

**COMMUNITY
CONSULTATIONS
ON
HUMANITARIAN
AID**

**OVERALL
FINDINGS**



**WORLD
HUMANITARIAN
SUMMIT**

ISTANBUL
23-24 May 2016



AFGHANISTAN — Photo by Jason Gutierrez; Courtesy of IRIN.

Primary Author: Meghann Jones
Secondary Authors: Manon desGroseilliers, Kaitlin Love, Raeeefa Shams

Ipsos Public Affairs
2020 K Street, Suite 410
Washington, DC 20006
Tel: 202.463.7300
www.ipsos-pa.com

©2016 Ipsos Public Affairs. All rights reserved.
Contains Ipsos' Confidential, Trade Secret and Proprietary Information.

Disclaimer: This is an independent report commissioned by the World Humanitarian Summit secretariat. The opinions, views, analysis, and recommendations expressed in this publication are the views of the authors or the interviewees quoted and do not necessarily reflect the views of the World Humanitarian Summit secretariat or the United Nations.

Contents

1. Introduction	3
2. Summary of Findings	5
3. Detailed Findings	9
3.1 Key needs and priorities	9
3.2 Livelihoods and employment	14
3.3 Security and personal safety	18
3.4 Social cohesion	21
3.5 Gender	23
3.6 Access and barriers to assistance	26
3.7 The role of organizations	30
3.8 Information needs and communication channels	36
4. Conclusions and Recommendations	41

1. Introduction

In preparation for the World Humanitarian Summit (WHS), the WHS secretariat commissioned Ipsos to conduct community consultations with crisis-affected communities in multiple focus countries. The countries chosen for the consultations were **Afghanistan, Guinea, South Sudan, Syria, and Ukraine**, representing a diverse range of geographic regions, humanitarian contexts, and actors.

Ipsos conducted semi-structured interviews and community workshops in each country to gain in-depth information on how affected communities respond to crises, the role they see for international humanitarian responders, issues related to service delivery, and ways to improve identified shortcomings within the humanitarian system.

This complements the consultations with crisis-affected communities and stakeholder groups which took place in previous years and which were synthesized in the report, “Restoring Humanity: Global Voices Calling for Action.” This report highlighted the importance of involving marginalized populations such as women, children, the elderly, the disabled, and displaced persons, and focusing on security, dignity, and economic opportunity, emphasizing:¹

People’s safety and dignity must be considered the primary aim of humanitarian activity, regardless of the context or actor.

The “Restoring Humanity” report draws on several priority themes that are critical in ensuring that people’s safety and dignity remain the primary aim of the global humanitarian aid system:² Put People First; Adapt to Context; Build Diverse Partnerships; and Guarantee Reliable Finance.

In this report these are reflected in the following chapters:

- 1. Key needs and priorities;**
- 2. Livelihoods and employment;**
- 3. Security and personal safety;**
- 4. Social cohesion;**
- 5. Gender;**
- 6. The challenges of accessing assistance;**
- 7. The role of organizations; and,**
- 8. Information needs and communication channels.**

The community consultations conducted by Ipsos seek to create a greater understanding of these priority themes through amplifying the voices of those who have most at stake in maximizing the effectiveness of humanitarian programs.

¹ World Humanitarian Summit, “Restoring Humanity: Synthesis of the Consultation Process for the World Humanitarian Summit,” 2015. <http://reliefweb.int/sites/reliefweb.int/files/resources/Restoring%20Humanity-%20Synthesis%20of%20the%20Consultation%20Process%20for%20the%20World%20Humanitarian%20Summit.pdf>

² Ibid.



GUINEA — Photo by Martine Perret; Courtesy of UN Photo.

2. Summary of Findings

Global crises have resulted in tremendous upheavals for the communities at their center, often leading large populations to seek refuge in other parts of the country or to other countries altogether. Those who have become refugees or who have been internally displaced require basic necessities to survive and begin their lives in a new place. Those who have remained in their original communities face deprivation and a lack of opportunities. Thus, food, shelter, and medical care are generally the key needs for most of the communities studied in this report.

Additionally, people want the opportunity for themselves and their communities to become more self-sufficient. This is mostly reflected in the need for access to employment and financial assistance. While these needs exist across all countries, the context often differs. For Syrian refugees in Jordan, the importance of financial assistance and employment is connected to their need to start a new life, particularly as they are uncertain as to when, if ever, they can return to Syria. For those in Afghanistan and South Sudan, these needs relate to the overall lack of opportunity and development in their country. In Guinea, they reflect the goal of making communities more self-sufficient and improving cohesion following the Ebola crisis. And, in Ukraine, these needs are particularly important for vulnerable groups like IDPs and older, unemployed workers, who have found their lives and livelihoods destabilized by the conflict in their country with little hope of finding work.

As a result of prolonged armed conflict, the majority of people have experienced the loss of loved ones, the loss of homes and livelihoods, and continue to fear that they will not be able to protect themselves and their families. Thus, security and personal safety are key priorities for those living in conflict-afflicted areas, namely Syrians in Syria, Afghanistan, South Sudan, and Ukraine, who understand that many of their other needs cannot be met until their basic security needs are met.



SOUTH SUDAN — Photo by Charlotte Cans; Courtesy of OCHA.

Where crises have forced communities to interact differently with people, whether they have had to leave their homes and seek refuge elsewhere, or whether they have had to re-integrate after experiencing some sort of trauma, the issue of social cohesion becomes relevant. This is borne out mainly in findings from Syrian refugees in Jordan, IDPs in Ukraine and Ebola survivors in Guinea — each group encountering growing hostility from their host communities, mainly in the areas of employment, housing, and education, creating more difficulty as they try to rebuild their lives.

Women often assume new and non-traditional roles during a humanitarian crisis which can enhance women's status and influence, but may also increase the burden on women of looking after their families. Among Syrian refugees in Jordan, shifting gender roles and the lack of close social networks have added tension to already-strained family dynamics. In Afghanistan and South Sudan, deprivations that are prevalent throughout society are particularly pronounced for women. In Guinea, the role of educating and caring for family members falls to women, increasing their responsibilities and needs in the wake of Ebola. In Ukraine, where there was generally gender parity in the findings, some emphasized women's increased ability to weather economic hardships.

Even in cases where assistance is available, it is difficult for many people in crisis-impacted areas to access this assistance, due to a number of barriers. Corruption (on the part of the government and/or the organizations providing aid) was a key concern across all countries. Other barriers include location of assistance distribution for Syrian refugees in Jordan, Syrians in Syria, and South Sudan, and lack of information was the primary problem in Ukraine.

People's experiences receiving assistance from different sources — and their perception of the helpfulness of such assistance — impact their views on who should take responsibility for providing assistance in the future. In general, international organizations are more trusted, while local organizations despite widespread perceptions of corruption and ineffectiveness, are considered to have more in-depth knowledge of local contexts and needs.

Perceptions of who should take responsibility are generally correlated with the experience of receiving assistance. Syrian refugees in Jordan and those in South Sudan overwhelmingly received aid from the UN, resulting in practically all respondents from those countries wanting the UN to take responsibility for providing assistance. Those in Afghanistan received assistance from both the UN and their national government, leading them to view both entities as responsible for future assistance. In Syria, where the primary (and often only) source of assistance was the Red Crescent, most wanted that organization to also be responsible for future assistance. There are two exceptions to this correlation. In Guinea, the desire for future self-sufficiency results in respondents wanting the government to take the most responsibility, despite a higher rate of receiving aid from the UN. In Ukraine, despite most assistance being provided by family and friends and international organizations, most want the government to take responsibility, with reinforcement from international organizations.

People in crisis-afflicted communities use a wide range of sources to find out information about receiving assistance, though the efficacy of these sources often varies. Across all countries, the importance of accurate, timely information about receiving assistance — which can reach all sectors of the population — is emphasized. The types of sources which are used — and found useful — depend on the context within the country. While many Syrian refugees in Jordan have access to television and the internet, they often found word-of-mouth sources useful in the face of complicated, often contradictory information about receiving assistance. In places with lower levels of connectivity like Afghanistan, South Sudan, and Guinea, traditional sources such as community leaders, religious leaders, and friends and family are commonly used. Those in Ukraine who have greater rates of access to the Internet — are able to utilize social media to gain and share information, which is important given many Ukrainians' distrust of official sources.



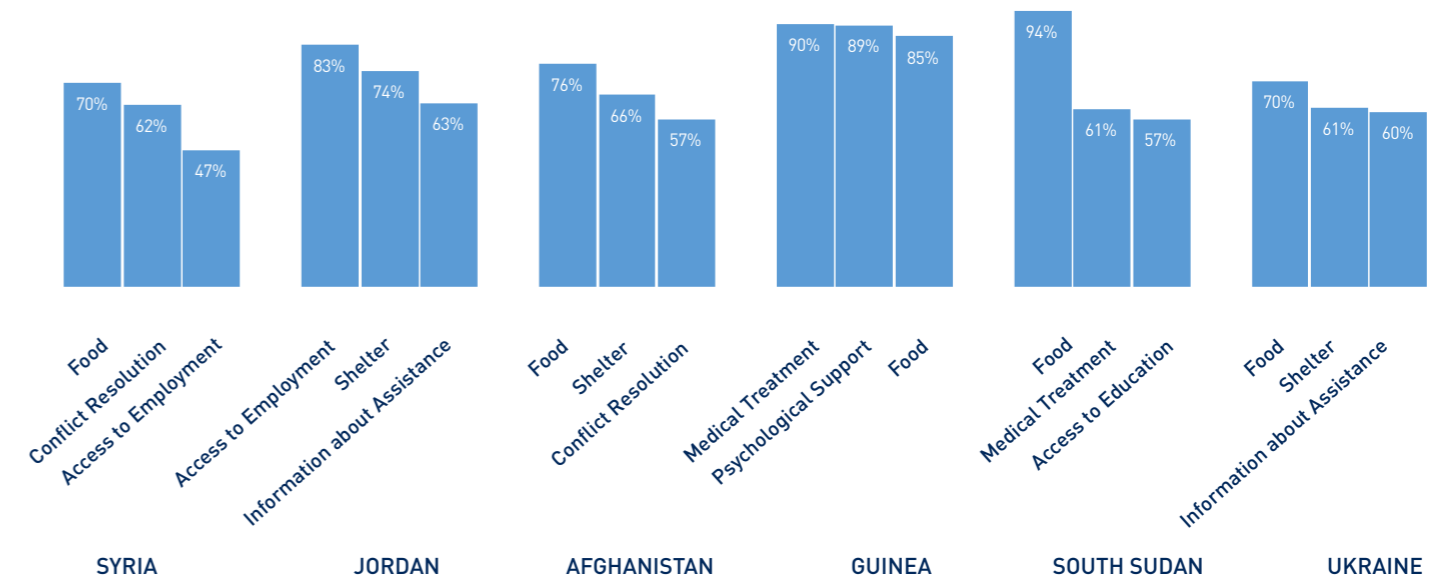
UKRAINE — Photo by Zmey; Courtesy of UNICEF.

3. Detailed Findings

3.1 Key needs and priorities

Global crises — whether armed conflict, natural disasters, or public health emergencies — have resulted in tremendous upheavals for the communities at their center, such as the loss of homes and sources of income, fear and insecurity, social tensions with former neighbors, increased gender discrimination, and more. Many who have become refugees in other countries, such as Syrians in Jordan, or who are displaced within their own, such as Afghans and South Sudanese in camps and Ukrainians in Kyiv, face uncertainty about their future and often struggle with day-to-day needs. Some people who have not been displaced and who may still be living in their original communities — such as those in Afghanistan and South Sudan living outside of camps, and those in Guinea — contend with ongoing deprivation, stagnation, a lack of long-term opportunities and the potential of escalating existing conflicts or reigniting previous tensions. This has a clear impact on the resources and services that are reported as most needed.

