

# Accountability to Affected Populations

AAP Assessment, Borno State Nigeria

AAP working group, June 2021

REACH

Key indicators of  
IMPACT THROUGH  
ACTED AND OBSERVED

# Introduction to AAP

## What is AAP?

Accountability to affected populations is an active commitment to use power responsibly by **taking account of, giving account to, and being held to account** by the people humanitarian organisations seek to assist (Inter-Agency Standing Committee).

## The importance of AAP

- Ethical reasons
- Practical reasons

## The importance in Nigeria

- Publicly available information surrounding beneficiaries' perceptions of humanitarian assistance is limited
- 2.7 million additional people are in need due to COVID-19 in the Northeast (United Nations Office for the Coordination of Humanitarian Affairs)

# Objectives of REACH's Assessment

## General Objective

To strengthen the evidence base around affected populations' perceptions of humanitarian assistance and feedback mechanisms, and inform human-centered approaches to humanitarian programming across Northeast Nigeria.

## Specific Objectives

1. Assess **awareness**
2. Understand perceptions of **feedback** mechanisms
3. Understand perceptions of the **relevance** of assistance and targeting models
4. Understand perceptions of **fairness** of assistance
5. Understand perceptions of **respect**
6. Understand the **protection concerns**
7. Understand the perceived **barriers** to accessing assistance

