



GROUND TRUTH SOLUTIONS

Strengthening accountability in Iraq: preliminary findings

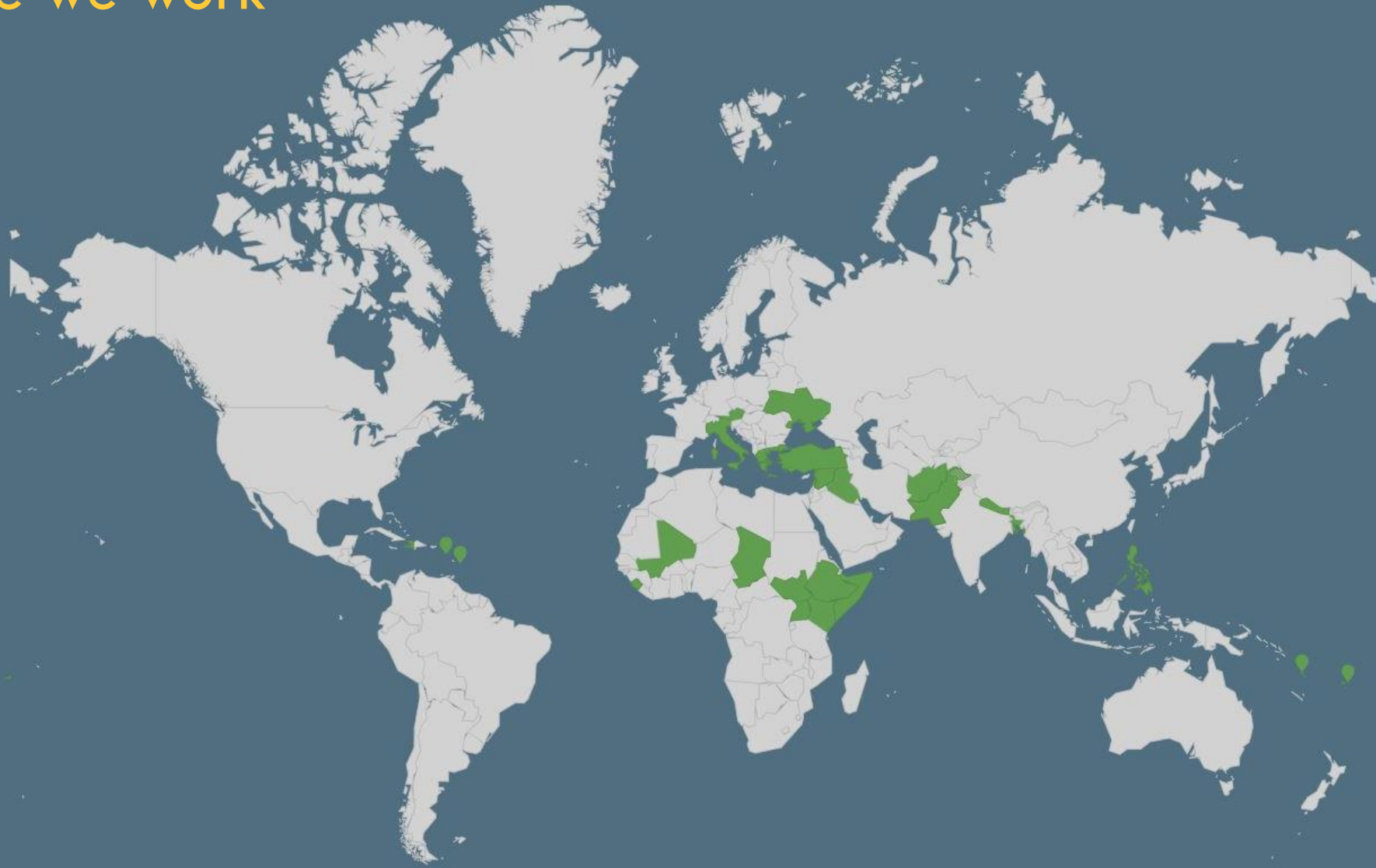
groundtruthsolutions.org



Who we are and what we do

