

## Online survey “How do you speak humanitarian?”

### Summary report of results

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## Introduction

From January 19<sup>th</sup> to May 30<sup>th</sup> 2018, an online survey was disseminated to the approximately 2600 organizations included in our database of humanitarian actors (Humanitarian Organizations Dataset, HOD) as well as to the CERAH network. Advisory Board members and HE partners were invited to circulate the survey within their organization/network. Thanks to the mobilization of Advisory Board members and partners, 1435 respondents connected to survey and 1060 finished it. 766 respondents answered all questions entirely.

The objectives of the survey were to:

- ✓ Test the relevance of our research approach (i.e. the analysis of the causes, dimensions and impacts of conceptual variation in the humanitarian field) for humanitarian practitioners;
- ✓ Identify a first set of concepts which are salient for humanitarian practitioners;

This survey was structured in three sections.

The first section collects background information on the respondent, based on the criteria which we consider as more likely to shape their use and perception of concepts. This allowed us to start exploring causes of conceptual variation including the disciplinary training of the respondents and their area of activities.

The second section allowed respondents to “enter into” the topic, focusing on various dimensions of the Humanitarian Encyclopedia. We explore: a) the relevance of the research problem for the respondents, b) where most of the conceptual variation lies (comparing definitions of concepts and activities related to concepts) and c) the experience of respondents related to misunderstandings of concepts. Predetermined items provided in the answers build on a mapping of existing definitions and lists of practices associated with a term. As we were not able to include all existing definitions and practices, we chose the most typical items to trigger the respondents’ reaction, based on a selection of glossaries.

The third section focuses on a first concept selection exercise (please refer to the Report on concept selection for a description of the results).

This report provides a general and mainly descriptive analysis of the survey results. It follows the sections of the survey but focuses on the first two sections; the results of the last one being presented in the concept selection report. A more in-depth analysis of the survey will be prepared for a publication in a peer-reviewed journal in the first quarter 2019.

## Section 1 – Description of the sample

The online survey “How do you speak humanitarian” was based on a purposive sample made up of:

- ✓ The approx. 2600 organizations of the Humanitarian Organizations Dataset (HOD);
- ✓ The Humanitarian Encyclopedia Advisory Board members;
- ✓ CERAH’s network and mailing list.

1435 respondents connected to the survey and 1103 partially completed it. 766 respondents completed the whole survey. Several explanations can be provided for this drop out rate:

- ✓ Respondents were interrupted while doing the survey or before starting the survey – which is very likely for people engaged in humanitarian work;
- ✓ The survey took too much time to be fully completed;
- ✓ Some questions triggered more interest than others (as attested by the diverse range of answers received)
- ✓ Most of the respondents dropping out were from organizations with which we had no previous contact. All the AB members and CERAH partners finished the survey.

The engagement strategy was as follows:

1. In November 2018, an email was sent to the organizations of the HOD to present the project and announce the online survey and the workshops. Organizations could register to be contacted. Very few organizations did so.
2. The online survey was officially launched on January 19<sup>th</sup> with personalized mobilization emails sent every three weeks during the first two months, and every two weeks during the last two months.
3. Respondents who filled in the survey and provided their emails were contacted from early April onwards to be encouraged to disseminate the survey to their colleagues.

Participation peaks followed the mobilization emails with most of the answers being received in March and in May (after the final email call). Given that we don't know the number of persons contacted, we cannot estimate the response rate of the survey.

The description of the sample is based on key variables of interest for the Humanitarian Encyclopedia project. We especially consider three factors of conceptual variation: geographical, disciplinary/professional and organizational background. The representativeness of our sample is impossible to assess since currently no data exist on the global humanitarian workforce.

### Geographical distribution of respondents

Respondents were asked to provide a) their country of work (Q1) and b) their country of origin (Q2). To facilitate the presentation of the results, we recoded the countries into regions, following the classification of regions proposed by the Correlates of War project<sup>1</sup>.

TABLE 1 – GEOGRAPHICAL DISTRIBUTION OF RESPONDENTS BY REGION OF WORK (N=1060)

Region	Frequency	Percent (%)
North America	26	2,45
<b>Central, South America &amp; the Caribbean</b>	<b>15</b>	<b>1,42</b>
<b>Europe</b>	<b>348</b>	<b>32,83</b>
MENA	212	20,00
Africa	261	24,62
Asia	191	18,02
Oceania	7	0,66
TOTAL	1060	100

<sup>1</sup> The country and regional codes of the Correlates of War project - <http://www.correlatesofwar.org/datasets/cow-country-codes>) are largely used in international relations research projects. We only proceeded to a minor change to make South Sudan and Sudan belong to the African region.

Respondents working in Europe and Africa account for **more than half of the sample**. Overall the sample is quite balanced in terms of region of work: most of the countries facing humanitarian crises are represented. However – given the size and importance of the challenges in the region, the underrepresentation of respondents working in Central, South American and the Caribbean is striking.

The sample is more biased in terms of the respondents’ region of origin (Table 2). Respondents originating from **Europe and MENA account for approximately 70% of the respondents**.

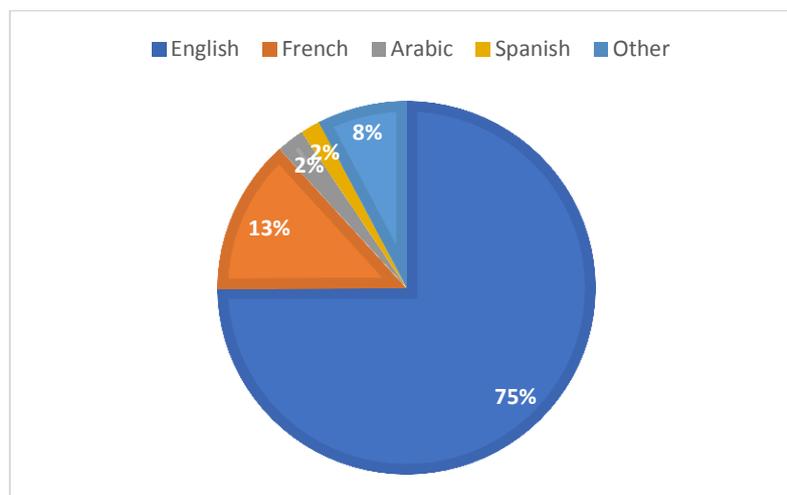
TABLE 2 – GEOGRAPHICAL DISTRIBUTION OF RESPONDENTS BY REGION OF ORIGIN (N=1065)

Region	Frequency	Percent (%)
North America	52	4,88
Central, South America & the Caribbean	30	2,82
<b>Europe</b>	<b>368</b>	<b>34,55</b>
<b>MENA</b>	<b>414</b>	<b>38,87</b>
Africa	201	18,87
Asia	0	0
Oceania	0	0
TOTAL	1065	100

To what extent do respondents come from another region than the one they work in? Comparing respondents’ region of work and of origin, we found that respondents working in MENA and Africa predominantly originate from the region. Respondents working in Asia predominantly come from the MENA region, but this is largely due to the fact that respondents working in Central Asia come from the MENA region.