# METHODOLOGY



8 LGAs



245 Settlements



6 FGDs



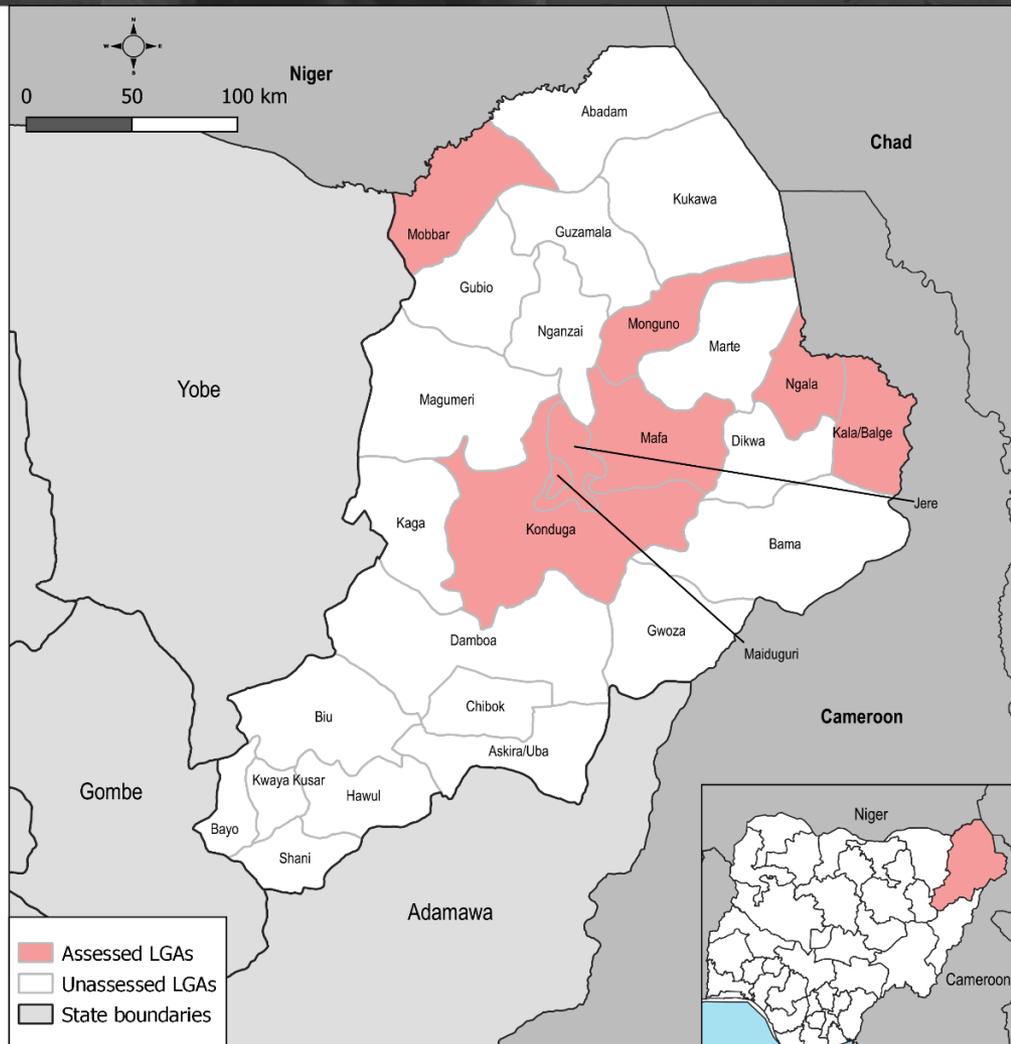
351 Kills

## Geographical Scope:

- Settlement level data collection across 8 local government areas
- Settlements received assistance in the 6 months prior to data collection

## Mixed methods used:

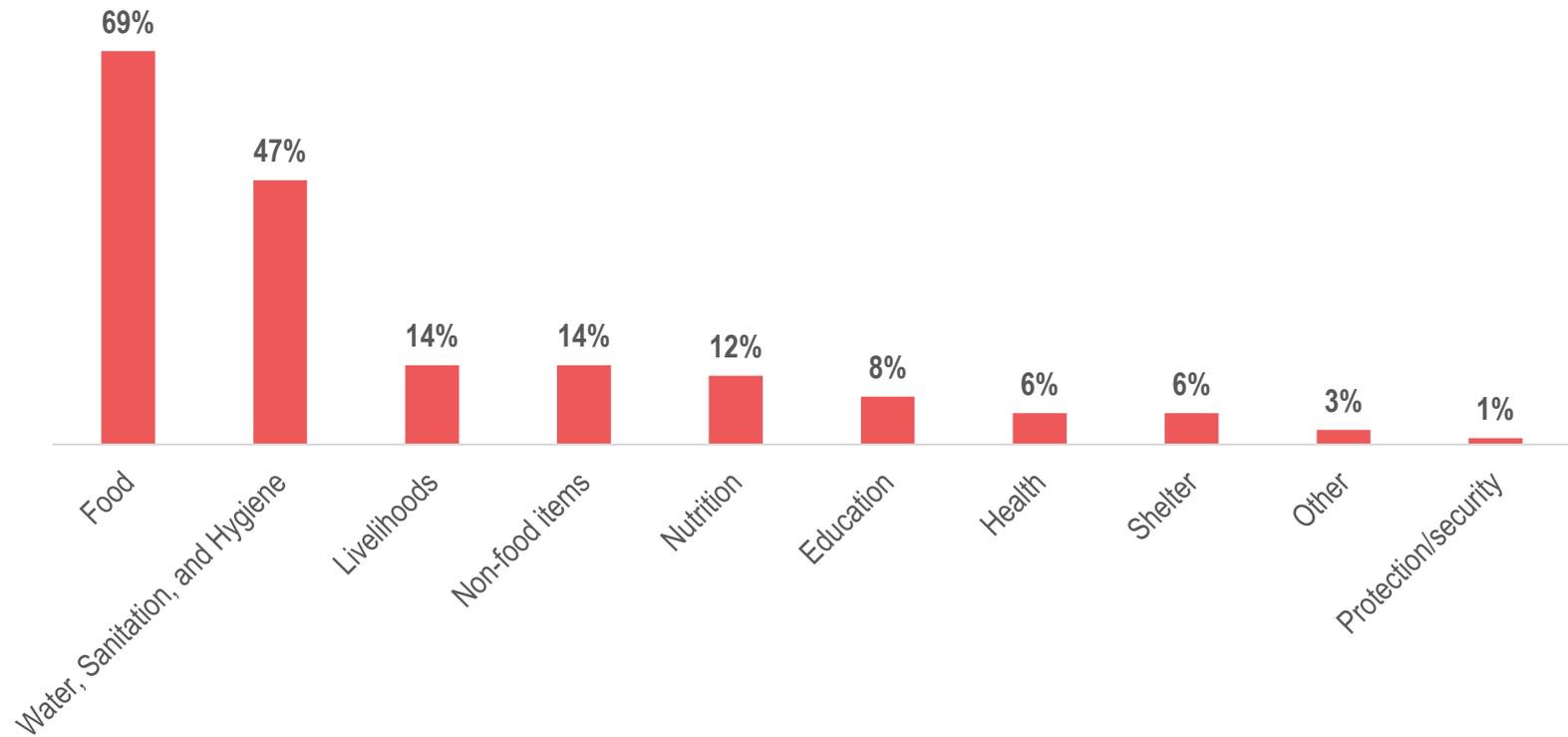
- **Quantitative:** Key informant interviews (KIIs)
- **Qualitative:** Focus group discussions (FGDs)



