



GROUND TRUTH SOLUTIONS

The Cash Barometer

CVA as a lifeline for the future? Perceptions of cash and voucher recipients in CAR and Nigeria

CALP, 8 March 2023

groundtruthsolutions.org





What is the Cash Barometer?

- Independent accountability mechanism funded by GFFO
- People-centred & perception-based
- Mixed methods:
 - Quantitative surveys
 - Qualitative user journeys
 - Dialogue

Methodology

Nigeria

- Quantitative survey conducted in September 2022
- Validation through community FGDs in October 2022
- Location: BAY states

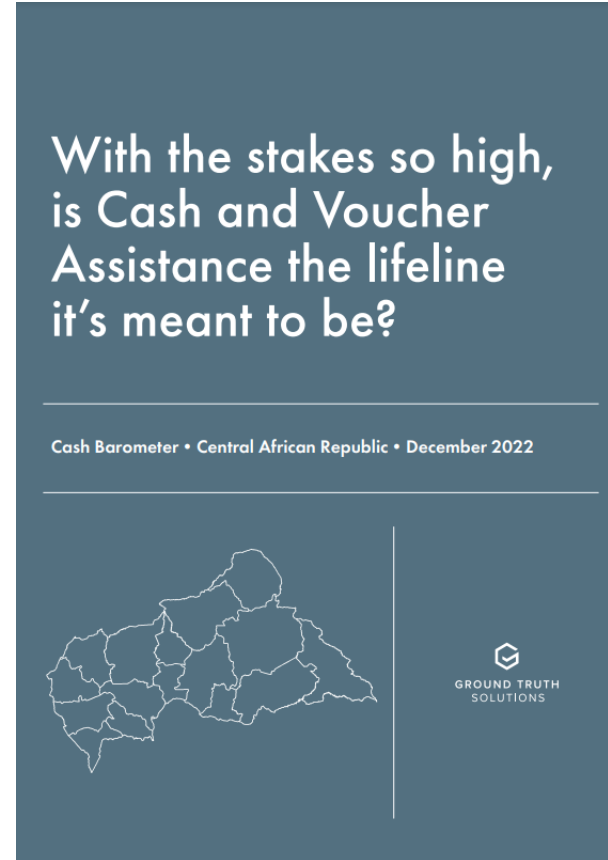
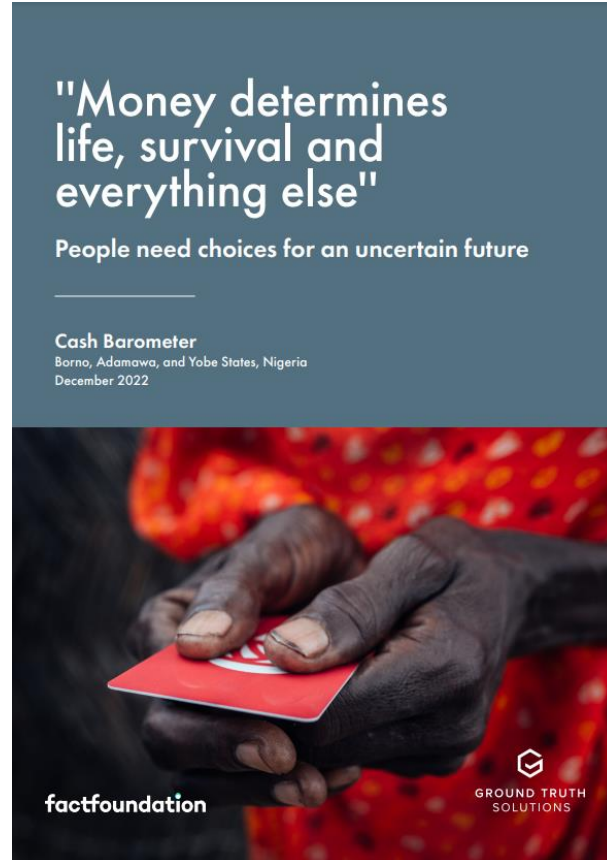
CAR

- Quantitative survey conducted in June-July 2022
- Community FGDs in September 2022
- Locations: Paoua, Bangui, Kaga Bandoro



