

Bangladesh: field perspectives on the Grand Bargain

March 2019 • Findings from round 1



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Introduction

This research is part of a project to understand how people affected by crisis and humanitarian field staff perceive the impact of the Grand Bargain commitments. It is based on answers to two standardised surveys – one covering people affected by crisis in Bangladesh and the other, humanitarian staff.

The affected people survey was conducted face-to-face with 1,003 displaced Rohingya in 23 collective sites in the Ukhia and Teknaf subdistricts in July 2018. These [findings](#) were disseminated to key actors in Bangladesh in August 2018. A second round of the Rohingya survey took place in October 2018, the [findings](#) from which were shared in December 2018.¹

Humanitarian staff were surveyed using an online survey completed by 96 staff members of international and national organisations, as well as UN agencies. The survey was live for three and a half months in the latter half of 2018.

The research is a joint effort by Ground Truth Solutions (GTS) and the Organisation for Economic Co-operation and Development (OECD) Secretariat with financial support from the United Kingdom's Department for International Development (DFID) and the Swiss Agency for Development and Cooperation (SDC). Bangladesh is one of the seven countries covered by this research. The others are Afghanistan, Uganda, Haiti, Iraq, Lebanon and Somalia.

This summary covers the key findings from the affected people and humanitarian staff surveys. Detailed answers to all questions are included in subsequent sections.

Key findings

- Most Rohingya respondents feel informed about the kind of aid available to them. However, only 24% of Rohingya feel their most relevant needs are met, citing cash, food, shelter, and water, sanitation and hygiene (WASH) among their most pressing needs. Meanwhile, 70% of humanitarian staff believe Rohingya's needs are covered by the aid provided.
- Only 23% of Rohingyas surveyed feel the support they receive will help them become self-reliant and 43% report selling the aid items they receive in exchange for cash in order to be able to meet their daily needs.
- Just over half (57%) of Rohingya respondents feel safe in their place of residence, although this number is lower among women and people with disabilities. In general, Rohingya feel slightly less safe in their day-to-day life walking around the camp, travelling to shops or distribution points and receiving aid, than they do in their own shelters.
- Forty-nine percent of Rohingya are not convinced that aid providers sufficiently include their opinions when making decisions about aid provision, and about one-third are unaware of ways to make suggestions or complaints. Views are different among staff, 92% of whom feel their organisation regularly uses data collected on views of affected people to inform or adjust programming.
- Humanitarian staff working in organisations that serve both Rohingya and host communities are generally more positive across questions than those who only provide aid or services to Rohingya communities.
- Staff feel reporting requirements from different donors are insufficiently harmonised, also mentioning a need to allow for more contextualisation in reporting.

¹ There were no significant differences between the two rounds of data collection, with many of the same concerns and findings emerging in round two.

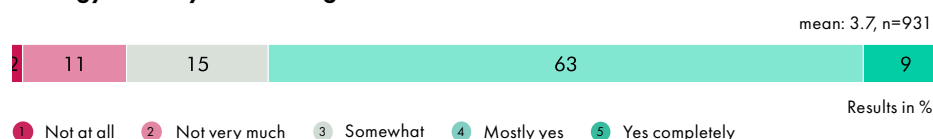
Executive summary

This summary covers the main findings of the refugee and humanitarian staff surveys, with responses to the full set of questions included in subsequent sections. The first sets of responses are aligned with three of the objectives of the 2018 Joint Response Plan for the Rohingya humanitarian crisis. The last three relate to broader themes of the Grand Bargain: reporting, localisation and the nexus between development and humanitarian aid.

Provide timely lifesaving assistance and protection as well as improve the living conditions of Rohingya refugees

- **Needs of Rohingya are still not fully covered by the aid they receive, according to 76% of respondents**, who cite cash, food, shelter and non-food items, as well as WASH, among their most pressing needs.
- While only 24% of Rohingya feel their needs are met, 70% of humanitarian staff believe the needs of affected people are covered by the aid provided. Staff who provide aid or services to both Rohingya and host communities are more positive about the impact of their work, with 77% responding that people's needs are covered, compared to 55% among those who only serve Rohingya communities
- **Forty-three percent of Rohingya respondents report selling the aid items they receive in exchange for cash in order to be able to meet their daily needs.** This is more common among women – 51% of women have sold aid items, compared to 36% of men. When women are the sole head of their household, this rises to 71%. Most spend the money on food such as fish, meat, vegetables, chilli, salt, as well as firewood or cooking fuel.
- Twenty-eight percent of Rohingya respondents are unsure or feel that the aid does not go to those most in need. Humanitarian staff are slightly more confident that the aid reaches those most in need, with 86% responding positively. Rohingya report that people with disabilities and illnesses are often left out, mainly because they have difficulties reaching the distribution points.

Rohingya survey: Does aid go to those who need it most?



Humanitarian staff survey: Does aid provision go to those who need it most?



- When asked about preferred ways of receiving humanitarian assistance, just over a half would favour a combination of cash and goods or services, while almost a fifth prefer just receiving direct provision of goods and services. Of those who already receive cash support, 61% are satisfied with it.
- Fifty-seven percent of Rohingya respondents feel safe in their place of residence. In general, **people feel slightly less safe in their day-to-day life**, such as walking around the camp, travelling to shops or distribution points and receiving aid, than they do in their own shelters. Only 39% of people with a disability feel safe in their shelter, compared to 58% among those without a disability.

- Women feel less safe in their place of residence than men, with 47% of female respondents reporting feeling safe, compared to 65% of men. Interestingly, women feel less safe in their own shelters than in their day-to-day life in the camps. Men are the opposite, feeling less safe in the camps than within their own shelters.
- Poor or complete lack of lighting at night is the main reason for feeling unsafe. Respondents also cited strangers or animals being able to enter the shelters, lack of safe access to water and sanitation facilities, lack of privacy and safe spaces, human trafficking, as well as flooding as common reasons for feeling unsafe.

Well-being and dignity

- **Over half of Rohingya respondents (59%) feel informed about the kind of aid available to them.** People who reported having a disability (5% of sample) feel less informed about the aid that is available to them.
- Rohingya who feel uninformed want **more information about their future and the issue of repatriation, as well as food and non-food item distributions.** Our findings suggest that the most trusted information channels for both men and women are Majhis, agency volunteers and camp or block committees.
- The majority of Rohingya **feel they are treated with respect and report high levels of trust in aid agencies' work**, with only 8% and 4% of negative responses, respectively. Seventy-five percent of humanitarian staff agree that staff in Bangladesh treat affected populations with respect, although a slightly higher percentage than among Rohingya tend to disagree (14%).
- Forty-nine percent of Rohingya **are not convinced that aid providers sufficiently include their opinions when making decisions about aid provision**, compared to 60% of staff who believe agencies take corrective action in project implementation based on feedback from affected people. Respondents with disabilities feel less informed about aid provision and more critical of the efforts to include their views in decision-making.
- Moreover, the majority of staff (85%) say their organisation systematically collects the views of affected people during the design and implementation of a programme. A notable 92% of those who collect the views of affected people feel their organisation regularly uses the collected data to inform or adjust programming.

Rohingya survey: Do you feel aid providers take your opinion into account when providing aid?

mean: 3.4, n=962



Results in %

1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Humanitarian staff survey: Does your organisation regularly use data on the views of affected people to inform/adjust programming?

mean: 4.3, n=51



Results in %

1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

- Among the 49% who feel their opinions are not adequately taken into account, some expressed the feeling that only Majhis (community leaders) are consulted in decision-making processes. Given this perception, it is not surprising that our findings suggest that the preferred complaints channels for both men and women are Majhis. Similarly, a

Christian Aid assessment identified a preference for verbal and face-to-face complaints reporting.²

- Overall, **one-third of Rohingya refugees are unaware of available complaints mechanisms** in the camps. Only a small proportion of respondents have used available mechanisms to file a complaint (17% of women and 15% of men).
- Sixty-seven percent of Rohingya who filed complaints are satisfied with the response they received, whereas 14% never received a response. This is in line with staff perceptions, among whom 84% are convinced that Rohingya will receive a response if they make a complaint to their organisation.
- Rohingya respondents feel most comfortable talking to a Majhi, the army or an agency volunteer to report any instances of abuse or mistreatment. Eighty percent of humanitarian staff would feel comfortable reporting instances of staff mistreating affected people and 30% have reported instances of mistreatment already.

