

Accountability to Affected Populations (AAP) Assessment

Preliminary Key Findings Presentation

November 2025

REACH

Informing
more effective
humanitarian action



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A world map is centered on the page, rendered in a light gray color. The map is overlaid on a background of a light gray geometric pattern consisting of interconnected lines forming various sized triangles and polygons. In the center of the map, the number '01' is displayed in a bold, red, sans-serif font.

01

Objectives and Methodology

Specific Objectives

- 1** Understand perceptions of affected populations regarding **the relevance and fairness of the current humanitarian interventions and beneficiary targeting models.**
- 2** Explore affected populations' attitudes and experiences connected to **their participation and inclusion in decision-making processes** and to **their engagement (or lack thereof) with existing feedback and complaint mechanisms.**
- 3** Understand to what extent and in what ways **humanitarian actors have been engaging** with affected communities in **decision-making processes**, and identify **key lessons learned** to inform future programming.
- 4** Explore and identify affected populations' **needs related to integration** into the host communities and their expectations of how **humanitarian aid can best support their integration.**

Key Definitions

Affected populations: For the purpose of this assessment, “affected populations” or “affected communities” refers to refugee communities. As such, the terms “affected populations” or “affected communities” and “refugees” will be used interchangeably throughout the assessment.

Beneficiary of humanitarian aid: Individual who is receiving, or has received within the past three months, any kind of humanitarian assistance at the time of data collection.

Non-beneficiary of humanitarian aid: Individual who has not received any kind of humanitarian aid within three months prior to data collection. This includes individuals who last received humanitarian aid more than three months prior to data collection or have never received humanitarian aid since their arrival in Moldova.

Humanitarian aid includes cash assistance or vouchers, humanitarian distributions (non-food items, clothing, food), humanitarian protection services, and social support services provided by humanitarian organisations (NGOs, CSOs, UN agencies, etc.).

Population Coverage and Data Collection



POPULATION OF INTEREST

- **Refugees** who have been displaced from Ukraine to Moldova after 24 February 2022, currently residing in Moldova.
- **Beneficiaries** of humanitarian aid
- **Non-beneficiaries** of humanitarian aid
- Does not include the Transnistrian region.



COMPLETED SURVEYS

321

Individual-level quantitative surveys with refugees via phone call or in-person.

208

Surveys with
beneficiaries

113

Surveys with
non-beneficiaries

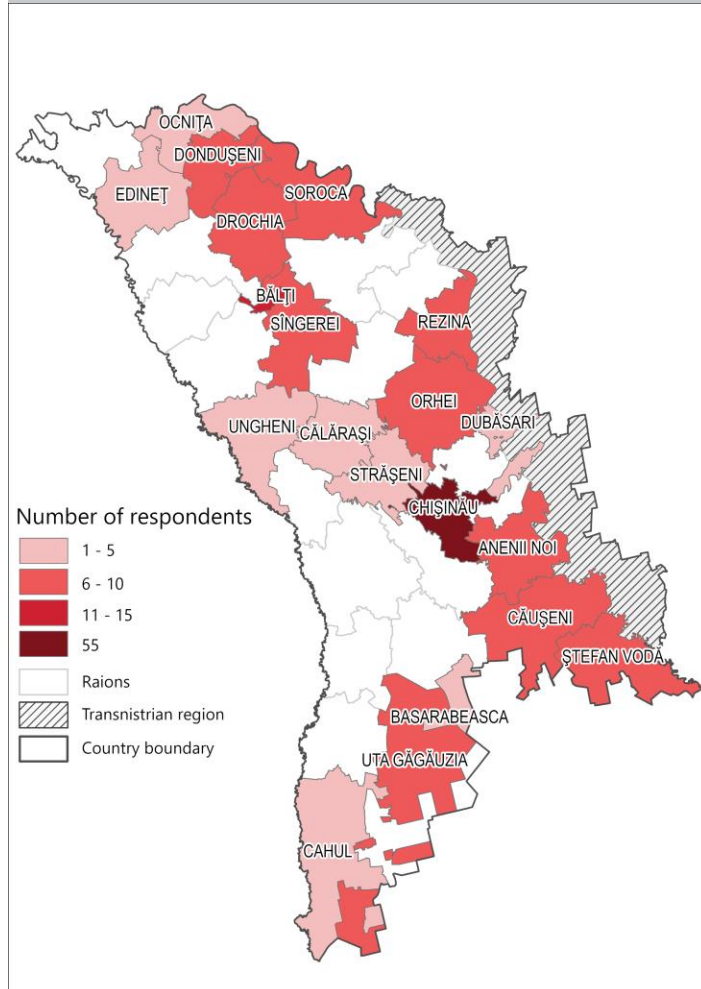


DATA COLLECTION

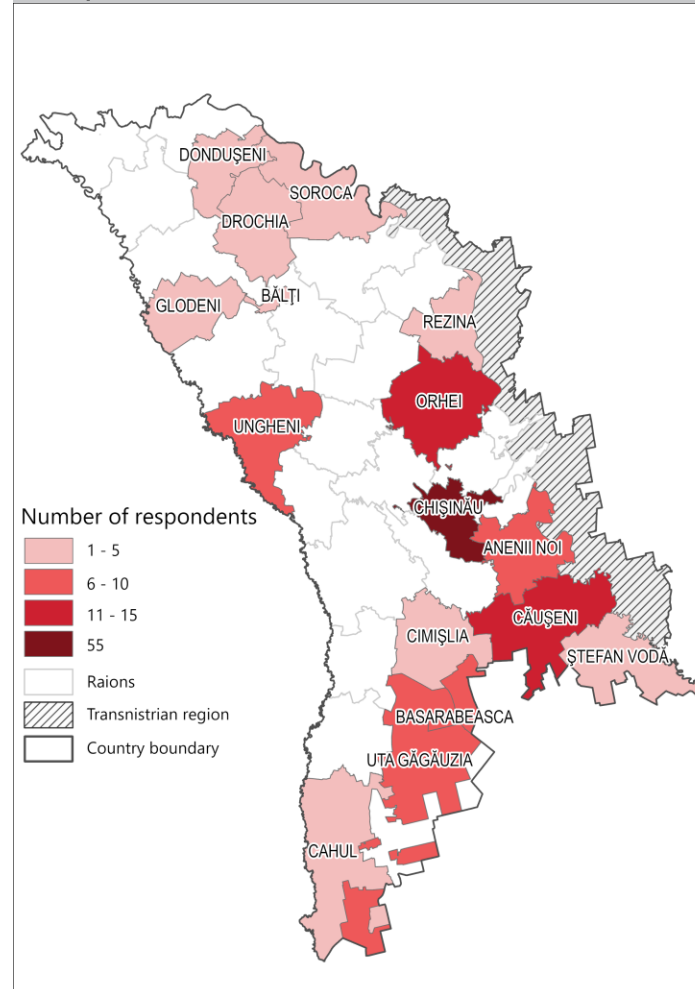
From 25 August to 24 September 2025

Methodology and Sampling

Location of beneficiary respondents in Moldova



Location of non-beneficiary respondents in Moldova



Sampling method: non-probability stratified purposive sampling.

For in-person interviews with non-beneficiaries, enumerators occasionally applied snowball sampling.

The sample was **stratified by location**, municipality of Chișinău and the rest of Moldova, excluding the Transnistrian region, and **by refugee profile**, specifically beneficiaries and non-beneficiaries of humanitarian aid.

Quantitative data was collected via **individual-level surveys** of the populations of interest via **phone call or in-person**.

An **invitation** to participate in the survey was advertised in targeted **public spaces** and **social media platforms** where the target populations were most likely to be reached.

Limitations

Representativeness: The sampling framework was based on the RPoP estimates which do not reflect the exact number and geographical dispersion of refugees from Ukraine in Moldova. The findings of this assessment are not statistically representative of the entire population and should be considered indicative only.

Respondent identification channel bias: The recruitment of participants for the individual survey may impact the representativeness of the findings. Although the invitation to participate in the survey was shared on various social media channels and posters were put up in several public spaces, it likely only reached a certain portion of the populations of interest that are active on these social media or that frequent those public spaces and interact with the advertisement. This approach may have excluded individuals who are less active online, such as older individuals, people with disabilities, and other marginalised groups.

Respondent bias: The sample of this assessment is likely biased towards respondents who have greater unmet needs or had more negative experiences and feedback to provide on the humanitarian aid delivery, as these individuals tend to be more willing to express their concerns.

Selection bias: For in-person interviews with non-beneficiaries, enumerators occasionally applied snowball sampling, which may have led to an overrepresentation of individuals with similar background and experiences.

Subjectivity of self-reported perceptions: The AAP assessment is primarily based on the perceptions and lived experiences of respondents. As such, the findings reflect subjective viewpoints that may be influenced by individual expectations, recall biases or limited awareness of available mechanisms.

Data completeness: Data discrepancies and missing values were checked with enumerators and addressed accordingly, though in some cases, these fields could not be verified. As such, there may be some missing data remaining in the dataset. Furthermore, due to modifications made during the data cleaning process, some follow up questions were not asked to the full subset of intended respondents, resulting in smaller sample sizes for these questions.

A faint world map is centered on the page, overlaid with a light gray geometric grid of interconnected lines forming various polygonal shapes. The map shows the continents of North America, South America, Europe, Africa, Asia, and Australia. The number '02' is positioned in the center of the map, above the word 'Demographics'.

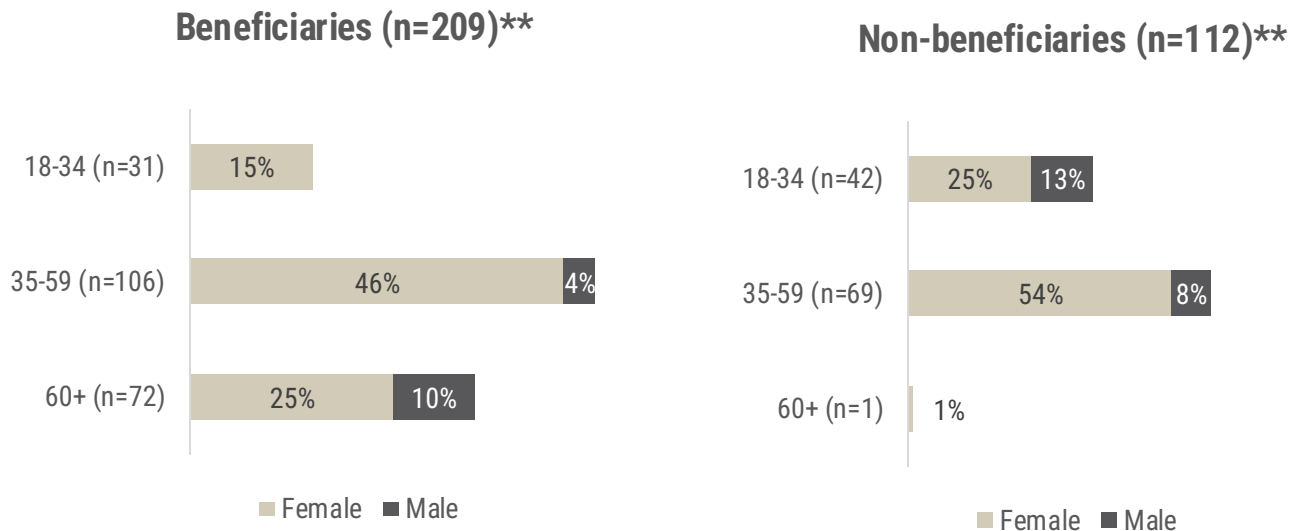
02

Demographics

Demographics

Strata	Beneficiaries	Non-beneficiaries	TOTAL
Mun. of Chişinău	102	55	157
Rest of Moldova*	107	57	164
TOTAL	209	112	321

Respondent age and gender, in %



* Excluding the Transnistrian region.

