Bulletin • Rohingya
Feedback and relationships

Summary findings

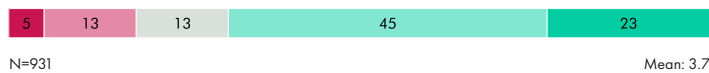**Do aid providers treat you with respect?**

| 1 | 3 | 3 | 52 | 41 |

N=941   Mean: 4.3

Do you trust aid providers to act in your best interest?

| 1 | 4 | 55 | 40 |

N=940   Mean: 4.3

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

| 5 | 13 | 13 | 45 | 23 |

N=931   Mean: 3.7

Do Majhis represent the views of all their community members equally?

| 2 | 12 | 13 | 28 | 45 |

N=921   Mean: 4.0

● Not at all   ● Not really   ● Neutral   ● Mostly yes   ● Yes completely

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

| 48 | 52 |

N=931

Have you filed a suggestion or a complaint?

| 54 | 46 |

N=478

● No   ● Yes

Are you satisfied with the response you received to your suggestion/ complaint?

| 2 | 11 | 10 | 36 | 41 |

N=211   Mean: 4.0

● Not at all   ● Not very   ● Neutral   ● Mostly   ● Very satisfied

This thematic bulletin on feedback and relationships presents findings and recommendations based on Ground Truth Solutions' (GTS) surveys conducted with 943 Rohingya in Bangladesh. The survey, carried out in October 2018, was administered in 24 collective sites in the Ukhia and Teknaf subdistricts. It is the second round of data collection, with the first taking place in July 2018. The goal is to use the views of affected people to inform humanitarian response and adjust programming accordingly. GTS will continue to track how these perceptions evolve over time, with the next survey round scheduled for spring 2019.

GTS will publish four bulletins from the second round of data collection on the Rohingya response: two more addressing Rohingya perspectives on needs and services and safety and outlook; and one on social cohesion, which will include the views of both Rohingya and host community. Separately, there will be dedicated reporting on the views of the host community, which will cover their perceptions on issues such as needs and safety.

Trend in mean scores since July

⋀⋀   Increase in mean score of 0.5 or more

⋀   Increase in mean score of less than 0.5

=   No change in mean score

⋁   Decrease in mean score of less than 0.5

⋁⋁   Decrease in mean score of 0.5 or more

✳   This question was added since the previous round

Key takeaways

Overall, there is a positive relationship between Rohingya communities and aid providers, with sentiments around respect and trust improving since the last survey in July. Ninety-three percent of **Rohingya surveyed feel they are treated with respect by aid providers** – this number rises to 100% in Camps 2W, 4, 9 and 24 (Leda). Rohingya similarly **trust that aid providers act in their best interest** with 95% responding to this question positively.

Nevertheless, approximately **one third of Rohingya are either unsure or do not believe that their opinions are taken into account by aid providers**. Among those who do not feel listened to, there is a general sense that they are either not asked for their opinion, or that aid providers only solicit the opinions of Majhis. This is a particular issue in Camp 12, where 57% do not believe their opinions are adequately considered. In contrast, 97% of those surveyed in Camp 6 believe aid providers listen to their opinions when providing services. Newly arrived Rohingya feel less consulted than those who have been in Bangladesh longer.

Rohingya surveyed would **prefer to receive aid from international organisations and the Bangladeshi Army**. Respondents appreciate the quality and range of goods provided by international NGOs, while also noting that distributions organised by the Army are particularly safe and fair. Given one of the main reasons given for not feeling safe is overcrowded distribution points (see more on safety concerns in Safety and outlook), it is understandable why army distributions are favoured.
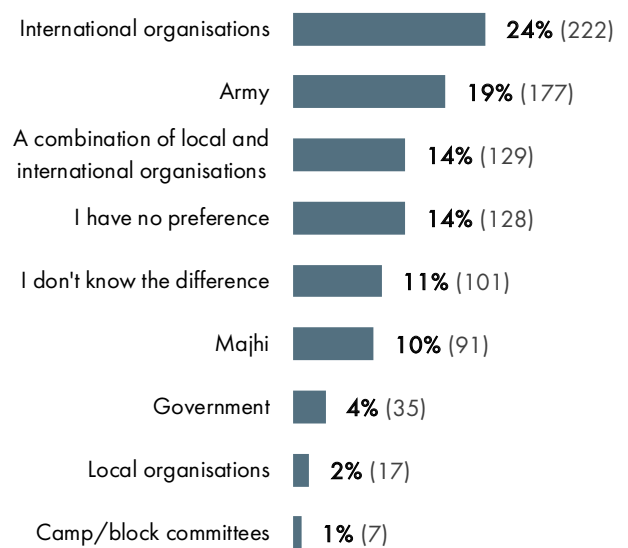
Seventy-three percent of those surveyed feel that **Majhis represent the views of everyone in their community equally**. This is consistent with the Innovation for Poverty Action report that found that Majhis appear to be trusted by 74% of the Rohingya respondents in the camps.[1] Majhis not only represent communities, but are also the main and most trusted source of information for Rohingya.[2] Despite the trust invested in Majhis by many Rohingya, there have been issues with some Majhis reportedly abusing their power, with instances of corruption, sexual exploitation and abuse, as well as the diversion of aid.[3] Majhis continue to play a key intermediary role between aid providers and affected communities and therefore it is important that they take their responsibility seriously.