Confidence building and resilience

- **Only 23% of Rohingyas surveyed feel the support they receive will help them become self-reliant.** They cite their inability to work and earn money and the need for more permanent housing as the main reasons for this. Sentiments regarding overall life improvement are mixed, with 37% of men saying that their lives are improving compared to 17% of women. Rohingya who have been in the camps since before October 2016 do not feel any more self-reliant and do not see any greater improvements in their lives than newer arrivals.
- When asked what would make them more optimistic about their future, many cited the ability to return home safely and peacefully, but only with certain assurances, including access to employment/livelihoods, education and healthcare, as well as the granting of citizenship. Many of those surveyed request regular updates on the situation in Myanmar and information about their possible repatriation and long-term prospects.
- Just over half of the parents surveyed are satisfied with the education their children receive. Those who are unable to send their children to classes cite the distance from the nearest school or madrasa as the main obstacles.
- **Sixty-four percent of respondents feel that the host community has been welcoming.** The main reasons given for feeling welcome are that the locals are helpful, friendly and share their land, while those who feel unwelcome cite arguments, attacks and locals not allowing refugees to collect firewood. As mentioned in the introduction, since this survey was implemented, another round of data was gathered in late 2018 which reflects similarly positive sentiments among Rohingya. This second round of data also reveals that initial support for Rohingya among host communities has started to be replaced by resentment and concern that Rohingya are taking away resources and job opportunities. The 2019 Joint Response Plan will specifically focus on social cohesion and attempt to improve inter-community relations.



Jadimura British Para, Teknaf

2 Christian Aid, *Accountability Assessment Rohingya Response Bangladesh – February 2018* (Cox's Bazar: Christian Aid, 2018)

Reporting and programmatic flexibility

- Just over half (56%) of staff feel time spent on reporting is 'mostly' or 'very' appropriate, although an almost equal number (55%) feel **reporting requirements from different donors are insufficiently harmonised**. Staff also mention a need to allow for more contextualisation in reporting.
- Opinions among staff on programmatic flexibility are split, with roughly half (51%) feeling that humanitarian organisations working in Cox's Bazar have the flexibility to adjust their projects and programmes when conditions change. Some mention that flexibility often depends on the Bangladeshi Government's policies and regulations, in addition to those of the donors.

Localisation

- Fifty-four percent of staff, most of whom work for international agencies, feel local and national aid providers receive sufficient support in Bangladesh. However, roughly one-third of staff do not think local organisations in Bangladesh have the capacity to deliver high-quality assistance.
- Staff who work in organisations delivering aid to both host and Rohingya communities are more positive about local capacity to deliver assistance than those only involved in programming targeting Rohingya.
- Staff believe a combination of local and international organisations are best placed to provide aid in Bangladesh (78%), as opposed to international or local organisations individually. There is a sense that local organisations are able to provide contextual knowledge and skills, while international organisations bring greater experience in handling large-scale responses involving international funding and humanitarian standards and frameworks.



Camp 2E, Kutupalong-Balukhali 'mega camp'

Humanitarian-development nexus

- Staff see an **imbalance in funding between emergency relief and durable solutions**, with a majority of respondents (72%) in favour of investing more in durable solutions. There is also a sense that humanitarian and development actors could work together more effectively, with 52% expressing doubts as to the effectiveness of existing cooperation between humanitarian and development organisations in the area.
- Less than half (44%) of staff believe cash programmes in Bangladesh contribute to better outcomes than other kinds of aid, with some raising issues around corruption, increased vulnerability or misuse of cash. Proponents of cash programming believe it would boost the local economy, allow for greater choice and mitigate the current coping mechanisms of selling aid items for cash in informal markets. Despite some scepticism as to whether cash programmes contribute to better outcomes, 70% say their organisation has increased the share of cash-based programming in the past year.

Survey data - Refugees

Reading this section

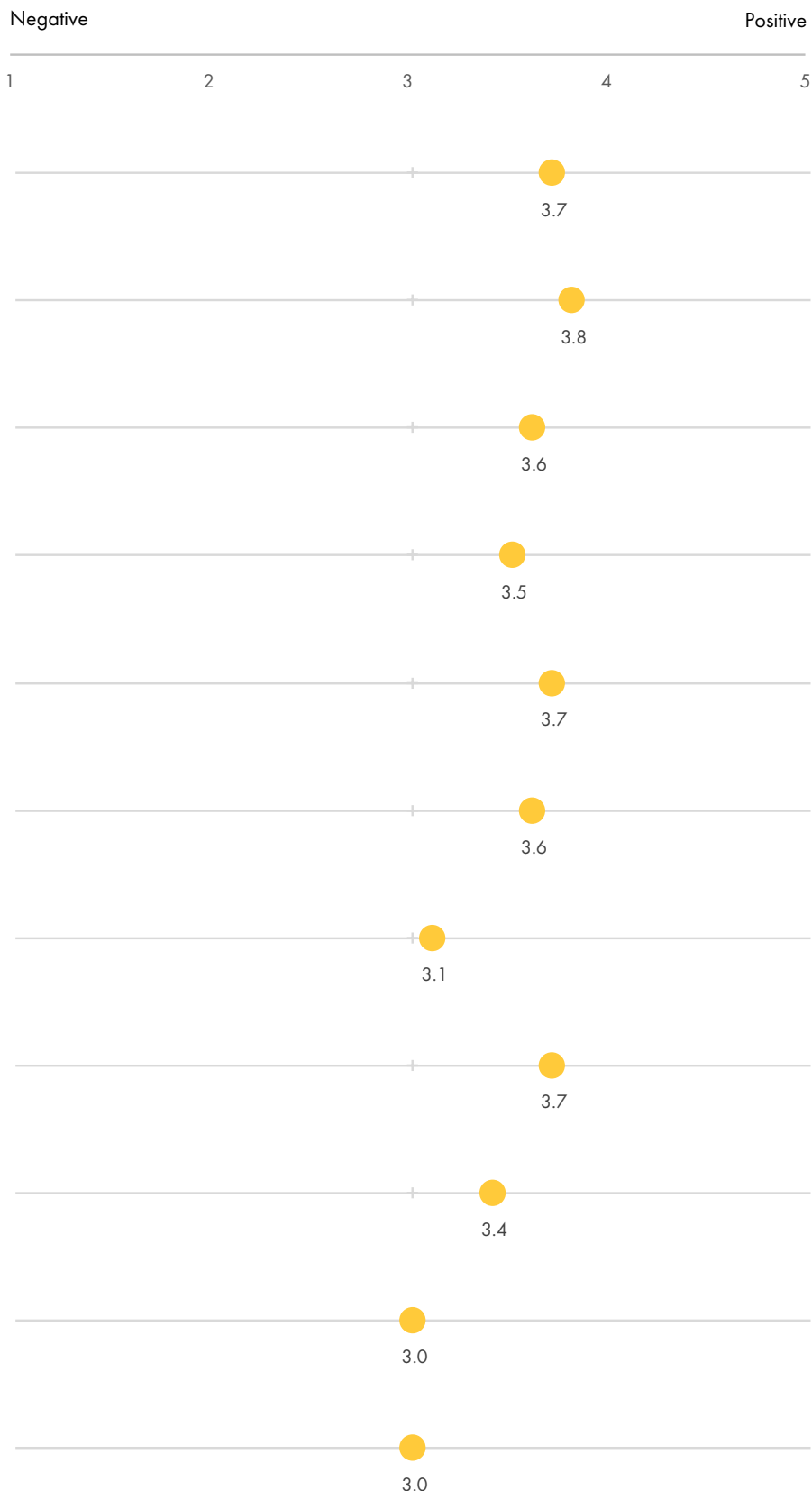
The following sections use bar charts for both open and closed questions. Responses to closed questions are reported using a Likert scale from 1–5. The mean score is also shown. The bar charts for closed questions show the percentage of respondents who selected each answer option, with colours ranging from dark red for negative answers to dark green for positive ones. The analysis includes any significant difference in the perceptions of different demographic groups. It does not, however, show the full breakdown of responses according to these categories.

For open questions, the percentage and frequency with answers pertaining to a particular question do not always total 100% where respondents are given the option to provide multiple answers.

Sample of the affected people survey

Interviews were conducted with 1,003 displaced Rohingya in 23 collective sites in the Ukhia and Teknaf subdistricts in July 2018. A more detailed breakdown of the sample size can be found in the [Annex: Notes on methodology](#).

Overview of findings



89%

feel aid provision has been stable and consistent over the last 12 months.



