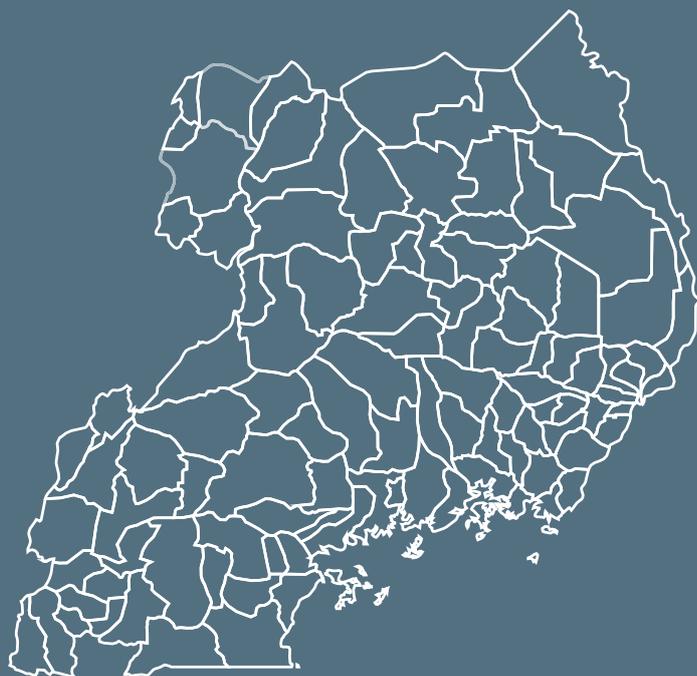


Survey of refugees and humanitarian staff in Uganda

February 2019 • Round 2



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Introduction

This report carried out in Uganda, is part of a project to understand how people affected by crises and humanitarian field staff perceive the impact of the Grand Bargain commitments. It is based on answers from two standardised surveys. The first conducted face-to-face with 607 South Sudanese refugees in settlements at Kiryandongo, Bidi Bidi and Rhino Camp. The second with 211 humanitarian staff members from national and international organisations through an online survey tool. Surveys of both affected people (Kiryandongo and Bidi Bidi) and staff were previously conducted in late 2017.

The research is a joint effort by Ground Truth Solutions (GTS) and the Organisation for Economic Co-operation and Development (OECD) Secretariat with financial support from the United Kingdom's Department for International Development (DFID). Uganda is one of the seven countries covered by this research. The others are Afghanistan, Bangladesh, Haiti, Iraq, Lebanon and Somalia.

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

Key findings

- Despite a modest improvement since 2017, **most refugees (83%) do not consider that aid covers their most important needs.** Food, healthcare and education are identified by refugees as their primary unmet needs. This compares with 78% of humanitarian staff, who believe that humanitarian aid and services adequately meet the needs and priorities of affected people.
- **Areas which received higher scores from respondents include; respect for refugee rights, the relevance of aid received and prospects for self-reliance in the future.** While this suggests improvement in humanitarian assistance provided, these were some of the lowest ranking questions last year.
- **Fewer people are aware of their rights as refugees in Uganda,** despite the fact that most of those aware of their rights as refugees in Uganda do feel their rights are respected (55%), particularly in Rhino Camp.
- On the fairness of aid provision, refugees have mixed views, with the largest cohort (38%) **saying that it does not go to those who need it most.** Orphans, disabled people, older persons and single mothers are those most seen as left out of aid programmes. **Meanwhile, 92% of staff consider that humanitarian programming adequately targets the most vulnerable population groups.**
- **The majority (56%) of refugees surveyed do not see themselves as becoming more self-reliant.** There has been a slight increase compared to 2017, but work is still needed in this area. What would help refugees live without aid in the future? Initiatives to booster agricultural activities, cash assistance and business capital are cited by participants as key in breaking aid dependency.
- **Less than a third feel that their lives are improving.** Having better access to humanitarian services, employment opportunities and cash assistance are said to be key in changing people's optimism towards the future.

- **Respondents seem better informed about available services than in 2017, with 70% saying they have the information they need.** Yet, 75% do not feel their views are considered in decision-making. A lack of beneficiary consultation, action based on previous feedback given to aid providers and a general sense that there is inadequate respect for refugees and their rights are highlighted as obstacles to encouraging effective and meaningful refugee participation. In contrast, some 82% of staff say they take refugees' views into account when they make programme changes.
- **Refugees remain positive about their ability to report abuse and mistreatment. 70% say they know how to make a complaint.** Of those who have made a complaint – half the sample – 53% received a response, and some 46% were satisfied with the response they received.
- **On the humanitarian-development nexus, 68% of staff surveyed feel that development and Humanitarian staff remain mainly positive,** their views are still in line with findings from 2017, with the exception of increasingly negative perceptions on the benefits of cash programmes and the adequacy of support available for local and national organisations. Humanitarian staff see a significant improvement in consultation of affected people's views during project planning and implementation.
- **Humanitarian actors work effectively together,** although staff in the Kampala offices are less positive about progress on the nexus than staff outside the capital.
- **Staff see an imbalance in funding between emergency relief and durable solutions,** with a majority of answers (70%) in favour of investing more in durable solutions.

Executive summary

This summary covers the main findings of the refugee and humanitarian staff surveys, with responses to the full set of questions included in subsequent sections. The first three sets of responses are aligned with the objectives of the [Uganda Country Refugee Response Plan for 2018](#). The last three relate to broader themes of the Grand Bargain: reporting, localisation and the nexus.

Protection and rights

- **Refugees are somewhat less aware of their rights in Uganda than in 2017, but those who are aware consider them better respected.** There is a slight drop in the proportion of refugees who know about UNHCR's supplementary protection activities.
- **The majority of refugees continue to feel that they are treated respectfully by humanitarian staff.** In addition, 58% of refugees say they trust aid providers to act in their best interests. Humanitarian staff are even more positive about the quality of the relationship with refugees – 92% say that affected people are treated respectfully by humanitarian staff.

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

mean: 3.1, n=599



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

Humanitarian staff survey: Do humanitarian staff in Uganda treat affected people with respect?

mean: 4.5, n=202



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

- **Relations with host communities are mostly good, with the majority of refugees feeling welcome in the country.** Those who do not feel welcome cite tensions over resources and host's resentment of outsiders. They would like to have more opportunities to socialise with Ugandans.
- **Refugees remain positive about their ability to report abuse and mistreatment, and 70% say they know how to make a complaint.** Of those who say they have done so, nearly half were satisfied by the response. 70% filed complaints in person, mostly during community meetings, with a minority using suggestion boxes and complaints desks. Few mention available helplines.
- **More than 60% of refugees feel 'completely' or 'mostly' safe in their places of residence.** Scores are positive, but there is a drop in the mean from 4.1 out of 5 in 2017 to 3.6 in October 2018. Scores on safety are lower in Kiryandongo than in Rhino Camp and Bidi Bidi. Refugees mention attacks on the way to school, at health centres and at food distribution points.

- **Freedom of movement does not appear to be an issue**, with refugees saying they feel free to move around the country, if they have the means to do so.
- **If circumstances permit, a large majority of refugees would opt to return to South Sudan.** Only in Kiryandongo is there a low double-digit (21%) contingent of refugees who do not want to return. Factors given for their reluctance are the continuing conflict in South Sudan, better educational opportunities in Uganda and lack of family ties in their former homeland.

Emergency response and ongoing needs

- Overall, two-thirds of refugees say **aid provision has been stable** and there is an increase in the proportion of those who consider that it covers their most important needs. That said, **53% say that their key needs are 'not met at all' or 'not much met'**. In contrast, **78% of humanitarian staff feel that aid provided covers people's most important needs.** People in Rhino Camp and Kiryandongo are more negative on this issue than in Bidi Bidi, while refugees who have not been allocated land are more negative than those who have. Top unmet needs are ranked as follows: food, health care, education, cash, WASH and shelter.

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

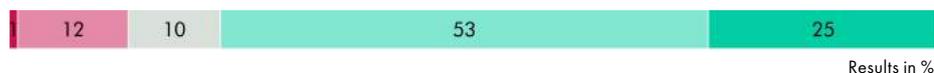
mean: 2.5, n=603



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

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

mean: 3.9, n=199



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

- **On the fairness of aid provision, some over one-third of refugees feel that it does not go to those most in need**, with a slight drop in the percentage of refugees who see things this way since 2017. Scores in Bidi Bidi are higher than in Rhino Camp and Kiryandongo. Demographic groups considered left out are, in order of magnitude: orphans, disabled people, old people, and single mothers. Why is this the case? Respondents point to poor targeting, biased selection of beneficiaries by community leaders, discrimination, diversion, and corruption.

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

mean: 2.9, n=579



Results in %

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

Humanitarian staff survey: Does aid go to those who need it most?

mean: 4.3, n=199



Results in %

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

- Knowing about the availability of emergency aid is central to good programming. **More than a third (40%) of respondents say they have the information they need about available services.** People in Bidi Bidi are better informed than in Rhino camp and Kiryandongo. Large majorities favour face to face communication delivered by community leaders and international organisations.
- The good news is that in the latest survey more refugees feel their point of view is considered by aid agencies than in 2017. The bad news is that the mean score on this issue remains low at 2.6 out of 5, meaning that, overall, **refugees tend to feel their views are not considered in decisions that affect their lives.** This contrasts to the views of humanitarian staff, with 92% saying they listen and act on what they hear from refugees.



Refugee shelter in Kiryandongo camp, Uganda, November 2018
Kai Kamei, GTS

Affected people survey: Do you feel aid providers take your opinion into account when providing aid?

mean: 2.6, n=594



Results in %

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

Humanitarian staff survey: Does your organisation take opinions of affected people into account during programme implementation?

mean: 4.5, n=187



Results in %

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

Resilience and self-reliance

- **South Sudanese refugees in Uganda are marginally more optimistic about their prospects than they were in 2017 there is considerable room for improvement.** The latest findings show an almost equal split between refugees who say they have opportunities to earn a living and those who say they don't. Agriculture is considered the main option with non-agricultural jobs limited, and most refugees expressing little hope of landing a job in the local economy.
- **60% of refugees do not think that aid helps them become self-reliant.** Views are especially negative in Rhino camp and Bidi Bidi, and among people who arrived in the country after 2016. To remedy things, they say they need opportunities to engage in agriculture, access cash transfer schemes and help in starting small businesses.

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

Rhino Camp, mean: 2.1, n=202



Kiryandongo, mean: 2.6, n=208



Bidi Bidi, mean: 2.2, n=190



Results in %

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

- **Refugees do not think they are on the path to self-reliance, but they do feel their lives are improving.** The 30% who don't see their lives getting better point to their need for better services, employment, cash transfers, and greater security. When asked the same question slightly differently – about how they see prospects for living a normal life in Uganda - people remain somewhat pessimistic. Things that would improve their prospects are, they say: education for their kids, security, peace, shelter, food, and livelihood opportunities.
- **Around half of all humanitarian staff feel that local organisations have the capacity to deliver high quality assistance and 41% say they don't receive sufficient support.** Local NGOs are more bullish on their capacity than international NGOs and UN agencies.
- **Most (68%) humanitarian staff feel that development and humanitarian actors work effectively together.** 78% of local NGO staff feel this way compared to 66% for staff from UN agencies.
- **Staff in the Kampala offices of aid agencies are less positive about progress on the humanitarian/development nexus than staff outside the capital.** Around half of the humanitarian staff polled feel that there is insufficient funding for durable solutions.

Do humanitarian and development actors work together effectively in Uganda?

Field staff team leader, mean: 3.6, n=32



Field staff team member, mean: 3.9, n=84



Kampala staff member, mean: 3.3, n=38



Results in %

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

Reporting and funding flexibility

- While 81% of humanitarian staff felt time spent on reporting was 'mostly' or 'very' appropriate last year, 62% do this year. This may have to do with poorly harmonised reporting requirements, as more than half of the staff surveyed (56%) feel that reporting requirements are not sufficiently coordinated. This is most strongly felt by Kampala-based staff, where more than three quarters say there is room for improvement in this area.

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

Field staff team leader, mean: 3.0, n=28



Field staff team member, mean: 2.8, n=67



Kampala staff member, mean: 2.2, n=38



Results in %

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

Localisation

- **Slightly more than half of humanitarian staff feel that local organisations have the capacity to deliver high quality assistance.** National respondents are especially positive in this regard – with 78% - compared to less than half of staff from international NGOs/Red Cross and UN agencies feeling this way.
- **Less than half of humanitarian staff (41%) feel that local and national aid providers receive sufficient support.**

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

International NGO, mean: 3.4, n=34



Local NGO, mean: 4.2, n=49



UN agency, mean: 3.2, n=99



Results in %

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

Humanitarian and development nexus

- **More than two thirds of humanitarian staff feel that development and humanitarian actors work together effectively.** Local NGOs are most positive and iNGOs least positive on this front.

