

# COMMUNITY CONSULTATIONS ON HUMANITARIAN AID

Findings From AFGHANISTAN



WORLD  
HUMANITARIAN  
SUMMIT

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## 1. Introduction

In preparation for the World Humanitarian Summit (WHS), the WHS secretariat commissioned Ipsos to conduct community consultations with crisis-affected communities in multiple focus countries. The countries chosen for the consultations were **Afghanistan, Guinea, South Sudan, Syria, and Ukraine**, representing a diverse range of geographic regions, humanitarian contexts, and actors.

Ipsos conducted semi-structured interviews and community workshops in each country to gain in-depth information on how affected communities respond to crises, the role they see for international humanitarian responders, issues related to service delivery, and ways to improve identified shortcomings within the humanitarian system.

This complements the consultations with crisis-affected communities and stakeholder groups which took place in previous years and which were synthesized in the report, “Restoring Humanity: Global Voices Calling for Action.” This report highlighted the importance of involving marginalized populations in the planning of humanitarian responses, such as women, children, the elderly, the disabled, and displaced persons, and maintained a focus on security, dignity, and economic opportunity, emphasizing that:<sup>1</sup>

**People’s safety and dignity must be considered the primary aim of humanitarian activity, regardless of the context or actor.**

The “Restoring Humanity” report draws on several priority themes that are critical in ensuring that people’s safety and dignity remain the primary aim of the global humanitarian aid system:<sup>2</sup> **Put People First; Adapt to Context; Build Diverse Partnerships; and Guarantee Reliable Finance.**

<sup>1</sup> World Humanitarian Summit, “Restoring Humanity: Synthesis of the Consultation Process for the World Humanitarian Summit,” 2015.

<https://consultations.worldhumanitarian summit.org/bitcache/32aada5fe90ceba891060ad51d0bd823da273cf9?vid=55986&disposition=inline&op=view>

<sup>2</sup> Ibid.



In this report these are reflected in the following chapters:

1. Key needs and priorities;
2. Livelihoods and employment;
3. Security and personal safety;
4. Social cohesion;
5. Gender;
6. The challenges of accessing assistance;
7. The role of organizations; and,
8. Information needs and communication channels.

The community consultations conducted by Ipsos seek to create a greater understanding of these priority themes through amplifying the voices of those who have most at stake in maximizing the effectiveness of humanitarian programs.

This report summarizes the findings of the crisis-affected community consultations from Afghanistan. The consultation consisted of quantitative and qualitative research with 589 conflict-affected community members within four areas of Afghanistan — Kabul, Kandahar, Jalalabad, and Ghazni.



Photo: Ahmed Javed Ahmady/OCHA

The Islamic Republic of Afghanistan, with a population of 33,550,000, is undergoing numerous crises which have a significant impact on its civilian population. The internationally recognized national government has been engaged in a protracted conflict with various non-state armed groups, including the Taliban and the Islamic State.<sup>3</sup> Civilians have borne the brunt of the violence, and increased insecurity and intimidation has resulted in many casualties and massive displacement. For example, more than 307,000 people were displaced in 2015 alone<sup>4</sup>, and out of Afghanistan's 34 provinces, 21 had recorded some level of forced displacement by the summer of 2015.<sup>5</sup>

The impact of the conflict on civilians has been compounded by frequent natural disasters, such as the October 2015 earthquake, which affected 15 of the country's provinces and left more than 127,000 people in need of some form of humanitarian assistance.<sup>6</sup> In addition, the disruption of health services as a result of the conflict, as well as the instability and poor conditions associated with displacement has led to food insecurity, poor nutrition, and public health emergencies.<sup>7</sup> As Afghanistan is a country where more than 70% of the population live in chronic poverty<sup>8</sup>, these conditions are particularly acute.

The work of humanitarian organizations has been severely impeded by the ongoing violence in Afghanistan, and the difficulty that humanitarian organizations face in accessing many areas has prevented the identification and analysis of the most pressing needs, as well as effective strategic planning to meet those needs.<sup>9</sup>

In January 2016, the UN announced 2016 Humanitarian Response Plan (HRP) for Afghanistan, which is seeking \$393 million to meet the most acute needs of the Afghan population, with particular emphases on increasing access to food, health care, nutrition, safe water, and sanitation, and on protecting civilians from violence and abuse by parties in conflict<sup>10</sup> The HRP will also focus on improving the quality of data gathering, contextual analysis, and coordinated needs assessment to inform humanitarian action and expand humanitarian access.<sup>11</sup>

<sup>3</sup> BBC News, "Afghanistan Country Profile," October 2015.  
<http://www.bbc.com/news/world-south-asia-12011352>

<sup>4</sup> UN OCHA, Afghanistan, February 2016.  
<http://www.unocha.org/afghanistan>

<sup>5</sup> UN OCHA, "2016 Humanitarian Needs Overview: Afghanistan," November 2015.  
[https://docs.unocha.org/sites/dms/Afghanistan/afg\\_2016\\_hno\\_final\\_20151209.pdf](https://docs.unocha.org/sites/dms/Afghanistan/afg_2016_hno_final_20151209.pdf)

<sup>6</sup> Ibid.

<sup>7</sup> Ibid.

<sup>8</sup> Ibid.

<sup>9</sup> Ibid.

<sup>10</sup> UN OCHA, "Humanitarian Community Appeals For US \$393 Million In 2016 to Target 3.5 Million Afghans In Need," January 2016.  
[https://www.humanitarianresponse.info/en/system/files/documents/files/afg\\_2016\\_hrp\\_launch\\_press\\_release\\_eng\\_20160127.pdf](https://www.humanitarianresponse.info/en/system/files/documents/files/afg_2016_hrp_launch_press_release_eng_20160127.pdf)

<sup>11</sup> Ibid.





Photo: Christophe Verhellen/OCHA

## 2. Summary of Findings

In Afghanistan, food is identified as the most pressing need by three quarters of respondents. While most have received food assistance, there remains a gap in meeting food needs, with just half of food assistance recipients indicating that their need was met. Shelter is another primary concern for Afghans, unsurprising since many report they have lost many or all of their belongings, have been forced to leave their home, and/or have sustained serious damage to their property. While two in five report access to education as one of the most important services that people need, fewer than one in ten report having regular access to education for school aged children. In the qualitative groups, there was a strong sense that education – including for girls and women – has the potential to support long-term peace and stability to Afghanistan.

Almost half say they have experienced a loss of income as a result of the crisis in their country, and more than half express that their greatest fear is not being able to earn a living. Thus, almost half of respondents indicated that access to employment or jobs is what people need most.

More than half report that security and protection is a most-needed resource, with a similar number reporting that they have received security and protection assistance. Similarly, conflict and dispute resolution was identified by a majority of Afghans as a most-needed service, and two in three Afghans reported having received assistance with conflict and dispute resolution. Participants in the qualitative groups reinforced the idea that achieving peace in Afghanistan is key to achieving long-term stability in the country.

Women identified different priority needs and services than men did, and were more likely to say their needs were not met. For example, more women than men identified food and shelter as most-needed resources, although a larger share of women reported their needs for shelter were only partially



or not met at all. Women in Afghanistan were also more likely than men to identify education as a service people need most, and also more likely to report their needs for education were only partially or not met at all. Nearly three in four women feel they have little or no influence over how assistance in Afghanistan is handled, and a majority of women identify discrimination and social status as a possible reason preventing them from getting the help and support they need.

More than three-quarters of Afghans feel that corruption is a main barrier to receiving assistance, and in the qualitative workshops, participants' perceptions of corruption colored much of the discussion around which organizations could and should provide aid and assistance in Afghanistan. The sense that discrimination and social status may be preventing people from getting help is reported by roughly half of respondents, and many in the qualitative workshops also highlighted the poor security situation and poor roads as barriers to access, although they also connected the issue of roads to corruption in general.

More than half of Afghans have received aid from the national government, and a very large portion found the aid to be very or a little helpful. Half of those surveyed received assistance from the UN, with a majority finding it to be very or a little helpful. The experience of receiving assistance is reflected in Afghans' beliefs on who should take responsibility for future assistance — half feel that the national government should take the most responsibility to provide aid, closely followed by the UN/. While Afghans seem to be rather agnostic when it comes to who should be providing aid, they are unequivocal in their belief that the government is corrupt and that international organizations are more trustworthy. However, they also understand that the government has knowledge of local culture and systems that can also be effective.

Afghans receive information about assistance through numerous sources, mainly radio, television, and newspapers, and they tend to use both local and national sources. Many Afghans also use more informal means of communication, particularly those centered around their community and personal networks, although they have also relied on the national government for information. The qualitative workshops indicated that very few had had direct communication with aid organizations soliciting their feedback on the types of services they needed, leading to further challenges to providing aid and assistance in a responsive and responsible manner. When feedback opportunities were reported by participants, it was found that the opportunities mainly exist for men.



Photo: OCHA



## 3. Detailed Findings

### 3.1 Key needs and priorities

Our entire nation has been destroyed and we have gained nothing. We have no proper food to eat, there are insufficient resources. Always we are struggling for food. What will be our future?

— Female, Kandahar

PERCENTAGE OF RESPONDENTS THAT REPORTED THE FOLLOWING AS A MOST NEEDED RESOURCE OR SERVICE

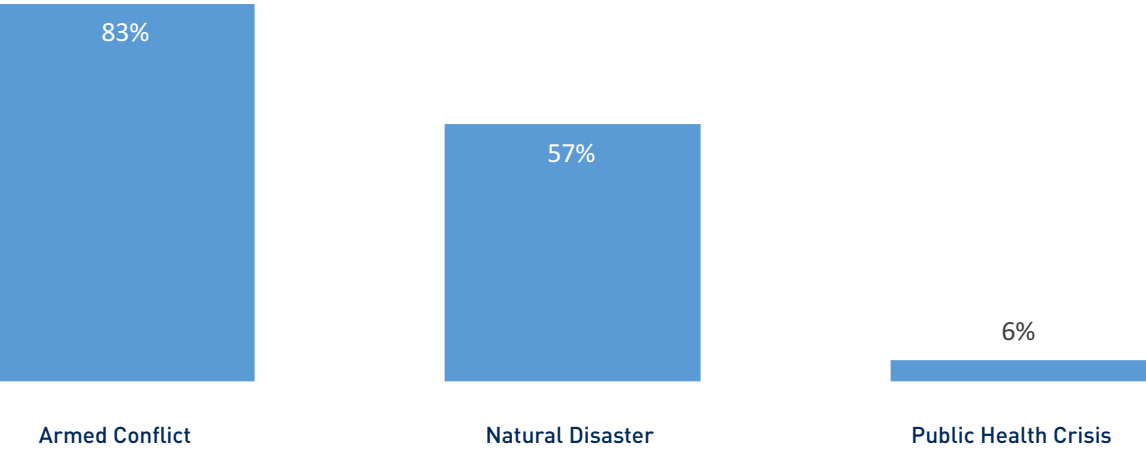


Generations of people inside Afghanistan have been shaped by conflict. Large swaths of the population have to address basic survival needs of food and shelter, healthcare and other essential necessities. Ongoing penuries of food, shelter and heating/cooking fuel are affecting a significant proportion of the population. These immediate concerns of finding enough to eat this week and having the proper footwear, clothing and shelter to survive winter and/or summer conditions are exacerbated by the fact that there is insufficient infrastructure to deliver aid, particularly in rural areas. Afghanistan is also located in an active earthquake zone, which not only adds to the adversities faced by Afghans but also raises severe challenges to delivering aid, already complicated by political instability. This situation, combined with insufficient or inaccessible medical care, particularly in remote rural areas, leads to a physically insecure, vulnerable population.

Among the Afghans included in this study, 83% have experienced armed conflict, 57% have experienced a natural disaster such as an earthquake and 6% have experienced a public health crisis. Their biggest fears relate to their inability to earn a living and financial instability, which are deeply rooted in the systemic breakdowns of the economy and civil society. The underpinnings of society (e.g., access to education, developed economic capacity, trust in government) have been compromised at an institutional level, hampering efforts towards recovery.



