

Perception indicators

Chad's Humanitarian Response Plan (HRP) for 2017-2019 sets out three strategic objectives. Perception indicators were developed to track progress as seen through the eyes of affected populations. Using perception surveys, Ground Truth Solutions tracks how these indicators evolve over time.

The following table shows the four targets set out by the HCT in December 2018 aligned with the perception indicators and the results from the first two rounds of data collection.

	CHS Commitment	Perception indicator	Mid 2018	End 2018	Target set by the HCT (objective for end 2019)
Strategic objective 1 To save and preserve the lives and dignity of affected populations	4	Percentage of affected people who feel informed about the different services available to them	60%	67%	80%
	8	Percentage of affected people who feel treated with respect by humanitarian actors	76%	76%	80%
Strategic objective 2 To reduce the vulnerability of affected populations by building resilience	3	Percentage of affected people who feel the support they receive empowers them to live without aid in the future	7%	This indicator was not collected during the second round.	
	2	Percentage of affected people who see improvements in their lives	25%	19%	
Strategic objective 3 To contribute to the protection of vulnerable populations and strengthen accountability	1	Percentage of affected people who think the services provided by aid agencies reach the people who need them most	34%	26%	70%
	3	Percentage of affected people who feel safe in their place of residence	81%	82%	
	5	Percentage of affected people who feel comfortable reporting cases of abuse, mistreatment, or harassment by humanitarian staff	87%	88%	
	5	Percentage of affected people know how to make suggestions or complaints to aid providers	32%	52%	60%
	5	Percentage of affected people who believe they will get a response to their complaint	58%	This indicator was not collected during the second round.	
	4	Percentage of affected people who think their views are taken into account by aid providers in decisions made about the support they receive	12%	7%	

Recommendations

From 29 January to 28 February 2019, Ground Truth Solutions presented the results from its second round of data collection to humanitarian staff and local community leaders in the provinces of Logone Oriental, Lake and Ouaddaï as well as to the Humanitarian Country Team in N'Djamena. Here are the recommendations put forward by these different actors.

Improve communication with affected people.

- Humanitarian actors in Chad should **increase and simplify communication regarding targeting procedures, emphasising how these are aimed at improving equity**. Community leaders should be involved in these activities. Furthermore, communication regarding how selection criteria are set should be strengthened in order to tackle misconceptions amongst affected communities that the categorisation is done in bad-faith by humanitarian field staff.
- In order to reduce perceptions of dishonesty, humanitarian actors should **put particular emphasis on the reasoning behind programme modifications**. In the same vein, affected people should be informed on decisions taken by humanitarians after consultations in order to close the feedback loop. This will reinforce the trust in the feedback mechanisms.
- More generally, it is recommended that humanitarian staff and partners organisations share this report and discuss its results. Open dialogue with affected people about the results would help shed light on what underlies their points of views. Moreover, this would be an opportunity to communicate how their organisation has or will take on their feedback.

Involve community leaders in targeting procedures.

- Community leaders' opinions and insights should be seen as complementary sources of information for targeting procedures. Community leaders are willing to be more involved and, with their in-depth knowledge of their regions, they are well-placed to propose selection criteria that are adapted to the context and suited to identifying those most in need.
- The humanitarian community should **consult affected communities on how to more effectively reach those in need who currently have limited access humanitarian aid**. The affected population identified the following groups as being most vulnerable:
 - Women-headed households in Logone Oriental,
 - Newly-arrived populations in the Lake province,
 - Older persons in Ouaddaï.

Humanitarians should invest more in building the self-reliance of affected communities.

- Humanitarian actors should follow-up trainings on income-generating activities with other forms of support. Training participants do not often receive resources to launch their economic activities.
- Humanitarian actors should improve the targeting of livelihood programmes in order to include individuals with the appropriate level of knowledge and experience to develop the activities being targeted.

Include questions tied to the four key perception indicators in monitoring and evaluation activities.

- The HCT has set four key perception indicators for 2019. The accountability to affected people steering committee in Chad recommends that humanitarian organisations include questions related to these indicators in their monitoring and evaluation activities. By sharing this information, more concrete and coordinated improvements to accountability would be possible.