Participation

22
# of respondents

Meeting participation of respondents

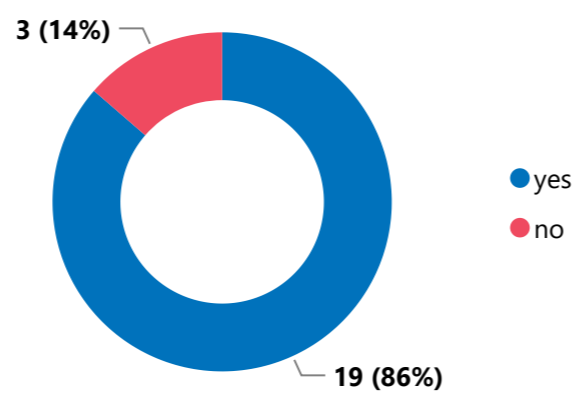|	
REFUGEE COORDINATION FORUM	73%
BASIC NEEDS WG	45%
MHPSS TF	45%
PROTECTION WG	41%
CHILD PROTECTION SUB WG	32%
EDUCATION SUB WG	32%
PSEA TF	23%
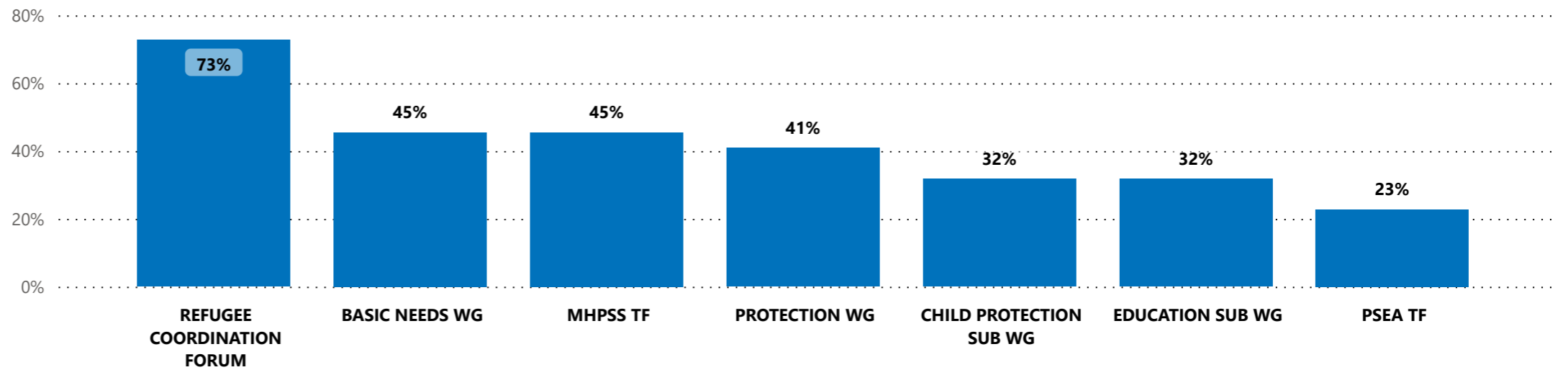
Satisfaction

Satisfied with meeting coordination

3 (14%)
19 (86%)
● yes
● no

Meetings - coordination suggestions
· more interactive and inclusive meetings
· partnership approach
· more predictable scheduling
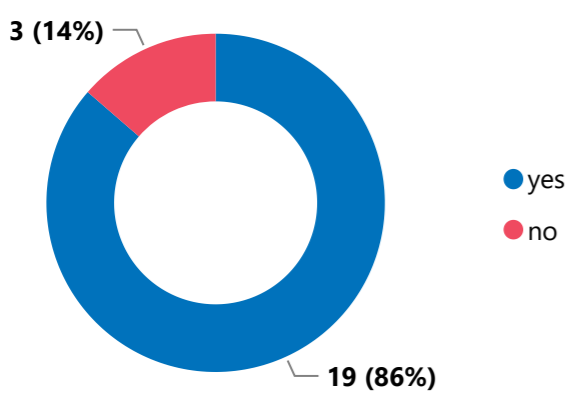
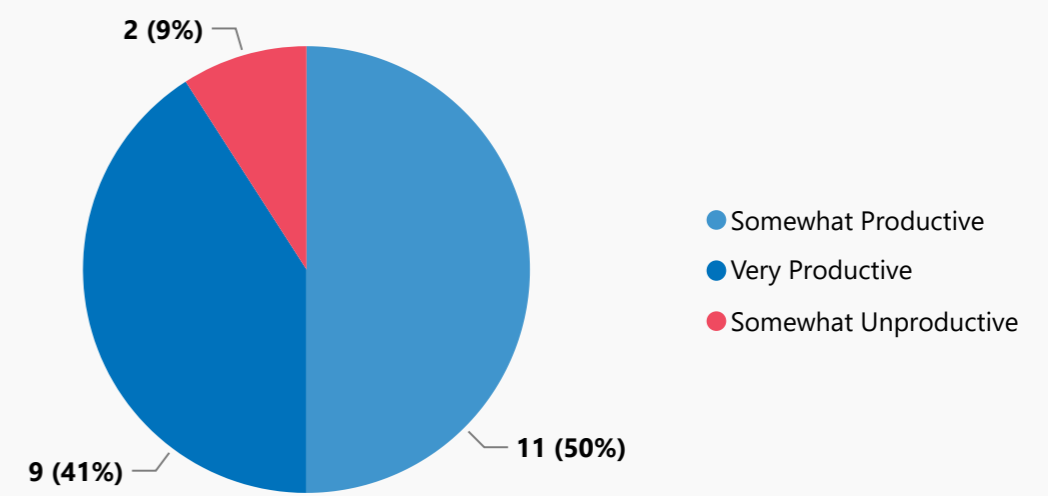Satisfied with the agenda

