

# Haiti: field perspectives on the Grand Bargain

February 2019 • Findings from round 2



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## Introduction

This research is part of a project to understand how people affected by crisis and humanitarian staff perceive the impact of the Grand Bargain commitments. This report presents findings from the second annual survey of the views of people affected by natural disaster in Haiti, most recently by Hurricane Mathew in 2016. It also introduces the perspectives and opinions of humanitarian staff in Haiti.

The research is a joint effort by Ground Truth Solutions (GTS) and the OECD Secretariat with financial support from the UK's Department for International Development (DfID). Haiti is one of seven humanitarian programmes covered. The others are Afghanistan, Bangladesh, Iraq, Lebanon, Uganda and Somalia. A separate survey looked at the perspective of humanitarian field staff in the seven countries.

## A note on methodology

This report has been prepared using the responses provided by 660 people in September 2018, who receive humanitarian aid in the South, Grand'Anse and North-Ouest departments of Haiti. These departments were selected as they were the most affected by Hurricane Matthew in 2016. This report also compares the data collected in September 2018 with a previous survey for this project conducted in April 2017. The 2017 survey also included the department of Nippes. The decision to omit this department from the present sample was taken upon consideration of the number of those affected as specified by the humanitarian response plan (HRP) and Haiti: Physical Presence, a map published by OCHA in August 2018.

Please note that only people who received aid during the preceding 12 months were included in the survey. A team of enumerators familiar with the local community and context was formed to administer a standardised questionnaire. The questions were formulated using the Grand Bargain commitments as a framework.

The report also presents data collected from 166 humanitarian staff working in Haiti. This survey was conducted online.

Please refer to the [Annex: Notes on methodology](#) for more information.

- 1 Ground Truth Solutions, [Enquête de terrain et analyse : Sondage à destination des populations affectées et du personnel de terrain en Haïti](#) (2017)
- 2 OCHA, [Haiti: 2017-2018 Revised Humanitarian Response Plan – January-December 2018](#) (2018)
- 3 OCHA, [Haiti : Présence Physique au 13 aout 2018](#) (2018)

# Key findings

- **Perceptions of affected people in Haiti has improved considerably compared to last year**, but there are still areas that require more attention. These include mechanisms of accountability to affected communities, resilience and preparedness for natural disasters, as well as the provision of support to local organisations.
- **Those living in North-Ouest department and rural areas are more negative about the aid they receive than the rest of the population.** The gap in perceptions is especially pronounced when compared to the population of the South department and those living in urban areas, who are considerably more positive. This difference is not mirrored in the perceptions of the humanitarian community working with rural and urban populations.
- **More efforts are necessary to improve communication and engagement with affected people in Haiti.** The majority of respondents do not feel informed about the types of services available to them, do not know how to file complaints or make suggestions to humanitarian staff, do not trust the complaints mechanisms currently in place and do not believe their opinions are taken into account.
- **Neither affected people nor humanitarian staff consider themselves better prepared to face another natural disaster.** National organisations feel less prepared than their international counterparts.
- **Local authorities emerge as the group trusted most by affected communities.** The respondents have expressed a strong preference to file complaints or report cases of abuse or maltreatment through their community leaders.
- **Humanitarian staff are more pessimistic than last year regarding the support for local organisations in Haiti.** Of all staff surveyed, 81% feel that there is insufficient support for local organisations.
- **The affected population demands more support for income-generating activities.** For 86% of those affected, such activities remain the only way they can become self-sufficient in the future.



Jeremie, Grand'Anse

# Executive summary

This part of the summary details the key findings according to the following four themes:

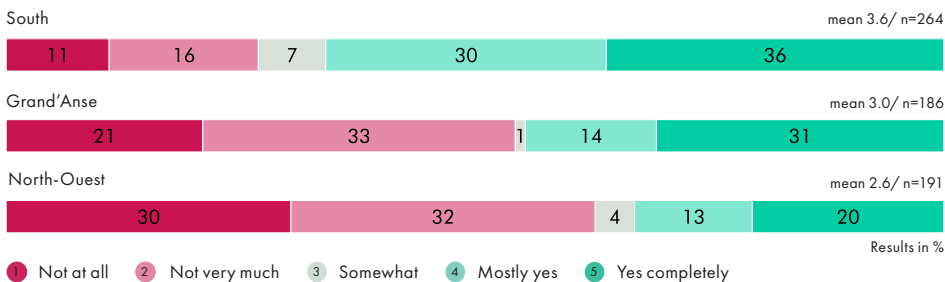
1. Humanitarian services;
2. Communication and engagement;
3. Protection and resilience, and;
4. Localisation.

The responses to the full set of questions can be found in the sections below.

## Humanitarian services


- **Compared to last year's responses, the affected population is more positive about the relevance of humanitarian assistance to their most important needs.**
- **Those living in the North-Ouest department and rural areas are considerably more negative on the relevance of the assistance than the rest of the population.** This can be explained to some extent by the fact that these regions are often situated in remote areas that are difficult to access for humanitarian staff.


**Affected people: Are the activities of humanitarian organisations relevant to your most important needs?**



- **For two consecutive years, affected people consider shelter as their most important unmet need.** Concerns regarding a lack of shelter also have a considerable impact on whether or not those affected feel safe. Sixty-five percent of respondents who state they do not feel safe in their place of residence explain that it is due to their house being in unfinished or poor condition.
- **From the perspective of those affected, the poor and needy, disabled and elderly are among those who are largely deprived of humanitarian aid.** The respondents cite their lack of physical capacity, their social and economic status and their lack of political affiliation as the main reasons for this marginalisation.
- **Humanitarian staff are more optimistic concerning the relevance and fairness of aid.** The vast majority of those surveyed believe that the humanitarian response addresses the most important needs of those affected and reaches those that require assistance most.

**Affected people: What are your most important unmet needs?**

 52% Shelter and non-food items (NFI) (2017)

 46% Shelter and non-food items (NFI) (2018)

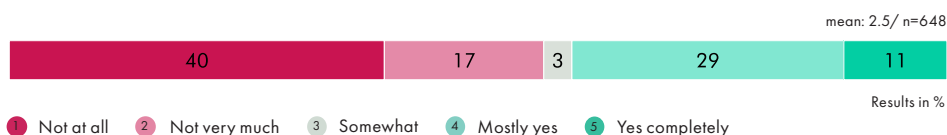
Note: The percentages stated indicate the most frequent responses given to the question.

- **Humanitarian staff are more pessimistic than last year regarding cash programmes.** They remain critical of the lack of long-term perspective of cash transfer programmes and warn that any cash distribution, if not properly implemented, could increase dependency among affected communities. The majority of affected people receiving cash, on the other hand, are satisfied with this form of assistance.

## Communication and engagement

- **The majority of those affected do not feel informed about the type of services available to them.** Those in North-Ouest are particularly negative. The majority of respondents request more information about the times and locations of distributions.

**Affected people: Do you feel informed about the kind of services available to you?**



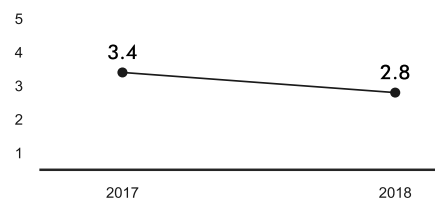
- **Most affected people do not understand how humanitarian organisations determine who receives their services and who does not.** Those living in rural and coastal areas express particularly negative opinions.
- **The majority of those affected do not believe that their views are being taken into account by humanitarians.** In rural areas, only 19% of those affected believe that their opinions are considered relevant.
- **Awareness of and confidence in complaint mechanisms are extremely low.** Only 15% of respondents have an understanding of how to submit a complaint and only 20% of them believe that they will receive a response to their complaint.

**Affected people: Do you know how to make suggestions or complaints to humanitarian agencies?**



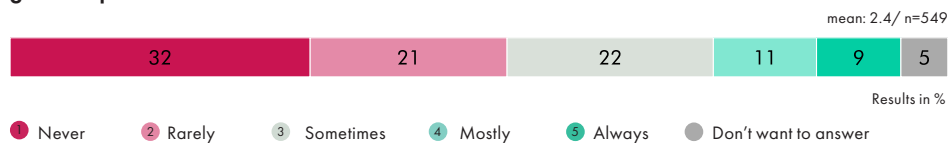
**Humanitarian staff:** Do cash programmes contribute to better outcomes than other kinds of aid?

**Trend in mean scores**

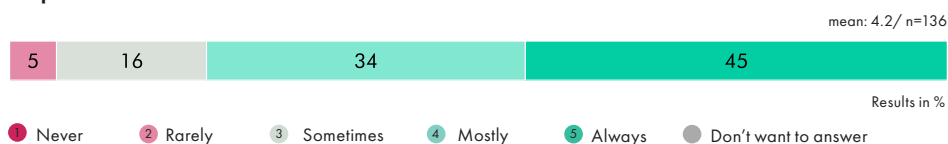


- **A considerable gap in perceptions on the state of accountability in Haiti exists between humanitarian staff and affected communities.** Humanitarian staff paint this issue in a much more positive light than those affected.

**Affected people: If you were to make a suggestion or complaint, do you believe you would get a response?**



**Humanitarian staff: If people make a complaint to your organisation, will they get a response?**



- **Staff who work for local organisations feel less comfortable reporting instances of abuse than those working for international organisations.**
- **Affected people prefer to receive information and submit complaints face-to-face.** Only a small proportion of those affected state that telephone helplines, the radio or complaint boxes would be a preferred way to file complaints.
- **Affected people trust local authorities the most.** There is a broad consensus among those affected that they prefer to file complaints and report abuse or mistreatment through their community leaders. Only 11% of respondents indicated that they would trust an international organisation to handle their complaints and/or feedback.

**Affected people: Who would you feel comfortable reporting instances of abuse and mistreatment to?**



Note: The percentages stated indicate the most frequent responses given to the question. Percentages do not total 100, because respondents were able to choose multiple answers.

## Protection and Resilience

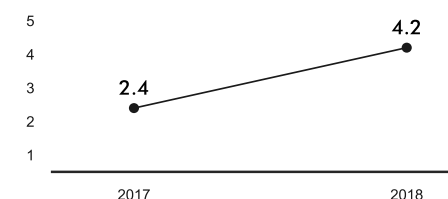
- **According to the affected population and compared to last year's result, the feeling of safety in their place of residence, as well as the sense of being treated with respect by aid providers has improved considerably.**
- **The affected population does not feel prepared in the event of another natural disaster.** In total, 78% of respondents express concerns regarding their state of preparedness. In Grand'Anse, the department most affected by Hurricane Matthew, 94% of the population do not feel prepared should another natural disaster occur.

**Affected people: Do you feel better prepared in the event of another natural disaster?**



**Affected people: Do aid providers treat you with respect?**

**Trend in mean scores**



- **Humanitarian staff share these concerns.** The majority of staff surveyed estimates that the humanitarian sector is not sufficiently prepared for another natural disaster.
- **Staff employed by national organisations feel less prepared than their international counterparts.** The main explanation given for this discrepancy is that local organisations do not feel like they have the capacity to be first responders after a disaster due to a lack of funding and resources.

### Humanitarian staff: Do you feel that the humanitarian community is prepared for another natural disaster?



Results in %

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

- **Those affected by disaster do not feel the support they receive will help them to become self-reliant.** Eighty-six percent demand more support for income generating activities as they believe it is the most effective way towards self-sufficiency. Half of the affected population also believe that income-generating activities are a prerequisite for them to feel more optimistic about their future.
- **Affected people consider cash programmes to be relevant and facilitate the development of income generating activities.**
- **Sustainable solutions (such as improving income generating activities) require cooperation between humanitarian and development actors.** However, humanitarian staff report that this collaboration has decreased since last year and that there exists no appropriate balance between funding emergency resources and durable solutions. In total, 95% of respondents believe durable solutions need greater funding.

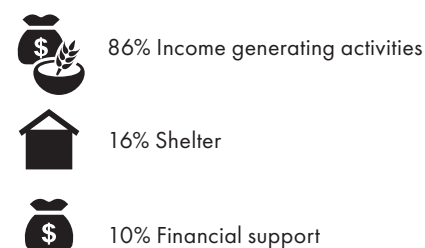
### Humanitarian staff: Is there an adequate balance between funding for emergency needs and funding for durable solutions?



Results in %

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

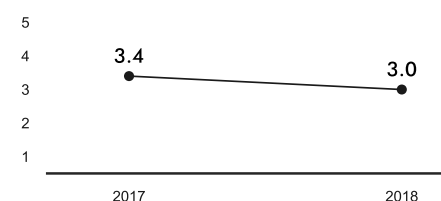
### Affected people: What would help you to become self-reliant?



Note: The percentages stated indicate the most frequent responses given to the question. Percentages do not total 100, because respondents were able to choose multiple answers.

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

#### Trend in mean scores

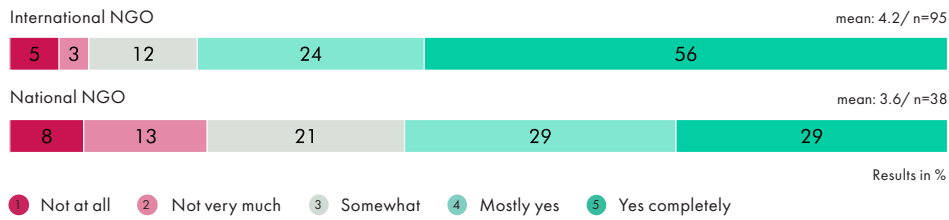




# Localisation

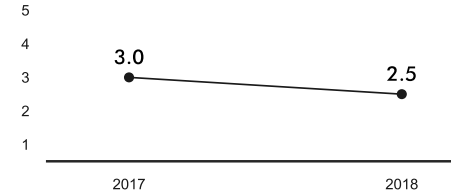
- **Humanitarian staff are more pessimistic about the localisation agenda in Haiti than last year.** The vast majority of respondents believe that local and national organisations do not receive enough support.
- **The data indicates that two areas are in particular need of reinforcement: the capacity of local organisations to be prepared for a natural disaster and their ability to use complaint mechanisms to report instances of mistreatment.** In both cases, staff employed by national organisations express deeper concerns than staff employed by international organisations.

