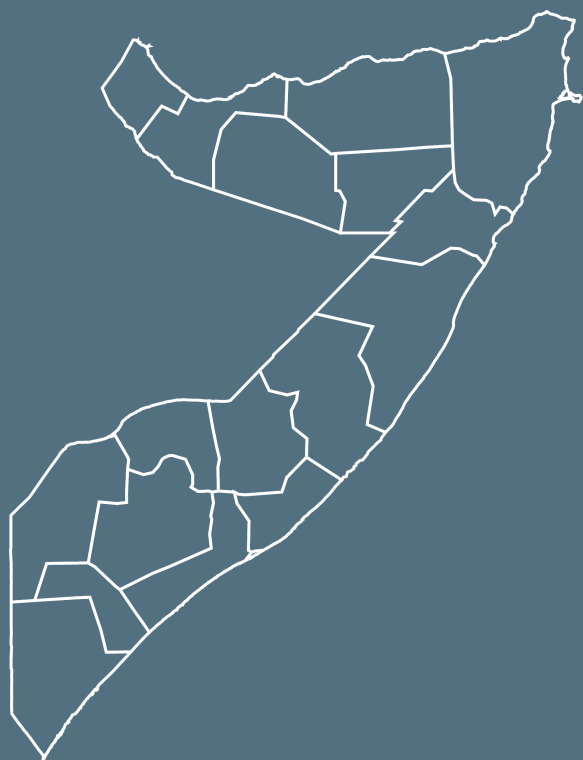


Survey of affected people and humanitarian staff in Somalia

March 2019 • Round 2



GROUND TRUTH
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Introduction

This report carried out in Somalia, is part of a project to understand how people affected by crises and humanitarian field staff perceive the impact of the Grand Bargain commitments. It is based on answers to two standardised surveys, the first conducted in November 2018 by phone with 500 Somali internally displaced persons (IDPs) and residents who had received aid over the previous 18 months. The second was an online survey completed by 247 staff members of humanitarian aid agencies working in Somalia. Questions for both surveys were formulated using the objectives of the 2018 Humanitarian Response Plan for Somalia¹ and the Grand Bargain,² which was agreed at the World Humanitarian Summit in 2016. See the methodology section for more details. Previous surveys of both affected people and staff were conducted in late 2017.

The research is a joint effort by Ground Truth Solutions (GTS) and the Organisation for Economic Co-operation and Development (OECD) Secretariat with financial support from the United Kingdom's Department for International Development (DFID). Somalia is one of seven countries covered by the research. The others are Afghanistan, Bangladesh, Haiti, Iraq, Lebanon, and Uganda.

Key findings

- **Overall, affected people are a little less positive than they were at the time of the last survey in 2017.** While their views of the humanitarian response remain encouraging, **scores have dropped on three issues: fairness of aid provision, promoting long-term self-sufficiency and knowledge of complaints mechanisms.** The views of humanitarian staff are quite positive and remain largely the same as in 2017. Views have changed, however, on the level of funding for local organisations, which they see as insufficient, and the participation of affected people, where they see an improvement.
- **There is a slight improvement in affected people's opinion of whether the support they receive covers their most important needs, but they still see it as falling short.** The needs that are still considered unmet are similar to the previous survey in 2017: education, healthcare, food, WASH services and shelter. Meanwhile, cash support is popular with those who receive this form of aid.
- **Fewer affected people see themselves as on the path to self-reliance, compared to the previous round.** People feel less resilient than they did in 2017. They are split as to whether they think the support they receive helps them become self-reliant, with 37% saying it does and 39% saying it doesn't. The rest see it as 'somewhat' helpful in terms of building their autonomy.

1 OECD, *Somalia: Humanitarian Response Plan 2018 Revised*. (Mogadishu: Organisation for Economic Co-operation and Development – OECD, 2017)

2 "The Grand Bargain – A Shared Commitment to Better Serve People in Need". (Istanbul, Turkey, 23 May, 2016), 2

- **Affected people generally consider that aid is provided fairly, although they are less positive on this than humanitarian staff.** Overall, some 63% of affected people feel aid goes to those who need it most, in line with scores from the previous survey. Groups that affected people consider underserved are also largely the same as in 2017: persons with disabilities, those with low incomes and older persons. Meanwhile, some 89% of humanitarian staff believe that aid is well targeted, with an increase in the proportion of staff who feel this way since the previous survey.
- **The majority of affected people (56%) do not know how to lodge a complaint or make a suggestion,** but of those who say they know about feedback mechanisms and have used them, 86% say they received a satisfactory response. Humanitarian staff, meanwhile, remain positive about the way complaints mechanisms work, with 79% saying they believe people who make complaints will get a response.
- **Affected people feel well informed about the different types of aid available,** despite a slight drop in levels of awareness since the previous survey in 2017. However, scores remain strongly positive, with 79% of respondents saying they feel 'mostly' or 'completely' informed.
- Participation in decision-making is central to the Grand Bargain and **in Somalia, 75% of affected people feel their views are taken in to account** – a marginal increase from the previous round. Staff see this more positively, with 84% saying they take affected people's views into account.

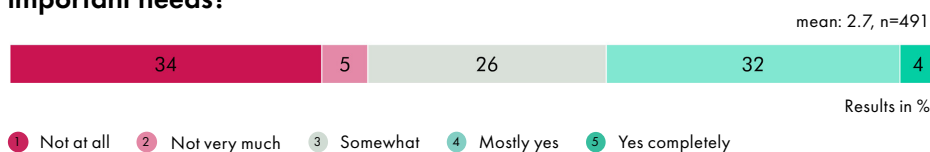
Executive summary

This section summarises findings from surveys of affected people and humanitarian staff. Analysis is aligned with the strategic objectives of the 2018 Humanitarian Response Plan for Somalia, as well as some of the broader, non-plan specific themes included in the Grand Bargain. Detailed analysis of all questions is included in the next section of the report and compared with findings from the previous Ground Truth Solutions (GTS) survey that was conducted in 2017.

Life-saving services

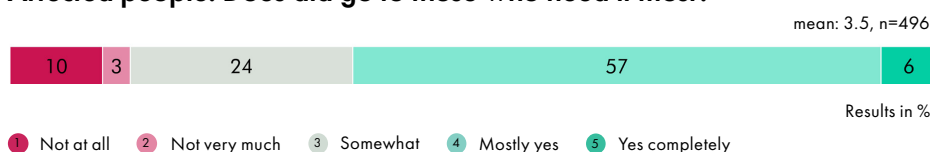
- The majority of affected people say that aid provision has been stable, yet despite a marginal improvement since 2017, some **39% feel their most important needs are not met**. Affected people identify their main outstanding needs as education, health services and food. The majority of people who receive cash transfers – which amounts to half the sample – are satisfied with that form of support.

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



- Almost two-thirds of affected people feel that aid goes to those most in need** – although they are now marginally less positive on the fairness of aid provision than in 2017. Reasons given by those who feel aid provision is *not* fair are, in order: corruption among aid providers and poor needs assessments by humanitarian actors. Staff are more optimistic on fairness than affected people, with 89% of staff saying aid goes where it is most needed.

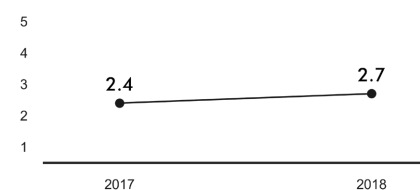
Affected people: Does aid go to those who need it most?



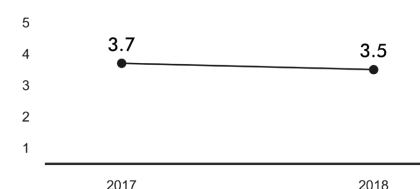
Humanitarian staff: Does aid provision go to those who need it most?



Trend in mean scores



Trend in mean scores



Trend in mean scores



Protection

- **Affected people feel treated with respect by humanitarian staff**, yet the proportion of those who feel this way is down slightly from 2017. Affected people's positive views on respect are mirrored by their views on whether staff have their best interests at heart. A majority believe they do.

Affected people: Do humanitarian staff treat you with respect?

mean: 3.9, n=494

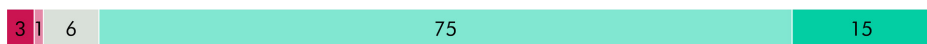


Results in %

- 1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Affected people: Do you trust humanitarian staff to act in your best interest?

mean: 4.0, n=494



Results in %

- 1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

- **Most affected people feel safe in their place of residence**, with over 90% saying this is the case. More than 80% of affected people feel free to move around the country. There are some regional variations on both safety and movement. For example, respondents in Jubaland feel safer than respondents in Hirshabelle and are also more positive about ease of movement.

Affected people: Do you feel safe in your place of residence?

mean: 4.1, n=500



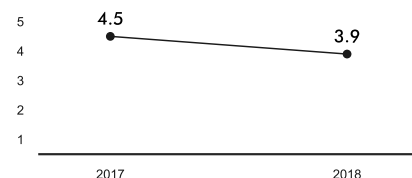
Results in %

- 1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

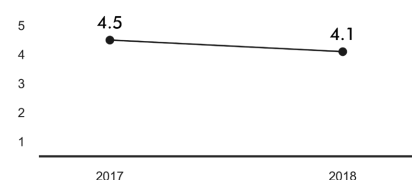
Resilience

- **Self-reliance is seen as increasingly elusive.** People feel less resilient than they did in 2017. Those who feel they are on the right track and those who do not are split almost equally, with around 40% of the total in each of these two camps. The rest see the support they receive as 'somewhat' helpful in terms of building their autonomy. **Mean scores are less than 3 out of 5 across all states, indicating a tendency to feel that the support they receive does not enable them to become self-reliant.** People are notably negative in Hirshabelle, Jubaland and South West State. The most frequently cited ways of enhancing self-reliance are income-generating activities plus continued aid, notably cash assistance, education, healthcare, and food.

Trend in mean scores

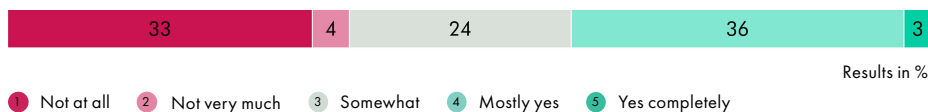


Trend in mean scores



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

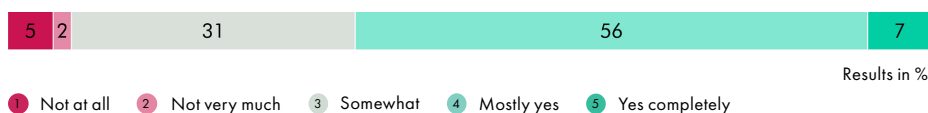
mean: 2.7, n=488



- While autonomy remains a challenge to many affected people, they are quite optimistic about their prospects for the future, with **63% feeling that life is improving**. In some places, there are big changes from last year. In South West State, for example, people who say they feel optimistic about the future is down from 77% to 48%. What gives people hope? Peace and stability, access to education and economic development are frequently mentioned as necessary conditions.

Affected people: Overall, is life improving for people in Somalia?