3 (14%)
19 (86%)
● yes
● no

Agenda - content suggestions
· better structuring between broader, strategic topics and topics related to daily operations
· involvement of 'crucial stakeholders'
· more 'technical discussions on criteria for assistance'
· coordination and exchange of information among organizations
· referral pathways
· joint reporting mechanisms for complaint and feedback
· update on the situation at the border
· views of local Ukrainian organizations
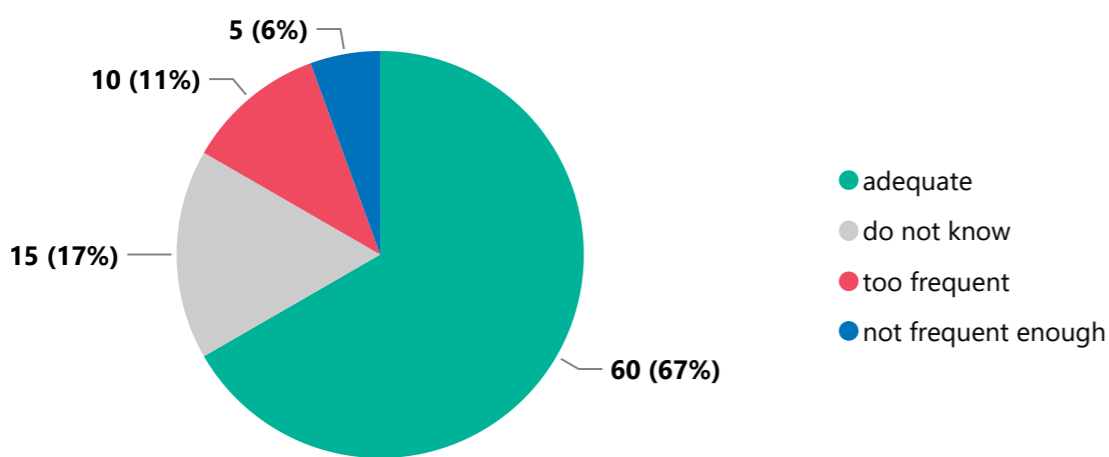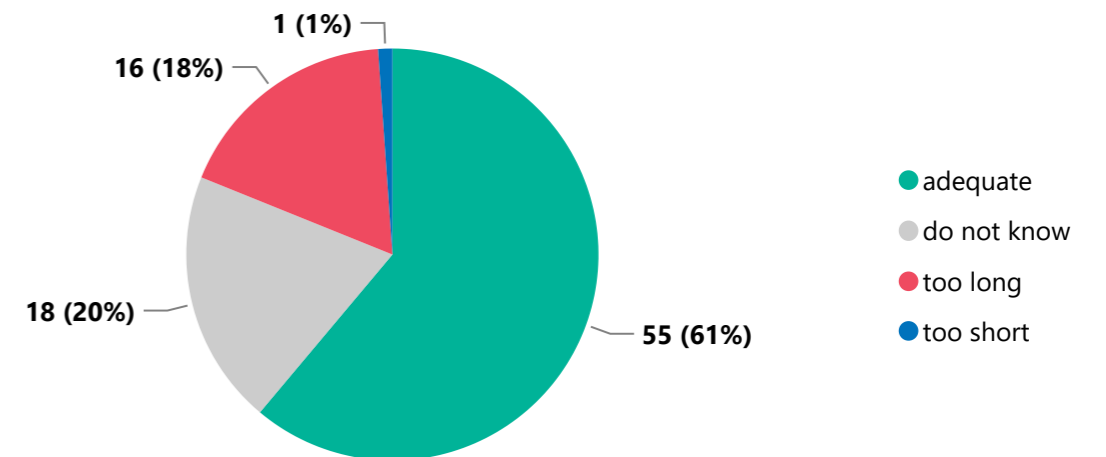· winterization
· preparedness

Overall satisfaction with meetings

2 (9%)
9 (41%)
11 (50%)
● Somewhat Productive
● Very Productive
● Somewhat Unproductive

Frequency and duration

Frequency of meetings

5 (6%)
10 (11%)
15 (17%)
60 (67%)
● adequate
● do not know
● too frequent
● not frequent enough

Duration of meetings

1 (1%)
16 (18%)
18 (20%)
55 (61%)
● adequate
● do not know
● too long
● too short

Frequency of meetings (by meeting)

● adequate ● do not know ● not frequent enough ● too frequent

Duration of meetings (by meeting)

