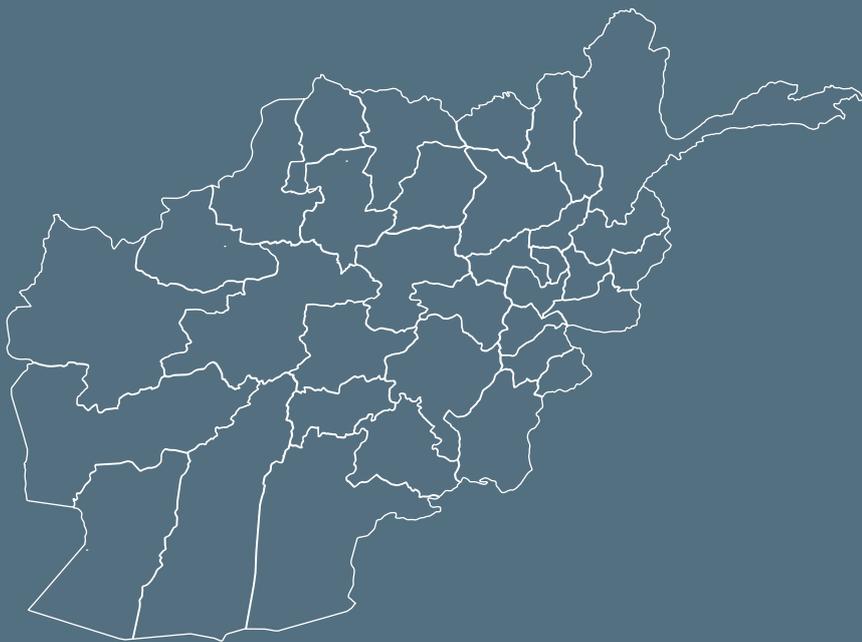


Afghanistan: field perspectives on the Grand Bargain

March 2019 • Findings from round 2



GROUND TRUTH
SOLUTIONS



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Contents

Introduction	2
Key findings	2
Executive summary	3
Survey data - Affected people	7
Overview of findings	8
Demographics	36
Survey data - Humanitarian staff	37
Overview of findings	38
Demographics	52
Annex: Notes on methodology	53
Sampling methodology	53
Question formulation	54
Data disaggregation	54
Language of the surveys	55
Data collection	55
Challenges and limitations	55

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, the first conducted face-to-face in December 2018 with 98 documented refugee returnees, 65 undocumented refugee returnees, 128 Pakistani refugees and 309 internally displaced persons (IDPs). The second with 228 humanitarian staff members from local, international and UN organisations, through an online survey tool.

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). Afghanistan is one of the seven countries covered by this research. The others are Bangladesh, Haiti, Iraq, Lebanon, Somalia and Uganda.

This summary covers the key findings from the affected people and humanitarian staff surveys. Detailed answers to all questions are included in subsequent sections, as well as comparisons with the results from the 2017 surveys.

Key findings

- Overall, responses from affected people show a similar pattern as during the previous round of surveys in 2017, with improvements on some questions. Respondents living in Kabul feel slightly more positive about most questions, particularly in comparison to respondents in Balkh, Helmand and Herat, provinces that have been heavily affected by drought in 2018.
- More respondents say that aid providers are taking their opinion into account and people feel more informed about the aid available.
- Affected people also feel slightly more optimistic about being able to live without aid in the future, and prospects of life in Afghanistan more broadly. Those who are sceptical about their ability to become self-reliant indicate a need for income-generating activities, shelter, increase in the quantity of aid and improved security.
- Affected people still have mixed views on the relevance of available aid, with almost equal shares agreeing and disagreeing on whether aid is meeting their most pressing needs.
- Most respondents from affected communities feel treated with respect by aid providers and trust them to have their best interest in mind. People interviewed (in accessible areas) feel largely safe in their day-to-day life, and displaced individuals feel mostly welcome by host communities.
- The views of humanitarian staff have become more sceptical on two accounts: they believe the support that national and local organisations receive is less sufficient and the collaboration between humanitarian and development actors less effective than in the previous survey round.
- While somewhat sceptical of the capacity of national organisations to deliver high-quality assistance, staff still agree that local and international organisations working together is the best way to deliver aid.

Executive summary

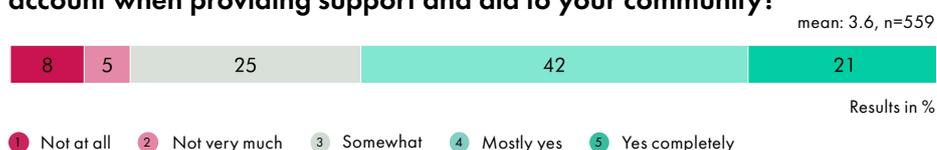
This section summarises the main findings from surveys of affected people and humanitarian staff. Analysis is aligned with some of the broader themes included in the Grand Bargain. Detailed analysis of all questions is included in the next section of the report and compared with findings from the previous Ground Truth Solutions (GTS) survey that was conducted in 2017.

Overall, affected people's perceptions are similar to the previous round with a slight improvement in opinions. Respondents living in Kabul feel more positive in comparison to respondents in Balkh, Helmand and Herat, areas affected by heavy drought in 2018. This year's survey was conducted in the same provinces as last year, except for the exclusion of Paktika due to security-related access constraints for field researchers.

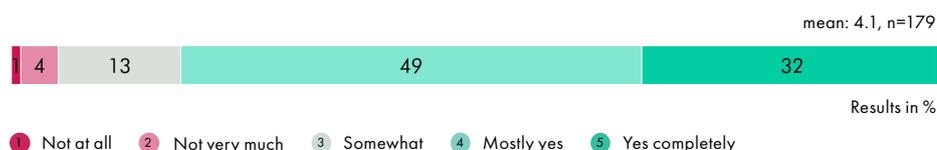
Accountability to affected populations

- Affected people feel their views are mostly taken into account (42%) or fully taken into account (21%) by aid agencies to inform their programming. This represents a marked improvement from the previous round and aligns with the perceptions of humanitarian staff, 81% of whom feel their organisation mostly or completely takes affected peoples' views into account during design and implementation of programmes.

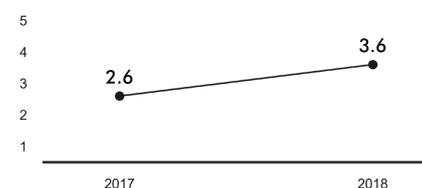
Affected people: Do humanitarian personnel take your opinion into account when providing support and aid to your community?



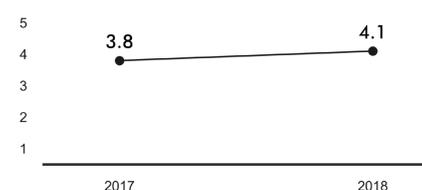
Humanitarian staff: Does your organisation take opinions of affected people into account during design and implementation of programmes?



Trend in mean scores



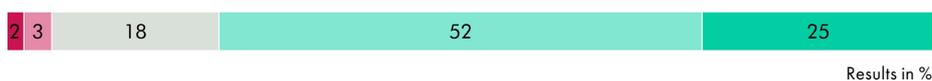
Trend in mean scores



- Over 85% of affected people feel they are mostly or always treated with respect by humanitarian staff. Affected people also trust staff to act in their best interest, with respondents in Baghlan feeling the most positive on this aspect. Responses from staff echo the same sentiment, with some 85% saying affected people are mostly or always treated with respect.

Affected people: Do aid providers treat you with respect?

mean: 3.9, n=586



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

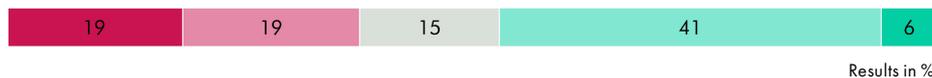
- Affected people feel more aware of aid availability than before, yet this varies by location, with people in Kabul being the most informed. Just over 20% feel uninformed and ask for more information on the types of aid available, on the roles and responsibilities of aid providers and on aid distribution itself.
- At the same time, most people (55%) still do not know how to make suggestions or complaints to aid agencies. Despite some geographic variation, female respondents overall tend to feel less informed than males.
- Of those who have utilised complaints mechanisms, more than half say they have not received a response. Despite these figures, staff have high confidence in their complaints mechanisms, with 88% believing complainants will mostly or always get a response.

Humanitarian aid and services

- Less than half of affected people say the aid they receive covers their most important needs, with respondents in Badakhshan and Balkh particularly negative and respondents in Khost and Kandahar most positive. Similar to the previous round, food, cash, shelter, WASH and health services are mentioned as unmet needs.¹ This contrasts with the view of humanitarian staff, who are more optimistic that aid provision covers the most important needs of affected people.

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

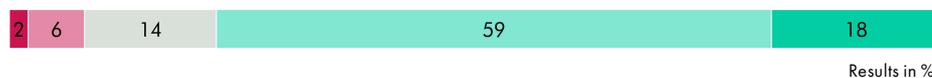
mean: 3.0, n=589



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

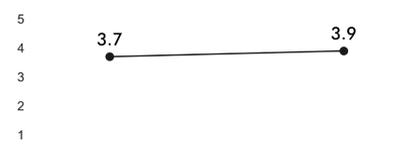
Humanitarian staff: Does the aid provided cover the most important needs of affected people?

mean: 3.8, n=217



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

Trend in mean scores



Trend in mean scores



¹ In December 2018, data collected by Awaaz Afghanistan shows that the top five reported needs by sector are: food/agriculture, shelter/non-food items, cash, government and protection. For more information please refer to: www.awaazaf.org

- A little over half of affected people believe that aid provision goes to those who need it most. Certain groups, such as female-headed households and persons with disabilities, feel more negative about the fairness of aid provision and are mentioned by others as being left out. Just over 90% of staff are again more optimistic and feel that aid provision is mostly or completely fair.

Affected people: Does aid go to those who need it most?

mean: 3.2, n=553



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

Outlook on life

- Affected people are cautiously optimistic that life is improving in Afghanistan, indicating that peace efforts, improved security and economic development give them hope for the future. Respondents in Herat and Balkh provinces are more sceptical, with at least two-thirds of people saying life in Afghanistan is not improving at all, or at least not very much.

Affected people: Overall, is life improving in Afghanistan?

mean: 3.1, n=532

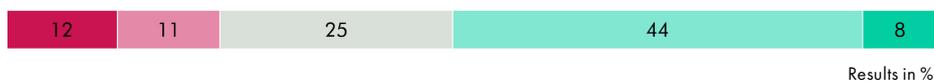


1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

- Affected people are slightly more optimistic about being able to live without aid in the future than in the previous survey round. Income-generating activities, shelter, increase in the quantity of aid, and peace and security are cited as key requirements to help people become self-reliant.

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

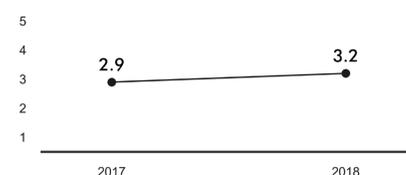
mean: 3.2, n=585



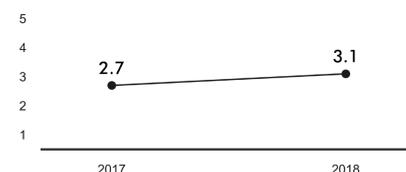
1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

- Humanitarian staff are split on whether the current balance between funding for emergency needs and durable solutions is adequate. Of those who find it inadequate, 80% call for more funding for durable solutions.
- In the areas surveyed, which excluded some highly insecure areas such as Paktika, 70% of affected people say they feel mostly or completely safe in their day-to-day lives. Respondents in Kunduz and Herat are more negative. Displaced people largely feel welcomed by their host communities, with only 4% feeling unwelcome. Reasons cited for not feeling safe include poor security environment, fear of kidnappings, murder or robbery and the threat of non-state armed actors.

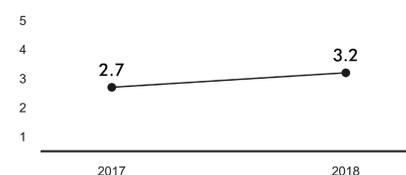
Trend in mean scores



Trend in mean scores



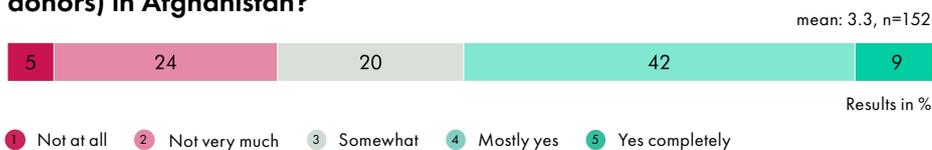
Trend in mean scores



Coordination and localisation

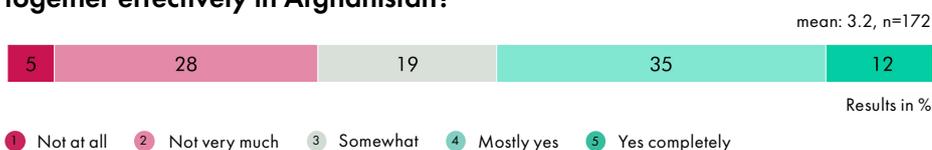
- Just over two-thirds of humanitarian staff agree that a combination of international and national organisations are best placed to respond to humanitarian needs in Afghanistan. At the same time, they are split on whether local organisations have the capacity to deliver high-quality assistance. Almost a third of respondents find the support local organisations receive is insufficient and call for more financial and non-financial support.

Humanitarian staff: Do local and national organisations/aid providers receive sufficient support (from international aid organisations and donors) in Afghanistan?



- When asked about how effectively humanitarian and development actors work together in Afghanistan, staff members increasingly see room for improvement with a third finding the humanitarian-development collaboration in Afghanistan not at all or not very effective.

Humanitarian staff: Do humanitarian and development actors work together effectively in Afghanistan?



- Views on coordination more broadly are more positive, with a majority of respondents (61%) feeling that coordination efforts between organisations in Afghanistan are sufficient, and 96% saying their organisations make decisions collectively with other humanitarian organisations.

Trend in mean scores



Trend in mean scores



Survey data - Affected people

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 to 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

Face-to-face surveys were conducted with 98 documented refugee returnees, 65 undocumented refugee returnees, 128 Pakistani refugees and 309 IDPs. Due to resource constraints, not all provinces were sampled, and while efforts were made to sample the same provinces as last year, Paktika was excluded due to security reasons. A more detailed breakdown of the affected populations and regions can be found in the [Annex: Notes on methodology](#).

Region	Province	TOTAL
Central	Kabul	60
East	Nangarhar	60
North	Balkh	50
	Badakhshan	30
Northeast	Baghlan	60
	Kunduz	60
South	Khost	80
	Paktia	30
Southwest	Helmand	30
	Kandahar	80
West	Herat	60
TOTAL		600

Overview of findings

2017 2018



Accountability to affected populations

Do you feel aware of your rights as a refugee in Afghanistan?



Do aid providers treat you with respect?



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



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



Do aid providers take your opinion into account when providing support and aid to your community?



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



Humanitarian aid and services

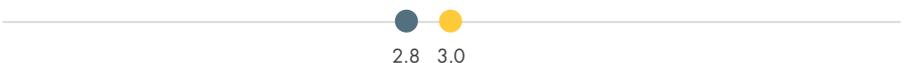
How satisfied are you with the cash support that you receive?



Does aid go to those who need it most?



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





Outlook on life

Do you feel safe in your place of residence?



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



Do you feel welcome by the host community?



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



Overall, is life improving for people in Afghanistan?



65%

feel comfortable reporting instances of abuse or mistreatment



72%

say they can access employment opportunities.



86%

send their children to education classes.

