



Uganda • Strengthening accountability to affected people

Introduction

Hosting more than one million refugees, Uganda is the third largest refugee hosting country globally.¹ According to UNHCR, there are currently 1,362,269 people seeking refuge in Uganda. South Sudanese make up the largest share of the refugee population in Uganda (854,859), followed by Congolese (389,276) and people from Burundi (44,611).²

The sample size for this survey focused on South Sudanese and Congolese nationals, who collectively constitute 92% of the total refugee population in Uganda.³ They are currently concentrated in 15 settlements, of which we selected the top ten to survey.

The sites selected are: Adjumani (Nyumanzi, Baratuku, Elema), Bidibidi (Zone 1 and Zone 3), Imvepi (Zone I and Zone II), Kiryandongo (Ranch 1 and Ranch 37), Palorinya (Belemaling, Chinyi, Morobi), Rhino (Zone 2 – Omugo, Zone 3 - Ocea), Kyaka II (Byabakora, Kakoni, Mukondo), Kyangwali (Kirokole, Maratatu A, Maratatu B), Nakivale (Base Camp), and Rwamwanja (Base Camp, Kaihora, Nkoma).

Together, these locations host over 90% of the targeted refugee population. The total sample for this survey is 1,511, with 71% of respondents from South Sudan (1,070) and 29% from the Democratic Republic of Congo (441). To better understand how refugees perceive the aid provided, only people who reported having received humanitarian assistance in the past 12 months were included in the survey.

Top line findings are presented in the body of the report. Site-specific and other breakdowns are presented in the Annexes.

This bulletin presents an overview of findings based on Ground Truth Solutions' survey with Congolese and South Sudanese refugees in Uganda who have received aid and support from humanitarian organisations in the last 12 months. It is the third such survey, the first took place in 2017 and the second in 2018. With support from the UK Department for International Development (DFID), the scope of the project has increased this year to include refugees from the Democratic Republic of Congo (DRC)⁴ and to cover the top ten settlements⁵ in which refugees live.

The survey design and analysis has been informed by the five pillars of the Office of the Prime Minister's Comprehensive Refugee Response Framework (CRRF), which focus on (i) admission and rights, (ii) emergency response and ongoing needs, (iii) resilience and self-reliance, (iv) expanded solutions, and (v) voluntary repatriation.⁶ This ensures that the feedback from affected people can be used to track the comprehensive refugee response. Survey design integrated feedback from key aid actors in-country.

¹ UNHCR, 2019 Global Trends Report, www.unhcr.org/5d08d7ee7.pdf.

² UNHCR, Uganda Comprehensive Refugee Response Portal, 31 October 2019, <https://data2.unhcr.org/en/country/uga>.

³ Ibid.

⁴ In the surveys conducted in 2017 and 2018, only refugees from South Sudan were included.

⁵ The top two refugee settlements (Bidi Bidi and Kiryandongo) were covered in 2017, and the top three refugee settlements (Bidi Bidi, Kiryandongo, and Rhino) were surveyed in 2018.

⁶ UNHCR, Uganda Country Refugee Response Plan: The integrated response plan for refugees from South Sudan, Burundi and the Democratic Republic of Congo, January 2019–December 2020, revised in March 2019.

Executive summary

- Overall, **the refugees surveyed view their relations with Ugandan locals and aid workers positively**, saying they feel welcome in Uganda and treated with respect by humanitarian workers.
- **Building on this positive relationship, communication between aid providers and refugees could be more open and robust.** Currently, just over half of the refugees interviewed say they are able to provide feedback to humanitarian staff, and only a minority is aware of what assistance they are eligible to receive. Around half of the respondents feel that aid is unfairly distributed.
- **Refugees consider the aid received insufficient to meet their most important needs, so it is perhaps not surprising that they are also pessimistic about achieving self-reliance.** Less than a quarter feel that their life prospects in Uganda are improving. While a clear majority points to the need for livelihood opportunities to strengthen their sense of self-reliance, three-quarters of respondents say they lack access to such opportunities.
- Almost everyone in our sample has been allocated land, and many consider it too small or not fertile enough, which is reflected in the high percentage of people (79%) who say they are dissatisfied with the land they have received.
- **Refugees surveyed would appreciate more support from humanitarian actors when it comes to making decisions about returning to their countries of origin.** Similarly, internal movement within Uganda and opportunities to migrate to a new country are areas in which refugees say they lack guidance from humanitarian agencies or other actors.

South Sudanese refugees respond more positively on most topics

- **With the inclusion of Congolese refugees in the survey sample this year, we see that they are more negative on almost all fronts, as compared to refugees from South Sudan.** The Congolese refugees surveyed consider the aid they have received less sufficient to meet their most important needs and also find aid distribution less fair.
- **Aid recipients from the DRC are also less aware of their rights as refugees in Uganda than refugees from South Sudan**, and most do not know how to exercise their right to provide feedback to humanitarian agencies on the assistance they have received, nor how to report instances of abuse or mistreatment. This is concerning, as **Congolese refugees also feel less safe than South Sudanese refugees in both their day-to-day lives and when accessing humanitarian assistance.**
- Despite these more negative views, Congolese refugees feel relatively welcome in Uganda and also better supported regarding questions around returning to their home country, as compared to refugees from South Sudan.

Notable regional differences

- **There are notable regional differences in refugee perspectives between the ten settlements. Kyaka II settlement scores lowest on several fronts**, as the refugees surveyed there feel least respected and least able to participate in decisions about humanitarian assistance, to give feedback on the assistance received, or to report potential instances of abuse or mistreatment by aid providers.
- **Similarly, refugees in Kyaka II settlement are the most dissatisfied with the aid provided and the way aid is targeted, saying assistance does not meet their needs or go to those who need it most.** Furthermore, refugees in this settlement perceive access to education to be lowest, which seems to confirm the challenging funding situation, which provides for only one secondary school for refugees in this settlement.⁷

- **In contrast, refugees surveyed in Imvepi settlement are the most positive on several topics**, including feeling safest when accessing humanitarian assistance. Similarly, the refugees we spoke to in Imvepi settlement are most aware of their rights as refugees and also say these rights are respected.

Only minor changes amongst the communities surveyed last year

- While the sample size for this survey round was considerably larger than in previous years, our analysis includes a comparison over time among those locations that have been included in all three survey rounds to date (2017, 2018, and 2019). **This comparison shows that, similarly to the two previous rounds, South Sudanese refugees in Bidi Bidi, Kiryandongo, and Rhino settlements say they feel largely respected by humanitarian staff.** However, they note feeling increasingly unsafe in their day-to-day lives and less welcomed by the host community than in previous years.
- Over the past three years, **the South Sudanese refugees interviewed in these settlements have been consistently negative about their ability to achieve self-reliance and their prospects for the future.**

Questions relevant to CRRF pillar 1: admission and rights

Summary findings

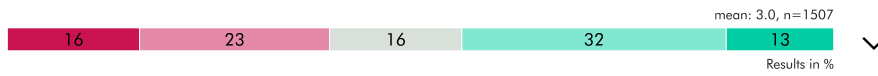
Do aid providers treat you with respect?



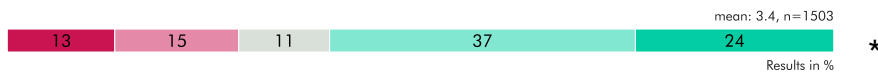
Do you feel welcomed by the host community?



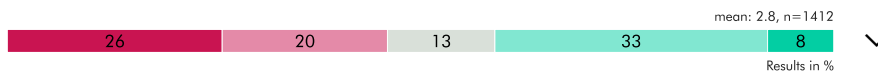
Do you feel safe in your day-to-day life?



Do you feel safe when accessing aid or services?



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



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

Changes in responses since 2018

- ∧ Increase in mean score of 0.5 or more **or** increase in "yes" responses by more than 10%
- ∧ Increase in mean score of less than 0.5 **or** increase in "yes" responses by 5-10%
- = No change in mean score **or** change in "yes" responses by less than 5%
- ∨ Decrease in mean score of less than 0.5 **or** decrease in "yes" responses by 5-10%
- ∨ Decrease in mean score of 0.5 or more **or** decrease in "yes" responses by more than 10%
- * This question was added since the previous round

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

Admission and rights: key findings

Aid recipients tend to feel respected by humanitarian staff, with the mean score for this question the same as it was in 2017⁸ and 2018⁹. South Sudanese refugees in Bidi Bidi, Kiryandongo, and Rhino settlements have largely maintained the same perspective on this question over the past three years. Respondents in Kyaka II are the most negative, with a majority of 52% saying they do not feel respected by humanitarian staff.

Most of the people interviewed (54%) still say they feel welcomed by Ugandans. REACH's most recent Multi-Sector Needs Assessment (MSNA) also shows that the majority of respondents rated their relations with the local host community as "good" or "very good".¹⁰

The main reasons cited by the 31% who say they feel unwelcome are conflict over resources, verbal harassment, general resentment of refugees, and physical abuse. This is in line with a recent Overseas Development Institute (ODI) study¹¹ indicating increased tension between refugees and the host community in Uganda, which is driven by the depletion of natural resources.

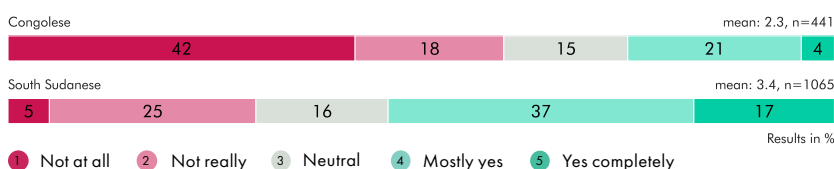
Refugees are divided on whether they feel safe in their everyday lives, with significant variance depending on the region, their country of origin, and their disability status.

The Vulnerability and Essential Needs Assessment (VENA) findings on people's feelings of safety in their homes (as opposed to their everyday lives) indicate that over 90% of people say they feel safe.¹²

REACH's most recent MSNA also indicates a majority of 78% who say they feel "good" or "very good" when asked: "How would you rate the safety and security of your household in your current location?"¹³

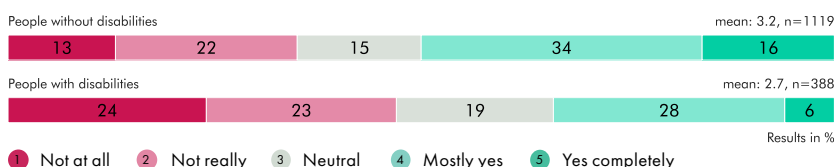
Adjumani and Bidi Bidi are the only two settlements where the majority of refugees report feeling safe. South Sudanese refugees feel safer (with 54% responding positively) than Congolese refugees (with 25% responding positively).

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

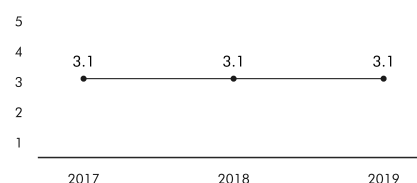


Around one-third (34%) of those with a disability feel safe, while a majority of 50% of those without a disability feel safe.

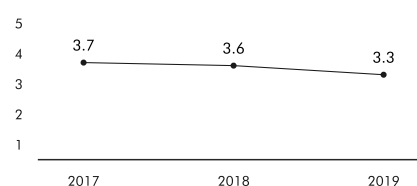
Do you feel safe in your day-to-day life?



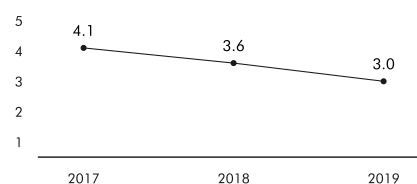
Do aid providers treat you with respect?*



Do you feel welcomed by the host community?*



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



⁸ Ground Truth Solutions, Survey of affected people & field staff in Uganda, January 2018, www.groundtruthsolutions.org/wp-content/uploads/2018/02/OECD-Uganda_Affected-people-and-staff-survey_January-2018.pdf.

⁹ Ground Truth Solution, Uganda: field perspectives on the Grand Bargain, February 2019, www.groundtruthsolutions.org/wp-content/uploads/2019/10/Grand_Bargain_Uganda_052019.pdf.

¹⁰ REACH, "Multi-Sector Needs Assessment, Uganda, August 2018" (raw data set). The question asked was: "How would you rate the relations of your household with the local (host) community?"

¹¹ L. Poole, The refugee response in northern Uganda: Resources beyond international humanitarian assistance (London: ODI, 2019).

¹² VENA, "Assessment Technical Working Group: VENA Preliminary Findings," November 2019.

¹³ REACH, "Multi-Sector Needs Assessment, Uganda, August 2018" (raw data set).

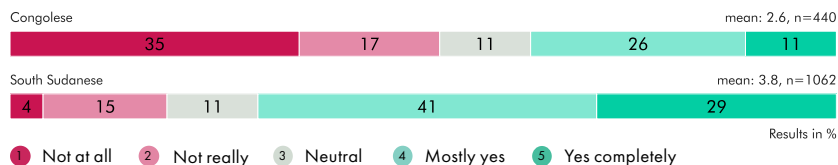
* In 2017, data was collected from South Sudanese refugees in Bidi Bidi and Kiryandongo settlements. In 2018, data was collected from South Sudanese refugees in Bidi Bidi, Rhino, and Kiryandongo settlements. For the sake of comparability, only data collected from South Sudanese refugees in Bidi Bidi, Rhino, and Kiryandongo settlements in 2019 is used in these trend scores.

Refugees say uncertainty about the future as well as lack of access to safe spaces and WASH facilities are the primary reasons they feel unsafe. VENA findings indicate that the reasons refugees feel unsafe in their homes include theft, physical attacks, and domestic violence.¹⁴

The majority of refugees surveyed feel safe when accessing humanitarian assistance, with particularly positive responses in Imvepi, where 92% feel safe. However, only 37% and 17% in Kyaka II and Kyangwali, respectively, feel safe when accessing assistance.

South Sudanese refugees also report feeling safer when accessing assistance (70%) than their Congolese counterparts (37%).

Do you feel safe when accessing aid or services?



Refugees who do not feel comfortable accessing humanitarian assistance cite overcrowding at distribution points, difficulty getting to distributions, and harassment as reasons.

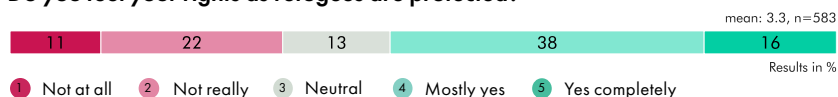
The refugees surveyed report differing levels of awareness of their rights as refugees in Uganda, with 41% saying they know about their rights and 46% saying they do not.

Awareness is strongest in Imvepi, where 68% of refugees say they know their rights, and weakest in Nakivale, where only 3% say they are informed about their rights as refugees.

While 41% of South Sudanese say they know about their rights, only 31% of Congolese refugees say the same. The majority of those who were not allocated land say they do not know about their rights, with only 18% saying they are aware.

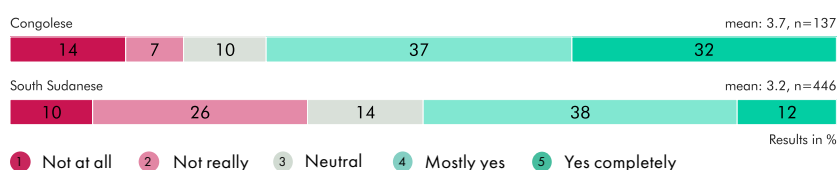
Of the 41% of respondents who say they know about their rights in Uganda, the majority (54%) feel that those rights are protected.

Do you feel your rights as refugees are protected?

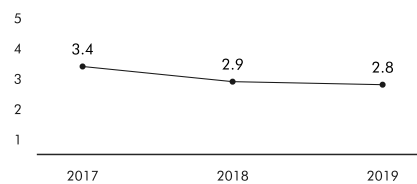


Refugees from the Democratic Republic of Congo are more positive about their rights being protected than refugees from South Sudan.

Do you feel your rights as refugees are protected?



