



PSEA Assessment

10/12/2022

Table of Contents

Introduction:	2
Organization background:	2s
Overview:	3
Demographic:	3
Key Findings:	6
Recommendations.....	16

Introduction:

This report was prepared by the in Muzun to inform IOM about the PSEA Needs Assessment. MHD's Monitoring and Evaluation Department conducted this PSEA Assessments for IOM partner. The objective of this PSEA Assessment is to facilitate a sustained improvement in SEA prevention measures and a reduction of SEA risks in programme implementation across the development sector. The Assessment have been developed through a consultative process with stakeholders. This document aims to provide relevant information to IOM about the PSEA Assessment process and its implications.

Organization background:

Muzun for Humanitarian & Development (MHD) is a Non-profit organization registered in Turkey, Gaziantep since 2015. The main foundation which MHD was established upon was professional humanitarians who came out of the womb of the Syrian conflict, lived the suffering side to side with the people affected, believed in a vision of the human right to live in dignity and went towards this vision. A vision which is support people during conflict especially the marginalized to realize their potentials for community-led sustainable development.

Since the day it was established, MHD started to assist newly arriving IDPs fleeing their areas for many reasons supporting them with relief and non-relief assistance to maintain their under-pressured resilience and help them cope up with the challenging conflict environment taking vulnerability into consideration including persons with special needs, old people, children, and women.

As a grassroots organization, our work is community leadership, Therefore, MHD's presence across Syria continuity may had to be achieved in different ways. MHD operates in Aleppo governorate (A'zaz, Jarablus, Al Bab, and other regions in the Syrian NW), Idleb, Hama Countryside, Daraa, Qunaytera, and some besieged areas like (Ar Rastan and Eastern Ghota).

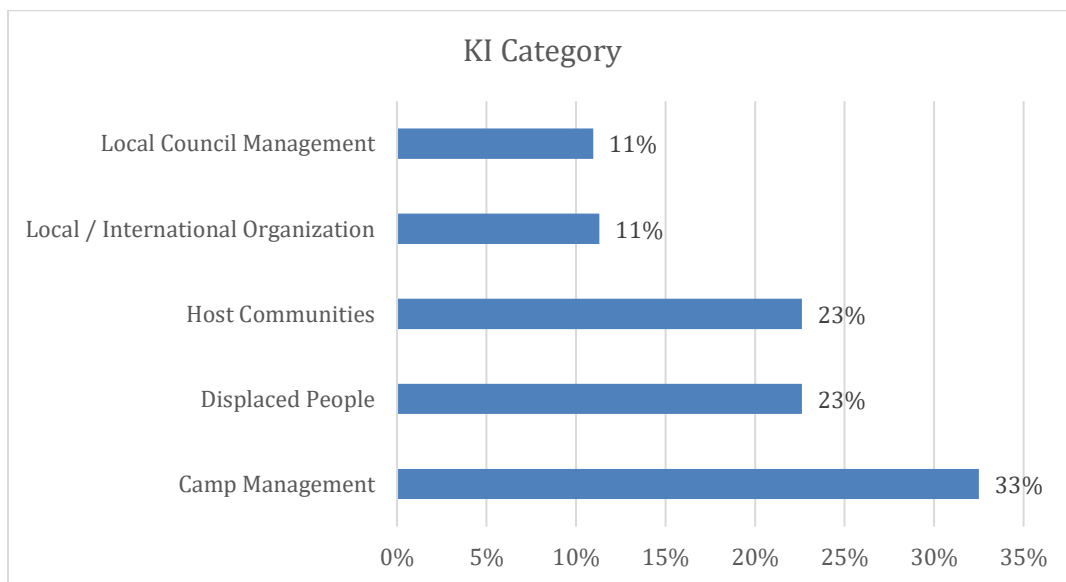
Overview:

This document outlines the findings of the PSEA Needs Assessment in **86** IDP sites and **32** Cities in Idlib and Aleppo governorate.

The quantitative data approach was adopted to collect data from Local Council, displaced People, camp Managements, host communities, and Local / International Organization.

Demographic:

various groups of society were interviewed to obtain all opinions on the topic of sexual harassment and exploitation in humanitarian work.



The interviews also took place in different regions and governorates.

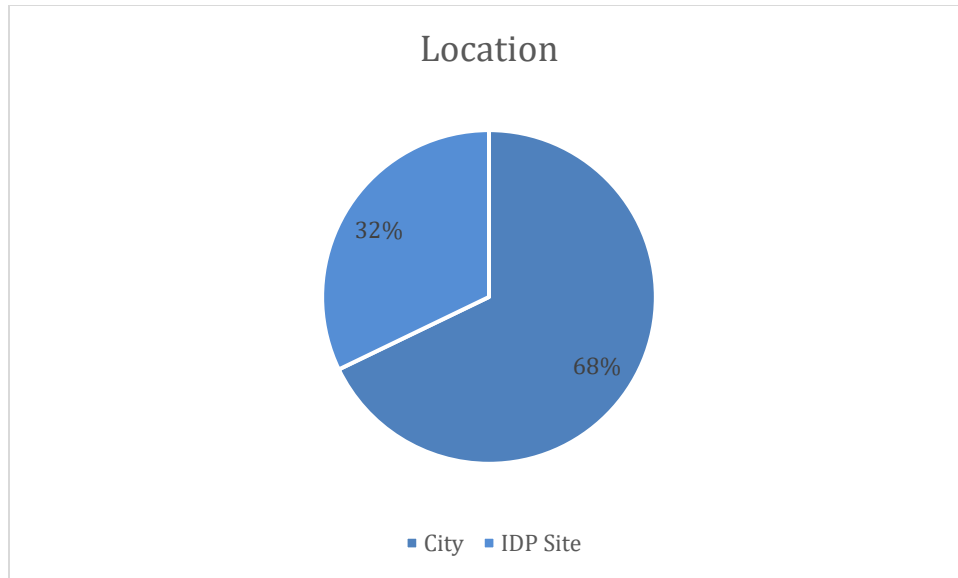


Table .1. shows the cities visited.

Governorate	District	Sub District	Community
Aleppo	Jebel Saman	Atareb	Batbu
Aleppo	Jebel Saman	Atareb	Abin Samaan
Aleppo	Jebel Saman	Daret Azza	Daret Azza
Aleppo	Jebel Saman	Atareb	Kafr Karmin
Aleppo	Jebel Saman	Daret Azza	Zarzita
Aleppo	Jebel Saman	Atareb	Halazon
Aleppo	Jebel Saman	Atareb	Tuwama
Aleppo	Jebel Saman	Atareb	Atareb
Aleppo	Jebel Saman	Atareb	Babka
Aleppo	Jebel Saman	Daret Azza	Deir Samaan
Aleppo	Jebel Saman	Daret Azza	Qatoura
Idleb	Harim	Dana	Dana (Dana)
Idleb	Idleb	Maaret Tamsrin	Hazano
Idleb	Harim	Dana	Burj Elnumra
Idleb	Idleb	Maaret Tamsrin	Haranbush
Idleb	Harim	Dana	Kafr Deryan
Idleb	Idleb	Maaret Tamsrin	Kafr - Kafrehmul
Idleb	Idleb	Maaret Tamsrin	Shekh Bahr
Idleb	Harim	Dana	Termanin
Idleb	Idleb	Maaret Tamsrin	Kafr Jales
Idleb	Idleb	Maaret Tamsrin	Kelly
Idleb	Idleb	Maaret Tamsrin	Zardana Mashehad

Idleb	Idleb	Maaret Tamsrin	Kaftin
Idleb	Idleb	Maaret Tamsrin	Maaret Elekhwan
Idleb	Harim	Dana	Burdaqly
Idleb	Harim	Dana	Sarmada
Idleb	Harim	Dana	Bab El Hawa
Idleb	Harim	Dana	Tal Elkamej
Idleb	Harim	Dana	Babisqa
Idleb	Harim	Dana	Deir Hassan - Darhashan
Idleb	Harim	Dana	Hezreh - Hezri

Table .2. shows the camps visited.