Unsurprisingly, given that our survey was only proposed in English, respondents having English as the main working language (Q3) are predominant (Figure 1). The choice made to propose the survey only in English introduces a strong bias which is likely to explain the other specificities of our sample (see below).

FIGURE 1 – DISTRIBUTION OF RESPONDENTS ACCORDING TO THEIR MAIN WORKING LANGUAGE



### Distribution of respondents by disciplinary and educational background

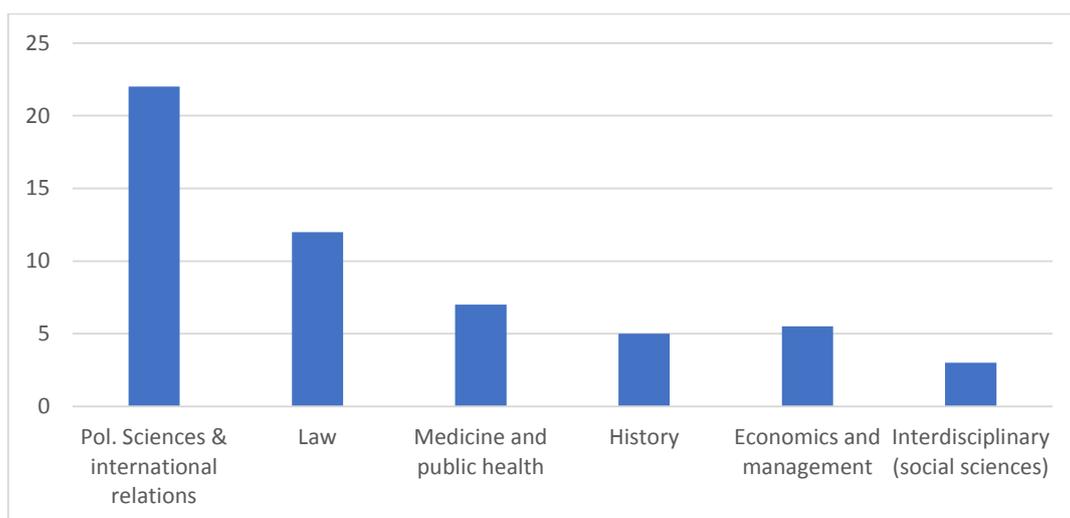
The survey also included some questions on the disciplinary (Q9) and educational background (Q10) of respondents. We recoded the disciplines according to the disciplinary groupings used by the European Research Council.

TABLE 3 – DISCIPLINARY BACKGROUND OF RESPONDENTS (N=1032)

Discipline	Frequency	Percent (%)
<b>Political science and international relations</b>	<b>184</b>	<b>17,83</b>
Medicine and public health	78	7,56
<b>Law</b>	<b>134</b>	<b>12,98</b>
Economics	114	11,05
Humanitarian studies	113	10,95
Arts and human sciences	97	9,4
Physical sciences, mathematics and engineering	77	7,6
<b>Social sciences</b>	<b>158</b>	<b>15,31</b>
Life sciences	42	4,07
<b>No university training</b>	<b>10</b>	<b>0,97</b>
Don't know	5	0,48
Other	20	1,94
<b>TOTAL</b>	<b>1032</b>	<b>100</b>

Our sample reflects the distribution of scholarly knowledge production on humanitarian action (figure 2). Political science and international relations, social sciences (including sociology, social work, social and political anthropology) and law are the predominant disciplines. The only exception concerns respondents having a background in medicine and public health who are probably underrepresented.

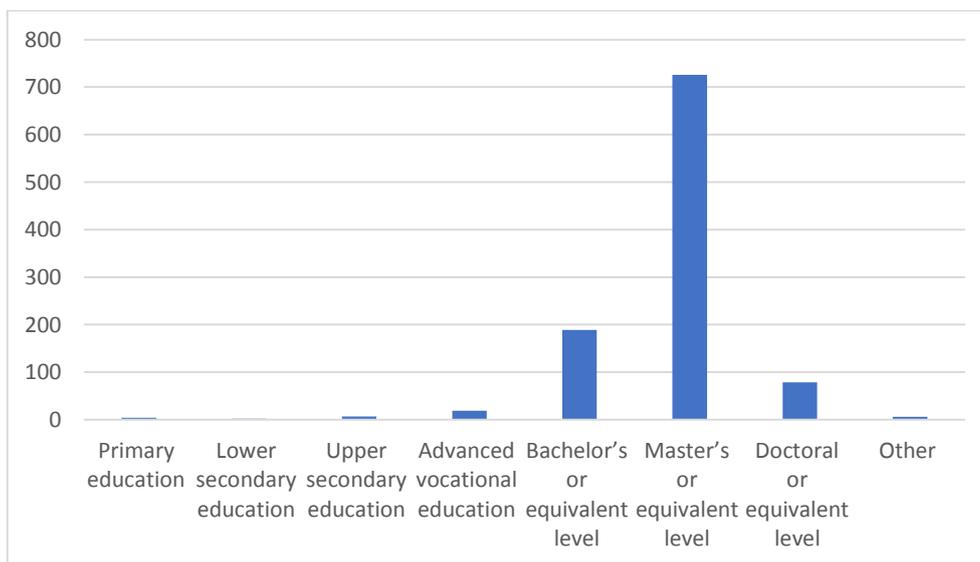
FIGURE 2 - DISTRIBUTION OF SCHOLARLY PUBLICATIONS HAVING, AS A CENTRAL TOPIC, HUMANITARIAN ACTION BASED ON WEB OF SCIENCE DISCIPLINARY CATEGORIES (N= 15 411)<sup>2</sup>



<sup>2</sup> The figure only shows the leading disciplines. The search was made on November 9th, 2018.

