

# ACCOUNTABILITY TO AFFECTED POPULATIONS (AAP)

MSNA 2021

JULY 2022  
GLOBAL KEY FINDINGS

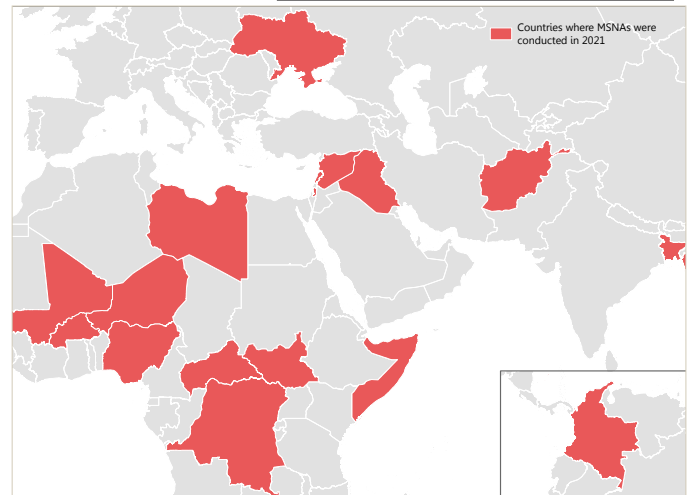
## CONTEXT AND COVERAGE

Between June and December 2021, REACH facilitated **MSNAs** (Multi-Sector Needs Assessments) in **17 contexts**, cumulating **140.736 households interviews** in total<sup>1</sup>.

In consultation with humanitarian partners at field level, **AAP indicators were included in all MSNA assessments**<sup>2</sup>. Although the number and type of AAP indicators collected vary among MSNAs, this output reflects an attempt to present some AAP results from a selection of indicators that were collected in various contexts. Table 1 in Annex summarizes where indicators were collected, as well as their exact phrasing per context. The full crisis-level AAP results are presented and contextualised in the relevant MSNA 2021 publications, available on the [REACH Resource Centre](#).

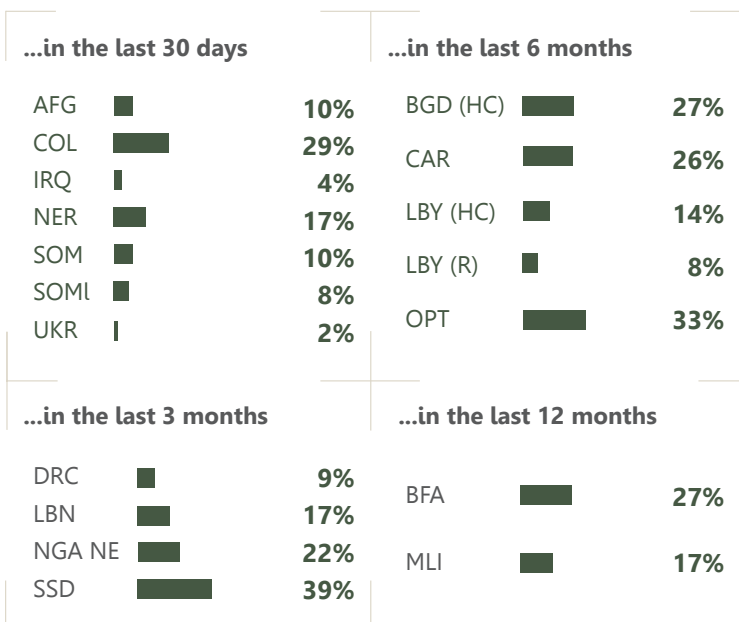
**2021 MSNAs** were held in Afghanistan (AFG), Burkina Faso (BFA), Bangladesh (BGD)<sup>3</sup>, Central African Republic (CAR), Colombia (COL), Democratic Republic of Congo (DRC), Iraq (IRQ), Lebanon (LBN), Libya (LBY)<sup>4</sup>, Mali (MLI), Northeast Nigeria (NGA NE), Niger (NER), occupied Palestinian territory (OPT), Somalia (SOM) (and Somaliland - SOMI), South Sudan (SSD), Syria (SYR)<sup>5</sup>, Ukraine (UKR)<sup>6</sup>.

