

Multi-Sector Needs Assessment

Protection
Cash & Market
Humanitarian Assistance

Poland, October 2022





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Assessment objectives

Key objective:

Support an evidence-based humanitarian response by government authorities and humanitarian community in Poland through the provision of multi-sectoral data about the needs and coping capacities of Ukrainian refugee households in the country.

Specifically:

1. Understand household composition of refugees, including key demographics.
2. Identify priority needs of refugee households, including protection needs, health needs, education needs, accommodation needs, livelihood needs.
3. Understand coping capacity and vulnerability/resilience in the event of protracted displacement, including socio-economic vulnerabilities, labor skills, and movement intentions.
4. Identify household profiles with highest severity of needs to inform targeting.

Methodology

Population:	Refugees living in host communities and in collective centers (CC) who registered or plan to register for PESEL number (the national identification number used in Poland)
Design:	Household interviews inside of collective centers and outside of collective centers
Dates:	Data collection from the 24/08/2022 to 22/09/2022
Sample size – number of respondents:	1147 respondents outside of CC and 105 respondents inside of CC
Number of household members:	<p>Including respondents, there were 3389 household (HH) members overall, 3106 HH members outside of CC and 283 HH members inside of CC</p> <p>For some sections (education, health), respondents were asked to answer questions repeatedly about each member of their household. Household members might or might not have been present during the interview. Therefore, for some questions, percentages are shown on larger sample sizes – including not only respondents, but all HH members for which given question was asked.</p>
Sampling strategy:	<p>Purposively selected, not statistically representative inside of CC</p> <p>Non-probability quota sampling outside of CC</p> <p>Results are indicative</p>

For further information, refer to the ToR [\[link\]](#).

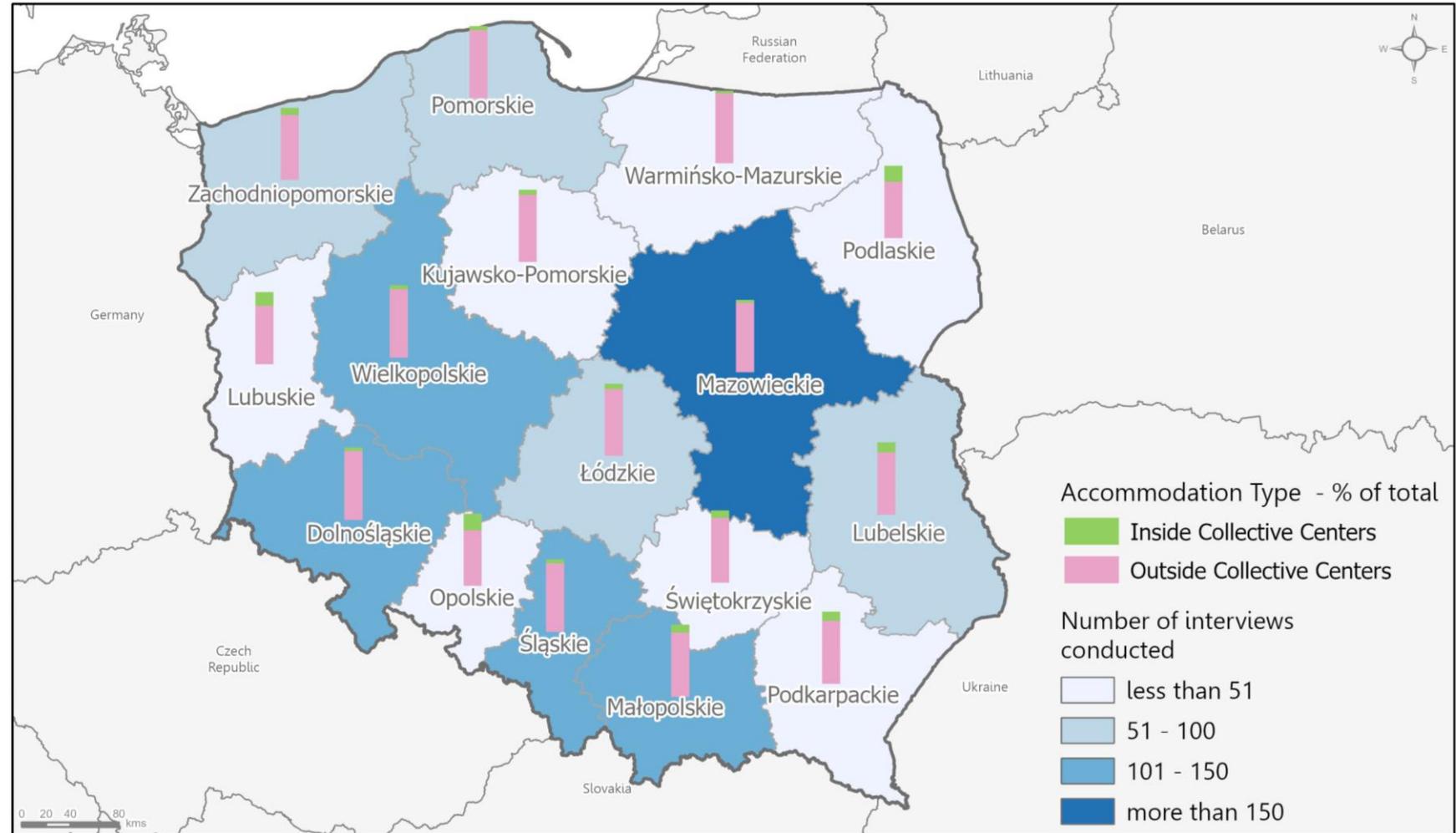
Sampling frame

Voivodeship	Outside of CC		Inside of CC	
	# of interviews	%	# of interviews	%
Dolnośląskie	117	10%	6	6%
Kujawsko-pomorskie	39	3%	3	3%
Lubelskie	49	4%	9	9%
Lubuskie	38	3%	9	9%
Łódzkie	73	6%	6	6%
Małopolskie	113	10%	14	13%
Mazowieckie	230	20%	10	10%
Opolskie	30	3%	9	9%
Podkarpackie	41	4%	6	6%
Podlaskie	21	2%	6	6%
Pomorskie	81	7%	5	5%
Śląskie	108	9%	6	6%
Świętokrzyskie	26	2%	3	3%
Warmińsko-mazurskie	27	2%	1	1%
Wielkopolskie	101	9%	6	6%
Zachodniopomorskie	53	5%	6	6%
Total	1147	100%	105	100%

1252 interviews were conducted in total.

For outside of CC strata, PESEL registration data was used as a proxy indicators for quotas.

Assessment coverage



Limitations

1. Detailed information on the whereabouts and characteristics of Ukrainian refugees living in Poland is not available. While there is data available on refugees who applied and were granted PESEL number, it does not reflect the current structure of refugees' localization. The availability of settlement-level data about the exact location of refugee households, as well as age and sex disaggregated data remains unclear – which makes it impossible to use probability sampling. Purposive sampling was used instead:
 - **Outside of CC:**
PESEL registration data was used as a proxy indicator for sampling non-probability quota of refugees residing in a host community. Given that non-probability sampling is applied, the sample size was set at the relatively high level and therefore, although not generalizable with a known level of statistical precision, it will still generate indicative findings with a high level of representation.
 - **Inside of CC:**
Sampling was based on a list of collective sites in Poland known prior to the start of the data collection on August 24. The list was not exhaustive and collective sites were chosen purposively, in the areas with the highest number of PESEL registration in each voivodeship, to ensure national coverage. Larger sample size and more in-depth and representative assessments are needed to evaluate the situation in collective sites operating in Poland.
2. MSNA in Poland was entirely based on the quantitative survey with heads of households, which limited the possibility to discuss sensitive topics such as gender-based violence (GBV), lesbian, gay, bisexual, transgender, queer and others (LGBTQ+) situation, discrimination from host communities and others. These should be investigated through qualitative assessments.
3. Interviews were conducted between 9AM and 5PM which could lead to overestimation of people unemployed, dependent on humanitarian system, and underestimation of those in full-time employment.