The complete data sets from both the refugee and humanitarian staff surveys can be found in the following sections.

Survey data - Refugees

Reading this section

The following sections use simple bar charts for both open and closed questions. Responses to closed questions are reported using a likert scale from 1 to 5. The mean score is also shown. The bar charts for closed questions show the percentage of respondents who selected each answer option, with colours ranging from dark red for negative answers to dark green for positive ones. The analysis includes any significant difference in the perceptions of different demographic groups. It does not, however, show the full breakdown of responses according to these categories.

For open questions, the percentage and frequency with answers pertaining to a particular question do not always total 100% where respondents are given the option to provide multiple answers.

Sample of the affected people survey

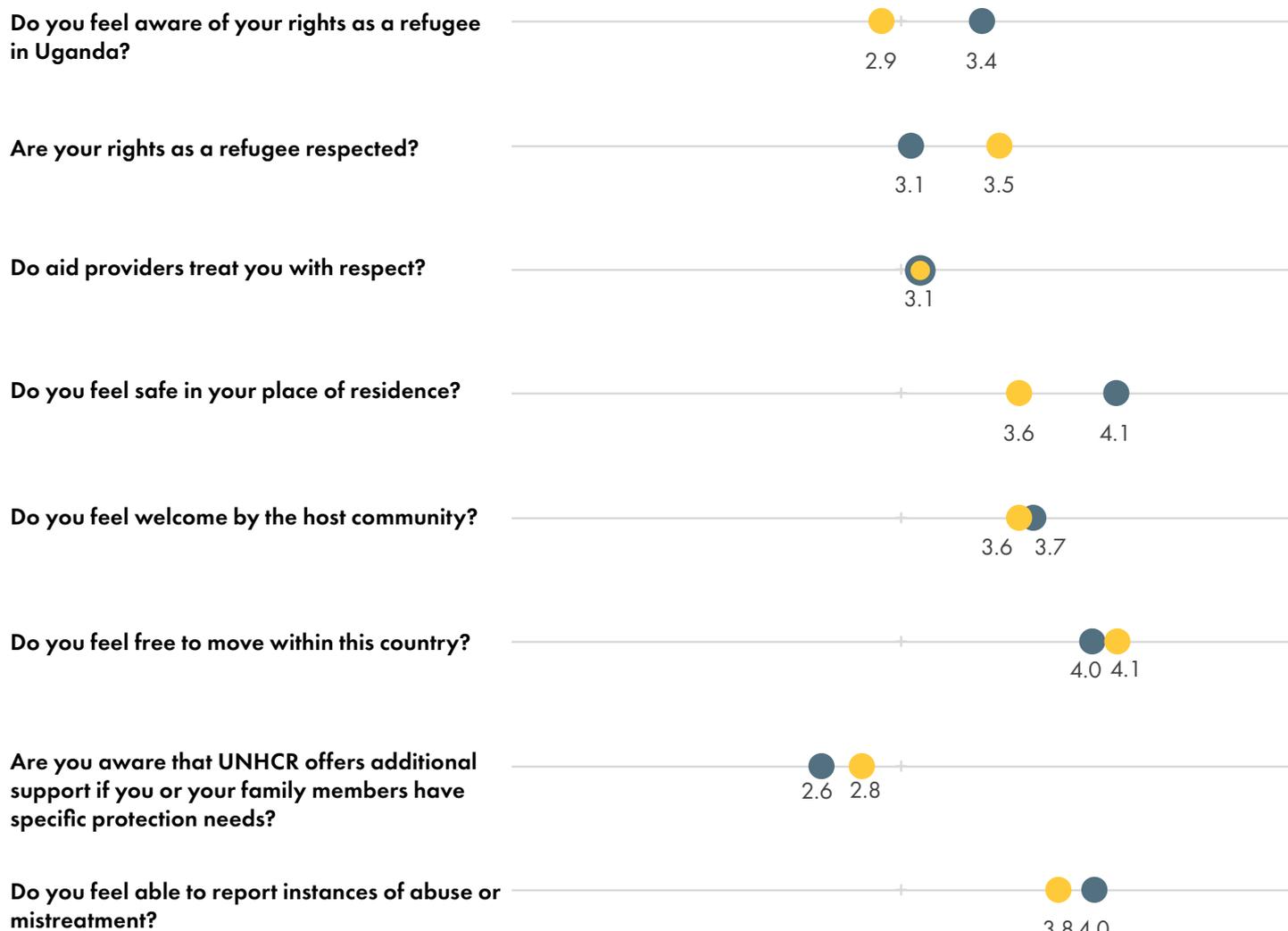
Interviews were conducted with 606 South Sudanese refugees who received aid within the last 12 months. Three settlements in Uganda (Kiryandongo, Bidi Bidi and Rhino Camp) were included in the sample size. A more detailed breakdown of the sample size can be found in the [Annex: Notes on methodology](#).

Overview of findings

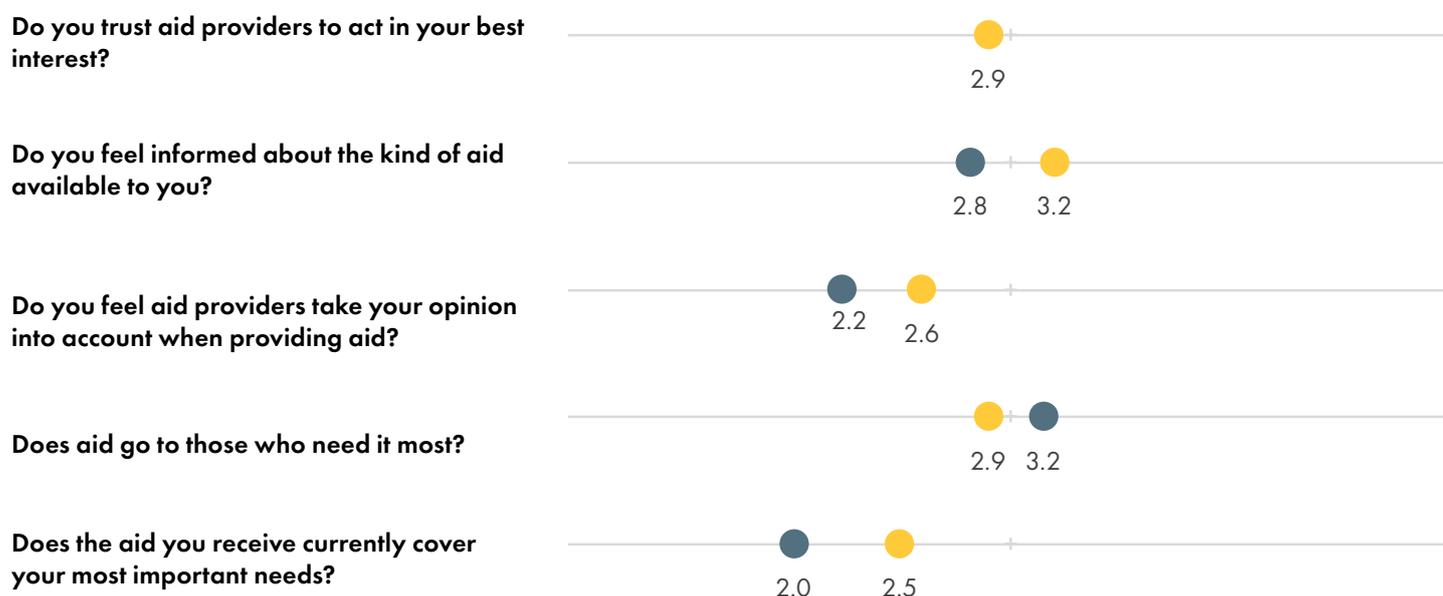
● 2017 ● 2018

Negative Positive

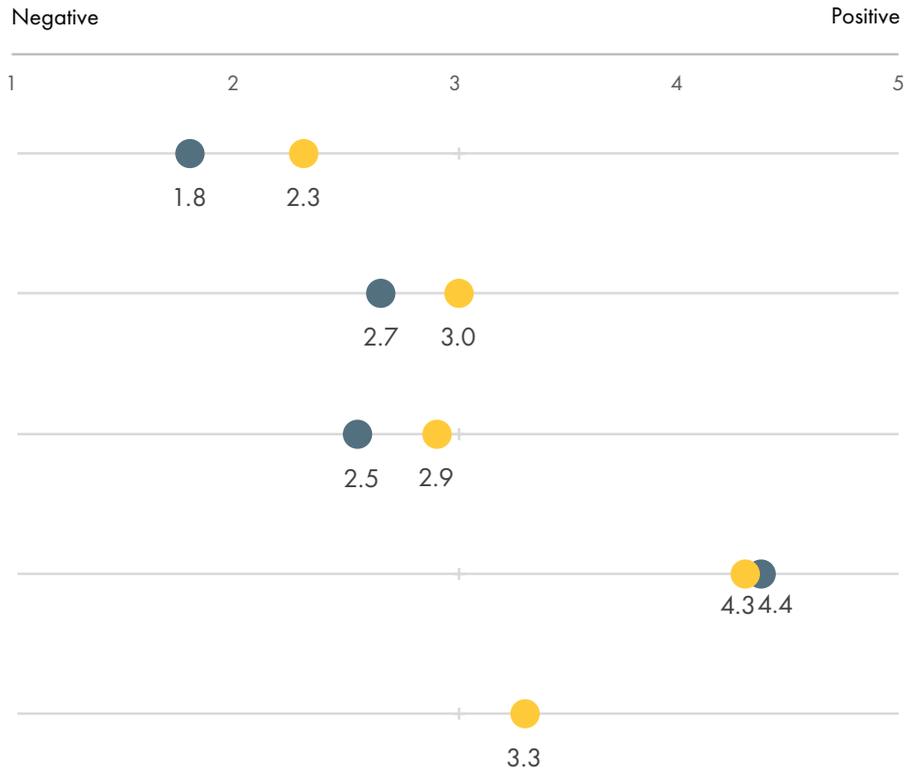
1. Protection and rights



2. Emergency response and ongoing needs



3. Resilience and self-reliance



63%

think aid provision has been stable over the last 12 months

n=589



70%

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

n=593



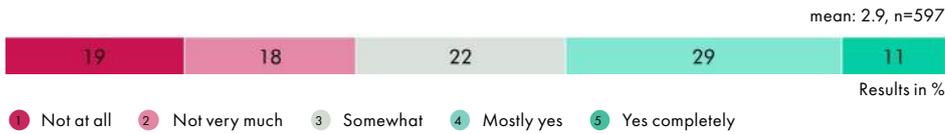
51%

think refugees have access to employment opportunities

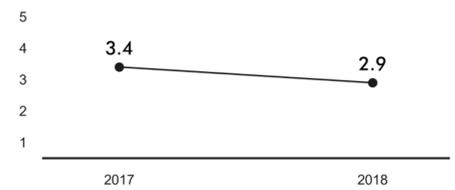
n=581

Q1. Awareness of rights

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



Trend in mean scores



Rhino Camp, mean: 2.6, n=197



Kiryandongo, mean: 3.0, n=209



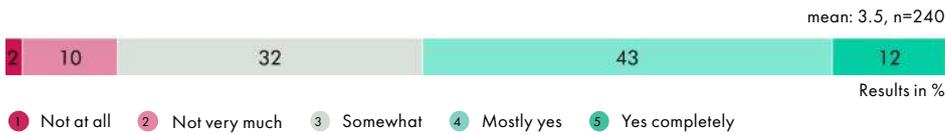
Bidi Bidi, mean: 3.2, n=191



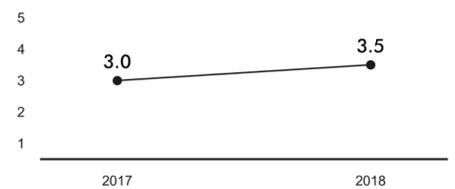
1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Follow-up question asked to those who responded 4 or 5 to the previous question:

Are your rights as a refugee respected?



Trend in mean scores



Follow-up question asked to those who responded 1 or 2 to the previous question:

What makes you feel this way? (n=28)

25% Bad treatment by humanitarian staff 14% Discrimination and denied jobs

21% No access to services/rights 14% Not consulted

Others include: no urgency when dealing with refugees' issues and corruption incidences.