# Key Findings

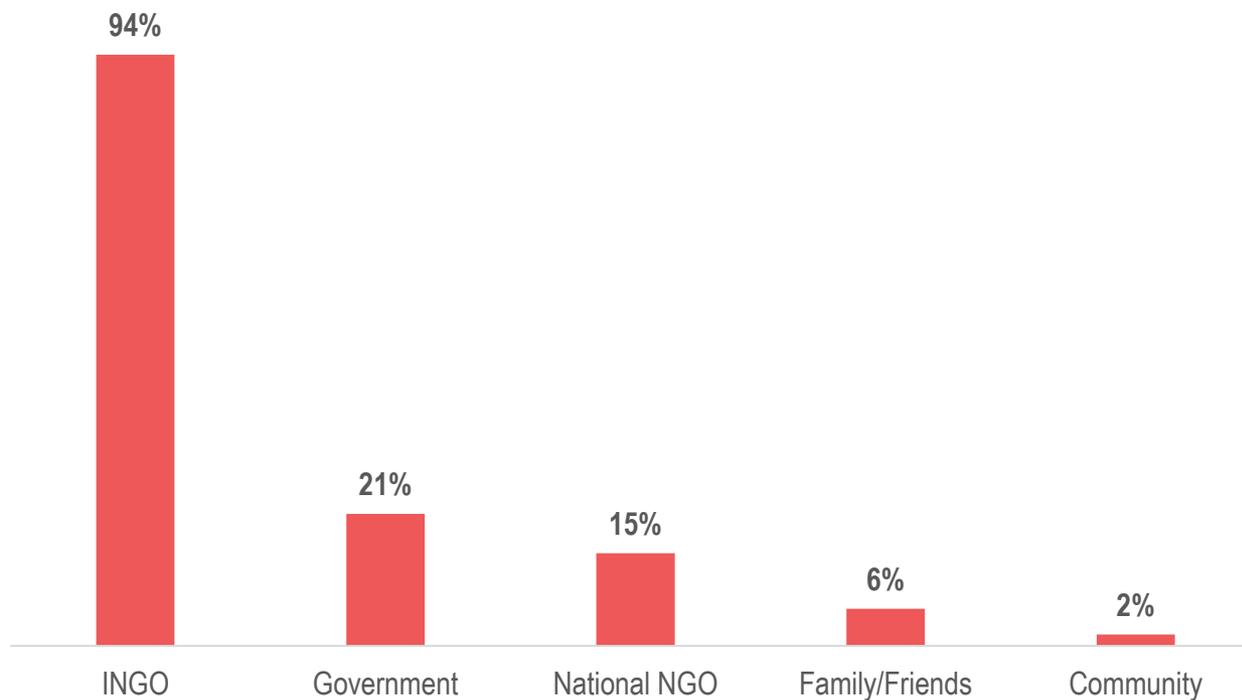
# TYPES OF HUMANITARIAN ASSISTANCE

% of settlements where KIs reported what types of humanitarian assistance their settlement received in the 6 months prior to data collection:



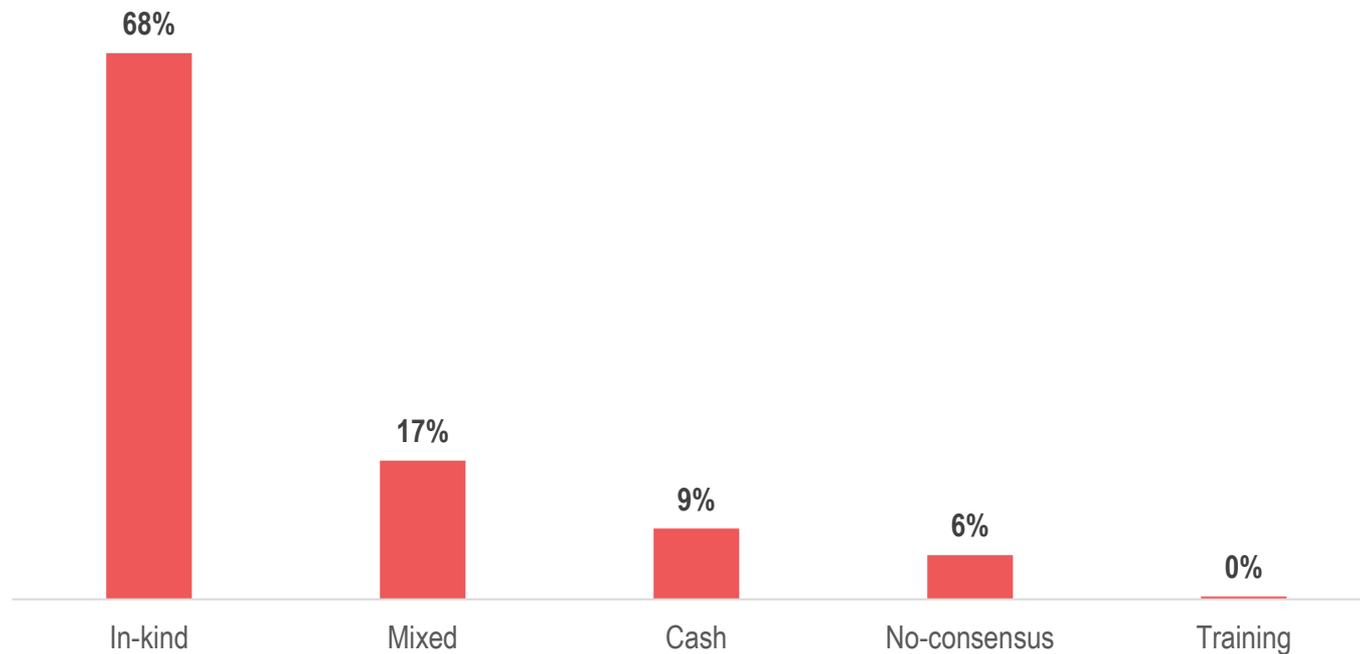
# SOURCES OF HUMANITARIAN ASSISTANCE

% of settlements where KIs reported which sources most people in their settlement received assistance from in the 6 months prior to data collection:



# MODALITIES OF HUMANITARIAN ASSISTANCE

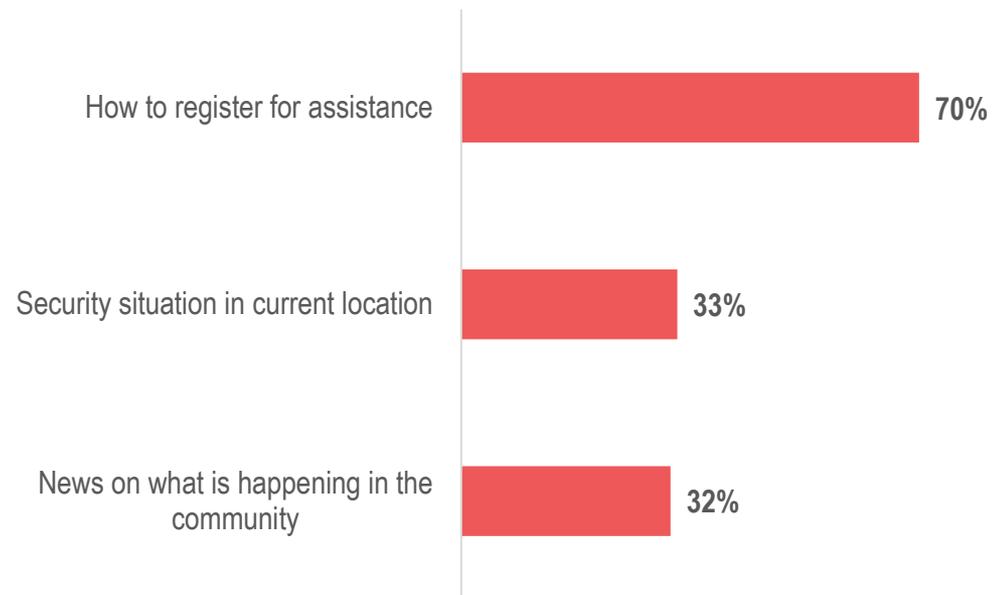
% of settlements where KIs reported which modalities most people in their settlement received assistance from in the 6 months prior to data collection:



# AWARENESS

- The majority of FGD participants reported receiving **insufficient information** about humanitarian assistance in the 6 months prior to data collection while the majority of KIs said otherwise.