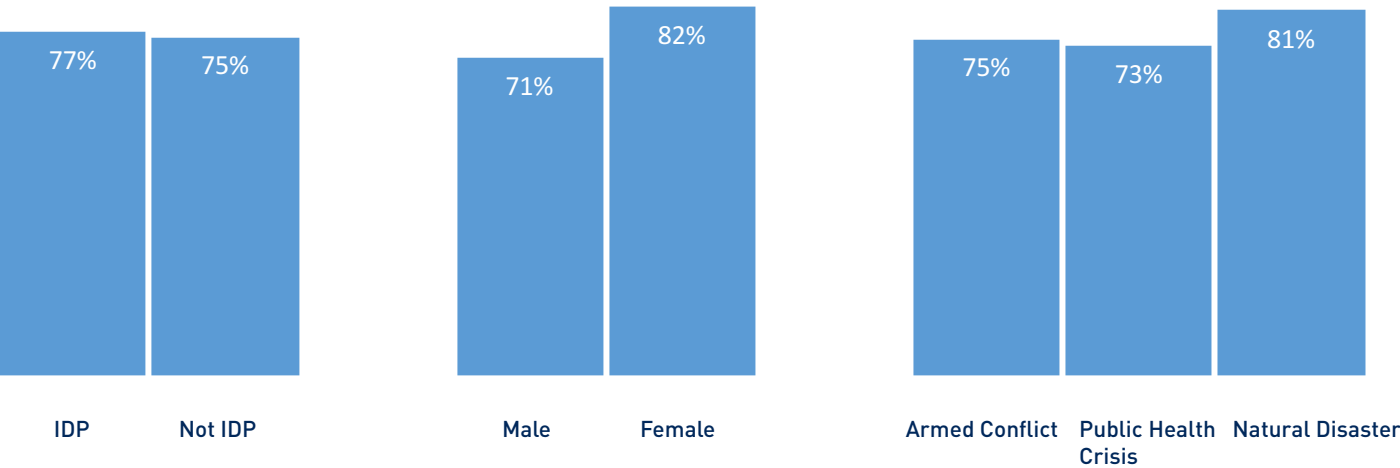
PERCENTAGE OF RESPONDENTS THAT HAVE EXPERIENCED THE FOLLOWING TRAUMATIC EXPERIENCES



FOOD

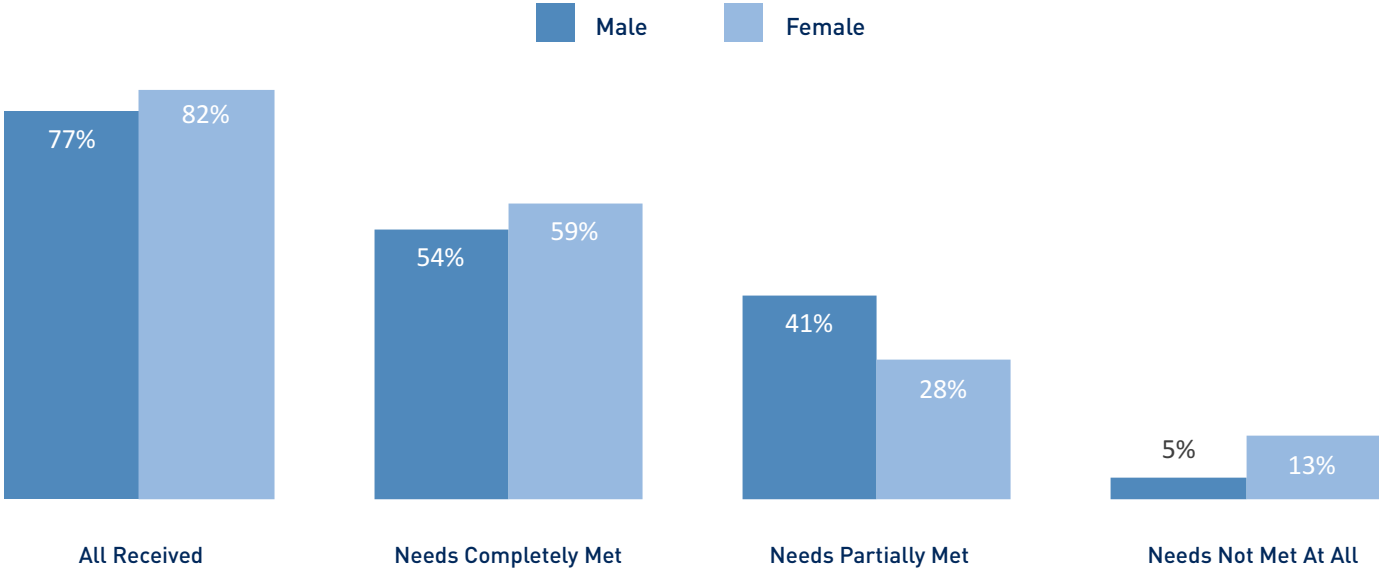
Food is identified as the most pressing need by three quarters (76%) of Afghans. This need was much more commonly reported among women (82%) and those who have experienced a natural disaster (81%). While the need was similar across urban and rural locations, it was much higher in Kandahar (91%), and much lower in Ghazni (53%).

PERCENTAGE OF RESPONDENTS THAT REPORTED FOOD AS A MOST NEEDED RESOURCE — BY SUBGROUP



While most (80%) have received food assistance, there remains a gap in meeting all the food needs, with just half (56%) of food assistance recipients indicating their need was met, one third (34%) indicating their need was only partially met and one tenth (9%) indicating their need was not at all met.

PERCENTAGE OF RESPONDENTS THAT RECEIVED FOOD ASSISTANCE ALONG WITH HOW WELL THEIR NEEDS WERE MET — BY GENDER



A larger proportion of women (82% compared with 77% of men) report having received food assistance. However, a larger proportion of men report the assistance they received met their needs to some extent (95%, compared with 87% of women).

We need food items that will last the whole month.  
— Male, Kabul

SHELTER

Shelter is another primary concern for Afghans, with two thirds (66%) saying it is among the resources that people need most. Related to this, one third (39%) who say they have lost many or all of their belongings, a similar number (34%) have been forced to leave their home, and a similar number again (34%) have sustained serious damage to their property.

Our houses are damaged by the attacks and now we are dispersed with no proper place to dwell. I have sold all the durable goods from my home.  
— Female, Kandahar

The need for shelter is heightened among older Afghans (80% of those over the age of 45 indicate it is a most needed resource, compared with 64% among those under 45) and women (70% compared with 61% of men). Furthermore, there are higher levels of concern around adequate shelter amongst those not employed (70%) and those with no education (70%), compounding the vulnerability of these populations.

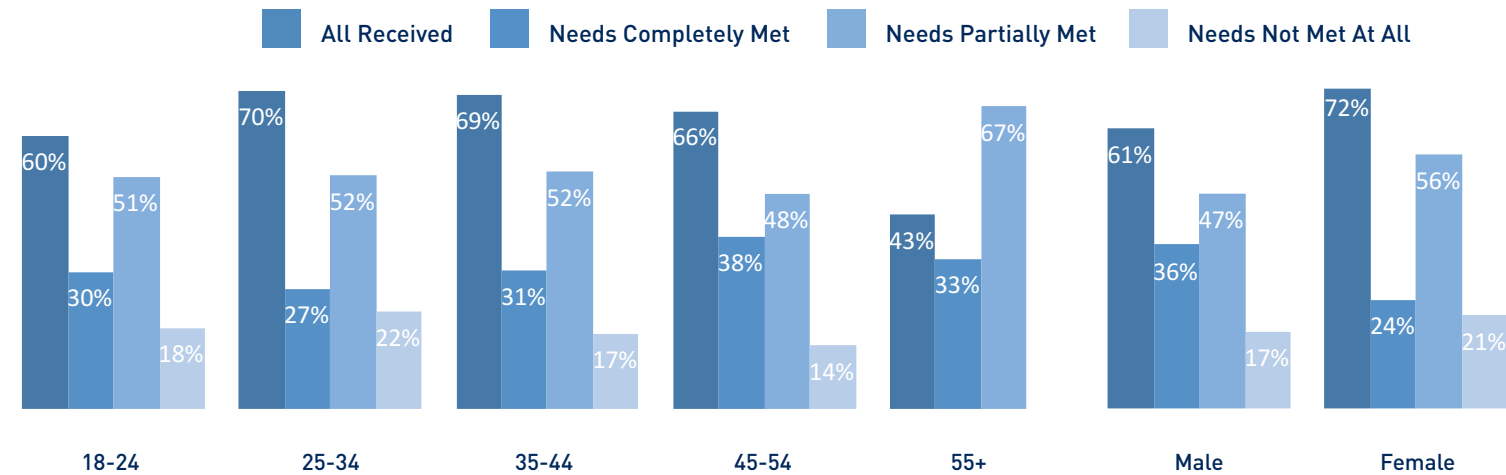


Many participants in community workshops indicate they have received shelter and/or tents from aid organizations, and others cite the need for shelter as an ongoing concern.

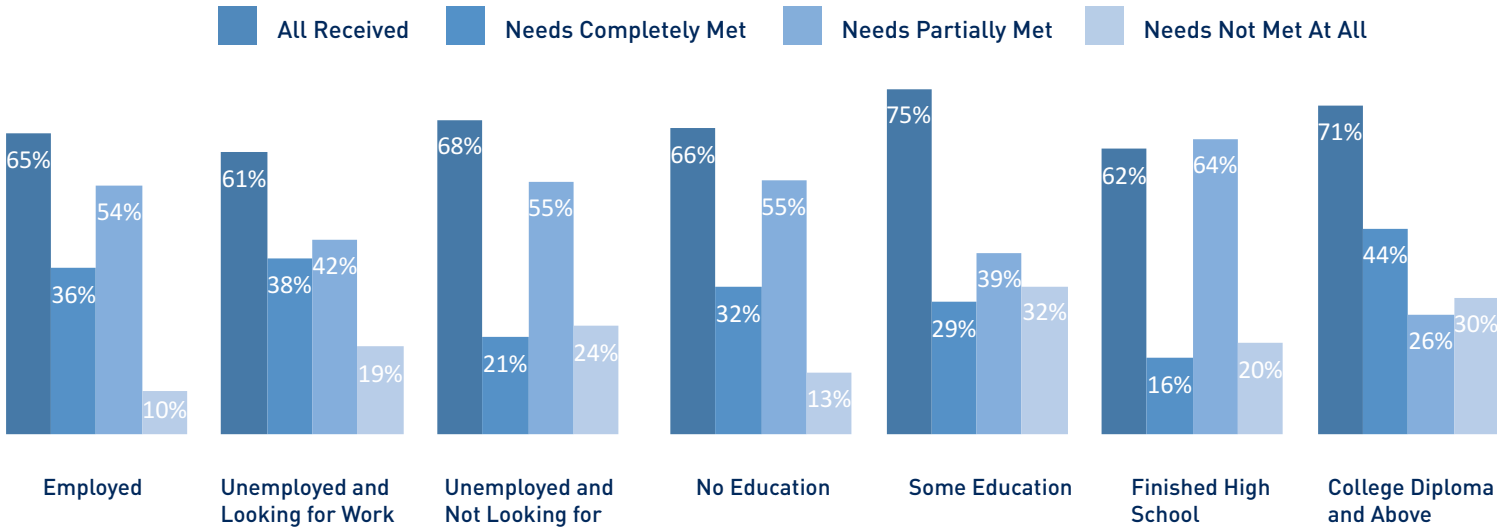
Many IDPs have no proper shelter. Their temporary places are not enough for the rest of their lives.  
— Male, Kabul

Two in three Afghans indicate they have received assistance with shelter (66%). More women (72%) than men (61%) report having received assistance with shelter. Overall, only 30% of those who received assistance say it completely met their needs, while half (52%) report that it partially met their needs. One fifth (19%) report that assistance with shelter didn’t meet their needs at all.

PERCENTAGE OF RESPONDENTS THAT RECEIVED ASSISTANCE WITH SHELTER ALONG WITH HOW WELL THEIR NEEDS WERE MET — BY AGE AND GENDER



PERCENTAGE OF RESPONDENTS THAT RECEIVED ASSISTANCE WITH SHELTER ALONG WITH HOW WELL THEIR NEEDS WERE MET — BY EMPLOYMENT STATUS AND EDUCATION LEVEL



In addition to shelter, other basic necessities that rely on infrastructure, such as electricity (18%), water and sanitation (17%), are also among other top concerns for people in Afghanistan. One in four (24%) say they have regular access to electricity, but that proportion is significantly lower in Kandahar (3%), Kabul (13%) and Ghazni (16%) compared to Jalalabad (67%). Approximately two in five (39%) Afghans report having been provided with assistance in the form of electricity. Nearly three in five (57%) of those who have received electricity report that their needs have been completely or partially met.

Only 8% of Afghans report having regular access to cooking fuel, but this access is largely concentrated in Kabul (21%), compared to Kandahar and Ghazni, where no respondents (0%) report having regular access to cooking fuel.

EDUCATION

Despite limited financial resources and the lack of basic necessities, many Afghans still hope that improved education can have a lasting effect on peace-building and stability within their country. Some qualitative workshop respondents mentioned that a continued focus on education may contribute to solving some of the long-term problems in Afghanistan.

