, "Joint Multi-Sector Needs Assessment: Key Findings" (October 2019), https://reliefweb.int/report/bangladesh/joint-multi-sector-needs-assessment-key-findings-refugees-and-host-communities.
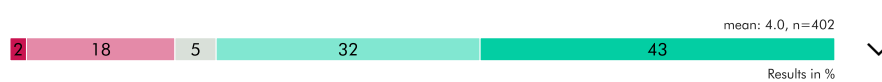

Refugee: refers to someone who fled their home and crossed an international border in order to seek protection in Bangladesh. All refugee respondents in this survey are Rohingya.

Host community member: refers to a person of Bangladeshi nationality who is living in close proximity to camps hosting Rohingya refugees.

Note: in the following analysis, responses which were answered on the Likert scale as 1 or 2 (i.e. "not at all" or "not very much") are treated as negative, 3 as neutral, and 4 or 5 (i.e. "mostly yes" or "yes completely") as positive.

REACH brief on Rohingya with disabilities

According to 2019 data, people with disabilities feel less safe when using WASH facilities compared to non-disabled individuals.[5]

❝

We always tell [aid providers] about our problems but get no results.
Female Rohingya respondent, Camp 8W, November 2019

Joint Multi-Sector Needs Assessment (n=3,428 refugee households)

76% of Rohingya households feel that their views are always or sometimes taken into account by aid providers.[6]

❝

If any woman goes to the mahji, he will try to make a settlement between the sides, but he won't try to find out who's at fault.
Female Rohingya FGD respondent, Camp 9, February 2020

Protection – Host community
Summary findings

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

mean: 4.0, n=402

| 1 | 12 | 7 | 44 | 36 | ⌄ |

Results in %

Do you feel safe in your place of residence?

mean: 4.0, n=402

| 2 | 18 | 5 | 32 | 43 | ⌄ |

Results in %

Do aid providers treat you with respect?

mean: 4.3, n=132

| 12 | 46 | 42 | = |

Results in %

Do you feel humanitarian agencies/aid providers take your opinion into account when providing services/support?

mean: 3.5, n=179

| 7 | 9 | 24 | 44 | 16 | ⌄ |

Results in %

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

Changes in responses since April 2019

⋀ 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

Protection – Host community:
Key findings

The majority of Bangladeshi respondents still feel safe in their day-to-day lives (80%) and in their shelters (75%).

Those who feel unsafe at home cite theft and the presence of Rohingya in their community as reasons for this. People in camps 9 and 26 feel the least safe in their residential areas.

According to the Bangladesh Red Crescent Society (BDRCS), host communities also expressed concerns about environmental degradation, road accidents, and the potential of Rohingya culture becoming the dominant culture.[7]

The majority (88%) of host community respondents who have interacted with aid workers feel respected. Of these, 60% feel that the humanitarian community takes their views into account. This has barely changed since April 2019. People who are aware of feedback mechanisms and available aid support tend to feel more included in the response.

Joint Multi-Sector Needs Assessment (n=1,311 Bangladeshi households)

The J-MSNA finds that both females and males occasionally feel unsafe in markets and on the way to and from key facilities. Around 20% of females also reported feeling unsafe when accessing latrines.[8]
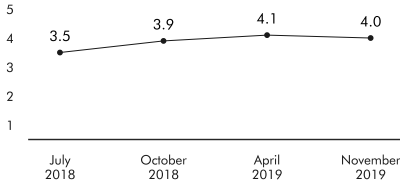
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[7] BDRCS, "Safety and Protection" (January 2020).

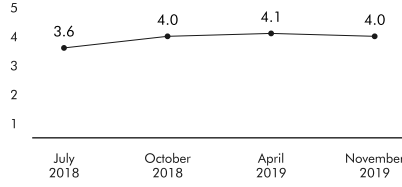[8] Inter-Sector Coordination Group, "Joint Multi-Sector Needs Assessment" (October 2019).

Protection: Overview of responses since April 2019
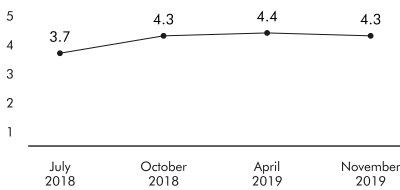
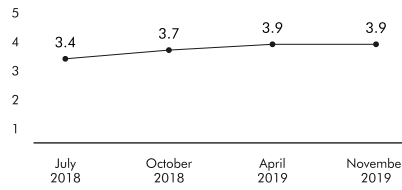## Rohingya

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

	July 2018	October 2018	April 2019	November 2019
Score	3.5	3.9	4.1	4.0

Do you feel safe in your place of residence?

	July 2018	October 2018	April 2019	November 2019
Score	3.6	4.0	4.1	4.0

Do aid providers treat you with respect?

	July 2018	October 2018	April 2019	November 2019
Score	3.7	4.3	4.4	4.3

Do aid providers take your opinion into account when providing aid/services?

	July 2018	October 2018	April 2019	November 2019
Score	3.4	3.7	3.9	3.9

Do you trust aid providers to act in your best interest?

	July 2018	October 2018	April 2019	November 2019
Score	3.8	4.3	4.3	4.4

If a crime takes place in your community, are you confident that there will be justice for that crime?

Yes (%)

	July 2018	October 2018	April 2019	November 2019
Yes (%)			89	90
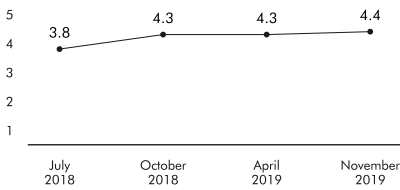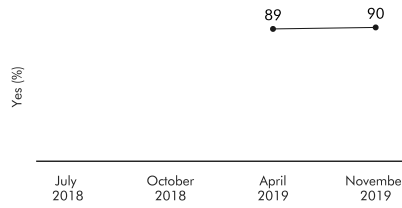
Host community

Do you feel safe in your day-to-day life?
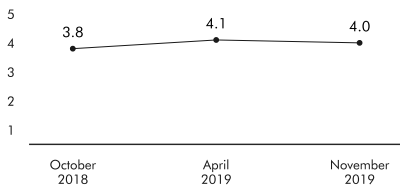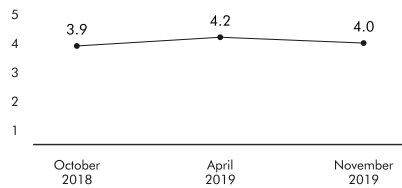
	October 2018	April 2019	November 2019
Score	3.8	4.1	4.0

Do you feel safe in your place of residence?

	October 2018	April 2019	November 2019
Score	3.9	4.2	4.0

Do aid providers treat you with respect?

	October 2018	April 2019	November 2019
Score	4.2	4.3	4.3

Do aid providers take your opinion into account when providing aid/services?

	October 2018	April 2019	November 2019
Score	3.1	3.7	3.5
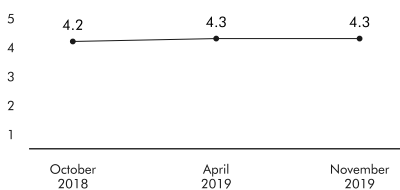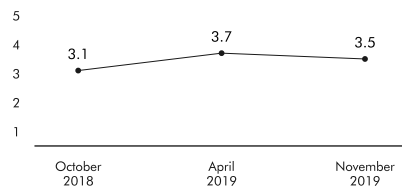
Both Rohingya and host community perceptions of safety and respect have remained positive over multiple rounds of data collection. While our findings on whether people feel included in decision-making seems positive, some people still feel that their voices are not being heard in the response. This is further illustrated by the downward trend on this indicator among host communities since the previous round.

