



**GROUND TRUTH
SOLUTIONS**

FIELD SURVEY AND ANALYSIS

SURVEY OF AFFECTED PEOPLE & FIELD STAFF
IN UGANDA

PRELIMINARY FINDINGS

– 22 DECEMBER 2017 –



INTRODUCTION

Affected People Survey

This summary report covers preliminary findings from two surveys conducted in Uganda in December 2017. The first survey looks at the delivery of humanitarian aid in Uganda through the eyes of affected people, with a focus on the quality of services, engagement, and overall progress of the humanitarian response related to the Grand Bargain and as outlined in the Comprehensive Refugee Response Framework (CRRF). In the Ugandan context, the CRRF is structured under five pillars:

- Admission and rights
- Emergency and ongoing needs
- Resilience and self-reliance
- Expanded solutions (including access to third country solutions)
- Voluntary repatriation (including investing in human capital and transferrable skills and supporting conditions in countries of origin)

The preliminary results are presented around these five themes to assess the practical implementation of the CRRF goals in Uganda. Data collection took place between 8 and 16 December 2017. Face-to-face interviews with South Sudanese refugees were conducted with tablets by trained enumerators in two camps in Uganda. For more details, see the section on methodology and sampling.

Field Staff Survey

This report analyses data collected from 219 humanitarian staff working in Uganda for United Nations agencies, international non-governmental organisations (INGOs), and local NGOs. It covers views of field staff on a range of topics linked to the performance of the humanitarian system. Data was collected using an online survey tool between 30 November and 14 December 2017. Some 21 organisations participated in and distributed the online survey among a convenience sample of their staff. See the section on methodology and sampling for more details.



MAP OF LOCATIONS COVERED IN UGANDA

Background

OECD donors and humanitarian actors made a series of commitments at the World Humanitarian Summit in May 2016 to increase the efficiency and effectiveness of humanitarian aid. The OECD secretariat seeks to assess how policy changes in the global humanitarian space, including commitments made in the Grand Bargain, affect the quality of humanitarian action. As part of this exercise, Ground Truth Solutions has been commissioned by the OECD, with the support of the German Federal Foreign Office, to track the way people affected by humanitarian crises and field staff experience and view humanitarian activities. In Uganda, given its specific context of the refugee response, the survey design has been extended to track the perceptions of affected people around the CRRF themes¹.

¹ Comprehensive Refugee Response Framework Uganda
https://ugandarefugees.org/wp-content/uploads/CRRF-Uganda-Note_5-May-2017.pdf



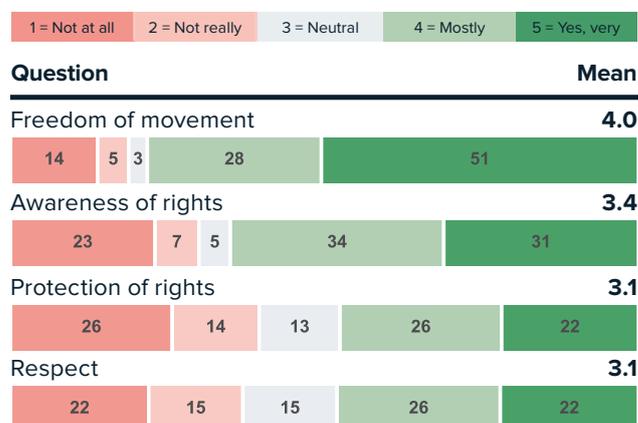
AFFECTED PEOPLE SURVEY



PILLAR ONE - ADMISSION AND RIGHTS

Most refugees interviewed feel free to move within Uganda. While the majority report a high level of awareness of their rights as refugees, over a third of respondents **lack information on the benefits they are entitled to as refugees.** At the same time, some 40% of respondents do not believe their rights as refugees are adequately protected.

More than a third of respondents do not feel that they are treated with respect by aid providers, including UN, NGOs, and government entities.



