GROUND TRUTH
SOLUTIONS

FIELD SURVEY AND ANALYSIS

SURVEY OF AFFECTED PEOPLE & FIELD STAFF
IN SOMALIA

– 12 DECEMBER 2017 –

OECD
BETTER POLICIES FOR BETTER LIVES

Auswärtiges Amt

CONTENTS

AFFECTED PEOPLE SURVEY

Summary Findings

The survey of affected people finds that they feel respected by aid providers, share a strong sense of safety, and see improvement in their lives. Nonetheless, humanitarian support is seen as failing to address several important needs. Half of the respondents do not know how to file a complaint while even fewer believe that their opinions are considered in decision-making. A third of respondents say the support they receive does not prepare them to live without aid in the future.

Humanitarian Services

Current aid does not cover basic needs according to half of the respondents (Q2). The most pressing unmet needs are healthcare, education, food, and WASH services.

Over half of respondents believe that aid is reaching those who need it most (Q3). That said, several vulnerable sub-groups are seen as excluded, notably the poorest and people who have lost their livestock.

Engagement

Respondents feel that aid agencies treat them with respect (Q4). However, every second respondent does not know how to file a complaint (Q5). Just over half of the respondents believe their views are considered in decision-making about aid (Q6).

Outcomes

Most people consider that, overall, things are improving (Q9) and feel safe (Q7). A third of respondents say aid does not prepare them to live without support in the future (Q8). Respondents who receive cash support are overwhelmingly satisfied with it (Q10).

Information Provision

Most respondents feel well informed about the type of support available to them (Q1).

OVERVIEW OF MEAN SCORES PER QUESTION
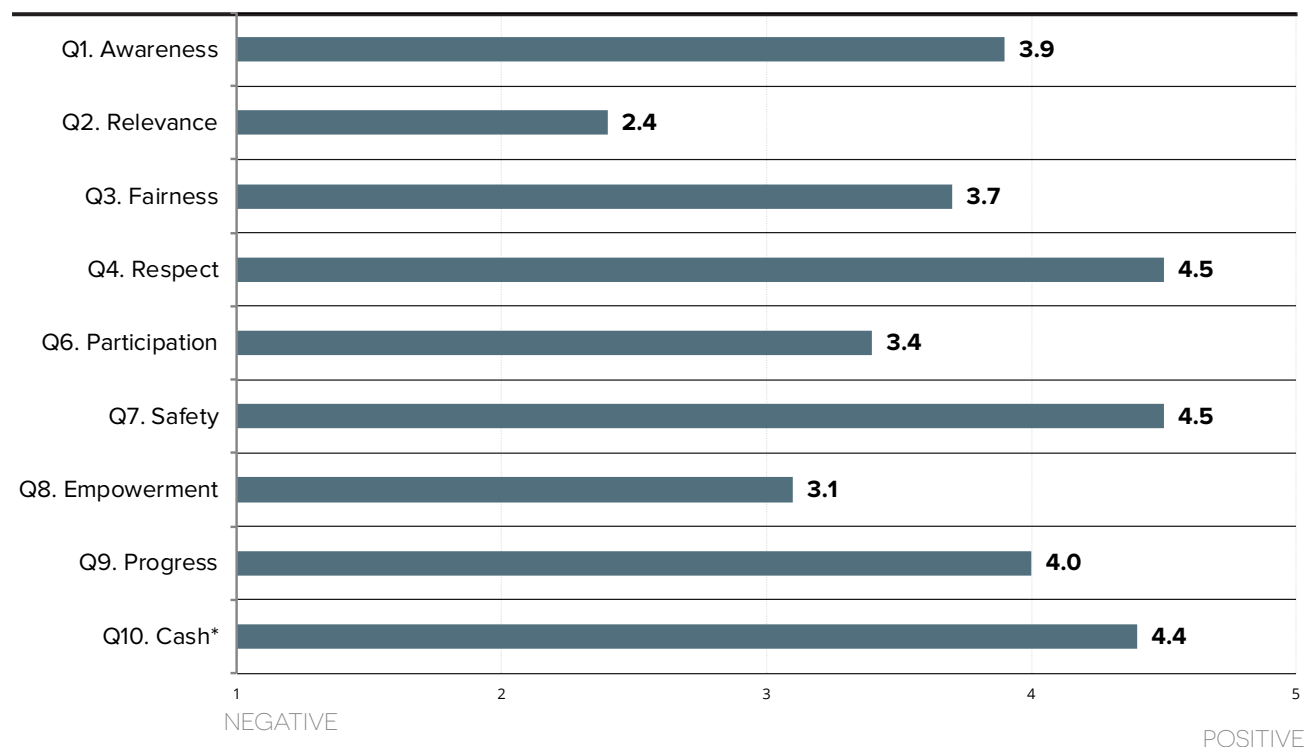
* This question was asked of 300 respondents who indicated that they have received cash assistance.
Respondents answered questions on a scale from 1 (negative perceptions) to 5 (postive perceptions). The mean or average score is calculated for each question based on the given responses. Q5 is a yes/no question and is not included in this graph.

FIELD STAFF SURVEY

Summary Findings

Field staff have mostly positive views about the implementation of the humanitarian response in Somalia. They are satisfied with the impact of cash programmes and the information they receive about the way affected people see things. Aid funds are considered appropriately allocated and well managed by the humanitarian community. That said, field staff call for greater efforts to support local responders, provide more opportunity for affected communities to participate, and more flexibility in funding.

Humanitarian Services

Funds are used in accordance with the current needs and demands in the field (Q1). Nevertheless, some staff point to targeting problems due to security issues, corruption and high operational costs. Integrated M&E and quality assurance mechanisms – as well as transparency – would improve the quality of the response, they say.

Aid funds are well-managed by the humanitarian community (Q2). Managers who share negative views point to security and equity issues, lack of community engagement and uneven distribution of aid funds across the country. Field staff propose greater transparency, accountability, and more effective monitoring mechanisms. They also suggest giving local actors more say and involvement in management tasks and responsibilities.

Engagement

A quarter of respondents do not see enough support provided for local responders (Q3). Lack of funding and technical support, and prioritisation of INGOs over local organisations by donors, are seen as barriers to localisation. Staff suggest that this could be addressed by giving more responsibility to local actors (both governmental and non-governmental) and developing partnerships with longer-term funding, including through special funds for local responders.

Field staff feel well-informed about the way affected people see aid programmes (Q4). Those who say they lack information on affected people's views point to the drawbacks of remote programming and limited access to the communities as well as a scarcity of perceptual data.

A quarter of respondents do not believe that affected people are able to influence programme design (Q5). Voices of affected people are not considered because of a lack of engagement and consultation by aid agencies and a prevailing top-down approach. Field staff suggest more consistent approaches to community consultations and participatory needs assessments.

OVERVIEW OF MEAN SCORES PER QUESTION

Question	Mean Score
Q1. Transparency	4.1
Q2. Management of aid	4.0
Q3. Localisation	3.5
Q4. Feedback	4.2
Q5. Participation	3.4
Q6. Cash	4.2
Q7. Flexibility	3.6
Q8. Reporting time	4.1
Q9. Cooperation Hum/Dev	3.6

NEGATIVE   POSITIVE
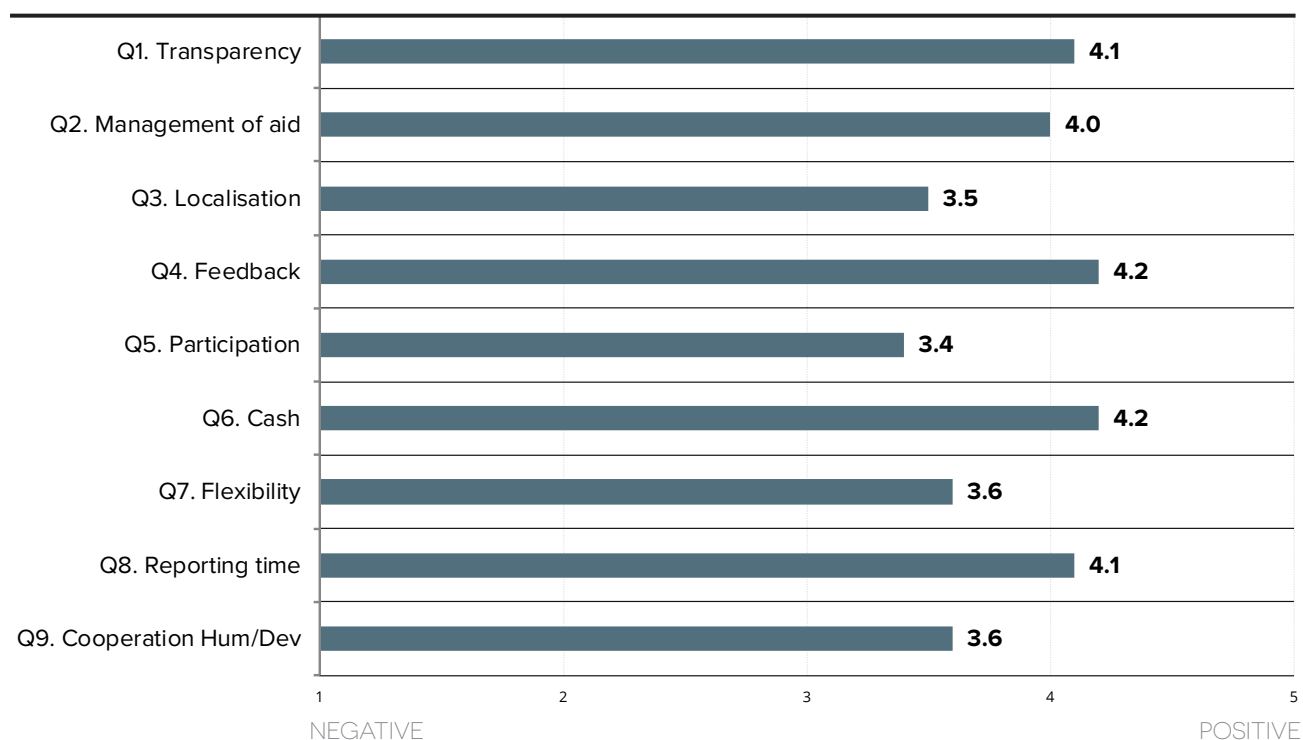
Outcomes

Most staff feel that cash programmes are more effective and lead to better outcomes (Q6). Some see little advantage in cash transfer programming, considering it as short-term and dependent on the market conditions. They call for better planning of exit strategies.

Most respondents are positive about cooperation between humanitarian and development actors (Q9). Cooperation could be further improved by joint implemention of programmes and long-term strategies aimed at addressing root causes of problems.

Donor Related

Staff say they are able to adjust programming to the changing needs on the ground (Q7) despite obstacles such as donor restrictions on use of funds and complicated realignment processes.

The amount of time spent on reporting is considered as mostly appropriate (Q8). The burden could be lightened by harmonizing reporting requirements, formats and timelines across donors, and by simplifying reporting templates.

Note on Positive Perceptions among Affected People

Ground Truth Solutions surveys of affected people in Somalia reveal a more positive outlook than expected, particularly with regard to safety and progress. Somalis interviewed also reflect more optimism on other issues than affected peoples in Afghanistan, Iraq, Lebanon, and Haiti who were asked the same questions in surveys conducted by Ground Truth Solutions. GTS is not alone in gathering such findings; Gallup's World Poll Initiative also identified Somalia as one of the 10 most positive countries with regards to people's outlook for the future. To better understand these results, GTS spoke with data collection specialists on the ground in Somalia about their experiences interviewing people there and why this might be the case. For the Gallup World Poll Initiative surveys were conducted multiple times to ensure the quality, confidence, and reliability of the responses. At the end of the day, these experts suggest, the most logical explanation is that people's perceptions are relative to their immediate past experiences, especially in terms of their personal safety and improvement in their respective situations. Clearly, people feel safer in a camp for Internally Displaced Persons than the dangerous, conflict-ridden place from which they fled.
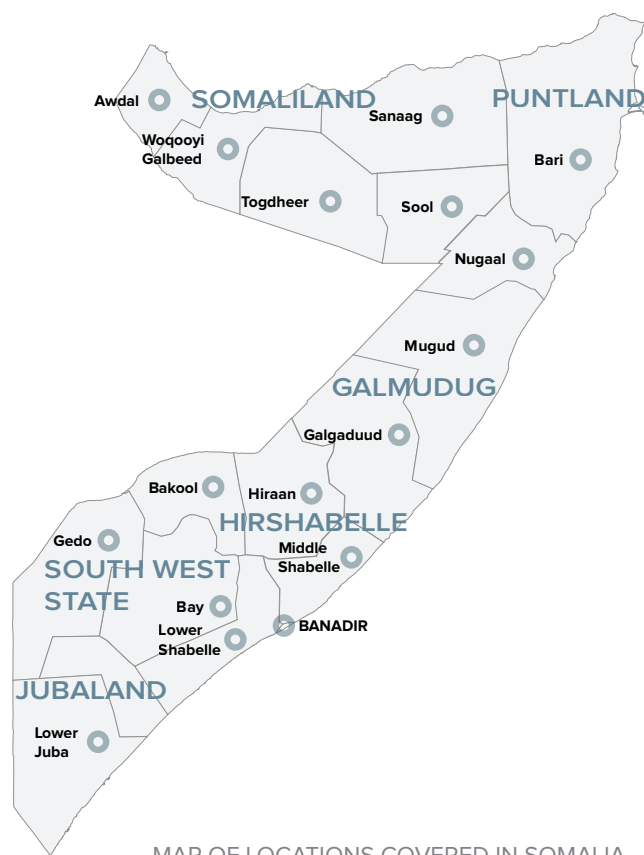
INTRODUCTION

Affected People Survey

This report covers two surveys conducted in Somalia in the Fall of 2017. The first survey looks at the delivery of humanitarian aid in Somalia through the eyes of affected people, with focus on the quality of services, engagement, and overall progress in improving the effectiveness of humanitarian action as set out in the Grand Bargain. Data collection took place between September 28 and October 18, 2017. Phone interviews were conducted in 17 regions across Somalia's six zones. In addition to the results of the phone survey this report presents findings from an online Facebook survey. For more details, see the section on methodology and sampling.