In terms of educational background, the sample **overrepresents respondents having a university degree**. Given that there are no data on the educational level of humanitarian workers, it is hard to tell whether our sample is biased towards such respondents or reflect the increased professionalization of humanitarian workers. A closer look at the educational background of our respondents shows **that MA respondents are predominant** (Figure 3). A potential source of bias is the topic of the survey itself: analysing the terminology of the humanitarian field is likely to be more attractive for respondents having a university background. This is confirmed by the analysis of the description of the job positions of the respondents (Q4 – results not reproduced here): most of them being in a decision-making role, at a senior level.

FIGURE 3 – EDUCATIONAL BACKGROUND OF RESPONDENTS (N= 1032)



### Professional background of respondents

Two questions assessed the professional background of respondents: one focusing on the main areas of interventions of the respondents (Q7 - up to two answers possible); the other one on their level of experience as workers in the humanitarian field (Q10).

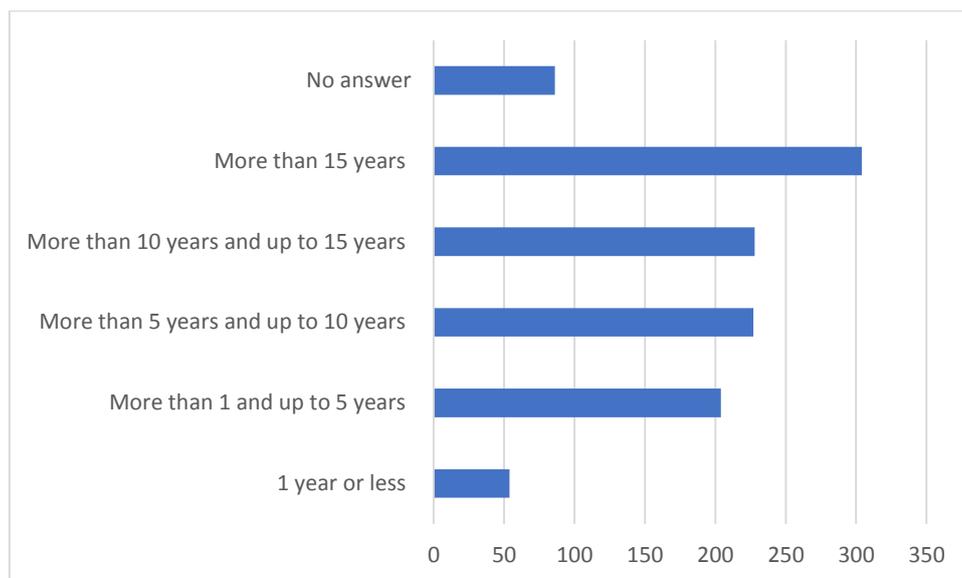
As shown in table 4, protection is the predominant area of intervention followed by health. Both represent historical areas of intervention for humanitarian actors. The survey was also largely disseminated among respondents working in coordination and support services (13,06%) which may be linked to the fact that the CERAH's network is highly Geneva-based. A large majority of the areas proposed under "others" relate to support services (accountability, monitoring & evaluation, consultancy)<sup>3</sup>. The level of experience of respondents (figure 4) is high with most of the respondents having more than 10 years of experience in the humanitarian field. This tend to confirm the existence of an overrepresentation of highly qualified and experienced respondents in our sample.

<sup>3</sup> A closer analysis of the answers under the "other" category is under way.

TABLE 4 – DISTRIBUTION OF RESPONDENTS BY AREA OF INTERVENTION (N=1102)

Areas of interventions	Frequency	Percent (%)
<b>Protection (incl. child protection and gender-based violence)</b>	<b>396</b>	<b>35,90</b>
<b>Health</b>	<b>196</b>	<b>17,77</b>
Water, Sanitation and Hygiene (WASH)	127	11,51
Shelter and Non Food Items (NFI)	73	6,62
Food (incl. food Security, food assistance and nutrition)	92	8,34
Logistics	29	2,63
Emergency telecommunications	5	0,45
Education	93	8,43
Early recovery	47	4,26
<b>Coordination and support services</b>	<b>144</b>	<b>13,06</b>
Camp Coordination and Camp Management (CCCM)	31	2,81
Security (incl. Mine action)	36	3,26
Disaster Risk Reduction	101	9,16
No specific sector	72	6,53
Don't know	3	0,27
Other	253	22,94
TOTAL	1698	153,94

FIGURE 4 – DISTRIBUTION OF RESPONDENTS BY LEVEL OF EXPERIENCE (N=1103)



### Organizational background of respondents

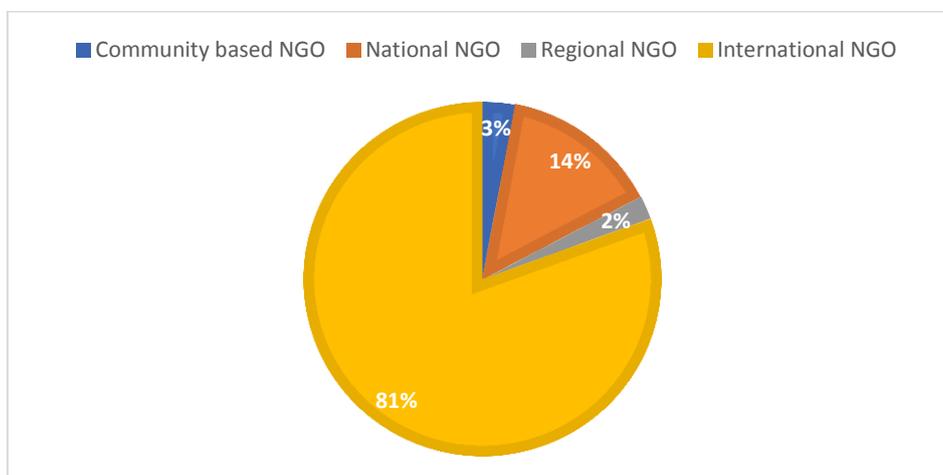
The last type of information we collected on the profile of the respondents concern their organizational affiliation (Q6). We had to recode a large number of answers as some of them were unclear about the type of organization they work with. UN agencies were, for example, frequently considered as international NGOs. **Nearly half of the sample is composed of NGO staff**, followed by IGO staff – mainly UN agencies – and staff of entities of the Red Cross and Red Crescent Movement (quasi exclusively working for the ICRC). Overall, this is very close to the distribution of organizations working in the humanitarian field, even though, NGOs are much more numerous in our database and according to ALNAP’s estimates.