● adequate ● do not know ● too long ● too short
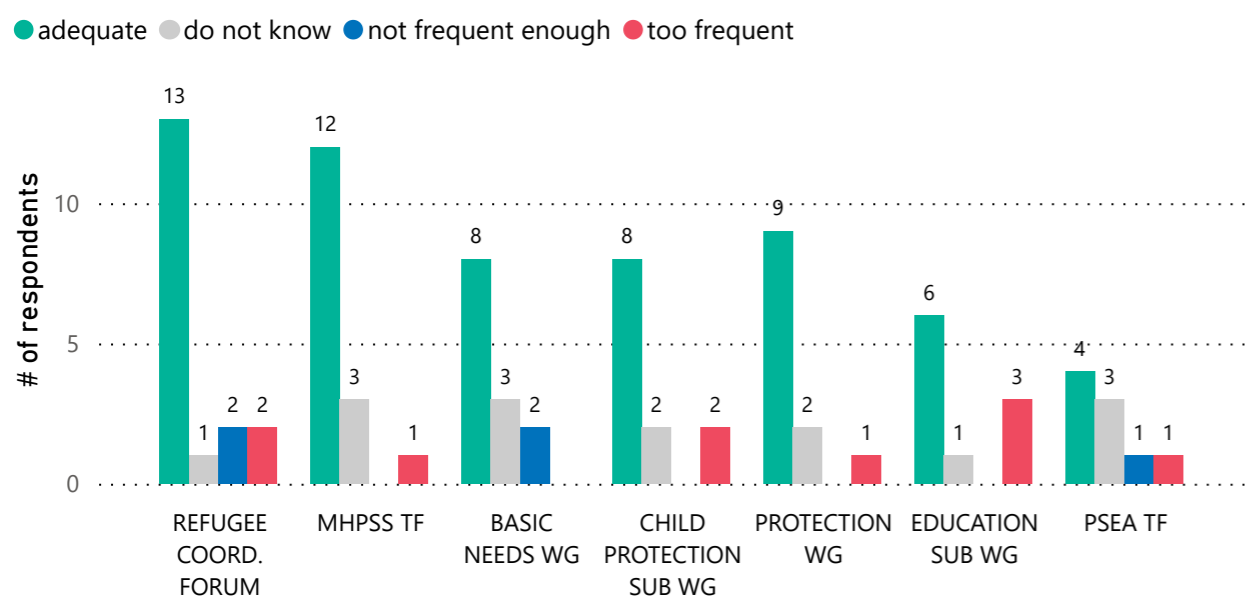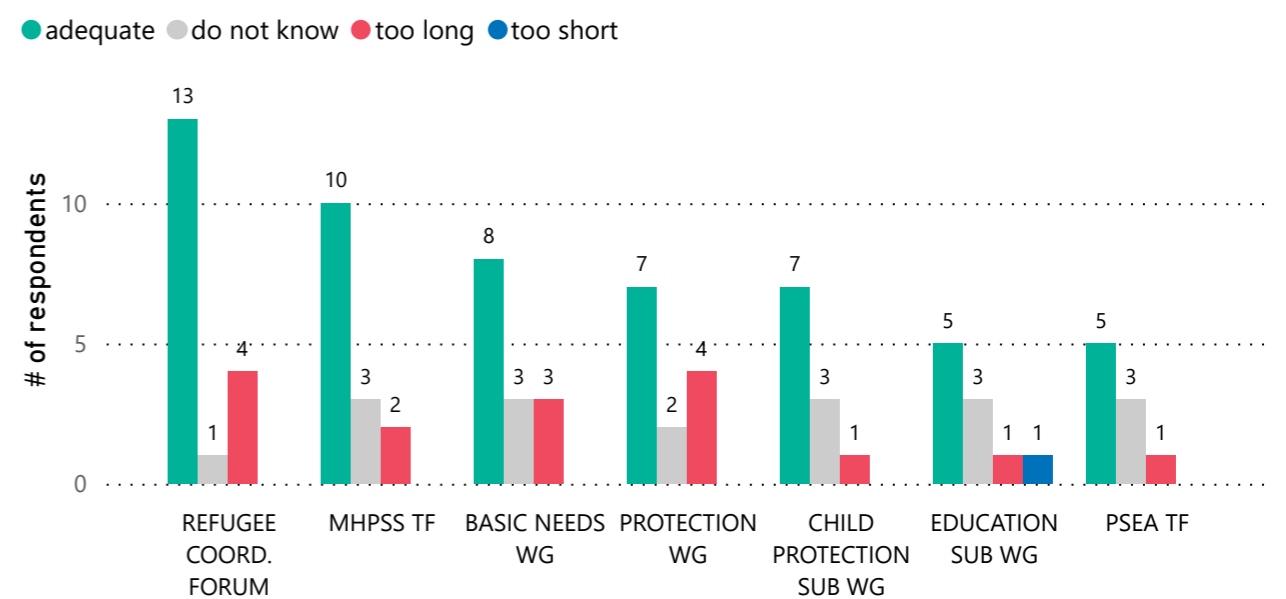
Translation need

Simultaneous translation needed (by partner)

- not needed / does not know
- needed

6 (27%)
16 (73%)
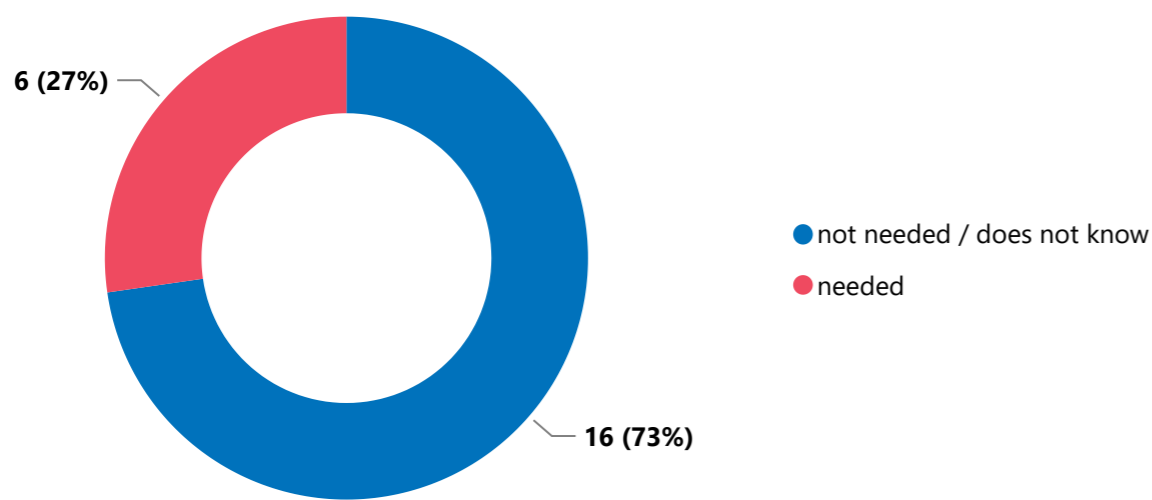
Simultaneous translation needed (by meeting)