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

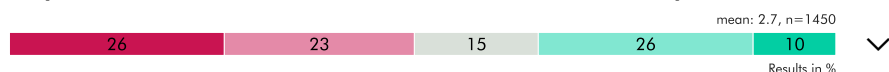


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Questions relevant to CRRF pillar 2: emergency response and ongoing needs

Summary findings

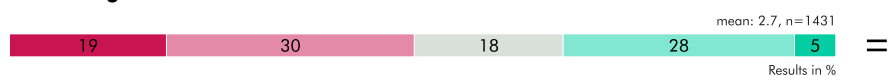
Do you feel informed about the kind of aid/services available to you?



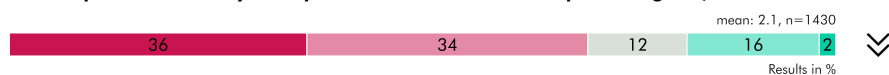
Does the aid/services you receive cover your most important needs?



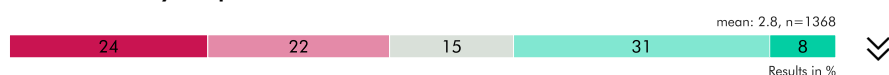
Does aid go to those who need it most?



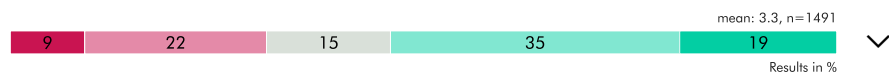
Do aid providers take your opinion into account when providing aid/services?



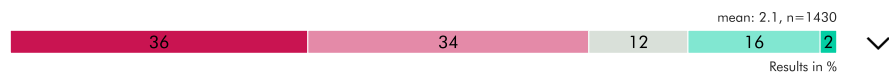
Do you think people in your community feel able to report instances of abuse or mistreatment by aid providers?



Do you feel welcomed by the host community?



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



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

Have you or someone in your household received cash from humanitarian agencies/NGOs in the last 12 months?



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



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



Were you/your household allocated a plot of land for settlement and agriculture?



● No ● Yes

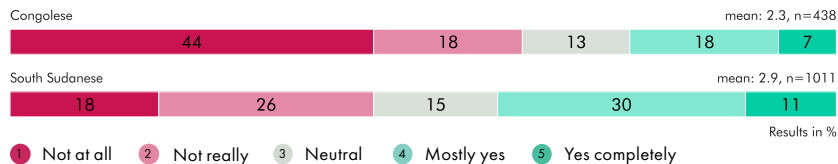
Changes in responses since 2018

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- * This question was added since the previous round

Emergency response and ongoing needs: key findings

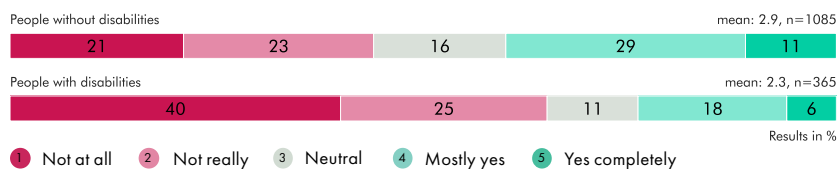
Refugees generally do not feel aware of the assistance to which they are entitled, with almost half (49%) saying they are uninformed. Respondents in Nakivale feel particularly uninformed, with 93% answering negatively. While 41% of South Sudanese refugees report feeling aware of available assistance, only 25% of Congolese refugees say the same.

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



Refugees with a disability report feeling less informed about assistance (24% aware) than those without a disability (40% aware).

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



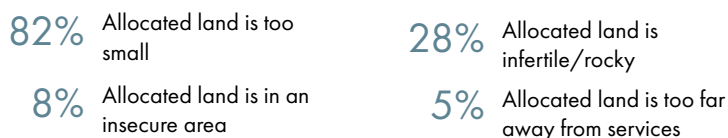
Refugees who feel that they are unaware of the humanitarian assistance available to them say the gaps in their awareness include information about aid distributions, how to be safe in camps, and information on further migration and resettlement.

The vast majority (94%) of respondents say they have been allocated land. This result is similar to the VENA findings, which state that 82% of refugees received land during the cropping season of 2018.¹⁵

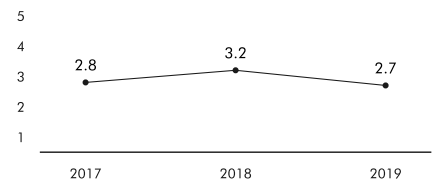
REACH's MSNA shows that while most of the households surveyed (81%) had access to land for cultivation, 57% of those with access said the land was not sufficient to provide food for their entire household.¹⁶

In our survey, of those who received land, most (79%) say they are dissatisfied with the land provided. The most common reasons given were that the land allocated was too small, that it was infertile and rocky, or that it was in an insecure area. Development Pathways' recent study indicates that around 70% of refugees report having insufficient land access, with only 9% having more than half an acre and only 3% having more than one acre.¹⁷

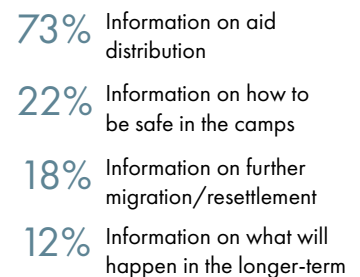
Why are you dissatisfied with the land provided? ** (n=1416)



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



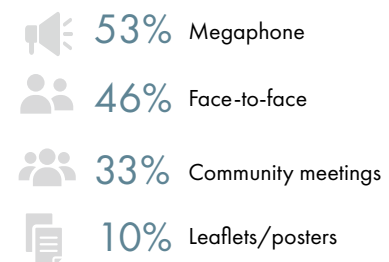
What information do you need? ** (n=713)



Who would you trust most to receive information from? ** (n=1450)



Which channels do you trust most to receive information from? ** (n=1450)



¹⁵ VENA, "Assessment Technical Working Group: VENA Preliminary Findings," November 2019.

¹⁶ REACH, "Multi-Sector Needs Assessment, Uganda, August 2018" (raw data set). The questions asked were: "Did your household have access to agricultural land for cultivation in the most recent harvest/agricultural season?" and "Was the agricultural land your household accessed in the most recent harvest/agricultural season sufficient to provide food for your entire household?"

¹⁷ Development Pathways, Analysis of Refugee Vulnerability in Uganda and Recommendations for Improved Targeting of Food Assistance, April 2018, p. 17.

* In 2017, data was collected from South Sudanese refugees in Bidi Bidi and Kiryandongo settlements. In 2018, data was collected from South Sudanese refugees in Bidi Bidi, Rhino, and Kiryandongo settlements. For the sake of comparability, only data collected from South Sudanese refugees in Bidi Bidi, Rhino, and Kiryandongo settlements in 2019 is used in these trend scores.

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

Most (68%) respondents say the humanitarian assistance they receive is insufficient to meet their needs. In October 2019, the World Food Programme conducted Price Monitoring of the Minimum Expenditure Basket (MEB) in Uganda in all 13 refugee settlements, the same time as the Ground Truth Solution survey.¹⁸ This monitoring showed that a household of five members required 27% more to cover their food and non-food needs in October 2019, in comparison to March 2019. The WFP report highlights the negative impact this was likely to have on household's capacity to cover their essential needs.

In parallel to price increases in food and non-food items in refugee settlements, funding to cover the needs of an increasing number of refugees has been reduced. In 2019, only 40% of UNHCR's funding requirements were met.¹⁹

Those in Kyaka II are most negative, with 90% saying their needs are not very or not at all met.

Asked what needs remain unmet, refugees mainly point to cash assistance, non-food items, food, and health services. In REACH's most recent MSNA, 67% reported that they frequently did not have enough food.²⁰ Development Pathways' recent report also indicated that only 3% of households are food secure, while 60% of households are moderately insecure and 16% of households are severely insecure.²¹

Coping strategies for dealing with insufficient food provision include limiting food sizes, borrowing money, or skipping meals for a full day.²²

The majority of respondents (64%) report that people in their community sell aid items to meet their needs in cash. This is largely in line with the VENA findings, which report that 63% of households say they have sold humanitarian assistance.²³

The VENA survey also finds that some households report food assistance as their most important income source, with 31% saying so.²⁴

Refugees in Bidi Bidi report the highest instance of selling aid items, with 89% saying people in their community do so. South Sudanese refugees are more likely to sell their aid items than Congolese refugees.

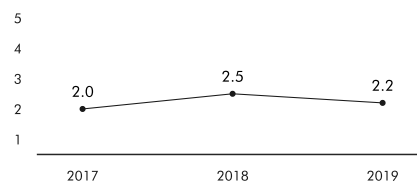
Do people in your community sell aid items to meet their needs in cash?



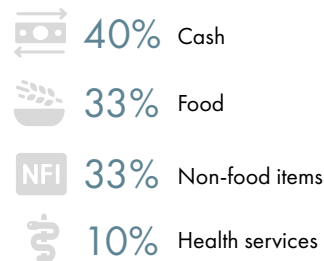
Food items are typically sold in order to buy other food items, which suggests that aid recipients do not see the food provided as adequate. REACH's MSNA highlights the fact that the widespread sale of food assistance commodities in a situation of severe food insecurity, as seen in the inter-agency Refugee and Host Community Food Security and Nutrition Assessment (2017), indicates that the population's most essential needs remain unmet.

Only a minority of respondents reported receiving cash assistance over the last 12 months (28%). World Food Programme (WFP) is the largest cash transfer provider, responsible for over 80% of all humanitarian cash transfers in Uganda.²⁵

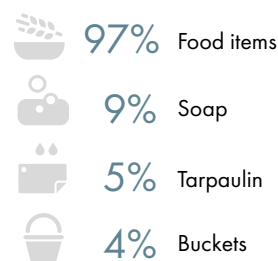
Does the aid/services you receive cover your most important needs?*



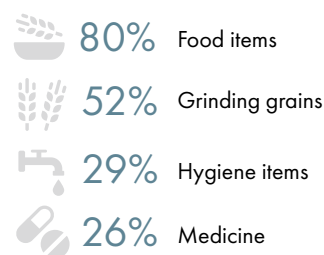
What are your most important needs that are not met? ** (n=1007)



What aid items are typically sold? ** (n=967)



After selling the aid items, what do people usually spend the cash on? ** (n=967)



¹⁸ World Food Programme, "Minimum Expenditure Basket in Uganda, Joint Price Monitoring", October 2019.

¹⁹ UNHCR, "Operational Update: Uganda 01-30 November 2019."

²⁰ REACH, Joint Multi-Sector Needs Assessment: Identifying humanitarian needs among refugee and host community populations in Uganda, August 2018, p. 89.

²¹ Development Pathways, Analysis of Refugee Vulnerability in Uganda and Recommendations for Improved Targeting of Food Assistance, April 2018, p. 21.

²² Ibid, p. 90.

²³ VENA, "Assessment Technical Working Group: VENA Preliminary Findings," November 2019.

²⁴ Ibid.

²⁵ UNHCR, Cash-Based Interventions Dashboard, Uganda Refugee Response Plan (RRP) 2019-2020, Quarter 3: January-September 2019, www.reliefweb.int/sites/reliefweb.int/files/resources/72737.pdf.

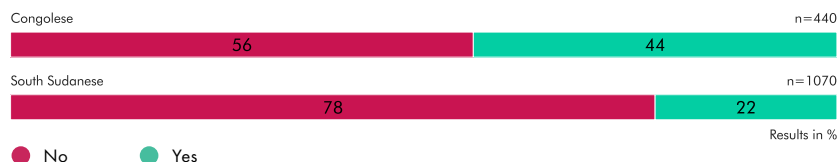
* In 2017, data was collected from South Sudanese refugees in Bidi Bidi and Kiryandongo settlements. In 2018, data was collected from South Sudanese refugees in Bidi Bidi, Rhino, and Kiryandongo settlements. For the sake of comparability, only data collected from South Sudanese refugees in Bidi Bidi, Rhino, and Kiryandongo settlements in 2019 is used in these trend scores.

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Recent WFP data shows that a higher proportion of cash assistance than in-kind food assistance is provided to refugees in Adjumani, Lobule, Kiryandongo, Kyaka II, and Rwanwanja.²⁶ This is largely in line with our data: respondents from Adjumani, Kiryandongo, Kyaka II, and Rwanwanya report the highest levels of cash assistance provision.

Refugees from South Sudan report receiving lower levels of cash assistance than refugees from the Democratic Republic of Congo. This is in line with recent data from UNHCR, which shows that 47% of the Congolese targeted to receive cash and voucher assistance were reached, in contrast to 6% of the South Sudanese refugees targeted.²⁷

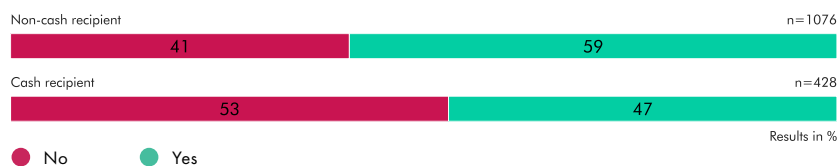
Have you or someone in your household received cash from humanitarian agencies/NGOs in the last 12 months?



Our analysis suggests that refugee status has an impact on access to cash assistance which in turn impacts refugee's experiences, including their level of awareness of complaints and reporting channels.

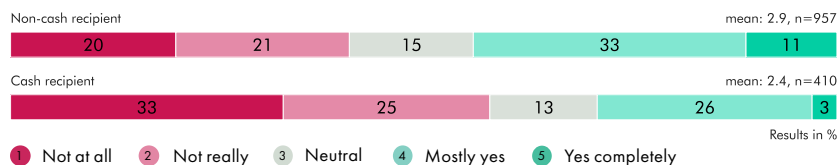
Cash recipients spoken to are less aware of feedback mechanisms than non-cash recipients.

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



Similarly, cash recipient surveyed feel less able to report instances of abuse and mistreatment of refugees by aid providers than non-cash recipients.

Do you think people in your community feel able to report instances of abuse or mistreatment by aid providers?

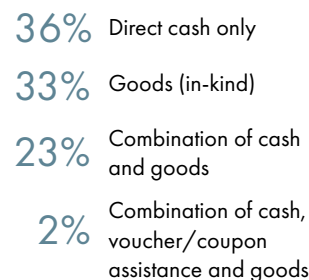


Again, these positive trends are influenced by refugee status, as Congolese refugees are more positive about their ability to migrate from Uganda than South Sudanese refugees.

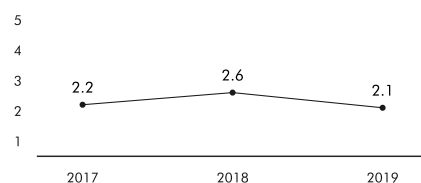
Most of the refugees surveyed (66%) do not feel able to influence how humanitarian assistance is provided, with 75% of respondents in Kyaka II saying their opinions are not very or not at all considered by aid providers. Most of those who do not feel that they have a say point to the fact that while they may be consulted, there is a distinct lack of action or feedback taken on the basis of the opinions given.

Over half of the refugees (56%) we spoke to say they know how to make suggestions or complaints about the aid/services they receive, with 61% of South Sudanese refugees and 43% of Congolese refugees saying they know how to make a suggestion or lodge a complaint.

How would you prefer to receive aid/assistance? ** (n=1512)



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



2017

Do you know how to make suggestions or complaints to aid providers? (n=448)



2018

Do you know how to make suggestions or complaints about the aid you receive? (n=593)



2019

Do you know how to make suggestions or complaints about the aid/services you receive?*(n=548)



* In 2017, data was collected from South Sudanese refugees in Bidi Bidi and Kiryandongo settlements. In 2018, data was collected from South Sudanese refugees in Bidi Bidi, Rhino, and Kiryandongo settlements. For the sake of comparability, only data collected from South Sudanese refugees in Bidi Bidi, Rhino, and Kiryandongo settlements in 2019 is used in these trend scores.

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

²⁶ World Food Programme, Meeting Needs & Empowering People: WFP's cash-based food assistance in Uganda, November 2019, p. 15, www.reliefweb.int/sites/reliefweb.int/files/resources/WFP-0000110646b.pdf.

