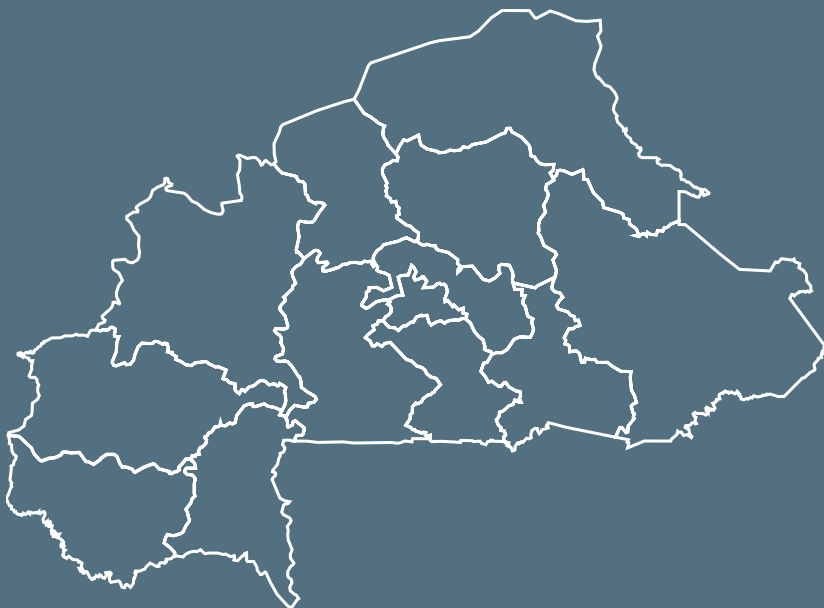


When your immediate needs are met, you can fight harder to make a living:

Perceptions of aid in Burkina Faso

April 2023 • Burkina Faso



GROUND TRUTH
SOLUTIONS



In partnership with

Canada

Acknowledgments

Thank you to the many people in Burkina Faso who took time to share their views.

Ground Truth Solutions would like to thank the [Innovative Hub for Research in Africa](#) for our excellent partnership and for collecting data professionally, meticulously, and responsibly. We are grateful for our collaboration with [Fama Films](#), a participatory media company, which enabled the collection of qualitative feedback in a participatory way. Thank you to the humanitarian colleagues who shared their views and participated in a workshop we organised with the Community Engagement and Accountability Working Group (CEAWG). The workshop elaborated on our initial findings and developed recommendations to address feedback.

For a French version of this report, click [here](#). To access the video on community dialogues in Pouytenga and listen to people's feedback and recommendations, click [here](#).

Research partners



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Table of Contents

Executive summary	2
People want to be involved in decisions about their lives	5
Knowledge of complaints and feedback mechanisms remains dangerously low	8
People are better informed, but only about some things	11
Aid reaches many in need but could be more equitable	14
Progress, but too few think aid meets long-term needs	17
People feel slightly safer	22
Recommendations from humanitarian staff	24
Methodology	29

Executive summary

Background

Unstable governance and an intensification of armed violence, compounded by climate change and heightened food insecurity, continue to fuel humanitarian crises in Burkina Faso.¹ At the time of this report's publication, 4.6 million people need humanitarian assistance.²

According to the Inter-Agency Standing Committee (IASC), "How communities experience and perceive our work is the most relevant measure of [humanitarian] performance."³ Ground Truth Solutions has monitored whether people feel their views influence humanitarian decision-making in Burkina Faso for the past three years. Although our results from 2022 indicate that **perceptions of humanitarian aid have improved since 2021**, assistance in Burkina Faso still falls short of people's expectations. Communities want to be better informed and consulted on humanitarian programming in their areas. They also think that aid could be more relevant and more equitable.

About the process

This report presents findings from an iterative process of data collection and dialogue. We spoke with internally displaced people (IDPs) and non-displaced people across the six main regions of the humanitarian response (Boucle du Mouhoun, Centre-Est, Centre-Nord, Est, Nord, and Sahel) to understand what they think about the aid they had received over the previous six months. We then presented and discussed the results in a community dialogue session and through one-on-one qualitative interviews in the commune of Pouytenga in September 2022.⁴ Humanitarian staff also gave feedback through an online survey in August–October 2022.

Together with the community engagement and accountability working group (CEA WG), our team held a multi-day workshop with humanitarian actors from across sectors and regions in Ouagadougou in November 2022. This was an opportunity to review the findings, discuss affected communities' recommendations and clarify how humanitarians could feasibly implement those recommendations in 2023. **This report's recommendations thus combine those from affected people and humanitarian actors.**

Ground Truth Solutions will conduct a fourth round of quantitative and qualitative data collection in Burkina Faso in 2023. To ensure we ask questions that are important and relevant to communities, we will design the questionnaire together with them.

¹ European Commission. December 2022. "[Burkina Faso factsheet](#)".

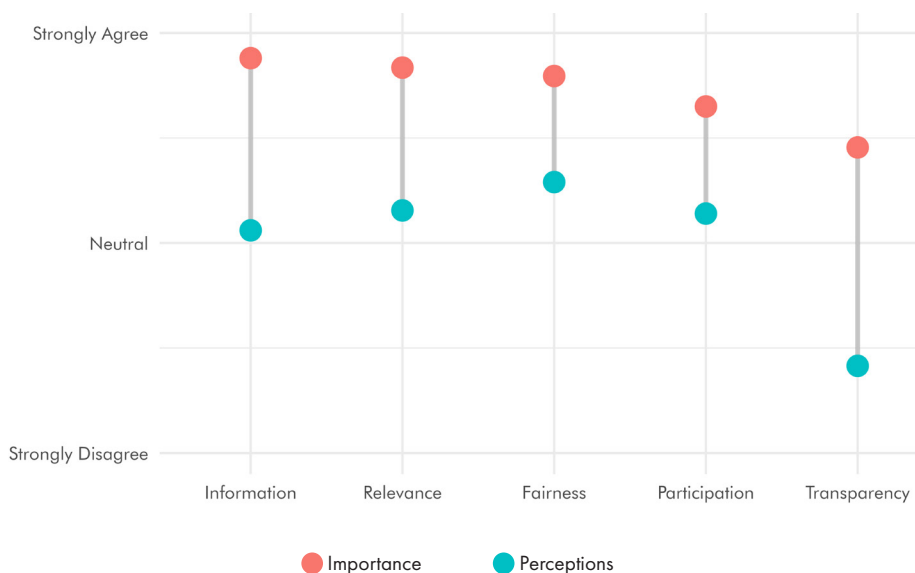
² Office for the Coordination of Humanitarian Affairs. March 2023. "[Humanitarian response plan](#)".

³ Inter-Agency Standing Committee. April 2022. "[Statement by Principals of the Inter-Agency Standing Committee \(IASC\) on Accountability to Affected People in Humanitarian Action](#)".

⁴ These discussions were then summarised in a [short film](#).

Key findings

Our results from 2022 indicate that **perceptions of humanitarian aid have improved on most indicators since 2021**, but assistance in Burkina Faso still fall short of people's expectations.⁵ We asked affected communities about the importance they attribute to fairness, information sharing, participation, aid relevance, and transparency in humanitarian operations in their areas, and their perceptions of the realities they face. The gap between expectations and reality is considerable, as the graph below indicates.



- **People say it is important to be informed about available aid and services (97%), but despite some improvement since 2021, less than half (49%) have this information.**
- **Only 49% feel that assistance covers their most important needs.** People are more positive than in 2021, though, when only 35% felt this way.
- **People believe it is important for aid to be distributed fairly in their communities (91%), but only 59% think it is, and only 61% believe it goes to those who need it most.** This though is an improvement from last year, when only 36% thought so.
- **Communities want to influence how aid is delivered (83%), but less than half (49%) feel they can participate.** Communities feel more consulted on aid programming in 2022 (62%) than in 2021 (38%).
- **The majority (75%) want to know how humanitarian actors spend money, but just 12% understand how they use their funds.** Humanitarian actors in Burkina Faso agree that local communities should be equal partners in implementing humanitarian programmes, which requires transparency.

Why track expectations?



To understand how people experience a response, it is useful to know their initial expectations. Contrasting expectations with perceptions highlights priority areas for action. The graph on the left illustrates the gaps between people's perceived importance and lived realities of certain priorities. The two greatest gaps relate to information and transparency.

⁵ You can access our reports on the data collected in 2021 [here](#).

Key recommendations from humanitarian actors

In November 2022, humanitarian staff reflected together on affected communities' perceptions and suggested improvements for humanitarian assistance in Burkina Faso. They proposed the following actions. Putting these recommendations into practice requires the collective involvement of affected communities, humanitarian actors, the Ministry of Humanitarian Action, technical state services, clusters, working groups, and donors. More details on the discussions can be found [at the end of this report](#) and specific recommendations are included throughout.

Set up structures and processes that enable meaningful participation

Diverse community representatives need to be involved in decision-making processes in a more systematic way. This includes forming structures such as local advisory groups, allocating the needed resources for regular exchanges and consultations, and making meetings more accessible to local stakeholders by considering the location of meetings, technology used and languages spoken. It also requires funding for long-term projects with a flexibility that enable adaptations in response to community feedback.

Share up-to-date information about aid programming through appropriate channels

A clear process is needed for coordinated information-sharing. A combination of communication channels can ensure all community members can access plans and decisions about aid programming in their areas. Community relays are a common way of sharing information with community members. To strengthen this approach,⁶ they should be grouped into committees that represent the community's different demographic groups. These committees need training and support, and the process needs funding.

Ensure aid contributes to communities' resilience

To respond to people's call for longer-term support, donors should prioritise livelihood support, emergency education programmes, and other programming that supports community resilience. To do so, they must work closely with administrative, customary, and religious authorities. Humanitarians emphasise the need to increase cash transfer programming in parallel with income-generating activities.

Set up and strengthen appropriate feedback mechanisms

Rather than imposing systems, feedback channels should be based on understanding of local, traditional systems for handling community grievances. Diverse community groups, especially women, should review such structures to ensure feedback mechanisms are appropriate, accessible, and trusted. Our findings suggest the establishment of inclusive feedback management committees. Community feedback must be shared with those who can take action, enabling evidence-based decision-making and contributing to meaningful participation.