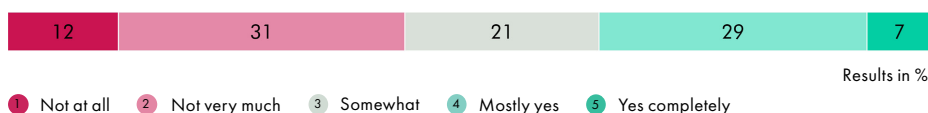
mean: 3.6, n=488



- Humanitarian personnel express some concern about one particular future scenario: they do not feel the aid community is well prepared for another emergency.** Staff who have worked in Somalia for 10 years or more are the most negative.

Humanitarian staff: Do you feel that the humanitarian community in Somalia is adequately prepared for an emergency crisis?

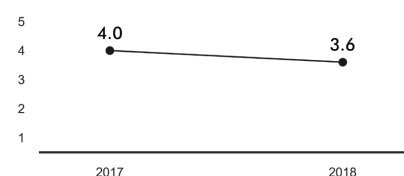
mean: 2.9, n=214



Trend in mean scores



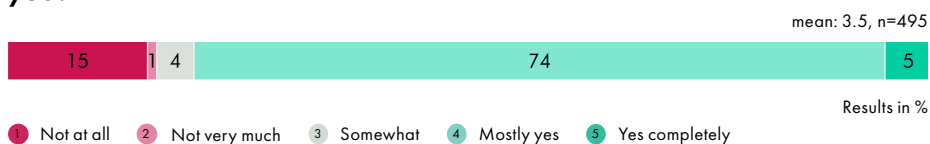
Trend in mean scores



Accountability to affected populations

- Providing affected populations with information about services is an important aspect of accountability – and **most affected people in Somalia say they feel relatively well-informed**. Scores vary by region, and while things have improved in some places, there has been a deterioration in others. Take Banadir, where 78% of respondents now say they feel informed compared to 35% in 2017. In Hirshabelle, in contrast, some 47% say they are informed compared to 91% in 2017.

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

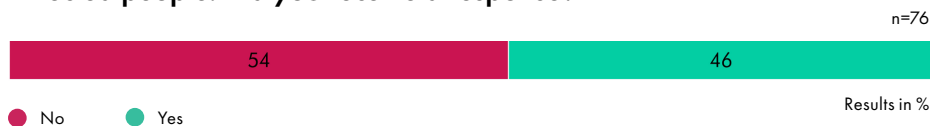


- **Some 56% of affected people don't know how to make a complaint or suggestion.** From the proportion of respondents who know how to file a complaint, some 35% say they have done so. Of these, 46% say they received a response. Meanwhile, some 79% of humanitarian staff believe affected people would get an answer if they made a complaint. It is interesting to note that almost 90% of affected people feel able to report mistreatment or abuse.

Affected people: Do you know how to make suggestions or complaints about the aid you receive?



Affected people: Did you receive a response?



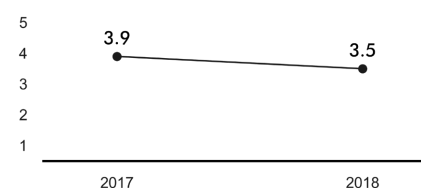
Humanitarian staff: If affected people make a complaint to your organisation, will they get a response?



Affected people: Do you feel able to report instances of abuse or mistreatment?



Trend in mean scores

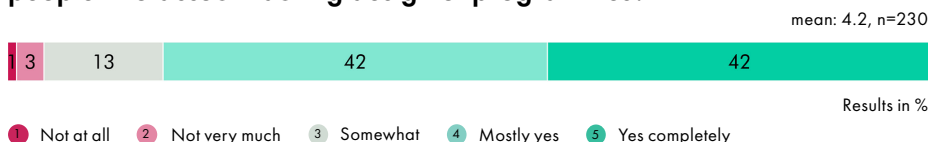


- Giving people a say in decisions that affect their lives is central to participation, and in **Somalia, 75% of affected people feel their opinion is taken into account by humanitarian personnel - a slight increase since 2017.** Meanwhile, some 84% of humanitarian staff say they take the views of affected people into account in programme design.

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



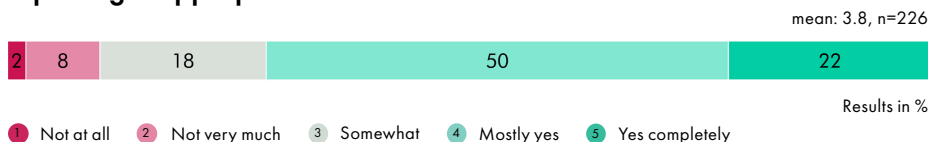
Humanitarian staff: Does your organisation take opinions of affected people into account during design of programmes?



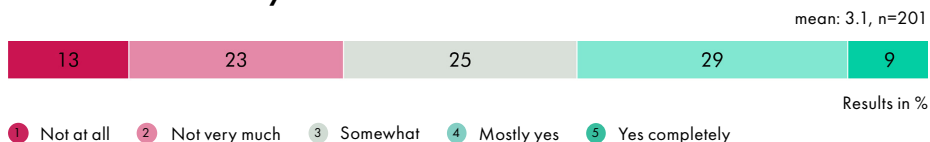
Donor reporting and funding

- **Humanitarian personnel feel the amount of time spent on reporting is appropriate, most of the time.** On the level of harmonisation among donors, younger staff feel more positive than older staff.

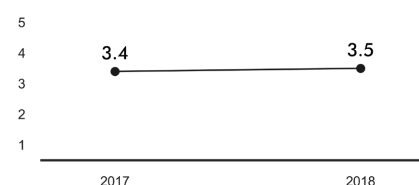
Humanitarian staff: Do you feel the amount of time you spend on reporting is appropriate?



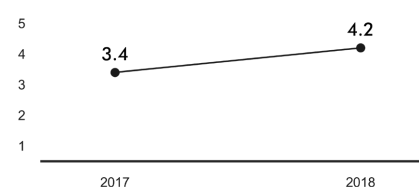
Humanitarian staff: Do you feel reporting requirements from different donors are sufficiently harmonised?



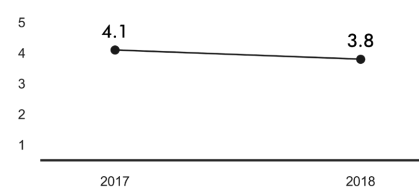
Trend in mean scores



Trend in mean scores



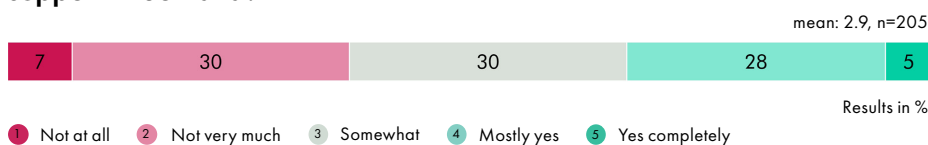
Trend in mean scores



Localisation

- **There is room for improvement on localisation.** Only a third of humanitarian staff are positive about the level of support national and local actors now receive, while most believe they are capable of delivering high-quality assistance, notwithstanding some concerns about their technical and financial skills, as well as governance structures.

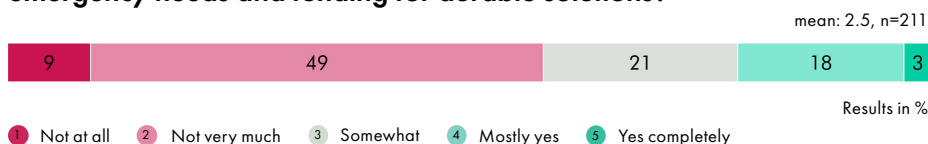
Humanitarian staff: Do local and national aid providers receive sufficient support in Somalia?



Humanitarian and development nexus

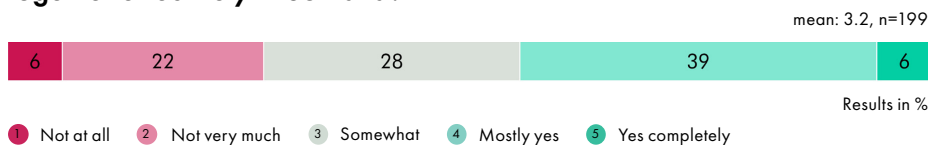
- **Humanitarian personnel consider that funding for durable solutions is too limited compared to emergency funding.** Most feel that insufficient resources are directed towards long-term solutions and building the capacity of national organisations and local authorities. Their emphasis on long-term approaches aligns with the views of affected people who want more focus on income-generating activities to promote their self-reliance, plus education and health – all classic development challenges.

Humanitarian staff: Is there an adequate balance between funding for emergency needs and funding for durable solutions?

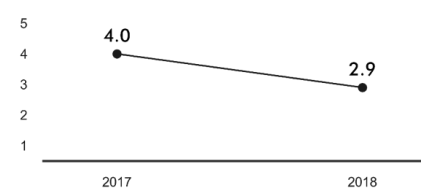


- Staff views are marginally less positive on the quality of coordination between humanitarian and development actors, than in 2017. While **a little less than half believe the two sides work together effectively, a quarter do not.** Another quarter of staff see coordination as only somewhat effective.

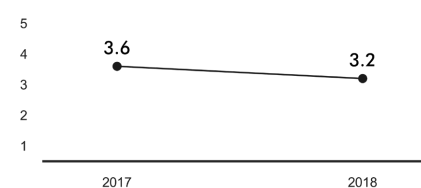
Humanitarian staff: Do humanitarian and development actors work together effectively in Somalia?



Trend in mean scores



Trend in mean scores



Survey data - Affected people

Reading this section

The following sections use 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. 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. The analysis 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.

For open questions, the percentage and frequency with answers pertaining to a particular question do not always total 100% where respondents are given the option to provide multiple answers.

Sample of the affected people survey

Phone surveys were conducted with 500 respondents, consisting of IDPs and others described as 'in need' who had received aid within the previous 18 months. Other than Middle Juba (due to security reasons), all regions were included: Awdal, Woqooyi Galbeed, Togdheer, Sool, Sanaag (grouped together as the Somaliland area), Bari, Nugaal, Mudug (grouped together as the Puntland area), and Gedo, Lower Juba, Galgaduud, Mudug, Hiraan, Middle Shabelle, Bakool, Bay, Lower Shabelle, Banadir (grouped together as the South-Central area).

A more detailed breakdown of the affected population can be found in the [Annex: Notes on methodology](#).

Overview of findings

2017 2018

Negative Positive

1 2 3 4 5

Life-saving services

Does aid go to those who need it most?



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



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



Protection

Do aid providers treat you with respect?



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



Do you feel safe in your place of residence?



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

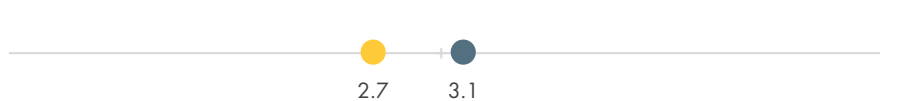


Do you feel free to move around in Somalia?



Resilience

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



Is life improving for people in Somalia?