Information and feedback – Rohingya Summary findings

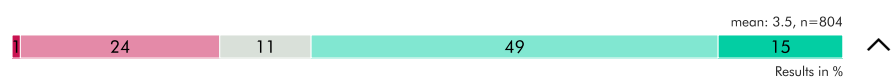## Do you feel informed about the aid/services available to you?

mean: 3.5, n=805

| 1 | 18 | 22 | 46 | 13 |

Results in %

=

Do you feel you have the information you need to make decisions on how to meet your own and your family's needs?

mean: 3.6, n=803

| 1 | 17 | 16 | 51 | 15 |

Results in %

∧

Do you think mahjis represent the views of all their community members equally?

mean: 4.3, n=790

| 1 | 5 | 10 | 25 | 59 |

Results in %

∧

Were you adequately prepared for the monsoon season?

mean: 3.5, n=804

| 1 | 24 | 11 | 49 | 15 |

Results in %

∧

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

mean: 3.4, n=805

| 4 | 25 | 12 | 43 | 16 |

Results in %

∧

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

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

n=800

| 36 | 64 |

Results in %

∧

Have you filed a suggestion or complaint?

n=513

| 81 | 19 |

Results in %

∨

● No   ● Yes

Changes in responses since April 2019

∧∧ 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

Information and feedback – Rohingya: Key findings

As in April 2019, more than half of the Rohingya surveyed (59%) are aware of the aid and services available to them. Two-thirds feel that they have sufficient information to make decisions on how to best meet their needs, while the remainder want to know about aid distributions, what will happen in the longer-term, and how to be safe in the camps.

Managing misinformation remains a challenge. A 2019 BBC Media Action study identified several types of misinformation circulating in the camps, including on vaccinations, repatriation, and relocation. False information is spread through various channels, including Facebook and YouTube, and often via the host community and people still living in Myanmar.[9] This further highlights the need for more coordinated, clear information for all Rohingya camp residents, especially in light of COVID-19.

The majority of Rohingya (84%) feel that mahjis† are good community representatives. Others say mahjis often prioritise their own kin over listening to the needs of the entire community. Some focus group respondents in the camps feel that mahjis do not consider women's concerns equal to men's. As the gatekeepers of information and resources, mahjis may often be the difference between a household meeting its needs or going without.[10]

Rohingya who feel crimes will be met with an appropriate response feel more positively about mahji leadership. The J-MSNA finds that most refugee households would also prefer mahjis as the first point of contact for reporting security issues and cases of sexual assault.[11] It is important that humanitarian programming focuses on the lesser percentages of people who do not trust such a system and ensures that they too have access to various channels to communicate with and provide feedback to aid providers.

Contingency communication strategies and response-planning efforts seem to have been effective. **Many respondents (64%) felt that they were prepared for the monsoon season**, an improvement on 47% who felt prepared in April 2019. People in this round also feel more informed about staying safe during the cyclone season (59%) than they did previously (43%).

Nevertheless, many people continue to feel poorly equipped for severe weather events. Focus group respondents in camps 9 and 24 Leda do not feel their homes can withstand heavy winds and landslides, and they call for more shelter support. Female-headed households say they are less able to upgrade shelters on their own.

More than half of Rohingya (64%) feel informed about feedback mechanisms, a slight increase from 59% in April 2019. Of those who are aware of such mechanisms, only 19% report having actually used them, down from 27% during the previous round. People who feel positively about their community justice system are less inclined to file a complaint or suggestion about the aid they receive, which indicates a preference to report grievances to community leaders.

Among those who have used feedback mechanisms, 66% are satisfied with how their complaint or suggestion was handled. Women call for aid providers to make more frequent block visits, voicing a preference for face-to-face dialogue. Some find it more comfortable and convenient to provide feedback within their immediate environment than to have to seek out a representative in another location. With limitations on the presence of aid workers due to COVID-19, this particular impact on women should be noted.

What information do you need?* (n=149)

54% Aid distributions

53% What will happen in the longer-term

32% How to be safe in the camps

Internews Information Needs Assessment
(n=501 Rohingya individuals)

Rohingya rely heavily on personal connections and community leaders for information. Around 60% of refugee respondents in this 2019 Internews assessment said they use mobile phones, and the vast majority did so to communicate with friends and family. For those without mobile phones, lack of access to handsets and electricity, as well as the absence of a quality signal in the camps were cited as the main obstacles.[12] During a pandemic, limited or otherwise difficult access to mobile networks can have detrimental consequences for communities because people need instant access to up-to-date, lifesaving information on how to protect themselves and others.

"

Mahji discriminates between us and his relatives.
Male Rohingya respondent, Camp 18, November 2019

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9 BBC Media Action, Internews, and Translators Without Borders, "What Matters? Humanitarian Feedback Bulletin on the Rohingya Response" (November 2019), https://app.box.com/s/4x83vn-qfqkqrofj9gkck3j498raysi4vpdf.

10 ACAPS, "Vulnerabilities" (20 December 2019).

11 Inter-Sector Coordination Group, "Joint Multi-Sector Needs Assessment" (October 2019).

12 Internews, "Information Needs Assessment" (April 2019), https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/in_bd_ina_cxb2019.pdf.

† Translating to "boatman" in English, the term "mahji" today refers to refugee leaders appointed by Bangladeshi government officials to maintain order in camps.

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

Information and feedback – Host community Summary findings

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

n=401

48	52

Results in %

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

n=183

| 54	46

Results in %

● No　　● Yes

Were you adequately prepared for the monsoon season?

mean: 4.1, n=403

2	7	8	49	34

Results in %

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

mean: 4.0, n=401

3	7	9	50	31

Results in %

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

Changes in responses since April 2019

⌃⌃ 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

Information and feedback – Host community: Key findings

Just over half (52%) of host community respondents are aware of the aid and services available to them, increasing from 40% in April 2019. Male-headed households are more aware than their female counterparts. Unsurprisingly, people who come into regular contact with aid providers know more about aid than people who do not. With tensions currently high, this should be proactively addressed.

Are you aware of activities and support for locals led by aid providers in your area? (n=401)

Female-headed household   n=59

| 51 | 49 |

Male-headed household   n=206

| 41 | 59 |

Multiple headed household   n=136

| 56 | 44 |

Results in %

● No   ● Yes
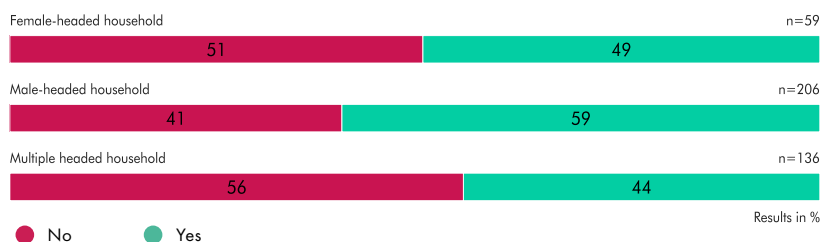
Less than half (46%) of local aid recipients are aware of feedback mechanisms. Although this percentage is low, it is an improvement on 37% in April 2019. Female respondents are more aware than male respondents, and those in Ukhiya subdistrict report higher awareness than their counterparts in Teknaf.

Do you know how to make suggestions or complaints about the services/support you receive from humanitarian agencies? (n=183)

Female   n=91

| 48 | 52 |

Male   n=92

| 60 | 40 |

Results in %

● No   ● Yes

Host community members say they prefer to consult local chairpersons or agency volunteers with suggestions or complaints about aid and services. However, preference may not be an accurate indicator of trust. While FGD respondents in Camp 23 Shamlapur are not representative of the entire community, they were nevertheless highly negative about chairpersons, complaining of corruption, favouritism, and general incompetence. People sense that there is no viable alternative through which to provide feedback.

Such respondents felt generally uninformed, calling for aid providers to engage with their communities regularly and directly, without relying on intermediaries.

The majority (83%) felt prepared for the monsoon season, up from 56% in the last round. However, only 71% of those near Camp 25 Dokkin Alikhali felt prepared. Host communities also feel they are more informed (81%) about staying safe during the cyclone season than last April (50%).

Fear of severe weather events persists, however. When asked to name their biggest concerns for the coming year, FGD respondents in the community near Camp 23 mention the lack of cyclone centres and fears that shelters are not stable enough to withstand heavy winds.