Field Staff Survey

This report analyses data collected from 609 humanitarian staff working in Somalia for UN agencies, international non-governmental organisations (INGOs), and local NGOs. It covers views of field staff on a range of topics linked to the performance of the humanitarian system. Data was collected using an online survey tool. Some 20 organisations participated and distributed the online survey among a convenience sample of their staff. See the section on methodology and sampling for more details.

MAP OF LOCATIONS COVERED IN SOMALIA

Background

OECD donors and humanitarian actors made a series of commitments at the World Humanitarian Summit in May 2016 to increase the efficiency and effectiveness of humanitarian aid. The OECD secretariat seeks to assess how policy changes in the global humanitarian space, including commitments made in the Grand Bargain, affect the quality of humanitarian action. As part of this exercise, Ground Truth Solutions has been commissioned by the OECD, with the support of the German Federal Foreign Office, to track the way people affected by humanitarian crises and field staff experience and view humanitarian activities.

SECTION 1 - AFFECTED PEOPLE SURVEY

Reading this Section

This report uses bar charts for both open and closed questions. Responses to closed questions are reported using a Likert scale from 1 to 5. The mean score is also shown for each closed question. The bar charts for closed questions show the percentage of respondents who selected each answer option, with colours ranging from dark red for negative answers to dark green for positive ones. For open questions, the bar charts indicate the percentage and frequency of respondents with answers pertaining to a particular theme. For these charts, percentages do not total 100% because respondents were given the option to provide multiple answers.

For most questions, we indicate the main take-away or conclusion drawn from the data. We also indicate issues that require further exploration or inquiry. This can be done either by comparing the perceptual data with other data sets or by clarifying directly with people in the surveyed communities what lies behind their perceptions through, for example, focus group discussions, key informant interviews, or other forms of dialogue.

SURVEY QUESTIONS

Q1. Awareness

Do you feel informed about the kind of aid available to you?

1 = Not at all
2 = Not very much
3 = I know about some services
4 = I am informed about most services
5 = I am well informed about the aid available
No opinion
Do not want to answer

(values in %, n = 547)   **Mean: 3.9**

14	7	6	24	48

Most respondents feel well informed about the type of support available to them.

Awareness is lower among residents affected by crisis than Internally Displaced People (IDPs).

Affected population*				Mean
Residents affected by crisis				**3.7**

18	10	7	17	49

IDPs			**4.3**

3	1	5	46	46

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* Residents affected by crisis cover those who remain at their place of residence but have been affected by armed conflict, violations of human rights, food shortages, flood, and/or drought.
Internally displaced people are those who have been forced/obliged to flee or to leave their home/or place of habitual residence, in particular as a result of or in order to avoid the effects of armed conflict, situations of generalized violence, violations of human rights, and natural or human-made disasters (flood, drought, famine.)

Information campaigns should include residents of shared housing and IDP settlements.

Accommodation — **Mean**

House						**3.9**
15	6	4	21	53		

Shared house						**3.3**
20	12	15	27	26		

IDP settlement						**3.4**
21	9	10	29	32		

Open air						**3.9**
4	7	7	58	24		

Scores vary across regions. Respondents in Somaliland and Hirshabelle appear most informed, while affected people in Banadir report being poorly informed.

Region — **Mean**

Banadir					**2.9**
19	19	27	19	16	

Galmudug				**3.9**
18	8	30	45	

Hirshabelle				**4.3**
7	2	31	60	

Jubaland					**3.4**
20	18	2	20	40	

Puntland			**4.1**
11	2	42	45

Somaliland					**4.4**
8	1	3	22	66	

South West State					**3.4**
21	14	5	19	41	

Online survey (n = 213) — **Mean**

Aid recipients							**2.2**
41	8	10	7	12	15	8	

Perceptions of aid recipients who participated in the Facebook survey suggest lower rates of awareness.
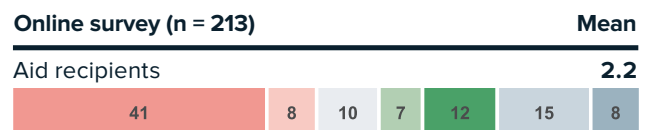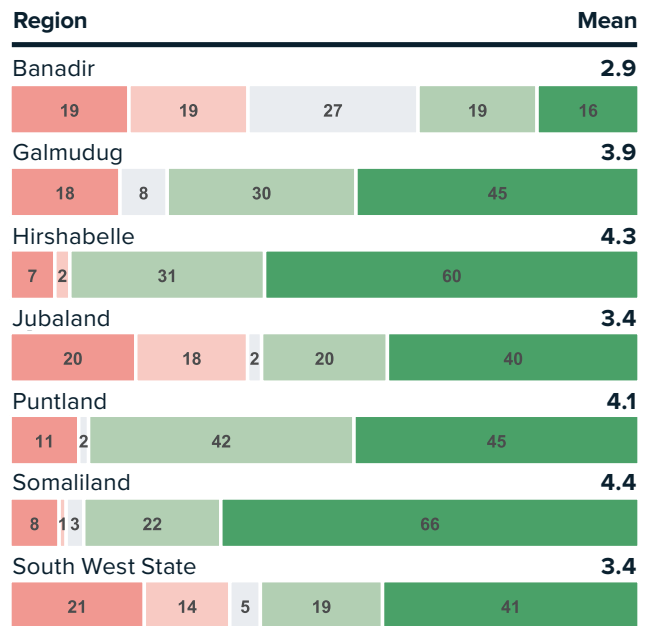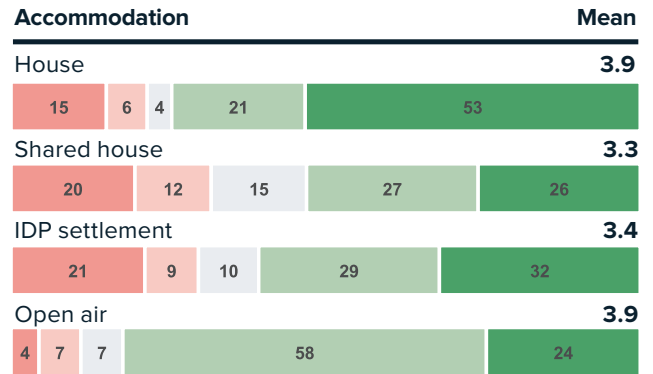
Follow-up question to those who responded 1, 2, or 3 to Q1:

What information do you need?

Timely information	**21% (30)**
Invest in economic development	**17% (24)**
Encourage/motivate	**17% (24)**
Consult/involve affected people	**13% (19)**
Financial support	**12% (17)**
Education	**12% (17)**
Housing	**10% (15)**
Food	**5% (7)**
Healthcare	**3% (4)**
Other*	**1% (2)**
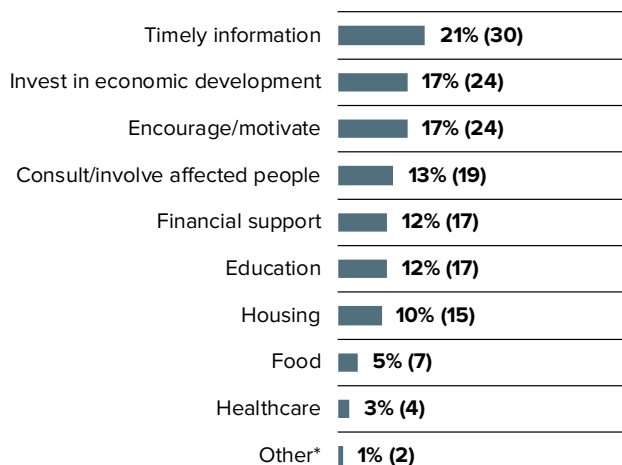
*"Other" includes information about employment, security, and contact information.

People lack accurate and timely information about the support available to them. Respondents also ask for help in opening small businesses, assistance with agricultural work and employment, and to rebuild the local economy. This suggests the need for more information on small business programmes, start-up kits, and vocational trainings, as well as alternative income generation and livelihood support. Non-material support is considered key to motivate affected people not to lose spirit and give up. People encourage aid providers to consult them on their basic needs before aid distribution, and to involve them in the design and implementation process.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

Q2. Relevance

Does the aid you currently receive cover your basic needs?

1 = Not at all	
2 = Not really	
3 = Neutral	
4 = Mostly yes	
5 = Yes, very much	
No opinion	
Do not want to answer	

(values in %, n = 559)   **Mean: 2.4**

30	28	20	14	9

Most respondents feel that the services they receive do not cover their most important needs.

Two-thirds of IDPs experience problems in meeting their needs with the available support. Residents affected by crisis are slightly more positive about their needs being met.

Respondents in South West State feel better able to address their most urgent needs.

Concerns about the sufficiency of aid to cover basic needs are also shared by respondents to the online survey.

Affected population					Mean
Residents affected by crisis					**2.5**
35	18	20	15	11	
IDPs					**2.3**
13	57	19	10	1	

Region					Mean
Banadir					**2.2**
28	34	30	8		
Galmudug					**2.3**
24	39	27	2	7	
Hirshabelle					**2.3**
26	38	21	12	2	
Jubaland					**2.5**
33	19	25	15	8	
Puntland					**2.4**
19	47	16	16	3	
Somaliland					**2.4**
37	25	15	7	15	
South West State					**2.9**
26	14	18	32	10	

Online survey (n = 184)							Mean
Aid recipients							**2.7**
26	12	22	11	12	5	11	
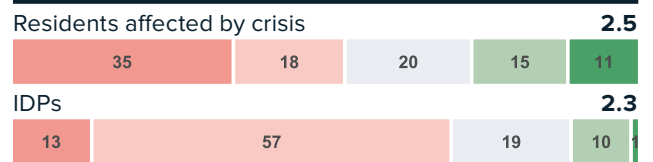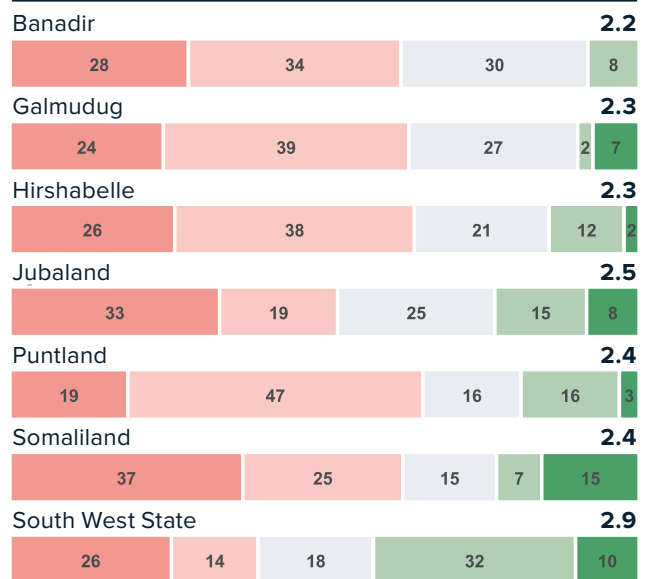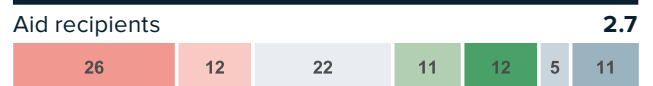
Follow-up question to those who responded 1, 2, or 3 to Q2:

What are your most important needs that are not met?

Healthcare	**41% (176)**
Education	**38% (163)**
Food	**24% (102)**
WASH	**23% (100)**
Housing	**22% (97)**
Financial support	**15% (65)**
Economic development	**12% (54)**
Livestock/farming/seeds	**11% (47)**
Employment	**7% (32)**
Roads	**1% (5)**

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

The most urgent unmet needs are healthcare, education, food, WASH, and housing.
According to the Humanitarian Needs Overview 2017 the need for food, water, sanitation, health, and overall protection remain high.[1] While nutr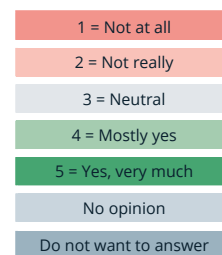ition and health needs, food security, and WASH are prioritized in the humanitarian response, the education sector has received less than one percent of the drought response funding.[2] More investment in education and durable solutions is required according to the Humanitarian Dashboard from September 2017.[3]

> "Support or invest in our teenagers in order for them to avoid joining extremist groups and migrating."

Q3. Fairness

Do you think the support reaches the people who need it most?

1 = Not at all
2 = Not really
3 = Neutral
4 = Mostly yes
5 = Yes, very much
No opinion
Do not want to answer

(values in %, n = 552)   **Mean: 3.7**

8	11	9	41	24	7

Most respondents believe aid reaches those most in need.

One third of IDPs say support is insufficient to address the needs of the most vulnerable.

> "Many vulnerable people don't get anything; those with a relationship with government officials or relatives get more."

Affected population	Mean
Residents affected by crisis	**3.9**
9 / 4 / 7 / 40 / 30 / 10	
IDPs	**3.2**
4 / 31 / 16 / 41 / 8 / 1	
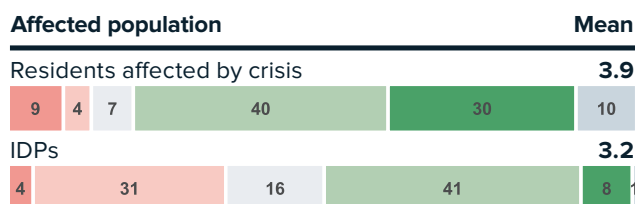
[1] OCHA. "Humanitarian Needs Overview 2017". Somalia: OCHA, October 2016.
[2] OCHA. "Humanitarian Response Plan". Somalia: OCHA, May 2017.
[3] OCHA. "Somalia: Humanitarian Dashboard - September 2017". Somalia: OCHA, October 2017.

