



The Community Engagement Working Group is working to establish a system-wide mechanism for communities to provide feedback on humanitarian work in Yemen.

## Coverage



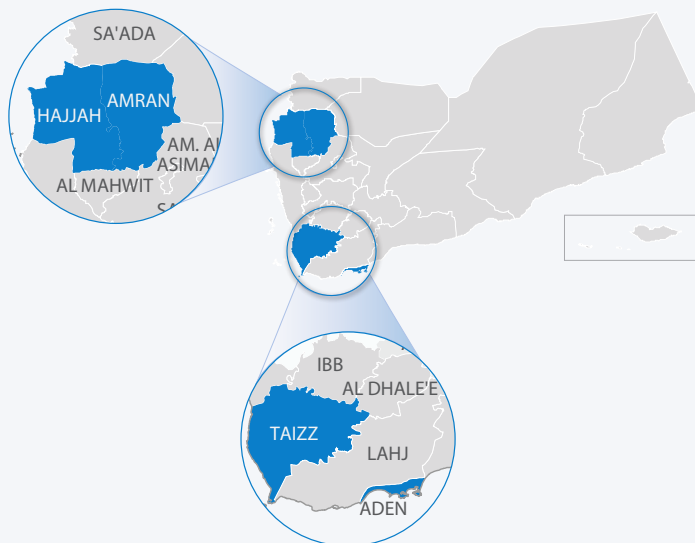
**416**  
Households interviews



**37**  
Focus Group Discussion (FGD)



**36**  
Key Informant Interview (KII)



## Key Findings



**93%**

of the affected population living in areas where humanitarian agencies are operating considered humanitarian staff and volunteers to be respectful.



**84%**

of the affected population reported that the presence of humanitarian agencies has increased their perceived safety (IDPs 85% and Host 82%).



**60%**

of the affected population deemed their community able to influence the modality and typology of humanitarian assistance. (IDPs 62% and Host 57%).



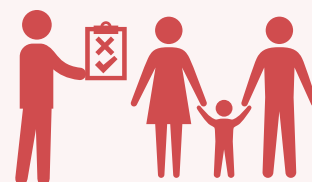
**41%**

believed humanitarian assistance is provided in a fair way (Taizz 24% and Aden 41%).



**15%**

know how to provide a feedback or complaint to humanitarian agencies.



Elders, people with mental disability, illiterate and the marginalised communities are considered to be the categories of population that have most difficulty in accessing information.

## Communication Channels

### MOST USED



**59%** Cell phone calling



**56%** Word of mouth



**32%** Community volunteers



**25%** Radio



**24%** WhatsApp

### MOST TRUSTED



**54%** Word of mouth



**52%** Cell phone calling



**36%** Community volunteers



**23%** Radio



**23%** UN/NGO staff

### MOST REQUIRED



**72%** Where to access humanitarian assistance



**46%** Eligibility criteria to receive humanitarian assistance



**42%** Access to livelihood opportunities



**32%** Access to food assistance



**32%** How to provide complains and feedback

## Key Considerations

The more communities are involved in the humanitarian response, the more agencies will be capable to effectively and efficiently address the needs of affected populations and enhance community-based protection mechanisms.

The ability of a community to influence the provision of humanitarian assistance is the strongest and most significant predictor of perceived safety amongst IDPs – much more than 'fulfilling basic needs', having 'access to assistance' or 'community cohesion'.