How would you prefer to make any complaints you have? (n=183)

66% Inform local chairperson

14% Inform agency volunteer

5% Helpline/hotline
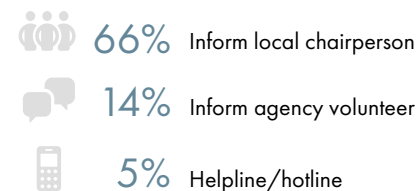
Internews Information Needs Assessment (n=101 individual host community members)

According the Internews assessment conducted in early 2019, host community information needs were primarily linked to economic and security issues. These included food and livestock prices, how to find jobs, and the security situation.[13]

❝❝

The chairman always helps those who are rich because when it comes to elections, rich people help them a lot. We can't help, that's why he doesn't help us.
Female host community FGD respondent, Camp 23 Shamlapur, February 2020

* Only the top responses are shown. Percentages do not total 100 because respondents could choose multiple options.
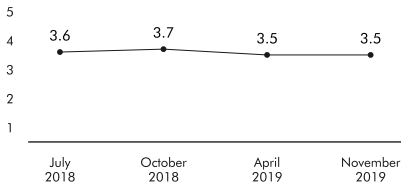
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13   Internews, "Information Needs Assessment" (April 2019).
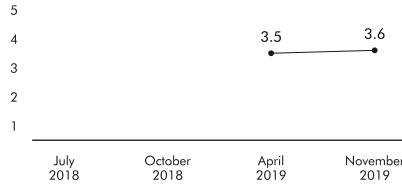
Information and feedback:
Overview of responses since April 2019

Rohingya

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

Do you think mahjis represent the views of all their community members equally?

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

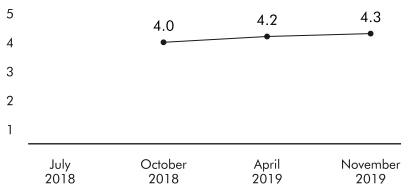**Do you feel you have the information you need to make decisions on how to meet your own and your family's needs?**

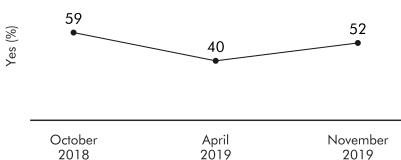**Were you adequately prepared for the monsoon season?**

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

Host community

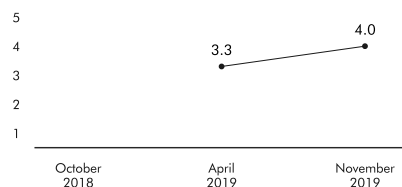**Are you aware of activities and support for locals led by aid providers in your area?**

Were you adequately prepared for the monsoon season?

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

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

Many Rohingya continue to hold mahjis in high esteem, trusting their capacity to represent all members of the community. Given the link between gender and trust on this matter, it is important to nuance this finding.

While most seem to know how to lodge complaints and feedback about the aid they receive, there has been a steep decline in the number of people who have used a feedback mechanism since October 2018. Access to information seems to have remained unchanged, despite ongoing reporting of information gaps.

Host community awareness of feedback mechanisms and available aid and services has fluctuated since GTS began collecting data. While noticeable improvements have been made in the latter half of 2019, overall awareness is lower now than last year.

Both Rohingya and host communities feel far more prepared for severe weather events than they did in the previous round.

Aid effectiveness and durable solutions – Rohingya Summary findings

Does aid go to those who need it most?

mean: 3.6, n=805

| 1 | 14 | 21 | 47 | 17 |

Results in %

Does the aid you receive currently cover your most important needs?

mean: 3.1, n=807

| 3 | 41 | 7 | 37 | 12 |

Results in %

How satisfied are you with the cash/voucher support you receive?

mean: 4.2, n=99

| 4 | 7 | 57 | 32 |

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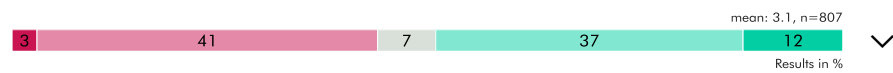
① Not at all ② Not really ③ Neutral ④ Mostly yes ⑤ Yes completely

Do people in your community sell aid items to meet their needs in cash?

n=797

| 50 | 50 |

Results in %

● No ● Yes

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

mean: 3.4, n=804

| 2 | 31 | 8 | 44 | 15 |

Results in %

Overall, has your life been improving?

mean: 3.5, n=802

| 2 | 26 | 9 | 46 | 17 |

Results in %

Are you satisfied with the education provided to your children?

mean: 4.1, n=707

| 7 | 6 | 53 | 34 |

Results in %

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

Changes in responses since April 2019

⋀⋀ 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

# Aid effectiveness and durable solutions – Rohingya: Key findings

People primarily say they are receiving food, health, and water and sanitation support. But focus group discussions revealed that people need cash to be able to purchase medicine, clothing, food, and household items. Respondents believe that the majority of these items can be found in the camp marketplace. Among Rohingya, 58% of respondents favour a combination of cash and voucher assistance and in-kind goods. **Yet only 12% of the total sample said they received some form of cash or voucher assistance (CVA).** The vast majority of those (89%) are satisfied with the CVA support they received, as well as with the timeliness of distributions. Almost all voucher recipients (89%) are satisfied with the range of locations in which the vouchers can be used. People with questions about CVA tend to consult mahjis, but many are also unaware of where to go.

Most Rohingya respondents (64%) feel that aid is going to those who need it most, up from 54% in April 2019. The elderly, people with disabilities, and those with illnesses and/or chronic diseases are left out.

As in the previous round, around half (49%) of respondents feel that aid meets their most important needs. Pressing needs among Rohingya are cash and voucher assistance, food, shelter and NFIs, and health services. In the latest J-MSNA, 95% of refugee households reported deploying coping strategies – including borrowing money – to meet basic needs.[14]

Primary unmet needs among Rohingya* (n=355)

- **58%** Cash/voucher assistance
- **46%** Food assistance
- **41%** Shelter & NFIs
- **34%** Health services
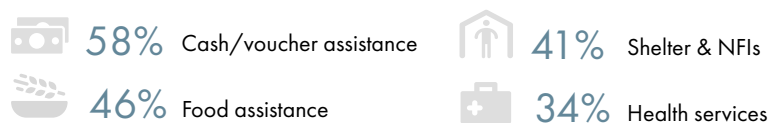
Rohingya respondents do not have strong preferences for a specific aid provider, and some say that they are unable to distinguish among the various actors. Those who chose international organisations cited reasons including non-discrimination, the high quality of assistance, and good staff behaviour.
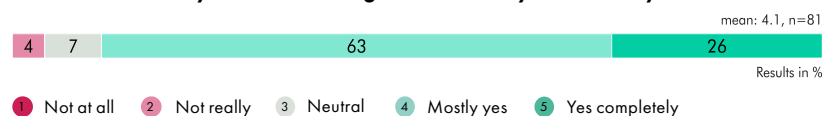
> **"**
>
> NGOs give us what they want, not all that we need. This is why we have to buy things.
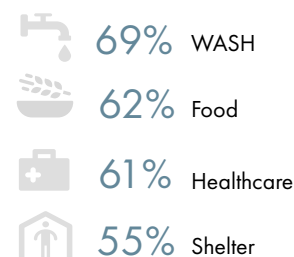> *Female Rohingya FGD respondent, Camp 24 Leda , February 2020*

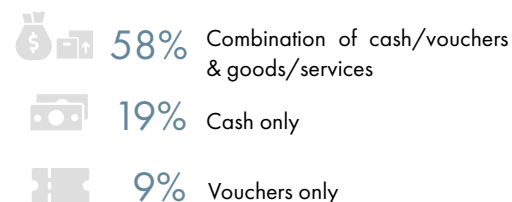### Do you receive cash or vouchers when you are supposed to?

mean: 4.2, n=98

| 5 | 9 | 1 | 33 | 52 |

Results in %

How satisfied are you with the range of locations you can use your vouchers in?

mean: 4.1, n=81

| 4 | 7 | 63 | 26 |

Results in %

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

---

What services did you and your family receive in the past 12 months from humanitarian agencies?* (n=807)

- **69%** WASH
- **62%** Food
- **61%** Healthcare
- **55%** Shelter

How would you prefer to receive humanitarian assistance? (n=807)

- **58%** Combination of cash/vouchers & goods/services
- **19%** Cash only
- **9%** Vouchers only

Who would you prefer to receive aid from? (n=807)

- **33%** I don't have a preference
- **27%** I don't know the difference
- **15%** International organisations
- **9%** A mixture of local and international organisations

People considered as being left out of aid provision* (n=122)

- **61%** Older persons
- **60%** People with disabilities
- **40%** People with illness/chronic disease

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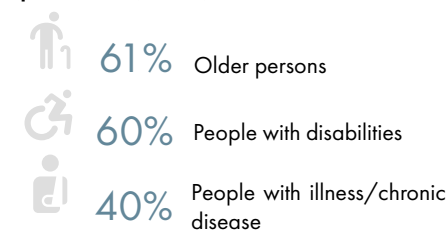
14 Inter-Sector Coordination Group, "Joint Multi-Sector Needs Assessment" (October 2019).