TOP 3 NEEDS BY COUNTRY



JORDAN/SYRIA

Among Syrian refugees in Jordan, three-quarters of respondents (74%) report that shelter is a priority need. In the qualitative workshops, it was emphasized that aid is critical in paying for housing but that the available aid is insufficient to cover costs, particularly since the cost of housing has steadily increased since the refugees' arrival. Almost two thirds of respondents (57%) reported that medical care is a priority need — many are without health insurance and cannot afford to pay for treatment out of pocket, and even when there are free hospitals available, traveling there is expensive and time-consuming. Food is also much needed by the Syrian refugee community in Jordan, with 46% of respondents indicating that it as a priority need. Among Syrians in Syria, the most pressing needs are food (70%) and medical treatment (37%).

If someone gets sick or ill, and he should go to see the doctor, he should pay. Here it is expensive and we can't afford it.
— Female, Irbid

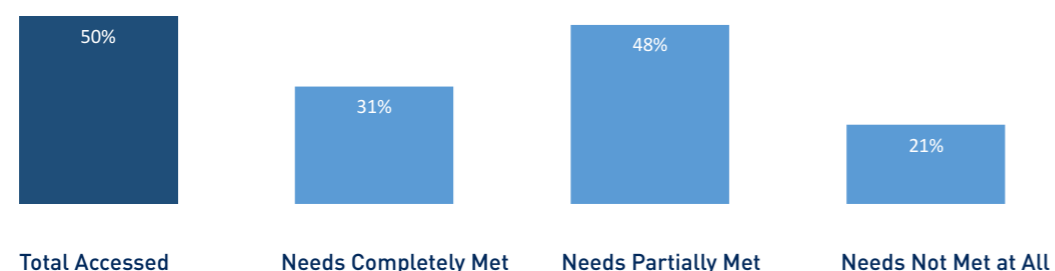
AFGHANISTAN

In Afghanistan, food is identified as the most pressing need by three quarters (76%) of respondents. While most (80%) have received food assistance, there remains a gap in meeting all the food needs, with just half (56%) of food assistance recipients indicating that their need was met.

Shelter is another primary concern for Afghans, with two-thirds (66%) saying it a priority need. Related to this, one third (39%) say they have lost many or all of their belongings, a similar number (34%) have been forced to leave their home, and a similar number again (34%) have sustained serious damage to their property. Two in three Afghans indicate they have received assistance with shelter (66%) — however, only 30% of those who received assistance say it completely met their needs, while half (52%) report that assistance with shelter partially met their needs.

Two in five (39%) report access to education as one of the most important services that people need, in sharp contrast fewer than one in ten (9%) report having regular access to education for school aged children. In the qualitative groups, there was a strong sense that education — including for girls and women — has the potential to support long-term peace and stability to Afghanistan.

PERCENTAGE OF RESPONDENTS IN AFGHANISTAN THAT RECEIVED ASSISTANCE WITH ACCESS TO EDUCATION ALONG WITH HOW WELL NEEDS WERE MET

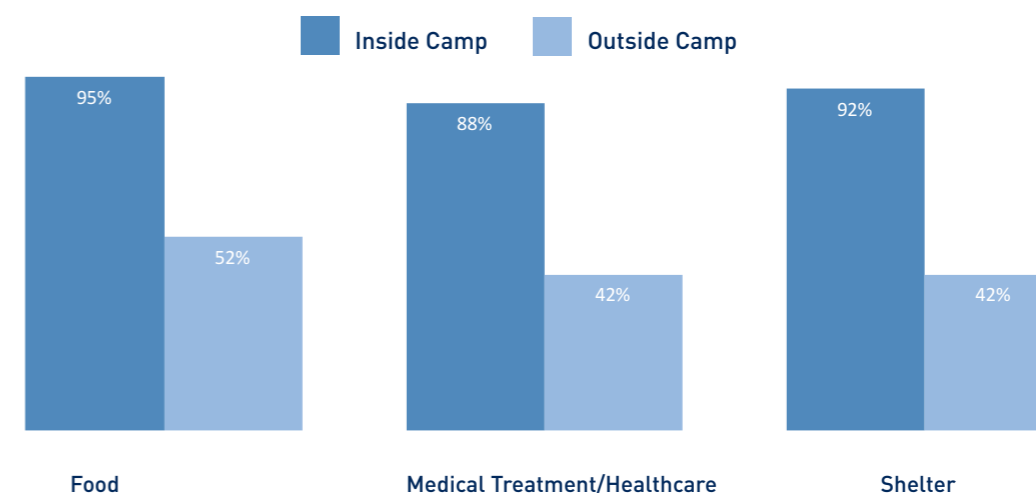


An educated society is one of the best weapons for success and progress, If we want to control any kind of disturbances, we should focus on the education of women.
— Male, Jalalabad

SOUTH SUDAN

In South Sudan, of the participants surveyed (residents of the Juba PoC site, who are IDPs, and non-IDPs living generally in Juba and Bor), the most pressing needs are food (94%), medical treatment (61%), and shelter (53%), which is unsurprising considering that the protracted conflict has resulted in massive food shortages, widespread injuries, and the loss of homes and farms. In terms of receiving assistance, there is a wide disparity between those living in camps and those living outside camps, with the former group more likely to have access to assistance in all areas. Among long-term needs, education (57%) and psychological support (37%) were key priorities.

PERCENTAGE OF ACCESS TO AID AND SERVICES IN SOUTH SUDAN BY INSIDE/OUTSIDE CAMP



Nearly two-thirds (65%) of respondents have received food assistance, particularly inside the Juba PoC Camp, where almost all (95%) of respondents had received food assistance. More than half received medical treatment or healthcare (55%), also much more common inside the Juba PoC camp (88%). More than half (56%) have received shelter as a form of assistance, also much more highly reported in the Juba PoC camp (92%).

In the qualitative groups, while those outside camps emphasized the general lack of assistance, those inside the camps highlighted that the assistance they did receive was generally not sufficient to meet their needs.

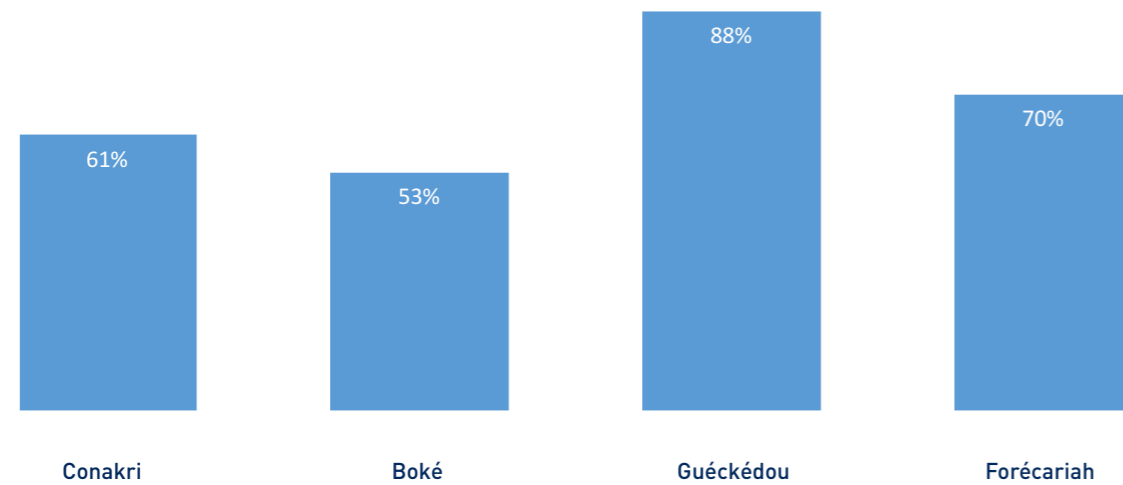
There are no hospitals here. If someone is sick you have to take him or her up to the hospital in Juba and it is difficult there and even far.
— Female, Juba, Outside Camps

I'm very excited to express my views concerning our suffering within the camp, concerning the tents where we are staying. These plastic sheets are damaged — they need to be changed before the rain comes.
— Male, Juba PoC

GUINEA

In Guinea, two-thirds (67%) reported that someone they knew well had been affected by a public health emergency, and many in the qualitative workshops indicated that they had relatives, friends, or community members that had died from Ebola.

PERCENTAGE OF RESPONDENTS IN GUINEA WHO KNEW SOMEONE THAT SUFFERED FROM A PUBLIC HEALTH CRISIS/INFECTIOUS DISEASE



Thus, it is unsurprising that medical care is the most pressing need for 90% of respondents. Psychological support was also a key priority with 89% reporting this as a most needed service. Many people, in addition to suffering trauma as a result of Ebola, also faced stigma among their communities, potentially fuelling existing social tensions and necessitating psychological healing. Finally, a significant majority (85%) reported that food is a most-needed resource.

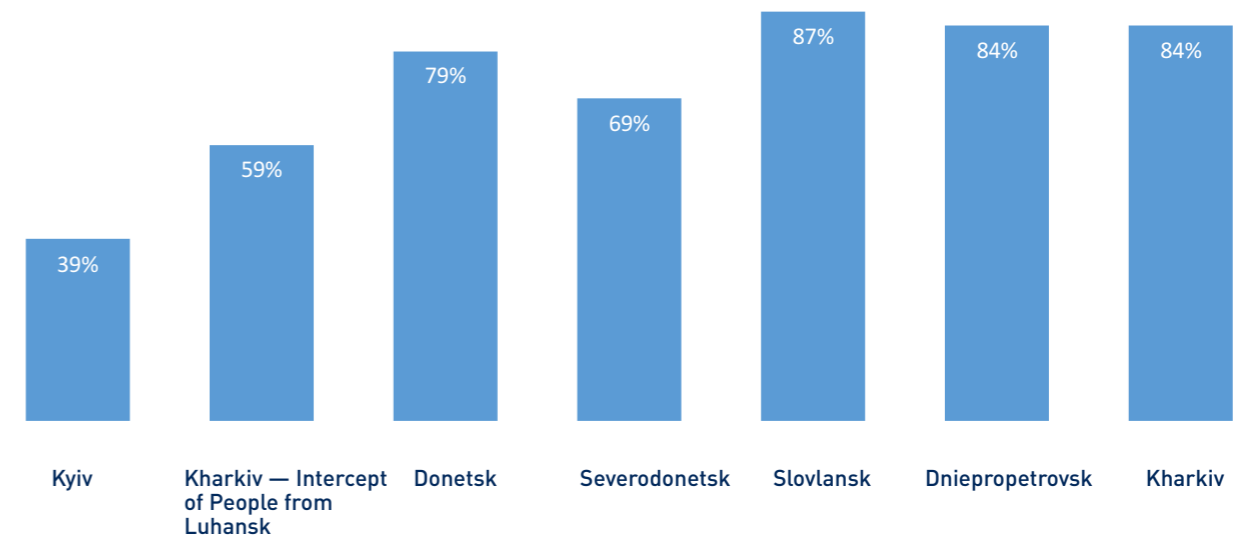
Even if you give 1 billion to a healed person, if psychologically he is not fully recovered, the money will not help him.

— Interviewee, Forécariah

UKRAINE

In Ukraine, food is identified as the most pressing need by seven in ten (70%). However, this finding varies by region, the situation is quite different in Sloviansk, where a much larger percentage (87%) report food as a most pressing need, and Kyiv, where food (39%) ranks well below other needs such as shelter (70%) and healthcare (64%). A very large proportion (83%) in Ukraine has received food assistance, and the vast majority of this group (94%) have had their food needs met completely or partially.

PERCENTAGE OF RESPONDENTS IN UKRAINE THAT REPORTED FOOD AS A MOST NEEDED RESOURCE — BY LOCATION



Shelter is another primary concern in Ukraine and was cited as a priority need by 61% of respondents, particularly those in Sloviansk (87%) and Donetsk (76%). A majority of respondents said they were forced to leave their home (84%), and have lost all or most of their belongings (66%). From the qualitative groups, it is clear that the main concern over shelter is not about the availability of structures but rather about the affordability and access to housing. Smaller percentages report psychological support (52%) and medical care (39%) as most-needed.

