

Somalia • Strengthening accountability to affected people



Executive summary

- **As in 2018, the majority of affected people surveyed feel safe both in their day-to-day lives and when accessing aid (86% and 91%, respectively).** Respondents are similarly positive (92%) about their ability to move around the country freely. Few people identified the security situation as an impediment.
- **The relationship between aid providers and affected people remains positive.** Ninety-two percent of affected people say they are treated respectfully, and 93% say they believe aid workers have their best interests at heart.
- While 80% of affected people feel their opinions are considered by aid providers, **almost two-thirds (63%) do not know how to make suggestions or complaints about the aid they receive.** Over the last three years, there has been a steady decrease in the proportion of people who say they know how to make a complaint – from 49% in 2017 to 44% in 2018 and 37% in 2019.
- This is in contrast to affected people’s awareness around reporting abuse or mistreatment by agency staff. **The majority (83%) of affected people surveyed feel able to report misconduct by humanitarian staff.**
- **Almost half (43%) of the affected people surveyed say that important needs remain unmet.** They highlight cash, food, and health services as being insufficiently provided by aid agencies.
- Most respondents (79%) are aware of the aid and services available to them, and 65% say **aid goes to those who need it most.**
- In line with the findings from 2018, **44% of respondents say that aid does not empower them to live without humanitarian assistance in the future.** They call for more focus on income-generating activities, education, and vocational training to increase self-reliance.
- Fifty-seven percent of survey respondents are confident that **people’s lives are improving** in Somalia/Somaliland.

This bulletin presents an overview of findings based on Ground Truth Solutions’ survey of internally displaced people (IDPs) voluntary migrants, and citizens affected by crisis in Somalia who have received aid and support from humanitarian organisations in the last 18 months.

With DFID support, the survey was carried out in July 2019 in Somaliland, Puntland, and South Central. It is the third such survey since 2017 – the first took place in [2017](#) and the second in [2018](#). This year the goal is to use the findings to inform the Humanitarian Needs Overview (HNO) and provide a metric for monitoring progress towards the strategic objectives outlined in the Humanitarian Response Plan (HRP).

The survey findings are linked to the 2019 HRP strategic objectives: 1) saving lives, 2) nutrition, 3) protection, and 4) resilience.¹

¹ UN OCHA, 2019 Humanitarian Response Plan (January 2019).

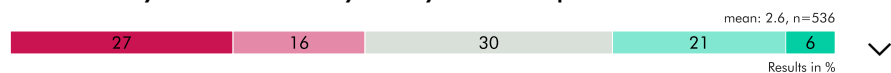
Strategic objectives 1 and 2: saving lives and nutrition

Summary findings

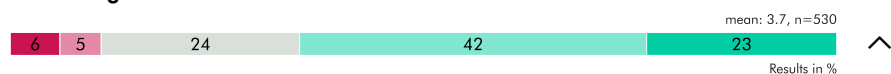
Do you feel informed about the kind of aid and services available to you?



Does the aid you receive currently cover your most important needs?



Does aid go to those who need it most?



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



Do people in your community sell aid items to meet their needs in cash?



Has aid provision been stable over the last 18 months?



Changes in responses since 2017

- ^ Increase in mean score of 0.5 or more **or** increase in "yes" responses by more than 10%
- ^ Increase in mean score of less than 0.5 **or** increase in "yes" responses by 5-10%
- = Change in mean score by less than 0.1 **or** change in "yes" responses by less than 5%
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- * This question was added since the previous round

Saving lives and nutrition: key findings

Over three-quarters of the affected people surveyed feel informed about the aid and services available to them. Residents affected by crisis report lower levels of awareness (72% mostly or completely aware) than IDPs, who generally feel more informed (83% mostly or completely aware).

As with the 2018 survey, affected people say they need more information on the types of aid and services available to them as well as how to access assistance. Asked about the main barrier to accessing information, 81% said they lacked the necessary connections.

Less than one-third of the affected people surveyed feel that the aid they receive meets their most important needs. Only 22% of non-cash recipients say their needs are met, compared to 33% of cash recipients.

The most important unmet needs affected people identify are cash, food, healthcare, and education. This is in line with OCHA's cluster overview,² which finds that less than 55% of the people targeted by the Food Security Cluster have been reached this year.

Similarly, findings from 33 separate nutrition surveys conducted by the Food Security and Nutrition Analysis Unit (FSNAU) and its partners in June/July 2019 highlight the persistence of widespread acute malnutrition in Somalia.³ People's perceptions of what would best help meet their nutritional needs should be probed in depth. This will be explored in future rounds.