Q2. Respect

Do aid providers treat you with respect?

mean: 3.1, n=599



Results in %

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

Rhino Camp, mean: 3.0, n=199



Kiryandongo, mean: 2.9, n=208



Bidi Bidi, mean: 3.4, n=192



Results in %

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

Follow-up question asked to those who responded 1 or 2 to the previous question:

What makes you feel this way? (n=167)

29% Verbal abuse and mistreatment by staff

19% Poor relationships between staff and refugees

26% Inadequate service delivery systems (e.g. delays and disorganisation during service delivery)

16% Rights not met

20% Opinions not taken into account

Others include: being discriminated against for being a refugee and unfulfilled promises.

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Q3. Trust

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

mean: 2.9, n=598



Results in %

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

Follow-up question asked to those who responded 1 or 2 to the previous question:

What makes you feel this way? (n=182)

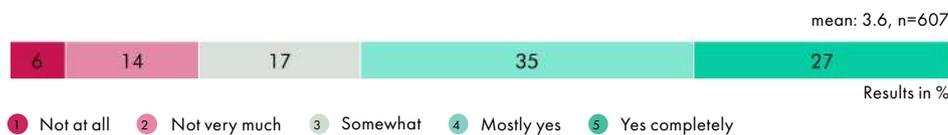


Others include: verbal abuse and mistreatment from aid providers.

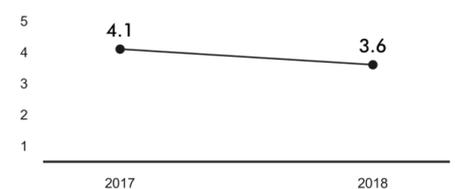
Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Q4. Safety

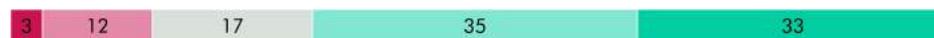
Do you feel safe in your place of residence?



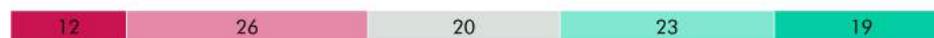
Trend in mean scores



Rhino Camp, mean: 3.8, n=205



Kiryandongo, mean: 3.1, n=210



Bidi Bidi, mean: 4.0, n=192



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

Arrived 2016 or later, mean: 3.8, n=423



Arrived before 2016, mean: 3.3, n=182



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

Follow-up question asked to those who responded 1 or 2 to the previous question:

What makes you feel this way? (n=115)



Others include: conflict with nationals, fights within the camps, family conflicts and diseases.

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Q5. Host community relations

Do you feel welcome by the host community?

mean: 3.6, n=599



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

Rhino Camp, mean: 3.4, n=202



Kiryandongo, mean: 3.8, n=208



Bidi Bidi, mean: 3.7, n=189



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

Follow-up question asked to those who responded 1 or 2 to the previous question:

What makes you feel this way? (n=115)



Others include: inadequate opportunities to socialise with the host community and theft by host community members.

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Q6. Freedom of movement

Do you feel free to move within this country?

mean: 4.1, n=599



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

Rhino Camp, mean: 4.0, n=199



Kiryandongo, mean: 4.0, n=209



Bidi Bidi, mean: 4.3, n=191



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

Follow-up question asked to those who responded 1 or 2 to the previous question:

What makes you feel this way? (n=52)



46%
Fear of attacks and robbery



19%
I have no place or reason to move around



19%
No proper identification documents

Others include: no resources to move around, taxation demands by local authorities and language barrier.

Q7. Awareness of aid

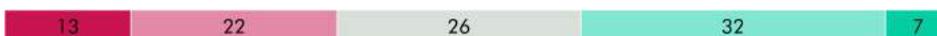
Do you feel informed about the kind of aid available to you?

mean: 3.2, n=603



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

Rhino Camp, mean: 3.0, n=202



Kiryandongo, mean: 2.9, n=210



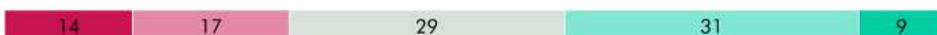
Bidi Bidi, mean: 3.7, n=191



Results in %

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

Refugees aged 18-27, mean: 3.1, n=198



Refugees aged 28-38, mean: 3.4, n=197



Refugees aged 39-86, mean: 3.1, n=182



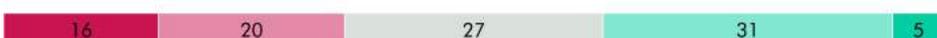
Results in %

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

Arrived 2016 or later, mean: 3.3, n=419



Arrived before 2016, mean: 2.9, n=182



Results in %

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

Follow-up question asked to those who responded 1 or 2 to the previous question:

What information do you need? (n=134)



Others include: changes to current services, feedback from assessments and rights of the vulnerable.

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Follow-up question asked to everyone:

How would you prefer to receive information? (n=603)



Others include: helpline/hotline, SMS and government website.

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Follow-up question asked to everyone:

Who would you most trust to receive information from? (n=603)



Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Follow up question for those who chose 'other':

How would you like to receive the information? (n=150)



Others include: through agency staff, friends and relatives, and posters.

Q8. Participation

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

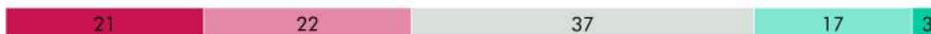


1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Rhino Camp, mean: 2.4, n=197



Kiryandongo, mean: 2.6, n=208



Bidi Bidi, mean: 2.9, n=189



Results in %

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

Follow-up question asked to those who responded 1 or 2 to the previous question:

What makes you feel this way? (n=243)

40% Not consulted for opinions

39% No action/feedback on opinions given

10% Refugees and their rights not respected

Others include: aid agencies are led by organisational interests and not interests of the affected population, services delivered are not adequate and refugees are not adequately informed about aid available.

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Q9. Fairness

Does aid go to those who need it most?

mean: 2.9, n=579



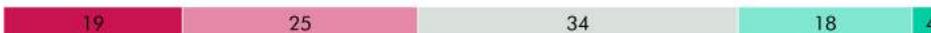
Results in %

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

Rhino Camp, mean: 2.9, n=190



Kiryandongo, mean: 2.6, n=201



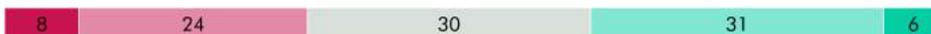
Bidi Bidi, mean: 3.1, n=188



Results in %

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

Respondents aged 18-27, mean: 3.0, n=189



Respondents aged 28-38, mean: 2.9, n=193



Refugees aged 39-86, mean: 2.7, n=173



Results in %

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

Follow-up question asked to those who responded 1 or 2 to the previous question:

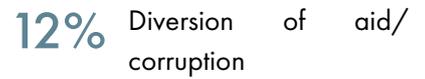
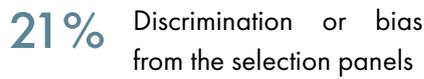
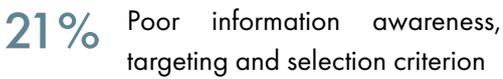
Who is left out? (n=221)



Others include: widows/divorcees, youth, children, unregistered refugees/new arrivals, the poor and needy, and people with chronic diseases.

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Why do you think they are left out? (n=197)

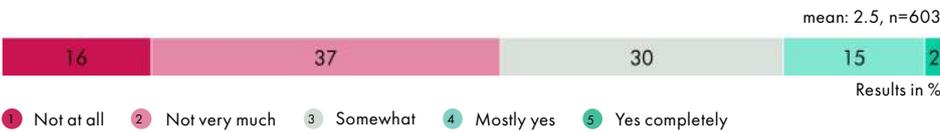


Others include: some refugees are not registered, lack of awareness of services available, long distances to distribution centres, inadequate follow-up mechanisms and limited resources.

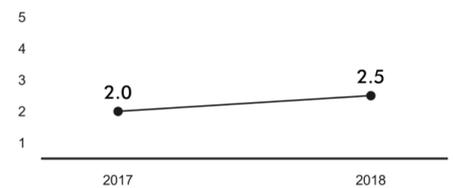
Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Q10. Relevance

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



Trend in mean scores



Rhino Camp, mean: 2.3, n=205



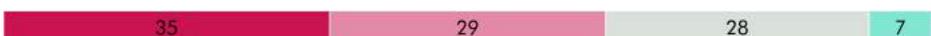
Kiryandongo, mean: 2.5, n=207



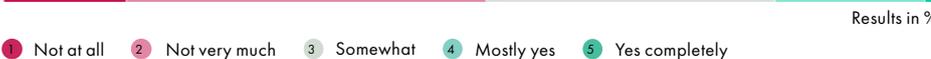
Bidi Bidi, mean: 2.7, n=191



Those not allocated land, mean: 2.1, n=75

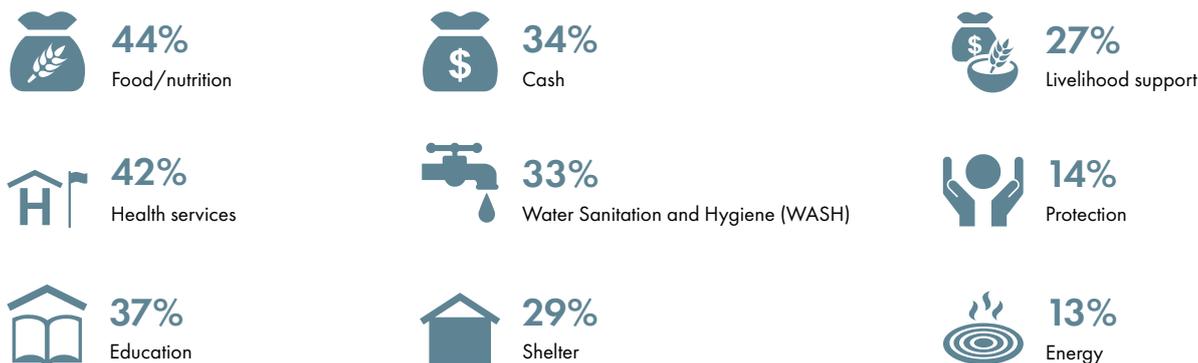


Those allocated land, mean: 2.6, n=528



Follow-up question asked to those who responded 1 or 2 to the previous question:

What are your most important needs that are not met? (n=319)



Note: Percentages do not total 100% because respondents were able to choose multiple answers.

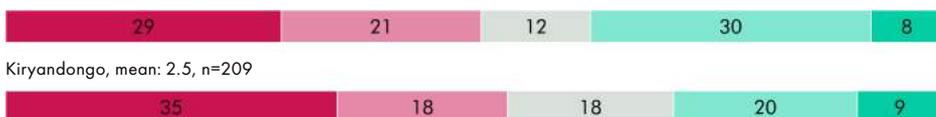
Q11. Protection awareness

Are you aware that UNHCR offers additional support if you or your family members have specific protection needs?

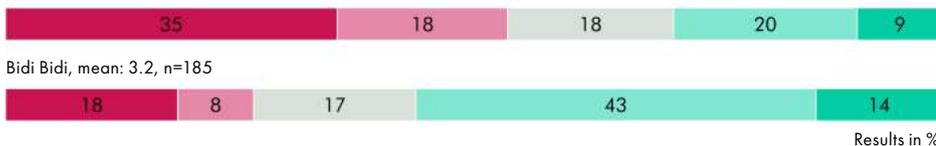
mean: 2.8, n=591



Rhino Camp, mean: 2.6, n=197



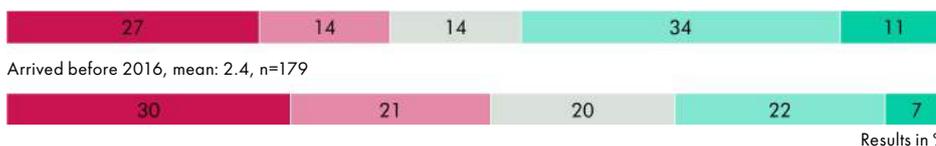
Kiryandongo, mean: 2.5, n=209



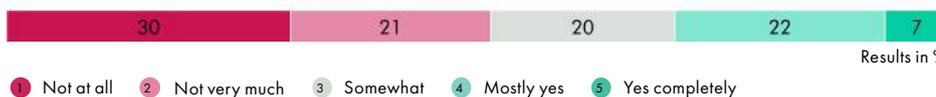
Bidi Bidi, mean: 3.2, n=185



Arrived 2016 or later, mean: 2.9, n=410



Arrived before 2016, mean: 2.4, n=179



Q12. Stability of aid provision

Has aid provision been stable over the last 12 months?

n=589



● No ● Yes

Rhino Camp, n=195



Kiryandongo, n=206



Bidi Bidi, n=188



● No ● Yes

Follow-up question asked to those who responded no:

What kind of aid has been changed? (n=219)



Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Q13. Complaints mechanisms

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

n=589



● No ● Yes

Rhino Camp, n=195



Kiryandongo, n=208



Bidi Bidi, n=190



● No ● Yes

Have you filed a suggestion or complaint?