TABLE 5 - ORGANIZATIONAL DISTRIBUTION OF RESPONDENTS (N=1054)

Type of organisation	Frequency	Percent
<b>NGO</b>	<b>476</b>	<b>45,16</b>
Government entities	45	4,27
<b>IGO</b>	<b>297</b>	<b>28,18</b>
<b>Red Cross Red Crescent</b>	<b>154</b>	<b>14,61</b>
Corporation/ Business	16	1,52
Foundations	7	0,66
Network	15	1,42
Think thank	8	0,76
Academic institutions	17	1,61
Other	19	1,8
Total	1054	100

Taking a closer look at the NGO category, respondents mainly work for international NGO. Comparing these data with the respondents’ region of origin and region of work, we conclude that although the sample underrepresents community-based and national NGO, it includes an important share of national staff of INGOs.

FIGURE 5 – DISTRIBUTION OF RESPONDENTS WORKING FOR AN NGO, ACCORDING TO THE TYPE OF NGO (N=476)



In summary, due to the absence of data on the global humanitarian workforce, we cannot assess the level of representativeness of our sample. Yet, preliminary analyses tend to indicate the following biases:

- ✓ An overrepresentation of respondents from Europe and MENA while respondents working in North and Central, South America and the Caribbean are under-represented;
- ✓ A strong bias towards English speakers;
- ✓ A bias toward educated and senior humanitarian workers.

## Section 2 – Respondents’ opinions on how we speak humanitarian

The following section is structured by questions asked (the survey questionnaire is provided in Annex), describes the opinions of respondents on the terminology used in the humanitarian sector and provides some initial analysis on the association between these opinions and the respondents’ characteristics (as described in section 1).

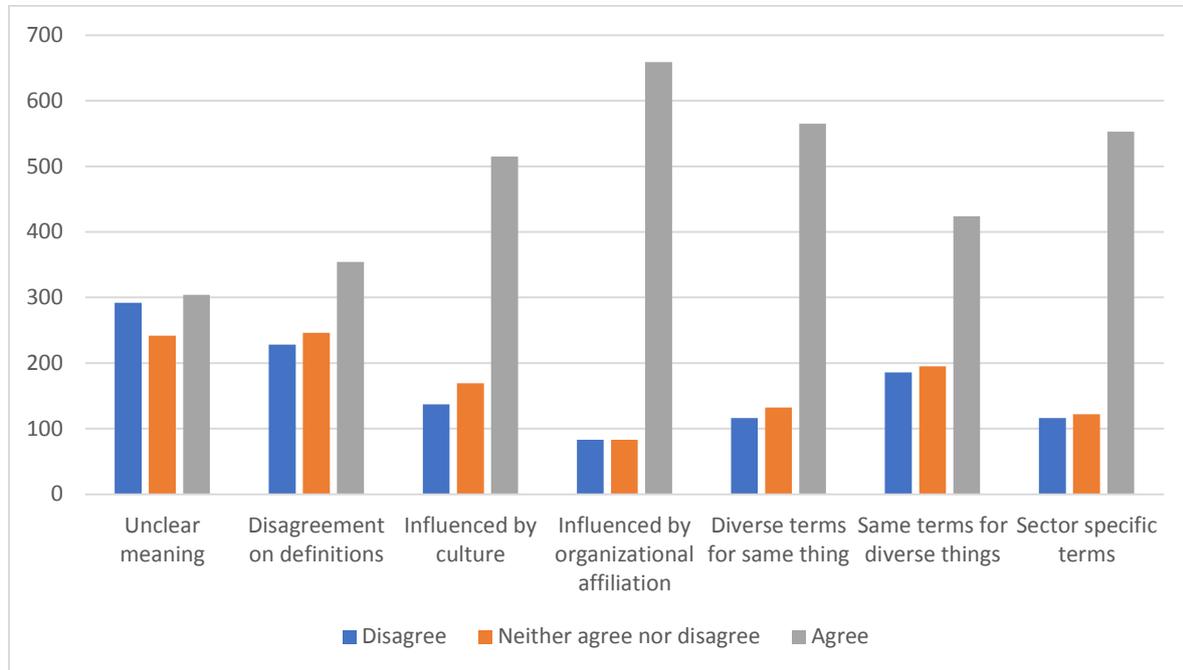
### Statements on the terminology used in the humanitarian sector

Table 6 presents the distribution of answers to Q12. Respondents had to give their agreement with each statement using a Lickert scale. Figure 6 presents the answers grouped in three categories: agree – neither agree, nor disagree – disagree.

TABLE 6 – RESPONDENTS OPINIONS ON PROPOSED STATEMENTS ON THE TERMINOLOGY IN THE HUMANITARIAN SECTOR

	Unclear meaning	Disagreement on definitions	Influenced by culture	Influenced by organizational affiliation	Diverse terms for same thing	Same terms for diverse things	Sector specific terms
Strongly disagree	6,92 % (58)	4,47 % (37)	3,53 % (29)	3,27% (27)	1,85% (15)	3,35 % (27)	4,55 % (36)
Disagree	27,92 % (234)	23,07 % (191)	13,15 % (108)	6,79 % (56)	12,47 % (101)	19,75 % (159)	10,11 % (80)
Neither agree nor disagree	28,88 % (242)	29,71% (246)	20,58 % (169)	10,06 % (83)	16,24 % (132)	24,22% (195)	15,42 % (122)
Agree	30,19 % (253)	36,35% (301)	44,7 % (367)	46,63 % (383)	47,60 % (387)	37,39% (301)	37,17 % (294)
Strongly agree	6,09 % (51)	6,4% (53)	18,03 % (148)	33,45 % (276)	21,89 % (178)	15,28 (123)	32,74 % (259)
Mean	3,01	3,17	3,61	4	3,75	3,41	3,83
Observations	838	828	821	825	813	805	791

FIGURE 6 - RESPONDENTS OPINIONS ON PROPOSED STATEMENTS ON THE TERMINOLOGY IN THE HUMANITARIAN SECTOR (RECORDED IN THREE ITEMS)



The most frequent statement by respondents is “Humanitarian actors use terms in a way which reflect their organization's culture, interests and values”, followed by “Humanitarian actors use diverse terms to refer to the same thing “and “Humanitarian actors use terms in a sector-specific way, leading to misunderstandings with non-humanitarian actors”. Another factor pointed out as a source of misunderstanding in the humanitarian field is culture. In comparison, statements focusing on the unclear or contested definition and meaning of terms receive far less support. These results support the importance of factors we hypothesised: organizational cultures, interest and values, as well as culture play a great role in shaping humanitarian actors’ uses of concepts.

