

INTRODUCTION

In Chad, the Displacement Tracking Matrix (DTM) collects data on forced displacement and migration flows, as well as information on the profiles and needs of mobile populations. In the framework of these activities, DTM produces a number of information products (including reports, dashboards, maps and datasets) compiling and analyzing the data gathered, to provide an overview of population movement dynamics in the country and inform partners' responses and strategies.

A feedback survey on the use of DTM Chad's information products was conducted from **16 February to 15 March 2021**, with the goal of improving these products. This dashboard summarizes the main results of the survey, which includes the input of **50 partners**.

Although the sample of respondents who participated in the survey is not necessarily an accurate and complete representation of all partners who use DTM Chad information products, the results of this survey provide useful indications on the information needs and perceptions of partners, and offers insight into how certain products can be adapted and improved.

RESPONDENT PROFILES

Almost all of the partners who participated in the survey (98%) are **based in Chad**. Eighty-four per cent of partners indicated that they were **familiar with DTM Chad's work**, and of those, 90 per cent **use DTM Chad information products for their work**.

A large share of respondents (46%) work for an **international NGO** and 30 per cent work for a **United Nations (UN) agency**. Most respondents (74%) work on the **design and development of programmes and projects**, 42 per cent work in Monitoring and Evaluation and 32 per cent are involved in the development of strategies and policies.

CONSULTATION OF PRODUCTS & SATISFACTION

In 2020, the DTM published **176 information products** on its online portals, which were downloaded 35,000 times by users. Results of this survey show that the **most widely read products** are the **Emergency Tracking Tool (ETT) dashboards** (read at least once in 2020 by 83% of surveyed partners), the **displacement dashboards** (81%), the **displacement reports** (64%) and the **Mobility Mapping reports** (64%).

The products that were most frequently mentioned by respondents as **the most relevant to their work** are the displacement dashboards (84%), the ETT dashboards (74%) and the displacement reports (61%).

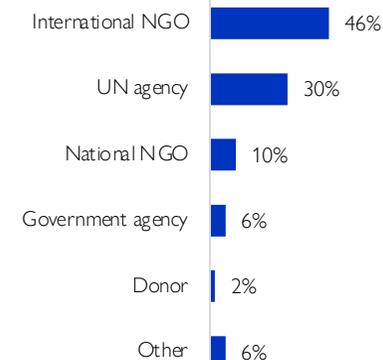
Respondents were reportedly **most satisfied** with the displacement dashboards (86% are satisfied or very satisfied with this product) and the ETT dashboards (74%). However, a significant share of surveyed partners indicated being either poorly satisfied or unsatisfied with the monthly Flow Monitoring Registry (FMR) reports and the Mobility Mapping reports (24% and 22%, respectively).

RESPONDENT PROFILES

50 PARTNERS, of which:

-  **98%** are based in Chad
-  **84%** are familiar with DTM Chad's work among which
-  **90%** use DTM Chad products for their work
-  **46%** work for an international NGO
-  **30%** work for a UN agency

Organization / Institution



CONSULTATION OF PRODUCTS & SATISFACTION

Information product (% of respondents who consulted it at least once in 2020)	Very satisfied	Satisfied	Unsatisfied / not satisfied	No opinion
Emergency Tracking Tool (ETT) dashboard (83%)	19%	55%	17%	9%
Displacement dashboard (81%)	24%	62%	7%	7%
Displacement report (64%)	17%	52%	17%	14%
Mobility Mapping report (64%)	19%	45%	22%	14%
Flow Monitoring Registry (FMR) report (55%)	14%	41%	24%	21%
Dashboard on the profiles of persons displaced following floods in N'Djamena (55%)	24%	26%	14%	36%
COVID-19 Mobility Restrictions report (36%)	17%	28%	12%	43%
Transhumance Tracking Tool (TTT) dashboard (24%)	12%	28%	12%	48%
Raw displacement data (24%)	2%	43%	15%	40%
Flow Monitoring Survey (FMS) report (21%)	10%	38%	10%	42%
Return Intention Survey (RIS) report (21%)	7%	29%	7%	57%
Dashboard on the profiles of vulnerable migrants returning from Libya (19%)	7%	29%	16%	48%

Which products are the most relevant to your work ?