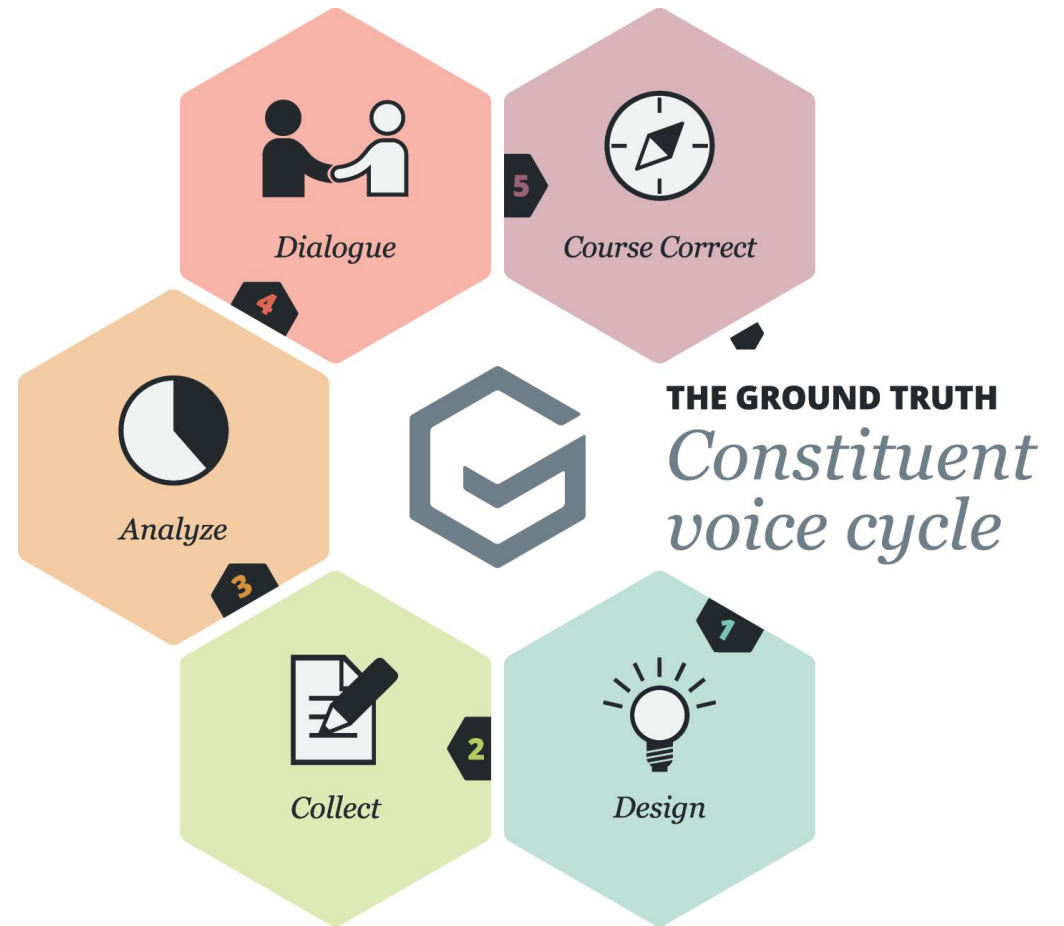


Where we work



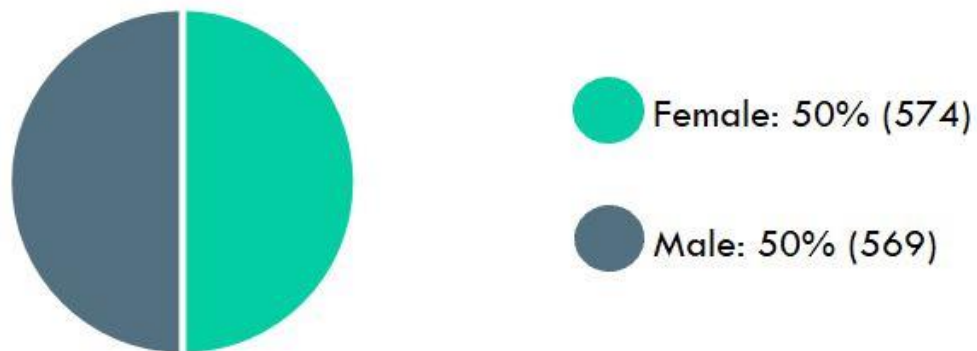
What we bring

- The value of perceptual data
- The Constituent Voice Methodology
- Closing the feedback loop