43%

have been selling their aid items to meet their needs in cash.



67%

know how to make suggestions or complaints about the aid they receive.



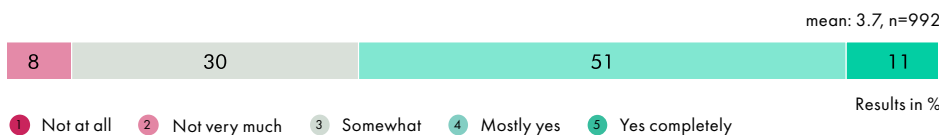
89%

send their children to education classes.

Survey questions

Q1. Respect

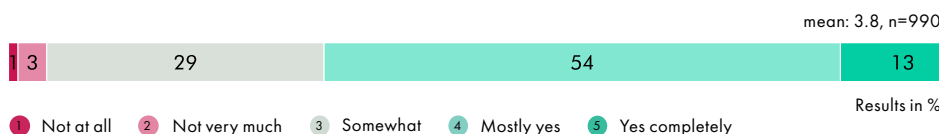
Do aid providers treat you with respect?



While the majority of Rohingya feel they are treated well and report high levels of trust in aid agencies' work, in certain areas, including Camp 12, only one-third of those surveyed responded positively.

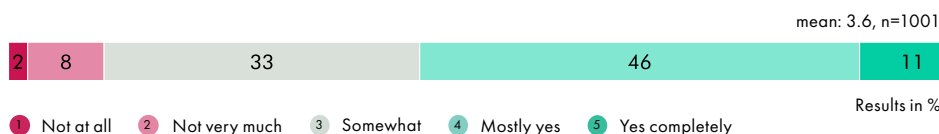
Q2. Trust

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

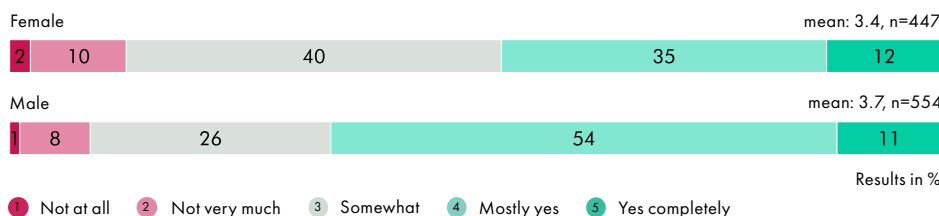


Q3. Safety - residence

Do you feel safe in your place of residence?



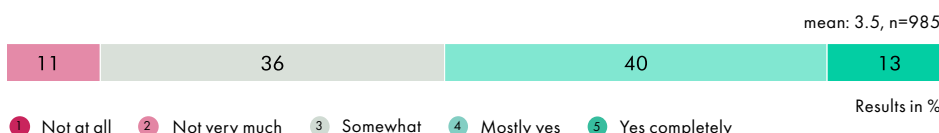
Gender



Women, particularly those between 31–40 years old, feel less safe in their place of residence than men, with only 47% of female respondents reporting feeling safe, compared to 65% of men. Women feel less safe in their own shelters than in their day-to-day life in the camps, while men feel less safe in the camps than within their own shelters.

Q4. Safety - day-to-day life

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

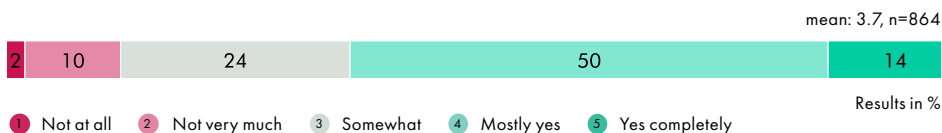


Poor or complete lack of lighting at night was the main reason given for feeling unsafe, as well as strangers or animals being able to enter the shelters, lack of safe access to WASH facilities, lack of privacy and safe spaces, human trafficking and flooding.

Partners in the Protection Cluster in Cox's Bazar identified increased safety concerns surrounding distribution points in the camps. Children are often sent to distribution points unaccompanied where grooming is easier, and women and girls face verbal sexual harassment or sexual violence, particularly as distributions are often crowded with men and might be far from women's households.

Q5. Host community relations

Do you feel welcomed by the host community?



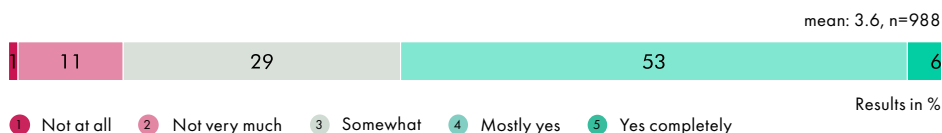
While most Rohingya report feeling welcome, in Shamlapur, a coastal village where refugees live in close quarters with locals, 24% feel unwelcome.

The main reasons given for feeling welcome are that the locals are helpful, friendly and share their land, while those who feel unwelcome cite arguments, attacks and locals not allowing refugees to collect firewood.

More recent findings on Rohingya-host community relations can be found in our bulletin on [social cohesion](#), which includes data from both communities.

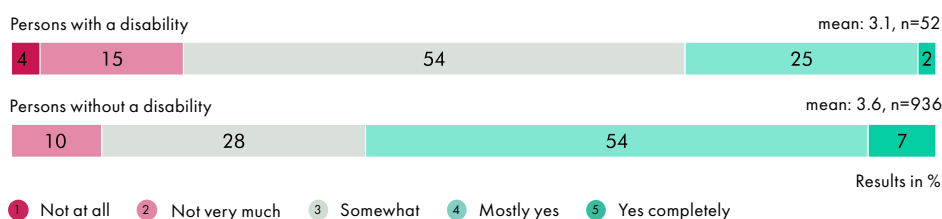
Q6. Information

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



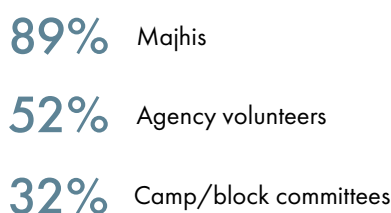
Awareness of available aid is particularly high in Camp 21 (Chakmarkul), with 83% feeling mostly or very informed, while those in Camp 22 (Unchirang) feel less informed, with only 37% responding positively. Within the Kutupalong Expansion Sites, awareness of aid is highest in Camp 17 and lowest in Camp 8w.

Disability



People who reported having a disability feel less informed about the aid that is available to them.

Which information channel do you trust the most? (n=1003)

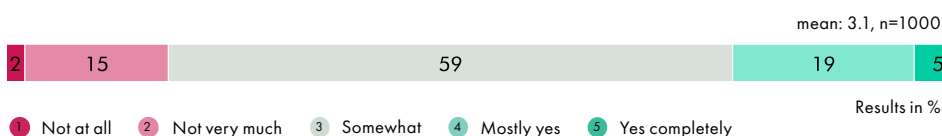


Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Only the top three responses are shown.

Q7. Relevance

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



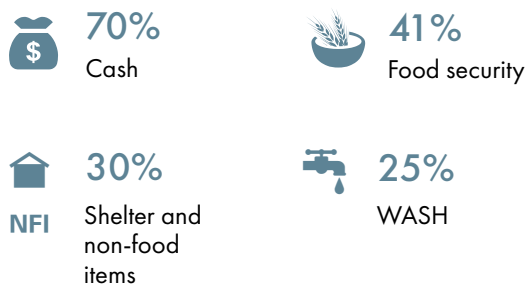
Almost a third of those surveyed in Camps 22 (Unchirang), 26 (Nayapara) and 27 (Jadimura) do not feel their most important needs are covered, while about half of those surveyed in Camp 21 (Chakmarkul) and Kutupalong RC say the aid currently meets their needs.



When we get one thing, there is always something else that we need. All of our needs are never met.

Follow-up question asked to those who responded 1, 2 or 3 to the previous question:

What are your most important needs that are not met? (n=766)



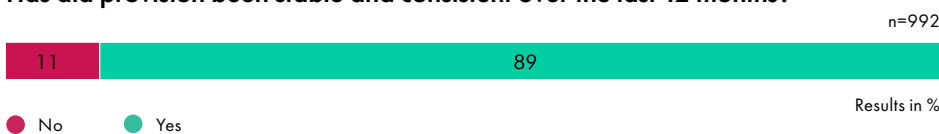
Those with unmet needs cite cash, food, shelter and non-food items, as well as WASH, including tube wells, toilets and showers, as their most important needs.

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Only the top four responses are shown.

