

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 (reports, maps, datasets, etc.) to provide an overview of population movements dynamics in the country and inform partners' responses and strategies.

A feedback survey on the usage of DTM Chad information products was conducted from 30 October to 22 November 2019, with the goal of improving these products. This dashboard summarizes the main results of the survey, to which **98 partners** provided responses.

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 for their work, the results of this survey provide useful indications on the information needs and perceptions of partners and offer suggestions and guidance on the ways by which to improve and adapt products.

RESPONDENT PROFILES

Of the 98 partners who answered the survey, 92 per cent are **humanitarian actors** (48% humanitarian only and 44% both humanitarian and development actors). Among them, 52 per cent work in a United Nations (UN) agency, 26 per cent work in an International Non-Governmental Organization (INGO) and 9 per cent in a national NGO. In addition, 87 per cent are based in Chad. Ninety-one per cent of participants indicated being familiar with DTM Chad's work, and all of them have read at least one of DTM Chad's information products.

KEY PRODUCTS


Results of the survey show that the most widely read DTM Chad products are the [Displacement Dashboards](#) (read at least once by 69% of surveyed partners), the [Emergency Tracking Tool \(ETT\) Dashboards](#) (56%), the [Mobility Mapping Reports](#) (49%) and the [Displacement Reports](#) (43%). The first two products are also the ones which were most frequently cited as the products most relevant to respondents' work (25% respectively).

OVERALL SATISFACTION

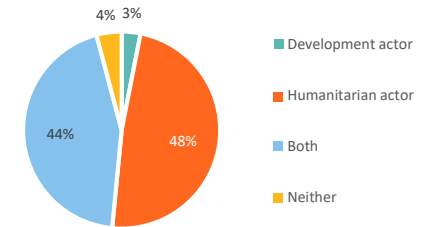
Results from the feedback survey indicate that partners are generally satisfied with DTM Chad products: 97 per cent indicated being satisfied by the product most relevant to their work (67% are satisfied and 30% are very satisfied), and 95 per cent by the second most relevant product for their work (63% are satisfied and 32% are very satisfied). It is also worth noting that 87 per cent of surveyed partners believe that DTM Chad products are shared in a timely manner. Moreover, 96 per cent indicated that these products had enhanced their knowledge about the context and dynamics of displacement and migration in Chad.

RESPONDENT PROFILES

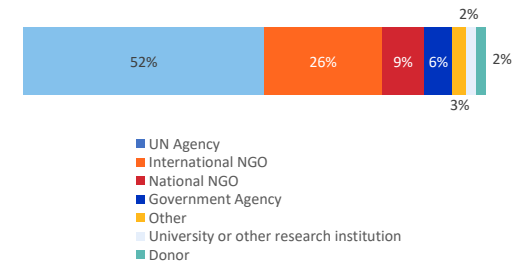
**98** RESPONDENTS, of which:

-  **87%** ARE BASED IN CHAD
-  **91%** ARE FAMILIAR WITH DTM CHAD'S WORK
-  **92%** ARE HUMANITARIAN ACTORS (including 44% who are also development actors)
-  **52%** WORK FOR A UN AGENCY
-  **26%** WORK FOR AN INTERNATIONAL NGO

Respondent type



Organization / Institution



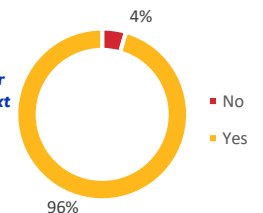
KEY PRODUCTS

Product	Read at least once	Most relevant product	2nd most relevant product
Displacement Dashboard	69%	25%	19%
Emergency Tracking Tool Report	56%	25%	13%
Mobility Mapping Report	49%	10%	13%
Displacement Report	43%	4%	9%
Flow Monitoring Survey Report	39%	6%	12%
Return Intention Survey Report	36%	4%	19%

SATISFACTION

- 87%** CONSIDER THAT PRODUCTS ARE SHARED IN A TIMELY MANNER
- 97% (95%)** ARE EITHER SATISFIED OR VERY SATISFIED BY THE MOST (2<sup>nd</sup> MOST) RELEVANT PRODUCT TO THEIR WORK

Have DTM Chad products enhanced your knowledge of the context and dynamics of displacement and migration in Chad?



USE OF PRODUCTS

Ninety per cent of surveyed partners have previously used DTM Chad products for their work. Among them, 56 per cent use these products to inform humanitarian response, 49 per cent use them to design projects or programme strategies or for advocacy, and 48 per cent read the products to obtain general information about a certain situation.