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



**Humanitarian staff:** Do local and national aid providers receive sufficient support in this country?

## Trend in mean scores



# Section 1: Survey of 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

Interviews were conducted with 660 people affected by crisis, who received aid within the last year. The departments of South, Grand'Anse and North-Ouest were included in the sample. These were chosen as they represent the areas worst hit by Hurricane Matthew in 2016 and have a high humanitarian presence.

A more detailed breakdown of the gender, age, communes or zones can be found in the [demographics section](#).

# Overview of mean scores

● 2017 ● 2018

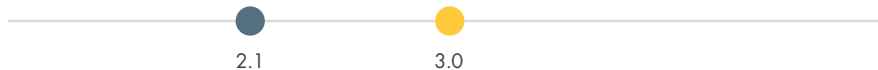


## Humanitarian services

Are the activities of humanitarian organisations relevant to your most important needs?



Does aid go to those who need it most?



Are you satisfied with the education provided to the children of people affected by natural disaster?



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



## Communication and engagement

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



Do you feel aware about how agencies decide who receives services and who does not?



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



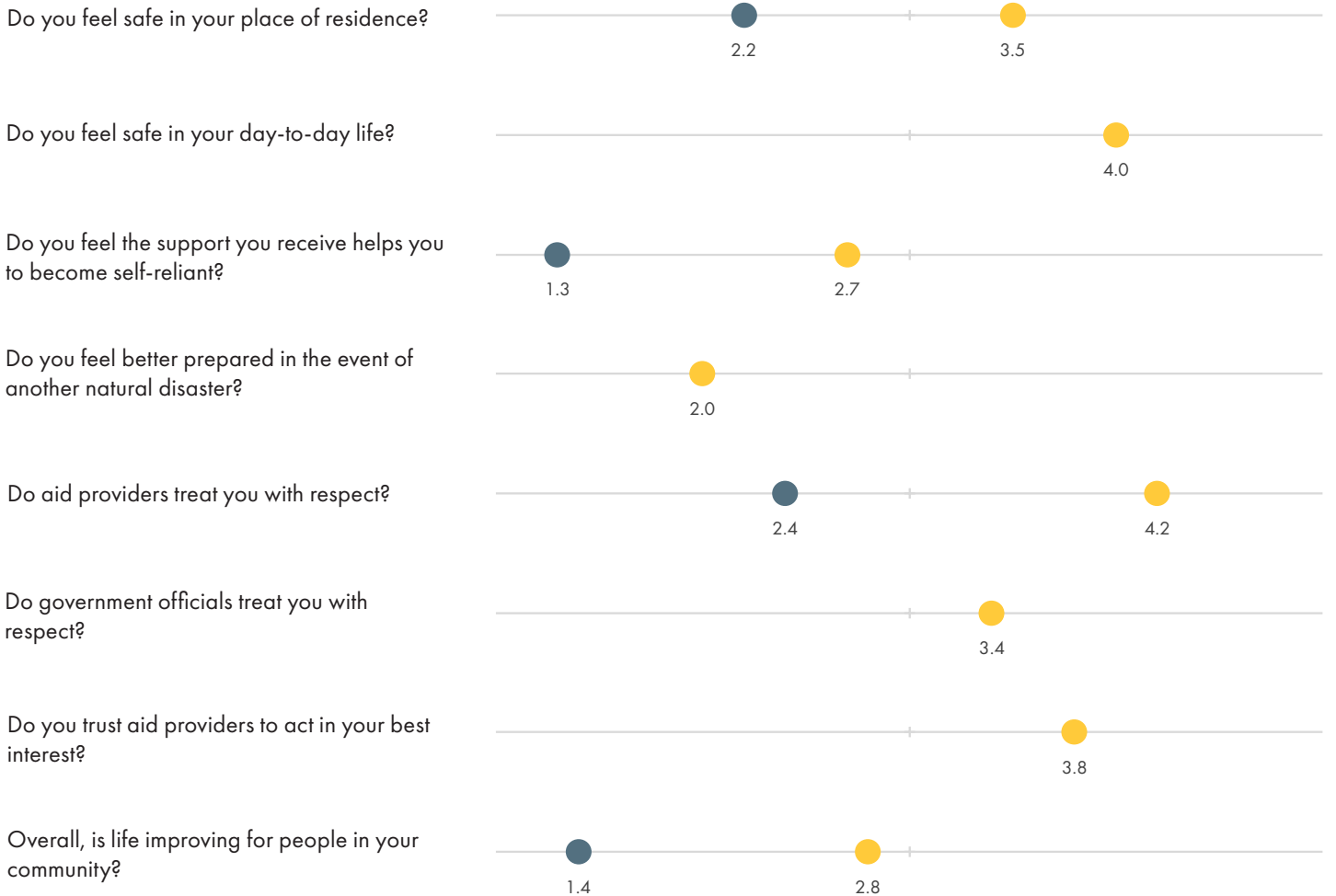
If you were to make a suggestion or complaint, do you believe you would get a response?



Negative Positive

1 2 3 4 5

### Protection and resilience



**92%**

send their children to educational classes



**15%**

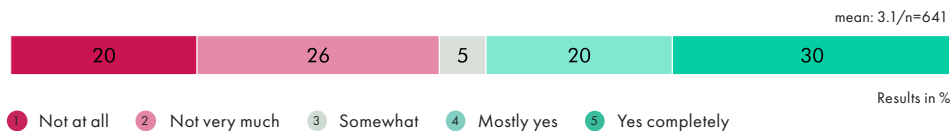
know how to make a complaint or suggestion to humanitarian organisations, compared to 23% in 2017

# Survey questions

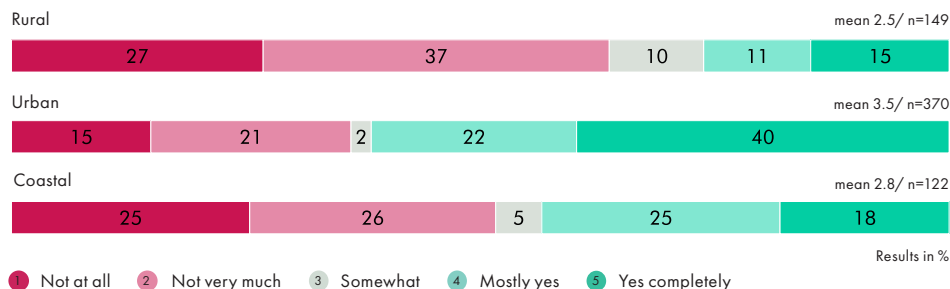
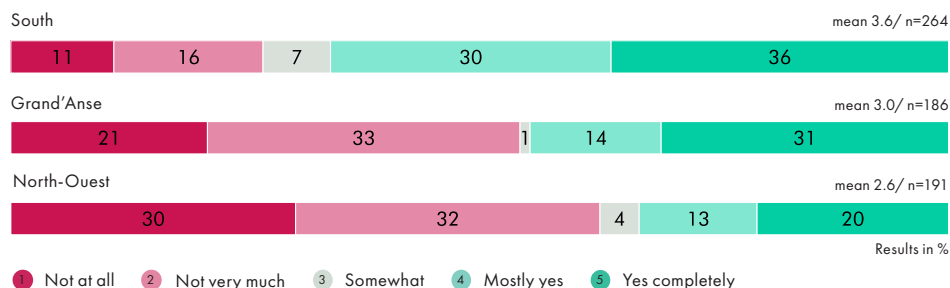
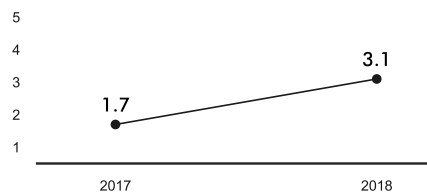
## Humanitarian services

### Q1. Relevance

Are the activities of humanitarian organisations relevant to your most important needs?

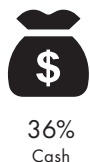


Trend in mean scores<sup>1</sup>



Follow-up question for those who say the activities of humanitarian organisations are not relevant to their most important needs (Q1):

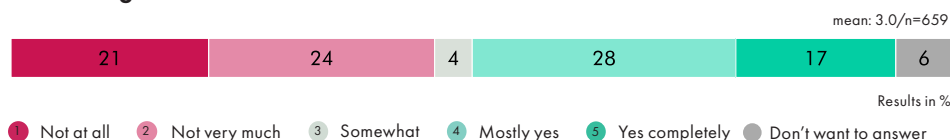
What are your most important unmet needs? (n=391)



Note: The percentages stated indicate the most frequent responses given to the question. Percentages do not total 100, because respondents were able to choose multiple answers.

### Q2. Fairness

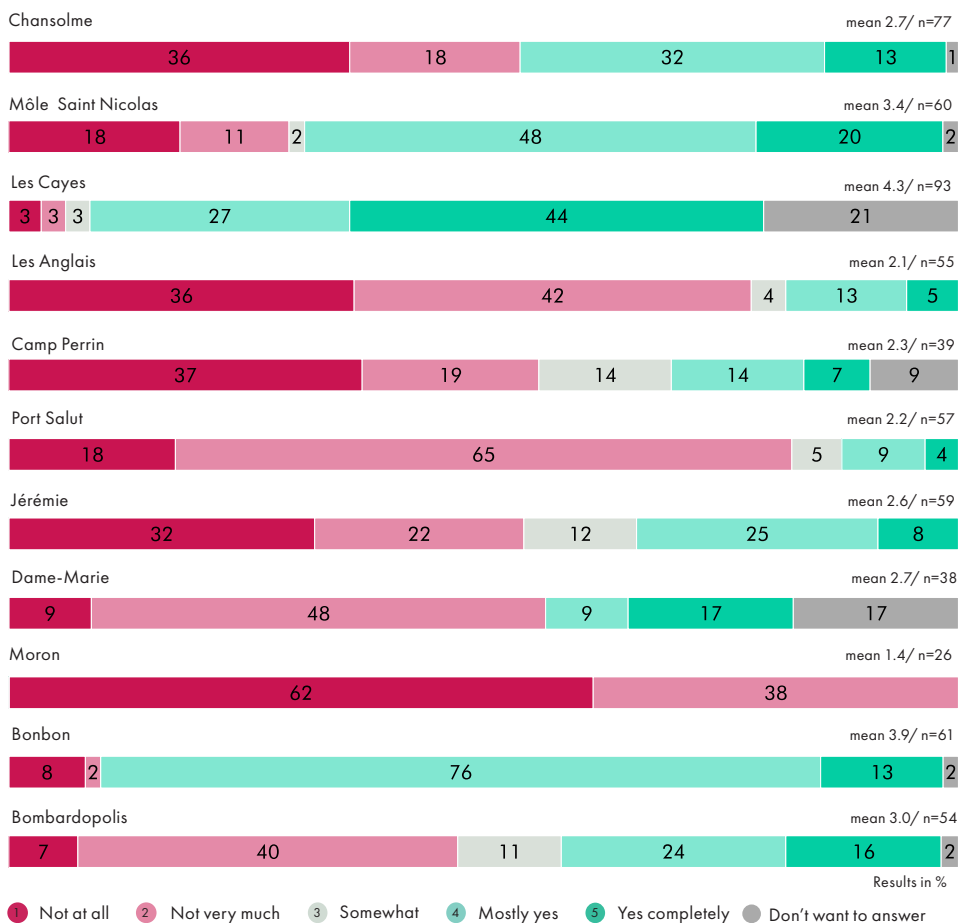
Does aid go to those who need it most?



Trend in mean scores

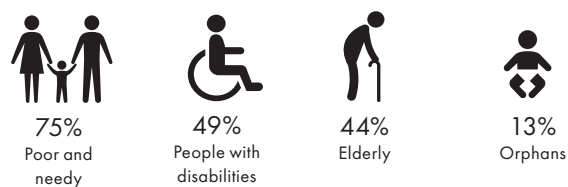


<sup>1</sup> The question asked in 2017 was phrased slightly differently: "Does the aid you receive cover your most important needs?"



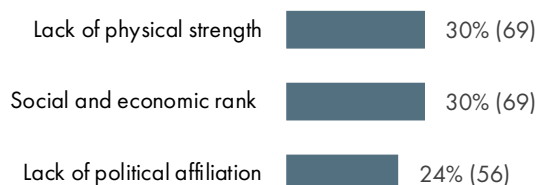
Follow-up question for those who responded that aid does not go to those that need it most (Q2):

### Who is left out? (n=282)



Note: The percentages stated indicate the most frequent responses given to the question. Percentages do not total 100, because respondents were able to choose multiple answers.

### Why do you think they are left out?



Note: This graphic shows all answers chosen by more than 10% of respondents.

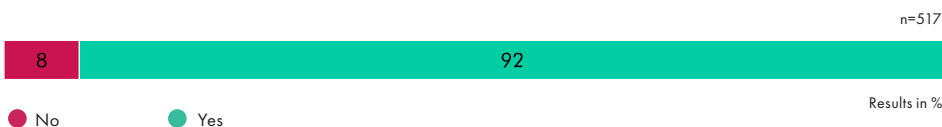
When asked why some groups are marginalised in the distribution of aid and services, respondents most frequently gave the following reasons: their lack of physical capacity and the fact that marginalised groups tend to have a low economic and social status. Their physical limitations are relevant in moments of aid distributions that are often said to be chaotic and marked by frequent pushing and aggression. Respondents explain that the poor, disabled and elderly often do not have the strength to defend and enforce themselves.

Secondly, their social and economic status is the result of prejudice and marginalisation (their physical appearance can also be a source of prejudice). This is also related to their lack of political affiliation: marginalised people suffer in a partisan system.