Governorate	District	Sub District	Community	IDPs
Aleppo/حلب	Jebel Saman/جبل سمعان	Daret Azza/دائرة عزة	Zarzita/زرزيتا	Al Safa / الصفا
Aleppo/حلب	Jebel Saman/جبل سمعان	Daret Azza/دائرة عزة	Zarzita/زرزيتا	Al Iman(Zarzita) / الايمان(زرزيتا)
Aleppo/حلب	Jebel Saman/جبل سمعان	Daret Azza/دائرة عزة	Qatoura/قاطورة	Muhajari Babis/ مهجري بابيس
Aleppo/حلب	Jebel Saman/جبل سمعان	Daret Azza/دائرة عزة	Deir Samaan/دير سمعان	Al Bayara / البيارة
Aleppo/حلب	Jebel Saman/جبل سمعان	Daret Azza/دائرة عزة	Deir Samaan/دير سمعان	Kalouk / كالوك
Aleppo/حلب	Jebel Saman/جبل سمعان	Daret Azza/دائرة عزة	Deir Samaan/دير سمعان	Wadi Alnumer/ وادي النمر
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Kafr Naseh Elatareb/ كفر ناصح الاتارب	Hourti / حورتي
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Kafr Naseh Elatareb/ كفر ناصح الاتارب	Al Barakat / البركات
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Kafr Naseh Elatareb/ كفر ناصح الاتارب	Maram (Atareb) / مرام(أتارب)
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Abin Samaan/ابين سمعان	Ra'a/ راع
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Abin Samaan/ابين سمعان	Al Rasheed / الرشيد
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Abin Samaan/ابين سمعان	Al Kasasieb / القصاصيب
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Atareb/الأتارب	Aleis/العيس
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Babka/بابكة	Al-Furkan(Alkamouna) // الفرقان (الكمونة)
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Babka/بابكة	Basmet Amal/ بسمة أمل
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Babka/بابكة	Blozia / بلوزية
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Kafr Naseh Elatareb/ كفر ناصح الاتارب	Um Neer / أم نير
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Kafr Naseh Elatareb/ كفر ناصح الاتارب	Al Oliwi(Atareb) / العليوي(أتارب)
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Babka/بابكة	Al Wafa (Sarmada) / (سرمد) الوفاء
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Batbu/باتبو	Al Hersh(Borzj) // الحرش(البرج)
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Batbu/باتبو	Sabroun (Batbo) / صابرون (باتبو)
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Kafr Karmin/كفر كريمين	Al Abiad-Kafar Karmeen / الأبيض-كفر كريمين
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Tuwama/التوامة	Al Ezza / العزة
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Tuwama/التوامة	Al Mansoura/المنصورة
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Tuwama/التوامة	Al Muhtasiboun/المحتسبون
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Batbu/باتبو	AlAtshana Algharbiyah / العطشانة الغربية
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Batbu/باتبو	Al Saiyallah / السيادة
Aleppo/حلب	Jebel Saman/جبل سمعان	Atareb/أتارب	Halazon/الحلزون	Al Bashakum/البشاكم
Idleb/إدلب	Idleb/مركز إدلب	Maaret Tamsrin/معرفة تمصرين	Hazano/حزانو	Al Eithad(Hazano) / الاتحاد(حزانو)

إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	حزانو/ Hazano	معمر الزين/ Moamar _Elzein
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	حزانو/ Hazano	عثمان بن عفان(حزانو) / Othman Bin Affan (Hazano)
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	حرنبوش/ Haranbush	كفرعميم / Kafr Omeim
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	حرنبوش/ Haranbush	طلال / Talal
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	حرنبوش/ Haranbush	سكة حرنبوش/ Sikat Haranbush
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	كافر - Kafrehmul/ الكفر_كفريحمول	الفرن / Al-Firin
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	كافر - Kafrehmul/ الكفر_كفريحمول	المحو / Al_Moho
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	كافر - Kafrehmul/ الكفر_كفريحمول	العامةية(كفريحمول/ Kafrehmul) Al Aameriah
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	حرنبوش/ Haranbush	الكازية / Al Kazieh
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	الشيخ بحر/ Shekh Bahr	الوفاء(الشيخ بحر) / Al Wafaa(Shekh Bahr)
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	حرنبوش/ Haranbush	الفرقان(حرنبوش) / Al Furqan (Haranbush)
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	كفر جالس/ Kafr Jales	المدرسة(كفرجالس) / School(Kafr Jales)
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	كفر جالس/ Kafr Jales	تجمع الروضة و الفرقة/ alforqh&Alrawda
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	كفر جالس/ Kafr Jales	مزرعة ادريس الغربي/ Edres alghrabi
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	Zardana Mashehad/ زردنا_مشهد	الرحمة(زردنا مشهد) / (Al Rahmah(Zardana
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	Zardana Mashehad/ زردنا_مشهد	الأندلس 1 Al/1 Andalus
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	Zardana Mashehad/ زردنا_مشهد	النور(زردنا مشهد) / Al Nour(Zaradna Mashehad)
إدلب/إدلب	حارم/ Harim	دانا/ Dana	تل الكرامة/ Tal Elkaramej	ارض المطار / Ard Al Matar
إدلب/إدلب	حارم/ Harim	دانا/ Dana	حزرة_حرزي/ Hezreh - Hezri	غرباء حمص / Al Ghoraba Homs
إدلب/إدلب	حارم/ Harim	دانا/ Dana	باب الهوى / Bab El Hawa	النصر 2 / 2 Al Nasr
إدلب/إدلب	حارم/ Harim	دانا/ Dana	برج النمرة/ Burj Elnumra	نور الهدى(سرمدا) / Nor Alhoda(Sarmada)
إدلب/إدلب	حارم/ Harim	دانا/ Dana	برج النمرة/ Burj Elnumra	برج النمرة المغلق / Closed Burj Alnumra
إدلب/إدلب	حارم/ Harim	دانا/ Dana	برج النمرة/ Burj Elnumra	الجرف / Al Jirf
إدلب/إدلب	حارم/ Harim	دانا/ Dana	كفردريان/ Kafr Deryan	كفر دريان / Kafr Deryan
إدلب/إدلب	حارم/ Harim	دانا/ Dana	كفردريان/ Kafr Deryan	النقير / Al Naqier
إدلب/إدلب	حارم/ Harim	دانا/ Dana	كفردريان/ Kafr Deryan	الحزم / Al Hazim
إدلب/إدلب	حارم/ Harim	دانا/ Dana	ترمانين/ Termanin	مخيم تل الضمان / TI Aldaman
إدلب/إدلب	حارم/ Harim	دانا/ Dana	ترمانين/ Termanin	دعرمان / Daarman
إدلب/إدلب	حارم/ Harim	دانا/ Dana	ترمانين/ Termanin	الفضل(ترمانين) / Alfadel(Termanin)
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	ككلي/ Kelly	عطاء الخير / Atta alkhair
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	ككلي/ Kelly	الرحمة 1 / 1 Al-Rahma
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	كفتين/ Kaftin	شام/ Sham
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	ككلي/ Kelly	الكركات / Al-Karkat
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	كفتين/ Kaftin	القصر الأبيض / Al Kasir Alabyad
إدلب/إدلب	مركز إدلب/إدلب	معرة/ Maaret Tamsrin/ تمصيرين	كفتين/ Kaftin	المنهل / Al Manhal

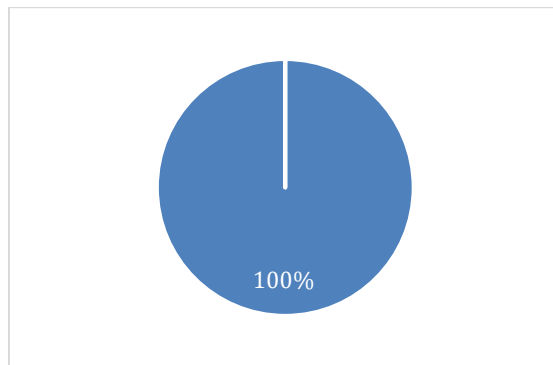
إدلب/Idleb	مركز إدلب/Idleb	معرة/ Maaret Tamsrin تمصرين	معارة/ Maaret Elekhwan الاخوان	معارة الاخوان / Maaret Elekhwan
إدلب/Idleb	مركز إدلب/Idleb	معرة/ Maaret Tamsrin تمصرين	معارة/ Maaret Elekhwan الاخوان	مركز استقبال / Maaret Elekhwan Transit/Reception Centre معرة الاخوان
إدلب/Idleb	مركز إدلب/Idleb	معرة/ Maaret Tamsrin تمصرين	معارة/ Maaret Elekhwan الاخوان	شعاف / Shaaf
إدلب/Idleb	حارم/Harim	دانا/Dana	بردقلي/ Burdaqlly	البردقلي / Al Bardakli
إدلب/Idleb	حارم/Harim	دانا/Dana	بردقلي/ Burdaqlly	المرج / Al Marj
إدلب/Idleb	حارم/Harim	دانا/Dana	بردقلي/ Burdaqlly	الفطيرة / Al Faterah
إدلب/Idleb	حارم/Harim	دانا/Dana	سرمدا/ Sarmada	النهضة(سرمدا) / Al Nahdha(Sarmada)
إدلب/Idleb	حارم/Harim	دانا/Dana	سرمدا/ Sarmada	الفاروق / Al Faroq Omar
إدلب/Idleb	حارم/Harim	دانا/Dana	سرمدا/ Sarmada	الفتح / Al Fateh
إدلب/Idleb	حارم/Harim	دانا/Dana	-باب الهوى / Bab El Hawa دانا	الشهبا 1 (Bab Al Hawa Lower/1) / Shahba'1
إدلب/Idleb	حارم/Harim	دانا/Dana	-باب الهوى / Bab El Hawa دانا	أمل / Umut
إدلب/Idleb	حارم/Harim	دانا/Dana	-باب الهوى / Bab El Hawa دانا	أنت لست وحدك 2 / 2 Yalniz Degilsiniz
إدلب/Idleb	حارم/Harim	دانا/Dana	تل الكرامة/ Tal Elkaramej	تل الكرامة(الأبيض) / Tal Al Karama
إدلب/Idleb	حارم/Harim	دانا/Dana	تل الكرامة/ Tal Elkaramej	الزهراء(دير حسان) / Alzahra (Deir Hassan)
إدلب/Idleb	حارم/Harim	دانا/Dana	بابيسقا/ Babisqa	الضياء / Al Diaa
إدلب/Idleb	حارم/Harim	دانا/Dana	بابيسقا/ Babisqa	المنارة (بابيسقا) / Al Manara(Babisqa)
إدلب/Idleb	حارم/Harim	دانا/Dana	بابيسقا/ Babisqa	مهجري كفرزيتا / Muhajari Kafr Zita
إدلب/Idleb	حارم/Harim	دانا/Dana	دير - Deir Hassan دير - Darhashan حسان_درحشان	وادي العذيب / Wadi Alazeeb
إدلب/Idleb	حارم/Harim	دانا/Dana	دير - Deir Hassan دير - Darhashan حسان_درحشان	البركة / Al-Baraka
إدلب/Idleb	حارم/Harim	دانا/Dana	دير - Deir Hassan دير - Darhashan حسان_درحشان	النعيمية / Al-Naeemiia
إدلب/Idleb	حارم/Harim	دانا/Dana	حزرة_حرزي/ Hezreh - Hezri	البوفارس / Al Bo Fares
إدلب/Idleb	حارم/Harim	دانا/Dana	حزرة_حرزي/ Hezreh - Hezri	الفقراء (The Poor)/ Al Foqaraa