Respondents in Somaliland are more sceptical about the fairness of aid compared to other regions.

Region	Mean
Banadir	3.8
Galmudug	3.5
Hirshabelle	4.1
Jubaland	3.6
Puntland	3.6
Somaliland	3.3
South West State	4.0

Banadir: 4 | 14 | 3 | 50 | 27 | 3
Galmudug: 12 | 7 | 10 | 41 | 20 | 10
Hirshabelle: 5 | 17 | 38 | 40
Jubaland: 9 | 5 | 9 | 48 | 14 | 16
Puntland: 3 | 17 | 8 | 56 | 16
Somaliland: 13 | 17 | 12 | 21 | 24 | 12
South West State: 4 | 4 | 6 | 55 | 27 | 6

Online survey respondents are more sceptical of how the aid is distributed. They feel that the sick, vulnerable, and poor – as well as orphans and children – are not sufficiently included in the programmes.

Online survey (n = 165)	Mean
Aid recipients	2.6

Aid recipients: 30 | 12 | 24 | 10 | 12 | 5 | 8

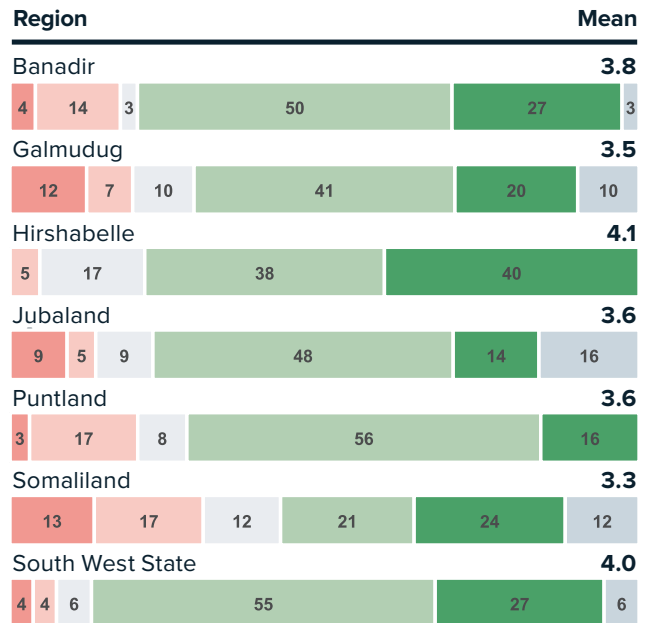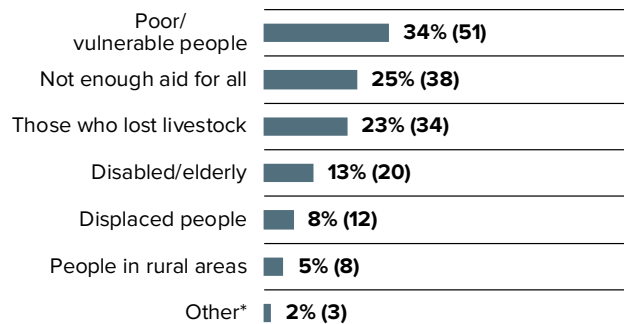**Follow-up question to those who responded 1, 2, or 3 to Q3:**

Who is left out?

Category	Value
Poor/vulnerable people	34% (51)
Not enough aid for all	25% (38)
Those who lost livestock	23% (34)
Disabled/elderly	13% (20)
Displaced people	8% (12)
People in rural areas	5% (8)
Other*	2% (3)

*"Others" include orphans and people who have no connections.

Many vulnerable groups are seen to be excluded from support. They include poor people, those who have lost their livestock, disabled and elderly, the displaced people who have fled conflict, and those who live in distant rural areas. One quarter of respondents say there is not enough aid to cover the basic needs of all affected people.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

Q4. Respect

Are you treated with respect by the aid providers?

Legend	
1 = Not at all	
2 = Not really	
3 = Neutral	
4 = Mostly yes	
5 = Yes, very much	
No opinion	
Do not want to answer	

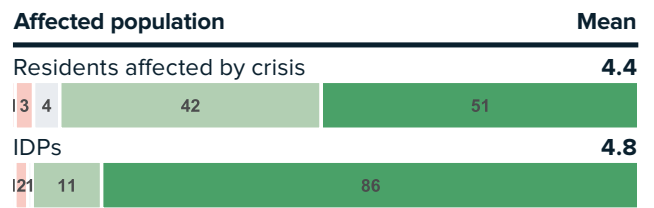(values in %, n = 554)   **Mean: 4.5**

1 | 3 | 3 | 34 | 60

Most displaced people feel that aid providers treat them with respect.

IDPs feel treated with more respect than residents affected by crisis.

Affected population	Mean
Residents affected by crisis	**4.4**

		3	4	42	51

IDPs	**4.8**

	21	11	86

Findings from the online survey suggest more negative perceptions on respect.

Online survey (n = 133)	Mean
Aid recipients	**3.4**

17	3	15	13	27	17	8
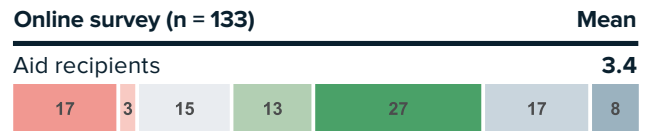
Q5. Awareness of complaints mechanisms

Do you know how to make suggestions or complaints to aid providers?

No
Yes
No opinion
Do not want to answer

(values in %, n = 552)

51	49
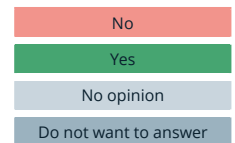
Half of respondents do not know how to file a complaint.

Men appear more informed about how to voice their concerns / make suggestions than women interviewed.

Gender

Male	
45	55

Female	
58	42
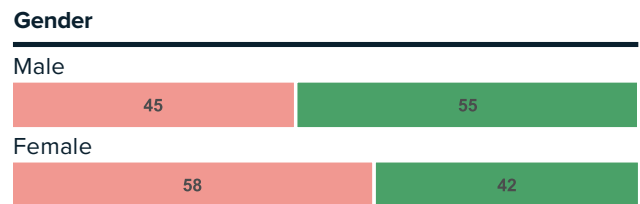
Results from the online survey show that over half Facebook users know how to file a complaint.

Online survey (n = 133)

Aid recipients

14	56	5	26
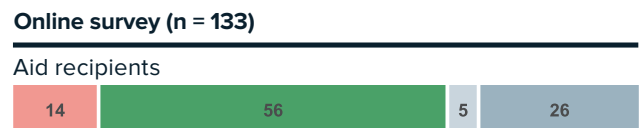
Q6. Participation

Do you feel your views are considered in decisions made about the support you receive?

1 = Not at all
2 = Not really
3 = Neutral
4 = Mostly yes
5 = Yes, very much
Not sure
Do not want to answer

(values in %, n = 560)   **Mean: 3.4**

10	18	16	25	27	5
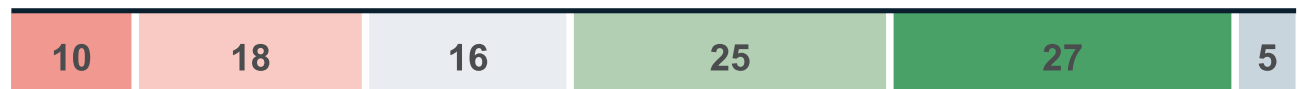
Just over half of the respondents believe their opinions are considered in the decision-making process. The Humanitarian Strategy 2016-2018 for Somalia placed accountability to and communication with affected communities at the centre of humanitarian decision-making and allocation of resources.[4]

Residents affected by crisis are more sceptical than IDPs about whether their views are taken into account.

According to the Humanitarian Dashboard from September 2017 low levels of community participation and AAP inhibit beneficiary targeting.[5]

Findings from the online survey reveal high levels of concern among aid recipients on whether their views are considered.

Correlations across questions suggest that people who feel their opinions matter are more likely to say they are treated with respect.

Affected population	Mean
Residents affected by crisis	3.3
12 · 19 · 16 · 22 · 26 · 5	
IDPs	3.7
3 · 14 · 14 · 34 · 28 · 7	

Online survey (n = 128)	Mean
Aid recipients	2.9
34 · 8 · 10 · 14 · 27 · 6	

"I want to be told how we can inform you of our needs."

Q7. Safety

Do you feel safe in your place of residence?

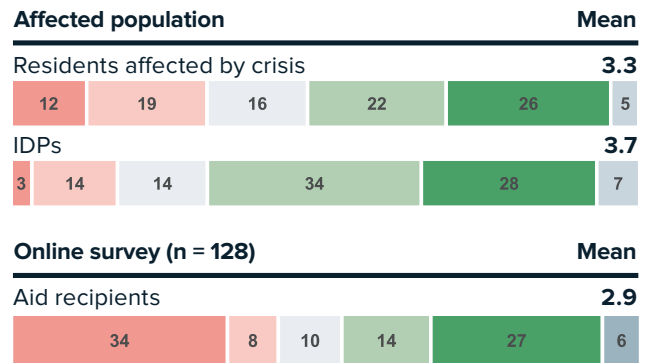| Legend	
1 = Not at all	
2 = Not really	
3 = Neutral	
4 = Mostly yes	
5 = Yes, very much	
No opinion	
Do not want to answer	

(values in %, n = 560)   **Mean: 4.5**

1	1	7	23	67

Almost all respondents feel safe in their place of residence.

Affected people interviewed in Somaliland and Puntland feel most safe.

Region	Mean
Banadir	4.1
1 3 · 18 · 39 · 39	
Galmudug	4.4
5 · 2 · 12 · 5 · 76	
Hirshabelle	4.3
12 · 50 · 38	
Jubaland	4.4
6 · 2 · 29 · 62	
Puntland	4.8
2 · 22 · 77	
Somaliland	5.0
1 1 · 98	
South West State	4.2
2 2 · 12 · 44 · 40	
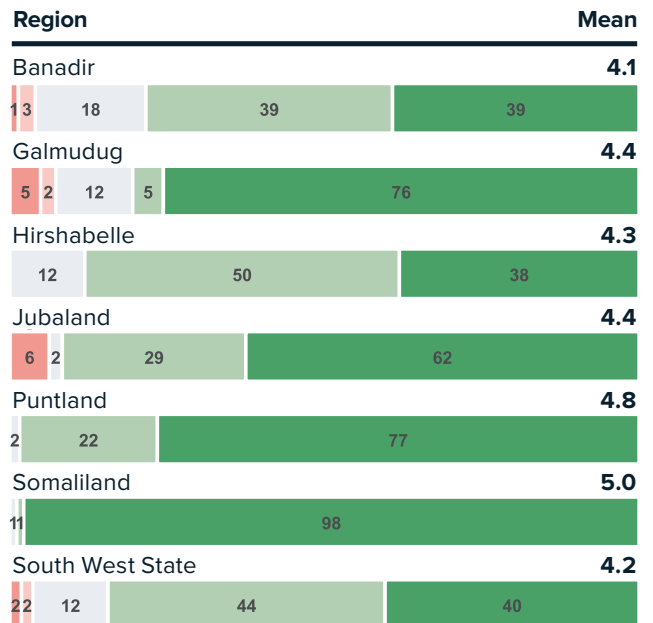
People who were included in the Facebook survey feel less safe than respondents to the phone survey.
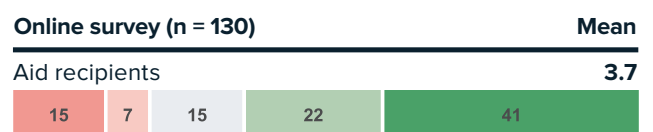
Online survey (n = 130)	Mean
Aid recipients	3.7
15 · 7 · 15 · 22 · 41	

Q8. Empowerment

Do you feel the support/services you receive prepares (empowers) you to live without aid in the future?

| 1 = Not at all |
| 2 = Not really |
| 3 = Neutral |
| 4 = Mostly yes |
| 5 = Yes, very much |
| No opinion |
| Do not want to answer |

(values in %, n = 555)   **Mean: 3.1**

14	23	21	28	15

Less than half respondents feel that the support they receive will enable them to live without aid in the future.

Majority of IDPs do not believe they can achieve self-reliance in the future.

Affected population				Mean
Residents affected by crisis				**3.3**
17	11	20	33	19
IDPs				**2.5**
5	56	23	12	3
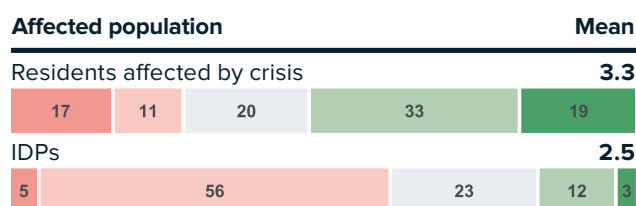
Respondents in urban areas are more optimistic on this question than those in rural areas.

Area				Mean
Urban				**3.3**
17	13	16	33	21
Rural				**2.8**
8	37	28	21	6
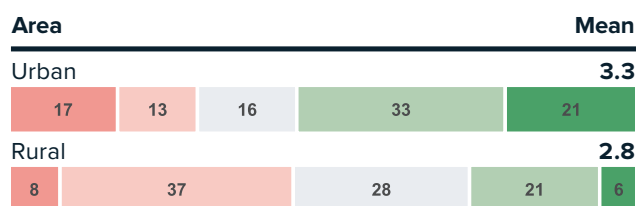
People who live in sustainable accommodation (houses and shared houses) appear more confident they can support themselves in the future than those who live in temporary shelters (IDP settlements and open air).

