

INTRODUCTION

The EHAGL Region Second Quarter Community Feedback Analysis Report depicts valuable insights into community feedback across protection and other sectoral thematic areas as reported by the targeted populations between April and June 2024. The purpose of the analysis is to provide UNHCR staff and partners with critical information to identify and close gaps in feedback and response systems across the EHAGL region and enable targeted, responsive interventions and informed decision-making at the country and regional level accordingly.

The report provides an in-depth overview of community feedback collected through various channels and sources across the region, encompassing data from UNHCR, Inter-Agency Mechanisms, and partner organizations. The report compares key metrics against the quarter one report, which was the very first feedback analysis report produced by the region.

In the current reporting period, nine country operations including Djibouti, Ethiopia, Kenya, Rwanda, Somalia, Sudan, South Sudan, Tanzania, and Uganda recorded community feedback compared to eight that reported in quarter one. A comparison with Q1 reveals a substantial increase in feedback entries, from 28,421 reported in Q1 to 68,933 in Q2, with Kenya and Somalia contributing the largest numbers at 56% and 12.6%, respectively. This surge could be partly attributed to expanded outreach, improved access to feedback mechanisms, or a growing demand for services and information across the region.

In Q2, 47.5% of feedback entries were related to requests for information, and 41.2% were requests for assistance or services, marking a shift from Q1, where 58% focused on assistance and 36% on information needs. This increased emphasis on accessible information about available services, alongside continued demand for assistance, reflects evolving community expectations and highlights the need for clear, transparent communication.

64.5% of feedback entries (44,459) were received through UNHCR channels, underscoring UNHCR's role as the primary feedback platform. 22.6% were recoded from partner supported channels while 12.9% were from inter-agency mechanisms. Most of the feedback (77.3%) were fully addressed, which is a good practice in facilitating closure of the feedback loop.

KEY METRICS

68,933

Total number of feedback received

64.5%

Feedback received through UNHCR channels

68.5%

Feedback received through Hotlines (Toll-Free)

47.5%

Requests for information

24.2%

Registration and Documentation related feedback

77.3%

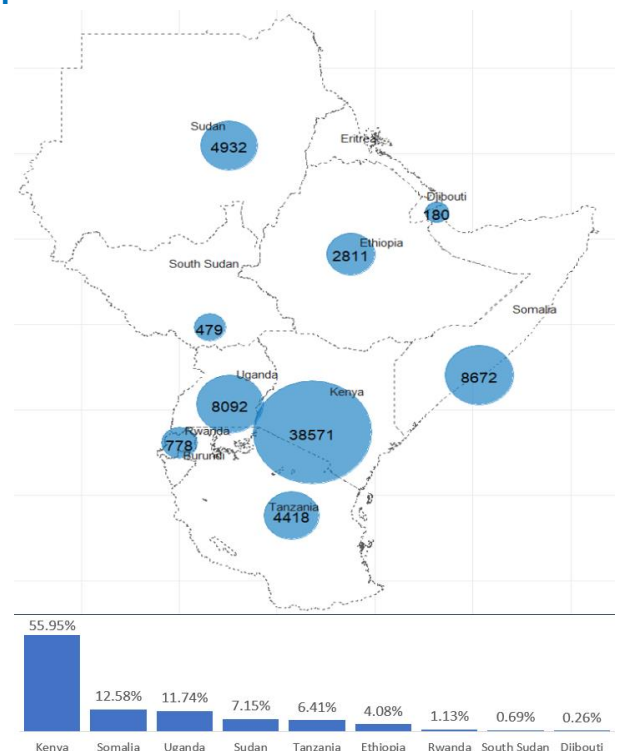
Closed Cases

A. Feedback Distribution by Country Operation

Nine country operations submitted quarter two (April to June) community feedback data through the national office consolidating feedback from sub offices and field level. The country operations covered in this report are Djibouti, Ethiopia, Kenya, Rwanda, Somalia, Sudan, South Sudan, Tanzania, and Uganda. In the last reporting period, South Sudan did not submit its data as the operation was establishing its system, which was finalized for use within the second quarter.