We need a better education system that a high profile organization can introduce to properly guide the upcoming generation. If we provide education, you will get a better Afghanistan.  
— Male, Kabul



Two in five (39%) report access to education as one of the most important services that people need, in sharp contrast to fewer than one in ten (9%) who report having regular access to education for school aged children. Here again, we see a clear rural divide, with respondents in Kabul reporting a higher level of access to education for school aged children (27%) than do respondents in Jalalabad (2%), Kandahar (2%) and Ghazni (3%).

An educated society is one of the best weapons for success and progress, If we want to control any kind of disturbances, we should focus on the education of women.  
— Male, Jalalabad

The sense that improving access to education is a priority for Afghans is strongly supported by discussions in the community workshops that identified the need for education, specifically better access for girls and women. This need was brought forward and given equal importance by groups of men and of women. The fact that this is a finding among groups of men and women is important. The Afghan Government as well as aid organizations should take advantage of this current mindset to alleviate the challenges faced by the nation. Because women are traditionally in charge of caring for and raising children, placing emphasis on educating women will enable Afghans to better equip their children with the knowledge and mindset required to improve their situation, and by association, that of the nation.

Female education is a must and for the sake of female education males of the families should be counseled that when females are educated, the upcoming generation will be educated. Allow the females in rural areas to become educated and when they become mothers, they will encourage their children to become educated.  
— Male, Jalalabad

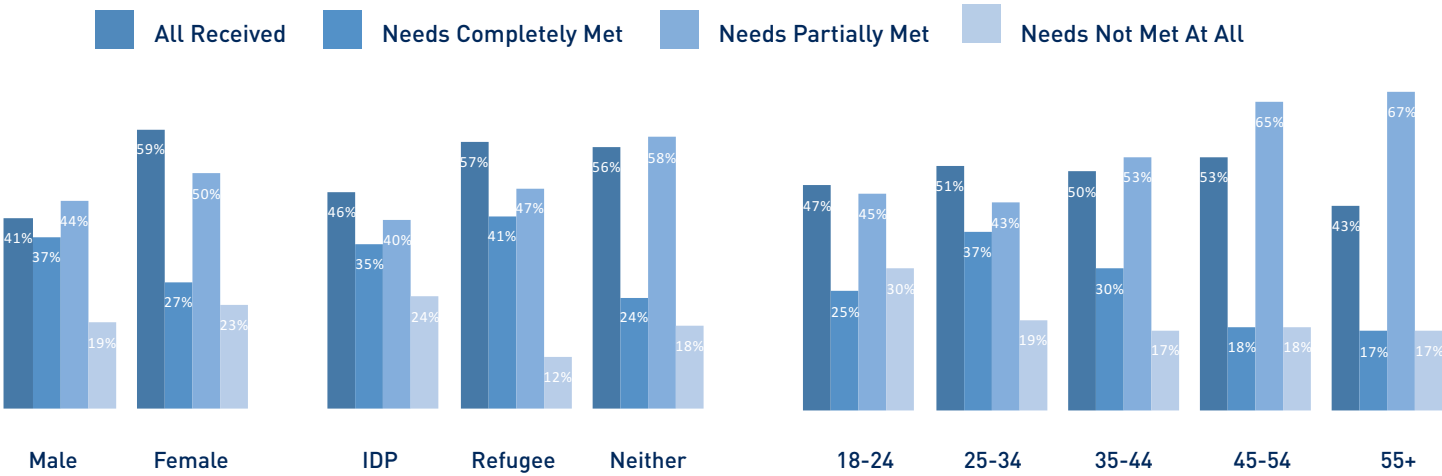
Free and quality education is a must for Afghan men and women.  
— Male, Jalalabad

Over half of Afghans (53%) report having received education, highest among residents<sup>12</sup> (62%) and women (59%), particularly those who are included in the financial decision-making in their household (73%). A majority of Afghans who had access to education indicate that their needs have been completely (29%) or partially (45%) met, with only one fifth (20%) reporting that the access to education they received did not meet their need at all.

The level of unmet need among recipients is higher among women (22%), IDPs (23%), and the youngest age cohort (28% among those 18-24), suggesting a much higher expectation and wider gap to fill among these segments of the population when it comes to education.

<sup>12</sup> Throughout this report, the term “residents” refers to those who are neither IDPs nor refugees, but instead living in their original communities.

PERCENTAGE OF RESPONDENTS THAT RECEIVED ASSISTANCE WITH ACCESS TO EDUCATION ALONG WITH HOW WELL THEIR NEEDS WERE MET — BY SUBGROUP



MEDICAL TREATMENT AND HEALTHCARE

Just over one third (38%) of Afghans say they have regular access to healthcare, with large regional variability ranging from 85% of respondents in Kandahar who report having regular access to healthcare, to 36% in Ghazni, 28% in Kabul and 7% in Jalalabad.

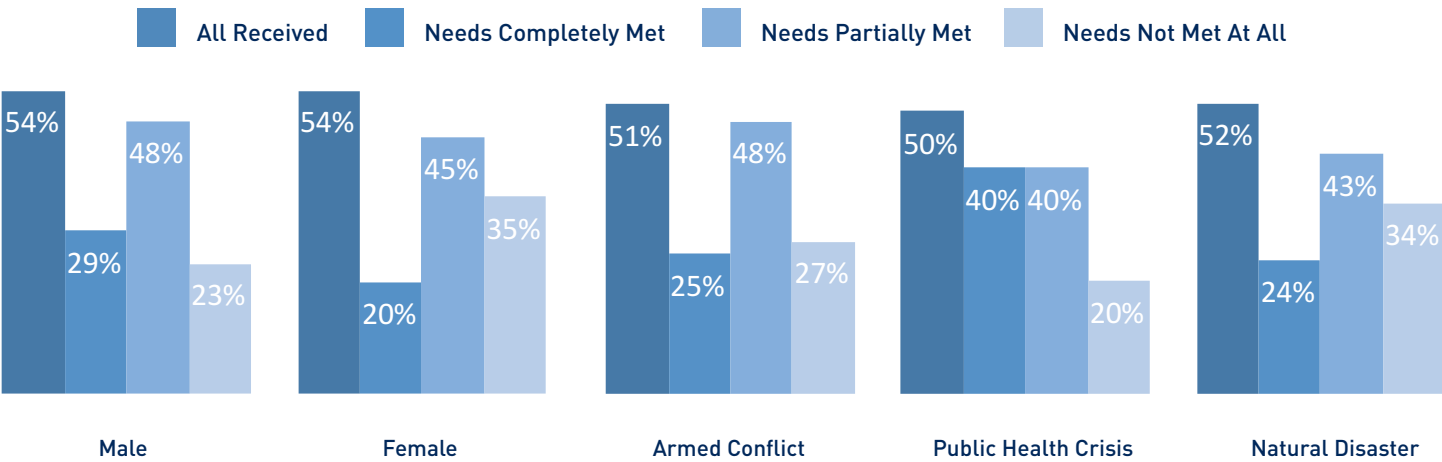
A relatively small portion of Afghans (15%) state that medical treatment and healthcare is one of the most important resources that people need. In the community workshops, healthcare was one of the most often-cited forms of assistance that participants had received, although it was also frequently mentioned as insufficient to fulfill local needs.

Our locality has insufficient health facilities. It should improve.  
— Female, Ghazni

More than half (54%) of Afghans report having received medical care. While there is a similar distribution of medical treatment and care across demographic and regional characteristics, there appears to be varying degrees of effectiveness in the delivery of service. Men report the medical assistance they received met their needs more often than women (77% compared with 65% of women) as did those who had experienced armed conflict (73% compared with 66% of those that experienced natural disaster).



PERCENTAGE OF RESPONDENTS THAT RECEIVED ASSISTANCE WITH MEDICAL CARE ALONG WITH HOW WELL THEIR NEEDS WERE MET — BY SUBGROUP



Although only one in five (20%) report that psychological support is the service that people need most, nearly three in five Afghans are receiving psychological support services (56%), with refugees (63%), those in rural locations (62%) and women (68%) more likely to receive these services. However, only (19%) overall felt the psychological support they received completely met their needs.

When asked about the specific needs of the most vulnerable populations (including women, the wounded or disabled, children, widows, and the elderly), healthcare is very frequently mentioned as one of their greatest unmet needs. More data needs to be analyzed in order to understand the existing distribution structures for medical treatment and healthcare to ensure that the distribution of medical treatment and healthcare is maximized for those who need it most.

Our daughters need real assistance because we are all poor and need physical assistance.  
— Female, Kandahar

Our wives need health facilities. Pregnant females need gynocologists and counseling  
— Male, Kabul

3.2 Livelihoods and employment

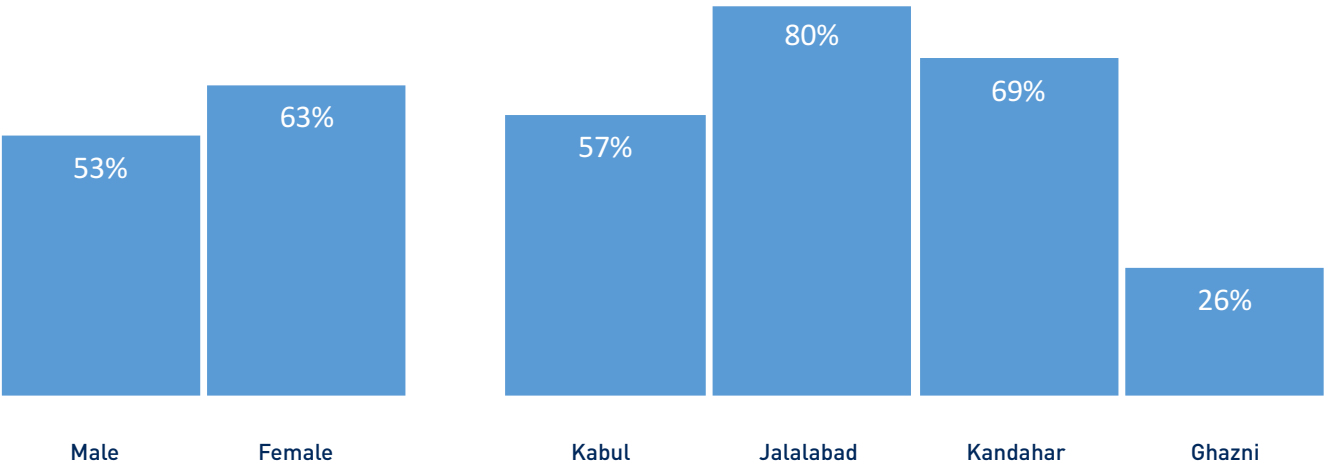
ACCESS TO EMPLOYMENT IS THE PRIMARY SOLUTION

Almost half (44%) of Afghans say they have experienced a loss of income as a result of the crisis in their country, and this is more pronounced in urban areas (50%), among refugees (80%), women (82%) and those who have experienced a natural disaster (81%).

Our brothers are jobless, they need proper job opportunities.  
— Female, Ghazni

More than half of Afghans (58%) express that their greatest fear is not being able to earn a living, a concern that is even greater among women (63%), those living in rural areas (64%), those who have experienced a natural disaster (69%) and residents (65%). The fear of not being able to earn a living is also higher among those that have received assistance (59%) than those that have not (51%).

PERCENTAGE OF RESPONDENTS THAT REPORTED NOT BEING ABLE TO EARN A LIVING AS A GREATEST FEAR — BY SUBGROUP



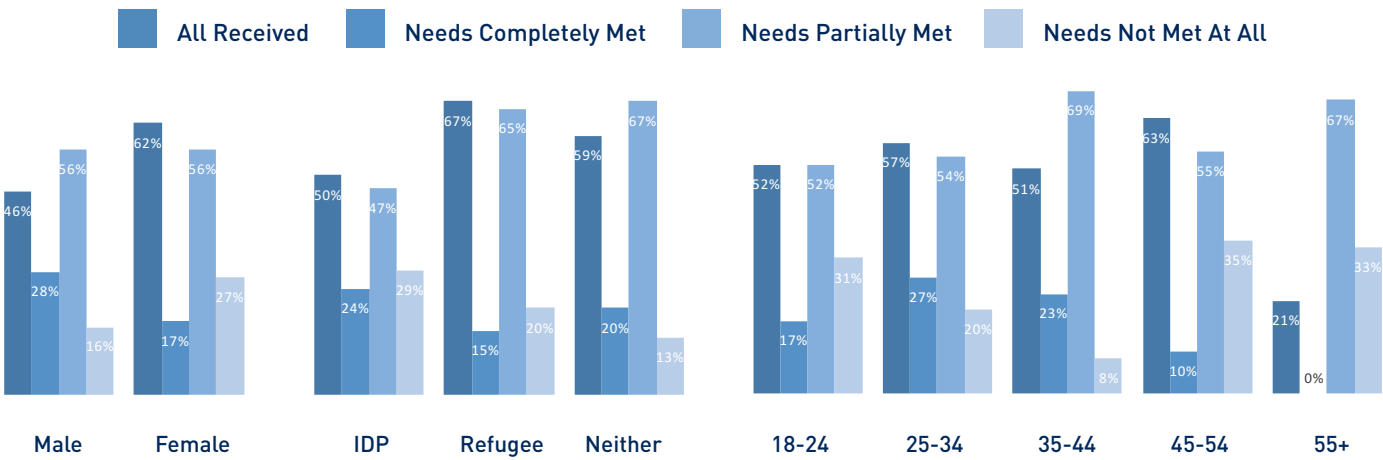
Almost half (46%) of respondents indicated that access to employment or jobs is what people need most. This is particularly the case for women (48%), those in urban areas (50%), and residents (53%). The concern over access to employment increases with age and decreases with the level of education. The need for employment was confirmed by many participants in the community workshops who re-iterate the lower economic participation of women, as well as the lack of jobs and employment opportunity in rural areas.