Accommodation				Mean
House				**3.0**
17	19	20	32	11
Shared house				**3.4**
8	18	22	34	18
IDP settlement				**2.7**
16	34	22	26	2
Open air				**2.6**
4	51	24	16	4
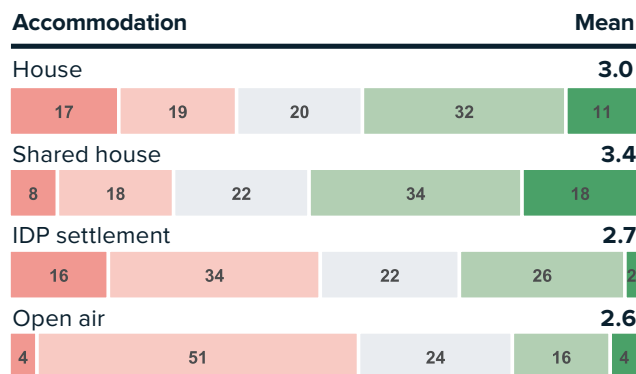
Respondents in Galmudug feel less empowered by aid than those in other regions.

In the Humanitarian Needs Overview 2017 support for community skills in agricultural and pastoral areas is prioritized.[6] Poor livelihood conditions and lack of income increase vulnerability in both urban and rural areas.

Region					Mean
Banadir					**3.3**
8	18	22	41	11	
Galmudug					**2.5**
22	34	22	12	10	
Hirshabelle					**3.3**
12	17	21	33	17	
Jubaland					**3.2**
17	9	21	43	11	
Puntland					**2.9**
8	30	25	33	3	
Somaliland					**2.9**
17	31	17	15	20	
South West State					**3.4**
10	13	24	35	18	

Results from the online survey are in line with the phone survey.

Online survey (n = 128)					Mean
Aid recipients					**3.2**
26	12	11	9	34	8

Q9. Progress

Overall, is life improving for people in Somalia?

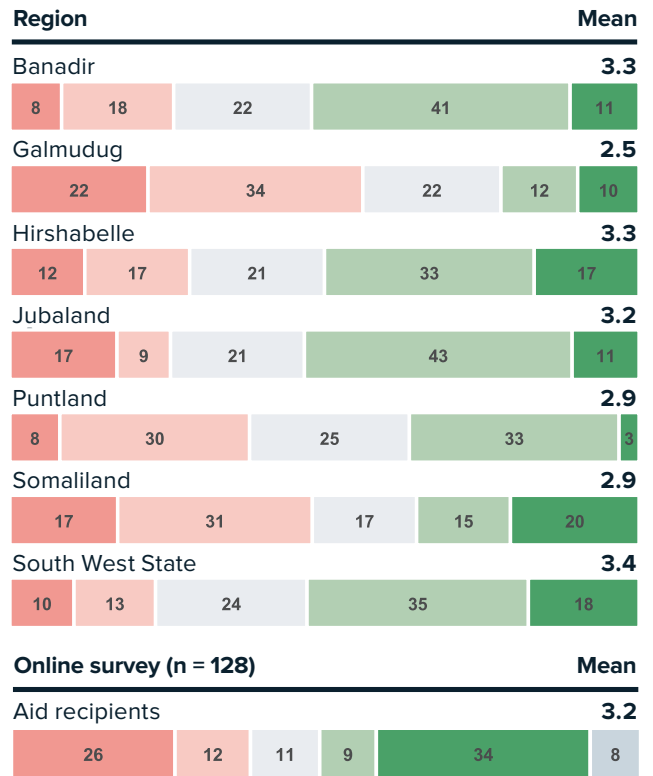|	
1 = Not at all	
2 = Not really	
3 = Neutral	
4 = Mostly yes	
5 = Yes, very much	
No opinion	
Do not want to answer	

(values in %, n = 555)   **Mean: 4.0**

2	4	17	41	35
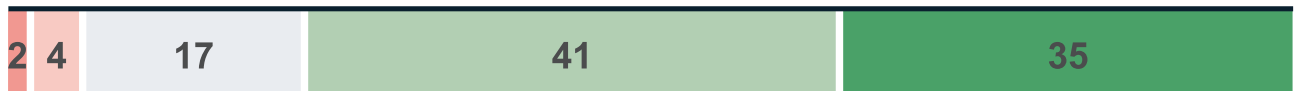
Most respondents believe that life is improving.

Respondents in urban settings see more progress in their lives compared to those who live in rural areas.

Area				Mean
Urban				**4.2**
3 2	12	42	41	
Rural				**3.8**
8	25	41	26	

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[6] OCHA. "Humanitarian Needs Overview 2017". Somalia: OCHA, October 2016.

Respondents from Hirshabelle are the most optimistic.

Region	Mean
Banadir	**3.9**

1	4	25	41	29

Galmudug	**3.5**

8	5	40	30	18

Hirshabelle	**4.5**

7	36	57

Jubaland	**3.6**

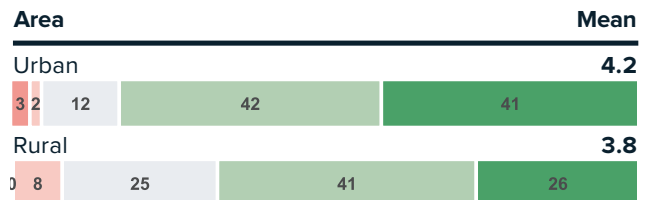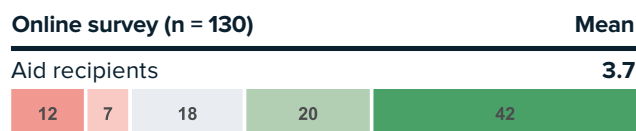| 4	6	29	42	19

Puntland	**4.0**

3	14	62	20

Somaliland	**4.2**

3	5	9	34	49

South West State	**4.0**

5	19	48	29

Online survey (n = 130)	Mean
Aid recipients	**3.7**

12	7	18	20	42
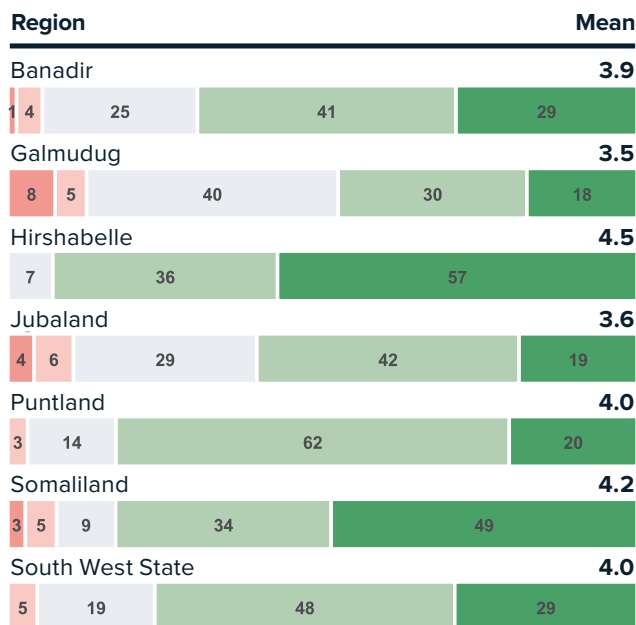
The Facebook survey reveals similar perceptions of progress.

Q10. Cash

How satisfied are you with the cash support that you receive?

1 = Not at all	
2 = Not really	
3 = Neutral	
4 = Mostly yes	
5 = Yes, very much	
No opinion	
Do not want to answer	

(values in %, n = 300)   **Mean: 4.4**

12	8	33	57

Respondents who report receiving cash support are overwhelmingly satisfied with it.

Those who receive regular payments are the most positive about the cash programmes.

Type of cash support	Mean
Cash voucher	**4.5**

5	43	52

One-off payment	**4.3**

1	4	12	33	50

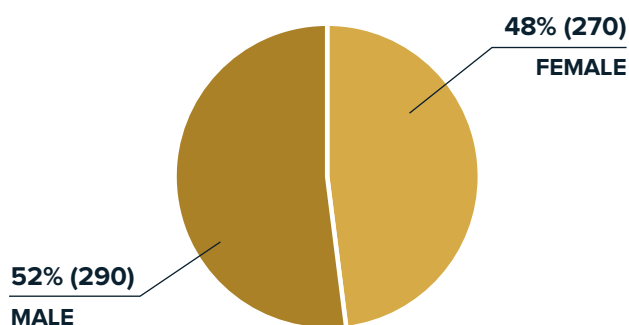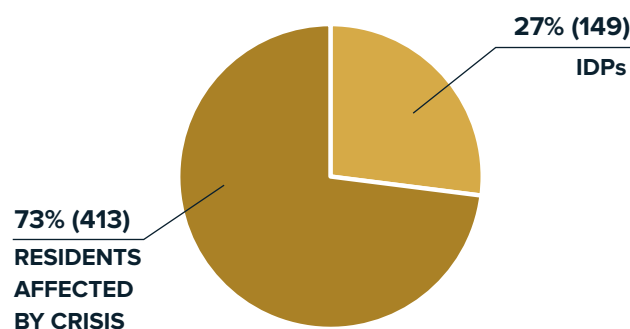| Regular payments	**4.8**

2	20	79
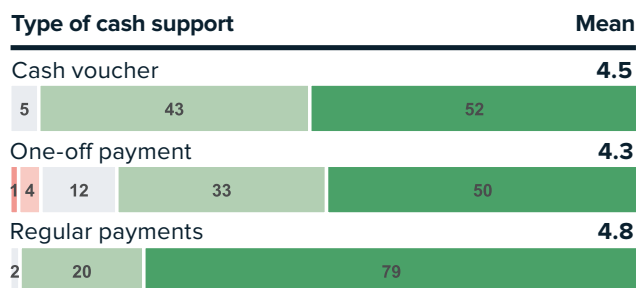
DEMOGRAPHICS

The graphs below depict the demographic breakdown of the 560 respondents. Each graph includes percentages, as well as the frequency in parentheses. For detailed information for each region and Facebook survey see the Annex.
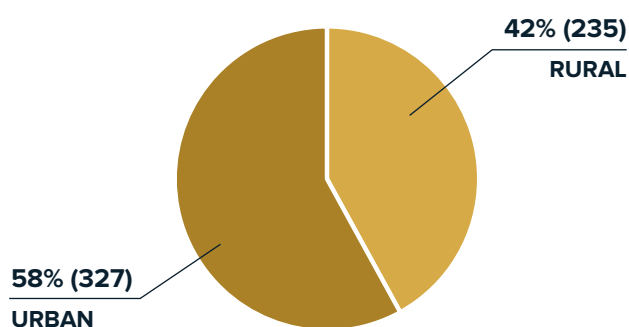
Gender

48% (270)
FEMALE

52% (290)
MALE

Affected Population

27% (149)
IDPs

73% (413)
RESIDENTS AFFECTED BY CRISIS

Area

42% (235)
RURAL

58% (327)
URBAN

Region

Somaliland	33% (184)
South West State	19% (109)
Banadir	13% (74)
Puntland	11% (64)
Jubaland	9% (48)
Hirshabelle	7% (42)
Galmudug	7% (41)

Age

18-28 years	21% (115)
29-35 years	22% (125)
36-42 years	19% (105)
43-50 years	19% (104)
51-83 years	20% (111)

Type of Accommodation

House	43% (239)
IDP settlement	17% (95)
Shared house	12% (66)
Open air	8% (45)
Public compound	6% (33)
Other	15% (82)

Service*

Food	65% (364)
Cash	31% (291)
WASH	11% (103)
Healthcare	10% (94)
Education	3% (32)
Shelter	0.4% (4)
Other	4% (41)

Cash Assistance*

One-off payments	48% (160)
Regular payments	26% (88)
Cash vouchers	25% (83)
Cash for work	1% (2)

* Respondents could choose multiple answer options, therefore percentages do not total 100%.

SECTION 2 – FIELD STAFF SURVEY

Reading this Section

This report uses bar charts for closed Likert scale questions. The charts show the distribution (in %) of answer options chosen for a particular question – with colours ranging from dark red for negative answers to dark green for positive ones. The mean or average score is also shown for each question on a scale from 1 to 5. For each question, we indicate the main take-away or conclusion drawn from the data. For the open questions we use summary of responses and quotes of the original answers.
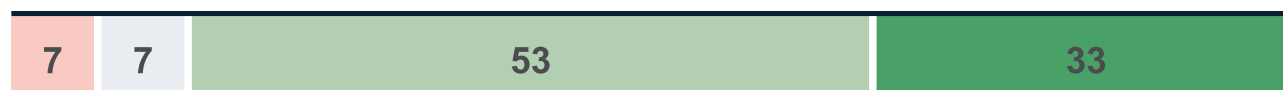
SURVEY QUESTIONS

Q1. Transparency

Do you feel aid funds go where they are most needed?

1 = Not at all	
2 = Not very much	
3 = Neutral	
4 = Mostly yes	
5 = Very much	

(values in %, n = 609) — **Mean: 4.1**

7	7	53	33

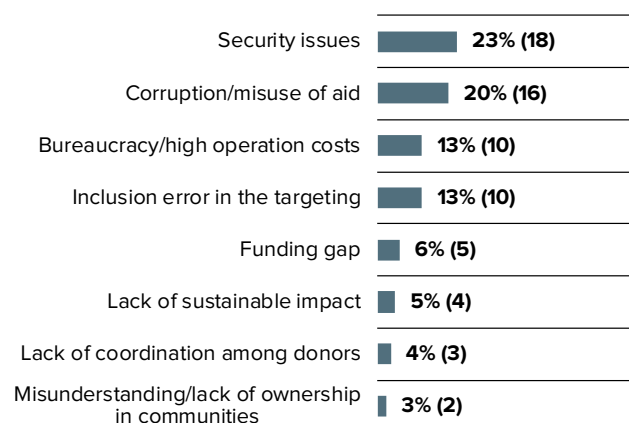**Most humanitarian staff consider that funds are used in accordance with current needs and demands in the field.** Positive perceptions prevail across INGOs and UN agencies as well as local responders.