### Respondents’ opinion on the definition of some key concepts

In questions 13 and 14, we asked respondents to indicate the definition of a concept which reflects the one they use in their daily work. We chose two commonly used concepts – humanity and crisis - and reviewed existing literature, glossaries and websites to identify divergent definitions. The aim of these questions is not to be exhaustive but to assess the level of agreement of respondents on a set of existing definitions.

AS shown in Table 7, two results stand out for the concept of “Humanity”. First, nearly all the respondents selected one of the proposed definitions, meaning that the list proposed covered the diversity of meanings of the terms. **The most selected definition is the one proposed by Wikipedia** – this result is consistent with the fact that most respondents quote Google and Wikipedia when asked to provide the name of an online resource they use to clarify the meaning of some terms (Q27, results not presented). The second most frequently selected definition is the one of Relief Web which is also largely referred to in the humanitarian field. The definition of the Red Cross/ Red Crescent movement comes third.

TABLE 7 – DISTRIBUTION OF RESPONDENTS’ PREFERRED DEFINITION OF THE CONCEPT “HUMANITY” (N=834)

Definitions proposed for humanity (by order of appearance in survey)	Frequency	Percent(%)
Human suffering must be addressed wherever it is found, with particular attention to the most vulnerable in the population, such as children, women and the elderly. The dignity and rights of all victims must be respected and protected. Source : Reliefweb Glossary	224	25,81
Humanity means that all humankind shall be treated humanely and equally in all circumstances by saving lives and alleviating suffering, while ensuring respect for the individual. Source : Wikipedia page « Humanitarian Principles »	282	32,49
Humanity means that all human beings are born free and equal in dignity and rights. Source : Definition created out of the Universal Declaration of Human rights	114	13,13
Humanity imposes to respect the culture, structures and customs of the communities and countries humanitarian actors are supporting. Source : adapted from Oxfam definition of humanitarian principles	11	1,27
Humanity means preventing and alleviating human suffering wherever it may be found as well as protecting life and health and ensuring respect for the human being. Source : adapted from Red Cross / Red Crescent fundamental principles	170	19,59
None of the above	27	3,11
Do not know	6	0,69
No answer	34	3,92
Total	834	100

To analyse what leads respondents to select a certain definition, we carried out an exploratory statistical analysis using as explanatory factors the region of work, disciplinary and organizational background of the respondent. Two results are worth mentioning. Respondents having a background in humanitarian studies tend to select more frequently the first definition. This may reflect a very good dissemination of the Relief Web glossary in this type of training. The organizational background of the respondents does not play a role in explaining the choice of a definition with the notable exception of respondents from the Red Cross / Red Crescent Movement who select to a larger extent the definition coming from their Fundamental Principles.

We then repeated the same analysis with the definition of the concept “crisis”. As before, the definitions proposed reflect respondents’ uses as only 1.3 % of respondents stated that none of the definitions fit their use of the concept. In contrast to humanity, respondents overwhelmingly selected one definition (the first one) (Table 8). This may be explained by the fact that “humanity” as a concept having a close relationship to personal, organizational and societal value is used in a larger variety of ways than a technical and factual concept like “crisis”. An initial statistical analysis of the factors

leading respondents to opt for a specific definition yields an interesting result: the definition of the OECD is more frequently selected by respondents with a background in economics and by respondents working for governmental entities (such as aid agencies). This confirms the role played by the OECD as a forum of policy dialogue and definition between governmental aid agencies.

TABLE 8 – DISTRIBUTION OF RESPONDENTS’ PREFERRED DEFINITION OF THE CONCEPT “CRISIS” (N=868)

Definitions proposed for crisis (by order of appearance in survey)	Frequency	Percent(%)
<b>A crisis is serious disruption of the functioning of a community or a society causing widespread human, material, economic or environmental losses which exceed the ability of the affected community or society to cope using its own resources.</b> <b>Source : adapted from the definition of disaster, United Nations Office for Disaster Risk Reduction</b>	617	71,08
A crisis is a calamitous event resulting in loss of life, great human suffering and distress, and large-scale material damage. <b>Source : adapted from the definition of disaster, Red Cross and Red Crescent Code of conduct</b>	69	7,95
A crisis is a situation of extreme vulnerability caused by a combination of structural factors such as weak public institutions, an exposure to multifaceted risks and conditions of poverty and social exclusion. <b>Source : adapted from the Organization for Economic Co-operation and Development</b>	119	13,71
None of the above	11	1,27
Do not know	6	0,69
No answer	46	5,30
Total	868	100

### Respondents’ opinions on practices associated with two selected concepts

In a next step we wanted to assess the extent to which the operationalization of concepts by humanitarian organizations vary (Q15 & Q16). Our hypothesis was that practices vary more than the definition of concepts. To do so we selected two concepts likely to be familiar for a diversity of humanitarian actors and for which reports were available to map the diversity of practices<sup>4</sup>. This led to selecting “protection” and “capacity-building”. Respondents could select up to two answers per question. Here again, the goal was not to be exhaustive but to assess the reaction of respondents when provided with a list of pre-identified practices.

Regarding protection, the results partly support our hypothesis (Table 9). The third proposed practice “Alleviating victims’ immediate suffering through the provision of emergency material, medical assistance and psychosocial care in affected areas” is predominantly selected. This preference is even more striking when we consider the fact that a large number of options were proposed. Yet, when we look at the distribution of votes for the other practices, results show that the votes of respondents are relatively evenly distributed among the proposed practices. No proposed item received less than 10% of answers. Although one item stands out, this confirms that practices associated with a concept are very diverse.