According to the Health Cluster, due to inadequate health facilities and access barriers for healthcare providers, only 38% of targeted people received a medical consultation.⁴ The Education Cluster also reported access to learning opportunities as a challenge. Only 24% of targeted school-age children have been reached, signifying a risk of forced recruitment, abuse, child labour, and early marriage for children who are not in school.⁵

Issues with agriculture and crops were the most commonly cited topics of concern among people who called in to Radio Ergo in July.⁶ They regularly cited the need for pesticides.



We also have a problem with locusts that have destroyed the small farms in the area. We would like to get help from aid agencies in getting rid of these destructive locusts.

Radio Ergo, caller from Somaliland, July

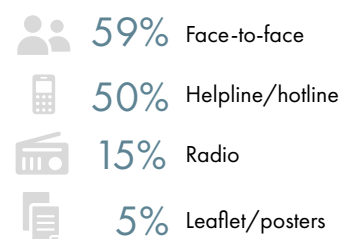
Survey respondents also highlight the need for agricultural support to enhance self-reliance.

IDP (internally displaced person): refers to a Somali resident who has been forced to flee their home but remains within the borders of Somalia/Somaliland

Voluntary migrant: refers to someone who has voluntarily moved from their homeland to Somalia/Somaliland

Resident affected by crisis: refers to Somali nationals who receive humanitarian assistance

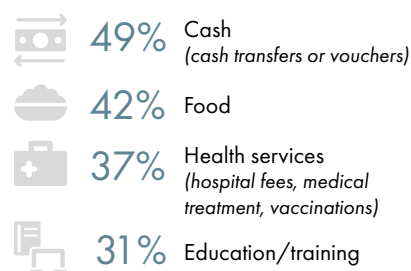
How would you prefer to receive information?* (n=539)



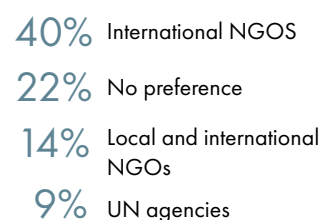
Who would you prefer to receive information from?* (n=539)



What are your most important needs that are not met?* (n=231)



Who would you prefer to receive humanitarian assistance from?* (n=528)



² OCHA, Somalia Humanitarian Dashboard, July 2019 (25 August 2019), 3.
³ Food Security and Nutrition Analysis Unit – Somalia, Technical Release (2 September 2019), 1.
⁴ OCHA, Somalia Humanitarian Dashboard, 4.
⁵ Ibid., 3

* Only the top four responses are shown. Percentages do not total 100 because respondents could choose multiple options.

Saving lives and nutrition: key findings

There is a clear preference for a combination of direct cash and voucher/coupon assistance, with 85% of cash recipients saying they are mostly or completely satisfied with the cash support received. However, it is important to note that only 33% of cash recipients say their priority needs are met overall, and therefore cash does not appear to negate the need for complementary assistance, such as food, healthcare, and education.

More than half (58%) of respondents report that aid provision is unstable. The types of aid they identify as having stopped or decreased align with their stated unmet needs – namely cash, food, and healthcare.

Sixty-six percent of respondents from Puntland and 64% from Somaliland say aid provision has been unstable over the last 18 months, while 55% in South Central report the same.

Affected people living in IDP settlements are most positive about aid stability, whereas the majority of those living in their own or rented accommodation answer this question negatively.

Has aid provision been stable over the last 18 months?



Sixty-five percent of people surveyed believe that aid goes to those who need it most. Fifty-nine percent of residents affected by crisis and 75% of voluntary migrants say aid targets the most vulnerable. Those who see aid provision as unfair point to corruption among community leaders and aid providers as well as poor needs assessments as the primary reasons for this.

