

Multi-Sector Needs Assessment (MSNA) September 2021

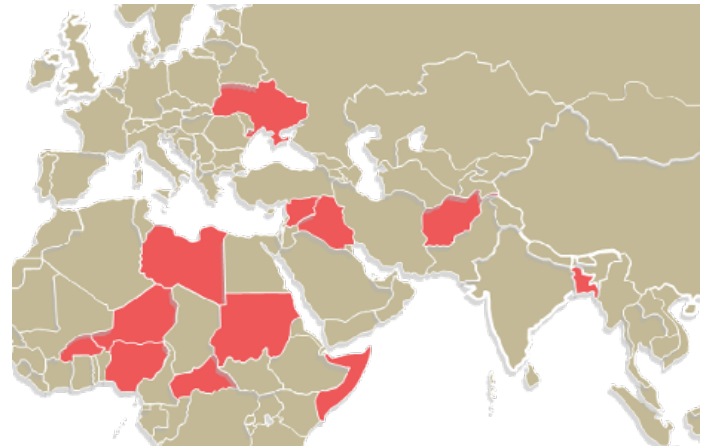
Accountability to Affected Populations (AAP) findings GLOBAL

CONTEXT AND METHODOLOGY

In 2020, 12 MSNAs¹ were conducted across 12 crises, globally. The methodology of all 12 exercises included a quantitative, household-level component, with household interviews conducted between June and October 2020.² **In total, 107,727 households were interviewed.**³

AAP indicators were included in all 12 assessments, in consultation with humanitarian partners, and in line with the [Global Humanitarian Response Plan for COVID-19](#).⁴ AAP is central to risk communication and community engagement strategies; understanding how affected populations access and prefer to receive information can support efforts to dispel misinformation, amplify credible public health guidance, facilitate access to available services and feedback mechanisms, and contribute to overall informed decision-making.

REACH country teams collected AAP data using the [Menu of AAP Questions for Needs Assessments](#)⁵, developed jointly by the Inter-Agency Standing Committee (IASC) Task Team on Accountability to Affected Populations and Protection from Sexual Exploitation and Abuse and REACH in 2018.

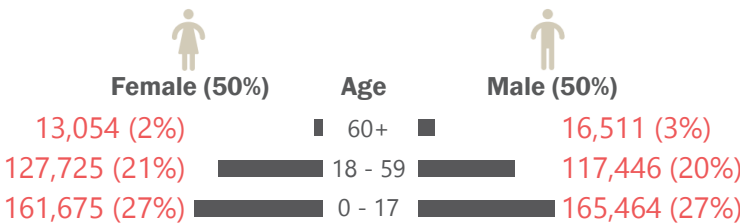


Countries in which MSNAs were conducted in 2020

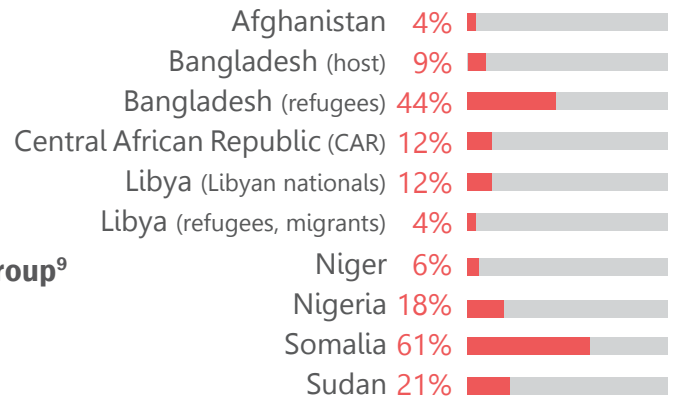
Although the number and type of AAP indicators collected vary among MSNAs,⁶ it is the aim of this factsheet to present results of a selection of AAP indicators, common and standardized across different crises, wherever this is possible.⁷ The full crisis-level AAP results are presented and contextualised in the relevant MSNA 2020 publications.⁸