Burundi did not submit Q2 data as the operation began using the standardized taxonomy in July, while Eritrea was excluded due to minimal programmatic activities.

The Kenya Operation reported the highest volume of community feedback, accounting for 56% of the total regional feedback. Somalia and Uganda also contributed significantly, with 12.6% and 11.7% of the total feedback, respectively. The remaining about 20% of feedback data was distributed across the other six countries, including Sudan, Tanzania, Ethiopia, Rwanda, South Sudan, and Djibouti.

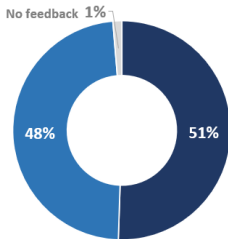


B. Demographic Analysis

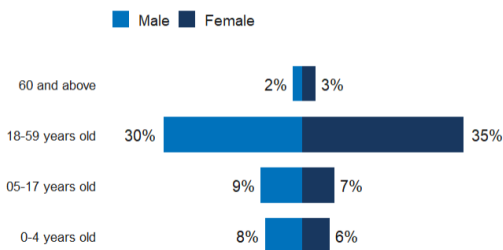


The demographic analysis indicates that **51%** of the feedback was received from females, while **48%** came from males. An additional **1%** of the feedback was from individuals who did not specify their gender. **65%** of the total feedback was received from individuals aged between **18 to 59 years** of age, while **16%** fell within the age group range of **5-17 years**, which included **5,001** females (**7%**) and **6,023** males (**9%**).

Feedbacks by Sex | Q2 2024



Feedbacks by Sex and Age group | Q2 2024



Amongst those providing both age and gender data*, individuals aged **18-59 years** provided the highest feedback contributions, with **23,724** females and **20,474** males, accounting for **35%** and **30%** of the total feedback, respectively. Caregivers, raised issues on behalf of children aged **0-4 years** who were **3,717** females and **5,177** males, comprising **6%** and **8%** of the total feedback, respectively. Most of the feedback regarding this age group was on birth registration, physical insecurity and medical attention. The category of people aged **60 and above** years, had the least feedback contribution, with **2,130** females and **1,273** males, making up **3%** and **2%** of the feedback.

* Note: The UNHCR Annual Statistical Report, 2023 was utilized to address missing or incomplete data., ensuring accurate representation of demographic information within the analysis.

C. Disaggregation by Feedback Channels



Community feedback was received through both digital platforms and face-to-face interactions, with most feedback being collected through **UNHCR channels**, accounting for **64.5% (44,459 feedback)** of the total feedback. **Partners'** feedback channels contributed **22.6% (15,585 feedback)**, while **Inter-Agency Mechanisms** accounted for **12.9% (8,889 feedback)**.

Partners with feedback mechanisms that fed into the data this quarter included ACTED and DRC while interagency platforms included Uganda FRRM and Tanzania interagency help desks. The Somalia Inter agency complaints and feedback mechanism' partners shared its report later than the UNHCR timelines, even though its report can now be found [here](#). This distribution indicates that **UNHCR channels** remain the primary medium for receiving feedback during this reporting period, while **partners and inter-agency mechanisms** equally play significant roles in engaging with the communities and addressing their needs and concerns.

The majority (**68.5%**) of feedback was received through **Toll-Free Hotlines**, primarily from Kenya and Uganda. **Protection Helpdesks** accounted for **13.9%** of the feedback, with the highest contributions from Somalia and Tanzania. Community forums and meetings contributed **6.2%**, mainly from Sudan and Kenya, while **email** channels made up **3.1%** of the feedback, notably from Kenya.