Accountability to affected populations

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



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



58%

think aid provision has been stable over the last 18 months



87%

feel comfortable reporting instances of abuse or mistreatment



79%

have access to education

44%

know how to make suggestions or complaints about the aid they receive

49% in 2017



of whom

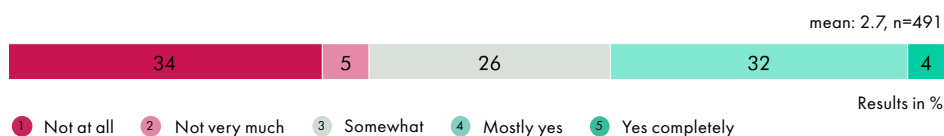
35%

have filed a suggestion or complaint

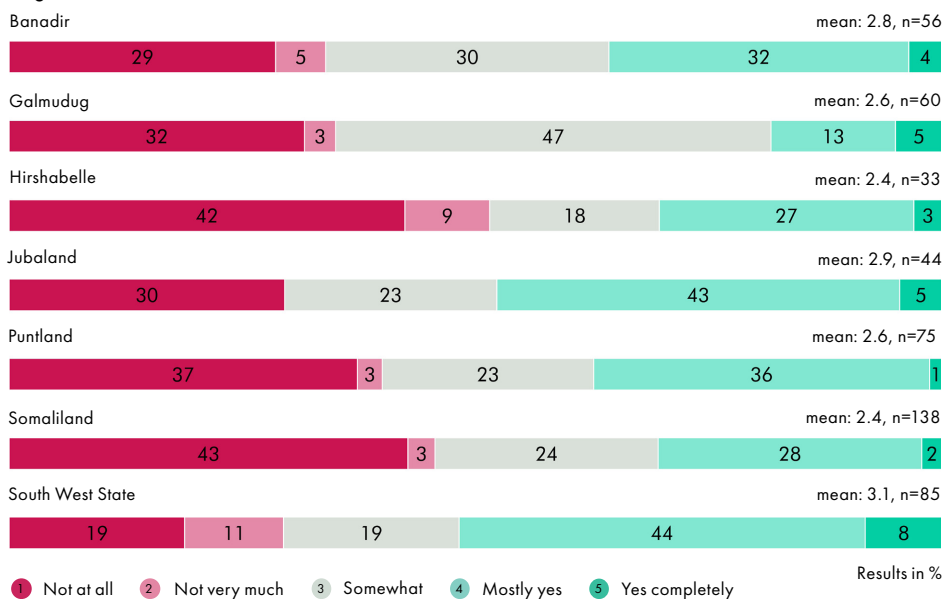
Life-saving services

Q1. Relevance

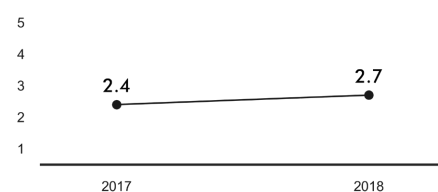
Does the aid you receive currently cover your most important needs?



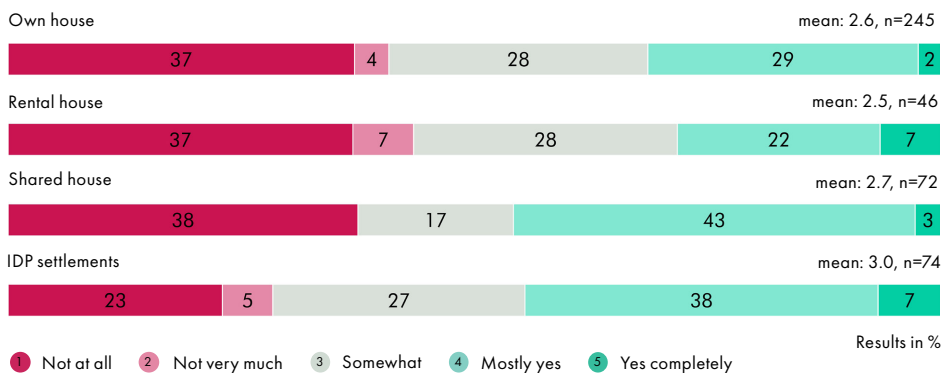
Region



Trend in mean scores



Accommodation



Follow-up question to those who answered that their most important needs are not met:

What are your most important needs that are not met? (n=188)



50%

Education



48%

Health services



43%

Food



38%

Cash assistance



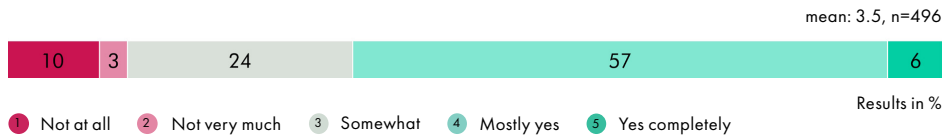
32%

WASH

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Q2. Fairness

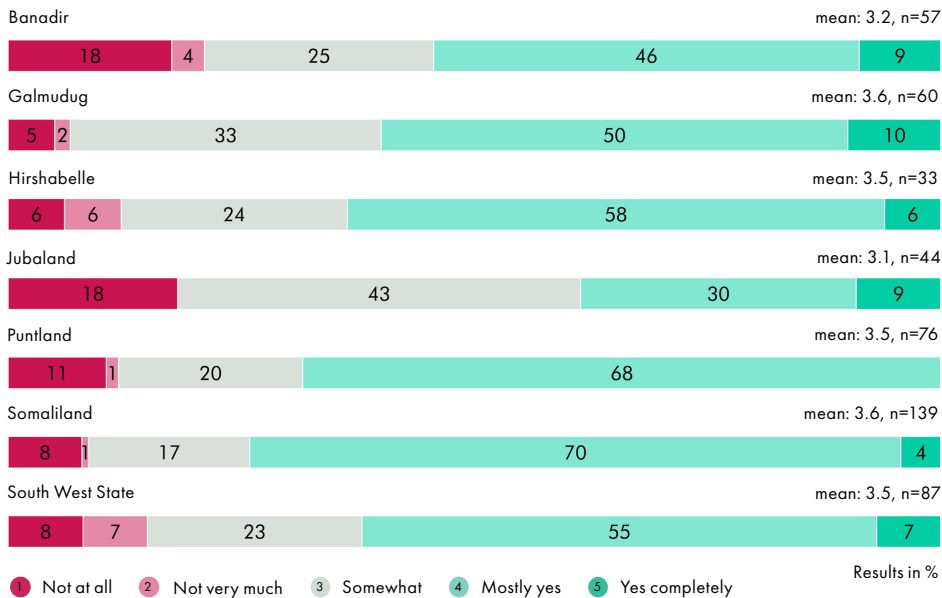
Does aid go to those who need it most?



Trend in mean scores

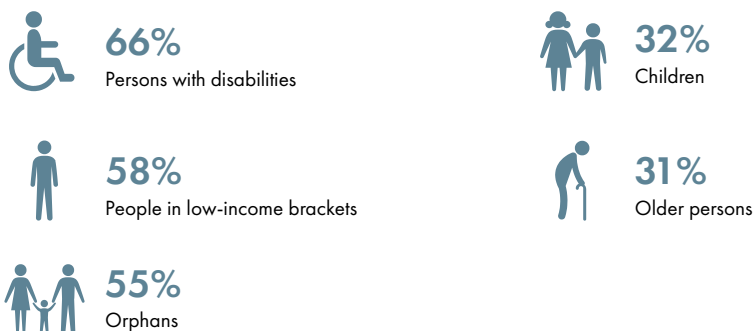


Region



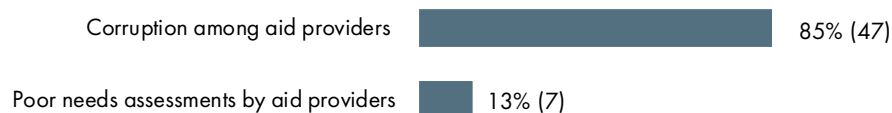
Follow-up questions to those who answered that aid does not go to those who need it most:

Who is left out? (n=62)



Note: Percentages do not total 100% because respondents were able to choose multiple answers. Only the top five responses are shown.

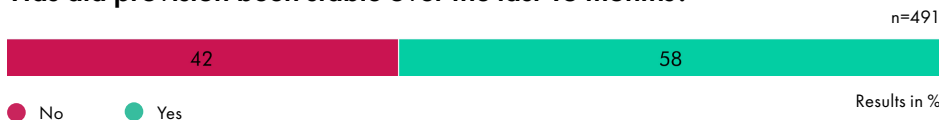
Why do you think they are left out? (n=55)



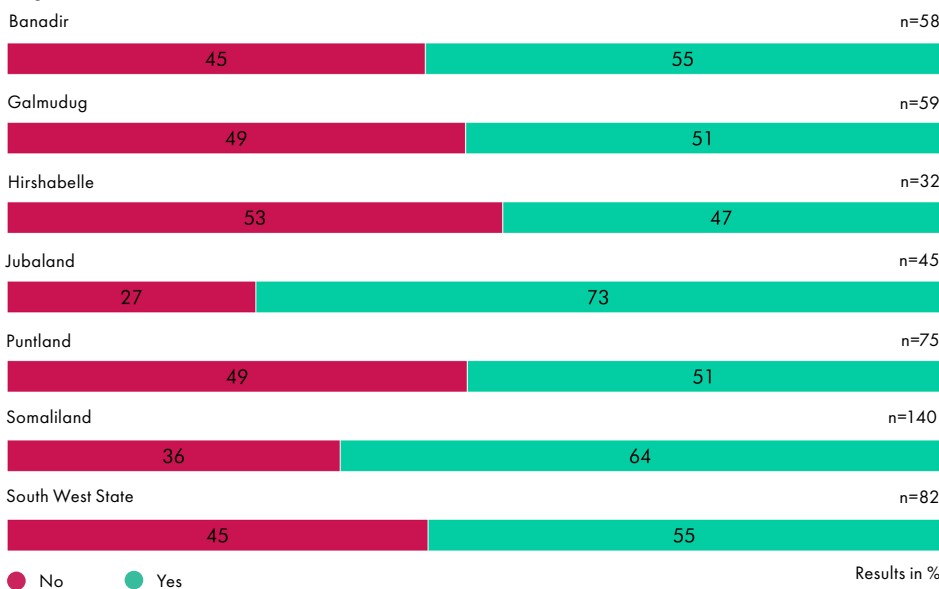
Note: Percentages do not total 100% because respondents were able to choose multiple answers. Only the responses above 10% are included.

Q3. Stability of aid provision

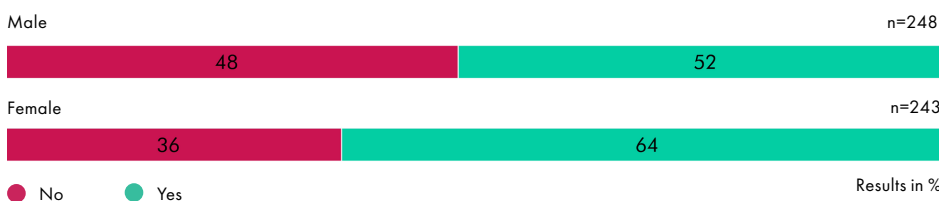
Has aid provision been stable over the last 18 months?



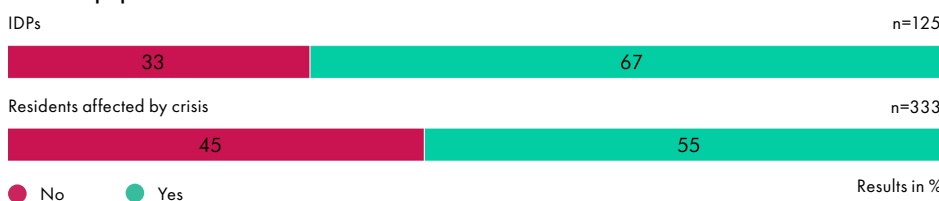
Region



Gender



Affected population



Follow-up questions to those who answered no to Q3:

What kind of aid has changed? (n=208)



Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Only the top two responses are shown.