How would you prefer to receive humanitarian assistance?* (n=539)

- 40% Direct cash only
- 38% Combination of cash and voucher/coupon assistance
- 13% No preference
- 6% Vouchers/coupons

What kind of aid provision has changed?* (n=311)

- 59% Food
- 47% Cash (cash transfers or vouchers)
- 12% WASH
- 11% Health services (hospital fees, medical treatment, vaccinations)

How has the aid provision changed?* (n=311)

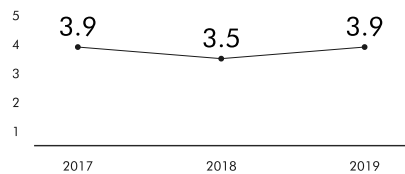
- 58% Aid has stopped completely
- 27% Frequency decreased
- 16% Quantity decreased
- 12% Frequency increased

Who is left out?* (n=59)

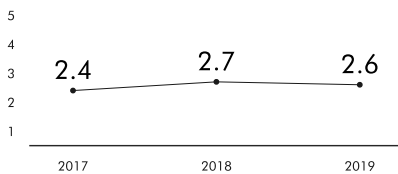
- 49% People with disabilities
- 44% Orphans
- 27% Older persons
- 27% The most vulnerable

Saving lives and nutrition: overview of responses since 2017

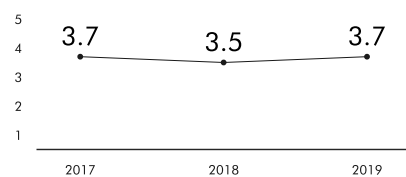
Do you feel informed about the kinds of aid and services available to you?



Does the aid you receive currently cover your most important needs?



Does aid go to those who need it most?



The majority of affected people surveyed remain positive about their awareness of the humanitarian assistance available to them and the fairness of aid distribution. Their views on whether aid meets their priority needs remain more negative.

Strategic objective 3: protection

Summary findings

Do aid providers treat you with respect?



Do you trust aid providers to act in your best interest?



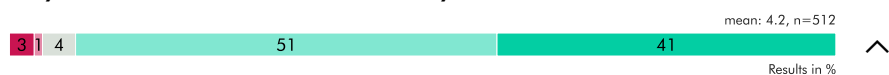
Do you feel safe in your day-to-day life?



Do you feel safe when accessing aid?



Do you feel free to move within this country?



Do you feel welcomed by the host community?



Do you feel aid providers take your opinion into account when providing support and aid to your community?



Do you know how to make suggestions or complaints about the aid/ services you receive?



Do you think people in your community feel able to report instances of abuse or mistreatment by aid providers?



Changes in responses since 2017

- ^ Increase in mean score of 0.5 or more **or** increase in "yes" responses by more than 10%
- ^ Increase in mean score of less than 0.5 **or** increase in "yes" responses by 5-10%
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- * This question was added since the previous round

Protection: key findings

As in 2018, the affected people surveyed are positive about their relationship with aid providers and generally feel that they are treated with respect (92% mostly or completely). In terms of trust, 93% feel that humanitarian workers have their best interests at heart. The few who do not trust aid providers mention corruption among camp management and staff members exhibiting aggressive behaviour towards affected people as reasons.

The majority (86%) of affected people surveyed feel safe in their day-to-day life, to varying degrees. Those who feel unsafe cite exposure to attacks, violence, and verbal harassment as causes. Of the 10,487 survey respondents of REACH's Joint Multi-Cluster Needs Assessment (JMCNA),⁷ 24% said they themselves or someone in their household had worried about theft or harassment in the last three months.⁸

Nearly all (91%) of the affected people surveyed feel safe when accessing aid. However, those living in IDP settlements are slightly less positive, with 85% saying they feel mostly or completely safe, compared to 97% of those who live in their own houses. Those who report feeling unsafe point to crowded distribution points, theft, and violence during distributions as causes.

The vast majority (91%) of the affected people surveyed feel welcome in the community where they reside, although there are regional variations. Survey respondents in Somaliland feel most welcome, and those in Puntland slightly less so. This is in line with the findings of REACH's most recent JMCNA, in which 94% of participants describe relations between the host community and the displaced as "good" or "very good" (n=10487).⁹

Most affected people see freedom of movement positively, with 92% saying they are mostly or completely able to move around the country without restriction. This is also in line with REACH's most recent JMCNA, in which 79% of respondents said people are able to move freely in their community and the surrounding area (n=10487).¹⁰

Those who do not feel that they enjoy freedom of movement within Somalia/Somaliland say the poor security situation restricts them.

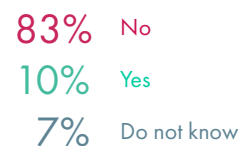
Most of the affected people (80%) surveyed feel that aid providers take their opinions into account, to varying degrees. There are some regional differences. In Puntland, 67% of the people surveyed feel heard, compared to 80% in South Central and 86% in Somaliland.