Overview of demographics

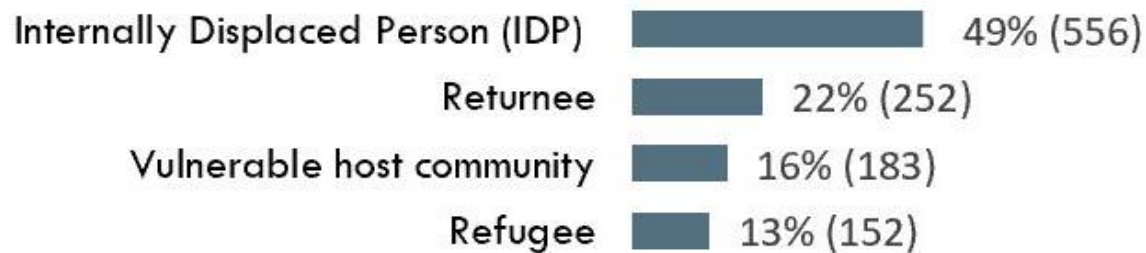
Gender



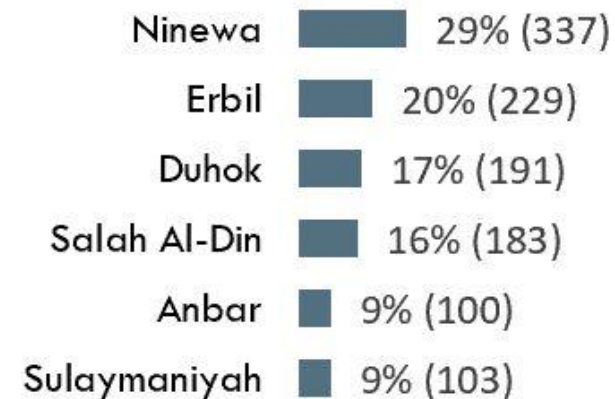
Age



Status



Location

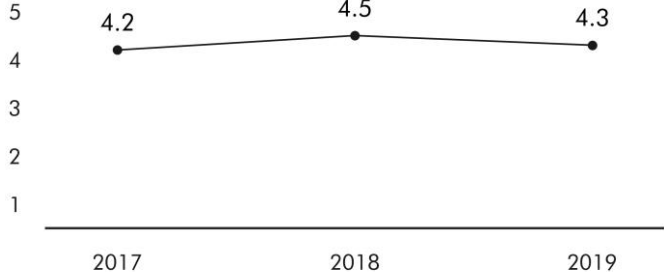


Overview of key findings



Safety and security

Do you feel safe in your day-to-day life?



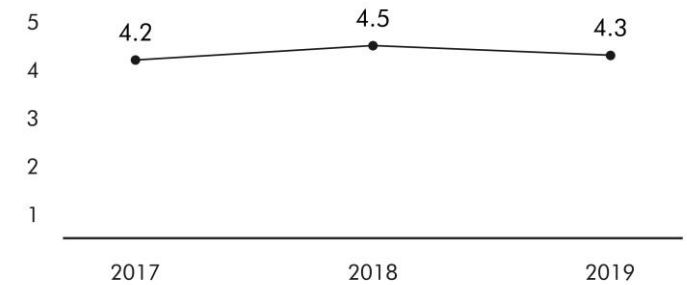
Do you feel safe when accessing aid or services?



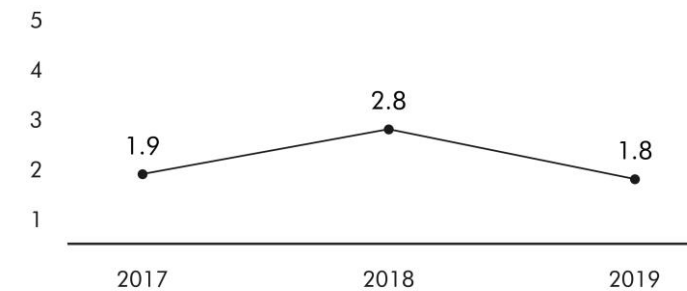
- 1 Not at all
- 2 Not very much
- 3 Somewhat
- 4 Mostly yes
- 5 Yes completely

Participation

Do aid providers treat you with respect?