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

Aid effectiveness and durable solutions – Rohingya: Key findings

Half of Rohingya respondents say people in their community are selling aid items to meet other needs, down from 59% in April 2019. Significantly more male respondents (61%) than females (38%) say this. Similarly to the previous round, the items identified as most valuable to sell are food, tarpaulins, and soap, while the items most commonly bought with the acquired cash are food, medicine, and clothing. With limited income-generating opportunities, focus groups identified selling aid as a primary source of livelihood.

Over half (59%) of Rohingya surveyed believe aid is helping them to reduce dependency, a modest improvement on 56% in April 2019, and **63% feel that their lives are improving.** They identify improved shelters, cash, and food distributions as the support they need.

Respondents in focus groups confirm that safer, more sustainable shelters are their main priority given the threat of monsoons and cyclones. Additionally, rent[15] has become a concern – particularly among those living in camps in Teknaf – and may be impacting female-headed households more acutely. Female respondents in Camp 24 Leda who are unable to meet payments say they require support to negotiate their rental agreements. A 2019 Settlement and Protection Profiling (SPP) assessment reported that, in addition to having insufficient funds, some rent-paying households are concerned about the threat of physical harm if they are unable to meet payments.[16]
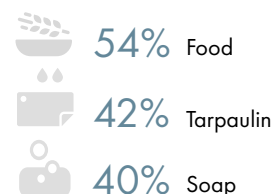
The vast majority of survey respondents (84%) say they would prefer to stay in the camps with their families if they were not able to return to Myanmar. However, FGD data indicates that these intentions may have since shifted in certain locations – namely, in the Teknaf camps – due to tensions with host communities. Respondents in Camp 24 Leda say their decision to stay is dependent upon how and whether these inter-communal issues are resolved, while those in Camp 9 – who have had more limited interactions with host communities – want to remain. Very few people want to assimilate into host communities.

Education is highly valued in Rohingya society – particularly in times of crisis – as it affords people more respect among their peers and increases access to information and livelihood opportunities.[17] Consequently, **97% of respondents report sending their children to learning centres.**

Satisfaction with the education system appears high at 87%. ACAPS consultations have found that some people see the quality of education as poor, with those over the age of 15 excluded.[18] Various structural and cultural barriers continue to prevent certain groups of children and youth from accessing education. According to the latest J-MSNA, adolescent girls are particularly affected by low attendance rates.[19] Our next round of analysis will dig deeper into this topic.

Perceptions may shift after the announcement in January that young Rohingya refugees will be allowed to access formal education. Under the new plan, students aged 11–13 will follow the Myanmar curriculum, and those over 14 will be offered skills training.[20]
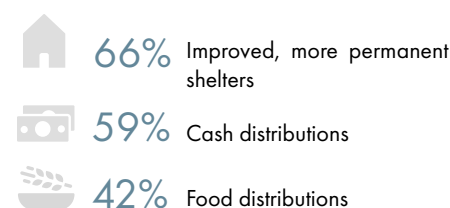
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[15] Many refugees were not required to pay rent at the start of displacement, but as the situation became more protracted, host community proprietors began asking for compensation, either in the form of cash or in-kind goods. The majority of such cases are in Teknaf subdistrict.

[16] UNHCR, REACH, "Cox's Bazar: Settlement and Protection Profiling Report – Round 5" (July 2019), https://reliefweb.int/sites/reliefweb.int/files/resources/reach_bgd_report_spp_july-2019.pdf.

[17] ACAPS, "Vulnerabilities" (20 December 2019).

[18] Ibid.

[19] Inter-Sector Coordination Group, "Joint Multi-Sector Needs Assessment" (October 2019).

[20] Kaamil Ahmed, "Bangladesh grants Rohingya refugee children access to education" (29 January 2020), https://www.theguardian.com/global-development/2020/jan/29/bangladesh-grants-rohingya-refugee-children-access-to-education.

Aid items most valuable to sell* (n=396)

54% Food
42% Tarpaulin
40% Soap

Items most commonly bought with cash acquired from selling aid* (n=396)

94% Food
48% Medicine
34% Clothing
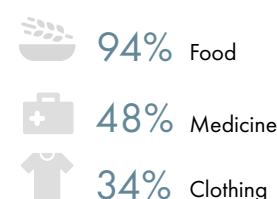
If you were to stay in Bangladesh for the next 5-10 years, what top 3 things would make you more optimistic for your future?* (n=807)

66% Improved, more permanent shelters
59% Cash distributions
42% Food distributions

If you were not able to return to Myanmar safely for the next 5-10 years and you could decide where you lived, where would you want to live? (n=807)

84% Stay in the camp
9% Live among the local community in Cox's Bazar
4% Relocate to another location of choice in Bangladesh

"
If the problems between host communities and Rohingya are solved, we can stay here. But if they aren't, we need to move away from here.
Male Rohingya FGD respondent, Camp 24 Leda, February 2020

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

Aid effectiveness and durable solutions – host community Summary findings

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

n=400

| 67 | 33 |

Results in %

● No   ● Yes

How satisfied are you with the cash/voucher support you receive?

mean: 4.2, n=34

| 6 | 6 | 53 | 35 |

Results in %

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

mean: 3.5, n=191

| 5 | 23 | 20 | 24 | 28 |

Results in %

Do you generally feel optimistic about your future?

mean: 3.5, n=402

| 2 | 22 | 22 | 30 | 24 |

Results in %

Are you satisfied with the education provided to your children?

mean: 4.4, n=377

| 4 | 5 | 38 | 53 |

Results in %

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

Do locals have employment opportunities in your area?

n=400

| 61 | 39 |

Results in %

● No   ● Yes

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

mean: 3.4, n=402

| 2 | 25 | 25 | 32 | 16 |

Results in %

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

In general, have humanitarian agencies/NGOs had a negative or positive impact on your community?

mean: 3.7, n=391

| 1 | 2 | 41 | 44 | 12 |

Results in %

① Very negative   ② Somewhat negative   ③ Neutral   ④ Somewhat positive   ⑤ Very positive

Changes in responses since April 2019

⋀⋀ 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

Aid effectiveness and durable solutions – host community: Key findings

One-third (33%) of host community survey respondents come into regular contact with aid providers. This has marginally increased from 29% in the previous round. This correlates with social cohesion: Bangladeshis who come into regular contact with aid workers are more inclined to meet and talk to Rohingya.

Of those surveyed, 50% reported having received aid or services from humanitarian or government agencies in the last 12 months. The most commonly cited services were WASH, psychosocial support, and healthcare.

Similar to Rohingya, Bangladeshis prefer to receive a combination of cash and voucher assistance and in-kind goods. Focus groups revealed that people need cash to purchase basic necessities, including food, household items, clothing, and medicine. **Although relatively few respondents (17%) reported having received some form of cash or voucher assistance in 2019,** the vast majority (88%) of those who did said they were satisfied with that assistance, an improvement on 76% in the previous round. However, less than half (48%) report that CVA was distributed in a timely manner.

Do you receive the cash or vouchers when you are supposed to? (n=33)

mean: 3.2, n=33

| 6	40	6	24	24

Results in %

Just over half (52%) of host community respondents feel aid is helping them achieve self-reliance. Male respondents feel more negatively (39%) than female respondents (64%). The majority call for job opportunities. Of the households that participated in the latest J-MSNA, 56% report having borrowed money or purchased items on credit to meet their basic needs, primarily with regard to health and food.[21]

Just over half (54%) of Bangladeshis feel optimistic about their future. This percentage is unchanged since the last round. There is a positive correlation between the indicator on optimism and those who say locals have access to employment in their area.
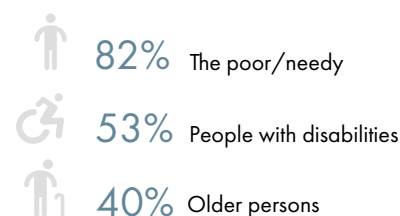
Bangladeshis identify the poor or the needy, people with disabilities, and the elderly as the groups in particular need of support and services. They call for better access to jobs, water, shelter, household items, health services, food, and infrastructure.