<sup>4</sup> For protection, practices were identified through the reports of the Global Protection cluster, the GPPI scoping study on protection, as well as the HPG review of field-based practices in Darfur. For capacity-building, we mainly relied on the resources provided by the Emergency Capacity Building Project.

TABLE 9 – DISTRIBUTION OF RESPONDENTS’ SELECTION OF PRACTICES ASSOCIATED TO THE CONCEPT “PROTECTION” (N=868)

Proposed practices associated to protection (by order of appearance in survey)	Frequency	Percent
<b>Pressuring the relevant authorities, either through dialogue or public disclosure, into taking measures to stop the abuse and prevent its recurrence.</b>	246	28,34%
Transferring or evacuating people out of affected areas and providing information and communications (with family members or relatives).	91	10,48%
<b>Alleviating victims’ immediate suffering through the provision of emergency material, medical assistance and psychosocial care in affected areas.</b>	350	40,32%
Promoting justice for victims and due process for perpetrators and supporting and protecting organizations working to defend rights.	171	19,70%
<b>Promoting knowledge and respect for human rights and humanitarian principles.</b>	246	28,34%
Assisting in the implementation of international law at national levels and in the development of a fair system of justice.	106	12,21%
Helping to develop and establish organizations at national and international levels, capable of enhancing respect for human rights and international law.	129	14,86%
None of the above	48	5,53%
Does not apply	21	2,42%
Do not know	10	1,15%

This result is confirmed when we look at respondents’ opinions on the practices associated with capacity-building. No proposed item is predominant. Two practices “Providing international and local humanitarian staff with adequate training” and “Developing learning resources, best practices and standardization of common tools and processes” are each chosen by approximately 40% of respondents. The third most selected item is “Helping affected states to develop institutional mechanisms for crisis response and preparedness” (35%).

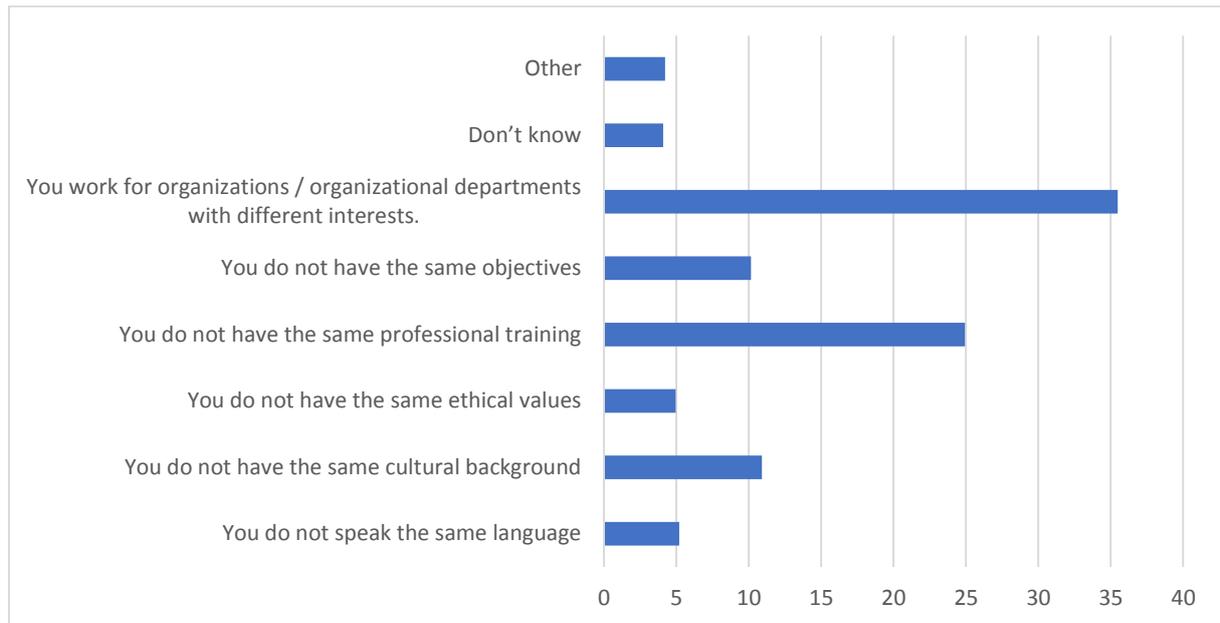
TABLE 10 – DISTRIBUTION OF RESPONDENTS’ SELECTION OF PRACTICES ASSOCIATED TO THE CONCEPT “PROTECTION” (N=868)

Proposed practices associated to capacity building (by order of appearance in survey)	Frequency	Percentage
<b>Providing international and local humanitarian staff with adequate training.</b>	341	39,29%
Developing partnerships with less experienced humanitarian organizations.	159	18,32%
<b>Helping affected states to develop institutional mechanisms for crisis response and preparedness.</b>	307	35,37%
Sharing human, financial resources and information with community-based organizations.	158	18,20%
<b>Developing learning resources, best practices and standardization of common tools and processes.</b>	365	42,05%
Reinforcing senior leadership management skills	35	4,03%
None of the above	42	4,84%
Does not apply	22	2,53%
Do not know	6	0,69%

### Respondents' perception of the causes of disagreement in the humanitarian field

In Q17 respondents were asked to think about a concrete example when they and a colleague from another organization or from their own organization disagreed on the meaning of a specific term. A list of reasons to explain this disagreement was provided. The results are displayed in figure 7.

FIGURE 7 – RESPONDENTS PERCEPTION OF CAUSES OF DISAGREEMENT IN THE HUMANITARIAN FIELD (IN %, N=806)



35 % of the respondents indicate that the disagreement is due to the diverging interests of their organization/department whereas 25% explain it by different professional training. These causal factors of conceptual variation should thus be explored further.

In summary, data collected in section 2 of the online survey support

- ✓ Our research approach: a) conceptual variation is considered as part of daily work of humanitarian organizations; b) the causes of such variations are perceived as lying in diverging organizational cultures and interests as well as different professional training;
- ✓ Our research hypotheses: practices vary more than the definition of the concepts;
- ✓ The existence of subcommunities in the humanitarian field; some (e.g. the Red Cross/Red Crescent Movement and governmental aid agencies) appearing to be relatively cohesive in their uses of concepts

These results need, however, to be taken with caution. More robust analyses are underway to assess the importance of other factors (funding sources, collaboration history) in shaping uses of concepts.