Follow-up to those who responded 1, 2, or 3 to Q1:

Please explain why you answered that way.

Category	% (count)
Security issues	23% (18)
Corruption/misuse of aid	20% (16)
Bureaucracy/high operation costs	13% (10)
Inclusion error in the targeting	13% (10)
Funding gap	6% (5)
Lack of sustainable impact	5% (4)
Lack of coordination among donors	4% (3)
Misunderstanding/lack of ownership in communities	3% (2)

Negative perceptions are based on three main problems. First, security issues that hinder targeting and hamper aid delivery to hard-to-reach areas. Second, corruption and unfair allocation of aid due to the lack of control over gatekeepers and partners. This is exacerbated by limited accountability, monitoring, and coordination. Third, high operational costs and bureaucracy eat up a significant amount of funding.

> "The clan issues and the power of gatekeepers might affect the delivery of funds to the right people. Clan leaders, government officials, and gatekeepers might manipulate the system and divert funds to go to those who are not directly affect by conflict/famine."

> "No strong coordination, no strict accountability, limited ownership of programming from the communities, top-down approach. Response recommendations [from gatekeepers] are trusted by decisionmakers, while limited, reliable assessments are utilized. Gatekeepers are trusted too much as camp leaders. Fear of insecurity hinders monitoring and evaluation."

Please give 1 or 2 examples of how this could be improved.

Category	Percentage
M&E/quality assurance	18% (12)
Transparency/cut corruption	16% (11)
Capacity building of local responders	16% (11)
Strategic allocation of funds	15% (10)
Focus on hard-to-reach areas	12% (8)
Joint beneficiary identification/common database	10% (7)
Coordinated implementation	6% (4)
Cash programmes	4% (3)
Live-saving assistance	3% (2)

Field staff call for:
- integrated M&E mechanisms and quality assurance during the targeting and implementation stages
- transparency at all levels to fight corruption
- investment in capacity building for local responders and community-based initiatives
- strategic programming to restore livelihoods
- programmes that target hard-to-reach areas
- more efforts for community engagement, CwC, and enhanced accountability mechanisms.

"Conduct capacity building for the community and enable local community committees to conduct adequate mobilisation. Provide routes to reach the vulnerable community members. Implement projects with unconditional cash transfers to reach the most vulnerable communities."

"Strengthened targeting and post-distribution monitoring, as well as enhanced accountability mechanisms and community engagement at the field level."

"This can be improved by designing strict beneficiary selection criteria and working with affected communities, local authorities, and other stakeholders."

Q2. Management of aid

Do you feel that aid is managed well by the humanitarian community in Somalia?

Scale
1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Very much

(values in %, n = 607)　　　　　　　　　　　　　　　　**Mean: 4.0**

1	8	8	56	28

A majority of respondents believe that aid funds are well-managed by the humanitarian community in Somalia.

Follow-up to those who responded 1, 2, or 3 to Q2:

Please explain why you answered that way.

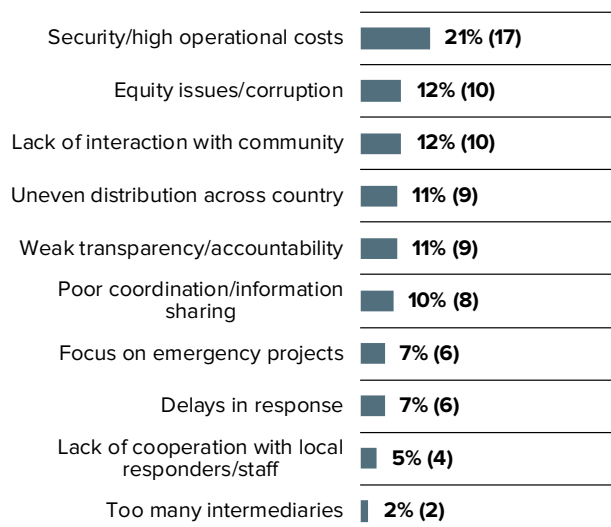| Category	Percentage
Security/high operational costs	21% (17)
Equity issues/corruption	12% (10)
Lack of interaction with community	12% (10)
Uneven distribution across country	11% (9)
Weak transparency/accountability	11% (9)
Poor coordination/information sharing	10% (8)
Focus on emergency projects	7% (6)
Delays in response	7% (6)
Lack of cooperation with local responders/staff	5% (4)
Too many intermediaries	2% (2)

Those aid managers who share negative views point to a range of issues. These include, but are not limited to:
- high operational costs and security issues
- discrimination and corruption among local responders
- focus on emergency projects which lack sustainability
- uneven distribution of aid across the country with major focus on the liberated towns
- lack of information on proper utilisation of funds especially in the implementation stage
- duplication of efforts especially in liberated towns
- delays in response. Some staff members point to the lack of interaction with local communities and their involvement and ownership of the response.
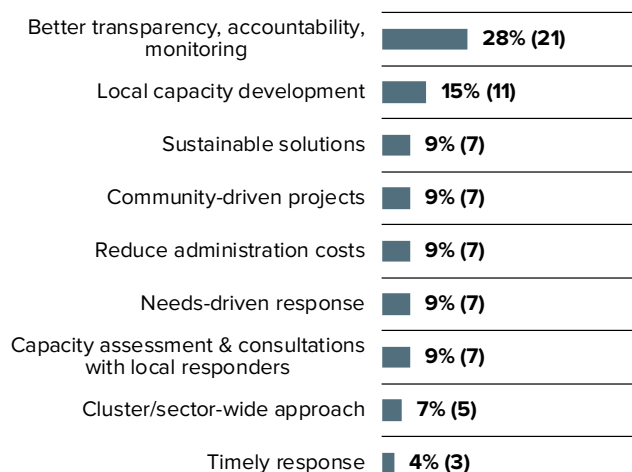
"Because there are some organizations where workers practice nepotism and tribalism and turn the aid over to relatives who are not in need of the aid."

"A greater portion of the aid we provide in Somalia is spent on emergency projects. This does not encourage resilience among affected people."

"Copied projects from other African countries, all agencies focus where they can have access; remote and marginalised communities are not reached due to security concerns and distance from the agencies' locations; needs assessments lack fact-based information."

Please give 1 or 2 examples of how this could be improved.

Better transparency, accountability, monitoring	28% (21)
Local capacity development	15% (11)
Sustainable solutions	9% (7)
Community-driven projects	9% (7)
Reduce administration costs	9% (7)
Needs-driven response	9% (7)
Capacity assessment & consultations with local responders	9% (7)
Cluster/sector-wide approach	7% (5)
Timely response	4% (3)

For better humanitarian response, humanitarian staffs recommend:
• enhancing transparency, accountability and monitoring mechanisms
• strengthening local actors and sharing management responsibility
• involving all stakeholders including affected people in programme design and implementation
• consulting with local responders and authorities and employing more local staff
• tailoring responses to the context and local needs
• working on the transition from emergency to development response, providing more sustainable solutions
• reducing administration and logistics costs.

"Reduce the dependency on food and cash support by creating jobs for the youth and micro-financing the small business vendors, to have both emergency and development programs at the same time."

"Establishing strong coordination mechanisms with regional state governments to ensure proper consultation on needs and utilization of funds."

Q3. Localisation

Do you feel there is sufficient funding for local and national aid providers in Somalia?

| 1 = Not at all |
| 2 = Not very much |
| 3 = Neutral |
| 4 = Mostly yes |
| 5 = Very much |

(values in %, n = 596)   **Mean: 3.5**

4	22	12	48	14

A quarter of respondents do not consider enough support is provided to local responders.

One-third of respondents from local organisations say they receive insufficient support.

Type of organisation				Mean
INGO				**3.5**
4	22	12	47	15
Local responder				**3.3**
8	25	15	35	18
UN agency				**3.5**
3	20	10	54	13
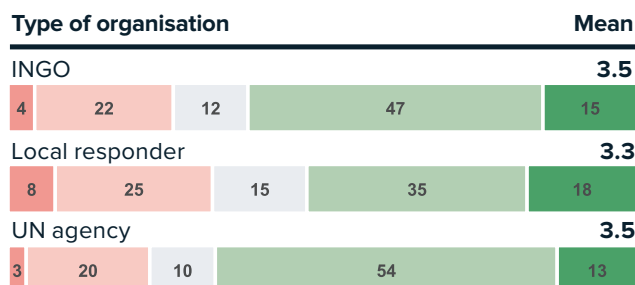
Follow-up to those who responded 1, 2, or 3 to Q3:

Please explain why you answered that way.

Lack of funding/support	**46% (67)**
Capacity bulding/admin support	**17% (25)**
Prioritization of INGOs	**11% (16)**
Limited capacity	**11% (16)**
Local bureaucracy	**8% (12)**
Local actors are not involved in the programme design	**3% (5)**
Short term funding	**2% (3)**
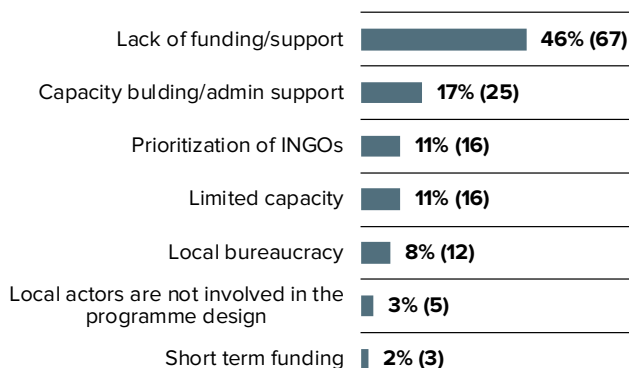
Localisation is complicated by lack of funding and support to develop local capacities as well as prioritisation of INGOs over local organisations by donors. Local responders are perceived as subcontractors rather than partners in the response. Risks are delegated to local organisations without security support or equitable funding. Complex bureaucratic systems put additional pressure on the local organisations.

"Local and national providers are treated solely as sub-contractors and not as partners."

"National aid providers are highly exposed to pressure from a variety of stakeholders, including local authorities and non-state, armed groups."

"For sure, the Somali National Staff are not treated the way they deserve and even sometimes neglected on matters affecting the implementation of day-to-day activities in one way or another. In addition, national or local Somali staff are generally not paid well and there are limitations in terms of promotions for managerial positions even if they have the required qualifications, skills, and experiences."

Please give 1 or 2 examples of how this could be improved.

Strengthen local actors	**32% (36)**
Long-term funding	**29% (33)**
Durable solutions	**15% (17)**
More local staff	**6% (7)**
Cooperation among local authorities and NGOs	**5% (6)**
Better resource management	**4% (5)**
More freedom/responsibilities to the local NGOs	**3% (3)**
Minimum standards	**3% (3)**
Identify strategic partners	**3% (3)**

Solutions suggested by staff to address the issue of localisation include:

• strengthening local actors (both governmental and non-governmental) and developing partnerships
• more long-term funding including special funds for local responders
• durable solutions and resilience programmes
• facilitating cooperation among local authorities and NGOs.

"Societal orientations in different social sectors such as social solidarity, self-help policy and cooperativeness, communal orientation against radicalism and tribalism."

"Build the capacity of local and national aid providers. Ensure accountability frameworks are in place and that aid providers are evaluated against present objectives. Strengthen post-distribution monitoring and conduct regular audits."

Q4. Feedback

Do you feel that field staff like you have enough information about the way affected people see aid programmes?

1 = Not at all	
2 = Not very much	
3 = Neutral	
4 = Mostly yes	
5 = Very much	

(values in %, n = 577) **Mean: 4.2**

1	7	5	47	41
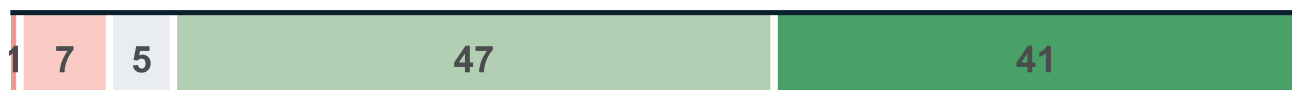
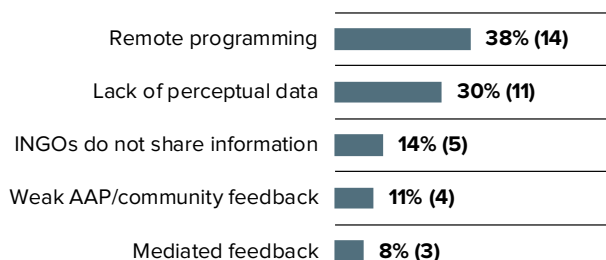**Staff feel well informed about the way affected people view aid programmes.**

Respondents from UN agencies are less convinced than others that field staff are informed about people's feedback.

Type of organisation	Mean
INGO	4.3

1 | 3 | 3 | 47 | 45 |

| Local responder | 4.4 |

3 | 3 | 3 | 39 | 53 |

| UN agency | 3.9 |

15 | 8 | 48 | 28 |

Follow-up to those who responded 1, 2, or 3 to Q4:

Please explain why you answered that way.

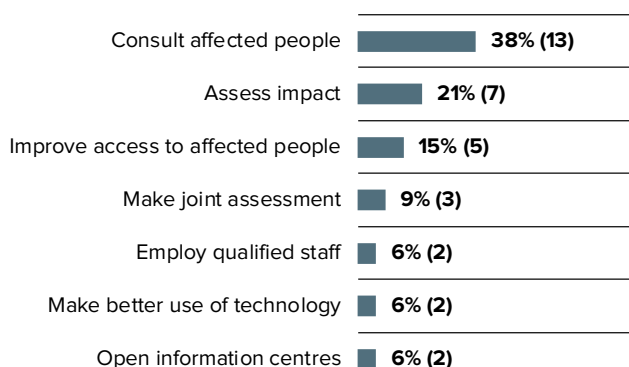|	
Remote programming	38% (14)
Lack of perceptual data	30% (11)
INGOs do not share information	14% (5)
Weak AAP/community feedback	11% (4)
Mediated feedback	8% (3)

Lack of information among staff is due to:
• the remote programming and limited access to the communities
• focus on the evaluation data whether aid was provided instead of perceptual data on what people think about the aid and whether they find it useful
• a lack of information shared between the organisations and weak mechanisms to engage and communicate with communities.
The information received from the affected people is also coming through intermediaries be it gatekeepers, local partners, or the government.