Almost all (99%) of the host communities surveyed send their school-age children to school. Satisfaction with education is high at 91%, roughly on par with our April 2019 survey. Of all the camp locations, those in the camps 9 and 25 Dokkin Alikhali areas report the least satisfaction with education. The cost of school fees and materials contributes to low school attendance among children and youth.[22]
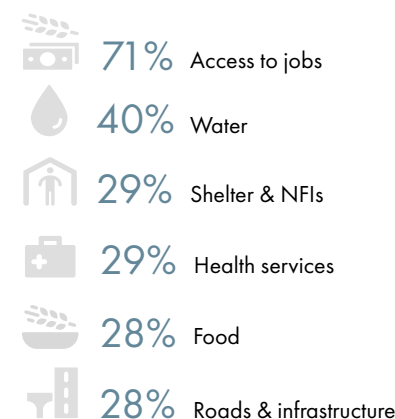
If you were to receive humanitarian assistance from humanitarian organisations, how would you prefer to receive assistance? (n=403)

- **50%** Combination of cash/vouchers & goods/services
- **23%** Cash only
- **17%** No preference
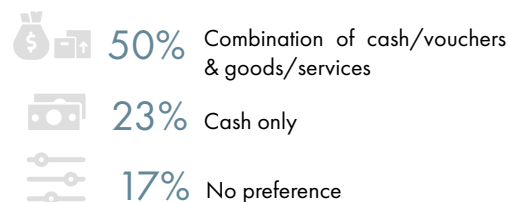
Bangladeshis seen as being in particular need of support/services* (n=403)

- **82%** The poor/needy
- **53%** People with disabilities
- **40%** Older persons

Services that require the greatest improvement?* (n=403)

- **71%** Access to jobs
- **40%** Water
- **29%** Shelter & NFIs
- **29%** Health services
- **28%** Food
- **28%** Roads & infrastructure

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

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[21] Inter-Sector Coordination Group, "Joint Multi-Sector Needs Assessment" (October 2019).

[22] Ibid.

Aid effectiveness and durable solutions – host community: Key findings

Few Bangladeshis (39%) say locals have access to employment opportunities, down from 47% in the previous survey. Male respondents are more negative than females, and those in Teknaf subdistrict say there are fewer job opportunities than in Ukhiya. With the new stay-at-home and social distancing policies, the COVID-19 pandemic will have had a further impact on access to livelihoods for local communities.

According to BDRCS, Bangladeshis feel that their sources of livelihood have diminished since the arrival of Rohingya in 2017, and many locals feel they now have to compete with Rohingya for land, jobs, and resources.[23] These sentiments were echoed in focus groups GTS conducted in Camp 23 Shamplapur: according to respondents, Rohingya are willing to work for less pay and are therefore causing a reduction in wages. Landowners who are renting to refugees say they've experienced losses, noting that farming the land would bring in more profits.

Around half (48%) of host community respondents say they are able to make a living through the local economy, which is on trend with findings from the previous round. Respondents near camps 9 and 25 Dokkin Alikhali feel the least able. Male-headed households tended to feel more negative than other households.

Of the Bangladeshis surveyed, 56% feel that the presence of humanitarian actors has had a positive effect. This percentage has remained relatively unchanged since the previous round (54%). At the location level, camps 26 Mochoni, 9, and 25 Dokkin Alikhali have the most negative perceptions. Respondents in Camp 23 say the arrival of aid workers in their area brought improvements in public infrastructure.

"

It will be good if the poor and the helpless of our country can be helped with food and monetary assistance.
Male Bangladeshi respondent near Camp 9, November 2019

What is the main barrier to gaining employment?* (n=245)

40% Other people are willing to work for less money

31% High competition for jobs

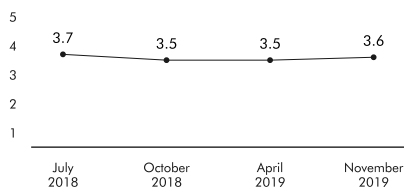**19%** Too few jobs in the area

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

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23 Bangladesh Red Crescent Society, "Community Feedback: Livelihoods (host community)" (22 January 2020), https://media.ifrc.org/ifrc/document/community-feedback-livelihoods-host-community/
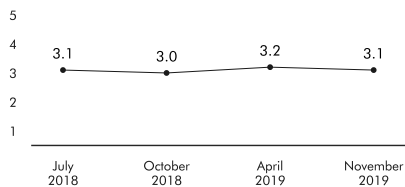
Aid effectiveness and durable solutions: Overview of responses since April 2019
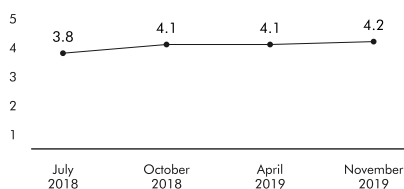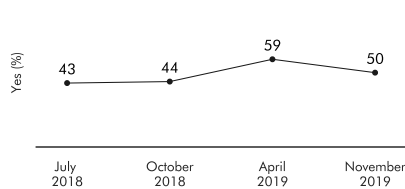
Rohingya

Does aid go to those who need it most?

Values (July 2018 to November 2019): 3.7, 3.5, 3.5, 3.6

July 2018 · October 2018 · April 2019 · November 2019

Does the aid you receive currently cover your most important needs?

Values: 3.1, 3.0, 3.2, 3.1

July 2018 · October 2018 · April 2019 · November 2019

How satisfied are you with the cash/ voucher support you receive?

Values: 3.8, 4.1, 4.1, 4.2

July 2018 · October 2018 · April 2019 · November 2019

Do people in your community sell aid items to meet their needs in cash?

Yes (%): 43, 44, 59, 50

July 2018 · October 2018 · April 2019 · November 2019

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

Values: 3.0, 3.3, 3.3, 3.4

July 2018 · October 2018 · April 2019 · November 2019

Overall, has your life been improving?

Values: 3.0, 3.4, 3.5, 3.5

July 2018 · October 2018 · April 2019 · November 2019

Are you satisfied with the education provided to your children?

Values: 3.5, 4.1, 4.2, 4.1
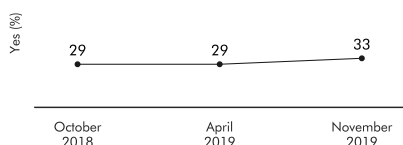
July 2018 · October 2018 · April 2019 · November 2019
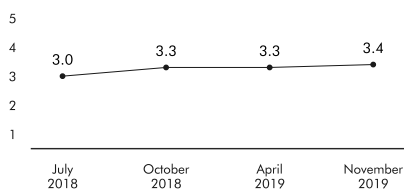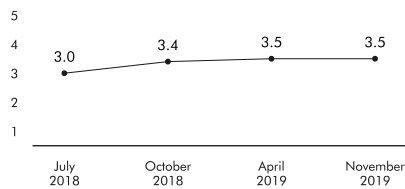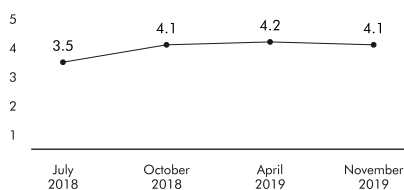
Rohingya perceptions of aid targeting and relevance remain negative. Since 2018, people feel that their lives and their prospects for self-reliance have only slightly improved. Their most consistently positive perceptions lie in their satisfaction with cash assistance and education services, which have elicited mainly positive responses over the four rounds of data collection, which makes the case for more cash and voucher assistance as well as continued efforts to ensure a high standard of education as schooling systems shift. The proportion of those who sell aid to meet their needs in cash peaked in April 2019 and is now on the decline.
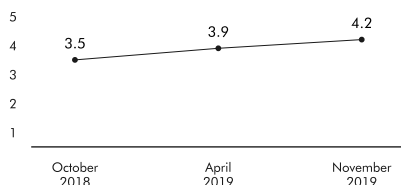
Aid effectiveness and durable solutions: Overview of responses since April 2019

Host community

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

Yes (%)

October 2018	April 2019	November 2019
29	29	33

How satisfied are you with the cash/voucher support you receive?