45%

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

51% in 2017



of whom

63%

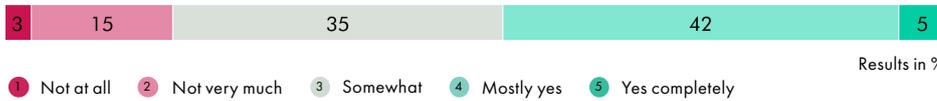
have filed a suggestion or complaint

Accountability to affected people

Q1. Awareness of rights

Do you feel aware of your rights as a refugee in Afghanistan?

mean: 3.3, n=122



Results in %

Q2. Respect

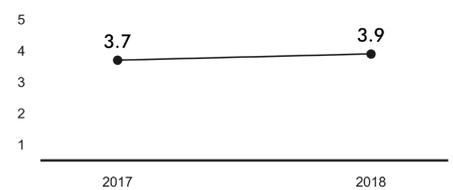
Do aid providers treat you with respect?

mean: 3.9, n=586

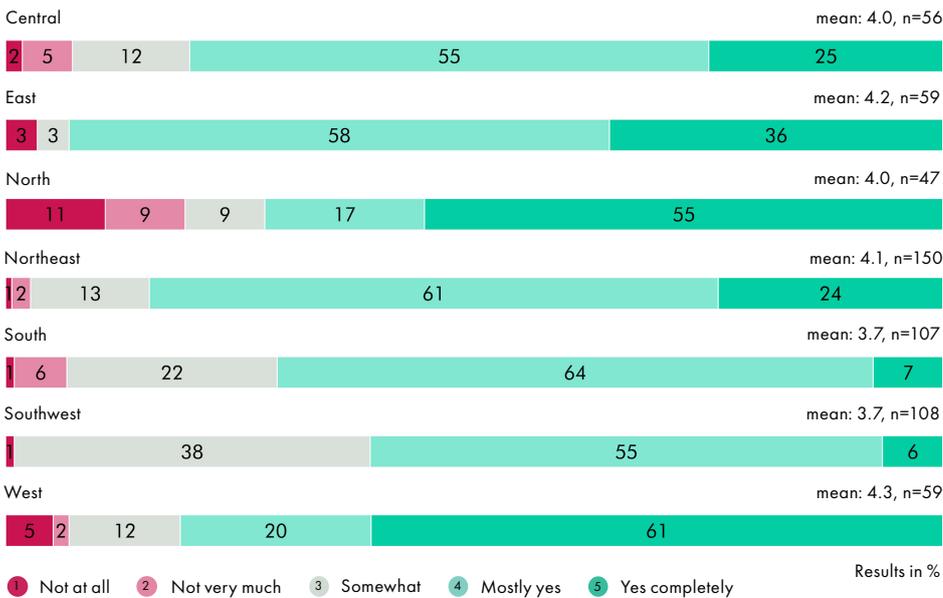


Results in %

Trend in mean scores

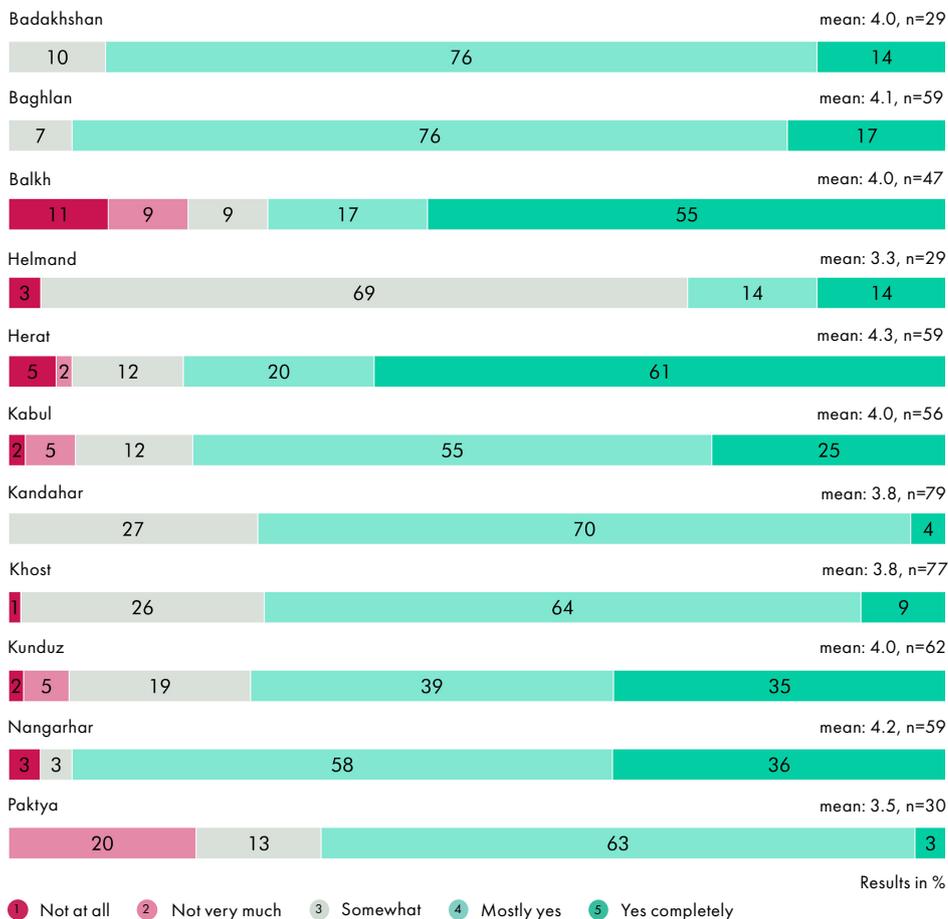


Region



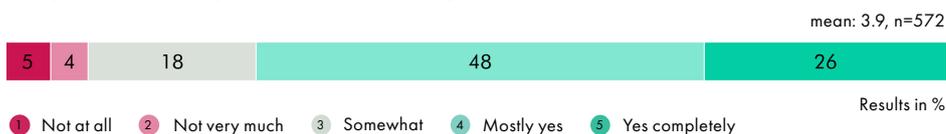
Results in %

Province

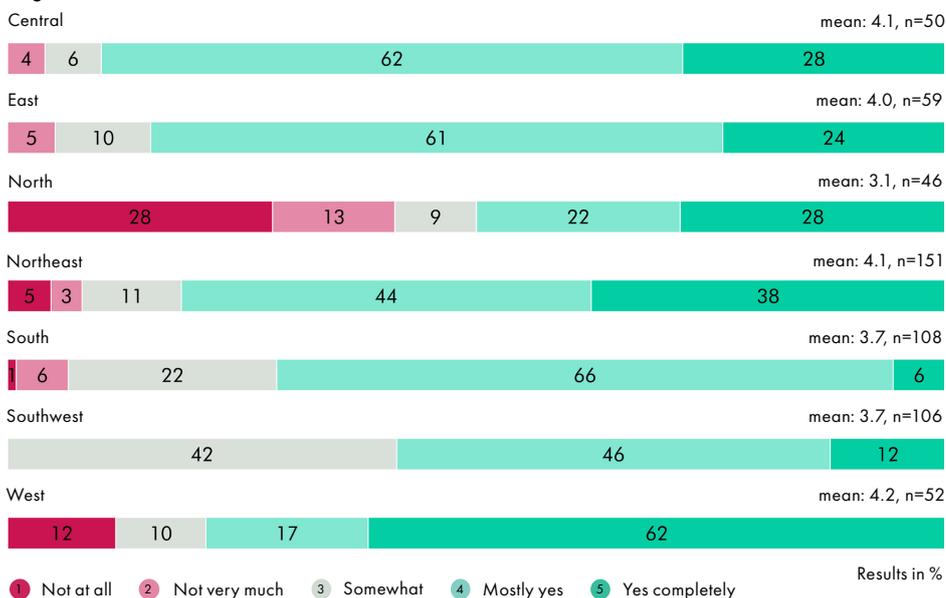


Q3. Trust

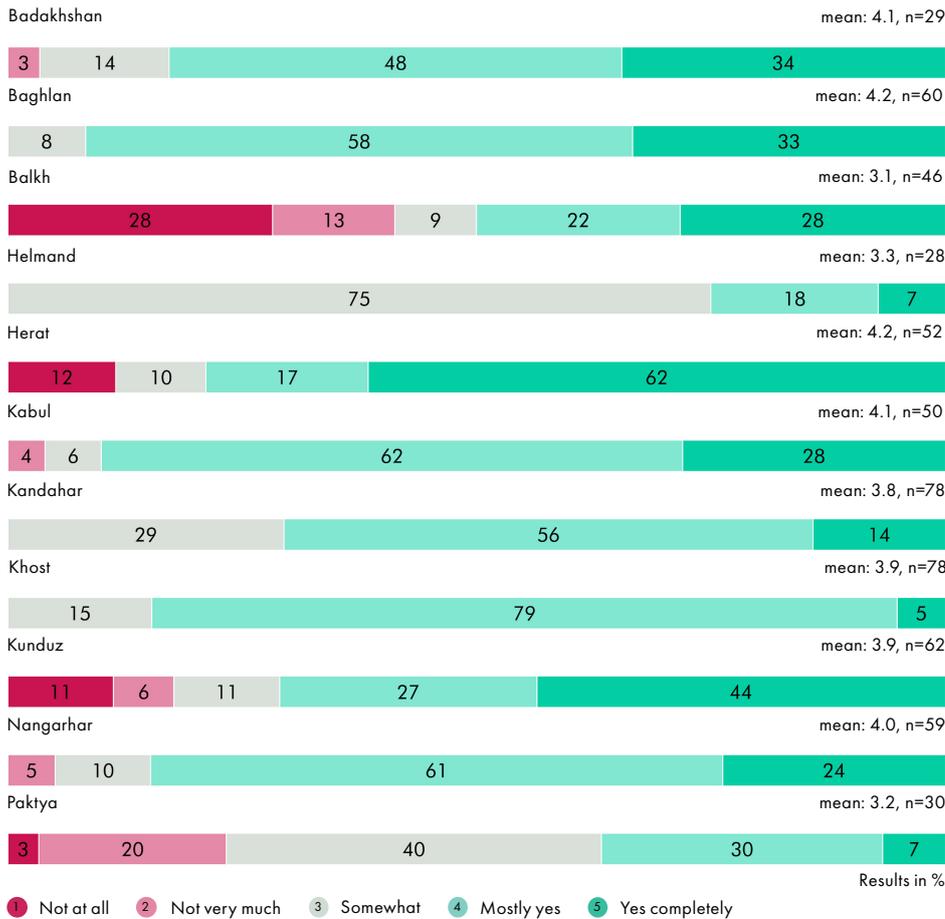
Do you trust aid providers to act in your best interest?



Region

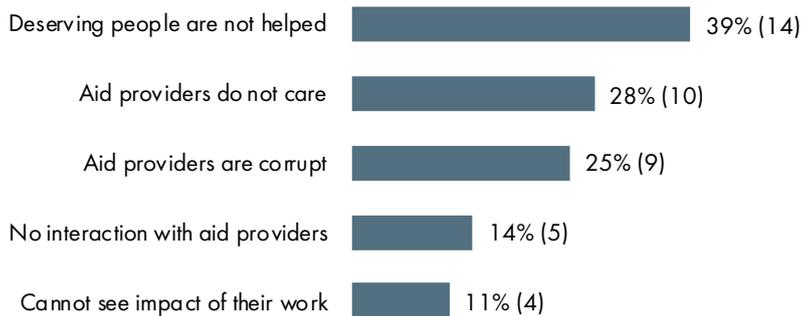


Province



Follow-up question asked to those who do not trust aid providers to act in their best interest:

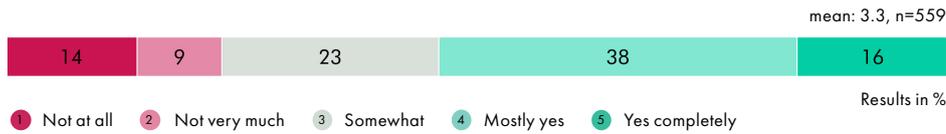
What makes you feel this way? (n=36)



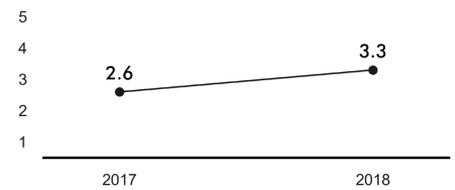
Note: Respondents could choose multiple answer options, therefore percentages do not total 100%.

Q4. Awareness of aid

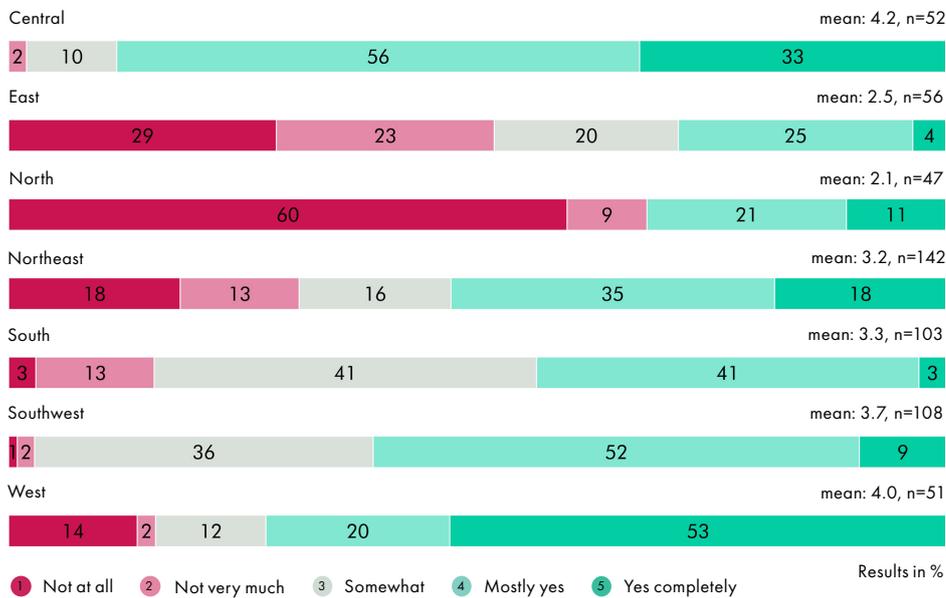
Do you feel informed about the kind of aid available to you?



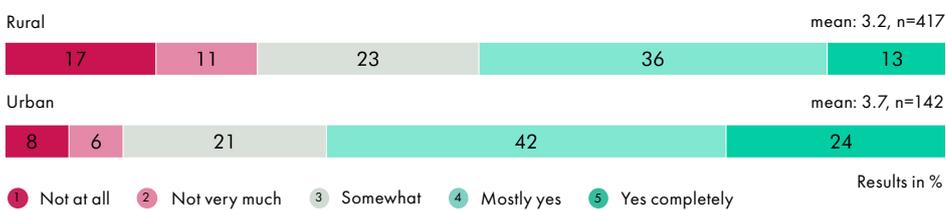
Trend in mean scores



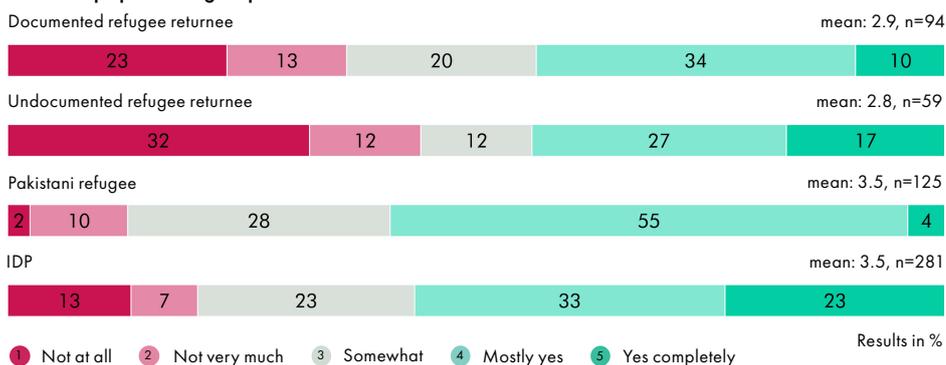
Region



Area

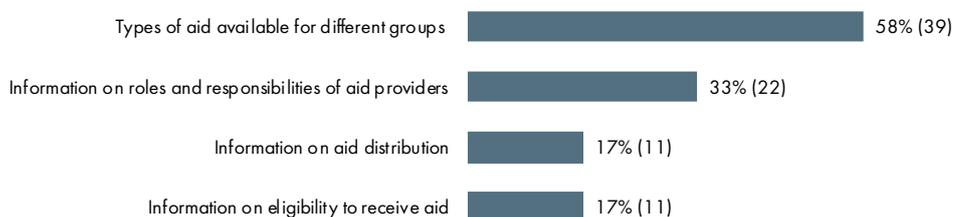


Affected population group



Follow-up question asked to those who do not feel informed about the kind of aid available:

What information do you need? (n=66)



Information on types of aid available for different groups includes: information on food assistance, health services, solar energy, educational classes and cash assistance.

Note: Respondents could choose multiple answer options, therefore percentages do not total 100%. Only responses above 10% are included.

Q5. Participation

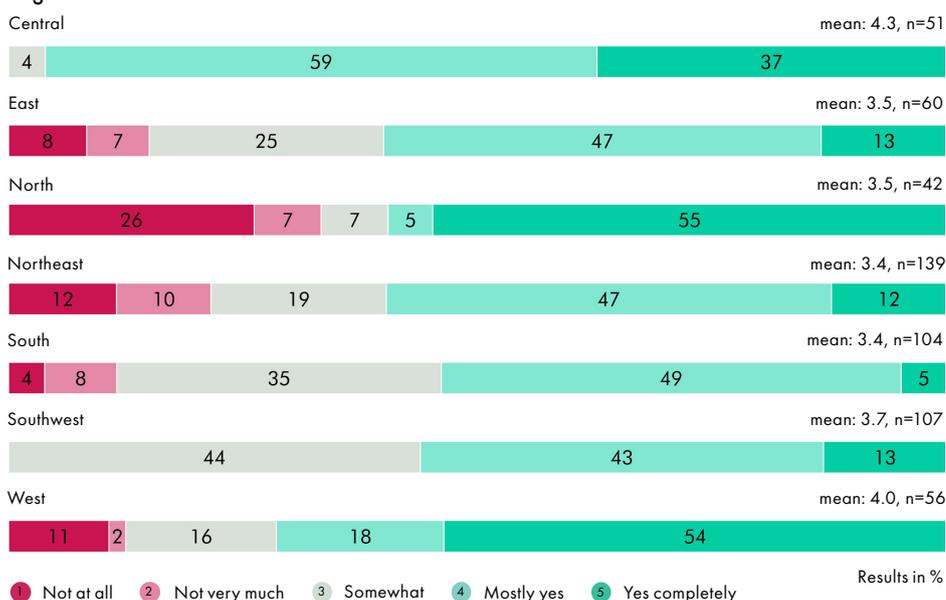
Do aid providers take your opinion into account when providing support and aid to your community?