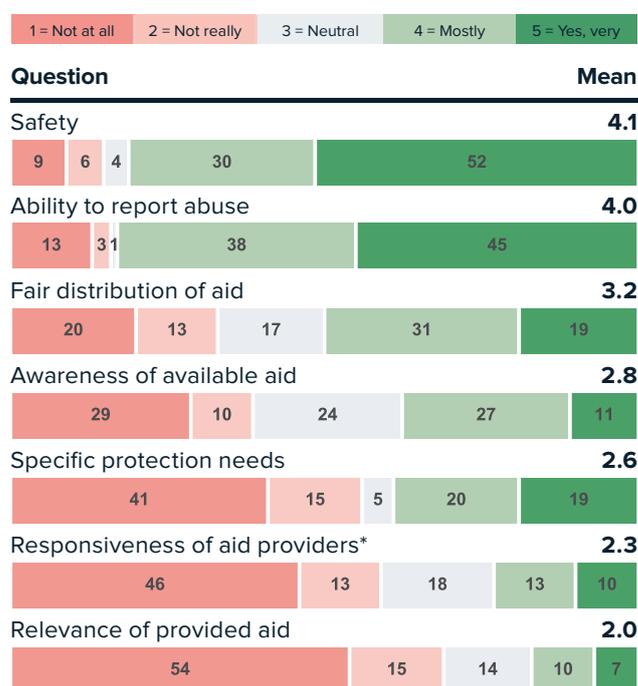
PILLAR TWO - EMERGENCY AND ONGOING NEEDS

Most respondents feel safe in their current place of residence and feel confident they can report instances of abuse if they were to occur.

Respondents are less satisfied with the fairness of aid distributions, with a third of them saying that aid does not reach those who need it most.

Awareness of the available support and additional UNHCR support for people with specific protection needs is limited, with a high percentage of negative responses. While some **63% of respondents know how to file a complaint to aid providers,** only 23% are confident that their concerns will be addressed.

The findings suggest that the majority of respondents do not feel their basic needs are met by the aid they currently receive.



*This question was asked to respondents who indicated filing a complaint to aid providers.



PILLAR THREE – RESILIENCE AND SELF-RELIANCE

Nearly half the refugees interviewed see no improvement in their lives. Most respondents say they are **unable to find employment in the local economy to achieve self-reliance** and share negative perceptions on their prospects to lead a normal life in Uganda. Some 79% of refugees say aid does not prepare them to live without support in the future.

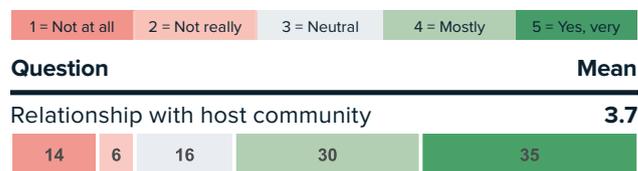
Those few who perceive life to be improving are also more likely to see potential for them and their family to have a normal life in the future. **Most respondents feel that their views are not taken into account when aid providers make decisions about the support they receive.**

Those who do, however, feel that their views are considered by aid providers, also feel more confident about getting response to filed complaints through available channels.



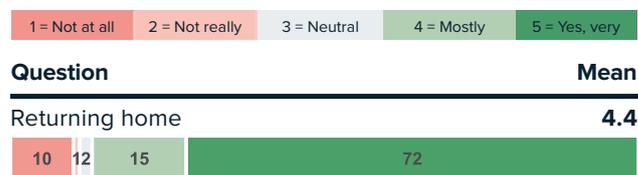
PILLAR FOUR – EXPAND SOLUTIONS

Most refugees interviewed feel welcomed by the Ugandan host community.



PILLAR FIVE – VOLUNTARY REPATRIATION

The majority of refugees wish to return to their home country when the situation has stabilised and is safe.





FIELD STAFF SURVEY

SUMMARY FINDINGS

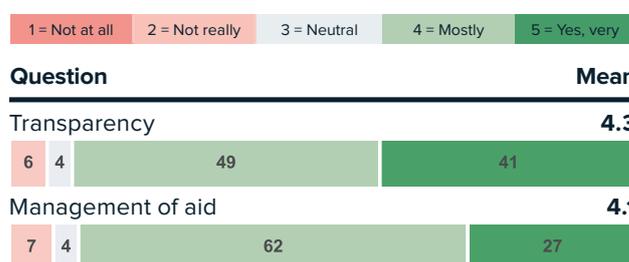
Field staff are generally positive about the implementation of the humanitarian response in Uganda. The humanitarian community’s allocation of available funds is perceived to be well-managed. While field staff indicate feeling well-informed about the views of refugees, they call for more involvement by affected people in programme design through regular consultations and needs assessments. According to interviewed staff members, the localisation of aid also requires more attention from donors and international responders.