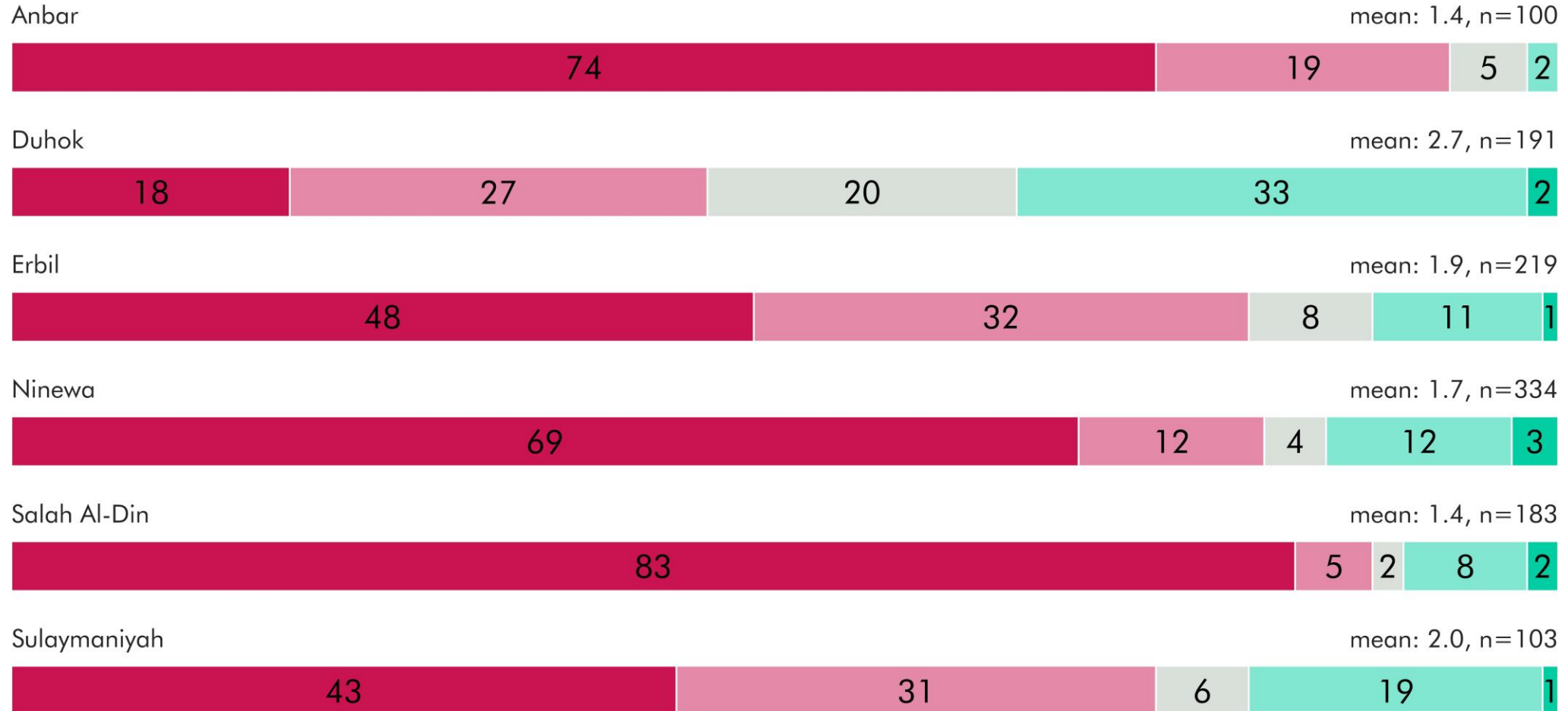


Do aid providers take your opinion into account when providing aid/services?



Participation

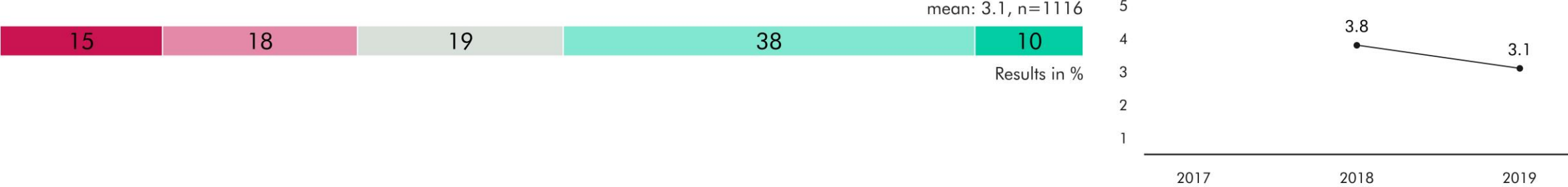
Do aid providers take your opinion into account when providing aid/services?



Results in %

Complaints mechanisms

Do people in your community feel able to report instances of abuse or mistreatment by aid providers?



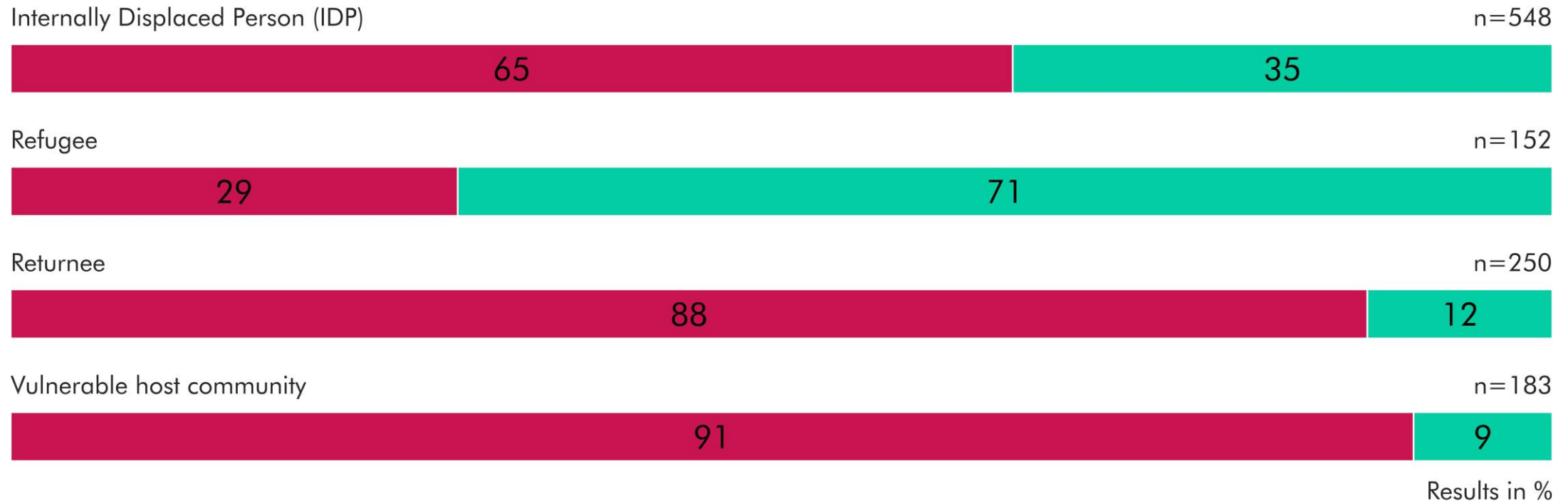
Do you know how to make suggestions or complaints about the aid/services you receive?