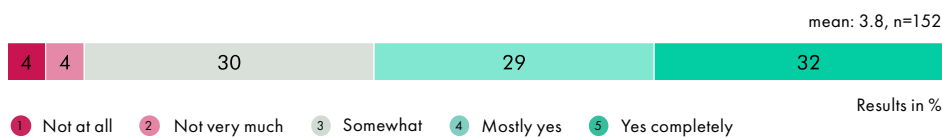
Q8. Stability of aid provision

Has aid provision been stable and consistent over the last 12 months?



Q9. Satisfaction with cash support

How satisfied are you with the cash support that you receive?



Note: Only asked to those who stated they received cash support in the last 12 months.

Q10. Selling of aid

Have you been selling your aid items to meet the needs in cash?



These findings are in line with a recent International Organization for Migration (IOM) Site Assessment that reported the sale of humanitarian assistance as the third most common source of income (preceded by not having any income source or casual day labour).³

According to the World Food Programme (WFP) Refugee influx Emergency Vulnerability Assessment, food is the main form of expenditure among refugees, who spend two-thirds of their monthly budget on food, followed by firewood.⁴



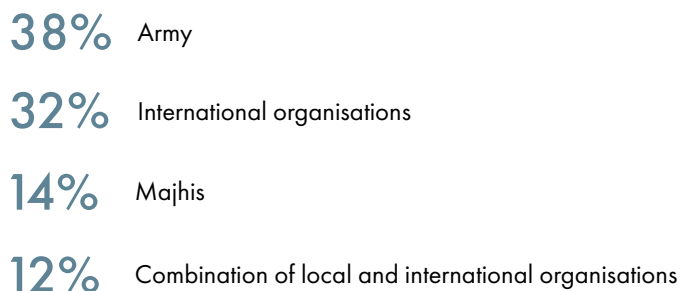
We desperately need money to buy food items other than rice-pulses.

3 International Organization for Migration, *Needs and Population Monitoring Site Assessment: Round 11 – July 2018* (Geneva: IOM, 2018)

4 World Food Programme, *Refugee influx Emergency Vulnerability Assessment* (Cox's Bazar: WFP, 2018)

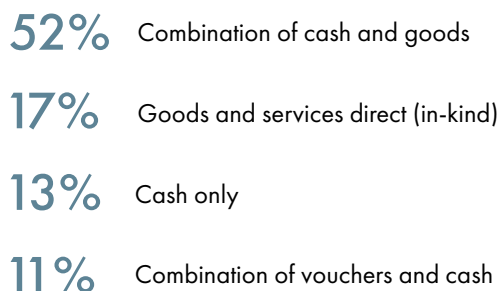
Q11. Aid provider and modality preferences

Who would you prefer to receive aid from? (n=1003)



Only the top four responses are shown.

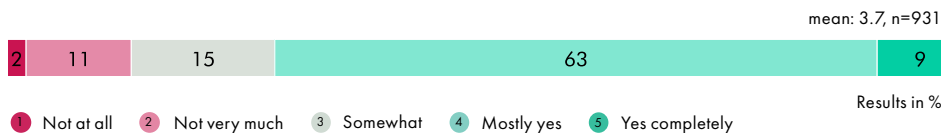
How would you prefer to receive humanitarian assistance? (n=1003)



Only the top four responses are shown.


Q12. Fairness

Does aid go to those who need it most?





Follow-up question asked to those who responded 1, 2 or 3 to the previous question:

Who is left out? (n=264)

 67%
People with disabilities

 34%
People with illnesses

 33%
Older persons

 20%
Unregistered people/new arrivals

Rohingya respondents report that those with disabilities and people with illnesses cannot always reach aid or services, often because they have difficulties accessing the distribution points.

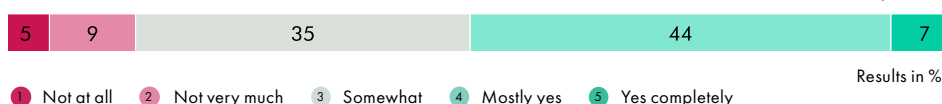
Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Only the top four responses are shown.

Q13. Participation

Do you feel aid providers take your opinion into account when providing aid?

mean: 3.4, n=962



Results in %

1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Almost half of Rohingya are not convinced that aid providers sufficiently include their opinions when making decisions about aid provision. According to a Christian Aid study, 39% of women and 54% of men felt they could not influence decision-making.⁵ Respondents in our survey comment that even when they are consulted, aid is not adjusted accordingly.

“

They do not want to take my opinion, whatever they do, they do it with the Majhi.

“

[Aid providers] consider the opinions of the Majhi with greater importance.

Q14. Complaints mechanisms

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

n=989



Results in %

No Yes

About one-third of Rohingya refugees are unaware of available complaints mechanisms in the camps. The scores vary between sites, ranging from 36% in Camp 14 (Hakimpara) to over 70% in Camps 9, 12, 15 (Jamtoli), 23 (Shamlapur), 26 (Nayapara), 2w and 6.

Follow-up question asked to those who know how to make suggestions or complaints:

Have you filed a suggestion or a complaint?

n=673



Results in %

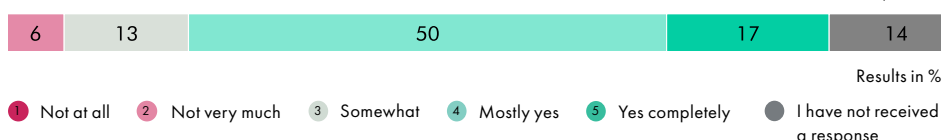
No Yes

Those who filed a suggestion or a complaint did so by talking to a Majhi (80%), an agency volunteer (12%), going to an information desk or feedback centre (4%), talking to an army representative (3%), or an Imam (1%).

Follow-up question asked to those who responded yes to the previous question:

Are you satisfied with the response you received?

mean: 3.9, n=106

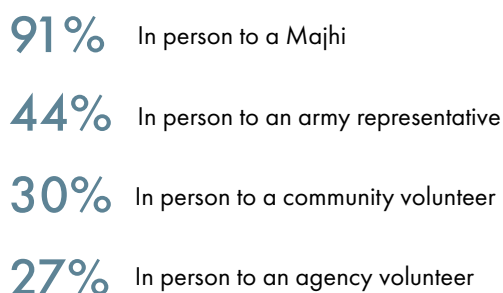


Results in %

1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely 6 I have not received a response

5 Christian Aid, *Accountability Assessment Rohingya Response Bangladesh – February 2018* (Cox's Bazar: Christian Aid, 2018)

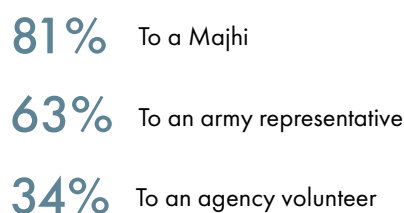
How would you prefer to make any complaints you have? (n=1003)



Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Only the top four responses are shown.

Who would you feel comfortable reporting instances of abuse and mistreatment to? (n=1003)

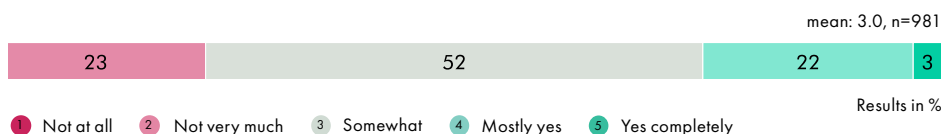


Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Only the top three responses are shown.

Q15. Empowerment

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



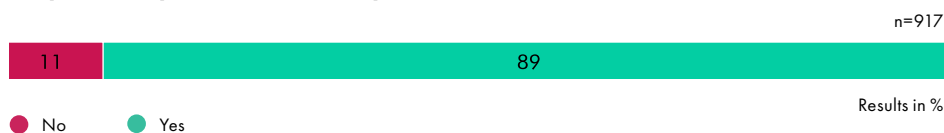
What will happen in the future? The help we are currently getting is not enough. We are facing great difficulties...when will we be able to return to our country?



How much can we develop, being in a foreign land and taking help from others?

Q16. Education

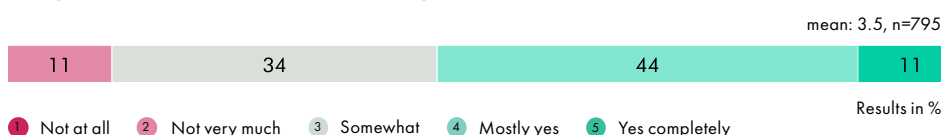
Do you send your children to any education classes?