HUMANITARIAN SERVICES

Funds are used in accordance with the current needs and demands in the field. Some staff point to high operational costs, donor- and organisation-driven response, and failure to address main needs due to lack of accountability and needs assessments in a dynamic environment. Multiyear projects, consultations with field staff and affected people, and monitoring site visits would improve the quality of the response, they say.

Aid funds are well-managed by the humanitarian community. Those aid managers who share negative views point to duplication of activities, issues with accountability, and slow implementation. Field staff recommend focusing on the needs-based allocation of funds, coordination of activities among implementing agencies, and regular field monitoring.



“A lot of money is often eaten up in operational costs and expenses that could be reduced if properly planned – like transportation of staff.”

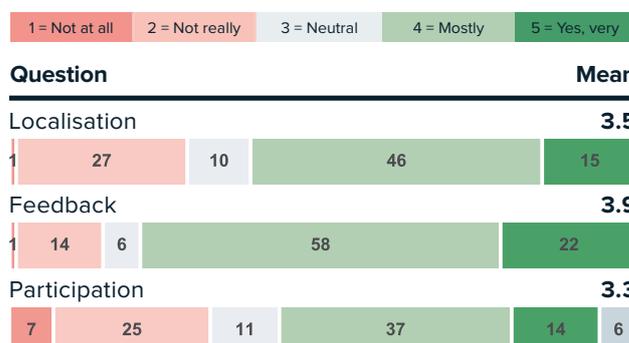
“Accountability is still a challenge and some activities are not aligned to the community needs.”



ENGAGEMENT

Nearly a third of respondents do not see enough support provided for local responders. The dominant role of international organisations, prioritisation of INGOs by donors, and a lack of funding and technical support provided to local organisations are seen as barriers to localisation. Staff suggest investing in capacity building of local organisations, contracting local organisations as implementing partners, and supporting fair competition among local experts and international consultants.

Field staff feel well-informed about how affected people see aid programmes. Some lack information on affected people’s views due to poor efforts to interact with affected communities and collect regular feedback. Field staff call for a participatory approach to engage with recipients and involve them in the response design.



“More national aid providers should be called on to make independent proposals and be given direct power to implement in order to effectively and adequately build their capacity to meet the international standards.”



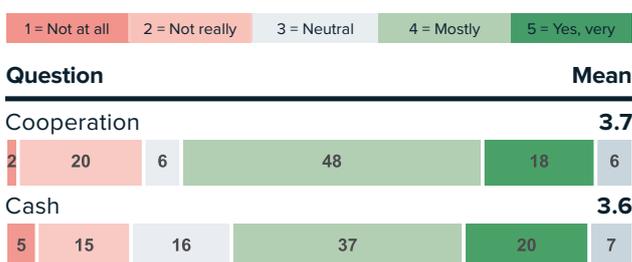
A third of respondents do not believe that affected people are able to influence programme design. Voices of affected people are not considered due to a lack of consultation by aid organisations in the design stage, time constraints of the emergency response, and a systematic top-down approach. Field staff suggest a more consistent approach to consulting communities before the programme design phase, conducting regular needs assessments and post-impact assessments of projects.

“Prior and informed consultation with affected people is rarely done extensively. Most interventions are designed based on input from ‘experts.’ This may be because of short-windows for fund applications and limited number of field staff that can understand and carry out detailed consultations.”



OUTCOMES

Most respondents experience effective cooperation among humanitarian and development actors. However, some indicate that humanitarian and development actors work according to different mandates and timeframes for projects, perceive each other as competitors, and lack coordination, hindering cooperation. Proper dialogue between two actors, coordinated work plans, and jointly implemented programmes could foster humanitarian-development nexus.



Over half the respondents feel that cash programmes are more effective and lead to better outcomes. Some staff members are more sceptical, pointing to misuse of cash by aid recipients, conflicts in the household, and dependency caused by cash. They call for better information provision on usage of cash, post distribution monitoring, and long-term funding.