Key Findings:

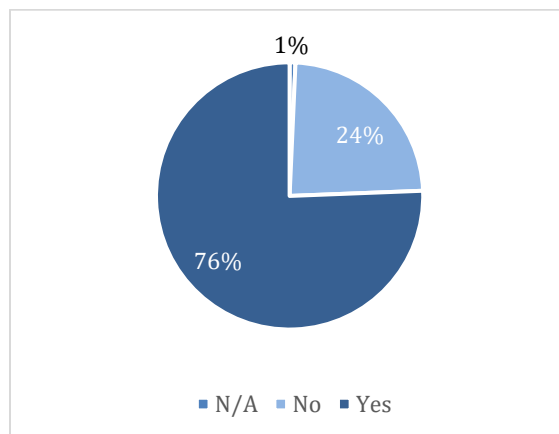
- **24 %** of the of survey participants indicated that they felt that they were treated in an inhuman, humiliating and degrading manner by the humanitarian employees, while **76%** indicated that they felt that they were treated with respect during the distribution processes by the humanitarian employees of the non-governmental organization. (As shown in Chart .4.)
- When the participants were asked if there were female employees while providing the service who monitor the process, **57%** answered yes, while **43%** answered no.
- When the participants were asked if they had heard or witnessed misconduct with beneficiaries in health centers during the provision of services, **59%** answered that they had seen or heard, while **40%** reported that they had seen or heard misbehavior with beneficiaries in health centers during the provision of services.
- **61 %** of survey participants indicated that they had no idea about the way they can complain. **39%** of survey participants indicated that they completely acknowledged the complaining mechanism.
- **39%** of the survey participants indicated that they did not submit any complaint related to the misconduct of the humanitarian employees, while **60%** indicated that they did submit complaints against humanitarian employees' misconduct, and **2%** preferred not to give a clear answer for that question.
- **37%** of the survey participants indicated that they did not experience issues in submitting complaints and comments, whereas **63%** indicated that they experienced issues and troubles in complaining of NGO's misconduct applied towards them, and **0%** preferred not to give a clear answer for that question.
- **86%** of the survey participants indicated that they were not involved in developing the complaint mechanism. **11%** of the survey participants indicated that they were involved in developing the complaint mechanism, and **4%** preferred not to give a clear answer to that question.
- **99%** of the survey participants indicated that they advocate and support conducting awareness-raising activities about protection against sexual exploitation and abuse (PSEA).

The following questions aim to determine the comprehension levels related to complaining methodologies:

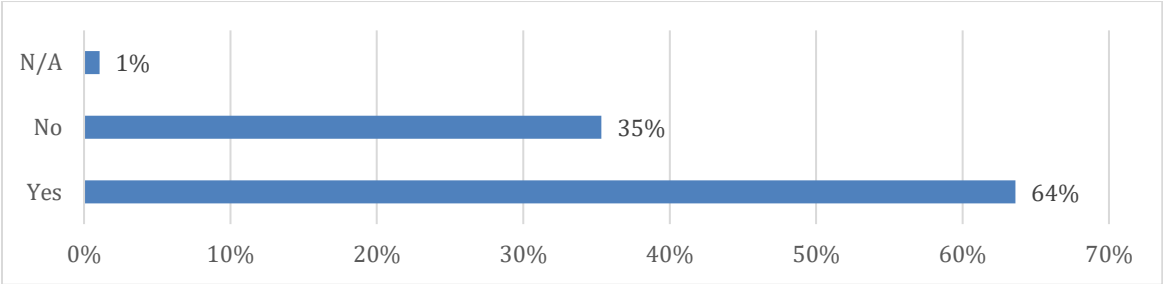
- When the survey participants were asked if they had received any aids by any NGOs during the passing six months, the answers were as the following:
- **0%** of survey participants indicated that they had not receive any aids during the passing six months.
- **100%** survey participants indicated that they received aids by NGOs during the passing six months (as shown in Chart .1.).
- **0%** preferred not to give a clear answer for that question.



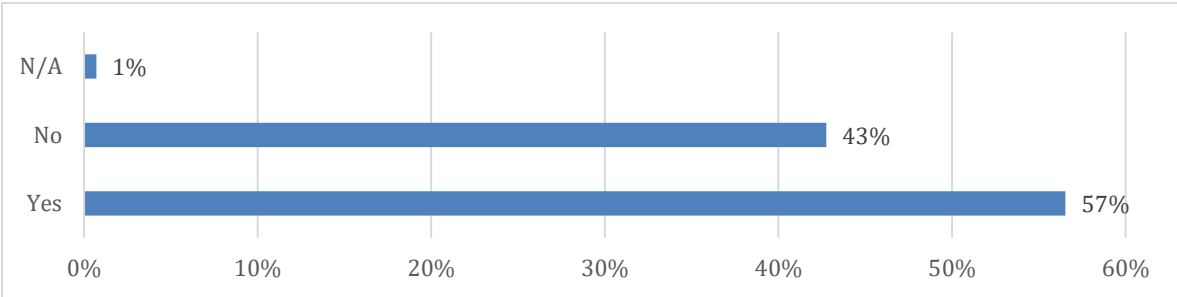
- **24 %** of the of survey participants indicated that they felt that they were treated in an inhuman, humiliating and degrading manner by the humanitarian employees, while **76%** indicated that they felt that they were treated with respect during the distribution processes by the humanitarian employees of the non-governmental organization. (As shown in Chart .2.)



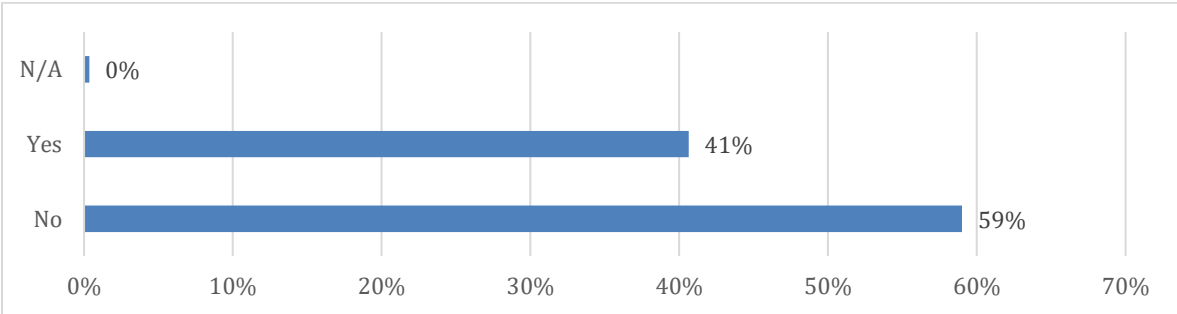
When the participants were asked if the beneficiaries (females) could receive assistance and go safely to their homes, the answer was yes **64%**, they could not **35%**.(as shown in Chart .3.).