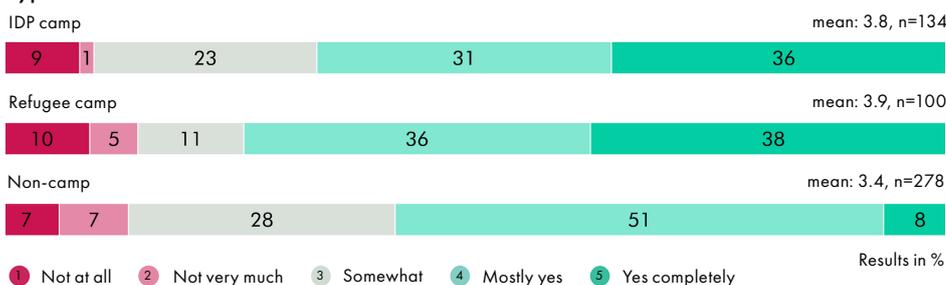
Trend in mean scores



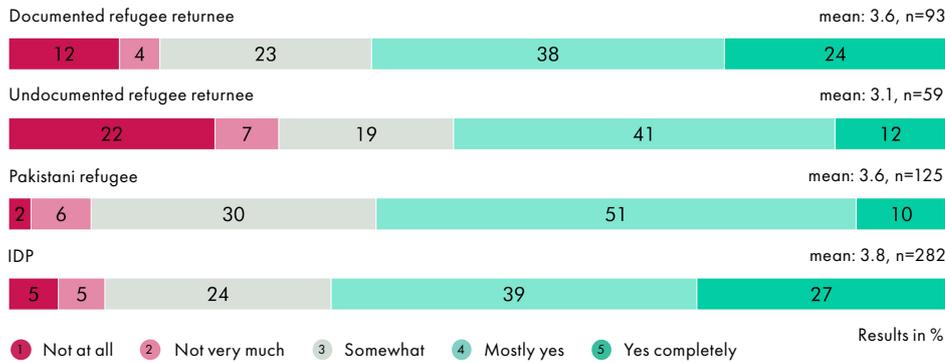
Region



Type of settlement



Affected population group

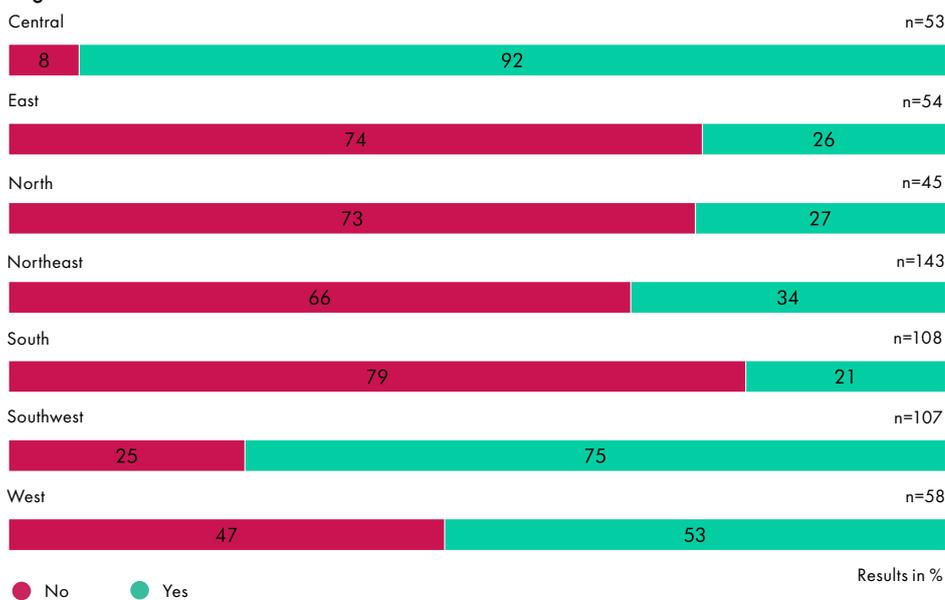


Q6. Complaints mechanisms

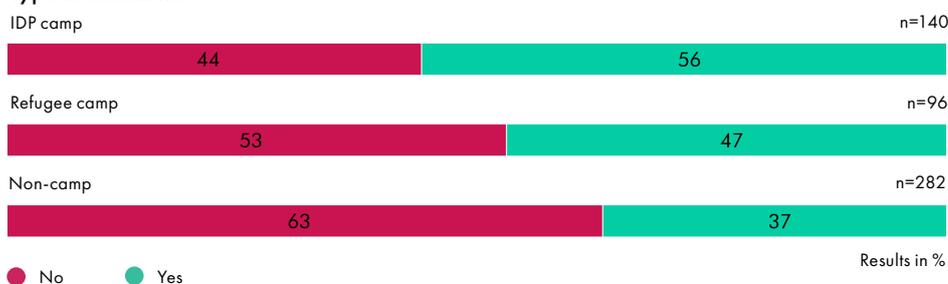
Do you know how to make suggestions or complaints about the aid you receive?



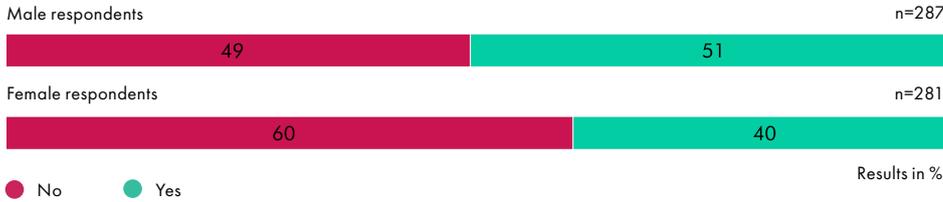
Region



Type of settlement



Gender



Type of household



Follow-up question asked to those who know how to make a suggestion or complaint:

Have you filed a suggestion or a complaint?



Follow-up questions asked to those who have filed a complaint or suggestion:

How did you make the suggestion or complaint?

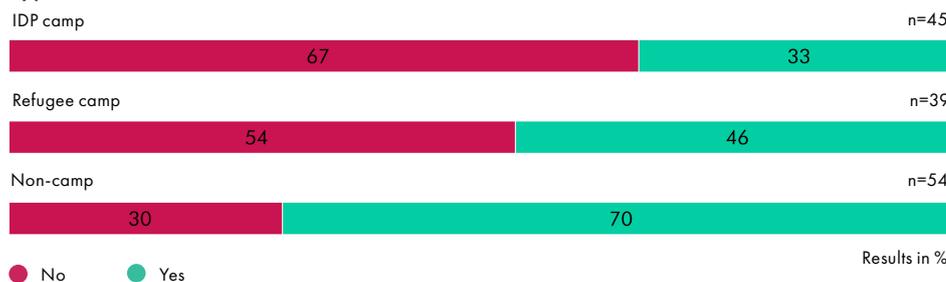


Note: Respondents could choose multiple answer options, therefore percentages do not total 100%. Only the top five responses are included.

Did you receive a response to your complaint/suggestion?



Type of settlement

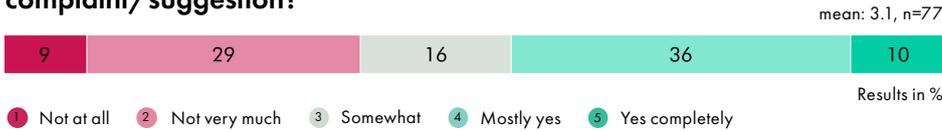


Gender

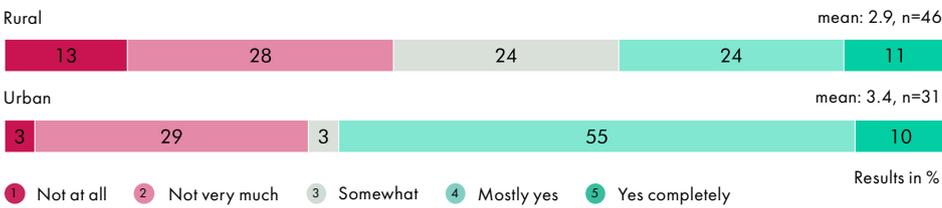


Follow-up question asked to those who received a response to their complaint or suggestion:

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



Area



Follow-up questions asked to everyone:

How would you prefer to make any complaints you have? (n=568)



Note: Respondents could choose multiple answer options, therefore percentages do not total 100%. Only the top three responses are included.

Which of the following groups do you trust the most? (n=568)



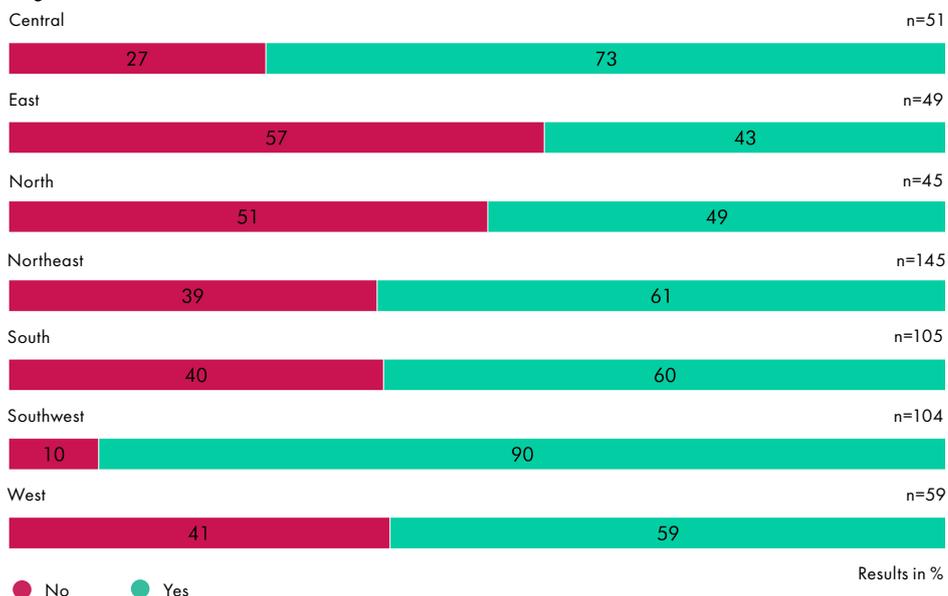
Note: Respondents could choose multiple answer options, therefore percentages do not total 100%. Only the top three responses are included.

Q7. Reporting abuse or mistreatment

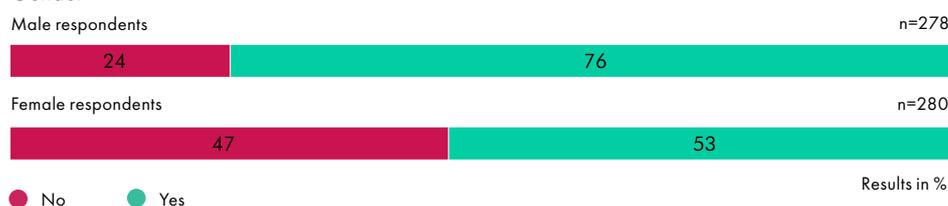
Do you feel able to report instances of abuse or mistreatment?



Region



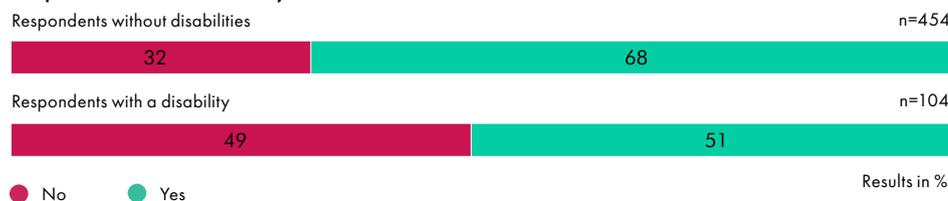
Gender



Type of household

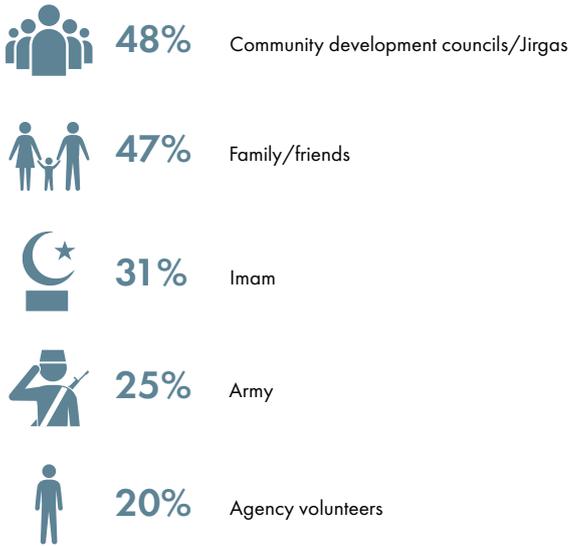


Respondents with a disability



Follow-up question asked to everyone:

Who would you feel comfortable reporting instances of abuse and mistreatment to? (n=558)

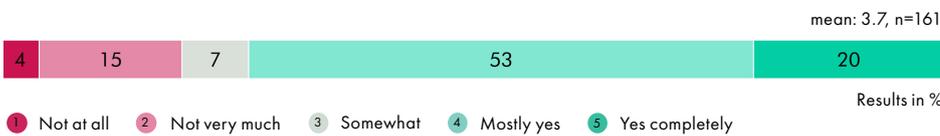


Note: Respondents could choose multiple answer options, therefore percentages do not total 100%. Only the top five responses are included.

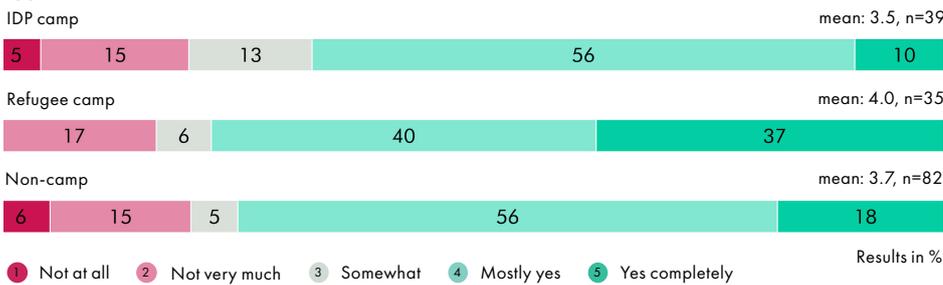
Humanitarian aid and services

Q8. Cash assistance

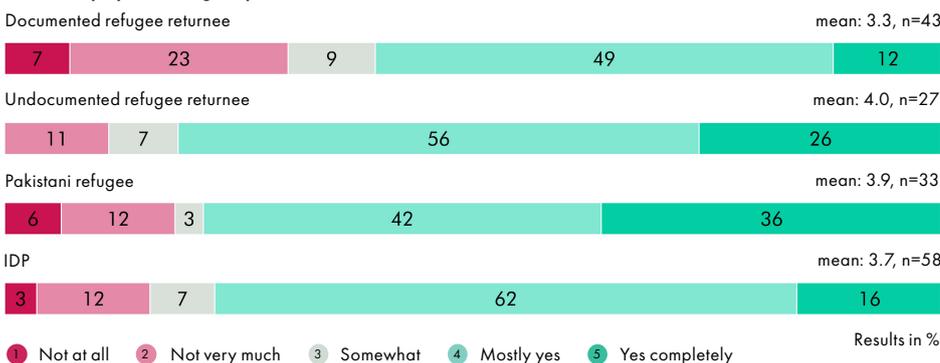
How satisfied are you with the cash support that you receive?



Type of settlement

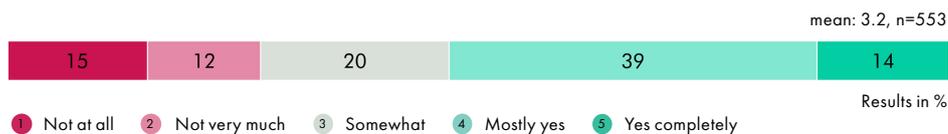


Affected population group

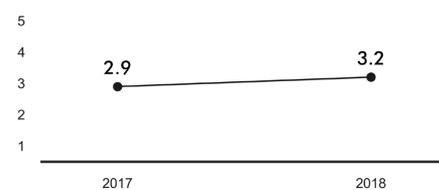


Q9. Fairness

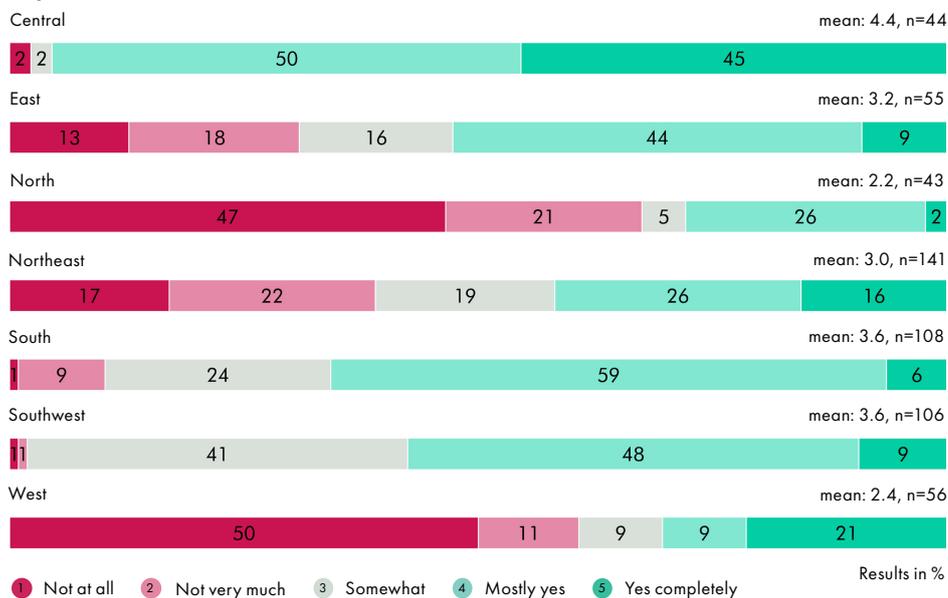
Does aid go to those who need it most?