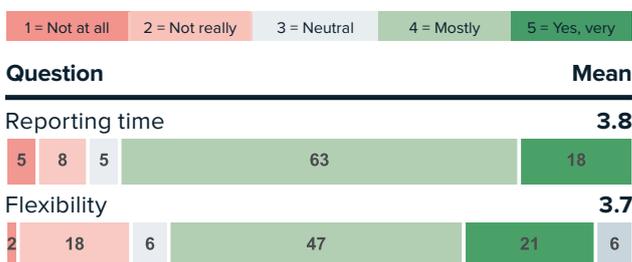
“Cash programmes need proper assessments and good implementation systems including a high-level monitoring system.”

“Separate management systems that do not regularly coordinate lead to poor alignment in planning, implementation, data systems, and monitoring for real-time adjustments.”



DONOR RELATED

The amount of time spent on reporting is considered mostly appropriate. The burden could be lightened by harmonizing reporting requirements, setting feasible deadlines to measure the outcomes, and developing impact indicators in reporting tools.



Most respondents believe they are able to adjust programming to the changing needs in the field. They say greater flexibility could be achieved, however, if donors were more responsive to the changing needs, and contingency plans and predictable funding timelines were in place.

“Justification of changes need to be communicated. Donors ought to be flexible and dynamic with regard to field operations and respond to them.”

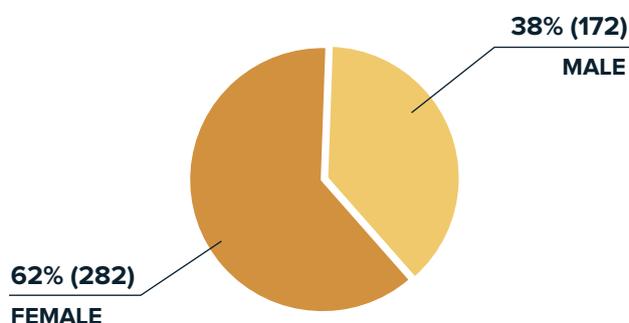
“Reporting time is usually activity oriented and not impact based which is where emphasis needs to be channelled.”



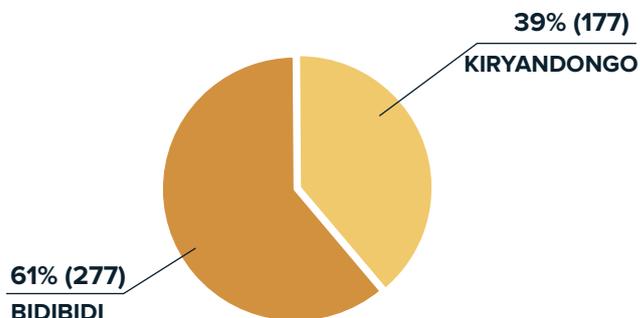
DEMOGRAPHICS - AFFECTED PEOPLE

The graphs below depict the demographic breakdown of the 454 respondents. Each graph includes percentages, as well as the frequency in parentheses.