Note: Only asked to those who have children.

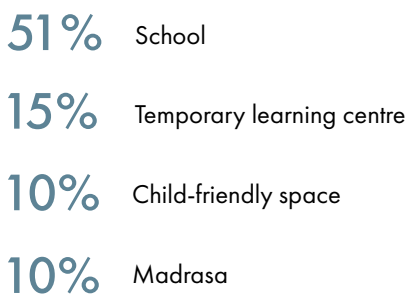
Follow-up question asked to those who responded yes to the previous question:

Are you satisfied with the education provided to children?



Just over half of the parents surveyed are satisfied with the education their children receive, while many said that better education for their children would make them feel more optimistic about their future. Those who are unable to send their children to classes cite the distance from the nearest school or madrasa as the main obstacle.

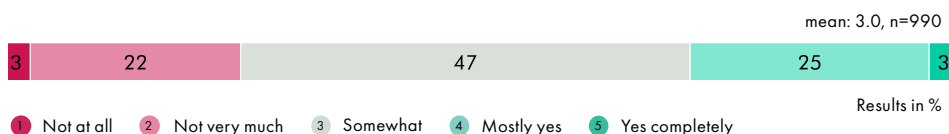
Where would you prefer sending your children for education? (n=917)



Only the top four responses are shown.

Q17. Progress

Overall, has your life been improving?

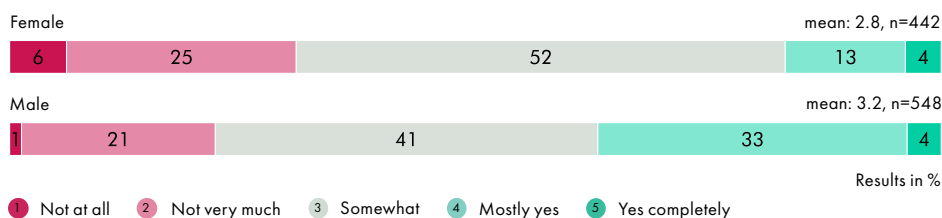


Sentiments regarding overall life improvement are mixed, with 37% of men saying that their lives are improving compared to 17% of women.



There is very little improvement in my life. It would be better if I can get a job.

Gender



What would make you more optimistic about your future?



Many refugees cite the ability to return home safely and peacefully, but only with certain assurances, including access to employment/livelihoods, education and healthcare, as well as the granting of citizenship. A survey of over 3,000 Rohingya in Cox's Bazar, the Forced Migration of Rohingya: The Untold Experience, reveals that 79% want to return to Myanmar as soon as possible and would be most motivated by the granting of citizenship, the prosecution of perpetrators and the recognition of Rohingya ethnicity by the Myanmar government.⁶



[What would make me more optimistic about my future?] The best way to live in real life, good food, access to safe water, permanent houses and good education for children.



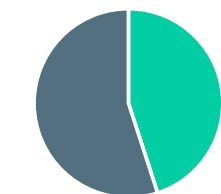
There is no opportunity to get a job. Send us back to our country with proper recognition.

6 Habib, Mohshin and Jubb, Christine and Ahmad, Salahuddin and Rahman, Masudur and Pallard, Henri, *Forced Migration of Rohingya: The Untold Experience* (Ontario, 2018), 81.

Demographics

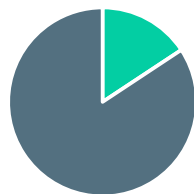
The graphs below depict the demographic breakdown of the 1,003 respondents in the affected people survey. Each graph includes percentages, as well as the frequency in parentheses.

Gender



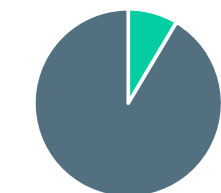
● Male: 55% (554)
● Female: 45% (449)

Head of household



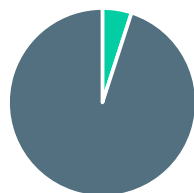
● Male-headed: 84% (842)
● Female-headed: 16% (157)

Respondents with children



● Have children: 91% (917)
● No children: 9% (86)

Disability

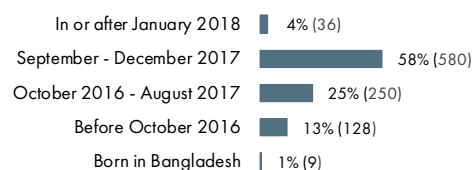


● No: 95% (949)
● Yes: 5% (54)

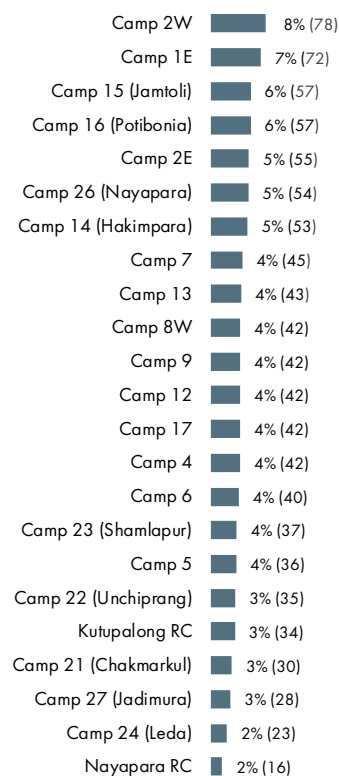
Age



Arrival in Bangladesh



Location



Survey data - Humanitarian staff

Reading this section

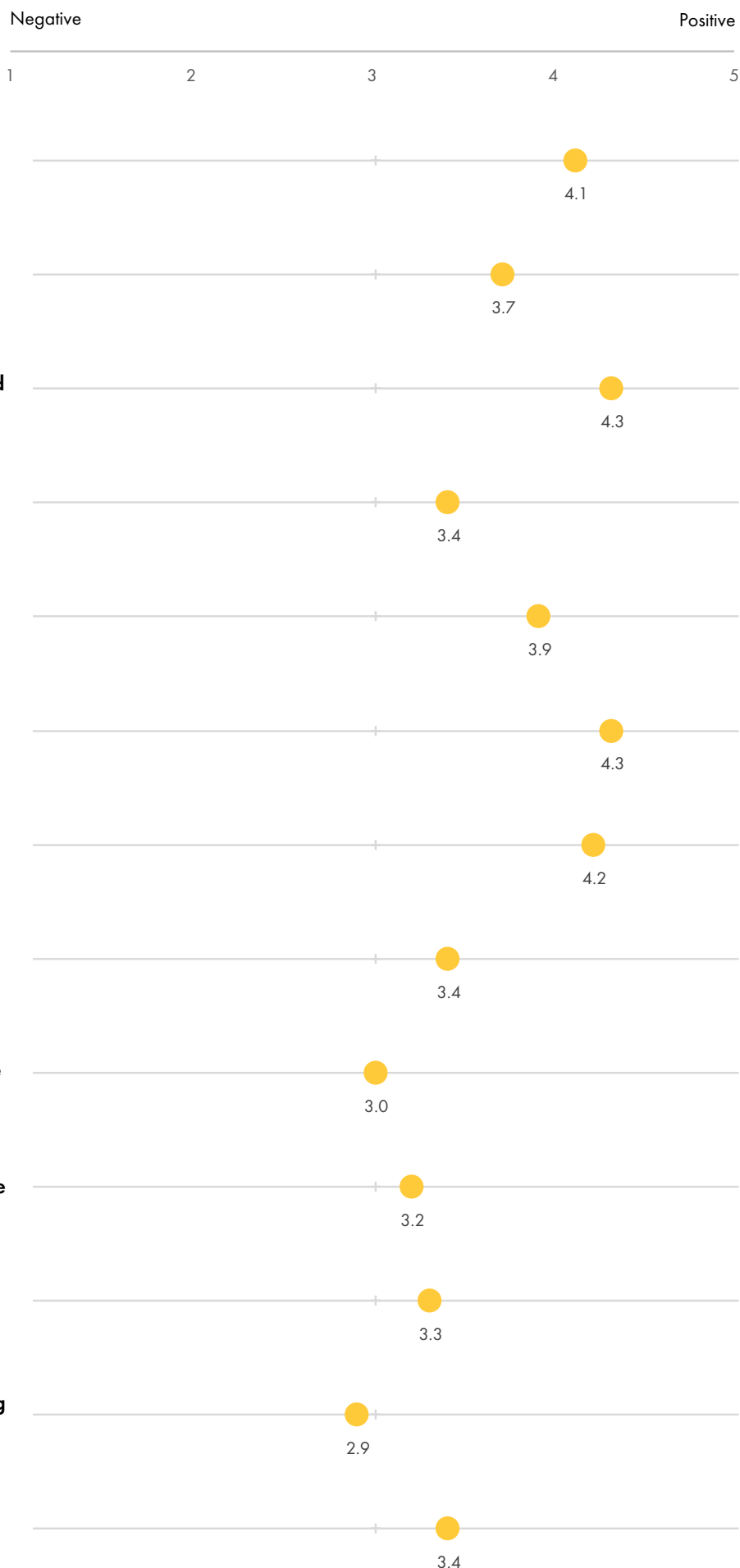
The following sections use simple bar charts for both open and closed questions. Responses to closed questions are reported using a Likert scale from 1–5. The mean score is also shown. The bar charts for closed questions show the percentage of respondents who selected each answer option, with colours ranging from dark red for negative answers to dark green for positive ones. The analysis includes any significant difference in the perceptions of different demographic groups. It does not, however, show the full breakdown of responses according to these categories.