"We have several sources of information (Call centre, hotline, local partners, government..) however we don't receive face-to-face information, it's always through intermediaries."

"Although affected people appreciate the aid programs, the support is never enough; affected people do not choose the type of food, water, or healthcare but have to accept whatever assistance is available to them... that way they see the aid programs as never-ending projects."

Please give 1 or 2 examples of how this could be improved.

Consult affected people	38% (13)
Assess impact	21% (7)
Improve access to affected people	15% (5)
Make joint assessment	9% (3)
Employ qualified staff	6% (2)
Make better use of technology	6% (2)
Open information centres	6% (2)

Gaps in the feedback loop could be closed by:
• direct consultations with affected people on design and implementation
• impact assessments of humanitarian programmes and dissemination results across all clusters
• securing better access to the affected communities and reducing the number of intermediaries.

"Consult with those affected by crisis and ask them how they want to be helped instead of designing a programme."

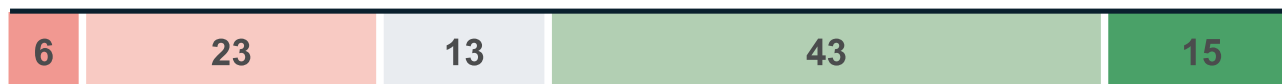"More investment in establishing systematic, accessible, and creative mechanisms for hearing from affected populations."

"Having phone surveys in Somalia to get really good feedback from affected people, including a disclaimer that their feedback will not have negative effects."

Q5. Participation

Do affected people have enough say in the way aid programmes are designed and implemented?

1 = Not at all	
2 = Not very much	
3 = Neutral	
4 = Mostly yes	
5 = Very much	
Do not know	

(values in %, n = 564)   **Mean: 3.4**
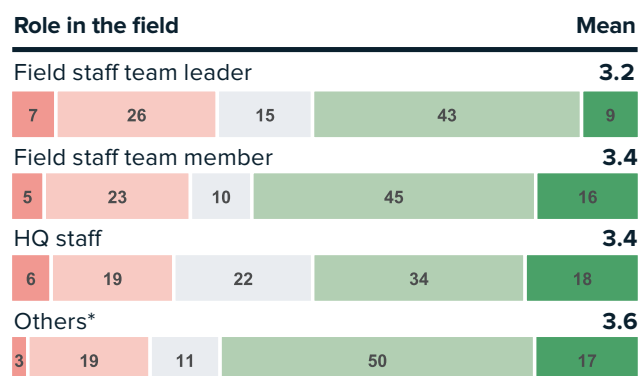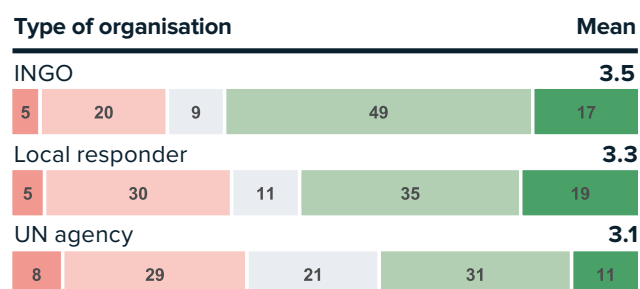
6	23	13	43	15

A quarter of respondents do not believe affected people are able to influence programme design.

Respondents from UN agencies are the most sceptical about the possibility for people to influence the programme design.
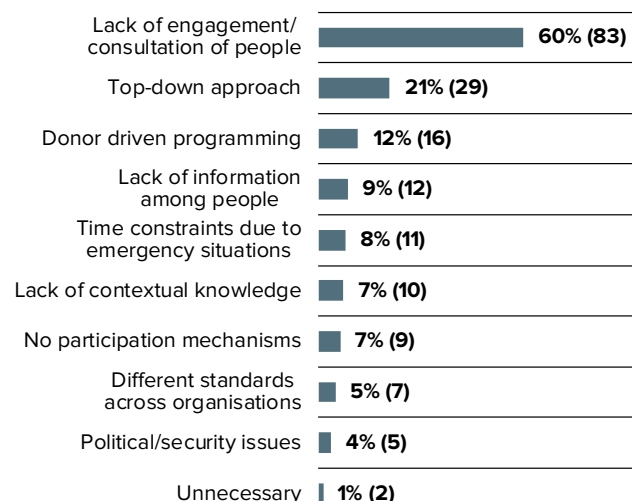
Type of organisation	Mean
INGO	**3.5**

5	20	9	49	17

Local responder	**3.3**

5	30	11	35	19

UN agency	**3.1**

8	29	21	31	11

Field staff team leaders are more likely to say that affected people lack options to influence programmes.

Role in the field	Mean
Field staff team leader	**3.2**

7	26	15	43	9

Field staff team member	**3.4**

5	23	10	45	16

HQ staff	**3.4**

6	19	22	34	18

Others*	**3.6**

3	19	11	50	17

* "Others" include consultants, specialists, assitants and other external support.

Follow-up to those who responded 1, 2, or 3 to Q5:

Please explain why you answered that way.

Lack of engagement/ consultation of people	**60% (83)**
Top-down approach	**21% (29)**
Donor driven programming	**12% (16)**
Lack of information among people	**9% (12)**
Time constraints due to emergency situations	**8% (11)**
Lack of contextual knowledge	**7% (10)**
No participation mechanisms	**7% (9)**
Different standards across organisations	**5% (7)**
Political/security issues	**4% (5)**
Unnecessary	**1% (2)**

Voices of affected people are not considered because of:
- lack of engagement and consultation by aid organisations. This was said to be largely absent during project planning and design stages.
- systematic top-down approach. Decisions are made by donors, organisations, government officials, and 'representatives' of affected communities
- illiteracy among affected people or a general lack of information, interest, or knowledge of programmes.
- time constraints during emergency programmes, political and security issues in Somalia.

> "I don't think affected people have their opinions taken into account beforehand about the way aid programmes are designed and implemented. In most emergency situations, the humanitarian community tends to provide aid without consulting people affected, while this can be justifiable people still need to be involved."

> "At the design stage donors are very prescriptive on where and what their money will be used for; during implementation, there is limited engagement with the affected people."

Please give 1 or 2 examples of how this could be improved.

Ensure dialogue with communities	**59% (88)**
Listen to priority needs of affected people	**20% (30)**
Participatory consultation	**7% (10)**
Establish monitoring/ accountability/feedback	**7% (10)**
Develop long-term programmes	**6% (9)**
Allow programme flexilbility	**6% (9)**
Increase community awareness	**5% (8)**
Improve coordination within organisations/with government	**4% (6)**

Humanitarian actors should
• integrate community consultations, dialogue, and participation in their work through focus group discussions, workshops, employing bottom-up approaches, and introducing new mechanisms and platforms to allow for community involvement.
• conduct needs assessments in order to better understand the priorities and needs of affected people.
• increase flexibility in budget spending catered to the real-time needs of affected people as opposed to pre-written donor budget lines.
• increase engagement, accountability and awareness of affected people using feedback and communication channels such as hotlines and workshops.

> "Increase the discussion with communities regarding priority needs and project design. Those in headquarters should share more information with field staff as well as the community, as a means of improving community relations."

> "To engage affected people throughout the planning, implementing, monitoring, and evaluating process."
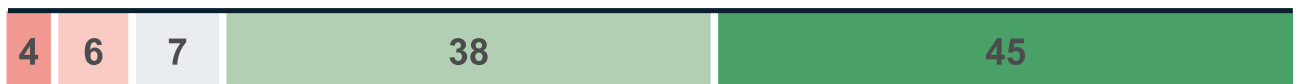
Q6. Cash

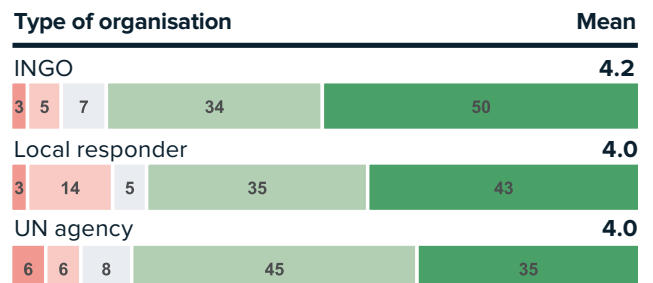# Do you feel that cash programmes contribute to better outcomes than other kinds of aid?

1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Very much

(values in %, n = 562)   **Mean: 4.2**

4	6	7	38	45

Most respondents feel that cash programmes lead to better outcomes.

Perceptions are mostly positive among respondents from all types of organisations.

Type of organisation				Mean
INGO				**4.2**
3	5	7	34	50
Local responder				**4.0**
3	14	5	35	43
UN agency				**4.0**
6	6	8	45	35

Follow-up to those who responded 1, 2, or 3 to Q6:

Please explain why you answered that way.

Creates dependency	54% (42)
Prone to corruption	17% (13)
Need to be integrated	12% (9)
Not used for purpose	10% (8)
Lack of impact research	8% (6)
High execution risks	4% (3)
Registration/access problems	3% (2)

Some staff see little advantage in cash programming, calling it a short-term solution that creates long-term dependency. Some respondents also believe that cash programmes are prone to corruption and can cause conflicts in the household. Cash programmes should be considered as only one part of a timely integrated intervention, they say.

"Both cash and other kinds of aid complement each other. Monitoring reports show the positive contribution of cash programmes, but not in a vacuum. Sometimes we have used cash programmes to complement other kinds of aid. That said, some positive attributes of cash programmes include the ability to encourage savings which then become springboards to help finance micro enterprises among the affected households."
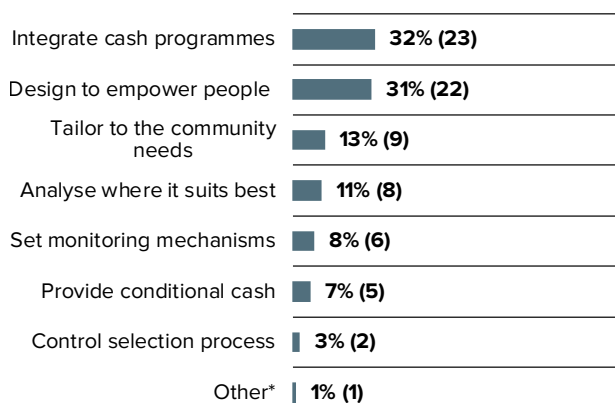
"The cash injections create a dependency on aid and people would eventually abandon their livelihood systems; it is only good during emergencies. For other kinds of aid, people feel they are maintaining their livelihoods when their agricultural structures are improved, feeder roads rehabilitated, food distributed – and the impact is felt immediately."

Please give 1 or 2 examples of how this could be improved.

Integrate cash programmes	32% (23)
Design to empower people	31% (22)
Tailor to the community needs	13% (9)
Analyse where it suits best	11% (8)
Set monitoring mechanisms	8% (6)
Provide conditional cash	7% (5)
Control selection process	3% (2)
Other*	1% (1)

* "Other" includes targeting women-headed households/families with children.

Staff believe that cash programmes could be more effective if they were:
• integrated with other sectors and benefitted the whole community.
• designed to cover services, trainings, livelihood needs – and empower people to generate their own income. Respondents suggest basing cash programmes on community needs and impact analyses to understand where cash aid is most suitable. Aid should only cover the basic needs of the local community without creating dependency. More technologies and cash spending tracking systems could be used to monitor distribution.

"Focus on developing infrastructure (WASH, education, community buildings) to improve land tenure and promote long-term/durable solutions."
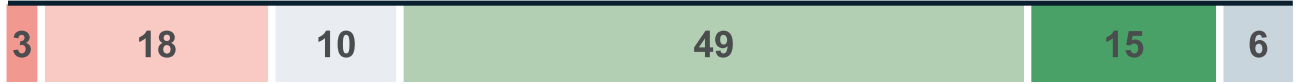
"I would propose to substitute the cash with inputs that would provide the affected people with long-term impact. Alternatively, use the cash to create an environment that would enable the affected population to generate income for themselves, e.g. income-generating opportunities along the agricultural value and supply chains."

Q7. Flexibility

Do humanitarian organisations have the flexibility to adjust their projects and programmes when things change?

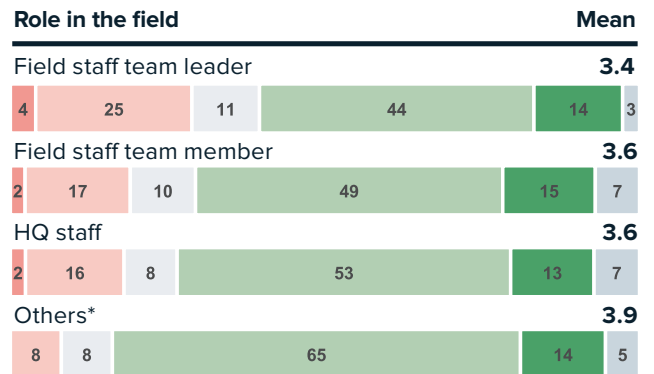|	
1 = Not at all	
2 = Not very much	
3 = Neutral	
4 = Mostly yes	
5 = Very much	
Do not know	

(values in %, n = 570)　　　　　　　　　　　　　　　　　　　　　**Mean: 3.6**

3	18	10	49	15	6

Most staff interviewed believe they can adjust programming to changing needs in the field. However, some respondents feel this is a challenge.
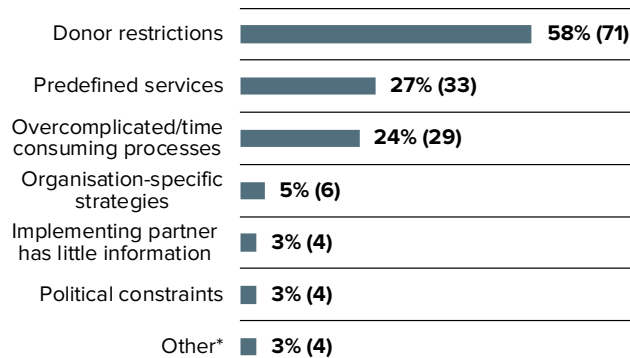
Team leaders are more likely to question the flexibility of programmes.