Several respondents have suggested changing the way support is distributed after a natural disaster. In order to avoid disorganised distribution and ensure that the most vulnerable people receive the support needed, they propose aid is distributed door-to-door.

### Q3. Education

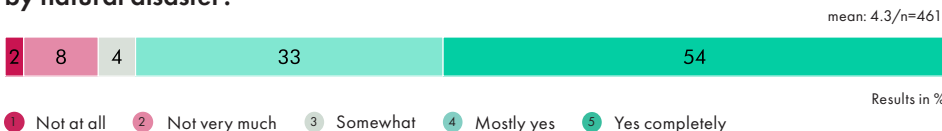
#### Do you send your school-aged children to education classes?



Note: Of all the respondents, only 8% indicated that they do not send their school-aged children to school. Those who don't state that a lack of economic means is the main barrier to accessing education.

Follow-up question for those who send their children to school (Q3):

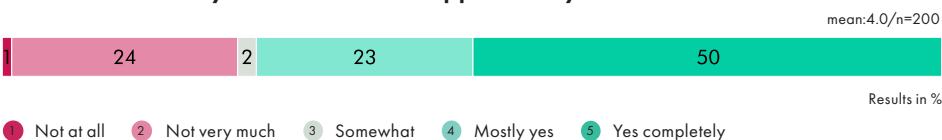
#### Are you satisfied with the education provided to the children of people affected by natural disaster?



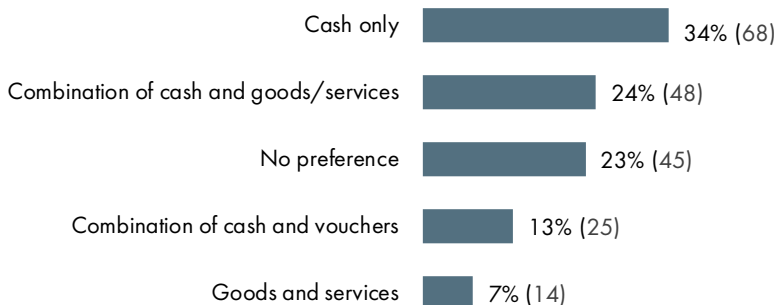
### Q4. Cash assistance

Follow-up question for those who indicated having received cash transfers over the past 12 months:

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



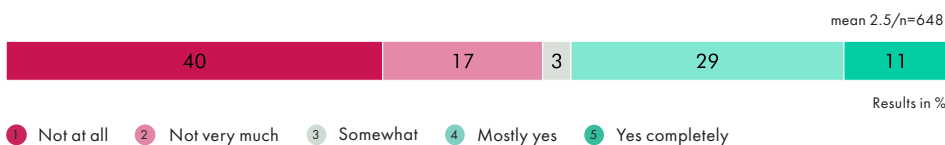
#### How would you prefer to receive this humanitarian assistance?



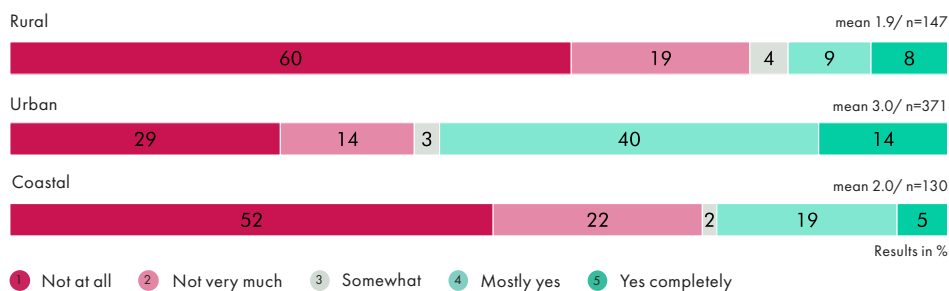
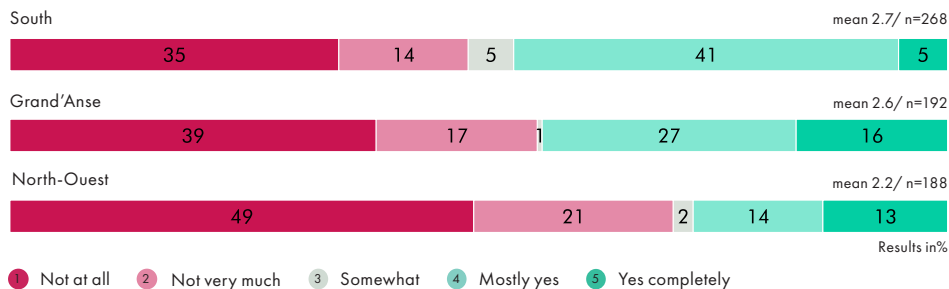
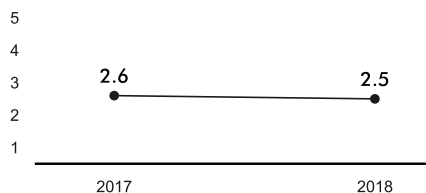
# Communication and engagement

## Q5. Information

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



### Trend in mean scores



Follow-up question for those who do not feel informed about the services available to them (Q5):

What information do you need? (n=390)



63%  
Time of  
distribution



61%  
Place of  
distribution



36%  
General information on  
assistance

Note: The percentages stated indicate the most frequent responses given to the question. Percentages do not total 100, because respondents were able to choose multiple answers.

How do you usually receive information? (n=658)



66%  
Word of  
mouth



16%  
Megaphone

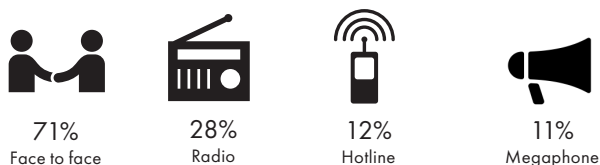


12%  
Radio

Note: The percentages stated indicate the most frequent responses given to the question. Percentages do not total 100, because respondents were able to choose multiple answers.



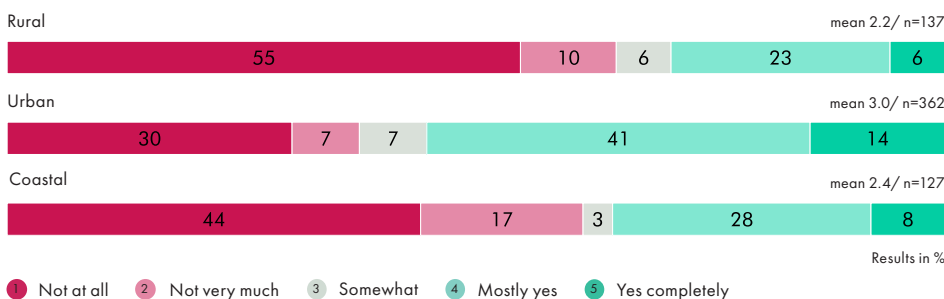
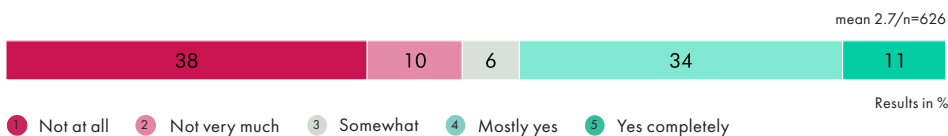
## How would you prefer to receive information? (n=656)



Note: The percentages stated indicate the most frequent responses given to the question. Percentages do not total 100, because respondents were able to choose multiple answers.

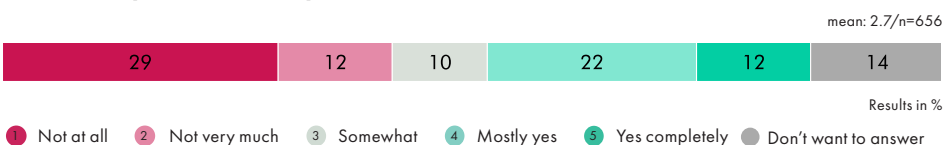
### Q6. Targeting

Do you feel aware of how agencies decide who receives services and who does not?

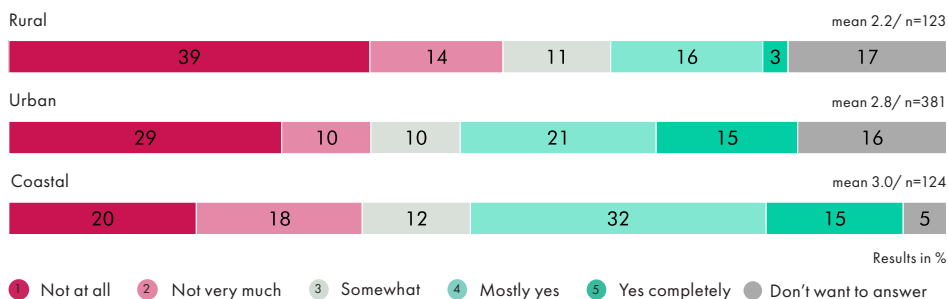
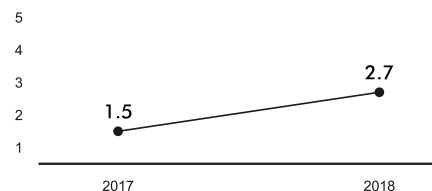


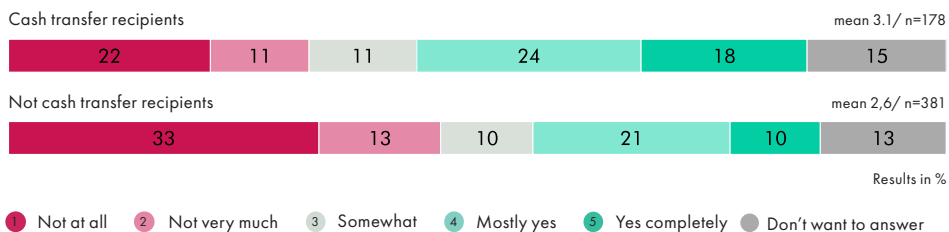
### Q7. Participation

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



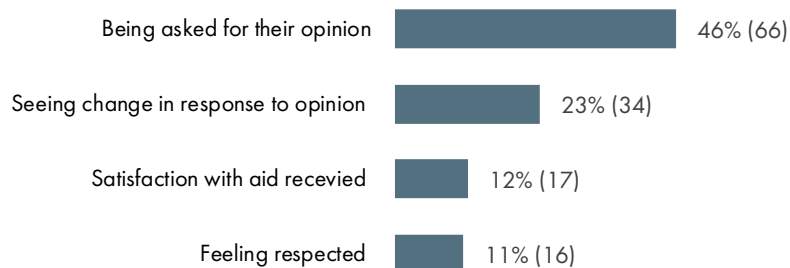
#### Trend in mean scores





Follow-up question for those who feel like their opinion is being taken into consideration by aid providers (Q7):

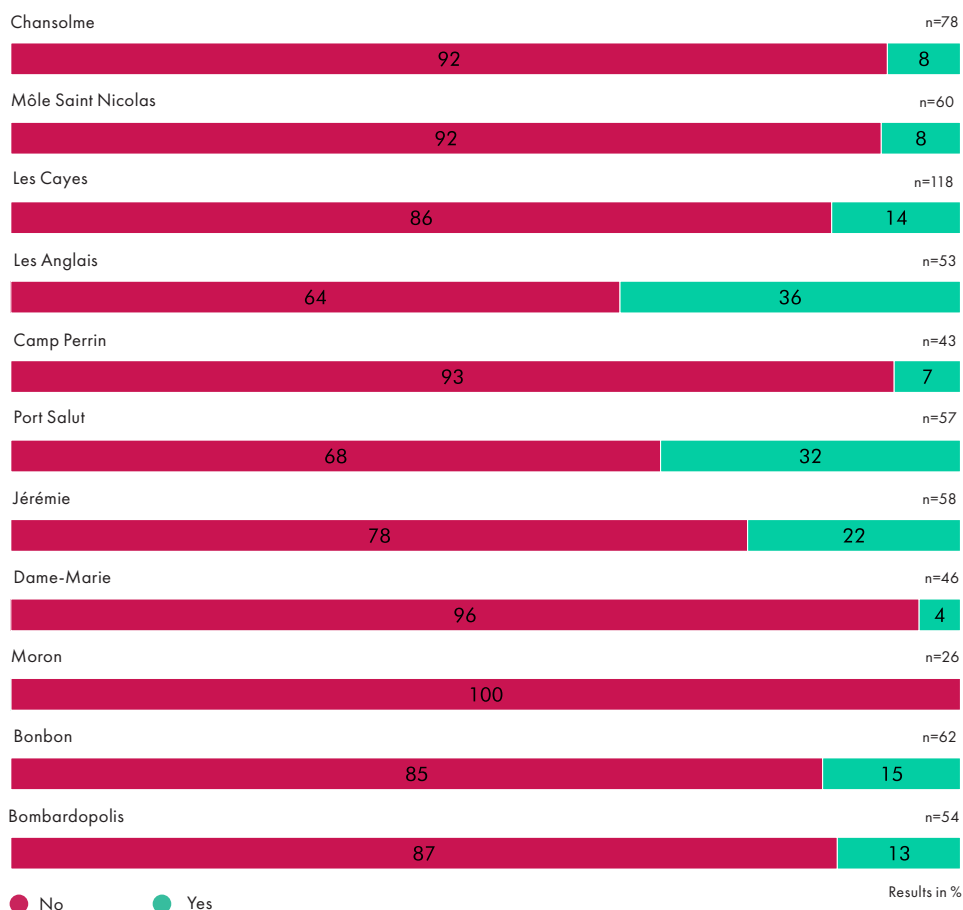
### What makes you feel like your opinion is being taken into consideration?



Note: This graphic presents all answers that were chosen by more than 10% of the respondents.