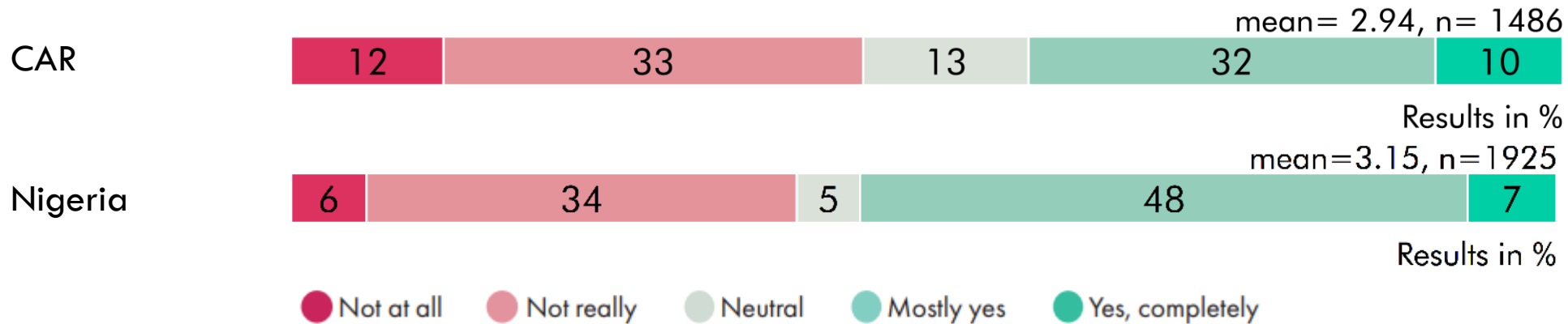
Full reports are available on our website:

<https://www.groundtruthsolutions.org/projects/cash-barometer>



Aid relevance

Does the cash or voucher assistance you have received meet your most important needs?



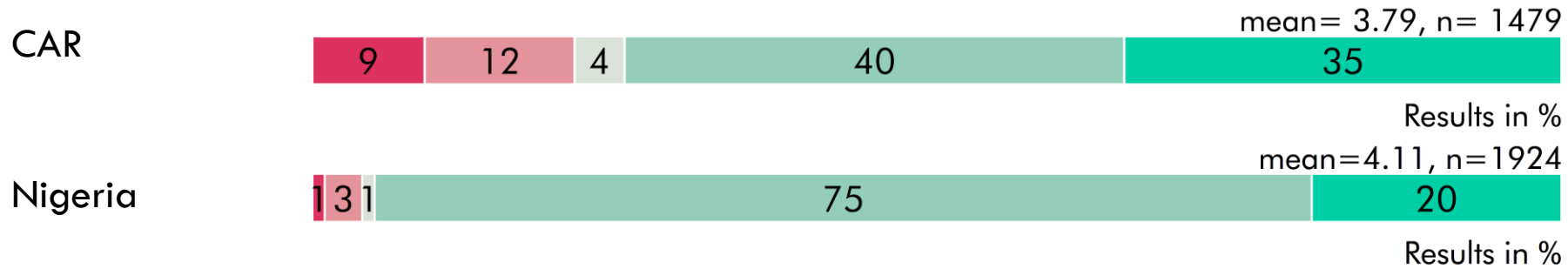
What are your unmet needs?

CAR 53% Education, 49% Health, 41% Food

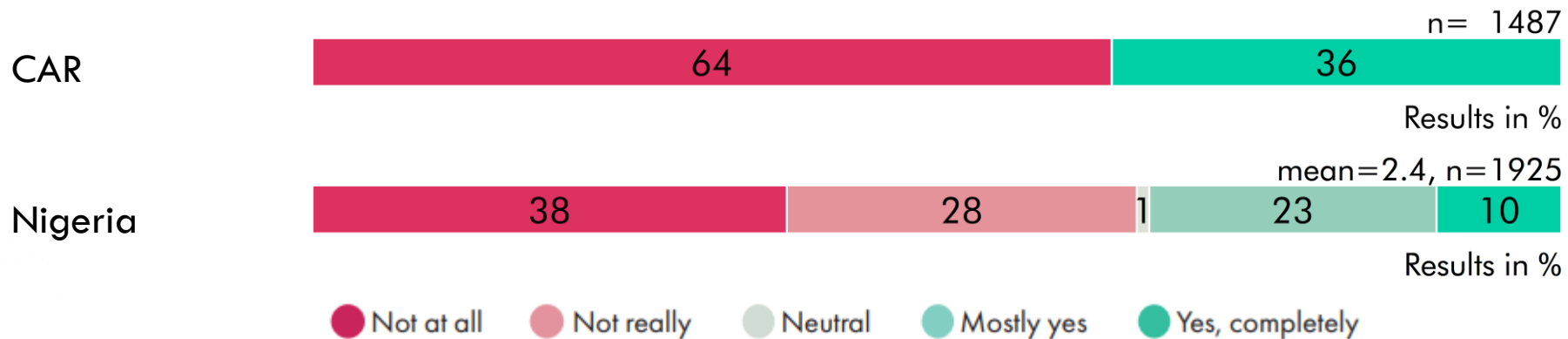
Nigeria 60% Cash, 55% Livelihoods, 52% Food