** Percentages may not sum to 100% due to rounding.

Average age of respondents



Beneficiaries (n=209)

50

Non-beneficiaries (n=112)

38

Respondents with disabilities, in %



Beneficiaries (n=209)

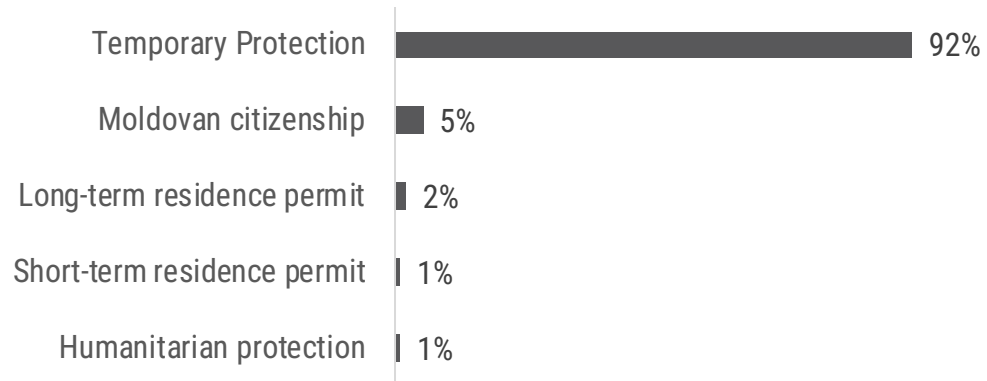
8%

Non-beneficiaries (n=112)

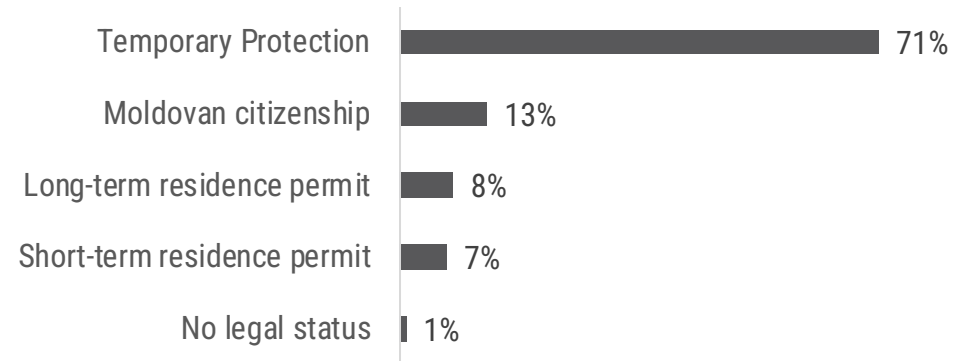
1%

Demographics

% of beneficiary respondents by legal status (n=209)*



% of non-beneficiary respondents by legal status (n=112)



59%

**Beneficiary respondents
who have been in Moldova
more than 3 years, in %
(n=209)**

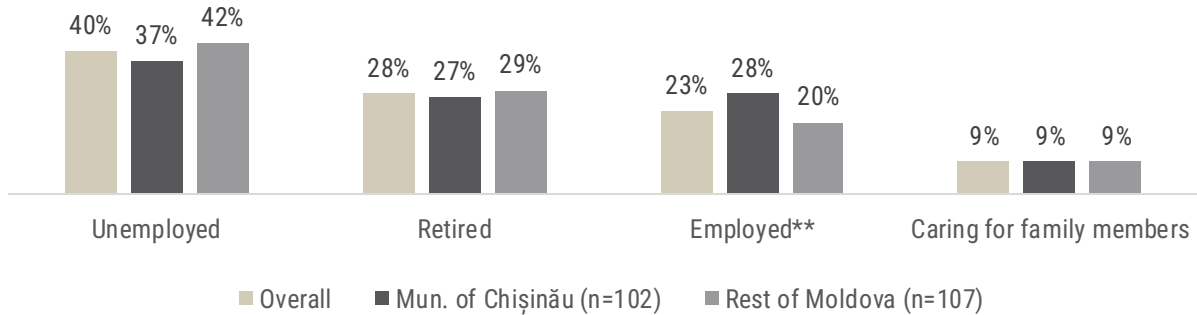
57%

**Non-beneficiary respondents
who have been in Moldova more
than 3 years, in % (n=112)**

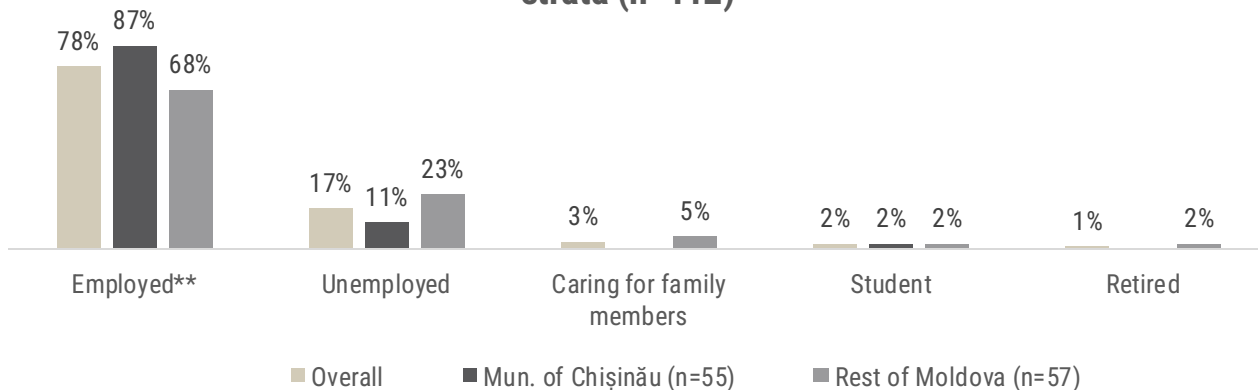
* Percentages may not sum to 100% due to rounding.

Demographics

% of beneficiary respondents by occupation category, based on the main occupation at the time of data collection, by strata (n=209)*



% of non-beneficiaries respondents by occupation category, based on the main occupation at the time of data collection, by strata (n=112)*



* Percentages may not sum to 100% due to rounding.

** Respondents were grouped as Employed if they reported working formally or informally full-time, part-time, seasonally, on an ad hoc basis, or were self-employed at the time of the data collection.

63%

of beneficiary respondents reported caring for children, older adults, or individuals with disabilities or chronic illnesses at the time of data collection (n=209)

67%

of non-beneficiary respondents reported caring for children, older adults, or individuals with disabilities or chronic illnesses at the time of data collection (n=112)

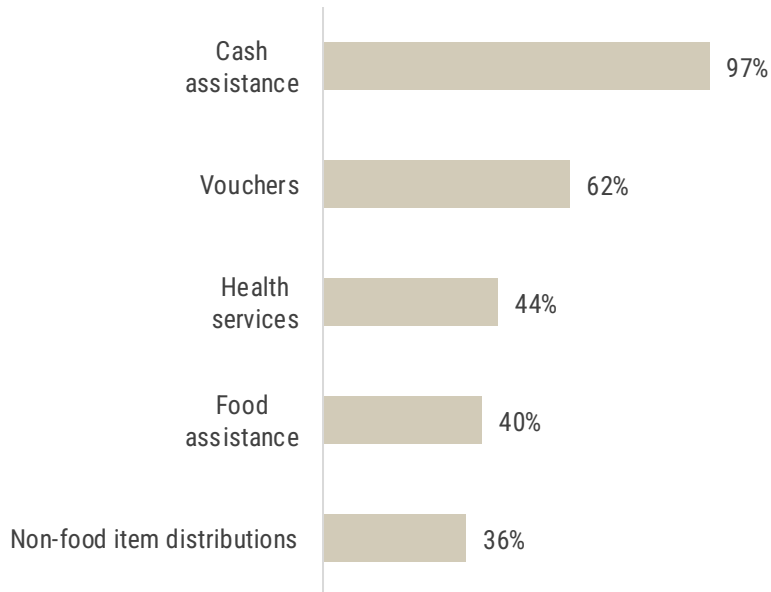
A world map is shown in a light gray, semi-transparent style, overlaid on a background of a light gray geometric pattern of interconnected lines forming various polygons. The map is centered on the Atlantic Ocean. In the center of the map, over the European continent, the number '03' is displayed in a bold, red, sans-serif font.

03

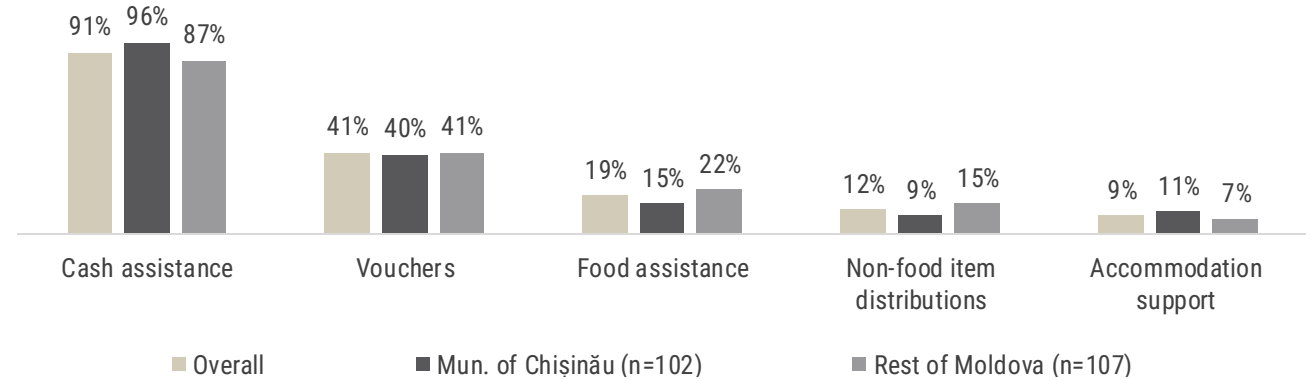
Key Findings – Beneficiary Respondents

Humanitarian Aid - Beneficiary Respondents

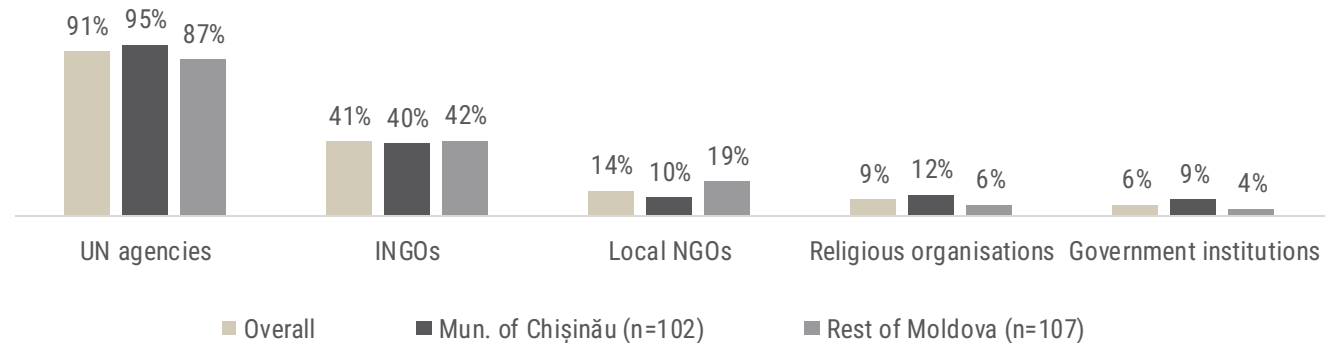
Top 5 most commonly reported types of humanitarian aid known to beneficiary respondents at the time of data collection (n=209)*



Top 5 most commonly reported types of humanitarian aid received within the last 3 months prior to data collection, by strata (n=209)*



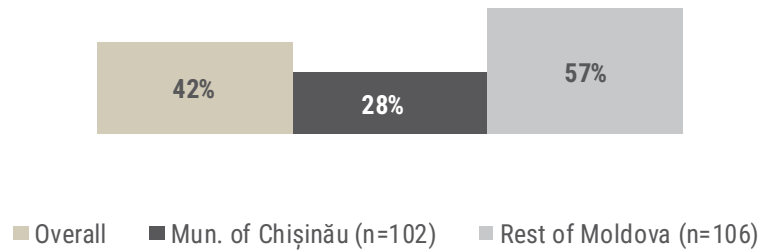
% of beneficiary respondents reportedly have received humanitarian aid in the last 3 months prior to data collection, by type of organisation providing the aid, by strata (n=209)*



* This is a select-multiple question; therefore, total percentages may exceed 100%.