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

How did you make the suggestion or complaint? (n = 217)

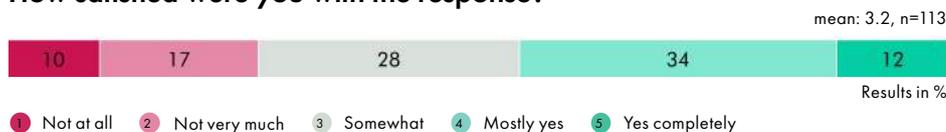


Other ways are through: community leaders (including Refugee Welfare Committees) and complaint desks.

Have you received a response to your suggestion or complaint?



How satisfied were you with the response?



Follow-up question asked to everyone:

How would you prefer to make any complaints you have? (n = 593)



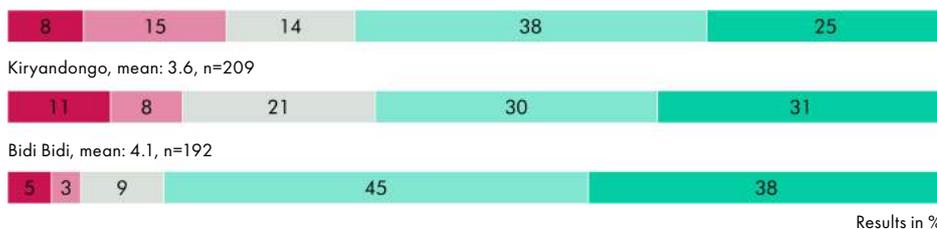
Other includes: calling a helpline.

Q14. Reporting abuse or mistreatment

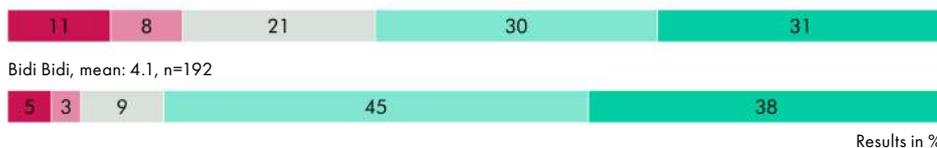
Do you feel able to report instances of abuse or mistreatment?



Rhino Camp, mean: 3.6, n=197



Kiryandongo, mean: 3.6, n=209

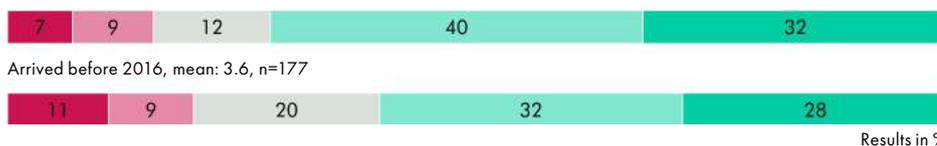


Bidi Bidi, mean: 4.1, n=192



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

Arrived 2016 or later, mean: 3.8, n=419



Arrived before 2016, mean: 3.6, n=177



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

Follow-up question asked to everyone:

To whom would you be most comfortable reporting incidences of abuse and mistreatment? (n=607)

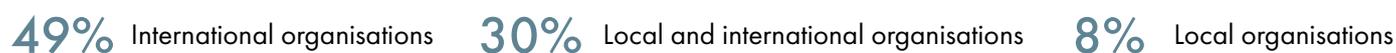


Others include: reporting through relatives or friends, agency volunteers and information centres.

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Q15. Aid provider preferences

Who would you prefer to receive aid from? (n=607)



Others include: community structures (including community leaders and Refugee Welfare Committees) and UN agencies.

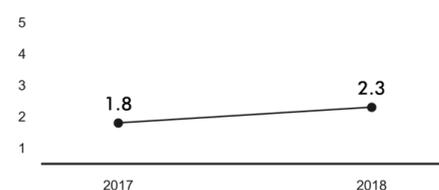
Q16. Empowerment

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



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

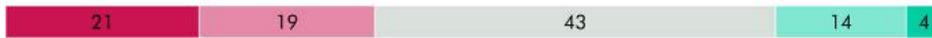
Trend in mean scores



Rhino Camp, mean: 2.1, n=202



Kiryandongo, mean: 2.6, n=208



Bidi Bidi, mean: 2.2, n=190



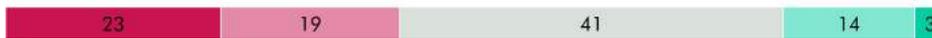
Results in %

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

Arrived 2016 or later, mean = 2.2, n=419



Arrived before 2016, mean = 2.6, n=179



Results in %

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

Follow-up question asked to those who responded 1 or 2 to the previous question:

What would help you become self-reliant? (n=282)



Others include: livelihood opportunities (e.g. vocational training and employment) and provision of adequate food.

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Q17. Progress

Overall, is life improving for refugees in Uganda?

mean: 3.0, n=593



Results in %

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

Follow-up question asked to those who responded 1 or 2 to the previous question:

What would make you more optimistic? (n=176)



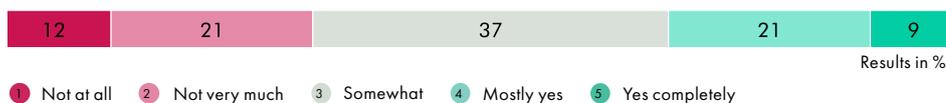
Others include: living in harmony with other refugees and engaging in livelihood and agricultural activities.

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Q18. Life prospects

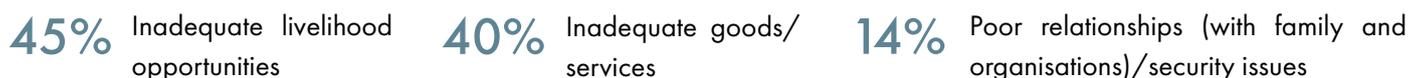
Do you see prospects for you and your family to live a normal life in Uganda?

mean: 2.9, n=592



Follow-up question asked to those who responded 1 or 2 to the previous question:

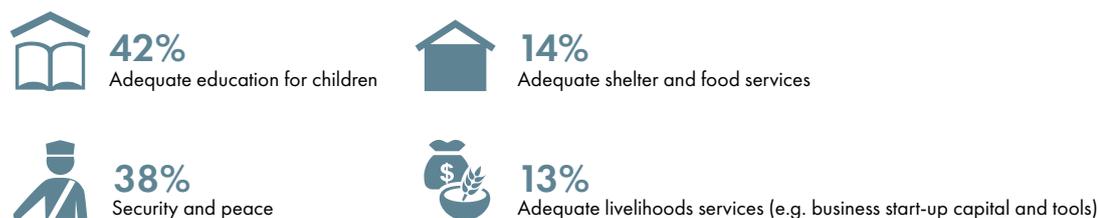
What makes you feel that way?



Other comments included: dependence on aid, harsh weather conditions and no hope for the future.

Follow-up question asked to those who responded 1 or 2 to the previous question:

What gives you hope for the future? (n=161)



Others include: freedom of speech and movement and involvement in decision making.

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Q19. Voluntary repatriation

Would you want to return to your home country when the situation is safe and has stabilised?

mean: 4.3, n=606



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

Rhino Camp, mean: 4.3, n=205



Kiryandongo, mean: 4.0, n=210



Bidi Bidi, mean: 4.6, n=191

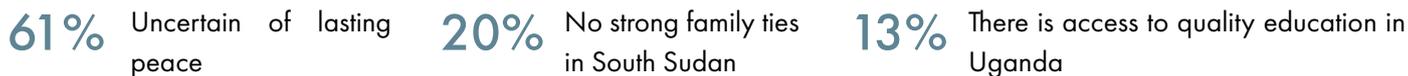


Results in %

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

Follow-up question asked to those who responded 1 or 2 to the previous question:

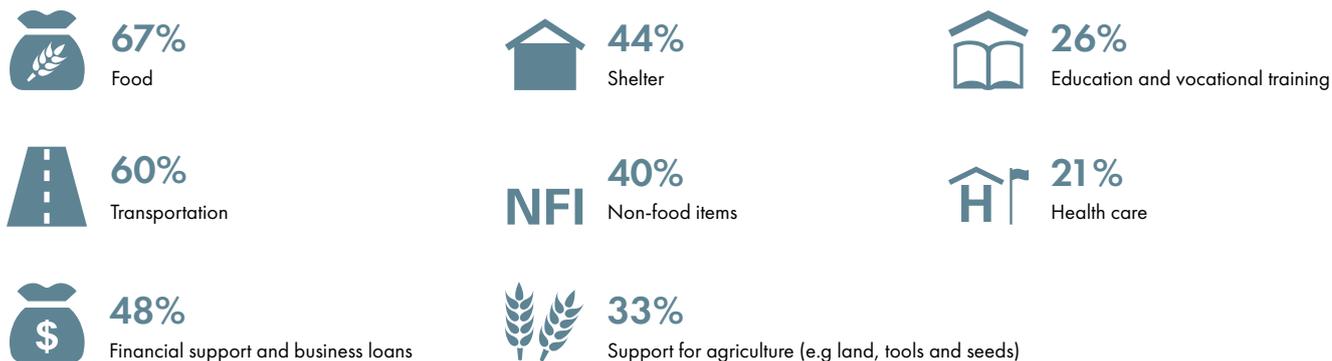
Why not? (n=70)



Others include: already settled in Uganda, lost all property in South Sudan and no access to basic services in South Sudan.

Follow-up question asked to those who responded 4 or 5 to the previous question:

What support do you need to return home and re-establish your life? (n=503)

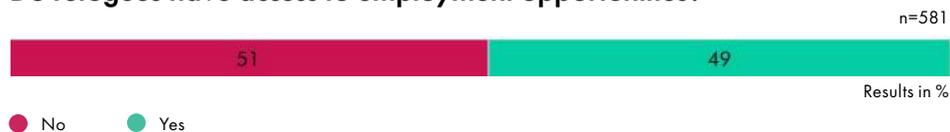


Other support includes: provision with non-food items (e.g. utensils, clothes and firewood).

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Q20. Employment

Do refugees have access to employment opportunities?



Rhino Camp, n=190



Kiryandongo, n=201



Bidi Bidi, n=190



● No ● Yes

Are you able to pursue an agricultural livelihood activity?

Rhino Camp, n=190



Kiryandongo, n=199



Bidi Bidi, n=189



Results in %

● No ● Yes

Those not allocated land, n=64



Those allocated land, n=514



Results in %

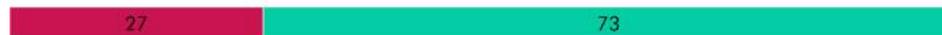
● No ● Yes

Are you able to pursue a non-agricultural livelihood activity?

Rhino Camp, n=190



Kiryandongo, n=201



Bidi Bidi, n=190



Results in %

● No ● Yes

Those not allocated land, n=65



Those allocated land, n=516



Results in %

● No ● Yes

Follow-up question to those who responded no in the previous question:

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

Rhino Camp, n=74



Kiryandongo, n=133



Bidi Bidi, n=87



Results in %

● No ● Yes

Q21. Education

Do you have children under the age of 18?

n=602



Results in %

● No ● Yes

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

Do you send your children to any education classes?

n=524



Results in %

● No ● Yes

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

Are you satisfied with the education provided to refugee children?

mean: 3.3, n=602



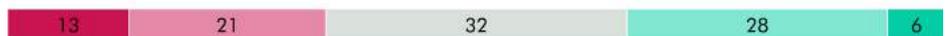
Results in %

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

Rhino Camp, mean: 3.2, n=157



Kiryandongo, mean: 2.9, n=162



Bidi Bidi, mean: 3.7, n=173



Results in %

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

Follow-up question asked to those who responded no to the previous question:

What makes you feel this way? (n=131)

42% Quality of teaching is low

32% Classrooms are overcrowded

21% There is a requirement to pay school fees and buy scholastic materials

13% Schools are far

Others include: poor teacher and student relationships, and fights in schools.

