

## INTRODUCTION:

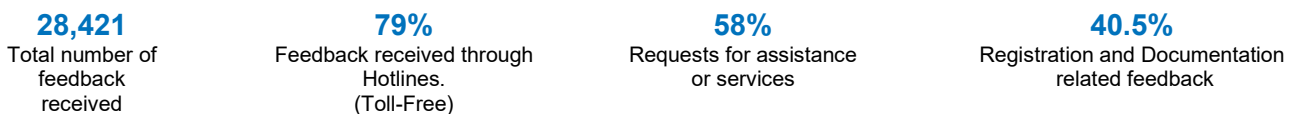
The regional community feedback analysis report is an initiative of the Regional Bureau for the East and Horn of Africa, and the Great Lakes (EHAGL) to periodically analyze and build feedback trends at regional level. Understanding community feedback is vital for enhancing the effectiveness of interventions and ensuring that the concerns of the targeted populations are addressed appropriately. Community feedback analysis provides invaluable insights in the effectiveness of humanitarian responses, communication channels and enhances our understanding of the needs and preferences of Forcibly Displaced and Stateless Persons that improves our programming and decision making .

This report provides a detailed overview of community feedback received through various channels between January and March 2024. The feedback covers submissions from both UNHCR specific and interagency mechanisms in Somalia, Tanzania and Uganda operations. By examining the volume and nature of feedback across different channels, this report enables the region to assess channels that are most accessible and to what extent they are being utilized by Forcibly Displaced and Stateless Persons of different age and sex.

Additionally, the report provides an analysis of the feedback content, the thematic or sectorial categorization of the feedback received, highlighting the key areas of concern for the community. This is crucial in understanding the specific feedback availed by the FDPs, allowing for targeted and effective interventions in the feedback resolution.

The goal of this analysis is to equip UNHCR staff and partners with the information needed to address gaps within the feedback and response mechanisms in the EHAGL region, address the population's concerns more effectively and to tailor interventions based on emerging trends and needs identified. The analysis report will be produced every quarter to continuously inform regional-level decisions accordingly.

## KEY METRICS

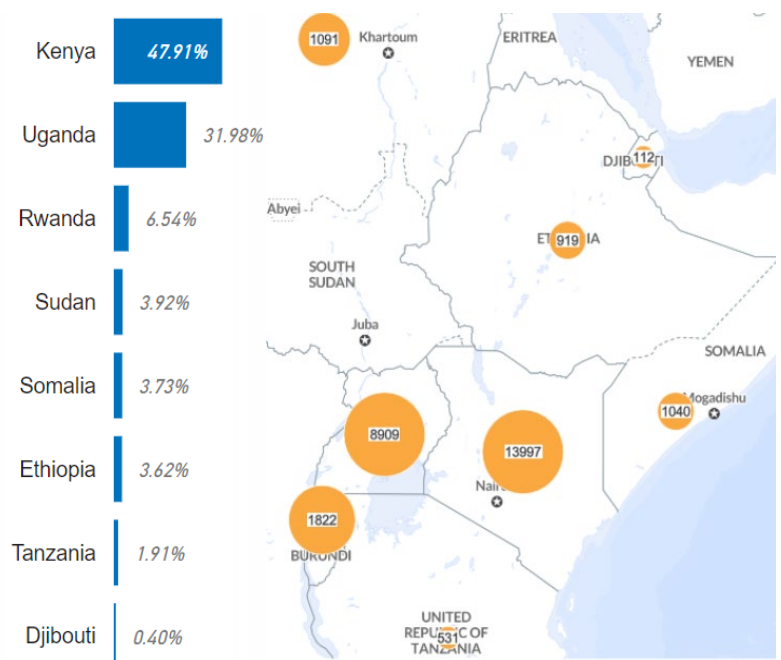


## A. Geographical Coverage

Between January – March 2024, the Regional Bureau conducted an analysis of community feedback based on information and data gathered from eight (8) out of eleven (11) countries in the region namely, Djibouti, Ethiopia, Kenya, Rwanda, Somalia, Sudan, Tanzania, and Uganda. The geographical coverage of this analysis is at the country level, consolidating feedback from field and sub-offices. Burundi, Eritrea, and South Sudan were not covered in this regional analysis as the operations are in the process of establishing and updating their feedback and response systems.