October 2018	April 2019	November 2019
3.5	3.9	4.2

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

October 2018	April 2019	November 2019
2.8	3.4	3.5

Do you generally feel optimistic about your future?

October 2018	April 2019	November 2019
3.4	3.5	3.5

Are you satisfied with the education provided to your children?

October 2018	April 2019	November 2019
4.0	4.5	4.4

Do locals have employment opportunities in your area?

Yes (%)

October 2018	April 2019	November 2019
67	47	39

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

October 2018	April 2019	November 2019
3.3	3.3	3.4

In general, have humanitarian agencies/NGOs had a negative or positive impact on your community?

October 2018	April 2019	November 2019
	3.6	3.7

Satisfaction with cash and voucher assistance among Bangladeshis has improved. However, their optimism for the future and their views on making a living and the impact of humanitarian actors on their community have not changed much. While Bangladeshis feel more negative about their prospects for finding employment with each consecutive round of surveys, prospects for self-reliance score slightly higher in this round than in 2018.
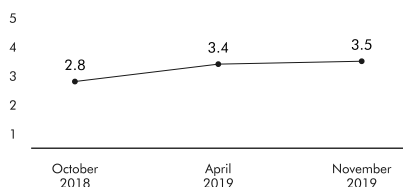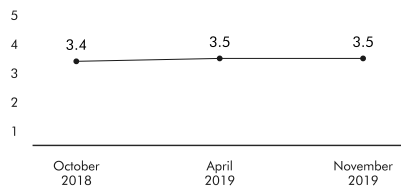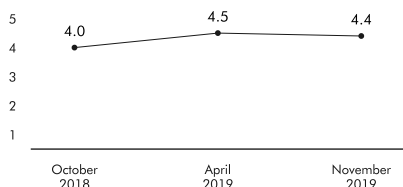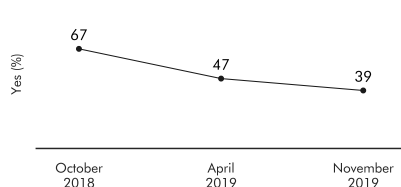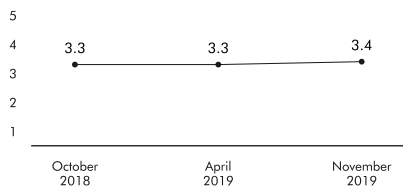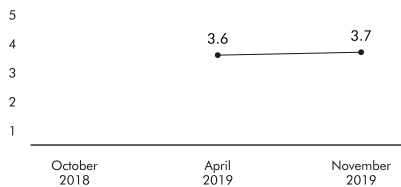
Social cohesion
Summary findings

Rohingya – **Do you feel welcomed by the host community?**

mean: 3.8, n=793

| 1 | 7 | 19 | 52 | 21 |

Results in %

Host community – **Do you feel Bangladeshis who live in this area have been welcoming towards Rohingya?**

mean: 3.3, n=396

| 7 | 19 | 20 | 41 | 13 |

Results in %

Rohingya – **Do you feel there is harmony between the Bangladeshi and Rohingya communities that live in this area?**

mean: 3.7, n=776

| 1 | 5 | 35 | 41 | 18 |

Results in %

Host community – **Do you feel there is harmony between the Bangladeshi and Rohingya communities that live in this area?**

mean: 3.1, n=392

| 7 | 26 | 24 | 34 | 9 |

Results in %

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

Rohingya – **Would you like the opportunity to meet and talk to locals?**

n=777

| 19 | 81 |

Results in %

Host community – **Would you like the opportunity to meet and talk to Rohingya?**

n=372

| 59 | 41 |

Results in %

● No ● Yes

Changes in responses since April 2019

⋀⋀ 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%
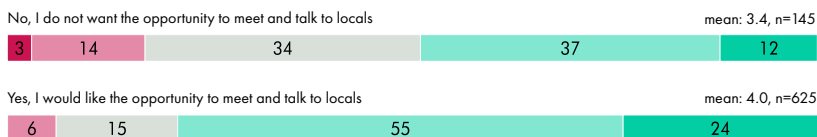
⋁⋁ Decrease in mean score of 0.5 or more **or** decrease in "yes" responses by more than 10%

✱ This question was added since the previous round

Social cohesion: Key findings

Of Rohingya surveyed, 73% feel that they have been welcomed by the host community, up from 64% in April 2019. Unsurprisingly, those who feel welcomed are more likely to want to meet with and talk to locals in their area.

Rohingya – **Do you feel welcomed by the host community?**

No, I do not want the opportunity to meet and talk to locals — mean: 3.4, n=145

3	14	34	37	12

Yes, I would like the opportunity to meet and talk to locals — mean: 4.0, n=625

6	15	55	24

Fewer host community members (54%) feel that Bangladeshis have been welcoming. However, this percentage is higher than in the previous round (44%). Those who feel there has been more hospitality are more inclined to want to meet refugees (72%) than those who do not (44%).

More than half (59%) of Rohingya believe that the relationship between refugees and host communities in their area is harmonious, up from 45% in April 2019. When asked what may have helped to facilitate good relations, people cite sharing the same religion, assistance and community projects, and hospitality and resource-sharing.

Our focus group findings suggest that perceptions on the relationship between Rohingya and host communities are more negative in areas where populations are mixed, such as in Teknaf subdistrict. FGD respondents in Camp 24 Leda note that inter-community relations have deteriorated in recent months, in part due to the increased hostility brought on by the cessation of aid distributions to local Bangladeshis. For relations to improve, they call on aid agencies to provide aid to both communities equally.

> "
> To solve this problem and to foster a good relationship, aid providers should judge us equally and give us the same aid.
> *Male Rohingya respondent, Camp 24 Leda, February 2020*

Similarly to the previous round, less than half (43%) of Bangladeshi respondents feel that there is harmony between themselves and Rohingya. Those in Camp 23 Shamlapur and Camp 26 Shal Bagan have the most negative perceptions, while those in Camp Noor Ali Para are more positive. Bangladeshis who feel there is a lack of tension between the two communities are more inclined to establish relationships with Rohingya.

> "
> Our income has decreased due to [Rohingya]; if we are given financial help or assistance, I think then our attitudes towards them will change.
> *Male Bangladeshi respondent near Camp 24 Noor Ali Para, November 2019*

Host community – **Sources of tension*** (n=128)

47% Rohingya unofficially working in the local economy

41% Competition for employment/ livelihoods

32% Competition for food

Rohingya – **Factors that facilitate a harmonious relationship*** (n=456)

78% Sharing the same religious affiliation

51% Assistance and community projects led by aid organisations

39% Locals' hospitality/sharing resources

Host community – **Factors that facilitate a harmonious relationship*** (n=168)

76% Sharing the same religious affiliation

50% Assistance and community projects led by aid organisations

33% Locals' hospitality/sharing resources

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

Social cohesion: Key findings

Bangladeshis attribute tensions to Rohingya unofficially working in the local economy, and competition for employment and food. Respondents believe that tensions will not cease completely until the host communities receive equal assistance. Respondents in the focus groups in Camp 23 Shamlapur say humanitarian agencies and governments can – and should – play a role in fostering a positive relationship by providing support to both communities. However, locals are reportedly wary of participating in joint programming with the refugee population due to fears of Rohingya asserting cultural dominance in the area. To prevent this, many propose that camp inhabitants should be zoned into separate areas, with strong border and security controls.[24]

On the other hand, locals identify sharing the same faith, assistance and community projects, and the positive example of authority figures as factors conducive to harmony.

The vast majority of Rohingya (81%) say they are willing to meet with and speak to host community members, up from 73% in April 2019. **Comparatively, only 41% of host community members are inclined to socialise with Rohingya**, although this percentage has also increased (from 34%). Bangladeshis who are in regular contact with aid workers tend to be more interested in meeting Rohingya than those who are not. Host communities in Ukhiya subdistrict show more inclination to meet with refugees than those in Teknaf.