Information

Do you feel informed about the cash and voucher assistance available to you?

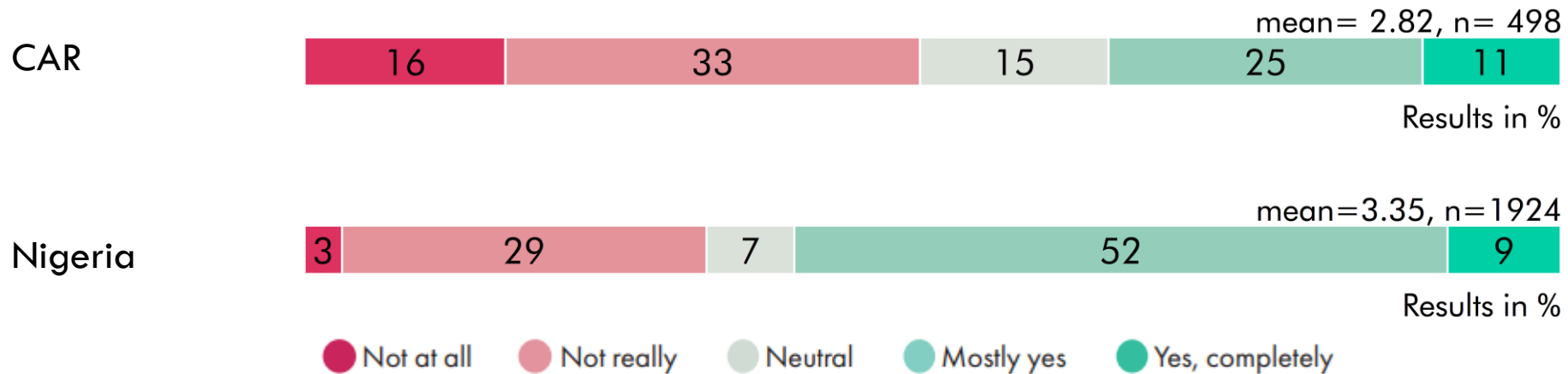


Do you know for how long you will receive CVA?



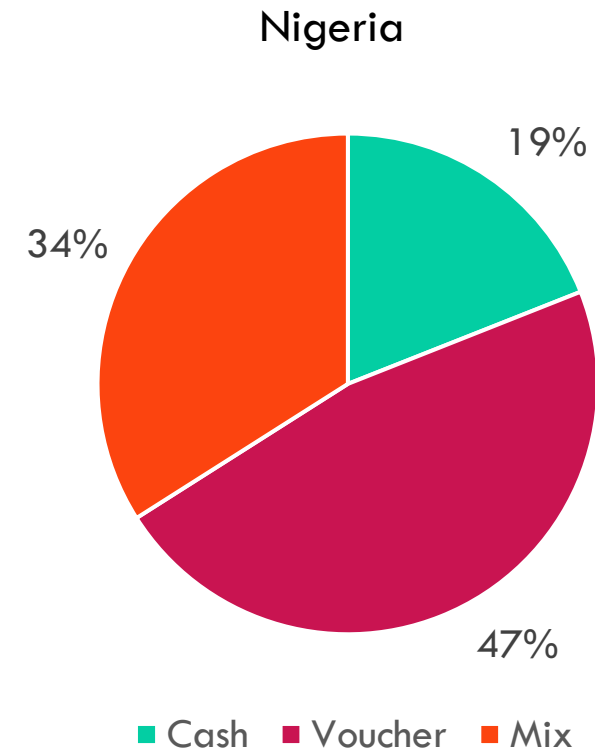
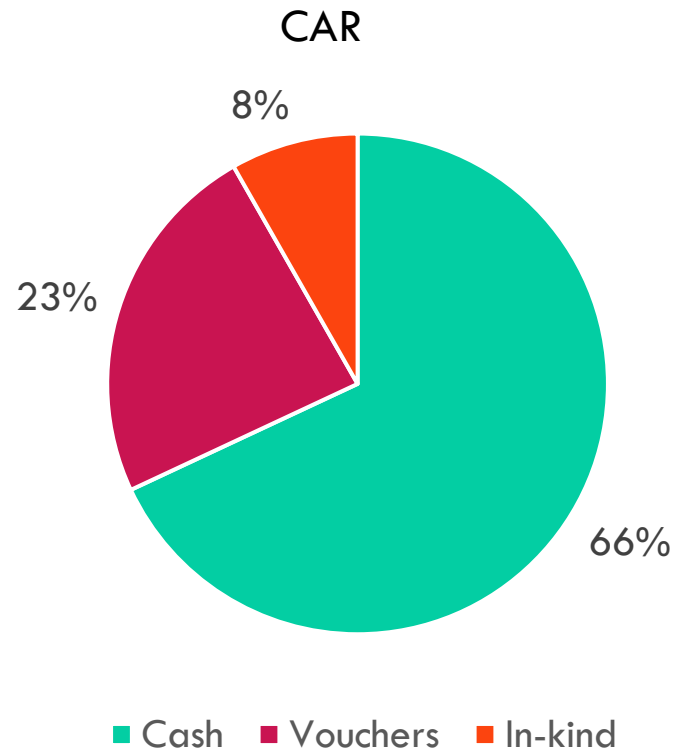
Participation