We need some support to provide training sessions for women where they can get the skills to earn money for the family within the house. In our community, it is disparaging that a female works outside the home.  
— Female, Ghazni



Half (56%) of Afghans report having received help accessing employment or jobs. This is higher among refugees (67%), women (63%) and those aged 45-54 (63%). More than three quarters (78%) felt the help accessing employment or jobs met their needs either fully (22%) or partially (56%). IDPs, of whom fewer had access to employment or job services (50%), were less likely to report that their needs were met (71%). Very few of those aged 45 and above have had their needs completely met (10% for age groups 45-54 and 0% for those aged 55+).

PERCENTAGE OF RESPONDENTS THAT RECEIVED ASSISTANCE WITH ACCESS TO EMPLOYMENT ALONG WITH HOW WELL THEIR NEEDS WERE MET — BY SUBGROUP



FINANCIAL ASSISTANCE IS NOT DESIRED, BUT IT IS NECESSARY

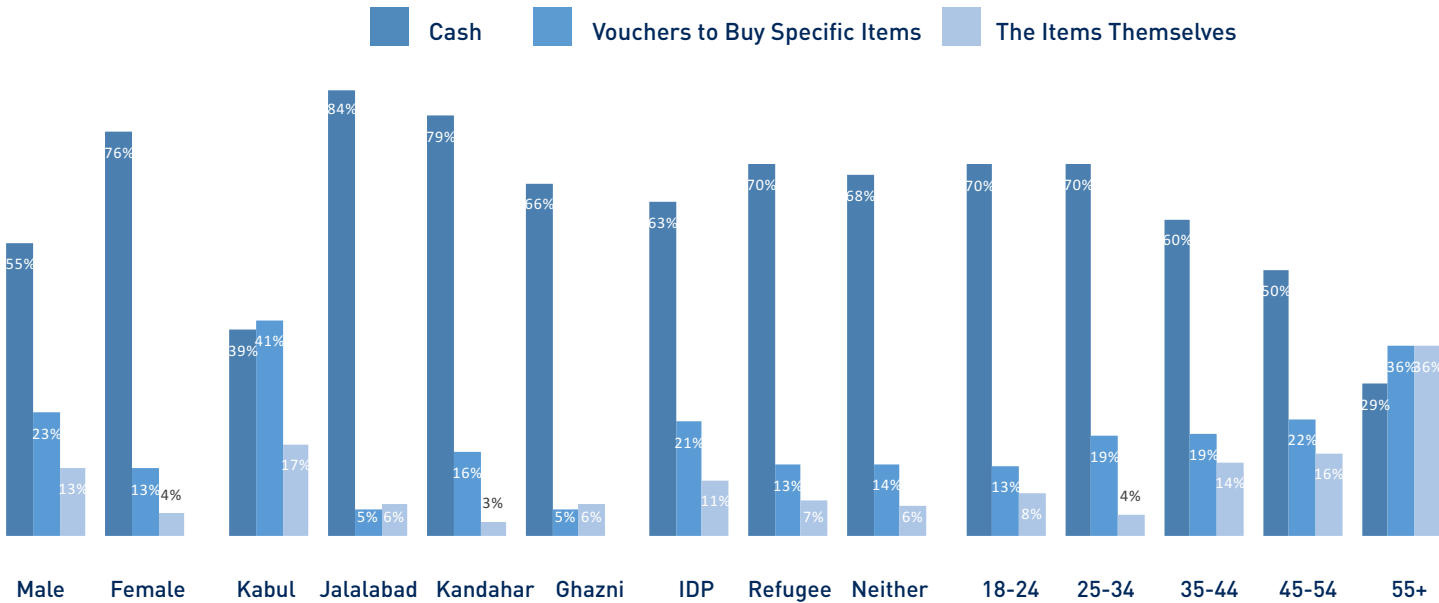
A surprisingly low one fifth (18%) of Afghans mentioned economic and financial help as a most needed resource. However, half (54%) of Afghans indicated they had received economic or financial help, and of those, a majority (62%) had their needs completely or partially met.

Two in three Afghans report having received cash (21%), vouchers (22%) or both (22%), with residents more likely to have received financial assistance (72%) than IDPs (61%) or refugees (53%). More men than women report having received financial assistance (68% compared with 61%), as did Afghans in urban settings (69%, compared with 51% in rural areas). The proportion of Afghans who have received financial assistance increases with age, from about half (56%) in the youngest (18-24) age cohort to more than three quarters (83%) among those over the age of 45.

Receipt of vouchers was much more common in Kabul (59%), while those in Jalalabad were more likely to report having received cash (48%). In Ghazni, respondents more often report that they had received both cash and vouchers (57%), while three quarters (75%) of those in Kandahar indicate they received nothing at all.

Given the choice between cash, vouchers and in-kind distributions, two thirds (65%) would prefer to receive cash. This is particularly the case in rural areas (72%) and among women (76%). There is an increased preference for vouchers with age, from a low of 13% among the youngest age cohort up to 26% among those over the age of 45. The preference for vouchers is also higher among those living in Kabul (41%). These findings are logical since most people do not have access to a market where they could exchange vouchers for items. Cash seems much more convenient in a situation where diverse and vibrant markets exists.

PREFERENCE FOR HOW TO RECEIVE FINANCIAL ASSISTANCE — BY SUBGROUP



We need direct distribution of financial assistance.  
Cash support is better than any other support.  
— Male, Kabul

While those who have experienced a public health crisis or a natural disaster are among the least likely to have received financial assistance of any sort (60% and 58%, respectively), they are more likely to want cash (77% and 74%, respectively).



### 3.3 Security and personal safety

#### FEARS FOR PERSONAL SAFETY ARE VERY ELEVATED

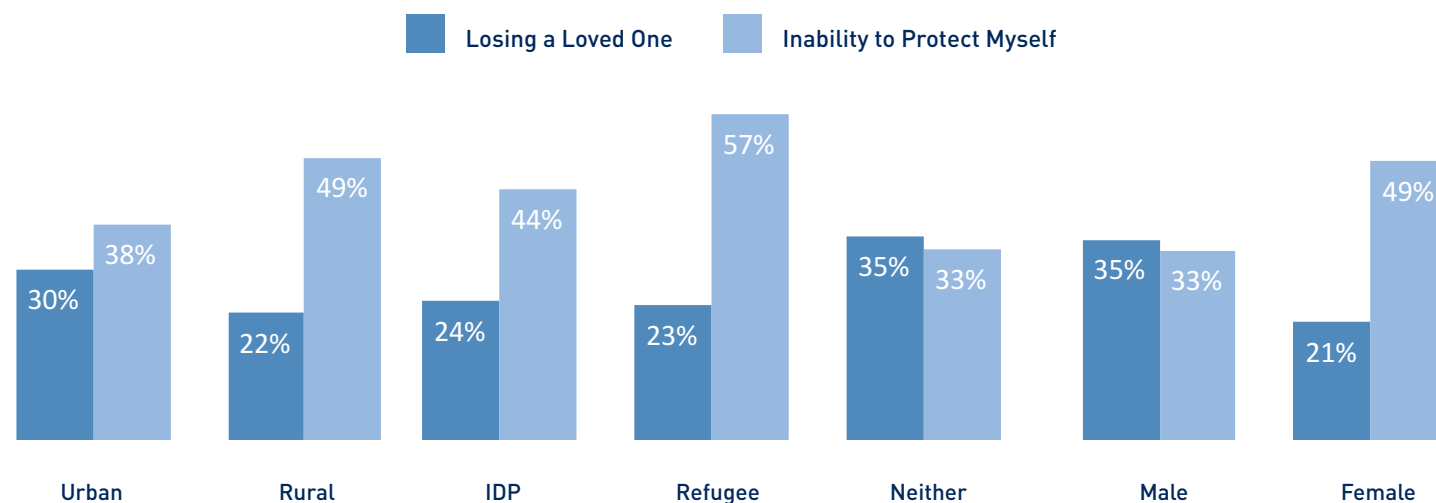
At a security level, the country remains unstable and fractured across geographic and ethnic lines. This insecurity is demonstrated by widespread fear among Afghans about their inability to protect themselves or their families. After basic physiological needs such as food, shelter and medical treatment/healthcare, security and personal safety are essential needs for Afghans.

Everyone loves his family and relatives and everyone wants a secure life, but here in Afghanistan is very uncertain.

— Male, Kabul

The inability to protect oneself or one's family is one of the greatest fears for two in five Afghans (41%). This fear is higher among refugees (57%) and IDPs (44%), among Afghans living in rural areas (49%) and among women (49%), as well as those with only some education (61%). Nearly one in two Afghans (47%) who have experienced a natural disaster report an inability to protect oneself or one's family as one of their greatest fears.

**PERCENTAGE OF RESPONDENTS THAT REPORTED LOSING A LOVED ONE AND INABILITY TO PROTECT ONESELF AS GREATEST FEARS — BY SUBGROUP**



The fear of losing a loved one was reported as a greatest fear by more than one quarter of respondents (28%), and is a much wider concern among residents (35%), those living in urban areas (30%), the younger age cohort (40% of those aged 18-24), men (35%) and those who have experienced armed conflict (32%).

More than half (56%) of Afghans report that security and protection is one of the most needed resources. The need for security and protection is greatest among refugees (73%), those in rural areas (72%), men (59%) and those who have experienced armed conflict (60%).

More than half (58%) report that they have received security and protection assistance. Despite the higher-reported need for security and protection among refugees, a larger share of residents report having received security or protection (65%, compared with 57% of refugees). Among those that received this assistance, one third (36%) said it met their needs completely and 42% said it met their needs partially.

#### CONFLICT AND DISPUTE RESOLUTION IS ESSENTIAL FOR AFGHANS

Understandably, one of the most sought after services in Afghanistan is conflict and dispute resolution, identified by two thirds (57%) of Afghans. Conflict and dispute resolution is a greater priority amongst refugees and IDPs (63% and 60%), those who have experienced armed conflict (62%), men (61%), 25-44 year olds (60%) and those with some education (71%).