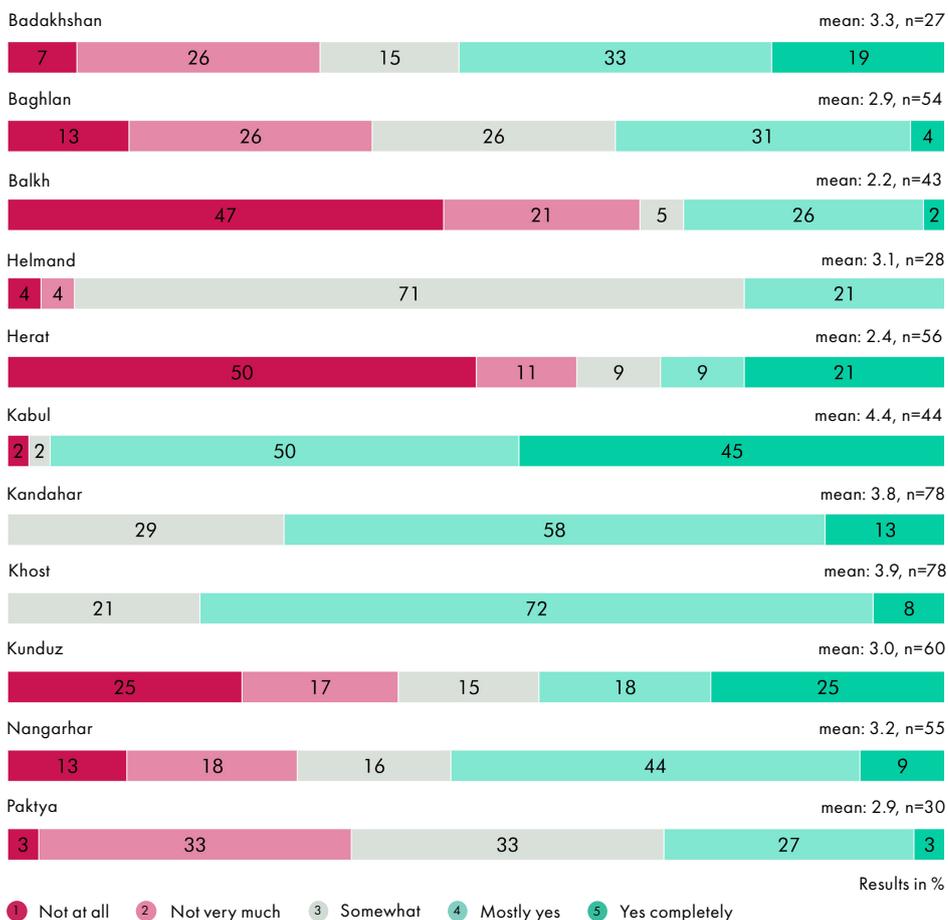
Trend in mean scores



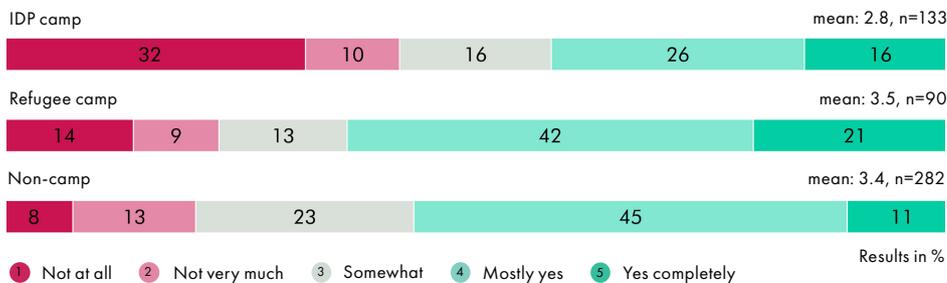
Region



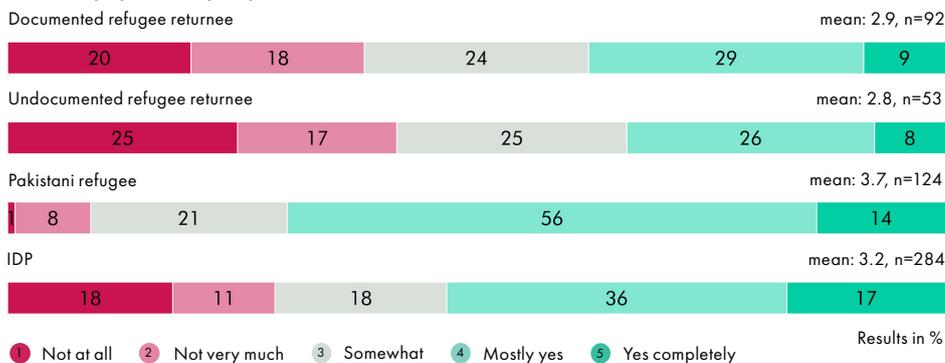
Province



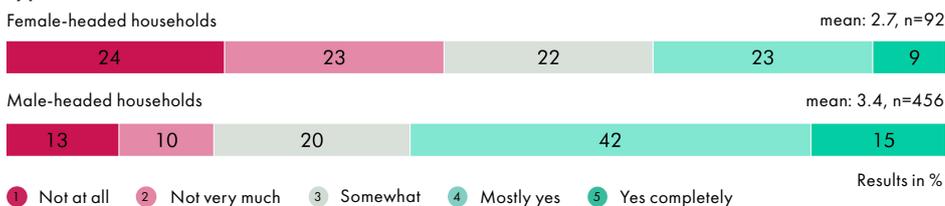
Type of settlement



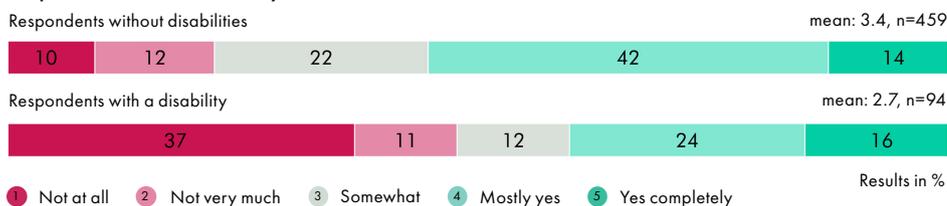
Affected population group



Type of household

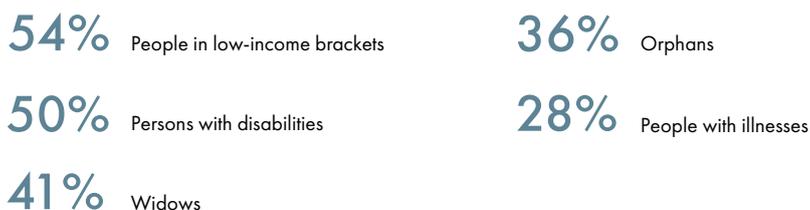


Respondents with a disability



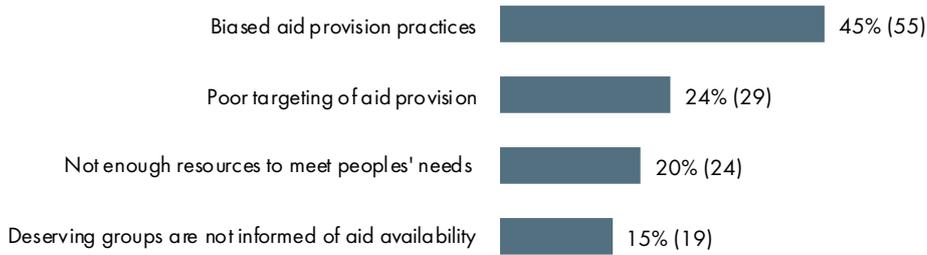
Follow-up questions asked to those who do not think aid goes to those who need it most:

Who do you think is left out? (n=149)



Note: Respondents could choose multiple answer options, therefore percentages do not total 100%. Only the top five responses are included.

Why do you think they are left out? (n=123)

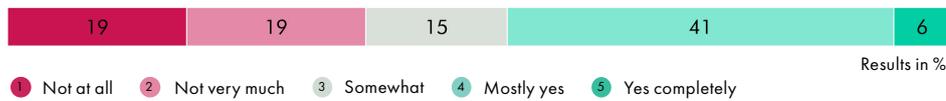


Note: Respondents could choose multiple answer options, therefore percentages do not total 100%. Only the top four responses are included.

Q10. Relevance

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

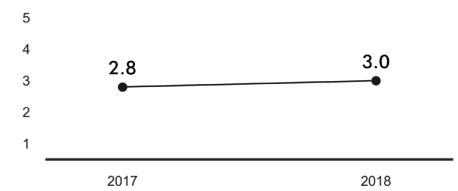
mean: 3.0, n=589



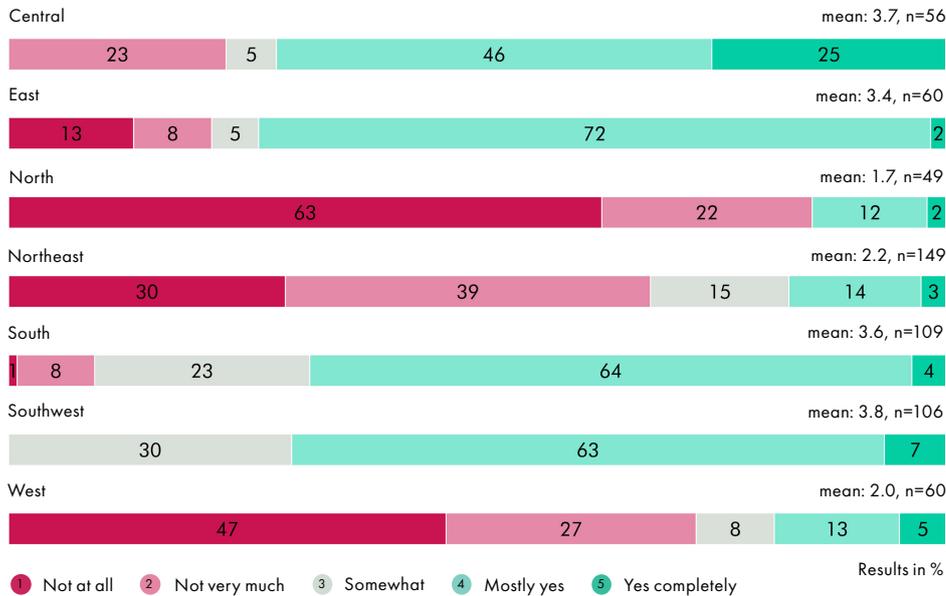
Results in %

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

Trend in mean scores



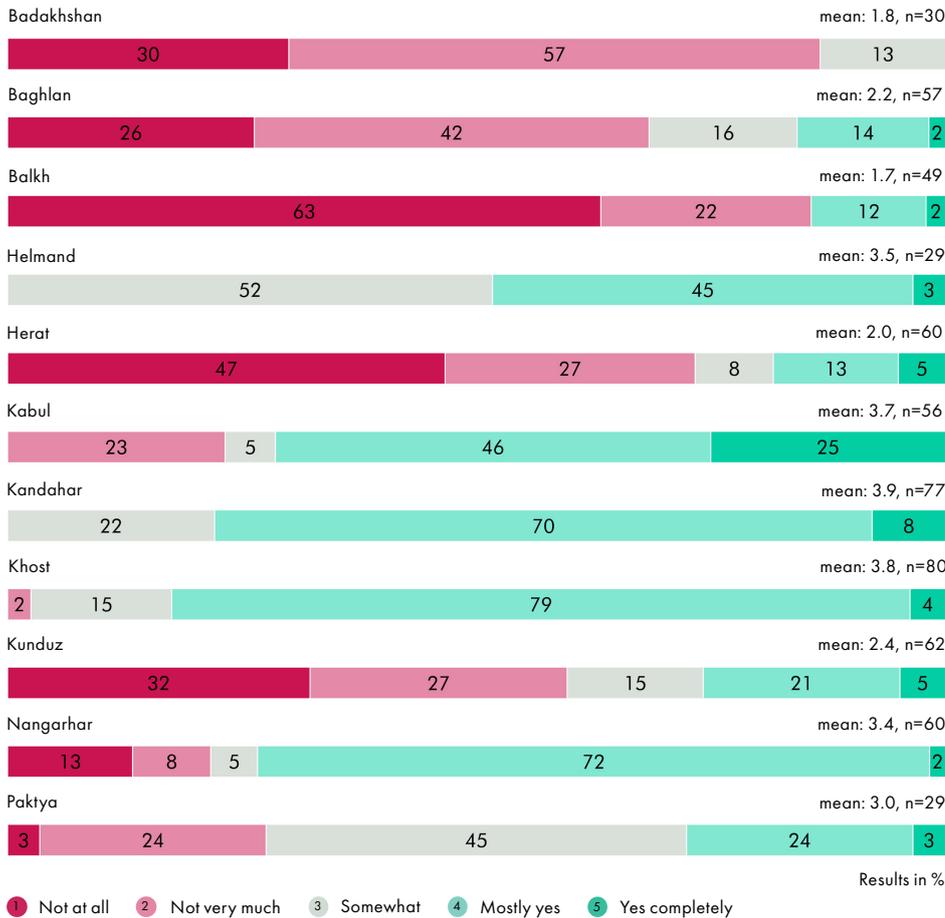
Region



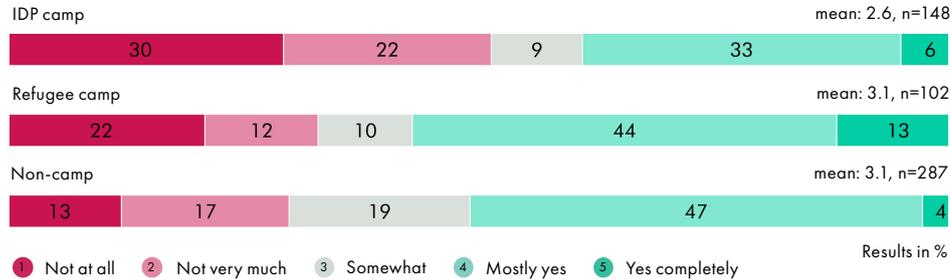
Results in %

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

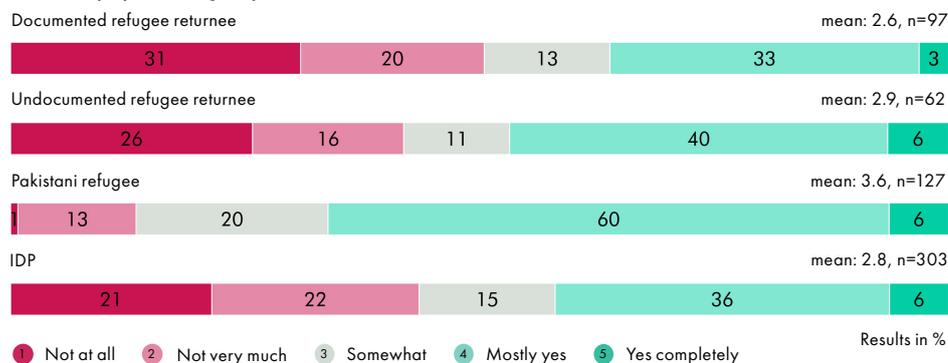
Province



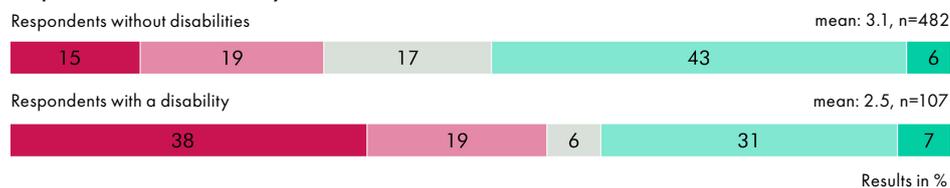
Type of settlement



Affected population group



Respondents with a disability



Follow-up question asked to those who do not think the aid received meets their most important needs:

What are your most important needs that are not met? (n=224)



Note: Respondents could choose multiple answer options, therefore percentages do not total 100%. Only the top five responses are included.

Q11. Aid provider preferences

Who would you prefer to receive aid from? (n=585)

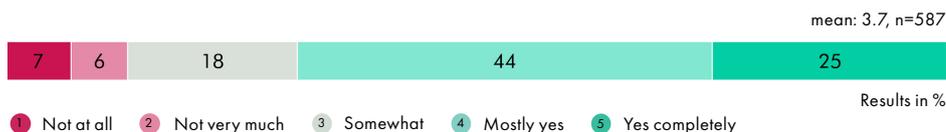


Note: Only responses above 10% are included.

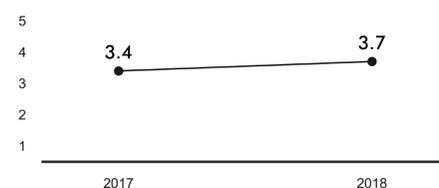
Outlook on life

Q12. Safety

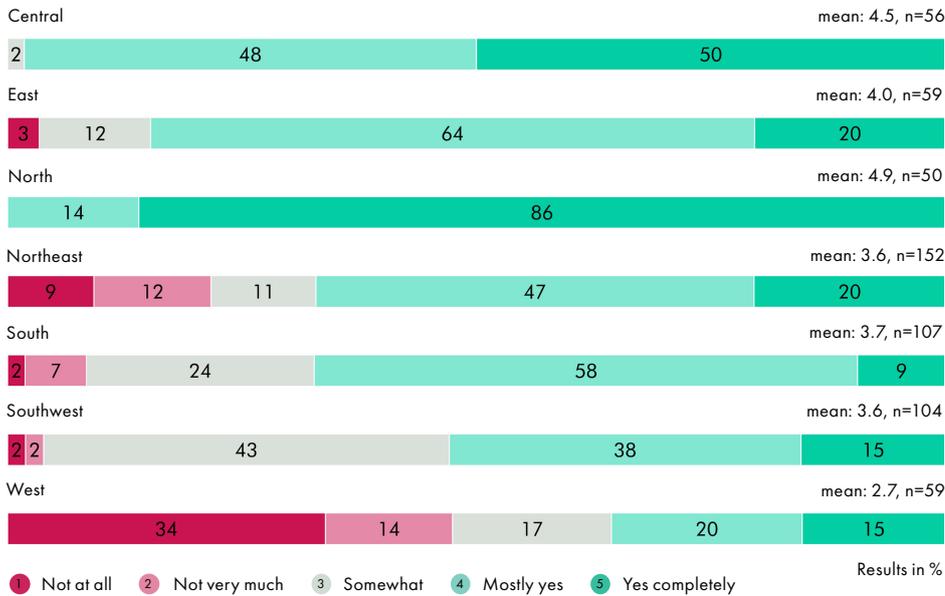
Do you feel safe in your place of residence?