Involve communities in the targeting process and publicise it widely

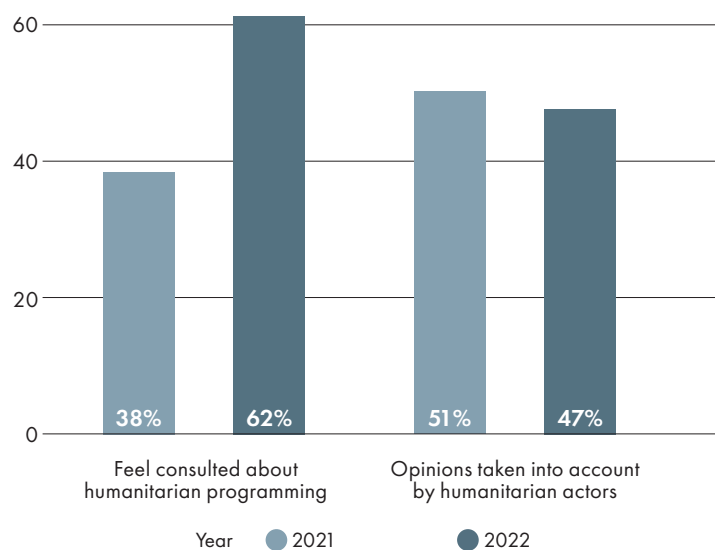
Communities – not just leaders – need to contribute to the targeting process. First, humanitarians should use existing feedback to improve the process. Furthermore, humanitarians could establish small working groups, including community representatives to define the targeting criteria. A large-scale awareness-raising campaign should then share final targeting plans and information about frequency and duration of assistance.

Make distributions safer through better organisation and information-sharing

To address concerns about over-crowded and unsafe distribution sites, humanitarian actors suggest organising distributions for specific groups, such as women, persons with disabilities, pregnant women, and men. Humanitarians should share information about upcoming distributions well in advance through appropriate and efficient communication channels. Distributions should only occur after communities receive timely information about the distribution process.

⁶ "Community relays" are people nominated by their community who are responsible for walking around a site to verbally share information.

People want to be involved in decisions about their lives



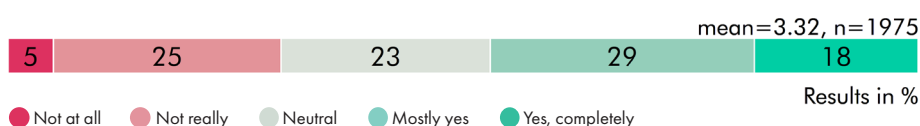
To ensure that aid is relevant to communities’ needs, they must contribute to the decision-making process. The recent statement by principals of the IASC on Accountability to Affected People emphasises that “we [humanitarians] must be instructed by affected people to guide our actions.”⁷ The United Nations Office for the Coordination of Humanitarian Affairs (OCHA) established its Community Engagement and Accountability working group (CEAWG) in Burkina Faso to “support collective efforts in community engagement and accountability across the response.”⁸

More needs to be done to address people’s feedback. Although 62% report that humanitarians consult them or their communities about assistance, only 47% think their opinions are actually considered. Existing community consultations also do not satisfy the information needs of humanitarians: Only 42% of the humanitarians surveyed (n=125) have enough information on preferences to adapt projects to people’s needs.

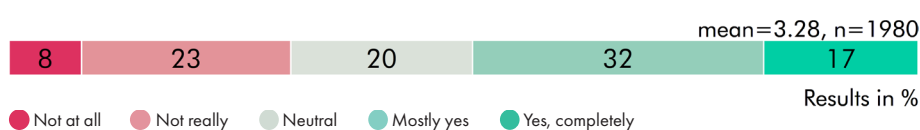
Do you think your community was consulted on humanitarian aid programming in your region (including a needs assessment, and on proposed modalities and distribution schedule)?



Do you think your community’s views about the aid you receive are considered by aid providers?



Do you think members of your community can influence how aid is delivered?



⁷ Inter-Agency Standing Committee. April 2022. “Statement by Principals of the Inter-Agency Standing Committee (IASC) on Accountability to Affected People in Humanitarian Action”.

⁸ Office for the Coordination of Humanitarian Affairs. May 2022. “Groupe de Travail Engagement Communautaire et Redevabilité”.

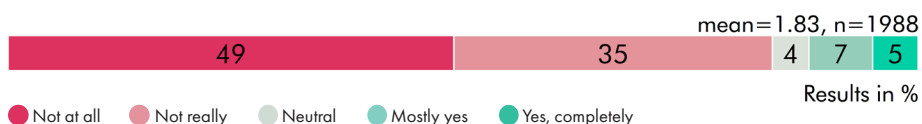
Eighty-three percent of people interviewed feel it is important for their communities to influence how aid is delivered, but only 49% believe this is actually happening. People in Pouytenga think decisions are already made before they are consulted, so their perspective does not matter. There is a strong, shared sense of disenfranchisement.

Some feel their lack of education puts them at a lower level. A non-displaced man in Pouytenga explained, **“We want to participate, but that will not happen. If you are not educated, it is hard since you cannot read and write. You will not really understand what is happening, and you will embarrass yourself.”**

Despite a common belief that humanitarians do not act on their perspectives, most people still think their participation is crucial. **“We observe certain practices, and we want to contribute,”** shared a displaced woman in Pouytenga.

Most humanitarians (86% of 125) think their organisations take corrective measures based on the feedback from affected populations. But they also report slim opportunities for communities to meaningfully participate. Few humanitarian personnel think agencies involve affected communities in the design (31%), implementation (49%), and monitoring and evaluation (46%) phases.

Do you know how humanitarian actors spend money in your region/area?



Although 75% of respondents find it important to know how humanitarians spend money, only 12% know about this process. Understanding how aid funding is used can enable affected communities to hold humanitarians to account. If people understand funding allocation plans, they may feel empowered to challenge proposals that deviate from their needs or are never implemented. Just under half (46% of 125) of humanitarian staff surveyed think their organisation shares spending information in different areas, but this still perception of transparency is still more favourable than the reality experienced by those on the receiving end.



I do not think we can influence [aid delivery]. I think there is nothing to influence. You must agree and wait to see what you receive.

– Man, host community, Pouytenga

WHAT INTERNALLY DISPLACED PEOPLE THINK

Internally displaced people (IDPs) are more confident that they can influence the aid they receive than non-displaced people. IDPs who have spent less than 12 months where they currently live feel more consulted and are more likely to believe their views are considered than those who have lived at their current site for longer. These findings indicate that the key targets of humanitarian assistance (IDPs, particularly those most recently displaced) feel there are more opportunities to participate in aid programming than people who are less of a priority. This might indicate that humanitarian actors are prioritising a key target group and are missing out on a substantial segment of the affected population. The less prioritised group likely has more experience with aid, more knowledge of its deficiencies, and potentially key recommendations for how to improve it.

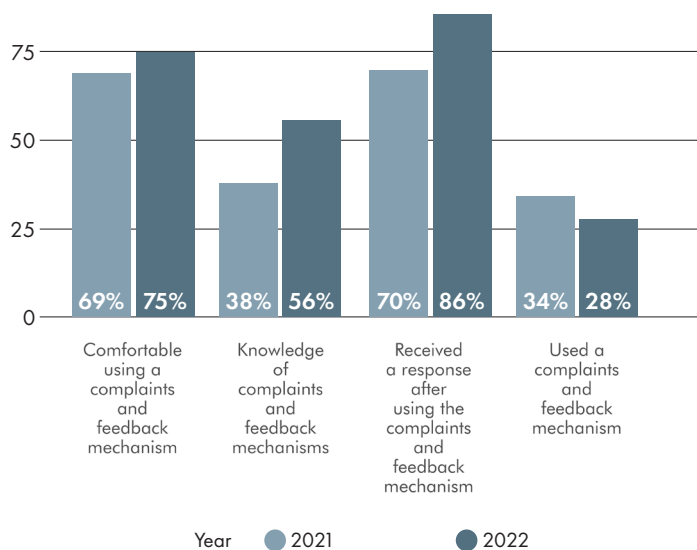


Response from humanitarians on meaningful participation:*

1. **Humanitarian actors, with support from the Ministry of Humanitarian Action**, suggest the formation of a local advisory committee comprised of representatives from all relevant demographic groups. The committee would learn about the types of assistance people need, their preferred type of assistance, and their ideal frequency of delivery.
2. **The technical state services** could consider allocating resources to co-determining methods for evaluating community needs and ensuring representatives are trained in how to collect information on people's needs, disaggregated by sex and age.
3. **Humanitarian actors** have a responsibility to act on feedback from local advisory committees comprised of men and women. To systemise this process, they could integrate "reflection meetings" into their weekly schedules, in which project teams make decisions based on advisory committee feedback, then relay those decisions back to the advisory committee.
4. **Clusters and working groups** could adapt their offices, clusters, and working groups to be accessible to diverse groups among affected communities. This would require considerations of locations for meetings and daily business, technology used, and languages spoken.
5. **Donors** should prioritise long-term projects for humanitarian actors to have sustained and meaningful engagement with communities.
6. **Donors** could lighten the grant-making process and include women's organisations to incentivise humanitarian actors to adapt to changing community needs and feedback throughout project cycles.

*These recommendations were developed with humanitarian actors during a recommendations workshop held in November 2022. For more information on the discussions, see [this section](#) of the report.

Knowledge of complaint and feedback mechanisms remains dangerously low



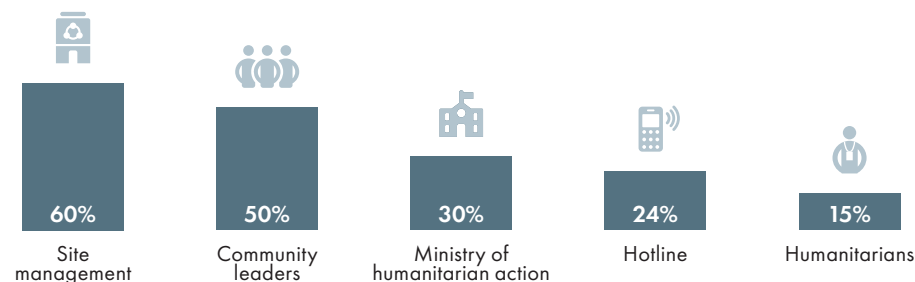
Knowledge of how to make suggestions and complaints about humanitarian aid and services increased from 38% in 2021 to 56% in 2022. This is promising, but still far too low. In cases of sexual exploitation or abuse, or other severe rights breaches, it is especially concerning that people do not know where to lodge a complaint or seek support.