How has aid provision changed?



n=98

Food:

34% Frequency decreased, quantity decreased or quality worsened

24% Aid has stopped completely



n=78

Cash assistance:

42% Frequency decreased, quantity decreased or quality worsened

24% Aid has stopped completely

How have these changes affected you? (n=78)

35%

Unmet needs

23%

Food insecurity

12%

Financial insecurity

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Only the responses above 10% are included.

Q4. Receiving aid

Who would you prefer to receive aid from? (n=500)



Note: Only the responses above 10% are included.

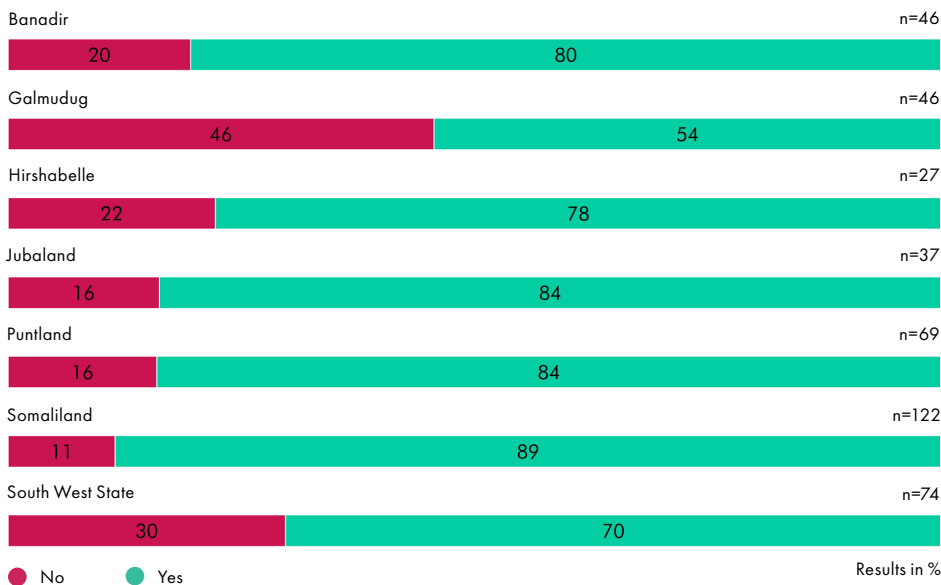
Q5. Education

Do you send your children to any education classes?

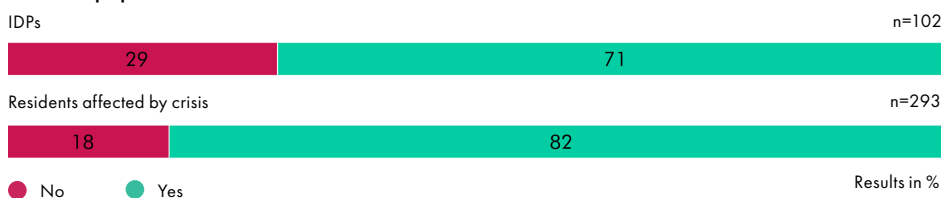
n=421



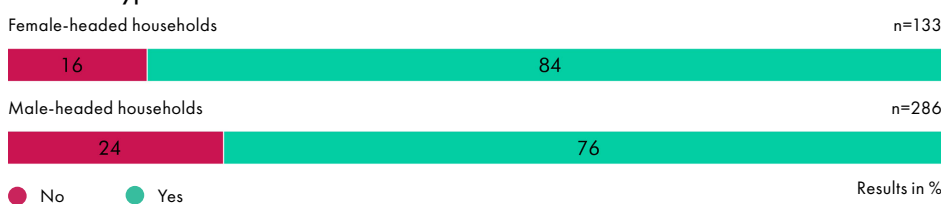
Region



Affected population

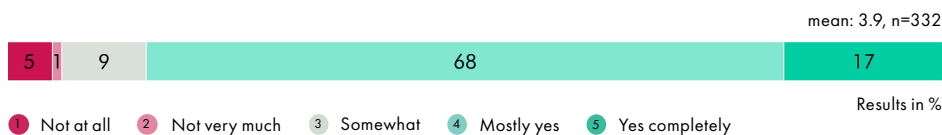


Household type



Follow-up question to those who responded yes to Q5:

Are you satisfied with the education provided to children?



Follow-up question to those who answered no to Q5:

What are the main barriers to accessing education? (n=70)



I cannot afford the school fees and there are no free schools.

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Only the top two responses are shown.

Q6. Cash assistance

Follow-up question to those who answered that they had received cash assistance in the last 18 months:

How satisfied are you with the cash support?

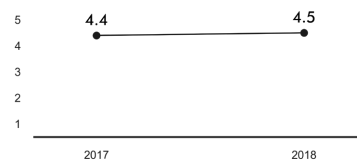
mean: 4.5, n=221



1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Results in %

Trend in mean scores



Protection

Q7. Respect

Do aid providers treat you with respect?

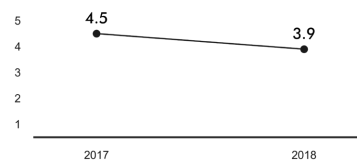
mean: 3.9, n=494



1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Results in %

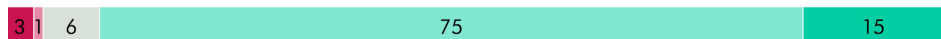
Trend in mean scores



Q8. Trust

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

mean: 4.0, n=494



1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Results in %

Q9. Safety

Do you feel safe in your place of residence?

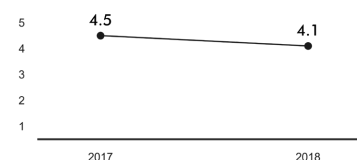
mean: 4.1, n=500



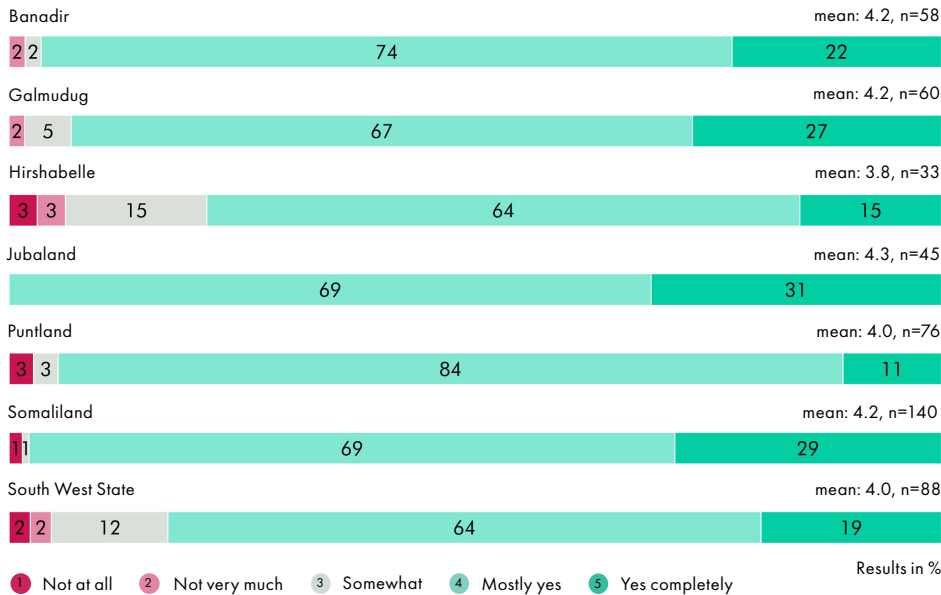
1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Results in %

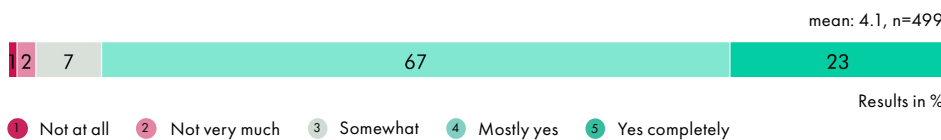
Trend in mean scores



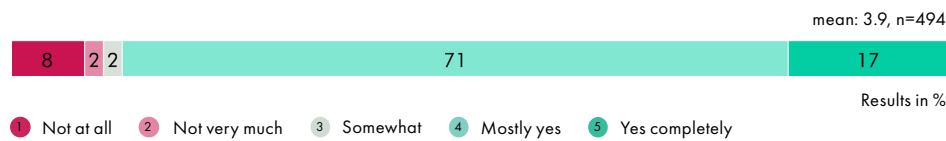
Region



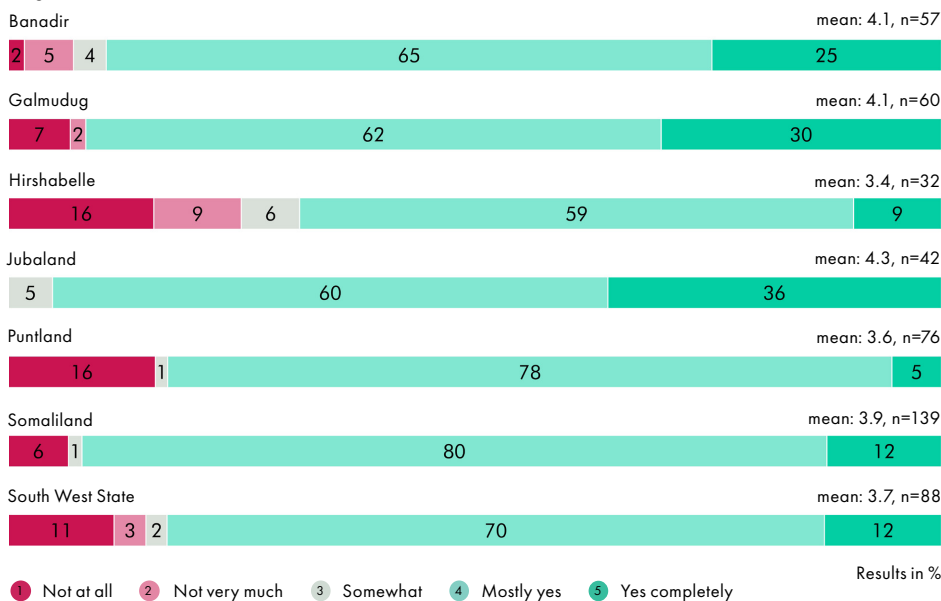
Do you feel safe in your day-to-day life?



Do you feel free to move around in Somalia?