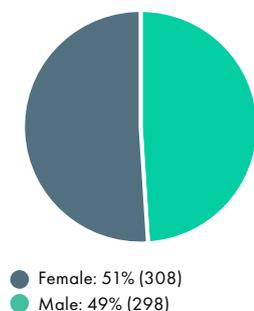
Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Main barriers to attending education identified were: lack of money to pay for school fees and purchase scholastic materials, and distance to schools.

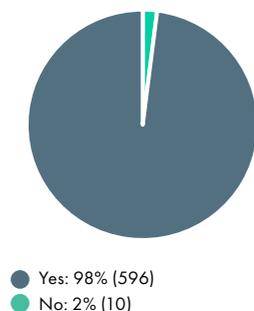
Demographics

The graphs below depict the demographic breakdown of the 607 respondents. Each graph includes percentages, as well as the frequency in parentheses.

Gender



Registered as a refugee in Uganda



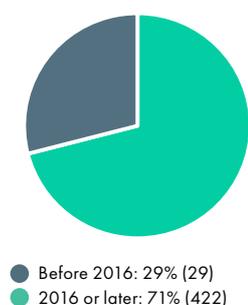
Age



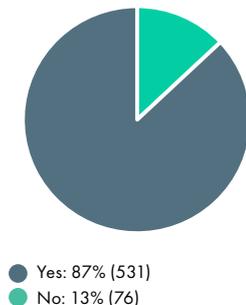
Location



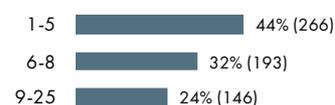
Registration year



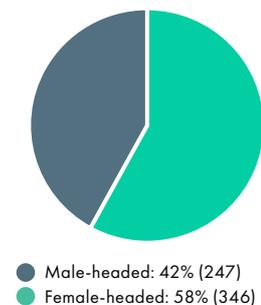
Allocated a plot of land



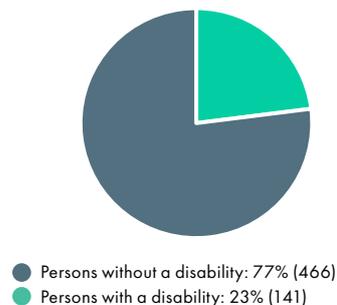
Number of children in household



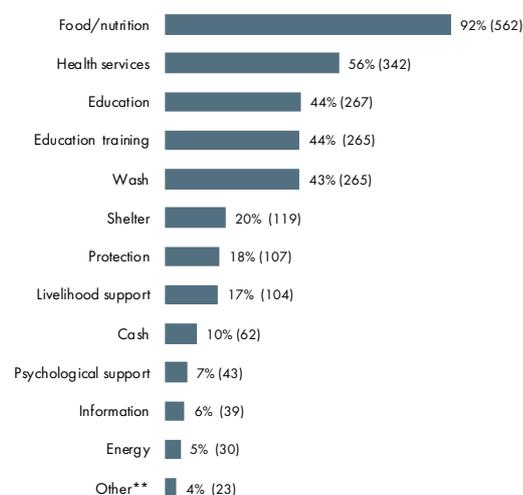
Head of household



Disability



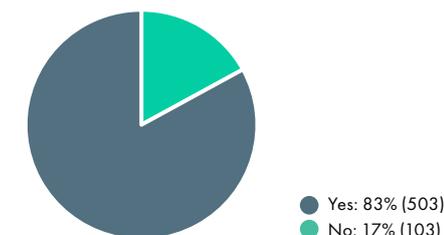
Services received



Other includes: non-food items, clothes, agricultural tools, livestock, kitchenware and mosquito nets.

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Households with children (under the age of 18)



Survey data - Humanitarian staff

Reading this section

The following sections use simple bar charts for both open and closed questions. Responses to closed questions are reported using a likert scale from 1 to 5. The mean score is also shown. The bar charts for closed questions show the percentage of respondents who selected each answer option, with colours ranging from dark red for negative answers to dark green for positive ones. The analysis includes any significant difference in the perceptions of different demographic groups. It does not, however, show the full breakdown of responses according to these categories.

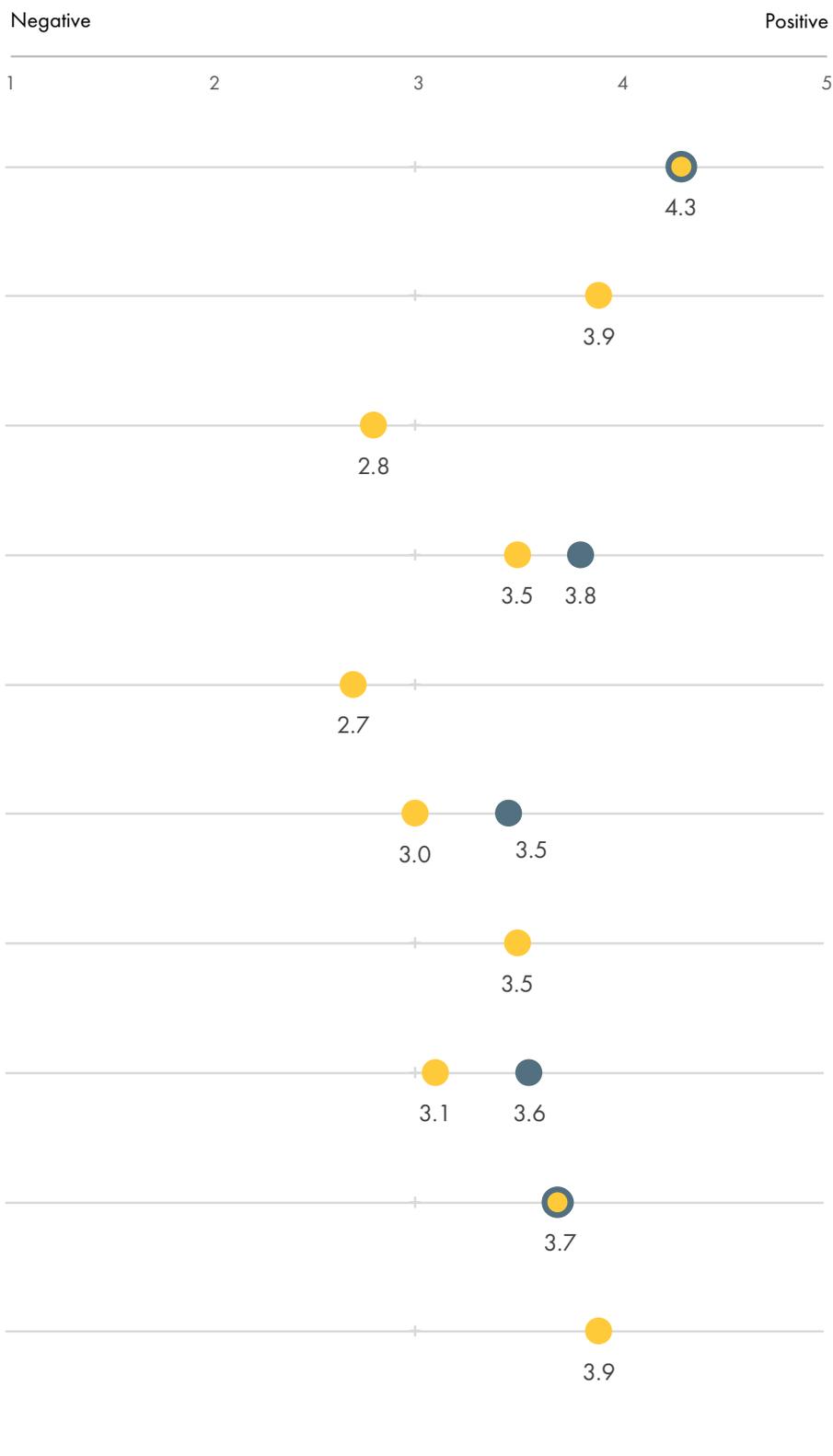
For open questions, the percentage and frequency with answers pertaining to a particular question do not always total 100% where respondents are given the option to provide multiple answers.

Sample of the humanitarian staff survey

Opinions from 211 humanitarian staff members working in Uganda for UN, international agencies and local organisations were collected between 4–30 November 2018 using an online survey. Each organisation distributed the online survey among their staff. For more information on the sampling approach, see the [Annex: Notes on methodology](#).

Overview of findings

● 2017 ● 2018





77%

feel that a combination of local and international organisations are best placed to provide aid in Uganda

n=207



64%

say that joint donor field visits better than individual ones

n=205



79%

say they regularly conduct joint needs assessments with other organisations

n=204



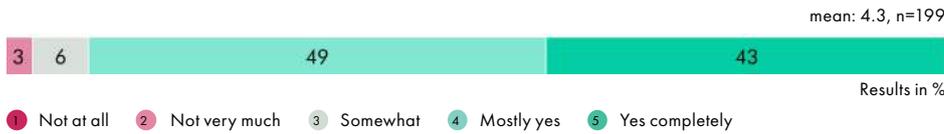
54%

share logistical assets with other humanitarian organisations

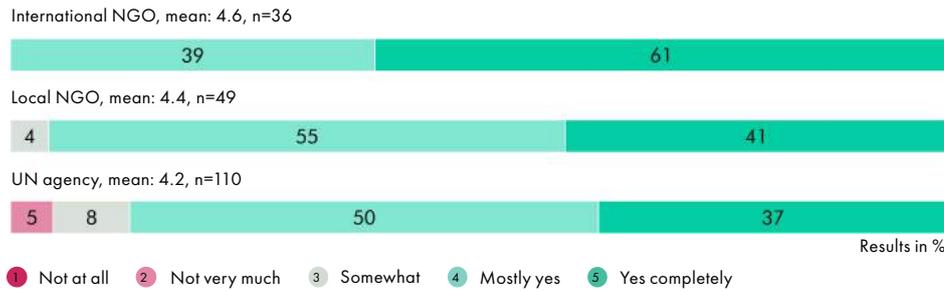
n=205

Q1. Fairness

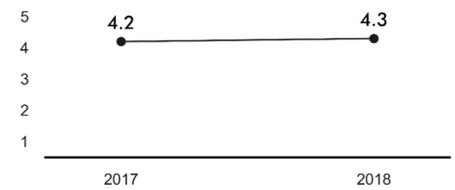
Does aid provision go to those who need it most?



While 92% of humanitarian staff feel that aid is distributed fairly, less than a third of refugees feel aid goes to those most in need.



Trend in mean scores



Please explain why you answered that way? (n=176)

Positive responses

- 53%** Programming is client-focused and based on needs assessments
- 23%** Organisations work in coordination to address multi-sectoral needs
- 11%** Accountability and follow-up mechanisms are in place

Negative responses

- 20%** Coordination mechanisms are inadequate and targeting/interventions sometimes inadequate.

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Barriers to aid provision going to those who need it most include: inadequate coordination between humanitarian agencies, which leads to inappropriate targeting (e.g. not reaching affected populations in distant areas within the settlements and duplication of efforts by humanitarian agencies), nepotism by humanitarian staff, limited resources for humanitarian response, demands for resources by the Office of the Prime Minister (OPM) and inadequate systems to identify refugees in urban areas.



Aid in the refugee response in West Nile benefits both refugees and host communities in a ratio of 70:30. Partners implement activities in both settlements and host communities.



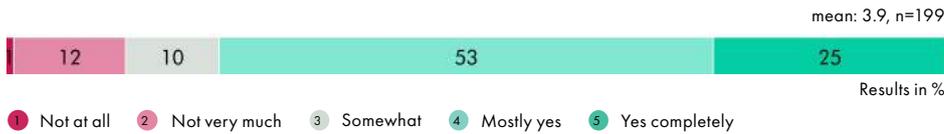
Aid provision is based on various participatory assessments.



Despite the possibility of misappropriation of resources, the majority of the aid provision goes to those who are in need.

Q2. Relevance

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



Although 78% of humanitarian staff see aid as being relevant to the essential needs of affected people, only 17% of refugees say they feel the same way.

Please explain why you answered that way? (n=170)

Positive responses

56% Key services are provided (e.g. food, shelter, WASH, health, education, protection and sexual reproductive health)

16% Aid provided is based on needs assessments and feedback from affected populations

Negative responses

18% There are challenges to meeting the most important needs

12% Resources are inadequate for other needs other than basic ones

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Humanitarian staff feel that barriers to covering the most important needs are: dynamic and varying needs of recipients (other than basic needs), specific donor interests (some of which may be outside the basic needs), inadequate needs assessment procedures, inadequate livelihoods skills programming and inadequate utilisation of cash transfer programming that offers affected populations freedom of choice.