Affected people's awareness of how to provide feedback is low. Sixty-three percent of affected people do not know how to make a suggestion or a complaint.

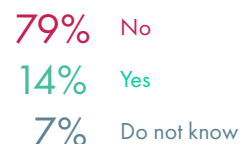
Male respondents feel more informed than female respondents. Thirty-three percent of women and 43% of men say they know how to make suggestions or complaints.

REACH JMCNA

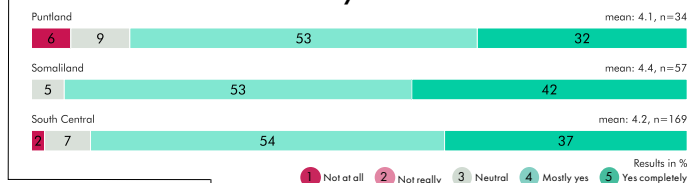
Are there areas in your community where men and/or boys do not feel safe? (n=10487)



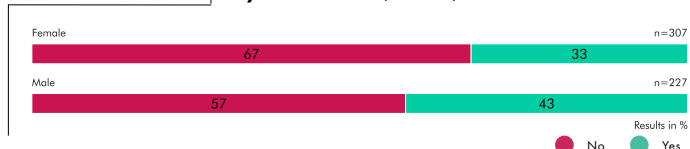
Are there areas in your community where women and/or girls do not feel safe? (n=10487)



Do you feel welcomed by the host community?



Do you know how to make suggestions or complaints about the aid/services you receive? (n=534)



⁷ REACH, Joint Multi-Cluster Needs Assessment (July 2019).
⁸ Ibid.
⁹ Ibid.
¹⁰ Ibid.

* Only the top four responses are shown. Percentages do not total 100 because respondents could choose multiple options.

Protection: key findings

Among the groups interviewed, affected people in IDP settlements are least aware of how to make suggestions or complaints. 72% say they do not know how to make suggestions or complaints.

Of those respondents who know how to provide feedback, 38% have done so. For the most part, complaints and suggestions were made in person, in community meetings, or via a hotline.

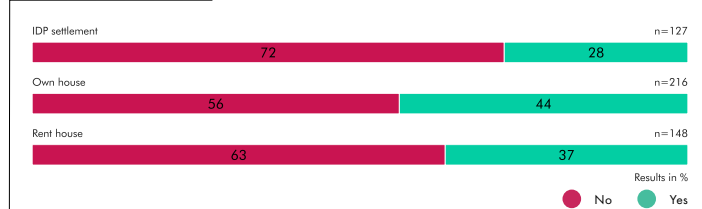
- Survey respondents in Somaliland are both more aware of feedback mechanisms and more likely to have used them.
- While 30% of female respondents say they have shared their feedback with aid agencies, 45% of male respondents say they have done so.
- Half (50%) of people with disabilities report having shared their views on aid provision, while 36% of those without disabilities have provided feedback.

Most (68%) affected people surveyed who filed suggestions or complaints say they did not receive a response from aid agencies.

The majority of female-headed households surveyed received a response, whereas less than a quarter of male-headed households say the same.

Eighty-three percent of affected people surveyed feel able to report misconduct by humanitarian staff.

Do you know how to make suggestions or complaints about the aid/services you receive? (n=534)



Have you filed a suggestion or a complaint? (n=197)



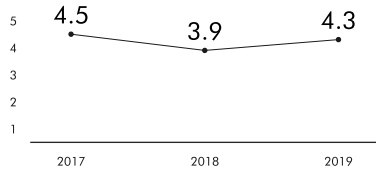
How would you prefer to make any complaints or suggestions you have?* (n=539)

- 29% In person
- 28% Helpline/hotline
- 13% In a community meeting
- 10% Anonymous suggestion box

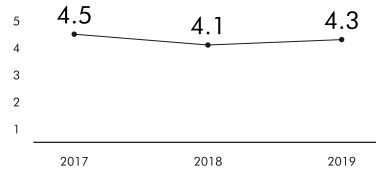
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Protection: overview of responses since 2017

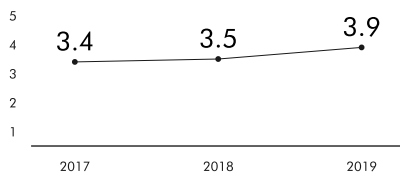
Do aid providers treat you with respect?



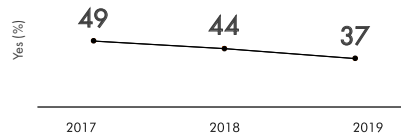
Do you feel safe in your day-to-day life?



