



ACCOUNTABILITY TO AFFECTED POPULATIONS

The Accountability to Affected Populations module in VASyR, introduced in 2022, sought to gather information on households' satisfaction with aid workers and humanitarian aid, as well as assess knowledge and satisfaction with available complaints and feedback mechanisms. Households' preferred methods of providing feedback on aid and household priority needs were also explored. Indicators were gathered at the household level.



Inter-Agency
Coordination
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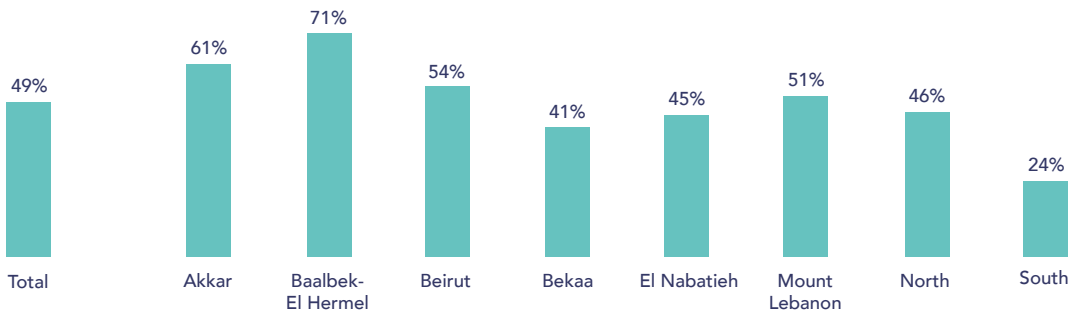
World Food
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SATISFACTION WITH RECEIVED AID

Half (49 per cent) of the surveyed households reported that they had received humanitarian aid in the past 12 months, with significant regional variation. The highest proportions were noted in Akkar (61 per cent) and Baalbek-El Hermel (71 per cent), and the lowest in South Lebanon (24 per cent). There were no significant differences based on the gender of the head of household, or whether at least one household member had a disability.

Figure 1: Percentage of households that reported having received humanitarian aid in the past 12 months



Of those that reported receiving aid, 62 per cent reported that they were satisfied with the received aid. A higher proportion of female-headed households reported being satisfied as compared to male-headed households (67 per cent compared to 60 per cent). However, the proportion of satisfied families is around 20 percentage points lower among households with at least one member with a disability, compared to those that do not have a member with a disability (49 per cent compared to 68 per cent). For those who were not satisfied, the most commonly cited reason was that the assistance was not adequate to meet the needs of the household (80 per cent) or that the quantity was not enough (52 per cent).

The majority of all households (87 per cent) stated that they were generally satisfied with the way aid workers behaved in their area. For the 7 per cent that were dissatisfied, most stated that no actions were taken after they provided feedback or filed a complaint (50

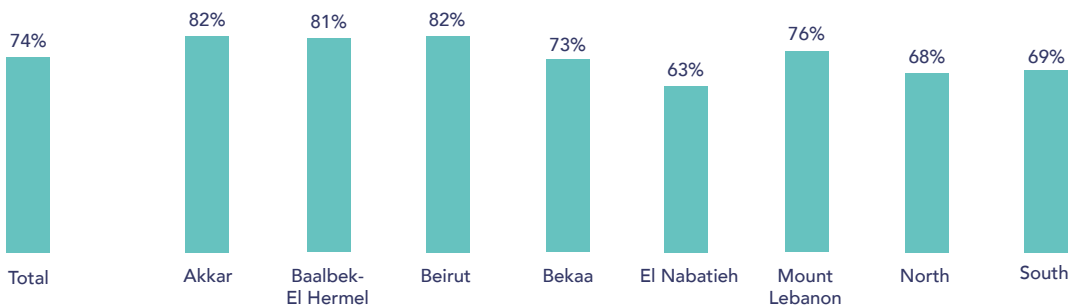
per cent), or that humanitarian staff did not listen to the community (24 per cent).

Of those who reported having received aid, 32 per cent stated that they did not try to access assistance, and 60 did not face barriers accessing assistance, leaving 8 per cent who reported facing barriers. These included not understanding how to apply (3 per cent), not understanding procedures (3 per cent), or stating that there were no providers in the area where they live (2 per cent). Among those that reported not having received aid, half (50 per cent) of households stated that they had not tried to access assistance, and 47 per cent stated that they did not face any barriers. Among this group, 6 per cent stated they did not know how to apply, 4 per cent that they did not know about procedures, 2 per cent that there were no providers in their areas, and 2 per cent that they lived in inaccessible areas.

COMPLAINTS AND FEEDBACK

Three quarters (74 per cent) of households reported that they knew how to file a complaint or provide feedback on a staff member or a humanitarian programme, and 27 per cent of those reported that they had used a complaint and feedback mechanism for this purpose in the past six months. The rates of knowledge were lowest in El Nabatieh (63 per cent) and highest in Akkar and Beirut (82 per cent).