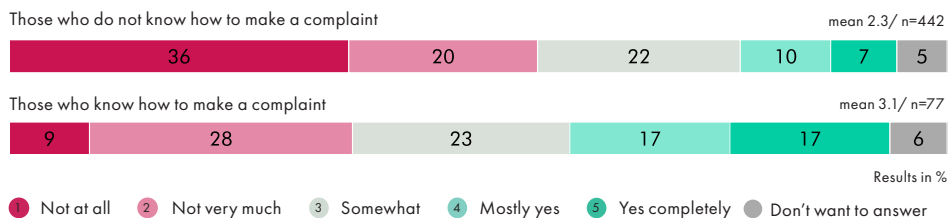
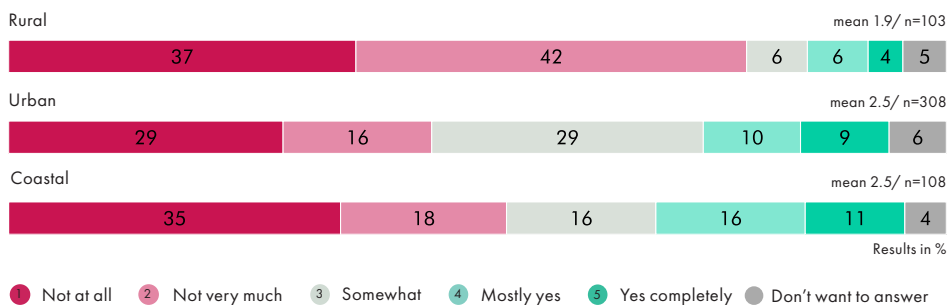
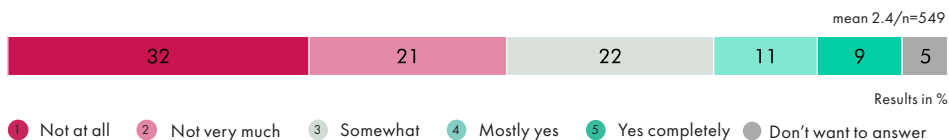
## Q8. Awareness of complaint mechanisms

### Do you know how to make suggestions or complaints to humanitarian agencies?



## Q9. Trust in complaint mechanisms

If you were to make a suggestion or complaint, do you believe you would get a response?



Those who know how to make a complaint to humanitarian agencies are equally more confident that they would get a response.

## Q10. Preference of complaint mechanisms

How would you prefer to make any complaints you have? (n=648)



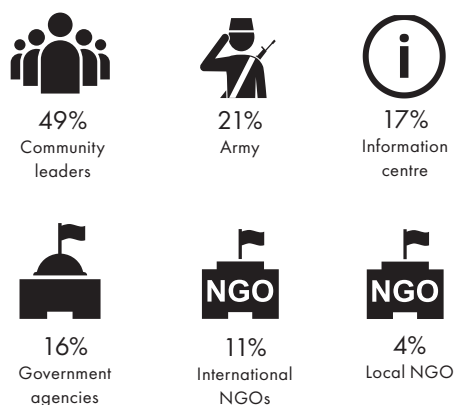
Note: The percentages stated indicate the most frequent responses given to the question. Percentages do not total 100, because respondents were able to choose multiple answers.

Which of the following groups do you trust the most to make a complaint to? (n=652)



Note: The percentages stated indicate the most frequent responses given to the question. Percentages do not total 100, because respondents were able to choose multiple answers.

## Who would you feel comfortable reporting instances of abuse and mistreatment to? (n= 655)

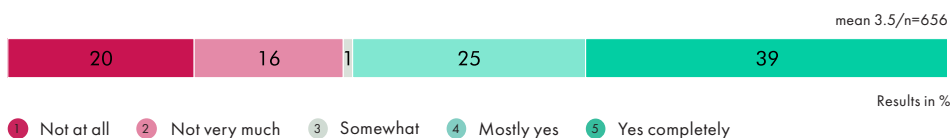


Note: The percentages stated indicate the most frequent responses given to the question. Percentages do not total 100, because respondents were able to choose multiple answers.

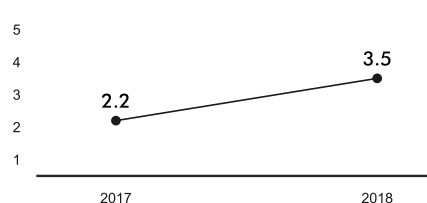
## Protection and resilience

### Q11. Safety

#### Do you feel safe in your place of residence?

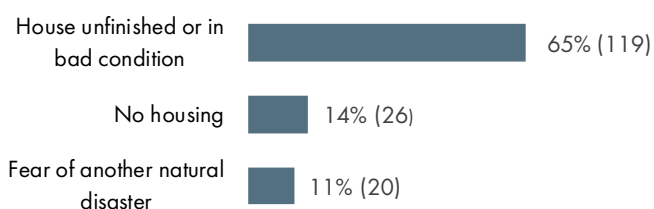


#### Trend in mean scores



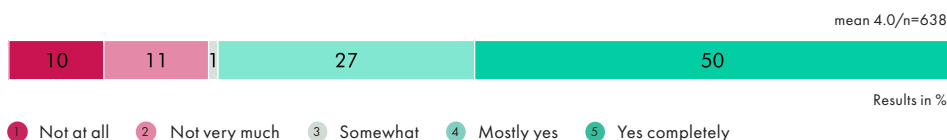
Follow-up question for those who do not feel safe in their place of residence (Q11):

#### What makes you feel this way?



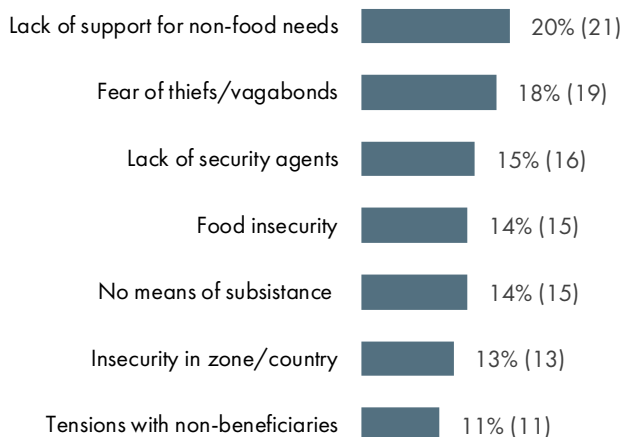
Note: This graphic presents all answers that were chosen by more than 10% of the respondents.

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



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

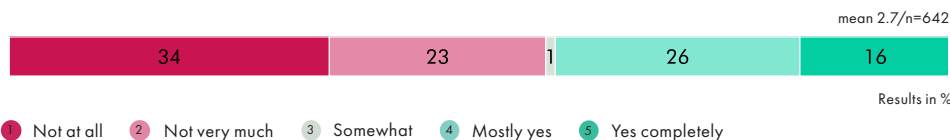
### Why do you feel this way?



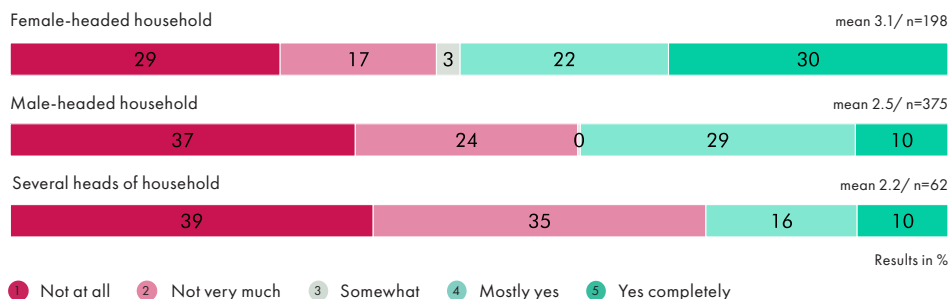
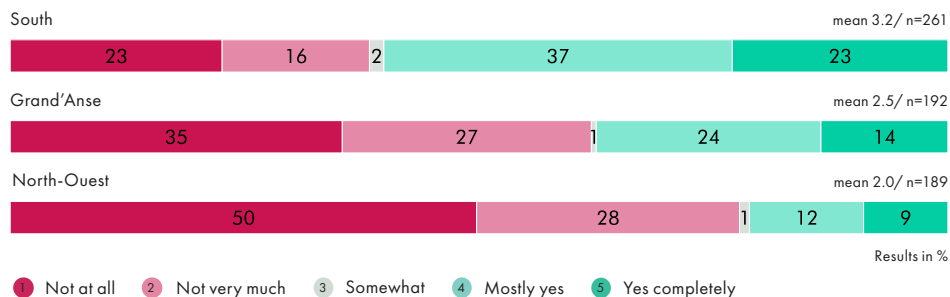
Note: Percentages do not total 100, because respondents were able to give multiple answers. This graphic presents all answers that were chosen by more than 10% of the respondents.

### Q12. Empowerment

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



#### Trend in mean scores



Follow-up question for those who do not feel like the support they receive helps them to become self-reliant (Q12):

### What would help you to become self-reliant? (n=359)



86%  
Income  
generating  
activity



16%  
Shelter



10%  
Financial  
support

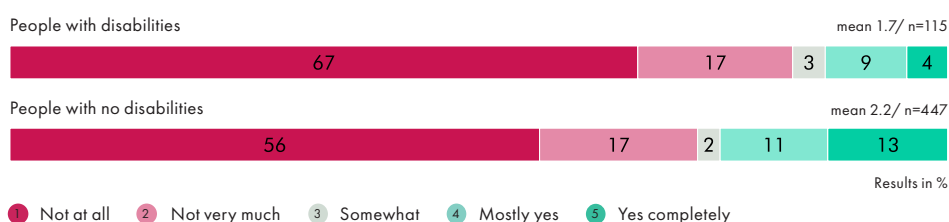
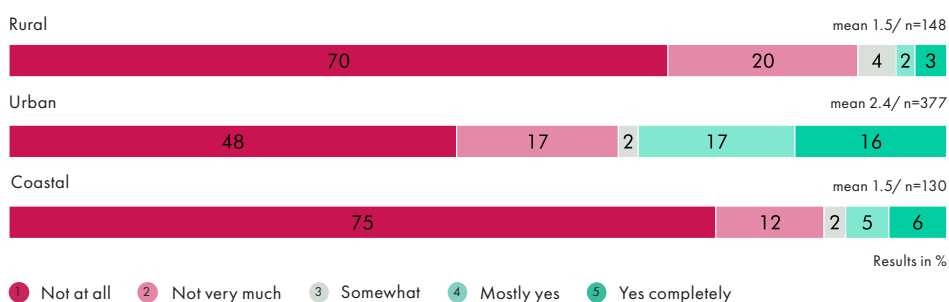
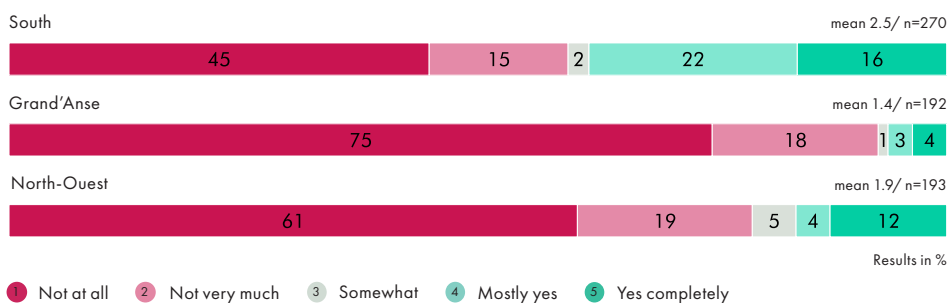
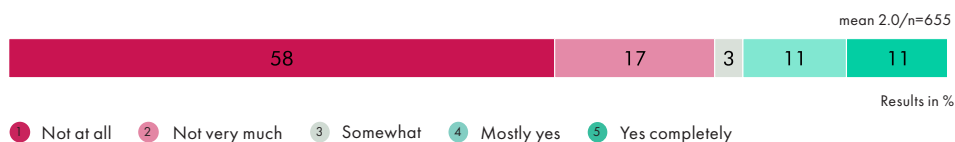
Note: Percentages do not total 100, because respondents were able to give multiple answers. This graphic presents all answers that were chosen by more than 10% of the respondents.

Of all those surveyed who requested greater levels of support for income-generating activities, 63% state that they need the support to find work, 28% require support to carry out commercial activities and 9% to develop activities related to agriculture, fishing or livestock.

Many of the respondents cited the need for cash to get such activities off the ground. Cash is also cited as one of the most important unmet needs among the affected population.

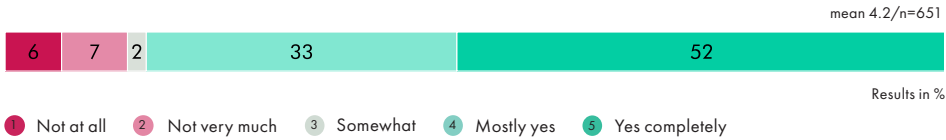
### Q13. Resilience

#### Do you feel better prepared in the event of another natural disaster?

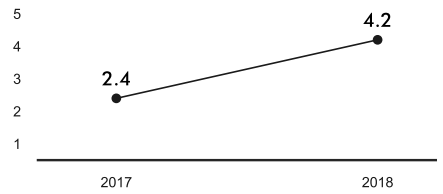


## Q14. Respect

### Do aid providers treat you with respect?

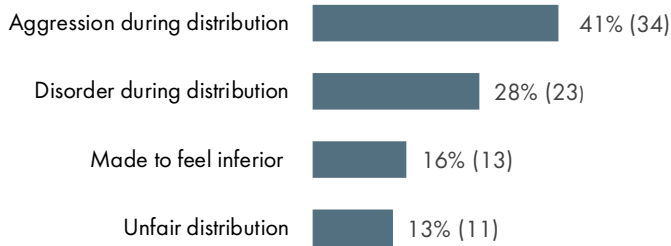


### Trend in mean scores



Follow-up question for those who do not feel treated by respect by aid providers (Q14):

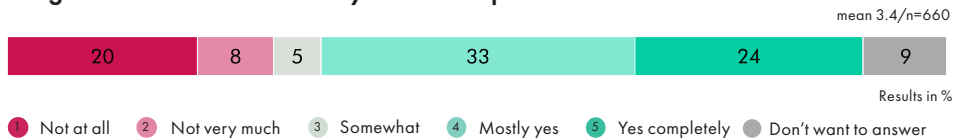
### What makes you feel this way?

