

Grand Bargain: field perspectives 2018

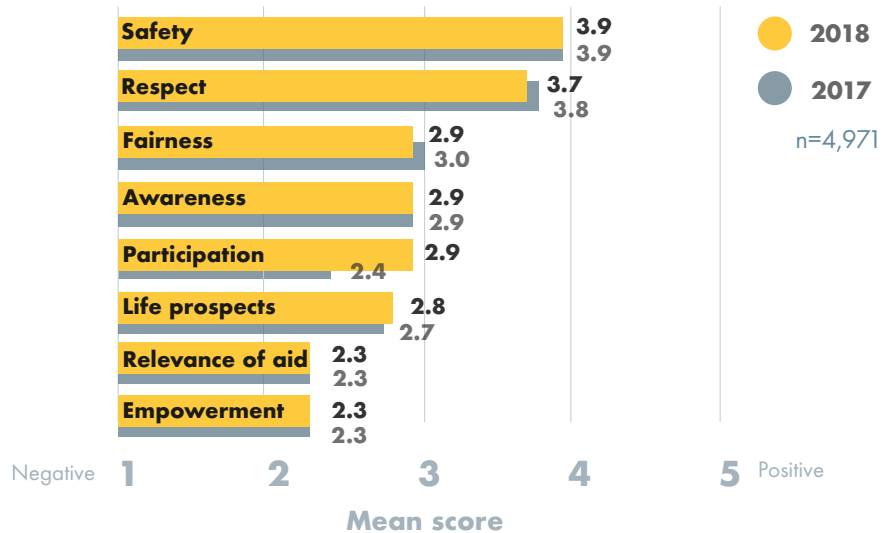
Key findings and recommendations

Since the Grand Bargain was agreed in 2016, Ground Truth Solutions and the Organisation for Economic Co-operation and Development have been tracking progress through the first-hand experience of affected people and aid providers in seven countries. This summary outlines the main findings from surveys we conducted in Afghanistan, Bangladesh, Iraq, Haiti, Lebanon, Uganda and Somalia. To find out more and read all the findings, visit www.groundtruthsolutions.org/grandbargain.

Key findings

1 There has been little change in how affected people view aid

By and large, affected people haven't seen any difference in the aid they receive since last year. Haiti is the exception, with strong improvements, but only compared to dramatically low scores in 2017.



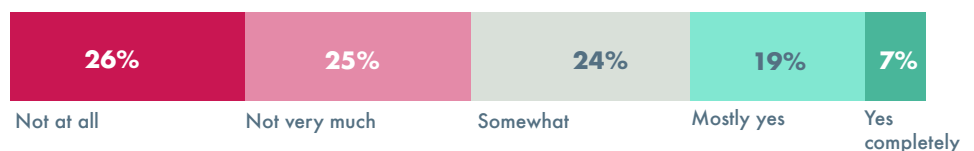
2 People feel safe and treated with respect by aid providers

Consistently across countries and contexts, people who have received humanitarian aid say they feel mostly safe in their place of residence. They also feel treated with respect by aid providers who, they do believe, have their best interests at heart.

3 Much of the aid provided does not meet priority needs

As in previous years, about half of the people surveyed do not feel the aid delivered meets their most important needs, let alone enables self-reliance, as the Grand Bargain aims to achieve.

Does the aid you receive currently cover your most important needs? n= 4,904



4 Affected people are largely satisfied with cash assistance, while humanitarians seem slightly less enthusiastic about it

Satisfaction with cash assistance has grown over time amongst people affected by crisis. Although humanitarian staff remain positive about cash assistance, their enthusiasm has decreased slightly since 2017.