Kenya Operation reported the highest volume of community feedback, which accounted for **46%** of the total regional feedback. The Uganda Interagency Feedback, Referral and Resolution Mechanism (FRRM) equally contributed significantly, with approximately **31%** of the total feedback. The remaining **23%** of feedback data was distributed across the other six countries representing data collected from various channels.

Distribution of Feedbacks by Country Operation



## B. Demographic Analysis

The demographic analysis of the feedback for the first quarter highlights the age and sex distribution of feedback providers. **51%** of the total feedback was received from male forcibly displaced persons, whilst **45%** came from female FDPs. **4%** of the feedback was from populations that did not specify their sex.

Female  
 **45%**

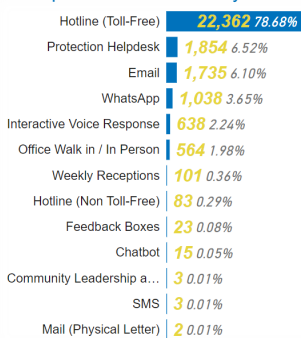
Male  
 **51%**

From the analysis, 13,031 (**45.8%**) of all the data received was disaggregated by age while 15,398 (**54.2%**) was data that had not been disaggregated by age. Of the disaggregated data, **90%** was from those FDPs falling within the age bracket of 18-59 years old, **6%** from individuals aged 60 years and above, and **4%** from those below 18 years old. This analysis demonstrates that most of the feedback was provided by people aged 18-59 years old.

## C. Disaggregation by Feedback Channels

Community feedback data was received through multiple feedback channels, incorporating both digital platforms and face-to-face interactions. **79%** of the feedback came through Toll-Free Hotlines mainly from Kenya and Uganda. **6.5%** of the feedback was received through Helpdesks, **6.1%** through email accounts, while **3.65%** was through WhatsApp channels. The least used channels in the current reporting period included letters, SMS, and community leaders, which contributed to less than five (5) individual feedbacks each.

Proportion of Feedback by Channel



Feedbacks by Communication Channel & Country Operation

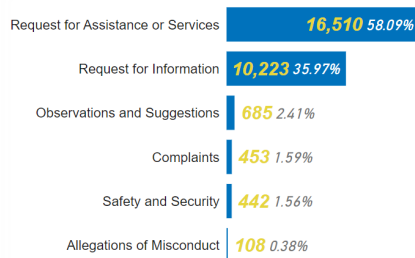
Communication Channel	Djibouti	Ethiopia	Kenya	Rwanda	Somalia	Sudan	Tanzania	Uganda	Total
Hotline (Toll-Free)	0	0	13,019	0	381	53	0	8,909	22,362
Protection Helpdesk	0	919	416	0	0	0	519	0	1,854
Email	0	0	562	1,170	3	0	0	0	1,735
WhatsApp	0	0	0	0	0	1,038	0	0	1,038
Interactive Voice Response	0	0	0	0	0	638	0	0	638
Office Walk in / In Person	0	0	0	564	0	0	0	0	564
Weekly Receptions	101	0	0	0	0	0	0	0	101
Hotline (Non Toll-Free)	0	0	0	83	0	0	0	0	83
Feedback Boxes	11	0	0	0	0	0	12	0	23
Chatbot	0	0	0	0	15	0	0	0	15
Community Leadership and Management Structures	0	0	0	0	3	0	0	0	3
SMS	0	0	0	3	0	0	0	0	3
Mail (Physical Letter)	0	0	0	2	0	0	0	0	2
<b>Total</b>	<b>112</b>	<b>919</b>	<b>13,997</b>	<b>1,822</b>	<b>1,040</b>	<b>1,091</b>	<b>531</b>	<b>8,909</b>	<b>28,421</b>

## D. Disaggregation by Broad Feedback Categories

Analysis of the feedback content revealed that the majority (**58%**) of the feedback was on Requests for assistance or services (these included assistance/services in documentation, Refugee Status Determination (RSD), Resettlement, Non-food items, Food items, Cash, jobs, etc). Requests for information accounted for **36%** of the feedback (this included information on protection services offered by both UNHCR and partners, contacts and locations of partners, information on distribution criteria, etc). General observations and suggestions category had **2.4%**, Complaints had **1.6%**, (complaints included feedback related to delayed, missed, or reduced assistance/services), Safety and security category equally had **1.6%** of the feedback, which included security incidents or conflicts. Allegations of misconduct accounted for **0.4%** of the total feedback that included allegations of sexual exploitation and abuse, corruption, bribery, theft or fraud.