## Annex. Humanitarian Encyclopedia Survey - How do you speak humanitarian?

### Section 1 –Background information

**Q1. What is the country you are currently working in?**

County list (drop down menu)

**Q2. What is your country of origin?**

County list (drop down menu)

**Q3. What is the main working language you use daily?**

SQ3.1. English

SQ3.2. French

SQ3.3. Spanish

SQ 3.4. Arabic

SQ 3.5. Other

a) Open answer

**Q4. What is the title of your position?**

Open answer

**Q5. What is the name of your organization/agency (optional)**

Open answer

**Q6. What is the type of organization you work for?**

SQ6.1. Government

a) Donor agency

b) Ministry/ Governmental service

c) Other

a. Open answer

SQ6.2. Intergovernmental organization

a) UN agency, UN mission, UN fund or UN programme

b) Regional intergovernmental organization

a. Open answer

SQ6.3. Non-governmental organization

a) Community-based NGO

b) National NGO

c) Regional NGO

d) International NGO

e) Other

SQ6.4. Red Cross and Red Crescent Movement

a) ICRC

b) IFRC

c) National Society

SQ.6.5. Private foundation

SQ 6.6. Corporation/ Business

SQ 6.7. Network

- a) Please could you indicate the type of network your work for (NGO network at the field level, NGO network at the headquarter levels, global policy network)

SQ6.8. Academic institution

SQ6.9. Think tank

SQ6.10 Other

**Q7. What are your main areas of activity? (Up to two answers maximum)**

SQ7.1. Protection (incl. child protection and gender-based violence)

SQ7.2. Health

SQ7.3. Water, Sanitation and Hygiene (WASH)

SQ7.4. Shelter and Non Food Items (NFI)

SQ7.5. Food (incl. food Security, food assistance and nutrition)

SQ 7.6. Logistics

SQ7.7. Emergency telecommunications

SQ7.8. Education

SQ7.9. Early recovery

SQ7.10. Coordination and support services

SQ 7.11. Camp Coordination and Camp Management (CCCM)

SQ 7.12. Security (incl. Mine action)

SQ 7.13. Disaster Risk Reduction

SQ 7.14. No specific sector

SQ 7.15. Other

- a) Open answer

SQ7.16. Don't know

**Q8 What is your highest level of education?**

SQ8.1. Primary education

SQ8.2. Lower secondary education

SQ8.3. Upper secondary education

SQ8.4. Advanced vocational education

SQ8.5. Bachelor's or equivalent level

SQ8.6. Master's or equivalent level

SQ8.7. Doctoral or equivalent level

SQ8.8. Other

- a) Open answer

SQ8.9. Decline

**Q.9. How would you describe your main disciplinary training?**

SQ.9.1 Anthropology

SQ.9.2. Arts and humanities

SQ. 9.3. Biology and related fields

SQ.9.4. Communication

SQ 9.5 Economics and management

- SQ 9.6. Engineering
- SQ. 9.7 Food sciences (incl. nutrition and animal science)
- SQ.9.8 Geography
- SQ.9.9 History
- SQ.9.10 Law
- SQ.9.11. Medicine/Public health
- SQ. 9.12. Philosophy (including ethics)
- SQ. 9.13. Physical sciences and mathematics
- SQ.9.14. Political sciences (incl. international relations and public administration)
- SQ.9.15. Sociology
- SQ.9.6. Other
  - a) Open answer
- SQ9.17. No university training
- SQ.9.18. Don't know
- SQ .9.19. Decline

**Q10. How many years have you worked in the humanitarian sector?**

- SQ10.1. 1 year or less
- SQ10.2. More than 1 and up to 5 years
- SQ10.3. More than 5 years and up to 10 years
- SQ10.4. More than 10 years
- Decline

**Q.11 Is this your first position in the humanitarian sector?**

- SQ10.1. Yes
  - a) What was your former sector of activity? (Open answer)
- SQ10.2. No
- SQ10.3. Decline

## **Section 2 – Your opinion on how we speak humanitarian**

**Q12. Below is a list of statements we often hear about terminology used in the humanitarian sector. Please indicate your level of agreement for each statement.**

[Participants express their level of agreement on the five-level Likert scale, as followed:

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

SQ12.1. Humanitarian actors are unclear about the meaning of terms they use frequently.

SQ12.2. Humanitarian actors disagree on the definition of the terms they use.

SQ12.3. The terms used by humanitarian actors are influenced by cultural aspects.

SQ12.4. Humanitarian actors use terms in a way which reflect their organization's culture, interests and values.

SQ12.5. Humanitarian actors use diverse terms to refer to the same thing.

SQ12.6. Humanitarian actors use the same term to refer to different things.

SQ12.7. Humanitarian actors use terms in a sector-specific way, leading to misunderstandings with non-humanitarian actors.

SQ12.8. Don't know

SQ12.9. Decline

**Q13. "The term "humanity" is widely used in the humanitarian sector but often means different things to different people. Below are some examples of definitions used in the humanitarian sector. Could you select the definition that you most strongly agree with?"**

SQ13.1. Humanity must be addressed wherever it is found, with particular attention to the most vulnerable in the population, such as children, women and the elderly. The dignity and rights of all victims must be respected and protected.

SQ13.2. Humanity means that all humankind shall be treated humanely and equally in all circumstances by saving lives and alleviating suffering, while ensuring respect for the individual.

SQ13.3. Humanity means that all human beings are born free and equal in dignity and rights.

SQ13.4. Humanity imposes to respect the culture, structures and customs of the communities and countries humanitarian actors are supporting.

SQ13.5. Humanity means preventing and alleviating human suffering wherever it may be found as well as protecting life and health and ensuring respect for the human being.

SQ13.6. None of the above

a) Please write your own definition.

SQ13.7. Do not know

SQ13.8. Decline

**Q14. We often hear that humanitarian action is predominantly organized in "crisis" contexts. Yet, different definitions of the term "crisis" exist in the humanitarian sector. Please choose in the list below the definition closest to the one you use.**

SQ14.1. A crisis is a serious disruption of the functioning of a community or a society causing widespread human, material, economic or environmental losses which exceed the ability of the affected community or society to cope using its own resources.

SQ14.2. A crisis is a calamitous event resulting in loss of life, great human suffering and distress, and large-scale material damage.