For open questions, the percentage and frequency with answers pertaining to a particular question do not always total 100% where respondents are given the option to provide multiple answers.

Sample of the humanitarian staff survey

Data was collected between 1 August and 15 November 2018 using an online survey from 96 humanitarian staff members working in Bangladesh for UN, international agencies and local organisations. Organisations participated in and distributed the online survey among their staff. For more information on the sampling approach, see the [Annex: Notes on methodology](#).

Overview of findings



Do you feel reporting requirements from different donors are sufficiently harmonised?

2.6

Are there sufficient coordination efforts between organisations working here?

3.2

Do humanitarian and development actors work together effectively in Bangladesh?

3.2

To what extent does multi-year funding contribute to better results?

4.3

Do you feel safe in the area where you work?

4.0



85%

of staff say their organisation systematically collects the views of affected people during design and implementation of programme.



82%

of staff think joint donor field visits are better than individual ones.



76%

of staff say their organisation regularly conducts joint needs assessments with other organisations.



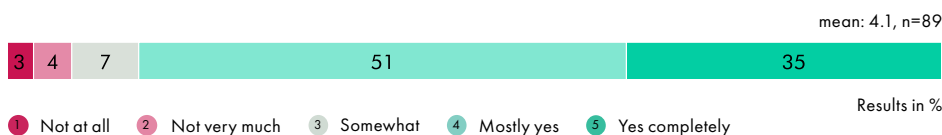
51%

of staff say their organisation shares logistical assets with other humanitarian organisations.

Survey questions

Q1. Fairness

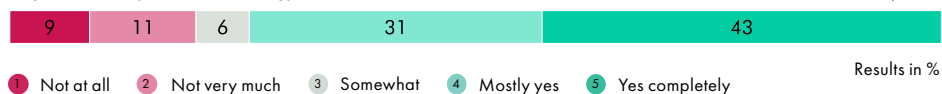
Does aid provision go to those who need it most?



Organisation works with Rohingya and host communities mean: 4.2, n=52



Organisation only works with Rohingya communities mean: 3.9, n=35



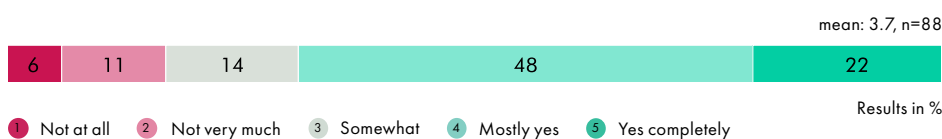
Twenty percent of humanitarian staff at organisations solely targeting Rohingya populations do not believe that aid provision goes to those most in need, while all staff who work with both Rohingya and host communities believe aid goes to those most in need.



Most agencies provide support only to geographically immediate host communities to the Rohingya camps. However, the environmental, financial, infrastructure and social impacts affect people across the whole district, particularly the extreme poor who are almost as vulnerable as the Rohingya.

Q2. Relevance

Does the aid provided cover the most important needs of affected people?



Organisation works with Rohingya and host communities mean: 3.9, n=52



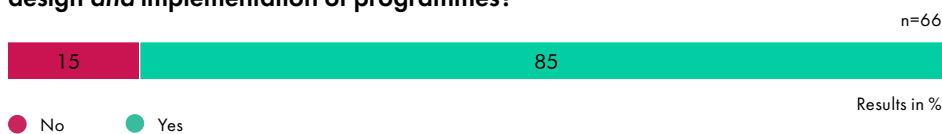
Organisation only works with Rohingya communities mean: 3.4, n=34



Again, those providing aid or services to both Rohingya and host communities are more positive about the impact of their work, with 77% responding that people's needs are covered, compared to 55% among those who only provide aid or services to Rohingya communities.

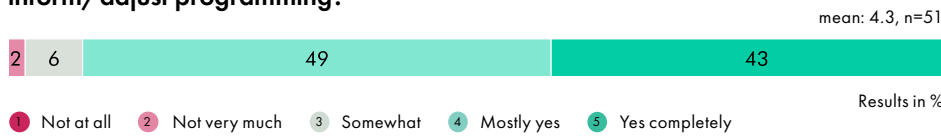
Q3. Participation during design and implementation

Does your organisation systematically collect the views of affected people during design and implementation of programmes?



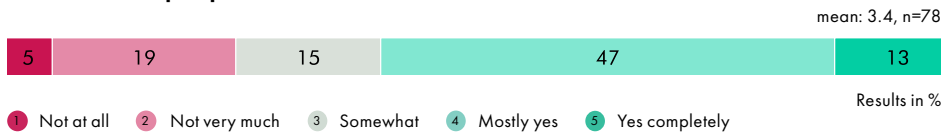
Q4. Use of data to inform programming

Does your organisation regularly use data on the views of affected people to inform/adjust programming?

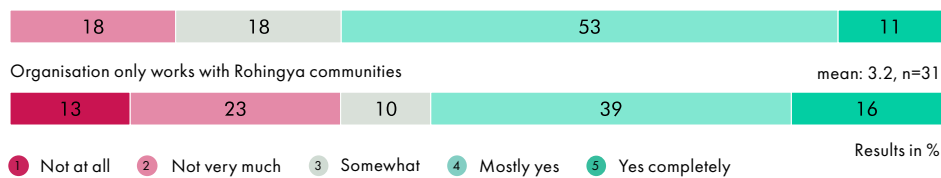


Q5. Corrective action

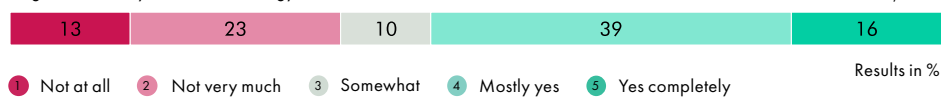
Do agencies take corrective action in project implementation based on feedback from affected people?



Organisation works with Rohingya and host communities



Organisation only works with Rohingya communities



Often agencies are too busy trying to implement, meet donor deadlines and milestones that they do not have the space to think about changing course. The larger the programme, or organisation, the harder it is to change course, even if there is evidence to suggest a change is needed.



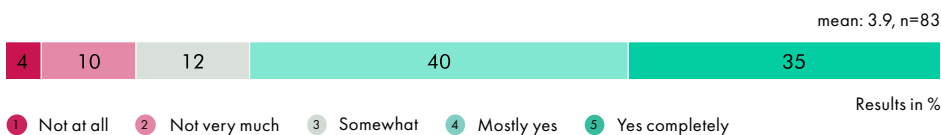
It could be better by increasing the number of agencies contributing data to the collective feedback analysis initiative, *What Matters?*. Hold agencies to account – at sector level – for how they have adapted in response to feedback.



Feedback is welcome but not always actionable because of pre-agreed donor requirements.

Q6. Respect

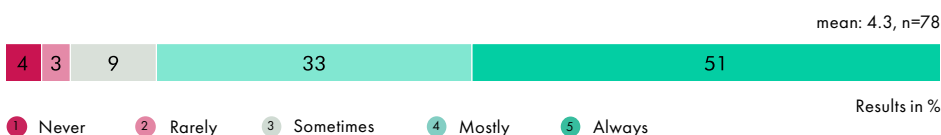
Do humanitarian staff in Bangladesh treat affected people with respect?