A majority of those with a disability are unaware, with 57% saying they do not know how to give feedback on the assistance provided.

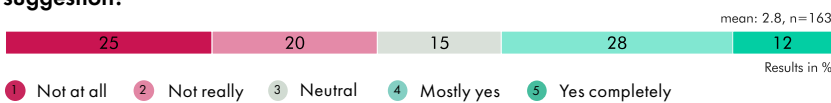
Do you know how to make suggestions or complaints about the aid/services you receive?



Of those who are aware of feedback mechanisms and have filed a suggestion or complaint, only 34% have received a response. Forty-five percent of Congolese refugees received a response, whereas only 31% of South Sudanese refugees report receiving a response from humanitarian actors.

Refugees who reported receiving a response from humanitarian agencies tend to feel dissatisfied with the response.

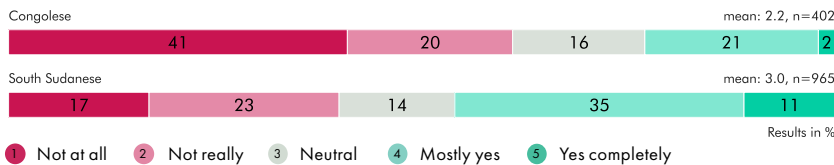
How satisfied were you with the response you received to your complaint/suggestion?



Among the survey respondents, opinions are split over whether refugees in their communities are able to report instances of abuse or mistreatment by humanitarian staff, with 44% of refugees saying they are unable to do so.

A majority of respondents in Adjumani, Kyaka II, Kyangwali, and Rwamwanja say people are able to report staff misconduct. South Sudanese refugees are twice as aware (42%) as Congolese refugees (21%) of the mechanisms for reporting misconduct.

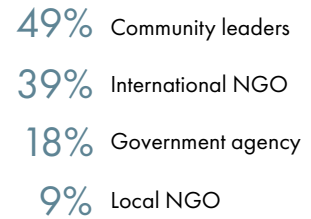
Do you think people in your community feel able to report instances of abuse or mistreatment by aid providers?



Who would you feel comfortable reporting instances of abuse and mistreatment to? ** (n=1505)



Which of the following groups do you trust the most to make a suggestion or complaint to? ** (n=1505)



How would you prefer to make any suggestions or complaints you have? ** (n=1505)



* In 2017, data was collected from South Sudanese refugees in Bidi Bidi and Kiryandongo settlements. In 2018, data was collected from South Sudanese refugees in Bidi Bidi, Rhino, and Kiryandongo settlements. For the sake of comparability, only data collected from South Sudanese refugees in Bidi Bidi, Rhino, and Kiryandongo settlements in 2019 is used in these trend scores.

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

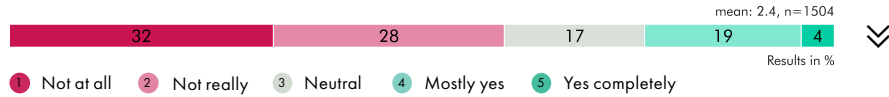
Questions relevant to CRRF pillar 3: resilience and self-reliance

Summary findings

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



Overall, is life improving for refugees in Uganda?



Do you or your family have access to livelihood opportunities?



Changes in responses since 2018

- ∧ Increase in mean score of 0.5 or more **or** increase in "yes" responses by more than 10%
- ∧ Increase in mean score of less than 0.5 **or** increase in "yes" responses by 5-10%
- = No change in mean score **or** change in "yes" responses by less than 5%
- ∨ Decrease in mean score of less than 0.5 **or** decrease in "yes" responses by 5-10%
- ∨ Decrease in mean score of 0.5 or more **or** decrease in "yes" responses by more than 10%
- * This question was added since the previous round

Resilience and self-reliance: key findings

Most respondents do not feel empowered by the aid they receive, with 77% saying they will be unable to live without aid in the future. The refugees surveyed in Kyaka II are the most negative, with 94% saying the support they receive does not help them to become self-reliant. Among refugees, there is no positive correlation between having received aid for several years and a sense of self-reliance, which suggests that refugees do not become more resilient over time. This is also mirrored in Development Pathways' findings, which point out that progressive policies of "self-reliance" are based on the premise that refugees have access to land which they can use for agricultural activities. However, the reality suggests that most do not have access to agricultural land, and many who do have been given infertile land.²⁸

Refugees say better livelihood opportunities, access to adequate land, the right to work, and more skills training would help them gain employment. REACH's MSNA indicates that only 15% of respondents had accessed vocational training.²⁹

Livelihood opportunities remain limited, as just over one-quarter of respondents say they or their family members have agricultural or non-agricultural livelihood opportunities in Uganda. REACH's most recent MSNA indicates that 30% of refugee households are categorised as in need in the livelihood sectors and therefore vulnerable.³⁰

The primary challenges cited include discrimination against refugees, lack of arable land, and preferential treatment of people with connections when it comes to seeking livelihood opportunities. Of those who say they do have livelihood opportunities, 75% say they only have access to agricultural activities.

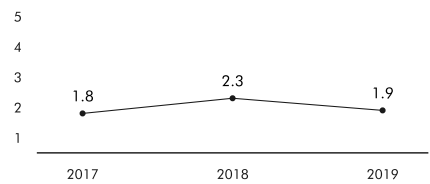
Do you have access to agricultural and/or non-agricultural livelihood opportunities? ** (n=391)

- 75% I have access to agricultural livelihood opportunities only
- 15% I have access to non-agricultural livelihood opportunities only
- 7% I have access to both agricultural AND non-agricultural livelihood opportunities

The VENA findings indicate that 29% of households report owning or running businesses from their home or on their street.³¹

Most refugees do not feel optimistic about the future, with 56% of South Sudanese refugees and 69% of Congolese refugees saying their lives are not getting better. Refugees in Nakivale are the most negative, with 88% responding negatively.

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



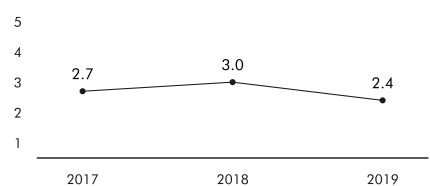
What would help you to become self-reliant? ** (n=1153)

- 51% Livelihood opportunities
- 36% Access to land
- 21% The right to work
- 21% Training to get new skills to access work opportunities

What are the main barriers to having a livelihood? ** (n=1116)

- 33% Discrimination against refugees
- 13% Lack of land
- 13% People with influential connections have a better chance of getting a job
- 12% People do not have the skills needed to find work

Overall, is life improving for refugees in Uganda? **



²⁸ Development Pathways, Analysis of Refugee Vulnerability in Uganda and Recommendations for Improved Targeting of Food Assistance, April 2018, p. 183.

²⁹ REACH, "Multi-Sector Needs Assessment, Uganda, August 2018" (raw data set). The question asked was: "Have any members of your household participated in vocational trainings?"

³⁰ REACH, Joint Multi-Sector Needs Assessment: Identifying humanitarian needs among refugee and host community populations in Uganda, August 2018, p. 53.

³¹ VENA, "Assessment Technical Working Group: VENA Preliminary Findings," November 2019.

* In 2017, data was collected from South Sudanese refugees in Bidi Bidi and Kiryandongo settlements. In 2018, data was collected from South Sudanese refugees in Bidi Bidi, Rhino, and Kiryandongo settlements. For the sake of comparability, only data collected from South Sudanese refugees in Bidi Bidi, Rhino, and Kiryandongo settlements in 2019 is used in these trend scores.

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

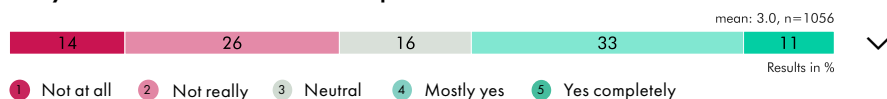
Questions relevant to CRRF pillar 4: expanded solutions

Summary findings

Do your children have access to education?



Are you satisfied with the education provided?



Changes in responses since 2018

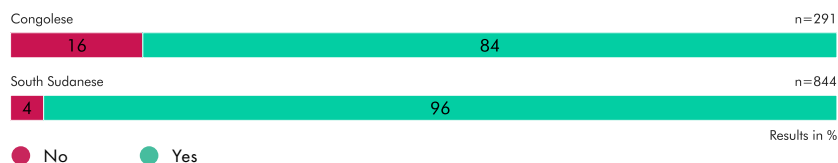
- ^ Increase in mean score of 0.5 or more **or** increase in "yes" responses by more than 10%
- ^ Increase in mean score of less than 0.5 **or** increase in "yes" responses by 5-10%
- = No change in mean score **or** change in "yes" responses by less than 5%
- ∨ Decrease in mean score of less than 0.5 **or** decrease in "yes" responses by 5-10%
- ∨ Decrease in mean score of 0.5 or more **or** decrease in "yes" responses by more than 10%
- * This question was added since the previous round

Expanded solutions: key findings

The majority (93%) of refugees with school-age children report that they have access to education, with 96% of South Sudanese refugees and 84% of Congolese refugees saying their children are able to attend educational classes.

The VENA findings indicate that 83% of children are enrolled in school.³²

Do your children have access to education?

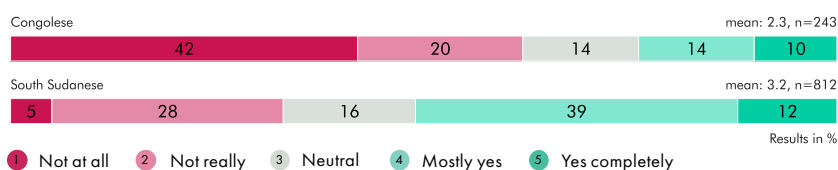


Those who say their children are unable to access education feel that education services are too expensive, facilities lack adequate materials, and schools are generally overcrowded.

This is largely in line with the VENA findings, which indicate that the main reason why school-age children do not attend school is because the household cannot afford the school fees (40% of households). This is followed by 13% of households who say the child cannot attend educational classes due to a disability, and another 13% who say they do not believe that education is necessary.³³

While the majority of South Sudanese refugees (51%) are satisfied with the education their children receive, only 24% of Congolese refugees share this sentiment.

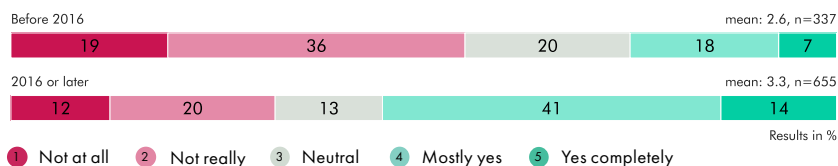
Are you satisfied with the education provided?



There are also significant regional variations in the level of satisfaction with the educational classes offered. While over half of the refugees we spoke to in Bidi Bidi and Rhino are happy with the education provided to their children, a strong majority in Kiryandongo, Kyaka II, Nakivale, and Rwamwanja are dissatisfied.

Additionally, refugees who arrived in Uganda within the last three years (from 2016 onwards) tend to have more positive views of the education provided than those who arrived before 2016.

Are you satisfied with the education provided?



Those who answered “no” to the question “Do your children have access to education?” were then asked:

Why not? ** (n=78)

- 46% Services are too expensive
- 41% Facilities lack adequate materials
- 39% Services are overcrowded
- 27% There are too few teachers

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

Questions relevant to CRRF pillar 5: voluntary repatriation

Summary findings

Do you feel supported by aid agencies to make decisions about moving from Uganda to a different country?



Do you feel supported by aid agencies to make decisions about moving within Uganda (resettling within Uganda)?



Do you feel supported by aid agencies to make decisions about moving back home?



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

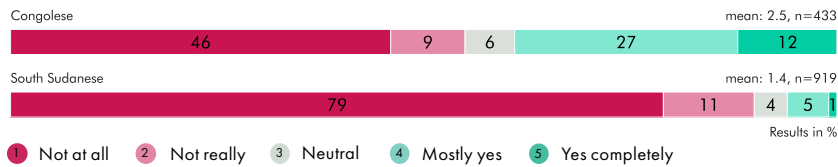
Changes in responses since 2018

- ^ Increase in mean score of 0.5 or more **or** increase in "yes" responses by more than 10%
- ^ Increase in mean score of less than 0.5 **or** increase in "yes" responses by 5-10%
- = No change in mean score **or** change in "yes" responses by less than 5%
- ∨ Decrease in mean score of less than 0.5 **or** decrease in "yes" responses by 5-10%
- ∨ Decrease in mean score of 0.5 or more **or** decrease in "yes" responses by more than 10%
- * This question was added since the previous round

Voluntary repatriation: key findings

Over three-quarters of the refugees we spoke to do not feel that humanitarian organisations provide them with the necessary information or support regarding their migration options. Regional differences in perceptions are strong: while a majority of refugees in Kyaka II and Rwamwanja feel supported, 97% of respondents in Nakivale do not feel supported when it comes to making decisions about their migration opportunities.

Do you feel supported by aid agencies to make decisions about moving from Uganda to a different country?



South Sudanese refugees are less positive on this front, with 90% feeling unsupported, in contrast to the 55% of Congolese refugees who feel unsupported in making such decisions.

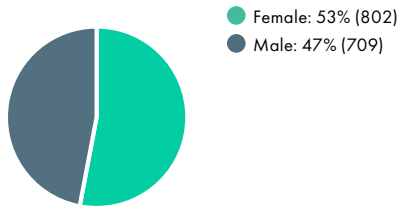
Most respondents (68%) do not feel that they have adequate information on resettlement within Uganda. Perceptions are most negative in Nakivale, where 97% of the refugees we spoke to say they are not supported on this front.

Of the refugees interviewed, the majority (89%) feel largely uninformed about voluntary repatriation. The responses in Nakivale are the most negative, with all the respondents saying they do not feel that aid agencies support them in making decisions about moving back home.

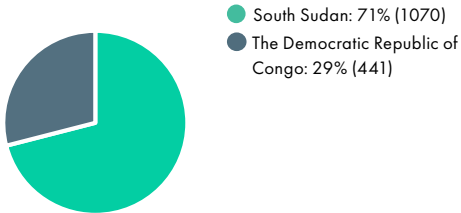
Demographics

1,511 Congolese and South Sudanese refugees

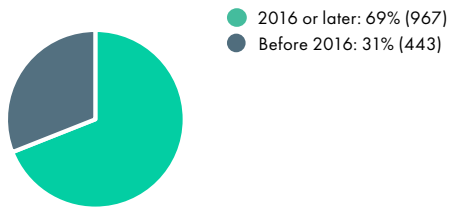
Gender



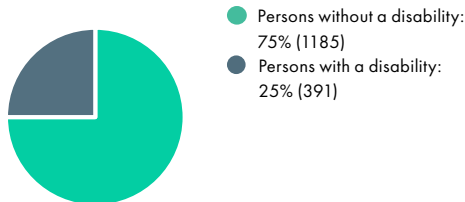
Country of origin



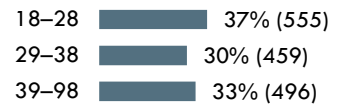
Arrival year



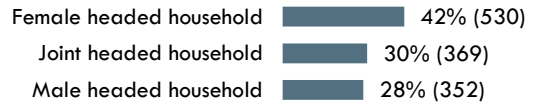
Disability status



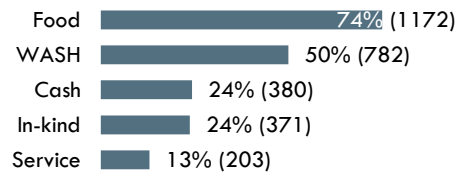
Age



Head of household



Services received within the last 12 months



Note: the number of respondents in each category does not necessarily add up to 1,511, as interviewees could choose whether or not to respond to these demographic questions.

Methodology

Sampling methodology

This survey is the third round of questions Ground Truth Solutions has asked in Uganda; the first round took place in [2017](#) and the second in [2018](#). As in previous rounds, respondents to the current round of questions have been selected randomly, but the respondents themselves are different from those in previous rounds.