Demographics



DEMOGRAPHICS – HOUSEHOLD'S COMPOSITION



2.7 was an average household size



71% of household (HH) members were female of which 4% was either pregnant or lactating

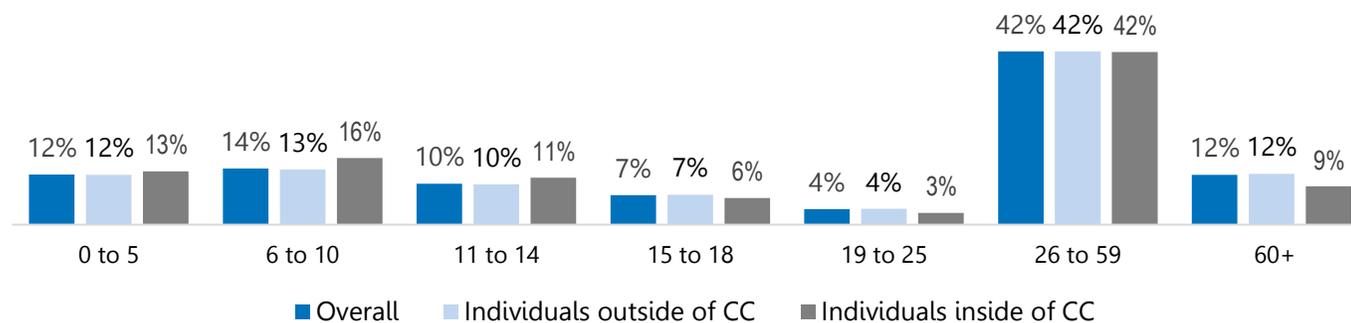


41% of HHs members were children and **69%** of households were with at least one child



12% were 60 years old or older

Share of age groups



Average age: **29**

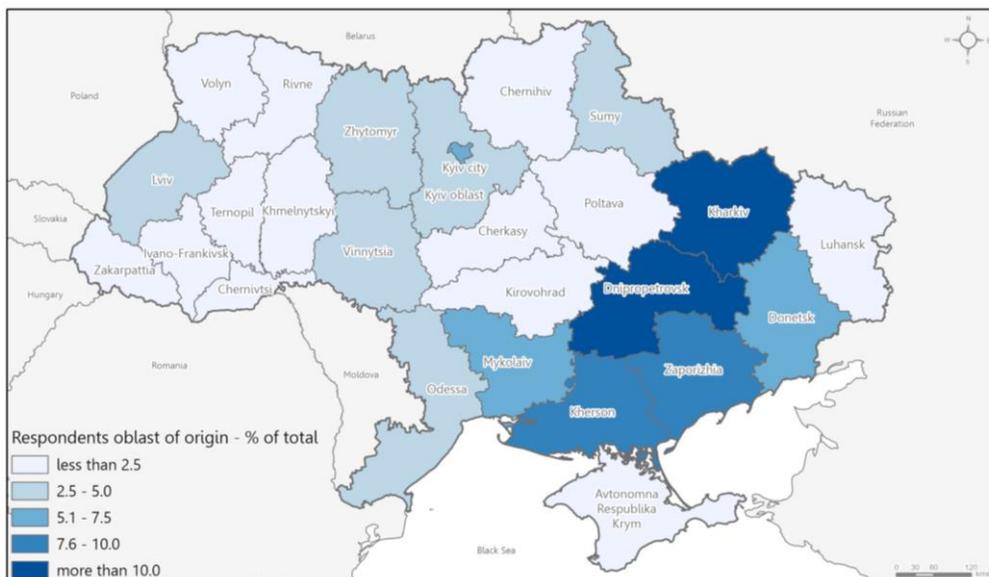
Q: How many people of your household, who travelled from Ukraine, are you currently living with (including yourself)? Q2: What is the gender of this person? Q3: What is the age of this person (in years)? Q4: Is this person currently pregnant, breastfeeding, or both? Base: all household members, n=3389.

DEMOGRAPHICS – ORIGINS AND ARRIVAL

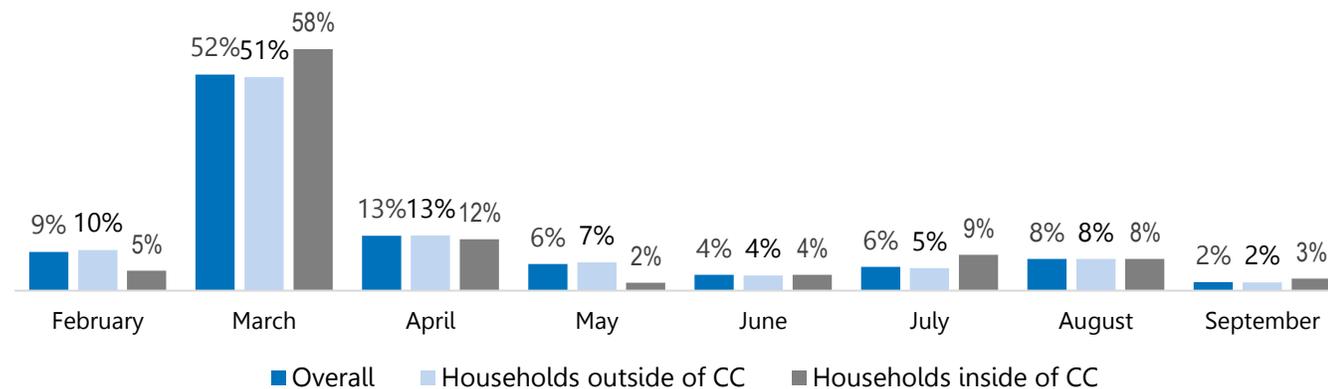
5 most common areas of origin:



Kharkiv	15%
Dnipropetrovsk	14%
Zaporizhzhia	9%
Kherson	8%
Donetsk	6%



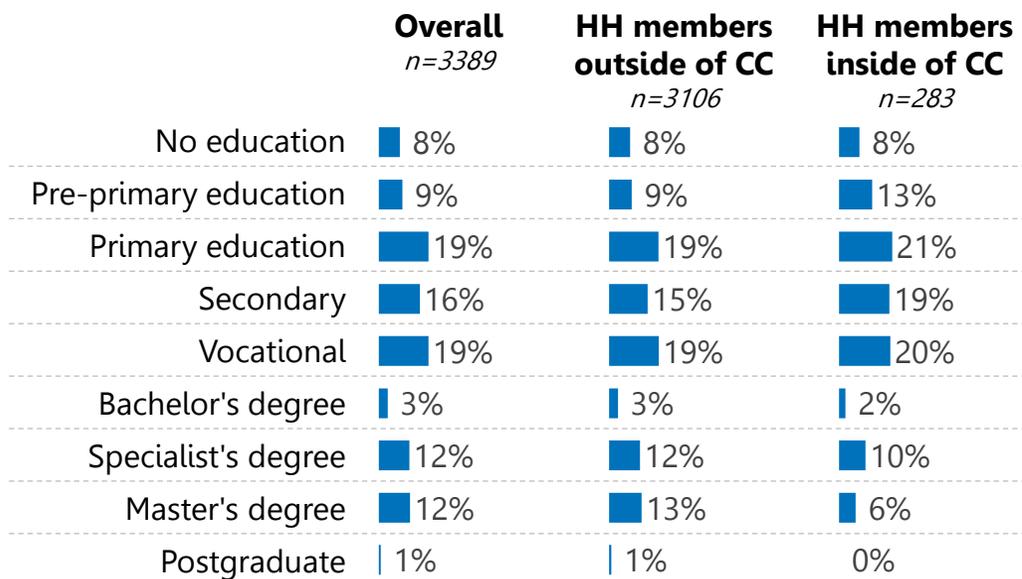
Month of arrival



Q1: Which oblast were you living in Ukraine before 24th February? Q2: When did you arrive to Poland? Base: all respondents, n=1252, households outside of CC n=1147, households inside of CC n=105.

DEMOGRAPHICS – EDUCATION AND OCCUPATION

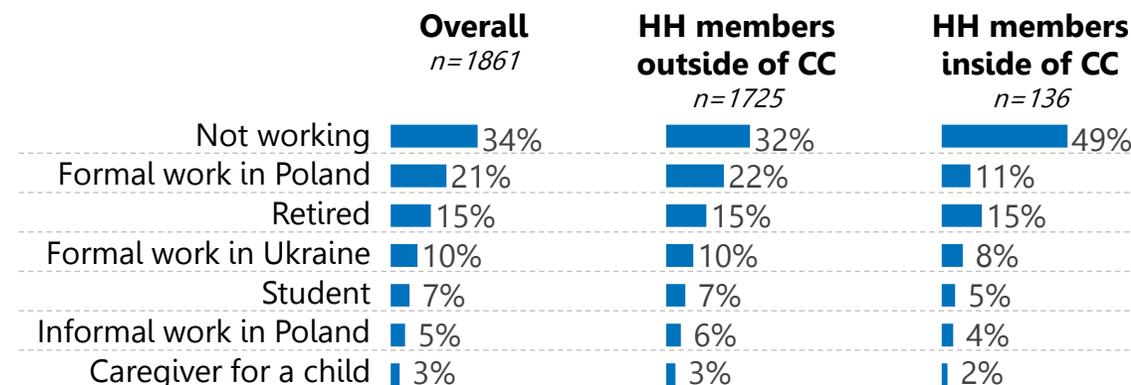
Highest education level achieved



28% of household members overall has higher (at least Bachelor's) education (29% of HH members outside of CC, 19% of HH members inside of CC).