Role in the field	Mean
Field staff team leader	**3.4**

4	25	11	44	14	3

Field staff team member	**3.6**

2	17	10	49	15	7

HQ staff	**3.6**

2	16	8	53	13	7

Others*	**3.9**

8	8	65	14	5

* "Others" include consultants, specialists, assitants and other external support.

Follow-up to those who responded 1, 2, or 3 to Q7:

Please explain why you answered that way.

Donor restrictions	**58% (71)**
Predefined services	**27% (33)**
Overcomplicated/time consuming processes	**24% (29)**
Organisation-specific strategies	**5% (6)**
Implementing partner has little information	**3% (4)**
Political constraints	**3% (4)**
Other*	**3% (4)**

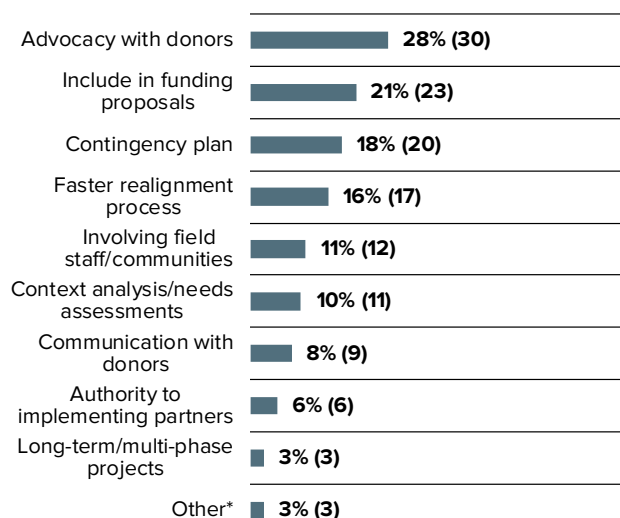* "Other" includes restricted staff capacity and lack of initiative from HQ to make changes.

Staff mentioned many obstacles to flexible programming linked to donor and programme restrictions, earmarked funding, overcomplicated and time-consuming processes for re-programming and re-approval. Implementing partners also lack needs assessment information, resulting in inefficient programmes.

> "Complex and bureaucratic process is involved. Decisionmakers are not seeing or witnessing the suffering of the affected populations."

> "There is limited flexibility mainly because of expectations by the initial target communities, and also due to long processes in getting approvals from some donors. It is however, possible."

Please give 1 or 2 examples of how this could be improved.

Advocacy with donors	**28% (30)**
Include in funding proposals	**21% (23)**
Contingency plan	**18% (20)**
Faster realignment process	**16% (17)**
Involving field staff/communities	**11% (12)**
Context analysis/needs assessments	**10% (11)**
Communication with donors	**8% (9)**
Authority to implementing partners	**6% (6)**
Long-term/multi-phase projects	**3% (3)**
Other*	**3% (3)**

* "Other" includes an overarching funding association, staff with PEA skills, and strategic planning and risk management.

"Donors should anticipate changes and reduce bureaucratic procedures that delay the humanitarian response."

More advocacy is needed to bring the importance of flexibility to the attention of donors. Flexibility could be improved by including clauses in funding proposals as well as increasing the speed at which changes are approved. Contingency plans and more long-term, multi-phase projects would help field staff adjust their programmes to changing needs. Giving authority to implementing partners and country offices could reduce the burden and bureaucratic holdups donor agencies may face.

"A contingency plan for emergency situations would be good for projects. Last year, there was a drought in Somalia and it took a long time to respond and to change resilience projects into an emergency response. Fortunately, the final approval of some projects was received and appropriately addressed the needs of communities affected by drought."

Q8. Reporting time

Do you feel the amount of time you spend on reporting is appropriate?

1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Very much

(values in %, n = 557)   **Mean: 4.1**

1	6	6	56	30
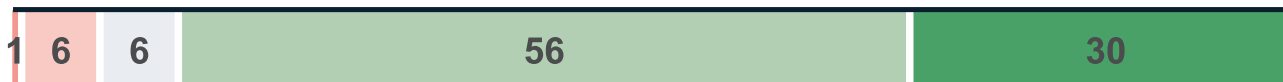
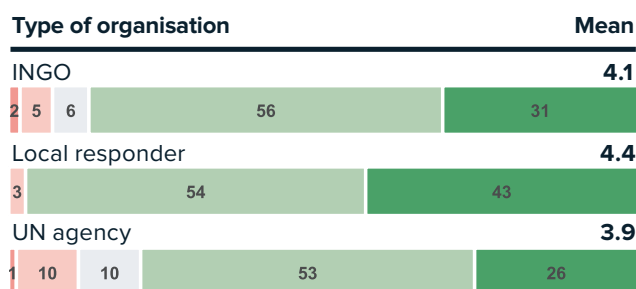**The amount of time spent on reporting is seen as mostly appropriate.**

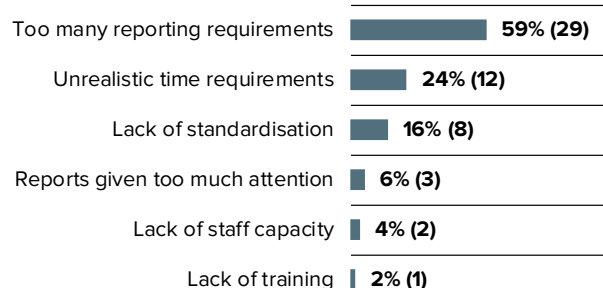Respondents from local organisations offer the most positive views regarding the reporting time.

Type of organisation				Mean
INGO				**4.1**
2	5	6	56	31
Local responder				**4.4**
	3	54		43
UN agency				**3.9**
1	10	10	53	26

Field staff team members are the most satisfied with the reporting time among the staff interviewed.

Role in the field	Mean
Field staff team leader	**3.9**

3 | 8 | 7 | 55 | 26

Field staff team member	**4.2**

1 | 5 | 5 | 55 | 34

HQ staff	**3.9**

1 | 10 | 12 | 55 | 21

Others*	**4.1**

6 | 71 | 23

* "Others" include consultants, specialists, assitants and other external support.

Follow-up to those who responded 1, 2, or 3 to Q8:

Please explain why you answered that way.

Too many reporting requirements — **59% (29)**
Unrealistic time requirements — **24% (12)**
Lack of standardisation — **16% (8)**
Reports given too much attention — **6% (3)**
Lack of staff capacity — **4% (2)**
Lack of training — **2% (1)**

Field staff are concerned about the number of different reports they are required to prepare and hence, spend less time on project implementation. Tight deadlines and reports for short-term projects put additional pressure on staff members. Respondents report a lack of standard requirements and duplication of information in different reports.

"People believe making huge paper trails ensures greater transparency and accountability and, ironically, saves money. In the end, it diverts time from monitoring, training, and partner support activities that are critical in this context."
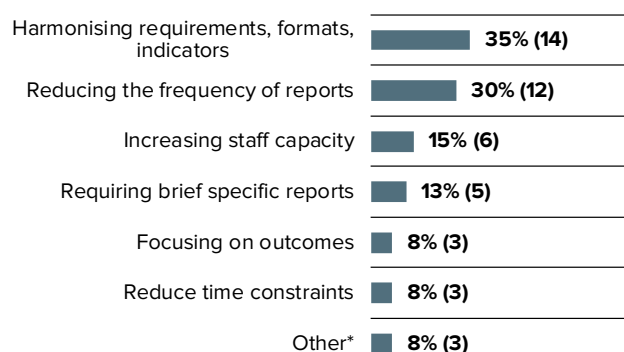
"I don't see a reason to think INGOs will have a challenge in reporting. The real challenge is managing many short-term, multi-donor grants at one time, each of which require a separate report."

Please give 1 or 2 examples of how this could be improved.

Harmonising requirements, formats, indicators — **35% (14)**
Reducing the frequency of reports — **30% (12)**
Increasing staff capacity — **15% (6)**
Requiring brief specific reports — **13% (5)**
Focusing on outcomes — **8% (3)**
Reduce time constraints — **8% (3)**
Other* — **8% (3)**

* "Other" includes a scheduule for report planning, donors prepared to take risks, and inclusion of past, present and future issues in one report.

In line with the Grand Bargain, the staff interviewed suggest harmonising reporting requirements, formats, and timelines across donors. Field staff call for less frequent reports, more staff dedicated to reporting, and the introduction of a brief report format focused on outcomes rather than outputs.

"Reporting is important but should be limited to semi-annual reports to allow time for effective implementation and monitoring. In some contexts nothing much changes on a monthly or quarterly basis."

"System-wide standardised reporting templates, and trainings provided to all organisations."

"We need to look at the quality of our interventions and outcomes. A lot of time is spent on reports without cross-checking against the quality of the outcomes."

Q9. Cooperation

Do humanitarian and development actors work together effectively in Somalia?

	1 = Not at all
	2 = Not very much
	3 = Neutral
	4 = Mostly yes
	5 = Very much

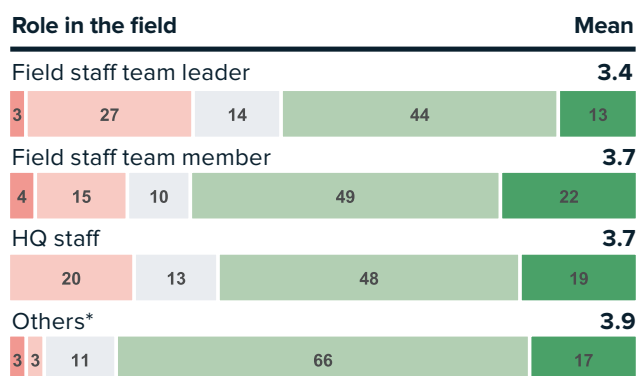**(values in %, n = 534)**   **Mean: 3.6**
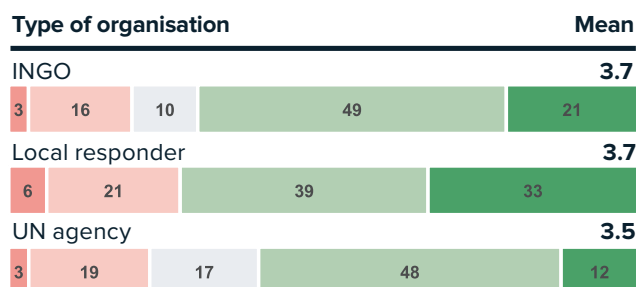
3	18	12	49	19

Our findings suggest staff see cooperation between humanitarian and development actors as effective, although some disagree.

Respondents from INGOs are more convinced than other UN staff that humanitarian and development actors work together effectively.
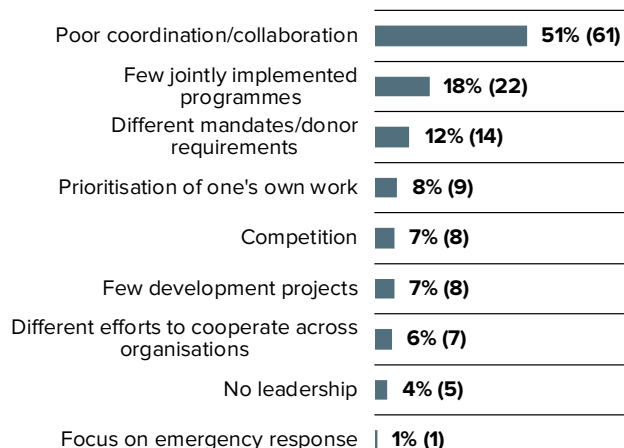
Type of organisation				Mean
INGO				**3.7**
3	16	10	49	21
Local responder				**3.7**
6	21		39	33
UN agency				**3.5**
3	19	17	48	12

Field staff team leaders are the most sceptical about cooperation between humanitarian and development actors in Somalia.

Role in the field				Mean
Field staff team leader				**3.4**
3	27	14	44	13
Field staff team member				**3.7**
4	15	10	49	22
HQ staff				**3.7**
	20	13	48	19
Others*				**3.9**
3	3	11	66	17

* "Others" include consultants, specialists, assitants and other external support.

Follow-up to those who responded 1, 2, or 3 to Q9:

Please explain why you answered that way.

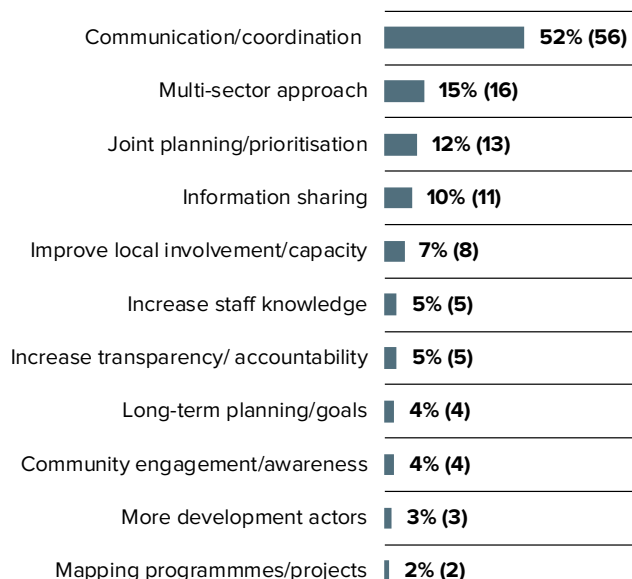|	
Poor coordination/collaboration	**51% (61)**
Few jointly implemented programmes	**18% (22)**
Different mandates/donor requirements	**12% (14)**
Prioritisation of one's own work	**8% (9)**
Competition	**7% (8)**
Few development projects	**7% (8)**
Different efforts to cooperate across organisations	**6% (7)**
No leadership	**4% (5)**
Focus on emergency response	**1% (1)**

Negative perceptions are explained by poor coordination, collaboration, and information sharing. Staff interviewed see few jointly implemented programmes or early recovery programmes. Coordination is hindered by different approaches and mandates as well as donor requirements. Organisations tend to prioritise their own work and compete rather than cooperate. Some respondents point to the lack of development projects in the country.