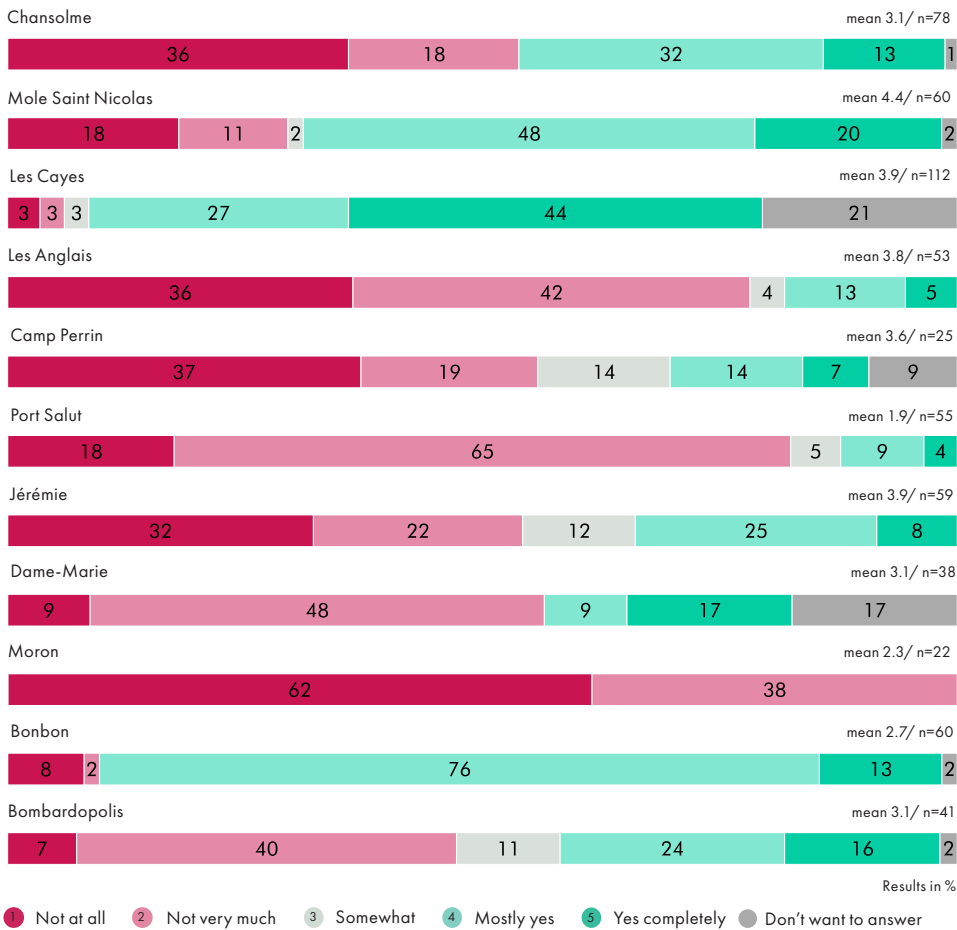


Note: This graphic presents all answers that were chosen by more than 10% of the respondents.

For those that do not feel treated with respect, the main reasons are due to the aggression and chaos when aid is distributed. They explain that this aggression is the result of the lack of security measures in place. Some respondents indicated that sometimes even baton blows are used against the affected population. Responses from Chansolme (18), Port Salut (19) and Jérémie (12) most often refer to aggressive behaviour and public disorder during the distribution when explaining why they do not feel treated with respect.

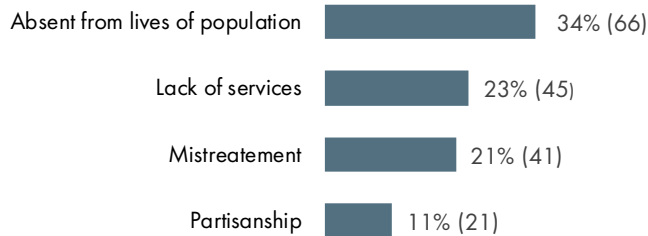
### Do government officials treat you with respect?





Follow-up question for those who do not feel treated with respect by government officials:

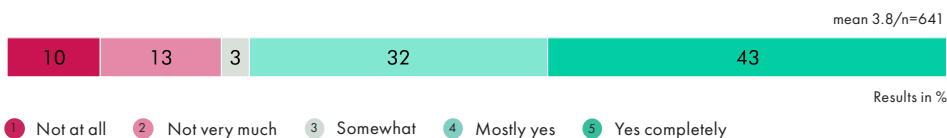
### What makes you feel this way?



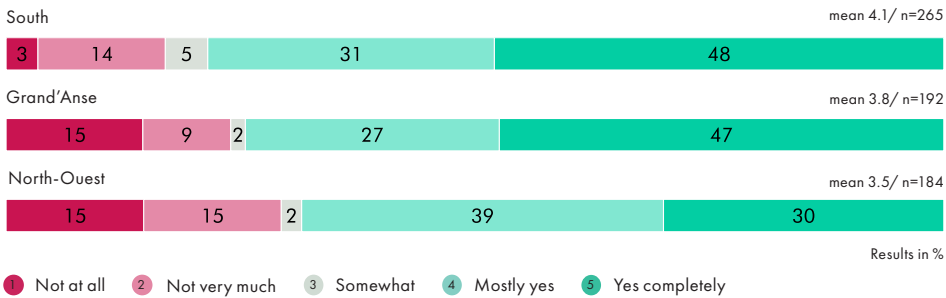
Note: This graphic presents all answers that were chosen by more than 10% of the respondents.

### Q15. Trust

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

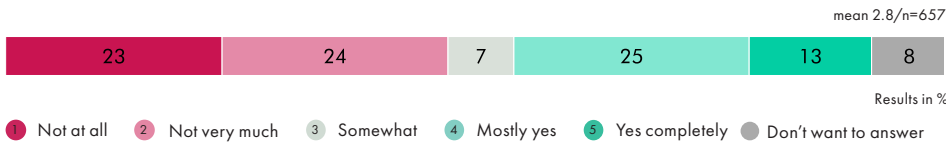




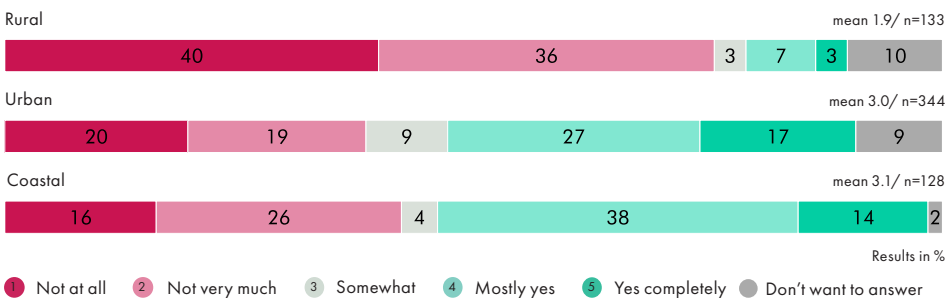
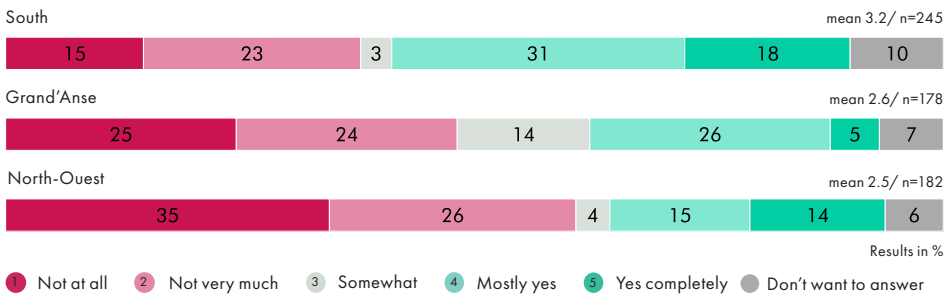
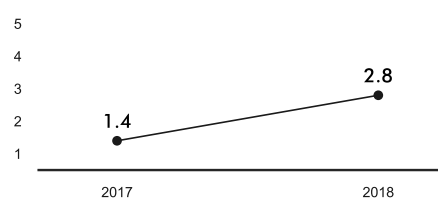


## Q16. Progress

Overall, is life improving for people in your community?



### Trend in mean scores



Follow-up question for those who do not feel like the lives of the members of their community are improving (Q16):

What would make you more optimistic about your future? (n=260)



50%  
Income  
generating  
activity



18%  
Continued aid  
provision



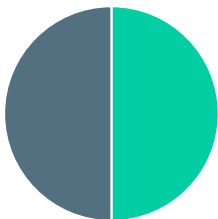
12%  
Financial  
support

Note: This graphic presents all answers that were given by more than 10% of the respondents.

# Demographics

The graphs below depict the demographic breakdown of the 660 respondents. Each graph includes percentages, as well as the frequency in parentheses.

## Gender

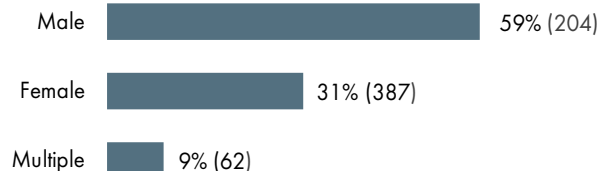


● Male: 50% (330)  
● Female: 50% (330)

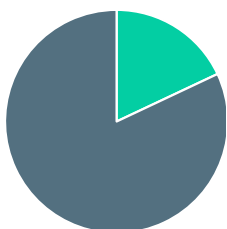
## Age



## Head of household

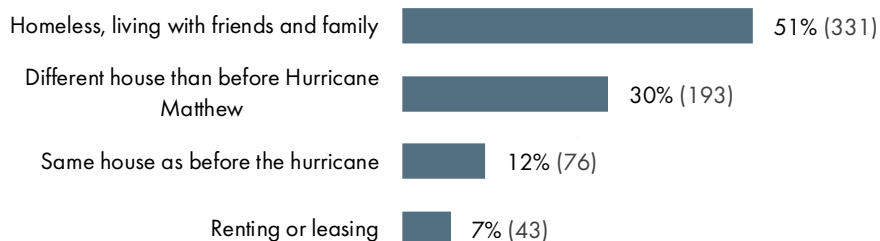


## Respondents with a disability

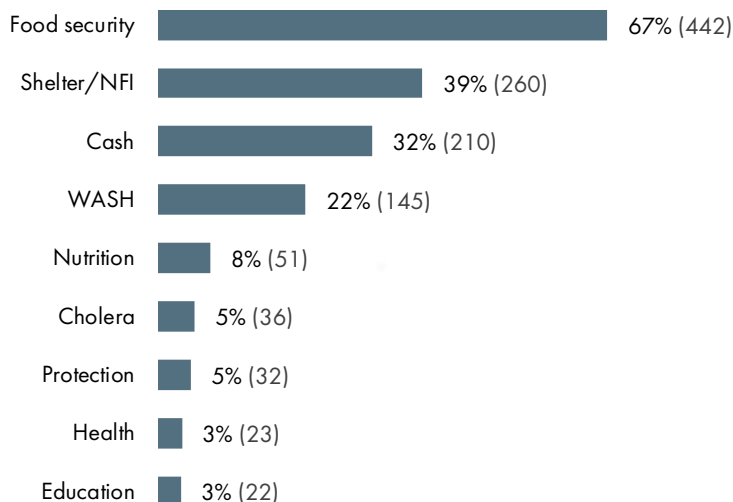


● No: 82% (544)  
● Yes: 18% (166)

## Type of accommodation



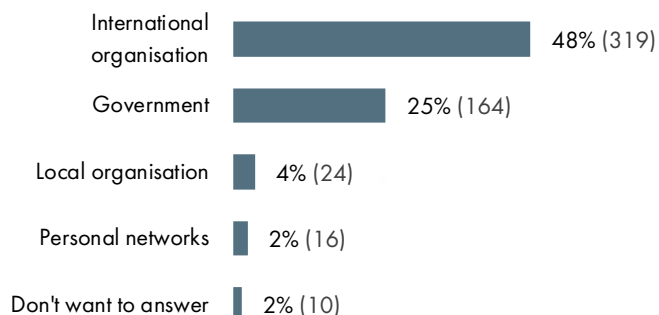
## Services received\*



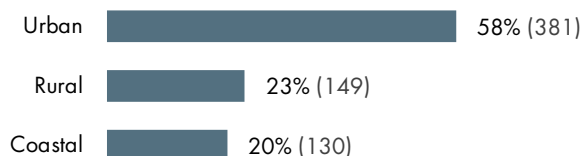
Note: Percentages do not total 100, because respondents were able to give multiple answers.