Humanitarians (n=125) we surveyed overestimate how informed people are of available complaint and feedback mechanisms: three-quarters think that affected communities know how to make suggestions or complaints to their respective organisations.

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

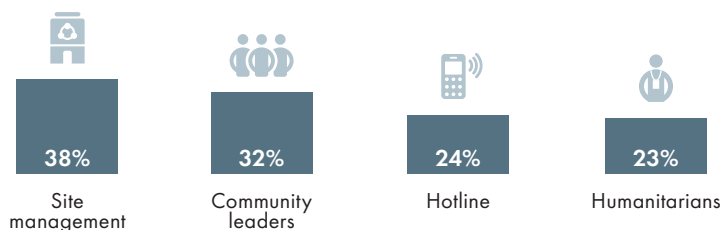


What complaints mechanisms do you know? (n=877) *



* Percentages do not total 100% because respondents could choose multiple options. Only the most common options are shown in the graph.

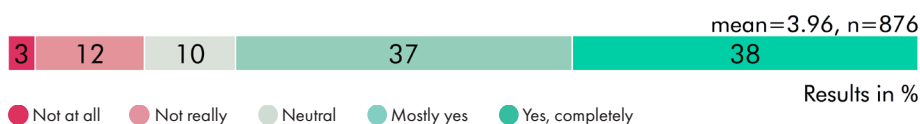
How would you prefer to make any complaints you have? (n=1988)*



* Percentages do not total 100% because respondents could choose multiple options. Only the most common options are shown in the graph.

Affected community preferences appear to broadly match the choices of humanitarians (n=125), who prioritise receiving feedback as follows: hotlines (62%), site management committees (58%), information from community leaders (57%), and direct conversations with community members (56%). Although the cultural norm is to share concerns with site management and community leaders, some people in Pouytenga would appreciate a way to provide complaints and feedback anonymously. To get information, people go to local authorities or their community leaders, but they do not feel comfortable sharing feedback with the ministry. They are concerned with confidentiality and fear their access to aid could be jeopardised if they criticise humanitarian assistance.

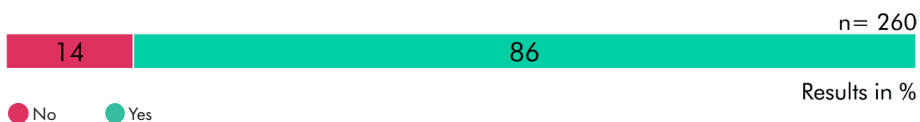
Do you feel comfortable making a complaint or suggestion using any of the mechanisms you know?



Have you filed a suggestion or a complaint to those providing aid?



Did you receive a response to your suggestion or complaint?



Of those who know how to complain or share suggestions, most (75%) feel comfortable doing so using an available channel, although only 28% have done so. Although a slightly lower proportion of people used a feedback mechanism than in 2021 (28% compared to 34%), more people received a response when they did so (86% compared to 70% in 2021).

Humanitarians (95% of 125) think affected people will receive a response to their complaint from their respective organisations. So why are people not using them?



We stay silent because we are scared.

– Woman, IDP, Pouytenga

WHAT WOMEN THINK

While women and men report similar knowledge of complaints and feedback mechanisms in their areas (54% and 57% respectively), fewer women (23%) than men (33%) have used the mechanism.

When designing channels for people to provide suggestions or share concerns, humanitarian actors should take time to understand community dynamics and cultural preferences. They should design complaints and feedback mechanisms together with women to ensure women have the opportunity to share feedback and complaints if they want to.

Humanitarian actors often point to cultural factors as a reason for limited numbers of complaints. While a culture of complaining and providing feedback might not be common to people in Burkina Faso, humanitarians have a responsibility to discuss people's rights to share feedback. People's general sense of disempowerment to participate in the decision-making processes about aid may prevent them from challenging things that go wrong or suggesting improvements. If they do not know that their perceptions, experiences, and knowledge are valued, they will not share their feedback.



Response from humanitarians on complaints and feedback mechanisms:*

1. **Humanitarian actors** aim to build on local, traditional systems for handling community grievances. Community feedback mechanisms need to consider diverse community groups, and women especially need to be involved in the review of such structures to ensure feedback mechanisms are appropriate, accessible, and trusted.
2. The **CEAWG** could align collective systems for handling non-sensitive feedback and sensitive complaints with community's preferences, including those of women. This would aim to avoid imposing systems that might not be rooted in local customs or reflect how people feel most comfortable complaining
3. **Clusters and working groups** should lean towards evidence-based decision-making, guided by community feedback. To systemise this process, feedback received through the community engagement regional technical units should be integrated in all the Inter-Cluster Coordination Group (ICCG) meetings. This would aim to ensure decisions respond to what diverse groups among affected communities want.

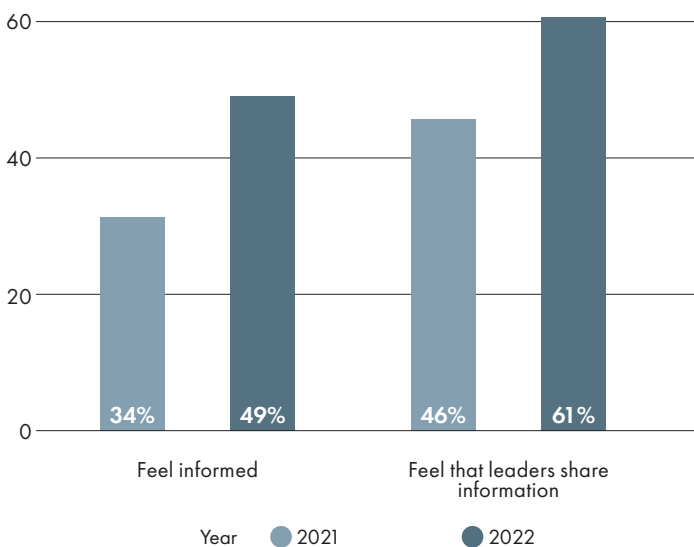
*These recommendations were developed with humanitarian actors during a recommendations workshop held in November 2022. For more information on the discussions, see [this section](#) of the report.



If it is the Action Sociale [Ministry of Humanitarian Action] that made a mistake, can you tell them about it?

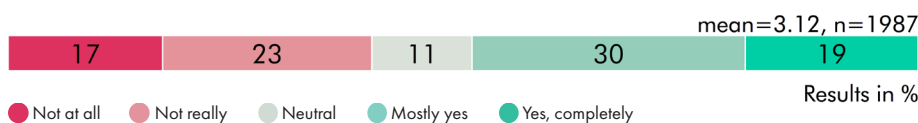
– Woman, IDP, Pouytenga

People are better informed, but only about some things



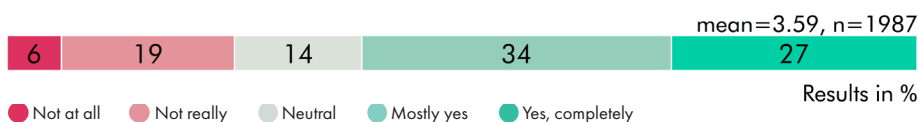
Almost all respondents believe being informed about the kind of aid and services available to them (97%) is important, yet less than half (49%) feel informed. Despite improvement since 2021, when 34% felt informed, the humanitarian response may need a reality check. Eighty percent of the humanitarian personnel we surveyed think their respective organisations share timely information with affected communities.

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



Participants in qualitative interviews in Pouytenga (n=8) think their community is informed about available aid and services. **“I do not think activities take place without people being informed. There are four neighbourhoods in the area, each having its representative to disseminate the information,”** shared a displaced woman. Some people cite barriers to information such as lack of access to mobile phones and radios, and irregular arrivals of newcomers, and think that affected communities should also play a role in seeking out information themselves. **“How can you have information if you do not ask?”** exclaimed a non-displaced man in Pouytenga; the problem is, **“people do not inquire and seek information.”**

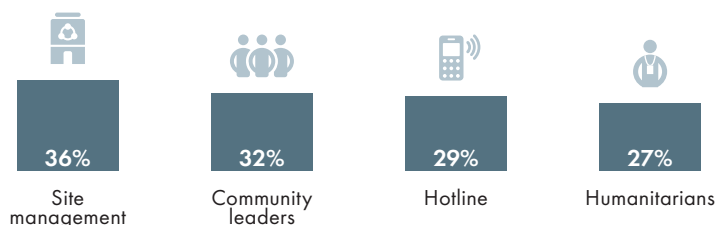
Do you think that community leaders are sharing key information on humanitarian activities (e.g., information shared by humanitarian actors, minutes of consultation meetings)?



Two-thirds (61%) of people think community leaders share information about humanitarian activities, an improvement from 46% in 2021.

Eighty-five percent of humanitarian actors we spoke with believe their organisations regularly and effectively engage with community leaders on projects. Humanitarian actors say their organisations share information face-to-face with community leaders (87%), through the Ministry of Humanitarian Action (76%), face-to-face through their personnel (71%), or in community meetings (67%). Humanitarian actors' understanding of communities' preferred and most accessible means of communication is paramount to enable timely, efficient, and accessible information-sharing in Burkina Faso.

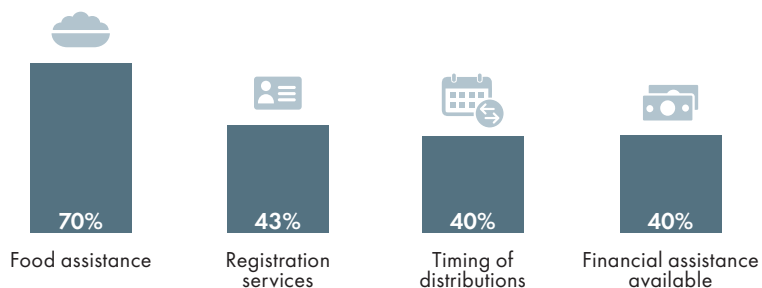
How would you prefer to receive information from humanitarian actors? (n=1988)*



* Percentages do not total 100% because respondents could choose multiple options. Only the most common options are shown in the graph.