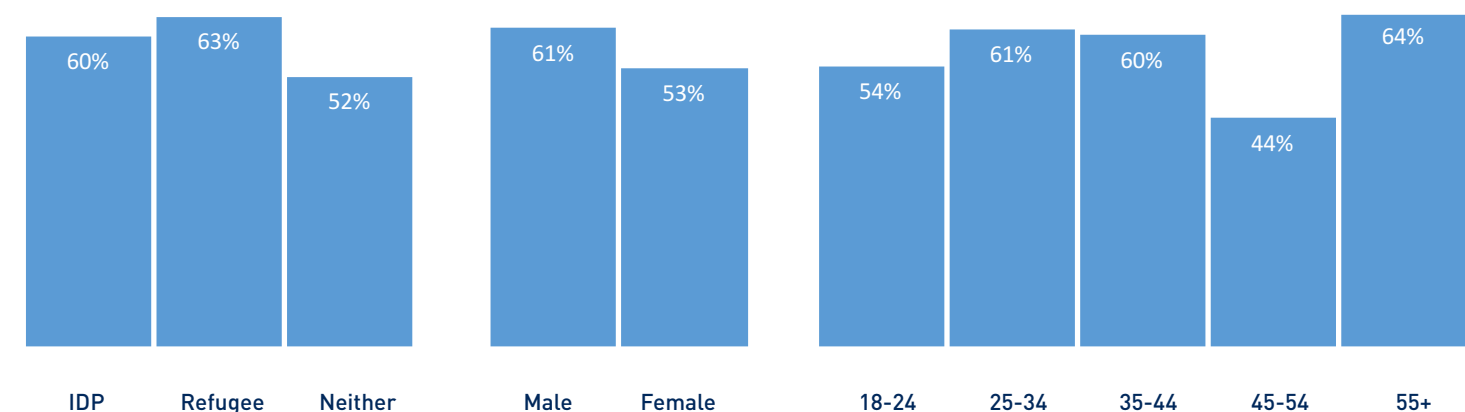
Conflict is a main issue in Afghanistan and we need to resolve (the conflicts). Diplomacy is vital to build society and the country

— Male, Jalalabad

Diplomacy is a must for peace in Afghanistan

— Female, Ghazni

**PERCENTAGE OF RESPONDENTS THAT REPORTED CONFLICT RESOLUTION AS A MOST NEEDED SERVICE — BY SUBGROUP**

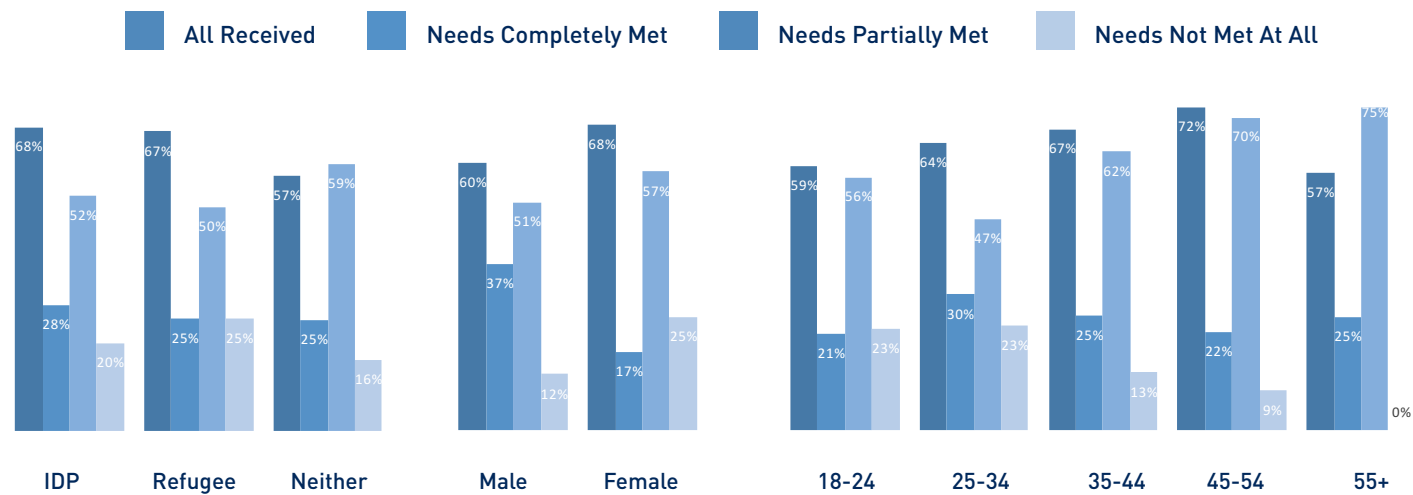


Nearly two in three Afghans (64%) report having received assistance with conflict and dispute resolution. This number is even higher among IDPs (68%), refugees (67%) and women (68%, compared with 60% of men). Experience with conflict and dispute resolution services also increases with age (from 59% among those 18-24 up to 72% among those 45-54).

More than a quarter (27%) of Afghans who received conflict resolution services say it completely met their needs, with an additional one half (54%) saying it partially met their needs. And while more women may have experienced conflict and dispute resolution than men as noted above, a larger proportion of men indicate that the service at least partially met their needs (88%, versus 75% of women).



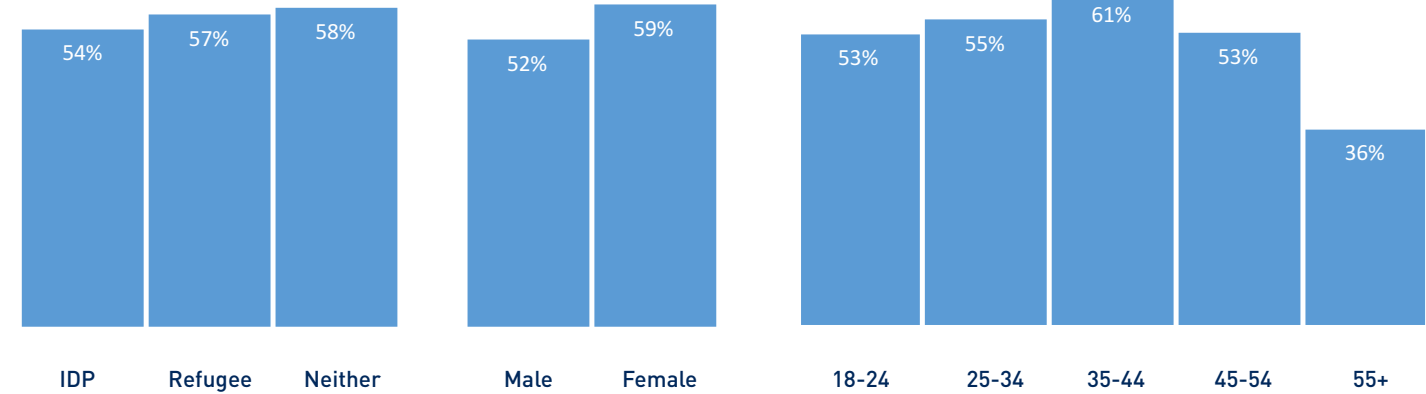
PERCENTAGE OF RESPONDENTS THAT RECEIVED ASSISTANCE WITH CONFLICT RESOLUTION ALONG WITH HOW WELL THEIR NEEDS WERE MET — BY SUBGROUP



AFGHANS NEED HELP FINDING MISSING AND SEPARATED FAMILY MEMBERS

Half (52%) indicate that help finding missing and separated family members is one of the services they need most. This is higher among women (54%), refugees (57%) and IDPs (54%), and particularly high among the younger age group (61% among those aged 18-24) and those who have experienced a natural disaster (60%).

PERCENTAGE OF RESPONDENTS THAT RECEIVED HELP FINDING MISSING FAMILY MEMBERS — BY SUBGROUP



A similar proportion of Afghans (55%) report having received help finding missing and separated family members, with a majority (73%) saying they had their needs met either completely (29%) or partially (44%). This assistance was more common in urban locations (60%) and among women (59%).



Photo: Michal Przedlacki, Welthungerhilfe



### 3.4 Social Cohesion

The concept of social cohesion in Afghanistan appears to be largely shaped by how Afghans relate to political power. Contempt is the overwhelming sentiment towards government officials as well as their fellow Afghans who may be in a position of power. The sense that anyone is legitimately trying to help others (rather than themselves) is uniquely reserved for international organizations.

This serves to highlight the very important role and opportunity for international organizations that have a near-monopoly on credibility and trust among Afghans. Afghans repeatedly point to systemic reforms as a way to improve and widen access to education, which in turn would be a means of achieving peace and rebuilding their country. This highlights the need for opportunities for more Afghans to be employed directly by international organizations providing humanitarian assistance, which would allow individuals to contribute to their communities' welfare within a context of expertise and integrity.

It is an important for the international community to provide financial assistance and commodities important for Afghans' survival but the most important thing is to change the mindset. If we cannot differentiate between right and wrong, good and bad, we cannot become a nation. We have spent our whole life witnessing war and now we want a better future for our children.

— Male, Jalalabad



Photo: Jan Steinvig/NRC

### 3.5 Gender

Gender has emerged as a primary factor in assessing people's immediate priorities and needs, as well as the long-term vision for Afghanistan. When it comes to accessing immediate aid and assistance, women have consistently been identified among the most vulnerable, at risk populations, with a larger share of unmet needs compared to men.

#### WOMEN'S SHORT, MEDIUM AND LONG-TERM NEEDS ARE VERY DIFFERENT THAN THEIR MALE COUNTERPARTS

These differences are apparent for immediate, medium and long-term needs. For immediate needs, more women identify food (82%, compared to 71% of men) and shelter (70%, compared to 61% of men) as a resource people need most. And while a similar level of women and men report their food needs are completely or partially met (71% of women, compared to 73% of men), a larger share of women (54%) report their needs for shelter were only partially or not at all met, compared to 39% of men.

#### WOMEN WANT OPPORTUNITIES IN EDUCATION AND EMPLOYMENT

In terms of medium-term amenities, women identify education (47%, compared to 32% of men) as a service people need most. This greater demand for education among women is further illustrated by the statistics on unmet educational needs, with over 4 in 10 women (43%) reporting that their needs for education were only partially or not at all met, compared to 1 in 4 men (26%). Gender is also an important consideration when it comes to security and personal safety, as evidenced by the added risk and vulnerability of women in the data. More women than men report their needs for security and protection were only partially or not at all met (44%, compared to 31% of men).

As for long-term aid, gender also emerges as an important factor in assessing unmet needs related to economic assistance and employment. More women (43%) than men (32%) report their needs for economic help were only partially or not at all met.

A similar gap is observed in the proportion of respondents who report having received **neither** cash nor vouchers as part of their support (37% of women, compared to 29% of men). When asked, a far greater proportion of women would prefer to receive cash (76%, compared to 55% of men), which might give them greater independence to make decisions and yield some economic influence.

#### WOMEN DO NOT HAVE INFLUENCE ON ASSISTANCE PROVIDED

Nearly three in four women (73%) feel they have little or no influence over how assistance was handled, compared to 57% of men. To that point, a majority of women (61%, compared to 43% of men) identify discrimination and social status as possible reasons preventing them from getting the help and support they need. For this reason, further studying the needs of women would enable aid organizations to provide the type of aid needed, as well as a sense of independence for women.

When help was received, women were more likely to indicate that it was not at all helpful, particularly from local and international NGOs. This is a very strong indicator that there is much room for improvement for on-the-ground delivery of aid and assistance to meet the immediate needs of women.



PERCENTAGE OF POPULATION THAT HAS RECEIVED AID  
BUT THAT HAS NOT FOUND IT HELPFUL — BY GENDER

BASE: ALL RECEIVED SUPPORT	MALE	FEMALE
UN/UN Agency	28%	30%
International Red Cross	26%	35%
Red Cross/Red Crescent National Society	23%	29%
Local Non-GOvernmental Organization (NGO) or Charity	24%	47%
International Non-Governmental Organization (NGO) or Charity	24%	58%
Journalists and the News Media	29%	59%
Local/Regional Government	33%	45%
National Government	8%	23%
Government of Other Countries	9%	46%
Individuals From Your Country/Neighbors	11%	40%
Politicians/Political Parties	36%	63%
Religious Entities/Leaders	29%	40%
Military/Army	33%	51%
Relatives/Friends	51%	46%
Médecins Sans Frontières(MFS)/Doctors Without Borders	55%	47%



Photo: OCHA



### 3.6 The challenges of accessing assistance

#### AID ORGANIZATIONS SHOULD WORK TOGETHER TOWARDS REDUCING CORRUPTION

Three quarters (77%) of Afghans feel that corruption is a main barrier to receiving assistance, a sentiment that is heightened among refugees (90%), women (87%) and those under the age of 35 (82%). Corruption also emerged as a dominant theme in the qualitative workshops, coloring much of the discussion around which organizations could and should provide aid and assistance in Afghanistan. Aid organizations should work with local government organizations to improve corruption and transparency. Moreover, additional trusted observers need to be put in place to review the flow of assistance funding in order to ensure that it gets into the right hands. Aid organizations should work together in creating a united stand against corruption.

Anywhere you have to work you cannot do it without a bribe.  
— Male, Kabul

#### DISCRIMINATION AND THE BLACK MARKET ARE ALSO BARRIERS TO RECEIVING AID

The sense that discrimination and social status may be preventing people from getting help is reported by roughly half of respondents (52%) and is more strongly felt among refugees (70%), those in rural settings (58%) and women (61%).

The black market also emerges as a significant barrier to receiving assistance among one third of respondents (39%), although this concern is much more highly concentrated among residents (59%), as well as those in the youngest age cohort (55% among those 18-24).

Aid is distributed among government workers  
and they sell it on the market.  
— Male, Jalalabad

The lack of access due to security and location is also reported by Afghans as a barrier to receiving assistance, with 11% saying that they are unable to access assistance because of poor roads and transport, and 10% saying they are unable to access aid because distribution points are too dangerous to reach. Issues of access were more often reported as a problem in Kabul (14% report poor roads, 13% report too dangerous), and among women (14% report poor roads, 11% report too dangerous). Additionally, in the qualitative workshops it was discussed that the security situation was too dire for those providing assistance to access. This issue seems to be related to corruption. Additional effort put towards reducing corruption and increasing transparency would help solve the issue of poor roads.