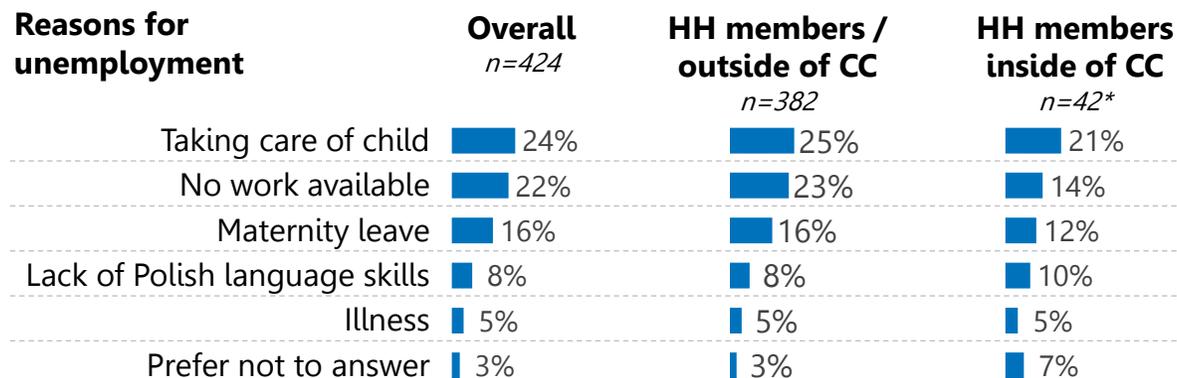
Occupation status*

(among household members of at least 16 years old)



*Shown answers indicated for at least 1% of HH members

Reasons for unemployment

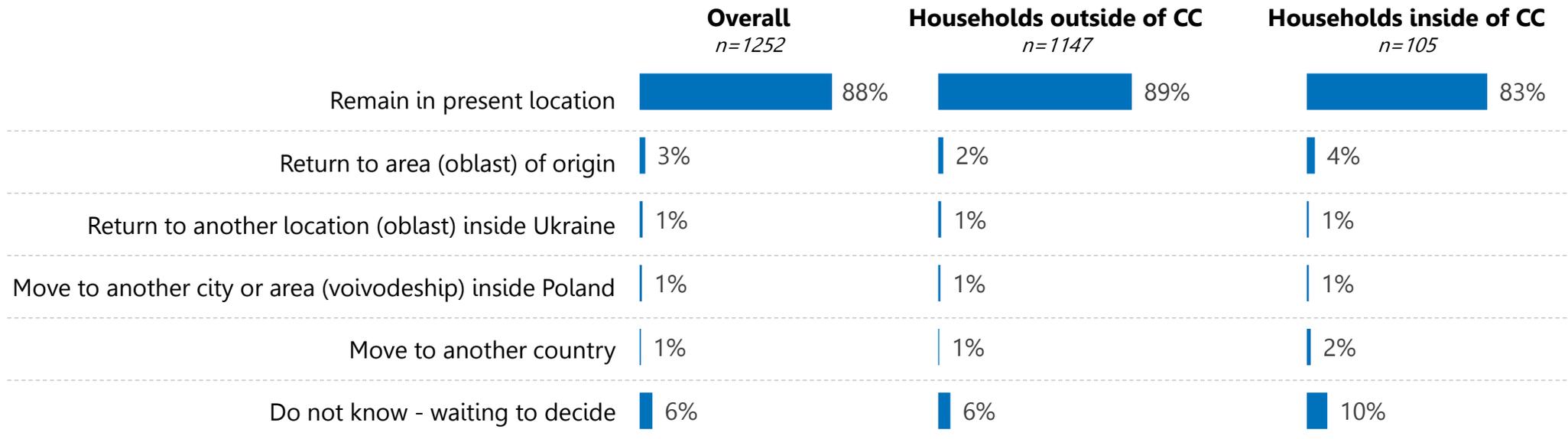


*Small base size

Q1: What is your highest educational level achieved? Q2: What is the highest education level achieved by him/her? Q3: What is your current occupation status? Q4: What is his/her occupation status?

MOVEMENT INTENTIONS

Household current movement intentions



Q: What are your household's current movement intentions in the next 3 months?

Protection Sector findings



PROTECTION

17% of households experienced hostility from the host community – most often that was verbal aggression (15%). There were also a few reports of discriminatory behavior (2%) and physical attack (1%). At the same time, the subjective sense of security was high - 91% of refugees felt very or somewhat safe walking alone in their neighborhood.

17%
of households
experienced hostile
behavior or attitudes
from Poles.

**Types of hostile
behavior experienced**
*among those who experienced
hostile behavior, n=213*

*Among all
households,
n=1251*

Verbal aggression	90%	15%
Discriminatory behavior (job, housing)	12%	2%
Physical attack	5%	1%
Hostile comments in social media	3%	0%
Hostile comments in forums online	1%	0%
Sexual harassment	1%	0%

**The sense of security when walking alone in
their neighborhood**

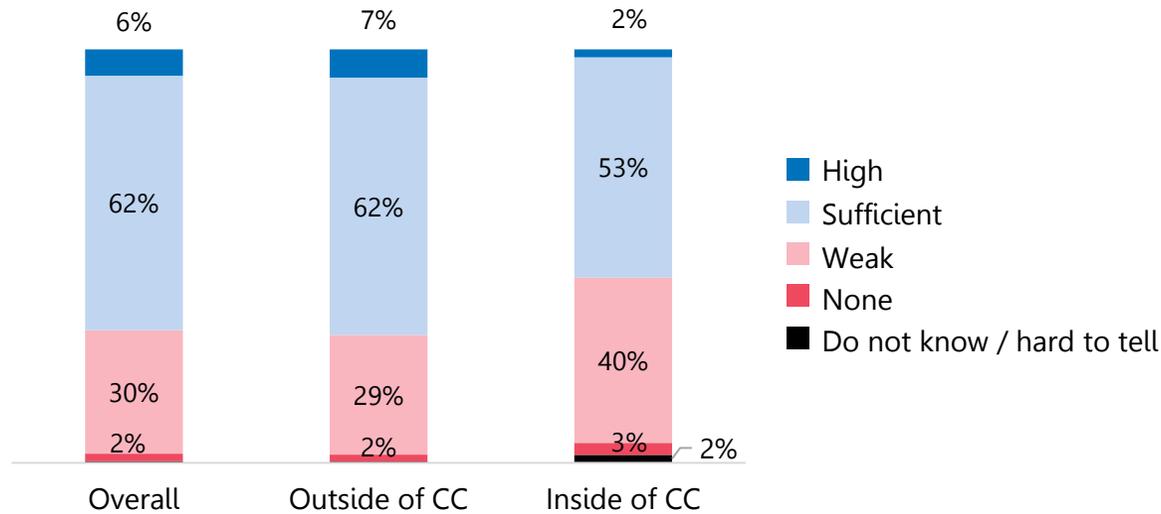
	Overall	Outside of CC	Inside of CC
<i>Sample size</i>	1252	1147	105
Very safe	51%	51%	48%
Somewhat safe	40%	40%	39%
Neither safe nor unsafe	3%	3%	3%
Somewhat unsafe	1%	1%	5%
I never walk alone	4%	4%	6%
I don't know	1%	1%	0%

Q1: Have you or anyone in your HH experienced what you felt was hostile behavior or attitudes from Poles since arriving to Poland? Q2: What kind of hostile behavior(s) were these? Q3: How safe do you feel walking alone in your neighborhood?

PROTECTION

One-third (30%) of the refugees described their level of awareness of their rights and legal status in Poland as weak (40% of those staying inside of CC, 29% of those staying outside of CC), 2% as non-existent, meaning that they were more vulnerable to exploitation and abuse. The level of awareness was lower among respondents of older age.

The level of awareness of the legal status and rights in Poland



The level of awareness of the legal status and rights in Poland, by age group

Age groups	Overall			
	18-24	25-39	40-59	60+
<i>Sample size</i>	60	549	425	227
High	5%	7%	7%	5%
Sufficient	67%	65%	61%	53%
Weak	27%	26%	30%	39%
None	2%	1%	2%	3%
Do not know	0%	1%	0%	0%

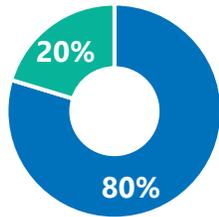
Q1: What is the level of awareness of your legal status and rights in a Poland?