**Top 3 reported types of information most people in their settlements would like to receive from humanitarians, as reported by KIs:**



A person wearing a grey vest with the REACH logo and the text 'By Informing of IMPACT THROUGH AGED AND URBAN' is seen from behind, standing in a settlement with many people and a white car in the background.

# AWARENESS

While KIs reported that **community or religious leaders were the preferred source** for reliable information in the settlement about assistance, FGD participants reported that **humanitarian workers were their preferred source** for reliable information.

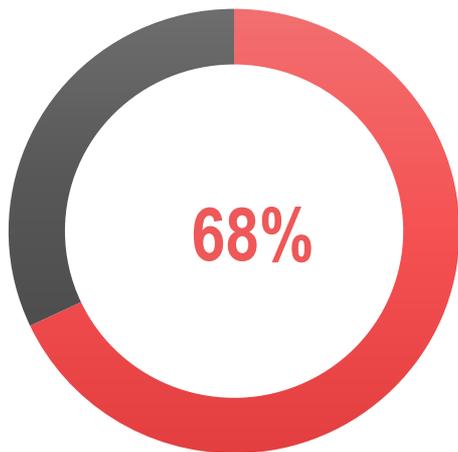
FGD participants perceived that **community leaders often withhold information** from them in order to prioritize their own family or friends for humanitarian assistance.

*“Our community heads and camp chairmen are not being fair when providing us with information, instead we prefer group awareness or individual consultation (with humanitarians)”*

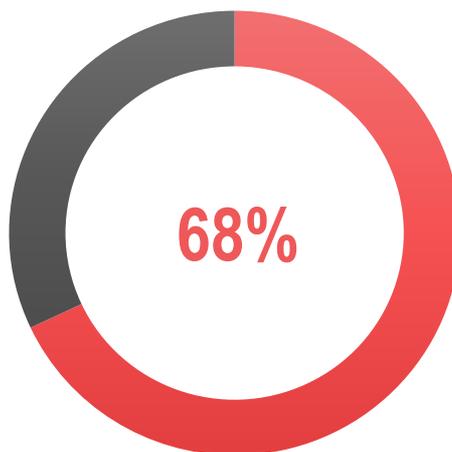
*- Female participant from Konduga LGA*

# LANGUAGE AND COMMUNICATION

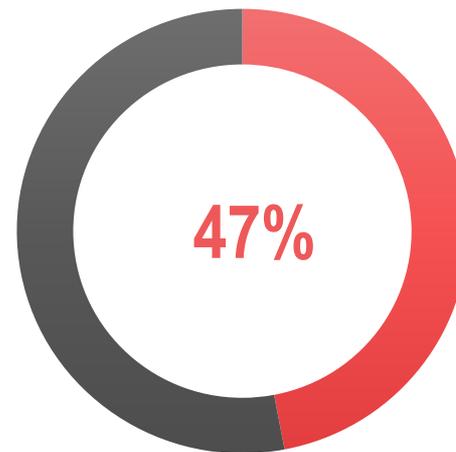
Language preferences varied across LGAs and in some locations, the preferred spoken language differed from the preferred written language.



of settlements where KIs reported **Kanuri** as the **most spoken language** within their settlement



of settlements where KIs reported **Hausa** as the **preferred language to receive written information** within their settlement

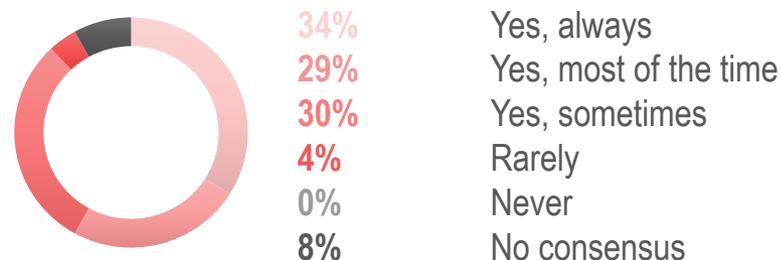


of settlements where KIs reported **Kanuri** as the **preferred language to receive spoken information** in within their settlement

# FAIRNESS

- **Beneficiary selection was perceived to be unfair because of favoritism**, according to the people in the majority of FGDs.
- However, in only 3% of assessed settlements, KIs reported that people in their settlements believed beneficiaries are selected on the basis of favoritism.
- Sense of **unfairness** may be stemmed from the perception that the **quantity of assistance** has stayed the same while the populations in their settlements have increased, leading to **thinner distributions**, according to FGD participants from Jere, Konduga, and Maiduguri.