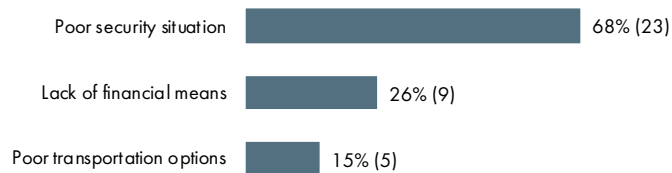


Region



Follow-up question to those who do not feel free to move around:

What makes you feel this way? (n=34)



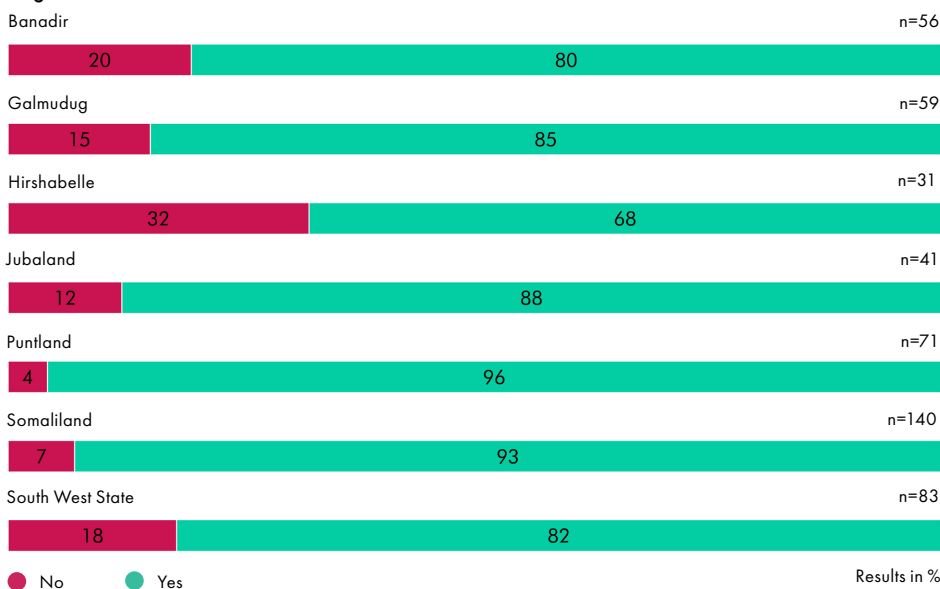
Note: Percentages do not total 100% because respondents were able to choose multiple answers. Only the responses above 10% are included.

Q10. Reporting abuse or mistreatment

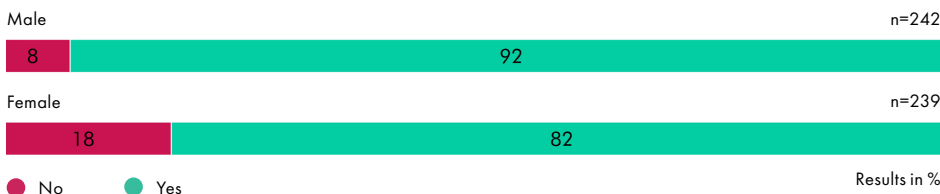
Do you feel able to report instances of abuse or mistreatment?



Region



Gender



Follow-up question asked to everyone:

Who would you feel comfortable reporting instances of abuse and mistreatment to? (n=481)

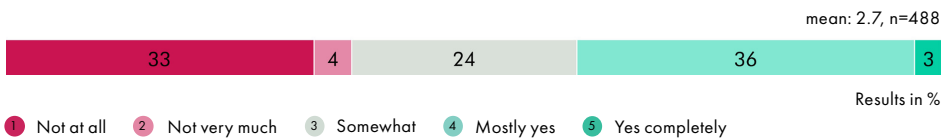


Note: Percentages do not total 100% because respondents were able to choose multiple answers. Only the top three responses are shown.

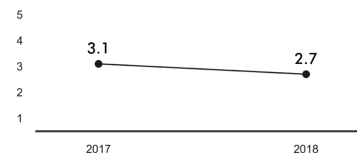
Resilience

Q11. Self-reliance

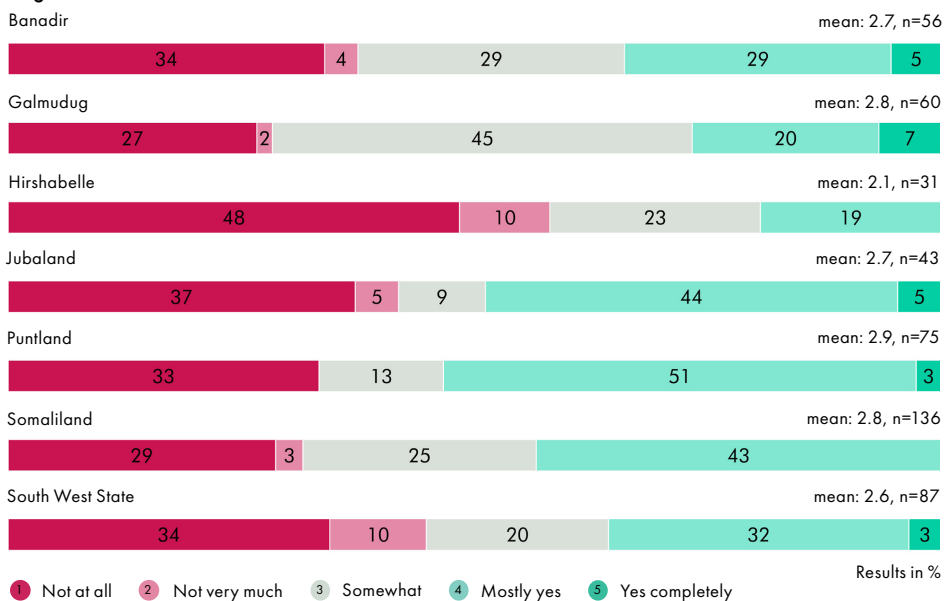
Do you feel the support you receive helps you to become self-reliant?



Trend in mean scores

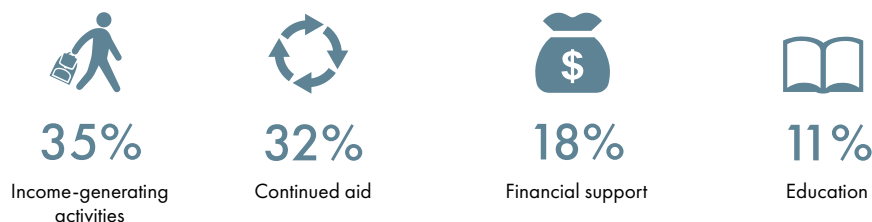


Region



Follow-up question to those who answered that they do not feel the support received helps them become self-reliant:

What would help you to become self-reliant? (n=152)



Note: Percentages do not total 100% because respondents were able to choose multiple answers. Only the responses above 10% are included.

Q12. Progress

Overall, is life improving for people in Somalia?

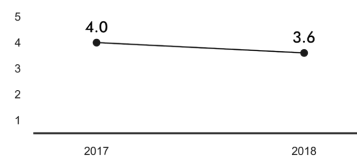
mean: 3.6, n=488



1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Results in %

Trend in mean scores



Region

Banadir mean: 3.9, n=58



Galmudug mean: 3.4, n=60



Hirshabelle mean: 3.5, n=28



Jubaland mean: 3.5, n=45



Puntland mean: 3.5, n=75



Somaliland mean: 3.7, n=135



South West State mean: 3.4, n=87



1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Results in %

Follow-up question to those who feel that life is improving in Somalia:

What gives you hope for the future? (n=268)



33%

Peace and stability



19%

Access to education



14%

Economic development in Somalia

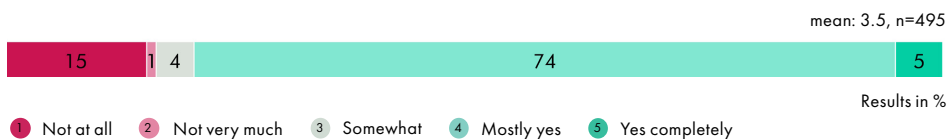
Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Only top three responses are included.

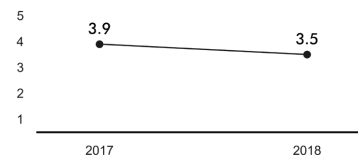
Accountability to affected populations

Q13. Awareness of aid

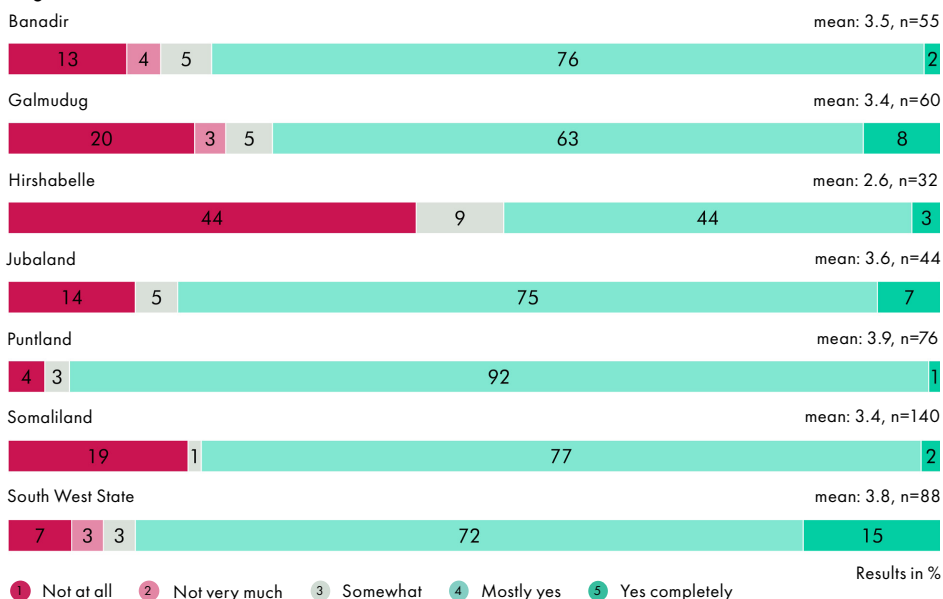
Do you feel informed about the kind of aid available to you?



Trend in mean scores



Region



Follow-up question to those do not feel informed about the kind of aid available to them:

What information do you need? (n=42)

81% Information on types of aid available

17% Information on aid distribution

Note: Percentages do not total 100% because respondents were able to choose multiple answers. Only the responses above 10% are included.

Follow-up questions asked to everyone:

How would you prefer to receive information? (n=495)


53%
Hotline


40%
Face-to-face


8%
Radio

Note: Percentages do not total 100% because respondents were able to choose multiple answers. Only the top three responses are shown.

Who would you prefer to receive information from? (n=495)

29% International organisations

26% UN agencies

22% Government

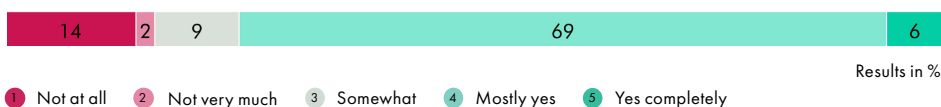
Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Only the top three responses are shown.