Do you feel aid providers take your opinion into account when providing support and aid to your community?



Do you know how to make suggestions or complaints about the aid/services you receive?



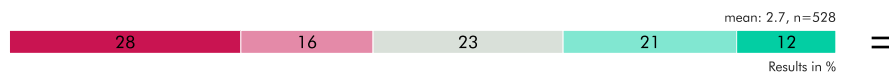
While there has been some fluctuation over the past three years in the way affected people feel about how aid providers treat them and about their general safety, their perceptions have remained overwhelmingly positive.

Affected people's sense that they are able to influence aid provision has risen steadily, suggesting that efforts to capture their opinions have increased. However, their awareness of feedback mechanisms has been on a steady downward trend since 2017.

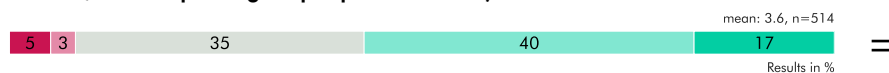
Strategic objective 4: resilience

Summary findings

Do you feel the support you receive helps you to become self-reliant?



Overall, is life improving for people in Somalia/Somaliland?



Are you satisfied with the education provided to children?



1 Not at all 2 Not really 3 Neutral 4 Mostly yes 5 Yes completely

Can you rely on your friends/family in times of need?



Do you or your family have access to employment opportunities?



No Yes

Changes in responses since 2017

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- ^ Increase in mean score of less than 0.5 **or** increase in "yes" responses by 5-10%
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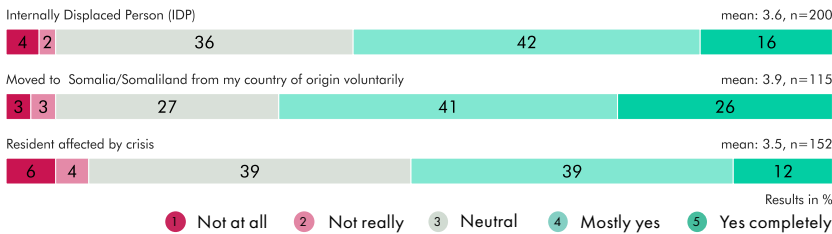
Resilience: key findings

The affected people surveyed tend to feel negatively about their prospects for self-reliance, with 44% saying the aid they currently receive does not help them to live without humanitarian assistance in the future. Residents affected by crisis are least optimistic on this point.

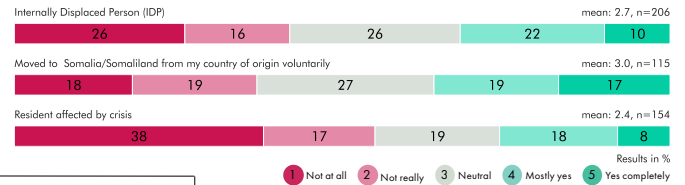
Cash recipients surveyed report feeling more empowered (38% mostly or completely) by the humanitarian support they receive than non-cash recipients (28% mostly or completely).

The majority (57%) of affected people surveyed feel that life is improving to varying degrees. Those who say people's lives are not improving highlight the need for peace and stability, access to education, and development.

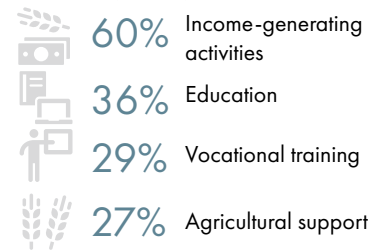
Overall, is life improving for people in Somalia/Somaliland?



Do you feel the support you receive helps you to become self-reliant?

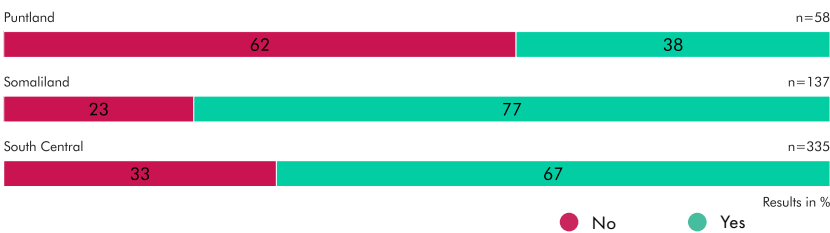


What would help you to become self-reliant?* (n=234)