POPULATION DEMOGRAPHICS & PRE-EXISTING VULNERABILITIES OF ASSESSED HOUSEHOLDS

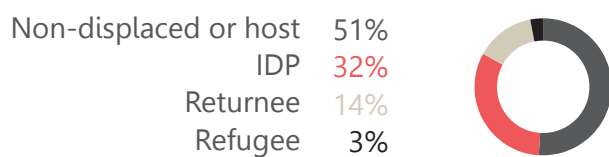
Demographics of interviewed households⁹



% of female-headed households, by country¹⁰



Proportion of interviewed households by population group⁹



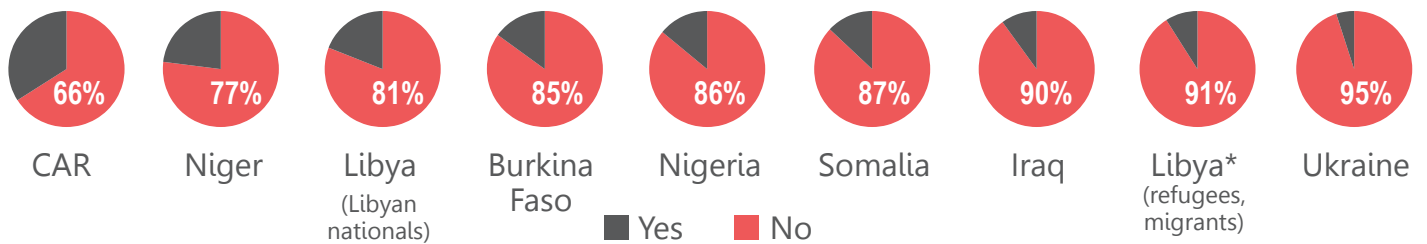
% of households reporting at least one member with difficulties seeing, hearing, walking, communicating, memorising, taking care of oneself, by country¹¹

Country	Difficulties seeing	Difficulties hearing	Difficulties walking	Difficulties communicating	Difficulties memorising	Difficulties taking care of oneself
Afghanistan	3%	2%	9%	2%	4%	2%
Burkina Faso	17%	12%	17%	5%	8%	NA
Bangladesh (host)	14%	7%	14%	3%	6%	13%
Bangladesh (refugee)	15%	8%	15%	1%	4%	11%
CAR	15%	15%	14%	7%	9%	NA
Iraq	22%	10%	14%	4%	6%	5%



AID RECEIVED AND SATISFACTION WITH AID

% of households reporting having received aid in the specified recall period¹²



*Libya (refugees and migrants) MSNA results are individual-level results: % of respondents having received aid in the specified reporting period.

On average, **25%** of households having reportedly received aid reported being dissatisfied with the aid received¹³ - by country

Country	% of households reporting being dissatisfied with the aid received
CAR	66%
Niger	21%
Libya (Libyan nationals)	18%
Somalia	16%
Iraq	16%
Ukraine	12%



RECEIVING INFORMATION & SHARING FEEDBACK

For sharing key messages on COVID-19 during the current pandemic, aid actors should consider the preferred sources and means outlined below for engaging with communities; this to reach as wide a portion of the target populations as possible, as well as build acceptance for the information itself by using “trusted links” between them and the community.

% of households by most preferred means of receiving information, by country and population group¹⁴

	Burkina Faso	CAR	Iraq	Libyan nationals	Niger	Sudan	Ukraine
Overall	Radio (40%) 	Radio (65%) 	Face to face (72%) 	Telephone (53%) 	Community leader (49%) 	Aid agency staff (35%) 	Telephone (79%)
Non-displaced / Host	Radio (41%)	Radio (65%)	NA	Telephone (49%)	Community leader (50%)	Aid agency staff (33%)	NA
IDP	Telephone (53%)	Radio (64%)	NA	Telephone (77%)	Community leader (46%)	Aid agency staff (47%)	NA
Returnee	Telephone (33%)	Radio (68%)	NA	Telephone (75%)	Community group (58%)	NA	NA
Refugee	Telephone (50%)	NA	NA	NA	Community group (50%)	Community leader (68%)	NA

% of households by most preferred means of giving feedback to aid agencies, by country and population group¹⁵