Other channels, such as **social media platforms** including WhatsApp and Telegram, represented **0.5%** of the feedback, primarily from Sudan. Less frequently used channels included **physical letters, SMS, and feedback boxes**, each contributing minimal individual feedback in the current reporting period. This distribution underscores the preference for accessible toll-free hotlines and helpdesks amongst the displaced populations.

FeedbackChannel	Kenya	Sudan	Tanzania	South Sudan	Ethiopia	Rwanda	Somalia	Uganda	Djibouti	TOTAL	
Hotline (Toll-Free)	35,984	-	1,985	-	-	-	1,182	8,092	-	47,243	68.5%
Protection Helpdesks	181	132	1,128	181	50	553	7,391	-	-	9,616	13.9%
Community forums including meetings and FGDs	506	3,780	3	-	-	-	-	-	-	4,289	6.2%
DRCS - Ethiopia	-	-	-	-	2,761	-	-	-	-	2,761	4.0%
Email	1,831	123	-	-	-	159	31	-	-	2,144	3.1%
Community Outreach Volunteers/Monitors	-	60	1,220	1	-	-	-	-	-	1,281	1.9%
Hotline (Non Toll-Free)	-	432	-	-	-	59	-	-	-	491	0.7%
Social Media (WhatsApp, Telegram, Twitter, etc...)	27	333	-	-	-	-	-	-	-	360	0.5%
Feedback helpdesk	-	-	-	289	-	-	-	-	-	289	0.4%
Weekly Reception	24	-	22	-	-	-	-	-	173	219	0.3%
Community Leadership and Structures	9	72	-	-	-	-	-	-	-	81	0.1%
Office Walk-In	-	-	-	6	-	1	68	-	-	75	0.1%
Feedback Boxes	9	-	60	2	-	-	-	-	-	71	0.1%
Mail (Physical Letter)	-	-	-	-	-	-	-	-	7	7	0.0%
SMS	-	-	-	-	-	6	-	-	-	6	0.0%
TOTAL	38,571	4,932	4,418	479	2,811	778	8,672	8,092	180	68933	

D. Disaggregation by Broad Feedback Categories



Feedback categorization indicated that majority (**47.5%**) of the feedback was focused on **requests for information**, with Kenya, Uganda, and Somalia contributing significantly to this category (this included information on registration and documentation, Refugee Status Determination (RSD), handling physical insecurity, Food security/food assistance, legal assistance, etc.). **Requests for assistance or services** comprised **41.3%** of the feedback, with notable contributions from Kenya, Tanzania, and Uganda (these included assistances/services in registration and documentation, resettlement, health, physical insecurity, legal assistance etc.) **General perceptions, observations, and suggestions** made up **6.2%** of the feedback, mainly originating from Sudan and Kenya. **Reports of incidents and concerns related to access, safety, and security** accounted for **2.3%**, with Sudan and Somalia as primary sources.

Complaints represented **2.2%** of the total feedback, with Somalia and Ethiopia reporting the highest numbers (this included complaints on targeting criteria for cash and voucher assistance, registration and documentation delays, delayed scheduling of appointments, etc.). **Feedback interaction issues and allegations of fraud and misconduct** were less reported across all operations, with each accounting for **0.3%**. This distribution highlights a predominant need for information and service-related assistance, emphasizing the importance of ensuring access to timely, accurate information on available services and resources for forcibly displaced populations.

Broad_Content_Category	Kenya	Rwanda	Tanzania	Uganda	Ethiopia	Somalia	South Sudan	Sudan	Djibouti	TOTAL	
Requests for Information	22,673	27	464	4,120	-	5,436	5	-	9	32,734	47.5%
Requests for Assistance or Services	14,703	670	3,446	3,783	2,421	2,160	443	645	170	28,441	41.3%
General Perceptions Observations and Suggest	530	41	40	60	-	-	3	3,621	-	4,295	6.2%
Reports of Incidents and Concerns Related to	629	18	204	36	-	316	1	375	1	1,580	2.3%
Complaints	4	15	218	-	390	760	27	102	-	1,516	2.2%
Feedback Interaction Issues	-	5	-	-	-	-	-	189	-	194	0.3%
Allegations of Misconduct	32	2	46	93	-	-	-	-	-	173	0.3%
TOTAL	38,571	778	4,418	8,092	2,811	8,672	479	4,932	180	68933	