- do not know ● no ● yes

Meeting	yes	no	do not know
MHPSS TF	4	11	2
REFUGEE COORD. FORUM	5	11	
CHILD PROTECTION SUB WG	4	8	1
EDUCATION SUB WG	3	8	2
PROTECTION WG	4	7	1
BASIC NEEDS WG	2	8	1
PSEA TF	2	5	2

Number of respondents
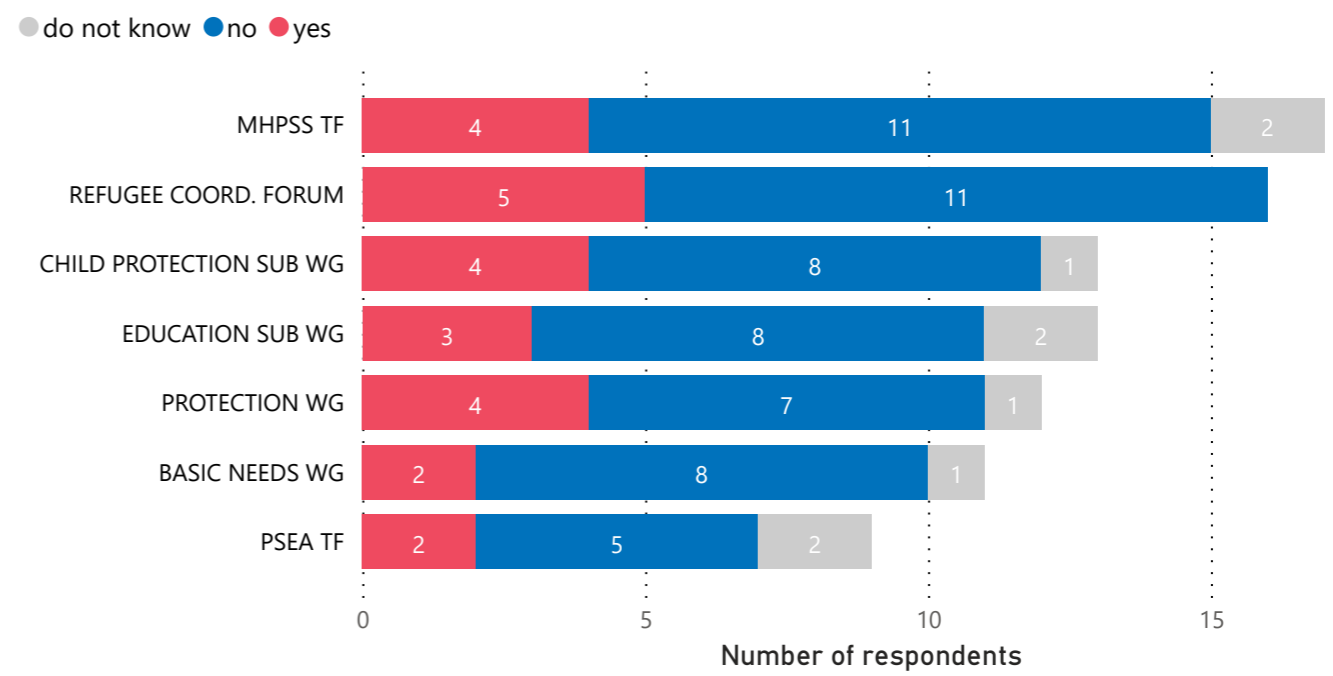
Location

Location of meeting appropriate?

- do not know ● no ● yes

| Meeting	yes	no	do not know
MHPSS TF	8	3	6
REFUGEE COORD. FORUM	11	4	2
PROTECTION WG	6	4	3
BASIC NEEDS WG	6	3	3
CHILD PROTECTION SUB WG	7	2	3
EDUCATION SUB WG	7	2	3
PSEA TF	3	2	5
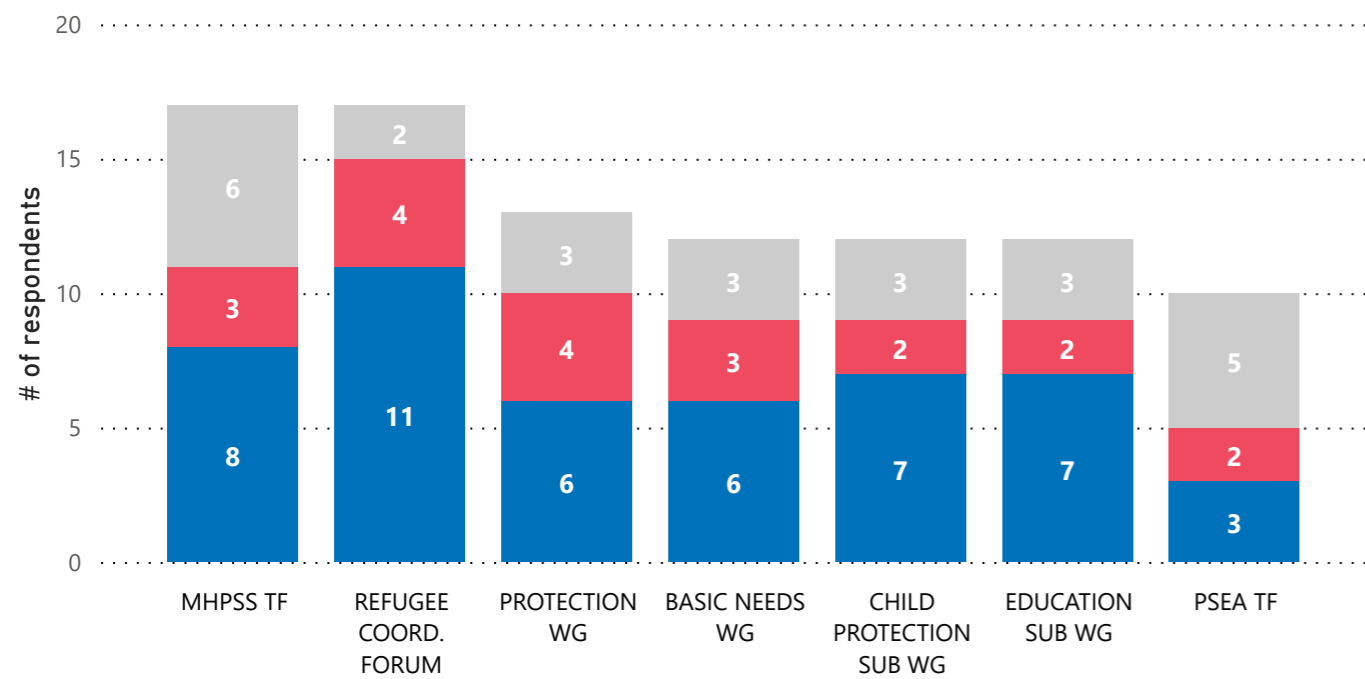
Location - issues and suggestions
- Duna Tower is 'far' from the city center/offices of partners
- Duna Tower is 'difficult to reach and access'
- More in-person meetings recommended