REACH facilitated MSNAs in 17 contexts in 2021:

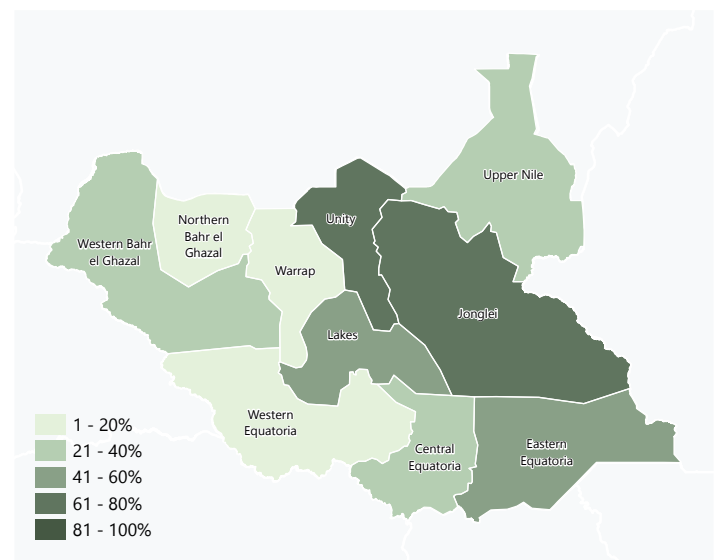


## RECEPTION OF ASSISTANCE: WHERE?

**% of households who received humanitarian assistance<sup>7</sup> :**



**Snapshot: South-Sudan | % of households who received humanitarian assistance in the last 3 months, by state:**

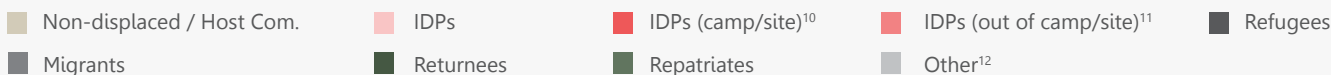


In 2021, MSNAs measured the coverage of humanitarian aid using a broad range of recall periods, making cross-crisis comparisons difficult. Moreover, the findings are not detailed enough to allow to identify the nature and quantity of assistance received by individual households reporting having received assistance, and whether household members that received assistance were those identified to be persons in need (PiN) in 2021 Humanitarian Needs Overviews. However, some apparent gaps in assistance coverage

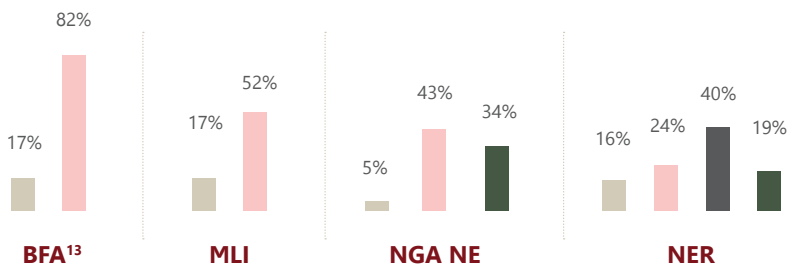
particularly stood out. To cite an example, in DRC, where a pilot MSNA was conducted in the Tanganyika province, REACH analysis found that the proportion of households facing extreme or very extreme levels of needs based on the **Multi Sector Needs Index (MSNI)**<sup>8</sup> was particularly high (81%), whereas the proportion of households reporting receiving assistance in the 3 months prior to data collection was comparatively very low (9%).

## RECEPTION OF ASSISTANCE: WHO?

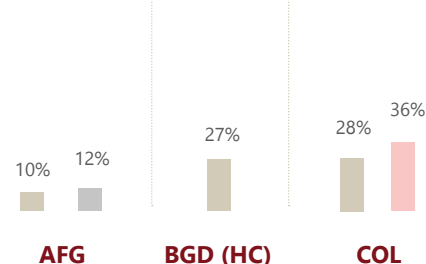
% of households who received humanitarian assistance - by population group, region and context<sup>9</sup>:



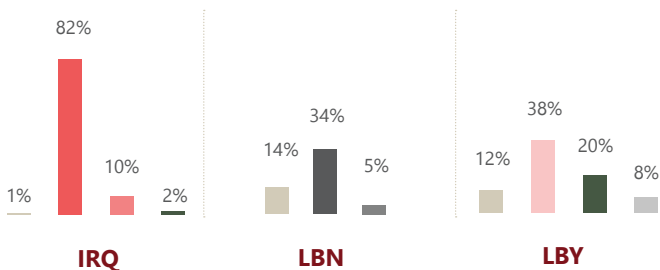
### SAHEL



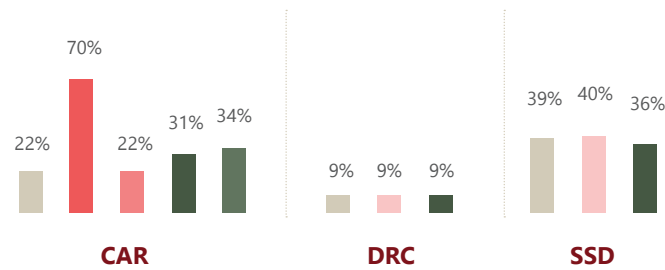
### ASIA AND LATIN AMERICA



### MIDDLE EAST - NORTH AFRICA



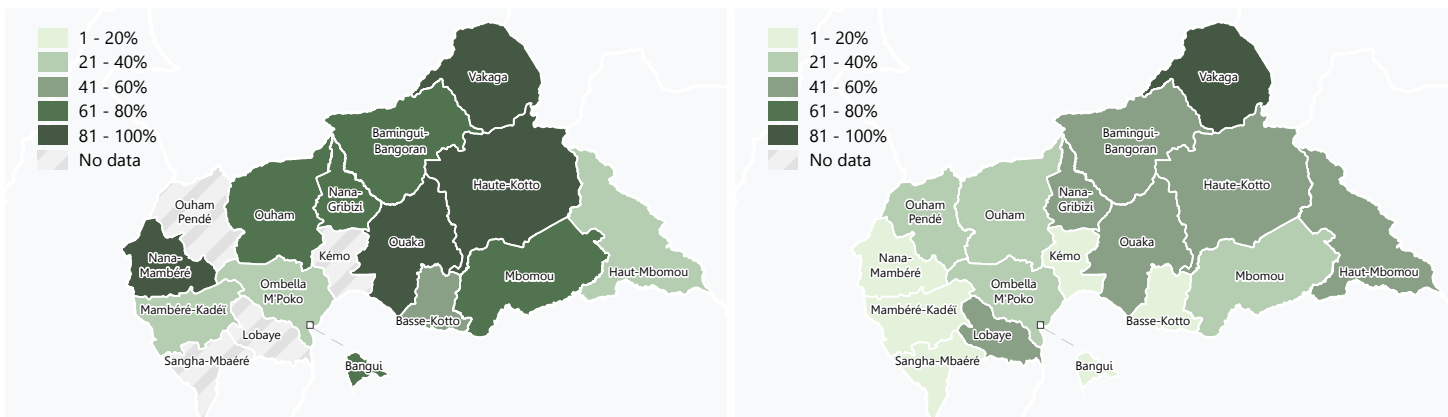
### CENTRAL AND EAST AFRICA



2021 MSNAs provide indications that the targeting of humanitarian assistance continues to be influenced by factors not directly linked with the level of needs, such as displacement status. In a number of contexts, households with a specific displacement status were found to be much more likely to have received humanitarian assistance than others. While there are context specific factors that would explain these discrepancies such as specific vulnerabilities and drivers of humanitarian needs associated with a particular displacement status, REACH found

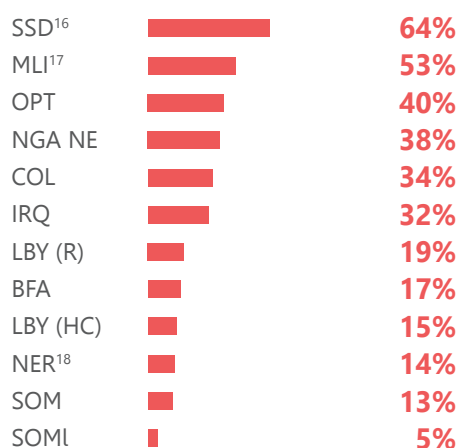
that the distribution of humanitarian assistance was not always aligned with the estimated level of needs among households across population groups. In CAR, for example, REACH found evidence that 84% of IDPs in site and 75% of IDPs out of site showed extreme or very extreme levels of multisectoral needs based on its **Multi Sectoral Needs Index (MSNI)**<sup>14</sup>; yet, only 22% of IDP households living out of site had received assistance in the past 6 months compared to 70% of IDPs living in site.

