

Awaaz Afghanistan: Dashboard

A running total of 57,191 calls handled from 28 May 2018 - 30 April 2019



1 SELECT YEAR

2018

2019

2 SELECT MONTH

A. Pilot Phase

August

September

October

November

December

January

February

March

April

OR

5/28/2018

SELECT DATES MANUALLY*

4/30/2019

3 SELECT PROVINCE

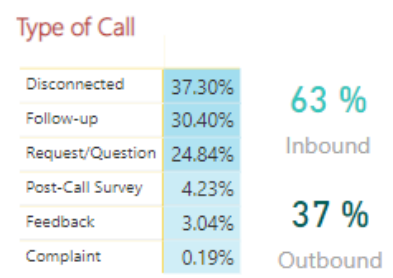
or leave unselected for national level analysis

- Badakhshan
- Badghis
- Baghlan
- Balkh
- Bamyan
- Daykundi
- Farah
- Faryab
- Ghazni
- Ghor
- Hilmand
- Hirat
- Jawzjan
- Kabul
- Kandahar
- Kapisa
- Khost
- Kunar
- Kunduz

5 SELECT ANY OF THE ELEMENTS IN THE BELOW VISUALS

Clear All Filters

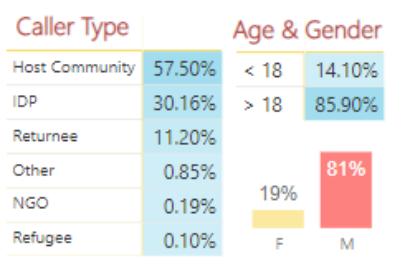
Call Metrics



Monthly Volume of Calls Handled



Caller Demographics



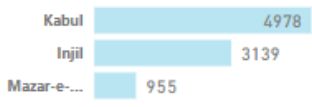
Total # of Calls Handled

57191

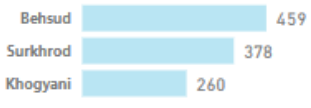
Map of Call Distribution by Province



Top 3 Districts



Top 3 HTR* Areas

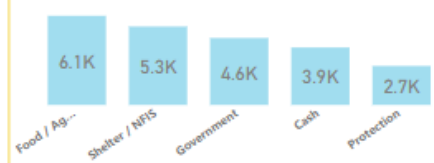


Reported Needs

Top 5 Reported Needs

General inquiry about Awaaz	10576
Government - Basic Services	3218
Request for cash assistance	3034
Request for shelter	2970
Request for food assistance	2863

Top 5 Reported Needs by Sector



Call Centre Indicators

Average Call Duration: NA

Average Waiting Time: NA



4 SELECT CATEGORY

- Cash
- Education
- Food / Agric.
- Government
- Health
- Livelihood
- Nutrition
- Protection
- Shelter / NFIS
- Water / Sani. / Hyg.

* When selecting dates manually, please ensure that the other date filters (year and month) are either deselected or inclusive of the manual dates entered.

* Hard-to-Reach (HTR) areas: Identification of HTR areas (district-level) based on the top one hundred HTR areas identified through the 2017 Afghanistan Hard-to-Reach Assessment (AHTRA) implemented by REACH in collaboration with the UN Office for Coordination of Humanitarian Affairs (OCHA) and the Humanitarian Access Group (HAG).

* All complaints registered related to humanitarian services are addressed with the relevant partners for feedback loop closure. Non-relevant complaints are registered and caller expectations are managed.

* Awaaz faces a number of disconnected calls for the following reasons: network coverage; deliberate disconnection of calls by callers; depletion of mobile phone batteries; and technical issues.

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Jawzjan

Kabul

Kandahar

Kapisa

Khost

Kunar

Kunduz

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Call Metrics

Type of Call

Disconnected	35.71%	51 % Inbound
Follow-up	30.67%	
Request/Question	27.94%	
Post-Call Survey	3.15%	49 % Outbound
Feedback	2.34%	
Complaint	0.19%	

Monthly Volume of Calls Handled



Caller Demographics

Caller Type

Host Community	55.23%
IDP	35.77%
Returnee	7.50%
Other	1.16%
NGO	0.34%

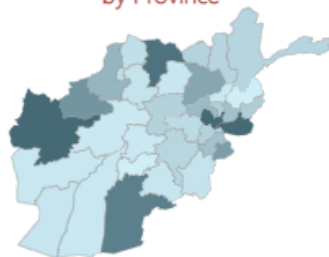
Age & Gender

< 18	10.38%
> 18	89.62%
F	15%
M	85%

Total # of Calls Handled

5684

Map of Call Distribution by Province



Top 3 Districts

Kabul	376
Injil	330
Mazar-e-...	125

Top 3 HTR* Areas

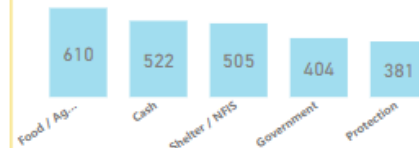
Behsud	98
Maymana	49
Surkhrod	36

Reported Needs

Top 5 Reported Needs

General inquiry about Awaaz	1126
Request for food assistance	542
Request for cash assistance	390
Request for shelter	279
Government - Basic Services	226