Humanitarian Aid - Beneficiary Respondents

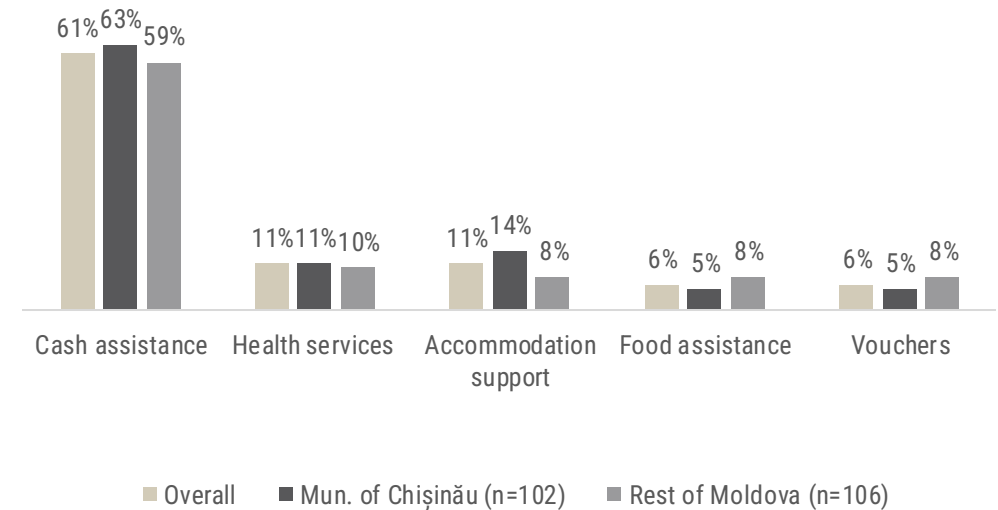
% of beneficiary respondents who reportedly do not know at all how long their received aid at the time of data collection will last, by strata (n=208)*



87%

of beneficiary respondents reported that existing aid programmes, at the time of data collection, meet the actual needs of their community at the time of data collection (n=209)

Top 5 most commonly reported type of humanitarian aid perceived as most important for the beneficiary respondents at the time of data collection, by strata (n=208)*



93%

of beneficiary respondents reported that the aid received matched very well with their needs (n=208)*

Top 2 reasons for not matching needs (among respondents who said the aid met their needs well or neutral n=18)**

18 out of 18 reported insufficient quantity

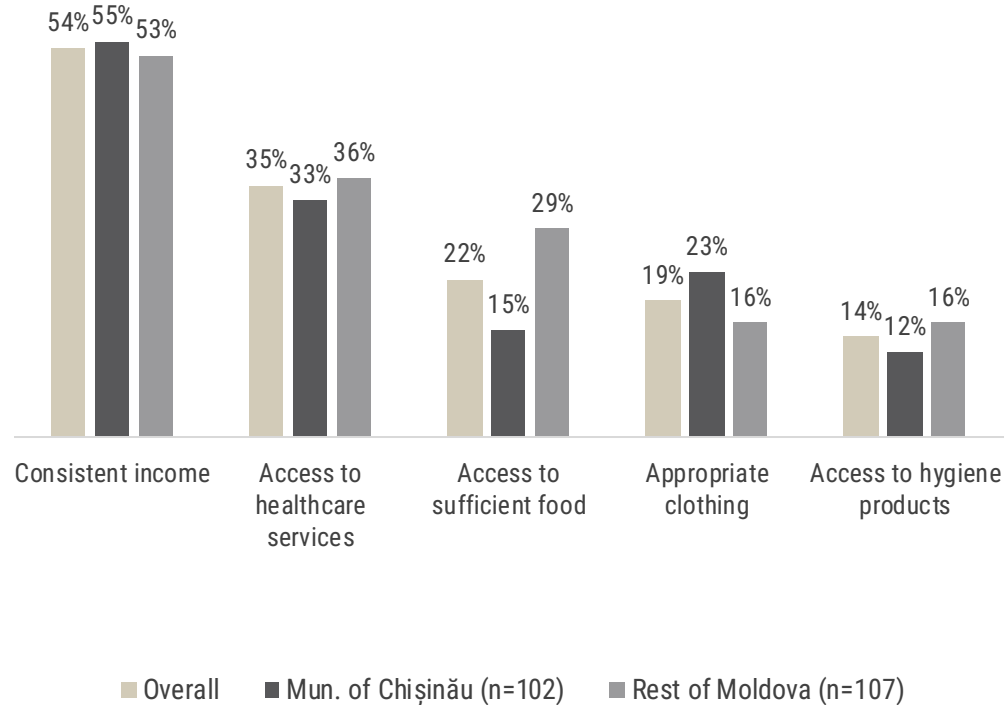
7 out of 18 reported that aid did not cover their most urgent needs

* Inconsistencies identified in responses to these specific questions were addressed during data cleaning, resulting in reduced sample sizes.

** As the subset for this indicator is below 30 respondents, figures are reported as numbers and should be considered as indicative.

Humanitarian Aid - Beneficiary Respondents

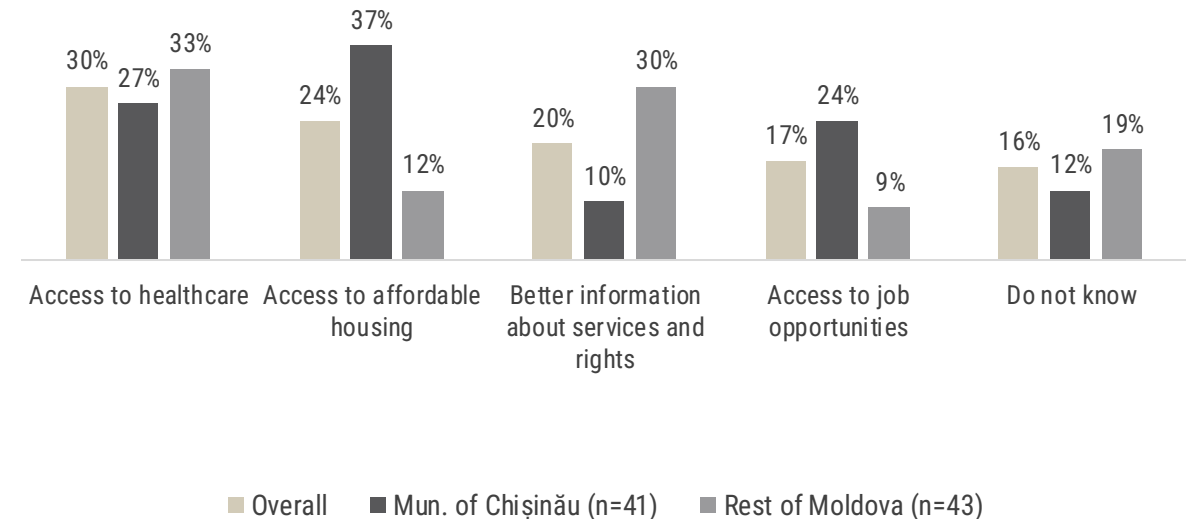
Top 5 most commonly reported unmet needs at the time of data collection by beneficiary respondents, by strata (n=209)*



59%

of beneficiary respondents reported that the aid they were receiving was completely helping them become autonomous** (n=208)***

Top 5 most reported suggestions by beneficiaries to improve autonomy**,**** by strata (n=84)*



* This is a select-multiple question; therefore, total percentages may exceed 100%.

** Autonomous refers to respondents being able to cover their daily needs without depending on aid, for example by earning their own income or meeting their daily needs on their own.

*** Inconsistencies identified in responses to these specific questions were addressed during data cleaning, resulting in reduced sample sizes.

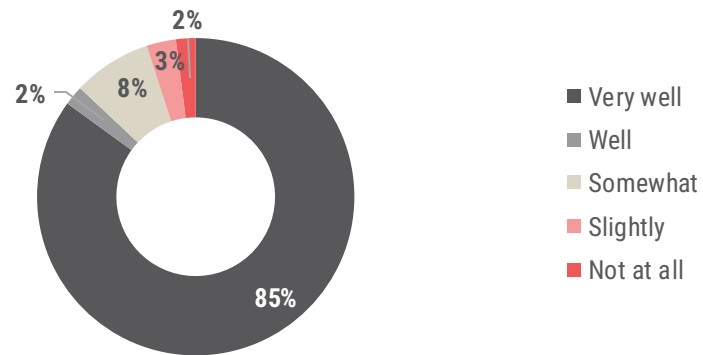
**** Among beneficiary respondents who reported that the aid received at the time of data collection does not completely help them become autonomous.

Beneficiary Targeting Models - Beneficiary Respondents

97%

of beneficiary respondents (n=208)* found the eligibility criteria of the received aid completely clearly explained and easy to understand

% of beneficiary respondents who feel well informed about aid eligibility criteria,** (n=207)*



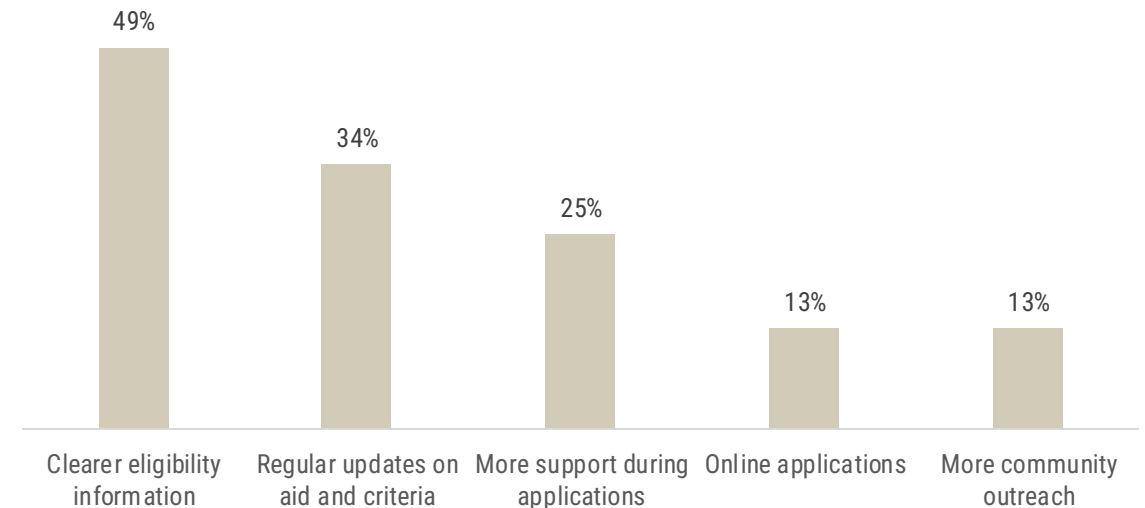
Top 3 reasons for feeling not very well informed about aid eligibility criteria
(among respondents who felt well, somewhat, slightly, or not informed at all (n=31)***)

71% cited **lack of clear information**

19% cited **complex targeting criteria**

16% cited **restricted information sharing**

Top 5 most commonly reported suggestions to improve accessibility and understanding of eligibility criteria, among those aware of at least one type of humanitarian aid available in their area at the time of data collection, (n=207)*,***



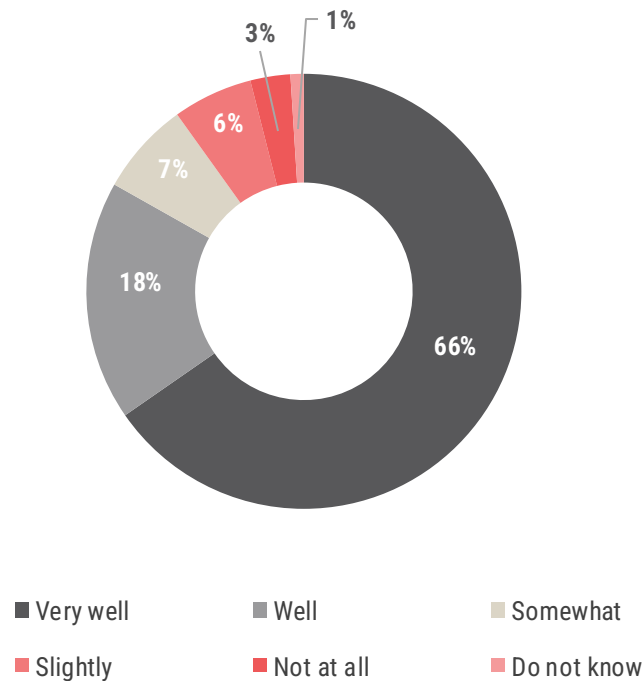
* Inconsistencies identified in responses to these specific questions were addressed during data cleaning, resulting in reduced sample sizes.