Community leaders in Pouytenga are improving communication with community members via phone. REACH's multi-sectoral needs assessment (MSNA) for 2022 indicates that households in most areas in Burkina Faso have access to telecommunication networks that grant access to phone calls and SMS reception,⁹ while a lower percentage of households have internet access. Humanitarian actors should still make other preferred communication channels available, in line with people's preferences. Although households may have access to phones and internet, this will not apply to everyone in the household.

What information do you need? (n=693)*



* Percentages do not total 100% because respondents could choose multiple options. Only the most common options are shown in the graph.

Humanitarian actors clearly make an effort to share information, but people only have partial information about what is going on, eligibility for assistance and aid duration. People report that humanitarian actors do not explain the next steps after aid registration and that "[they] do not follow-up after the registration," as shared by a displaced man in Koupela.



We often receive the information before through our community leader when humanitarian activities are planned with displaced people.

- Man, IDP, Pouytenga



[WhatsApp] Groups have been created to share information with everyone and to facilitate information-sharing. If you are in the group, you have information.

- Woman, IDP, Pouytenga

⁹ REACH. September 2022. "Multi-sectoral needs assessment, key results".

The top types of information shared, according to humanitarian staff we surveyed, include information on complaints and feedback mechanisms (75%), distribution calendars (71%), food assistance (65%), and registration services (61%). Providing timely and relevant information empowers communities and enables individuals to make informed decisions. Understanding information needs must remain a priority.



Response from humanitarians on information-sharing:*

1. **Humanitarian actors** need to communicate plans and decisions using a combination of communication channels, defined by the diverse groups in the affected community.
2. The **CEAWG** should provide a clear roadmap of what information must be shared with these committees, and especially new arrivals.
3. The **CEAWG** suggests coordinating the identification of community relays who represent the diversity of the affected community in the given area. They can form community relay committees and be trained on their roles and responsibilities.
4. The **CEAWG** should develop a training curriculum for community relays and create a pool of trainers to be deployed as needed.
5. **Humanitarian actors** plan to allocate funding to train community members responsible for information-sharing, including women.
6. **Humanitarian actors, in consultation with community relay committees**, could establish a protocol for how the community evaluates those responsible for sharing information. This feedback will inform decisions when replacing any relay that fails to adhere to their information-sharing responsibilities and will improve the community relay training.

*These recommendations were developed with humanitarian actors during a recommendations workshop held in November 2022. For more information on the discussions, see [this section](#) of the report.



We are often not eligible for assistance because we were not aware of its availability.

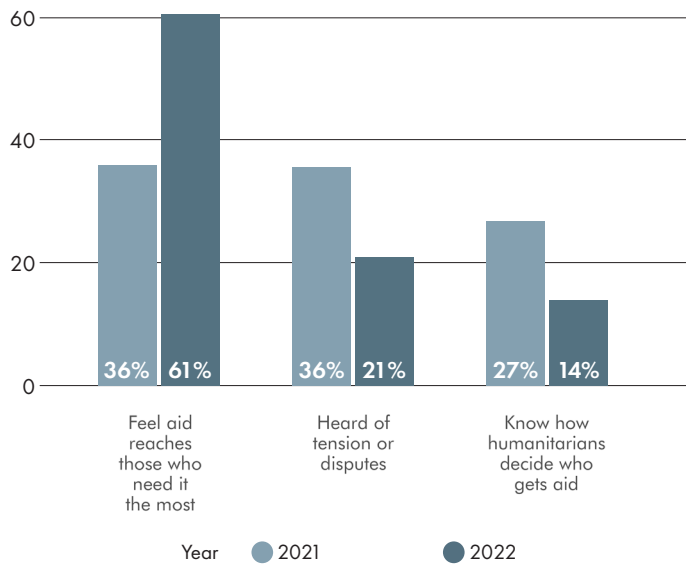
- Woman, host community, Kaya



It is frustrating for assistance to be interrupted when people are expecting it.

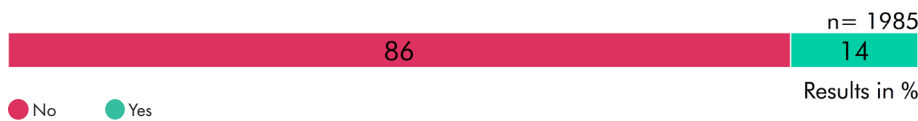
- Man, IDP, Pouytenga

Aid reaches many in need but could be more equitable



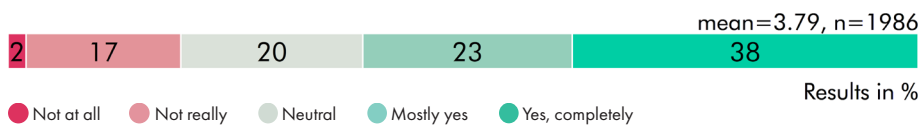
The majority (86%) do not understand the targeting process. A lower proportion of people know how humanitarian actors decide who receives aid this year than in 2021 (27% vs 14%). A lack of knowledge of the targeting process seems to lead to feelings of insecurity. Of those who report feeling unsafe on their way to collect aid, 57% say this is because they fear they are not on the list and will not receive assistance.

Do you know how humanitarian actors decide who gets aid and who does not?

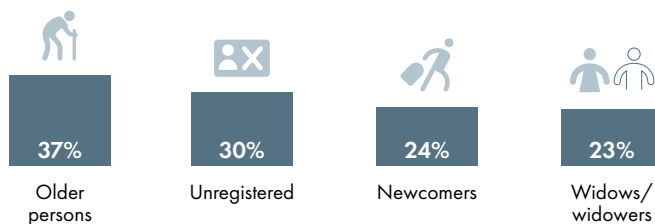


More than half (61%) of respondents think humanitarian assistance reaches those who need it most, which is a notable improvement on 2021 (46%).

Do you think that the assistance provided by humanitarian actors reaches the people who need it most?



Which groups of people need it most but do not benefit from it? (n=770)*



* Percentages do not total 100% because respondents could choose multiple options. Only the most common options are shown in the graph.

Humanitarian staff we surveyed believe unregistered individuals (10%) and older persons (10%) are most in need of aid yet do not benefit from it.

Although most humanitarians (85% of 125) think their organisations' assistance to communities in Burkina Faso is equitable and reaches those who need it most (84%), community realities are different.

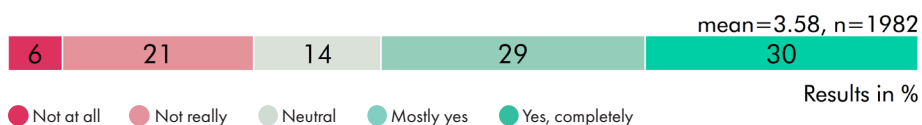
Only 59% of respondents think aid is provided equitably in their community. There is a prevailing sense that those who have been displaced and living on site for the longest are excluded. Forty-eight percent of people think that people are left out because those who are newly displaced are prioritised (48%), due to a lack of information (39%), and because of a lack of access to registration services (18%).¹⁰

When people follow up about their assistance status, they are told that they **"have been in the area for a long time,"** explained a displaced man in Pouytenga. Communities in Pouytenga believe that everyone experiences the same hardships regardless of how long they have been displaced. **"Whether you have been displaced for some time, or have been newly displaced, the need for food and shelter are the same. We are all the same,"** shared a displaced woman in Pouytenga. Others proposed that everyone should be targeted **"even if it is in smaller quantities."**

When people do not understand how decisions are made, they naturally perceive the targeting process as unfair. **"Some people are piling up aid in their homes, while others do not have anything,"** said a displaced woman in Pouytenga. Some think this is because all projects use the same lists from the Ministry of Humanitarian Action. People notice that there are many different projects, but they all target the same people.

People want the targeting process to be re-evaluated to prioritise people who have yet to receive assistance, regardless of how long they have been displaced. They also want humanitarian actors to take responsibility for knowing whether or not people have received assistance already, because some people take advantage of the situation otherwise: a displaced man in Pouytenga felt that **"If someone told you they did not receive aid before, you cannot know if this is really true."** To ensure a more efficient and equitable allocation of assistance, humanitarian actors should better use coordination platforms hosted by the Ministry of Humanitarian Action and OCHA before implementing new projects. This would ensure that different programmes target the whole population and avoid duplicating assistance.

Do you think aid is provided equitably in your community?



Have you heard of tensions or disputes over humanitarian aid in the area?



Although few (21%) know of tensions or disputes over humanitarian aid in the area, limited information about the targeting process risks fuelling community tensions. **"Even if I did not receive aid, I ask [humanitarian actors] to understand why and to avoid tensions within my community,"** explained a displaced man in Pouytenga.



I want humanitarians to look at their previous registration lists; they will find so many households that have been displaced for a long time that have not been helped. Some have been registered for three years but they still did not receive any support.

- Woman, IDP, Pouytenga



Some people are receiving aid at all times, and it might be because they are benefiting from different projects.

- Woman, IDP, Pouytenga



I feel that people are not being honest, and that [humanitarian actors] are lacking honesty too. They have the names of people who already received assistance and they target them again! Often people will get aid without really needing it.

- Woman, IDP, Pouytenga

¹⁰ Office for the Coordination of Humanitarian Affairs. March 2023. "[Burkina Faso humanitarian response plan](#)".

More than one-third (39% of 125) of humanitarians we surveyed had heard about community tensions or disputes over humanitarian aid in the area. Some (24%) thought the tension was related to aid targeting, while 13% felt it only related to the selection of recipients between different targeted groups.