Due to poor law and order in the rural country side, no one can deliver aid. Before, UN outfits worked out in Jalalabad but nowadays, there is a lot of uncertainty and dangerous situations. Many people have moved from rural areas to the main city.  
— Male, Jalalabad

Kandahar has its own complexities — we have problems on the roads. The Taliban is in the localities, and international organizations have difficulty controlling [the provision of aid]  
— Female, Kandahar

Fewer than one in ten Afghans (9%) report that they have regular access to roads that are safe to drive or walk on. Those in Ghazni (19%) and Kabul (12%) had relatively greater access than those in Jalalabad (3%) or Kandahar (1%).

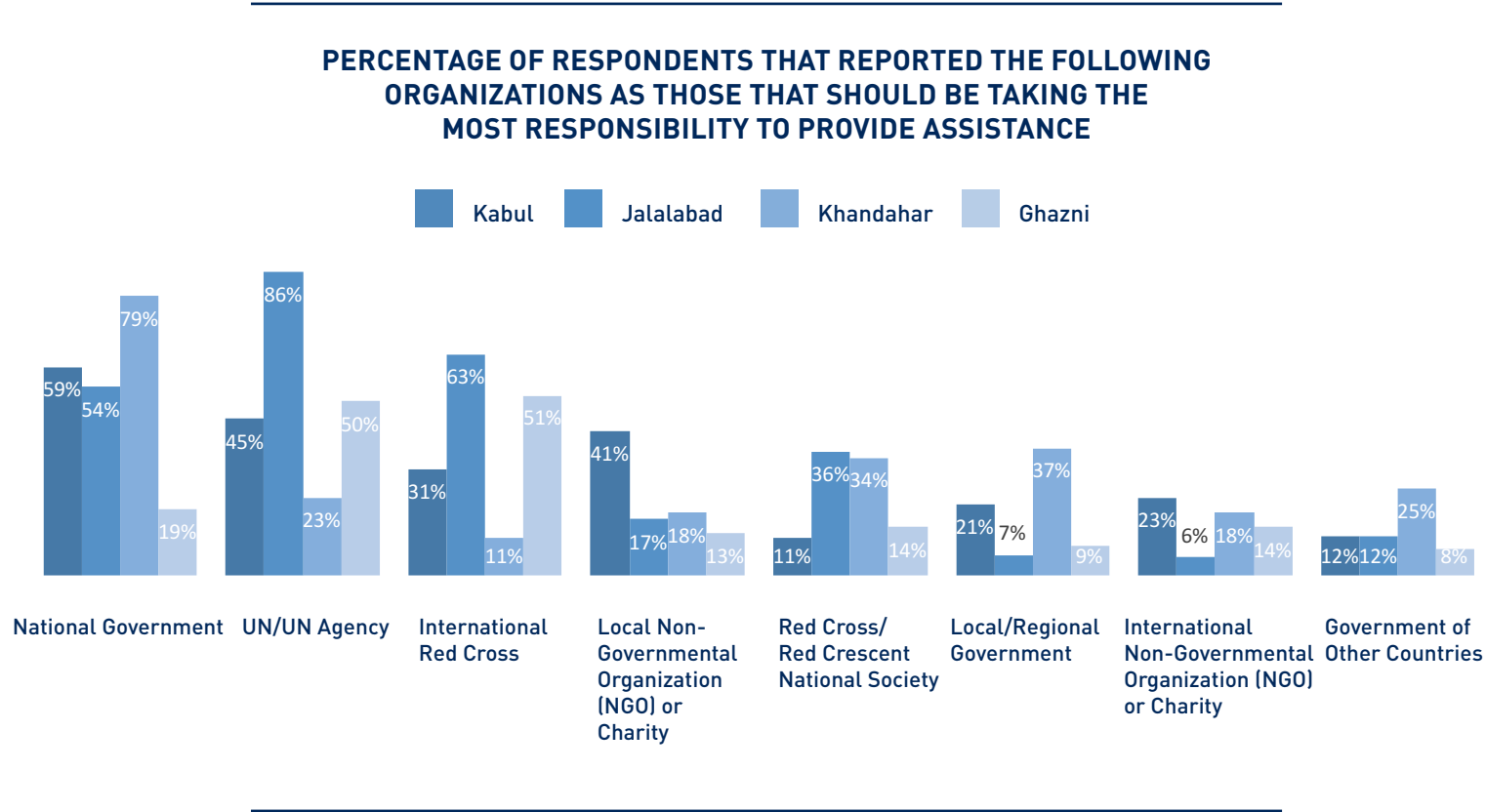


Photo: David Del Conte/OCHA

3.7 The role of organizations

AFGHANS WANT THEIR GOVERNMENT TO PLAY A BIGGER ROLE, ALONG WITH THE UN

Half (53%) of Afghans feel that the national government should take the lead in providing aid, closely followed by the UN (51%). This creates an opportunity for the UN to work hand-in-hand with the national government and other aid organizations to provide training, share data, communicate assistance campaigns and distribute aid.

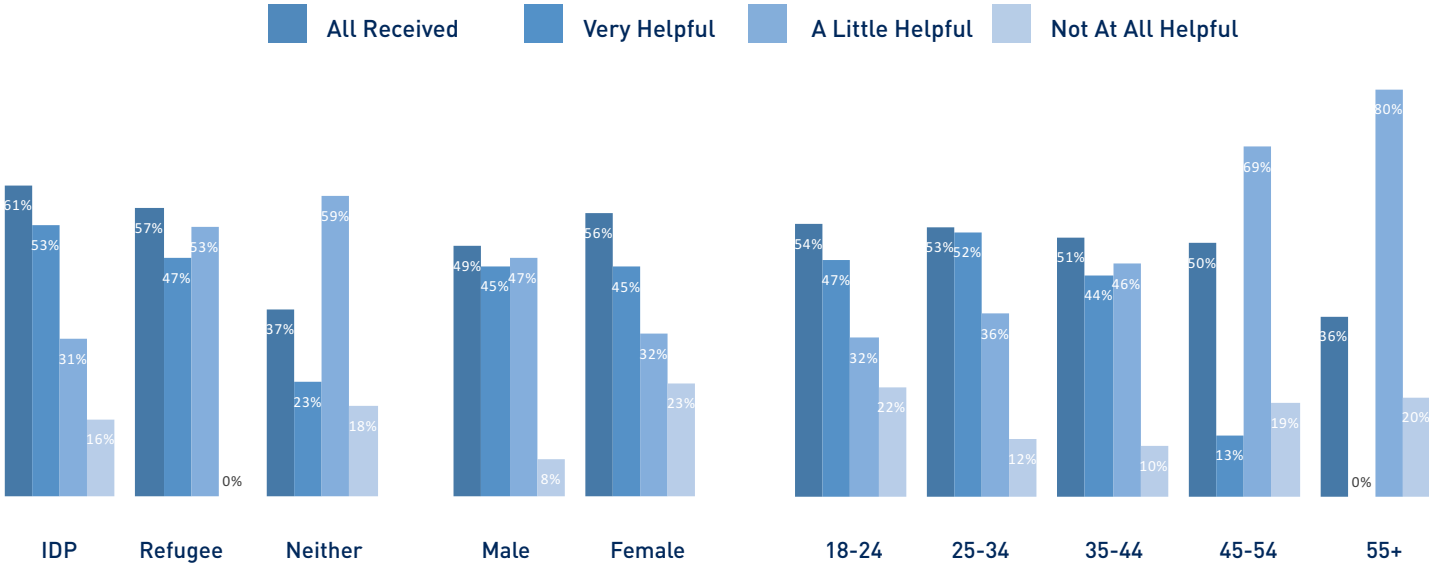


The International Red Cross was also mentioned as a key provider of assistance by one third of Afghans (39%), with 23% mentioning the National Red Cross/Red Crescent Society, 23% mentioning local NGOs, 18% mentioning the local government and just 16% mentioning other international NGOs.

The national government of Afghanistan is reported to be the main organization providing assistance. More than half (53%) of Afghans have received aid from the national government, higher among IDPs (62%) and refugees (57%) than among the rest of Afghans (37%). A very large portion (84%) found this aid either very helpful (45%) or a little helpful (39%). Aid from the national government is seen as more helpful by Afghans in rural areas (91%) than in urban areas (82%).

When asked an open-ended question about how the situation in Afghanistan could be improved in the future, 30% said that the “government should work for its own people”.

PERCENTAGE OF RESPONDENTS THAT RECEIVED ASSISTANCE FROM THE NATIONAL GOVERNMENT ALONG WITH HOW HELPFUL THE ASSISTANCE WAS — BY SUBGROUP

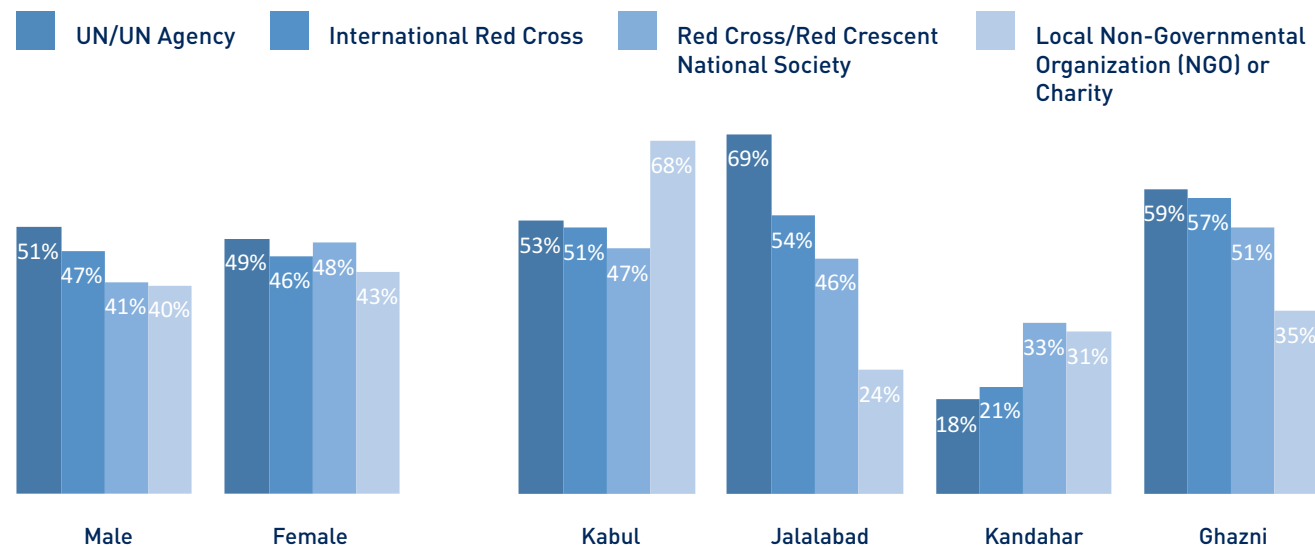


Half of Afghans surveyed (50%) received help or assistance from the UN, with residents (63%), those in urban areas (52%) and those that experienced a natural disaster (54%) more likely to have received this assistance. Among those that have received assistance from the UN, 25% found it very helpful, 47% found it a little helpful and 28% found it to be not helpful at all.

Similar proportions of Afghans received help from the International Red Cross (46%) or the local Red Cross/Red Crescent (45%), with a smaller share receiving aid from a local NGO (41%). Aid from these organizations is also far more prevalent in urban areas and tends to be accessed more often by residents, with the exception of local NGOs, who service a larger share of IDPs (49%, compared with 31% of residents).



### PERCENTAGE OF RESPONDENTS THAT RECEIVED AID FROM THE FOLLOWING ORGANIZATIONS — BY SUBGROUP



Nearly three quarters (70%) found assistance from the International Red Cross helpful (19% very helpful, 51% a little helpful), 74% found assistance from the National Red Cross/Red Crescent helpful (24% very helpful, 50% a little helpful) and 64% found aid from local NGOs helpful (18% very helpful, 46% a little helpful).

The qualitative workshops explored the relative advantages of Afghan and international organizations in providing assistance. While Afghans seem to be rather agnostic when it comes to who should be providing aid, they are unequivocal in their belief that the government is corrupt. Nonetheless, they also recognize that the government has a set of skills and an obligation to assist that cannot be ignored or readily replaced.

Our political leaders are basically bandits. We often hear that millions of dollars in aid has been given to Afghanistan but no one knows where it was used.

— Male, Jalalabad

Only international organizations can support us because our Government is poor and full of thieves.

— Female, Kandahar

However, while international organizations seem to have better intentions, they lack the inside knowledge of local culture and systems that they need to provide the most effective aid.

