YEMEN COMMUNITY ENGAGEMENT WORKING GROUP

YEMEN: Community Engagement Policy Brief (August 2016)

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)

95% confidence rate at national level

**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.

**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’.