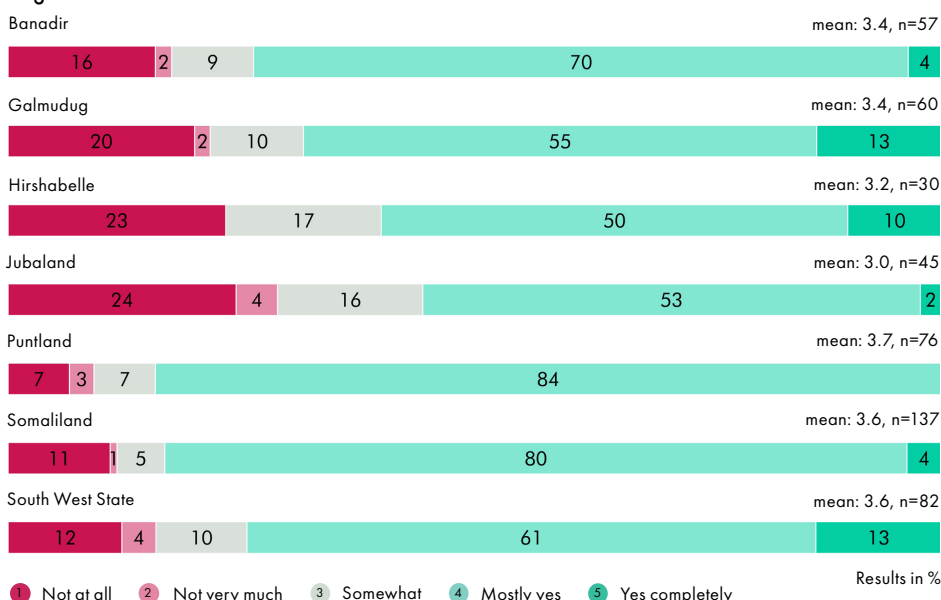
Q14. Participation

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

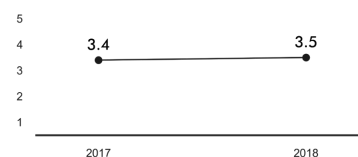
mean: 3.5, n=487



Region

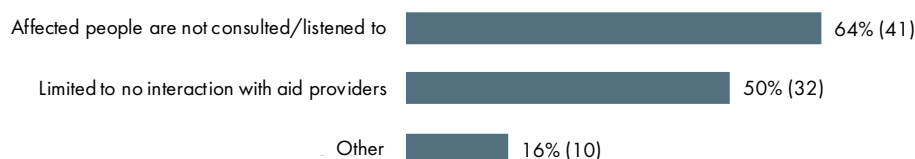


Trend in mean scores



Follow-up question to those who do not feel that aid providers take their opinion into account:

What makes you feel this way? (n=64)



Other includes: corrupt aid providers and limited response from aid providers.

“ They don’t ask for our ideas. Instead, they take pictures of us. ”

“ They don’t listen to the ideas of community members. They will only take into account ideas from community leaders. ”

Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Q15. Complaints mechanisms

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

n=498



● No ● Yes

Results in %

Region

Banadir n=58



Galmudug n=59



Hirshabelle n=33



Jubaland n=45



Puntland n=76



Somaliland n=140



South West State n=87



● No ● Yes

Results in %

Gender

Male n=248



Female n=250



● No ● Yes

Results in %

Affected population

IDPs n=128



Residents affected by crisis n=337



● No ● Yes

Results in %

Follow-up questions to those who said they know how to make a suggestion or complaint:

Have you filed a suggestion or complaint?

n=217



● No ● Yes

Results in %

Gender



Affected population



Follow-up questions asked to those who have filed a complaint or suggestion:

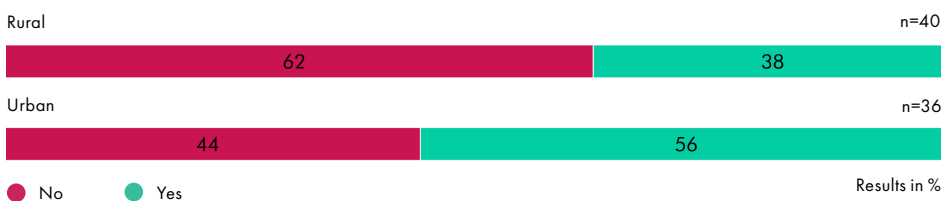
How did you make the suggestion or complaint? (n=76)



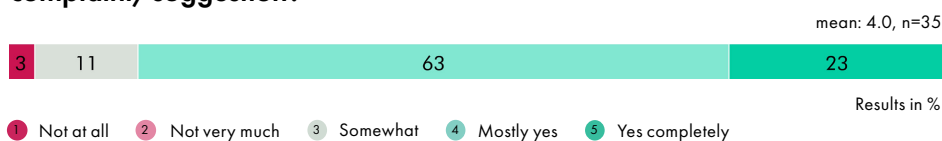
Did you receive a response to your suggestion or complaint? (n=76)



Area

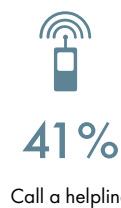


How satisfied were you with the response you received to your complaint/suggestion?



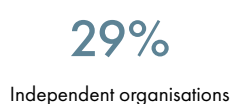
Follow-up questions asked to everyone:

How would you prefer to make any complaints you have? (n=498)



Note: Percentages do not total 100% because respondents were able to choose multiple answers. Only top three responses are included.

Which of the following groups do you trust the most? (n=498)

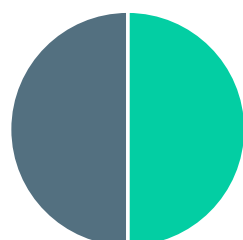


Note: Percentages do not total 100% because respondents were able to choose multiple answers. Only top three responses are included.

Demographics

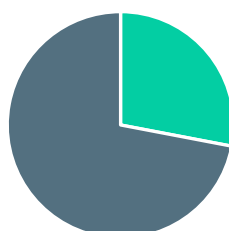
The graphs below depict the demographic breakdown of the respondents. Each graph includes percentages, as well as the frequency in parentheses.

Gender



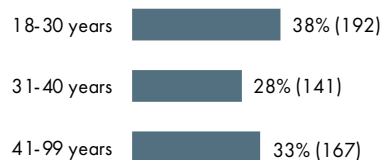
● Female: 50% (250)
● Male: 50% (250)

Affected people group

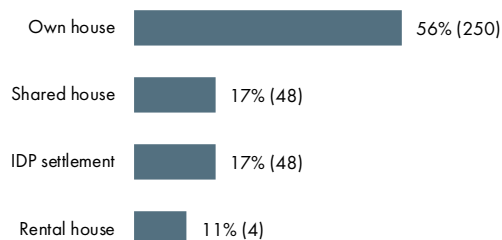


● People in need: 72% (338)
● IDP: 28% (129)

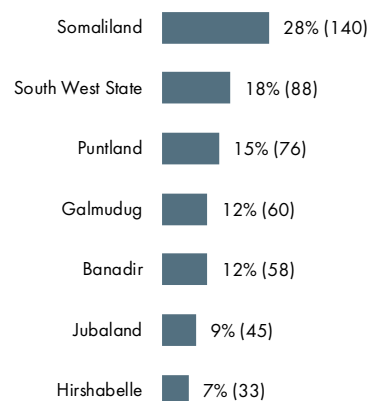
Age



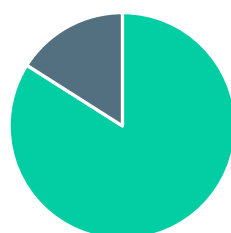
Housing of respondents



Location

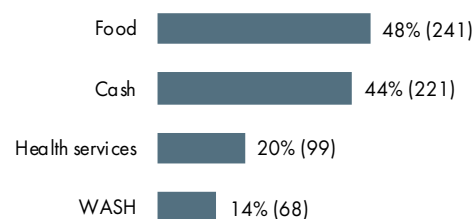


Respondents with dependents (under the age of 18)



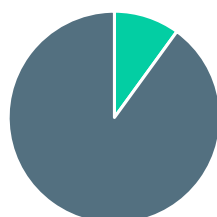
● Yes: 84% (422)
● No: 16% (78)

Services received



Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Disability



● Persons without a disability: 90% (449)
● Persons with a disability: 10% (51)

Survey data - Humanitarian staff

Reading this section

The following sections use 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. 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. The analysis 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.

For open questions, the percentage and frequency with answers pertaining to a particular question do not always total 100% where respondents are given the option to provide multiple answers.

Sample of the humanitarian staff survey

Data was collected between 6–23 November 2018 using an online survey tool, from 247 humanitarian staff members working in Somalia for UN agencies, international NGOs and local organisations. Each organisation participated in and distributed the online survey among their staff.

For more information on the sampling approach, see the [Annex: Notes on methodology](#).

Overview of findings

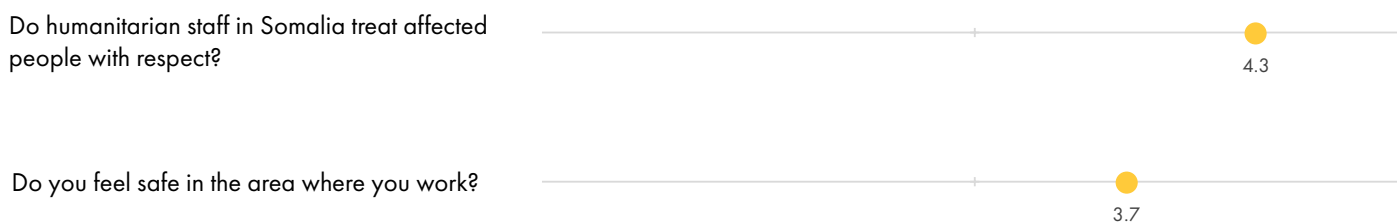
● 2017 ● 2018



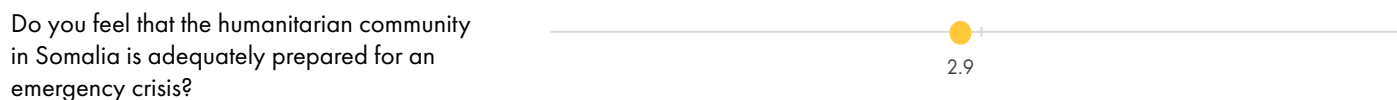
Life-saving services



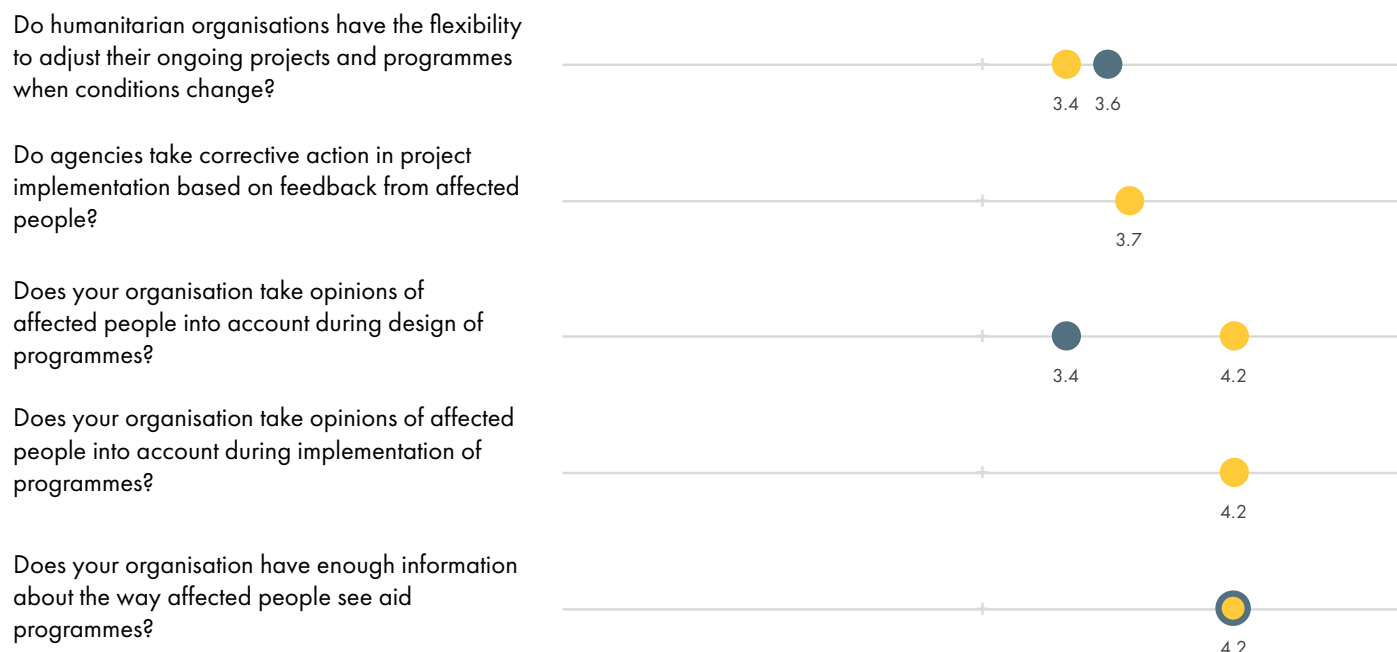
Protection



Resilience



Accountability to affected populations



Does your organisation regularly use collected data to inform/adjust programming?