PROTECTION

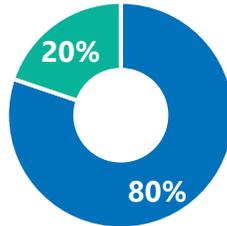
The majority of refugees were aware of Diia.pl (Diia.pl: an electronic document issued to Ukrainian citizens who crossed the Polish-Ukrainian border after 24 February 2022). Out of those refugees who were aware of Diia.pl, 38% said all adult members of their households had Diia.pl issued, and 16% claimed that some of adult household members had Diia.pl issued.

Awareness of Diia.pl

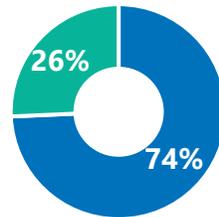
Overall
n=1252



Outside of CC
n=1147



Inside of CC
n=105



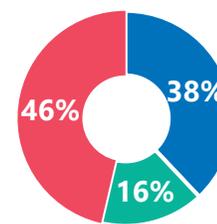
- Yes - aware
- No - not aware



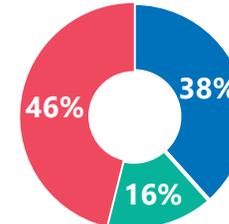
Share of adult household members who had Diia.pl issued

(among respondents who were aware of Diia.pl)

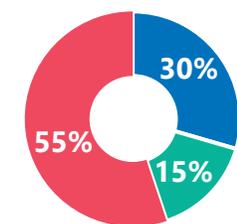
Overall
n=998



Outside of CC
n=920



Inside of CC
n=78

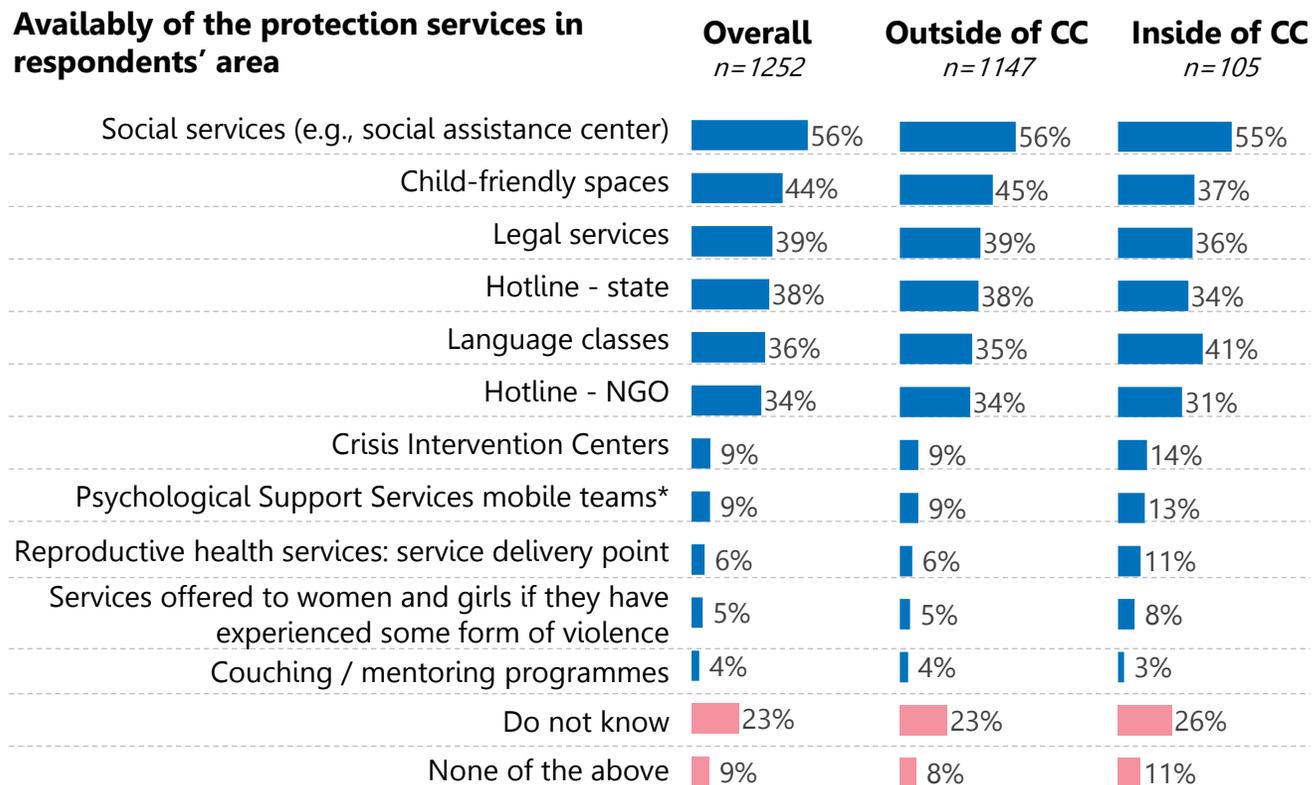


- Yes: every adult person has been issued Diia.pl
- Partial: only some adult members have been issued Diia.pl
- No, nobody in the household has this document

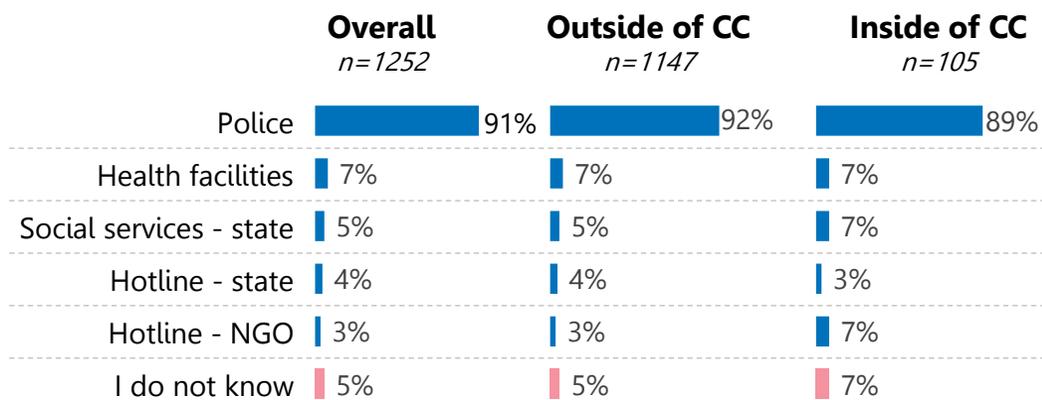
Q1: Have you heard before of the DIIA.pl - electronic travel document for Ukrainian citizens introduced in Poland? Q2: Does every adult person in your HHs have electronic travel document (DIIA)?

PROTECTION

Social services (e.g., social assistance centres) were most often available protection services in respondents' area, followed by child-friendly spaces, legal services, language classes and hotlines. One fourth (23%) were not aware of any protection services in their area, and 9% said there was none. Police was by far "top-of-mind" referral organization to which respondents would refer a person who experienced violence, while other organizations were hardly known.



Top-of-mind protection referral organizations*



*Showing top 5 top-of-mind answers

Q: Are the following services available in your area? Q2: To which organization or person would you refer a friend who has experienced violence for care and support? The types of violence may include physical violence, sexual violence, psychological or emotional abuse, and denial of resources, opportunities or services. *telefony zaufania

PROTECTION

The majority of respondents did not report any safety or security concerns for men or women in their neighborhood. Some said women were at risk of verbal harassment (7%) or being robbed (5%), with same risks being most frequently mentioned as safety concerns for men (4% and 2% respectively).

Safety and security concerns for women and men, in respondents' neighborhood

	Concerns for women			Concerns for men		
	Overall	Outside of CC	Inside of CC	Overall	Outside of CC	Inside of CC
<i>Sample size</i>	1252	1147	105	1252	1147	105
No concerns	78%	80%	65%	83%	84%	75%
Verbal harassment	7%	7%	10%	4%	4%	5%
Being robbed	5%	5%	9%	2%	2%	1%
Being threatened with violence	2%	2%	4%	1%	1%	0%
Psychological or emotional abuse	1%	1%	3%	0%	0%	0%
Sexual harassment or violence	1%	1%	3%	0%	0%	0%
Discrimination or persecution (because of ethnicity, status, gender, etc.)	1%	0%	4%	1%	1%	0%
Denial of resources, opportunities, services	1%	0%	4%	0%	0%	1%
I don't know	8%	8%	14%	10%	9%	18%

*Shown if indicated by at least 1% of respondents
Sorted by concerns for women overall

Q1: What do you think are the main safety and security concerns for women in your neighborhood, if any? Q2: What do you think are the main safety and security concerns for men in your neighborhood, if any?