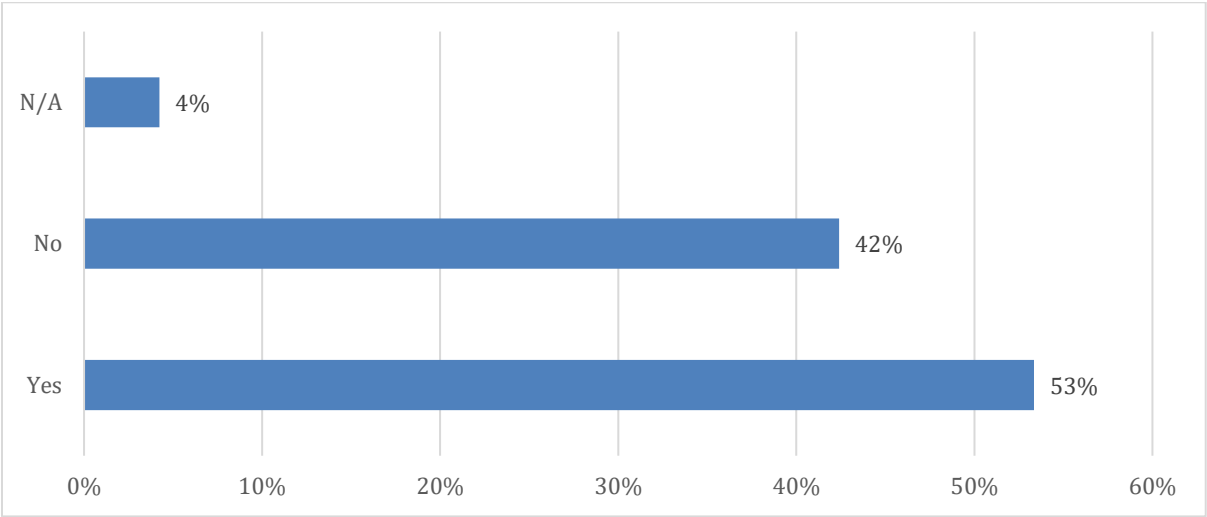
When the participants were asked if there were female employees while providing the service who monitor the process, **57%** answered yes, while **43%** answered no(as shown in Chart .4.).



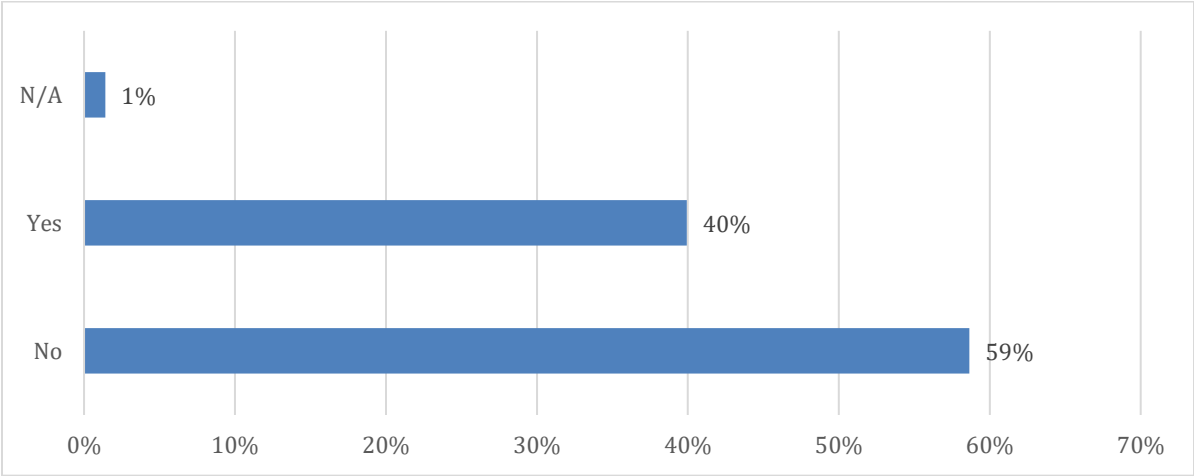
When the participants were asked if they found answers to questions about protection services for employees in organizations, the answer was yes **59%**, and they answered no **41%** (as shown in Chart .5.).



When the participants were asked if they found the health centers safe for women and girls, **53%** answered yes, while **42%** answered no (as shown in Chart .6.).

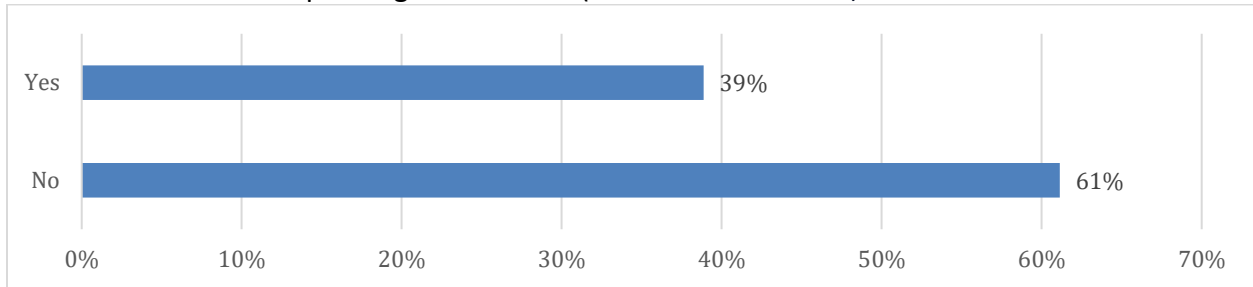


When the participants were asked if they had heard or witnessed misconduct with beneficiaries in health centers during the provision of services, **59%** answered that they had seen or heard, while **40%** reported that they had seen or heard misbehavior with beneficiaries in health centers during the provision of services (as shown in Chart .7.).



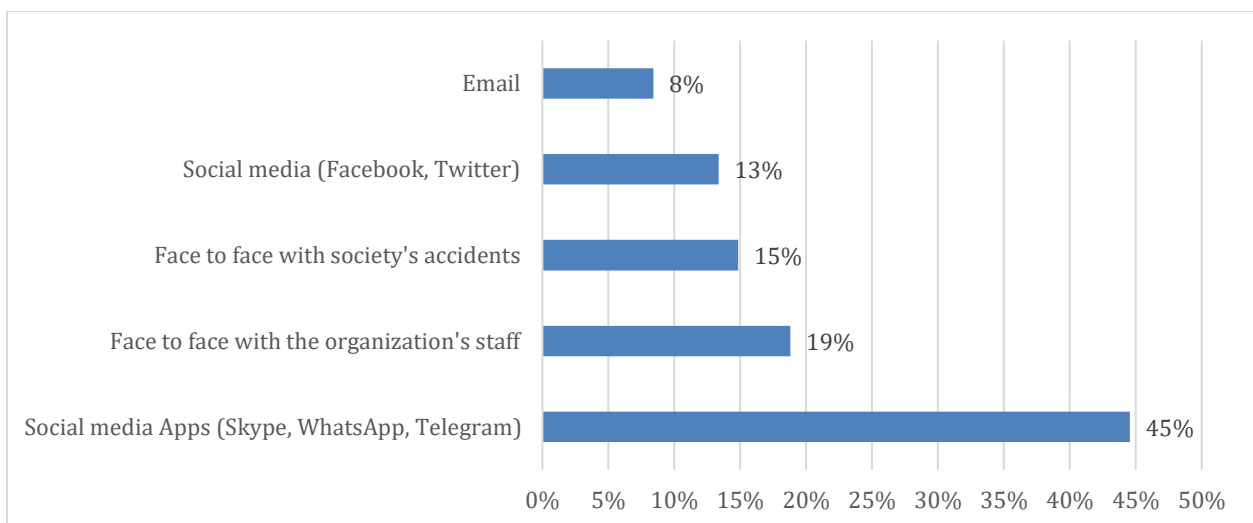
When the survey's participants were asked if they are know how to submits their comments, complaints or opinions about the services, and aids which they had received by NGOs, or about the humanitarian employees conduct, the answers were as the following:

- **61 %** of survey's participants indicated that they had no idea about the way they can complain.
- **39%** survey's participants indicated that they are completely acknowledged about the complaining mechanism (as shown in Chart .8.)



