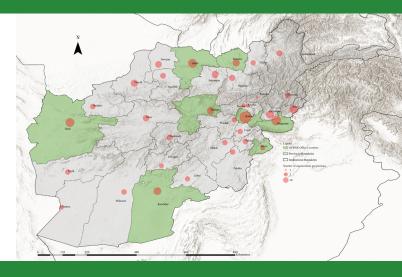


# Accountability to Affected People (AAP) Capacity Mapping Assessment

Accountability to Affected People (AAP) is recognized as a cross-cutting priority across all sectors, ensuring that the voices, needs, and perspectives of crisis-affected populations including women, men, girls, boys, people with disabilities, and other marginalized groups are systematically integrated into the design, implementation, and evaluation of humanitarian and development programs. In support of this commitment, ACBAR undertook a capacity mapping assessment to evaluate the practices of its member organizations in engaging with communities across Afghanistan. The assessment focused on community engagement mechanisms and the degree to which all population groups within targeted areas are meaningfully included in programming processes. The goal was to strengthen accountability and promote more inclusive and responsive approaches across the NGO community. A total of 62 ACBAR member organizations participated in the assessment, including 28 international NGOs and 34 national NGOs.



# **General Information:**

Organizations Participated in the assessmen	International National t	45% 55%	0	
39%	of the organizations who took part in the assessment were women led organizations.			
	<b>•</b> • • • •			

- **94%** of the organizations reported that they actively participate in the humanitarian clusters and working groups meetings.
- **73%** of the organizations indicated that they actively participate in the AAP working groups meetings.

#### Proportion of organization work per sector:

	Protection	77%		Nutrition	48%
	Livelihood	69%	•	Emergency	48%
=	Education	61%	(j)	Child Protection	44%
ţ.	Health	58%	Î	Shelter	10%
Ļ	Environmental Health	53%	Other		3%

68%

of the organizations reported that they contribute to the AAP community voice platform on bi-monthly basis

# Mey findings:

#### Accountability and Inclusion:

- **98%** of the organizations confirmed that they have integrated policies and practices related to program quality, accountability, and effectiveness across their operations
- 23% of the organizations stated that their policies and practices related to quality, accountability, and program effectiveness are not aligned with the Afghan context
- **97%** of the organizations reported that they have identified strategies to engage women, children, persons with disabilities (PWDs), and other marginalized groups in their projects
- **87%** of the organizations reported that they distribute IEC materials in local languages to promote accountability when engaging communities in programming

Proportion of organizations indicating the stages of the project cycle at which IEC materials are distributed: (*Multiple options*)

- =
- 69% During aid delivery
- 66% During BNF selection
- 63% During mobilization
- 47% During PDM
- 27% At all stages

Proportion of organizations reporting the department responsible for overseeing the implementation of community engagement and AAP within their organization (*Multiple option*)



87% MEAL Staff61% Program Staff23% Dedicated Staff

Proportion of organizations confirmed the integration of the Washington Group set of questions into community-based data collection





#### Information and Transparency:

Proportion of organizations reporting the methods they used to provide or disseminate project-related information to project participants, including women, girls, boys, men, and persons with disabilities, in affected communities: (*Multiple option*)



81%	Aid delivery point
77%	Interview
68%	Community mobilization
56%	Meetings
56%	Hotline
24%	Community midwives

For more information on this profile please contact; Hamayoon Amini the AAP WG Coordinator | aapwg@acbar.org | Kabul



# Accountability to Affected People (AAP) Capacity Mapping Assessment



of the organizations indicated that they periodically assess the information needs of the communities they support

Proportion of organizations indicating the frequency of information dissemination to targeted communities



50% Monthly 40% Quarterly 10% Annual

Proportion of organizations reporting women's top three needs, based on findings from recent internal assessments they conducted:

(Multiple options)



90% Vocational trainings 70% MHPSS 20% Education opportunity

90%

of organizations confirmed conducting awareness sessions on Accountability and PSEA across all targeted communities, with a particular focus on atrisk groups

Proportion of organizations stated the awareness session methods through which they conduct: (*Multiple options*)



- 76% Distributing IEC materials
- 66% Session at delivery points
- 60% Focus Group Discussion 10% Community meeting

#### **Community Partcipation:**

Proportion of organizations reported whom they normally consult within the communities: (*Multiple options*)



- 90% Women
- 89% Men 89% Community leaders
- 85% Elders
- 82% Persons with disability

34%

50% Youth group

Proportion of organizations reporting community consultation during the program cycle

At all stages Partially



# Community Feedback and Accountability:



of organizations confirmed having a complaints and feedback mechanism in place

Proportion of organizations indicated the approach used to design their community complaints and feedback mechanisms: (*Multiple options*)



66%Organization-preferred63%Community-preferred45%Malik preferred

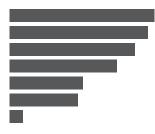
Proportion of organizations indicating the frequency with which they collect feedback from communities



82% Always 8% Monthly

- 6% Sometime
- 4% Ad-hoc

Proportion of organizations specifying the types of communication channels used to engage communities, collect their feedback, and address their concerns: (*Multiple options*)



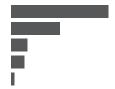
89% Face to face meetings
85% Hotline
77% Suggestion box
66% Email
45% WhatsApp
42% SMS
8% Help-desk

Proportion of organizations reporting the methods used to document complaints and feedback from communities:



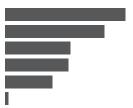
- 61% Hard format 31% Digital (Kobo,Commcare)
  - 8% Other

Proportion of organizations indicating to whom they refer non-sensitive complaints and feedback from communities



- 60% Relevant department
- 20% Sr. management team
- 10% Director
- 8% Deputy director
- 2% Other

Proportion of organizations reported the way they respond to feedback and concerns shared by communities



- 74% Through phone call
- 61% In-person meeting
- 40% Through malik
- 39% At delivery point
- 29% Through WhatsApp
- 2% No response

Proportion of organizations reporting how frequently they adapt or adjust their programs based on feedback received from communities



- 56% Always
- 26% Integrated in new project
- 18% Sometime

Proportion of organizations reporting the procedures followed for handling sensitive complaints



29% Refer to CD
23% PSEA focal point
20% Sr. Management team
16% Relevant department
10% HR
2% Other

# Capacity Strengthening:



of organizations stated the need to strengthen staff capacity on community engagement and AAP

Proportion of organizations identified areas where their staff require capacity strengthening to improve accountability during program implementation



- 76% AAP & CE 68% CFRM management 58% Com-referral pathways
- 48% Community outreach

For more information on this profile please contact; Hamayoon Amini the AAP WG Coordinator | aapwg@acbar.org | Kabul

66%