Certain camps reveal more mixed sentiments around the fairness of Majhis, particularly in Camp 2E, where 26% do not believe they represent the views of all members of the community equally. Over 20% of Rohingya in Camps 5, 8W, 16, 27 (Jadimura) also express concern about the impartiality of their Majhis.

Roughly half of respondents know how to make suggestions or complaints about the aid they receive. Awareness of complaints mechanisms is particularly high in Camp 9 and Kutupalong refugee camp, where 80% and 72% know how to lodge suggestions or complaints, respectively. More disconcertingly, however, only 23% in Camp 14 know how to give feedback, as well as 31% in Camp 5 and 33% in Camp 16. Of those who have filed a suggestion or complaint, 77% were satisfied with the response they received. Men are slightly more positive than women on how their complaint was handled.

As mentioned in the Needs and services bulletin, respondents feel relatively well informed about available aid, although there are large discrepancies among different camps. Rohingya also feel reasonably well informed about how to remain safe in camps.[4] While improvements can still be made in providing information on services and how to remain safe in the camps, the largest information gap for Rohingya that remains largely unmet is around the issue of repatriation.

Who would you prefer to receive aid from? n=907

Source	%	(n)
International organisations	24%	(222)
Army	19%	(177)
A combination of local and international organisations	14%	(129)
I have no preference	14%	(128)
I don't know the difference	11%	(101)
Majhi	10%	(91)
Government	4%	(35)
Local organisations	2%	(17)
Camp/block committees	1%	(7)

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1   Innovations for Poverty Action, "IPA Bangladesh Report on KAPB in Cox's Bazar" (October 2018)

2   BBC Media Action, "How effective is communication in the Rohingya refugee response? An evaluation of the common service for community engagement and accountability" (September 2018)

3   ACAPS & NPM Analysis Hub, "Rohingya Crisis - Governance and community participation" (June 2018)

4   BBC Media Action, "How effective is communication in the Rohingya refugee response? An evaluation of the common service for community engagement and accountability" (September 2018)

Recommendations

- **It is vital that more is done to consult Rohingya in decisions that will affect their lives**. Once released, all actors should adopt and implement the new Accountability Manifesto, being drafted by the Inter-Agency sub-group on Accountability. It details the expected standards each humanitarian actor should adhere to in order to fully engage Rohingya in the response. If Rohingya feel excluded from decision-making, there could be more instances similar to the recent strike where Rohingya leaders made the following announcement: "Many decisions are made without talking to us . . . We are tired of hearing members of the international community and UN say that the Rohingya refugees do not have any leaders. We want to be consulted."[5]

- **Special consideration should be made for the voices of women**. While there appears to be no major difference in responses between men and women in this round of data, there are concerns about how the most marginalised women feel - those who may not even leave their shelters. Mobile women's groups, as recommended in Needs and services bulletin, could also play an important role in reaching the most isolated in communities.

- Begin a collaborative transition to hand over more of the response to local actors. **There have been growing calls for more localisation, and now is the time to plan ahead**. To do so, the apparent lack of trust in, or reliability of, local NGOs should be addressed. Such a transition should acknowledge and build on the value and experience local organisations bring. Where needed, however, handover should be accompanied by relevant capacity strengthening, to ensure those who will be leading on the response beyond 2019 have the required skills and resources. For more in-depth insight on how this commitment to localisation might work in practice, please read the Grand Bargain Localisation Workstream Mission Report.