● No ● Yes

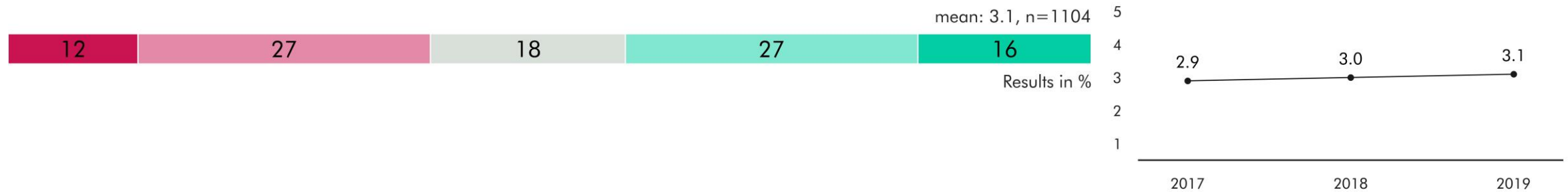
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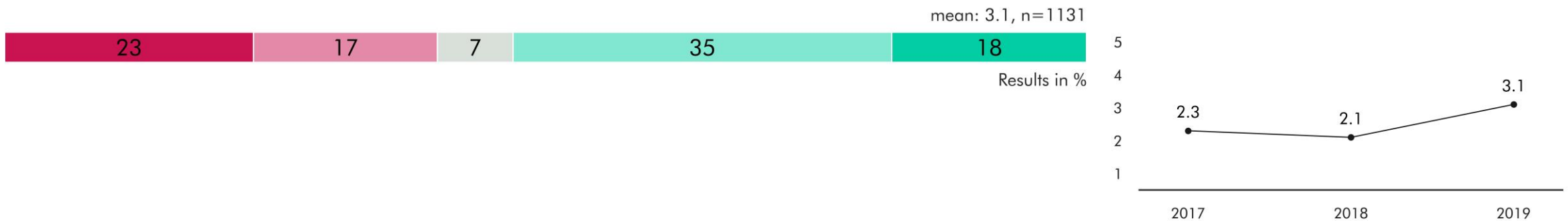


Fairness & information

Does aid go to those who need it most?