"All humanitarian agencies as well as development actors have their own mandate, vision, and mission. Each agency focuses on this. More coordination on joint mission programmes is one way of promoting this coordination. For example, The Joint Resilience Strategy designed by FAO, WFP & UNICEF."

"Somalia is still a humanitarian environment. When the agency has a double mandate (humanitarian and development), it is easier to work on both sides. However, when the agency is purely humanitarian or just development, then it is difficult as we lack a common platform to work together. Also, this is due to the weakness of the government(s)."

Please give 1 or 2 examples of how this could be improved.

Category	Value
Communication/coordination	52% (56)
Multi-sector approach	15% (16)
Joint planning/prioritisation	12% (13)
Information sharing	10% (11)
Improve local involvement/capacity	7% (8)
Increase staff knowledge	5% (5)
Increase transparency/ accountability	5% (5)
Long-term planning/goals	4% (4)
Community engagement/awareness	4% (4)
More development actors	3% (3)
Mapping programmmes/projects	2% (2)

Cooperation could be improved through:
- coordination mechanisms and platforms among local donors, authorities, organisations, and clusters;
- investment in capacity of local actors, communities, authorities, and agents;
- special efforts to share information, mapping programmes, and projects;
- coordinated long-term planning and goal-setting among humanitarian and development actors in Somalia;
- staff training, and improving transparency and accountability.

"Joint consultative programming is important. All development projects should be forced to have an emergency support component in their project since Somalia is volatile country with recurring emergencies."
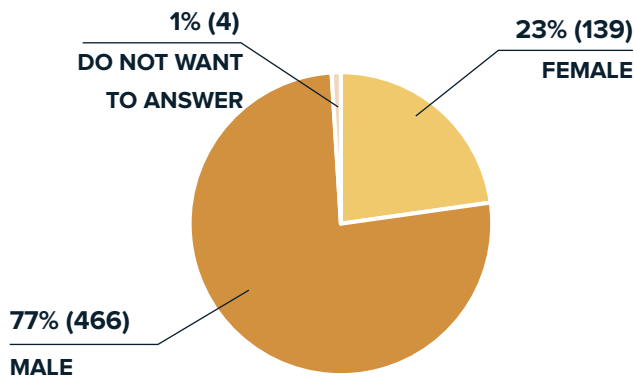
"Mapping of development projects and interventions will help humanitarian programmes/projects to better address community needs and to link them to long-term development programming."
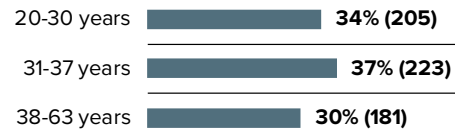
DEMOGRAPHICS

The graphs below depict the demographic breakdown of the 609 respondents. Each graph includes percentages, as well as the frequency in parentheses.
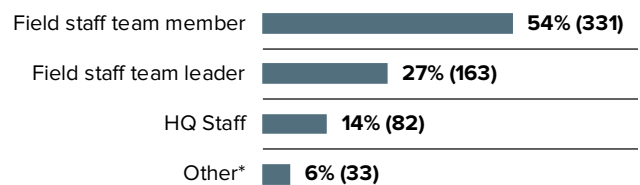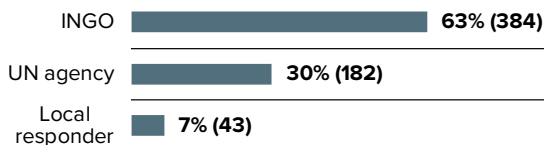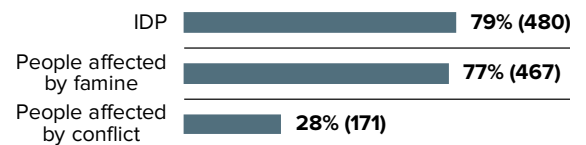
Gender

1% (4)
DO NOT WANT TO ANSWER

23% (139)
FEMALE

77% (466)
MALE

Age

20-30 years	**34% (205)**
31-37 years	**37% (223)**
38-63 years	**30% (181)**

Role in the Field

Field staff team member	**54% (331)**
Field staff team leader	**27% (163)**
HQ Staff	**14% (82)**
Other*	**6% (33)**

* "Other" includes consultants, specialists, assitants and other external support.

Type of Organisation

INGO	**63% (384)**
UN agency	**30% (182)**
Local responder	**7% (43)**

Work with Displaced People**

IDP	**79% (480)**
People affected by famine	**77% (467)**
People affected by conflict	**28% (171)**

Service**

Livelihood	**40% (246)**
Food / Nutrition	**38% (234)**
Cash	**33% (203)**
WASH	**32% (193)**
Education	**30% (180)**
Protection	**30% (180)**
Healthcare	**24% (147)**
Shelter Support	**20% (119)**
Information	**14% (83)**
Psychological Support	**12% (71)**

Location of Work**

Banadir	**30% (180)**
Nugaal	**29% (179)**
Bari	**28% (172)**
Bay	**28% (168)**
Togdheer	**24% (148)**
Gedo	**24% (146)**
Sanaag	**22% (133)**
Galgaduud	**21% (130)**
Bakool	**21% (127)**
Awdal	**21% (125)**
Wogoozi Galbeed	**20% (123)**
Sool	**19% (113)**
Lower Shabelle	**17% (105)**
Hiraan	**16% (100)**
Middle Shabelle	**15% (94)**
Middle Juba	**10% (63)**

**Respondents could choose multiple answer options, therefore percentages do not total 100%.

RECOMMENDATIONS AND NEXT STEPS

The following next steps are suggested for consideration by humanitarian agencies in Somalia:

a) Dialogue. Discuss the main findings with your own staff and partners to verify and deepen the analysis. These "sense-making" dialogues should focus on themes where the data suggests that further attention or course correction may be necessary.

b) Advocacy. Consider sharing the feedback with other agencies working in Somalia to see how, together, the humanitarian community can address concerns or bridge gaps.

c) Closing the loop. Encourage frontline staff to close the feedback loop by communicating changes or informing affected people about how services are being adapted to take their feedback into account.

Ground Truth Solutions' staff would be happy to discuss the findings with agencies in Somalia and offer advice on follow-up activities.

NOTE ON METHODOLOGY

Survey Development

Ground Truth developed two survey instruments – the affected people survey and the frontline staff survey – to measure the implementation and the effects of the Grand Bargain commitments. The goal of the first survey is to gather feedback from affected people on the provision of humanitarian aid and track how perceptions evolve over time. The second survey collects feedback from frontline staff on the implementation of Grand Bargain themes and provides a baseline to track progress on implementation and impact of the commitments. Closed questions use a 1-5 Likert scale to quantify answers.

Sample Size

Affected people survey

Phone interviews were conducted with 560 individuals targeting recipients of humanitarian aid and services among Internally Displaced Persons (IDPs) and residents affected by crisis in 17 regions of Somalia.

Field staff survey

Online surveys were conducted with 609 field staff team members, team leaders, and M&E, programme and technical specialists from different organisations, namely INGOs, UN Agencies, and local responders. 23% of respondents are female and 76% male.

Sampling Methodology

Affected people survey

Respondents to the affected population survey were sampled pseudo-randomly. The objective was to have representative samples in each of 17 regions in Somalia, and a 50-50 male-female split. GTS contracted a local data collection company, Forcier Consulting. The local data collector conducted the survey using their databank with 560 beneficiaries of aid programmes form a wide variety of aid agencies. Participants were approached via phone and selected for the interview based on two sampling filters: the respondent had to be willing to continue with the survey in addition to having received aid in the past six months.

Field staff survey

Twenty-two organisations were approached and asked to participate in the survey and distribute the online survey using a convenience sample of their staff. Organisations participating were: UN agencies and international organisations (UNHCR; UNFAO; WFP; UNICEF; WHO; OCHA; UNFPA; IOM); INGOs (Save the Children; World Vision; NRC; Mercy Corps; CARE International; IRC; SWISSO-KALMO) and the local and national responders (Somali Aid; WASDA; ZamZam; SSWC; Gargaar Relief and Development Organisation (GREDO); SCODO).

Data Disaggregation

Affected people survey

Data is disaggregated by group of affected people, region, type of accommodation, gender, age, and service provider.

Field staff survey

Data is disaggregated by type of organisation and role in the field. The analysis in the report includes any significant difference in the perceptions of different demographic groups. It does not, however, show the full breakdown of responses according to these categories.

Language of the Survey

Affected people survey

This survey was conducted in Somali.

Field staff survey

This survey was conducted in Somali and English.

Data Collection

Affected people survey

Data was collected between 23 September and 3 October 2017 by *Forcier Consulting*, an independent data collection company contracted by Ground Truth.

Field staff survey

Data was collected between 6 September and 6 November 2017 using an online survey tool.

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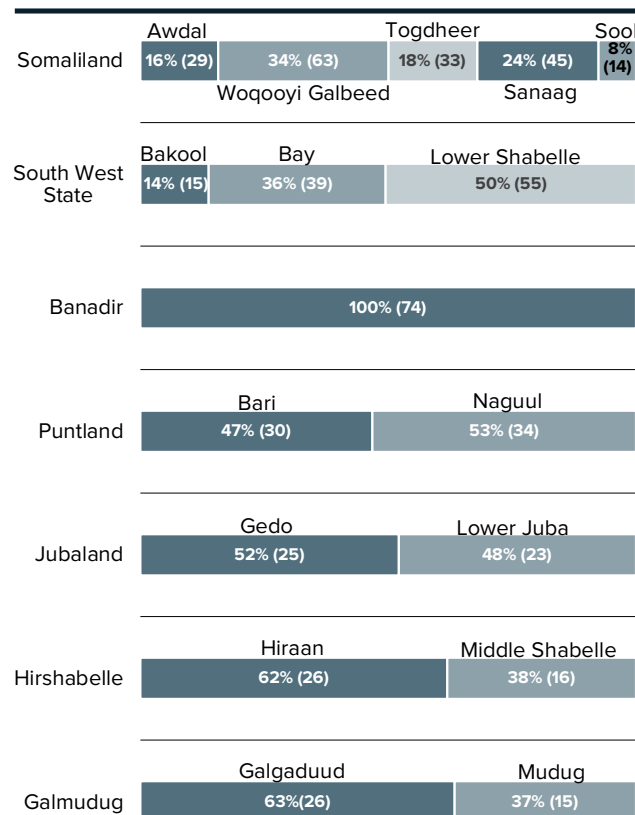
OCHA. "Humanitarian Response Plan". Somalia: OCHA, May 2017. https://reliefweb.int/sites/reliefweb.int/files/resources/2017_somalia_hrp_revision.pdf

ANNEX – DETAILED DEMOGRAPHICS

Locations Breakdown

Urban
Rural

Somaliland
Awdal	Togdheer	Sool
16% (29)	34% (63)	18% (33)	24% (45)	8% (14)

Woqooyi Galbeed · Sanaag

South West State
Bakool	Bay	Lower Shabelle
14% (15)	36% (39)	50% (55)

Banadir
100% (74)

Puntland
Bari	Naguul
47% (30)	53% (34)

Jubaland
Gedo	Lower Juba
52% (25)	48% (23)

Hirshabelle
Hiraan	Middle Shabelle
62% (26)	38% (16)

Galmudug
Galgaduud	Mudug
63%(26)	37% (15)

Affected People per Area

Residents affected by crisis
69% (286) · 31% (127)

IDPs
28% (41) · 72% (108)
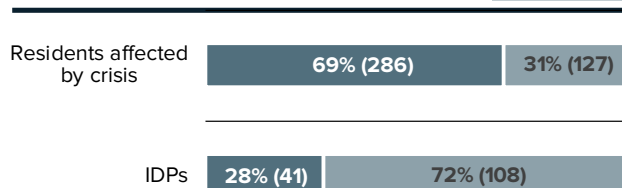
Facebook Survey

In addition to the targeted phone survey, Ground Truth Solutions collected a set of responses via Facebook collaborating with *TA Citizen Research Centre*, the non-profit arm of *Vibrand Research*. Participation was open to all followers of the Vibrand Research Facebook group.

Overall, participants in the online survey were more negative than people surveyed by telephone. Data collection via Facebook revealed a number of challenges and issues:

· **Age**: The sample of the facebook survey was much younger (mean age = 25) than the randomly drawn sample from the phone survey (mean age = 40).
· **Gender**: The facebook sample was biased towards men (n = 72%) compared to the phone survey sample (n = 52%).
· **Urban/rural**: Surprisingly, the online sample is more rural (n = 65%) compared to the phone survey sample (n = 42%).

· **Self-selection**: The facebook survey was shared on the Vibrand Research facebook group with over 15 thousand followers; followers could voluntarily complete the survey and share the link further — no incentives were given to participate in the survey.
· **Attrition**: A high percentage of survey participants did not complete the online survey. The attrition rate of people who received aid was 40%, while the attrition rate of people who did not receive aid was 73%.

Due the biased sample composition, self-selection bias and high attrition rates, Ground Truth Solutions (GTS) decided to only selectively use the Facebook data for triangulation purposes. While GTS does not deem the sample quality to be sufficient for more in-depth analysis, it provides feedback on issues to control for in future facebook surveys.