Relevant coordination bodies

Most relevant bodies for respondents' intervention

- 1st choice ● 2nd choice ● 3rd choice
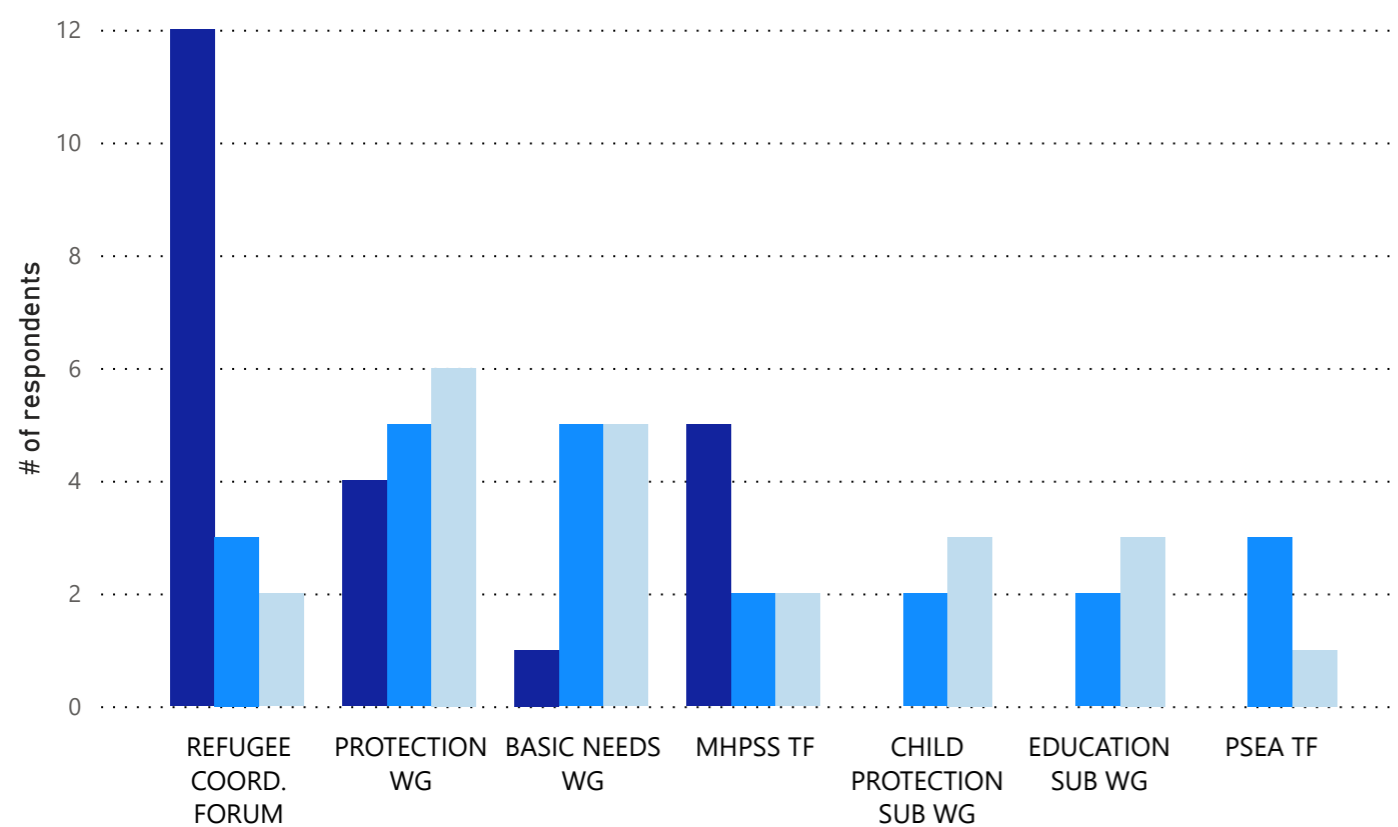
Meeting choices by attendance

Choice / attendance	BN	CP	EDU	MHPSS	PROT	PSEA	RCF
⊟ 1st choice							
REFUGEE COORD. FORUM	6	4	4	4	5	2	11
PROT	1	1	1	1	4	3	4
MHPSS	2	2	2	5			1
BASIC NEEDS WG	1						
⊟ 2nd choice							
BASIC NEEDS WG	5	1	1	3	2	2	3
PROT	4	2	1		4		4
CP		2	2	2	1	1	2
EDU		1	2	1			2
MHPSS		1	1	2			2
PSEA				1	1	2	2
REFUGEE COORD. FORUM	1			1	1		1
⊟ 3rd choice							
BASIC NEEDS WG	3	1	2	1	3		4
EDU	1	3	3	3	1	1	2
MHPSS	1	1	1	2	1	1	2
PROT	3			3		1	2
CP	1	1			2		3
REFUGEE COORD. FORUM		1	1	1	1	1	2
PSEA	1			1	1	1	