The most important thing is housing, which the state has to provide at least for the first time until people stand on their own feet. They could start building houses for IDPs so that people had a place to stay when they come.

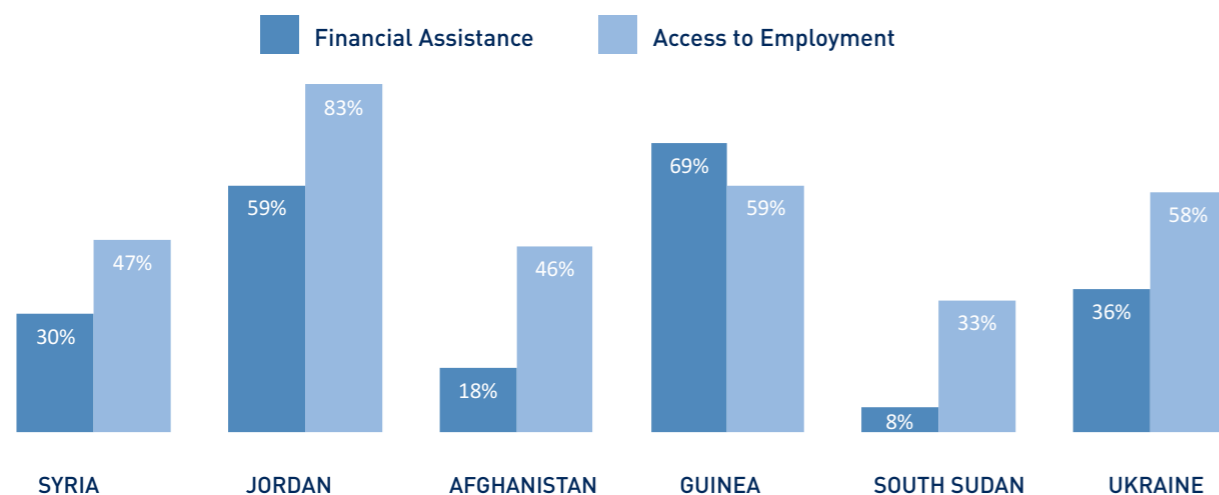
— Interviewee, Kyiv

3.2 Livelihoods and employment

Across all countries, people want the opportunity for themselves and their wider communities to become more self-sufficient in addition to the basic necessities for day-to-day survival. This is mostly reflected in the need for access to employment and financial assistance.

While these needs existed across all countries, the context often differs. For Syrian refugees in Jordan, the importance of financial assistance and employment is connected to their need to start a new life, including supporting their families, in a new country, particularly as they are uncertain as to when if ever, they can return to Syria. For respondents in Afghanistan and South Sudan, these needs relate to the overall lack of opportunity and development in their country. In Guinea, they reflect the goal of making communities more self-sufficient and improving social cohesion following the Ebola crisis. In Ukraine, these needs are particularly important for vulnerable groups such as older, unemployed workers, who have found their lives and livelihoods destabilized by the conflict in their country.

PERCENTAGE OF RESPONDENTS THAT REPORTED FINANCIAL ASSISTANCE AND ACCESS TO EMPLOYMENT AS A MOST NEEDED RESOURCE OR SERVICE — BY COUNTRY



JORDAN/SYRIA

Among Syrian refugees in Jordan, 59% of survey respondents report that financial assistance is a most needed resource. This may be explained by the fact the vast majority are from low-income households and the little resources they had were depleted when they sought refuge in Jordan. Although less than one third (27%) received economic or financial assistance, a very high percentage (89%) reported that their basic needs were completely or partially met by this assistance, indicating the direct correlation between financial support and needs being met.

Even more important for Syrian refugees in Jordan is the issue of employment. Syrian refugees do not have access to work permits in Jordan, and there is the threat of deportation if caught working illegally. Nevertheless, some Syrian refugees in Jordan work informally, typically at odd or temporary jobs that are low paid and not sufficient to cover basic necessities. Some feel exploited by employers who know that they can pay them less than they pay citizens. More than three quarters (83%) therefore cited access to employment as a most important need, particularly since a large majority (93%) fear that they will not be able to provide for their families' needs in the long-term.

What can I do with 50 dinars salary with my 5 children? It isn't enough, we need to get jobs. I haven't had a job for over a year.
— Male, Irbid

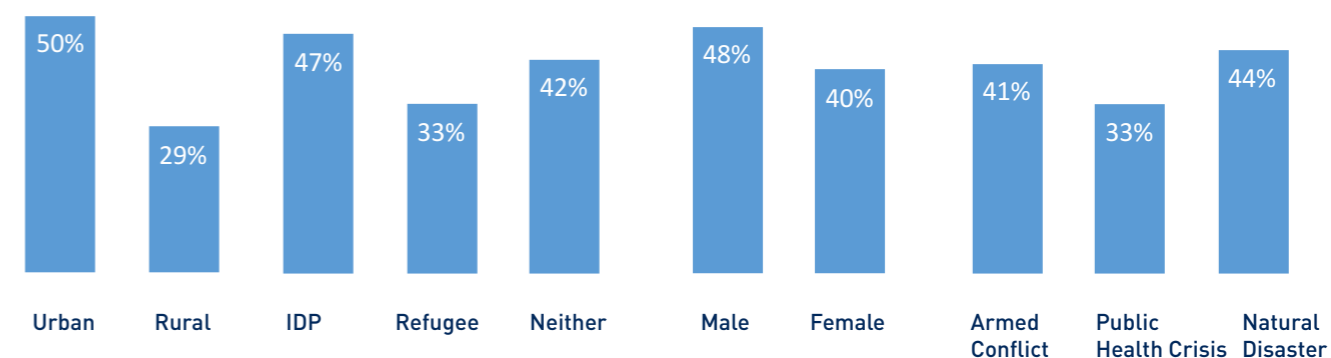
Among Syrians in Syria, about half (47%) felt that access to employment was a most needed service, the same percentage which reported a loss of income as a result of the crisis in their country. Almost one third (30%) reported that financial assistance is most needed, somewhat less than the percentage (36%) who reported that the inability to earn a living is among their greatest fears.

AFGHANISTAN

In Afghanistan, almost half (44%) say they have experienced a loss of income as a result of the crisis in their country. This is more pronounced in urban areas (50%), among refugees (80%), women (82%) and those who have experienced a natural disaster (81%).

Our brothers are jobless, they need proper job opportunities.
— Female, Ghazni

PERCENTAGE OF RESPONDENTS IN AFGHANISTAN THAT EXPERIENCED A LOSS OF INCOME — BY SUBGROUP

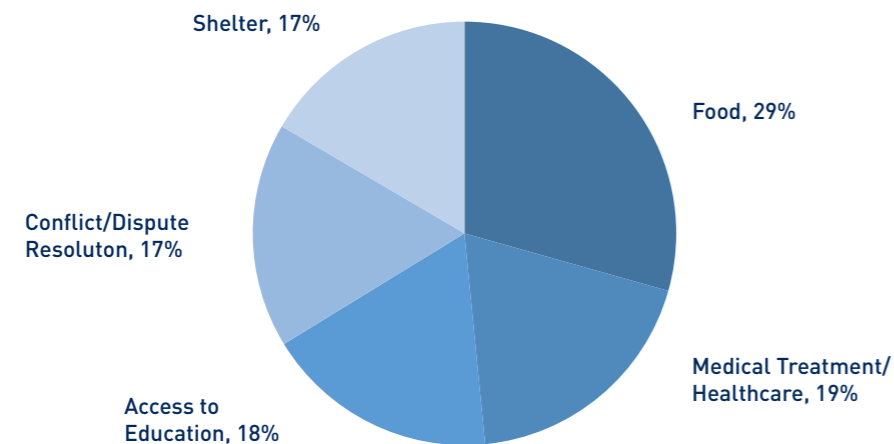


More than half of Afghans (58%) express that their greatest fear is not being able to earn a living, a concern that is even greater among women (63%), those living in rural areas (64%), those who have experienced a natural disaster (69%) and non-refugee/IDP populations (65%). The fear of not being able to earn a living is also higher among those that have received assistance (59%) than those that have not (51%). Almost half (46%) of respondents indicated that access to employment or jobs is what people need most.

SOUTH SUDAN

In South Sudan, financial assistance was considered less of a priority, with only 8% reporting it as a most needed service. Participants in the qualitative research highlighted that regardless of where they were located, money was irrelevant to them, as they lack access to markets. Thus, actual food items such as milk, sugar, and grain were much more important, as were long-term development projects like roads and hospitals.

MOST NEEDED RESOURCES AND SERVICES IN SOUTH SUDAN



Only 14% of those surveyed in South Sudan were working full-time, with 12% working part-time, 30% unemployed and looking for work, and 14% unemployed and not looking for work. Access to employment and/or jobs was considered a most needed service by 38% of those surveyed. The qualitative research showed that those living inside camps often felt that they were being denied employment opportunities by the organizations operating there, despite having the qualifications. As many are unable to leave the camps, this leads to a sense of frustration and resentment.

Another thing are the jobs. We can see that there are other organizations that are working here, they have vacancies but they don't take people who are living inside. They bring their staff from outside which is not good because it makes people feel traumatized — because we ourselves have qualifications.
— Male, Juba PoC

GUINEA

In Guinea, more than half (52%) reported that they had lost their means of earning income as a result of the Ebola crisis, and almost half (47%) reported that their greatest fear is their inability to earn a living and financial insecurity. Thus, more than two-thirds (69%) reported that economic and financial assistance is a critical need in Guinea, and almost two-thirds (59%) feel that access to employment is a most-needed service. About half received financial assistance (48%), while only 7% received access to employment.

Because I lost my family due to Ebola, first we received humanitarian aid in food, and every family who was a victim received an envelope of 500,000 FGN from MSF and Red Cross. There is also the WFP, which did cash transfers of 609,000 FGN for those cured of Ebola.
— Interviewee, Guéckédou

Participants in the qualitative workshops felt that long-term financial support is needed for communities to build new infrastructure, hospitals, and schools, and to create economic opportunities for communities that have been devastated by Ebola.

UKRAINE

In Ukraine, many have found themselves in a precarious financial situation, with 76% reporting that they have lost their means of income as a result of the crisis in their country. Nearly four in ten (36%) identify employment as what people need most, especially in Kyiv (91%) and Severodonetsk (80%).

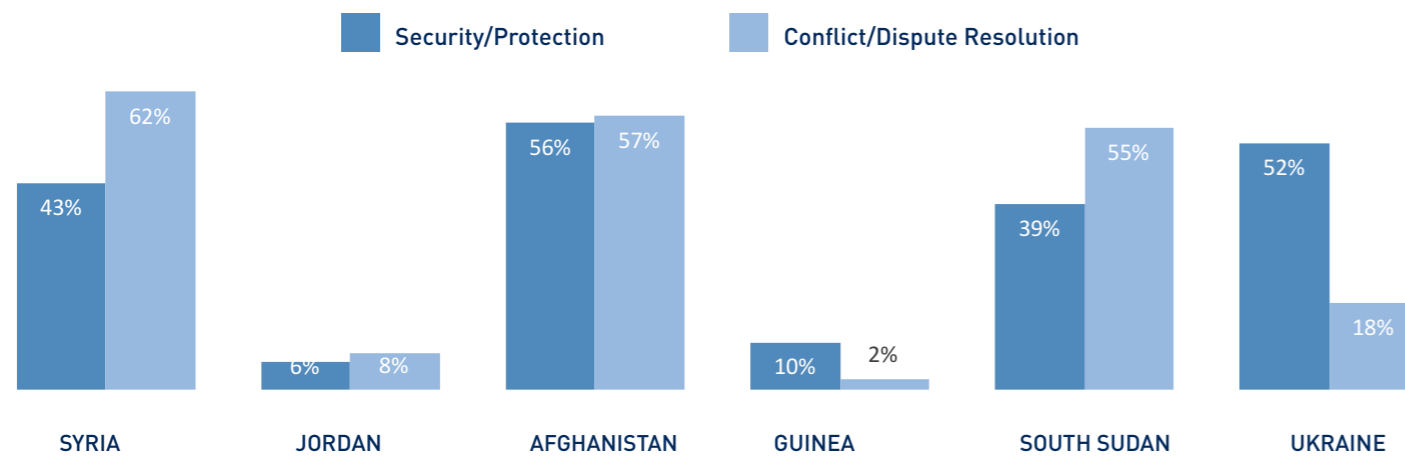
The qualitative workshops in Ukraine established that older unemployed workers — those who ought to be benefitting from their prime earning potential but who are not doing so due to the conflict and displacement — are among the most vulnerable within the economy. They are too young to receive state aid or a pension, but are too old to be benefitting from child support, and thus need to rely on parents or adult children to support them.