** Among those aware of at least one type of humanitarian aid available in their area at the time of data collection.

*** This is a select-multiple question; therefore, total percentages may exceed 100%.

Beneficiary Targeting Models - Beneficiary Respondents

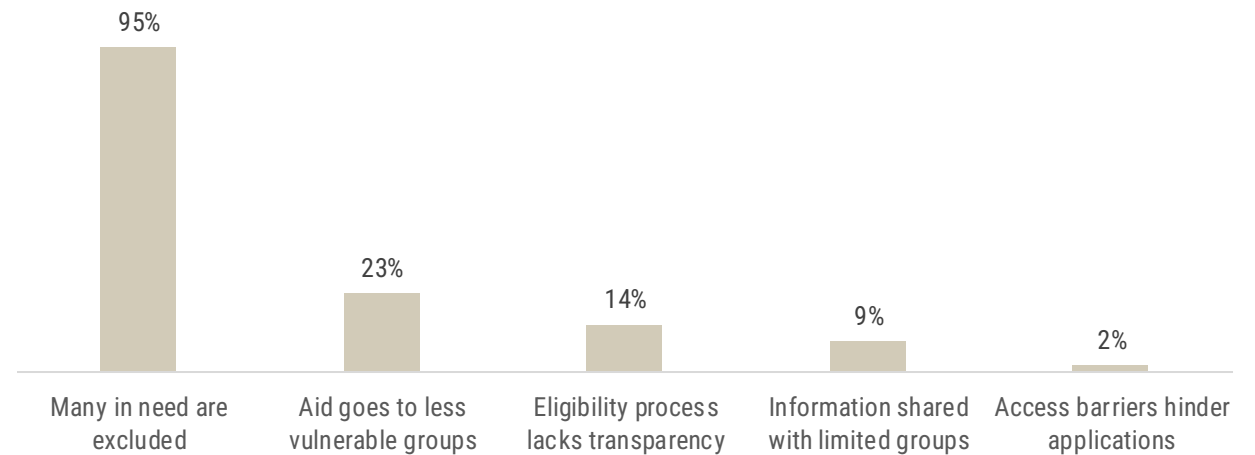
% of beneficiary respondents who feel well-informed about the selection criteria for distributing aid when resources are limited, in the last 3 months prior to data collection (n=209)*



67%

of beneficiary respondents perceived the selection criteria as fair**, when not everyone can be supported, in the last 3 months prior to data collection (n=209)

Reasons for perceiving selection criteria as unfair, among those who perceived it as partially or not fair (n=56)***



* Percentages not sum to 100% due to rounding.

** Fairness refers to whether the respondent feels the rules for choosing who receives aid are reasonable and transparent.

*** This is a select-multiple question; therefore, total percentages may exceed 100%.

Community engagement – Beneficiary Respondents

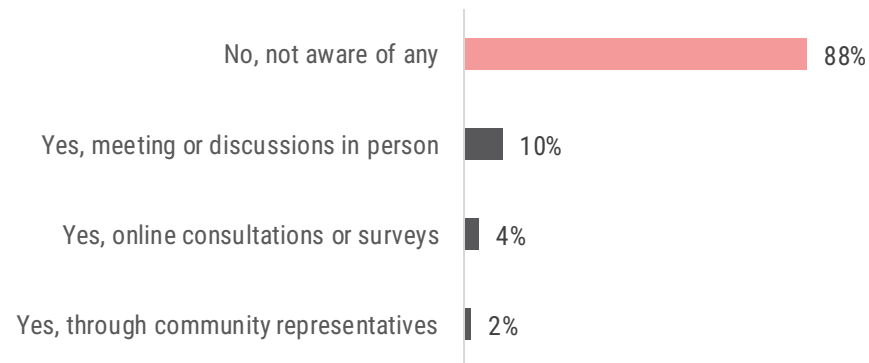
57%

of beneficiary respondents were not asked about the aid they would like to receive in the last 12 months prior to data collection (n=209)

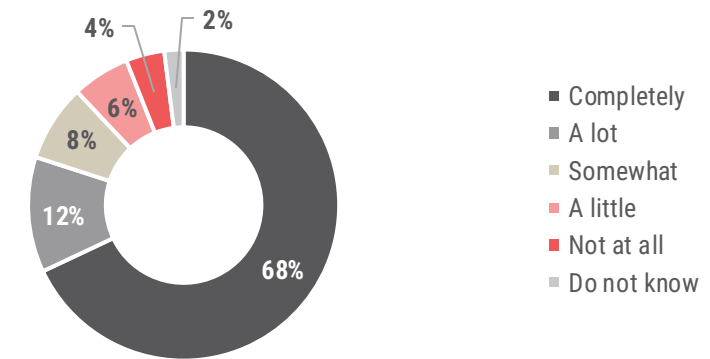
63%

of beneficiary respondents most commonly reported not being invited as perceived reasons for not being asked about aid preferences,* (n=120)

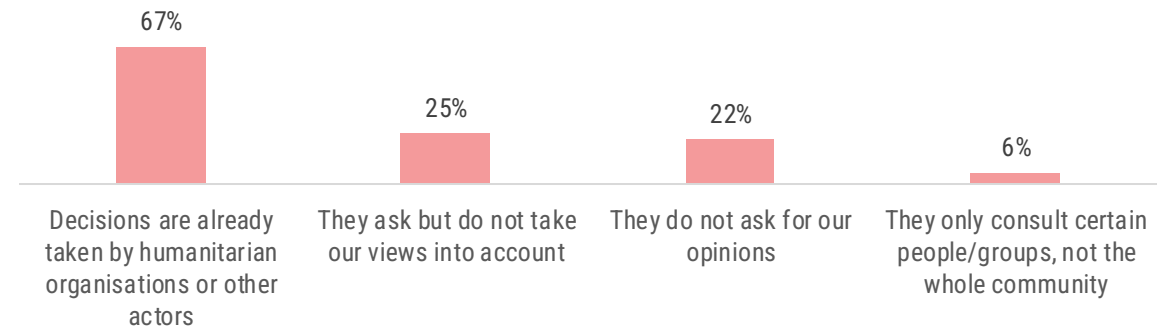
Most commonly reported types of community input activities beneficiary respondents were aware of,* (n=120)**



% of beneficiary respondents who feel humanitarian organisations take community's views into account when making decisions about aid (n=209)



Most commonly reported reasons for perceived lack of influence in community decisions, among those who feel they do not have a say (n=63)**

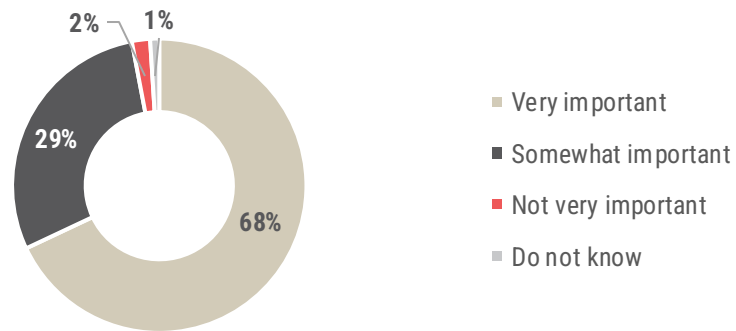


* Among those who were not asked about the aid they would like to receive in the 12 months prior to data collection.

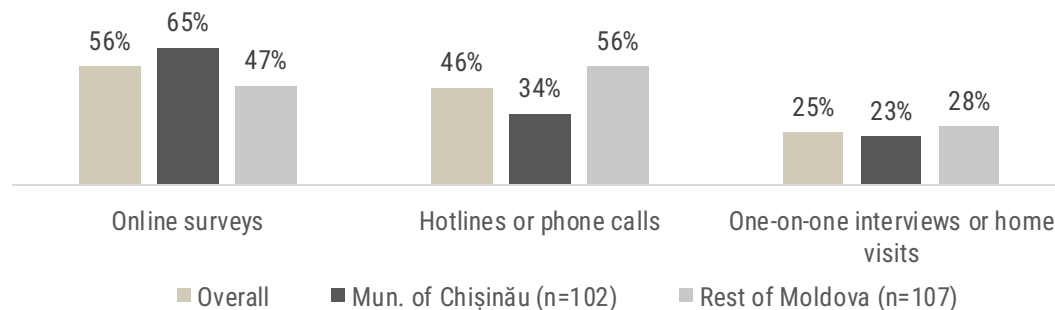
** This is a select-multiple question; therefore, total percentages may exceed 100%.

Community engagement – Beneficiary Respondents

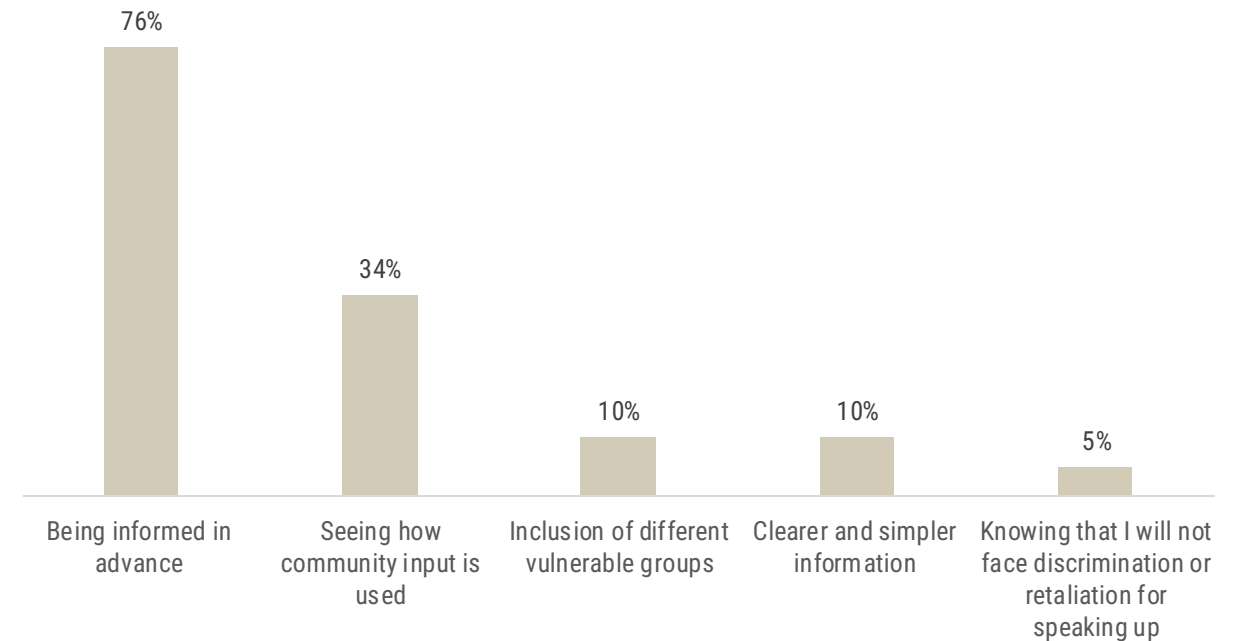
% of beneficiary respondents who consider it important to be involved in decisions affecting them and their community (n=209)



Top 3 preferred methods of involvement in decision-making, by strata (n=209)*



Top 5 most commonly reported ways that would improve beneficiary respondents' participation in decisions that affect them, among those wanting to be involved (n=194)*



* This is a select-multiple question; therefore, total percentages may exceed 100%.

Complaint & feedback mechanisms – Beneficiary Respondents

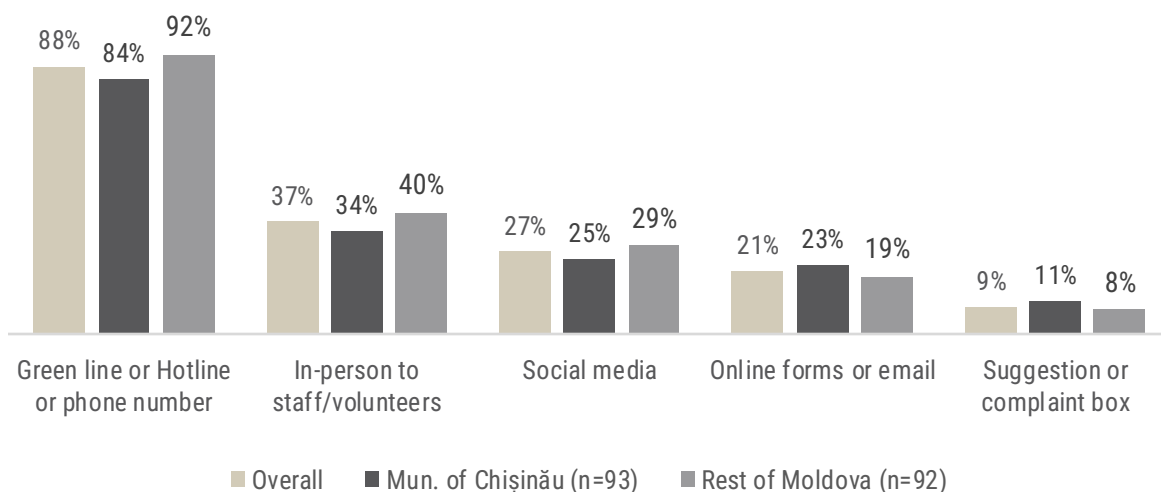
89%

of beneficiary respondents are aware of and know how to use feedback and complaints mechanisms (n=209)