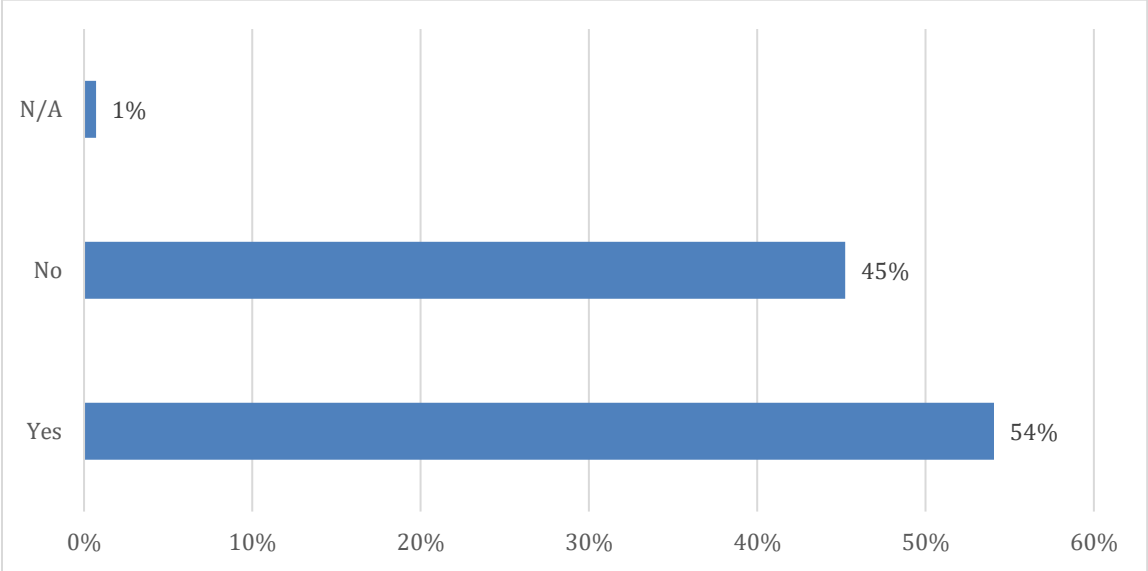
When the survey's participants who indicated that they know how to complain through the CRM were asked if they are know the channels adopted by NGOs for submitting complaints, the answers were as the following:

- **13%** answered (on Facebook).
- **45%** answered (by WhatsApp, and telegram).
- **15 %** answered (by physical attendance to the NGOs and submitting the complaints face to face).
- **19 %** answered (by physical attendance, and submitting the complaints face to face to the community leaders).
- **8 %** answered by email (as shown in Chart .9.).



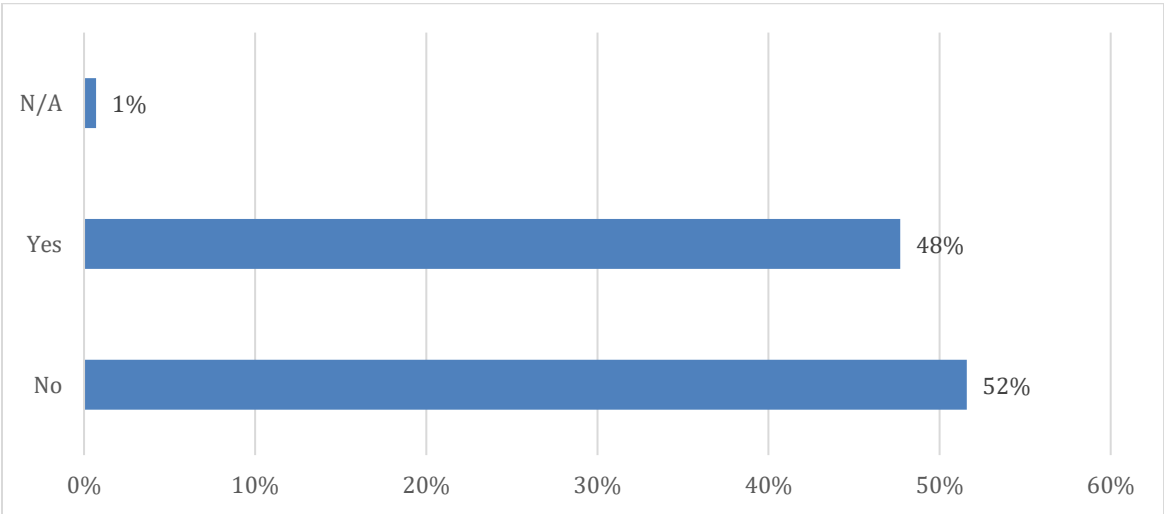
Participants were asked the following question: In the event of problems occurring during service provision, are they dealt with by more than one person and in the presence of a (female) employee if the beneficiary is female?

The answers were as follows: they answered **54%** yes, while **45%** answered no (as shown in Chart .10.).

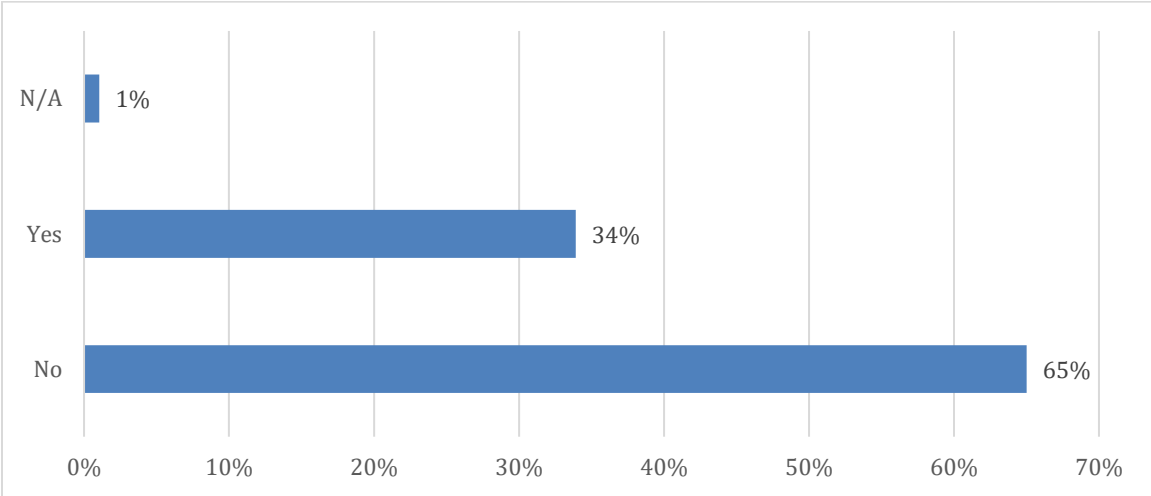


Participants were asked the following question: Can beneficiaries see SEA awareness materials (such as posters and leaflets) and a hotline to report any protection-related activity (such as awareness sessions, community counseling, discussion groups) .

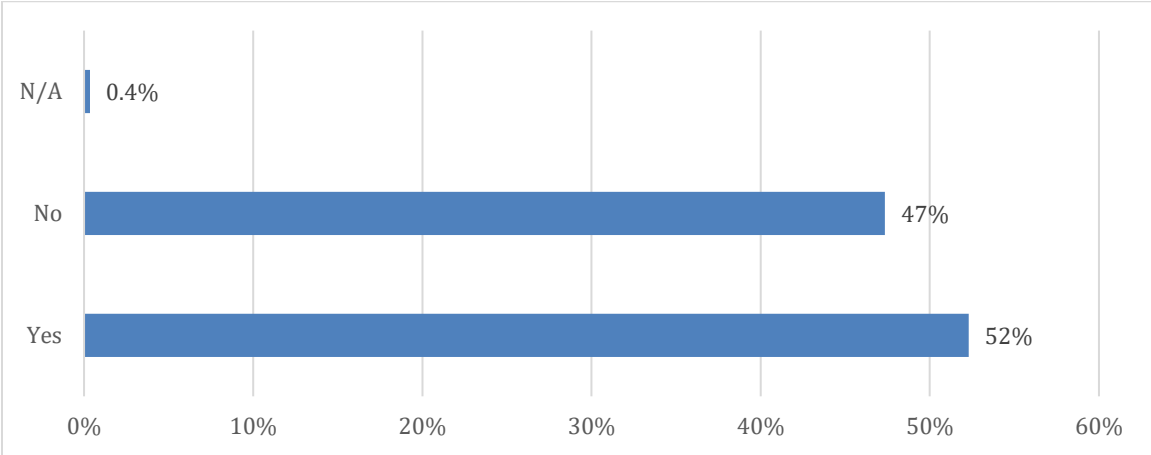
The answers were as follows: they answered **52%**yes, while **48%** answered no (as shown in Chart .11.).



Participants were asked the following question: Can beneficiaries see awareness materials related to sexual exploitation and abuse (such as posters and leaflets) and the reporting hotline in health centers. The answers were as follows: they answered **65%** yes, while **34%** answered no (as shown in Chart .12.).