Most respondents (28%) indicated consulting DTM Chad products weekly. Twenty-four per cent do so periodically and 22 per cent every two weeks. Meanwhile, 16 per cent of surveyed partners read DTM products once a month.

The vast majority (76%) of respondents receive DTM Chad products by e-mail ([dtmtchad@iom.int](mailto:dtmtchad@iom.int)). Fifteen per cent consult them on dedicated web portals ([displacement.iom.int](http://displacement.iom.int) and [migration.iom.int](http://migration.iom.int)) and 7 per cent receive them indirectly or through other partners.

Seventy-six per cent of respondents indicated that DTM Chad products were mentioned in meetings or workshops that they have attended, including 53% in internal meetings, 49% in cluster meetings and 37% in inter-cluster coordination (ICC) meetings.

CHALLENGES

Thirty-four per cent of participants mentioned facing challenges when consulting DTM Chad products, most notably the absence of clarity of methodologies (35%); the lack of information (30%), or on the contrary, the overabundance of information (26%); the opaqueness of the information (26%); and the difficulties experienced to find relevant information (17%). Some partners also indicated that there are too many products, which can make it harder to prioritise and digest information. Other respondents would like the information to be updated more frequently.

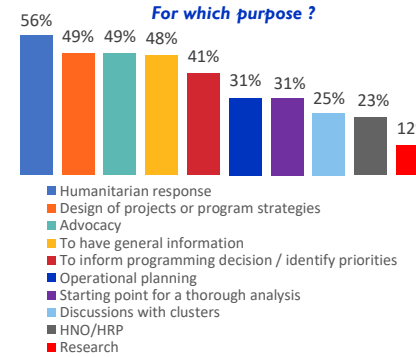
SUGGESTIONS FOR IMPROVEMENT

Of the partners who participated in the survey, 44 per cent indicated that there are DTM Chad products that need improvement. The most widely read products (Displacement and ETT Dashboards) are also those which partners would like to see improved the most: 41 per cent cited the [Displacement Dashboards](#), 38 per cent the [ETT Dashboards](#), 24 per cent the [raw displacement data](#) and 24 per cent the [Transhumance Tracking Tool \(TTT\) Dashboards](#).

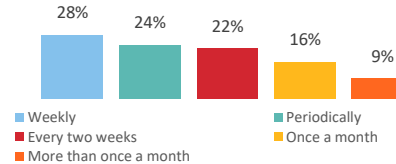
In particular, partners noted that, in DTM products, the narrative, the structure (34% each) and the maps (31%) are the aspects which require the most attention. Some respondents also indicated that they would benefit from better disaggregation of data or access to ETT datasets. More generally, partners would also suggest providing greater clarity to methodologies and describing them in greater detail. A few respondents would also like DTM Chad products to focus more on return conditions and durable solutions.

USE OF PRODUCTS

90% USE DTM CHAD PRODUCTS FOR WORK



How often do you consult DTM Chad products?

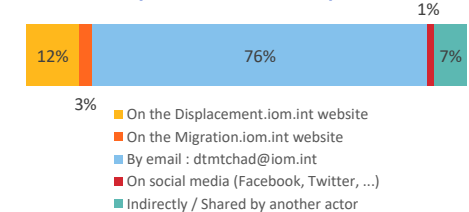


76% INDICATED THAT THE PRODUCTS WERE MENTIONED IN MEETINGS OR WORKSHOPS

Which meeting or workshop?

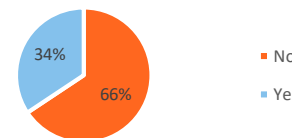


How do you access DTM Chad products?



CHALLENGES & SUGGESTIONS FOR IMPROVEMENT

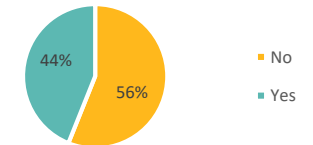
Do you face any challenges when consulting DTM Chad products?



If yes, which ones?

35% METHODOLOGIES ARE NOT CLEAR  
 NOT ENOUGH INFORMATION 30%  
 26% INFORMATION NOT EASILY ACCESSIBLE  
 TOO MUCH INFORMATION 26%  
 17% DIFFICULTY FINDING RELEVANT INFORMATION

Are there products that you would like us to improve?



If yes, which part?