Top 5 Reported Needs by Sector



Call Centre Indicators

Average Call Duration: 2m48s

Average Waiting Time: 25s

46 %

Agreed to share
their information

96 %

First call
resolution rate

4
SELECT
CATEGORY



Cash



Education



Food / Agric.



Government



Health



Livelihood



Nutrition



Protection



Shelter / NFIS



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Awaaz Afghanistan: Community Engagement

A running total of 57,191 calls handled from 28 May 2018 - 30 April 2019



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Referrals Shared to Partners

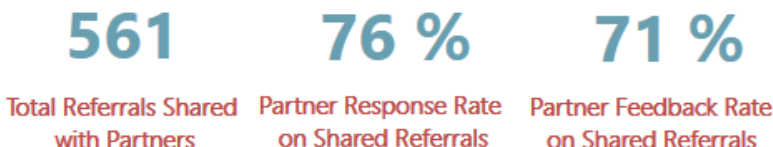
Select one to see visuals change



* 'Other' refers to referrals shared with specific agencies (for example, where a caller mentions an agency name or submits a sensitive complaint).

Key Indicators

Please see footnotes for further explanation



Partner Response Breakdown

Response Category



No response: No response received from partner

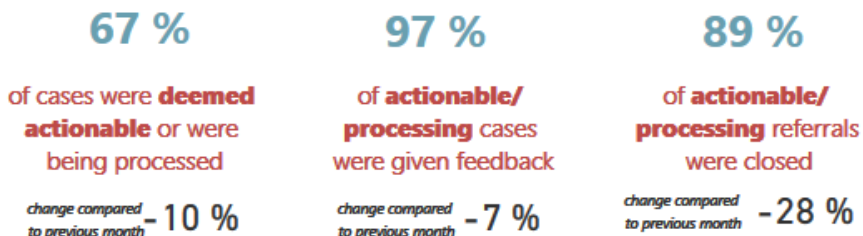
Processing: Partner is determining course of action (temporary)

Actionable: Partner can refer/investigate/provide feedback

Information Only: Partner cannot take action; may have standard message

For Other Cluster/Partner: Partner believes referral should go elsewhere

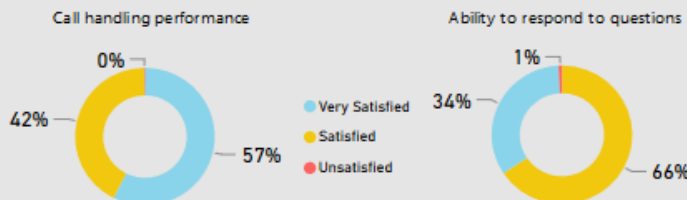
Action taken for referrals where response was provided:



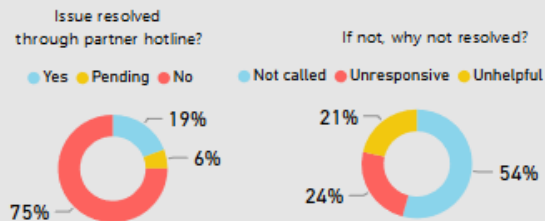
Post Call Survey (PCS)

Caller Satisfaction: Operator Performance

7 % of cases called for PCS



Partner Hotline Referrals: Case Resolution



Awaaz defines a "referral" as a non-standard call that is shared with the respective partner for action and feedback. Referrals shared by Awaaz are non-standard calls shared with the respective partner for action and feedback (i.e. no existing standard messaging or partner hotline exists for the issue). **Referrals Shared to Partners:** Partners include clusters and individual agencies. Protection referrals cover referrals to the Afghanistan Protection Cluster (APC) and its sub-clusters: Child Protection in Emergencies (CPIE); Housing, Land and Property (HLP); and Mine Action. **Key Indicators:** Partner Response Rate = percentage of shared referrals where partner has indicated nature of referral in terms of possible action to be taken (see Partner Response Breakdown). Partner Feedback Rate = percentage of shared referrals where feedback has allowed either Awaaz or the partner to contact the caller and provide said feedback directly (where consent has been received). A partner response to referrals does not, necessarily, equate to resolution of issue but to the provision of feedback to Awaaz on the status of the referred case.