Main issues to work on

ASSISTANCE
- access to healthcare
- food and non-food provision
- helping with concrete issues, e.g. providing translators
- more joint information campaigns in coordination with or targeting non-humanitarian actors particularly outside of Budapest

COORDINATION
- better direct communication between partners
- Child Protection WG and Education WG should be merged again. A workshop-like, issue-based structuring of the cooperation would be more effective.
- circulation of more detailed information
- common action plans on problematic issues
- cooperation between different WGs
- coordination of activities and services
- less 'rotation' of UNHCR senior staff/chairs
- less bureaucracy/working load imposed by UNHCR
- more jointly organized advocacy initiatives
- more practical discussions and follow-up
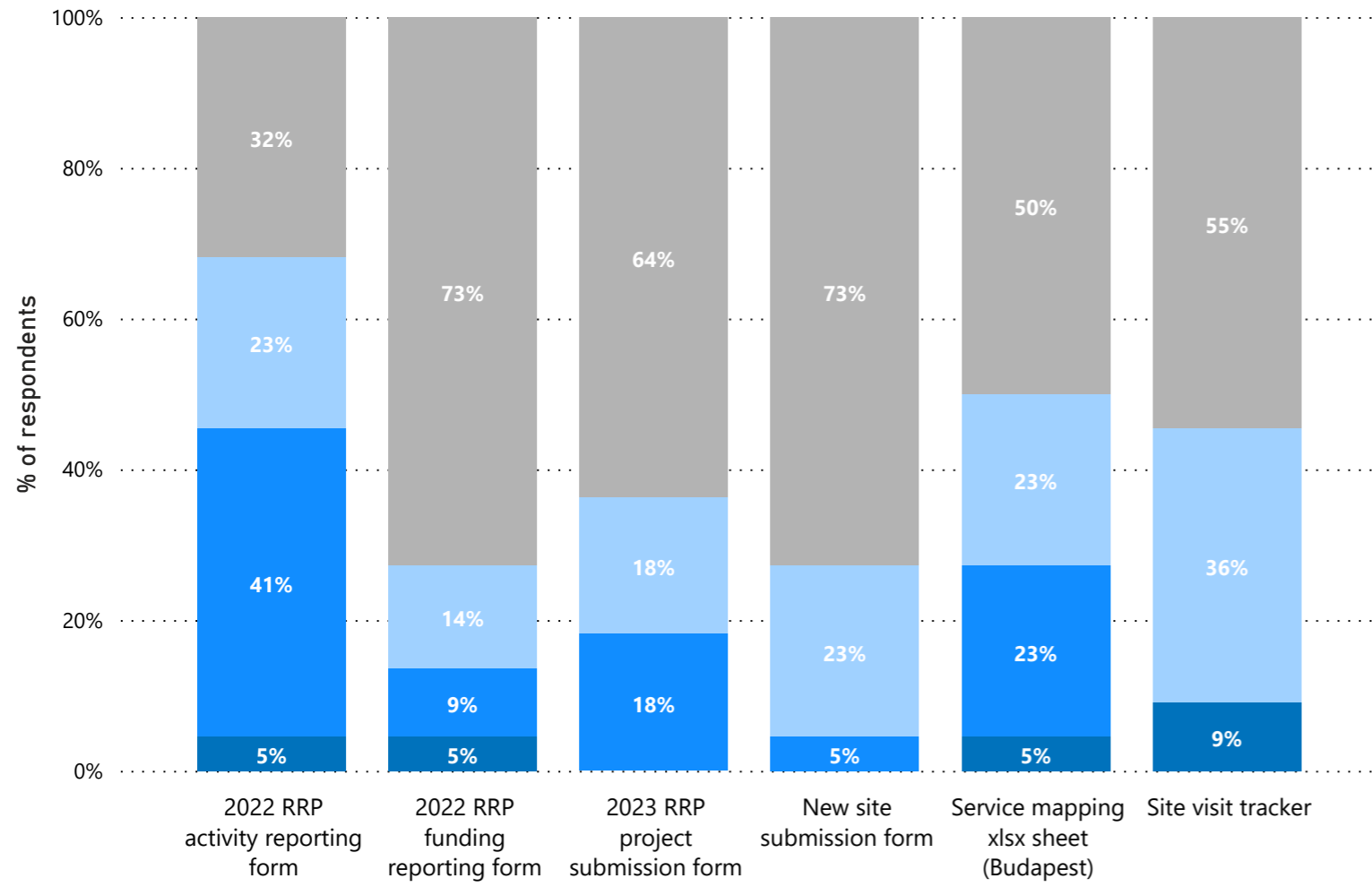- theoretical and practical cooperation