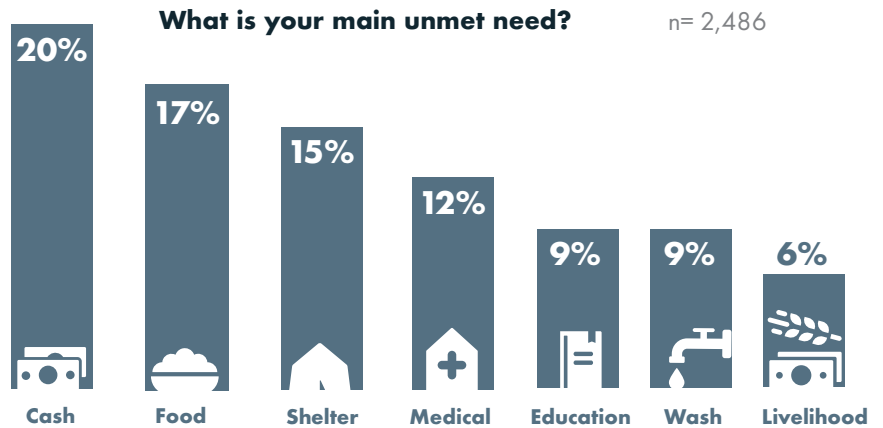
●● The food being given is not enough and the land I have is not fertile, so I am dependant on the UN forever. ●●

Male refugee, Uganda

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Cash, food and shelter are the top unmet needs

The needs listed as unmet in most countries changed from last year, showing that what people consider to be unmet is context-dependent and dynamic. It also shows how important it is for people delivering aid to monitor the relevance of their programmes as they are implemented, and ensure they are based on an ongoing dialogue with affected communities.



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Most people do not feel self-reliant

Most people (58%) find aid ‘not at all’ or ‘not very’ empowering. This question repeatedly provokes some of the most negative responses in our survey.

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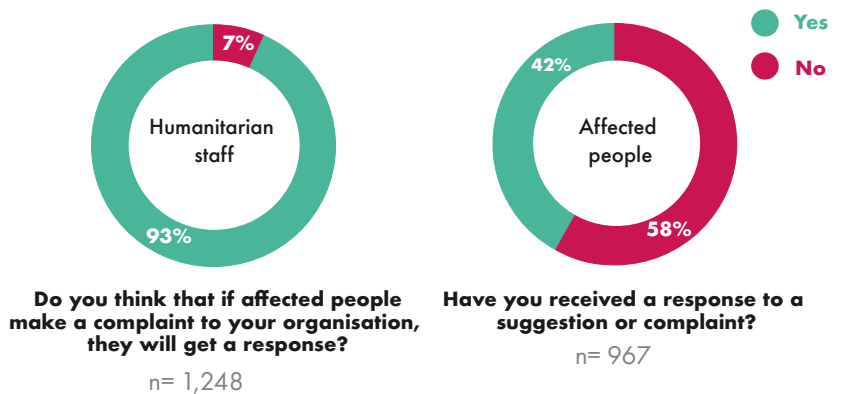
There is some progress on the participation revolution, from a low base

More people (41%) say aid providers take their opinion into account than before. Scores in Somalia, Afghanistan and Bangladesh are positive, but there is still substantial room for improvement, especially but not only in Lebanon.

8

Feedback mechanisms are less effective than humanitarian staff think

While staff strongly believe that if people make complaints or suggestions, they will receive a response from their organisation, affected people who have filed complaints or made suggestions say they rarely hear back. Typically only just over half of affected people know how to make suggestions or complaints to agencies in the first place. The preferred method is face-to-face communication. In contrast, humanitarian organisations tend to prioritise hotlines.



Recommendations

- Shift focus from policy discussions at global level to tracking impact of Grand Bargain commitments on the ground.
- Test indicators developed by Grand Bargain workstreams to measure progress.
- Pair indicators of Grand Bargain workstreams with indicators derived from affected people’s perceptions of progress.
- Base tracking of performance on people’s views of success in achieving strategic goals of Humanitarian Response Plans in countries.

To find out more and read all the findings, visit www.groundtruthsolutions.org/grandbargain.