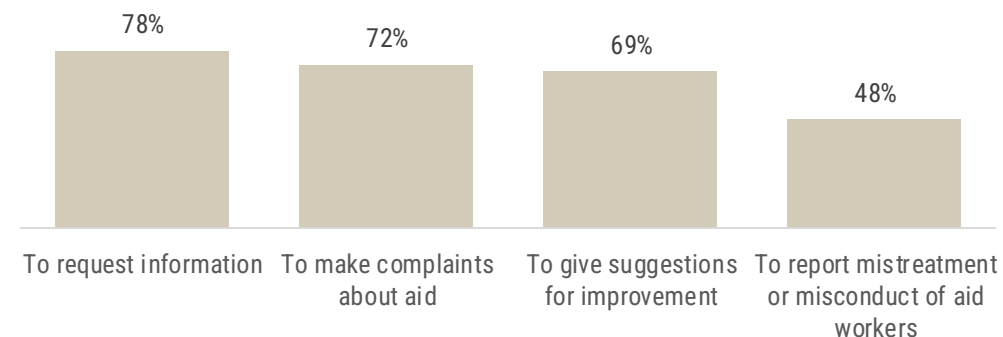
80%

of beneficiary respondents know where to report inappropriate behaviour from an aid worker (n=209)

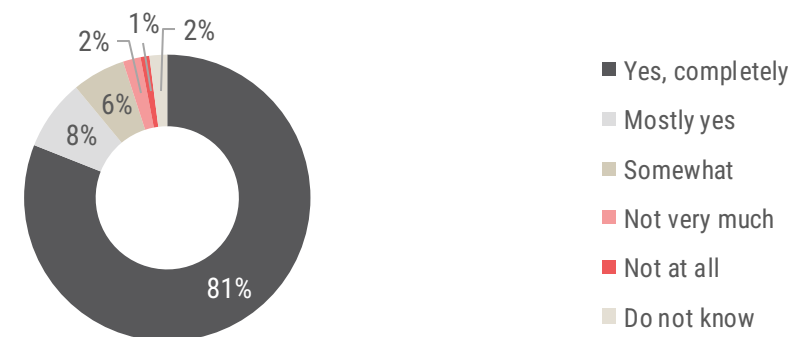
Top 5 reported feedback and complaint mechanisms known, among beneficiary respondents aware and know how to use them, by strata (n=185)*



Most commonly reported perceived uses of feedback and complaint mechanisms, (n=190)***



% of beneficiary respondents who trust humanitarian actors to respond to complaints or feedback (n=209)



* This is a select-multiple question; therefore, total percentages may exceed 100%

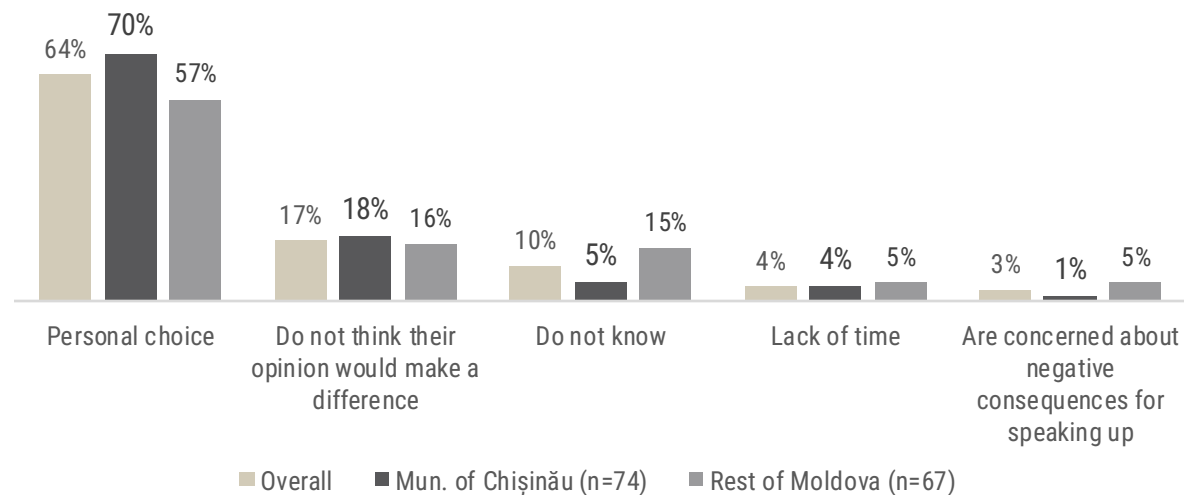
** Among those aware of feedback and complaints mechanisms.

Complaint & feedback mechanisms – Beneficiary Respondents

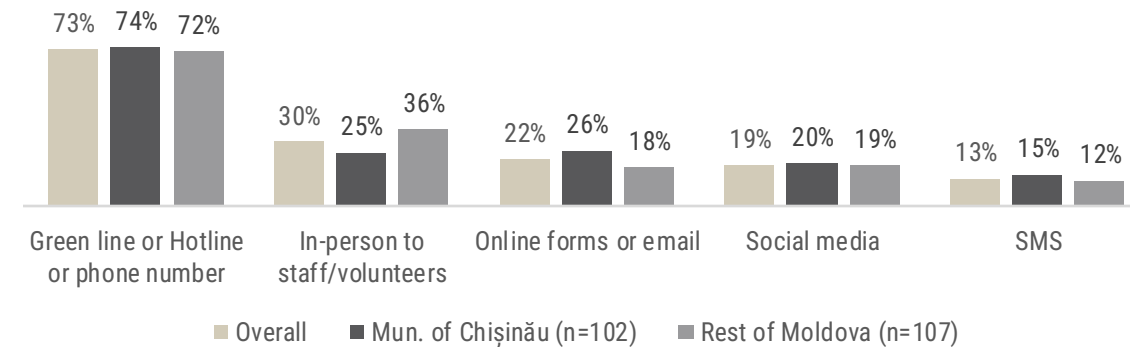
76%

of beneficiary respondents reportedly did not have feedback or complaint to provide through feedback and complaint mechanisms in the last 12 months before data collection,* (n=185)

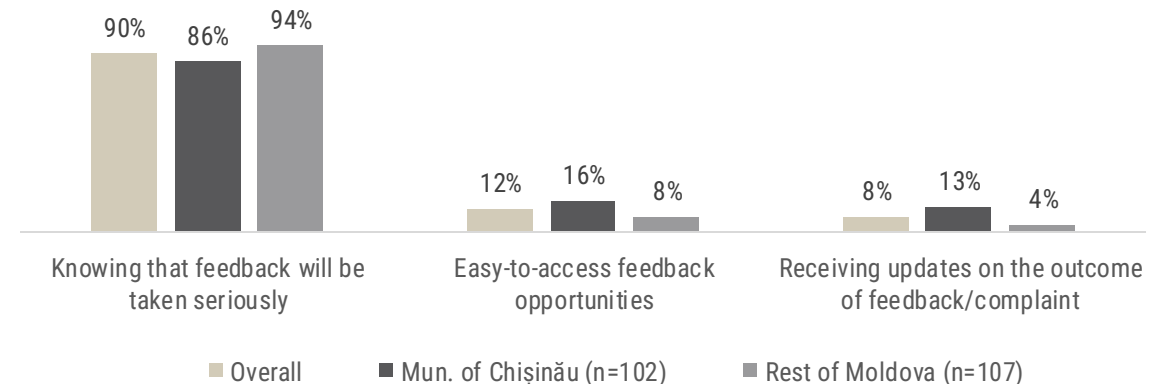
Top 5 reported reasons for hesitating to use feedback and complaint mechanisms by beneficiary respondents or their community members, among those who had no feedback, by strata (n=141)**



Top 5 preferred channels for providing feedback or complaints, by strata (n=209)**



Top 3 reported ways that would improve beneficiary respondents' engagement with feedback and complaints mechanisms, by strata (n=209)**

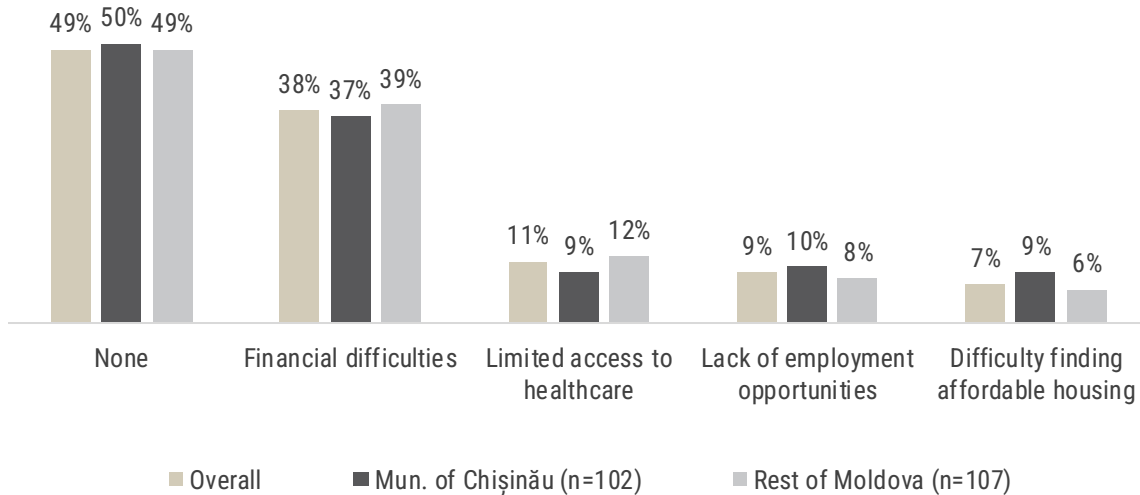


* Among those aware and know how to use feedback and complaint mechanisms.

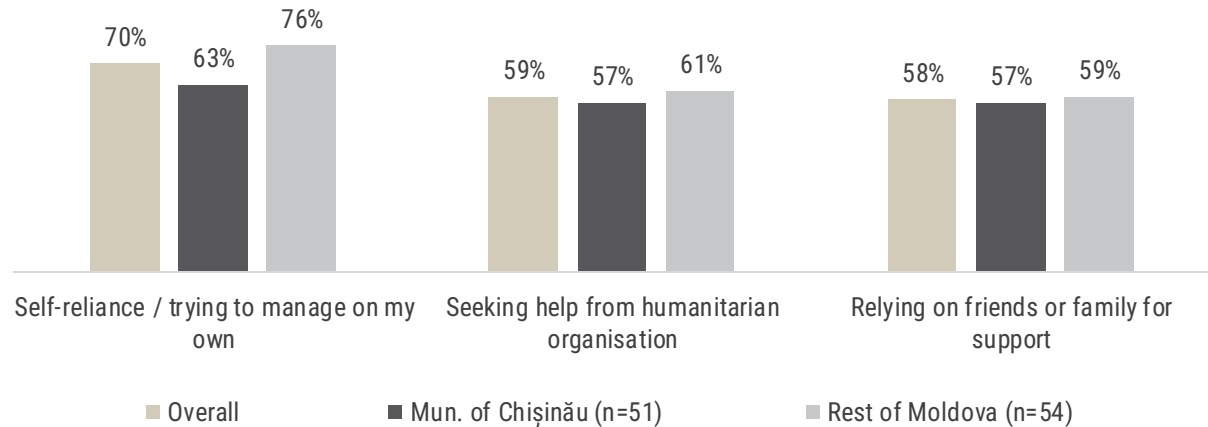
** This is a select-multiple question; therefore, total percentages may exceed 100%.

Integration support – Beneficiary Respondents

Top 5 most commonly reported challenges to integration into the host country at the time of data collection, by strata (n=209)*



Top 3 reported ways of dealing with integration challenges, by strata (n=105)***



Top 4 most commonly reported types of support desired for integration, among those who reported facing at least one challenge to integration into the host country at the time of data collection (n=104)*,***

Financial assistance	81%
Access to healthcare	26%
Access to affordable housing	15%
Support finding a job	15%

56% of respondents aged 60+ reported facing at least one challenge to integration into the host country at the time of data collection (n=72)

* This is a select-multiple question; therefore, total percentages may exceed 100%.

** Among those who reported facing at least one challenge to integration into the host country at the time of data collection.

*** Inconsistencies identified in responses to these specific questions were addressed during data cleaning, resulting in reduced sample sizes.