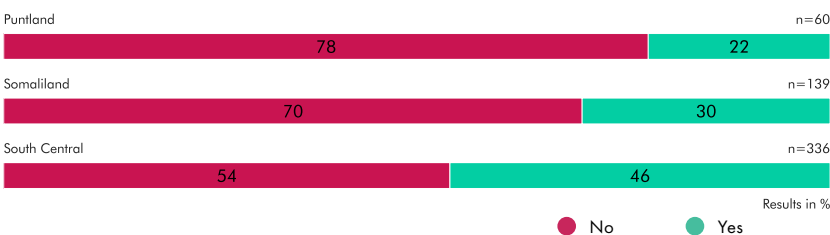
Respondents in Somaliland and South Central feel largely able to rely on friends or family members in times of need, whereas only a minority in Puntland feel able to do so. Of those who said they were able to rely on friends and family, 67% said they relied on family in Somalia, 16% on friends in Somalia, and 15% on family abroad.

Can you rely on your friends/family in times of need?



Most affected people (61%) see employment opportunities as scarce, especially in Puntland and Somaliland. Those who said they or their family members have access to employment opportunities also tend to feel that they are able to make a living working in the local economy (54% mostly or completely).

Do you or your family have access to employment opportunities? (n=535)



* Only the top four responses are shown. Percentages do not total 100 because respondents could choose multiple options.

Resilience: key findings

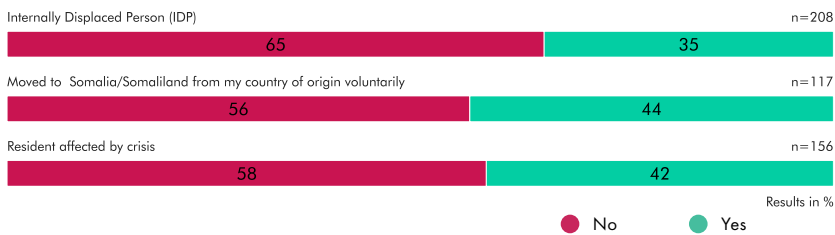
Respondents who live in urban areas report having better access to employment opportunities than those in rural areas.

Do you or your family have access to employment opportunities? (n=535)



IDPs feel least able to access employment opportunities.

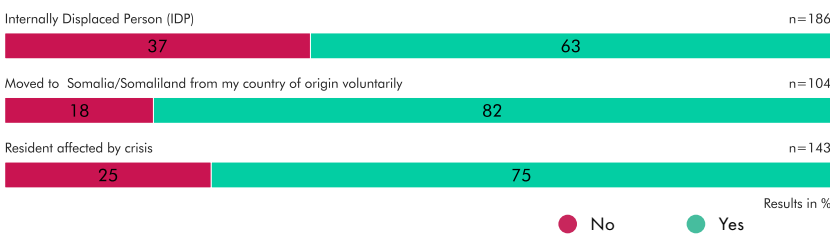
Do you or your family have access to employment opportunities? (n=535)



Two-thirds of the affected people surveyed send their children to school, with some regional variations. 76% of parents in Somaliland, 64% in South Central, and 58% in Puntland report sending their children to school.

Lower proportions of IDPs send their children to school, compared to voluntary migrants and residents affected by crisis.

Do you send your children to any formal education classes?



What are the main barriers to employment?* (n=326)

- 65% Too few jobs in the area
- 24% Lack of skills needed to find work
- 14% Lack of qualifications or education needed
- 8% High competition for jobs

What are the main barriers to education?* (n=147)

- 59% Services are too expensive
- 14% Facilities are too far away
- 7% Teachers are insufficient or poor quality
- 5% No school in the area

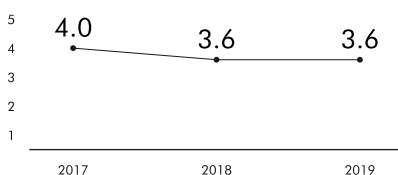
* Only the top four responses are shown. Percentages do not total 100 because respondents could choose multiple options.

Resilience: overview of responses since 2017

Do you feel the support you receive helps you to become self-reliant?



Overall, is life improving for people in Somalia/Somaliland?



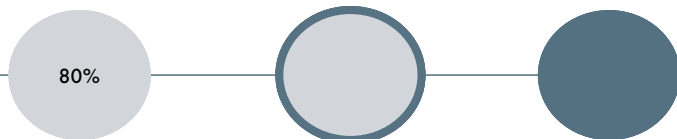
There has been a slight downward shift in affected people's views on their ability to live without aid and whether life in the country is improving.