When designing the sampling strategy for this survey, we used the most recent figures for populations of refugees from the UNHCR refugee portal. Based on this data, we decided to focus on South Sudanese and Congolese refugees, as they made up 92% of all the refugees in Uganda at the time. Refugees from Burundi, Somalia, Rwanda, Eritrea, Sudan, and Ethiopia each made up 0–3% of the overall refugee population and were excluded from this study. This is not to say that the perspectives of more marginal groups are not important, but rather that gathering these perspectives was simply beyond the scope of our research in view of the geographical and time constraints involved.

In terms of the locations selected, we decided to include Adjumani, Bidibidi, Imvepi, Kiryandongo, Kyaka II, Kyangwali, Nakivale, Palorinya, Rhino, and Rwamwanja (and to exclude Kampala, Lobule, Oruchinga, and Palabek), as over 90% of South Sudanese and Congolese refugees reside in these refugee settlements, according to UNHCR's most recent figures.

In all of these locations, Ground Truth Solutions co-led enumerator training and supervised data collection on the ground. Within each of the 10 selected settlements, we chose particular zones from which to collect data, and within these zones, we selected smaller village/cluster units. In selecting the zones, we grouped them into two or three tiers, depending on the population size within the given zones of the camp, and asked the data collection partner to select one zone from each tier in order to capture responses from differently sized areas. Within the zones, a GTS supervisor, in consultation with local leaders and actors on the ground, selected the villages/clusters based on several factors, such as when they were established, their distance from central points, and their population size. We focused on including as much variance as possible. As per the sampling strategy, the targeted sample size was 1,500 respondents, as shown below:

Location	
South Sudanese refugees	
Adjumani	275
Bidibidi	305
Imvepi	82
Kiryandongo	82
Palorinya	161
Rhino	144
Total South Sudanese refugees	1049
Congolese refugees	
Kyaka II	135
Kyangwali	146
Nakivale	78
Rwamwanja	92
Total Congolese refugees	451
Total refugees overall	1500

Perceptual data

Ground Truth Solutions gathers feedback data from affected people, using their views, opinions, and perceptions to assess humanitarian responses. Gathering perception data from affected populations should be viewed as complementary to other monitoring and performance data. Collecting feedback 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 understanding local knowledge. Whenever possible, the process of collecting such feedback should be followed up with longer-term dialogue between affected communities and aid agencies. Communicating the results of the surveys back to affected people and triangulating perception data with other information sources is central to our approach in Uganda. For more information about our work in Uganda please contact Kai Kamei (kai.kamei@groundtruthsolutions.org), Andrew Nzimbi (andrew.nzimbi@groundtruthsolutions.org), or Elias Sagmeister (elias@groundtruthsolutions.org).

Author

Kai Kamei – Programme Officer

Recommended citation

Ground Truth Solutions, Uganda: strengthening accountability to affected people, February 2020.

To strengthen the reliability of the data collected from smaller population groups and to meaningfully explore the differences between populations living in the different refugee settlements, we chose to oversample smaller groups instead of employing a representative sampling methodology. For each sub-location (village/cluster) within any given zone, we selected a minimum sample size of 30 people.

Sample size

The actual sample size achieved was 1,511 participants from 10 refugee settlements across Uganda, and the sample size in each settlement was proportional to the population size of the targeted communities within any given settlement. Using a confidence level of 95%, this sample size affords an expected margin of error of 3%.

Survey questions

Survey questions were developed to help understand refugees' perceptions of the aid they receive, their relationship with humanitarian workers and the host community, and their future prospects. For the purpose of comparing this data with previous rounds, the questions in this round are phrased similarly to those in rounds one and two wherever possible. We consulted local actors and organisations in Uganda for feedback and input during the survey question design phase. Draft questions were also presented to UNHCR, the Assessment Technical Working Group (ATWG), the Uganda Bureau of Statistics (UBOS), and the Office of the Prime Minister. Additional questions around voluntary repatriation, migration to a different country, and moving within Uganda were introduced this year in order to cover voluntary repatriation as the fifth pillar of the Office of the Prime Minister's Comprehensive Refugee Response Framework. The team tested all the questions and translations with refugees before rolling out the survey.

Question formulation

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

Participants

A participant is any consenting adult aged 18 years or older who is willing to answer the questions in the Ground Truth Solutions questionnaire. We screened participants by asking whether they have received humanitarian assistance in the last 12 months. No questions were asked of those who have not received humanitarian assistance within this timeframe.

Data collection

Data was collected from 8–30 October 2019, in partnership with the Centre for Integrated Research and Community Development Uganda (CIRCODU), a Kampala-based data collection firm. The enumerators were previously trained on electronic data collection devices, including KoBo, on which this questionnaire was programmed. Prior to the commencement of data collection, Ground Truth Solutions staff trained enumerators on the survey tool, concepts of perception data, and the GTS Code of Conduct. GTS also helped to supervise enumerators and provided daily feedback on the length of interviews, GPS locations, and the quality of the open-ended questions asked.

Data disaggregation

Data was disaggregated according to the affected person's status, age, gender, region, year of arrival, and disability status, as well as their status within their household. To identify groups of persons with disabilities within the sample, respondents were asked a condensed series of questions based on proposed questions developed by the Washington Group.

Data triangulation

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

Statistical analysis

Summary statistics are reported as the percentage of responses in each of the Likert categories or to binary yes/no questions. Average values are obtained for each question. Sub-group comparisons are made according to demographic markers of interest (e.g. refugee status, age, gender, disability status, etc.), but are only mentioned if the difference in the answers between sub-groups is larger than 10%. Change over time is assessed by comparing current scores to past survey round mean scores (out of five). Graphic representations of Likert scale and binary questions are visualised using green for favourable opinions and red for unfavourable opinions. Neutral responses are shown in grey.

Language of the survey

This survey was conducted in Acholi, Arabic, Bari, Dinka, French, Kiswahili, Kakuwa, Kigege, Kinyarwanda, Kinyabwisha, Kihema, Lotiko, Madi, and Nuer.

Challenges and limitations

Survey fatigue: Some of the targeted respondents refused to be surveyed, complaining that numerous groups of researchers collect data and yet offer them no help. Likewise, some camp commanders noted that researchers who collect data from camps never provide feedback. Ground Truth Solutions strives to ensure that we close the loop with affected people and provide feedback to survey participants. To this end, GTS held dialogue sessions with camp leaders in March 2020 to share the survey findings and communicate any action taken by humanitarian actors based on the survey results.

Language barriers: The enumerators in Bidi Bidi experienced some language barriers, as some respondents could not speak Arabic, Kakwa, or English. In such cases, the enumerators skipped these households.

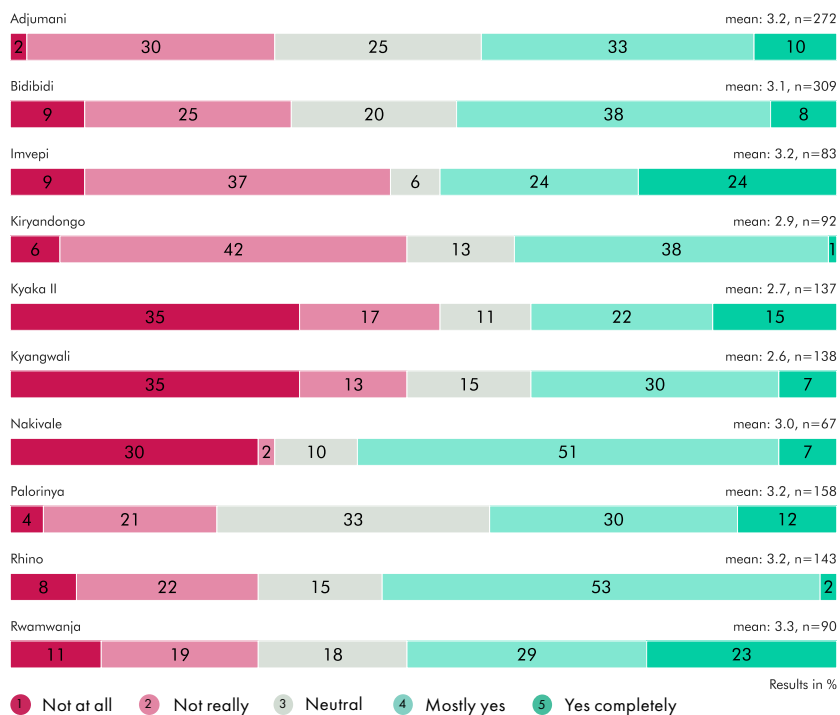
Gender balance: Male respondents were often not at home during data collection hours (9 a.m.–5 p.m.), which meant that in order to get a 50/50 gender balance to reflect the gender ratio of the target refugee population, enumerators spent more time identifying male participants. It is possible that this led to a bias, particularly concerning questions around livelihoods and jobs, as male household members with day jobs were less likely to be present at the time of the interviews.

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

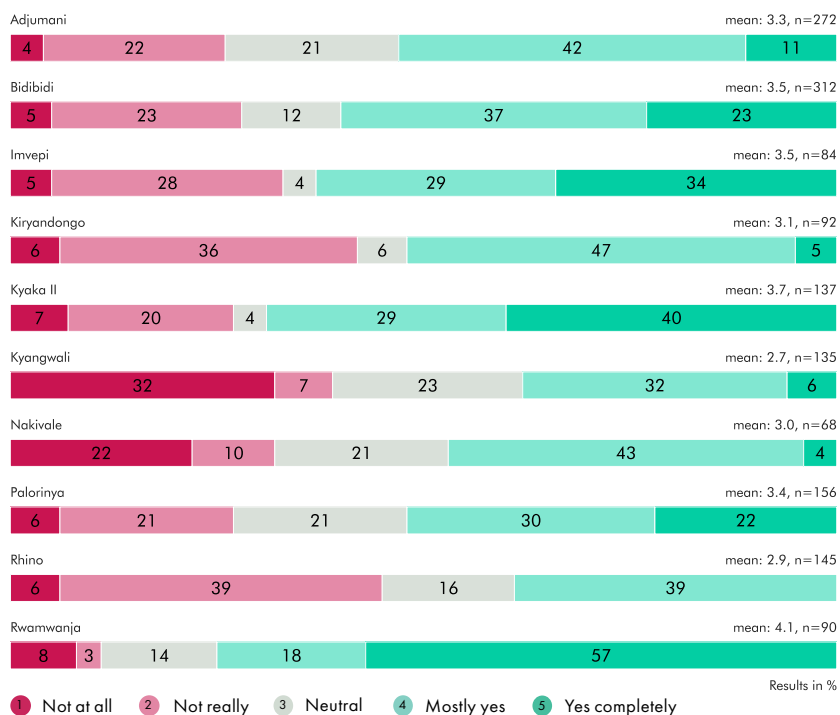
Annex 1: location breakdowns

The following questions are disaggregated according to the location in which the refugees answering the survey were residing in at the time of the data collection.

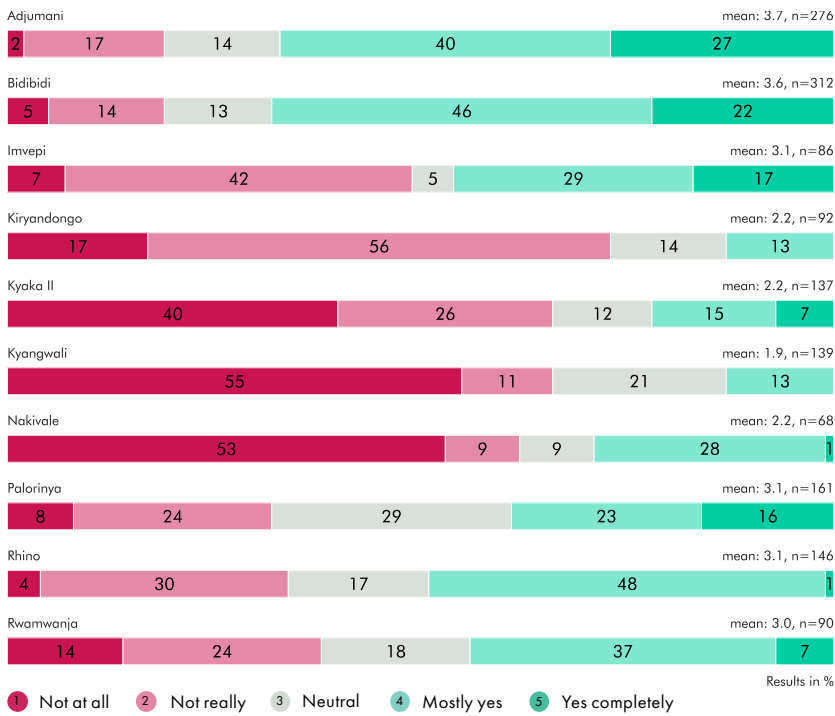
Do aid providers treat you with respect?



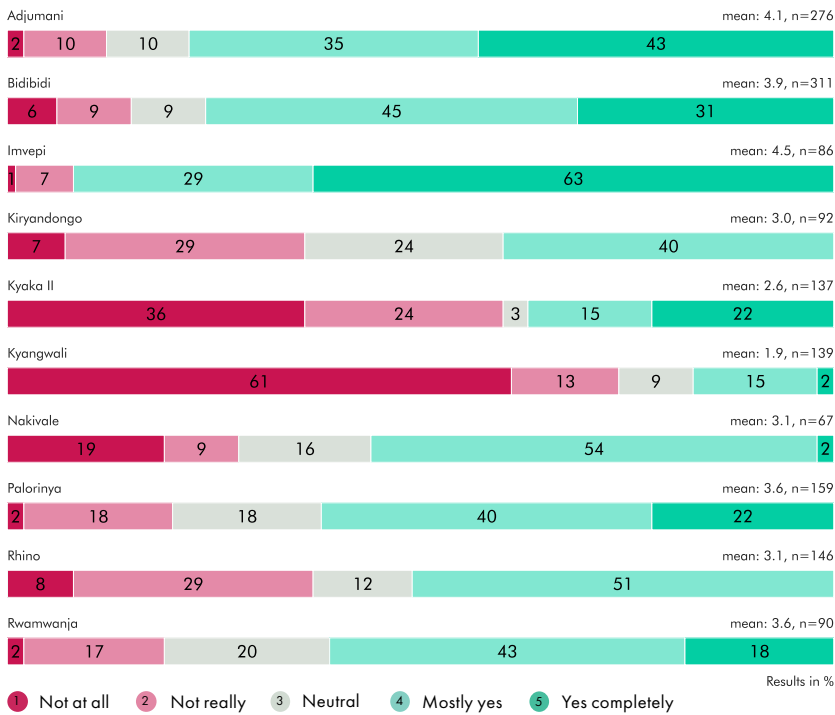
Do you feel welcome by the host community?



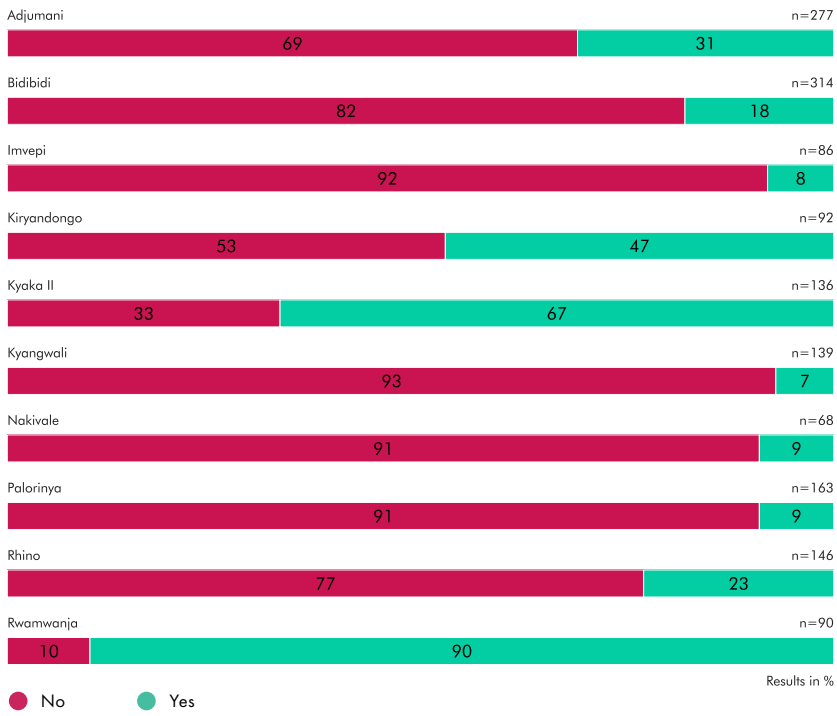
Do you feel safe in your day-to-day life?