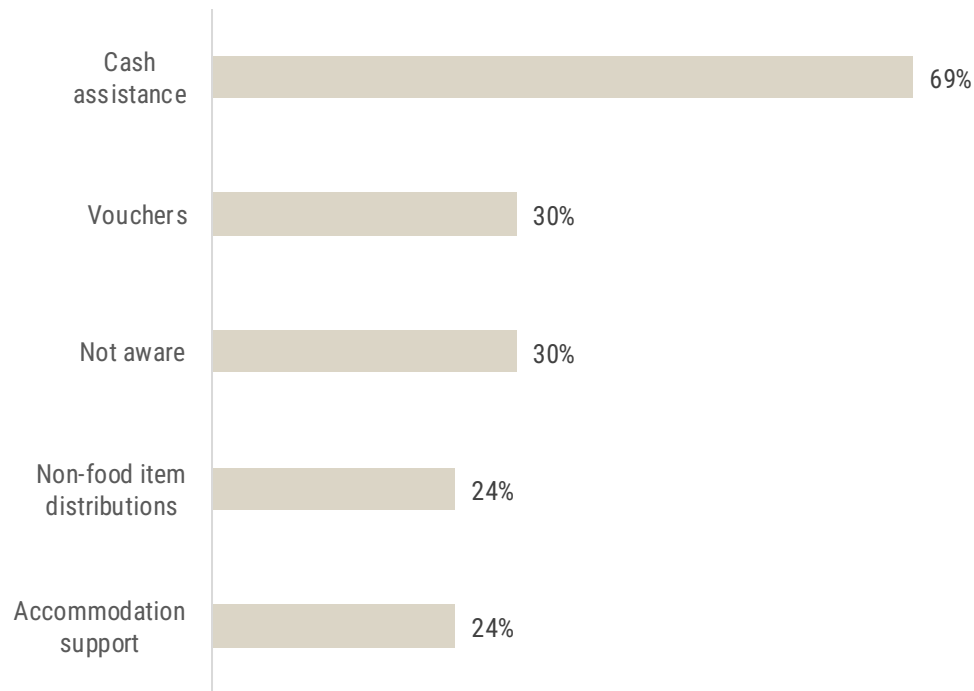


04

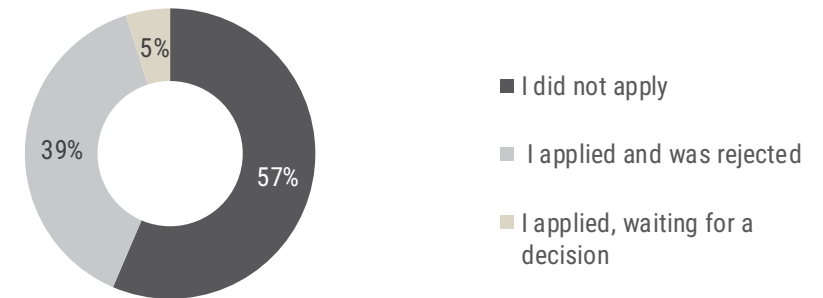
Key Findings – Non-beneficiary Respondents

Humanitarian Aid - Non-beneficiary Respondents

Top 5 most commonly reported types of humanitarian aid known to non-beneficiary respondents at the time of data collection (n=112)*



% of non-beneficiary respondents who attempted to apply for humanitarian aid in the last 3 months (n=112)**



78%

of non-beneficiary respondents cited not meeting the eligibility criteria as the main reason for not applying to humanitarian aid in the last 3 months* (n=63)**

Top 3 perceived reasons for aid application rejection in the last 3 months, (among non-beneficiary respondents who have applied for humanitarian aid during the last 3 months prior data collection (n=112))*

79% cited they did not meet the eligibility criteria

21% cited do not know

5% cited programme reached quota and closed

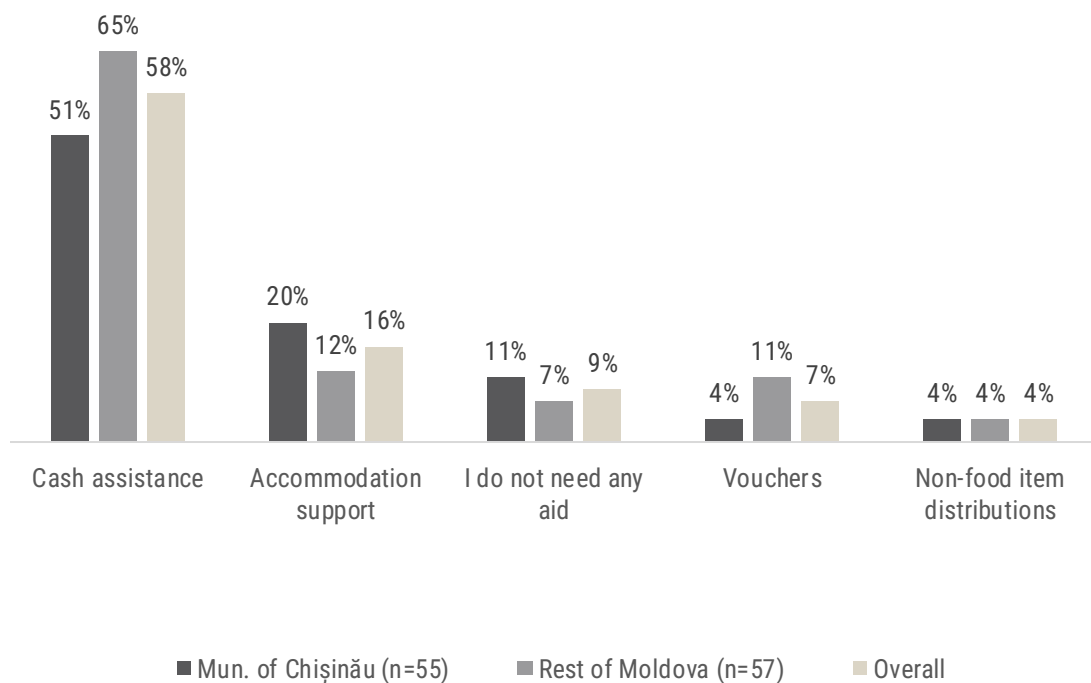
* This is a select-multiple question; therefore, total percentages may exceed 100%.

** Percentages not sum to 100% due to rounding.

*** Among non-beneficiary respondents who have not applied for humanitarian aid during the last 3 months prior data collection.

Humanitarian Aid - Non-beneficiary Respondents

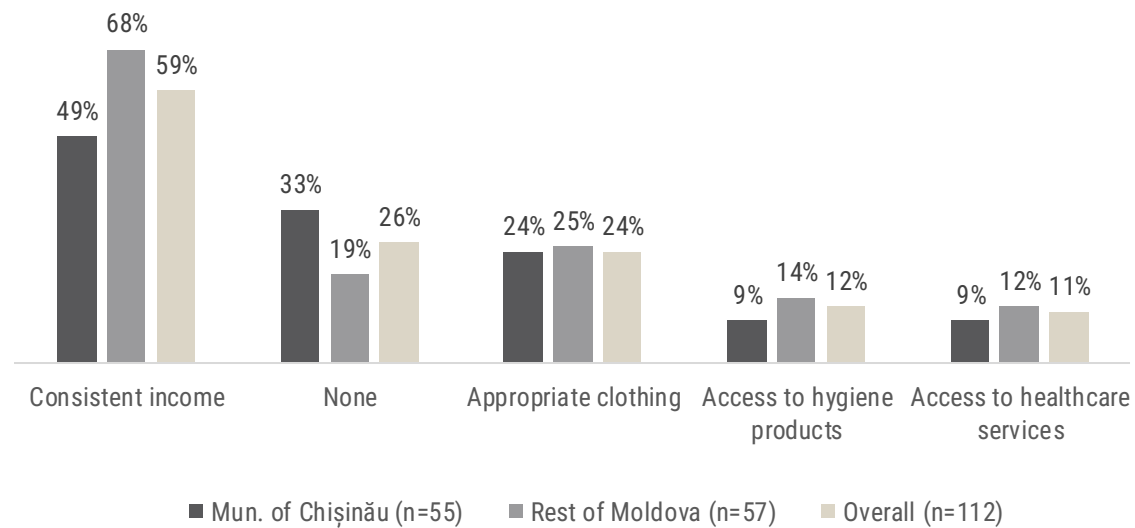
Top 5 most commonly reported type of humanitarian aid perceived as most important for the non-beneficiary respondents at the time of data collection, by strata (n=112)



51%

of non-beneficiary respondents who perceived that existing aid programmes meet completely the actual needs of their community at the time of data collection (n=112).

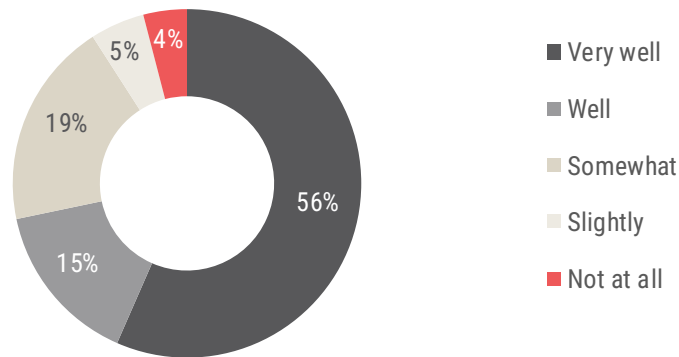
Top 5 most commonly reported unmet needs by non-beneficiary respondents, by strata (n=112)*



* This is a select-multiple question; therefore, total percentages may exceed 100%.

Beneficiary Targeting Models - Non-beneficiary Respondents

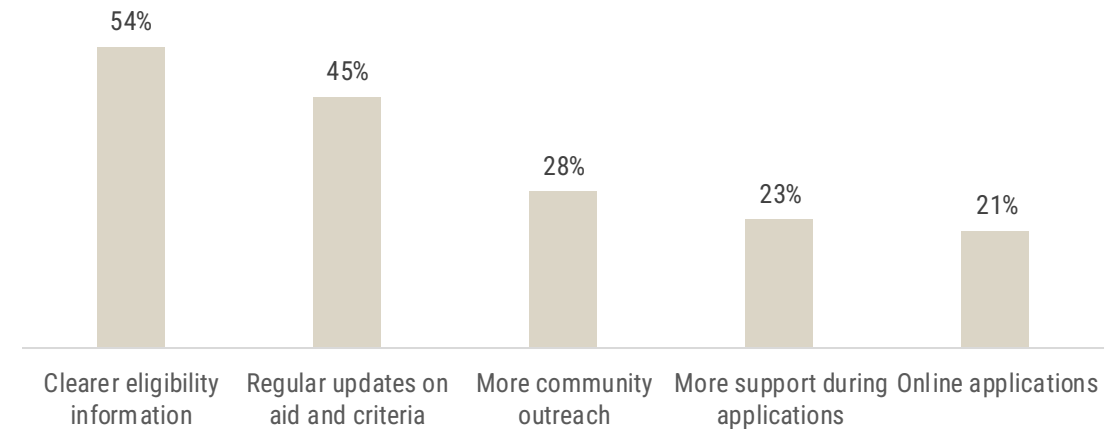
% of non-beneficiary respondents who feel well informed about aid eligibility criteria,* (n=78)**



Top 4 most commonly reported reasons for low awareness of eligibility criteria, among those who felt well, somewhat, slightly, or not informed at all (n=34)***

Lack of clear information from humanitarian organisations	56%
Misinformation or rumors about who is eligible	32%
Information is shared with a restricted group	21%
The targeting criteria are complex or difficult to understand	21%

Most commonly suggested changes to improve accessibility and understanding of eligibility criteria, among those aware of at least one type of humanitarian aid available in their area at the time of data collection (n=78)***



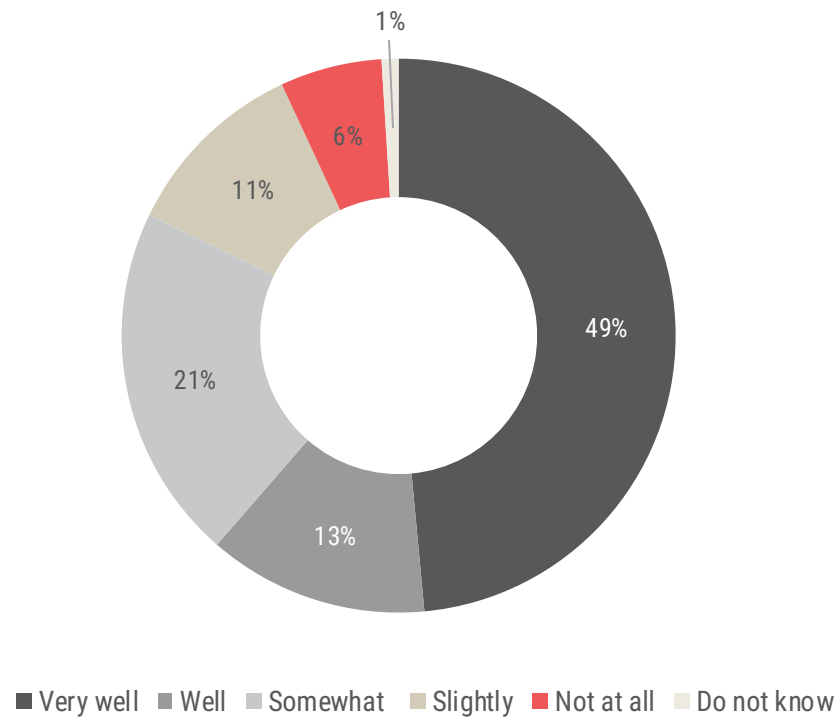
* Among those aware of at least one type of humanitarian aid available in their area at the time of data collection.