Awaaz Afghanistan: Community Engagement

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Referrals Shared to Partners

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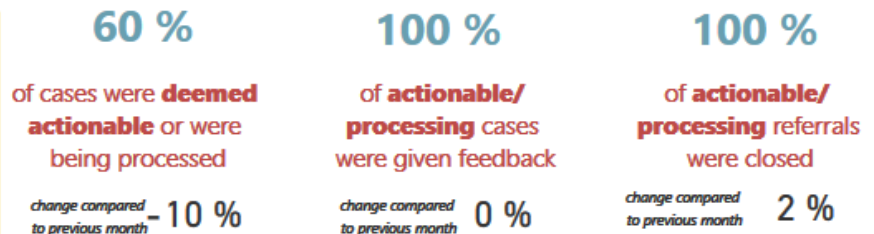
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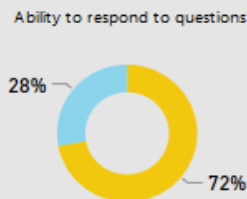
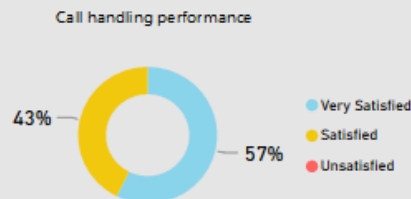
Action taken for referrals where response was provided:



Post Call Survey (PCS)

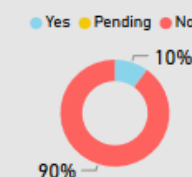
Caller Satisfaction: Operator Performance

5 %
of cases called for PCS

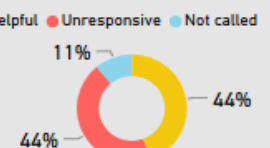


Partner Hotline Referrals: Case Resolution

Issue resolved through partner hotline?



If not, why not resolved?



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Awaaz Afghanistan: Highlights

A running total of 57,191 calls handled from 28 May 2018 - 30 April 2019



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			November	December	January	February		4/30/2019
			March	April				

During April, Awaaz handled 5,684 calls, of which 43% were made by internally displaced populations (IDPs) and returnees.

Snapshot

Top Reported Needs

For the first month in 2019, Hirat did not rank as the top province; the highest call volume was registered for Kabul, with 77% of calls from host communities.

“ **Awaaz is totally different and unique to any services we know.** ”
- Male returnee caller from Nangarhar, April 2019

Food ranked the top issue by sector for IDP callers, with 90% of those calls being requests for assistance, mainly received from Hirat (35%), Balkh (14%) and Badghis (13%).

68% of calls reporting distribution issues for shelter and non-food items were recorded from Hirat province; of those, all were placed by IDPs, with 95% of cases reporting distribution delays.

17% of cash-related calls reported issues with registration, distribution or access. Of those calls, 90% were placed by IDPs merely residing in Hirat (70%), Nangarhar (14%) and Badghis (11%).

Child protection was the top protection issue at 33%, with 26% of these calls made by female callers. 65% of child protection cases included an element on children not in school and/or working.

Top three cash needs recorded from female callers were identified for food, health (medical and psychosocial support) and livelihood opportunities.

Partner Engagement

Non-Standard Referrals

Awaaz made 45 referrals to 13 partners for their feedback and/or action. Of those, 60% were complaints and cases of negative feedback made against a humanitarian actor (organisations and individuals).

45% of referrals were referred to or cross-shared with the Protection cluster, with most cases containing an element of diversion or extortion.

70% of all response partners which received referrals in April scored a 100% response rate. Four partners have not yet responded to any referral shared, despite continuous follow-up efforts by Awaaz.

“ **Reporting our issue to Awaaz has helped to improve the situation for our community.** ”
- Male IDP caller, Hirat, April 2019

Above: In April, Awaaz received a report on a community leader forcing the 230 families he is representing to share their cash assistance received from a humanitarian organisation.

Awaaz referred the case to the respective organisation who investigated the stated issue and conducted community outreach on IDP representative roles and responsibilities. In a follow-up call conducted by Awaaz, the caller reported a positive behavioural change following the intervention.

Main Trends

Cross-Cutting Issues

In April, Awaaz received a spike in calls regarding concerns around housing, land and property. Such reports were received from 18 provinces with the majority originating from Kabul (32%) and Nangarhar (22%). 80% of those calls contained questions or issues around the land allocation scheme.

In this month, Awaaz received 88 cases reported by internally displaced persons in Nangarhar indicating to be affected by conflict. 56% of those cases stated a need for cash assistance, followed by shelter and non-food as well as food assistance.