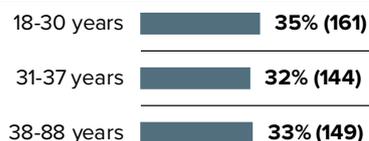
Gender



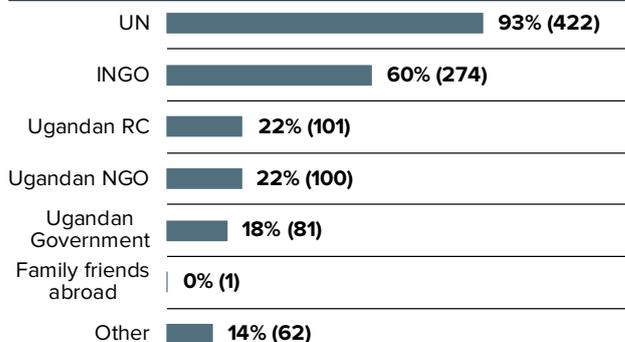
Location



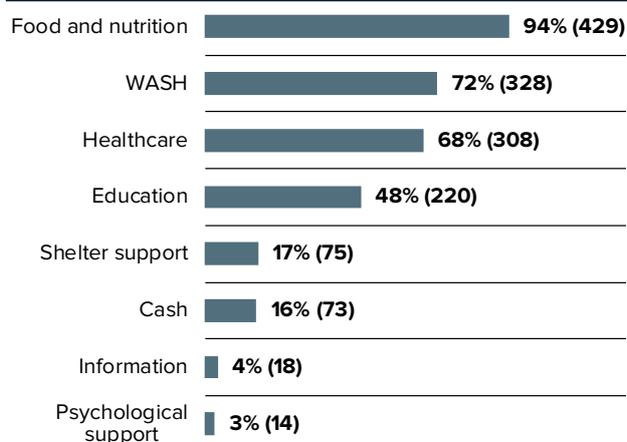
Age



Aid provider

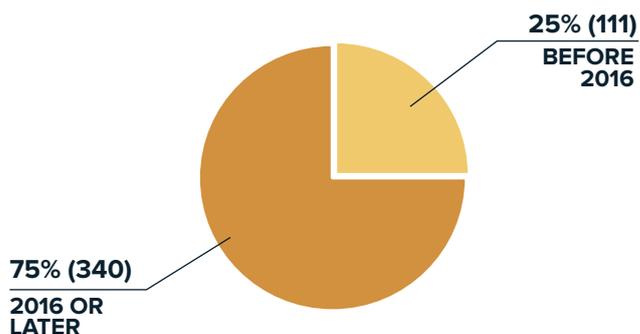


Services*

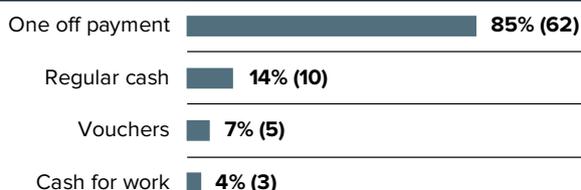


* Respondents could choose multiple answer options, therefore percentages do not total 100%.