Do you think people in your community can influence how cash and voucher assistance is provided?



Modality preference

Which of the following types of assistance would you prefer?



Modality preferences: Are uninformed choices leading us down the wrong road?

Opinion

30 Jan • Written By Hannah Miles



“Often vendors say rude things like ‘If you are unhappy, just go home. You cannot redeem your voucher anywhere but here.’ This kind of mistreatment leads us to sell our voucher at a very low price, sometimes half the actual voucher value. It is better to accept less and move on than to go back to the shops and be disrespected.”

— 32-year-old internally displaced man, Paoua, CAR

“Some vendors do not allow us to choose preferred items, others shout at us.”

— 70-year-old male returnee, Yobe State, Nigeria

Sources of bias

1. Familiarity bias

- People know what they prefer
- ‘Mere exposure effect’
- Investing in cash works – the case of Somalia

2. The difficulty of comparing hypothetical alternatives

- Confusing the roll out of an intervention with the modality

3. Courtesy bias – the false friend

- Politeness and fear of negative consequences strengthens the status quo

Sources of bias

"I know it will sound improper for someone receiving assistance to criticise it, but since you insisted that we should voice it, the aid is not really covering our most important needs."

– female; Kasaisa host community; Damaturu Central, Yobe State

"[Aid providers] should be mixing food and money for us so that we can buy soap, firewood, water and so many other things with the money. That way the assistance would go further than it currently does."

– female; returnee; Gwoza Wakane, Gwoza, Borno State

"I know that CVA doesn't meet some people's needs, but they will not say it because it will look like they are being ungrateful for the help they are getting."

– male youth leader; Gwoza Wakane, Gwoza, Borno State

Choices are not choices if they're uninformed

How to combat bias?

- Recognise it
- Communicate with people about their right to participate in the aid that affects them
- Seek to fully understand people's experiences of an intervention

Discussion

EN

1. How does your organisation **collect and use people's feedback**, including on modality preferences?
2. What good practices do you know to ensure help communities meaningfully **participate** in the design and implementation of your CVA programmes?
3. What are some effective ways to **inform** communities about issues that affect them?
4. Many people do not feel their able to **meet their needs** with the CVA provided – what can we do about this?

FR

1. Comment votre organisation **recueille-t-elle et utilise-t-elle le retour d'information** de la population, y compris sur les préférences en matière de modalités ?
2. Quelles sont les bonnes pratiques que vous connaissez pour aider les communautés à **participer** de manière significative à la conception et à la mise en œuvre de vos PTM ?
3. Quels sont les moyens efficaces **d'informer** les communautés sur les questions qui les concernent ?
4. De nombreuses personnes ne se sentent pas en mesure de **répondre à leurs besoins** avec les PTM fournies - que pouvons-nous faire à ce sujet ?

What's up for the Cash Barometer in 2023?

Merci !

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