** Percentages not sum to 100% due to rounding.

*** This is a select-multiple question; therefore, total percentages may exceed 100%.

Beneficiary Targeting Models - Non-beneficiary Respondents

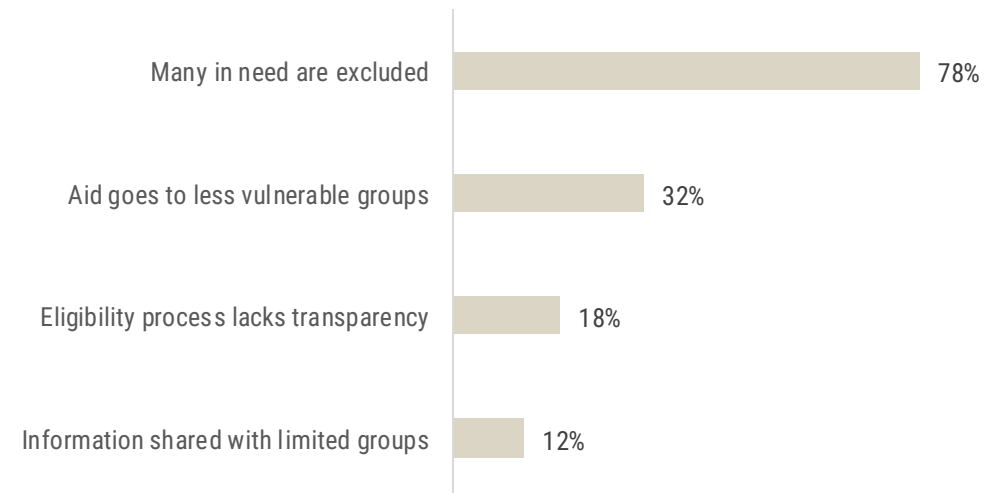
% of non-beneficiary respondents who feel well-informed about the selection criteria for distributing aid when resources are limited, in the last 3 months prior to data collection (n=112)*



13%

of non-beneficiary respondents who perceive the selection criteria as fair**, when not everyone can be supported, in the last 3 months prior to data collection (n=112).

Reported reasons for perceiving selection criteria as unfair, among those who perceived it as partially or not fair (n=87)***



* Percentages not sum to 100% due to rounding.

** Fairness refers to whether the respondent feels the rules for choosing who receives aid are reasonable and transparent.

*** This is a select-multiple question; therefore, total percentages may exceed 100%.

Community engagement – Non-beneficiary Respondents

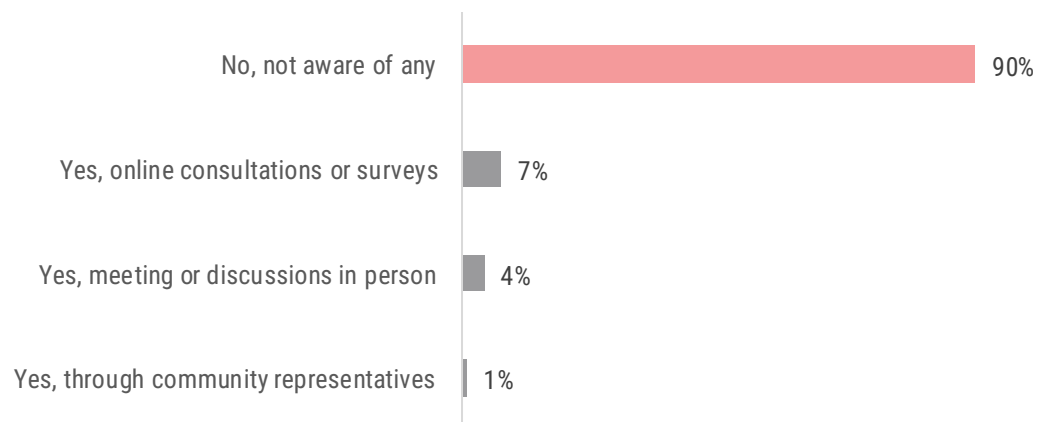
86%

of non-beneficiary respondents were not asked about the aid they would like to receive in the 12 months prior to data collection (n=112)

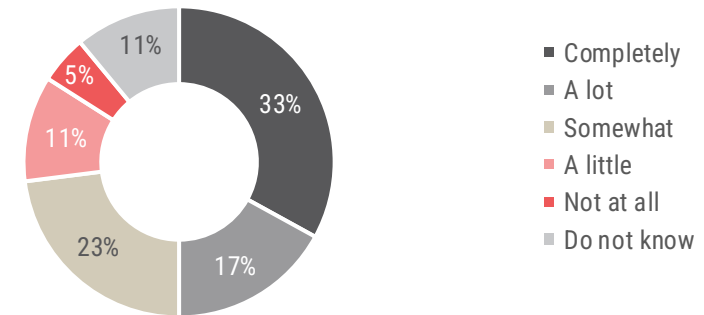
48%

of non-beneficiary respondents most commonly reported not being invited as perceived reasons for not being asked about aid preferences,* (n=96)

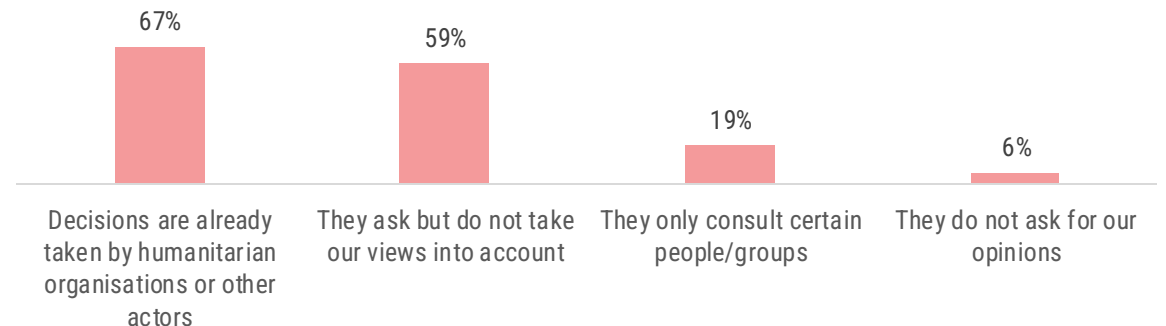
Most commonly reported types of community input activities non-beneficiary respondents were aware of, * (n=96)**



% of non-beneficiary respondents who feel humanitarian organisations take community's views into account when making decisions about aid (n=112)



Most commonly reported reasons for perceived lack of influence in community decisions, among those who feel they do not have a say (n=63)**

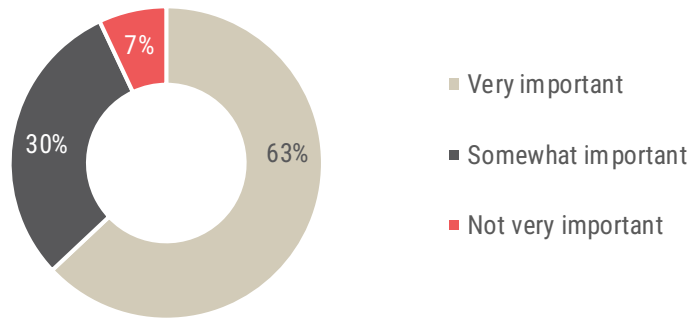


* Among those who were not asked about the aid they would like to receive in the 12 months prior to data collection.

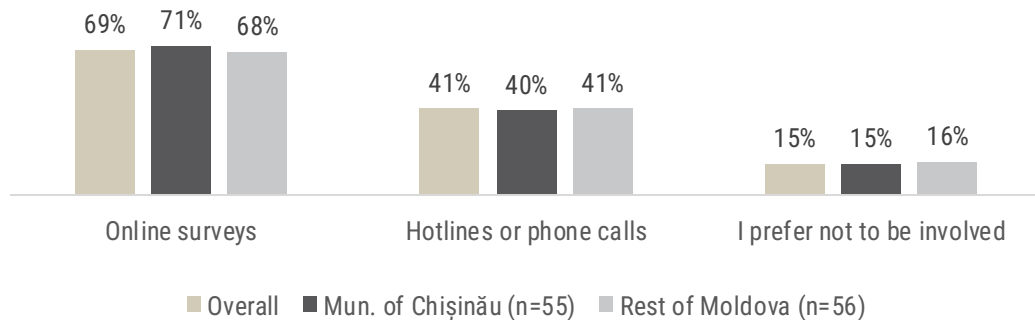
** This is a select-multiple question; therefore, total percentages may exceed 100%.

Community engagement – Non-beneficiary Respondents

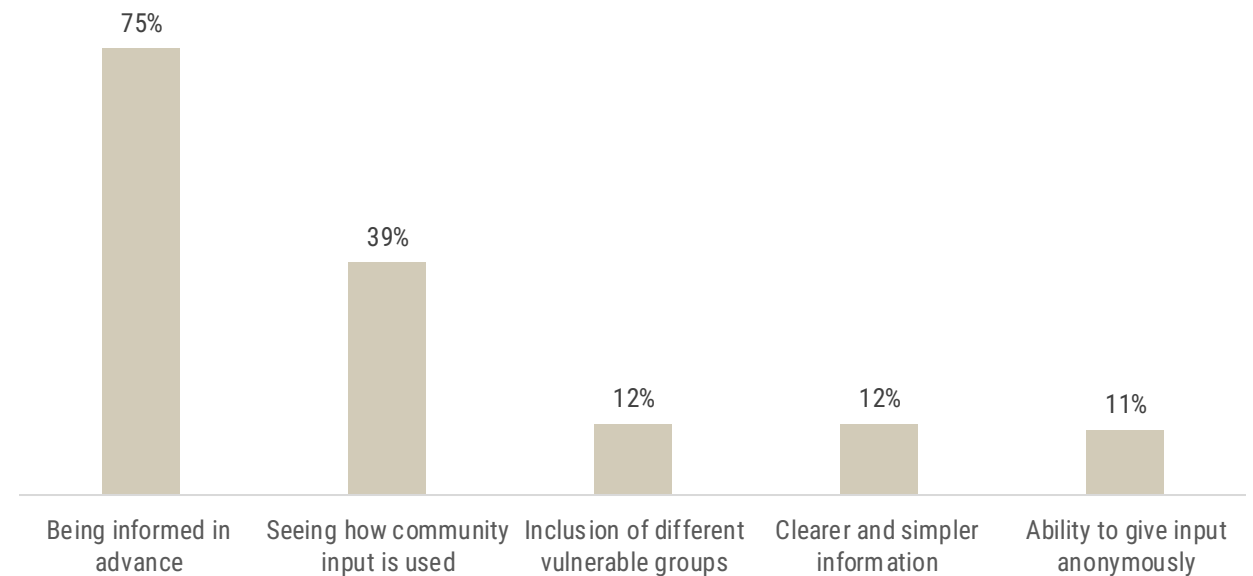
% of non-beneficiary respondents who consider it important to be involved in decisions affecting them and their community (n=112)



Top 3 preferred methods of involvement in decision-making, by strata (n=111)*, **



Top 5 reported ways that would improve non-beneficiary respondents' participation in decisions that affect them, among those wanting to be involved (n=92)*



* This is a select-multiple question; therefore, total percentages may exceed 100%.

** Inconsistencies identified in responses to these specific questions were addressed during data cleaning, resulting in reduced sample sizes.