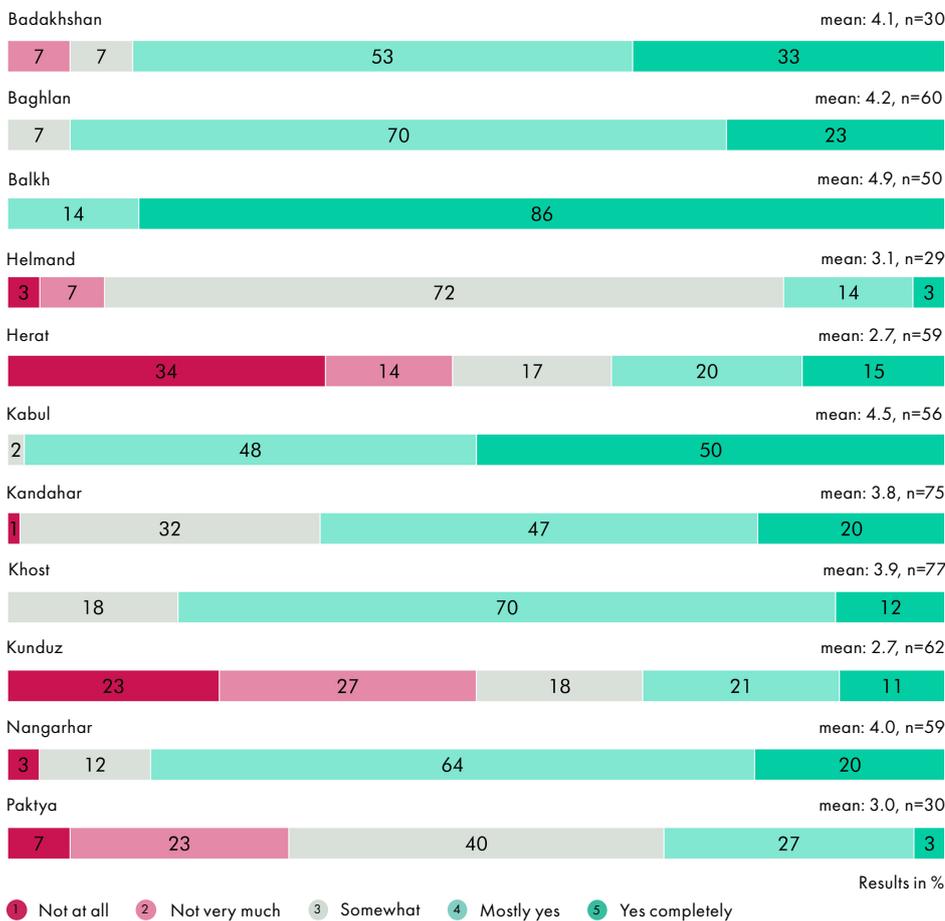
Trend in mean scores



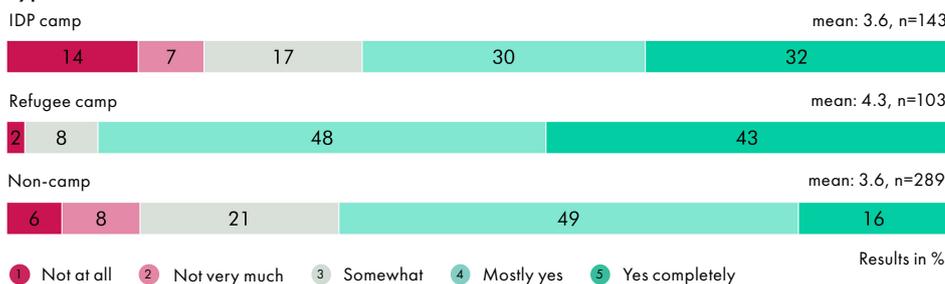
Region



Province

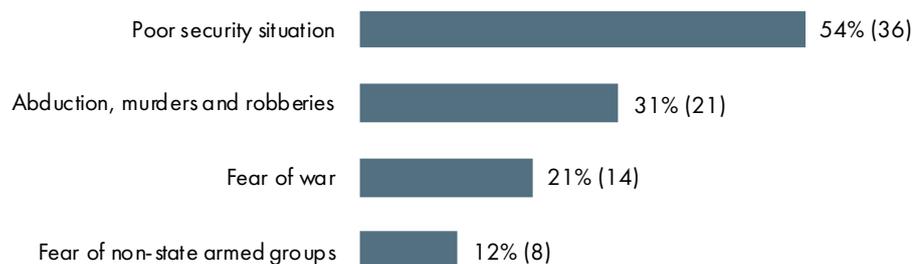


Type of settlement



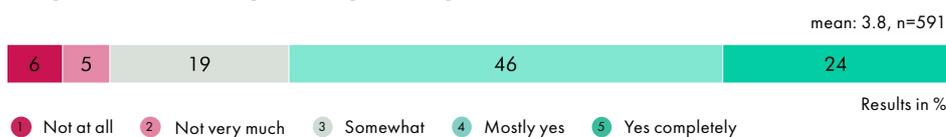
Follow-up question asked to those who do not feel safe in their place of residence:

What makes you feel this way? (n=67)

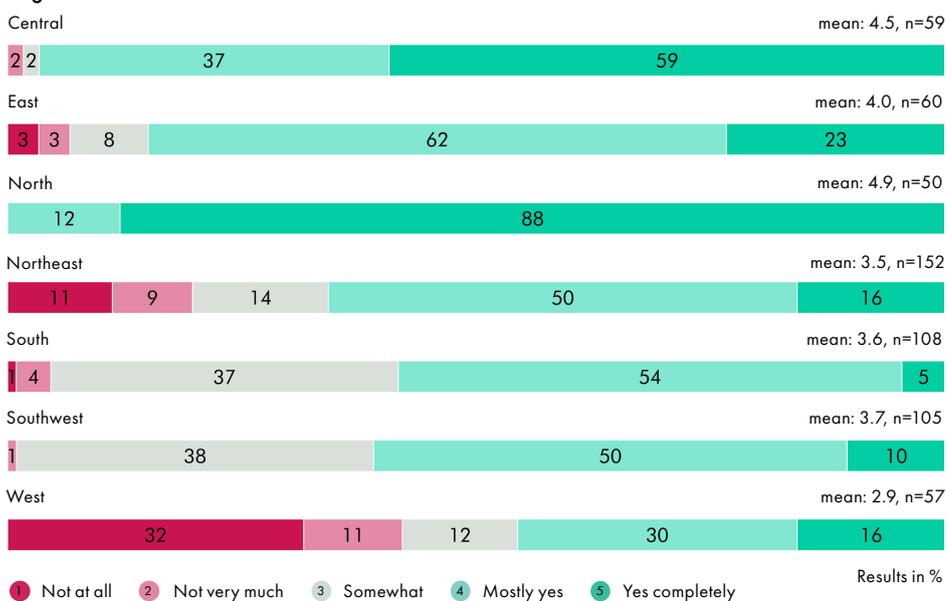


Note: Respondents could choose multiple answer options, therefore percentages do not total 100%. Only responses above 10% are included.

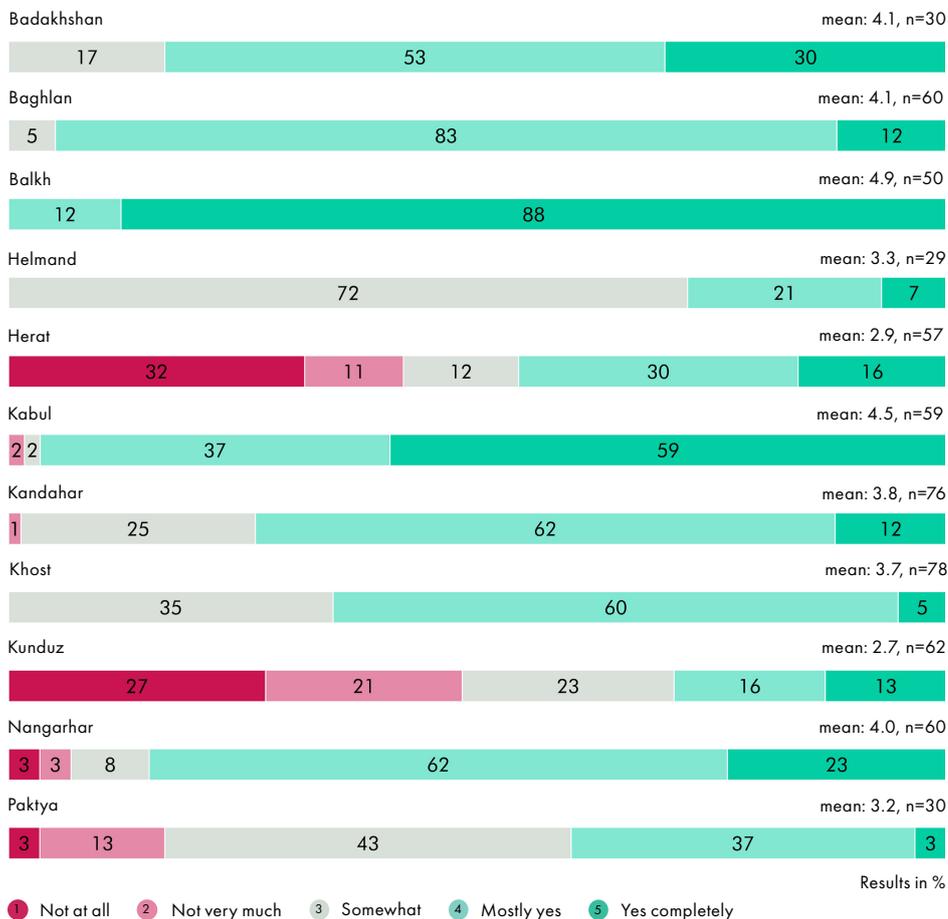
Do you feel safe in your day-to-day life?



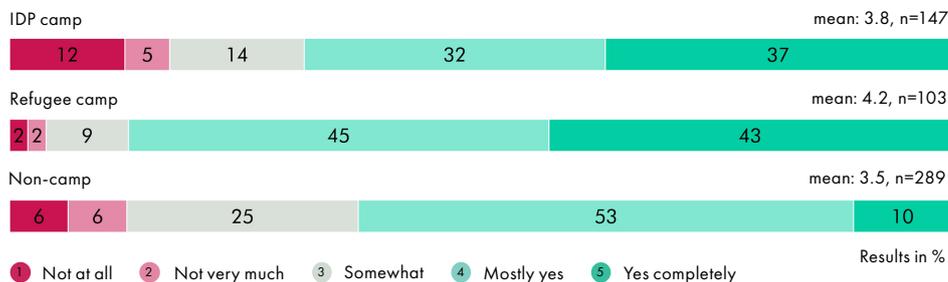
Region



Province

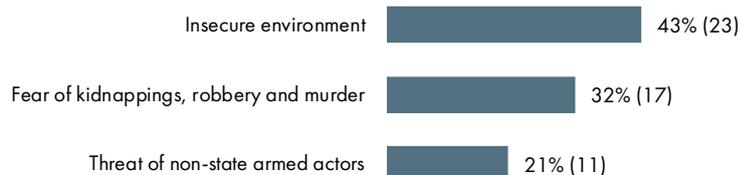


Type of settlement



Follow-up question asked to those who do not feel safe in their day-to-day life:

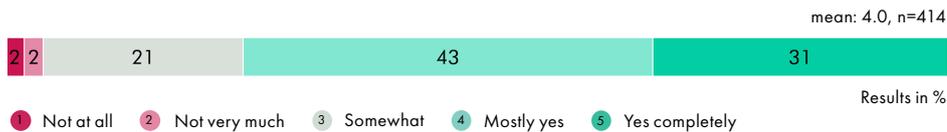
What makes you feel this way? (n=53)



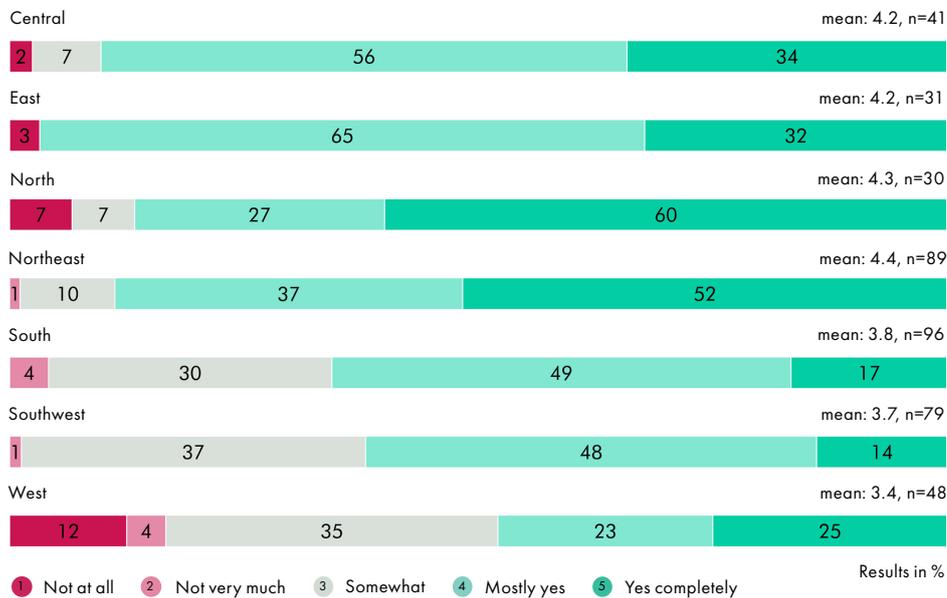
Note: Respondents could choose multiple answer options, therefore percentages do not total 100%. Only responses above 10% are included.

Q13. Social cohesion

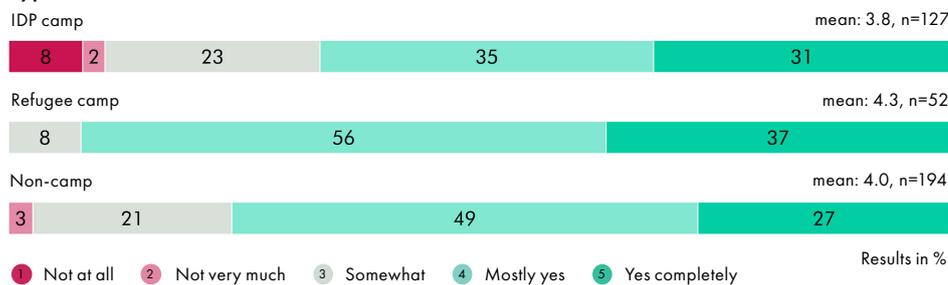
Do you feel welcome by the host community?



Region

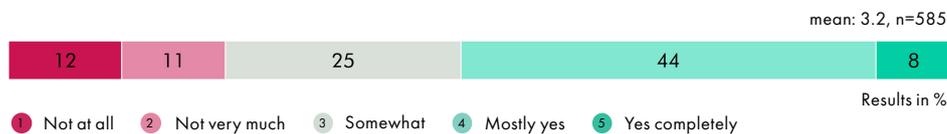


Type of settlement

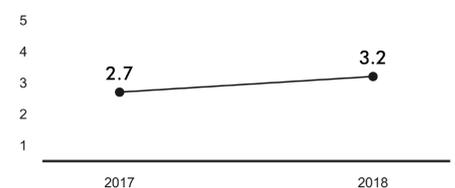


Q14. Empowerment

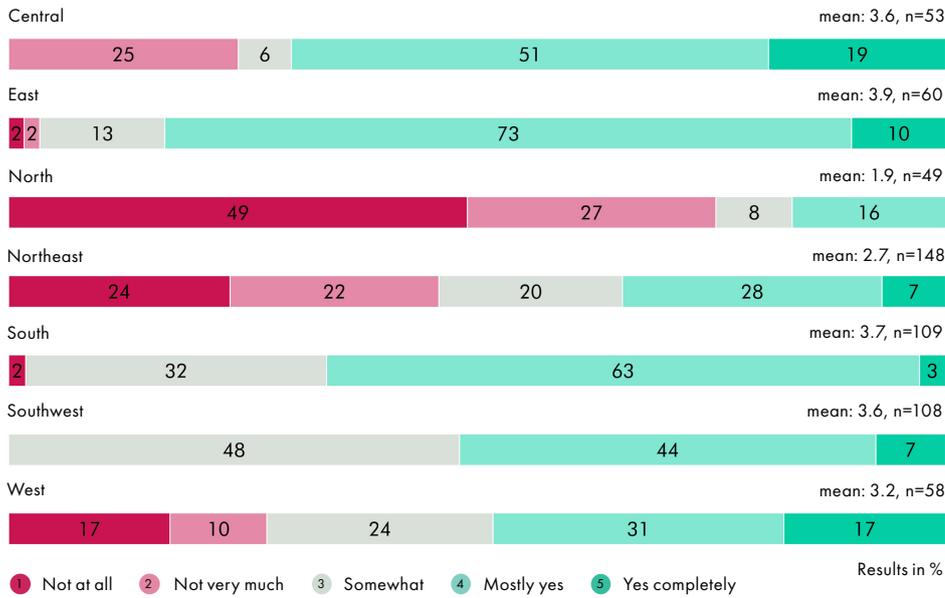
Do you feel the support you receive helps you to become self-reliant?