**Snapshot: CAR** | % of households who received assistance in the last 6 months between **IDPs in camp/site** (left) and **IDPs out of camp/site** (right):<sup>15</sup>

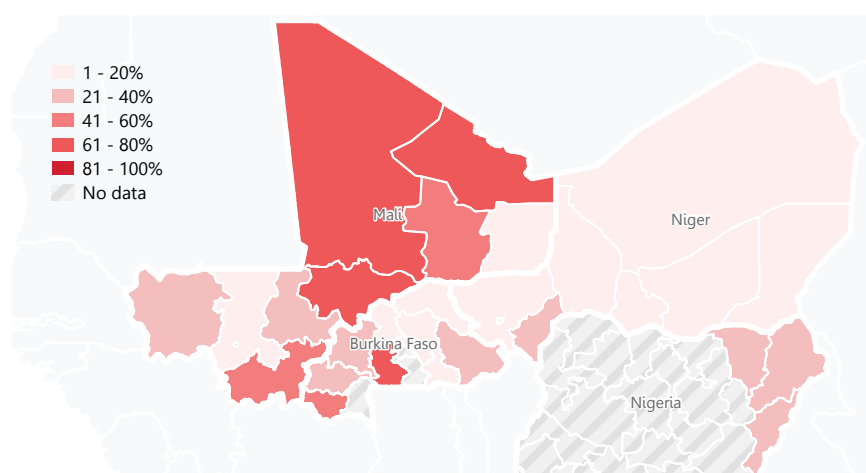


## SATISFACTION VIS-A-VIS ASSISTANCE RECEIVED: WHERE?

% of households who were **not satisfied** with the aid received - by context:



Regional overview: Sahel | % of households who were **not satisfied** with the aid received in Burkina Faso, Mali, Niger and North-East Nigeria:<sup>19</sup>



While levels of satisfaction regarding assistance vary, the three contexts where the level of dissatisfaction toward humanitarian assistance was the highest (**South Sudan, Mali and occupied Palestinian territory**) were protracted crises where many affected households often have little choice but to rely on humanitarian assistance on a recurring basis or over prolonged period of time, leaving these households to intimately experience the ebbs and flows of humanitarian programming in a context of declining global funding.

## SATISFACTION VIS-A-VIS ASSISTANCE RECEIVED: WHY?

% of households who reported **not being satisfied** with the aid received, by main reason of dissatisfaction<sup>20</sup>:

|  | COL | IRQ | MLI | NER | NGA | OPT | SOM | SOML | SSD |
|--|-----|-----|-----|-----|-----|-----|-----|------|-----|
| Quantity of aid received               | 89% | 69% | 48% | 73% | 87% | 90% | 52% | 76%  | 72% |
| Quality of aid received                | 5%  | 50% | 5%  | 8%  | 18% | 25% | 28% | 17%  | 15% |
| Delays in delivery / Inaccurate timing | 15% | 26% | 2%  | 3%  | 25% | 22% | 30% | 19%  | 52% |

How to read: "In Colombia, 89% of households reported insufficient quantity as of the main reason for being dissatisfied vis-a-vis the assistance received (among households who received assistance and were dissatisfied).

Across all 2021 MSNAs, the most frequent reason cited to explain dissatisfaction with humanitarian assistance was the **insufficient quantity of assistance available to cover all the most pressing needs**. This finding comes in the context of the multiplication of humanitarian crises globally in recent years, growing humanitarian needs, and a general increase in unmet funding requirements for Humanitarian Response Plans.

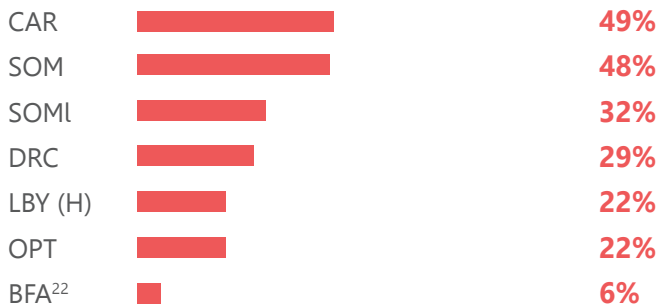
% of households who reported the assistance as **non-adequate to their needs** as one of their main reason of **dissatisfaction** vis-a-vis the aid received:<sup>21</sup>



... of households interviewed mentioned **being dissatisfied** vis-a-vis the assistance they received because it was **not adequate to their needs**.

## QUESTIONING THE AID DELIVERED

% of households who mentioned **not being satisfied with the way aid worker generally behave in the area** - by context:

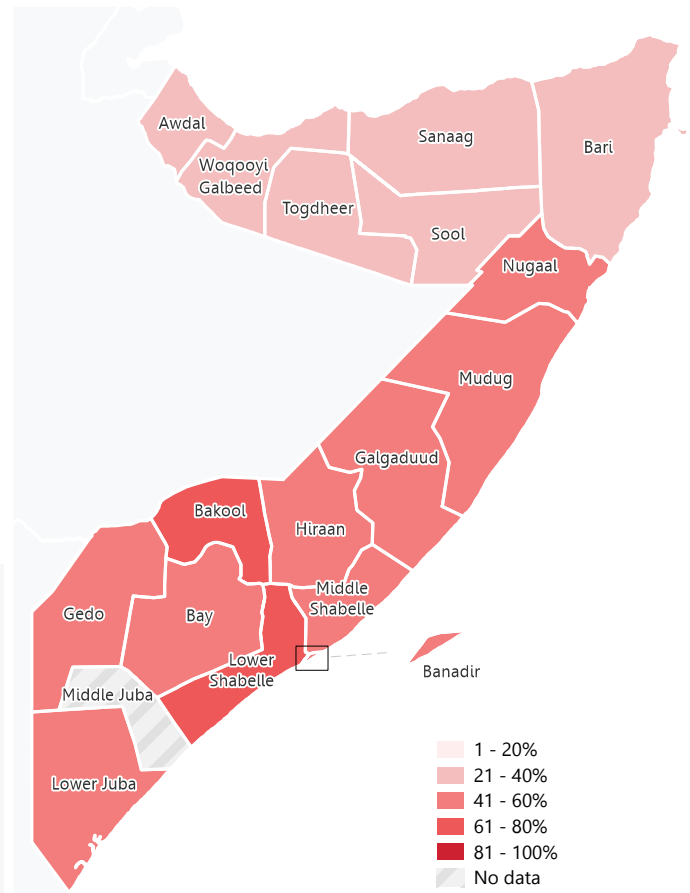


**49%**

of households in Niger reported that humanitarian assistance is not always delivered **in a way that was considered appropriate culturally or ethically.**

Among contexts where households were asked whether humanitarian workers were behaving appropriately in their area or whether they felt respected by aid workers, levels of dissatisfaction were high in some places, including reaching nearly half of households that interacted with humanitarian actors in Niger, CAR and Somalia and Somaliland. These findings are especially of concern considering the **chronically low awareness of complaint and feedback mechanisms across these crises.** For example, in Niger, where insatisfaction with humanitarian actors' conduct was high, less than 15% of households reported knowing how to submit complaint or feedback to humanitarian actors.

**Snapshot: Somalia and Somaliland** | % of households who mentioned not being satisfied with the way aid worker generally behave in the area, by region:



% of households who reported **not having been consulted on their needs and/or preferences prior to assistance planning or delivery:**



...of households reported **not having been consulted** on their needs and/or preferences prior to assistance planning or delivery.

The Bangladesh response has placed a strong focus on **Communication with Communities (CwC)** over the years.<sup>23</sup> During the 2021 MSNA, the majority of affected households living in camps and in the host community reported that they had felt consulted by humanitarian actors over the six months prior to data collection. However, the study of the case of Bangladesh highlights the importance of triangulating quantitative data on community perceptions of humanitarian assistance with qualitative approaches that allow to take time with the respondents to unpack complex

concepts such as agency and participation, and better understand what lies beneath quantitative data. In the case of Bangladesh, a recent case study from the Overseas Development Institute (ODI) suggests that while affected people may be given opportunities to provide complaints and inputs, the way they are consulted and the extent to which their opinion is meaningfully taken into account remains inadequate.<sup>24</sup>