Time of registration

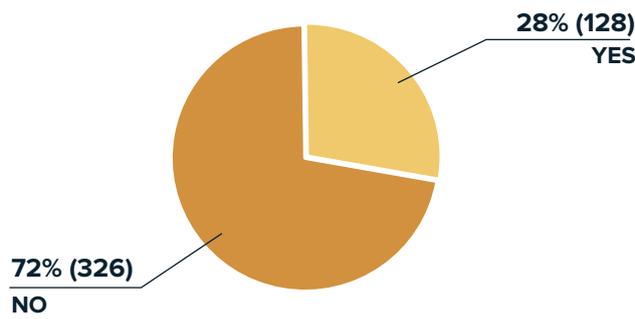


Types of cash support

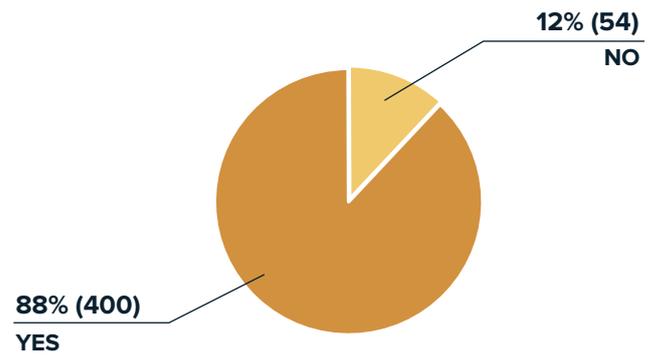




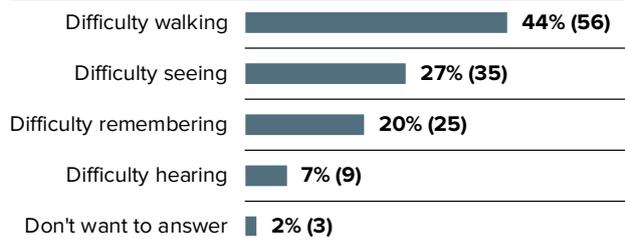
Disability



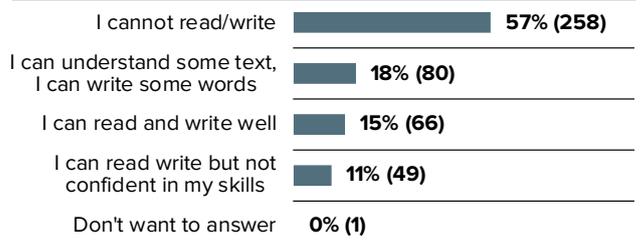
Plot of land



Type of disability



Literacy



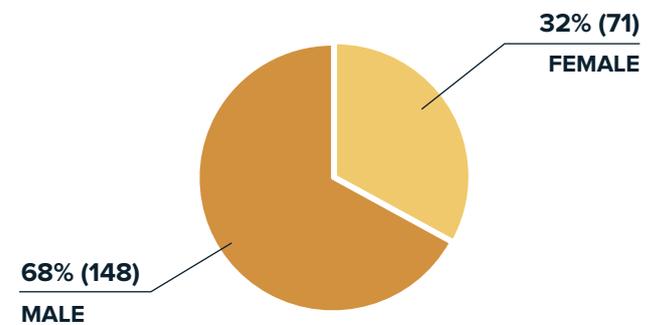
DEMOGRAPHICS – FIELD STAFF

The graphs below depict the demographic breakdown of the 219 organisational focal points. Each graph includes percentages, as well as the frequency in parentheses.

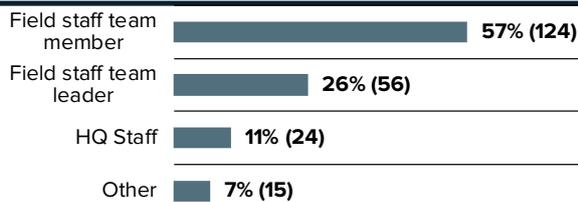
Age



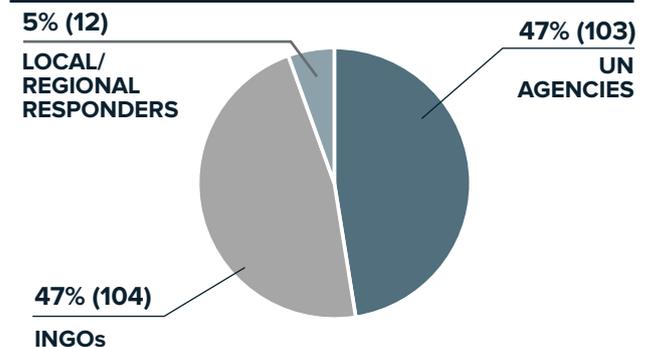
Gender



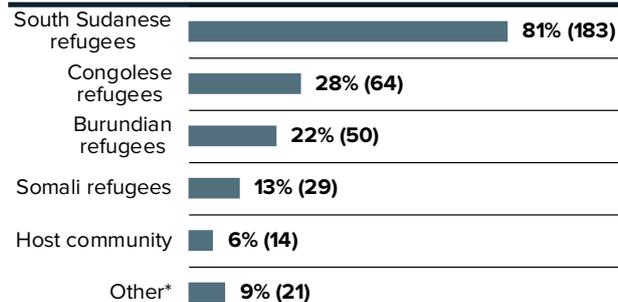
Role in the field



Organisation



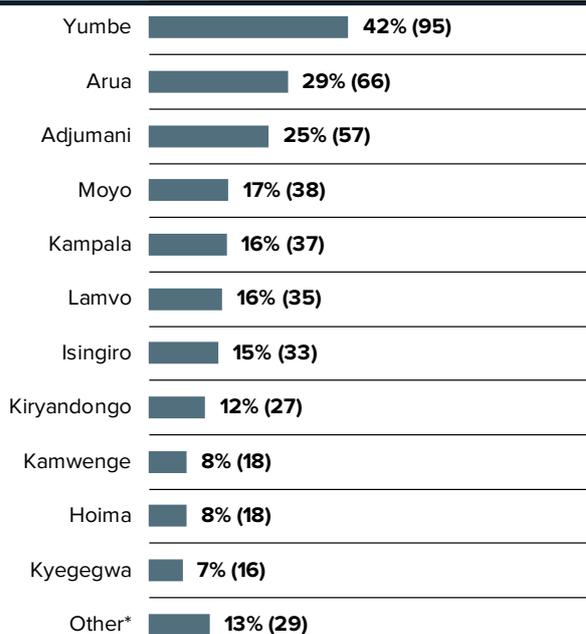
Work with refugees and displaced people



* "Other" includes working with urban refugees, pastoral communities, Ugandan nationals, and youth from Uganda. Other communities worked with include Rwandese, Eritreans, and Ethiopians.