	Burkina Faso	CAR	Sudan
Non-displaced / Host	Face to face at home with humanitarian worker (36%)	Community meetings (68%)	Face to face at home with humanitarian worker (41%)
IDP	Face to face at home with humanitarian worker (41%)	Community meetings (67%)	Face to face at home with humanitarian worker (53%)
Returnee	Phone (39%)	Community meetings (69%)	NA
Refugee	Face to face at home with humanitarian worker (60%)	NA	Community meetings (45%)

% of households by preferred source of information, by country and population group¹⁶

	Burkina Faso	CAR	Ukraine
Non-displaced / Host	Community leader (51%)	Community leader (66%)	
IDP	Community leader (46%)	Community leader (54%)	Aid agency staff (75%)
Returnee	Friends and family (46%)	NA	
Refugee	Community leader (67%)	Community leader (73%)	

Endnotes

1. REACH has been facilitating MSNAs across a number of crises since 2016; these are crisis-level assessments that are aimed at informing humanitarian planning milestones and contribute towards meeting the [Grand Bargain commitment on needs assessments](#). MSNAs are intended to underpin contextual analysis by providing robust empirical data and analysis to support country-level and sector-specific strategic decision making. They are coordinated by legitimate, inter-agency platforms, endorsed by the humanitarian community and conducted in a transparent, collaborative manner, with multi-stakeholder research design, multi-partner data collection and a joint analysis of results.

2. Due to sensitivities surrounding the data collected, results from the Syria MSNA are not included in this factsheet. A table summarising methodologies used for the quantitative component (household-level data collection) of the remaining 11 2020 MSNAs (geographical scope, populations of interest, sampling strategies, data collection methodologies, sample achieved), is provided in [Annex I](#). Please refer to this table when considering the results presented in this factsheet. Links to the assessments' full Terms of Reference are also provided.

3. *Ibid*.

4. United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), [Global Humanitarian Response Plan for COVID-19 \(GHRP\) \(May update\)](#), 07 May 2020.

5. IASC and REACH, [Menu of accountability to affected populations \(AAP\) related questions for multi-sector needs assessments \(MSNAs\)](#), 2018.

6. A list of all AAP and vulnerability indicators included in this factsheet, by country, is provided in [Annex II](#). Please refer to this table when considering the results presented in this factsheet.

7. Given the variations in geographic coverage, population coverage, research and data collection methodologies and sampling strategies, as well as differences in the wording of questions and response options in the country-level questionnaires, findings in this factsheet need to be considered cautiously. All comparisons of results and crisis-level differences should be regarded as indicative only, and considered with respect to the information provided in [Annex I](#) and [Annex II](#).

8. All published REACH MSNA products can be accessed on the [REACH Resource Centre](#).

9. These figures are based on the overall achieved household-level sample across 11 2020 MSNAs (Afghanistan, Bangladesh, Burkina Faso, the Central African Republic, Iraq, Libya, Niger, Nigeria, Somalia, Sudan, Ukraine); for details regarding population groups covered by these assessments, please refer to [Annex I](#). As purposive quota sampling was used for parts of the overall sample in addition to random sampling, results are indicative rather than fully representative of the total population in all assessed areas, and only fully representative of actually interviewed households. Where Annex I indicates (under "Sampling strategy") that only random sampling was conducted, however, results can be considered representative of the total population of interest (see "Population groups of interest") in the respective areas described under "Geographic coverage".

10. Information regarding the sex of the head of household was collected across all 11 MSNAs covered by this factsheet, except Burkina Faso, Iraq and Ukraine. Even if interviews for the Libya refugees and migrants MSNA were conducted at the individual level, respondents were asked whether they were part of a household and, if so, what the profile of the head of household was.

11. For this comparison, only MSNAs that included the [Washington Group Short Set on Functioning \(WG-SS\)](#) were included (Afghanistan, Bangladesh, Burkina Faso, the Central African Republic, Iraq); information on disability was collected also for the Somalia and Sudan MSNAs, however due to differences in the formulation of questions and in question structure, these were excluded from the comparison.

12. The "% of households reporting having received aid in the specified recall period" indicator was collected across all 11 MSNAs covered in this factsheet, except Sudan and albeit with different recall periods; as part of the Ukraine MSNA two such indicators were included, with two different recall periods: 12 months and 30 days. For this comparison, the indicator with a 30 day recall period was used, as this is the most commonly used recall period across the other 10 MSNAs.