## ENDNOTES

1. A table summarizing methodologies used for the quantitative component (household-level data collection) of all the MSNAs is provided in Annex. Please refer to this table when considering the results presented in this output. Links to the assessments' full Terms of Reference are also provided.
2. Please refer to Annex to find a table summarizing the indicators used in each questionnaire, and the exact phrasing of each question per context.
3. Two different MSNAs were implemented in Bangladesh in 2021, assessing two population groups: a first one assessing Host Communities (BGD (HC)), and a second one assessing refugees in camps (BGD (R)). The detailed definitions of these population groups, the coverage of these assessments and further information upon the methodology used can be found in Annex.4. Two different MSNAs were implemented in Libya in 2021, assessing several population groups: a first one assessing Libyan population (LBY (HC)), and a second one assessing "Refugees and migrants" (LBY (R)). The detailed definitions of these population groups, the coverage of these assessments and further information upon the methodology used can be found in Annex.
5. Due to sensitivities surrounding the data collected, results from the Syria MSNA are not included in this output.
6. The 2021 Ukraine MSNA covered only Luhansk and Donetsk.
7. Throughout the output, the recall period "in the last X month" or "in the last X days" always refers to "the last X months/days preceding the household interview".
8. The MSNI is a crisis-specific composite indicator, designed to measure the overall severity of humanitarian needs of a household. It is based on the highest sectoral severity identified in each household and expressed through a scale of 1 to 4+. Sectoral severity is determined through the calculation of sector-specific composite indicators. More information on the analytical framework of the 2021 DRC MSNI can be found [here](#).
9. No disaggregation by population groups in oPt, SOM, SOMI and UKR.
10. Depending on the assessed context, the terminology "in camp" or "in site" will be preferred.
11. Ibid.
12. In Afghanistan, the 2021 MSNA assessed two groups of population: "non-displaced" and "displaced". The latter referred to "IDPs and cross-border returnees". In Libya, two MSNAs took place in 2021, one assessing "Libyan population" and one assessing "Refugees and Migrants". Detailed definitions of these population groups, the coverage of these assessments and further information upon the methodology used can be found in Annex.
13. In Burkina Faso, population groups were not represented in this infographics when the total interviews for this group of population was inferior to 100 (migrants burkinabè, international migrants, returnees, refugees, repatriates).
14. The MSNI is a crisis-specific composite indicator, designed to measure the overall severity of humanitarian needs of a household. It is based on the highest sectoral severity identified in each household and expressed through a scale of 1 to 4+. Sectoral severity is determined through the calculation of sector-specific composite indicators. More information on the analytical framework of the 2021 CAR MSNI can be found [here](#).
15. Cf. endnote 10.
16. For South Sudan 2021 MSNA, the question was asked even if the household had previously mentioned not having received humanitarian assistance if this household received assistance from another household sharing the assistance it received.
17. For Mali 2021 MSNA, three options of response were possible "oui" (yes), "non" (no), and "moyen" (intermediate). To allow comparison with other contexts, the "intermediate" responses were adapted into "no". This choice follows the rationale that a household not choosing to answer "yes, I am satisfied" can be considered as "non satisfied" by the aid it received.
18. For Niger 2021 MSNA, this question offered several options of response using a scale of satisfaction: "très satisfait" (very satisfied), "plutôt satisfait" (satisfied), "plutôt pas satisfait" (not satisfied), "pas du tout satisfait" (not satisfied at all). To allow comparison with other contexts, options "satisfied" and "very satisfied" were adapted into "yes" and options "not satisfied" and "not satisfied at all" were adapted into "no".
19. In Burkina Faso, regions where the total number of interviews was inferior to 10 were not represented in this map (NA).
20. For Niger, North-East Nigeria, South Sudan and Colombia, the respondent had the possibility to choose multiple answers. In Mali, the respondent could only choose one answer to this question.
21. According to the questionnaires, additional options of response could have been available for the respondent. The options presented here represent the minimum common factor between all the MSNA questionnaires. In every context but Mali, the respondent had the possibility to choose multiple answers to this question.
22. In Burkina Faso, the question was worded fairly differently than in other contexts, and was only asked to households that had reported receiving some assistance. The question in Burkina Faso related to whether households had felt respected by aid workers in the process of receiving assistance, whereas in other contexts, the question generally related to households general perception of the conduct of humanitarian actors in their area.
23. Bangladesh Communication with Communities Working Group. AAP Manifesto. Last updated January 2019.
24. ODI. Participation and inclusion in the Rohingya refugee response in Cox's Bazar, Bangladesh: 'We never speak first'. 2021.



## ANNEX - LIST OF INDICATORS BY CONTEXT, METHODOLOGY AND PUBLICATIONS

Table 1: exact phrasing of the questions that have been asked per location, for each indicator presented in this output.