Response from humanitarians on targeting:*

- 1. Humanitarian actors** propose to use the feedback they already have from hotlines, suggestion boxes, and other sources to improve the targeting process.
- 2. Humanitarian actors, in collaboration with the Ministry of Humanitarian Action,** aim to establish small working groups, comprised of diverse community representatives, to define the targeting criteria.
- 3. Humanitarian actors** wish to implement a large-scale awareness-raising campaign to share final targeting plans with the whole community. This will allow humanitarians to explain the community-based decision-making process, and critical constraints, such as why only some people are selected.
- 4. Humanitarian actors** plan to share the recipient list in advance, using all available adapted communication channels, and provide comprehensive information that includes the frequency and duration of assistance provision so people can adequately prepare for long periods between distributions and for when their aid terminates.

*These recommendations were developed with humanitarian actors during a recommendations workshop held in November 2022. For more information on the discussions, see [this section](#) of the report.

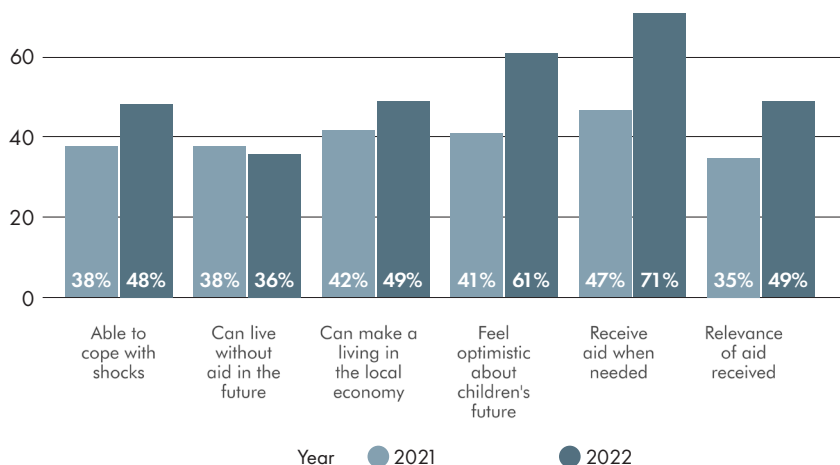
♀ WHAT WOMEN THINK

Knowledge of the targeting process remains low among affected communities in Burkina Faso and especially among women.

Women are less aware of the targeting process than men (11% and 17% respectively), but women's perceptions of the targeting process are more positive: 64% feel aid goes to those who need it most (compared to 59% of men) and 62% perceive that aid is provided fairly (compared to 59% of men).

Can women's limited awareness of the targeting process falsely influence their perceptions? For a humanitarian response to be accountable to all of its constituents, information-sharing about targeting should reach all groups within a community, particularly women.

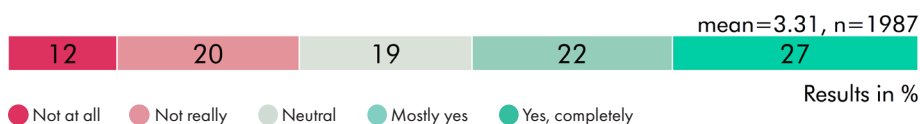
Progress, but too few think aid meets long-term needs



Just under half the people we spoke with (49%) think the assistance they receive covers their most important needs, but 95% expect it to. Those displaced for longer are more likely to think aid meets their needs (65%) than more recently displaced people (40%). People say that aid needs to be relevant and sufficient.

People’s perceptions of aid effectiveness do not align with the views of humanitarians (n=125), of whom 65% felt their organisations’ aid covered communities’ most important needs. The gap between the perceptions of affected communities and humanitarian personnel is striking. People are slightly more positive that aid meets their needs than in 2021, when 35% reported that assistance addressed their basic needs.

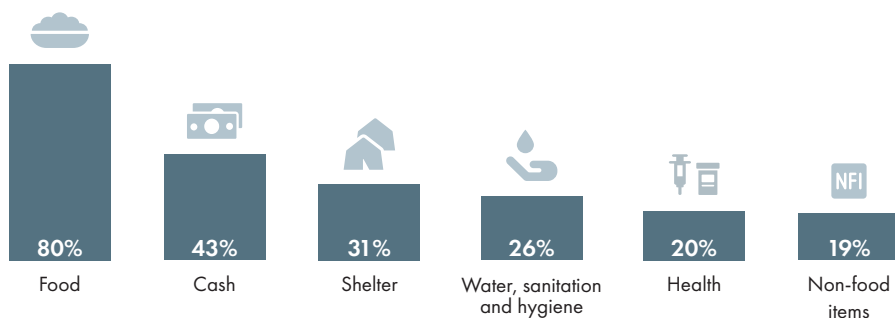
Does the assistance received cover your most important needs?



Food security is a top priority for humanitarian actors, according to the 2022 Humanitarian Response Plan.¹¹ Although MSNA data show that food distributions reached most people,¹² communities report that food is still their most important unmet need. Some (18%) explain that the one way to support their psychological well-being is to ensure they have enough food.

What are your three most important needs that are not being met? (n=1195) *

Yet, food aid itself might not be the best solution. In 2021, when surveyed about their



* Percentages do not total 100% because respondents could choose multiple options. Only the most common options are shown in the graph.



[they] often send us goods that we do not need such as mats and kitchen utensils.

- Woman, IDP, Kaya



I expect the aid delivered to meet the needs of my family.

- Man, IDP, Kaya

¹¹ REACH. September 2022. “Multi-sectoral needs assessment, key results”.

¹² REACH. September 2022. “Multi-sectoral needs assessment, key results”.

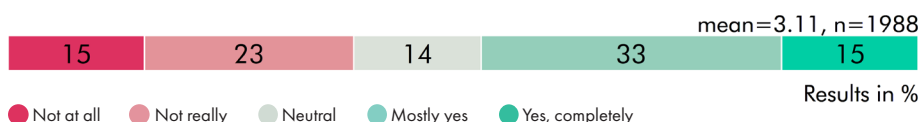
most important unmet needs, individuals indicated food, shelter, and non-food items. But in 2022, in the face of economic crisis, cash rose up the list, with 43% naming cash as one of their most important unmet needs.

Over the past six months, have you received aid when you need it?



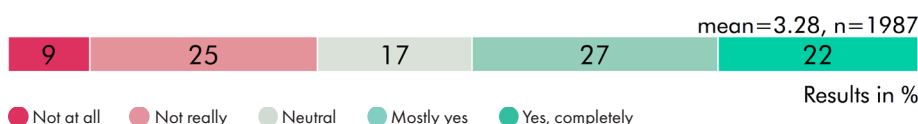
Seventy-one percent receive aid when they need it, a large improvement on 2021, when only 47% of respondents thought aid was timely. A non-displaced woman in Pouytenga explained, **“if your immediate needs are met, you can fight harder to make a living.”** Interestingly, humanitarian staff are less optimistic about the timeliness of their operations. Only 35% of those surveyed think assistance from their organisations arrives when affected communities most need it.

Do you think that the assistance you receive today strengthens your ability to cope with difficulties, should a new shock occur tomorrow?



People do not want band-aid assistance; they want support to take ownership of their lives again. A displaced woman in Pouytenga emphasised that **“it is hard for individuals who used to be independent to passively wait for aid to be delivered to them.”** In 2021, only 38% of people felt their assistance strengthened their ability to cope with future difficulties, but that rose to 48% in 2022. This is encouraging. However, only 42% of humanitarians (n=125) we surveyed felt their organisation’s aid strengthens affected people’s ability to cope with difficulties. This indicates that, at least for some, aid provision could go further towards long-term solutions.

Can you and your immediate family make a living working in the local economy?



Most households (80%) surveyed for the multi-sectoral needs assessment experienced a shock that reduced their ability to obtain income,¹³ mainly related to economic changes like high prices and job losses. In the context of an economy in flux, humanitarian assistance must prioritise helping people to make a living. Across the country, fewer than half the people we spoke with (49%) feel they can make a living while working in the local economy, compared to only 42% in 2021. While humanitarian actors might think the situation remains unstable, or that people are not “ready yet” for longer-term approaches, that is not what communities think.

Modality preferences: Are uninformed choices leading us down the wrong road?

Cash and voucher assistance, or CVA, is a clumsy term. Cash can be spent on anything, while on a scale of choice, dignity and empowerment, community feedback shows that vouchers are far closer to in-kind assistance.

GTS has been listening to the experiences of voucher recipients for years, and there are common themes. When people are given restricted vouchers for food, they rarely spend them on food items alone but sell them to buy other things they need, losing out on a lot of value in the process. Women are pressured to sell their vouchers far below their true value, as voucher vendors abuse the power imbalance and exploit people’s need for liquid cash. Vouchers often result in wasted resources, benefiting middlemen rather than people in need.



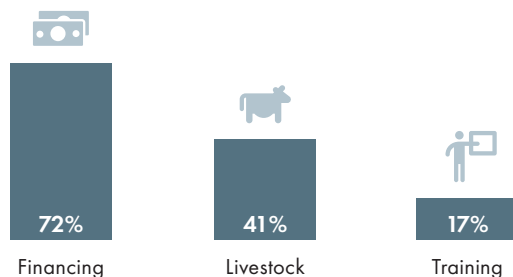
Some of us had jobs before, whether it was agriculture or something else. We had jobs before, and we could also have jobs now.

- Woman, IDP, Pouytenga

¹³ International Federation of the Red Cross and Red Crescent. July 2020. [“Safe spaces and DAPS centre guidance”](#).

According to communities, financing and livestock will help people sustain themselves for the long term and preserve their dignity. A smaller number (17%) say training can help. **“Many organisations have already trained women in soap making and weaving. If women have training for specific trades, they will be able to work and take care of their families,”** shared a displaced woman in Pouytenga. Humanitarian actors report similar gaps and think that financing via micro-credits or loans (69%), education (61%), and land access (57%) will best empower communities for the long term. It is worth noting that while humanitarian staff’s most popular suggestion is training (80%), this is far less popular with crisis-affected people, who call for more sustainable approaches to help them make a living.

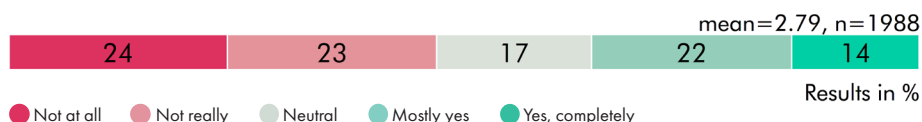
What do you think you need to make a living? (n=1020)*



* Percentages do not total 100% because respondents could choose multiple options. Only the most common options are shown in the graph.