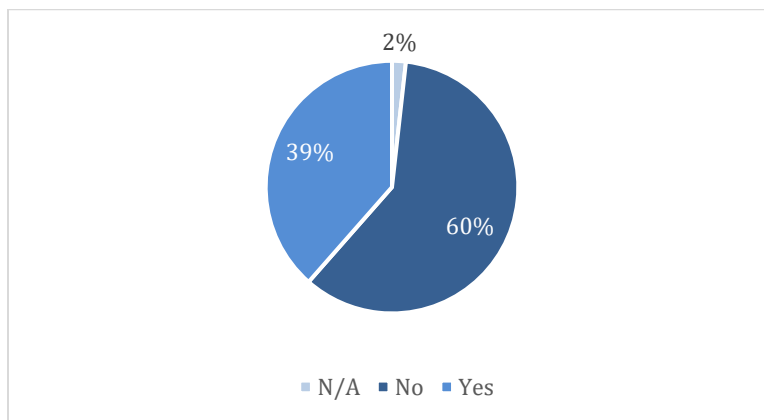


Participants were asked the following question: Can beneficiaries see awareness materials related to sexual exploitation and abuse (such as posters and leaflets) and the reporting hotline during aid distribution. The answers were as follows: they answered **52%** yes, while **47%** answered no (as shown in Chart .13.).



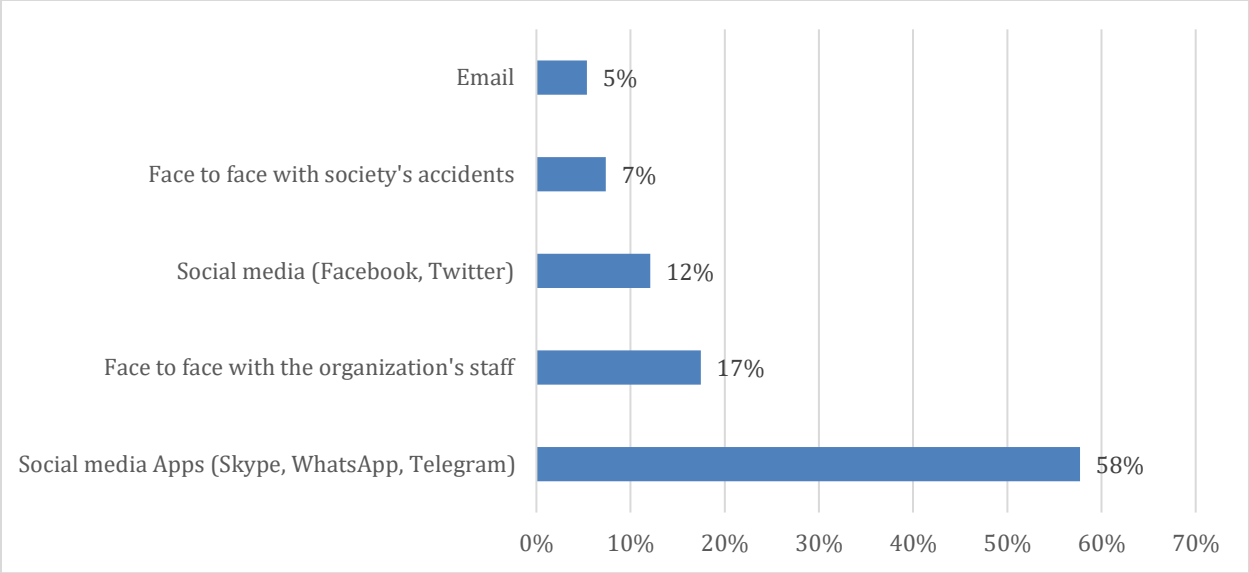
The following questions are related to the people’s experience in submitting complaints to understand the survey participants preferences regarding complaints submitting channels.

39% of the of survey participants indicated that they did not submit any complaint related to the misconduct of the humanitarian employees, while **60%** indicated that they did submitted complaints against humanitarian employees’ misconduct, and **2%** preferred not to give a clear answer for that question. (as shown in Chart .14.).

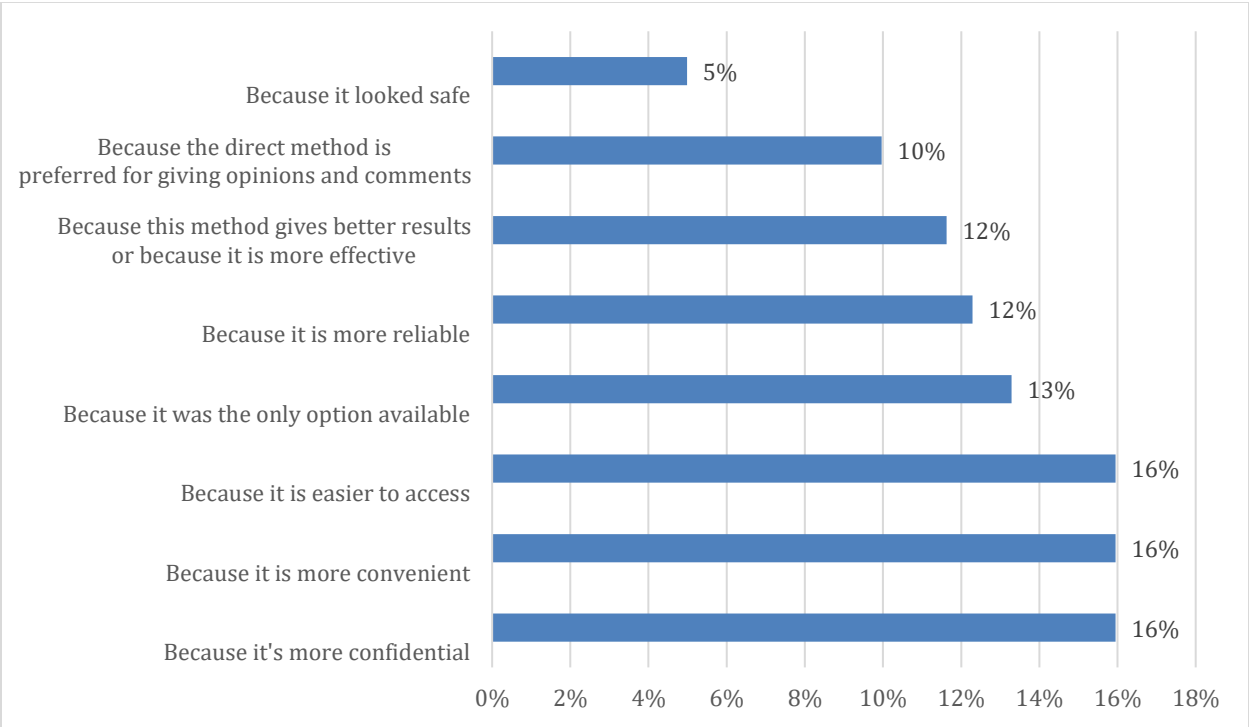


Moreover, the survey participants who indicated that they did submit complaints about the humanitarian employees’ misconduct about the way they submitted their complaints.

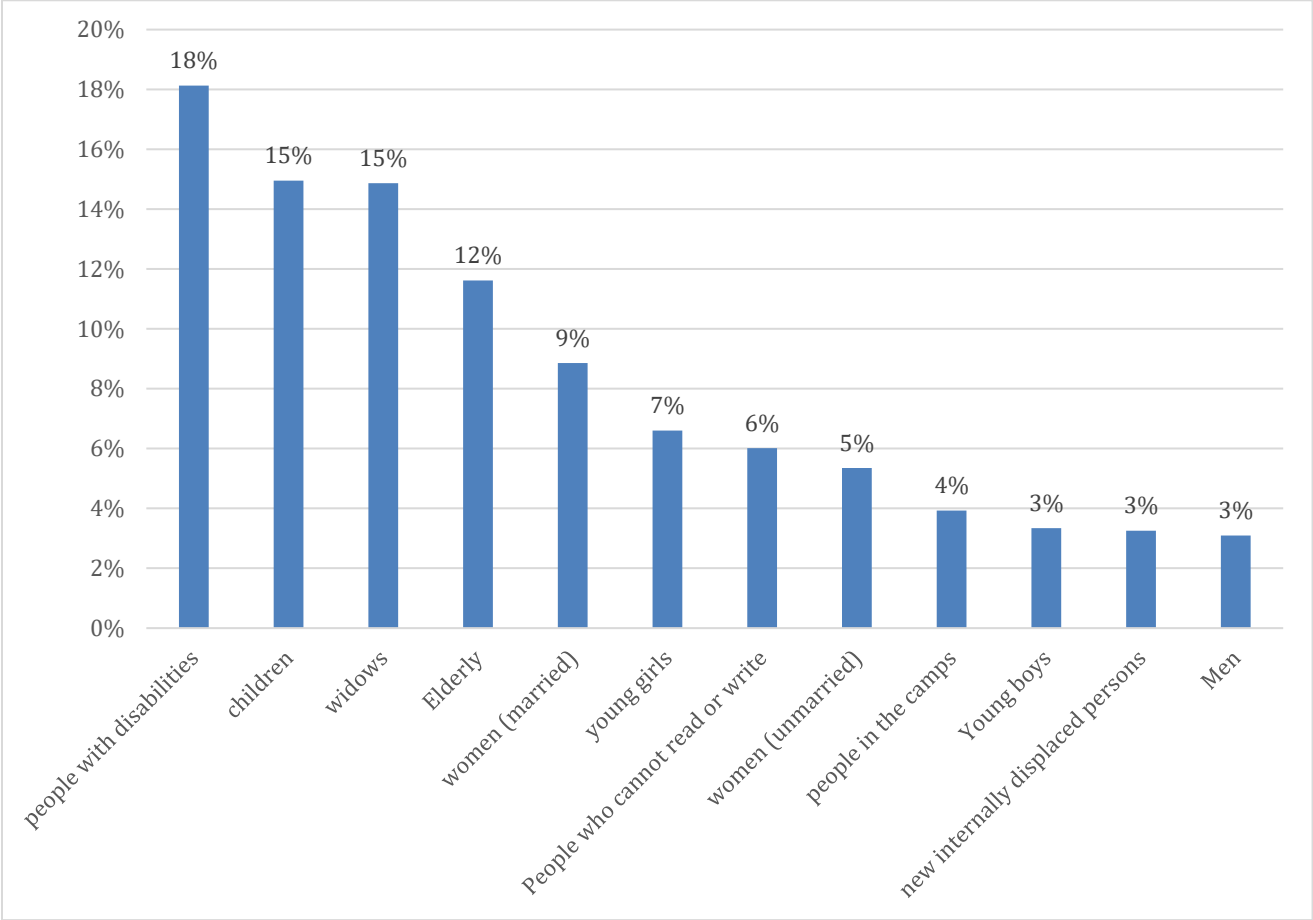
- The results came as the following:
- **5%** stated that they submitted it through sending e-mails.
- **58%** stated that they submitted it through social media channels (by WhatsApp, and telegram).
- **12%** answered (on Facebook).
- **7 %** answered (by physical attendance, and submitting the complaints face to face to the community leaders).
- **17 %** answered (by physical attendance to the NGOs and submitting the complaints face to face). (as shown in Chart .15.).



