

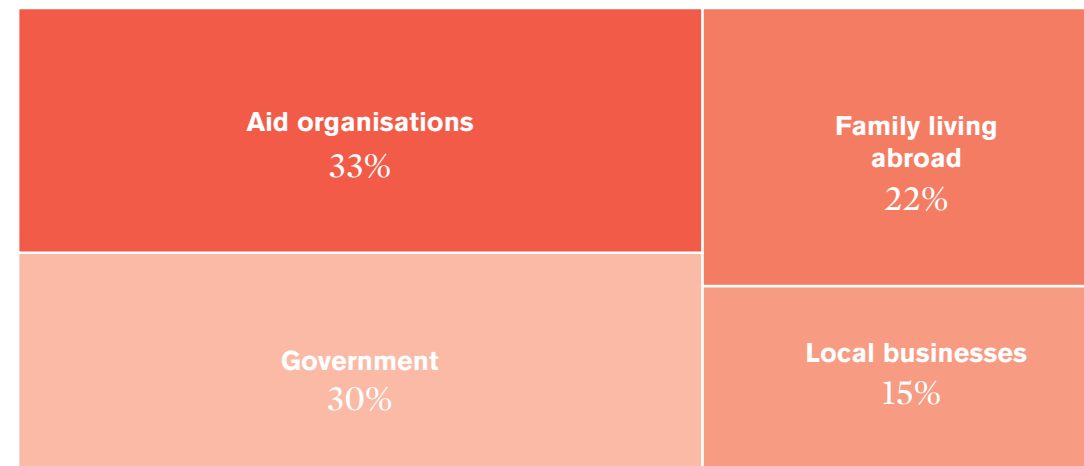
HOW AID RECIPIENTS ASSESS THE HUMANITARIAN SYSTEM

The SOHS study surveyed aid recipients in three countries, representing two chronic, complex emergencies (DRC and Pakistan) and a major sudden-onset natural disaster (Philippines post Typhoon Haiyan).

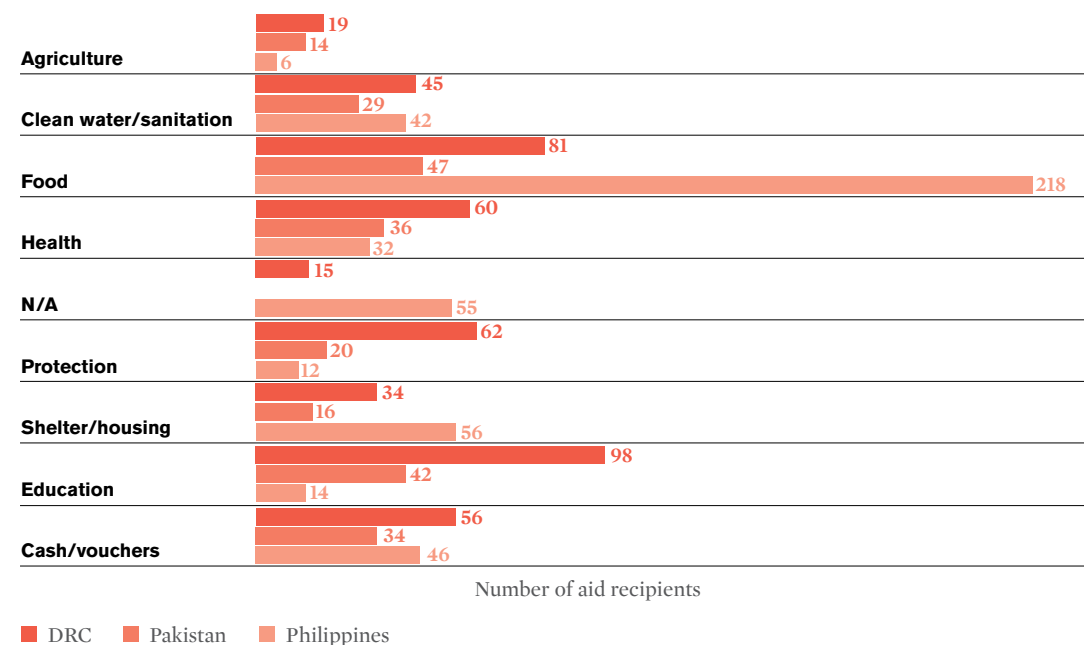
Despite the oft-repeated refrain that the humanitarian system represents just a tiny slice of the aid provided in emergencies, in these three contexts it was seen by recipients to play a prominent role. Humanitarian organisations (local and international) were cited as the primary source of aid for DRC recipients and the second most important source in the Philippines and Pakistan, after the government.

More than half (53%) of aid recipients were satisfied with the speed at which the aid arrived. Most recipients also reported that they were only partly satisfied with the quality and quantity of the aid they received; 44% of surveyed recipients reported not having been consulted by aid agencies on their needs prior to commencement of the aid programming, while only 33% said they had been. However, only 19% of those that had been consulted said that the agency had acted on this feedback and made changes.

Recipients' perceptions of main source of aid (when specified)



Priority needs identified by aid recipients



WHAT NEXT?

Evidence from the SOHS 2015 shows that the solution is not only more money, but rather for the system to reinvent itself.

The study outlines six potential approaches to making things better:

1

Identify and fix humanitarian capacity gaps via mapping of collective capacities and resources.

2

Enable greater coverage in conflict environments by increasing support to actors with best and most rapid access.

3

Make humanitarian action more relevant and accountable to affected people by monitoring of humanitarian responses from their perspective.

4

Rationalise UN humanitarian capacity from the existing 10 or so separate agencies dealing with it to a more unified emergency system with unified lines of accountability.

5

Donors to make funding more predictable, appropriate and flexible (e.g. multi-year) to respond to chronic crises, which are on the rise.

6

Humanitarians should work more closely together with political and development actors to build resilience and local capacity. Reducing risk is not just a humanitarian challenge.