| Location | Indicators  |   |  |  |   |
|----------|---|---|--|--|---|
|          | % of HHs who received aid in the past 30 days   | [Of those who received aid] % of HHs who were satisfied with the aid they received  | [Of those who received aid and were dissatisfied with aid received] Most commonly reported reasons for dissatisfaction with the aid received | % of HHs satisfied with aid workers' behaviour in the area   | In the last 30 days, have you or anyone else in your household been asked about what aid you would like to receive?   |
| AFG      | Has your household received any humanitarian assistance in the past 30 days? If yes, what type?   |   |  |  |   |
| BGD (HC) | In the past 6 months, has your household received humanitarian assistance?  |   |  |  | In the last 6 months, was your household consulted and do you feel that aid providers took your household's opinion into account related to the type of aid you would like to receive and how you would like to receive it?   |
| BGD (R)  |   |   |  |  | In the last 6 months, was your household consulted and do you feel that aid providers took your household's opinion into account related to the type of aid you would like to receive and how you would like to receive it?   |
| BFA      | Est-ce que votre ménage a reçu de l'assistance humanitaire de toute sorte au sein de votre localité au cours des 12 derniers mois?<br><br>(Has your household received humanitarian assistance in the last 12 months?)      | Si vous avez reçu une aide au cours des 12 derniers mois, votre ménage était-il satisfait de l'aide que vous avez reçue?<br><br>(If received, were you satisfied vis-a-vis the aid received?) |  | Avez-vous (votre ménage) été traité avec respect par ceux qui fournissent l'aide ?<br><br>(Do you consider that your household was treated respectfully by aid worker delivering the aid?)   |   |
| CAR      | Avez-vous ou les membres de votre ménage reçu de l'assistance de la part des acteurs humanitaires au cours des 6 derniers mois ?<br><br>(Have you or your household received humanitarian assistance in the last 6 months?) |   |  | Votre ménage est-il satisfait de la conduite des travailleurs humanitaires dans votre zone ?<br><br>(Is your household satisfied with the way NGO workers generally behave in the area?)   | Au cours des 6 derniers mois, est-ce que votre ménage a été interrogé sur la programmation de l'aide humanitaire dans votre région (e.g. ciblage, évaluation des besoins, modalités proposés, calendrier de distributions, etc.) ?<br><br>(In the last 6 months, has your household been consulted on humanitarian planning in the region?) |
| COL      | En los últimos 30 días, ¿su hogar ha recibido ayuda, subsidio o apoyo de alguna persona o institución?<br><br>(Has your household received assistance from any person or institution in the last 30 days?)                  | ¿Su hogar está satisfecho con esta ayuda, subsidio o apoyo que recibió en los últimos 30 días?<br><br>(If received, were you satisfied vis-a-vis the aid received in the last 30 days?)       | ¿Por qué está insatisfecho su hogar con esta ayuda, subsidio o apoyo?<br><br>(If not satisfied, why?)  |  |   |
| DRC      | Est-ce que votre ménage a reçu de l'assistance humanitaire de toute sorte au cours des 3 derniers mois/ depuis Pâques?<br><br>(Has your household received humanitarian assistance in the last 3 months?)                   |   |  | Est-ce que vous ou d'autres membres de votre ménage êtes satisfaits de la façon dont les travailleurs se comportent généralement dans la zone?<br><br>(Is your household satisfied with the way NGO workers generally behave in the area?) | Est-ce que vous ou d'autres membres de votre ménage ont été consulté sur l'assistance que vous souhaitiez recevoir ?<br><br>(Has your household been consulted on the type of assistance that you would prefer to receive?)   |

|                   |  |  |   |  |  |
|-------------------|--|--|---|--|--|
| <b>IRQ</b>        | Have you received aid in the past 30 days?   | 94.1. If you have received humanitarian aid in the last 30 days, are you satisfied with the aid you received?  | 94.2. If you have received humanitarian aid in the last 30 days and were not satisfied, why were you not satisfied with the aid received? |  |  |
| <b>LBN</b>        | Has your household received any assistance from a formal governmental or non-governmental actor in the past three months?  |  |   |  |  |
| <b>LBY (HC)</b>   | Did you or anyone in your household receive any kind of support from a non-governmental organisation during the previous 6 months?   | Was your household satisfied with the aid you received?  |   | Are you and other members of your household satisfied with the way aid workers generally behave in your area? E.g. Do aid workers in your area behave well, or have you experienced any aid workers discriminating against certain people, or mistreating people in any way?   |  |
| <b>LBY (R)</b>    | Did you receive any kind of support from a non-governmental organisation during the previous 6 months?   | Were you satisfied with the aid you received?  |   |  |  |
| <b>MLI</b>        | Avez-vous reçu de l'assistance de la part des acteurs humanitaires au cours des 12 derniers mois ?<br><br>(Has your household received humanitarian assistance in the last 12 months?) | Êtes-vous satisfaits de l'assistance que vous avez reçue ?<br><br>(If received, were you satisfied vis-a-vis the aid received?)  | Quelle en est la principale raison de votre insatisfaction ?<br><br>(If not satisfied, what was the main reason?)                         |  |  |
| <b>NER</b>        | Avez-vous reçu de l'aide humanitaire au cours des 30 derniers jours ?<br><br>(Has your household received humanitarian assistance in the last 30 days?)                                | "Si aide reçue au cours des 30 derniers jours, quel est votre niveau de satisfaction ?<br><br>(If received, what was your level of satisfaction vis-a-vis the aid received?) | Pourquoi n'étiez vous pas satisfaits de l'aide reçue ?<br><br>(If not satisfied, why?)  | Selon vous, les services/ Assistanes humanitaires que vous avez reçu ont-ils été fournis de manière honnête ? (sans corruption ou comportement contraire à l'éthique et dans le respect des croyances et valeurs)<br><br>(According to you, were the humanitarian assistance and services delivered in an honest way?) | Est-ce que votre ménage a été consulté sur le type d'assistance que vous voudriez recevoir ?<br><br>(Was your household consulted on the type of assistance that you would prefer to receive?) |
| <b>NGA NE</b>     | Has your household received aid from an organisation in the past 3 months?   | Was your household satisfied with the aid you received?  | Why were you not satisfied with the aid received?   |  |  |
| <b>oPt</b>        | 82. Have you received aid in the past six months?  | 82.3 If you have received aid in the last 30 days, are you satisfied with the aid you received?  | 82.4 If you were not satisfied why were you not satisfied with the aid received?  | 82.6 Are you satisfied with the way aid workers have behaved in the last 6 months in your location?  |  |
| <b>SOM / SOML</b> | Has your household received aid in the past 30 days?   | If you have received aid in the last 30 days, was your household satisfied with the aid you received?  | If you were not satisfied why were you not satisfied with the aid received?   | Are you and other members of your household satisfied with the way aid workers generally behave in your area?  |  |
| <b>SSD</b>        | M.1. Have any of your household members received any form of assistance in the past 3 months?  | M.13. Was your household satisfied with the assistance?  | M.14. Why was your household unsatisfied with the assistance?   |  |  |
| <b>SYR</b>        |  |  |   |  |  |
| <b>UKR</b>        | Has your household received aid in the past 30 days?   |  |   |  |  |