SQ14.3. A crisis is a situation of extreme vulnerability caused by a combination of structural factors such as weak public institutions, an exposure to multifaceted risks and conditions of poverty and social exclusion.

SQ14.4. None of the above

a) Please write your own definition

SQ14.5. Do not know

SQ14.6. Decline

**Q15. This is a list of practices often associated with the term “protection”. Which ones most accurately reflect your current work (up to 2 answers max.)?**

SQ15.1. Pressuring the relevant authorities, either through dialogue or public disclosure, into taking measures to stop the abuse and prevent its recurrence.

SQ15.2. Transferring or evacuating people out of affected areas and providing information and communications (with family members or relatives).

SQ15.3. Alleviating victims’ immediate suffering through the provision of emergency material, medical assistance and psychosocial care in affected areas.

SQ15.4. Promoting justice for victims and due process for perpetrators and supporting and protecting organizations working to defend rights.

SQ15.5. Promoting knowledge and respect for human rights and humanitarian principles.

SQ15.6. Assisting in the implementation of international law at national levels and in the development of a fair system of justice.

SQ15.7. Helping to develop and establish organizations at national and international levels, capable of enhancing respect for human rights and international law.

SQ15.8. None of the above

a) Please can you describe below your practice?

SQ15.9. Do not know

SQ15.10 Does not apply

SQ15.11. Decline

**Q16. This is a list of practices often associated with the term “capacity-building”. Which ones most accurately reflect your current work (up to 2 answers max.)?**

SQ16.1. Providing international and local humanitarian staff with adequate training.

SQ16.2. Developing partnerships with less experienced humanitarian organizations.

SQ16.3. Helping affected states to develop institutional mechanisms for crisis response and preparedness.

SQ16.4. Sharing human, financial resources and information with community-based organizations.

SQ16.5 Developing learning resources, best practices and standardization of common tools and processes.

SQ16.6 Reinforcing senior leadership management skills

SQ16.7. None of the above

a) Please can you describe below your practice?

SQ16.8. Do not know

SQ 16.9 Does not apply

SQ16.10. Decline

**Q17. Think about a concrete example when you and a colleague from another organization or from your own organization disagreed on the meaning of a specific term. Do you think your disagreement was mainly due to the fact that (only one answer possible) :**

SQ17.1. You do not speak the same language

SQ 17.2. You do not have the same cultural background

SQ 17.3. You do not have the same ethical values

SQ 17.4. You do not have the same professional training

SQ 17.5. You do not have the same objectives

SQ.17.6. You work for organizations / organizational departments with different interests.

SQ 17.7. None of the above

a) Please could you provide us with your interpretation of the causes of the event?

SQ17.8. Do not know

SQ 17.9. Does not apply

SQ 17.10 Decline

### Section 3 – Central terms used in humanitarian practice

**Q18. Here is a list of terms humanitarian practitioners sometimes use when they refer to the norms linked with humanitarian action. Could you please choose the terms for which you would like to have an in-depth analysis of how it is used by humanitarian practitioners?**

accountability	justice
adaptation	mandate
amnesty	need
asylum	neutrality
code of conduct	non-discrimination
dignity	norms
do no harm	quality
effectiveness	resilience
ethics	responsibility
evidence	solidarity
gender	sovereignty
good practice	standards
humanity	sustainability
immunity	value
impartiality	vulnerability
independence	

**Q19. Can you think of other terms which are central to your practice and which did not appear in the list?**

**Q20. Here is another list of terms humanitarian practitioners sometimes use when they refer to what they do. Could you please choose the terms for which you would like to have an in-depth analysis of how it is used by humanitarian practitioners?**

advocacy	management
assessment	mediation
assistance	mine action
capacity-building	mitigation

<p>cash cluster communication coordination data decision diplomacy disaster risk reduction early recovery early warning education empowerment evaluation food security fundraising health humanitarian action intervention livelihood logistics</p>	<p>monitoring negotiation nutrition participation policy program project protection psychosocial support rehabilitation reintegration relief remote sensing resettlement resilience sanitation service shelter</p>
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**Q21. Can you think of other terms which are central to your practice and which did not appear in the list?**

**Q22. Here is a list of terms humanitarian practitioners sometimes use when they refer to the conditions under which they operate. Could you please choose the terms for which you would like to have an in-depth analysis of how it is used by humanitarian practitioners?**

<p>abuse access alert armed conflict camp civil-military coordination climate change complex emergency crimes crisis detention disaster disease</p>	<p>gender-based violence genocide governance hazard humanitarian reform humanitarian space integrated approach mortality persecution politics remittances risk safe areas</p>
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displacement drought emergency environment epidemic famine	sector security technology violence war
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**Q23. Can you think of other terms which are central to your practice and which did not appear in the list?**

**Q24. Here is a list of terms humanitarian practitioners use when they refer to the actors encountered in humanitarian action. Could you please choose the terms for which you would like to have an in-depth analysis of how it is used by humanitarian practitioners?**

armed group  children civil society civilian combatant community coping capacity disabled persons donor humanitarian worker inter-governmental organizations internally displaced persons	migrants military missing persons non-governmental organizations partnership population private sector Red Cross Red Crescent Movement refugee returnees stakeholders state stateless persons United Nations
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**Q25. Can you think of other terms which are central to your practice and which did not appear in the list?**

**Q26. Could you please provide us with the main reasons why you selected these terms (several answers possible)?**

- SQ26.1. Because there are central to my organization's identity/mandate
- SQ26.2. Because they are challenging for me/ my organization
- SQ26.3. Because their meaning is unclear for me/ my organization
- SQ26.4. Because they are consensual within the humanitarian sector
- SQ26.5. Because they are contested within the humanitarian sector
- SQ26.6. Because they are emerging / new within the humanitarian sector
- SQ26.7. Because they are forgotten

SQ26.8. None of the above

a) Open answer

SQ26.9. Do not know

SQ26.10. Decline

**Q27. And finally, could you please tell us which resource(s) you currently use, when you need to clarify a term in your daily practice.**

Open answer

**Q28 . Thank you for devoting some of your precious time to respond to this survey. Would you agree to being contacted to take part in follow-up activities in the coming months?**

Q28.1. Yes

Please provide us with your email address below.

Q28.2. No

Q28.3. Don't know yet. Please come back to me later.

Please provide us with your email address below.

If you think some colleagues may be interested in answering the survey, please feel free to disseminate it widely