Just over one-third of respondents (36%) think the aid they receive will help them live without aid in the future. Even in Pouytenga – close to an active conflict area, with ongoing threats of violence – the community calls for long-term solutions. While the humanitarian presence has yet to increase in Pouytenga as it has elsewhere in Burkina Faso, people can already see the limitations of humanitarian handouts. People highlight the need for autonomy. **“We want support that will help us take care of our families,”** reported a displaced woman in Pouytenga. Humanitarians (n=125) we surveyed are similarly concerned about the long-term benefits of aid, with only 28% reporting that the assistance helps people live without aid in the future.

Do you think that aid helps you to live without aid in the future?



Despite communities saying cash is a clear need, in November 2022, the Ministry of Land Administration, Decentralisation and Security issued a statement demanding humanitarian actors working in the Sahel region stop all cash programming and distributions at the beginning of 2023 because “cash assistance is perceived to have negative effects on community dynamics and social cohesion.” Instead, the ministry called for the development of community-based programmes and for redirected funding towards training and capacity-building initiatives that also align with community preferences to make a living in their respective local economies. However, more work is needed to reach the ministry’s objectives. Only 34% of humanitarians (n=125) we spoke with think that coordination between humanitarian and development actors is sufficient and that local organisations have enough resources and support to properly develop their programmes in 2022.



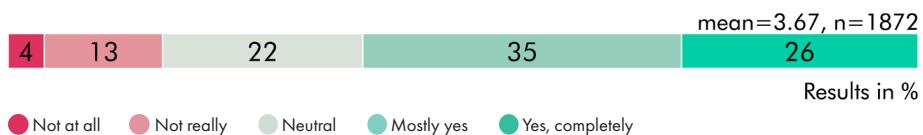
[Humanitarian actors] are doing their best, but it will never be enough. We need opportunities to work for ourselves.

- Woman, host community, Pouytenga

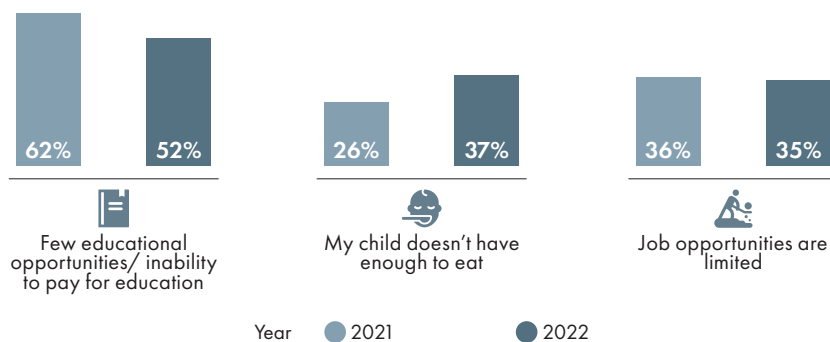
To best support local organisations, humanitarians think financing (60%), capacity-building (59%) and organisational support (50%) are the best ways forward. To meet people’s expectations and support them to lead dignified lives, humanitarian leaders need to better coordinate their programming with government and development actors to promote long-term solutions.

People are more optimistic about their children in 2022 than 2021. Sixty-one percent feel optimistic about their children’s future, compared to 41% in 2021.

Are you optimistic about your child’s or your children’s future?



What are your main concerns about the future of your child or children? (n=818)*



* Percentages do not total 100% because respondents could choose multiple options. Only the most common options are shown in the graph.

Parents are less worried about their children’s education and more preoccupied with immediate needs like access to food, compared with data collected in 2021.

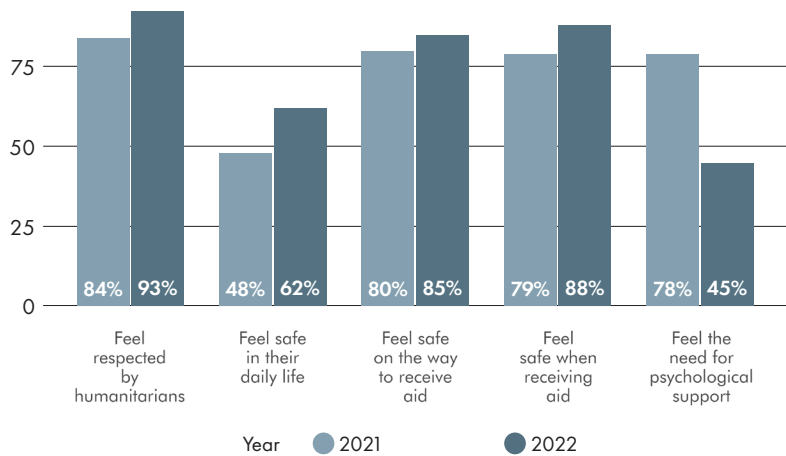


Response from humanitarians on aid relevance and resilience:*

1. **Humanitarian actors** aim to work collaboratively with administrative, customary, and religious authorities, as well as host communities, to secure land for IDPs (especially women) to use.
2. **Humanitarian actors** plan to implement income-generating activities and evaluate community preferences regarding livelihood activities.
3. **Humanitarian actors** intend to coordinate more closely with financial institutions to secure micro-credits that can help crisis-affected people restart livelihood activities.
4. **Humanitarian actors** aim to concentrate their resources on establishing emergency education programmes that target displaced school-age children. In vulnerable areas, organisations should contribute to paying teachers, distributing school kits, and setting up school canteens.
5. **Donors** should prioritise humanitarian programming that includes livelihood support and other long-term solutions, so that the response in Burkina Faso moves away from band-aid support to strengthening community resilience.

*These recommendations were developed with humanitarian actors during a recommendations workshop held in November 2022. For more information on the discussions, see [this section](#) of the report.

People feel slightly safer



People feel safer than they did in 2021, when 48% that indicated they felt safe where they live; this rose to 62 % in 2022.

Are there times during your day when you do not feel safe where you live?



Thirty-eight percent do not feel safe due to the risk of armed attacks, and 14% because of the presence of many IDPs.¹⁴ Qualitative data indicates that feeling safe relates to shelter, living conditions, and individuals’ past traumatic experiences. In Pouytenga, a non-displaced man told us that he had found some safety because he **“crossed paths with good people.”** Some individuals say fear is rooted in the inability to access safe and adequate shelters for them and their families. Settlers in Pouytenga are distressed by the absence of adequate settlement sites and the inability to build adequate shelters. While others indicate that they feel less scared in their current settlement, there is still a sense of panic, where **“any noise terrifies.”**



We are many people living under the same roof and the houses we live in are uninhabitable, especially during the rainy season, which makes you scared.

- Man, IDP, Pouytenga

Do you feel safe when on your way to collect goods, amounts of money, or humanitarian services, and returning after receiving those goods or services?



Most respondents (85%) feel safe on their way to collect goods or humanitarian services, similarly to feelings in 2021. In 2021, people mainly feared not receiving aid (47%) and physical violence (31%), but in 2022 people are more concerned about dangers along the routes (59%) to receive aid, and fear not receiving it (57%). Considering the current changes in Burkina Faso, humanitarian actors should strengthen their “Do No Harm” commitment and integrate it into the logistics of their planning by organising distributions in sites accessible via safe routes and communicating distribution lists ahead of time.

Most people feel safe (88%) at distribution sites. Those who do not feel safe receiving aid point to over-crowded distribution sites (45%), the fear of not being eligible for aid (40%), and physical violence (22%) as the key reasons for their insecurity. Encouragingly, almost all people (93%) feel respected by humanitarian actors.

¹⁴ This is a recommendation from Ground Truth Solutions, not humanitarian actors.

Do aid providers treat you with respect?

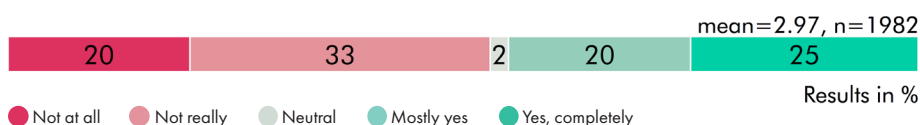


Only 45% think their community could benefit from psychological support. Desire for psychological support has sharply declined since 2021, when 78% emphasised the need for mental health services.

When asked how they would like to receive psychological support, most people mention that they would like to access professional support services, such as psychologists, mental health awareness sessions, basic healthcare services, and access to medication. Some people say psychosocial support is the main way for their community to manage mental stress and find a sense of peace. A few people mention that establishing support groups within communities, where people could talk to each other, share advice on how to cope with daily stressors, and how to manage emotions, would help the community. Others believe that establishing safe spaces for children and adults,¹⁵ where recreational activities could take place, would also support people's psychological well-being. For some, their psychological well-being is contingent on their basic needs being met. **"We expect humanitarians to provide us with food. If you are fed and full, then you are comfortable,"** shared a displaced man in Pouytenga.

Just over half (59% of 125) of the humanitarian staff we surveyed said their organisations train their personnel in psychological first aid.

Given the current context, do you think you or your community is in need of psychological support?



Response from humanitarians on safety:*

- 1. Humanitarian actors** seek to better organise distributions by specific groups (men, women, persons with disabilities, pregnant women) to address complaints about overcrowded and unsafe distribution sites.
- 2. Humanitarian actors** aim to ensure sufficient time to share information with the broad community about the distribution before it begins.
- 3. Humanitarian actors** commit to identifying the travel time between targeted households and distribution sites and then to establishing a distribution timeline that accounts for the longest travel times.
- 4. The Ministry of Humanitarian Action** could support humanitarians to better organise distributions by specific groups and mandate that distributions occur only after the community has had time to receive information about it.

*These recommendations were developed with humanitarian actors during a recommendations workshop held in November 2022. For more information on the discussions, see [this section](#) of the report.

Humanitarian staff are unsure about their internal feedback mechanisms

When it comes to their personal sense of safety, 70% of the humanitarian staff we surveyed (n=125) feel safe where they work, but 27% have faced immense stress over the past three months. A majority (63%) of individuals who participated in the survey have the opportunity to talk about challenges they face.