International organizations have budgets and human resources but that is not enough. They need a local team and local organizations to help deliver aid

— Male, Kabul

International organizations are not familiar with the traditions, nature, culture and mentality of the Afghan nation. They need to hold Afghans' hands and run side by side

— Male, Kabul



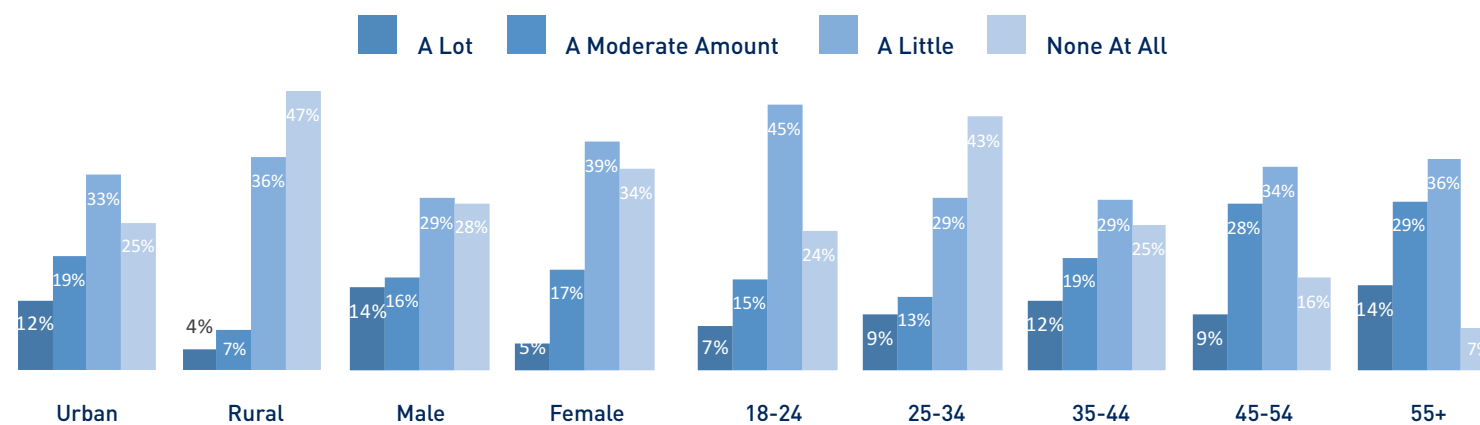
Photo: Christophe Verhellen/OCHA

### 3.8 Information needs and communication channels

#### FEW HAD BEEN ASKED ABOUT THEIR EXPERIENCES RECEIVING AID

Fewer than one half of Afghans (43%) indicated they had been asked about their experiences receiving assistance and many feel they and their community have little (34%) or no influence (31%) on the assistance they receive. The sense of disenfranchisement is highest among those in rural areas (83% indicate they have little or no influence), women (73%) and those under the age of 35 (71%).

PERCEIVED AMOUNT OF INFLUENCE OVER ASSISTANCE OFFERED  
— BY SUBGROUP



The qualitative workshops indicated that very few had had direct communication with aid organizations soliciting their feedback on the types of services they needed, leading to further challenges to providing aid and assistance in a responsive and responsible manner. When feedback opportunities were reported by participants, it was found that the opportunities only exist for men.

Many international organizations are busy supporting Afghanistan but no one asks us. We are deserving people, but no one enquires from us about problems we are enduring.

— Female, Kandahar

Our men go to the offices of the organizations.

— Female, Kandahar

In some cases, it is not the organizations providing assistance themselves but outside media or other sources that are asking questions about the needs of Afghans.

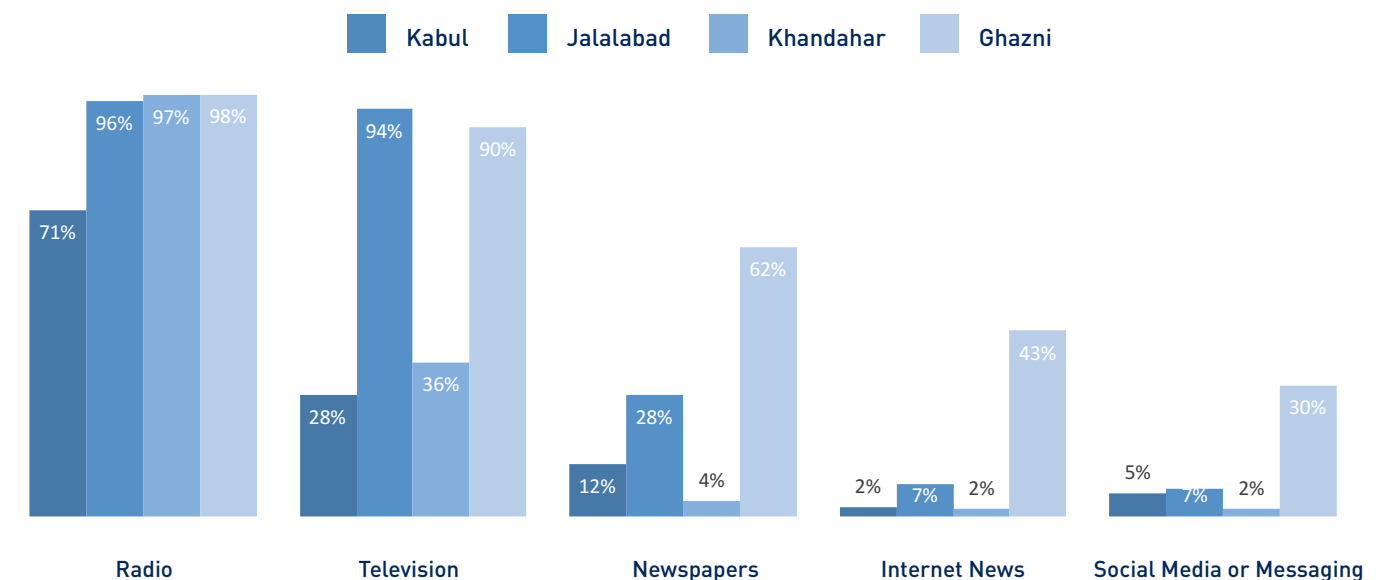
Some people from the TV channels came and the men discussed with them.

— Female, Kandahar

#### INFORMATION IS NOT A BARRIER TO ACCESSING AID

Most Afghans receive useful information about aid through numerous channels — notably the radio (89%), television (60%) and newspapers (26%) — and they tend to use both local and national sources.

PERCENTAGE OF RESPONDENTS THAT USE THE FOLLOWING  
SOURCES FOR INFORMATION ABOUT RECEIVING ASSISTANCE — BY LOCATION



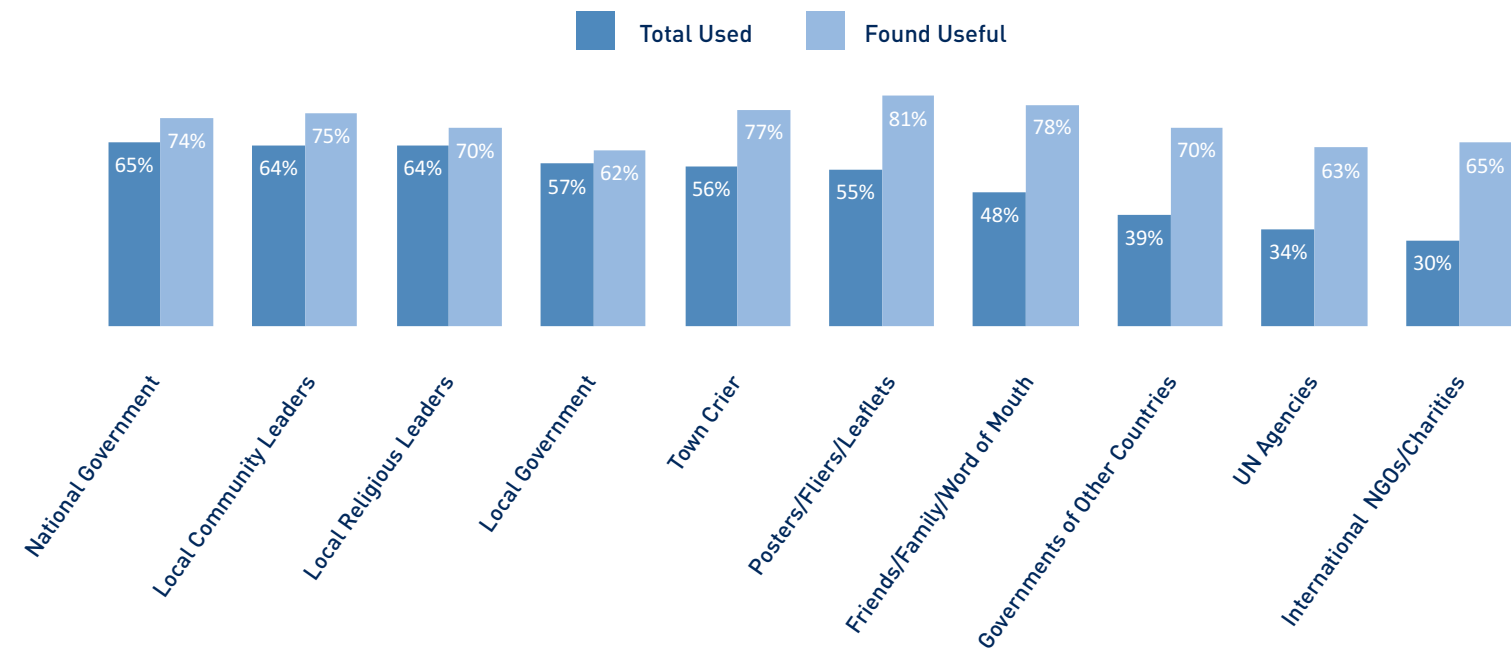
Women tend to rely on the radio (97% compared with 82% of men) and television (74% compared with 48% of men) for useful information, and much less so on newspapers (20% compared with 31% of men), perhaps due to gender differences in literacy rates (63% of women report being either illiterate or uneducated, compared to 49% of men).

Among the small proportion of Afghans who find social media (11%) or the Internet (13%) useful for accessing information, they tend to rely on international sources. Much like the case for newspapers, support for internet-based channels is highly concentrated among respondents from Ghazni (43% indicate using internet news, 30% social media).

Many Afghans also use more informal means of communications, particularly those centered around their communities and personal networks. Afghans rely on local community leaders (67%) and local religious leaders (68%) to the same extent as the national government (68%) for information about assistance. Among these sources, information from the local community leaders was perceived to be the most helpful with 75% of those surveyed saying information received from them was useful, compared with 70% for local religious leaders and 74% for the national government.



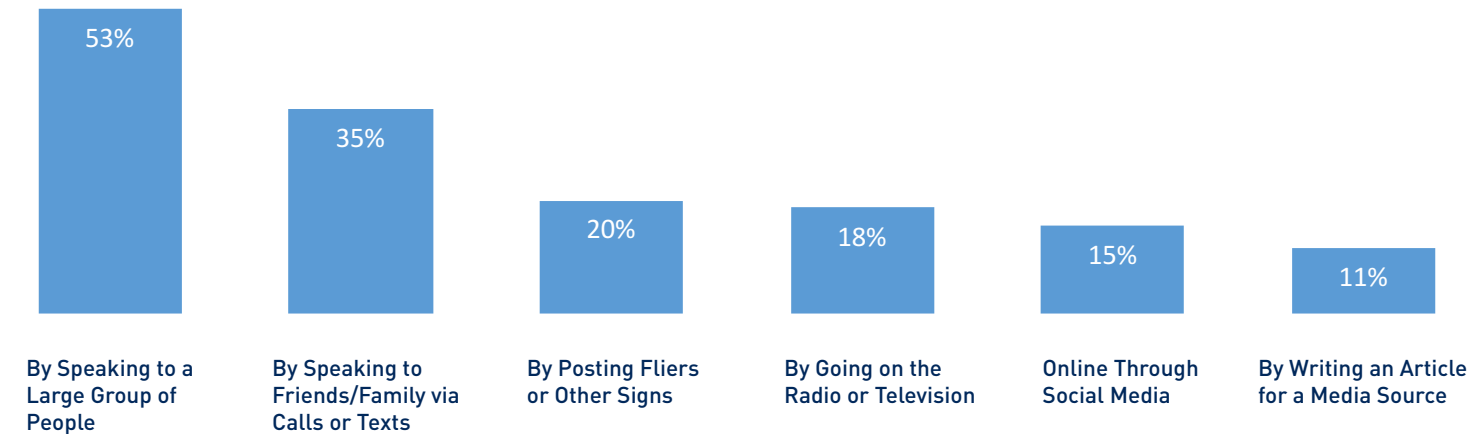
PERCENTAGE OF RESPONDENTS THAT USE THE FOLLOWING SOURCES FOR INFORMATION ABOUT RECEIVING ASSISTANCE ALONG WITH HOW USEFUL THE INFORMATION IS



Slightly fewer rely on local government (62%), a town crier (58%) or posters/flyers/leaflets (53%) to find out about receiving support and assistance, and a smaller proportion rely on foreign governments (44%), UN agencies (39%) and international NGOs (35%) to provide them with information. Among these sources, 62% found information from local governments to be useful, 77% found town criers to be useful and 80% found posters, flyers, and leaflets to be useful. These sources are all ahead of the perception of usefulness of foreign governments (62%), local government (57%), international NGOs (55%) and UN agencies (55%).

