

Perception indicators for the humanitarian response in Afghanistan

This document details perception questions and indicators that were developed to systematically monitor the performance of humanitarian assistance in Afghanistan through the views and perceptions of crisis-affected people. The indicators were designed by Ground Truth Solutions (GTS) in cooperation with the Accountability to Affected People (AAP) WG and several clusters in an effort to strengthen collective AAP across the response in Afghanistan.

The perception indicators can be used to track how humanitarian assistance is perceived by communities at the level of the overall humanitarian response, different clusters and individual organisations. The idea is for partners to add relevant standardized perception indicators to their monitoring frameworks and quantitative data collection tools to:

- Ensure that crisis-affected people have a say in the way humanitarian programming is monitored, adjusted, and evaluated;
- Harmonise the collection and response of feedback data across the humanitarian response.

The collected perception data should be disaggregated by demographic variables, such as gender, age and disability status.

Please note that this document is a working document and further cluster-specific indicators will be added.

Perception indicator	Perception question	Answer options
Quality of assistance		
% of crisis-affected people who think the assistance they receive covers their most important needs	Does the assistance you receive cover your most important needs?	1. Not at all, 2. Not really, 3. Somewhat, 4. Mostly yes, 5. Completely, 6. Don't want to answer
% of crisis-affected people who think that members of their community are selling aid items to meet their needs in cash	Do you think that members of your community sell aid items to meet their needs in cash?	1. No, 2. Yes, 3. Don't want to answer
Quality of relationship		
% of crisis-affected people who believe aid providers treat them with respect	Do you feel treated with respect by aid providers?	1. Not at all, 2. Not really, 3. Somewhat, 4. Mostly yes, 5. Completely, 6. Don't want to answer
% of crisis-affected people who are aware of the humanitarian code of conduct	Are you aware that humanitarians have to abide by a code of conduct?	1. No, 2. Yes, 3. Don't want to answer
Selection & targeting		
% of crisis-affected people who believe that the assistance goes to those who need it most	Do you believe that the assistance goes to those who need it most?	1. Not at all, 2. Not really, 3. Somewhat, 4. Mostly yes, 5. Completely, 6. Don't want to answer
% of crisis-affected people who understand how humanitarian organisations	Do you understand how humanitarian organisations	1. No, 2. Yes, 3. Don't want to answer

decide who receives aid and who doesn't	decide who receives aid and who doesn't?	
Information & communication		
% of crisis-affected people who feel informed about the assistance available to them	Do you feel informed about the assistance available to you?	1. Not at all, 2. Not really, 3. Somewhat, 4. Mostly yes, 5. Completely, 6. Don't want to answer
% of crisis-affected people who know what to do if they have a question about humanitarian assistance	Do you know what to do if you have a question about humanitarian assistance (i.e. where to go, whom to ask)?	1. No, 2. Yes, 3. Don't want to answer
Safety		
% of crisis-affected people who feel safe when accessing humanitarian assistance	Do you feel safe when accessing humanitarian assistance?	1. Not at all, 2. Not really, 3. Somewhat, 4. Mostly yes, 5. Completely, 6. Don't want to answer
Complaint and feedback mechanisms		
% of crisis-affected people who think they have the right to complain and give feedback about the humanitarian assistance received	Do you think you have the right to complain and give feedback about the humanitarian assistance you receive?	1. Not at all, 2. Not really, 3. Somewhat, 4. Mostly yes, 5. Completely, 6. Don't want to answer
% of crisis-affected people who know how to make a suggestion or complaint about the humanitarian assistance received	Do you know how to make a complaint or suggestion about the humanitarian assistance received?	1. No, 2. Yes, 3. Don't want to answer
Participation		
% of crisis-affected people who feel that aid providers take their opinion into account when providing assistance	Do you feel like aid providers take your opinion into account when providing assistance?	1. Not at all, 2. Not really, 3. Somewhat, 4. Mostly yes, 5. Completely, 6. Don't want to answer
% of crisis-affected people who feel that humanitarian assistance has improved as a result of their feedback	Do you feel like humanitarian assistance has improved as a result of your feedback?	1. Not at all, 2. Not really, 3. Somewhat, 4. Mostly yes, 5. Completely, 6. Don't want to answer
PSEA		
% of crisis-affected people who know how to report instances of sexual exploitation, abuse and harassment by aid providers	Do you know how to report instances of sexual exploitation, abuse and harassment by aid providers (i.e. retaliation, exchange of aid for sexual favours/money?)	1. No, 2. Yes, 3. Don't want to answer
% of crisis-affected people who think people would feel comfortable to report instances of sexual exploitation, abuse and harassment by government officials	Do you think people in your community would feel comfortable to report instances of sexual exploitation, abuse and harassment by government officials?	1. Not at all, 2. Not really, 3. Somewhat, 4. Mostly yes, 5. Completely, 6. Don't want to answer



Resilience		
% of crisis-affected people who feel that the assistance received will help them to live without assistance in the future	Do you feel like the assistance received will help you live without assistance in the future?	1. Not at all, 2. Not really, 3. Somewhat, 4. Mostly yes, 5. Completely, 6. Don't want to answer