\*As identified by those surveyed

## Aid providers \*



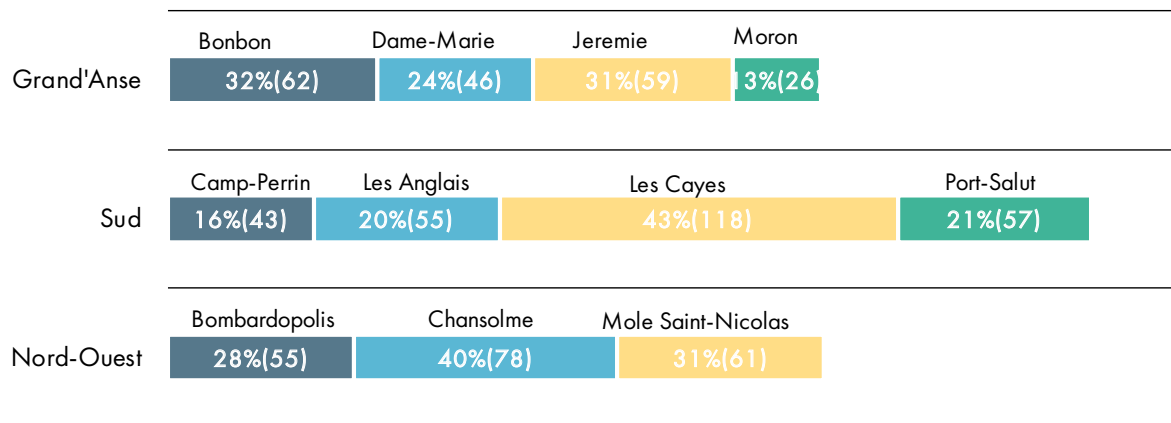
## Zone



## Department



Commune



# Section 2: Survey of 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 bar charts indicate the percentage and frequency with answers pertaining to a particular theme. For these charts, percentages do not always total 100% because respondents were given the option to provide multiple answers.

## Sample

Data was collected between 1 November and 12 December 2018 using an online survey tool to survey 166 humanitarian staff members working in Haiti 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 mean scores

● 2017 ● 2018

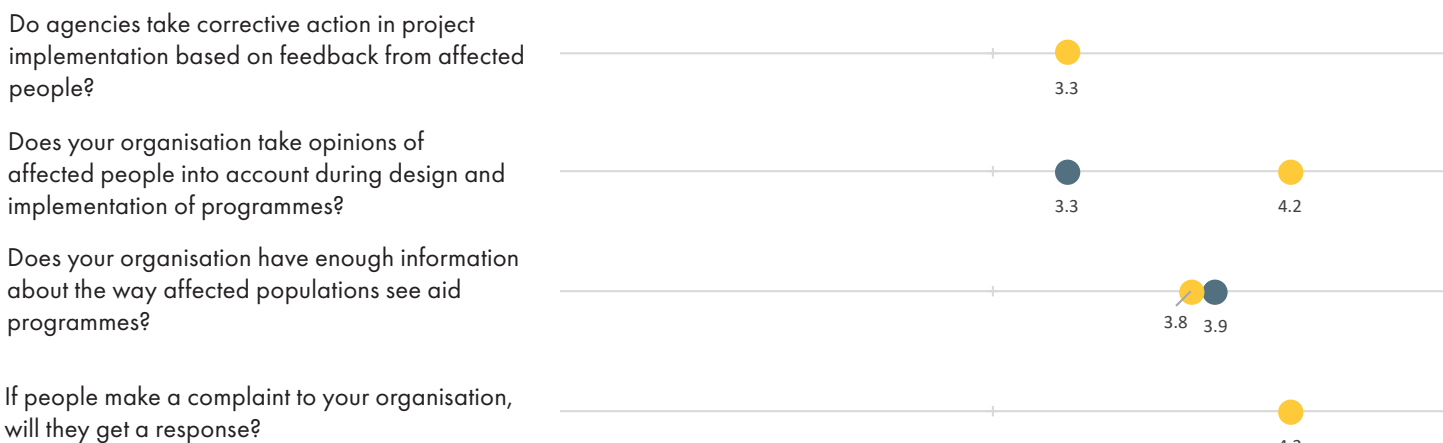
Negative Positive

1 2 3 4 5

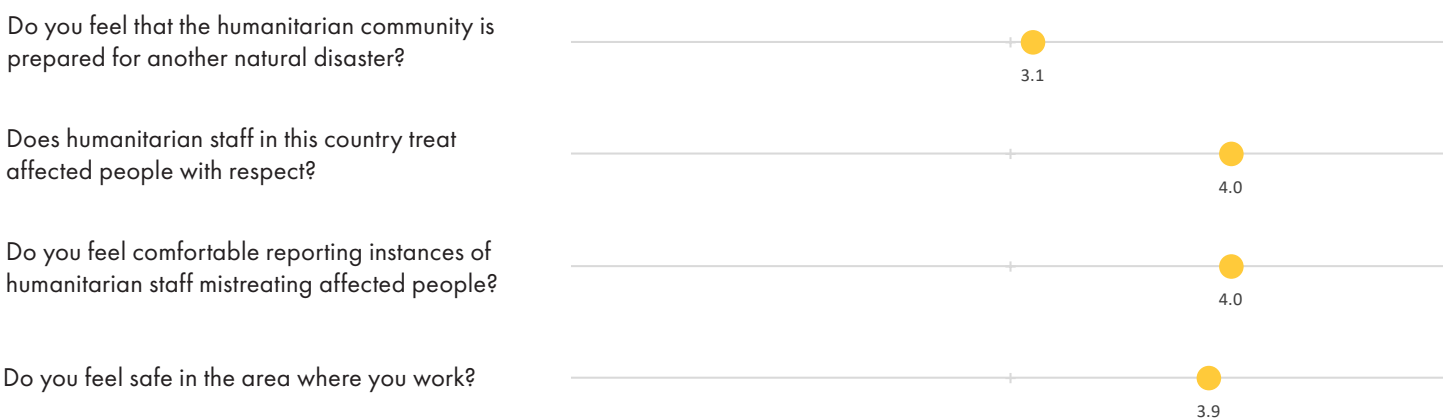
## Humanitarian services



## Communication and engagement



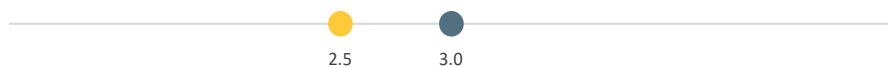
## Protection and preparation



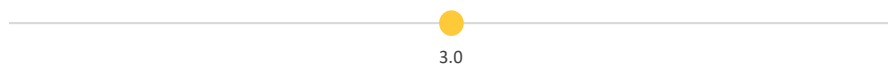


### Localisation

Do local and national aid providers receive sufficient support in this country?



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

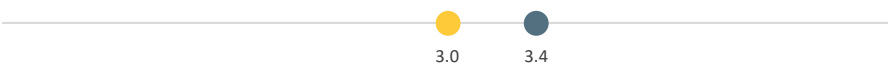


### Coordination

Are there sufficient coordination efforts between humanitarian organisations?



Do humanitarian and development actors work together effectively in Haiti?



### Relationship with donors

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



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



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



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



19%

of those surveyed have already reported instances of mistreatment.



79%

think that joint donor visits are better than individual ones.



85%

indicated that their organisations regularly conduct joint need assessments with other organisations.



71%

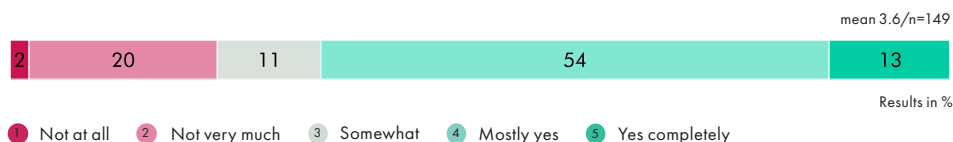
estimate that their organisation shares logistical assets with other humanitarian organisations.

# Survey questions

## Humanitarian services

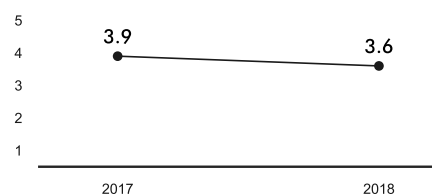
### Q1. Relevance

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



The majority of humanitarian staff in Haiti believe that humanitarian action in Haiti responds to the most important needs of those affected. This stands in stark contrast to the responses given by the affected population, where 51% responded negatively to the question of whether the aid provided meets their most important needs.

### Trend in mean scores



Note: 9% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

Aid providers working with rural populations



Aid providers working with urban populations

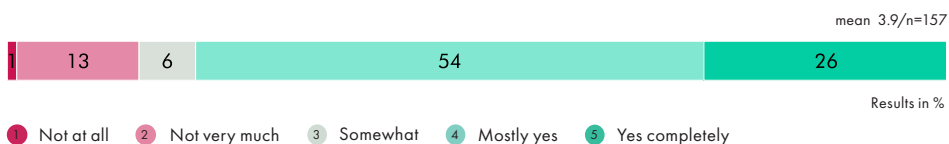


1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

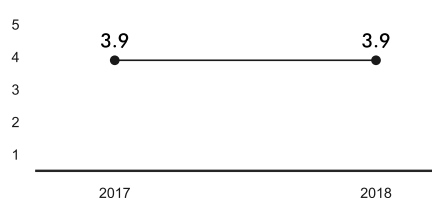
Humanitarians working with affected people in rural areas and those working with affected people in urban areas hold similar beliefs regarding the relevance of the aid they deliver. However, this consensus is not reflected in the perceptions of those affected, where the rural population is much more negative than its urban counterpart. When asked the same question, 74% of those in rural areas expressed negative views, in contrast to only 38% in urban areas.

### Q2. Fairness

Does aid provision go to those who need it most?



### Trend in mean scores



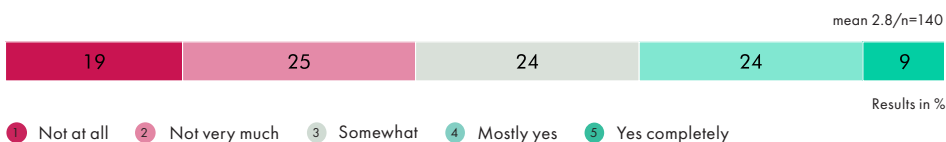
Suggestions for improvement from humanitarian staff:



In rural areas, access modalities are not adequate and co-operation with local actors is not sufficient. One should work with churches, local transport, etc. [to gain access to rural areas].

### Q3. Cash assistance

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



“Give a man a fish and you feed him for a day. Teach a man to fish and you feed him for a lifetime.” This old proverb was used by one of the respondents to explain their negative response to the question. Indeed, many respondents explain that cash can serve to reinforce dependency among the affected population on aid. The lack of long-term perspective has been criticised by humanitarian staff, especially when cash is being used during non-emergency phases. This may explain the increasingly negative perception of the relevance of cash aid, in comparison to 2017.

#### Suggestions for improvement from humanitarian staff:

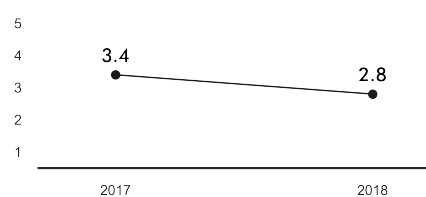


(1) Encourage cash for work; (2) Develop the macroeconomic climate in the country.



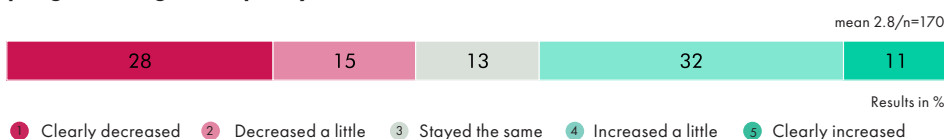
Carry out actions [e.g. cash transfers] that can contribute to the resilience (preparedness) of families, such as building and repairing homes or other such actions.

#### Trend in mean scores



Note: 15% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

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



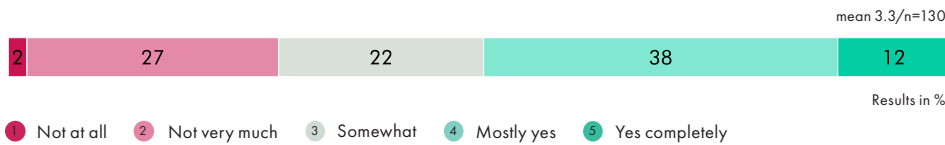
Note: 31% of those surveyed indicated that their organisation did not have cash-based programmes. As a result they have been excluded from the graph.



# Communication and engagement

## Q4. Corrective action

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



Note: 21% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

### Suggestions for improvement from humanitarian staff:



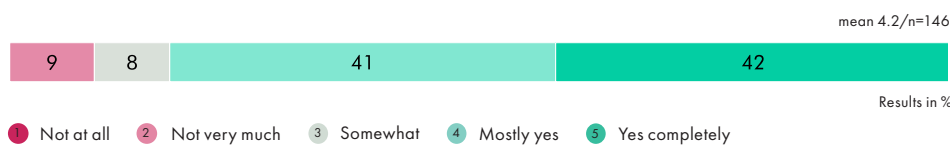
A shared mechanism for feedback and complaint management that can make providing feedback easier and more effective for affected people. The system could channel information directly to the relevant actors and a follow-up could be carried out at an intersectoral level.



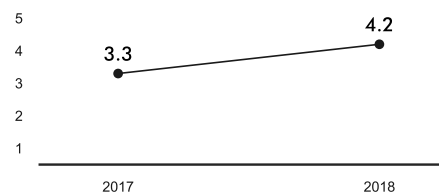
Donors should have higher expectations in relation to accountability and complaint management mechanisms.

## Q5. Participation

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



### Trend in mean scores

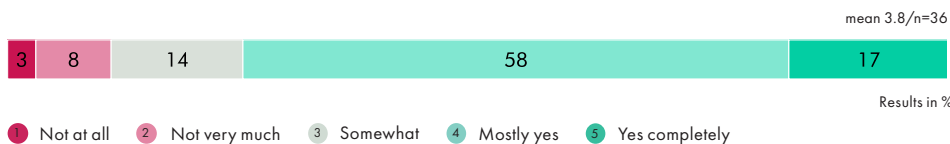


Humanitarian staff believe affected communities have a say in the decisions taken during the design and implementation stages of humanitarian programming. Affected populations, on the other hand, are more negative in this regard, with 51% indicating that their opinions do not influence aid programming.