Most humanitarian personnel (88%) know how to provide suggestions and complaints to their organisations, and 96% know how to make sensitive complaints (related to harassment, abuse, or sexual exploitation). Yet only 42% think their organisation will react to their suggestion or complaint and only 47% know how sensitive complaints would be managed. Humanitarian personnel should be the biggest believers in their own internal complaint and feedback mechanisms, if they expect communities to use the ones at their disposal.

¹⁵ Group URD. March 2019. "[Adaptive management and programming: The humanitarian perspective](#)".

Recommendations from humanitarian staff

In November 2022, Ground Truth Solutions brought humanitarian staff together in Ouagadougou for a workshop to determine tangible actions to create a more accountable humanitarian response in Burkina Faso. Over two days, participants had space to reflect on feedback from affected communities on meaningful participation, information-sharing, complaint and feedback mechanisms, aid relevance and resilience, targeting, and safety. Specific recommendations to address the feedback were elaborated and the discussions on each topic are summarised below.

Meaningful participation

Humanitarian staff agree that agencies should **consult all relevant demographic groups** to learn about the types of assistance people need, their preferred form of assistance, and their ideal frequency of delivery. This would go beyond community leaders. While community leaders may have their community's interests at heart, they may not know the unique needs of women, children, or vulnerable groups in their community. Further, reports of community leaders pursuing their own interests at the cost of their community are not uncommon. One-quarter of those we spoke with think their community leaders do not share information about available assistance programmes.

The workshop formed the idea to **set up "local advisory committees"** composed of representatives of the affected population. Humanitarians acknowledge that time is needed to identify and involve individuals from all segments of the affected community.

Members of these committees will be responsible for periodically assessing the needs of their community and communicating these needs to humanitarians. To do so effectively, humanitarians must work with these representatives to co-determine methods for monitoring community needs. They must also ensure these representatives are trained on how to collect information on people's needs. The local advisory committees must be sustained and will require training, support, and financing. Organisations must plan to integrate funding for these committees into project budgets and allocate time for this process within their project timeline.

Organisations must also have **sustained dialogue with these committees** – not tokenistic consultations. Committees and humanitarians therefore need to co-define how frequently they will meet, and co-determine which communication channels will be effective and timely. For this to work, humanitarians need a consistent presence with the communities, and donors must prioritise funding long-term projects.

Consulting and listening to advisory committees is not enough. Humanitarians must **act on people's feedback** and base their daily, organisation-level decision-making on advice from advisory committees. Humanitarian actors suggest organisations plan systematic "reflection meetings" to take decisions based on feedback from advisory committees and then relay those decisions back to advisory committees.

Affected people must also be involved in the decision-making process at the national response level. Currently, "regional technical community engagement units" aim to elevate community feedback from the regional to the national level. Humanitarians underscore the importance of all organisations' active engagement with these regional units, and call on the CEAWG to increase awareness and participation in these regional units.

Equal participation requires clusters and working groups to identify people from the affected community who would like to represent their community's perspectives in

these forums.¹⁶ To achieve this, humanitarians foresee a commitment from members of clusters and working groups to adapt their offices to be accessible to affected people. This requires considerations of meeting and daily business locations, technology used, and languages spoken. Humanitarians will need to accompany community representatives and help them navigate these new spaces so they feel empowered to speak up amid groups of seasoned humanitarian staff.

To enable and incentivise consistent adaptation to feedback throughout a project cycle, **donors must lighten the grant-making process.** Given the nature of crisis contexts, the local advisory committee will likely report that needs have changed during an organisation's project cycle. Organisations tend to struggle to adapt their programming if their funding is fixed.¹⁷ Donors should adapt their grant-making protocols to accept modifications to original plans. They should build margins of error into their funding plans and have flexible reporting templates. Such measures will encourage organisations to adapt their programming based on the needs of affected people, empowering humanitarians to make quick changes, when necessary, without feeling stifled by donor requirements or reporting obligations.

Information-sharing

Humanitarian actors emphasised the importance of improved information-sharing. **Once they make decisions about aid programming, they must communicate them using a combination of communication channels** defined by the affected community and in their preferred language. For instance, humanitarians might share information with "community relays" (i.e., people nominated by their community who are responsible for walking around a site to verbally share information). They might also use WhatsApp groups, radio broadcasts, telephone calls, or other channels that community members find most efficient and accessible. Humanitarians suggest contracting local radio stations to share project-related information.

Regardless of who is responsible for information-sharing and through which means, humanitarians call for OCHA, namely the Community Engagement and Accountability Working Group (CEAWG), to provide a clear roadmap for what information must be shared with new arrivals. They also want organisations to plan meetings with new arrivals to evaluate how well informed they are and whether those responsible for sharing information are fulfilling their responsibilities and sharing all necessary information.

Humanitarians recommend that community relays represent the diversity of the affected community in a given area, so that information is shared widely. They also recommend that all community relays are grouped into regional committees, with gender and age quotas to ensure women and young people are equally represented.

The committee will monitor whether the integration of new relays represents different community groups – accounting for cultural and religious differences – because the community's composition changes regularly as newly displaced people arrive and others leave. This will require support from all implementing organisations and oversight from the CEAWG.

These efforts must be sustained. Humanitarians recognise this and call on government actors and humanitarian actors to allocate funding to train community members

¹⁶ This is a recommendation from Ground Truth Solutions, not humanitarian actors.

¹⁷ Group URD. March 2019. "[Adaptive management and programming: The humanitarian perspective](#)".

responsible for information-sharing. They suggest developing a training curriculum – including a trainer guide, participant guide, and specific training tools, such as a module on how women should communicate information to women – for translation into all relevant languages. Humanitarians also recommend creating a pool of trainers who could be deployed as needed.

Humanitarian organisations, aware of the challenge of collecting and sharing information, suggest adhering to humanitarian principles: humanity, neutrality, impartiality, and independence in the role of community committees. Humanitarian actors also recommend supporting community relays to develop plans that guide future action.

Further, those responsible for sharing information must be monitored. Humanitarians suggest working with committees to establish protocols for how communities evaluate those responsible for sharing information. This protocol must be anonymous and confidential, especially if the person in charge of information-sharing is regarded by the community as in a position of power, and people do not feel able to challenge them freely. Organisations should also conduct their own monitoring in parallel. They should use the feedback to document recurring errors in information-sharing practices and improve the training. Those who the community deems to repeatedly fail to adhere to their information-sharing responsibilities would be replaced.

Aid relevance and resilience

To ensure aid meets people's needs, humanitarians emphasised that affected people's participation is key.

To support long-term resilience, humanitarians suggest that organisations work with the administrative, customary, and religious authorities, as well as host communities, to secure land for IDPs to use. Humanitarians emphasise the need to increase cash transfer programming in parallel with income-generating activities. They note that host communities must be included during the targeting process for cash transfers. Further, humanitarians suggest that organisations work more closely with financial institutions to secure micro-credits that can help crisis-affected people restart their livelihood activities. To do so, donors must prioritise humanitarian programming that has livelihood components, in parallel with life-saving assistance. Despite humanitarians' intention to focus on long-term needs – which goes hand in hand with community preferences – a governmental decision in Burkina Faso, especially in the Sahel region, demanded that humanitarians stop all cash programming in the region from the beginning of 2023.

With education remaining the primary concern for parents, humanitarians underscore the need to focus resources on establishing emergency education programmes. To do so, they need to identify school-age children on the move, contribute to paying teachers, distribute school kits to children in vulnerable households, and set up school canteens in the most vulnerable villages.

Complaint and feedback mechanisms

Humanitarian actors suggest the following systems and protocols to collect complaints and feedback. However, they agree that they must align their plans for handling non-sensitive feedback and sensitive complaints with community preferences, including those of women. This is to avoid imposing systems that might not be rooted in local customs and or align with how people feel most comfortable complaining.

Humanitarians want the Ministry of Humanitarian Action to **establish inclusive local feedback management committees**, monitored by the ministry for its own

management of complaints and feedback. The committees should have at least one all-women committee so that women and girls feel comfortable voicing their complaints. The CEAWG should develop a training module for committee members to effectively transmit non-sensitive complaints or refer sensitive complaints to responsible actors. The Ministry of Humanitarian Action will be responsible for coordinating the training of local complaint management committee members. For this to be effective, humanitarians emphasise that all aid organisations in a given area must use this committee for non-sensitive complaints, rather than their own separate mechanisms, and they call on the CEAWG to ensure organisations adopt these local committees and integrate them into their programme design.

Humanitarian actors suggest that sensitive complaints should be submitted to a collective mechanism managed by organisations operating in the area. Relevant organisations would then receive referred complaints to manage. To successfully develop a collective mechanism, organisations will need the support of the Protection from Sexual Exploitation and Abuse Working Group (PSEA WG) to centralise the management of sensitive complaints in the country. In future, humanitarians should consider unifying toll-free lines across the country for greater efficiency in managing feedback received.

Humanitarians suggest that the Ministry of Humanitarian Action **revitalises the listening centres** already in place to create more opportunities for community members to share their views, if listening centres are their preferred way to give feedback. Humanitarians also call on the Ministry of Humanitarian Action to **hire women representatives** in all regional offices, so that if women would like to speak directly to the ministry, there is at least one woman within each local office to represent their views.

Lastly, humanitarian actors emphasise their collective duty to **systematically share information about existing feedback and complaints mechanisms**, their differences, and how they work. This is part of meaningful participation. Organisations must review and discuss community feedback regularly to inform evidence-based decision-making. Without systematic learning and adaptation, the feedback and complaints mechanism will not increase trust and may even do harm.

Targeting

To improve targeting, humanitarians recognised that a **collective process, involving multiple stakeholders**, is necessary. First, they suggest that humanitarian actors use the feedback they already have from hotlines, suggestion boxes, and other sources to improve the targeting process. Then, they call on humanitarians to establish small working groups within communities to **define the targeting criteria in collaboration with the community**. The committee should hold a community meeting to discuss and validate the criteria. Humanitarians emphasise the need for a complaints and feedback mechanism for the committee to receive real-time feedback on the criteria. The government's technical services, especially the Ministry of Humanitarian Action – which oversees registration for aid and the overall targeting process – should support this process.