The unemployed at the age of 35-40 and up until pension age are most of all in need of assistance because pensioners receive some humanitarian aid as well as pension. People under 35 may take a decision, though an unpleasant one, to go to work somewhere while their age still allows (for instance, catching crabs in Vladivostok city); but after 40, they do not need you any more there. Therefore, these people are left with neither a job, nor a pension; in addition, they are not entitled to any type of assistance.
— Interviewee, Donetsk

3.3 Security and personal safety

As a result of prolonged armed conflict, people have experienced the loss of loved ones, the loss of homes and livelihoods, and the continuous fear that they will not be able to protect themselves and their families. Thus, security and personal safety are key priorities for those living in conflict-afflicted areas, namely Syrians in Syria and respondents from Afghanistan, South Sudan, and Ukraine.

PERCENTAGE OF RESPONDENTS THAT REPORTED SECURITY/ PROTECTION AND CONFLICT/DISPUTE RESOLUTION AS A MOST NEEDED RESOURCE OR SERVICE — BY COUNTRY



SYRIA

Among Syrians within Syria, one third (33%) reported that “physical insecurity, the inability to protect myself and my family” is amongst their greatest fears, and almost half (43%) of Syrians report that security/protection is a most-needed resource. Security is more of a concern for people in urban areas (46%) than in rural areas (40%) and it is more of a concern for men (46%) than women (41%).

Related to physical insecurity, over half of Syrians in Syria have suffered serious damage to their property (56%) or lost many or all of their belongings (59%), more than one third (39%) have been forced to leave their home, one third (30%) have experienced a member of their immediate family being killed, and one third (28%) have been wounded in the conflict. Thus, it is unsurprising that nearly two-thirds (62%) of Syrians consider conflict/dispute resolution to be a most-needed service.

AFGHANISTAN

In Afghanistan, more than half (56%) report that security/protection is a most needed resource, particularly among refugees (73%), those in rural areas (72%), among men (59%), and those who have experienced armed conflict (60%). A similar percentage (58%) report that they have received security and protection assistance, but despite higher reported need for security and protection among refugees, a larger share of non-refugee/IDP populations report having received security or protection (65%, compared with 57% of refugees).

Conflict and dispute resolution was identified by 57% of Afghans as a most-needed service, and two in three Afghans (64%) reporting having received assistance with conflict and dispute resolution. Participants in the qualitative groups reinforced the idea that achieving peace in Afghanistan is key to achieving long-term stability in the country.

Conflict is a main issue in Afghanistan and we need to resolve (the conflicts). Diplomacy is vital to build society and the country.
—Male, Jalalabad

SOUTH SUDAN

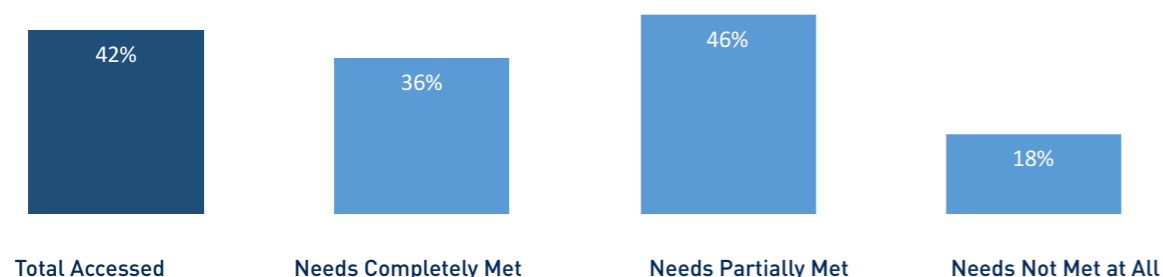
In South Sudan, large percentages of respondents had experienced traumatic events related to armed conflict — with more than half (54%) reporting that an immediate family member has been killed in the conflict, and nearly two thirds (61%) having lost contact with a close relative, underscoring the importance of increasing adherence to international humanitarian law by the various parties involved in the conflict.

However, only 39% of respondents in South Sudan reported that security/protection is a most needed resource, indicating that more immediate needs such as food and shelter take precedence. Although nearly half (46%) of respondents have been provided with security/protection, this was mostly concentrated in the Juba PoC camp (73%) and Bor (51%), compared with Juba (19%)

Conflict and dispute resolution was more of a priority in South Sudan, with more than half of respondents (55%) saying that this is most needed in South Sudan. However, fewer than half (42%) have received this assistance. Many participants in the qualitative workshops felt that the lack of progress in achieving peace and reconciliation was hindering effective assistance and development, particularly in areas outside of the camps. The qualitative groups also indicated that while people think the international community has a responsibility to bring peace to South Sudan, this needs to be done in collaboration with South Sudan’s national government to be effective in the long term.

The first thing the government itself needs reconciliation, the warring parties need to reconcile so that they can even welcome the NGOs and show them the areas that need much assistance. So without reconciliation I don’t think the NGOs can operate everywhere, they can only concentrate in Juba.
— Male, Bor

PERCENTAGE OF RESPONDENTS IN SOUTH SUDAN THAT HAVE RECEIVED ASSISTANCE WITH CONFLICT / DISPUTE RESOLUTION ALONG WITH HOW WELL NEEDS WERE MET



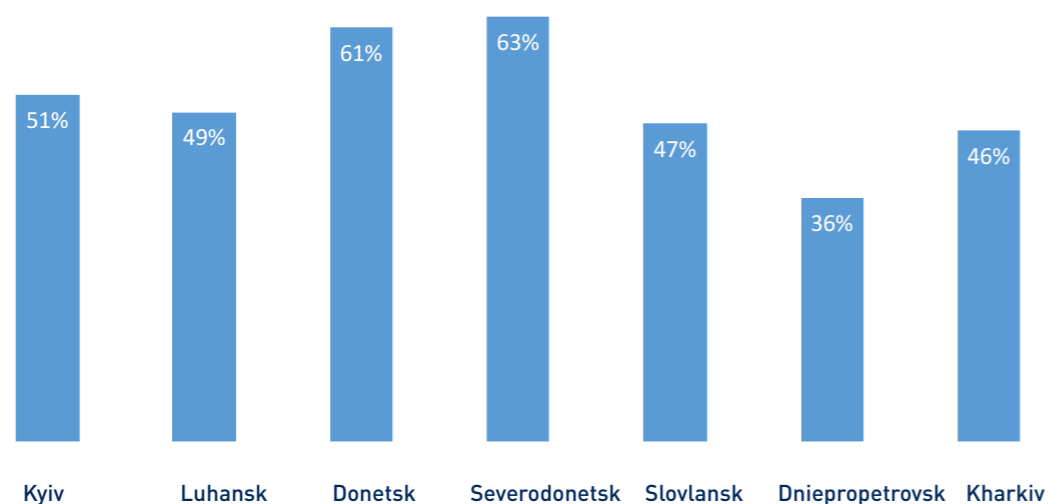
UKRAINE

The inability to protect oneself or one’s family is the greatest fear in Ukraine, mentioned by over half of respondents (56%). This fear is higher among those in Kyiv (86%) and Donetsk (71%), those living in rural areas (69%) and those aged 25-34 (63%). Overall, more than half (52%) thought security and protection were most needed, though a smaller percentage (18%) felt that way about conflict and dispute resolution. In the qualitative groups, the need for security was reflected in a strong desire for negotiations and ultimately, peace. Thus, in the eyes of people affected by conflict, ending the conflict is a paramount goal, and international assistance in this regard is a key priority.

The most effective assistance is when they sit down at the negotiation table and agree upon complete ceasefire and peace. This is how they can help everybody and everything will improve.

— Interviewee, Donetsk

PERCENTAGE OF RESPONDENTS IN UKRAINE THAT REPORTED SECURITY / PROTECTION AS A MOST NEEDED RESOURCE — BY LOCATION



3.4 Social Cohesion

Social cohesion becomes an issue when crises have forced communities to either leave their homes and seek refuge elsewhere or to re-integrate in their own landscape after experiencing trauma. The findings from Syrian refugees in Jordan, IDPs in Ukraine and Ebola survivors in Guinea reflect that each group encounters growing hostility within their host communities, creating great difficulties as they try to rebuild their lives.

JORDAN

Syrian refugees in Jordan report initially receiving local assistance in the form of food, housing, household items, financial help, and medical care, particularly in the early days of the crisis, with one-fifth (20%) saying that they have received support from the local community. However, as the crisis continued and intensified, the economic and social strain on the host community has resulted in a diminished ability and willingness to provide assistance. This increased hostility toward the refugees has, in turn, negatively impacted social cohesion, particularly in the form of housing discrimination, resentment toward refugees working for lower wages, and segregation in the school system. Thus, supporting increased resilience of host communities comes across as an important priority.

They will ask, ‘Why are you working for low wages? Do not go out for low wages!’ We work for 100 dinars. I am forced to work for this value because I have a family! Allow us to work, so we will not be forced to work like this.

— Interviewee, East Amman

The two shifts clash — the Jordanian school shift ends and the Syrian school shift starts. The teenagers clash and young children are in the middle between them.

— Interviewee, East Amman

GUINEA

As a result of misinformation, those who were suffering from Ebola were physically and psychologically isolated from their communities, barring them not only from necessary aid, but also from the social support networks that would have helped in their time of need. Considering that Guinea has had a history of civil conflicts, some with an ethnic dimension, more needs to be done to determine if tensions within communities were exacerbated in the aftermath of Ebola.

UKRAINE

Similarly, IDPs from Eastern Ukraine who have resettled in Kyiv also report that they were initially treated with sympathy by their host communities. However, the goodwill eventually subsided as the duration of the stay extended, revealing uneasy relations between IDPs and local Ukrainians, and leading to a situation in which IDPs feel discriminated against in housing, employment, participation in the political process, and even in access to humanitarian aid. This was reinforced by the quantitative findings, in which nearly one-quarter (23%) of all respondents — and one-third of those in Kyiv (33%) — report that discrimination and social status prevent them from accessing aid.

We also faced problems of the attitude to internally displaced persons. Although in 2014 people from Kyiv came to us bringing clothes and other things, volunteers helped us, drove kids in Zhitomir theater but then the attitude gradually became worse.

— Interviewee, Kyiv



SYRIA — Courtesy of Unicef.

3.5 Gender

Women often assume new, non-traditional roles during a humanitarian crisis, which have the potential to empower women and enhance their status and influence in their community. However, crisis situations also typically reinforce and often exacerbate gender inequalities. Women and girls reported different and often greater challenges than men in accessing services and having their needs met.

Among Syrian refugees in Jordan, shifting gender roles and the lack of close social networks have added tension to already-strained family dynamics. In Afghanistan and South Sudan, deprivations that are prevalent throughout society are particularly pronounced for women. In Guinea, the role of educating and caring for family members falls to women, increasing their responsibilities and needs in the wake of Ebola. In Ukraine, where there was generally gender parity in the findings, some emphasized women's increased ability to weather economic hardships.

JORDAN

Among Syrian refugees in Jordan, there has been a shift in gender roles resulting from more women working outside the home and contributing economically to their households. While these shifts could potentially advance women's empowerment and gender equality, they seem to currently be creating tensions in the home, as many men feel frustrated and angry at their inability to fulfill their traditional role of providing for their families themselves.