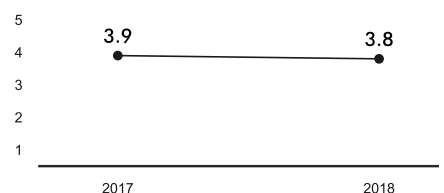
Note: 11% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

## Q6. Information

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

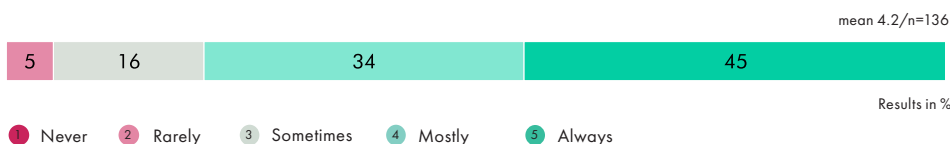


### Trend in mean scores



## Q7. Complaints mechanisms

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



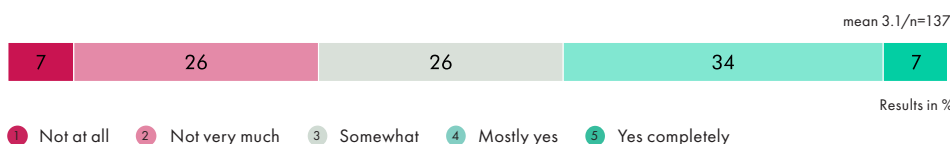
Note: 17% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

On this issue, the perception of humanitarian staff differs significantly from the perception of the affected population. Whilst the majority of humanitarian staff believe that their organisation will respond to a complaint, 85% of those affected assume that the contrary is true.

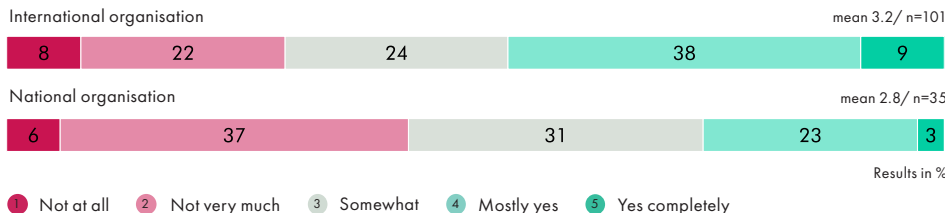
## Protection and preparedness

### Q8. Preparedness

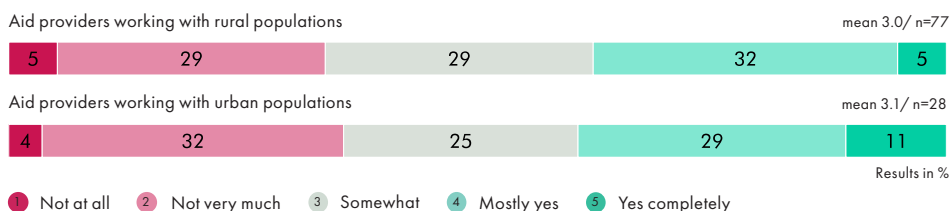
Do you feel that the humanitarian community is prepared for another natural disaster?



Note: 16% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.



International organisations consider themselves better prepared to respond to a natural disaster than local organisations. This can be explained in part by the lack of direct funding received by local organisations, which prevents them from responding to natural disasters as first responders.

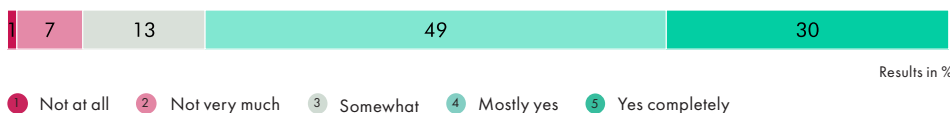


Whilst there is no notable difference between the perception of staff working with rural populations and those working with urban populations, the survey of affected populations revealed that, in the eventuality of a natural disaster, those living in rural areas feel much less prepared than those living in urban areas.

## Q9. Respect

### Do humanitarian staff in Haiti treat affected people with respect?

mean 4.0/n=155

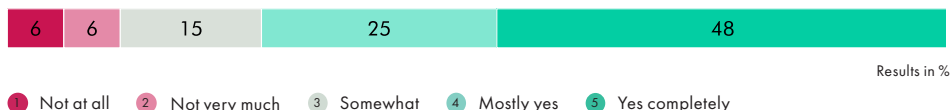


Note: 5% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

## Q10. Reporting mistreatment

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

mean 4.0/n=134



Note: 18% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

#### International organisations

mean 4.2/ n=95



#### National organisations

mean 3.6/ n=38



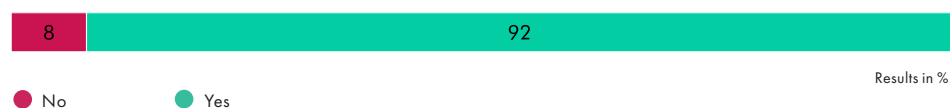
1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Staff working for local organisations are less comfortable reporting abuses of affected people than staff working for international organisations.

Follow-up question for those having reported instances of mistreatment (Q10):

### Would you be more comfortable reporting instances of abuse or mistreatment through an independent complaint mechanism?

n=25



### Have you reported instances of mistreatment?

n=136

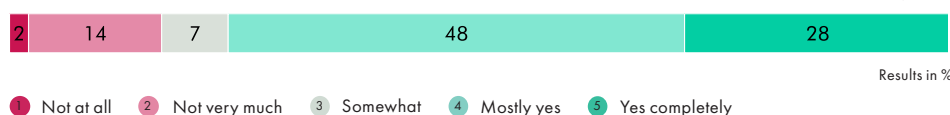


Note: 17% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

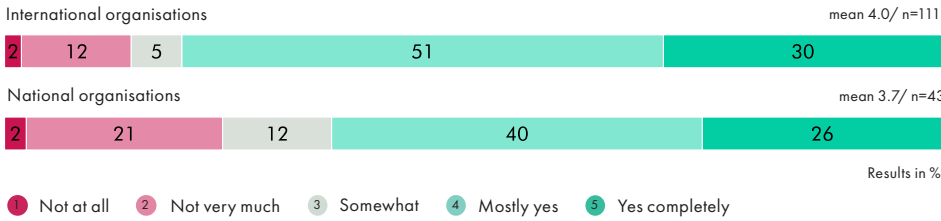
## Q11. Safety

### Do you feel safe in the area where you work?

mean 3.9/n=155



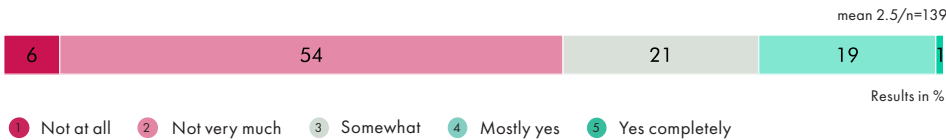
Note: 5% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.



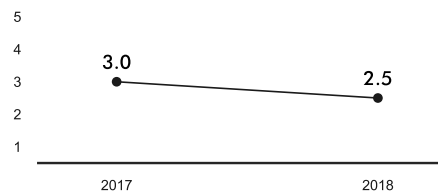
# Localisation

## Q12. Localisation

Do local and national aid providers receive sufficient support in this country?



### Trend in mean scores



The majority of humanitarian staff believe that the localisation agenda still requires considerable progress in Haiti. Even more, perceptions are largely more pessimistic than in 2017. The respondents argue that the lack of trust placed in local organisations by donors results in a lack of direct funding, which in turn results in a lack of capacity to respond directly to natural disasters. A few respondents also mentioned a lack of support for local organisations from the Haitian Government.

Note: 15% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

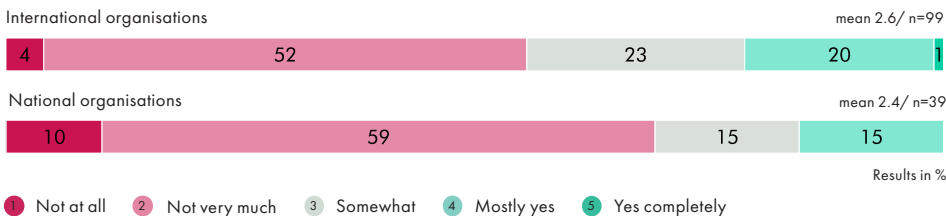
### Suggestions for improvement from humanitarian staff:



Greater financial, human and material resources should be provided to strengthen local organisations during the preparation phase. During this phase, the focus should be on training local community leaders on issues relating to the humanitarian programme cycle and accountability. For example, training concerning international guidelines, formulation of objectives and indicators, reports on financial eligibility.



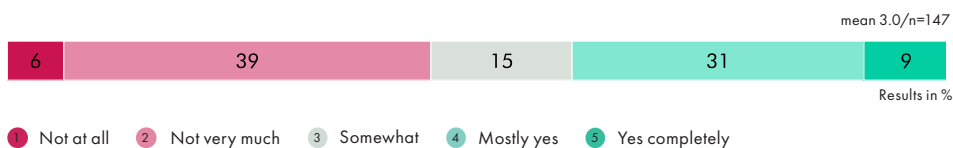
International organisations could act as guarantors for the national organisations they routinely work with to ensure that they receive appropriate funding.



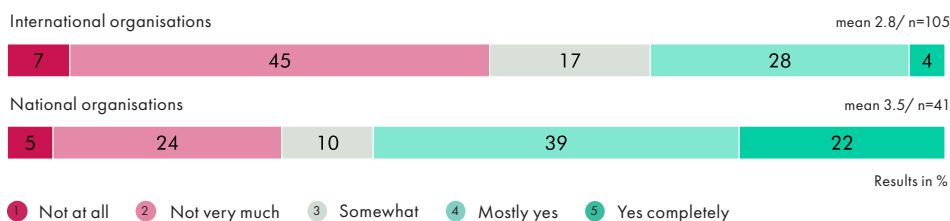
Local and international staff share very similar views on this issue.

## Q13. Local capacity

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

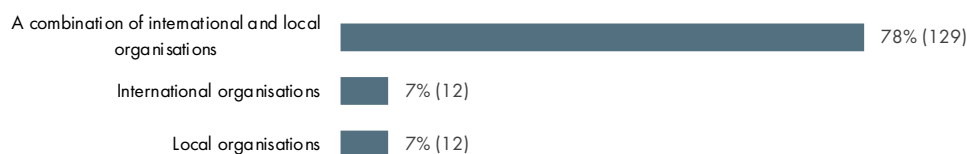


Note: 10% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.



## Q14. Aid providers

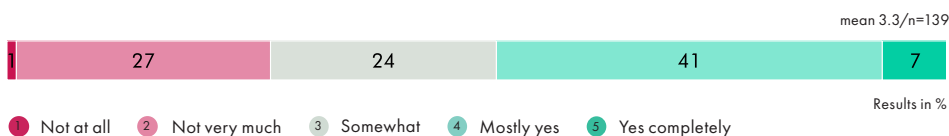
Who is better placed to provide aid in this country?



## Coordination

### Q15. Humanitarian coordination

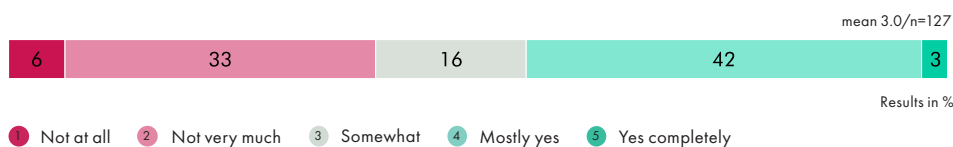
Are there sufficient coordination efforts between humanitarian organisations?



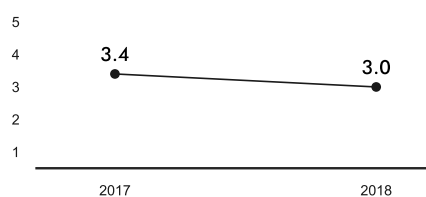
Note: 15% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

### Q16. Humanitarian-development nexus

Do humanitarian and development actors work together effectively in Haiti?



Trend in mean scores



Note: 22% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

## Q17. Joint needs assessments

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



Note: 29% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

## Q18. Logistical asset sharing

Does your organisation share logistical assets (cars, security, etc.) with other humanitarian organisations?

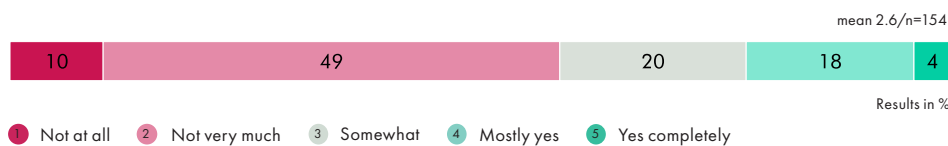


Note: 35% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

# Relationship with donors

## Q19. Durable solutions

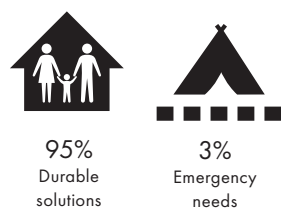
Is there an adequate balance between funding for emergency needs and funding for durable solutions?



Note: 7% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

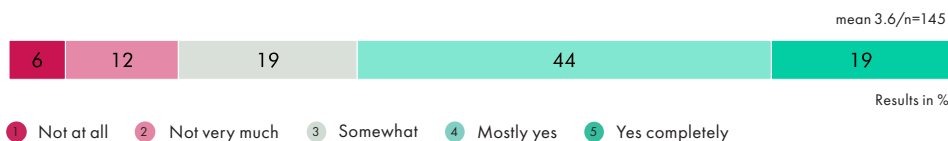
Follow-up question for those who do not believe that there is not an adequate balance between funding for emergency needs and durable solutions (Q20):

Which area needs more funding? (n=119)



## Q20. Reporting requirements

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



### Trend in mean scores



Note: 12% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

## Suggestions for improvement from humanitarian staff:



Donors are asking for humanitarian actors to coordinate their activities, but they do not give the impression that they are coordinating themselves at a national level.



