Purpose
To map out the capacity of UNFPA Implementing Partners across Afghanistan on community engagement mechanisms to ensure Accountability to Affected People (AAP) in delivering humanitarian assistance.

Methodology
Survey using KoBo over the period of 24 to 28 July 2022
Participated by 10 UNFPA Implementing Partners

AADA
AFGA
AMA
BARAN
HEWAD
HNTPO
IMC
MOVE
OHPM
SCA
Where We Work

- Kabul
- Paktya
- Khost
- Nangarhar
- Laghman
- Kunar
- Nuristan
- Kapisa
- Takhar
- Baghlan
- Kunduz
- Badakhshan
- Samangan
- Balkh
- Sar-e-Pul
- Jawzjan
- Faryab
- Badghis
- Herat
- Farah
- Nimroz
- Helmand
- Ghor
- Kandahar
- Uruzgan
- Daykundi
- Bamyan
- Panwan
- Paktika
- Zabul
- Ghazni
- Balkh
- Sar-e-Pul
- Jawzjan
- Faryab
- Badghis
- Herat
- Farah
- Nimroz
- Helmand
- Ghor
- Kandahar
- Uruzgan
- Daykundi
- Bamyan
- Panwan
- Paktika
- Zabul
- Ghazni

UNFPA SECTORAL COVERAGE

- Maternal and Reproductive Health: 80%
- Psychosocial Support: 60%
- Humanitarian Response: 40%
- Adolescent and Youth: 30%

HUMANITARIAN CLUSTER COVERAGE

- 5 Health
- 4 Protection for vulnerable people
- 3 Nutrition
- 2 Protection
- 2 WASH
- 1 Logistic
- 1 Cash interventions
- 1 Shelter / Non-food items (NFI)
- 1 Education
Organizational Policies on AAP

Integrated policy and practice on quality and accountability

- YES, and can share it with partners to encourage good practices: 40%
- YES, but cannot share it publicly: 30%
- UNSURE/ Do not know: 20%
- NO: 10%

If yes, specific to Afghanistan context

- YES: 70%
- NO: 30%

Oversee the AAP implementation

- Monitoring, Evaluation, Accountability and Learning (MEAL) staff: 60%
- Led by one department/ unit: 20%
- CBHC Officer: 10%
- Dedicated community engagement/ AAP staff: 10%
Communicating with women, girls, boys, men, people with special needs on humanitarian assistance

- Community Midwives: 9
  - Face to face (at distribution/service sites): 7
- Community Health Worker: 7
  - Face to face (interviews, focus group discussions, community meetings): 6
- Community Health Shura: 6
  - Face to face (community events): 5
- IEC materials: 4
- Awaaz hotline: 4
- Email: 3
- Youth Health Line: 2
- Letter: 2
- Hotline: 2
- Feedback/suggestion box: 2
- Face to face (place of worship): 2
- SMS: 1
- Facebook: 1
- WhatsApp: 1
- Helpdesk: 1
- Radio: 1

Periodically assess information needs among affected people

- NO: 50%
- YES: 40%
- UNSURE/Do not know: 10%

If yes, how often

- Monthly monitoring
- Regularly
- Quarterly basis/based on needs
- Anytime during the community visit

Consultation with community members in programme cycle

- YES, in all phases of programmes: 60%
- YES, partly: 30%
- UNSURE/Do not know: 10%
### Community Participation

#### Consultation with community members in programme cycle

| YES, in all phases of programmes | 60% |
| YES, partly | 30% |
| UNSURE/ Do not know | 10% |

#### Consultation with women and girls in programme cycle

| YES, in all phases of programmes | 70% |
| YES, partly | 20% |
| UNSURE/ Do not know | 10% |

#### Consultation with persons with disabilities in programme cycle

| YES, partly | 50% |
| YES, in all phases of programmes | 30% |
| NO | 10% |
| UNSURE/ Do not know | 10% |

#### Consultation with young people in programme cycle

| YES, in all phases of programmes | 50% |
| YES, partly | 30% |
| No | 10% |
| UNSURE/ Do not know | 10% |
**Community Feedback and Accountability**

**Communication channels to receive and respond to community feedback**

- Community Midwives: 8
- Community Health Shura: 8
- Face to face (interviews, focus group discussions, community meetings): 7
- Community Health Worker: 7
- Face to face (at distribution/service sites): 6
- Face to face (community events): 4
- IEC materials: 4
- Face to face (place of worship): 3
- Hotline: 3
- Email: 3
- Letter: 2
- WhatsApp: 2
- Youth Health Line: 2
- Awaaz hotline: 2
- Feedback/suggestion box: 2
- Facebook: 1
- Helpdesk: 1
- Radio: 1
- SMS: 1

**Have community feedback mechanisms**

- YES, for all interventions: 50%
- YES, for some interventions: 40%
- YES, for most interventions: 10%

**Frequency of collecting feedback**

- Open during service delivery points: 50%
- Always open: 40%
- Ad hoc: 10%

**Formats to receive community feedback**

- Paper form informally by taking notes: 90%
- Through Open Data Kit: 10%
Response/ communication back to communities

- Dedicated/ structured discussions: 40%
- Discussions as part of ongoing engagement: 30%
- Report to relevant cluster: 10%
- No specific feedback loop: 10%

Community feedback data sharing with other humanitarian actors

- YES, share some feedback: 70%
- NO: 20%
- YES, share all feedback: 10%

Frequency of course correction in programmes

- Always as the feedback arise: 60%
- When designing next programme activity: 30%
- Sometimes: 10%

Key challenges in rolling out feedback mechanisms

- Budget to run the process: 7
- Challenges due to access: 7
- Unable to reprogramme resources based on community feedback: 6
- Skills/ systems to engage communities: 4
- Managing feedback in a timely, fair, and appropriate manner that prioritises the safety of the persons who provided feedback: 4
- Skills to analyse data: 3
- The volume of feedback versus operational capacity: 3
- Referring feedback that do not fall within the scope of the organisation to another relevant party: 3
Sensitive Feedback

Handling sensitive feedback on SEAH
- Have internal system to handle the sensitive feedback: 70%
- Refer to relevant partner organisation, cluster, PSEA Task Force: 20%
- Unsure/ Do not know: 10%

Handling sensitive feedback on fraud/ corruption
- Have internal system to handle the sensitive feedback: 100%

Community Satisfaction

Ways to measure community satisfaction in programmes
- Regular programme monitoring: 9
- Post distribution monitoring: 4
- Satisfaction survey: 2
- Community perception survey: 2
- We do not measure satisfaction: 1
Challenges to access affected communities

- **Yes:** 90%
- **No:** 10%

Change of community engagement dynamic under new administration

- **Yes:** 60%
- **No:** 40%

If yes, how

- Mahram requirement to accompany female staff

Challenge to address issues of protection for vulnerable people
Capacity Building and Strengthening

Staff with community engagement and AAP training

- **NO:** 50%
- **YES:** 40%
- UNSURE/Do not know: 10%

Key challenges in rolling out feedback mechanisms

- Training: 7
- Combined training and mentoring approach: 6
- Online learning: 6
- Guidance notes: 5
- Mentoring: 5

For more information, please contact: husni@unfpa.org

**AREAS OF COMMUNITY ENGAGEMENT AND AAP TO STRENGTHEN**

- Training on introduction to community engagement and AAP: 100%
- Community feedback mechanism (focusing on communication channels): 90%
- Community feedback data management (as part of closing the feedback loop): 90%
- Community feedback referral pathways: 90%
- Addressing accountability to communities in the programmes: 90%
- Inter-agency approaches to community engagement and AAP: 90%