- There have been notable improvements in access to information since 2017, with the majority of Rohingya (84%) now reporting that they have enough information to make decisions for themselves and their families.[6] Nevertheless, given the challenges of communication posed by lack of literacy and the absence of a written script, it is important to improve communication approaches and channels. Such **communication should cover what services are available, increase awareness about available feedback mechanisms, and repatriation, when there is further information available**. Given the absence of quality camp-wide radio signal, and given the importance of direct voice-based communications, agencies should **advocate for additional radio masts**, which could allow for effective radio broadcasts across all camps.

- While there have been some attempts to bypass Majhis as the intermediary between agencies and communities, there is no indication they will be any less pivotal moving forward. **As long as Majhis continue to play this key role, it is important that their fairness and impartiality is monitored** by speaking to Rohingya directly. Ideally, this could be done using face-to-face interaction with Rohingya – by far the most popular direct communication channel.[7] Using channels like Listening Hubs is insufficient, as only 16% of Rohingya have used them.[8]

- **Agencies need to ensure they are responding to the various responses they hear from Rohingya** and adjust programming accordingly. Using data to inform decisions and then communicating back to communities on the changes made are key to building trust and encouraging further community engagement, which according to some sources has been lacking.[9]

> "Organisations never ask for our opinion; they only ever talk with Majhis"

> "What is in store for us in the future? How will we live? We are suffering a lot"

> "Our Majhi doesn't treat us well and acts biased while providing assistance"

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5   Strike 4 Rights press release (26 November, 2018)

6   BBC Media Action, "How effective is communication in the Rohingya refugee response? An evaluation of the common service for community engagement and accountability" (September 2018)
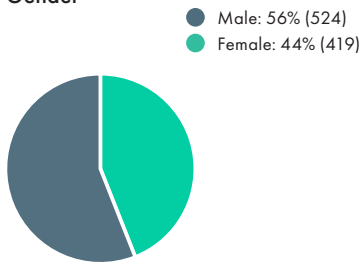
7   Ibid.

8   Ibid.

9   Inter-Sector Coordination Group (ISCG), "ISCG Situation Report: Rohingya Refugee Crisis, Cox's Bazar" (29 November, 2018)
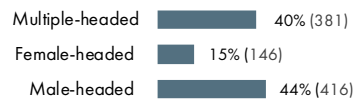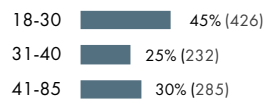
Demographics

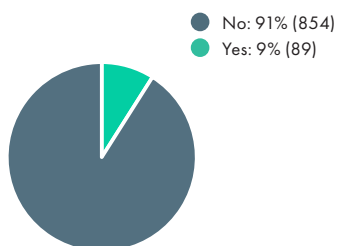943 Rohingya respondents

Gender

● Male: 56% (524)
● Female: 44% (419)

Respondents with a disability

● No: 91% (854)
● Yes: 9% (89)

Head of household

Multiple-headed		40% (381)
Female-headed		15% (146)
Male-headed		44% (416)

Age (years)

18-30		45% (426)
31-40		25% (232)
41-85		30% (285)

Location

Kutupalong expansion site*		51% (485)
Camps 14, 15, 16		15% (144)
Camps 21, 22, 23		13% (127)
Camps 24, 26, 27		13% (119)
Kutupalong & Nayapara RC		7% (68)
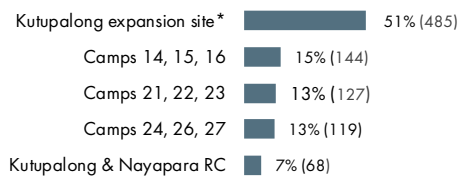
*Camps 1E, 2E, 2W, 4, 5, 6, 7, 8W, 9, 12, 13, 17, 20 ext
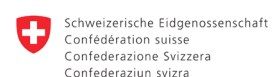
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The majority of questions are closed and use a 1-5 Likert scale to quantify answers. All data were analysed according to demographic variables and disaggregated by gender, age, location, date of arrival in camps, disability and gender of the head of household. Where considerable, these differences are mentioned in the text. The surveys were conducted by trained IOM Needs and Population Monitoring enumerators who speak Bengali and Chittagong, and who received Rohingya language training from Translators without Borders. Data was collected using a random sampling strategy between 24–31 October. The survey data was supplemented by Key Informant Interviews (KII) among humanitarian agencies.

Ground Truth Solutions is an international non-governmental organisation that provides the humanitarian sector with tools to systematically listen, learn, and act on the views of affected people. Our goal is to make the perceptions of affected people the touchstone and driver of humanitarian effectiveness.

For more information about GTS surveys in Bangladesh, please contact Kai Hopkins (kai@groundtruthsolutions.org) or Rebecca Hetzer (rebecca@groundtruthsolutions.org).

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