INCLUSION
- approaching more actors
- involvement of government
- involvement of local actors
- involvement of municipalities
- involvement of state agencies
- more room for local NGOs to participate and bring their insights
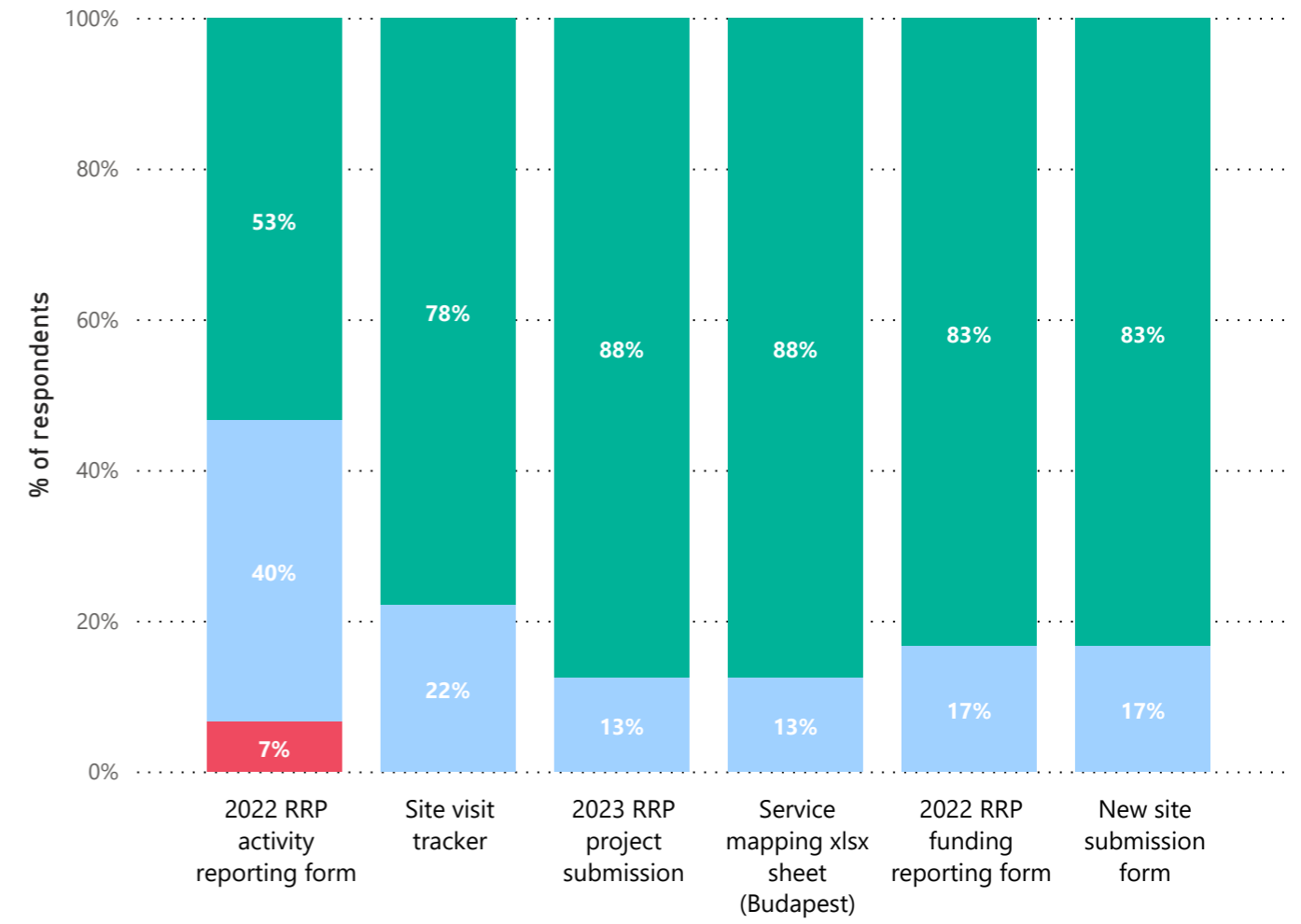
Information Management / Tools

User frequency of IM tools

● 1 - weekly ● 2 - monthly ● 3 - quarterly ● 4 - never
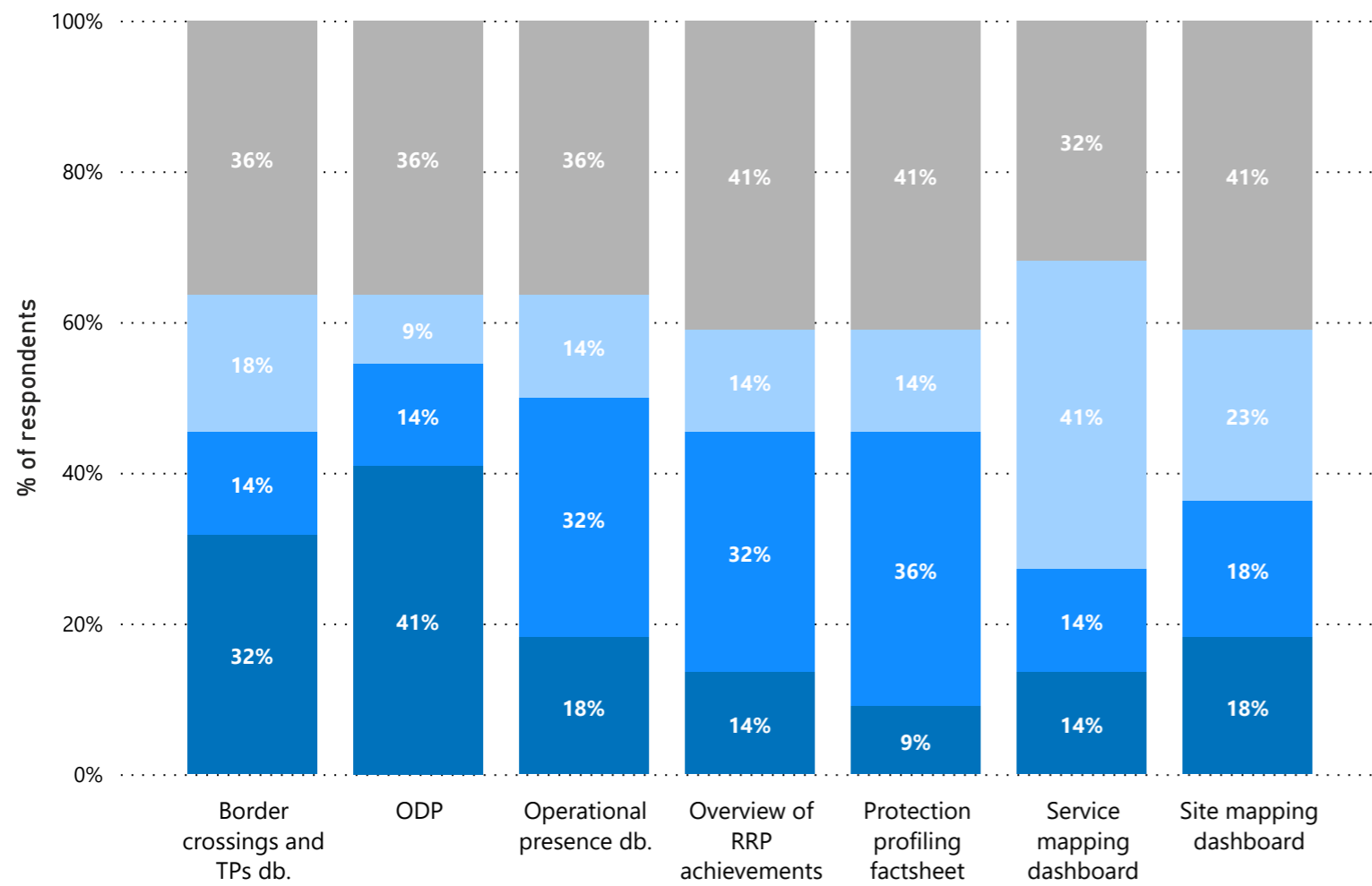