Accountability

Awaaz recorded a positive trend in callers' perception of humanitarian assistance processes regarding access to information and communication channels.

40% of respondents reported the existence of open two-way communication channels with service providers; while 41% of informants stated those existing channels work well, the majority expressed negative experience indicating that these channels are either unresponsive (37%) or not appropriate (16%).

Challenges

Awaaz registered a drop in calls from female callers, representing 15% of all callers; the lowest ratio since Awaaz took up operations in May 2018. Awaaz needs to increase collaborations with partners targeting women and girls to counteract this trend.

Key Considerations

* Information gaps reported are unverified and may not necessarily correspond to gaps in services. They may highlight a communication gap either between the agency and the callers, or Awaaz.

* High call volumes from certain areas may be affected by the visibility of, or dependency on, Awaaz as a feedback mechanism. Awaaz is constantly looking for ways to ensure the hotline is available to other catchment areas where call volumes are lower.

* Caller issues recorded and reported by Awaaz are done so without bias or assumption and have not been verified.

* Awaaz faces a number of disconnected calls for the following reasons: network coverage; deliberate disconnection of calls by callers; depletion of mobile phone batteries; and technical issues.

Awaaz Afghanistan: 2018 Review

Awaaz handled a total of 37,538 calls from 28 May 2018 - 31 December 2018.

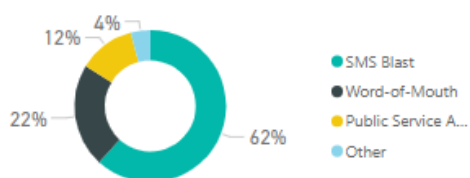


Caller Satisfaction

98 %

of callers were **satisfied** with Awaaz's call-handling professionalism

How did callers hear about Awaaz



"By contacting Awaaz we received much needed health support for our sick children. Awaaz gives me hope and I will share our issues with them again in the future."

-Male IDP caller from Hirat (December 2018)

29

callers exercised their **right to be forgotten** and requested to withdraw their case/information

General Partner Satisfaction

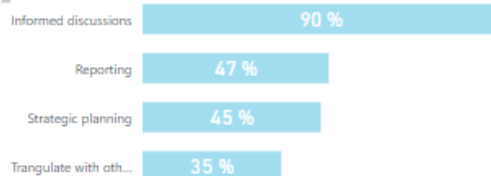
Overall satisfaction with Awaaz's services

(on a scale from 1 to 5)



Caller feedback is used for:

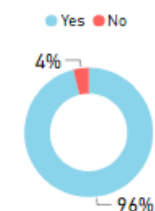
(multiple choice)



Do you believe Awaaz to be sustainable?

79 %

of respondents found Awaaz's interactive dashboard **useful**



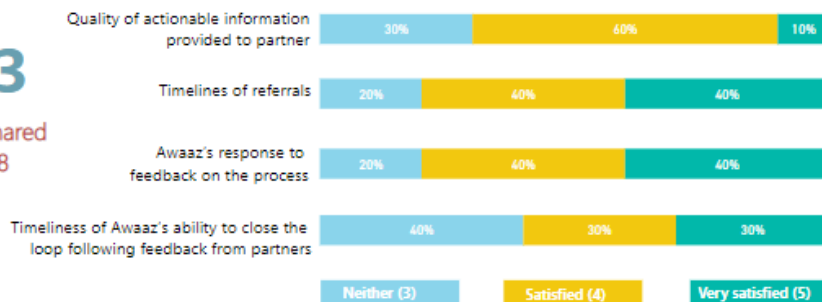
Awaaz Referral Partners

333

referrals shared in 2018

Awaaz's quality of information and referral procedures

(Scale from 1 to 5, with 1 being very dissatisfied and 5 being very satisfied)



"The interactive system established by Awaaz allows us to systematically record the concerns of affected people and communities and refer them to respective humanitarian response partners for action in a timely manner."

-Awaaz partner referral focal point provides feedback in the 2018 partner survey

Awaaz Afghanistan - Partner Satisfaction Survey: Awaaz undertook its first partner satisfaction survey to reflect on its 2018 operations, the results of which will form a baseline for partner satisfaction. The survey will be conducted semi-annually, with the next survey to be circulated in July 2019.

Awaaz Partners: These partners include (1) General Partners - all humanitarian response partners; (2) Referral Partners - all partners with which Awaaz has established formal pathways for cases that require action. These partners include clusters, sub-clusters, working groups, non-governmental organisations and UN agencies, funds and programmes; (3) Data Sharing Partners - all partners to which Awaaz shares anonymised and tailored datasets on an ad-hoc or regular basis.