



Accountability to Affected Populations and Community Engagement

Working Group, Myanmar

ဘေးဒဏ်ခံလူထုအား တာဝန်ခံယူခြင်းနှင့်

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Myanmar AAP CE Glossary – English

Unless otherwise indicated by footnotes, these definitions are from the UNICEF resource [Accountability to Affected Populations: A handbook for UNICEF and partners](#). As referenced, other sources are the [Core Humanitarian Standard on Quality and Accountability](#) and the [ALNAP Evaluation of Humanitarian Action Guide](#).

Additional resource: A PSEA specific glossary in English and Myanmar language is available [here](#).

Accountability

Accountability is the process of using power responsibly, taking account of, and being held accountable by, different stakeholders, and primarily those who are affected by the exercise of such power¹.

Accountability to Affected Populations

Accountability to Affected Populations (AAP) is about using power and resources ethically and responsibly. It's about putting the needs and interests of the people and communities organizations serve at the centre of decision-making, and ensuring the most appropriate and relevant outcomes for them, while preserving their rights and dignity and increasing their resilience to face situations of vulnerability and crisis. In practice, this means that people – including children and adolescents – have a say in decisions that affect their lives, receive the information they need to make informed decisions, have access to safe and responsive mechanisms to provide feedback or to complain, and have equitable access to assistance in proportion to their needs, priorities and preferences.

Affected populations

Affected populations are the girls, boys, women and men with different needs, vulnerabilities and capacities who are in situations of vulnerability and/or are adversely affected by poverty, conflict, disasters or other crises.

Child safeguarding

Child safeguarding refers to proactive measures taken to limit the direct and indirect collateral risks of harm to children that arise from an organization's work, its personnel and/or associates. These risks include those associated with physical violence (including corporal punishment); sexual violence, exploitation or abuse; emotional and verbal abuse; economic exploitation; failure to assure physical or psychological safety; neglect of physical, emotional or psychological needs; harmful cultural practices; and privacy violations.

Collective Accountability

In Collective Accountability, humanitarian and development agencies are equally committed to accountability, and they coordinate and harmonize their policies, practices and activities across the

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board. Collective Accountability increases awareness of the work of different agencies among Affected Populations, reduces duplication and mitigates the burden on Affected Populations by coordinating information streams from different agencies. Collective Accountability does not replace agencies' individual accountability – it sits beside it in order to support their work and to ensure a comprehensive, predictable and coherent approach.

Common Service

A Common Service is a support function that is provided on behalf of all organizations working on a humanitarian response. For example, a Common Service on Community Engagement collectively provides information to Affected Populations and collects and analyses their feedback in order to influence strategic and operational decision-making. Communication for Development Communication for Development (C4D) is an evidence-based, participatory process that facilitates the engagement of children, families, communities, members of the public and decision-makers for positive social and behavioural change, through a mix of communication platforms and tools.

Communities and people affected by crisis

The totality of the people with different needs, vulnerabilities and capacities who are affected by disasters, conflict, poverty or other crises at a specific location²

Community Engagement

Community Engagement (CE) refers to the active participation of people and communities in ways that mean their voices are heard and their active contribution to decision-making is safe, equitable and effective – doing with, not doing to. In order to achieve this, CE includes processes for listening to, and communicating with people in order to better understand their needs, vulnerabilities and capacities, and gathering, responding to and acting on their feedback.

Complaints

A formal complaint is a specific piece of feedback from anyone who has been negatively affected by an organization's action or who believes that an organization has failed to meet a stated commitment. Complaints require a response and are a priority for action.

Complaints and feedback mechanisms

Complaints and feedback mechanisms are systems that allow Affected Populations to express their views of their experiences of the work of a humanitarian agency or the wider humanitarian system. When a mechanism is managed by one organization but used to cover the mandate of many, it is referred to as a 'common' mechanism. If it is jointly established and managed by more than one organization, it is referred to as a 'collective' mechanism.

Consent

Consent is any free, voluntary and informed decision that is given for a specified purpose and that is based on an understanding of the implications and consequences of an action. An example is providing personal information to an organization. Consent must be given for all proposed uses of the information, and for whether the identity of the participant will remain confidential. Even if consent is given, the information collector has an obligation to assess the implications of the use of information for the safety of the person providing it and for others involved.