13. Information regarding satisfaction with humanitarian aid received was collected across 6 out of the 11 MSNAs covered in this factsheet: the Central African Republic, Iraq, Libya, Niger, Somalia and Ukraine. As these results are based on the sample subset of households having reported receiving aid, they should be considered as indicative only.

14. This indicator was collected as part of 7 MSNAs: Burkina Faso, the Central African Republic, Iraq, Libya, Niger, Sudan and Ukraine; the results for Iraq are intended as overall results for in-camp and out-of-camp IDPs and returnees in the target areas, the results for Ukraine are intended as overall results for the population residing within 20km of the contact line.

15. This indicator was collected as part of 3 MSNAs only: Burkina Faso, the Central African Republic and Sudan.

16. This indicator was collected as part of 3 MSNAs only: Burkina Faso, the Central African Republic and Ukraine; the results for Ukraine are intended as overall results for the population residing within 20km of the contact line.

Annex I

Summary of methodologies adopted for the quantitative component (household-level data collection) of 2020 MSNAs

	Geographic coverage	Population groups of interest	Sampling strategy (confidence interval at the crisis level)	Data collection method	Sample achieved
Afghanistan	Physically accessible areas, nation-wide	Non-displaced populations in highly food-insecure areas, IDPs, cross-border returnees, Pakistani refugees in two provinces	Two-stage random cluster sampling (95% confidence level and 5% margin of error)	Face to face	13,147 households
Bangladesh*	Ukhiya and Teknaf Unions, 34 refugee camps	Host communities, refugees	Stratified random sampling (95% confidence interval and 5% margin of error)	Phone	1,747 households
Burkina Faso	Nation-wide	Non-displaced, IDPs	Mixed: Two-stage random cluster sampling for non-displaced (95% confidence level and 10% margin of error) and purposive quota sampling for IDPs (indicative results)	Mixed: Face to face in physically accessible areas and phone-based elsewhere	5,945 households
Central African Republic (CAR)	Accessible location in accessible sub-prefectures	Non-displaced, IDPs in sites, IDPs in host community, returnees/repatriated	Two-stage random cluster sampling (92% confidence level and 10% margin level at the sub-prefecture level)	Face to face	11,723 households
Iraq	40 camps, all districts hosting IDPs, all districts hosting returnees	In-camp IDP, out-of-camp IDP, returnees (results are presented as overall across all three population groups in this factsheet)	Mixed: Two-stage random cluster sampling in physically accessible areas and purposive quota sampling elsewhere (indicative results)	Mixed: Face to face in physically accessible areas and phone-based elsewhere	9,634 households
Libya*	Nation-wide (Libyan nationals); 9 out 22 mantikas (refugees and migrants)	Non-displaced, IDPs, returnees; Refugees and migrants from West and Central Africa, Middle East and North Africa, East Africa, and Other nationalities	Purposive quota sampling (indicative results)	Phone	6,061 households 1,551 individuals
Niger	Nation-wide	Non-displaced, IDPs, refugees, returnees	Two-stage cluster sampling (95% confidence level and 10% margin of error)	Face to face	7,133 households
Nigeria	Accessible areas in Adamawa, Borno, and Yobe states	Non-displaced, IDPs, returnees	Mixed: Two-stage random cluster sampling in high priority, physically accessible areas and purposive quota sampling elsewhere (indicative results)	Mixed: Face to face in high priority, physically accessible areas and phone-based elsewhere	6,888 households
Somalia	17 out of 18 regions and in 59 out of 74 districts	Overall population in target locations ("non-displaced locations" and "IDP locations")	Purposive quota sampling (indicative results)	Phone	9,974 households
Sudan	Accessible areas nation-wide, and Abyei PCA	Non-displaced, IDPs, refugees	Purposive quota sampling (indicative results)	Mixed: face to face (refugees) and phone	13,769 households
Ukraine	Rural and urban settlements within 20km of the contact line	Overall population in target locations	Stratified random sampling (95% confidence interval and 5% margin of error)	Face to face	1,610 households

*For Bangladesh, results are presented separately for host and refugee population groups in this factsheet; for Libya, results are presented separately for Libyan nationals and Refugees & migrants in this factsheet.