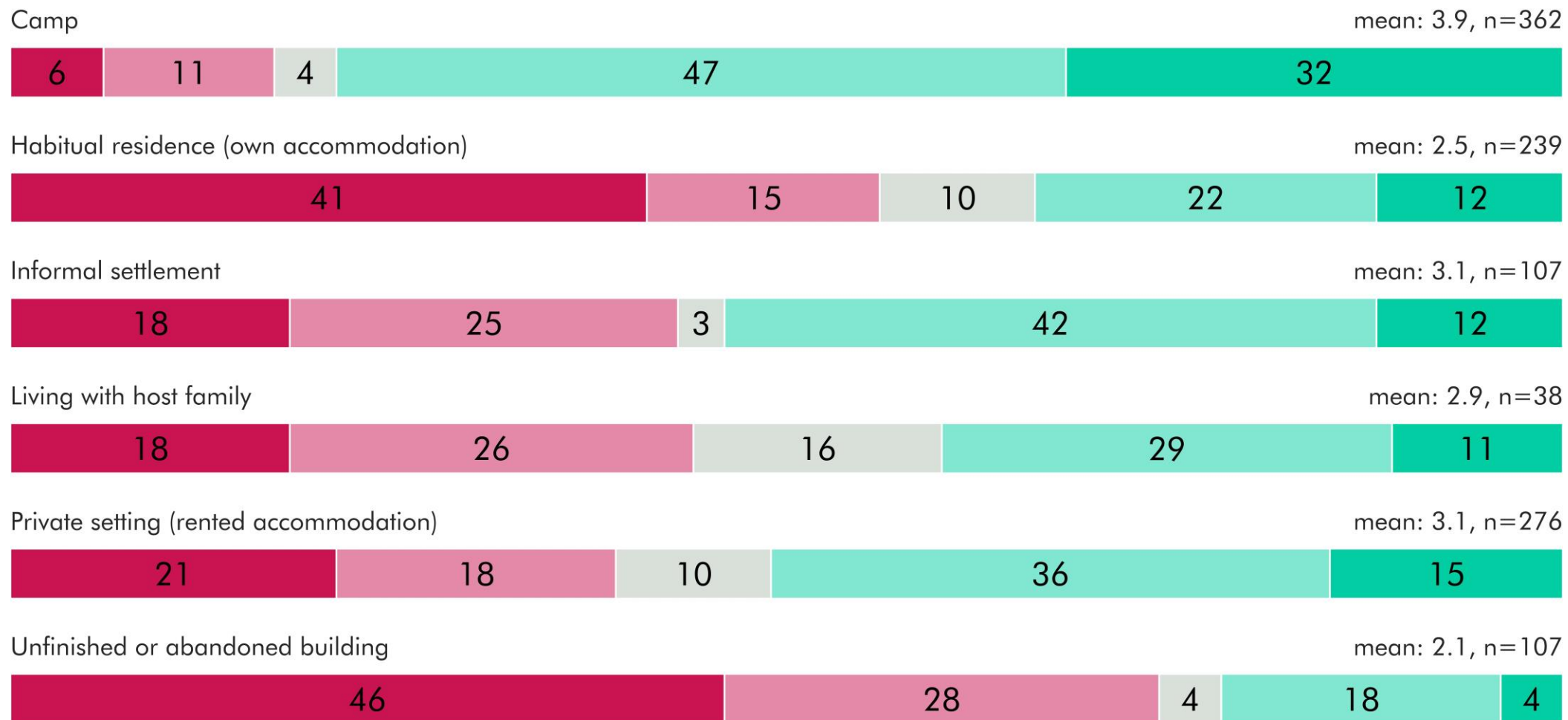


Do you feel informed about the kind of aid/services available to you?



Information

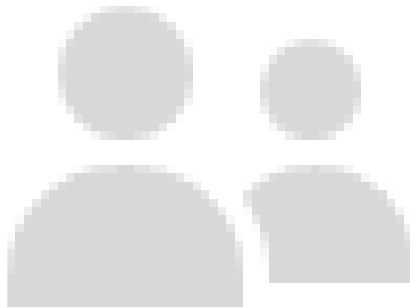
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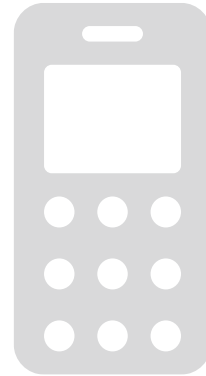
Results in %

Information channels

How would you prefer to receive information?



75%
Face-to-face



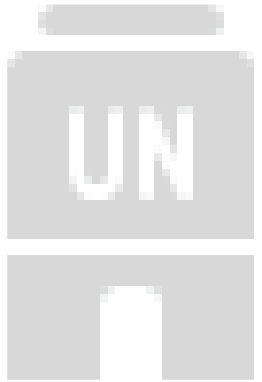
51%
Helpline/hotline



8%
Leaflet/posters

Information channels

Who would you prefer to receive information from?



62%

International aid
providers



37%

Government



36%

Local aid
providers

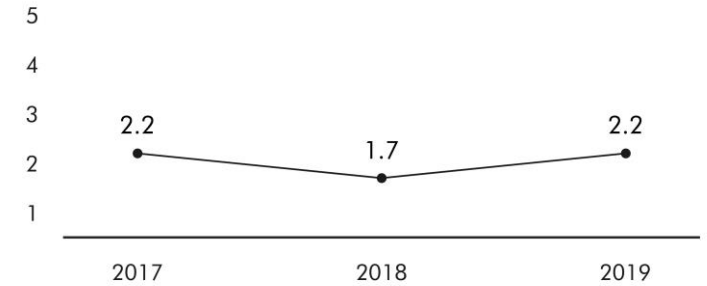
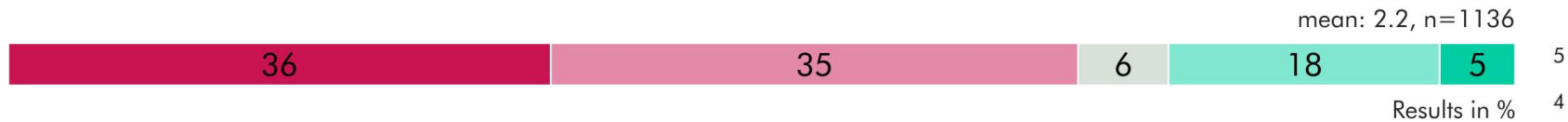


20%

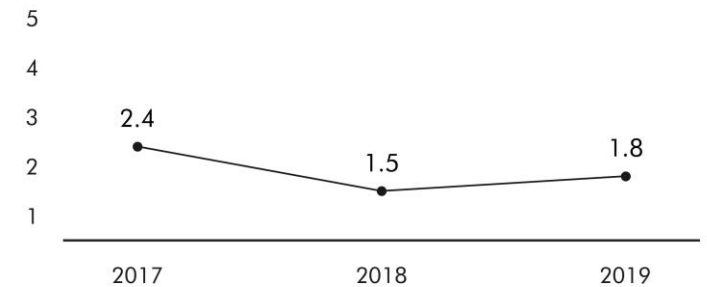
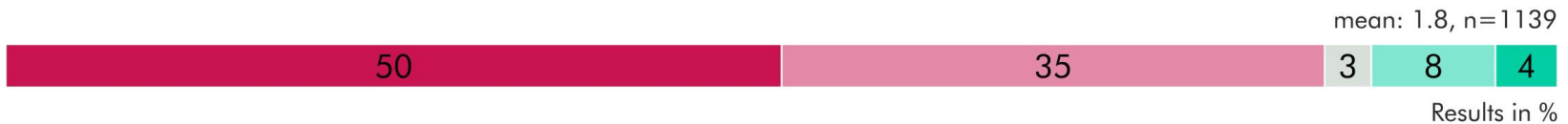
Community
leaders

Relevance & resilience

Do the aid/services you receive cover your most important needs?