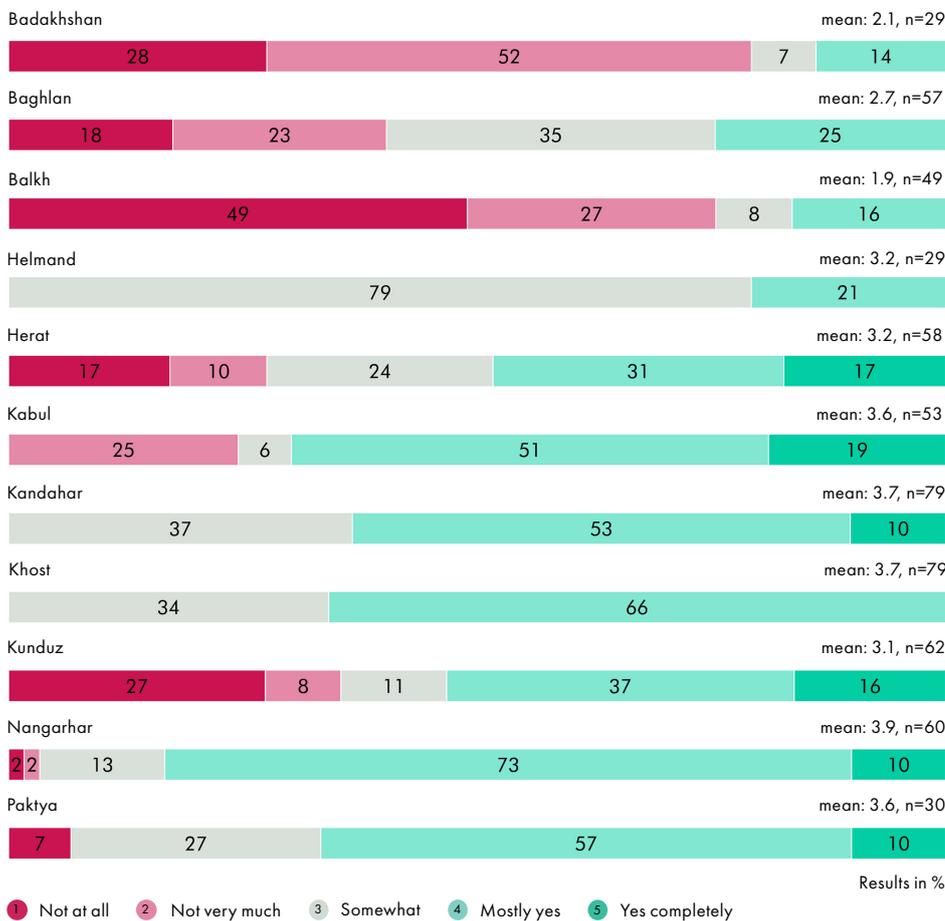
Trend in mean scores



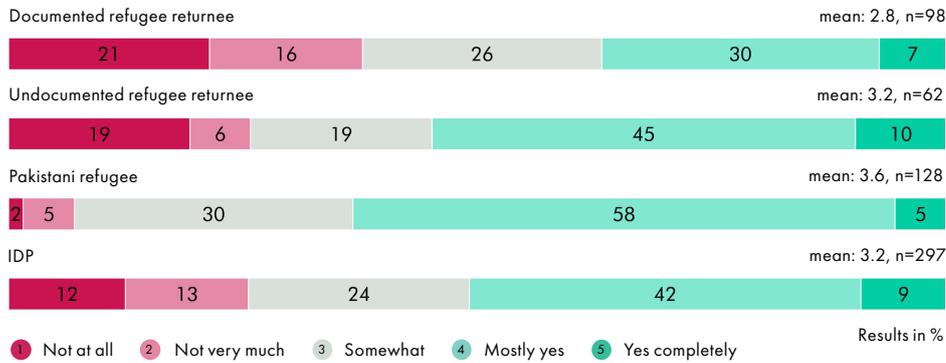
Region



Province

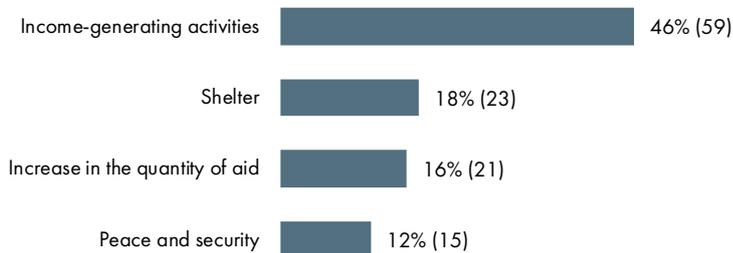


Affected population group



Follow-up question asked to those who do not think the aid received helps them to become self-reliant:

What would help you to become self-reliant? (n=129)



Employment opportunities for men and women.

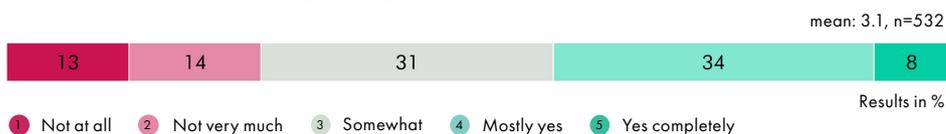


Working opportunities should be created so that we are able to stand on our feet.

Note: Respondents could choose multiple answer options, therefore percentages do not total 100%. Only responses above 10% are included.

Q15. Progress

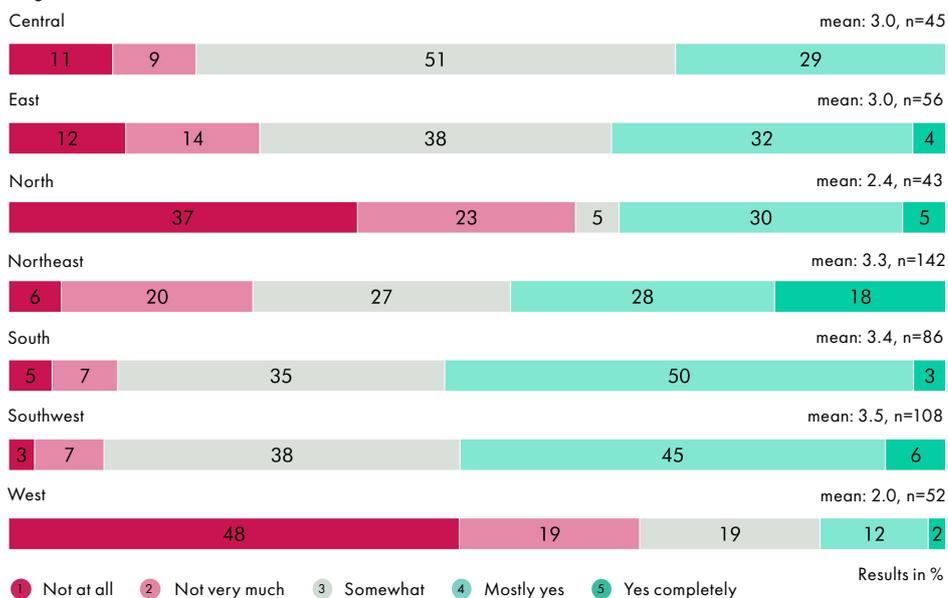
Overall, is life improving in Afghanistan?



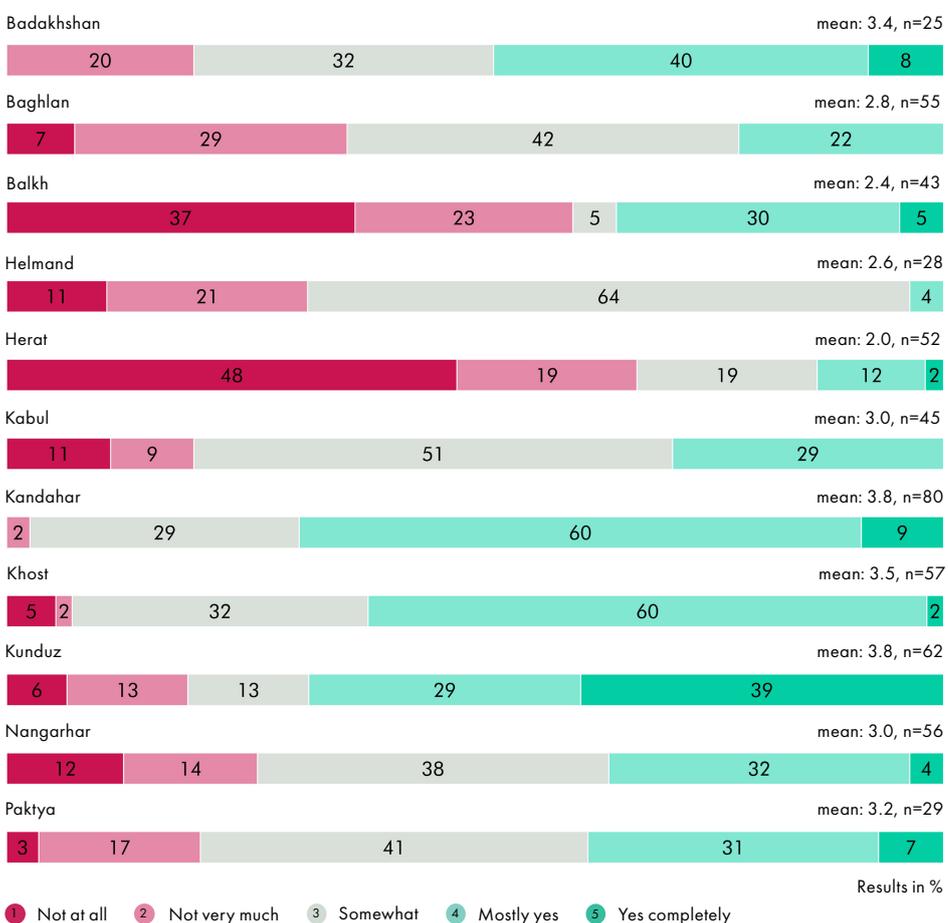
Trend in mean scores



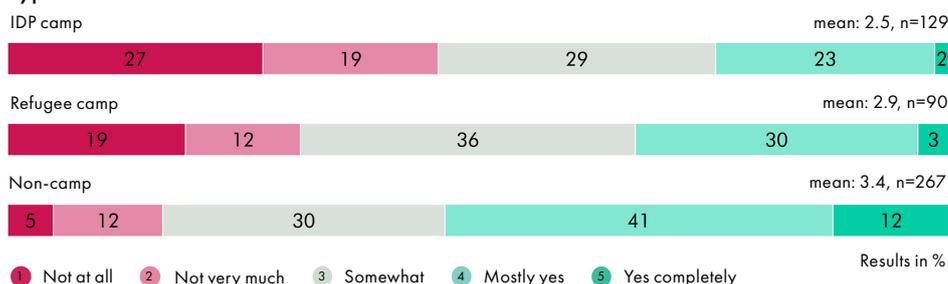
Region



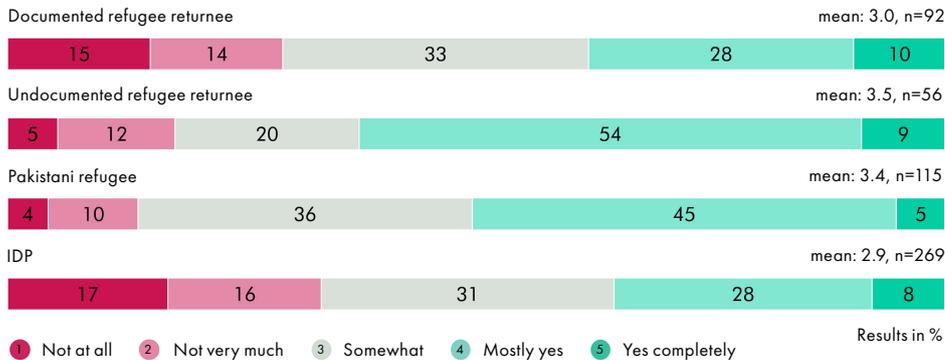
Province



Type of settlement

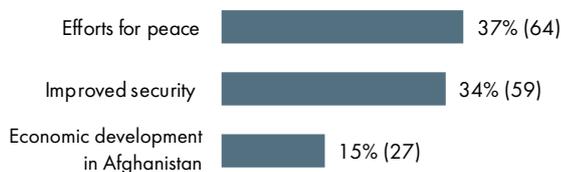


Affected population group



Follow-up question asked to those who feel that life is improving in Afghanistan:

What gives you hope for the future? (n=175)



News about peace makes me hopeful.

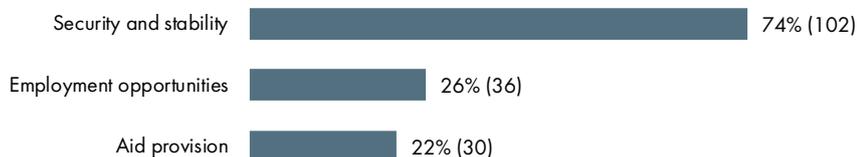


The economy and security getting better.

Note: Respondents could choose multiple answer options, therefore percentages do not total 100%. Only the top three responses are included.

Follow-up question asked to those who do not feel that life is improving in Afghanistan:

What would make you more optimistic? (n=137)



Our homes should be built, security should be maintained and education should be provided

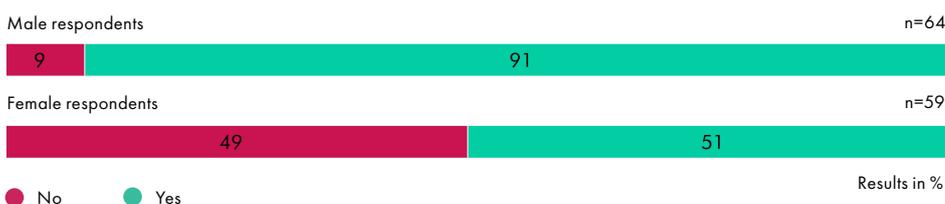
Note: Respondents could choose multiple answer options, therefore percentages do not total 100%. Only the top three responses are included.

Q16. Access to employment opportunities

Do refugees have access to employment opportunities?

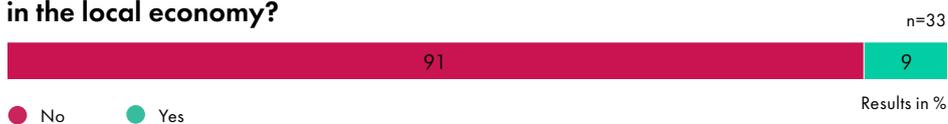


Gender



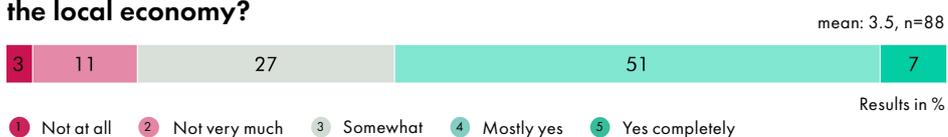
Follow-up question asked to those who do not think refugees have access to employment opportunities:

Have you and your immediate family explored the opportunities to work in the local economy?



Follow-up question asked to those who think refugees have access to employment opportunities:

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

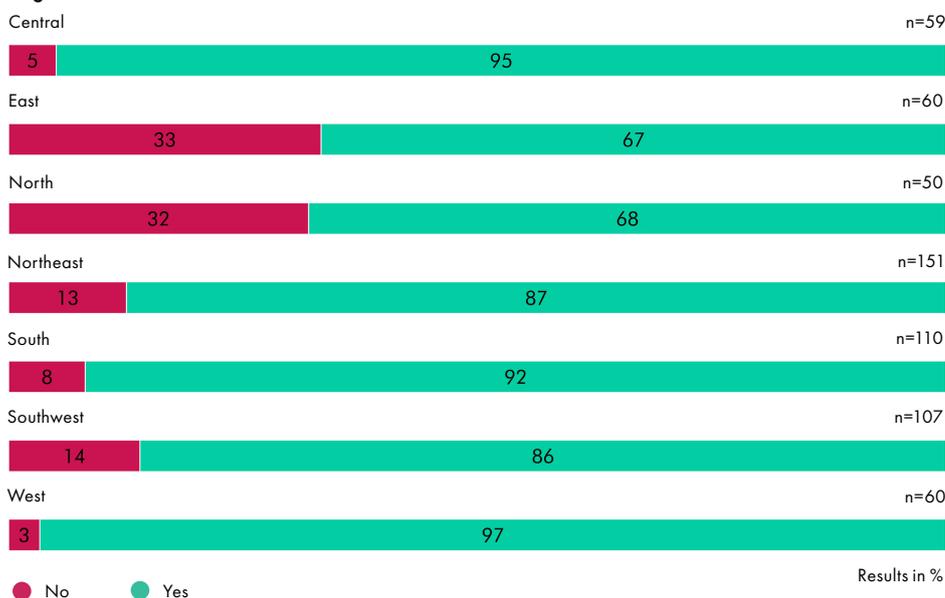


Q17. Access to education

Do you send your children to any education classes?



Region



Affected population group

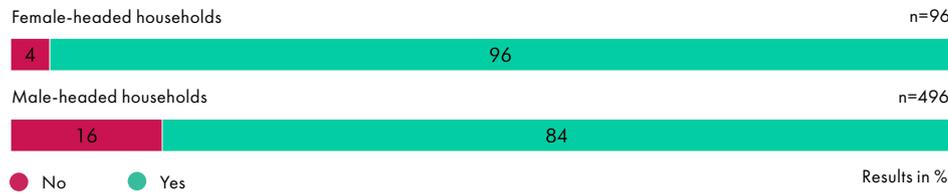


Type of accommodation

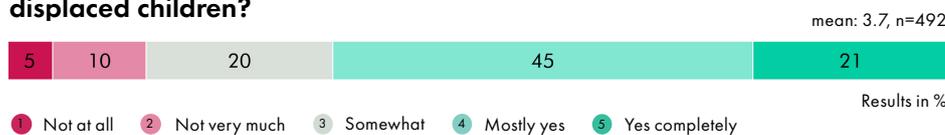


Note: In the local village or community context in Afghanistan, community leaders, such as Khans, Maliks or other members of the community, would have more than one house. These spare houses are normally allocated by the leaders to farmers or other members of the community in low-income brackets.