Also, the survey participants who indicated that they did submit complaints about the humanitarian employees' misconduct about the reason they selected these channels. The answers acme (as shown in Chart .16.).

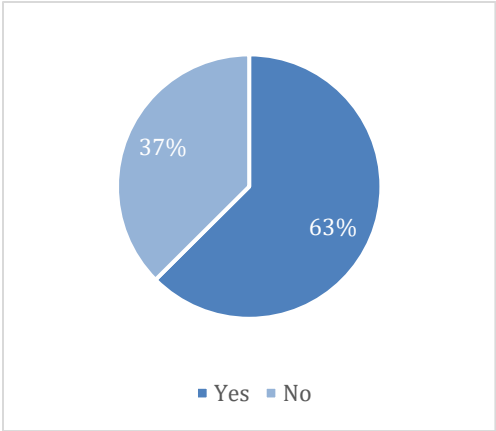


When we asked the participants what they thought about people who were not likely/will not be able to file a complaint (e.g., about the behavior of an aid worker), the answers were as shown in the chart. (as shown in Chart .17.).



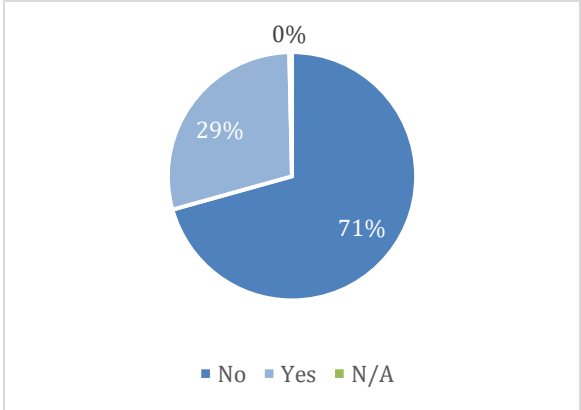
The following questions aim to comprehend the issues or obstacles that IDPs may face on the social level Regarding the consequences of (not being fully aware of the necessity of complaining) against the sexual harassment and exploitation it is an essential concept to understand those issues, to identify ways to address them.

- **37%** of the survey participants indicated that they did not experience issues in submitting complaints and comments, where **63%** indicated that they experienced issues and troubles in complaining of NGO’s misconduct applied towards them, **0%** preferred not to give a clear answer for that question . (As shown in Chart .18.).



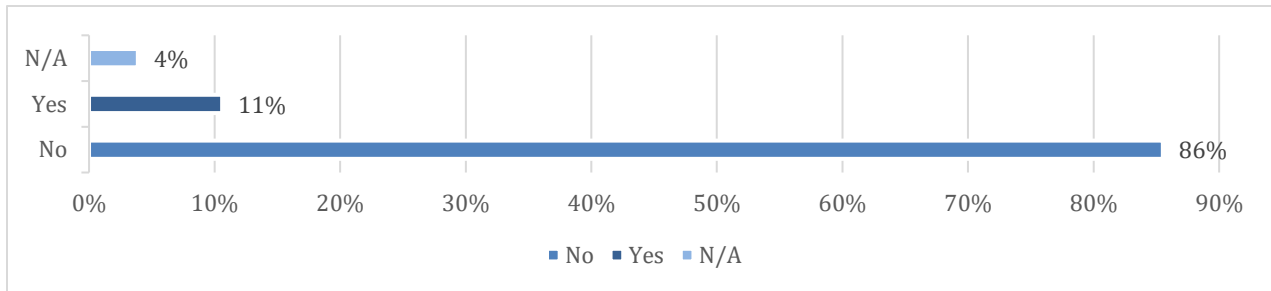
Where the complaining persons were asked whether they received any replies for their submitted complaints, or comments, and **71%** indicated that they did not.

Where **29%** received replies related to their complaints, **71%** Not received replies related to their complaints, and **0.4%** preferred not to give a clear answer to these questions. (As shown in Chart .19.).

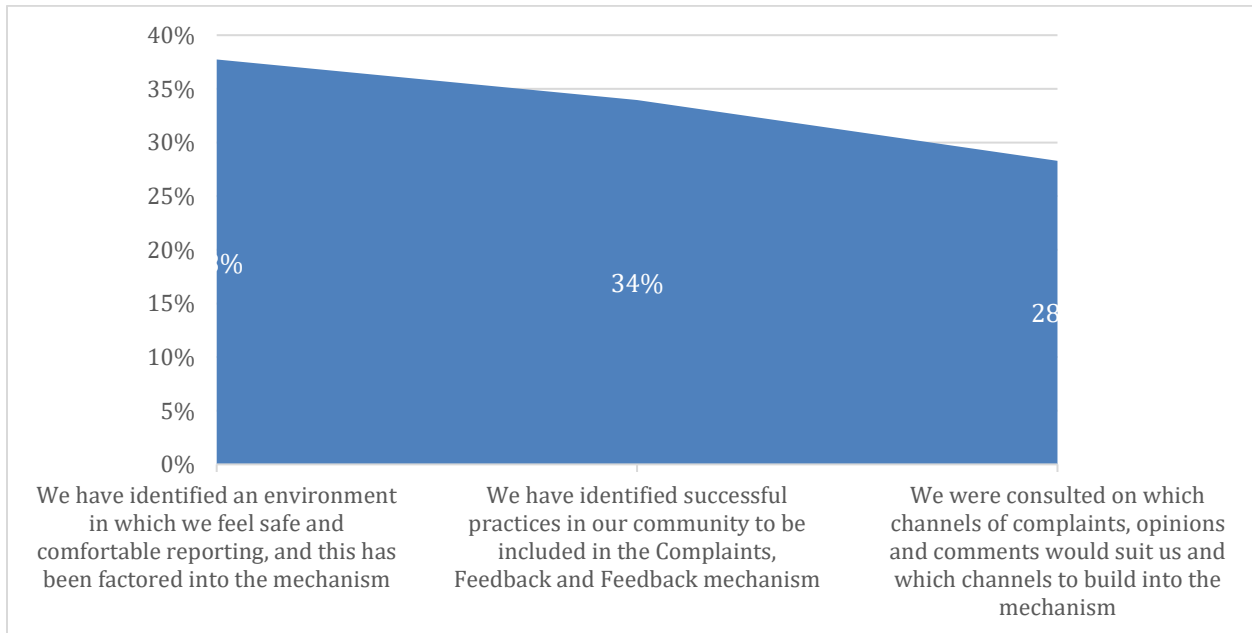


The following questions are related to the local community’s participation in determining and mainstreaming complaints methodologies within the community.