Staff are slightly more negative than Rohingya, of whom 8% responded negatively, compared to 14% among staff.

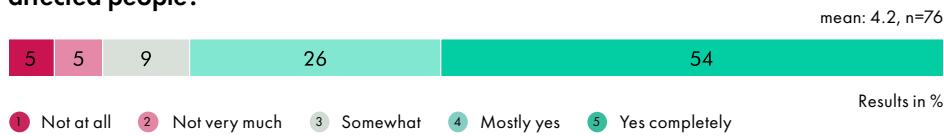
Q7. Complaints mechanisms

If people make a complaint to your organisation, will they get a response?



Q8. Reporting mistreatment

Would you feel comfortable reporting instances of humanitarian staff mistreating affected people?

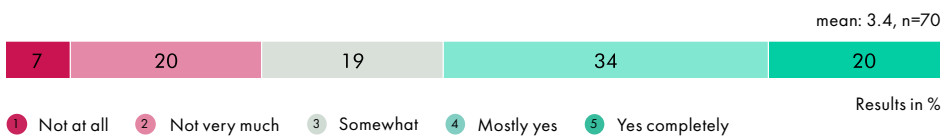


Have you reported instances of mistreatment?



Q9. Localisation

Do local and national aid providers receive sufficient support in Bangladesh?



“

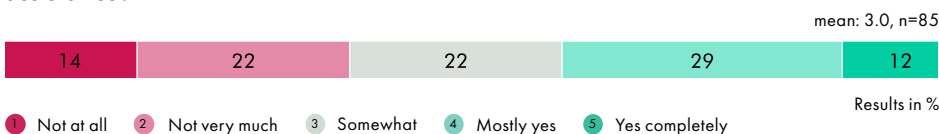
There are considerable resources diverted to managing the government's requirements and processes, which are extremely lengthy and time-consuming. There is a lack of localisation of aid delivery and a high number of international organisations and staff which should have been localised.

“

Before commencing activities, donors and international NGOs need to assess whether a local partner can effectively deliver the services required and prioritise them. They need to refer to the Grand Bargain and uphold those obligations. And donors, in particular, need to express this priority in their funding allocations.

Q10. Local capacity

Do local organisations in Bangladesh have the capacity to deliver high-quality assistance?



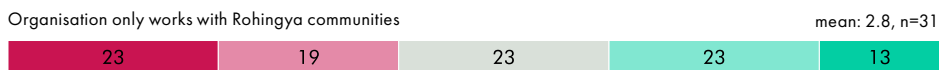
“

I think they have the knowledge, skills and local links to deliver assistance very effectively; but they are constrained and frustrated because they have to work within an international system that they are not familiar with.

Organisation works with Rohingya and host communities



Organisation only works with Rohingya communities



Results in %

Q11. Aid providers

Who is best placed to provide aid in Bangladesh? (n=89)

78% A combination of local and international organisations

16% International organisations

7% Local organisations



International NGOs theoretically have the capacity – they should be tapping into international expertise – and can bring in the funds and logistics. Local organisations have the relationships, local knowledge, cultural understanding and local staff.

Q12. Cash programmes

Do cash programmes in Bangladesh contribute to better outcomes than other kinds of aid?

mean: 3.2, n=62



Results in %

1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Has your organisation increased or decreased the share of cash-based programming in the past year? (n=40)

∨ **8%** Clearly decreased

∨ **2%** Decreased a little

= **20%** Stayed the same

∧ **42%** Increased a little

∧ **28%** Clearly increased

Q13. Flexibility

Do humanitarian organisations working here have the flexibility to adjust their projects and programmes when conditions change?

mean: 3.3, n=73



Results in %

1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely



It could be improved by developing a system where humanitarian aid can be approved through a local government entity rather than the NGO Affairs Bureau in Dhaka. That way the local authorities have more understanding and can liaise with local actors. Right now, there is a big disconnect.



It is very donor dependent. Mostly, the lack of flexibility lies with the government FD7 approvals that are rigid and must stay exactly the same, down to the unit price of a bar of soap. Deviating from that causes negative repercussions.

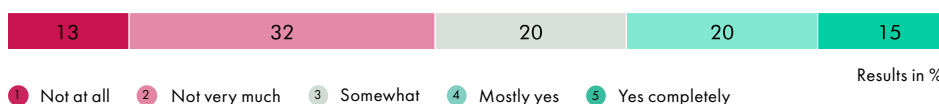


The organisations have flexibility but the government and its representatives may not always reflect this or allow it.

Q14. Durable solutions

Is there an adequate balance between funding for emergency needs and funding for durable solutions?

mean: 2.9, n=71



Results in %

The majority (72%) of those who think there is an inadequate balance believe more funding should go towards durable solutions.

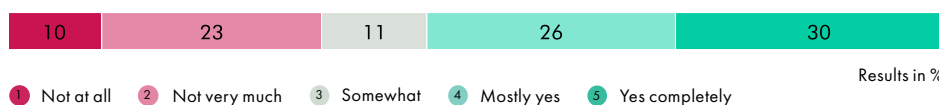


Construction with permanent materials needs to be allowed in camps so funding can be channelled to areas other than maintenance of buildings that are easily destroyed in a cyclone. Formal employment and education opportunities need to be allowed and provided so there are opportunities for the Rohingya to build a life for themselves and support the local economy.

Q15. Reporting time

Do you feel the amount of time you spend on reporting is appropriate?

mean: 3.4, n=81



Results in %



We are accountable to donors just as we are accountable to the communities with whom we engage. It is a challenge, but it is crucial to provide timely reports on how resources are being spent just as it is critical to be on the ground to monitor and gather the information required by donors.



My colleagues sometimes have to comb through 25 pages of questions for a single donor. It takes valuable time away from the operational needs at hand. The other reporting we contend with is reporting to the government every fortnight or monthly. This is time-consuming in its frequency.

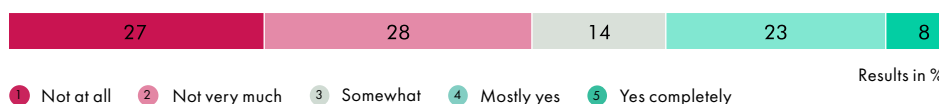


We spend a lot of time reporting. We should be smarter as an agency and donors should move to unified regulations and templates in order to save time and allocate more time to reach an impact on beneficiaries.

Q16. Reporting requirements

Do you feel reporting requirements from different donors are sufficiently harmonised?

mean: 2.6, n=64



Results in %

Q17. Donor visits

Are joint donor field visits better than individual ones?

n=55



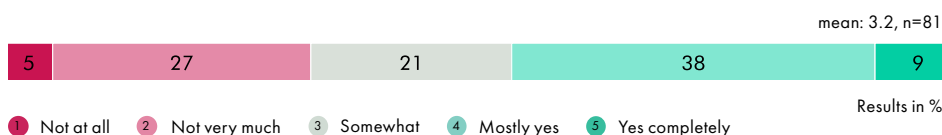
Results in %



Joint donor visits are more efficient and less intrusive to the communities with whom we work. They also keep everybody on the same page.

Q18. Coordination

Are there sufficient coordination efforts between organisations working here?



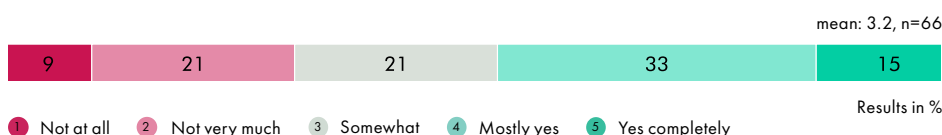
Sentiments around coordination are mixed – while some staff praise coordination efforts and bodies, including the Inter Sector Coordination Group, LogCluster and various working groups, others believe there is a climate of competition between organisations, leading to a lack of communication and duplication of efforts.



Camp coordination meetings need to be attended by staff that have some decision-making power. Field-level staff need more decision-making power, as management level staff can't attend each camp meeting.

Q19. Humanitarian-development nexus

Do humanitarian and development actors work together effectively in Bangladesh?



There should be a platform for discussing development issues related to the Rohingya crisis.



Agencies could bring in a development team to work alongside their emergency response teams.

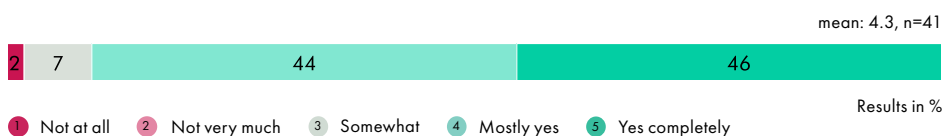
Q20. Funding

Does your organisation obtain multi-year funding?