You start to try helping your wife in the house duties, the man will do anything to work. In addition to the stress that comes from lack of work and money and plenty of free time, you start yelling at your children and getting angry fast.

— Male, Mafraq

Even though amongst Syrian women employment is increasing, many Syrian refugees still maintain traditional ideas about gender roles and decision-making power. In half (52%) of households, the husband is the main decision-maker about household finances, with women being the main decision-maker in less than one third (28%) of households.

The qualitative workshops revealed that women are expected to do the household work in addition to their work outside the home, which places a greater burden on them. Considering that many Syrian refugees had higher standards of living in Syria prior to the crisis, such as access to employment and transportation, as well as conveniences like washing machines and electricity, the lack of such amenities compound the difficulty that women have in carrying out everyday tasks. Women also reported greater concerns about their safety as refugees in Jordan compared to Syria, mainly due to their lack of familiarity with their surroundings and separation from social and familial networks.

AFGHANISTAN

In Afghanistan, women identified different priority needs and services than men did, and were more likely to say their needs were not met. For example, more women identify food (82%, compared to 71% of men) and shelter (70%, compared to 61% of men) as the resources people need most. However, a larger share of women (54%) report their needs for shelter were only partially or not at all met, compared to 39% of men.

Our houses are damaged by the attacks and now we are dispersed with no proper place to dwell. I have sold all the durable goods from my home.

— Female, Kandahar

Women in Afghanistan are also more likely to identify education (47%, compared to 32% of men) as a service people need most. This greater demand is further illustrated by the larger share of unmet needs, with over four in ten women (43%) report that their needs for education were only partially or not met at all, compared to one in four men (26%).

Nearly three in four women (73%) feel they have little or no influence over how assistance in Afghanistan was handled, compared to only 57% of men. Similarly, a majority of women (61%, compared to 43% of men) identify discrimination and social status as a possible reason preventing them from getting the help and support they needed, possibly reflecting how gender impacts access to assistance and influence over what type of assistance is received.

SOUTH SUDAN

In South Sudan, women reported greater challenges than men accessing income generation opportunities and spoke more often about the need for training programs and employment to be directed specifically for women, so that they could gain more self-sufficiency and help to support their families. Unsurprisingly, women were therefore more likely to report that financial assistance was their most-needed resource (11%, compared with 6% of men), and that they have received some type of financial assistance (21%, compared with 15% of men).

We as a women we need midwives, trainings on midwifery and biomass start-up like training for tailoring for girls, and to be supported financially so that some of us (women and girls) can also be able to start up a business of their own for them to support their families.

— Female, Juba, Outside Camps

Sexual violence was also identified as a key concern for women in South Sudan — one in three respondents (29%) reported knowing someone who was a victim of sexual violence, with a higher incidence coming from within the camps (47%). Protection against sexual violence and other breaches of international humanitarian law and human rights legislation is critical for affected communities. The consistent implementation of these clearly constitute a critical challenge facing the international community.

GUINEA

In Guinea, women — especially widows — were considered more vulnerable and thus are prioritized for aid distribution. Participants in the qualitative workshops believed that women face more challenges as the result of Ebola, as they were the ones responsible for caring for sick family members. It was also felt that women have less education and money of their own than men, leaving them more vulnerable to the consequences of the Ebola epidemic. In addition, it was perceived that women should be priority recipients of aid as they would be most likely to spend aid funds on education and on providing for their children and husbands.

So we must first train women, engage them in raising awareness. It is women who teach hygiene to children to wash their hands, they deal with children, and it is them who prepare food, anything around domestic problems. We must therefore educate and involve them.

— Interviewee, Forécariah

Reproductive health care was reported to be an important need in Guinea, although emphasized less than general medical care and psychological support by both men and women. One-fifth of women and men surveyed (20%) reported that access to reproductive health services was their priority need, with slightly more women (23%) citing it as a priority than men (19%).

UKRAINE

In Ukraine, women and men did not report significant differences in their ability to access aid, or in their humanitarian needs. This is due to the fact that women and men are experiencing the aftermath of conflict in a similar manner, even if economic roles may be in upheaval. Interestingly, in the discussion groups, some felt that women, due to their perceived occupational flexibility, may be less vulnerable to economic instability than men.

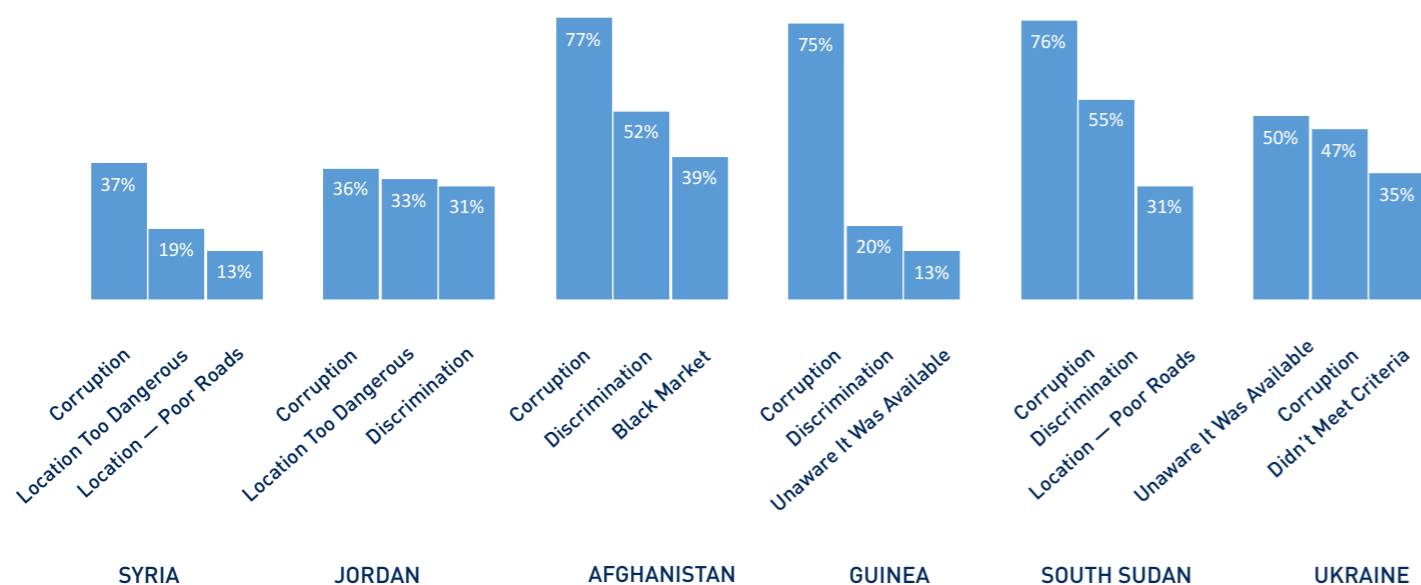
It is easier to find jobs for women, for example, a woman can retrain as a hairdresser; and for men finding a job is more difficult because almost all men from that region have occupations in mining industry. Some of them used to be managers at plants or mines and now maximum what they are suitable for is tightening the screws.

— Interviewee, Kharkiv

3.6 Access and barriers to assistance

Despite the availability of assistance mechanisms, it can be difficult for many people in crisis-impacted areas to access this assistance, due to a number of barriers. Corruption (on the part of the government and/or the organizations providing aid) was a key concern across all countries, whereas the location of services was mainly an issue for Syrian refugees in Jordan, Syrians in Syria, and respondents in South Sudan, and lack of information was a primary problem in Ukraine.

TOP 3 BARRIERS TO RECEIVING ASSISTANCE — BY COUNTRY



JORDAN/SYRIA

Among Syrian refugees in Jordan, corruption is the primary barrier to accessing aid, with 36% of respondents reporting that corruption prevents effective access to aid. One-third (33%) report that location of services is a barrier to accessing aid – this is particularly the case outside of East Amman, which has somewhat better infrastructure than Mafraq and Irbid. Related to the findings on social cohesion and acceptance described earlier, one-third (31%) of respondents report that discrimination and social status prevents them from accessing aid. In the qualitative groups, participants emphasized that aid was inconsistent and arbitrary, and this lack of uniformity constituted a type of barrier in itself. Among Syrians in Syria, the greatest reported barriers were corruption (37%) and location (19%).

Initially they cut assistance off from any one that has education such as a diploma or a university degree. Then, they cut it off from the rest. Some people regained assistance and some people still do not have any at all.
— Interviewee, East Amman

AFGHANISTAN

In Afghanistan, three quarters (77%) feel that corruption is a main barrier to receiving assistance, a sentiment that is heightened among those displaced (90%), women (87%), and those under the age of 35 (82%). Corruption also emerged as a dominant theme in the qualitative workshops, coloring much of the discussion around which organizations could and should provide aid and assistance in Afghanistan. The sense that discrimination and social status may be preventing people from getting help is reported by roughly half of respondents (52%) and is more strongly felt among refugees (70%), those in rural settings (58%) and women (61%). Many in the qualitative workshops also highlighted the poor security situation and poor roads as barriers to access, although they also connected the issue of roads to corruption in general.

Kandahar has its own complexities — we have problems on the roads. The Taliban is in the localities, and international organizations have difficulty controlling [the provision of aid].
— Female, Kandahar

SOUTH SUDAN

In South Sudan, corruption was a primary barrier to accessing assistance, with more than three quarters of respondents (76%) reporting that corruption prevented them from receiving the assistance that they needed. This was followed by discrimination and social status, which was reported by 55% overall but 75% in the Juba PoC camp, and the black market (29%). The qualitative research shows that many perceive either the local organizations or governmental authorities to be keeping aid funds for themselves instead of distributing to local communities.

Sometimes when there is money to the other organizations in order to bring to the IDPs help, it does not really reach to us. Some remains for these local NGOs, some remains with the government. And then when it reaches here, it is very little.
— Male, Juba PoC

Location was also a key barrier to access in South Sudan. As described in the first section, those outside of camps have had much less access to assistance. This is confirmed by the quantitative data — while all locations received at least some assistance, those in the Juba PoC camp were much more likely to have received assistance, and to have that assistance meet their needs, than their counterparts outside the camps. The qualitative findings reinforced this, as participants expressed frustration that those inside the PoC camps received so much help while they received little to none.

The assistance what we see now it was being given to those who are seeking the refugees in the UNMISS Camp. But if you're not in the UNMISS [camp], you are not getting something but even those who are outside living in the villages in whatever, those people, they are also hungry like those seeking refuge in UNMISS Camp.
— Male, Bor

Only 7% of respondents reported that they had access to roads that were safe to drive or walk on. Nearly one in three respondents (31%) said that they were unable to receive support or assistance because they were unable to reach the distribution locations, and a quarter (26%) said it was because the distribution locations were too dangerous to reach.

When asked about influence over the support that they had received, 64% of respondents said that they had some influence over assistance received, though the plurality said it was only a little (35%), and 34% said they had no influence at all. This sentiment was also reflected in the qualitative focus groups, where people connected their lack of influence over assistance to the lack of assistance received overall.

GUINEA

In Guinea, government corruption was perceived as the primary barrier to accessing aid. Three quarters (75%) felt that corruption was a main factor preventing them from receiving assistance, explaining why many in the qualitative groups felt that long-term assistance needed to be coupled with a commitment to fighting government corruption. The qualitative workshops also revealed that Guineans blame centralized state committees responsible for distributing aid funding for hindering access, believing that these committees were at worst stealing funds that should have gone towards repairing communities, or at best distributing the funds inefficiently and inequitably.

Those who have not had their aid, it is because the great leaders who are with us in Guinea are “big eaters”, they blocked the interest of others for their own account
— Interviewee, Forécariah

Misinformation was also a huge problem in Guinea. According to community health workers who participated in the qualitative workshops, people infected with Ebola did not trust the treatment centers that had been set up, a particularly acute problem in the beginning, when treatment was not very effective and there were many deaths. Since many died while at the treatment centers, some thought that the centers themselves were responsible for the deaths. To combat the misinformation, community volunteers and people who had already been treated needed to testify personally that the treatment centers were safe.