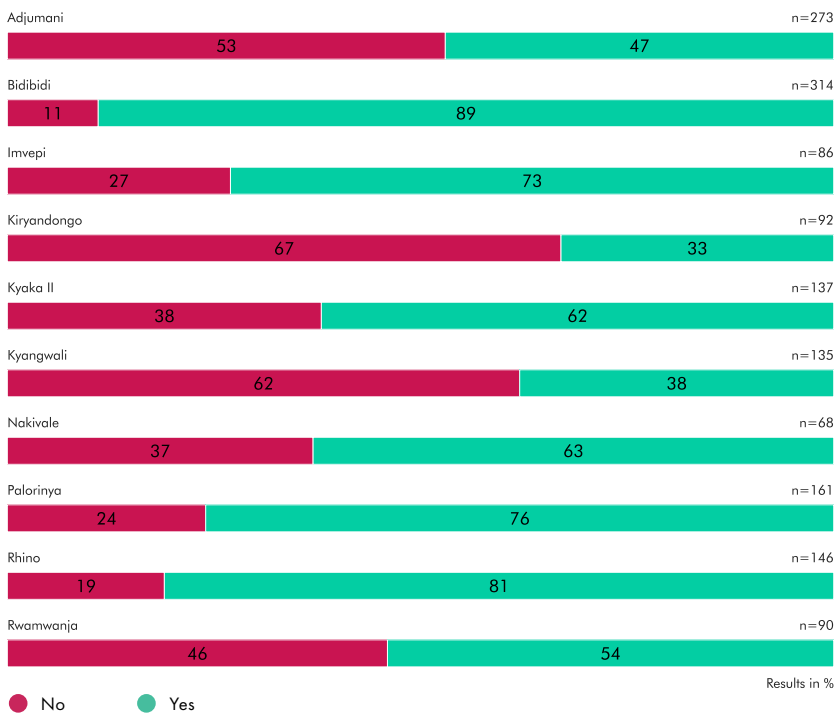
Do you feel safe when accessing aid or services?



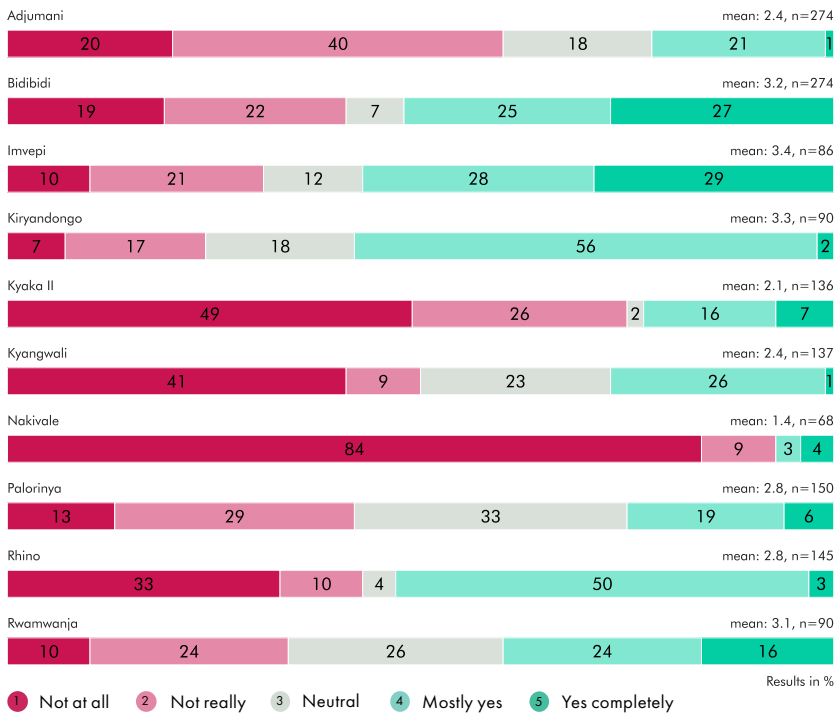
Have you or someone in your household received cash (including vouchers, cash for work, mobile money etc.) from humanitarian agencies/NGOs in the last 12 months?



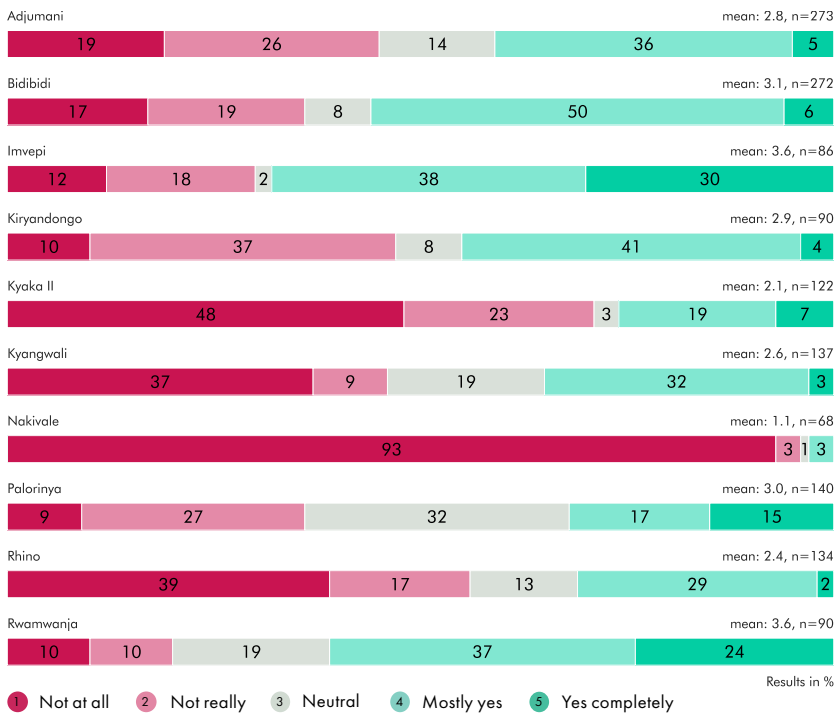
Do people in your community sell aid items to meet their needs in cash?



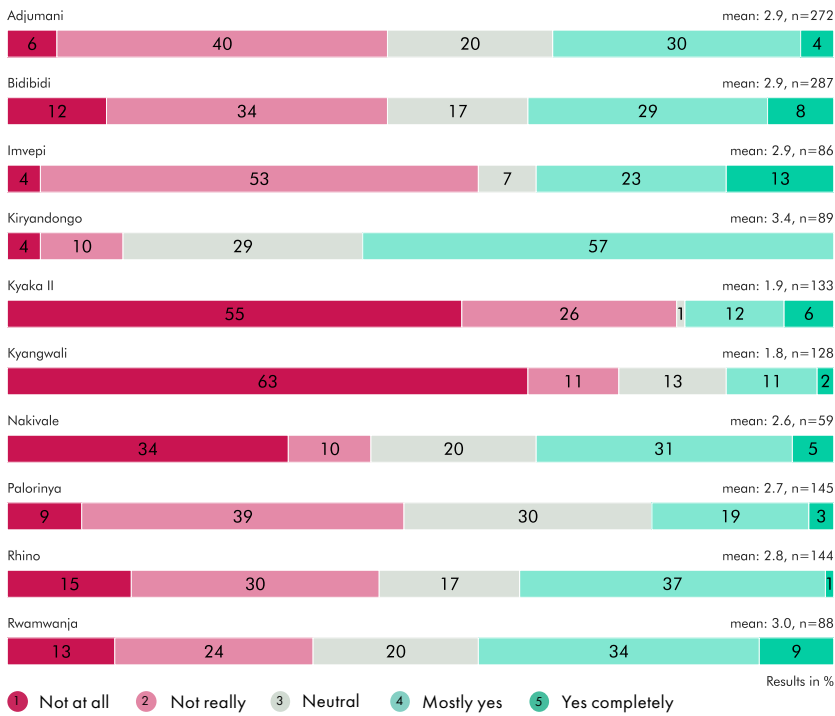
Do you feel informed about the kind of aid/services available to you?



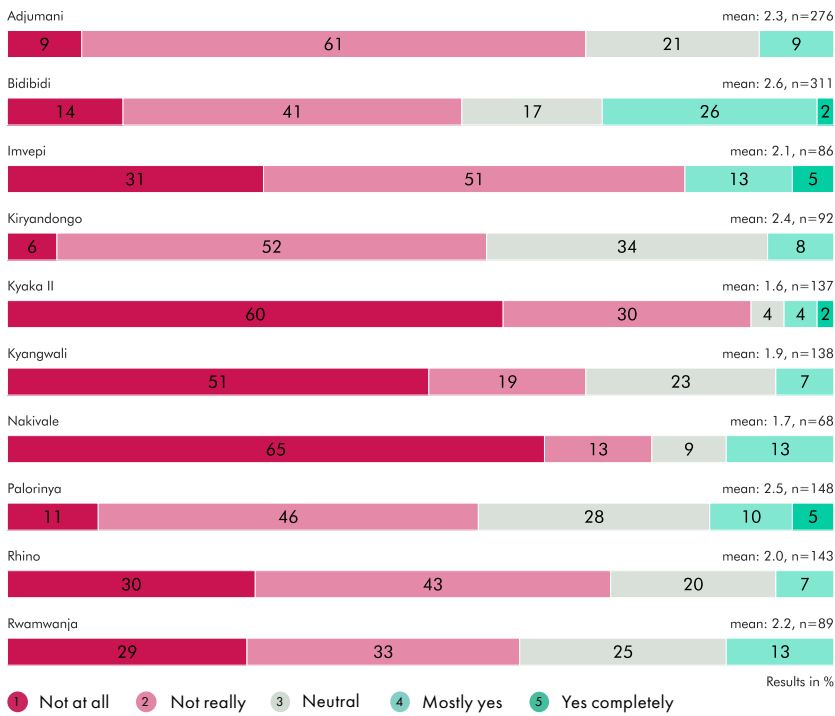
Do you feel aware of your rights as a refugee in Uganda?



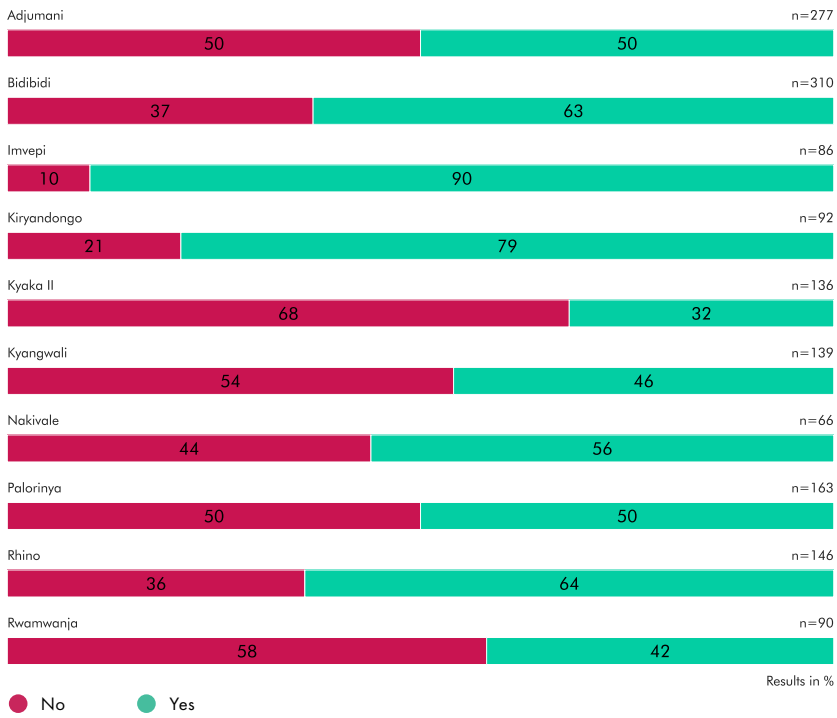
Does aid go to those who need it most?



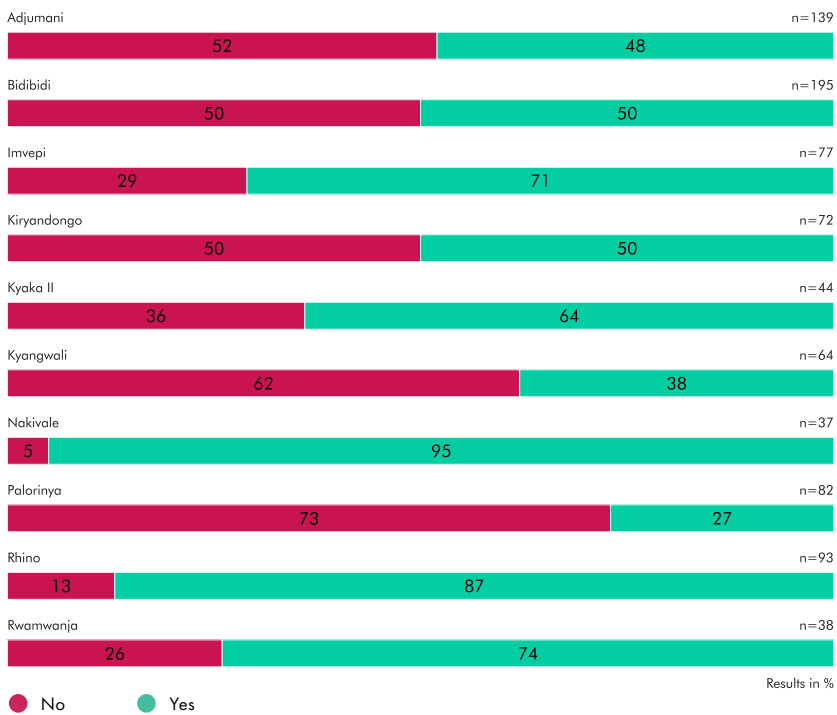
Does the aid/services you receive cover your most important needs?



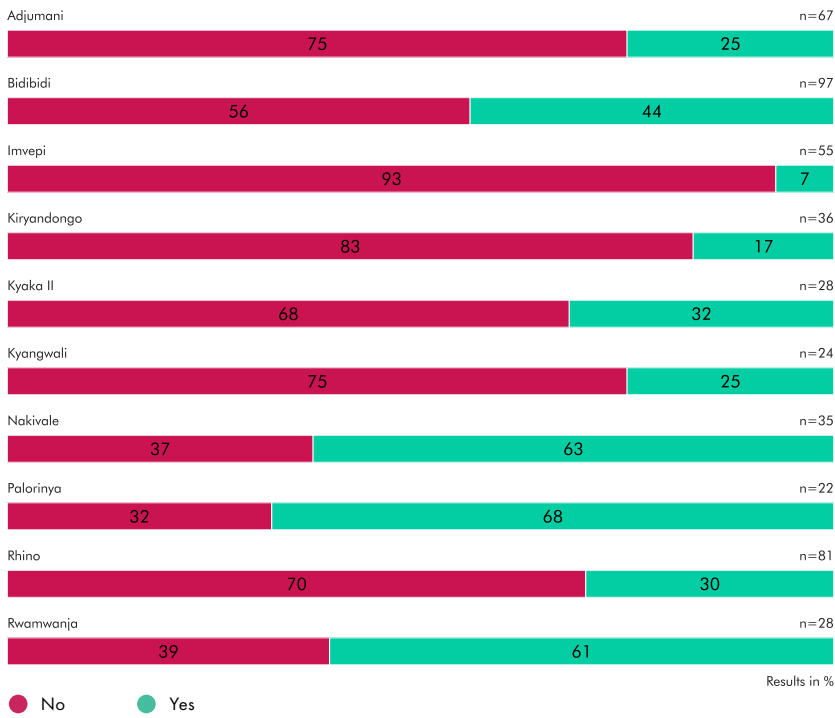
Do you know how to make suggestions or complaints about the aid/services you receive?