Follow-up question asked to those who responded yes to the previous question:

Does multi-year funding contribute to better results?



Q21. Joint needs assessments

Does your organisation regularly conduct joint needs assessments with other organisations?



Q22. Logistical asset sharing

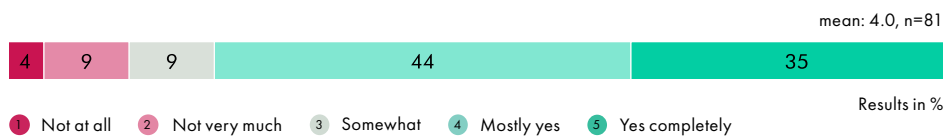
Does your organisation share logistical assets with other humanitarian organisations?



Those who share resources with other organisations mainly share vehicles, materials and equipment, office space and staff. Several believe it would be helpful if organisations shared security, or at least standards and analyses relating to security.

Q23. Safety

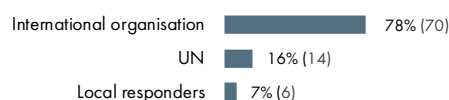
Do you feel safe in the area where you work?



Demographics

The graphs below depict the demographic breakdown of the 96 respondents in the field staff survey. Each graph includes percentages, as well as the frequency in parentheses.

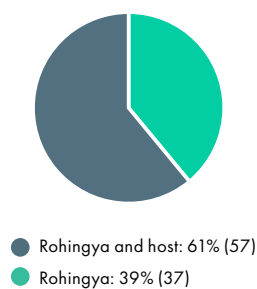
Type of organisation



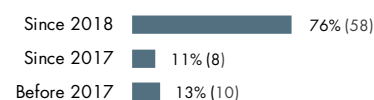
Role of staff member



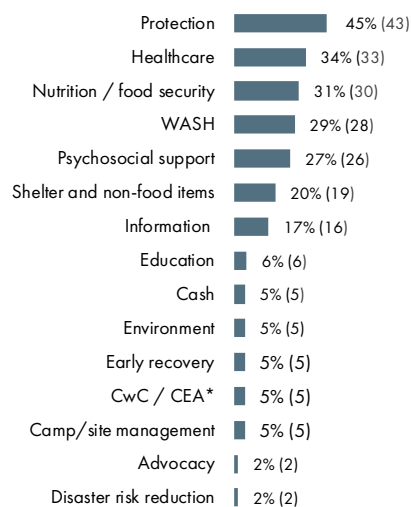
Target communities of aid/services



Time working on the response



Types of services provided



*CwC: Communicating with Communities
CEA: Community Engagement and Accountability

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Annex: Notes on methodology

Sampling methodology

Affected people survey

Rohingya were surveyed in 23 collective sites in the Ukhia and Teknaf subdistricts using a random sampling approach, targeting at least 30 people per camp, as well as a gender split of roughly 50:50.

The risk of oversampled groups skewing the results was evaluated by calculating weighted means based on the proportion of each region in the target population. These weighted means did not differ from the raw means by more than one decimal point, suggesting that any bias introduced by the oversampling was negligible. As such, this methodology allowed us to both maximise reliability for between-group comparisons, region-specific means, as well as among the affected population at large.

Humanitarian staff survey

Coordination groups, UN agencies, international NGOs, Red Cross and Red Crescent Movement and local/national organisations were approached to participate in the survey, employing a snowball sampling approach to disseminate the survey among staff and other organisations in working in Bangladesh. Staff from 32 organisations participated in the survey.

Question formulation

Questions for both the affected people and staff survey were formulated using the Grand Bargain commitments as a framework. The Grand Bargain has described the current aid system as a supply-driven model, which is dominated by providers.⁷ We have looked to see whether a shift has occurred from this supply-driven model to one that is more demand-driven, with the aid system becoming more responsive to the people it set out to serve.⁸ We also probe people's views on whether they see progress beyond meeting their basic needs, towards creating self-reliance and restoring opportunity.⁹

Data disaggregation

Affected people survey

Data is disaggregated by camp, gender, age, gender of head of household, date of arrival and disability. The analysis in the report includes any statistically significant difference in the perceptions of different demographic groups. It does not, however, show the full breakdown of responses according to these categories.

To identify groups of persons with disabilities within the sample, participants were asked a series of questions:

- Do you have difficulty seeing, even if wearing glasses?
- Do you have difficulty hearing, even if using a hearing aid?

7 "The Grand Bargain – A Shared Commitment to Better Serve People in Need". Istanbul, Turkey, 23 May 2016. P.2

8 Ibid.

9 Ibid.

- Do you have difficulty walking or climbing steps?
- Do you have difficulty remembering or concentrating?

For the purposes of this survey, if a survey participant indicated having difficulty or inability to do one or more of the above activities, they are considered a person with a disability.

Humanitarian staff survey

Data is disaggregated by which communities the organisations serve and whether logistical assets are shared with other organisations. The analysis in the report includes any significant difference in the perceptions of those categories. It does not, however, show the full breakdown of responses according to these categories. The sample size is too small to draw conclusions based on type of organisation, role of staff or time working in Bangladesh.

Language of the surveys

Affected people survey

Enumerators spoke Bangla and Chittagonian and received Rohingya language training from Translators without Borders (TwB). This survey was conducted in Rohingya and Bangla.

Humanitarian staff survey

This survey was conducted in English and Bangla.

Data collection

Affected people Survey

The surveys were conducted by IOM's Needs and Population Monitoring enumerators. A member of GTS staff conducted training for the data collectors on the survey instrument. Data collection was conducted between 24 July and 6 August 2018.

Humanitarian staff survey

Data was collected between 1 August and 15 November 2018 using an online survey tool from 96 humanitarian staff members working in Bangladesh for UN agencies, international NGOs and local organisations. Organisations participating in the survey distributed the survey online to their staff.

Challenges and limitations

Ground Truth Solutions is committed to ensuring that data collection adheres to rigorous ethical and methodological standards throughout survey design and development, as well as during sample strategy design. We developed data collection guides and enumerator manuals to ensure that our approach was contextually and culturally appropriate. The GTS team (GTS senior analyst and senior programme manager) went to Bangladesh in July 2018 to set up the survey instruments, oversee enumerator training, shadow data collectors and ensure the quality of data collection. The following challenges and limitations were noted:

Affected people survey

Language issues. Since there is no universally accepted written script for Rohingya, the survey was translated into Rohingya with Bangla script and Bangla. Enumerators, native Bangla and Chittagonian speakers, were expected to conduct the survey in Rohingya. Staff from TwB joined GTS staff to help train enumerators on conducting the survey in Rohingya. However, there were still some difficulties in conducting the surveys entirely in Rohingya.

Perceptual data. GTS gathers perceptual data from affected people, field staff and local partner organisations to assess humanitarian responses through their views, opinions and perceptions. While principles of accountability, localisation and participation are increasingly being integrated into humanitarian programmes, the voices of affected populations receiving aid are often omitted.

Gathering perceptual data from affected populations should, therefore, be viewed as part of a broader systemic change in the humanitarian apparatus. It is a vital first step in closing the accountability gap, empowering affected populations to be part of the decisions that govern their lives, building relationships with communities and localising knowledge.

Nonetheless, it is evident that perceptual data alone might be 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.

Humanitarian staff survey

Low response rates and high drop-off rates. Responses were low and several reminder emails were sent in order to reach response figures which could be deemed statistically significant. In order to mitigate high drop-off rates, where respondents started but did not complete the survey, the questions were changed from mandatory to optional to allow staff to skip questions they felt were not relevant to them. The survey was kept open for longer than anticipated in order to reach a sufficient sample size.

Self-selection bias. Self-selection bias is applicable to any kind of social science research where participation is voluntary. Hence, the realised sample for this project is limited to humanitarian staff working in Bangladesh who received the survey link and who consented to partake in the survey. We have no reason to believe that respondents differed systematically from non-respondents, but the risk of such systematic deviations are important to keep in mind when interpreting the results.

For more information about Ground Truth Solutions surveys in Bangladesh, please contact Kai Hopkins (Senior Programme Manager – kai@groundtruthsolutions.org) or Rebecca Hetzer (Programme Officer – rebecca@groundtruthsolutions.org).



Ground Truth Solutions

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