CHILD PROTECTION

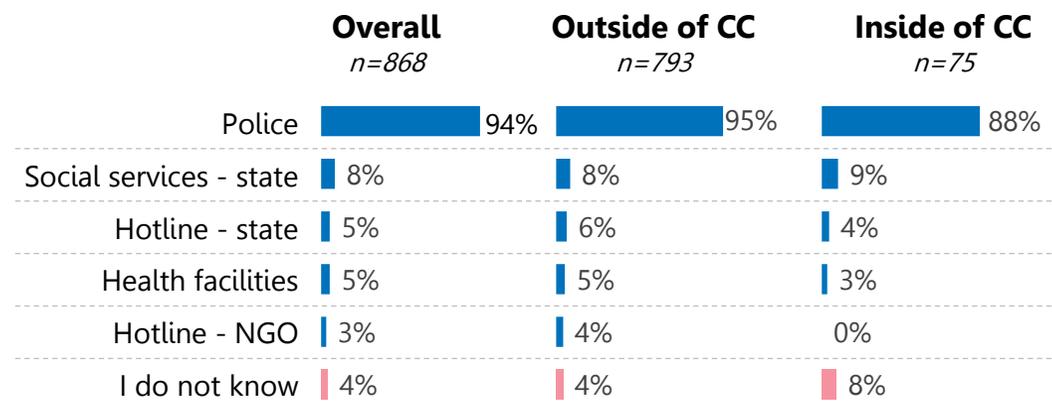
77% of respondents outside of CC did not report any safety or security concerns for children in their neighborhood, 4% of respondents reported a risk of physical violence, and 4% - worsened mental health or vulnerability to neglect. Among respondents living inside of CC, 59% did not report any concerns, while 8% saw a risk of violence and 7% saw a risk of worsened mental health or vulnerability to neglect. 19% of refugees living inside of CC could not identify what specific security concerns they had. Same as for adults, the police was by far the top-of-mind referral organization for reporting violence against children.

Safety and security concerns for children, in respondents' neighborhood*

	Overall	Outside of CC	Inside of CC
Sample size	868	793	75
No concerns	75%	77%	59%
Physical violence in the community	4%	4%	8%
Worsened mental health and psycho-social wellbeing	4%	4%	7%
Increased vulnerability to neglect	4%	3%	7%
Increased vulnerability to violence online	3%	3%	4%
Sexual violence	3%	3%	3%
I don't know	9%	8%	19%

*Sorted by concerns for children overall

Top-of-mind child protection referral organizations*



*Showing top 5 top-of-mind answers

• Extracurricular activities for children:

- 37% of households with children (37% of households outside of CC, 40% of households inside of CC) benefited from support for children to participate in extracurricular activities, such as access to safe spaces or recreational areas.

Q: What are your main concerns regarding the protection and safety of children under the age of 18 in your neighborhood, if any? Q2: What services, if any, can you name to which you can report cases of violence, exploitation, or neglect to children in your community? Q3: Have your household benefited of support for children to participate to extracurricular activities, such as access to safe spaces or recreational areas? Note: these questions were asked only in HH with at least one person aged less than 18 years old.

CASH & Market Findings



CASH AND MARKET

As their sources of income, families coming from Ukraine most often reported social benefits from the Polish government (55%), formal income in Poland (32%), and social benefits from Ukraine (26%). It shows that much of the refugee population based their livelihood on social benefits – which, if continued, in the event of protracted displacement, would increase their vulnerability.

Sources of income and average income in the last 30 days prior to the interview

	Sample size	Overall		Outside of CC		Inside of CC	
		%	Average amount	%	Average amount	%	Average amount
No income		8%		8%		10%	
Social benefits from the Polish government		55%	882 PLN, n=634	54%	883 PLN, n=571	64%	870 PLN, n=63
Formal income in Poland		32%	3075 PLN, n=277	33%	3117 PLN, n=264	16%	2215 PLN, n=13*
Social benefits from Ukraine		26%	2883 UAH, n=273	25%	2847 UAH, n=245	31%	3192 UAH, n=28*
United Nations High Commissioner for Refugees (UNHCR) cash assistance		19%	1563 PLN, n=234	19%	1544 PLN, n=213	20%	1752 PLN, n=21*
Informal income generating activities in Poland		12%	1884 PLN, n=108	13%	1849 PLN, n=97	11%	1791 PLN, n=11*
Support from friends/family from Ukraine or other countries		11%	1158 PLN, n=72	11%	1219 PLN, n=67	9%	342 PLN, n=5*
Formal or informal income generating activities in Ukraine		4%	4889 UAH, n=28*	3%	5169 UAH, n=26*	5%	1250 UAH, n=2*
Remittances (from friends/family in other countries)		3%	1151 PLN, n=24*	4%	1151 PLN, n=24*	-	-
NGOs/agencies/private sector – cash support		3%	1123 PLN, n=32*	3%	1160 PLN, n=26*	7%	967 PLN, n=6*

Shown categories indicated by at least 3% of respondents

*Note – small base size

Q1: Which sources of income did your household have in the past 30 days (or since arrival in case arrival to Poland was less than 30 days ago)? Q2: Can you estimate your household's income in Polish zloty over the last 30 days (or since arrival in case arrival to Poland was less than 30 days ago) from each of the mentioned sources?

CASH AND MARKET

Most households spent money on food and beverages in the last 30 days prior to the interview, with the average of 941 PLN spent. For HH outside of CC, rent was the largest expense, followed by food and beverages and childcare. For HH inside of CC, food and beverages, education, and childcare were top three expenses.

Expenditure in the last 30 days prior to the interview

	Sample size	Overall		Outside of CC		Inside of CC	
		%	Average amount	%	Average amount	%	Average amount
	1252			1147		105	
Food and beverages	92%	941 PLN, n=868	93%	965 PLN, n=809	88%	614 PLN, n=59	
Personal hygiene items	45%	215 PLN, n=457	45%	219 PLN, n=426	38%	150 PLN, n=31*	
Rent	43%	1788 PLN, n=440	47%	1788 PLN, n=440	-	-	
Clothes / shoes	43%	477 PLN, n=337	42%	480 PLN, n=300	55%	449 PLN, n=37*	
Transport	36%	208 PLN, n=310	36%	212 PLN, n=278	42%	178 PLN, n=32*	
Health costs (incl. medicines, assistive devices)	27%	395 PLN, n=282	26%	399 PLN, n=245	37%	369 PLN, n=37*	
Utilities and bills (e.g., gas, administrative fees)	18%	431 PLN, n=171	20%	431 PLN, n=171	1%	-	
Education (e.g., school fees, uniform, books)	15%	479 PLN, n=114	15%	456 PLN, n=99	21%	627 PLN, n=15*	
Childcare	11%	593 PLN, n=59	11%	591 PLN, n=53	11%	617 PLN, n=6*	
Household items (e.g., mattress, cleaning supplies)	8%	281 PLN, n=63	8%	278 PLN, n=59	4%	325 PLN, n=4*	
Prefer not to answer	5%		5%		10%		

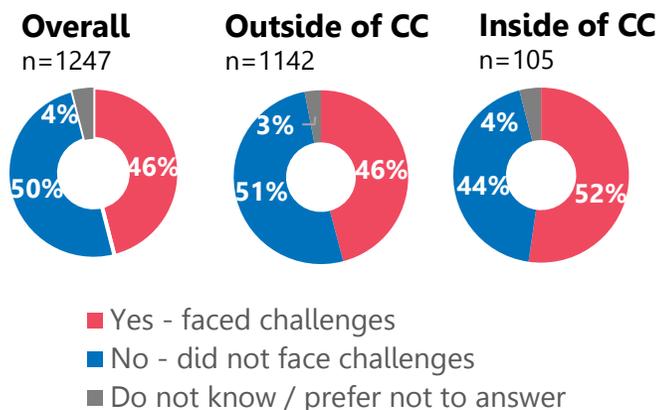
*Note – small base size
Shown categories indicated by more than 5% of respondents

Q: How much did your household spend on regular expenditures in total, in Polish zloty, during the past 30 days (or since arrival in case arrival to Poland was less than 30 days ago)? Which expenses did your household have in the past 30 days (or since arrival in case arrival to Poland was less than 30 days ago)? Can you estimate how much approximately, did your household spend during the past 30 days, on each of the mentioned categories (in Polish zloty)?

CASH AND MARKET

46% of households overall (46% of households outside of CC, 52% of households inside of CC) struggled to get enough money to meet their needs in the last 30 days prior to the interview. The language barrier was most often indicated as an obstacle to earning money, followed by the lack of relevant offers and low salary. Every fourth respondent (24%) could not work due to the childcare needs – which indicates how important it is to provide a free childcare for refugee children to strengthen refugees' livelihood capacities.