Annex II

List of AAP indicators included in this factsheet, by country (1/3)

Indicator	Afghanistan	Bangladesh	Burkina Faso	Central African Republic
% of households with access to soap	<p>Questionnaire question</p> <p>Do you have any soap in your household? (If yes, could you show it?)</p> <p>Yes, saw soap, Yes, didn't see soap; No</p> <p>Response options</p>	<p>Do you have any soap in your household?</p> <p>Yes; No; Don't know/prefer not to answer</p> <p>Washington Group Short Set on Functioning (WG-SS)</p> <p>Washington Group Short Set on Functioning (WG-SS)</p>	<p>Avez-vous accès à du savon dans votre ménage?</p> <p>Oui; Non; Je ne sais pas ou je ne souhaite pas répondre</p> <p>Washington Group Short Set on Functioning (WG-SS)</p> <p>Washington Group Short Set on Functioning (WG-SS)</p>	<p>Avez-vous du savon dans votre ménage ? Si oui, pouvez-vous le montrer ?</p> <p>Oui (le savon est montré); Oui (le savon n'est pas montré); Non; Je ne sais pas / préfère ne pas répondre</p> <p>Washington Group Short Set on Functioning (WG-SS)</p> <p>Washington Group Short Set on Functioning (WG-SS)</p>
% of households reporting a member with difficulties	<p>Questionnaire question</p> <p>Have you received any humanitarian assistance in the past 30 days?</p> <p>Response options</p> <p>No; Yes, in-kind; Yes, vouchers; Yes, cash</p>	<p>In the past six months, have you received humanitarian aid?</p> <p>Yes; No; Don't know/prefer not to answer</p> <p>NA</p>	<p>Avez-vous reçu de l'assistance de la part des acteurs humanitaires au cours des douze derniers mois?</p> <p>Oui; Non; Ne sait pas / ne souhaite pas répondre</p>	<p>Avez-vous reçu de l'assistance de la part des acteurs humanitaires au cours des douze derniers mois?</p> <p>Oui; Non; Ne sait pas / ne souhaite pas répondre</p>
% of households reporting to be satisfied with the aid received	<p>Questionnaire question</p> <p>How satisfied are you with the humanitarian aid you received in the past 30 days?</p> <p>Response options</p> <p>Not at all; Slightly; Moderately; Very</p>	<p>How satisfied are you with the humanitarian aid you received in the past 30 days?</p> <p>Not at all; Slightly; Moderately; Very</p> <p>NA</p>	<p>Comment êtes-vous satisfait de l'assistance que vous avez reçue?</p> <p>Oui; Non; Moyennement; Je ne sais pas</p>	<p>Comment êtes-vous satisfait de l'assistance que vous avez reçue ?</p> <p>Oui; Non; Ne sait pas / ne souhaite pas répondre</p>
% of households by most preferred means of receiving information	<p>Questionnaire question</p> <p>What is the most preferred means of receiving information?</p> <p>Response options</p> <p>Radio; TV; Newspaper; Internet; Mobile phone; Other</p>	<p>What is the most preferred means of receiving information?</p> <p>Radio; TV; Newspaper; Internet; Mobile phone; Other</p> <p>NA</p>	<p>Quel serait votre moyen préféré pour recevoir de l'information ?</p> <p>Oui; Non; Moyennement; Je ne sais pas</p>	<p>Quel serait votre moyen préféré pour recevoir de l'information ?</p> <p>Oui; Non; Ne sait pas / ne souhaite pas répondre</p>
% of households by most preferred means of giving feedback to aid agencies	<p>Questionnaire question</p> <p>What is the most preferred means of giving feedback to aid agencies?</p> <p>Response options</p> <p>Face-to-face; Radio; TV; Newspaper; Internet; Mobile phone; Other</p>	<p>What is the most preferred means of giving feedback to aid agencies?</p> <p>Face-to-face; Radio; TV; Newspaper; Internet; Mobile phone; Other</p> <p>NA</p>	<p>Comment préférez-vous donner un retour aux fournisseurs d'aide humanitaire pour les informer sur la qualité, la quantité et l'adéquation de l'aide que vous pourriez recevoir ?</p> <p>Oui; Non; Ne sait pas / préfère ne pas répondre;</p>	<p>Comment préférez-vous donner un retour aux fournisseurs d'aide humanitaire pour les informer sur la qualité, la quantité et l'adéquation de l'aide que vous pourriez recevoir ?</p> <p>Oui; Non; Ne sait pas / préfère ne pas répondre;</p>
% of households by preferred source of information	<p>Questionnaire question</p> <p>What is the preferred source of information?</p> <p>Response options</p> <p>Community leader; Family; Friends; Neighbors; Religious leader; Other</p>	<p>What is the preferred source of information?</p> <p>Community leader; Family; Friends; Neighbors; Religious leader; Other</p> <p>NA</p>	<p>En quelle source avez-vous le plus confiance pour recevoir les informations dont vous avez besoin?</p> <p>Oui; Non; Ne sait pas / préfère ne pas répondre</p>	<p>En quelle source avez-vous le plus confiance pour recevoir les informations dont vous avez besoin?</p> <p>Oui; Non; Ne sait pas / préfère ne pas répondre</p>