- 1** Displacement dashboards (84%)
- 2** Emergency Tracking Tool dashboards (74%)
- 3** Displacement reports (61%)

Feedback survey on the use of information products (2020)

USE OF PRODUCTS

Ninety per cent of surveyed partners have previously used DTM Chad products for their work. Among them, 66 per cent used these products to design projects and programmes and 55 per cent used them as a basis for conducting more thorough needs assessments. Furthermore, 50 per cent of respondents used DTM data to inform humanitarian interventions.

More than half (58%) of surveyed partners declared that DTM Chad data and information products have brought about significant adjustments to their organization's operations, approaches, responses, strategies or policies. For instance, some respondents stated that DTM data allowed them to adjust the prioritization of their project priorities or project proposal areas of intervention, to design sectoral cluster frameworks, or to contribute to the development of the Humanitarian Needs Overview (HNO) and the Humanitarian Response Plan (HRP).

Eighty-four per cent of respondents stated that DTM Chad products were mentioned in meetings or workshops they attended, most notably in internal meetings (66%), cluster and sub-cluster meetings (50%) and Humanitarian Country Team (HCT) meetings (37%).

The great majority (95%) of individuals who participated in the survey receive DTM Chad products by email, through DTM Chad's mailing list (dtmchad@iom.int). Thirty-six per cent consult them on the Humanitarian Response portal (humanitarianresponse.info) and 31 per cent do so on DTM's web portals (displacement.iom.int/chad, migration.iom.int and dtm.iom.int/chad).

CHALLENGES

Sixty-four per cent of respondents indicated facing challenges when consulting DTM Chad products. The main challenges include the overabundance of information, or on the contrary, the lack of information (26%) as well as insufficient data analysis and interpretation (21%). Moreover, some partners encounter difficulties finding relevant information (17%), while others find that the methodologies used, are not always clearly explained in the information products (12%).

SUGGESTIONS FOR IMPROVEMENT

Among the respondents, 68 per cent provided suggestions to improve DTM Chad information products. In particular, some partners noted that they would benefit from greater disaggregation of data, by sex and age, as well as a better dissemination of products. Some respondents would also suggest providing more in-depth analyses, while other would like the narratives and maps to be less detailed. A few respondents also recommended translating reports in English in a more systematic manner, as well as adding search filters (namely by area) on DTM's web portals.

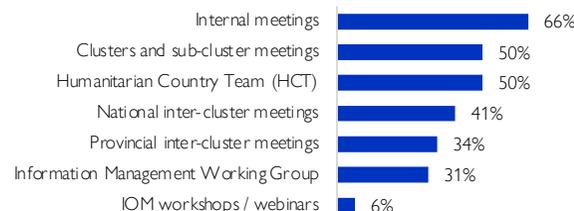
USE OF PRODUCTS

90% HAVE PREVIOUSLY USED DTM CHAD'S INFORMATION PRODUCTS FOR THEIR WORK

For which purpose(s) have you used these products ?

Project / programme design	66%
Needs assessment	55%
Humanitarian interventions / Operational programming / Programme implementation	50%
Preparation of the Humanitarian Response Plan (HRP) / Humanitarian Needs Overview (HNO)	47%
Internal discussions	45%
General information on the context	32%
Development of policies and strategies	32%
Advocacy	29%
Personal knowledge	24%
Starting point for further analysis	24%
Fundraising	21%
Awareness raising	13%

In which meetings / workshops were the products mentioned ?

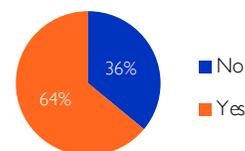


How do you access DTM Chad products ?



CHALLENGES & SUGGESTIONS FOR IMPROVEMENT

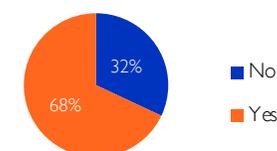
Do you face any challenges when consulting these products ?



If yes, which ones ?

- Difficulty finding relevant information
- Too much/Not enough information
- Insufficient data analysis/interpretation
- Methodologies are not clear enough

Do you have any suggestions for improvement ?



If yes, which ones ?

- Making the narratives/maps less detailed
- Providing more in-depth analyses
- Improving the dissemination of products
- Greater data disaggregation
- Adding search filters on DTM portals
- English translation