Proportion of households facing challenges obtaining money in the last 30 days prior to the interview



Reported challenges in obtaining money in the last 30 days prior to the interview

Anticipated challenges in obtaining money within the next 3-6 months

	Overall n=577	Outside of CC n=522	Inside of CC n=55	Overall n=1252	Outside of CC n=1147	Inside of CC n=105
Language barrier	47%	46%	53%	30%	29%	36%
No relevant employment offers	33%	33%	36%	21%	21%	22%
Salary or wages too low	26%	26%	24%	18%	18%	18%
Childcare needs	24%	23%	29%	16%	16%	20%
Unable to work to health problems	14%	14%	16%	8%	8%	11%
Lack of knowledge on labor market	13%	12%	16%	10%	10%	12%
Humanitarian assistance too low	11%	10%	20%	5%	4%	11%
Unable to work due to age	10%	11%	4%	6%	6%	5%
Social assistance too low	8%	7%	16%	4%	4%	6%
Skills recognition issues	8%	8%	7%	4%	4%	6%
Do not know	1%	2%	0%	12%	12%	11%
No challenges anticipated				20%	21%	15%

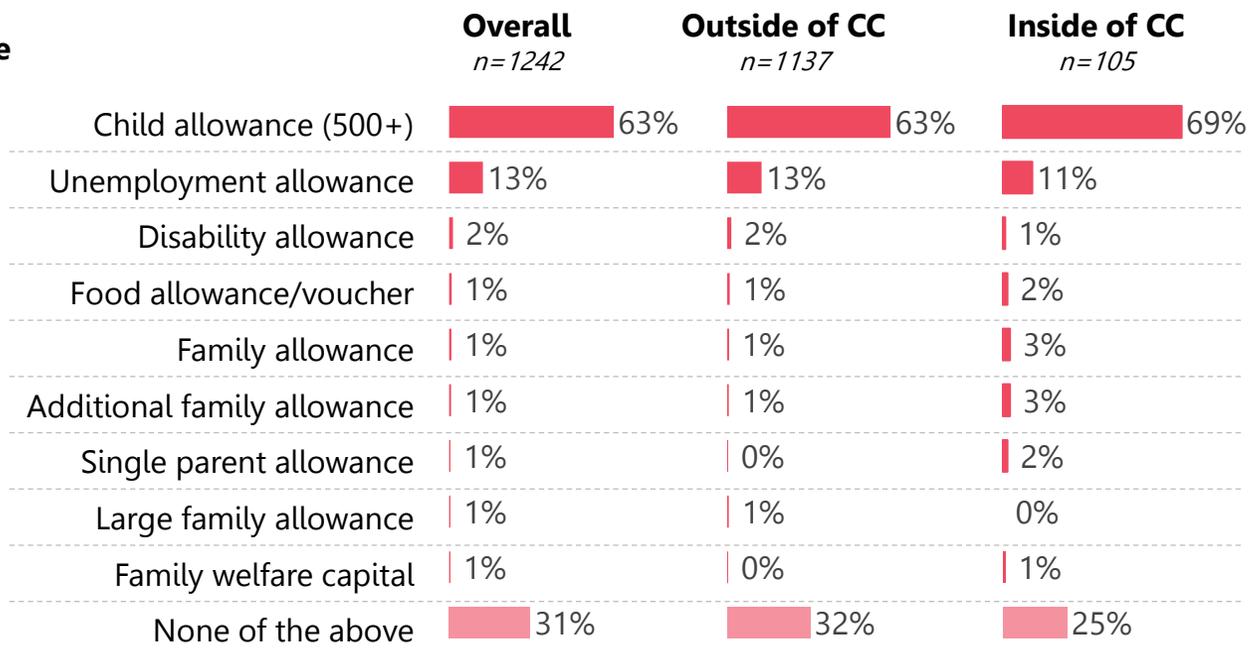
Shown challenges reported by at least 5% of respondents

Q: Did your household face any challenges obtaining enough money to meet its needs over the last 30 days? If yes, what were the main challenges in obtaining enough money to meet your household's needs over the last 30 days? What, if any, do you think challenges in obtaining money may arise in the next 3-6 months?

CASH AND MARKET

The majority of households (69%) received social benefits from the Polish government, most often child allowance through the "Family 500+ programme*" (received by 63% of households overall and outside of CC, and 69% of households inside of CC). More than one tenth (13%) received unemployment allowance within a month of the interview.

Received social benefits from the Government in the last 30 days prior to the interview



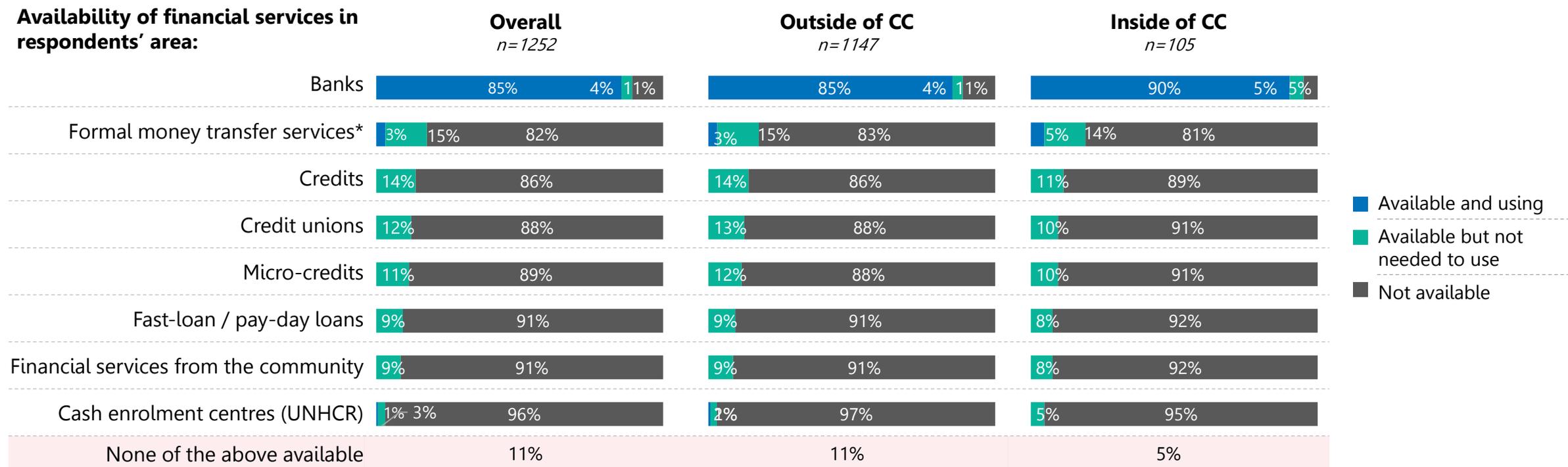
Shown benefits received by at least 1% of respondents

Q: Has your household received any of the following Government social benefits in the last 4 weeks?

*"Family 500+ programme" is a demographic support programme in Poland, under which each family is entitled to receive a subsidy of PLN 500 per month for each child.

CASH AND MARKET

Banks were available in the immediate area of most respondents, and the majority (85%) was using them. Of the remaining financial services, some refugees used formal money transfers (15%), while other services were not used or not available in their area.



Share of respondents having a bank account registered in Poland:

- 93% of respondents had a bank account registered in Poland. 5% of respondents did not have and did not try to open it and only 1% of respondents did not have a bank account and they tried to open it but were denied access.

Q1: Which of the following types of financial services are available in your immediate area? Q2: Which of those financial services are you using? Q3: Do you have bank account registered in Poland?