When Afghans have information about aid, over half (53%) indicate they share it by speaking to a large group of people about it. One in three (35%) share the information by speaking to friends or family about it via calls, texts and/or group texts. Only 15% share information online through social media. One fifth (20%) have shared information by posting flyers or other signs, while slightly fewer (18%) have gone on the radio or television to share information. Very few Afghans said they have not shared any information at all (1%).

HOW RESPONDENTS HAVE SHARED INFORMATION ABOUT RECEIVING ASSISTANCE WITH OTHERS



Just over half of Afghans (55%) report having access to a mobile or cell phone, although only 12% report having regular access to mobile telephone service. One fifth (20%) of Afghans have their own smartphone or regular access to one. Looking at those with access to a smartphone, there are virtually no differences between urban or rural dwellers or between men and women. However, smartphone access seems to more frequent among the youngest age cohort (25% of those aged 18-24).



Photo: David Del Conte/OCHA





Photo: Christophe Verhellen/OCHA

## 4. Conclusions and Recommendations

### PEOPLE'S KEY NEEDS AND PRIORITIES

The people of Afghanistan have faced and endured many adversities over the years, including political instability, war, terrorism, natural disasters and more. Add to that the insufficient or lack of access to basic necessities such as food, shelter and medical care, particularly in remote rural areas, and you have a physically insecure, vulnerable population. These conditions constitute critical challenges to humanitarian action in many areas of Afghanistan.

Despite these adversities, there is a glimmer of hope. This study finds that a majority of Afghans identify education as a priority need. They link this need to the possibility of a brighter future. Furthermore, both men and women specifically identify better access to education for girls and women as a priority. Because women traditionally play a role in raising children, there is an opportunity to intensely focus on education for girls and women in the hope that the newly gained knowledge will be passed down to their children, the next generation of Afghans.

Other key needs that the national government and aid organizations can seek to fulfill are those associated with medical treatment and healthcare. With the collection of socio-economic data and an understanding of the needs of various populations within Afghanistan, there are ways to analyze the data to uncover better ways of distributing structures and services for medical treatment and healthcare. Gathering additional data and performing in-depth analysis would enhance the ability of organizations to maximize the distribution of medical treatment and healthcare.

### LIVELIHOODS AND EMPLOYMENT

Afghanistan's economy is underdeveloped. Aid organizations could help to mitigate this situation by working with the national government in easing the creation and flow of business.

### SECURITY AND PERSONAL SAFETY

At a security level, the country remains unstable and fractured across geographic and ethnic lines. This insecurity is demonstrated by widespread fear among Afghans about their inability to protect themselves or their families. Ultimately, basic physiological needs such as food, shelter and medical treatment and healthcare, will become more accessible as security and personal safety are addressed.

Until there is a sense of peace, justice and fairness, Afghans will continue to seek conflict and dispute resolution as a priority need.

### SOCIAL COHESION

There is a major feeling of contempt between those who do not have power and those who do. Therefore, contempt is an overwhelming sentiment towards government officials as well as their fellow Afghans who may be in a position of power. The sense that anyone is legitimately trying to help others (rather than themselves) is uniquely reserved for international organizations.

This serves to highlight the very important role and opportunity for international organizations that have a near-monopoly on credibility and trust among Afghans. In particular, Afghans repeatedly point to systemic reforms to improve and widen access to education as a means of achieving peace and rebuilding their country. Thus, opportunities for more Afghans to be employed directly by international organizations providing humanitarian assistance would allow them to contribute to their communities' welfare within a context of expertise and integrity.



## GENDER

Women have consistently been identified as among the most vulnerable, at risk populations, with a larger share of unmet needs compared to men. In terms of short- to medium-term amenities, women identify education as a service people need most. They also consider security and personal safety to be important, and the added risk and vulnerability of women is evident in the data. As for long-term aid, more women than men report that their need for financial/economic assistance was only partially or not at all met.

Nearly three in four women feel they have little or no influence over how assistance was handled. When help was received, women were more likely to indicate that it was not at all helpful, particularly from local and international NGOs. For this reason, further studying the needs of women would enable aid organizations to provide the type of aid needed, as well as a sense of independence for women.

## THE CHALLENGES OF ACCESSING ASSISTANCE

Corruption, social status and the black market are all major barriers to receiving assistance. Corruption has emerged as the dominant theme that organizations could and should combat as they provide aid and assistance in Afghanistan. For example, the inability to access assistance because of poor roads and transport was identified as a typical symptom of corruption. Additional effort put towards reducing corruption and increasing transparency would help solve the issue of poor roads.

Aid organizations should work with local government organizations to limit corruption and increase transparency. Moreover, additional trusted observers need to be put in place to review the flow of assistance funding in order to ensure that it gets into the right hands. Aid organizations should work together in creating a united stand against corruption.

Social status and the black market also emerge as significant barriers to receiving assistance. Economic policies meant to open markets up to additional trade, as well as the creation of new small business, would help alleviate some of these barriers.

## THE ROLE OF ORGANIZATIONS

Half of Afghans feel that the national government should take the most responsibility to provide aid, closely followed by the UN. The UN should continue to work hand-in-hand with the national government as well as other aid organizations to provide training, share data, communicate assistance campaigns and distribute aid.

## COMMUNICATIONS AND INFORMATION

Most Afghans feel that they receive useful information about aid through numerous channels — notably the radio, television and newspapers, and they tend to use both local and national sources. Many Afghans also use more informal means of communications, particularly those centered around their communities and personal networks. For example, when Afghans have information about aid, over half indicate they share it by speaking to a large group of people about it.

While Afghans generally feel like they receive useful information about aid, there is an opportunity to communicate further through town elders, family members or word-of-mouth. Special campaigns targeted towards these groups to spread information about aid, as well as to provide general knowledge and public service information on how to improve their plight, would be a relatively inexpensive way to create additional impact.

Messaging and social media are not efficient means of communicating in Afghanistan. While just over half of Afghans report having access to a mobile or cell phone, only a tenth report having regular access to mobile telephone service. Among the small proportion of Afghans who find social media or the Internet useful for accessing information, they tend to rely on international sources.



Photo: David Del Conte/OCHA





Photo: Christophe Verhellen/OCHA

## Appendix: Methodology

The community consultation for Afghanistan consisted of quantitative and qualitative research with crisis-affected community members within four areas of Afghanistan — Kabul, Kandahar, Jalalabad, and Ghazni — in December 2015 and January 2016. The consultation engaged 589 crisis-affected community members in total. The consultation was designed to cover all demographic groups, and to ensure that vulnerable populations such as women, children, the elderly, the wounded/disabled and internally-displaced persons (IDPs) were given sufficient weight for analysis.

### Quantitative Survey

The quantitative survey was 30 minutes long and conducted with a total of 505 crisis-affected community members. The security situation in Afghanistan at the time of fieldwork meant that conducting the quantitative interviews was extremely challenging, and the locations for the research had to be changed multiple times. Within each of the four locations selected for the research — Kabul, Kandahar, Jalalabad, and Ghazni — broad coverage of these locations was achieved using door-to-door for the general population and snowballing for IDPs.

The final profile of the survey participants is shown in the table below:

AFGHANISTAN Total Sample n=505		
LOCATION	Kabul, n=150 Kandahar, n=115	Jalalbad, n=121 Ghazni, n=119
URBAN/RURAL	Urban, 356 Rural, 144	Suburban, 5
STATUS (IDP/REFUGEE)	IDP, 294 Refugee, 30	Neither, 178 Unknown, 3
AGE	18-24, 136 25-34, 224 35-44, 94	45-54, 32 55+, 14
GENDER	Male, 259 Female, 246	
EDUCATION	None, 282 Some, 75%	Finished high school, 99 College/Diploma and above, 38
INCOME/ EMPLOYMENT	Employed, 127 Unemployed and looking for work, 119 Unemployed not looking for work, 247	
PARENTS	Yes, 501 No, 4	



## Qualitative Community Workshops

The security situation at the time of fieldwork meant that qualitative data collection was very challenging. Four qualitative workshops were carried out with crisis-affected community members, one each in Kabul, Kandahar, Jalalabad, and Ghazni. Since it is not possible to conduct mixed workshops in Afghanistan, the two workshops in Kandahar and Ghazni were conducted with women, and the workshops in Kabul and Jalalabad were conducted with men. In total, 84 crisis-affected community members participated. Workshops lasted an average of 90 minutes and consisted of full and break-out group discussions of the themes of the consultation.

The demographic summary of the qualitative participants is shown in the table below:

	<b>KABUL Total=22</b>	<b>KANDAHAR Total=20</b>	<b>JALALABAD Total=22</b>	<b>GHAZNI Total=20</b>
<b>Gender</b>	Male	Female	Male	Female
<b>Age</b>	20-65 Average age 36	18-60 Average age 38	18-55 Average age 33	20-40 Average age 30

More detailed information about the consultation methodology, and the consultation instruments, can be found in the Appendix to this report.

## Overview

Including all of the constituents affected by the crisis in Afghanistan was a particular challenge for the community consultation. Security conditions inside Afghanistan did not permit any consultation work to take place in a number of areas, so the consultation team selected areas where it was safe for interviewers to work. In addition, gaining the trust of participants and their agreement to participate in the consultation was challenging. Since there is some hostility towards the international community within Afghanistan, the participants were not informed that the research was for the United Nations.

IDPs are a critical group to consider when considering the humanitarian response to the crisis in Afghanistan. IDPs face a diversity of circumstances depending on their journey and the area that they settle in. To ensure that a sufficient number of IDPs were included in the sample for the quantitative and qualitative data collection, quotas were set and bespoke sampling techniques were used to reach this audience.

The final consultation approach included 589 crisis-affected community members, via:

- 505 quantitative interviews in four areas of Afghanistan — Kabul, Kandahar, Jalalabad, and Ghazni.
- 4 qualitative workshops, with a total of 84 participants.
- Two with women (Kandahar and Ghazni)
- Two with men (Kabul and Jalalabad)

## Quantitative survey approach

Four regions of Afghanistan were selected – Kabul, Kandahar, Jalalabad, and Ghazni — to enable sufficient diversity in the sample while protecting the consultation team from challenging security situations in other parts of the country. In each region, the following approach to participant recruitment was taken:

1. The entire sample was drawn from 52 starting points, out of which 26 were urban (cities) and 26 were rural (villages). A maximum of 10 households were selected from each starting point.
2. One landmark was chosen from each starting point. Mosques, homes of well-known people, and well-known shops were considered landmarks.
3. 500 households selected via random walk: every fifth household was selected in urban areas and every third household was selected in rural areas. After each successful interview, 2 houses were skipped in urban and rural areas. A household consists of a single person living alone or a group of persons who normally live and eat together. Eating together implies common cooking arrangements.
4. The “next birthday” method was applied at the household to select the study participant. If that person was not available, the interviewer would ask when they would be available and return at that time, or move on to the next home.

To reach IDPs specifically, two approaches were taken:

1. For IDPs dispersed amongst the general community, when an IDP was identified during the approach described above, snowballing was used to locate more IDPs.
2. For IDP camps, a random walk approach was taken from the entrance of the camp. The interval for selection was based on the size of the camp determined by a count carried out by the interviewers.

The final sample included 294 (58% of the total sample) IDPs.

### DATA QUALITY

All quantitative interviews were conducted by Ipsos interviewers in local languages using pen-and-paper. Interviews were supervised, and call-backs were made to 10% of the sample to verify responses.

## Qualitative approach

In the same four areas where the quantitative research was conducted — Kabul, Kandahar, Jalalabad, and Ghazni — the Ipsos team carried out in-street recruitment for the qualitative workshops to quota. The qualitative workshops were conducted by an Ipsos moderator in local languages. The workshops were recorded, transcribed and translated into English for analysis.









**WORLD  
HUMANITARIAN  
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ISTANBUL  
23-24 May 2016