List of AAP indicators included in this factsheet, by country (2/3)

Indicator	Iraq	Libya (Libyan nationals)	Libya (refugees, migrants)	Niger	Nigeria
% of households with access to soap	Do you have any soap in your household? Yes; No; Don't know	Do you have any soap in your household? Yes; No; Don't know; Prefer not to answer	Do you have any soap in your household? Yes; No; Don't know; Prefer not to answer	Avez-vous du savon dans votre ménage ? Si oui, pouvez-vous le montrer ? Oui (le savon est montré); Oui (le savon n'est pas montré); Non; Je ne sais pas; Je préfère ne pas répondre	Do you have any soap in your household? Yes; No; Don't know; Don't want to say/no answer
% of households reporting a member with difficulties	Washington Group Short Set on Functioning (WG-SF) Washington Group Short Set on Functioning (WG-SF)	NA NA	NA NA	NA NA	NA NA
% of households reporting having received aid in the specified recall period	Have you received aid in the past 30 days? Yes; No; Don't know	Did you or anyone in your household receive any kind of support from a non-governmental organization during the previous 6 months? Yes; No; Don't know; Prefer not to answer	Did you or anyone in your household receive any kind of support from a non-governmental organization during the previous 6 months? Yes; No; Don't know; Prefer not to answer	Avez-vous reçu de l'aide humanitaire au cours des 30 derniers jours? Oui; Non; Ne sait pas; Ne souhaite pas répondre	Has your household received aid from an organisation in the past 3 months? Yes; No; No response; Don't know
% of households reporting to be satisfied with the aid received	If you have received aid in the last 30 days, are you satisfied with the aid you received? Yes; No; Don't know; Decline to answer	If "Yes": Is your household satisfied with the aid you received? Yes; No; Don't know; Prefer not to answer	If "Yes": are you satisfied with the aid you received? Yes; No; Don't know; Prefer not to answer	Si aide reçue au cours des derniers 30 jours, étiez-vous satisfaits de l'aide reçue? Oui; Non; Ne sait pas; Ne souhaite pas répondre	NA
% of households by most preferred means of receiving information	What is your preferred mode of receiving the information (top 3)? Direct observation; Face-to-face communication (eg from friends); Television; Telephone/mobile phone (voice call); Mobile phone (text SMS); Facebook (app); Facebook (messenger); Whatsapp; Viber; Other social networks (skype, instagram, twitter); Notice boards; Newsletters; Newspapers and magazines; Printed leaflet; Loud speakers; Radio; Others;	How would you prefer to receive information about humanitarian assistance? I do not want to receive information/I don't care; Telephone (calls or SMS); WhatsApp groups in the community; TV; Community leader or group; Local government; Social media(Facebook, Twitter); Notice board; Internet (online research); Newspaper; Women's group; Call centre; Radio; Staff from humanitarian agencies; Religious leader or group; Community volunteer	How would you prefer to receive information about humanitarian assistance? I do not want to receive information/I don't care; Telephone (calls or SMS); WhatsApp groups in the community; TV; Community leader or group; Local government; Social media(Facebook, Twitter); Notice board; Internet (online research); Newspaper; Women's group; Call centre; Radio; Staff from humanitarian agencies; Religious leader or group; Community volunteer	Comment préférez-vous recevoir des informations de la part des acteurs humanitaires ? Réunions communautaires; Comités; Téléphone; Leaders Communautaires; Panneaux d'informations; Chef de quartier/bloc; Crieur public; Chefs religieux; Radio; SMS; Communication adaptée à mes problèmes de vue et audition(Langue des signes, téléphone avec synthèse vocale, pictogrammes); Autre; Je ne sais pas; Je préfère ne pas répondre	NA
% of households by most preferred means of giving feedback to aid agencies	NA	NA	NA	NA	NA
% of households by preferred source of information	NA	NA	NA	NA	NA