If affected people make a complaint to your organisation, will they get a response?



Do you feel comfortable reporting instances of humanitarian staff mistreating affected people?



Donor reporting and funding

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

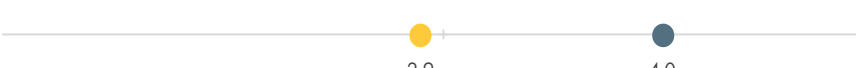


Do you feel the reporting requirements from different donors are sufficiently harmonised?



Localisation

Do local and/or national organisations receive sufficient support from international aid organisations and donors in Somalia?



Do local organisations in Somalia have the capacity to deliver high-quality assistance?



Humanitarian & development nexus

Is there an adequate balance between funding for emergency needs and funding for durable solutions?



Are there sufficient coordination efforts between organisations in Somalia?



Do humanitarian and development actors work together effectively in Somalia?



68%

say their organisation presents findings/results of collected data back to affected people.



12%

have reported instances of humanitarian staff mistreating affected people.



87%

say their organisation obtains multi-year funding.



91%

say that joint donor field visits better than individual ones



91%

say they regularly conduct joint needs assessments with other organisations



65%

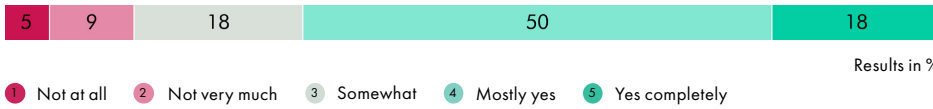
share logistical assets with other humanitarian organisations

Life-saving services

Q1. Relevance

Does the aid provided cover the most important needs of affected people?

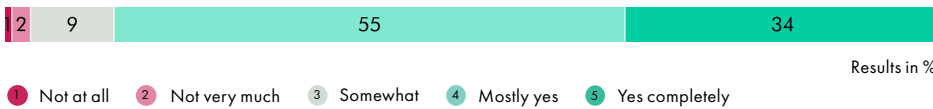
mean: 3.7, n=232



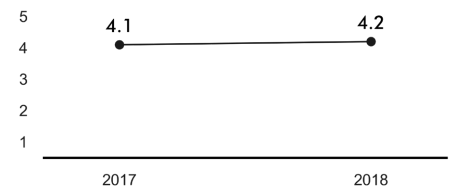
Q2. Fairness of aid provision

Does aid provision go to those who need it most?

mean: 4.2, n=238



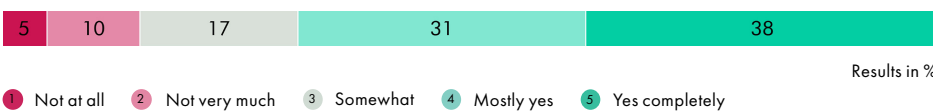
Trend in mean scores



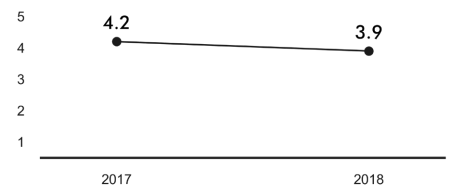
Q3. Cash programmes

Do cash programmes contribute to better outcomes than other kinds of aid?

mean: 3.9, n=230



Trend in mean scores



Q4. Share of cash programmes

Has your organisation increased or decreased the share of cash-based programming in the past year?

42% Clearly increased

27% Increased a little

11% Stayed the same

14% Decreased a little

6% Clearly decreased

Protection

Q5. Respect

Do humanitarian staff in Somalia treat affected people with respect?

mean: 4.3, n=233



Results in %

1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Q6. Safety

Do you feel safe in the area where you work?

mean: 3.7, n=235



Results in %

1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Organisation type

International organisations

mean: 4.0, n=117



UN agencies

mean: 3.4, n=85



Results in %

1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Role in the field

Humanitarian staff team leader

mean: 3.7, n=61



Humanitarian staff team member

mean: 3.7, n=134



Headquarter staff

mean: 4.2, n=29



Results in %

1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Resilience

Q7. Preparedness

Do you feel that the humanitarian community in Somalia is adequately prepared for an emergency crisis?

mean: 2.9, n=214



Results in %

1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Length of time spent working in Somalia

Less than 5 years

mean: 3.0, n=95



Between 5-10 years

mean: 2.9, n=86



More than 10 years

mean: 2.5, n=30



Results in %

1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Accountability to affected populations

Q8. Flexibility

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

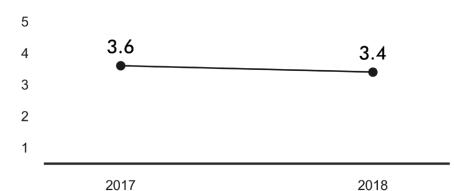
mean: 3.4, n=228



Results in %

1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Trend in mean scores



Negative responses from staff include: they feel constrained by compliance-related issues and restrictions on course corrections without donor approval, which takes time.



Most donors are rigid about approving adaptations and very slow to react to emergencies.

Q9. Corrective action

Do agencies take corrective action in project implementation based on feedback from affected people?

mean: 3.7, n=212



Results in %

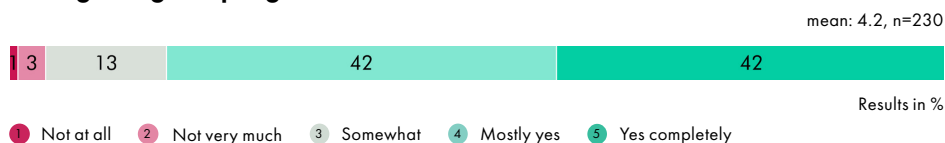
1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely



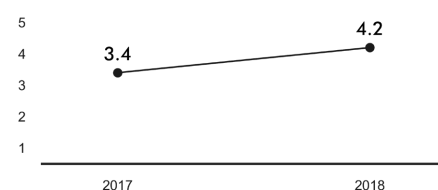
Beneficiaries actively participate in both project design and implementation processes and their feedback is always taken into account.

Q10. Participation

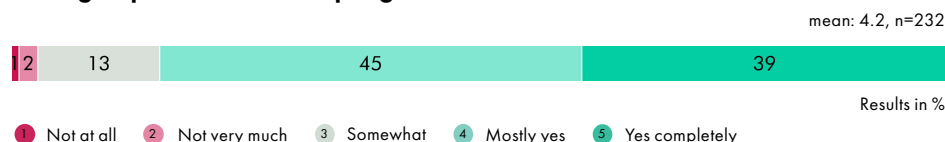
Does your organisation take opinions of affected people into account during design of programmes?



Trend in mean scores

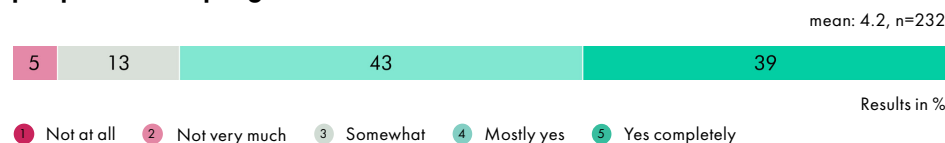


Does your organisation take opinions of affected people into account during implementation of programmes?

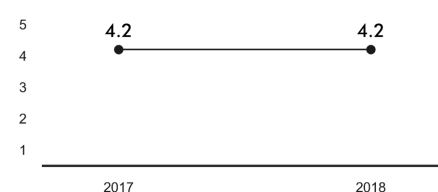


Q11. Feedback

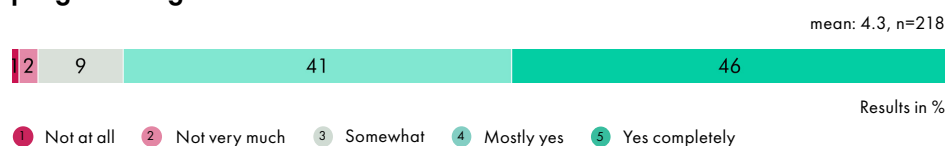
Does your organisation have enough information about the way affected people see aid programmes?



Trend in mean scores



Does your organisation regularly use the collected data to inform/adjust programming?

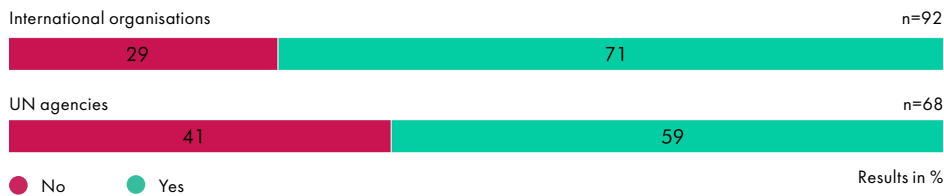


We always use their [affected people's] identified needs as a priority in our programming. Changes proposed by the community during implementation will be incorporated in the next programming cycle.

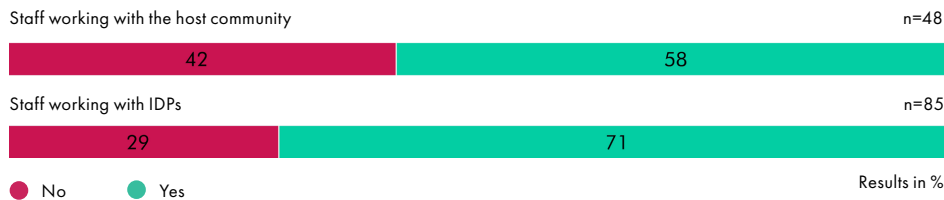
Does your organisation present findings/results of collected data back to affected people?



Type of organisation



Affected group that respondent works with



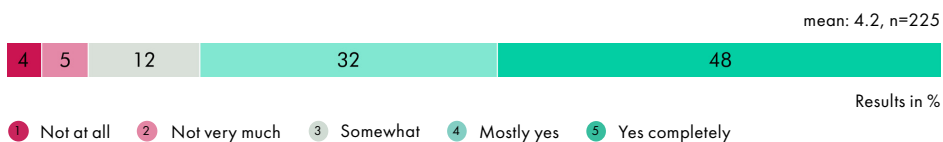
Q12. Complaints mechanisms

If affected people make a complaint to your organisation, will they get a response?