This distribution of community feedback highlights a significant need for country operations to ensure access to and timely provision of assistance to diverse population groups. Efforts should be made to enhance information sharing on assistance and protection services provided to communities by UNHCR and partners. In addition, handling of complaints and safety issues need to be prioritized considering the sensitivity of most of the feedback embedded within this category.

Proportion of Feedback by broad Content Category

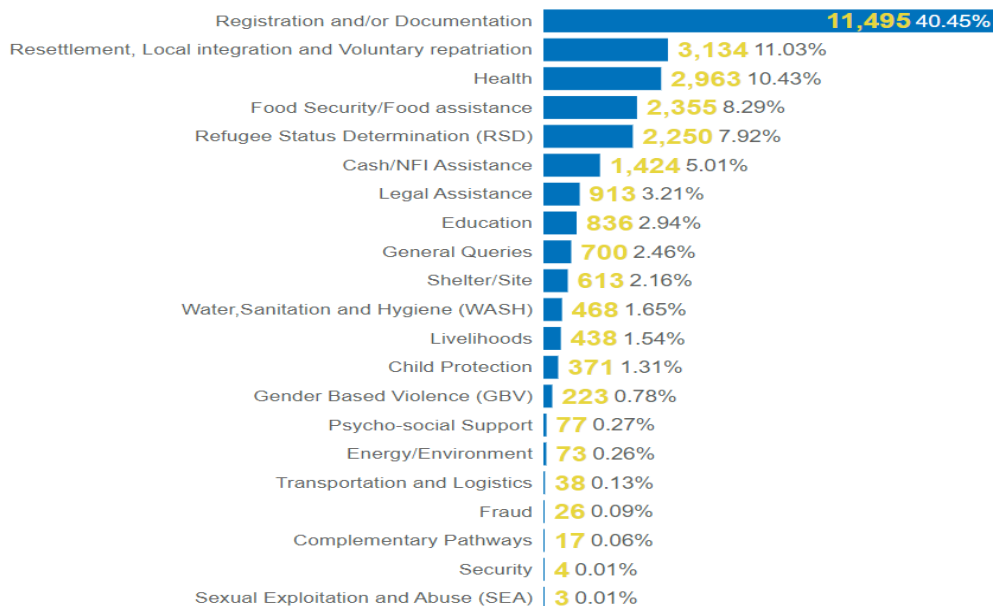


Feedbacks by Broad Content Category & Country Operation

BroadContentCategory	Djibouti	Ethiopia	Kenya	Rwanda	Somalia	Sudan	Tanzania	Uganda	Total
Request for Assistance or Services	112	527	11,556	0	625	25	426	3,239	16,510
Request for Information	0	0	1,625	1,820	133	1,066	102	5,477	10,223
Observations and Suggestions	0	0	404	2	217	0	2	60	685
Complaints	0	392	4	0	57	0	0	0	453
Safety and Security	0	0	394	0	6	0	0	42	442
Allegations of Misconduct	0	0	14	0	2	0	1	91	108
<b>Total</b>	<b>112</b>	<b>919</b>	<b>13,997</b>	<b>1,822</b>	<b>1,040</b>	<b>1,091</b>	<b>531</b>	<b>8,909</b>	<b>28,421</b>

## E. Sectoral Focus Analysis

The community feedback received across the region was handled by different sectoral/thematic units. The top five feedback thematic areas were Registration and Documentation with **40.45%**, Resettlement, Local Integration, and Voluntary Repatriation (**11.03%**), Health (**10.43%**), Food Assistance (**8.29%**) and Refugee Status Determination (**7.92%**).



Kenya operation reported the highest feedback related to registration, documentation, RSD, and durable solutions. In Tanzania and Ethiopia, the most significant feedback concerns were around shelter and food assistance. Cases of GBV were reported in Uganda, Kenya, Tanzania, and Somalia while SEA incidents were only reported by Uganda. Kenya was equally the only operation that reported fraud allegations.

It is worth noting that country operations also received general queries related to culture, religion, and rumors that did not fit within the current harmonized feedback taxonomy. Categorization of these feedback will be considered in the successive analysis.