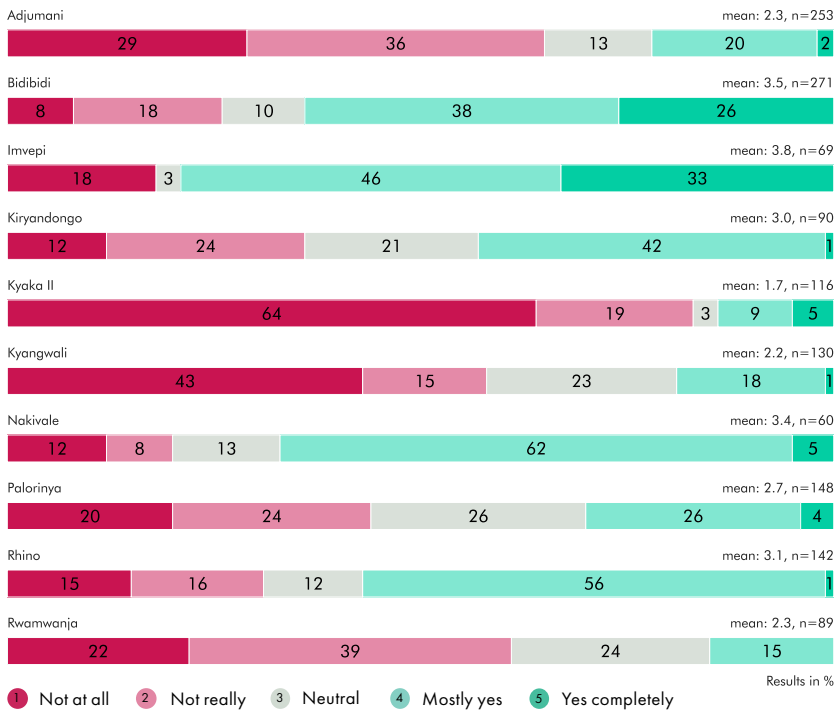
Have you filed a suggestion or a complaint?



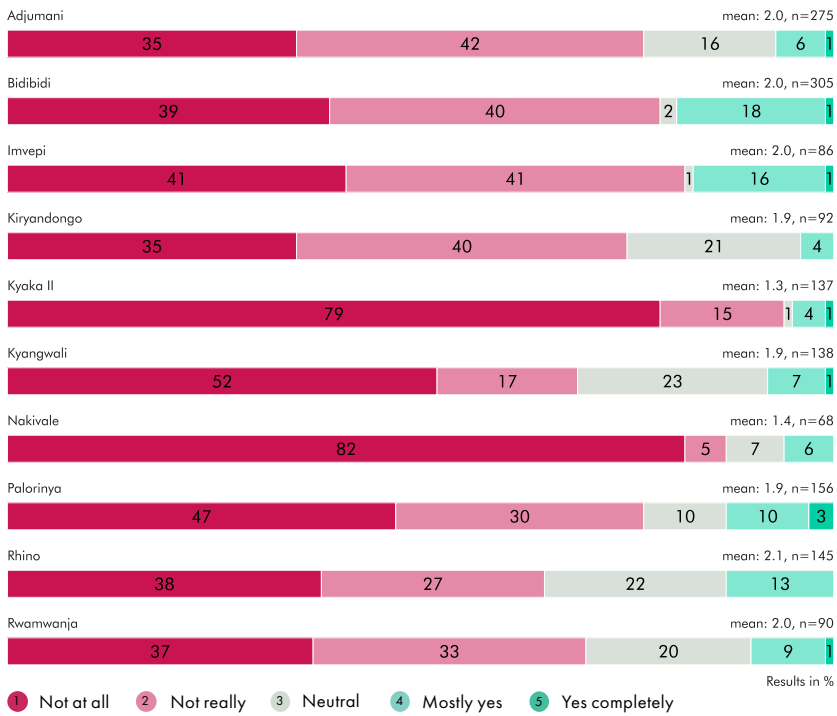
Did you receive a response to your suggestion or complaint?



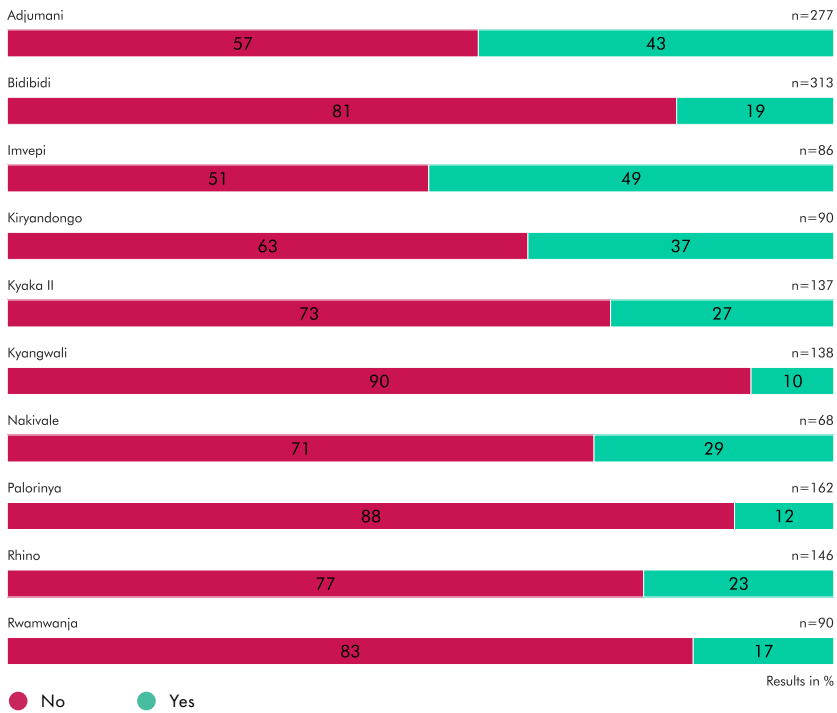
Do you think people in your community feel able to report instances of abuse or mistreatment by aid providers?



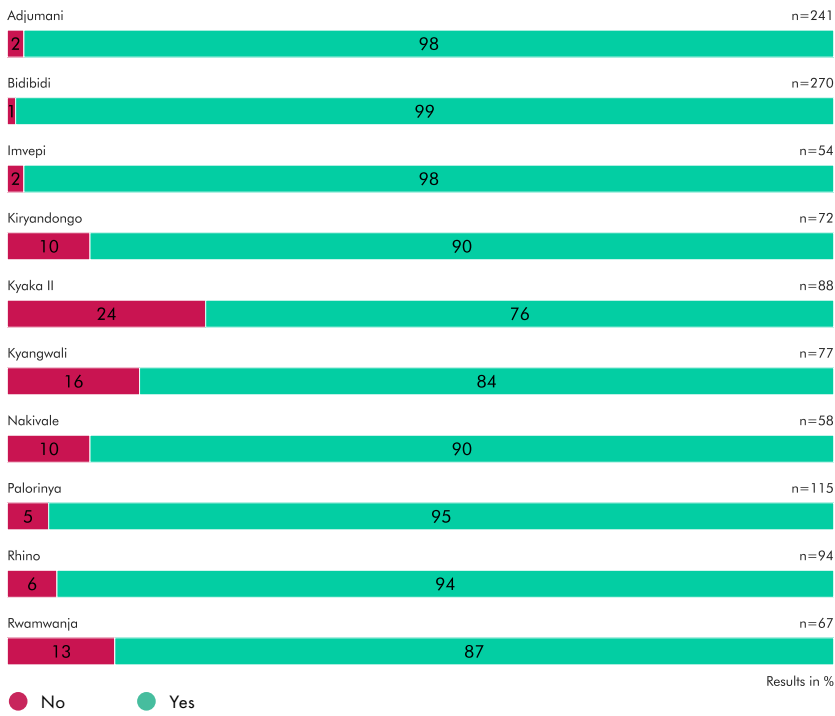
Do you feel the support you receive helps you to become self-reliant?



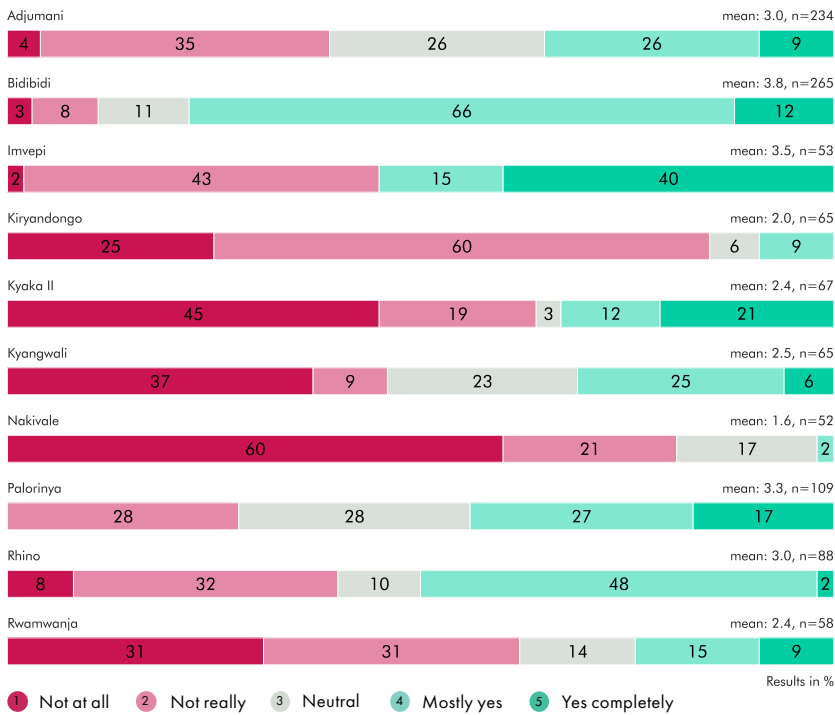
Do you or your family have access to livelihood opportunities (agricultural or non-agricultural)?



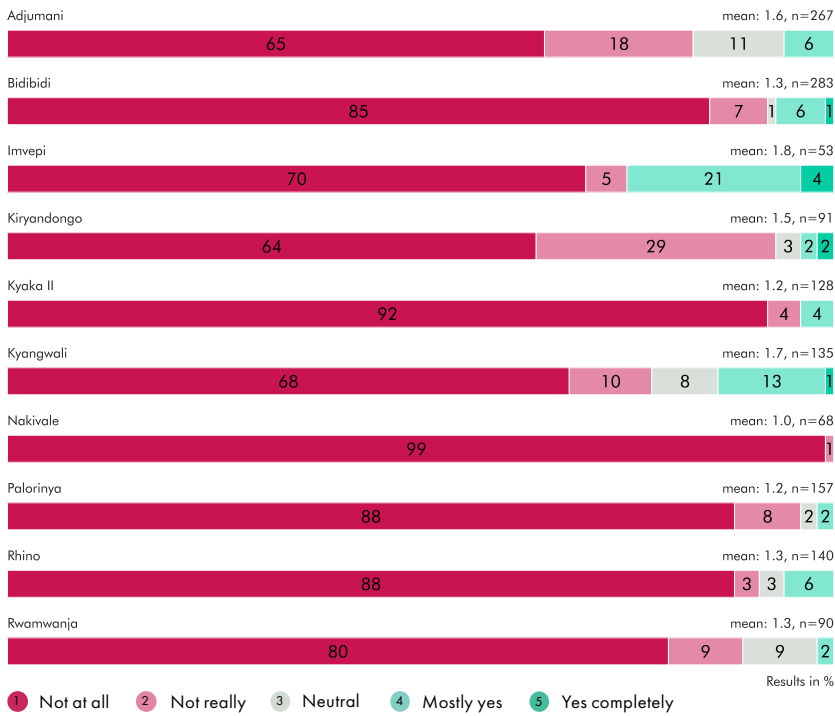
Do your children have access to education?



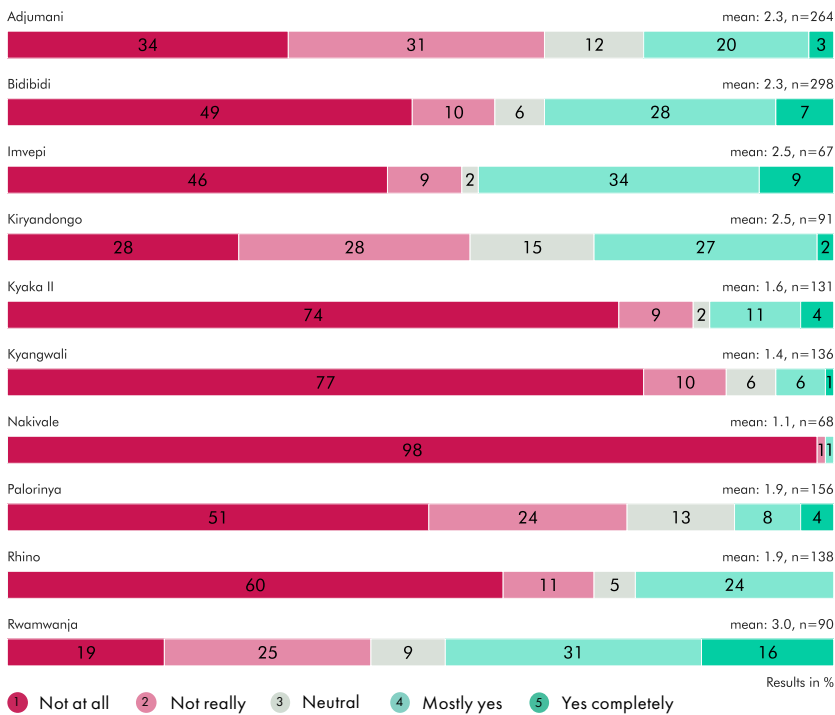
Are you satisfied with the education provided?



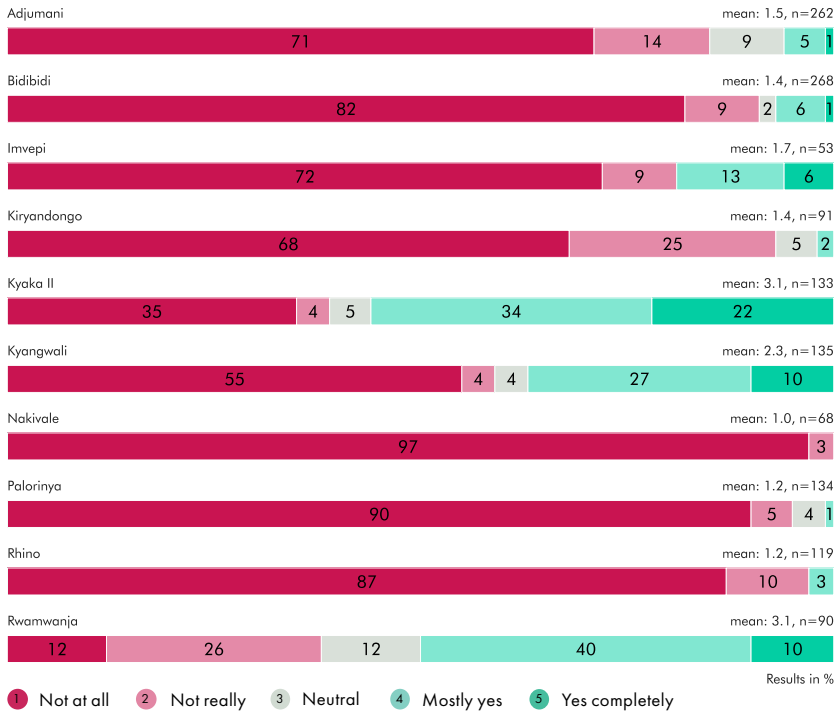
Do you feel supported by aid agencies to make decisions about moving back home?