Next steps

These findings provide the basis for follow-up conversations, which the Ground Truth Solutions team will conduct with relevant clusters as well as the Humanitarian Country Team, operational agencies, donors, and representatives of the Somali government. We will focus on agreeing on perception indicators and targets to be included in the 2020 Humanitarian Response Plan as well as monitoring progress towards these targets (see the table below).

Perception indicators for strategic objective 1 and 2: life-saving and nutrition	Baseline	Set target for HRP	Monitor progress at end of HRP cycle
% who feel the aid they receive covers their most important needs	27%		
% who feel informed about the kinds of aid available to them	79%		
% who feel aid goes to those who need it most	65%		
% who say food remains one of their most important unmet needs	42%		
Perception indicators for strategic objective 3: protection			
% who feel safe in their day-to-day life	86%		
% who feel treated with respect by aid providers	92%		
% who feel refugees are able to report instances of abuse or mistreatment by aid providers	83%		
% who feel informed about how to make suggestions or complaints about the aid/services they receive	37%		

% who feel aid providers take their opinion into account when providing support and aid to their community



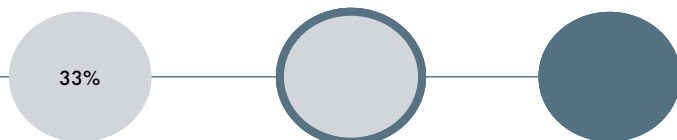
Perception indicators for strategic objective 4: resilience

Baseline

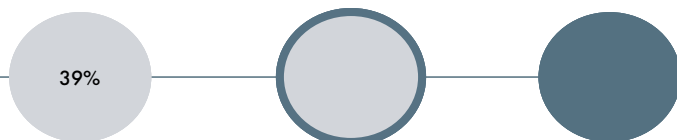
Set target for HRP

Monitor progress at end of HRP cycle

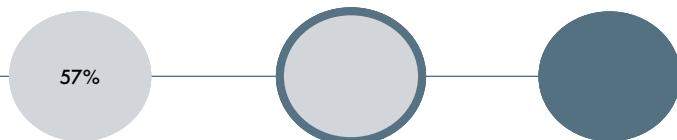
% who feel the support they receive helps them to become self-reliant



% who feel they/their family have access to employment opportunities



% who feel that life is improving in Somalia/Somaliland

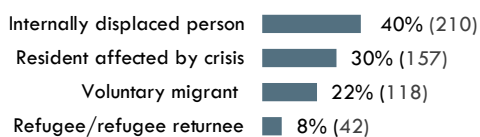


Ground Truth will also work with the Africa's Voices Foundation and Radio Ergo to conduct on-air and online discussions with affected people about the findings. Participants will be asked to provide their suggestions for addressing humanitarian needs in their communities and improving resilience more broadly. Meanwhile, BBC Media Action will incorporate salient survey findings into its Somali language programming.

Demographics

539 internally displaced people (IDPs) voluntary migrants, and citizens affected by crisis

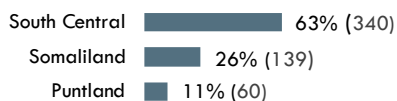
Status



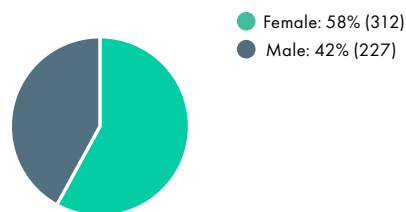
Age



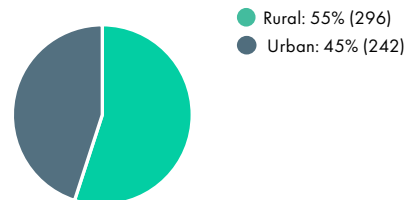
Region



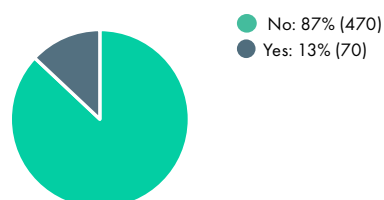
Gender



Rural/Urban



Respondents with a disability



Methodology

Sampling methodology

Affected people were surveyed in all 18 administrative regions of Somalia and Somaliland. Respondents were drawn at random from the contracted data collector's phone bank. The phonebook is largely representative of the Somalia/Somaliland population and contains approximately 34,500 phone numbers collected over years of fieldwork in all parts of the country. All the respondents in the phone bank knowingly provided their phone numbers and consented to be contacted for research purposes.¹¹

Piloting

The survey question structure and translations were initially reviewed by experienced enumerators. The survey was then piloted in the field with randomly selected members of the target population to ensure that the questions were comprehensible and the translations were accurate and easy to understand.