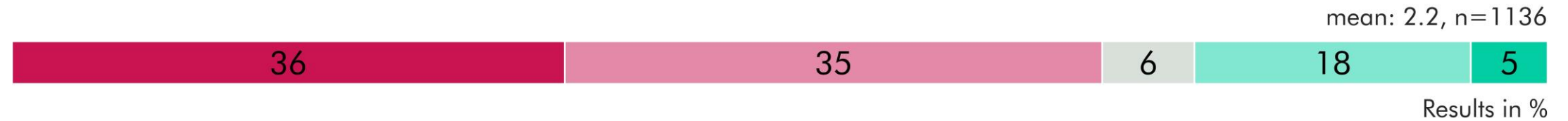


Do you feel the humanitarian aid/services you receive will enable you to live without humanitarian aid/services in the future?



Priority needs remain largely unmet

Do the aid/services you receive cover your most important needs?



Main unmet needs n=814



54%
Cash



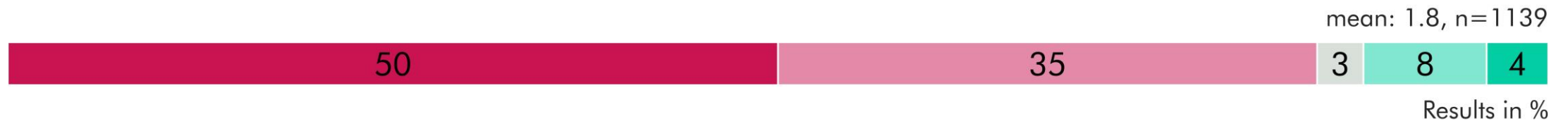
42%
Food



19%
Health services

Only 15% of affected people say that aid promotes self-reliance

Do you feel the humanitarian aid/services you receive will enable you to live without humanitarian aid/services in the future?