In focus group discussions, we asked how each group would approach asking the other for help, and about the positives and negatives of living in proximity to one another. Participants gave mixed responses, depending on their past interactions. Rohingya perceive that host communities were more helpful and welcoming at the start of the crisis, while Bangladeshi respondents say they only approach Rohingya when they are in dire need.

> **"**
> Although the relationship is good, we don't like to share our problems with them. We think that if we share our problems, it would hurt our relationship.
> *Male Rohingya FGD respondent, Camp 9, February 2020*

Where blatant tensions exist, such as in Camp 24 Leda, Rohingya primarily meditate on the hostilities they have recently experienced in the wake of host community distributions stopping. However, focus groups in Camp 9 describe generally positive and friendly relations.

Bangladeshi focus group participants feel that Rohingya coming to the area has led to improvements in services and has given locals access to safe water, latrines, and improved infrastructure. However, they say this has come at the expense of their safety and has also exacerbated overcrowding. They also cite mistreatment at the hands of the Camp in Charge (CIC) as a concern.

> **"**
> We are living with many uncertainties as the Rohingya are by our side, so good relations will be built among us if the government ensures certainty in our life.
> *Female Bangladeshi respondent near Camp 9, November 2019*

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

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24   Bangladesh Red Crescent Society, "Community Feedback: Social cohesion" (22 January 2020), https://media.ifrc.org/ifrc/document/community-feedback-social-cohesion/

Social cohesion: Overview of responses since April 2019

Rohingya – Do you feel welcomed by the host community?
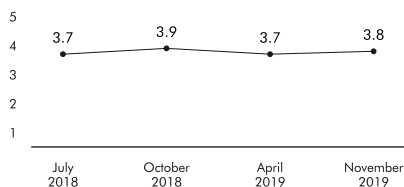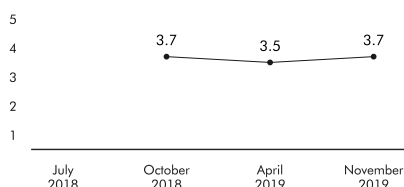

Host community – Do you feel Bangladeshis who live in this area have been welcoming towards Rohingya?
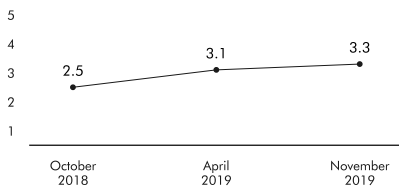

Generally, Rohingya feel there is more social cohesion than Bangladeshis do, with regard to both local hospitality and harmony between the two communities. However, trends on these indicators have remained relatively unchanged, suggesting that underlying tensions persist, are complex, and need to be more systematically addressed. While Bangladeshis do feel that local hospitality has increased since 2018, they remain less inclined to establish relationships with Rohingya than Rohingya do with them.
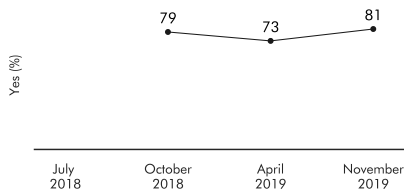
Rohingya – Do you feel there is harmony between the Bangladeshi and Rohingya communities that live in this area?
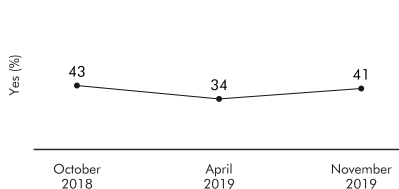

Host community – Do you feel there is harmony between the Bangladeshi and Rohingya communities that live in this area?
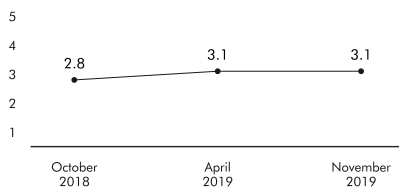
Rohingya – Would you like the opportunity to meet and talk to locals?

Host community – Would you like the opportunity to meet and talk to Rohingya?
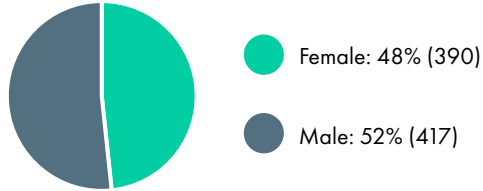

Next steps

This report will be disseminated among relevant sectors, the ISCG, operational agencies, and donors. GTS will discuss with these actors how to act on on these findings and centre the views of affected people in the response, with a focus on agreeing which perception indicators will be included in the 2021 Joint Response Plan (JRP). Starting in July 2020, GTS – in partnership with the Bangladesh Red Crescent Society (BDRCS) – will begin collecting community perceptions data on COVID-19 to feed into the ongoing humanitarian response.
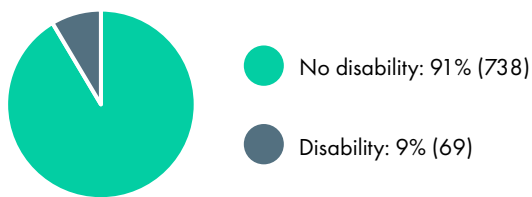
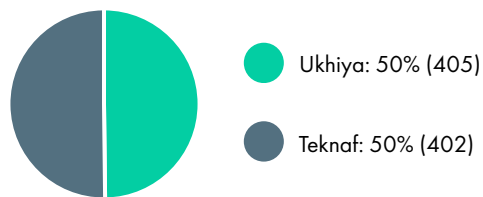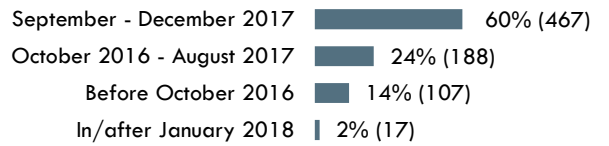# Demographics: Rohingya

807 Rohingya respondents

Gender

- Female: 48% (390)
- Male: 52% (417)

Respondents with a disability

- No disability: 91% (738)
- Disability: 9% (69)

Location

- Ukhiya: 50% (405)
- Teknaf: 50% (402)

Arrival in Bangladesh

September - December 2017	60% (467)
October 2016 - August 2017	24% (188)
Before October 2016	14% (107)
In/after January 2018	2% (17)

Age

18-35	62% (501)
36-59	33% (267)
60+	5% (39)

Household

Male-headed household	59% (472)
Multiple-headed household	25% (204)
Female-headed household	16% (129)
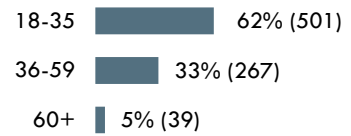
Camps covered

Ukhiya (26 camps):

1E, 1W, 2E, 2W, 3, 4, 4 Ext, 5, 6, 7, 8E, 8W, 9, 10, 11, 12, 13, 14, 15, 16 , 17, 18, 19, 20, 20 Ext, and Kutupalong RC.
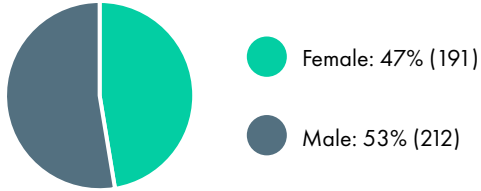
Teknaf (8 camps):

21 (Chakmarkul), 22 (Uchiprang), 23 (Shamlapur), 24 (Leda), 25 (Ali Khali), 26 (Nayapara), 27 (Jadimura), and Nayapara RC.
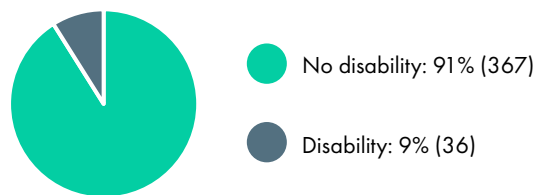
Demographics: Host community
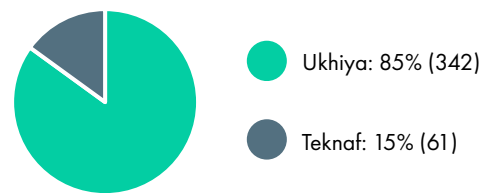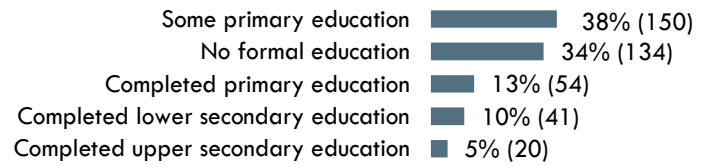
403 Bangladeshi respondents

Gender

- Female: 47% (191)
- Male: 53% (212)

Respondents with a disability

- No disability: 91% (367)
- Disability: 9% (36)

Location

- Ukhiya: 85% (342)
- Teknaf: 15% (61)

Arrival in Bangladesh

Education	
Some primary education	38% (150)
No formal education	34% (134)
Completed primary education	13% (54)
Completed lower secondary education	10% (41)
Completed upper secondary education	5% (20)

Age

18-35	52% (211)
36-59	38% (152)
60+	10% (40)

Household

Male-headed household	51% (207)
Multiple-headed household	34% (137)
Female-headed household	15% (59)
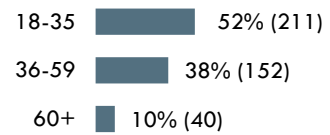
Bangladeshi host community members surveyed in or in close proximity to camp locations

Ukhiya:

8E and 9.