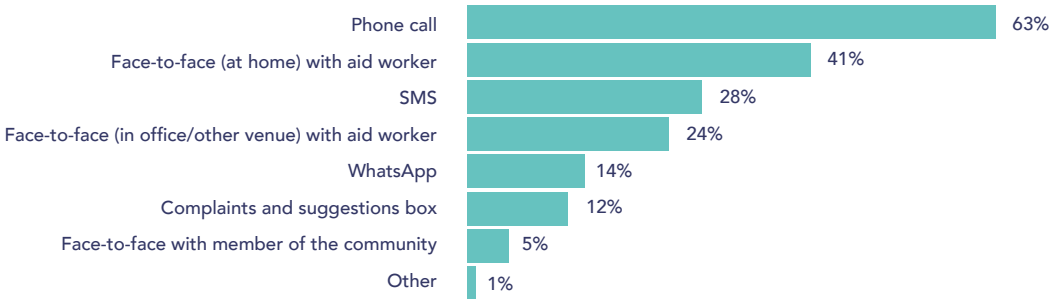
Figure 2: Proportion of households that know how to file a complaint against a staff member or give feedback on a humanitarian programme, by governorate



Positively, 86 per cent of households which received assistance reported that the agency explained how to provide feedback when they received the assistance. Knowledge of complaints and feedback mechanisms did not differ based on gender of the head of household, disability presence in the household, or shelter type. A total of 84 per cent did not face any challenges accessing a complaint and feedback channel, while 12 per cent stated that they did not know how or where to provide a complaint or feedback.

Other challenges faced included not being able to reach the relevant channel due to transportation costs (3 per cent) and a lack of trust that there would be an adequate response (3 per cent). The majority of households (65 per cent) preferred to provide feedback to organizations face-to-face, whether at their homes (41 per cent) or at the agency offices or other venues (24 per cent). A large proportion (63 per cent) also preferred to do so through a phone call.¹

Figure 3: Preferred means to provide complaints and feedback



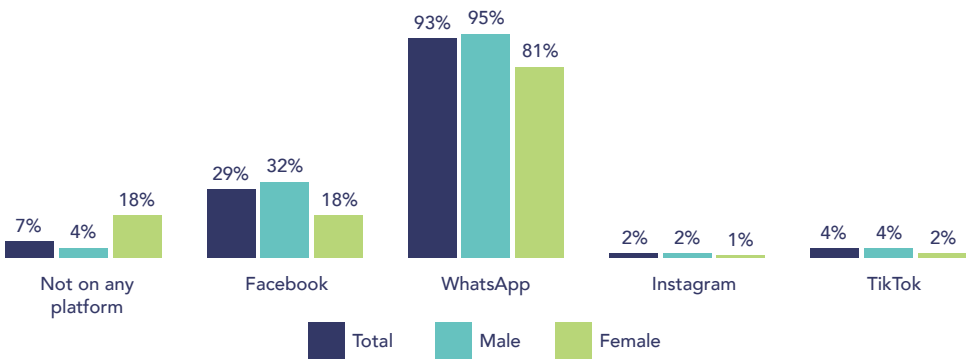
When asked about how they would prefer to receive information, the most cited channels were by phone calls or hotlines (80 per cent) and SMS (86 per cent). A smaller proportion (28 per cent) cited WhatsApp. No notable difference was found based on gender of the head of household or disability status of household members.

COMMUNICATION

A total of 90 per cent of households reported that a member of the household had a smartphone. However, this was much lower for female-headed households compared to their male counterparts (78 per cent versus 92 per cent among male-headed households). Of households that had a smartphone, most (89 per cent) also had an active data plan. Rates of having an active data plan among smartphone holders were similar across genders. Around three quarters (73 per cent) of households had access to Internet at home (i.e. Wi-Fi), lower among female-headed households at 62 per cent compared to 76 per cent among male-headed households.

Almost all households (93 per cent) were active on WhatsApp, a little less than a third (29 per cent) were on Facebook, and small proportions on TikTok (4 per cent) and Instagram (2 per cent). There were differences here based on the gender of the head of household, with a higher proportion of female-headed households (18 per cent) reporting not using any social media platforms, compared to male-headed households (4 per cent).

Figure 4: Proportion of households that use social media, by gender of the head of household



The most commonly cited topics that households reported that they would like to receive information about included livelihoods (49 per cent), housing (46 per cent), and safety and security (41 per cent). When asked about their priority needs, households most commonly reported food (87 per cent), housing (73 per cent) and

health care (71 per cent). A higher proportion of households that had a disabled member cited health care as a priority need at 76 per cent, versus 68 per cent among households without a member with a disability.

¹ Households could cite more than one preferred method.

Figure 5: Top information needs reported by households, by gender of the head of household