² CHS

Data protection

Data protection is the systematic application of a set of institutional, technical and physical measures that preserve the right to privacy with respect to the collection, storage, use and disclosure of personal data. Data protection safeguards the right to privacy by regulating the processing of personal data, providing individuals with rights over their data, and setting up systems of accountability and clear obligations for those who control, analyse or process the data. Strong data protection can empower individuals and deter harmful practices, such as destruction, loss, alteration, exploitation, unauthorized disclosure of, or access to, personal data.

Diversity

Diversity refers to different values, attitudes, cultural perspectives, beliefs, ethnic backgrounds, nationalities, sexual orientations, gender identities, age, abilities, health, social status, skills and other specific personal characteristics. Because they vary from person to person, these differences must be recognized, understood and valued to ensure that all people are considered and accounted for equally, and have equal opportunities to exercise their rights.

Effectiveness

The extent to which an aid activity attains its objectives³.

Efficiency

The extent to which the outputs of humanitarian programmes, both qualitative and quantitative, are achieved as a result of inputs⁴.

Engagement

The processes by which organisations communicate, consult and/or provide for the participation of interested and/or affected stakeholders, ensuring that their concerns, desires, expectations, needs, rights and opportunities are considered in the establishment, implementation and review of the programmes assisting them.

Feedback

Feedback is a positive, negative or neutral statement of opinion, shared by a community member with an organization regarding its programmes and/or the behaviour of its staff and representatives. Feedback can be either solicited (collected on pre-determined indicators and via specific channels) or unsolicited (information shared about any issue, at any time).

Humanitarian action

Action taken with the objective of saving lives, alleviating suffering and maintaining human dignity during and after human-induced crises and natural disasters, as well as action to prevent and prepare for them⁵.

Inclusion

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⁵ ALNAP Evaluation Humanitarian Action Pilot Guide

Inclusion is the process of improving the terms of participation in society, particularly for people who are disadvantaged, through enhancing opportunities, access to resources, voice and respect for rights.

Protection

All activities aimed at ensuring the full and equal respect for the rights of all individuals, regardless of age, gender, ethnic, social, religious or other background. It goes beyond the immediate life-saving activities that are often the focus during an emergency⁶.

Participation

Participation is people's voluntary involvement in the processes and activities led by humanitarian agencies. Fundamental to participation is that everyone, including the most vulnerable and disadvantaged, has the right to express their views and have them heard, and to be involved in decisions affecting them or their communities.

Protection from Sexual Exploitation and Abuse

Protection from Sexual Exploitation and Abuse (PSEA) refers to measures taken to prevent, and respond to, Sexual Exploitation and Abuse (SEA). These measures aim to ensure safe and accessible reporting, good-quality assistance for survivors of SEA, and enhanced accountability among organizations, including in investigations into allegations of SEA.

Quality

The totality of features and characteristics of humanitarian assistance that support its ability to, in time, satisfy stated or implied needs and expectations, and respect the dignity of the people it aims to assist⁷.

Resilience

The ability of a community or society exposed to hazards to resist, absorb, accommodate and recover from the effects of a hazard in a timely and efficient manner⁸.

Risk communication

Usually related to public health interventions, risk communication is the real-time exchange of information, advice and opinions with people who are at risk, to assist them in contributing to decisions that affect them and to encourage them to adopt protective and safe behaviours.

Rumours

A rumour contains information of uncertain or doubtful truth that spreads quickly among people and needs to be countered by accurate information. A rumour could be about risks or diseases, or about other people or organizations. Rumours have serious negative consequences for programme delivery and people's behaviour.

Sexual Exploitation and Abuse

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Sexual Exploitation refers to actual or attempted manipulation, for sexual purposes, of someone who is in a position of vulnerability, including where there are differential power relations. This includes (but is not limited to) profiting financially, socially or politically from the sexual exploitation of another person. Sexual Abuse refers to the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. Sexual Exploitation and Abuse (SEA) by UN personnel, their partners or other aid workers against the people they serve constitute one of the most serious breaches of accountability.

Social accountability

Social accountability is a bottom-up, people-led process through which public institutions (including non-state providers delivering services on behalf of government agencies) are held to account. It includes meaningful participation in decision-making to shape policy, plans and budgets, as well as initiatives that empower communities to hold duty-bearers to account.

Two-way communication

Two-way communication (also Communication with Communities) refers to processes and activities that respond to the information and communication needs of affected populations. It is based on the principle that information and communication are critical forms of aid. Two-way communication strives to ensure dialogue between affected populations and responders through the use of all available and appropriate communication channels.

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