Rumors conveyed in communities said that health centers were human slaughterhouses and rumor grew. People did not want to go to the health center they were afraid. They said they levied their organs, that they recovered their burned ashes.
— Interviewee, Forécariah

Survivors and health workers were stigmatized and those who were quarantined were socially isolated. Much of this was due to misinformation and superstitions about how the disease could spread, even after treatment, and even respected community members such as religious leaders were impacted by stigma. Community stigma prevented survivors in particular from working, accessing financial and food aid (even when it was available), other essential services, and getting community support, causing them to face the trauma of isolation in addition to the impacts of the illness. The prevalence of stigma was reinforced by survey data, in which 28% of survey respondents reported that being rejected by the community was one of their greatest fears, and 20% felt that discrimination and social status was preventing people from accessing aid.

UKRAINE

In Ukraine, lack of information is the primary barrier to accessing assistance, with half (50%) reporting that being unaware that it was available may have prevented them from getting the help and support they needed, and nearly two-thirds reporting that information about how to receive aid is a most needed service (60%). Corruption is also a major barrier to aid, with nearly half (47%) reporting it as a factor preventing them from accessing assistance, particularly among IDPs outside of the Donbas region (55%). One in three (35%) indicate difficulties in meeting the criteria for aid as a barrier to access, and this was more common for those in Severodonetsk (57%) and Kharkiv (50%). In the qualitative workshops, participants emphasized how the paperwork requirements, particularly for IDPs who may have left their home “administrative” area, were especially onerous and complicated to navigate.

When confirming your status, you have to submit a certificate, and in order to get this certificate you have to wait in line in the social security department and then migration service. It would be great if they could simplify this procedure.
— Interviewee, Kyiv



SOUTH SUDAN — Photo by Charlotte Cans; Courtesy of OCHA.

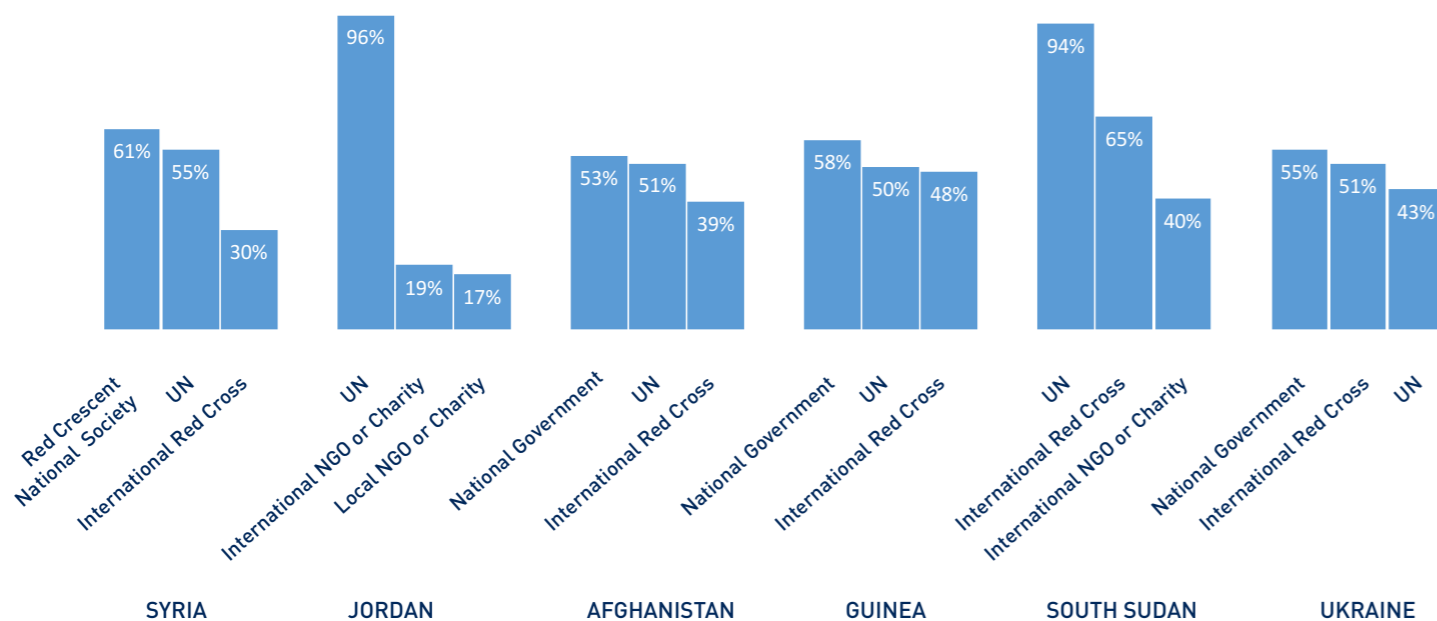
3.7 The role of organizations

People’s experiences receiving assistance from different sources — and their perception of the helpfulness of such assistance — impact their views on who should take responsibility for providing assistance in the future. In general, international organizations are more trusted, while local organizations despite widespread perceptions of corruption and ineffectiveness, are considered to have more in-depth knowledge of local contexts and needs.

Perceptions of who should take responsibility are generally correlated with the experience of receiving assistance. Syrian refugees in Jordan and people displaced in South Sudan overwhelmingly received aid from the UN, resulting in practically all respondents from those countries wanting the UN to take responsibility for providing assistance. Those in Afghanistan received assistance from both the UN and their national government, leading them to view both entities as responsible for future assistance. In Syria, where the primary (and often only) source of assistance was the Red Crescent, most wanted that organization to also be responsible for future assistance.

There are two exceptions to this correlation. In Guinea, the desire for future self-sufficiency results in respondents wanting the government to take the most responsibility, despite a higher rate of receiving aid from the UN. In Ukraine, despite most assistance being provided by family and friends and international organizations, most want the government to take responsibility, with support from international organizations.

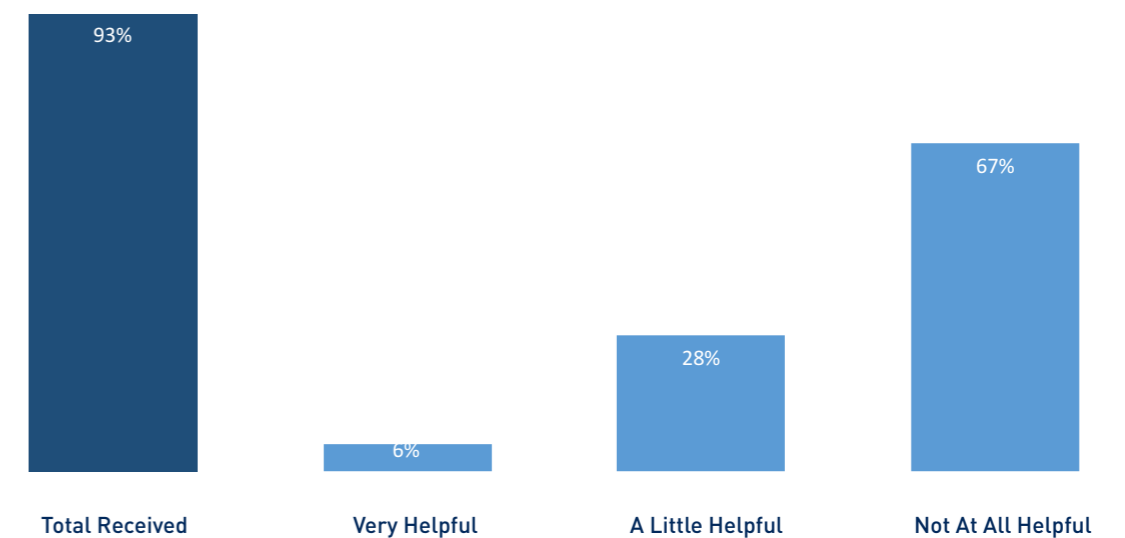
TOP 3 ORGANIZATIONS THAT SHOULD BE RESPONSIBLE FOR PROVIDING ASSISTANCE — BY COUNTRY



JORDAN/SYRIA

Among Syrian refugees in Jordan, almost all (93%) report that they received support from the UN, perhaps due to the UNHCR registration process on arrival, time spent in camps, and the iris recognition program for the transfer of funds. However, only 33% found this assistance helpful. Although only 33% found this assistance helpful, practically all Syrian refugees in Jordan (96%) feel that the UN should take responsibility for aid provision to their community.

PERCENTAGE OF SYRIAN REFUGEES IN JORDAN THAT RECEIVED ASSISTANCE FROM THE UN ALONG WITH HOW HELPFUL IT WAS



In general, Syrian refugees in Jordan believe that international organizations are better resourced, funded, and organized than their local counterparts and are thus more reliable in providing the assistance that they need, while local organizations are perceived to have better knowledge of local needs and contexts. International organizations are also perceived to be less corrupt and more respectful than their local counterparts.

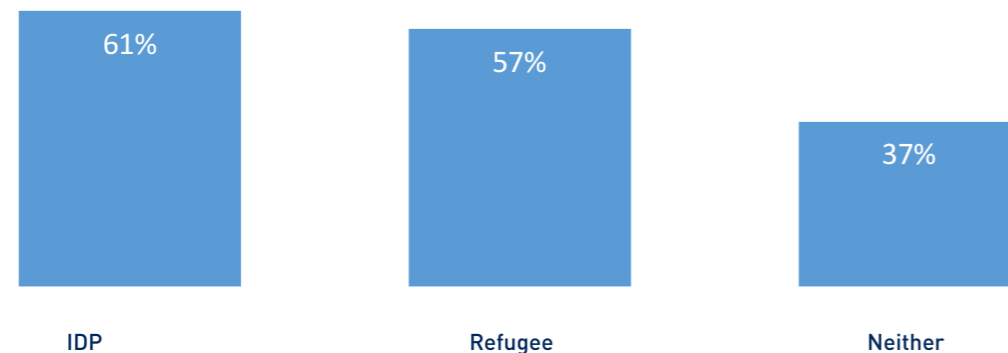
International organizations are more human, they sympathize with Syrian refugees and show their care for us as humans. They make sure our voices reach the world.
— Female, Irbid

Among Syrians in Syria, nearly half (47%) have received aid from the Red Crescent, and nearly two-thirds (61%) feel that the Red Crescent should be responsible for providing aid in the future. A greater number (59%) have provided aid to others, although this may be a function of the security and corruption barriers already existing within their country that prevent official aid from coming through.

AFGHANISTAN

In Afghanistan, more than half (53%) of the respondents have received aid from the national government, higher among IDPs (62%) and refugees (57%) than among the rest of Afghans (37%). A very large portion (84%) found this aid either very helpful (45%) or a little helpful (39%).

PERCENTAGE OF RESPONDENTS IN AFGHANISTAN THAT HAVE RECEIVED AID FROM THE NATIONAL GOVERNMENT — BY IDP STATUS



Half of those surveyed (50%) received help or assistance from the UN, with non-refugee/IDPs populations (63%) more likely to have received this assistance. Among those that have received assistance from the UN, 25% found it very helpful, 47% found it a little helpful, and 28% found it to be not helpful at all. Similar proportions of Afghans received help from the International Red Cross (46%) or the local Red Cross/Red Crescent (45%), with a smaller share receiving aid from a local NGO (41%).

The experience of receiving assistance is reflected in Afghans' beliefs on who should take responsibility for future assistance – half (53%) feel that the national government should take the most responsibility to provide aid, closely followed by the UN/UN agencies (51%). While Afghans seem to be rather agnostic when it comes to who should be providing aid, they are unequivocal in their belief that the government is corrupt and that international organizations are more trustworthy. However, they also understand that the government has knowledge of local culture and systems that can also be effective.

Our political leaders are basically bandits. We often hear that millions of dollars in aid has been given to Afghanistan but no one knows where it was used.