Because few people know who makes it on to the list after the registration process,

humanitarians recommend that organisations implement a **large-scale awareness-raising campaign to share the final targeting plans** with the whole community. This will allow humanitarians to explain their community-based decision-making process, as well as critical constraints, such as why only some people are selected. Meanwhile, organisations must share the recipient list in advance, using all available communication channels. When humanitarians tell people they are selected, they must give them **comprehensive information, including the frequency and duration of assistance**, so that people can adequately prepare for long periods between distributions and for when their aid terminates.

For regions with network connectivity, humanitarians believe that best practice involves calling people individually to inform them that they are selected. For cash-based programming, typically done via telephones, humanitarians emphasise that all cash recipients should receive a message confirming that they are selected. Alternatively, some humanitarians suggest distributing tickets so people know they are selected, although there is a high risk of ticket theft, trading, and loss.

Safety

To address people's concerns about over-crowded distribution sites, humanitarians suggest that organisations can better **organise distributions by specific groups** (suggestions include by gender, by site, or by village of origin). This will reduce crowds at distribution sites and reduce violence between groups. Community relays – or other communication channels defined with the communities – should then ensure that each group is informed of the distribution plans. Humanitarian actors must ensure enough time to share information about the distribution widely, before the distribution begins.

Further, humanitarians suggest identifying the travel time between targeted households and distribution sites, requiring analysis of access constraints, and establishing a distribution timeline that accounts for the longest travel times. Humanitarians request support from the Ministry of Humanitarian Action to implement these measures.

Methodology

Quantitative survey methodology: affected populations

Survey design

This survey targeted people with the following characteristics:

- Internally displaced or a member of the host community (non-displaced person)
- Resident of the site or neighbourhood of concentration targeted by the survey
- At least 18 years old
- Recipient of humanitarian assistance in the last six months

To ensure that all new or modified questions were understood by participants and relevant to the context, we conducted six cognitive interviews in Mooré with participants living in or around Ouagadougou. Qualitative interviewers followed a semi-structured interview approach, following a guide with the general objectives of the interview and some key questions to ask. They asked probing questions to gain insights on how the questions were understood by the participants. The quantitative survey tool was then tested with a sample of 100 participants in two sites and covered all four languages. The interviewer was asked to assess the level of understanding of the question after the participant provided a response to each question.

Sampling

We employed a multi-stage sampling methodology. The first phase consisted of selecting the regions with the most humanitarian interventions. Based on data from the Humanitarian Needs Assessment, the 2022 Humanitarian Response Plan, and operational presences, we selected six regions: Boucle du Mouhoun, Centre-Est, Centre-Nord, Est, Nord, and Sahel.

In the second phase, we selected the communes using probability proportional to the number of people in need in each region. We selected three communes per region. Due to security constraints, only two communes were accessible in the Sahel region. To select the sites and villages, we selected locations randomly using gridded population approaches (grid-sample.geodata.uk). Using this data, we first subdivided each commune into small squares of 1km². In each commune, we selected 20 localities with at least 150 people at random. For the communes with less than 10 localities with more than 150 inhabitants, we made a random selection of 20 localities among those with more than 100 people.

Since the survey targets people who have received humanitarian assistance in the last six months, we made a final random selection of five localities in which to conduct the survey, based on the following criteria:

- At least three types of assistance provided in the locality
- Presence of at least 20 IDPs



Within each selected village and site, we selected eligible individuals for the survey. In the absence of an exhaustive list of IDPs and the inability to easily identify them, we used the snowball method and random walk approach to select respondents.

For the snowball method, the individuals first selected, per commune, to begin the snowball (the "seeds") included people with the following characteristics to ensure that we reached all segments of the target population: Age groups 18–30, 31–60, over 60 years old, and persons living with disabilities. We selected males and females for each of these groups.



Crisis-affected people interviewed

1,988 respondents







Sex

-  50% Women (998)
-  50% Men (990)











Status

-  84% Internally displaced persons (1,673)
-  16% Non-displaced persons (315)




Region*

-  18% Boucle du Mouhoun (355)
-  18% Nord (356)
-  17% Est (338)
-  16% Centre Est (314)
-  16% Centre Nord (326)
-  15% Sahel (299)


Province

-  18% Yatenga (356)
-  16% Kouritenga (314)
-  15% Seno (299)
-  11% Gourma (228)
-  11% Namentenga (218)
-  6% Bale (112)
-  6% Gnagna (110)
-  6% Kossi (115)
-  6% Sourou (128)
-  5% Sanmatenga (108)

Age

-  33% Age 18-30 (644)
-  42% Age 31-60 (840)
-  25% Age 61 and older (504)

Disability

-  21% People living with a disability (410)

*The size of the final sample varied by region but this was not intentional.

To reduce potential sampling bias, we did not interview the seeds identified by community leaders. To ensure a diverse profile of respondents, we asked seeds to designate individuals who were not related to them, did not belong to the same ethnic group, were not at the same locations nor their immediate neighbour. We interviewed individuals identified by the seeds. The selection of people interviewed was done progressively until the defined sample size was reached.

Besides snowball sampling, interviewers in other instances used a random-walk approach, whereby they went to each n th dwelling, n being calculated based on the number of affected people who received aid in the locations and the sample size. This random walk approach cannot always be implemented in a precise manner since exact numbers of people that receive aid within the sites are not always known precisely.

To ensure representativity of the sample and to allow for disaggregation, we stratified the sample by region with equal sample size of 300 people per region, which totals a sample target of 1,800 people for the six selected regions. In addition to the IDPs, the sample covered on average 15% of non-displaced persons per commune.

Data collection

Data was collected in July 2022 by Innovative Hub for Research in Africa.

Weighting

The data was weighted based on the number of displaced people in the six regions. Post-stratification weights were also applied using age groups and gender based on Humanitarian Needs Overview (HNO) data.

Coverage and exclusion

Together the six selected regions cover 93% of IDPs in Burkina Faso, based on March 2022 information from CONASUR. Given security and access constraints, our data frame of communes excluded no IDPs in Centre Est, 36% in Boucle du Mouhoun, Est and Nord, close to 47% in Centre Nord, and most of the people in Sahel (87%), where only two communes were accessible.

Precision of estimates

Since probability sampling could not be ensured at all stages of the sample, margins of error cannot be provided.

Limitations

Due to security constraints, only two communes were accessible in the Sahel region, limiting the number of responses in this critical area of the response.

Data collection was conducted in “red zones,” meaning the collection took place in a highly insecure environment. The data collection team had difficulty reaching the Sahel region because, the day before our deployment, a bridge was destroyed on the Kaya-Dori axis, cutting off access to the region. During data collection in certain localities such as Tougan, Djibasso, and Ouahigouya, the team regularly heard gunfire, sometimes from heavy weapons. This insecure environment is likely to have influenced who participated in the study, as well as people’s responses.

Qualitative interview methodology: affected populations

Design and data collection

Preliminary results from the 2022 quantitative study were presented to communities living in Pouytenga in September 2022. People gathered to watch a film – “La rue n’est pas le paradis” by Guy Désiré Yameogo – and then discussed the quantitative findings as a community. Approximately 400 people attended the community discussion. Participants were filmed during this activity. The next morning, we individually interviewed eight people using a semi-structured interview format to delve deeper into the key topics covered in the quantitative survey: information-sharing, targeting, participation, complaint and feedback mechanisms, safety and security, aid quality, and long-term resilience.

Sampling

Pouytenga was selected as the location for the qualitative phase because it is the last town in the Centre-Est region before the red zone. Pouytenga is thus the first destination and the municipality that hosts the largest number of IDPs in the region. However, this commune has limited humanitarian intervention and thus provides an opportunity to collect feedback from a population that has yet to experience a large-scale humanitarian intervention, but still receives aid through the Ministry of Humanitarian Action.

All communes were chosen after analysing the security risks for the IDPs and the Fama Films team.

The following was the criteria for participants in the individual interviews:

- 18 years of age or older
- Have received humanitarian assistance in the past six months
- Male/female
- Displaced/non-displaced
- Not a community leader

Analysis

Transcripts from the films of the group discussion and individual interviews were analysed using MAXQDA.

Limitations

The qualitative interviews did not include persons living with disabilities, who are a known marginalised group within the population of crisis-affected Burkina Faso. Perspectives from other marginalised groups, such as marginalised ethnic groups living in Pouytenga, may have also been excluded from this study. Key views are missing that could have added more nuance and depth to this analysis.



We interviewed eight people, with an equal division between gender and status (displaced/non-displaced).

Quantitative survey methodology: humanitarian actors

Sampling methodology

For the online humanitarian staff survey, a link to a KoBo Toolbox survey was shared with humanitarian partners via the Community Engagement and Accountability working group, as well as through various partners for staff members to complete between August and September 2022.

Questionnaire

Questions posed to humanitarians aligned with questions posed to affected communities so their views could be compared.

Languages

The questionnaire was available in French and English.

Limitations


While our team aimed to share the survey link broadly, only those with the link and who chose to respond completed the survey, which could lead to selectivity bias. Responses from humanitarians are thus not representative of all humanitarian actors in Burkina Faso.

Humanitarian personnel surveyed

125 respondents

Gender

 72% Men (90)

 28% Women (35)

Status

80% National staff (100)

20% Expats (25)

Type of organisation

65% INGO personnel (81)

19% UN personnel (24)

12% National NGO personnel (15)

3% Government organisation personnel (4)

1% Other (1)

Level

73% National (91)

27% Regional (34)

Regional assignment

32% Centre Nord (11)

21% Other (7)

12% North (4)

12% Sahel (4)

9% Boucle du Mouhoun (3)

6% Est (2)

3% Centre Est (1)

3% Boucle du Mouhoun Nord (1)

Only 34 out of 125 participants answered this question.

Position

17% Programme field personnel (21)

15% Programme coordinator (19)

13% Field coordinator (16)

13% Field staff (support) (16)

11% MEAL staff (15)

10% Project manager (12)

10% Country manager (12)

6% Technical advisor (7)

2% Did not want to answer (3)

2% Cluster staff (3)

1% Government entity (1)



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