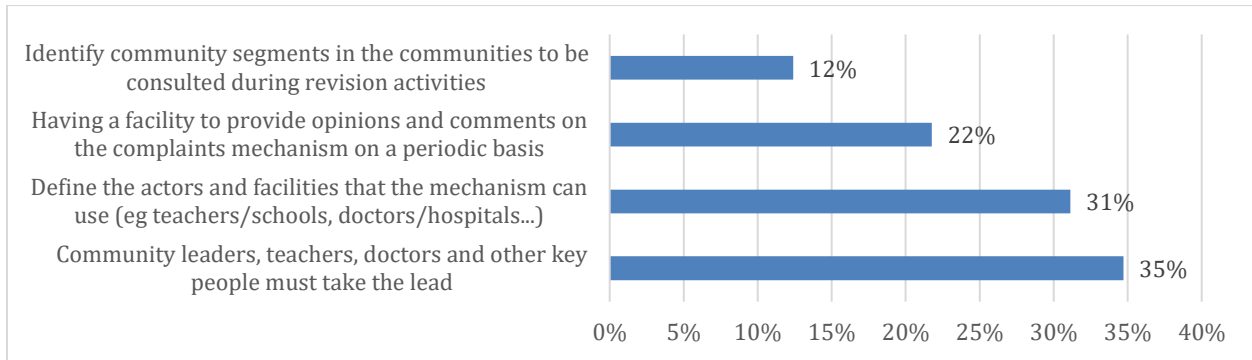
- **86%** of the survey participants indicated that they were not involved in developing the complaint mechanism. **11%** of the survey participants indicated that they were involved in developing the complaint mechanism, and **4%** preferred not to give a clear answer for that question. (as shown in Chart .20.).



When the participants were asked about whether individuals from a community were involved/involved in the development of mechanisms for complaints or opinions and comments, their answers were as follows: (as shown in Chart .21.).



Moreover, survey participants were asked the way they believe is the relevant way to involve the community in developing the CRM. (as shown in Chart .22.).

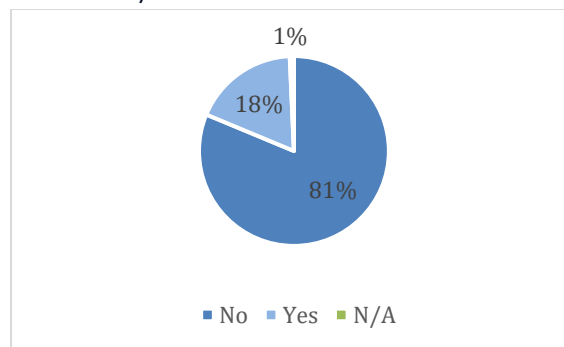


- **99%** of the survey participants indicated that they advocate and support conducting awareness raising activities about protection against sexual exploitation and abuse (PSEA).

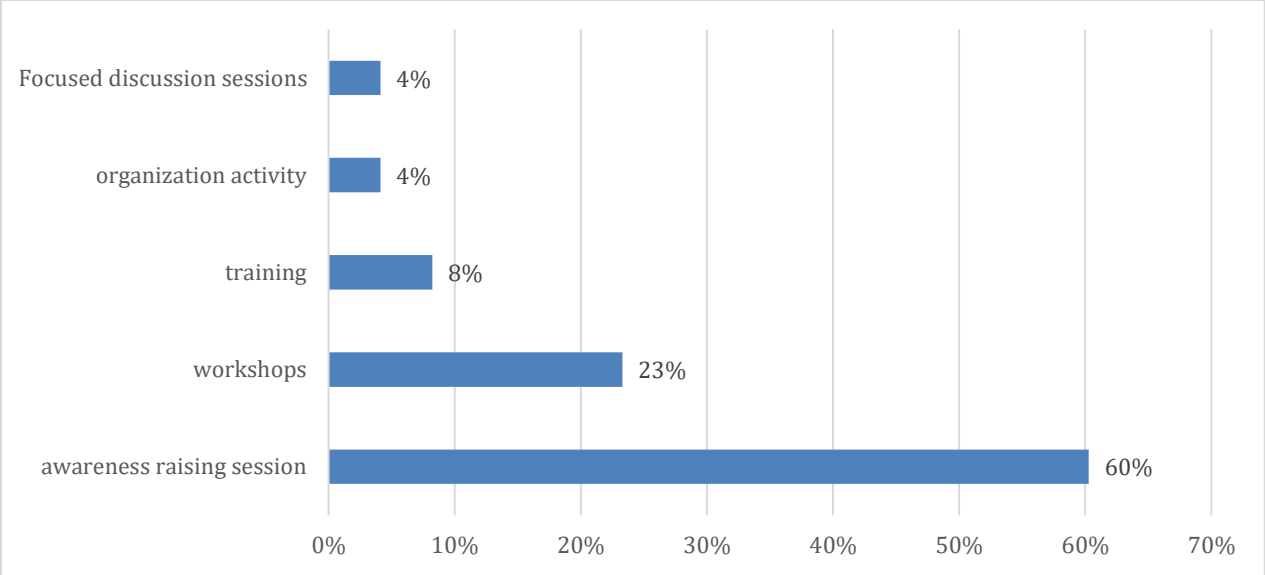
The participants were asked whether they attended any definitional sessions related to raising awareness regarding the concept of sexual harassment, and exploitation.

The results were as the following:

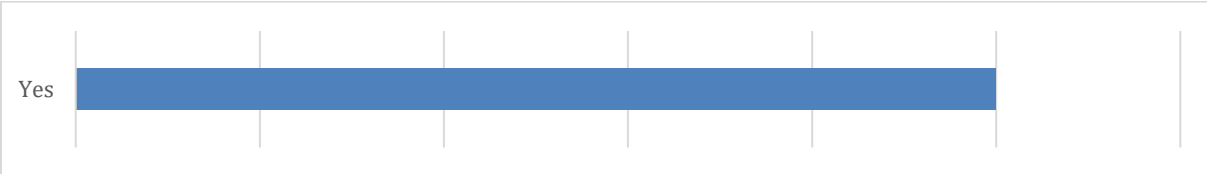
- **81%** indicated that they did not attend any definitional sessions related to raising awareness regarding the concept of sexual harassment, and exploitation.
- **18%** indicated that they attended definitional sessions related to raising awareness regarding the concept of sexual harassment, and exploitation. (As shown in Chart .23.).



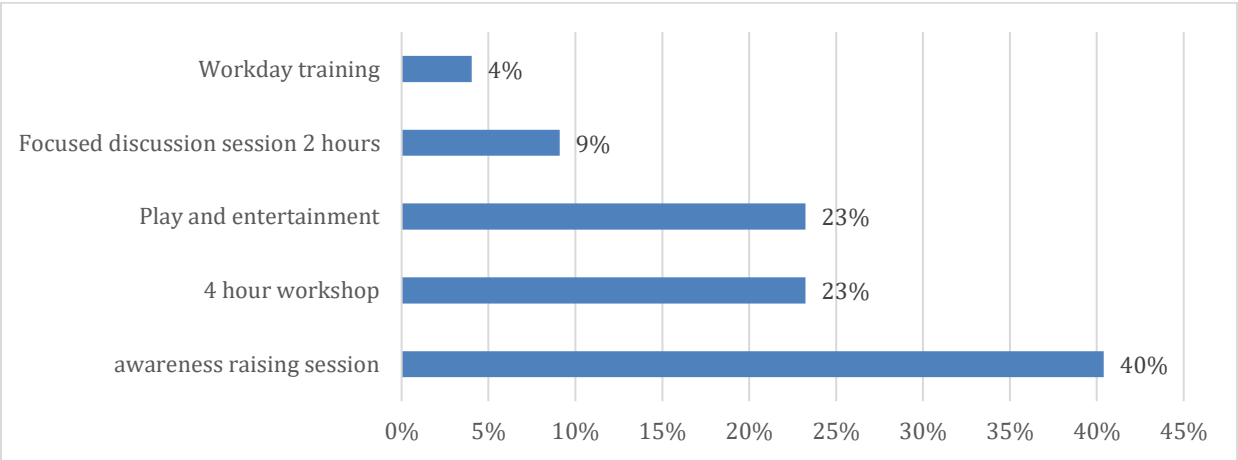
When the Survey Participants (who indicated that they attended definitional sessions related to raising awareness regarding the concept of sexual harassment, and exploitation) were asked about the sort of training material given in those sessions. (As shown in Chart .24.).



- **99%** of the survey participants indicated that they advocate and support conducting awareness raising activities about protection against sexual exploitation and abuse (PSEA). (As shown in Chart .25.).



Moreover, they were asked about their preferences regarding the PSEA sessions training material. (As shown in Chart .26.).



Recommendations:

- CRM should be mainstreamed within the community, and the community should be involved in developing those mechanisms.
- The IDPs should be informed that their aid shares will not be affected in case they submitted a complaint against one of the humanitarian employees' misconducts.
- The CRM channels should be provided in a way that emphasizes the safety and security of the information the complainant provides to the CRM responsible officer.
- Provision of special CRM channels for the vulnerable categories in a way that facilitates their complaints submission.
- Emphasizing raising the awareness of the IDPs towards the PSEA through conducting different activities like workshops, awareness-raising sessions, and FGDs.