User experience of IM tools

● 1 - bad ● 2 - neutral ● 3 - good

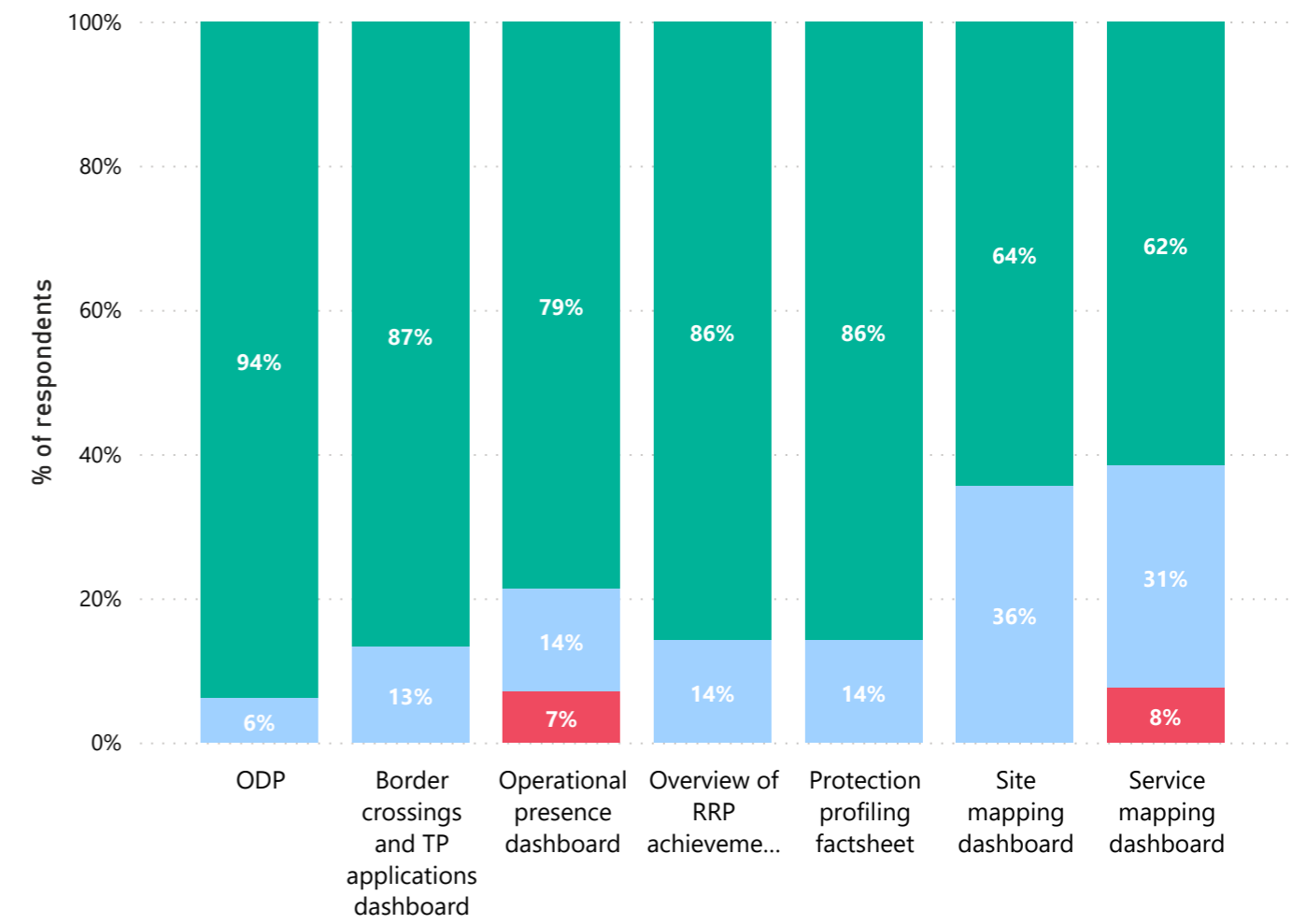## Information Management / Products

User frequency of IM products

● 1 - weekly ● 2 - monthly ● 3 - quarterly ● 4 - never

User experience of IM products

● 1 - bad ● 2 - neutral ● 3 - good

SUGGESTION FOR PRODUCTS

- border crossings data also in Excel format
- completion of service mapping, including validation of information
- include contact details of focal points in the Operational Presence dashboard or ways to reach out to the different organizations on operational level (maybe by connecting it with the service mapping)
- 'one-stop online space instead of multiple tools' for more user convenience
- promote / raise awareness of the different tools and products (eg. explain purpose of the Site mapping dashboard)
- technical training on accessing tools and products