What would you need to live without humanitarian aid in the future? n=961



59%
Job/salary



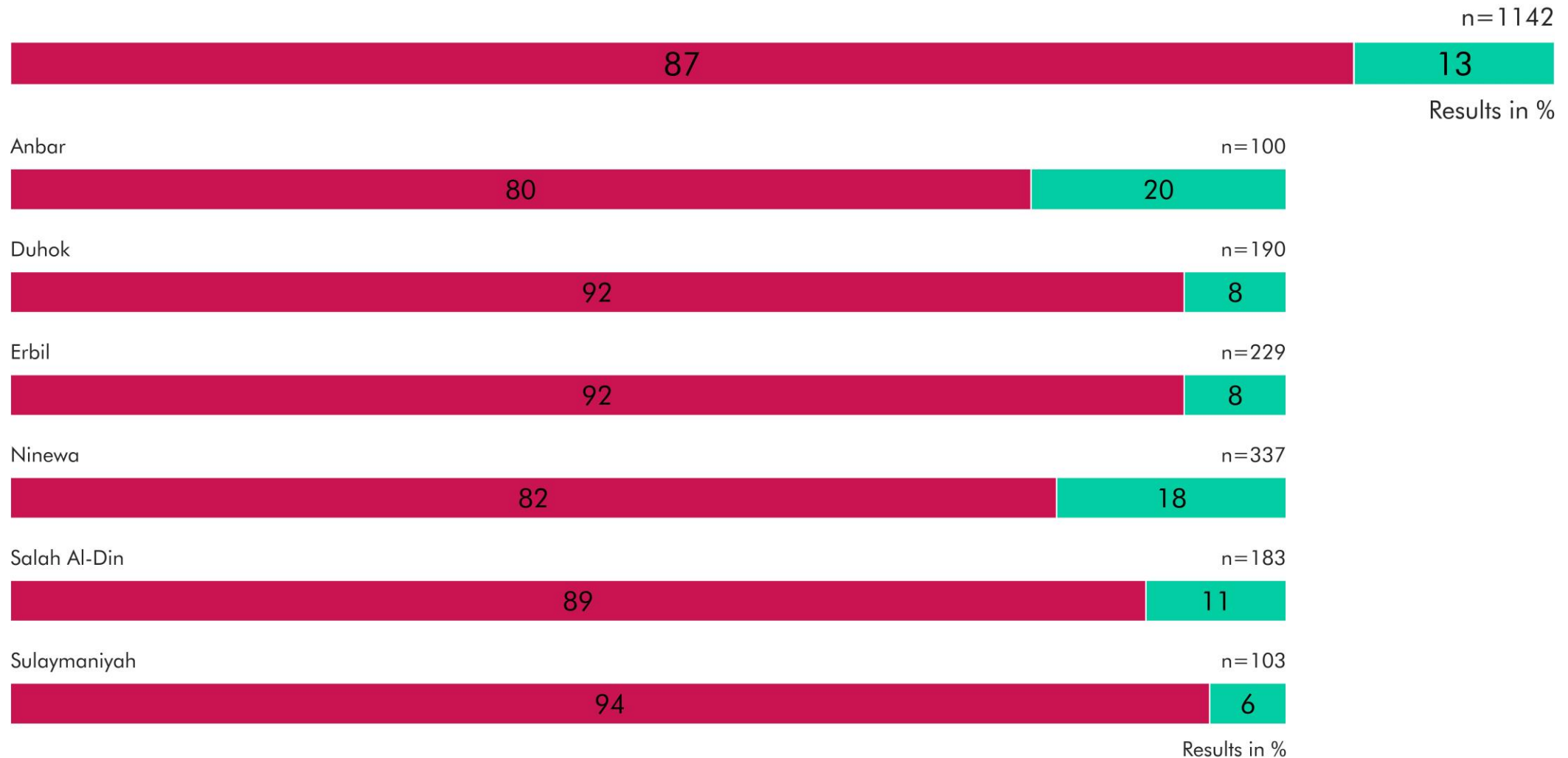
51%
Cash assistance



37%
Food & household items

Awareness of the Iraq Information Centre (IIC)

Have you heard about this call centre [IIC]?



Perception indicators



Sample perception indicators

Perception indicators: examples

Baseline

Set target for HRP

Monitor progress at end of HRP cycle

% who feel that the support they receive prepares them for self-reliance

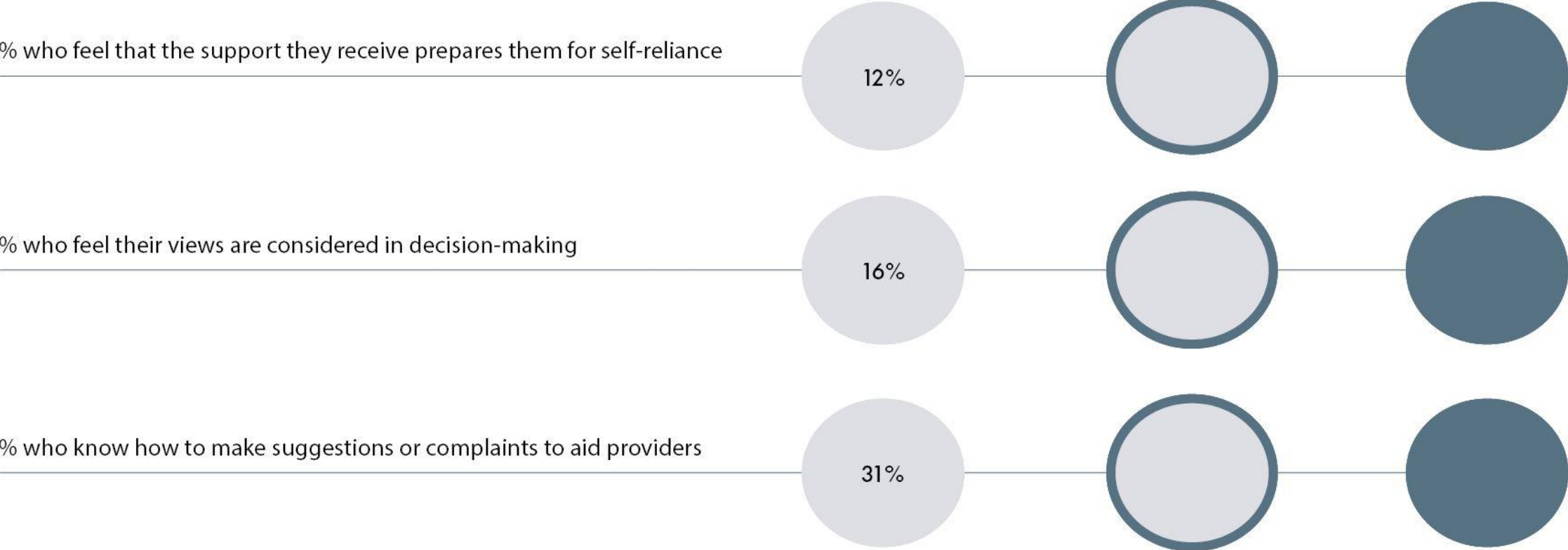
12%

% who feel their views are considered in decision-making

16%

% who know how to make suggestions or complaints to aid providers

31%



Next steps

- Discussion and dissemination of preliminary findings with Iraq aid community
- Co-design indicators for HRP tracking
- Final report with analysis and disaggregation
- Action planning and closing the loop with humanitarian community
- Next round of data collection and analysis





GROUND TRUTH SOLUTIONS

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