E. Sectoral Focus Analysis



The community feedback received across country operations in the region were addressed by various sectoral and thematic units. The top five thematic areas included **registration and documentation**, which comprised **24.2%** of all feedback, followed by **physical insecurity (13%)**, **refugee status determination (12.9%)**, **health (8.9%)**, and **food assistance (7.3%)**. Feedback on registration and documentation was primarily related to efficiency and speed of the registration process, clarity of information provided to affected community members and access to necessary documentation.

Kenya operation recorded the highest volume of feedback related to **registration and documentation** and **RSD**, along with concerns regarding **physical insecurity, resettlement, and legal assistance**,

indicating a strong need to facilitate timely issuance of documentation, improve access to information, and intervention on physical safety and security related concerns within the country.

In Somalia and Uganda, the primary feedback areas were **food assistance** and **health services**, reflecting urgent needs in basic welfare and healthcare. Sudan’s feedback centered around **Non-Food Items/Core Relief Items assistance**, highlighting a focus on essential supplies. Additionally, concerns around **Physical insecurity** were noted, underscoring the ongoing challenges related to safety and protection in the region.

Reports of **GBV** related incidents were predominantly noted in Somalia, Uganda, Sudan, Kenya, and Tanzania, with **SEA** incidents being particularly significant in Somalia. Additionally, **fraud and corruption** feedback were almost exclusively reported in Kenya, Tanzania, and Ethiopia. Community feedback regarding **interaction with feedback mechanisms** was recorded in Ethiopia, Sudan, Uganda, and Kenya. The issues were around effectiveness and accessibility to feedback channels, delayed feedback/closure of the feedback loop and dissatisfaction with the solutions provided following feedback submission.

Child protection concerns were particularly prominent in Somalia, Kenya, and Uganda, while **voluntary repatriation** received the highest levels of feedback in Tanzania and Kenya, likely due to ongoing efforts related to the Burundi VolRep situation. **Water, Sanitation, and Hygiene (WASH)** related feedback was reported in Tanzania, Somalia, and Uganda, highlighting critical infrastructure needs. Lastly, **education**-related feedback was notably concentrated in Uganda, underscoring significant community interest in educational support across the region.