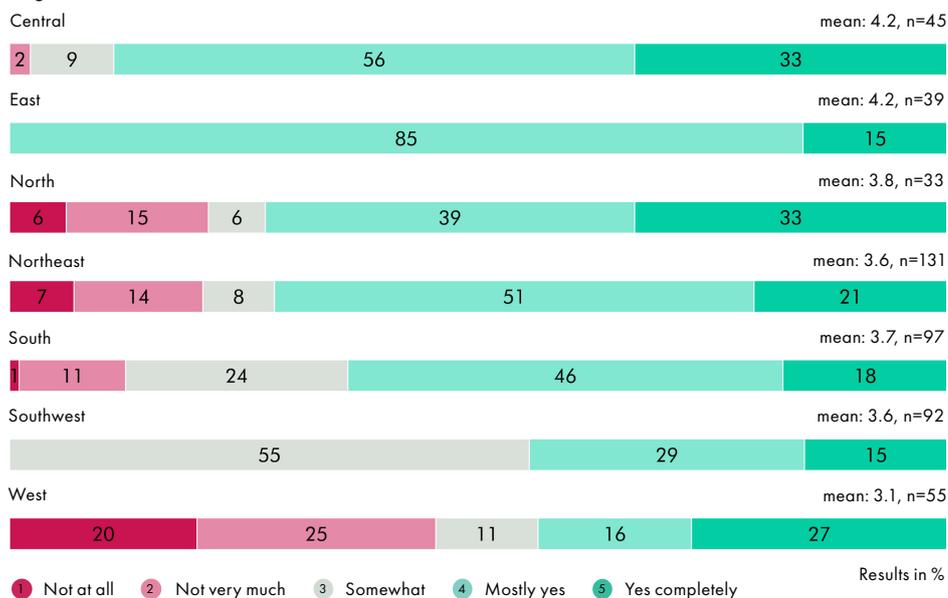
Type of household



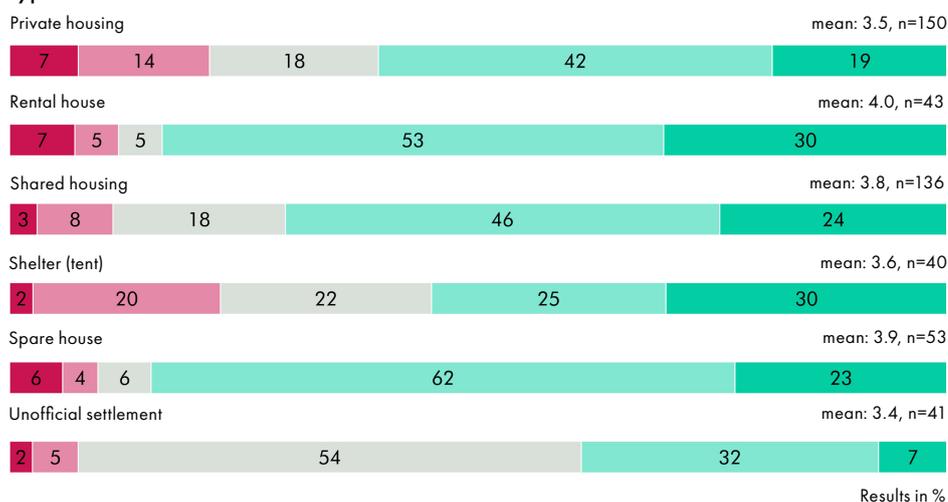
Are you satisfied with the education provided to refugee, returnee or displaced children?



Region

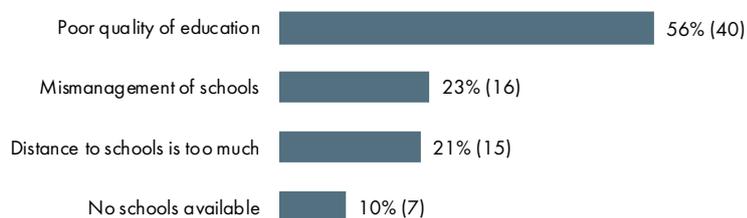


Type of accommodation



Follow-up question to those who are not satisfied with the education provided:

What are the main barriers to accessing education? (n=71)



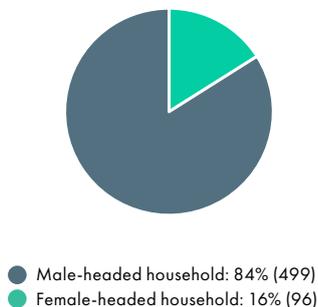
Poor quality of education includes lack of experienced and qualified teachers, lack of learning materials and no school buildings.

Note: Respondents could choose multiple answer options, therefore percentages do not total 100%. Only responses above 10% are included.

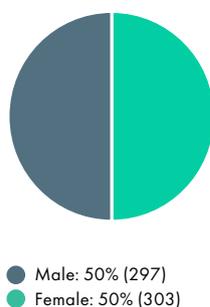
Demographics

The graphs below depict the demographic breakdown of the 600 respondents. Each graph includes percentages, as well as the frequency in parentheses.

Household type



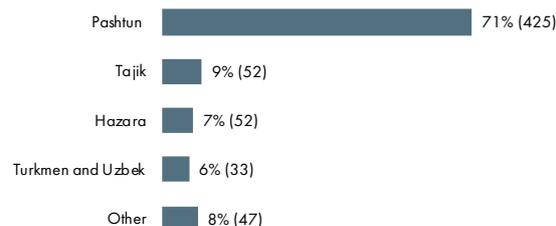
Gender



Age

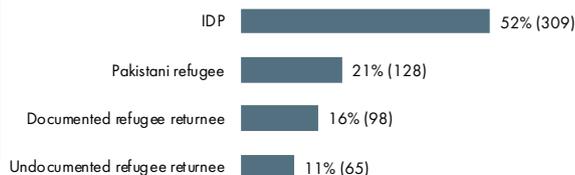


Ethnic identity

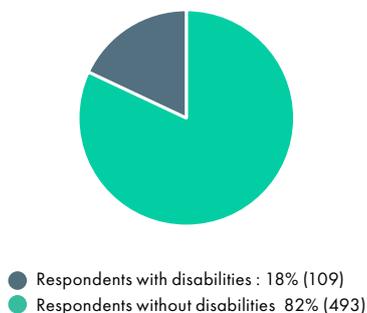


Other includes Aimaq, Baloch, Gujjar and Pashai

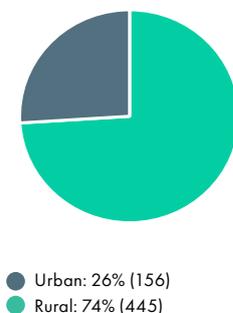
Affected population group



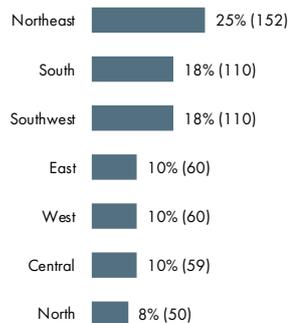
Disability



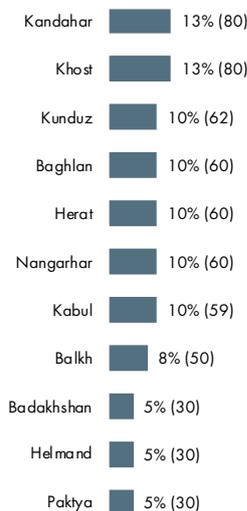
Area



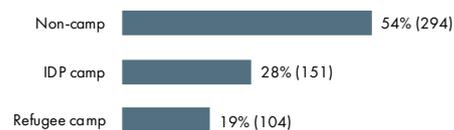
Region



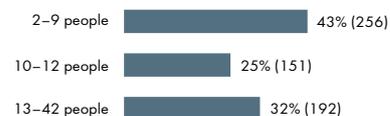
Province



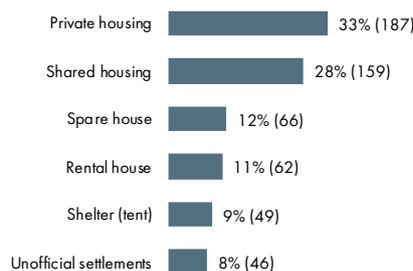
Settlement type



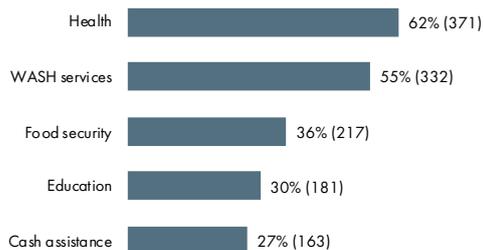
Dependents in the household



Type of accommodation



Services received



Note: Responses do not total 100% as respondents were given the option to provide multiple answers.

Survey data - Humanitarian staff

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 to 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 11–23 December 2018 using an online survey tool, from 228 humanitarian staff members working in Afghanistan for UN agencies, international NGOs and local organisations. Each organisation 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

● 2017 ● 2018



Accountability to affected populations

Does your organisation take opinions of affected people into account during design and implementation of programmes?



Does your organisation have enough information about the way affected people see aid programmes?



Do you think that if affected people make a complaint to your organisations, they will get a response?



Do you think the humanitarian staff in Afghanistan treat affected people with respect?



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



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



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





Humanitarian aid and services

Does aid provision go to those who need it most?



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



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



Has your organisation increased or decreased the share of cash-based programming in the past year?



Outlook on life

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



Do you feel that the humanitarian community in Afghanistan is adequately prepared for an emergency crisis?



Do you feel safe in the area where you work?



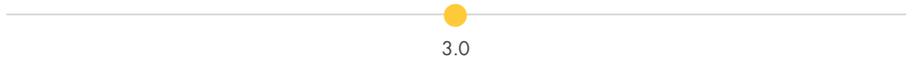


Coordination and localisation

Do local and national organisations/ aid providers receive sufficient support in Afghanistan?



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



Do international organisations in Afghanistan have the capacity to deliver high-quality assistance?



Are there sufficient coordination efforts between organisations in Afghanistan?



Do humanitarian and development actors work together effectively in Afghanistan?



67%

share logistical assets with other humanitarian organisations



96%

say their organisation makes collective decisions with other humanitarian organisations.



Donor reporting and funding

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



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



82%

say their organisation obtains multi-year funding.



91%

say that joint donor field visits better than individual ones



93%

say they regularly conduct joint needs assessments with other organisations

Accountability to affected populations

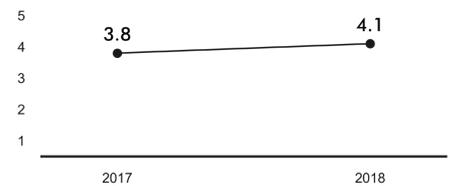
Q1. Participation

Does your organisation take opinions of affected people into account during design and implementation of programmes?

mean: 4.1, n=179



Trend in mean scores



Does your organisation regularly collect data from affected people to inform/adjust programming?

n=202



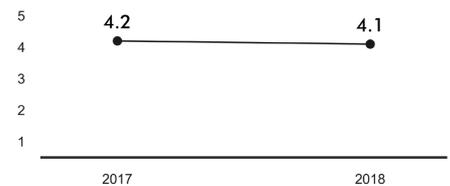
Q2. Feedback

Does your organisation have enough information about the way affected people see aid programmes?

mean: 4.1, n=202



Trend in mean scores



Q3. Complaints mechanisms

Do you think that if affected people make a complaint to your organisation, they will get a response?

mean: 4.4, n=205



Q4. Respect

Do you think the humanitarian staff in Afghanistan treat affected people with respect?

mean: 4.1, n=209

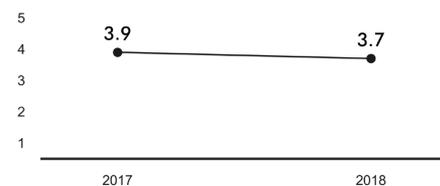


Q5. Flexibility

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

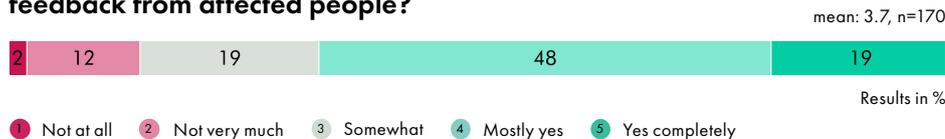


Trend in mean scores



Q6. Corrective action

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

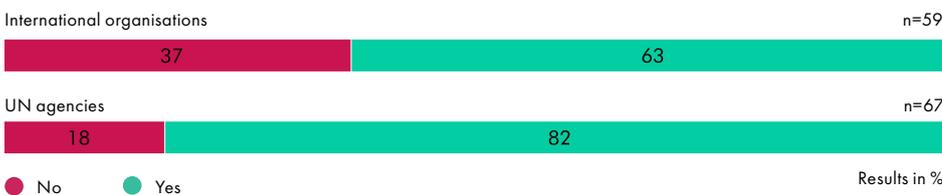


Q7. Dialogue on findings from collected data

Does your organisation present findings/results of collected data back to the affected people?

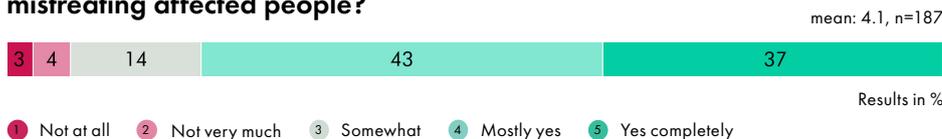


Type of organisation



Q8. Reporting mistreatment of affected people

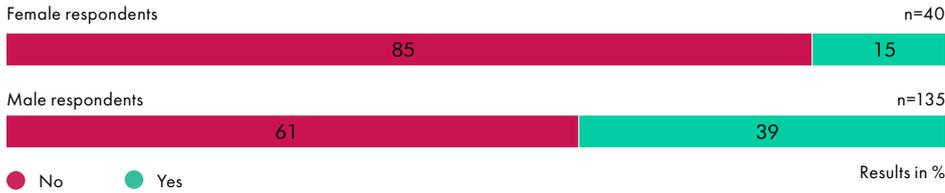
Do you feel comfortable reporting instances of humanitarian staff mistreating affected people?



Have you reported instances of humanitarian staff mistreating affected people?



Gender



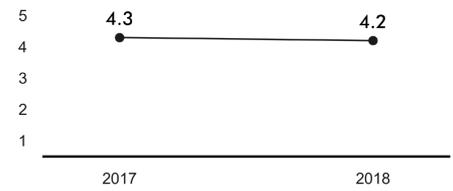
Humanitarian aid and services

Q9. Fairness of aid provision

Does aid provision go to those who need it most?

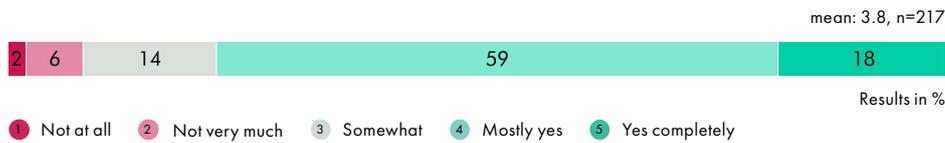


Trend in mean scores



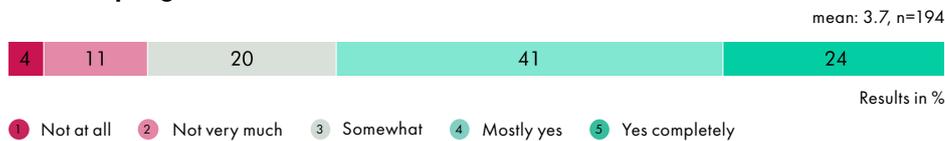
Q10. Relevance

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

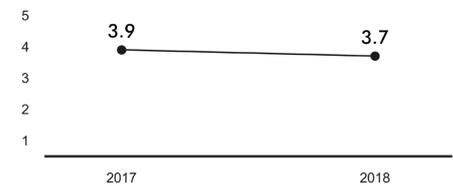


Q11. Cash programmes

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



Trend in mean scores



Has your organisation increased or decreased the share of cash-based programming in the past year? (n=160)

- 36% Clearly increased
- 29% Increased a little
- 18% Stayed the same
- 10% Decreased a little
- 8% Clearly decreased

Outlook on life

Q13. Durable solutions

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

mean: 3.0, n=198



Results in %

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

Role in the organisation

Field staff team leader

mean: 2.9, n=37



Field staff team member

mean: 3.2, n=49



Headquarter staff

mean: 2.6, n=64



Results in %

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

Follow-up question to those who feel the balance is inadequate:

Which area needs more funding? (n=105)

- 80% Durable solutions
- 20% Emergency needs

Q14. Preparedness

Do you feel that the humanitarian community in Afghanistan is adequately prepared for an emergency crisis?

mean: 3.3, n=170



Results in %

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

Role in the organisation

Field staff team leader

mean: 3.3, n=33



Field staff team member

mean: 3.4, n=40



Headquarter staff

mean: 2.9, n=54



Results in %

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

Q15. Safety

Do you feel safe in the area where you work?

mean: 3.5, n=214



Results in %

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

Coordination and localisation

Q16. Localisation

Do local and national organisations/aid providers receive sufficient support (from international aid organisations and donors) in Afghanistan?

mean: 3.3, n=152



Results in %

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

Role in the organisation

Field staff team leader

mean: 2.8, n=32



Field staff team member

mean: 3.3, n=36



Headquarter staff

mean: 3.2, n=49



Results in %

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

Trend in mean scores



Follow-up questions asked to everyone who responded:

Please explain why you think that way:



This is an issue sector-wide. Local organisations are the bodies who are most invested in the country of operation and who will remain on the ground when international organisations withdraw. However, the relationship between national organisations and international organisations/donors is paternalistic at best and mistrustful at worst.

Suggestions for improvement:



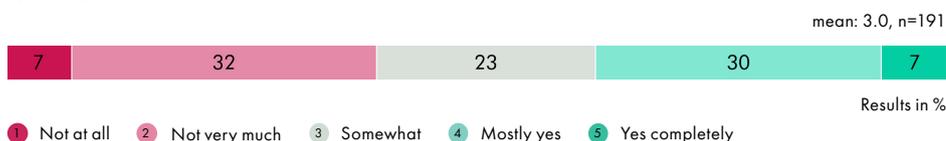
For emergency services, it is important to allocate enough funds for those organisations who are doing emergency programmes in Afghanistan and to support local organisations, which are useful in insecure provinces or districts as these local organisations can easily reach communities affected by natural-disasters.