% of settlements where KIs reported assistance is evenly accessible in the settlement, including to the most vulnerable members:

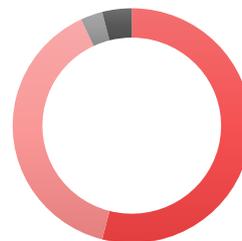


# FEEDBACK

According to KIs and participants in most FGDs current feedback modalities are reportedly **ineffective** at addressing their communities' or their concerns about humanitarian assistance.

Preferred feedback modalities differed between LGAs, indicating the need to assess the local preferences prior to setting up a feedback system.

**% of settlements where KIs reported that someone in their settlement has ever raised concerns on the assistance received through a complaint/feedback mechanism:**



**54%** Yes  
**39%** No  
**3%** Don't know/No response  
**4%** No consensus

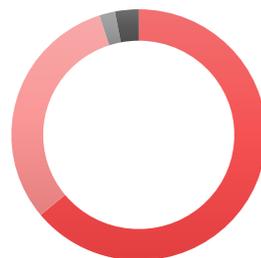
# RELEVANCE

Generally, received assistance was perceived as **appropriate** to the needs of the community - according to both FGDs and KIs.

However, the **need for additional assistance** was expressed in **half** of the FGDs.

In those settlements where people were reportedly **partially satisfied** or **dissatisfied** with the assistance (**32%**), the most commonly reported reasons were **poor targeting of beneficiaries** (**61%**), **lateness** (**38%**), and the **most needed aid was not provided** (**16%**).

**% of settlements where most people received assistance that was appropriate to the needs of the community, as reported by KIs:**