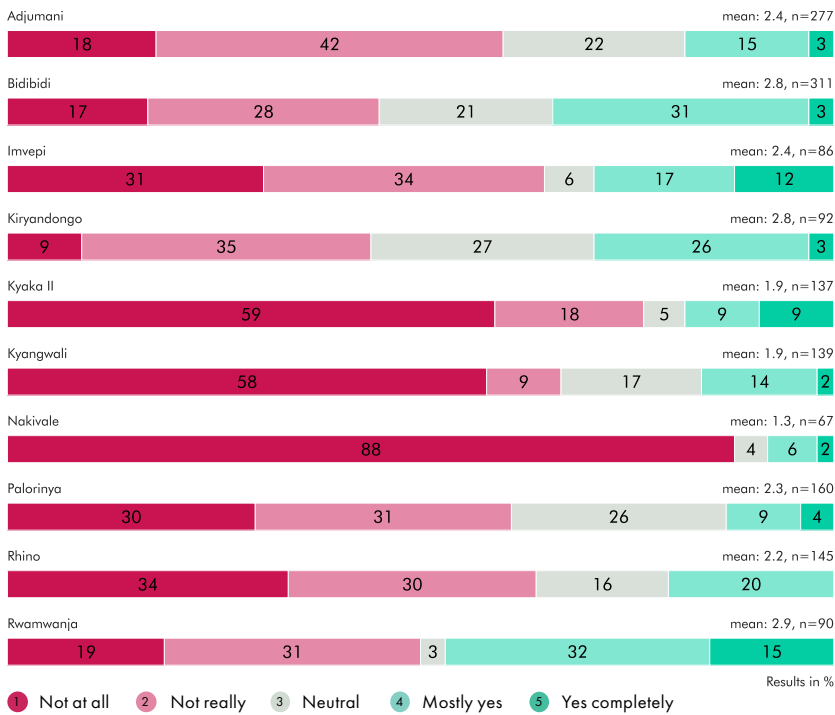
Do you feel supported by aid agencies to make decisions about moving within Uganda (resettling within Uganda)?



Do you feel supported by aid agencies to make decisions about moving from Uganda to a different country?



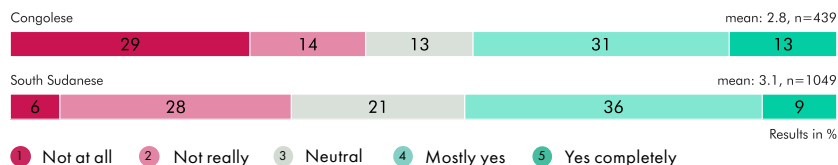
Overall, is life improving for refugees in Uganda?



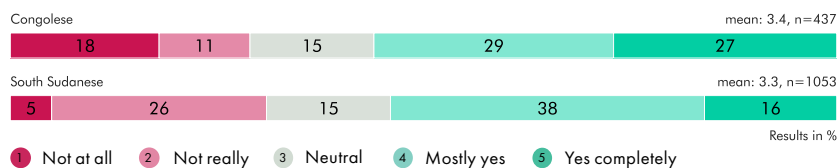
Annex 2: refugee status breakdowns

The following questions are disaggregated according to country of origin of the refugees answering the survey, either the Democratic Republic of Congo or South Sudan.

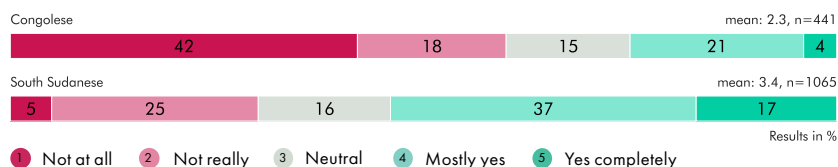
Do aid providers treat you with respect?



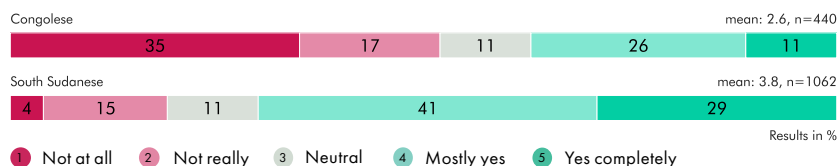
Do you feel welcome by the host community?



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



Do you feel safe when accessing aid or services?



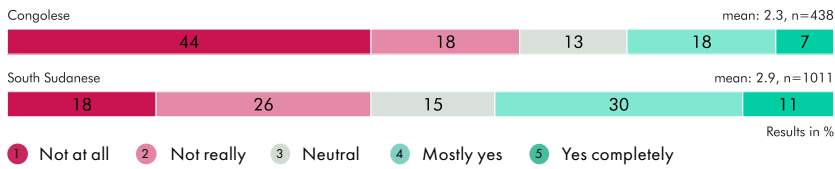
Have you or someone in your household received cash assistance from humanitarian agencies/NGOs in the last 12 months?



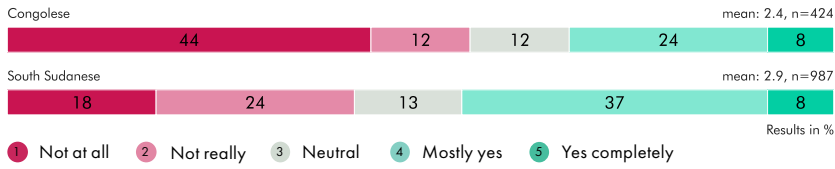
Do people in your community sell aid items to meet their needs in cash?



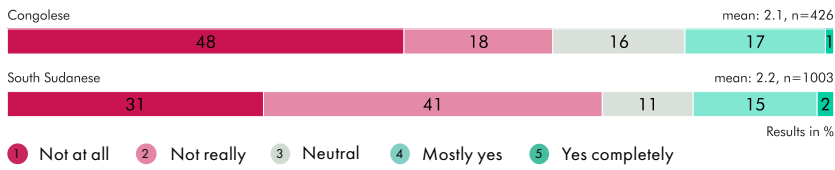
Do you feel informed about the kind of aid/services available to you?



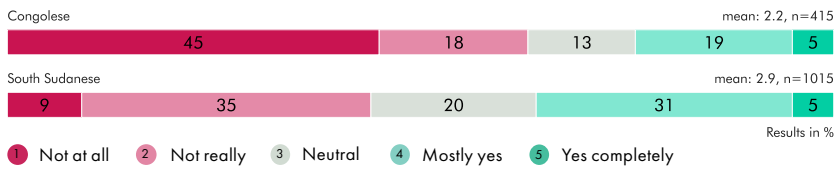
Do you feel aware of your rights as a refugee in Uganda?



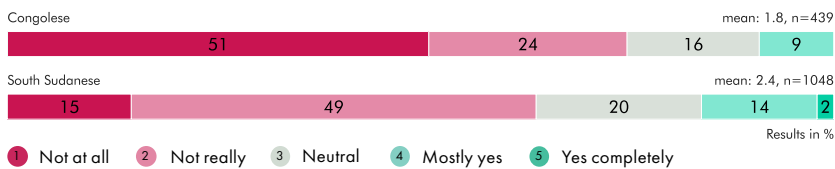
Do aid providers take your opinion into account when providing humanitarian assistance/services?



Does aid go to those who need it most?



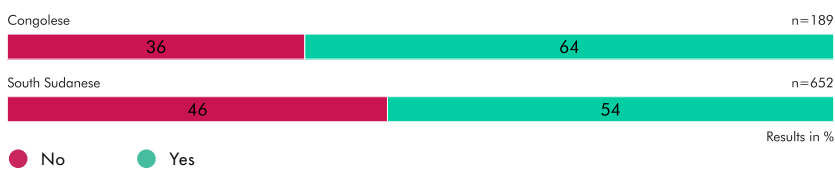
Does the aid/services you receive cover your most important needs?



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



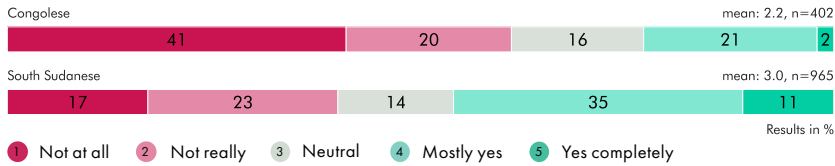
Have you filed a suggestion or a complaint?



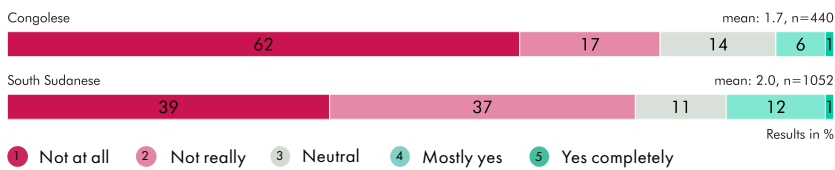
Did you receive a response to your suggestion or complaint?



Do you think people in your community feel able to report instances of abuse or mistreatment by aid providers?



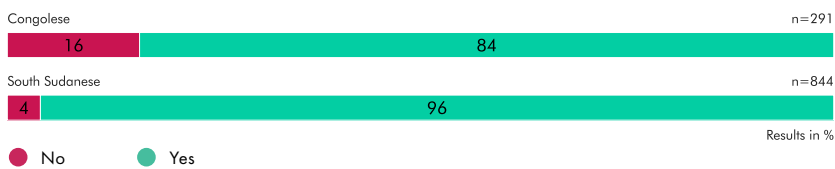
Do you feel the support you receive helps you to become self-reliant?



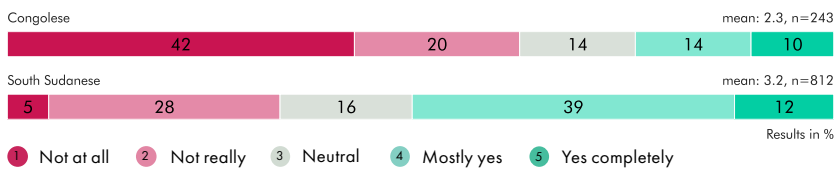
Do you or your family have access to livelihood opportunities?



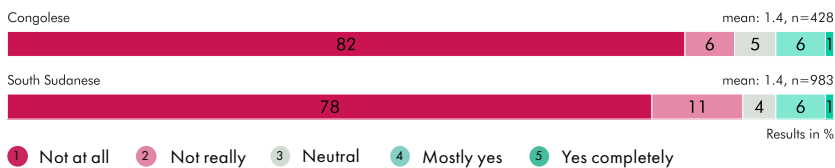
Do your children have access to education?



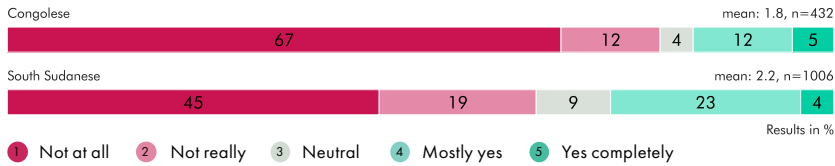
Are you satisfied with the education provided?



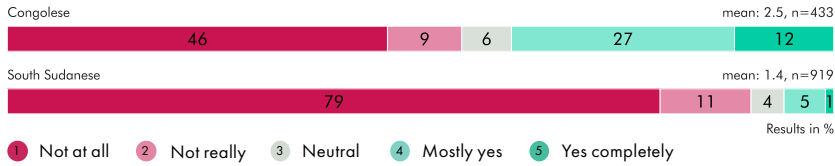
Do you feel supported by aid agencies to make decisions about moving back home?



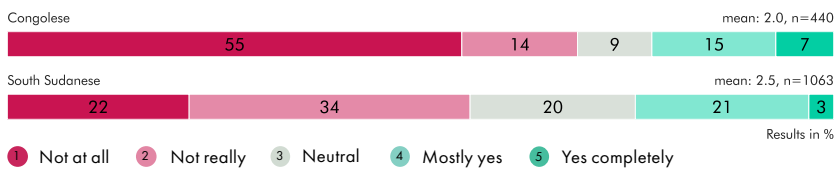
Do you feel supported by aid agencies to make decisions about moving within Uganda?



Do you feel supported by aid agencies to make decisions about moving from Uganda to a different country?



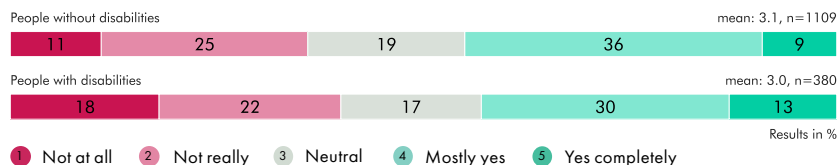
Overall, is life improving for refugees in Uganda?



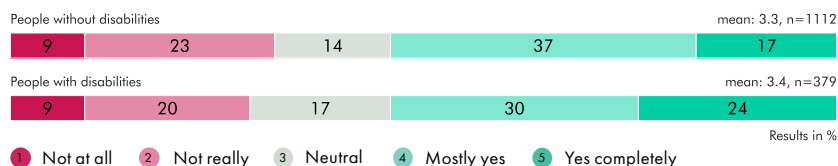
Annex 3: disability breakdowns

The following questions are disaggregated according to respondents' self-identification as living with or without a disability.

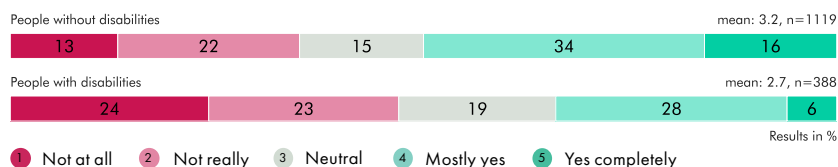
Do aid providers treat you with respect?



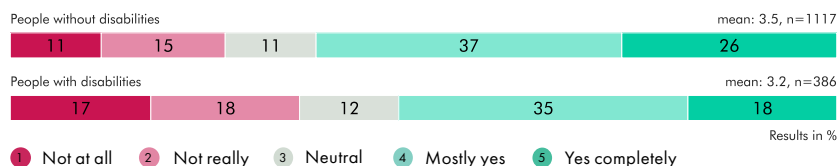
Do you feel welcome by the host community?



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



Do you feel safe when accessing aid or services?



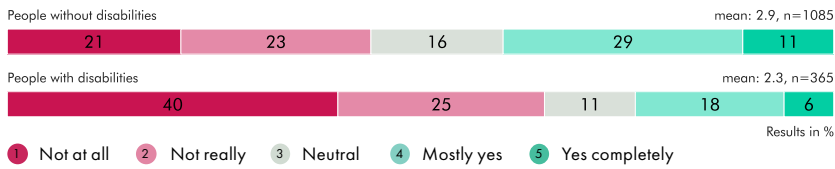
Have you or someone in your household received cash assistance from humanitarian agencies/NGOs in the last 12 months?



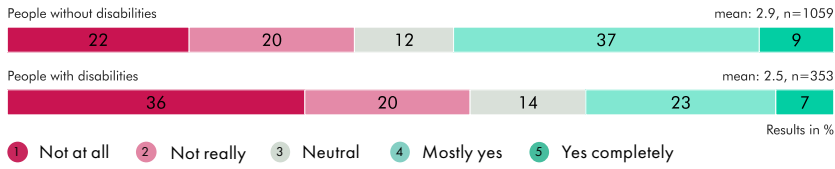
Do people in your community sell aid items to meet their needs in cash?



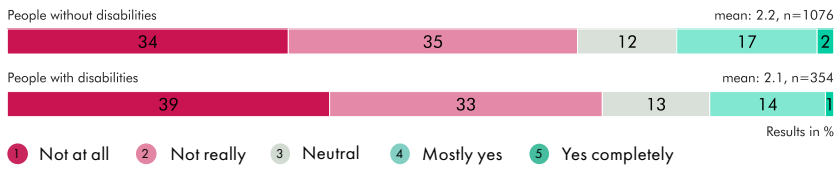
Do you feel informed about the kind of aid/services available to you?