— Male, Jalalabad

SOUTH SUDAN

Almost two thirds (61%) said that they have received assistance from the United Nations, with the vast majority (96%) of those in the Juba PoC camp reporting that they had received UN assistance. Among those that received this assistance, almost all (95%) found the assistance helpful, either very (62%) or somewhat (33%). Nearly half (43%) of respondents received assistance from the International Red Cross, and one-third (31%) received assistance from Médecins Sans Frontières/Doctors without Borders.

Almost all respondents (94%) said that the United Nations should take the most responsibility in providing assistance during the crises in South Sudan. Smaller percentages thought that the International Red Cross (65%) and international NGOs and charities (40%) should take responsibility.

While participants in the qualitative groups were most likely to name the UN as an organization providing support to people in South Sudan, possibly because of the UN Mission in South Sudan's role as peacekeepers, or in helping to run the PoC camps, many also reported that while they knew what the UN was in theory, they had never interacted with it, didn't know what it meant, and were unaware of any support that was provided by the UN. This was more likely to be the case outside of the PoC camps.

We just know UN, but we don't know the types of organizations, which organize anything that is helping. We know just UN — their nickname we know, but we don't know which organization is that.

— Female, Bor

GUINEA

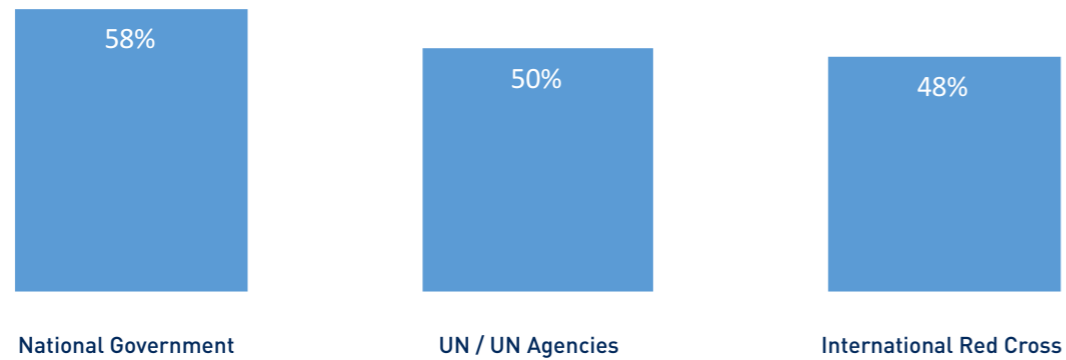
In Guinea, more than half (53%) of consultation participants received help from the UN, of which a large majority (88%) found the assistance to be very helpful. Nearly half (46%) of consultation participants received help from the International Red Cross, and most (90%) of these found the assistance to be very helpful.

More than half (58%) of those surveyed in Guinea felt that the Guinean government should be primarily responsible for providing assistance. Half (50%) felt that the United Nations should take responsibility, while a similar number (48%) felt that way about the International Red Cross. In the qualitative workshops, participants emphasized the importance of the state responding to a national crisis like Ebola, particularly with regard to spreading awareness and providing early interventions. This was tied to a broader sense of responsibility and self-sufficiency.

The state should come on time to raise awareness before the disease destroys the population, the state should come through in time. Before international institutions come, the Guinean government must intervene first.

— Interviewee, Boké

PERCENTAGE OF RESPONDENTS IN GUINEA THAT REPORTED THE FOLLOWING ORGANIZATIONS AS ORGANIZATIONS THAT SHOULD BE TAKING THE MOST RESPONSIBILITY IN PROVIDING ASSISTANCE



The qualitative workshops in Guinea also emphasized the importance of local communities in addressing the Ebola crisis. Community health workers and burial teams — often trained by international organizations — were essential to responding to the crisis and providing education and information.

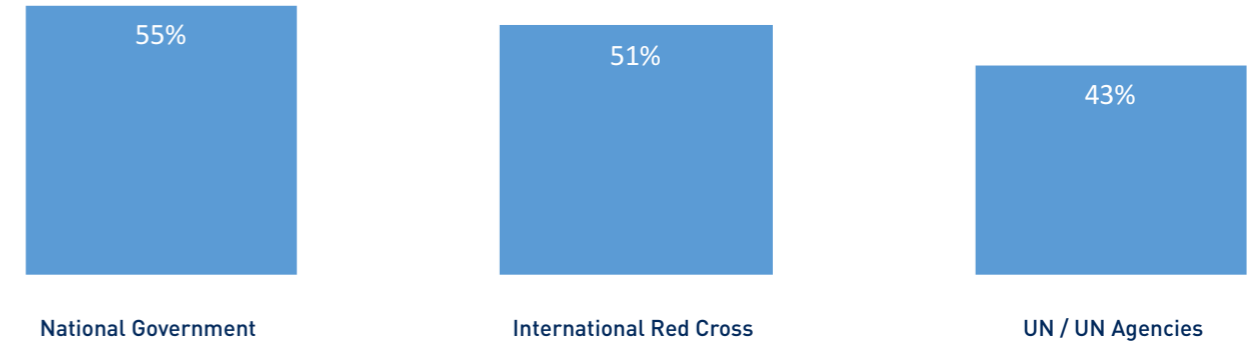
UKRAINE

In Ukraine, friends and relatives were the most common source of assistance (52%), followed by the International Red Cross (47%), the Renat Akhmetov Foundation (41%), the national government (41%) and religious entities/leaders (38%). There are some regional differences, noting higher mentions of Renat Akhmetov Foundation and Russian government in Donetsk, as well as a greater role for the UN outside Kyiv and Donetsk.

More than half (55%) of respondents in Ukraine feel that the national government should take the most responsibility to provide aid, closely followed by the international Red Cross (51%) and UN/UN agencies (43%). These findings are generally connected to the need to end or mitigate the current conflict and its impacts. Despite these findings, there was a general consensus within the qualitative workshops that international organizations are in the best position to advocate on their behalf, due to their financial ability, organizational infrastructure, and the credibility to bring about change, although local organizations were credited with better knowledge of local conditions.

Local organizations know more about our problems compared to IOs, because the latter ones are tackling big global problems.
— Interviewee, Kyiv

PERCENTAGE OF RESPONDENTS IN UKRAINE THAT REPORTED THE FOLLOWING ORGANIZATIONS AS ORGANIZATIONS THAT SHOULD BE TAKING THE MOST RESPONSIBILITY IN PROVIDING ASSISTANCE



GUINEA — Photo by Martine Perret; Courtesy of UN Photo.

3.8 Information needs and communication channels

People in crisis-afflicted communities use a wide range of sources to find out information about receiving assistance, though the efficacy of these sources often varies. Across all countries, the importance of accurate, timely information about receiving assistance which can reach all sectors of the population is emphasized.

The types of sources which are used and found useful depend on the context within the country. While many Syrian refugees in Jordan have access to television and Internet, they often found word-of-mouth sources useful in the face of complicated, often contradictory information about receiving assistance. In places with lower levels of connectivity like Afghanistan, South Sudan, and Guinea, traditional sources such as community leaders, religious leaders, and friends and family were commonly used. Those in Ukraine who have greater rates of access to the Internet are able to utilize social media to gain and share information, which is important given many Ukrainians’ distrust of official sources.

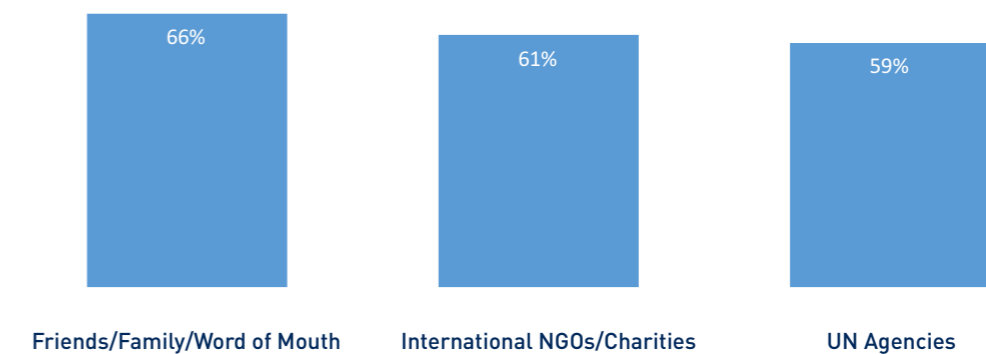
JORDAN/SYRIA

Among Syrian refugees in Jordan, the most common source of information about receiving assistance is television, with 92% using television as a resource. This is followed by social media or messaging (51%), of which Facebook is the most common type of social media application (with 60% using it a few times a week or more), and WhatsApp is the predominant messaging service (with 64% using it every day).

Two-thirds (66%) of Syrian refugees in Jordan find that they get the most useful information from word-of-mouth, with similar numbers finding information from international NGOs (61%) and UN agencies (59%) useful. The qualitative findings highlight the need for accurate, timely information about assistance, with clarity on who meets the criteria to receive aid, which organizations offer which types of assistance, and how to get it.

When I left the camp and came here, I didn’t know what the UN card was until someone told me about it and explained that I needed to take my family to register. The same for other organizations which we know about them from other people, they should provide an easier way, like contacting us to see what they can help us with.
— Male, Irbid

PERCENTAGE OF SYRIAN REFUGEES IN JORDAN THAT FOUND THE FOLLOWING SOURCES FOR INFORMATION AS USEFUL

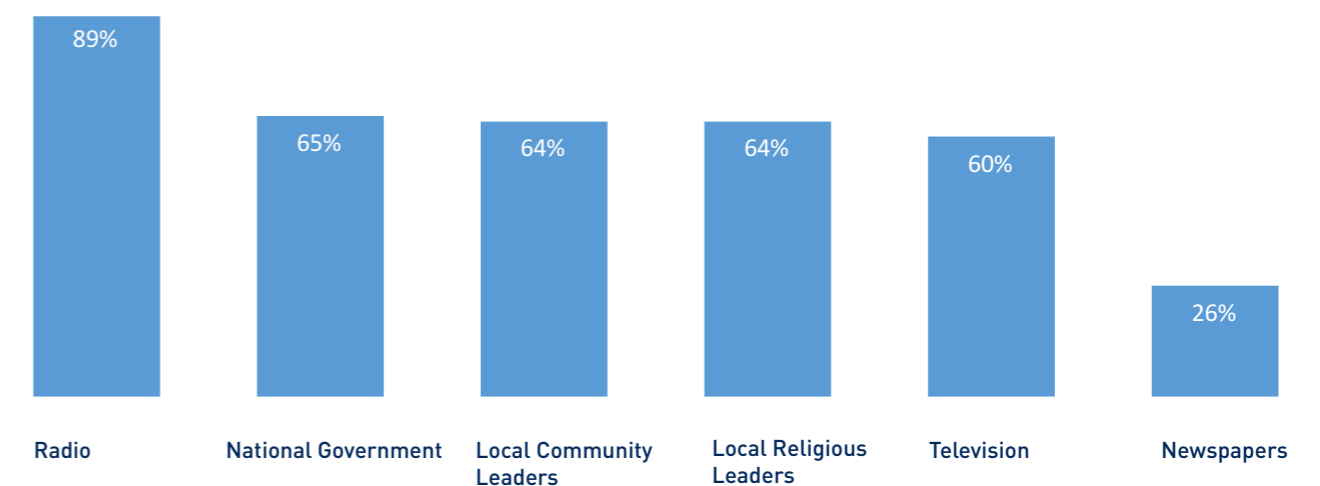


Syrians in Syria receive information about aid through numerous channels — TV, radio, social media, leaflets, etc. — all of which they perceive to be useful. However, the most useful sources of information are friends/family/word-of-mouth (80%) and the national government of Syria (80%).

AFGHANISTAN

In Afghanistan, people receive information about assistance through numerous sources, mainly radio (89%), television (60%), and newspapers (26%), and they tend to use both local and national sources. Many Afghans also use more informal means of communications, particularly those centered around their community and personal networks. Afghans rely on local community leaders (67%) and local religious leaders (68%) to the same extent as the national government (68%) for information about assistance.