While the most lifesaving needs, such as food and core relief items, are covered through the interventions, some gaps exist with respect to menstrual hygiene management materials and also urban refugees are not included in the support.



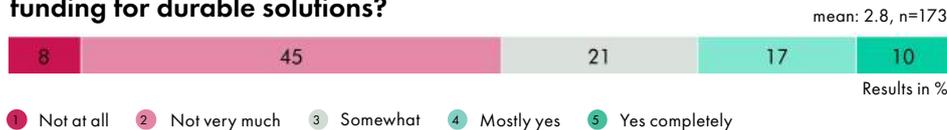
The needs are quite a lot and priority is given to basic needs first!



Refugees have diverse and multiple vulnerabilities and need multi-faced interventions, yet the Ugandan refugee response plan is still under-funded.

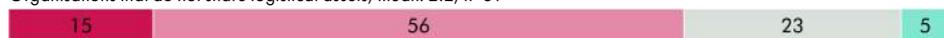
Q3. Durable solutions

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



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

Organisations that do not share logistical assets, mean: 2.2, n=39



Organisations that share logistical assets, mean: 3.0, n=98



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

Some 70% of the respondents who feel that there is an inadequate balance feel that more funding should go to durable solutions.

Q4. Reporting time

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



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

Field staff team leader, mean: 3.6, n=34



Field staff team member, mean: 3.6, n=87



Kampala staff member, mean: 3.2, n=39



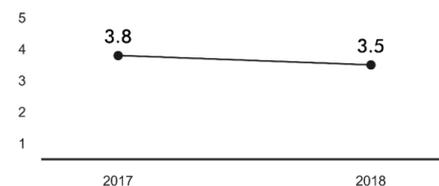
Results in %

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

Respondents mention that challenges in reporting include: requirements to develop ad hoc reports, overlap of reporting formats and timelines for different donors, and emphasis on quantitative over qualitative reporting.

Suggestions for improving reporting include: stakeholders agreeing on joint systematic reporting frameworks, creating an online database that collates and cumulates reports, and capacity development of staff on report writing using agreed upon formats and tools.

Trend in mean scores



“

Timelines form part of the donor requirements, which are spelt out in the proposal/ or project partnership agreement documents.

“

The time is appropriate because we mostly report on a quarterly basis. It gives us sufficient time to deliver the aid.

“

There are too many reports to many different stakeholders and most of these reports are overlapping.

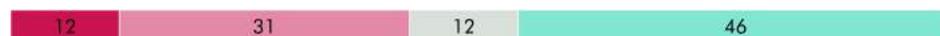
Q5. Reporting requirements

Do you feel the reporting requirements from different donors are sufficiently harmonised (that several donors have similar requirements for reporting)?



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

International NGO, mean: 2.9, n=26



Local NGO, mean: 2.6, n=40



UN agency, mean: 2.6, n=72



Results in %

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

“

They [donors] outline the objectives clearly and follow through the activities under each objective. Comparing targets to achievements, this seems fair enough.

Field staff team leader, mean: 3.0, n=28



Field staff team member, mean: 2.8, n=67



Kampala staff member, mean: 2.2, n=38



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

Suggestions for improving reporting requirements include: developing and using harmonised thematic donor reporting formats (which capture relevant global, national and humanitarian indicators), tools and timelines.

It is said that the reporting requirements from different donors are not harmonised, even where they can be, with such requirements dependent only on: specific donor interests (objectives supported), different reporting timelines and different reporting tools, some of which are not context applicable (e.g. different donors have different age group categorisation).

It is also suggested that pooled M&E funding which caters for joint organisational M&E activities/audits, which will make it easier to report to more stakeholders at once, be explored.



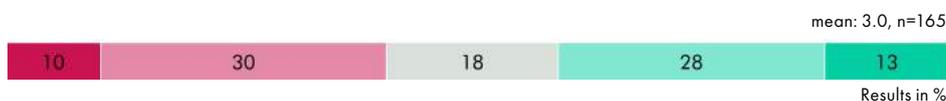
Each donor comes with specific requests and templates and different timing - even after we spent a lot of time in fixing all activities in the joint/integrated refugee response plan.



Most donors read UNHCR reports, although also request for additional reports as well.

Q6. Localisation

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



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

International NGO, mean: 2.8, n=29



Local NGO, mean: 2.8, n=41



UN agency, mean: 3.2, n=91



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

Field staff team leader, mean: 2.7, n=36



Field staff team member, mean: 3.3, n=79

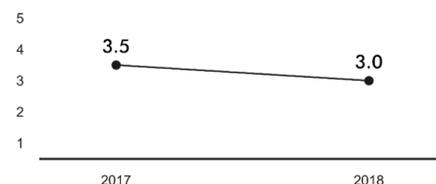


Kampala staff member, mean: 2.7, n=39



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

Trend in mean scores



Please explain why you answered that way? (n=124)

Positive responses

40% Local and national aid providers receive support

Negative responses

30% Resources are inadequate to support local and national aid providers

20% Local and national aid providers do not have the necessary capacity and are politicised

15% Most support is earmarked for INGOs

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Humanitarian staff say that government policies support local and national aid providers to be involved in humanitarian response. Unfortunately, few resources have been earmarked for emergency response in Uganda, with donors preferring working with INGOs who have more widespread experience in humanitarian response. Responses also point to the fact that local and national aid providers are perceived as having inadequate capacity for humanitarian response, not having firm organisational structures and easily influenced by government/politics in their implementation.

Staff members say that this situation can be improved through: conducting discussions between donors and government and agreeing on allocating a percentage of aid coming to the country to be specifically awarded to local and national aid providers. Also, local and national aid providers should be targeted with capacity development in accountability.



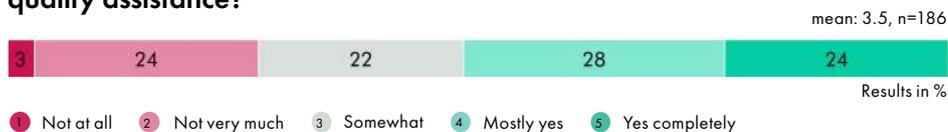
With the increased demand for international organisations to collaborate with them, local/national organisations are receiving sufficient funding.



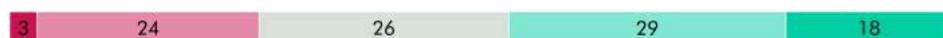
There are issues of capacity, lack of previous experience, limited opportunities for funds and organisational politics that disfavours the local and national organisations.

Q7. Local capacity

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



International NGO, mean: 3.4, n=34



Local NGO, mean: 4.2, n=49



UN agency, mean: 3.2, n=99



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



The local organisations have the capacity to deliver high-quality assistance if supported financially and technically.



To some extent, they have the capacity to deliver but there are issues to do with the skills and their level of management and fund absorption.

Field staff team leader, mean: 3.4, n=39



Field staff team member, mean: 3.6, n=94



Kampala staff member, mean: 3.1, n=41



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

Humanitarian staff feel that local organisations have a longstanding presence in the settlements and therefore understand the context and affected populations better. However, some local organisations have inadequate capacities in areas of governance, financial management, setting up accountability mechanisms and advocacy. Staff members also mention that some local organisations are easily influenced by national and local politics or by aid agencies that the local organisations are dependent on. Thus, there is a need for capacity development on governance, strategic planning, fundraising, reporting and accountability.



They don't have long-term strategies and sometimes they indulge in interventions that are away from their mandates.



These have been disenfranchised for a long time and do not have the human or logistical capacity to deliver high-quality assistance. Financial, IT and programming systems are also inadequate partly due to this disenfranchisement.

Q8. Aid providers

Who is best placed to provide aid in Uganda? (n=191)

77% Combination of local and international organisations

10% International organisations

5% Local organisations



Local organisations come with expertise and knowledge of the local context. The international agencies have better funding, better HR structures and skills and when combined with local expertise, I feel this results in better services.

Please explain why you answered that way? (n=159)

64% A combination of both offers good complementarities

18% INGOs have the technical capacity and widespread experience

16% Local NGOs have the contextual knowledge and related skills

Humanitarian staff feel that a combination of local and international organisations ensures complementarities as local organisations have an understanding of the context and fewer overhead costs, compared to international organisations. On the other hand, international organisations have the technical capacity, widespread experience, access to funding and established systems (especially accountability systems), which local organisations lack. Working jointly offers effective implementation, transparency of programming and avoidance of political interference (which often affects local organisations and sustainability of interventions (i.e. when the INGO leaves, the local NGO can continue with interventions).



The INGOs are better placed to receive funding, while the local NGOs have a better understanding of the communities.

Q9. Cash Programmes

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



International NGO, mean: 3.1, n=24



Local NGO, mean: 2.6, n=41



UN agency, mean: 3.4, n=77



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

Field staff team leader, mean: 3.0, n=32



Field staff team member, mean: 3.1, n=72

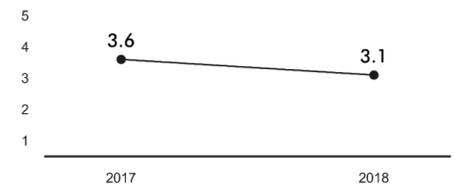


Kampala staff member, mean: 3.2, n=32



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

Trend in mean scores



Please explain why you answered that way? (n=122)

Positive responses

38% Cash provides affected populations with choice and possibility to engage in livelihood activities

15% Cash programmes are good if there are functional markets and an organisation has good M&E systems

Negative responses

29% Cash given to affected populations is misused and not sustainable (e.g. creates dependency and conflicts)

11% Immediate requirement is basic needs, not cash

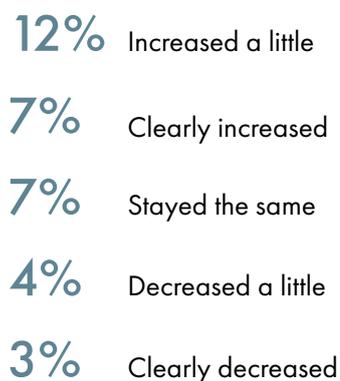
Humanitarian staff perceptions on whether cash programmes contribute to better outcomes are: 38% feel that cash programmes improve the dignity of affected populations by giving them a choice to take ownership in meeting their needs; 29% feel that money given is misused, is not sustainable and creates dependency; 11% feel that the immediate requirements for affected populations are basic needs (i.e. food, shelter, education, therapy, tangible livelihood programmes and psychosocial support) and not cash; 15% of staff who said other, mentioned that cash programmes are easy to implement and are good if an organisation has good M&E systems, involves affected populations in programme design, and there are functional markets which contribute to economic growth.



Cash programmes need to be integrated in other programmes, like psychosocial support, because the target beneficiaries may not be well versed with cash management.

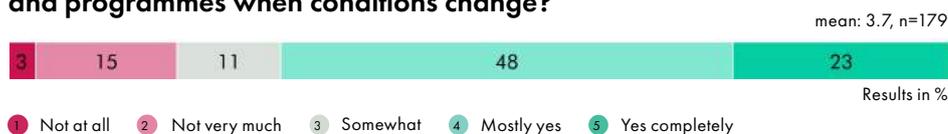
Q10. Share of cash programmes

Has your organisation increased or decreased the share of cash-based programming in the past year? (n=67)



Q11. Flexibility

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

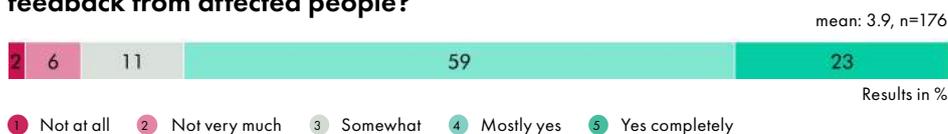


Trend in mean scores



Q12. Corrective action

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



International NGO, mean: 3.7, n=33



Local NGO, mean: 4.1, n=46



UN agency, mean: 4.0, n=93



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



We use the community engagement and accountability approach, which caters for this.

Please explain why you answered that way? (n=118)

Positive responses

59% Consultation/feedback meetings are held with affected populations

31% M&E activities (including assessments) capture feedback for corrective action

Negative responses

14% Involvement of communities is ad hoc and uncoordinated, and there is no funding for corrective action

Note: Percentages do not total 100% because respondents were able to choose multiple answers.



There is uncoordinated participation of the affected person in the planning process or identification and design of interventions.



Ordinarily, agencies are responsive to the concerns by the recipients of aid, however, remedial measures are based on capacity to fund for the corrective actions.