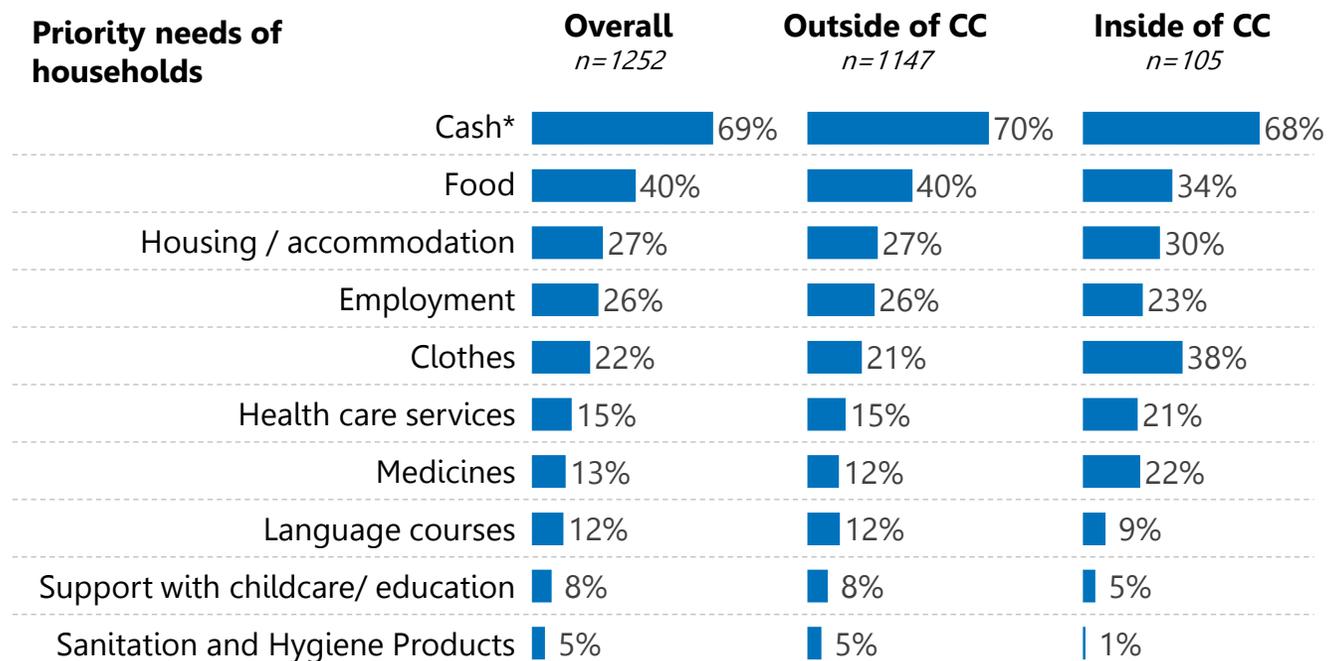
*Western Union, etc.

A photograph of a bus station with people and buses, overlaid with a blue semi-transparent box containing white text. The scene shows a busy outdoor area with several white buses parked. People are gathered around the buses, some with luggage. In the background, there are buildings and a red fire truck with the text 'SALVATORI POMIERI' on it. A police officer in a dark uniform is visible in the foreground on the right. The text is centered in the blue box.

Humanitarian assistance and Accountability to Affected Populations (AAP) findings

PRIORITY NEEDS

Cash was most often mentioned as a priority need, followed by food, accommodation, employment and clothes. Health care services, medicines, and clothes were more often needed among respondents living inside of CC.



Q: What are the top three priority needs of your household?

*While cash is the priority basic need reported by refugees, it covers several underlying needs.

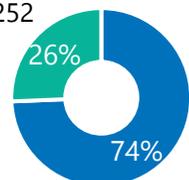
HUMANITARIAN ASSISTANCE

73% of households outside of CC and 88% of households inside of CC received humanitarian aid in the last 30 days prior the interview, most often that was food, followed by cash, clothing and hygiene items. Local NGOs, Polish authorities, Polish Red Cross and Polish society were most often mentioned as aid providers.

Share of households that received humanitarian aid in the last 30 days prior to the interview

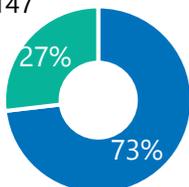
Overall

n=1252



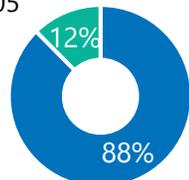
Outside of CC

n=1147



Inside of CC

n=105



- Yes - received aid
- No - did not receive aid

Types of aid received

	Overall n=1252	Outside of CC n=1147	Inside of CC n=105
Food	59%	58%	70%
Cash	33%	32%	47%
Clothing	26%	27%	21%
Hygiene items	26%	26%	26%
Support with accommodation	6%	5%	18%
Health care services	3%	2%	7%
Diapers	2%	2%	3%
Medicines	2%	2%	7%
Formula	1%	1%	3%
Education services	1%	1%	2%

Showing answers indicated by at least 1% of respondents

Providers of humanitarian aid

	Overall n=874	Outside of CC n=785	Inside of CC n=89
Local NGO	32%	33%	26%
Polish authorities	32%	31%	34%
Polish Red Cross	30%	30%	24%
Polish society	29%	29%	26%
UN agency	19%	19%	20%
International NGO	18%	18%	23%
Faith-based group	13%	13%	14%
Do not know	7%	6%	11%

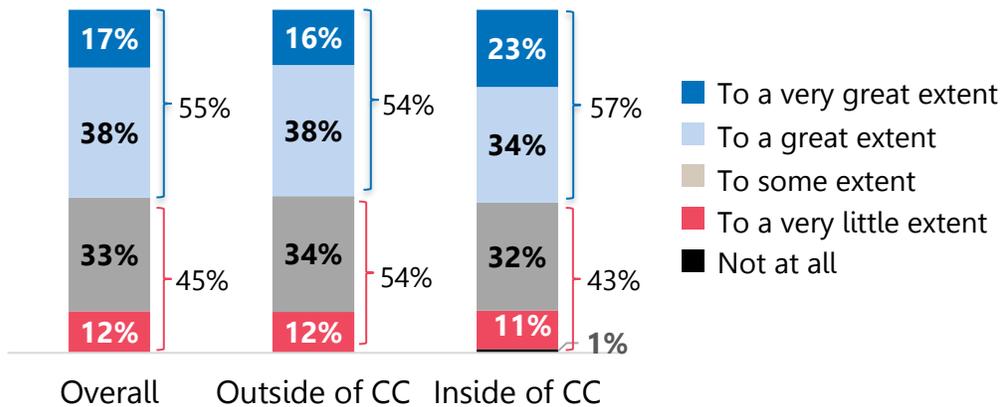
Of the respondents who did not receive aid (26% overall, n=375), 45% did not know where to reach out to receive humanitarian aid, 37% did not need humanitarian aid, and 14% did not have time to apply.

Q1: Has your household received any humanitarian aid in the past 30 days? Q2: What type of aid did you receive? Q3: Who provided this aid?

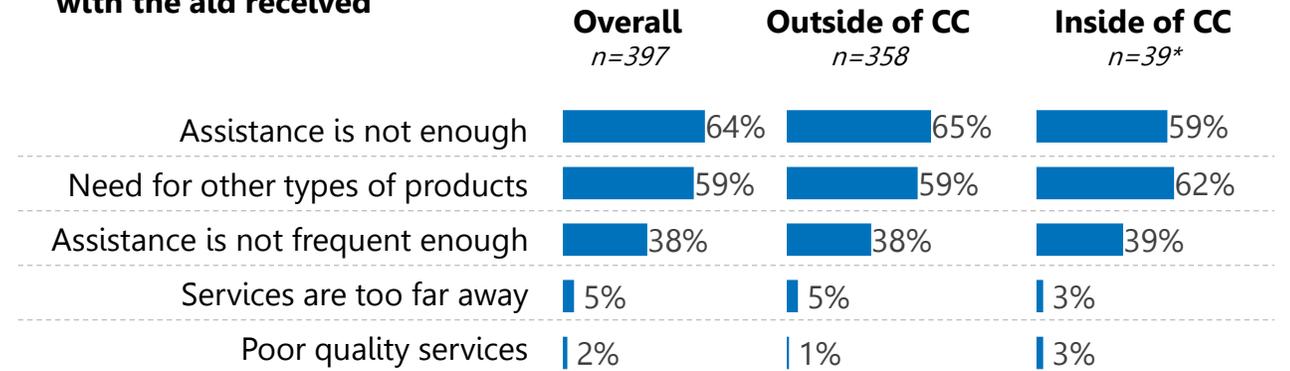
HUMANITARIAN ASSISTANCE

45% of respondents said that the aid they received did not fully meet the needs of their household. Most often it was due to the lack of sufficient assistance, need for other types of products or assistance being not frequent enough.

Level of satisfaction with the aid received



Main reasons for dissatisfaction with the aid received



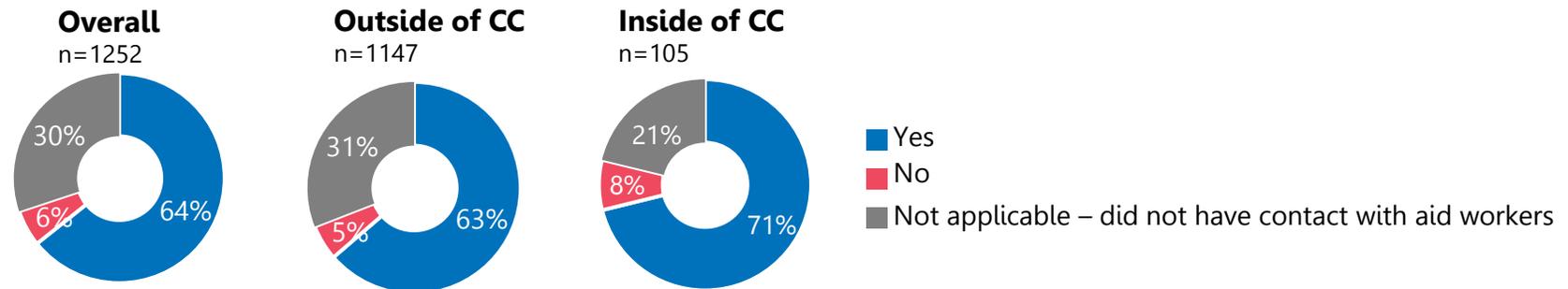
*Small base size

Q: To what extent does the aid received help you meet you and your family priority needs? Q2: For what reasons the provided aid did not meet your needs?