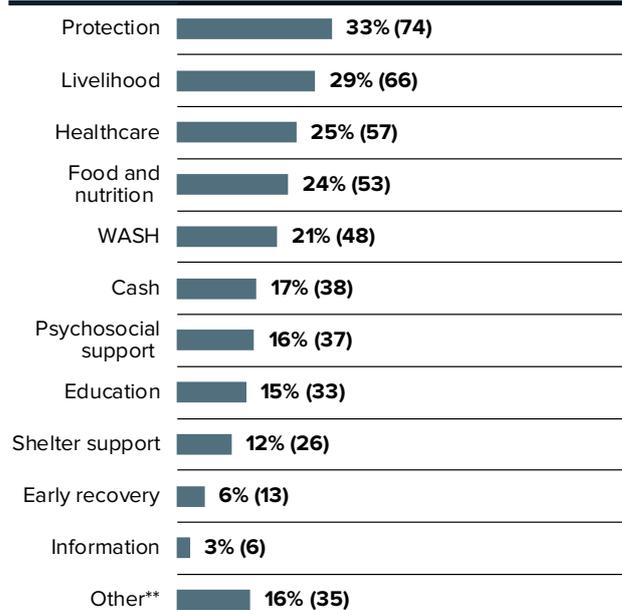


Location of work*



* "Other" locations include Kisoro, Karamoja, Kitgum, Koboko, Lamwo, Mbarara, Moroto, and Mpigi.

Services*



* Respondents could choose multiple answer options, therefore percentages do not total 100%.

** "Other" includes support for sexual and reproductive rights, those facing gender-based violence and female empowerment services. More general child protection, community initiatives, emergency responses, connectivity and environmental programmes are also included. On the more administrative side are services such as co-ordination, logistics, administration, monitoring and evaluation, solutions, grant management, and recruitment services.

NOTE ON METHODOLOGY

Survey Development

Ground Truth developed two survey instruments – the affected people survey and the field staff survey – to measure the implementation and the effects of the Grand Bargain commitments. The goal of the first survey was to gather feedback from affected people on the provision of humanitarian aid and track how their perceptions evolve over time. The second survey collected feedback from field staff on the implementation of Grand Bargain themes and provides a baseline to track progress on implementation and impact of the commitments. In the Ugandan context, additional questions were designed with input from UNHCR Uganda and Geneva to track the practical implementation of the Comprehensive Refugees Response Framework (CRRF) through the eyes of affected people. Closed questions use a 1-5 Likert scale to quantify answers.

Sample Size

Affected people survey

Face-to-face surveys were conducted with 454 South Sudanese refugees by trained enumerators using tablets in two camps – BidiBidi and Kiryandongo.

Field staff survey

Online surveys were conducted with 219 field staff team members, team leaders, and M&E, programme and technical specialists from different organisations. These included INGOs, UN Agencies, and local responders. Thirty-two percent of respondents are female and 68% male.

Sampling Methodology

Affected people survey

Respondents in the affected people survey were sampled pseudo-randomly. The objective was to gather representative samples from the two camps. GTS contracted with *Forcier Consulting*, a data-collection company, to conduct the interviews. The data collector conducted a household survey

employing a simple random walk and random selection of respondents.

Field staff survey

Twenty-one organisations were approached and asked to participate in the survey and distribute the online survey using a convenience sample of their staff. Participating organisations included UN agencies and international organisations (UNHCR, UNICEF, UNDP, UNFPA, UNFAO, WFP); INGOs (International Rescue Committee, Medical Teams International, Danish Church Aid, OXFAM, Save the Children, Finn Church Aid, MSF, Danish Refugee Council, NRC, Water Mission Uganda, Plan International Uganda) and the local and national responders (ACTED, Cafomi, TPO Uganda).

Language of the Survey

Affected people survey

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

Field staff survey

This survey was conducted in English.

Data Collection

Affected people survey

Data was collected between 8 and 16 December 2017 by *Forcier Consulting*, an independent data-collection company contracted by Ground Truth.

Field staff survey

Data was collected between 30 November and 14 December 2017 using an online survey tool.

For more information about Ground Truth Solutions

surveys in Uganda, please contact Nick van Praag (Director – nick@groundtruthsolution.org), Michael Sarnitz (Programme Manager - michael@groundtruthsolutions.org) or Valentina Shafina (Programme Analyst - valentina@groundtruthsolutions.org).