64%

Yes

31%

No

2%

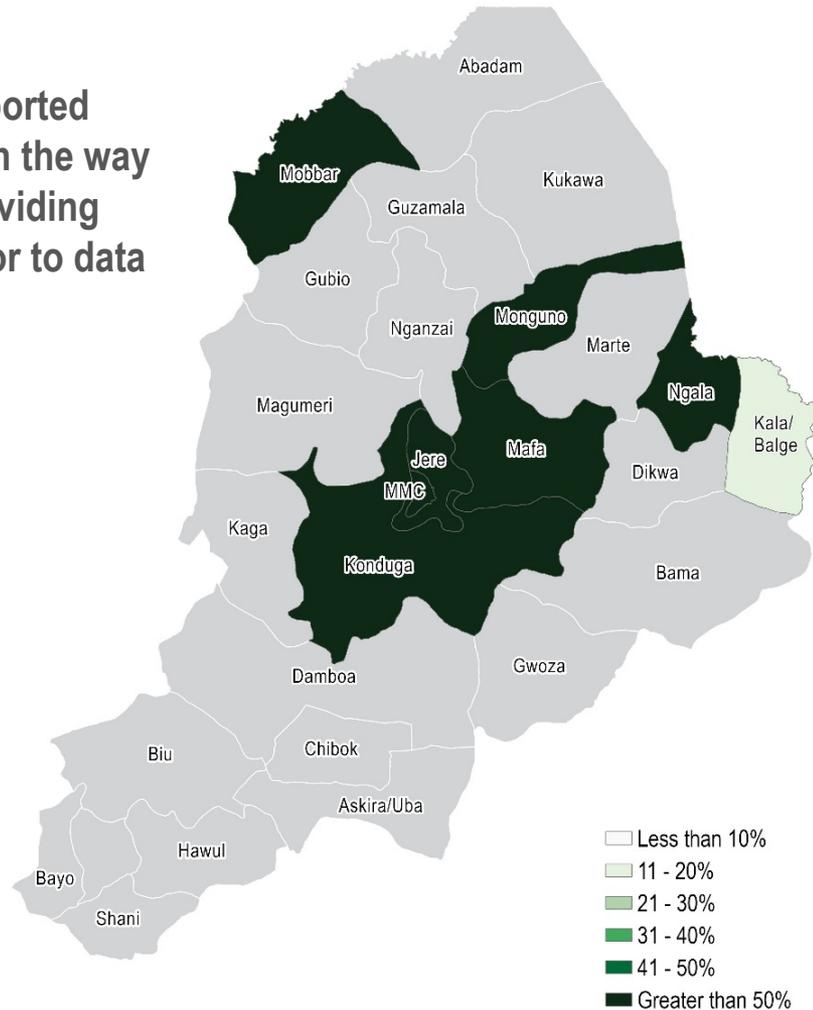
Don't know/No response

3%

No consensus

# RESPECT

% of settlements where KIs reported most people were satisfied with the way aid workers behaved when providing assistance in the 6 months prior to data collection:



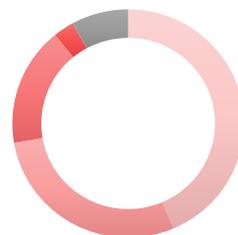
# PROTECTION CONCERNS

Generally, **protection concerns while receiving humanitarian assistance were minimally reported** across KIIs and FGDs.

In the majority of settlements, KIIs reported neither women (**97%**) nor men (**98%**) were facing protection concerns while retrieving assistance.

However, some **concerns were raised** in FGDs, particularly **for female community members**.

% of settlements where KIIs reported who in the settlement is primarily responsible for retrieving in kind assistance:



- 44% Men, women, and children equally
- 29% Women
- 17% Men
- 3% Children
- 8% Don't know/No consensus

*“Some women do complain that they are scared after collecting aid as we have a lot of drug addicts in the community, so we try to ask one or two volunteers to see them off their homes.”*

- Male participant from Konduga

# BARRIERS

**Types of barriers to accessing the most needed humanitarian assistance in the 6 months prior to data collection, by % of assessed settlements where KIIs reported such barriers:**

	Jere	Kala/ Balge	Konduga	Mafa	Maiduguri	Mobbar	Monguno	Ngala
None	11%	0%	53%	13%	29%	45%	80%	100%
Lack of communication between community and humanitarians	44%	38%	5%	63%	59%	37%	20%	0%
Humanitarian assistance is not evenly distributed within the settlement	44%	0%	11%	38%	17%	13%	0%	0%
Humanitarian assistance is not given to those who need it most	11%	13%	21%	0%	9%	3%	0%	0%
Humanitarian assistance is not relevant to the needs of the community	11%	50%	0%	25%	2%	1%	0%	0%
Humanitarian actors do not provide assistance in a respectful manner	0%	13%	0%	0%	0%	1%	0%	0%
Settlement does not feel safe when receiving assistance	0%	0%	0%	0%	2%	0%	0%	0%
Physical barrier(s) when accessing assistance	0%	50%	5%	0%	1%	6%	0%	0%
Other	0%	25%	0%	13%	0%	0%	0%	0%
No Response	0%	0%	21%	0%	0%	0%	0%	0%
Don't Know	0%	0%	0%	0%	5%	1%	0%	0%

# Conclusion

- **Perceptions** of awareness, fairness, feedback, relevance, respect, protection concerns and barriers **varied** between KIs and FGD participants and between LGAs.
- **KIs** seemed to more commonly **report satisfaction** among the people in their settlement across all 7 themes, particularly related to awareness and fairness.
- Both groups perceived **respect** and **protection** as themes where humanitarians were doing a satisfactory job.

# Lessons Learned and Next Steps

## Lessons learned:

- Much of Borno is inaccessible, and therefore the KIs we speak with are from areas that are easily accessible for aid delivery meaning **perceptions in inaccessible areas may differ**
- When choosing KIs, **recognize community leaders hold great influence** between humanitarians and beneficiaries
- Think of ways to speak to different types of KIs to **ensure answers are not biased** towards community leader's perceptions

## Next steps:

- **Gather feedback** from stakeholders and partners
- Use feedback to **revise/contextualize methodology**
- Launch AAP assessment in the **Northwest**

# Situation Overview





Questions?



**THANK YOU  
FOR YOUR  
ATTENTION**