Sector thematic areas	Kenya	Tanzania	Djibouti	Ethiopia	Rwanda	Somalia	South Sudan	Uganda	Sudan	TOTAL	
Registration and Documentation	14,347	208	34	914	139	103	428	534	-	16,707	24.2%
Physical insecurity	7,691	207	1	-	26	529	1	-	486	8,941	13.0%
Refugee Status Determination (RSD)	8,053	628	-	86	14	92	3	34	-	8,910	12.9%
Health (Preventive, curative, Promotive)	1,137	570	29	11	319	2,354	4	1,652	84	6,160	8.9%
Food Security/Food assistance	196	317	2	-	19	2,534	2	1,906	72	5,048	7.3%
Resettlement	3,150	223	34	818	137	44	1	-	-	4,407	6.4%
Legal assistance	2,390	41	3	55	31	-	-	1,513	-	4,033	5.9%
Non-Food Items/Core relief items assistance	5	485	3	1	1	5	2	-	3,528	4,030	5.8%
Shelter/Site/land and property	69	630	35	-	-	532	22	233	282	1,803	2.6%
Child protection	470	103	-	34	9	750	-	421	-	1,787	2.6%
Cash and Voucher assistance	410	19	15	13	5	1,030	5	-	-	1,497	2.2%
Feedback mechanisms Interaction Issues	40	-	-	820	-	-	-	155	348	1,363	2.0%
Education	73	36	-	15	37	63	2	889	12	1,127	1.6%
Livelihoods	70	94	11	-	5	117	1	439	-	737	1.1%
Gender Based Violence (GBV)	41	36	2	-	5	274	2	190	120	670	1.0%
Voluntary repatriation	183	304	1	2	7	80	-	-	-	577	0.8%
Water, Sanitation and Hygiene (WASH)	11	202	9	-	-	98	2	70	-	302	0.4%
Environment, Energy and Climate change	-	236	-	-	-	-	-	1	-	237	0.3%
Relocation	145	-	-	-	11	-	1	-	-	157	0.2%
Fraud and Corruption	59	33	-	28	1	-	-	-	-	121	0.2%
Sexual Exploitation and Abuse (SEA)	-	-	-	6	-	67	-	-	5	78	0.1%
Transport and Logistics	1	5	-	-	2	-	3	50	-	61	0.1%
Local integration	2	18	-	8	1	-	-	-	-	29	0.0%
Appreciations/Thank you notes	5	19	-	-	-	-	-	-	-	24	0.0%
Complementary pathways	21	-	-	-	3	-	-	-	-	24	0.0%
Tracing and Family reunification	2	4	-	-	6	-	-	-	-	12	0.0%
Misinformation, Disinformation and Hate speech	-	-	1	-	-	-	-	-	-	1	0.0%
TOTAL	38,571	4,418	180	2,811	778	8,672	479	8,092	4,932	68,933	

F. Conclusions

- The number of documented community feedback rose significantly in Q2 from **28,421** in Q1 to **68,933**. Kenya and Somalia contributed the highest number, accounting for **55.6%** and **12.6%** of the total feedback, respectively. This increase could be partly due to expanded outreach efforts, improved accessibility to feedback mechanisms by the population we serve, or an increased demand for basic services and information across the region.
- The substantial volume of feedback in Q2 (**47.5%**) was related to **requests for information about services** and **41.2%** was **requests for assistance / services**. This trend indicates a shift in community priorities compared to the first quarter. In Q1, **58%** of the feedback was related to **requests for services or assistance**, while **36%** focused on **requests for information**. This change suggests

an increasing demand for accessible information about available services, alongside a continued need for direct assistance, reflecting evolving community needs over time.

- The top thematic feedback areas included **registration and documentation (24.2%)**, **physical insecurity (13%)**, **Refugee Status Determination (12.9%)**, **health (8.9%)**, **food assistance (7.3%)**, **Resettlement (6.4%)** and **Legal assistance (5.9%)**.
- **77.3%** of the total feedback received is fully addressed, while **22.7%** of cases remain **open or pending** action by partners, highlighting ongoing needs within the community that require attention and follow-up. This percentage underscores the importance of timely responses and effective case management to address outstanding issues. The significant volume of unresolved cases may reflect complexities in service delivery or specific challenges faced by the affected population, emphasizing the need for continued support, better understanding of population dynamics and trends and resources to close these cases and provide essential assistance.
- The data indicates that **individual feedback** dominates the submissions, accounting for **93.4% (64,363)** of all feedback, while **group feedback** submissions constitute only **6.6% (4,570 feedback)**. This disparity suggests that most community members prefer to voice their concerns and needs independently rather than collectively and thus the importance of ensuring accessible and responsive channels to address personal issues and inquiries.
- The majority of feedback was received through **UNHCR led channels**, accounting for **64.5% (44,459 feedback)** of the total feedback. **Partners** channels contributed **22.6% (15,585 feedback)**, while **Inter-Agency Mechanisms** accounted for **12.9% (8,889 feedback)**. This distribution indicates that **UNHCR channels** remained the primary medium for gathering feedback in the current reporting period, while **partners and inter-agency mechanisms** still played a significant role in engaging with the community members.