List of AAP indicators included in this factsheet, by country (3/3)

Indicator	Somalia	Sudan	Ukraine
% of households with access to soap	Questionnaire question Do you have any soap in your household? Response options Yes; No; Don't know;	Questionnaire question Does your household have any soap? This can be any kind of bar soap, liquid soap, powder detergent, or soapy water. Response options Yes; No; Don't know; Prefer not to answer	Questionnaire question Do you have any soap in your household? If yes, could you show it? Response options Yes; soap is shown; Yes; soap is not shown; No; Don't know/refuse to answer
% of households reporting a member with difficulties	Questionnaire question Does anybody in your household have difficulty • seeing, even if wearing glasses? • hearing, even if using hearing aid? • walking or climbing steps? • remembering or concentrating? • washing all over or dressing? • communicating? Response options Yes; No	Questionnaire question Is there anyone in your household who has difficulty seeing, hearing, speaking, walking, climbing steps, taking care of themselves (e.g. washing), remembering, or concentrating? Response options Yes; No	Questionnaire question NA Response options NA
% of households reporting having received aid in the specified recall period	Questionnaire question Has your household received humanitarian aid in the past 30 days? Response options Yes; No	Questionnaire question NA Response options NA	Questionnaire question Has your household received aid in the past 12 months? Has your household received aid in the past 30 days? Response options Yes; No; Don't know; Refuse to answer
% of households reporting to be satisfied with the aid received	Questionnaire question If you have received aid in the last 30 days, was your household satisfied with the aid you received? Response options Very Satisfied, Somewhat satisfied, Somewhat dissatisfied, Very dissatisfied	Questionnaire question NA Response options NA	Questionnaire question If yes, Was it useful to solve your priority needs? Response options Yes; No; Don't know; Refuse to answer
% of households by most preferred means of receiving information	Questionnaire question NA Response options NA	Questionnaire question If household has one or more needs, from whom or where would your household prefer to receive information about help for these needs? Response options Community leader; Places of worship; Government officials; Friends/ family members; Aid workers from the United Nations; Aid workers from International NGOs; Aid workers from local NGOs or Civil Society Organisations(CSOs); Printed materials; Information desk/kiosk; Mobile phone; Community clubs/committees; Other (specify); Don't know; Prefer not to answer	Questionnaire question What is your household's preferred means of receiving this information? Response options Phone call; SMS; Social media (Twitter, Facebook, etc.); Telegram/viber or other mobile phone based platform; Television; Newspapers; Magazines; Billboards/ posters/ leaflets; Film or theatre; In person face-to-face; Other
% of households by most preferred means of giving feedback to aid agencies	Questionnaire question NA Response options NA	Questionnaire question How would your household prefer to give feedback to aid agencies about the aid (quality, quantity and/or appropriateness) you are receiving? Response options Face to face at home with aid worker; Face to face in office or other venue with aid worker; Face to face with government official; Face to face with community leader/focal point; Face to face with another member of the settlement; Complaints/ suggestions box; Phone call; SMS; WhatsApp message; Social media (e.g. Twitter or Facebook); E-mail; Letter; Other (specify)	Questionnaire question NA Response options NA
% of households by preferred source of information	Questionnaire question NA Response options NA	Questionnaire question NA Response options NA	Questionnaire question Who/ where would your household prefer to receive this information from? Response options Community leader; Places of worship; Government Officials; Friends/family members; Aid workers from International NGOs; Aid workers from local NGOs or Civil Society Organisations; Other