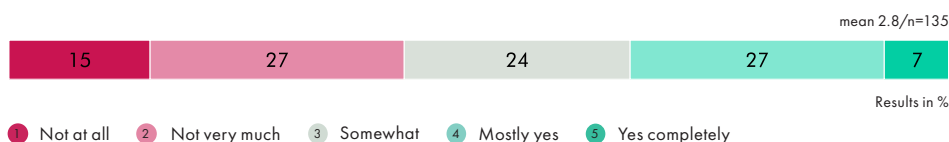
There is a need to accept reports in the working language of the country of intervention.



Consider use of harmonised indicators. This should form the basis of all reports. Another way to simplify reporting is to avoid projects that require co-funding. Because this way of working represents a real headache for NGOs who often are subject to different project timelines.

## Q21. Donor requirements

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



Note: 18% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

## Q22. Donor visits

Are joint donor visits better than individual ones?



Note: 42% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

## Q23. Funding

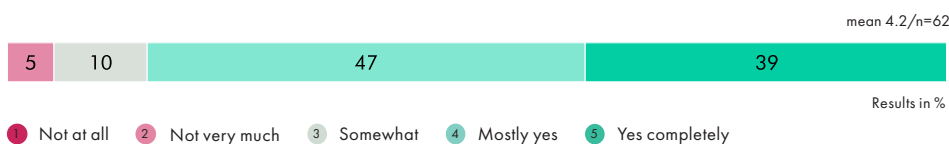
Does your organisation obtain multi-year funding?



Note: 40% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

Follow-up question for those who obtain multi-year funding:

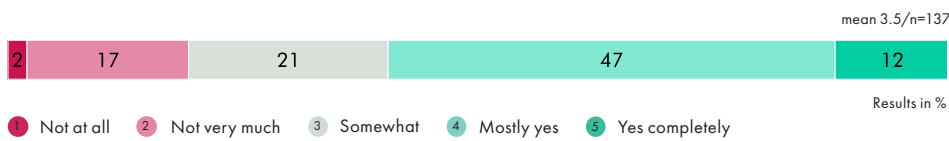
To what extent does this contribute to better results?



Note: 6% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

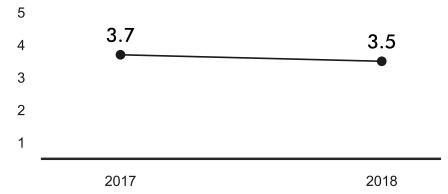
## Q24. Flexibility

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



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

### Trend in mean scores



Note: 16% of those surveyed chose not to answer this question. As a result, they have been excluded from this chart.

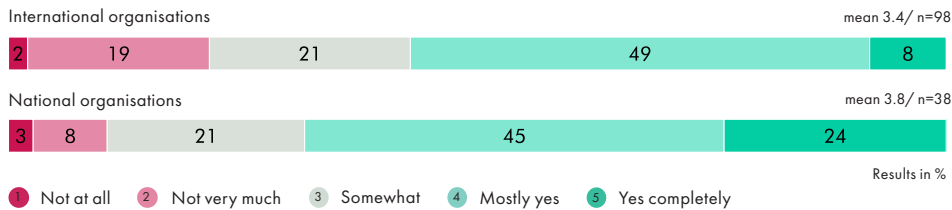
### Suggestions for improvement from humanitarian staff:



Donors should be able to release funds quickly through simplified procedures.



Donors should be required to undertake field visits to meet local authorities. The objective is to sit them around a table and for everyone to understand the operational requirements and realities of the other.

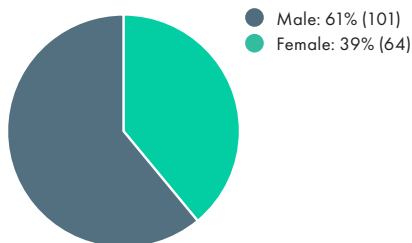




# Demographics

The graphs below depict the demographic breakdown of the 166 respondents. Each graph includes percentages, as well as the frequency in parentheses.

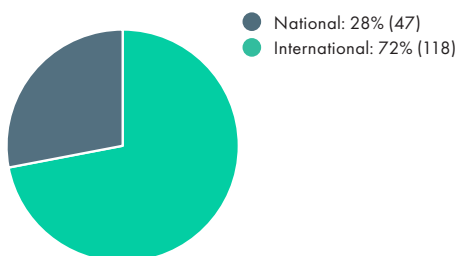
## Gender



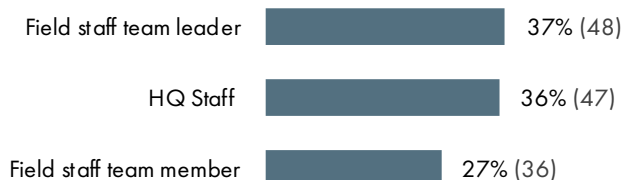
## Age



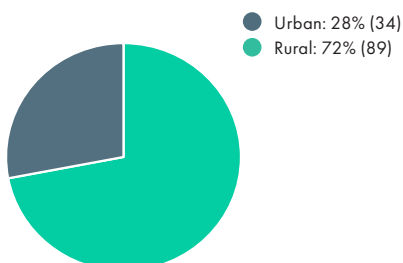
## Type of organisation



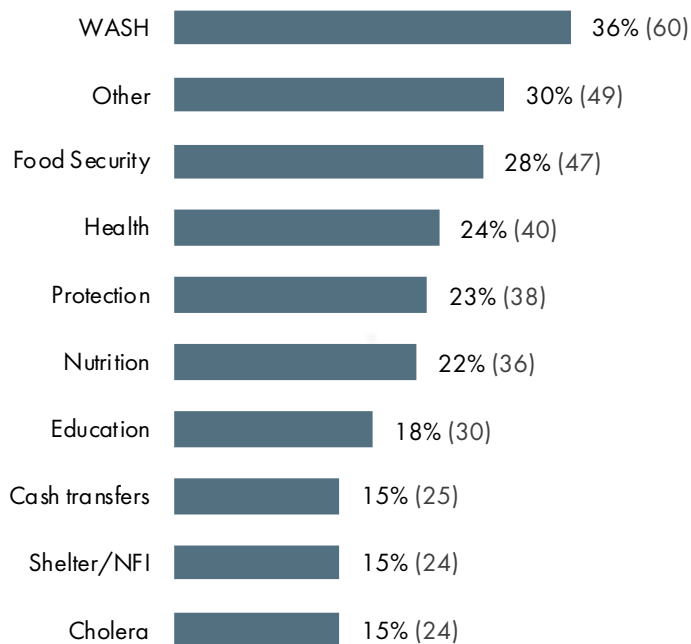
## Role



## Zone



## Services provided



Note: Percentages do not total 100, because respondents were able to give multiple answers.

# Annex: Notes on methodology

## Sampling methodology

### Affected people

The sampling strategy for Haiti kept in mind which departments were worst hit by Hurricane Matthew, the humanitarian presence on the ground and the numbers of targeted population as defined by the humanitarian community. As the data should also be comparable to last year's survey results, the departments and communes chosen in last year's sample were an important determinant in this year's sampling strategy.

Information on humanitarian presence was obtained by using the map Haiti: Presence Physique published by OCHA in August 2018<sup>2</sup> and the figures on targeted population were extracted from the 2018 HRP.<sup>3</sup>

Based on these figures, the regions of South, Grand'Anse and North-Ouest were chosen as a sample for this survey. Among the areas worst hit by Hurricane Matthew, they have the highest humanitarian presence on the ground. The HRP identifies sufficiently high numbers of targeted populations: 178,000 in South, 125,000 in Grand'Anse and 111,000 in North-Ouest. These are also the departments included in the sample of last year's survey. It is important to note that last year's sample also included the department of Nippes but based on the criteria above this department was omitted from the sample this year.

The sample sizes for each department were based on a representative sampling methodology, based on the figures of the targeted population detailed in the HRP. As a result, the percentages of the total sample size are: 43% of the sample is in South, 30% in Grand'Anse and 27% in North-Ouest. The communes selected and their proportional sample sizes were the same as in last year's sample for consistency and comparability purposes. They represent a mix of urban, rural and coastal areas.

Actual numbers of people surveyed, in total and per commune, vary somewhat from the original sampling strategy due to a practical constraint on the ground. In total, 660 responses were recorded by enumerators on the ground. This will be explored in the challenges and limitations section below.

A gender split of 50-50 was selected since the sex ratio stands at 0.98 male(s) to one female for Haiti.<sup>4</sup>

### Humanitarian Staff

Thirty-six organisations were approached and asked to participate in the survey. Both, international and national organisations were contacted. Eighteen organisations participated and distributed the online survey among a convenience sample of staff. They were asked to send the survey link to all their staff, including those in field, evaluation, administration, logistics and finance.

2 OCHA, Haiti: Présence Physique au 13 aout 2018 (Geneva: OCHA, 2018)

3 OCHA, Haiti: 2017-2018 Revised Humanitarian Response Plan – January-December 2018 (Geneva: OCHA, 2018)

4 "The World factbook: Haiti," accessed /08/18, <https://www.cia.gov/library/publications/the-world-factbook/geos/ha.html>

## Question formulation

Questions for both the affected people and staff survey were formulated using the Grand Bargain commitments as a framework. We look at whether there is a shift from what the Grand Bargain describes as a supply-driven model dominated by aid providers to one that is more demand-driven, with the aid system becoming more responsive to the people it sets out to serve.<sup>5</sup> We also probe people's views on whether they see progress in going beyond meeting basic needs to creating self-reliance and restoring opportunity.<sup>6</sup>

## Data disaggregation

### Affected people survey

Data is disaggregated by department, commune, gender, age, type of accommodation, household size, number of dependents, head of household gender and disability. The analysis in the report 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.

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

Data is disaggregated by type of organisation and role in the field. 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.

## Language of the survey

### Affected people survey

This survey was conducted in Creole.

### Humanitarian staff survey

This survey was conducted in French and English.

## Data collection

### Affected people survey

Le Fonds de Parrainage National, an independent data collection company contracted by GTS, collected data between 18–29 September 2018. Interviews were conducted face-to-face with 660 individuals in the departments of South, Grand'Anse and North-Ouest.

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<sup>5</sup> "The Grand Bargain – A Shared Commitment to Better Serve People in Need". Istanbul, Turkey, 23 May 2016. P.2

<sup>6</sup> Ibid

Face-to-face surveys with affected people were conducted in Haiti last year, and the same set of questions used for that survey are supplemented by additional follow-up questions in this year's survey.

### Humanitarian staff survey

The humanitarian staff survey was administered online.

## Challenges and limitations

GTS is committed to ensuring that data collection adheres to rigorous ethical and methodological standards. GTS worked closely with Le Fonds de Parrainage National, our data collection partner, throughout survey design and development and sample strategy design. We developed data collection guides, training materials and survey translations to ensure that our approach was contextually and culturally appropriate. The GTS team went to Haiti in September 2018 to set up the survey instruments, oversee enumerator training, shadow data collectors and ensure the quality of data collection. During this process and further discussions with Le Fonds de Parrainage National, the following challenges and limitations were noted:

### Affected people

#### Access and availability

As the survey was conducted during working hours, the sample did not capture the perception of the population working in formal employment. These make up a limited share of the Haitian economy,<sup>7</sup> but capturing their points of view on humanitarian aid would add an interesting perspective.

Male participants were harder to track down during working hours. This made it more difficult for enumerators to adhere to the 50-50 gender split and required them to find locations where a lot of men were spending their daytime, such as markets, fields, etc.

It was much more difficult to reach the target sample in urban areas, where enumerators found fewer people with the time to complete the survey. This resulted in sample targets being reached in rural and coastal areas, but urban areas falling marginally short of their original target sample.

#### Finding aid recipients

In some regions, especially the department of North-Ouest, enumerators found it difficult to find aid recipients that have received aid in the past 12 months. This can be explained by two reasons: 1) The number of aid programmes had diminished since Hurricane Matthew struck; 2) Aid programmes have become more targeted since Hurricane Matthew; 3) People denying that they had received aid in the past year out of fear that they would not receive it again.

In the first explanation, it would be helpful to get more information on where aid has been provided when devising the sampling strategy. For the second, enumerators need to be trained to respond when faced with this scenario, reiterating that GTS is an independent organisation and their answers will not inform whether they will receive aid.

#### Perceptual data

Gathering perceptual data is a vital first step in closing the accountability gap, empowering affected people to be part of the decisions that govern their lives, building relationships with communities and localising knowledge.



Bonbon, Grand'Anse

<sup>7</sup> Formal employment made up 13% in 2015 according to a World Bank report: 'Haiti: Towards a new narrative'.

Nonetheless, it is evident that the collection of perceptual data is not a blueprint for correcting the humanitarian system and should, therefore, not be seen in isolation, but as complementary to other monitoring and data evaluation approaches. In the end, it is only worth as much as it is accepted and acted upon by the humanitarian community.

## **Humanitarian Staff**

### **Survey fatigue**

Responses from participants were initially low and several reminder emails had to be sent in order to reach statistically significant response figures. This highlights the importance of closing the loop and keeping participants informed of the results of the survey.

**For more information about GTS surveys in Haiti, please contact Nick van Praag (Executive Director - [nick@groundtruthsolutions.org](mailto:nick@groundtruthsolutions.org)) or Isabella Leyh (Senior Programme Analyst - [isabella@groundtruthsolutions.org](mailto:isabella@groundtruthsolutions.org)).**



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