Q13. Use of data to inform programming

Does your organisation regularly use the collected data to inform/adjust programming?

mean: 4.4, n=177



Results in %

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

Field staff team leader, mean: 4.4, n=39



Field staff team member, mean: 4.5, n=91



Kampala staff member, mean: 4.1, n=39



Results in %

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

While the majority of responses were positive, suggestions given to further improve the use of data to inform programming include: developing systematic data collection and utilisation mechanisms through which data sharing is promoted, with the government being the coordinating entity. Feedback sessions should be held with the affected people on data collected. Adequate resources should be allocated for the implementation of such a mechanism.

Q14. Donor visits

Are joint donor field visits better than individual ones?

n=154



Results in %

● No ● Yes



It will improve coordination between donors and implementing organisations. Also, lead to better quality of work done by different organisations since donors would want to compare how similar projects have been implemented.

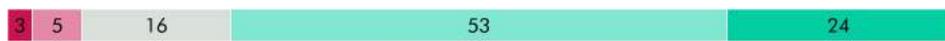
Q15. Coordination

Are there sufficient coordination efforts between organisations?

mean: 3.9, n=183



Field staff team leader, mean: 3.9, n=38



Field staff team member, mean: 4.0, n=91



Kampala staff member, mean: 3.4, n=44



Most staff members feel that coordination between organisations is working well. Those who felt that more needed to be done say that collaborative efforts could be fostered through conducting regular sectoral meetings, chaired by the local authorities, sharing experiences (successes, challenges and action plans) and giving regular tailored feedback to implementing agencies during these meetings.



Coordination meetings are held, sector working groups are functional and interagency meetings strengthen the coordination efforts of partners.



Difficult to coordinate with development partners under the Comprehensive Refugee Response Framework.



Evidenced at the district level, where the district local governments take the lead in ensuring their stakeholders meet regularly to align programming, address bottlenecks, etc.

Q16. Humanitarian-development nexus

Do humanitarian and development actors work together effectively in Uganda?

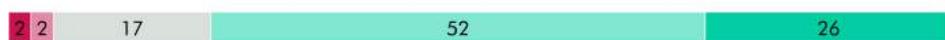
mean: 3.7, n=165



International NGO, mean: 3.4, n=29



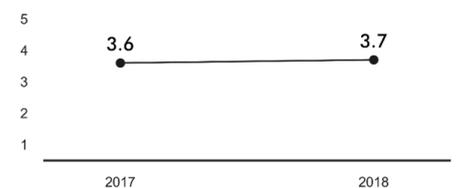
Local NGO, mean: 4.0, n=42



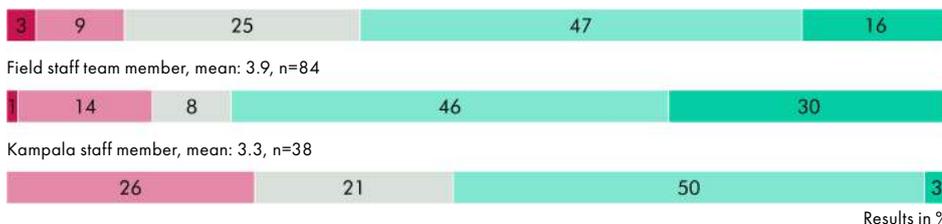
UN agency, mean: 3.7, n=91



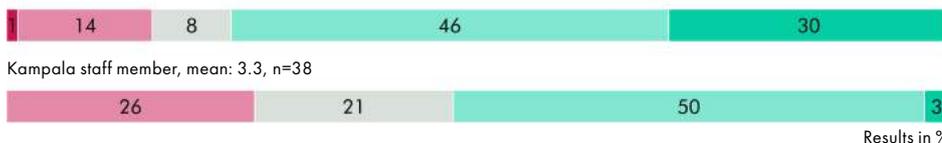
Trend in mean scores



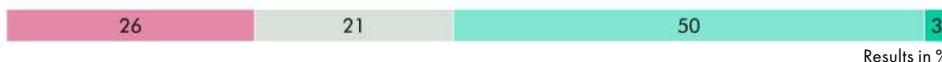
Field staff team leader, mean: 3.6, n=32



Field staff team member, mean: 3.9, n=84



Kampala staff member, mean: 3.3, n=38



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



The nature of planning, including procurement processes, for humanitarian activities demands fast-paced procedures, while development activities go through many bureaucratic processes. These two are not compatible.

The majority of staff members feel that humanitarian and development actors work effectively together. Those who say improvement is needed call for better coordination between humanitarian and development agencies (especially in conducting joint gap and response analysis and developing exit strategies).

Q17. Funding

Does your organisation obtain multi-year funding?

n=134



● No ● Yes

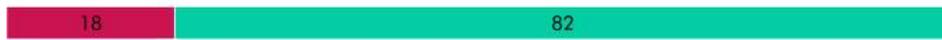
International NGO, n=28



Local NGO, n=31



UN agency, n=73



● No ● Yes

To what extent does multi-year funding contribute to better results?

mean: 4.6, n=94



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

Q18. Joint needs assessments

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



Q19. Logistical asset sharing

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



International NGO, n=26



Local NGO, n=39



UN agency, n=90



Results in %

Which resources do you share? (n=90)

63% Vehicles

31% Equipment (e.g. generators, printers, laptops and photocopiers)

22% Office and warehouse space

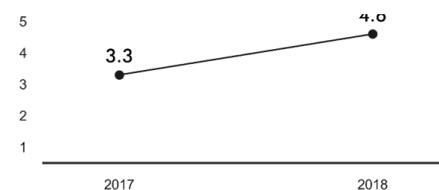
Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Q20. Participation during programme design¹

Does your organisation take opinions of affected people into account during programme design?



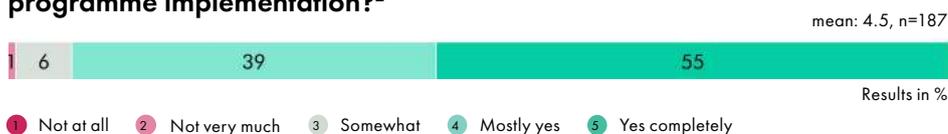
Trend in mean scores



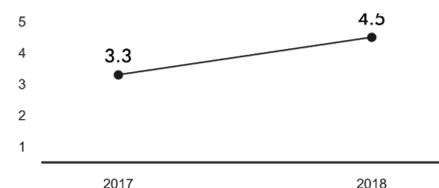
¹ This question was formulated slightly differently in the January 2018 survey: the question was "Do affected people have enough say in the way aid programmes are designed and implemented?"

Q21. Participation during programme implementation

Does your organisation take opinions of affected people into account during programme implementation?²

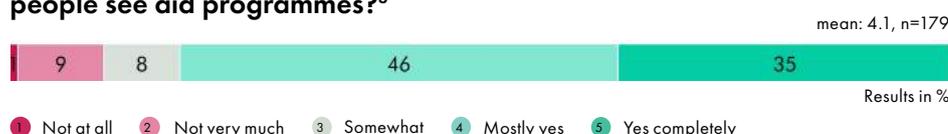


Trend in mean scores

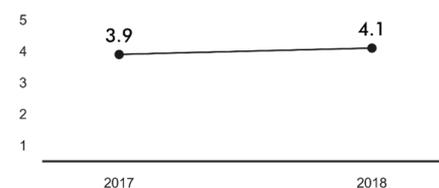


Q22. Participation

Does your organisation have enough information about the way affected people see aid programmes?³



Trend in mean scores



Most humanitarian staff members feel that the views of affected people inform humanitarian programmes at design and implementation phase and that humanitarian organisations are sufficiently informed about affected people's opinions. In contrast, only 24% of affected people feel that aid providers take their opinion into account when providing aid.



Through regular community dialogues, people affected by crises give a candid assessment of the services we provide. However, this could be systematised/strengthened.

Q23. Complaints mechanism

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



While only 95% of staff members feel that their organisation is sufficiently responsive to feedback from beneficiaries, 53% of affected people who have put forward a suggestion or complaint have received a response.

2 This question was formulated slightly differently in the January 2018 survey: the question was "Do affected people have enough say in the way aid programmes are designed and implemented?"

3 This question was formulated slightly differently in the January 2018 survey: the question was "Do field staff like you have enough information about the way affected people view aid programmes?"

Please explain why you answered that way? (n=135)

79% There are complaints mechanisms in place

22% Organisations value feedback

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Humanitarian staff feel that organisational policies and complaints and feedback mechanism in place are effective and promote different channels of responding to complaints including: holding community dialogues, one-on-one conversations and operating an open-door policy where affected populations can give their complaints in the respective offices. Besides, staff say that they appreciate the feedback given to them and refer complaints appropriately.



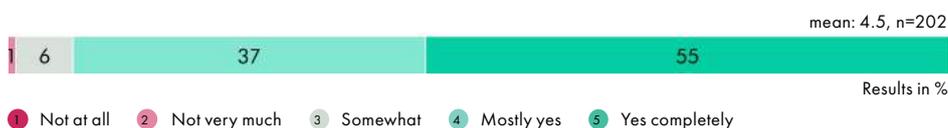
We are always open to feedback and act as long as we are in a position to handle the situation or refer to appropriate organisations.



There are various feedback mechanisms such as toll-free numbers, info centres, impromptu meetings, etc.

Q24. Respect

Do humanitarian staff in Uganda treat affected people with respect?



While 92% of humanitarian staff are of the opinion that affected people are treated with respect, only 36% of affected people feel respectfully treated by staff.

Reporting mistreatment

Q25. Do you feel comfortable reporting instances of humanitarian staff mistreating affected people?



Humanitarian staff members are more comfortable reporting instances of abuse or mistreatment than affected people. 92% of staff members feel able to report mistreatment, in contrast to 68% of affected people.



Exploitation of any kind whether by staff or non-humanitarian staff is still a violation of human rights and I can't stand and watch.

Please explain why you feel that way? (n=134)

72% It is an organisational policy/procedures requirement

35% It is ethical and preserves the dignity of the offended



I feel every professional worker have their work ethics and code of conduct while executing their duties. Therefore, it is a responsibility of every worker to observe utmost compassion for the benefit of the people they serve.

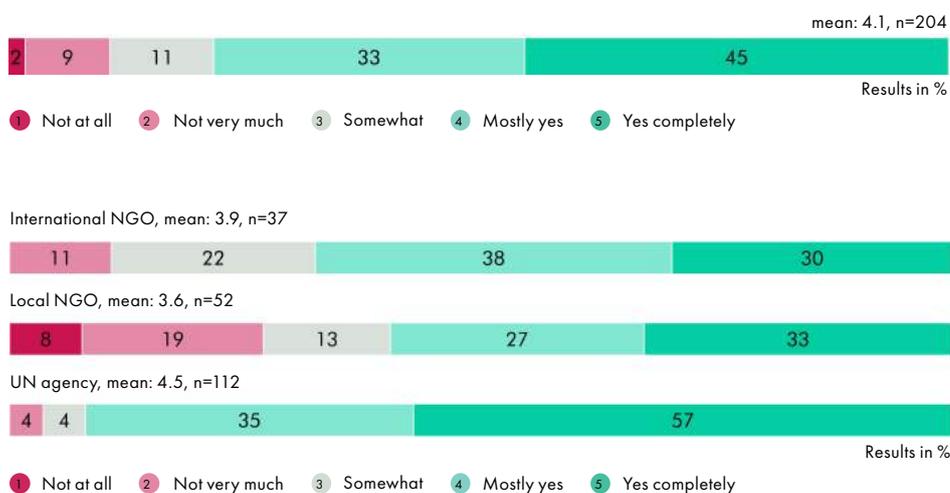
Q26. Have you reported instances of humanitarian staff mistreating affected people?



Action taken to handle staff who were reported to be mistreating affected people included: staff being given summary dismissals, staff from the organisation being sensitised on the organisational code of conduct and Protection from Sexual Exploitation and Abuse (PSEA) policies and an NGO being asked to refund the funds received from the donor.

Safety

Q27. Do you feel safe in the area where you work?

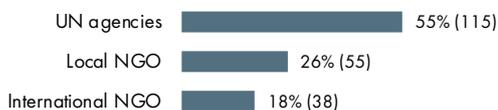


Suggestions for further strengthening how safe humanitarian staff feel include: sensitising the host communities on peacebuilding and peaceful co-existence with foreigners, providing staff with better accommodation and transportation options (within settlements) and introducing security/hardship allowances for humanitarian staff.

Demographics

The graphs below depict the demographic breakdown of the 211 respondents. Each graph includes percentages, as well as the frequency in parentheses.