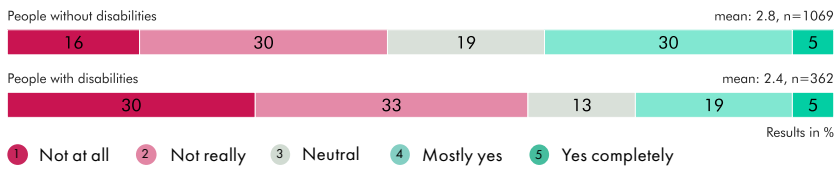
Do you feel aware of your rights as a refugee in Uganda?



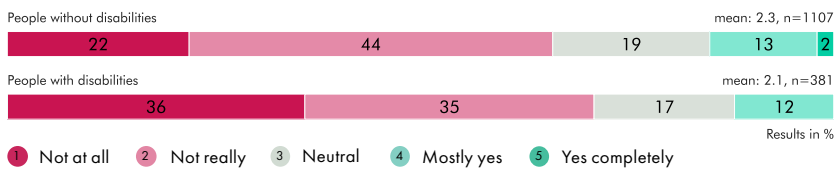
Do aid providers take your opinion into account when providing humanitarian assistance/services?



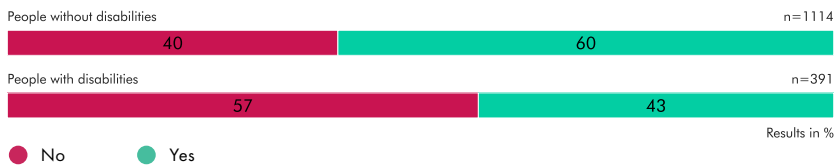
Does aid go to those who need it most?



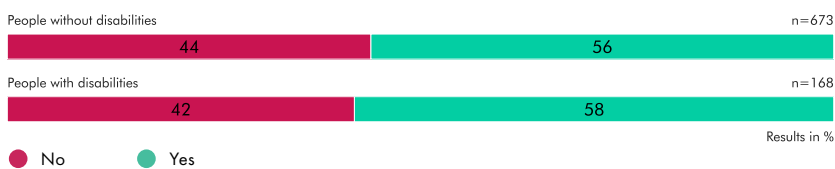
Does the aid/services you receive cover your most important needs?



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



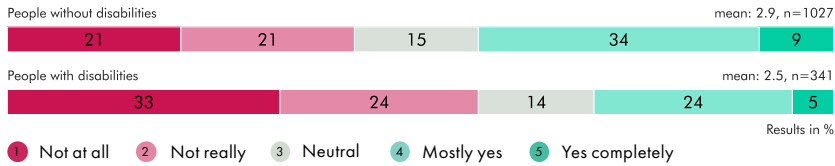
Have you filed a suggestion or a complaint?



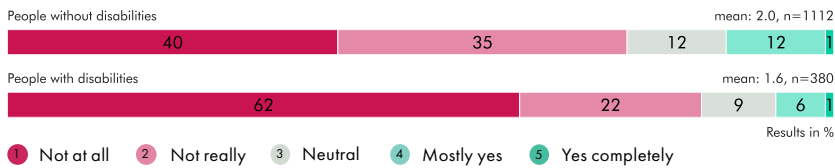
Did you receive a response to your suggestion or complaint?



Do you think people in your community feel able to report instances of abuse or mistreatment by aid providers?



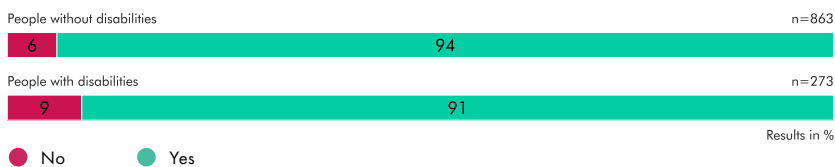
Do you feel the support you receive helps you to become self-reliant?



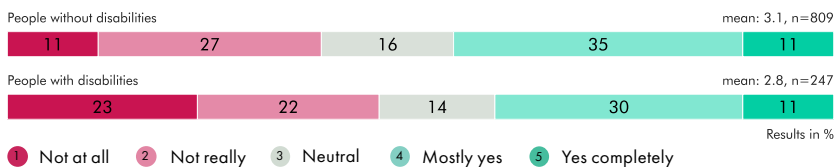
Do you or your family have access to livelihood opportunities?



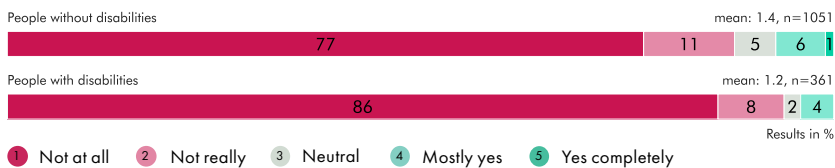
Do your children have access to education?



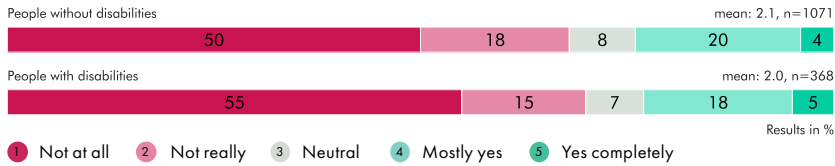
Are you satisfied with the education provided?



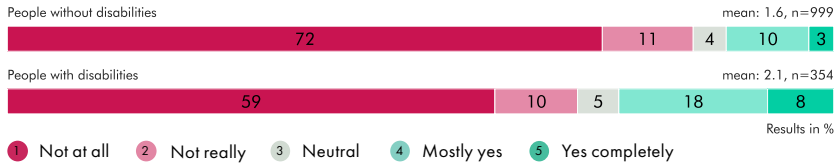
Do you feel supported by aid agencies to make decisions about moving back home?



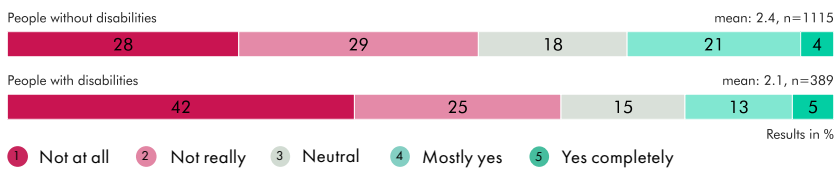
Do you feel supported by aid agencies to make decisions about moving within Uganda?



Do you feel supported by aid agencies to make decisions about moving from Uganda to a different country?



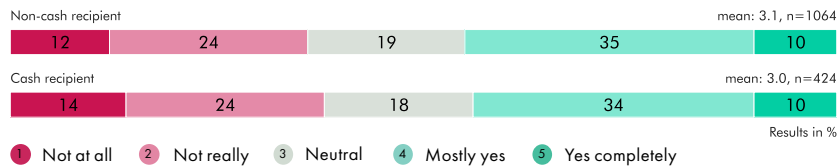
Overall, is life improving for refugees in Uganda?



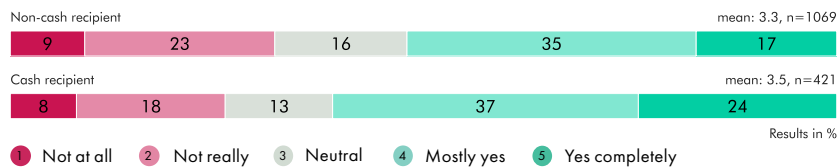
Annex 4: cash recipient breakdowns

The following questions are disaggregated according to whether or not the respondent, or someone in the respondent's household, received cash assistance from a humanitarian agency within the last 12 months.

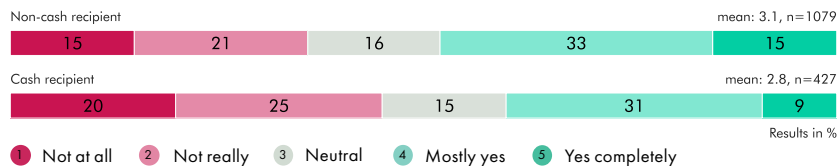
Do aid providers treat you with respect?



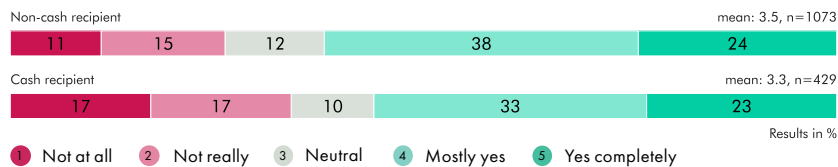
Do you feel welcome by the host community?



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



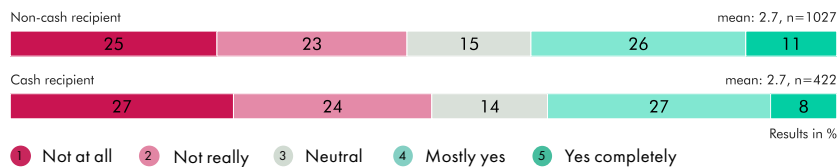
Do you feel safe when accessing aid or services?



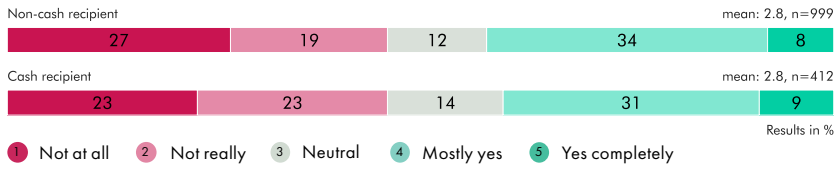
Do people in your community sell aid items to meet their needs in cash?



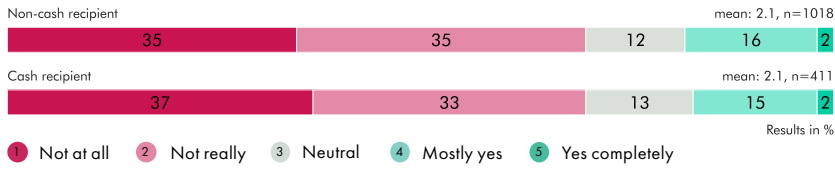
Do you feel informed about the kind of aid/ services available to you?



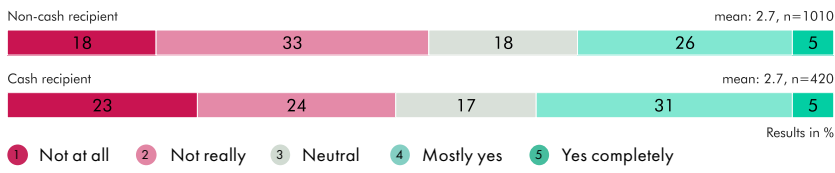
Do you feel aware of your rights as a refugee in Uganda?



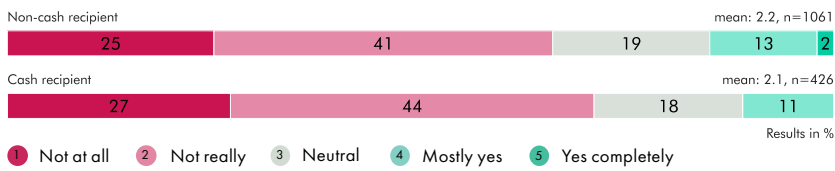
Do aid providers take your opinion into account when providing humanitarian assistance/services?



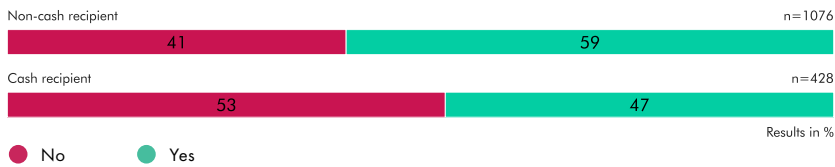
Does aid go to those who need it most?



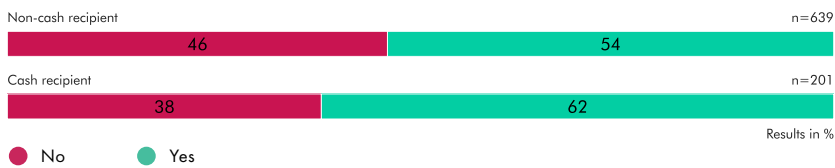
Does the aid/services you receive cover your most important needs?



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



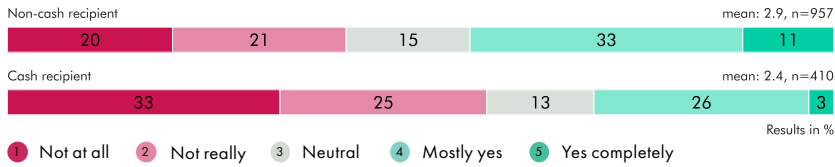
Have you filed a suggestion or a complaint?



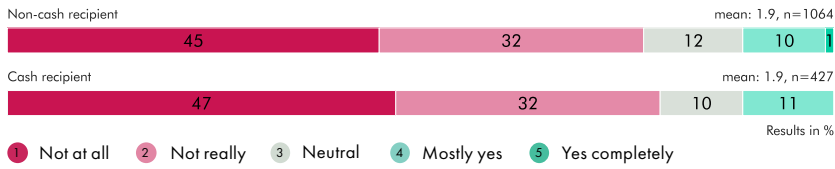
Did you receive a response to your suggestion or complaint?



Do you think people in your community feel able to report instances of abuse or mistreatment by aid providers?



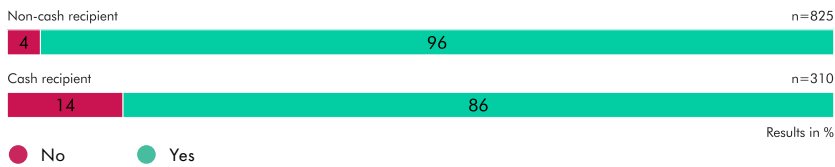
Do you feel the support you receive helps you to become self-reliant?



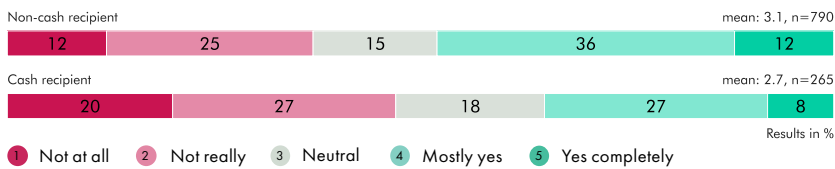
Do you or your family have access to livelihood opportunities?



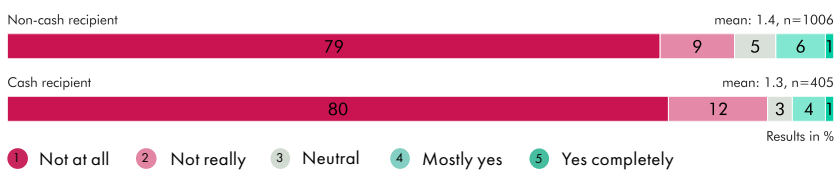
Do your children have access to education?



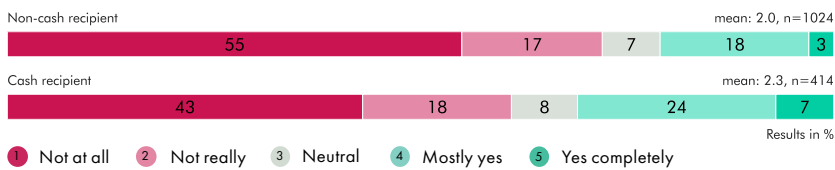
Are you satisfied with the education provided?



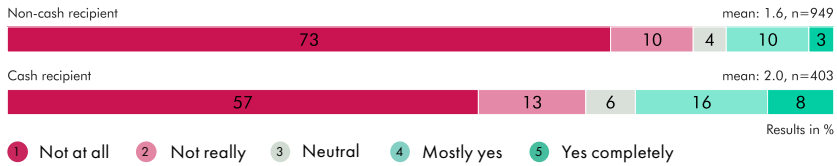
Do you feel supported by aid agencies to make decisions about moving back home?



Do you feel supported by aid agencies to make decisions about moving within Uganda?



Do you feel supported by aid agencies to make decisions about moving from Uganda to a different country?



Overall, is life improving for refugees in Uganda?