Complaint & feedback mechanisms – Non-beneficiary Respondents

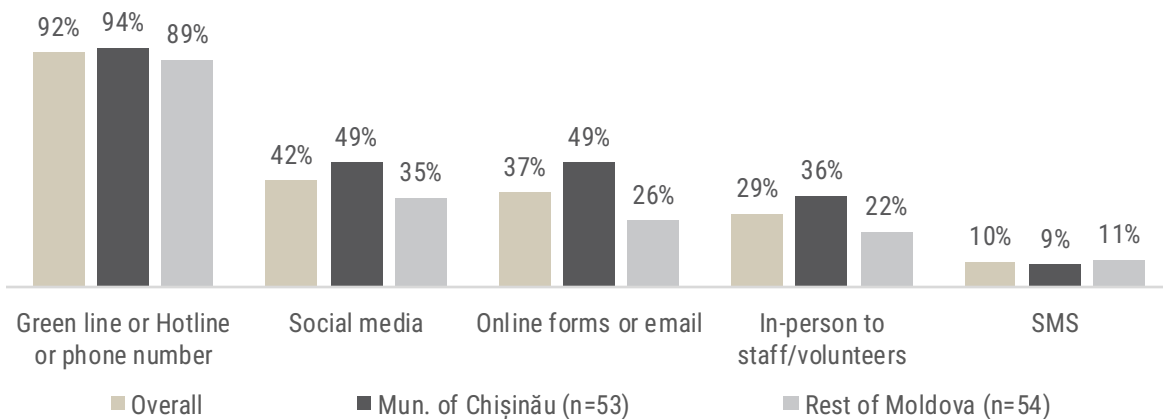
96%

of non-beneficiary respondents are aware of and know how to use feedback and complaints mechanisms (n=112)

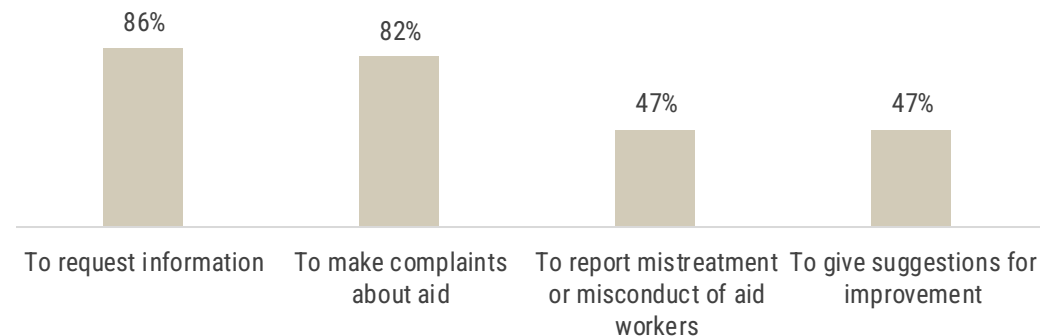
86%

of non-beneficiary respondents know where to report inappropriate behaviour from an aid worker (n=112)

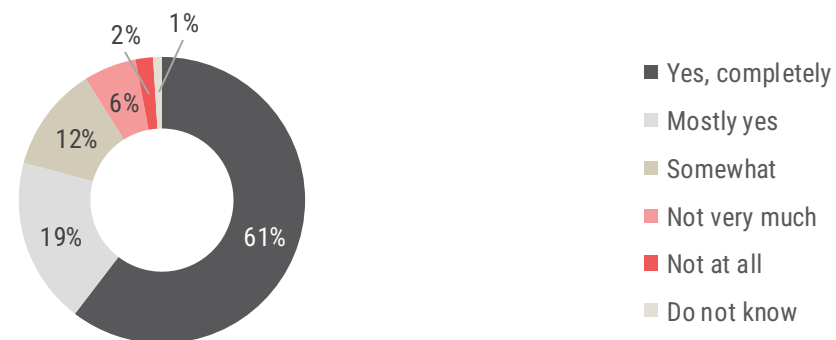
Top 5 reported feedback and complaint mechanisms known, among non-beneficiary respondents aware and know how to use them, by strata (n=107)*



Most commonly reported perceived uses of feedback and complaint mechanisms, (n=110)***



% of non-beneficiary respondents who trust humanitarian actors to respond to complaints or feedback (n=112)***



* This is a select-multiple question; therefore, total percentages may exceed 100%.

** Among those aware and know how to use feedback and complaint mechanisms.

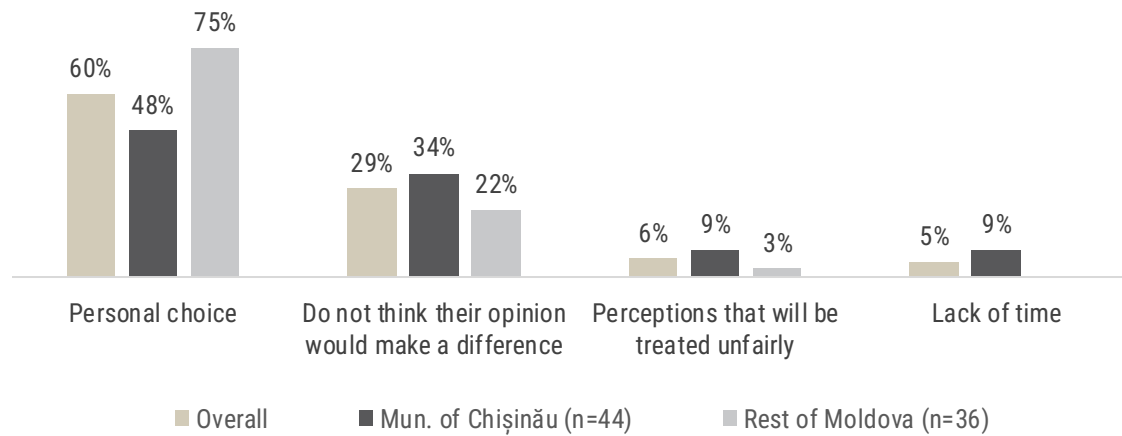
*** Percentages not sum to 100% due to rounding.

Complaint & feedback mechanisms – Non-beneficiary Respondents

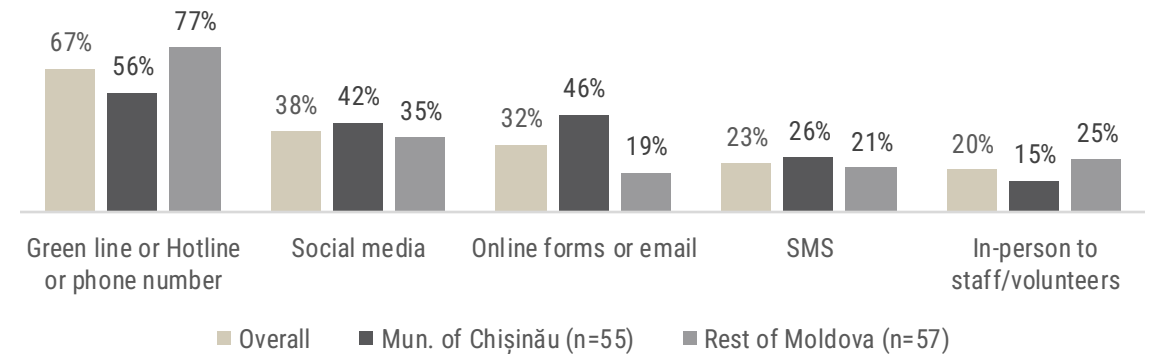
75%

of non-beneficiary respondents reportedly did not have feedback or complaint to provide through feedback and complaint mechanisms in the last 12 months before data collection,* (n=107)

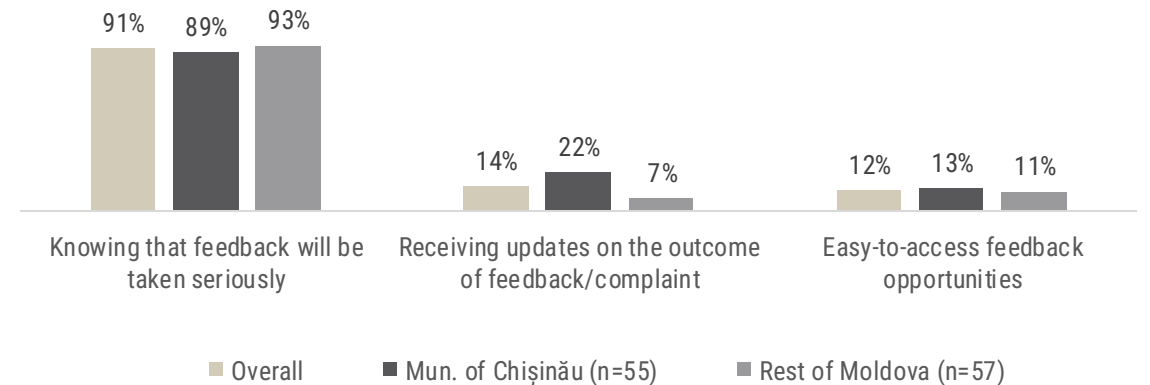
Top 4 most commonly reported reasons for hesitating to use feedback and complaint mechanisms by non-beneficiary respondents or their community, among those who had no feedback, by strata (n=80)**



Top 5 preferred channels for providing feedback or complaints, by strata (n=112)**



Top 3 reported ways that would improve non-beneficiary respondents' engagement with feedback and complaints mechanisms, by strata (n=112)**

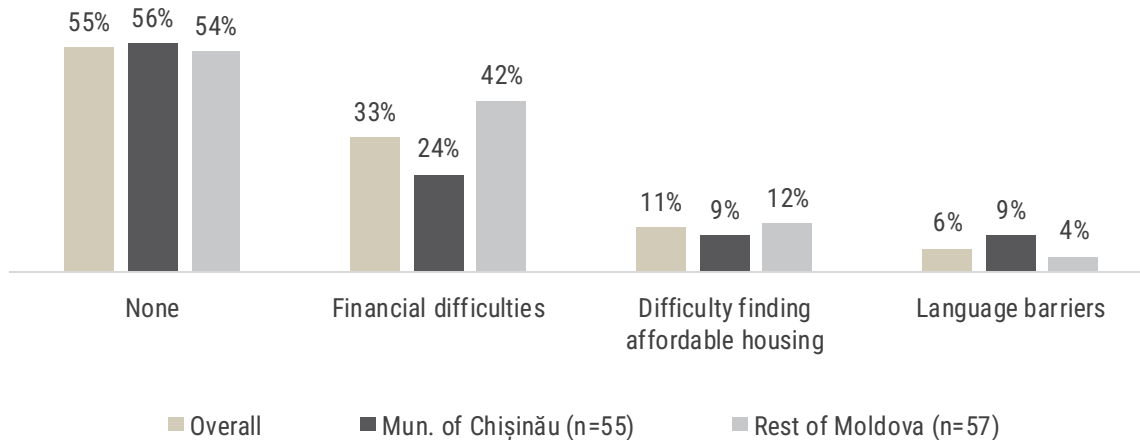


* Among those aware and know how to use feedback and complaint mechanisms.

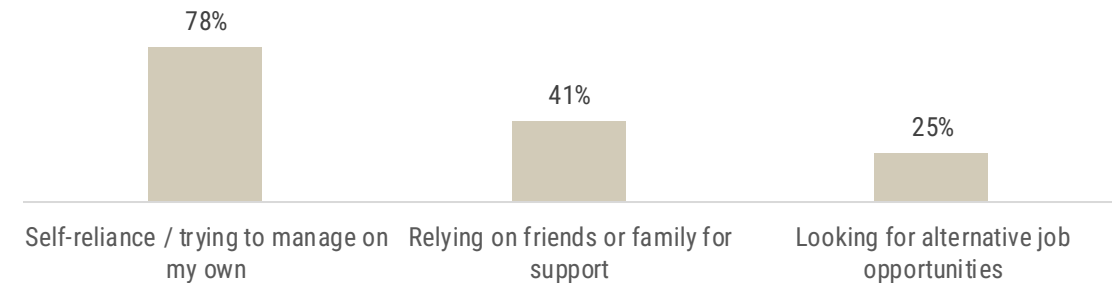
** This is a select-multiple question; therefore, total percentages may exceed 100%.

Integration support – Non-beneficiary Respondents

Top 4 most commonly reported challenges to integration into the host country, by strata (n=112)*



Top 3 most commonly reported ways of dealing with integration challenges, among those who reported challenges (n=49)*



Top 3 most commonly reported types of support desired for integration, among non-beneficiaries who reported challenges (n=49)*

Financial assistance	80%
Access to affordable housing	29%
Language training	16%

51%

of respondents with caregiving responsibilities (of children, older persons, or persons with disabilities/chronic illnesses) reported facing at least one challenge to integration into the host country (n=75)

* This is a select-multiple question; therefore, total percentages may exceed 100%.



05

Key Messages

Key Messages

1 Perceived Relevance of Aid

87% of beneficiary (n=209) and 51% of non-beneficiary (n=112) respondents reported that existing aid programmes meet the actual needs of their community at the time of data collection.

2 Perceived Fairness of Targeting

67% of beneficiary (n=209) and 13% of non-beneficiary respondents (n=112) perceived the selection criteria as fair*, when not everyone can be supported, in the last 3 months prior to data collection.

3 Community Participation in Aid Design

57% of beneficiary (n=209) and 86% of non-beneficiary (n=112) respondents reported that they were not asked about the aid they would like to receive in the 12 months prior to data collection.

4 Use of Feedback and Complaints Mechanisms (CFMs)

Among respondents aware of and able to use CFMs, 76% of beneficiary (n=185) and 75% of non-beneficiary (n=107) respondents reported not having feedback or complaints to provide in the last 12 months before data collection.

5 Challenges to Integration

50% of beneficiary (n=209) and 45% of non-beneficiary (n=112) respondents reported facing at least one challenge to integration into the host country at the time of data collection. The most common challenge for both groups was financial difficulties (38% of beneficiaries (n=209) and 33% of non-beneficiaries (n=112)).

* Fairness refers to whether the respondent feels the rules for choosing who receives aid are reasonable and transparent.

Thank you for your attention!



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