PERCENTAGE OF RESPONDENTS IN AFGHANISTAN THAT USE THE FOLLOWING SOURCES FOR RECEIVING INFORMATION ABOUT ASSISTANCE



The qualitative workshops indicated that very few had had direct communication with aid organizations soliciting their feedback on the types of services they needed, leading to further challenges to providing aid and assistance in a responsive and responsible manner. When feedback opportunities were reported by participants, it was found that the opportunities only exist for men.

Many international organizations are busy supporting Afghanistan but no one asks us. We are deserving people, but no one enquires from us about problems we are enduring.

— Female, Kandahar

SOUTH SUDAN

In South Sudan, there is general lack of connectivity and access to more modern forms of media, preventing many people from receiving accurate or timely information about assistance. Participants in qualitative groups indicated that while radio and television are used, information is much more likely to come to them from local community leaders or friends and family.

The majority of those surveyed used the radio to find out about receiving support or assistance (89%), followed by television (46%) and newspapers (40%). Among official sources, the most common source of information was the UN (63%), followed by other international NGOs or charities (55%), local governments (51%), and the national government (49%). Traditional sources were also common sources of information about assistance, particularly local community leaders (74%), local religious leaders (71%), friends and family (67%), town criers (61%), and posters, flyers, or leaflets (56%).

GUINEA

Considering that misinformation contributed to the intensification of the Ebola crisis, it is not surprising that more than two thirds (68%) of Guineans reported that information about receiving support or assistance is a most critical service. Radio was the most common type of media used by Guineans to find out about receiving assistance, with 92% reporting they used radio as a source. Television was also commonly used (56%). Among more traditional sources of information, local religious leaders (59%), the national government (56%), and friends and family (46%) were the most common.

First, you have to go through religious bodies, religious leaders in the neighborhoods, the mosque. For Muslims on Friday there is the information that goes on before the sermon and also before the daily prayers. For churches every Sunday as there is information transmitted.

— Interviewee, Forécariah

UKRAINE

In Ukraine, people rely on a variety of sources and channels of communication to find information about assistance. Nearly two-thirds used internet news (64%), with practically all respondents in Kyiv (99%) using the internet for information. Large percentages also used television (62%), and social media (60%), while a smaller proportion of the population used newspapers (42%) and radio (34%).

Despite the range of sources, there is a deep sense of mistrust and skepticism towards official sources, and thus Ukrainians prefer to rely on social media and personal contacts to gain access to information. Currently, the largest share of people relies on word of mouth (84%), which is also seen as the most useful source (94%). In the qualitative groups, participants recommended a mix of media and channels — some electronic (ticker news, social media), some in print (advertisement billboards, leaflets), and some on television and radio. Having this diversity of sources was perceived to be particularly helpful for the elderly who may not be online.

People who have access to the Internet can find at least some information, but pensioners don't use the Internet at all and have absolutely no information.

— Interviewee, Kharkiv



AFGHANISTAN — Photo by Christophe Verhellen; Courtesy of UNOCHA.

4. CONCLUSIONS AND RECOMMENDATIONS

As a result of the detailed analysis and review of the surveys and consultations for each country, a number of conclusions and recommendations have emerged. This section summarizes the findings and recommendations highlighted in the detailed findings of each specific country report.

JORDAN/SYRIA

For Syrian refugees in Jordan, a number of conclusions and recommendations were identified in the areas of meeting people's key needs and priorities, livelihoods and employment, social cohesion, gender considerations, access to assistance, the role of organizations, and communications and information:

- Work with government organizations to consider changes or temporary exceptions to legal housing policies to ensure that housing is adequate and that rent prices are controlled to minimize discrimination.
- Improve logistics around the provision and allocation of food assistance by analyzing data on distribution points and areas most in need to ensure that aid gets to those who need it.
- Work with government organizations to create the legal means for temporary employment among women as well as men — this is essential to enabling Syrians in Jordan to start a new life.
- Emphasize building innovative and entrepreneurial programs that allow refugees greater opportunity to work legally, in a related field of expertise, while ensuring the Jordanian workforce that their jobs are protected as well.
- Provide opportunities for resilience and development for Jordanian host communities, with the goal of mitigating tensions between them and refugee populations.
- Gain a better understanding around reporting of sexual violence to understand the realities faced by those who may be exposed to it.
- Improve coordination across all aid stakeholders to improve the provision of aid in all areas and to ensure the distribution of aid in line with the humanitarian principle of “Do No Harm”.
- Conduct outreach campaigns on the type of medical assistance, and provide regular access to medical treatment facilities (i.e. through transportation) to alleviate the constraints individuals feel in receiving the assistance they need.
- Create more robust two-way communication initiatives via various communication methods to educate recipients on the type of assistance available and how to access it. Improving two-way communications requires more specific understanding of the needs of those receiving assistance to ensure it is aligned with their situation and cultural requirements.
- Develop campaigns that are built on trust to communicate messages that can grow through word-of-mouth.



UKRAINE — Photo by Zmey; Courtesy of UNICEF.

- For Syrians in Syria, several conclusions and recommendations were identified in the areas of meeting people's key needs and priorities, livelihoods and employment, security and personal safety, access to assistance, the role of organizations, and communications and information:
- Emphasize employment opportunities with local aid organizations.
- Put additional focus on vouchers for the most basic necessities.
- Utilize personal networks as a means to distribute aid to those who need it.
- Develop outreach campaigns that are based on word-of-mouth to build trust and ultimately get the right aid to the right people.

AFGHANISTAN

In Afghanistan, conclusions and recommendations emerged in the areas of meeting people's key needs and priorities, livelihoods and employment, security and personal safety, social cohesion, gender considerations, access to assistance, the role of organizations, and communications and information:

- Invest in a new generation to support long-lasting stability in the country, particularly through education for girls and women.
- Conduct research and analyze data to uncover more effective ways of delivering medical treatment and healthcare, particularly in terms of reaching more remote/ hard-to-reach locations.
- Work with government organizations to emphasize laws and regulations to ease the creation and flow of business. Small businesses are the basic building blocks of any economy and support received at a national, regional, industrial and individual business level would go a long way in enabling Afghans to create and run their own businesses, develop a sense of independence, hire members of their community and stay away from negative influences.
- Find opportunities for more Afghans to be employed directly by the international organizations providing humanitarian assistance and thus to provide the expertise and integrity they feel is currently lacking from the equation.
- Conduct further studies on the specific needs of women so aid organizations can provide the type of aid needed, as well as a sense of independence for women.
- Work with aid organizations and local government organizations to combat corruption and improve transparency. Aid organizations should work together in creating a united stand against corruption. This may require increasing the number of trusted observers needed to review the flow of assistance funding and ensure that it gets into the right hands.
- Create special campaigns targeted towards town elders and family members to bring information about aid, as well as general knowledge/educational information through word-of-mouth.

SOUTH SUDAN

In South Sudan, conclusions and recommendations are around meeting people's key needs and priorities, livelihoods and employment, security and personal safety, social cohesion, gender considerations, access to assistance, the role of organizations, and communications and information:

- Implement a targeted strategy for those outside of camps to receive better food and medical aid.
- Facilitate access to healthcare or medical treatment either by providing a mode of transportation to healthcare facilities or bringing healthcare facilities to those who need it.

- Provide access to educational community centers with activities so that youth become active participants in their communities, and are not further marginalized.
- Remove any barriers to accessing education, such as the requirement for school uniforms, or the provision of school items such as pens and workbooks.
- Parties in conflict must increase their adherence to international humanitarian law, specifically regarding sexual violence, abuse and exploitation.
- Coordinate among aid organizations to allow those with the required qualifications within the camps to find employment opportunities within the camps. The fact that positions within PoC camps are being outsourced to outsiders though individuals exist with the required qualifications is a source of frustration and resentment.
- Explore opportunities with businesses outside PoC camps for residents to support from within the PoC camps.
- Conduct more studies to more deeply understand the impact the South Sudanese conflict is having on women. This could be more effectively done by collecting information in a way that protects the dignity of those reporting on this topic such as in anonymous surveys or women only groups.
- Conduct a thorough analysis of the distribution locations to understand more efficient logistical means of distributing aid to those who need it.
- Gain a better understanding of the actual needs of aid recipients through two-way feedback.
- Ensure aid is being coordinated across organizations and distributed in a fair and timely manner, and that this message is communicated in a clear and effective way.
- Create more transparent communications by using traditional means of communication to alleviate the lack of information, corruption and discrimination against those receiving aid.
- Identify ways of continuing to communicate the mission through the various means of effective communication to help aid recipients understand their role and aid recipients' rights, and what to expect from other organizations.
- Conduct communications in conjunction with the other organizations as well as the authorities in South Sudan to re-build a sense of trust. This includes working closely with local NGOs and individuals in the community to fill any gaps in humanitarian assistance.
- Strategically utilize non-traditional sources of communication to execute campaigns to build awareness, set expectations and provide distribution updates, particularly for those who have a lower level of education and the illiterate.

GUINEA

In Guinea, the focus of conclusions and recommendations are in the areas of meeting people's key needs and priorities, livelihoods and employment, social cohesion, gender considerations, access to assistance, the role of organizations, and communications and information:

- Continue to educate people about hygiene and transmission of Ebola, train health care workers, provide drugs and sanitation equipment, and build hospitals with a rapid response infrastructure, in addition to providing ongoing aid for survivors.
- Focus on long-term economic and financial support, particularly for the half of the population that has lost their means of earning an income as a result of Ebola.
- Use financial assistance to build new infrastructure, hospitals, and create economic opportunities for communities that have been devastated by years of conflict, and most recently by the Ebola epidemic.

Conclusions

- Emphasize two-way communication initiatives to foster social cohesion. This will need to be done at the community level, and led by community members, since, during the Ebola crisis, it was community members who were most effective in combatting misinformation.
- Implement effective outreach campaigns, using community volunteers and people who have already been treated to testify personally that the treatment centers were safe, to educate the public in case of future crises will be essential – this will ideally be done at the community level.
- Create formal partnerships with national and local organizations to better understand the local context to inform assistance strategies and to communicate more effectively with local populations. Moreover, with proper technical training and communication, these partnerships can also be used to fill assistance gaps such as the provision of psychological support.

UKRAINE

Conclusions and recommendations focused on meeting people’s key needs and priorities, livelihoods and employment, security and personal safety, social cohesion, access to assistance, the role of organizations, and communications and information, in the Ukraine:

- Work with the national government to devise policies, if temporary, that would allow those in need of housing, or those who can’t afford it, to find housing easily and affordably, without being discriminated by landlords. International organizations have provided temporary housing assistance, but this has only alleviated the problem in the short-term. Now that the conflict in Ukraine seems to have protracted, a medium-to-long term solution is required.
- The affected communities deeply desire peace in their country. International assistance will be necessary to mitigate the ongoing conflict and support progress toward peace negotiations.
- Collaborate with government organizations to simplify and communicate opportunities for employment – particularly for displaced people.
- Work together with the national government to promote and incentivize local dialogue and social cohesion among new and old residents.
- Monitor more effectively internal aid funding to ensure greater transparency and that funding and assistance is distributed to those who need it most. Further, monitors should publically communicate how funds have been appropriated, and if they have been used for the purposes originally designed.
- Look into ways of decreasing the administrative burden on those requesting aid.
- Consider centralizing and coordinating a registry for IDPs to support the distribution of aid and assistance.
- Understand the best way to communicate with the people of Ukraine, particularly IDPs, to ensure that life-saving information can be delivered in the right way, at the right time. Aid organizations can communicate with some specific groups due to the ability of connecting with them through the internet, in a targeted and inexpensive manner.



SYRIA — Photo by Romenzi; Courtesy of UNICEF.



**WORLD
HUMANITARIAN
SUMMIT**

ISTANBUL
23-24 May 2016