Sector/Thematic Focus	Djibouti	Ethiopia	Kenya	Rwanda	Somalia	Sudan	Tanzania	Uganda	Total
Registration and/or Documentation	23	478	8,736	285	395	1,091	66	421	11,495
Resettlement, Local integration and Voluntary repatriation	17	0	1,651	185	7	0	0	1,274	3,134
Health and Nutrition	28	89	536	1,267	46	0	26	971	2,963
Food Security/Food assistance	0	90	2	0	172	0	34	2,058	2,355
Refugee Status Determination (RSD)	0	0	2,180	9	28	0	0	33	2,250
Cash/NFI Assistance	12	4	342	35	332	0	31	669	1,424
Legal Assistance	0	0	16	12	0	0	8	877	913
Education	0	0	139	13	9	0	2	673	836
General Queries	0	0	0	0	0	0	0	700	700
Shelter/Site	30	172	22	0	14	0	198	177	613
Water, Sanitation and Hygiene (WASH)	0	86	217	0	9	0	82	74	468
Livelihoods	2	0	99	0	24	0	0	313	438
Child Protection	0	0	0	11	0	0	4	356	371
Gender Based Violence (GBV)	0	0	20	0	2	0	5	196	223
Psycho-social Support	0	0	0	0	0	0	0	77	77
Energy/Environment	0	0	0	0	0	0	72	1	73
Transportation and Logistics	0	0	0	0	2	0	0	36	38
Fraud	0	0	26	0	0	0	0	0	26
Complementary Pathways	0	0	11	5	1	0	0	0	17
Security	0	0	0	0	0	0	4	0	4
Sexual Exploitation and Abuse (SEA)	0	0	0	0	0	0	0	3	3
Community Based Protection	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>112</b>	<b>919</b>	<b>13,997</b>	<b>1,822</b>	<b>1,040</b>	<b>1,091</b>	<b>531</b>	<b>8,909</b>	<b>28,421</b>

## F. Conclusions

- **28,421** feedback queries were collected and documented in the current reporting period, with Uganda and Kenya operations submitting the highest proportion of feedback at **46%** and **31%** respectively.
- Toll-free hotlines were the most utilized feedback channel, accounting for **79%** of total feedback received. This was followed by Help desks and email accounts at about **6%** each.
- The substantial volume of feedback, with **58%** related to requests for services or assistance and **36%** to requests for information, highlights the community's significant need for support in accessing essential services and information about available services.
- The top thematic feedback areas included Registration and Documentation, Resettlement, Local Integration, Voluntary Repatriation, Health, Refugee Status Determination and Food Assistance.
- Considering that this is the first regional community feedback analysis report produced by the Regional Bureau, efforts are ongoing to strengthen data collection modalities and analysis at the field and sub-offices as well as national levels to effectively inform future regional feedback analysis.

## G. Recommendations

1. Country operations' multi-functional teams are encouraged to hold reflection sessions on the feedback findings and where possible come up with concrete actions to address any challenges and gaps related to feedback handling in the operation.
2. Country operations should strengthen staff capacities in handling services and information requirements related to Registration and Documentation, Resettlement, Local Integration, Voluntary Repatriation, Health, RSD, and food assistance.
3. Need to develop clear and accessible information dissemination plans, leveraging digital platforms and community engagement forums to address the current substantial volume of information requests about services/assistance, information about implementing and operational partners, and how to contact them. All available feedback channels should be publicized, and community members sensitized on the same. Frequently Asked Questions (FAQs) need to be developed or regularly updated for the call centre operators and staff managing different channels to be able to avail real-time responses to targeted populations.
4. Map and diversify feedback channels informed by community communication needs assessment to capture a broader range of community voices, especially those without access to digital platforms. For instance, country operations need to optimize and expand Toll-free hotline services beyond Kenya, Uganda, Sudan, and Somalia, ensuring they are well publicized and accessible to all FDPs. In Sudan, the use of existing community-based protection networks and other face-to-face interactions through partners should be enhanced.
5. Support consolidation and centralization of feedback data at the national level to enable comprehensive data provision from different field /sub-offices or units and eventually to the regional database.
6. Continue building capacity for staff and partners in feedback data management, availing guidance in standard data collection templates, methodology, data analysis, and interoperability at different levels of the country operations and with partner systems.
7. Share the community feedback analysis report with all staff in the country operations and all partners including those supported by UNHCR to enhance data collection actions, solutions, learning, and adaptation.