Data collection

Data was collected from 14 to 30 July 2019 by Forcier Consulting using Computer-Assisted Telephone Interviewing (CATI) technology at Forcier's in-house call centre in Hargeisa, Somaliland.

Data disaggregation

Data was disaggregated according to the affected person's status, age, gender, region, type of accommodation, and disability, as well as whether or not they were a cash recipient and the gender of the head of their household. To identify groups of persons with disabilities within the sample, respondents were asked a condensed series of questions developed by the Washington Group.¹²

Data triangulation

Data was triangulated with other data sets, which are mentioned in the report where relevant.

Perceptual data

Ground Truth Solutions gathers perceptual data from affected people to assess humanitarian responses. Listening and responding to the voices of affected populations is a vital first step in closing the accountability gap, empowering affected populations to be part of the decisions that govern their lives, building relationships with communities, and localising knowledge. Nonetheless, it is evident that perceptual data alone is insufficient to evaluate the state of the humanitarian response. It should not be considered in isolation, but as a complement to other forms of monitoring and evaluation.

For more information about our work in Somalia, please contact Nick van Praag, (nick@groundtruthsolutions.org), Meg Sattler (meg@groundtruthsolutions.org), Andrew Nzimbi (andrew.nzimbi@groundtruthsolutions.org) or Kai Kamei (kai.kamei@groundtruthsolutions.org).

Author

Kai Kamei - Senior Analyst

Data set	Date	Use
ACAPS Somalia Complex Crisis dashboard	13 August 2019	Background information and data contextualisation
Africa's Voices Foundation Annual Report 2018	2018	Background information and data contextualisation
Early Warning Early Action Dashboard Time Series Chart: Trends in the Number of Risk Factors in Alarm Phase (Jan 2015–July 2019)	July 2019	Background information and data contextualisation
Food Security and Nutrition Analysis Unit – Somalia, Technical Release	2 September 2019	Included where relevant
Radio Ergo Feedback	July 2019, weeks 1, 2, 3, and 4	Included where relevant
REACH Joint Multi-Cluster Needs Assessment, July 2019	July 2019	Included where relevant
Transparency International Report 2017	15 February 2018	Background information and data contextualisation
OCHA Humanitarian Snapshot	14 August 2019	Background information and data contextualisation
OCHA Somalia Humanitarian Dashboard	8 August 2019	Cluster overviews for food, education, and healthcare

Language of the survey

This survey was conducted in Somali.

¹¹ Forcier Consulting, The Grand Bargain: Affected People Survey 2019 – Final Implementation Report (internal document, 2019).

¹² The Washington Group, "Short Set of Questions on Disability" (January 2018), 1.Report (internal document, 2019).

Methodology

Challenges and limitations

Gender split: we aimed to reach a roughly even 50:50 gender split. However, men were harder to reach, as women were far more likely to answer their phones during call centre hours (08:00–16:00), and men who did answer said they were unavailable until the evening, after work. The final ratio was 58% female and 42% male.

Sampling limitations

Response bias: although phone ownership across Somalia and Somaliland is very high (estimated at 90%), response bias is inherent to CATI data collection and likely to play a more significant role in rural locations, where phone ownership rates are estimated to be equally as high as in urban areas but connectivity is weaker. During data collection, this bias was mitigated by ensuring that each respondent was called at least three times before they were marked as unavailable. Ultimately, the split in the final data set is 55% rural and 45% urban.

Self-selection bias: this is pertinent to any kind of social science research in which participation is voluntary. Hence, the realised sample for this project is limited to respondents who consented to take part in the survey. In addition, considering the content of this survey, in which respondents were asked to self-identify as aid recipients, it is likely that some respondents were hesitant to answer honestly when asked whether they had received any kind of assistance (and were therefore eliminated from the sample) in the hope of receiving (additional) services in the future. This bias was mitigated to the best of the enumerators' abilities by informing respondents about the purpose of the survey and explaining that their participation would not result in any immediate changes to the aid they receive.