HUMANITARIAN ASSISTANCE

The majority of respondents were satisfied with the way aid workers have interacted with them. 6% of respondents overall (5% of respondents outside of CC, 8% of respondents inside of CC) expressed the lack of satisfaction with aid workers' behavior.

Satisfaction with the way aid workers have behaved in the last 30 days prior to the interview



As a reason for the lack of satisfaction, 75% of those who provided answer reported negative attitudes or aggressive, rude behaviors of aid workers.

Q: Are you satisfied with the way aid workers have behaved in the last 30 days in your location?

HUMANITARIAN ASSISTANCE

Dedicated hotline was the preferred way of giving feedback about aid workers' bad behavior, followed by face-to-face (F2F) contact with aid workers and e-mail. 10% of respondents would prefer to provide feedback through social media, most often Telegram, Viber or Messenger.

Preferred methods for providing feedback about misconduct of aid workers

	Overall <i>n=1251</i>	Outside of CC <i>n=1146</i>	Inside of CC <i>n=105</i>
Phone call – unique hotline	21%	21%	25%
F2F (in office/other venue) with aid worker	19%	20%	17%
E-mail	14%	14%	14%
F2F (at home) with aid worker	12%	12%	13%
Social media	10%	10%	9%
Do not know / hard to tell	32%	32%	31%



Preferred social media	
<i>Sample size</i>	115
Telegram	64%
Viber	57%
Facebook/ Messenger	55%
WhatsApp	14%
Signal	2%
Other	1%

Q1: How would you prefer to give feedback to aid agencies about any bad behavior/misconduct of aid workers? Q2: Which social media? Please specify

HUMANITARIAN ASSISTANCE

40% of respondents did not know about any complaint mechanism* in their community. 21% of respondents were aware of the possibility for call-in reporting, 19% of respondents – for reporting through face-to-face contact with aid workers. Some respondents also indicated e-mail, social media and F2F contact at home with aid workers as complaint mechanisms known to them (14%, 12%, and 11% of respondents respectively).

Awareness of complaint mechanisms	Overall n=1238	Outside of CC n=1136	Inside of CC n=102
Phone call	21%	21%	28%
F2F (in office/other venue) with aid worker	19%	20%	18%
E-mail	14%	14%	14%
Social media	12%	12%	11%
F2F (at home) with aid worker	11%	11%	10%
F2F with member of the community	6%	6%	8%
Short Message Service (SMS)	4%	4%	8%
Letter	3%	3%	4%
Complaints/suggestions box	3%	3%	4%
Tweet	1%	1%	3%
None of the above	40%	39%	43%

Complaint mechanisms awareness: social media	
	Overall
Sample size	145
Facebook / Messenger	66%
Telegram	58%
Viber	50%
WhatsApp	15%
Signal	2%
Other	1%

*Community-based complaints mechanism is a system blending both formal and informal community structures, built on engagement with the community where individuals are able and encouraged to safely report grievances – including Sexual Exploitation and Abuse incidents – and those reports are referred to the appropriate entities for follow-up¹.

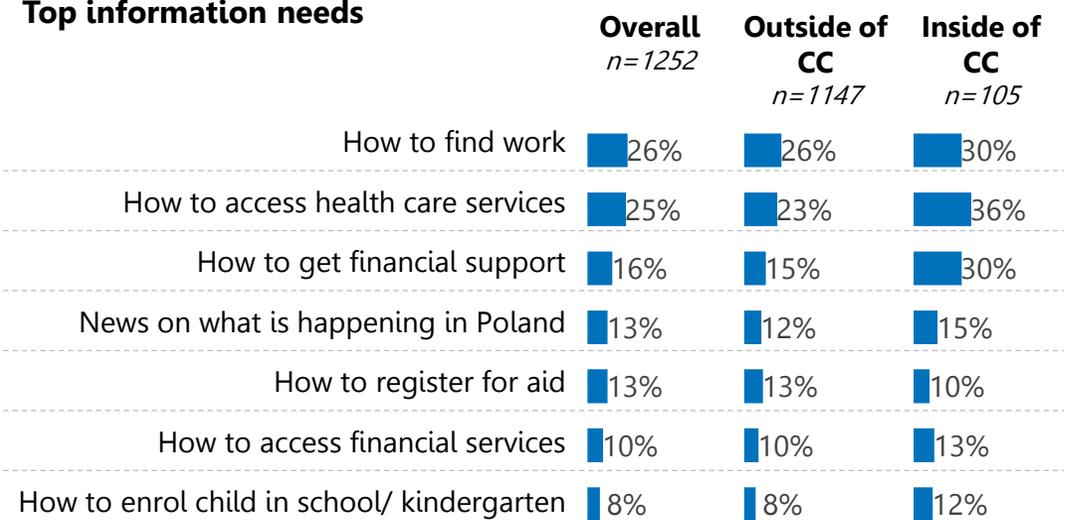
Q1: Which of the following complaints mechanisms in your community are you aware of and know how to use? Q2: Which social media? Please specify

¹ [Best Practice Guide - Inter-Agency Community-Based - Complaint Mechanisms - Protection against Sexual Exploitation and Abuse](#)

AAP – INFORMATION NEEDS

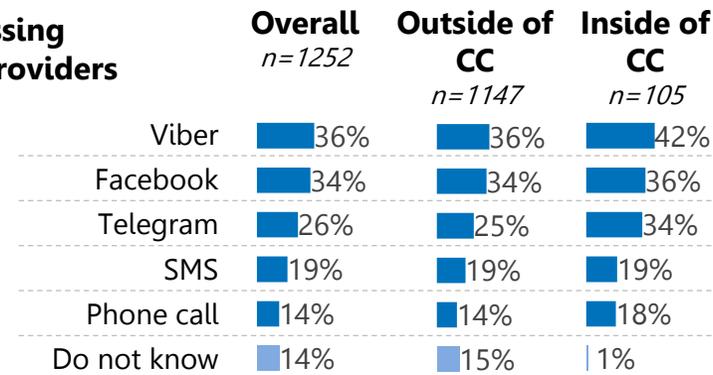
Ways of finding a job, accessing health care and getting financial assistance were the most frequently mentioned information needs by respondents. They would most likely have access to information via social media - Viber, Facebook or Telegram. Most of the respondents (66%) did not face any challenges in accessing information so far, while those who had, most often did not know where to look for information (22% of respondents) or what information to trust (13% of respondents).

Top information needs

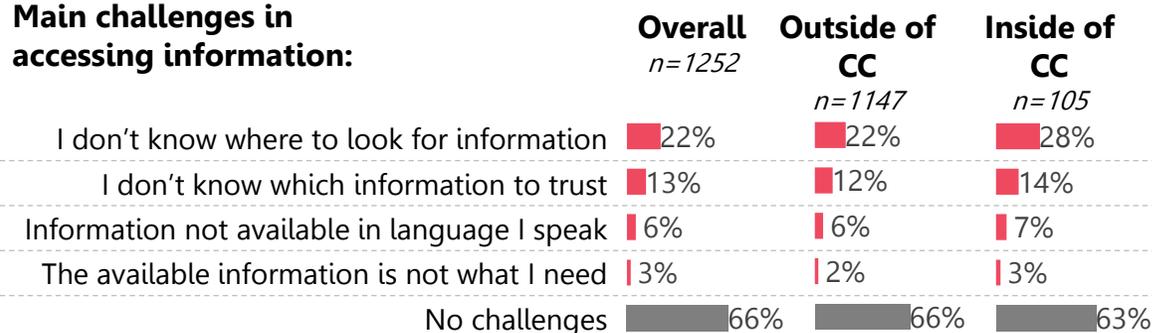


Shown answers indicated by more than 5% of respondents

Main channels for accessing information from aid providers



Main challenges in accessing information:



Shown answers indicated by more than 1% of respondents

Q: What type of information would your household like to receive from aid providers? Q2: How would you and your HH members like to receive this information? Q3: What challenges are you facing in accessing information that you need at the moment?

Thank you

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