**Table 2:** methodologies used for data collection for each MSNA data presented in this output, datasets and publication by location:

| Contexts          | Methodology / publications   |
|-------------------|--|
| <b>AFG</b>        | <a href="#">Terms of Reference (ToRs)</a><br><a href="#">Dataset</a><br><a href="#">Publications</a> |
| <b>BGD (H)</b>    | Terms of Reference (ToRs)<br>Dataset<br><a href="#">Publications</a>                                 |
| <b>BGD (R)</b>    | Terms of Reference (ToRs)<br>Dataset<br><a href="#">Publications</a>                                 |
| <b>BFA</b>        | <a href="#">Terms of Reference (ToRs)</a><br><a href="#">Dataset</a><br><a href="#">Publications</a> |
| <b>CAR</b>        | <a href="#">Terms of Reference (ToRs)</a><br><a href="#">Dataset</a><br><a href="#">Publications</a> |
| <b>COL</b>        | <a href="#">Terms of Reference (ToRs)</a><br><a href="#">Dataset</a><br><a href="#">Publications</a> |
| <b>DRC</b>        | <a href="#">Terms of Reference (ToRs)</a><br><a href="#">Dataset</a><br><a href="#">Publications</a> |
| <b>IRQ</b>        | <a href="#">Terms of Reference (ToRs)</a><br><a href="#">Dataset</a><br><a href="#">Publications</a> |
| <b>LBN</b>        | <a href="#">Terms of Reference (ToRs)</a><br><a href="#">Dataset</a><br><a href="#">Publications</a> |
| <b>LBY (HC)</b>   | <a href="#">Terms of Reference (ToRs)</a><br><a href="#">Dataset</a><br><a href="#">Publications</a> |
| <b>LBY (R)</b>    | <a href="#">Terms of Reference (ToRs)</a><br><a href="#">Dataset</a><br><a href="#">Publications</a> |
| <b>MLI</b>        | <a href="#">Terms of Reference (ToRs)</a><br><a href="#">Dataset</a><br><a href="#">Publications</a> |
| <b>NER</b>        | <a href="#">Terms of Reference (ToRs)</a><br><a href="#">Dataset</a><br><a href="#">Publications</a> |
| <b>NGA (NE)</b>   | <a href="#">Terms of Reference (ToRs)</a><br><a href="#">Dataset</a><br><a href="#">Publications</a> |
| <b>oPt</b>        | <a href="#">Terms of Reference (ToRs)</a><br><a href="#">Dataset</a><br><a href="#">Publications</a> |
| <b>SOM / SOML</b> | <a href="#">Terms of Reference (ToRs)</a><br><a href="#">Dataset</a><br><a href="#">Publications</a> |
| <b>SSD</b>        | <a href="#">Terms of Reference (ToRs)</a><br>Dataset<br>Publications                                 |
| <b>SYR</b>        | Terms of Reference (ToRs)<br>Dataset<br>Publications   |
| <b>UKR</b>        | <a href="#">Terms of Reference (ToRs)</a><br><a href="#">Dataset</a><br>Publications                 |

Due to context-specific sensitivities around findings, or to delays in reporting, some publications on the above table are not available.