Type of organisation



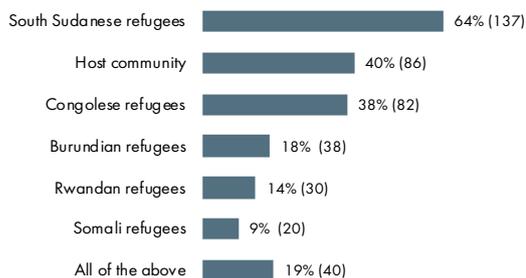
Age



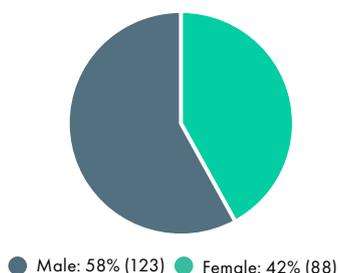
Job role



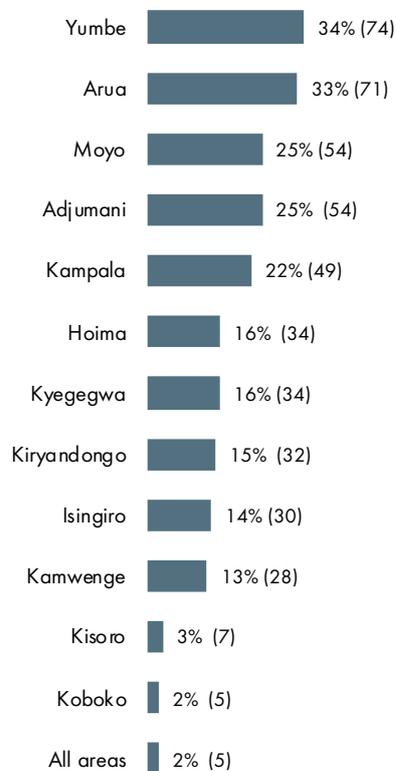
Primary recipient of aid/services



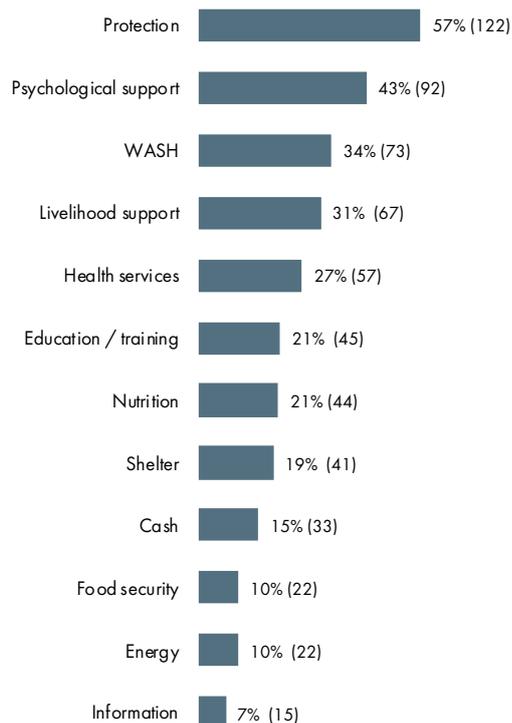
Gender



Location



Services provided



Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Annex: Notes on methodology

Sampling methodology

Affected people survey

When designing the sampling strategy for Uganda, the most recent figures (as of 31 July 2018) for populations of refugees in Yumbe, Arua and Kiryandongo (where Bidi Bidi, Rhino and Kiryandongo settlements are respectively) were used. These figures were retrieved from the [UNHCR website](#). The refugee populations in the three areas stood at 286,859 for Yumbe, 267,949 for Arua and 57,200 for Kiryandongo. These groups proportionately represented 47%, 44% and 9% of the combined total of South Sudanese refugees in Uganda for these three areas. The sample sizes were not based on a representative sampling methodology, which would have dictated much smaller sizes for Kiryandongo and much higher sample sizes for Yumbe and Arua.

To strengthen the reliability of smaller population samples and meaningfully explore differences between populations living in camps or clusters in the three refugee settlements, we sampled smaller groups (clusters) instead of employing a representative sampling methodology. For each settlement, a minimum sample size of 30 people in each cluster, within the settlement camp, was selected.

The risk of disproportionately overweighted groups skewing the results is mitigated by later weighting the means of each sample size in accordance to the proportion of the population it covers, once the data is collected from all locations and groups. As such, this methodology allows us both to maximise reliability for group comparisons, as well as enabling a more reliable representative overview of the perceptions within the various regions and among the affected population at large.

This year, the surveys took place in the same geographical regions and settlements as last year (Kiryandongo and Bidi Bidi refugee settlements), with the addition of Rhino Camp in Arua. In Kiryandongo and Bidi Bidi, respondents were targeted from the same clusters as 2017. A total of 606 interviews were conducted. A gender split of 50:50 was targeted with the overall gender split of those interviewed being 49% male and 51% female.

Location	Sample size	Camp	Zone/cluster		
Yumbe	200	Bidi Bidi	1 and 3	Zone 1: villages 3, 5, 8, 10, 12 (20 in each)	Zone 3: villages 1, 3, 8, 12, 14 (20 in each)
Arua	200	Rhino Camp	2 – Omu-go, 3 – Ocea	Zone 2: villages 1, 2, 3, 4, 5	Zone 3: villages 1, 2, 3, K1, K2
Kiryandongo	200	Refugee settlement	1 and 37	Cluster 1: A, C, E, K, P (30 in each)	Cluster 37: H, J, L, MR, OQ (30 in each)

While the sampling strategy was strictly followed, the actual number of responses per location vary marginally due to practical constraints. Variance is not large enough to constitute being statistically significant. In total, we conducted 205, 210 and 192 surveys in Arua, Kiryandongo and Yumbe, respectively.

Humanitarian field staff surveys

Nine organisations were approached and asked to participate in the survey. All nine organisations participated and distributed the online survey among a convenience sample of their staff. Participating organisations were drawn from UN agencies, INGOs, Red Cross and Red Crescent Movement and local/national organisations.

Question formulation

Questions for both the affected people and staff survey were formulated using the Grand Bargain commitments as a framework. The Grand Bargain has described the current aid system as a supply-driven model, which is dominated by providers.⁴ We have looked to see whether a shift has occurred from this supply-driven model to one that is more demand-driven, with the aid system becoming more responsive to the people it set out to serve.⁵ We also probe people’s views on whether they see progress beyond meeting their basic needs, towards creating self-reliance and restoring opportunity.⁶

Affected people survey: matrix of Grand Bargain commitments and GTS question themes

GTS QUESTION THEMES	GRAND BARGAIN GOALS								
	1. Transparency	2. Localisation	3. Cash based programming	4. Reduce management costs	5. Improve needs assessments	6. Participation	7. Multi-year planning and funding	8. Reduce earmarking	10. Engagement between hum. & dev. actors
Awareness	X					X			X
Fairness	X			X	X	X	X	X	X
Cash			X						
Empowerment			X			X	X		X
Participation	X					X	X	X	
Progress					X		X		X
Host community relations									X
Relevance	X			X	X	X	X	X	X
Safety									X

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

5 Ibid

6 Ibid

Field staff survey: matrix of Grand Bargain commitments and GTS question themes

GTS QUESTION THEMES	GRAND BARGAIN GOALS									
	1. Transparency	2. Localisation	3. Cash based programming	4. Reduce management costs	5. Improve needs assessments	6. Participation	7. Multi-year planning and funding	8. Reduce earmarking	9. Harmonise & simplify reporting requirements	10. Engagement between hum. & dev. actors
Fairness					X	X	X	X		
Safety										
Management of aid							X			
Reporting requirements				X	X				X	
Coordination				X						
Durable solutions								X		X
Perceptions of refugees						X				
Cash programmes			X							
Flexibility							X	X		
Reporting time									X	
Humanitarian development nexus										
Participation						X				X
Local capacity		X								

Data disaggregation

Affected people survey

Data is disaggregated by geographical region, gender, age, gender of head of household, household size, number of dependents under the age of 18 years, year of arrival and year of registration in Uganda, allocation of a piece of land, and disability. The analysis in the report includes any statistically 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, 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 indicated having difficulty or inability to do one or more of the above activities, they are considered a person with a disability.

Field staff survey

Data is disaggregated by type of organisation, role in the field/organisation, gender, age and time working in Uganda. 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.

Language of the surveys

Affected people survey

This survey was conducted in English, Arabic, Nuer, Dinka and Acholi.

Field staff survey

This survey was conducted in English.

Data collection

Affected People Survey

GTS' senior analyst and East Africa consultant together with UNHCR identified data collectors in Kiryandongo. In Yumbe and Arua, GTS contracted Community Technology Empowerment Network (CTEN) as a referral from UNHCR, who identified data collectors for the surveys. In all regions, the senior analyst and consultant conducted training for the data collectors on the survey instrument and use of mobile applications for data collection. Data collection was conducted between 30 October and 12 November 2018.

Humanitarian Field Staff Survey

Data was collected between 5 November and 3 December 2018 using an online survey tool from 211 humanitarian staff members working in Uganda for UN agencies, INGOs and local organisations. Organisations participating in the survey distributed the survey online to their staff.

Challenges and limitations

GTS is committed to ensuring that data collection adheres to rigorous ethical and methodological standards throughout survey design and development, and sample strategy design. We developed data collection guides and enumerator manuals to ensure that our approach was contextually and culturally appropriate.

The GTS team (GTS senior analyst and GTS East Africa consultant) went to Uganda in October 2018 to set up the survey instruments, oversee enumerator training, shadow data collectors and ensure the quality of data collection in all the three settlements. The following challenges and limitations were noted:

Affected people survey

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

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

Access and availability. Male participants were harder to track down during daytime work hours, requiring enumerators to sometimes deliberately look for households with prospective male respondents.

Scope of the survey. It should be noted that the scope of our survey includes South Sudanese refugees in Kiryandongo, Bidi Bidi and Rhino Camp settlements, who received aid in the last year (2018). Refugees in other settlement camps and from other nationalities are a significant group within Uganda and their inclusion in the report would have added interesting insights on the effectiveness and relevance of aid provision. However, this was beyond the scope of this research.

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

Perceptual data. GTS gathers perceptual data from affected people, field staff and local partner organisations to assess humanitarian responses through their views, opinions and perceptions. While principles of accountability, localisation and participation are increasingly being integrated into humanitarian programmes, the voices of affected populations receiving aid are often omitted.⁷

Gathering perceptual data from affected populations should, therefore, be viewed as part of a broader systemic change in the humanitarian apparatus. It is a vital first step in closing the accountability gap, empowering affected populations to be part of the decisions that govern their lives, building relationships with communities



Data collectors in Bidi Bidi camp, Yumbe, Uganda, November 2018
Kai Kamei, GTS

⁷ Aldo Benini, Subjective Measures in Humanitarian Analysis. (Geneva: Assessment Capacities Project - ACAPS, 2018)

and localising knowledge.

Nonetheless, it is evident that perceptual data alone might be insufficient to evaluate the state of the humanitarian system and should therefore not be seen in isolation, but as complementary to other monitoring and data evaluation approaches.

Staff survey

Survey fatigue. Responses from participants were initially low, and several reminder emails were sent in order to reach response figures which could be deemed statistically significant. Feedback from international organisations suggests that staff members are experiencing survey fatigue as the result of the increasing number of surveys they are required to complete.

Scoring in 2018 compared to 2017. Scores this year (2018) are higher on participation and feedback. This could be due in part to the fact that some of the survey questions were formulated differently this year. In 2017, we asked staff about the aid system in general, but this year, for questions on participation (Q20, Q21 and Q22), we asked about the performance of the respondent's organisation. Unsurprisingly, people are more optimistic about their own performance than the aid system as a whole.

Self-selection bias. Self-selection bias is applicable to any kind of social science research where participation is voluntary. Hence, the realised sample for this project is limited to humanitarian staff working in Somalia who received the survey link and who consented to partake in the survey. We have no apriori reasons to believe that respondents differed systematically from non-respondents, but the risk of such systematic deviations are important to keep in mind when interpreting the results.

For more information about Ground Truth Solutions surveys in Uganda, please contact Elias Sagmeister (Deputy Director – elias@groundtruth-solutions.org), Andrew Nzimbi (GTS Consultant - andrew.nzimbi@groundtruthsolutions.org) or Kai Kamei (Senior Programme Analyst – kai.kamei@groundtruthsolutions.org).



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