More funding for more effective capacity-building projects between international NGOs and national NGOs. This capacity building needs to be thorough, sustained and not limited to just a few trainings.

Q17. Local capacity

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



Follow-up question asked to everyone who responded:

Please explain why you think that way (n=108):



Note: Respondents could choose multiple answer options, therefore percentages do not total 100%. Only the top three responses are included.

Suggestions for improvement:



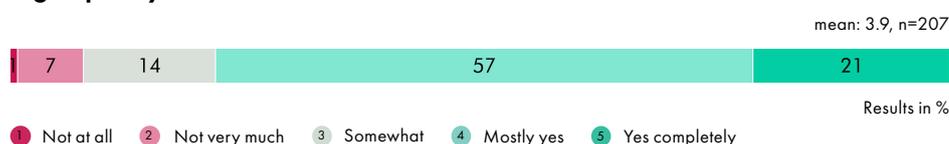
International organisations should provide more opportunities for local NGOs or partners to work with people through shuras and should encourage communities to take an active part in the implementation of projects, to increase the trust of people of concern.



There is need for more capacity building to enable local organisations to improve their ability in proposal writing, project implementation, financial management, as well as monitoring and evaluation.

Q18. International capacity

Do international organisations in Afghanistan have the capacity to deliver high-quality assistance?



Follow-up question asked to everyone:

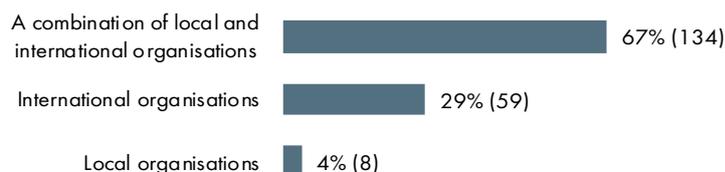
Please explain why you think that way: (n=98)



Note: Respondents could choose multiple answer options, therefore percentages do not total 100%. Only the top three responses are included.

Q19. Aid providers

Who is best placed to provide aid in Afghanistan? (n=201)



A combination of local and international organisations can improve the capacity of local organisations.



Because international NGOs have more resources and local NGOs may be active in a specific part of the country and be more aware of the local context.

Note: Only the top three responses are included.

Q20. Coordination

Are there sufficient coordination efforts between organisations in Afghanistan?

mean: 3.6, n=202



Results in %

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



Coordination is not good among organisations. Everyone has their own policy and restrictions from donors, which also affects the coordination.



Coordination should be harmonised in the field and should be bottom-up with the decisions at the top management being properly communicated downwards.

Q21. Humanitarian-development nexus

Do humanitarian and development actors work together effectively in Afghanistan?

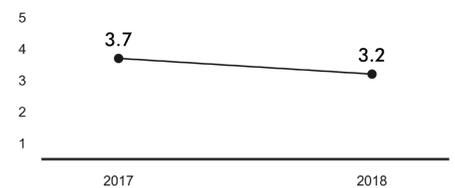
mean: 3.2, n=172



Results in %

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

Trend in mean scores



Role in the organisation

Field staff team leader

mean: 3.3, n=34



Field staff team member

mean: 3.5, n=43



Headquarter staff

mean: 2.9, n=54



Results in %

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



More needs to be done to tap into the humanitarian-development-peace nexus to ensure a holistic approach to addressing the situation in Afghanistan, and to agree on priorities and ways to ensure complementarity of programming, but generally we work well together.

Q22. Joint needs assessments

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

n=196



Results in %

No Yes

Q23. Logistical asset sharing

Does your organisation share logistical assets with other humanitarian organisations?

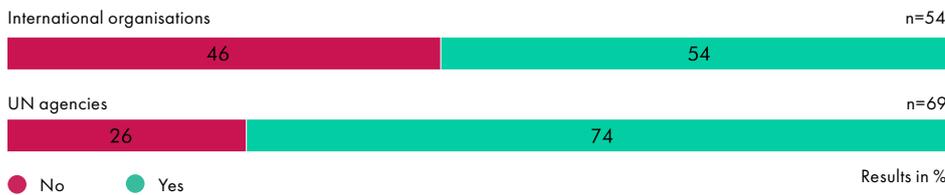
n=141



Results in %

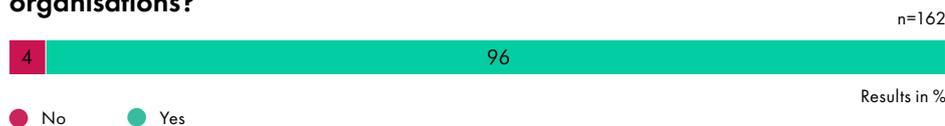
No Yes

Type of organisation



Q24. Collective decision-making

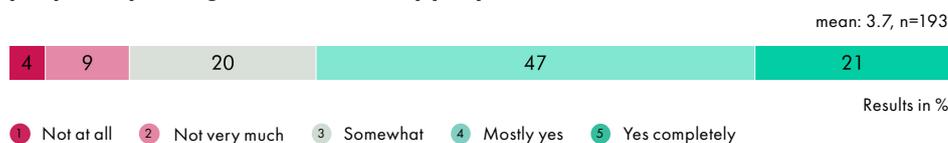
Does your organisation make collective decisions with other humanitarian organisations?



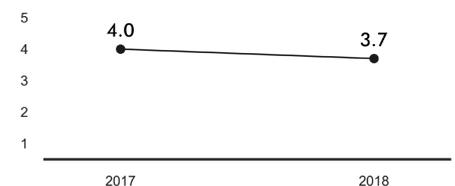
Donor reporting and funding

Q25. Reporting time

Do you feel the amount of time you spend on reporting (donor reporting, project reporting, M&E, etc.) is appropriate?



Trend in mean scores

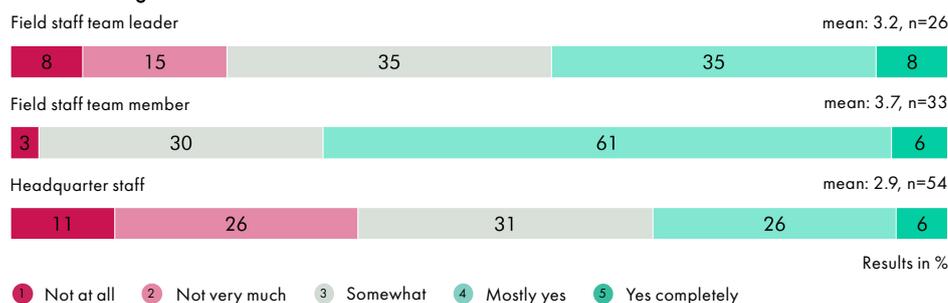


Q26. Reporting requirements

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



Role in the organisation



Some donor reporting is excessive in the sense that the reports produced are not actively read or influencing future funding decisions that are made at headquarters. A simplified system of online and regular reporting should be implemented, with reports more than 20 pages being done away with.



Some donors only ask to report on indicators/themes that are relevant to the context and realities of Afghanistan and of the specific project at hand, while others impose standard global tick-the-box requirements that are irrelevant to that project or don't make sense and are not realistic in the socio-cultural or security context of Afghanistan.

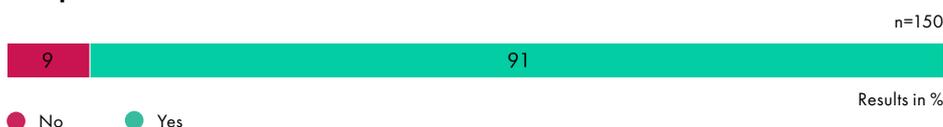
Suggestions for improvement:



Standardising the way indicators are measured. Standardising if/how data in projects is shared with beneficiaries. Letting clusters advise on the type, depth and variety of indicators per sector.

Q27. Joint donor visits

Are joint donor field visits better than individual ones?



It is easier to get our messages on needs and capacities across to a wider range of donors, and it also helps them agree on which areas of our collective work can be funded by which donors, to avoid overlap. It is also useful to do this on an inter-agency basis to facilitate complementarity of programming.

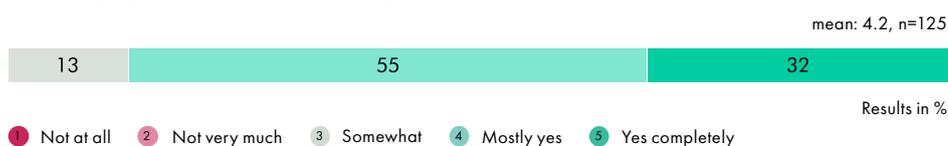
Q28. Multi-year funding

Does your organisation obtain multi-year funding?



Follow-up question asked to those who responded yes to the previous question (Q28):

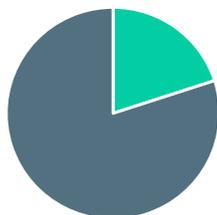
To what extent does this contribute to better results?



Demographics

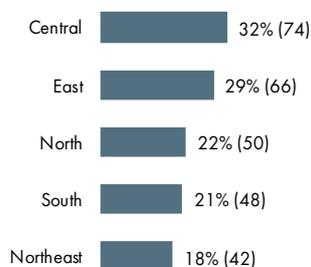
The graphs below depict the demographic breakdown of the 228 respondents. Each graph includes percentages, as well as the frequency in parentheses.

Gender



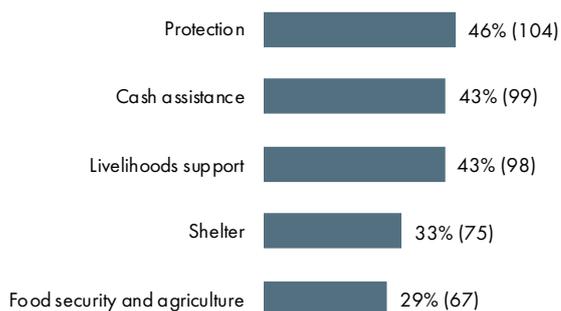
Female: 20% (45)
Male: 80% (183)

Regions of work

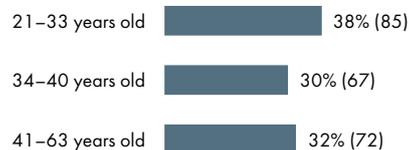


Note: Respondents could choose multiple answer options, therefore percentages do not total 100%.

Services provided:



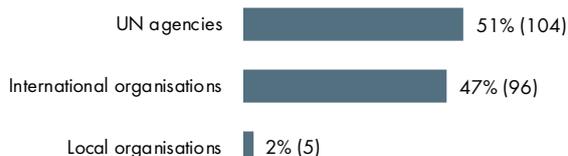
Age



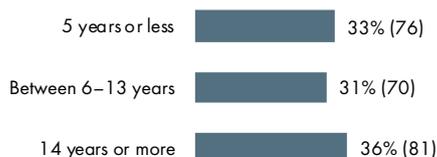
Role in the organisation



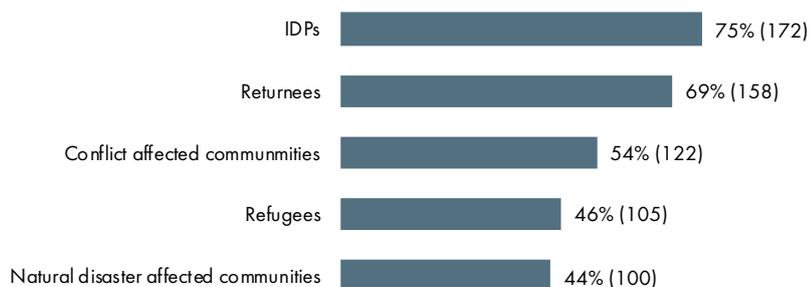
Organisation type



Length of time working in Afghanistan



Target communities of aid/services:



Annex: Notes on methodology

Sampling methodology

Affected people survey

The affected population was sampled pseudo-randomly. The objective was to have representative samples in each of seven regions in Afghanistan, for each of the four groups of displaced people (documented and undocumented Afghan returnees, IDPs and Pakistani refugees), and a 50-50 male-female split, with at least 20 respondents for each demographic subgroup to ensure representativeness. Participants were randomly selected and interviewed in their place of residence, in public places, on the street and in social gatherings. 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.

Region	Province	IDPs	Documented and undocumented returnees	Pakistani refugees	TOTAL
Central	Kabul	30	30	0	60
East	Nangarhar	30	30	0	60
North	Balkh	30	20	0	50
	Badakhshan	30	0	0	30
Northeast	Baghlan	30	30	0	60
	Kunduz	30	30	0	60
South	Khost	30	20	30	80
	Paktia	0	0	30	30
Southwest	Helmand	30	0	0	30
	Kandahar	30	20	30	80
West	Herat	30	30	0	60
TOTAL		300	210	90	600

Due to the unavailability of reliable, up-to-date population demographics for Pakistani refugees, we did not mean weight our results.

The same geographical regions as in 2017 were selected for the 2018 survey: Central, East, North, Northeast, South, Southwest and West. However, due to security concerns, the province of Paktika could not be surveyed.

A gender split of 50-50 was ensured throughout all seven regions.

Humanitarian staff survey

Eighteen organisations were approached to participate in the survey. Eleven organisations (drawn from UN agencies, international NGOs and national/local organisations) participated and distributed the online survey among a convenience sample of their staff. Since only 5 of respondents were staff of local organisations, this group is not included as a separate breakdown in the analysis.

Question formulation

Questions for both the affected people and staff surveys were formulated using the Grand Bargain commitments as a framework. The focus is on the extent to which humanitarian aid is becoming more responsive to the people it sets out to serve.² We also probe people's views on whether they see progress beyond meeting their basic needs, towards creating self-reliance and opportunity.³

Data disaggregation

Affected people survey

The data was disaggregated by geographical region and province, type of settlement, type of accommodation, gender, age, status of person interviewed, ethnic identity, gender of head of household, household size, number of dependents under the age of 18 years and disability. The analysis in the report includes any major 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, a staff member at Handicap International was consulted and 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?
- 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 indicates having difficulty or inability to do one or more of the above activities, they are considered a person with a disability.

Humanitarian staff survey

The data was disaggregated by type of organisation, gender, age, time working in Afghanistan and target beneficiary type. The analysis includes any major difference in the perceptions of different demographic groups. It does not, however, show the full breakdown of responses according to these categories.

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

3 Ibid

Language of the surveys

Affected people survey

This survey was conducted in Dari and Pashto.

Humanitarian staff survey

This survey was conducted in English, Dari and Pashto.

Data collection

Affected People Survey

GTS contracted Sayara International, an independent data collection company, to conduct face-to-face surveys between 4–20 December 2018, with GTS's regional consultant in country to oversee the training of the trainers and data collection in some provinces. Two days of training workshops were held in Kabul with the enumerators and their supervisors to discuss the data collection process and community engagement in the field. The survey was conducted with 600 beneficiaries of aid programmes from a wide variety of aid agencies. Participants were approached randomly and selected for the interview based on two sampling filters: the respondent had to be willing to continue with the survey, in addition to having received aid in the past 18 months.

Humanitarian Staff Survey

Data was collected between 11–21 December 2018 using an online survey tool. Responses were collected from 228 humanitarian staff members working in Afghanistan for UN agencies, international NGOs and local organisations during this time period. Each organisation participated in and distributed the online survey among their staff.

Challenges and limitations

GTS is committed to ensuring that data collection adheres to rigorous ethical and methodological standards. GTS worked closely with Sayara International, our data collection partner, throughout survey design and development and sample strategy design. We developed data collection guides and survey translations to ensure that our approach was contextually and culturally appropriate. GTS' regional consultant went to Afghanistan in December 2018 to set up the survey instruments, oversee enumerator training, shadow data collectors and ensure the quality of data collection. During this process the following challenges and limitations were observed:

Affected people survey

Expectation of respondents

Enumerators were briefed and trained on managing expectations and clearly communicating the aims of the research. Before interviews were conducted, potential respondents were informed that their answers would have no bearing on the level of aid they would receive, and that participation was purely voluntary. This message was also reiterated to participants who consented to be contacted by GTS later, with the survey findings.

In spite of these measures, enumerators reported instances of affected people expecting humanitarian assistance or mistaking them for representatives of aid agencies or the government.

Access and availability

Female participants were harder to track down, requiring female enumerators to sometimes deliberately look for households with prospective female respondents.

Scope of the survey

Due to security concerns, the province of Nangarhar could not be sampled for Pakistani refugees, which was compensated by sampling for IDPs and returnees.

Survey fatigue

Debriefs conducted during data collection and post-data collection with the enumerators indicated a lack of enthusiasm or interest among affected populations in participating in the surveys and especially, where respondents had not received feedback on the survey results. This highlights the importance of 'closing the loop' and keeping participants informed of the results of the survey, as well as providing participants with useful information, when possible and appropriate.

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.⁴

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.

⁴ Aldo Benini, Subjective Measures in Humanitarian Analysis. (Geneva: Assessment Capacities Project - ACAPS, 2018)

Staff survey

Survey fatigue

Responses from participants were initially low, and several reminder emails were sent in order to reach response figures to reach a sufficient sample size. Feedback from international organisations suggests that staff members are experiencing survey fatigue as the result of the increasing number of surveys they are required to complete.

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 Afghanistan who received the survey link and who consented to partake in the survey. We have no predisposed reasons to believe that respondents differed systematically from non-respondents but the risk of such systematic deviations is important to keep in mind when interpreting the results.

Scoring in 2018 compared to 2017

Scores in 2018 are higher on participation and feedback than in 2017. This could be due in part to the fact that some of the survey questions were formulated differently this year. In 2017, we asked staff about the aid system in general, but this year, for questions on participation we asked about the performance of the respondent's organisation.

For more information about Ground Truth Solutions surveys in Afghanistan, please contact Elias Sagmeister (Deputy Director – elias@groundtruthsolutions.org), Yaseen Ayobi (GTS Consultant yaseen@groundtruthsolutions.org) or Sacha Aziz (Programme Analyst – sacha@groundtruthsolutions.org.)



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