G. Recommendations

1. It is important for country operations at all levels to align with IASC community feedback taxonomy as guided by the Regional Bureau. There have been data quality challenges in this reporting period, just as was equally documented in Q1 report due to the continued use of varied formats for data submission that essentially elongates data cleaning and analysis process. Country operations **specific recommendations on Feedback and Response Systems (FRS)** based on the current reporting period is as depicted below:

- **Uganda** operation should consider aligning FRRM to the broad and specific data categories and sectoral listing within the IASC and RB guided taxonomy as the development of the 3rd version of FRRM progresses.
- **Somalia** country operation needs to adopt the taxonomy largely used at the interagency level as UNHCR is playing a critical data repository role for the inter-agency mechanism. The operation needs to cascade the interagency level system to UNHCR staff and partners to enable seamless data capture and referrals internally and externally with precision to the IASC guided taxonomy and UNHCR sectoral thematic areas.
- **Kenya** operation should consider harmonizing the FRS to capture all feedback from Dadaab and Kakuma sites and encompassing both feedback from digital and face to face interactions. The country operation needs to adopt the IASC taxonomy as guided by the RB.
- **Rwanda** operation continues to use proGres V4/ PRIMES communication module which doesn't accommodate the data variables as guided by the IASC taxonomy and adopted by the RB. The DIMA team should explore possibility for review of proGres V4 to accommodate new data fields. This could be a good option for all other operations that are currently accessing proGres V4 system.

- **Tanzania** operation should consider launching the use of the Kobo-Power BI platform as advocated for by the RB and aligned to the IASC taxonomy in consultation with relevant partners.
- **Burundi** operation is expected to submit its first feedback data in Q3 having completed the pilot roll out of the Kobo-Power Bi platform in Bujumbura. The operation has shared some positive feedback from partners and staff in Bujumbura that have interacted with the system and thus it is to be fully rolled out across all offices after minimal system reviews.
- **Ethiopia** operation is encouraged to fast track the adoption of the Kobo-Power Bi platform and ensure alignment of feedback categorization with the IASC taxonomy. Ethiopia has been in conversation with WFP to adopt the taxonomy under food distribution initiatives as WFP is already aligned to the IASC taxonomy. The efforts will complement the country operations' focus on harmonizing FRS for Ethiopia and the AAP step-up approach currently being advocated by the operation's senior management.
- **South Sudan** operation has adopted the Kobo-Power Bi platform that aligns to the IASC taxonomy in this reporting period. There is need for continued support to field staff and partners to enhance feedback data quality and referral mechanism within the system.
- **Djibouti** operation continues to use the RB shared excel templates aligned to the IASC taxonomy and should resources and staff capacity allow, the operation should consider adopting the Kobo-Power BI platform supported by the RB.

2. Quarter two report indicates continued requests by community members for information on services provided by UNHCR and partners. **Key thematic areas** voiced by the people we serve were basically **on registration and documentation, RSD, physical security issues, health and food assistance**. There is need to develop clear and accessible as well as **dissemination plans**, leveraging digital platforms and community engagement forums to address the substantial volume of information requests.

3. Community feedback handling is a **multi-functional teams' approach** and thus teams in country operations are encouraged to conduct **reflection sessions on the feedback findings** and, where possible, develop concrete actions to address challenges and gaps in feedback management within the operation. The operations should purpose to strengthen staff capacities in managing/ handling assistance and service needs related to registration and documentation, physical insecurity, RSD, health, food security, resettlement, and legal assistance accordingly as reflected in country specific indications in the report.

4. The RB DIMA team should engage with protection pillar to facilitate resource mobilization for **IM support for feedback and response system establishment** across the region as country operations are at different levels of adopting the IASC taxonomy and will need significant support from the Bureau at least for the next one year before complete alignment to interagency systems is achieved This is a key prerequisite for **regional level consolidation of feedback and response trends** that will inform programmatic efforts across the region.