Teknaf:

23 (Shamlapur), 24 (Noor Ali Para), 25 (Dokkin Alikhali), 26 (Mochoni), 26 (Shal Bagan), 27 (Jadimura British para), and 27 (Moddum Domdomia).

Methodology

Sampling methodology

This cross-sectional survey is the fourth round of questions in Bangladesh to be asked of randomly selected individuals among the affected populations. The sampling strategy for Rohingya refugees was designed in consultation with IOM Bangladesh using the most recent UNHCR camp figures. At the time, the reported refugee figure was 208,884 households. Host communities were sampled in and around these camp locations in order to capture the perspectives of those who may have interactions with aid providers and Rohingya.

Sample size

Rohingya: 807 Rohingya participants were selected from 34 camp locations in Ukhiya and Teknaf subdistricts. Selection was proportional to the size of the target communities in each camp. In order to adhere to a random sampling approach, shelters within each camp were selected using GIS software, with the support of the IOM NPM GIS unit. Locations were then extracted and exported onto a mapping application in order to guide enumerators to specific shelter points. In the rare cases in which there was no shelter in the exact location generated by GIS, or in which household members in the designated shelter did not consent to participate in the survey, enumerators were instructed to move on to the nearest shelter until a consenting individual was identified. A conservative estimate for response rates was fixed at 50%. Using a confidence level of 95%, this sample size affords an expected margin of error of 5% at the subdistrict level.

Host community: 403 host community participants were selected from nine locations within or in very close proximity to the camps in Ukhiya and Teknaf subdistricts using a random walk approach. In locations with larger populations, every fifth household was sampled. In locations with smaller populations, every third household was sampled.

Question formulation

The majority of the survey questions use Likert scale (i.e., 1 – not at all, 2 – not really, 3 – somewhat, 4 – mostly yes, and 5 – completely yes) or binary (i.e., yes or no) questions. In addition, we asked multiple-choice and open-ended follow-up questions to probe the reasons behind certain responses. Respondents were also given the option of not answering.

Piloting

The survey question structure and translations were reviewed by experienced IOM NPM enumerators and field piloted with randomly selected members of the target population. Edits were made based on feedback from enumerators on comprehension and wording.

Respondents

A respondent is any consenting adult aged 18 years or older who is willing to answer the GTS questionnaire. Rohingya respondents are screened by asking about receiving aid. No questions are asked of Rohingya who have not received aid in the 12 months prior to the time of data collection. The host community sample includes both recipients and non-recipients of humanitarian aid.

Data collection

Data was collected from 4 to 17 November 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. Enumerators had already been trained on electronic data collection devices, including CommCare, on which this questionnaire was programmed. Prior to the commencement of data collection, Ground Truth Solutions staff trained enumerators on the survey tool, concepts of perception data, and the GTS Code of Conduct. All enumerators had previously received training on protection and the prevention of sexual exploitation and abuse (PSEA) through IOM Bangladesh.

Data disaggregation

Data was disaggregated by location, age, gender, disability, date of arrival, and status within the household. To identify groups of persons with disabilities within the sample, respondents were asked a condensed series of questions developed by the Washington Group.[25] Margins of error are larger for disaggregated data than at the sub-district level.

Author

Cholpon Ramizova – Senior Programme Analyst

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[25]   The Washington Group, "Short Set of Questions on Disability" (January 2018), 1.

Methodology

Data triangulation

Data was triangulated with other data sets, which are mentioned in the report where relevant.

Language of the survey

Rohingya survey: All of the enumerators were experienced in conducting surveys in spoken Rohingya. The survey tool was transliterated by Translators Without Borders (TWB) into Rohingya using Bangla script, and was also translated into Bangla. The survey was conducted in Rohingya and Chittagonian – enumerators were advised to use primarily the Rohingya transliteration, with the written Bangla translation serving as a support.

Host community survey: The survey was translated into Bangla by TWB and conducted in Bangla and Chittagonian by an all-Bangladeshi enumerator team.

Statistical analysis

Summary statistics are reported as percentage of responses in each of the Likert categories. Average values are obtained for each question. Sub-group comparisons are done according to objectives, and change over time is assessed by comparison to past-round mean scores. Graphic representations of participant perceptions are built using green for favourable opinions and red for unfavourable opinions. Neutral responses are shown in grey.

Challenges and limitations

Sampling in host community: A lack of recent population data on Bangladeshi communities living within or in close proximity to Ukhiya and Teknaf subdistricts meant that we were unable to employ the same sampling methodology used for the Rohingya survey, wherein shelters were randomly assigned using GIS mapping tools. Instead, a "random walk"[26] approach was used in the selected locations.

Sampling: While we aimed to provide representativeness at the level of the response, there is not sufficient data to provide reliable camp-level estimates. It is important to note that while our aim was to interview at least 30 people per camp, our sampling limitations resulted in less than 30 respondents in 28 of the 34 camps in the Rohingya survey, and in one of the nine camp locations in the host community survey.

Language: Given that there is no universally accepted written script for Rohingya, the survey was transliterated into Rohingya using Bangla script. The enumerators, who are native Bangla and Chittagonian speakers, were expected to conduct the survey in Rohingya. A Bangla translation was provided and programmed into the survey tool alongside the Rohingya transliterated text to use as a support. As such, it is possible that those enumerators who were less comfortable with the Rohingya language relied more heavily on the Bangla translations and that not all surveys were conducted entirely in Rohingya.

Courtesy bias: Since the enumerators were all local Bangladeshis, Rohingya respondents may have been more hesitant to answer questions honestly – specifically with regard to questions attempting to address social cohesion among refugee and host communities. The NPM enumerators had all previously been trained on the humanitarian principles – including impartiality and neutrality – and mitigated this bias to the best of their ability by providing a thorough explanation of the survey and its objectives, reassuring respondents that there are no right or wrong answers, and managing expectations by clarifying that participation would not result in immediate changes to the aid or services they receive.

Selection bias: Considering the Rohingya survey's content – in which respondents were asked to self-identify as aid recipients – it is likely that some respondents were hesitant to answer honestly when asked whether they had received any kind of assistance (and were therefore eliminated from the sample) in the hope of receiving (additional) services in the future. This bias was mitigated by informing respondents of the purpose of the survey and explaining that their participation would not result in any immediate changes to the aid they receive. The proportion of people who were approached and did not give consent was low, and we have no reason to believe that non-consenting individuals were different from those who agreed to take part in the survey.

Focus group discussions

Focus group discussions were conducted between 25 and 27 February 2020, with the support of IOM NPM in Cox's Bazar, in order to explore the themes emerging from GTS' quantitative survey. Four focus groups were led in camps 9 and 24 Leda with Rohingya refugees, and two in Camp 23 Shamlapur with host communities. Sessions were held with one male and one female group in each location, resulting in six total sessions led by trained NPM facilitators of the appropriate gender.

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[26] 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 (a higher x number means a lower risk of autocorrelation, but this comes at the cost of slower data collection, which may lead to smaller samples). Wherever a road splits or meets another road, enumerators pick a direction at random. They continue to collect data in this manner until the allotted time runs out.