Q13. Reporting mistreatment

Do you feel comfortable reporting instances of humanitarian staff mistreating affected people?



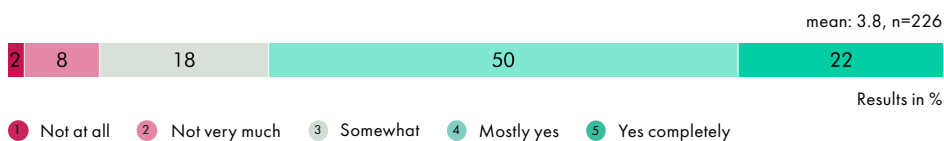
Have you reported instances of humanitarian staff mistreating affected people?



Donor reporting and funding

Q14. Reporting time

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

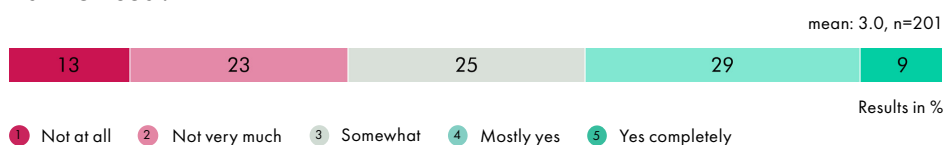


Trend in mean scores

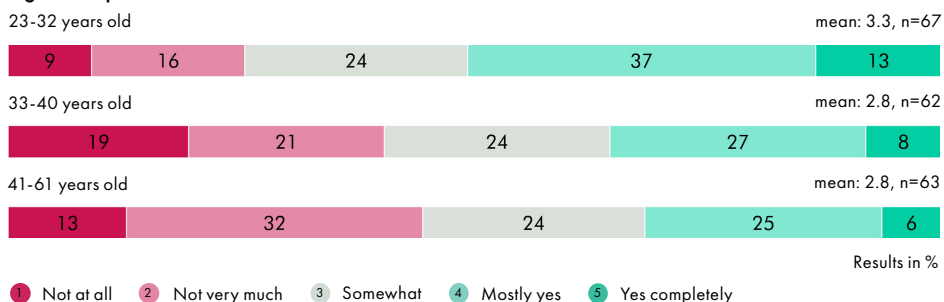


Q15. Reporting requirements

Do you feel reporting requirements from different donors are sufficiently harmonised?



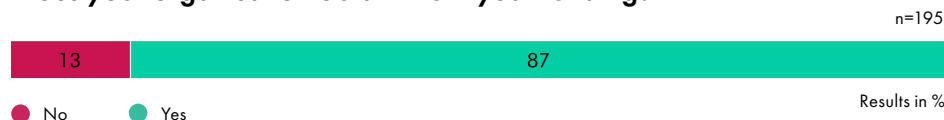
Age of respondents



Different donors should meet and create a single template, and donors should create a common pool of funds that the NGOs can access – using one reporting template.

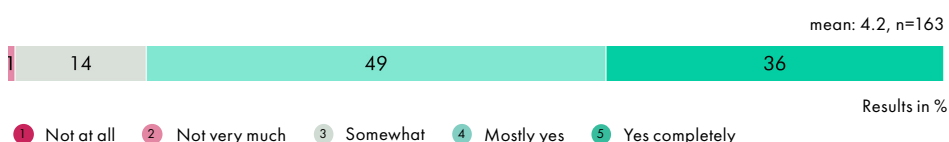
Q16. Funding

Does your organisation obtain multi-year funding?



Follow-up question to those who answered yes:

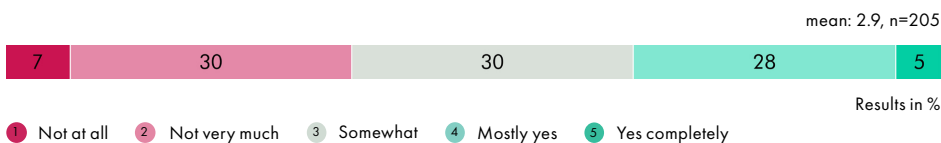
To what extent does this contribute to better results?



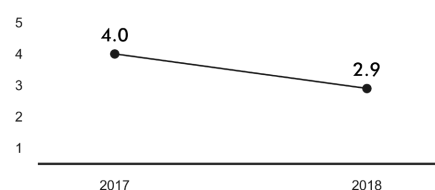
Localisation

Q17. Localisation

Do local and national aid providers receive sufficient support in Somalia?



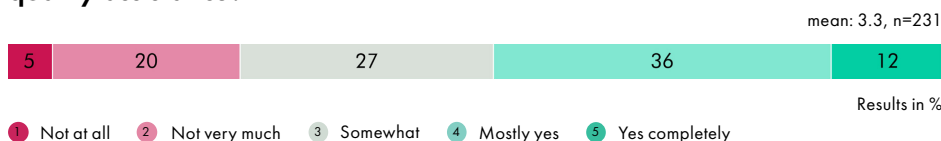
Trend in mean scores



Most of the national NGOs face funding challenges that mean they can't respond adequately to the crisis in their areas of operation, while the international organisations, who have the funds, cannot access all affected communities.

Q18. Local capacity

Do local organisations in this country have the capacity to deliver high-quality assistance?



Some organisations have the capacity but many lack the technical and financial skills to implement effective programmes. They also have weak governance structures which do not support effective programme implementation.

Q19. Aid providers

Who is best placed to locally mobilise and distribute aid in Somalia? (n=240)

62%

Combination of local and international organisations

16%

Local organisations

15%

International organisations

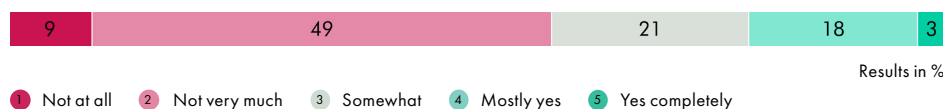
Note: Only top three responses are included.

Humanitarian and development nexus

Q20. Durable solutions

Is there an adequate balance between funding for emergency needs and funding for durable solutions?

mean: 2.5, n=211



Follow-up question to those who answered the balance is inadequate:

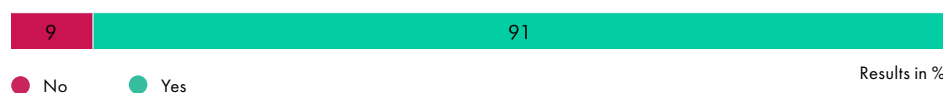
Which area needs more funding? (n=114)



Q21. Joint donor visits

Are joint donor field visits better than individual ones?

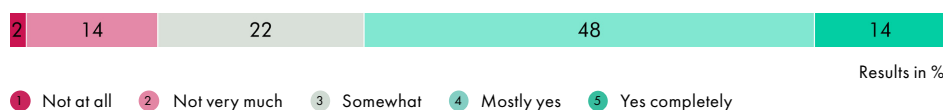
n=191



Q22. Coordination

Are there sufficient coordination efforts between organisations?

mean: 3.6, n=224



Length of time spent working in Somalia

Less than 5 years

mean: 3.6, n=101



Between 5-10 years

mean: 3.7, n=89



More than 10 years

mean: 3.2, n=31

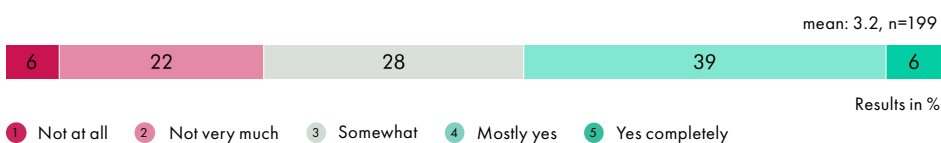


Results in %

1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Q23. Humanitarian and development nexus

Do humanitarian and development actors work together effectively in Somalia?



1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Trend in mean scores



Age of respondents

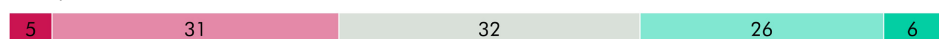
23-32 years old mean: 3.5, n=67



33-40 years old mean: 3.1, n=59



41-61 years old mean: 3.0, n=65



Results in %

1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes completely

Q24. Joint needs assessments

Does your organisation regularly conduct joint needs assessments with other organisations?



No Yes

Q25. Logistical asset sharing

Does your organisation share logistical assets with other humanitarian organisations?



No Yes

Type of organisation

International organisations n=80



UN agencies n=62



No Yes

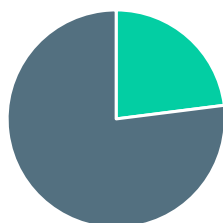
Results in %

Demographics

The graphs below depict the demographic breakdown of the 290 respondents in the humanitarian staff survey.

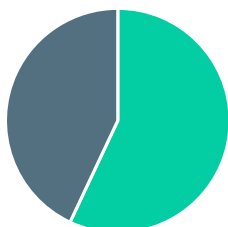
Each graph includes percentages, as well as the frequency in parentheses.

Gender



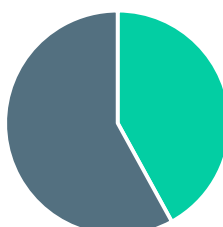
● Female: 23% (56)
● Male: 77% (189)

Type of organisation



● International organisation: 57% (121)
● UN agencies: 43% (91)

Target beneficiaries of aid/services

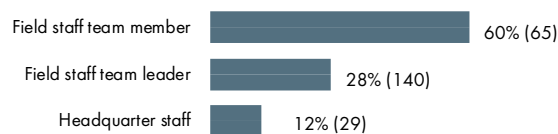


● Host communities: 38% (65)
● IDPs: 62% (107)

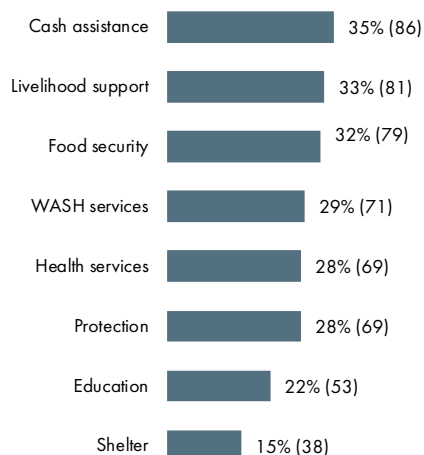
Age



Role of staff member



Type of services provided



Note: Percentages do not total 100% because respondents were able to choose multiple answers.

Annex: Notes on methodology

Sampling methodology

Affected people survey

When designing the sampling strategy for Somalia, we obtained figures for IDPs and residents affected by humanitarian crisis from the revised Humanitarian Response Plan 2018 for Somalia. The response plan suggested that 5,714,000 residents were affected by humanitarian crisis and that Somalia contains 2,744,162 IDPs, which means the total population of interest consists of 8,458,162 people. Proportionately, these two groups represent 68% and 32% of the total target population, and we maintained these proportions in our sample. However, our sample is not entirely representative, as we oversampled smaller regions to ensure reliability in our analyses and conclusions.

Area	Region	2018	2018	Total phone calls	
		People in need (PiN)	Total IDPs		
Somaliland	Awdal	307,000	26,000	20	
	Woqooyi Galbeed	582,000	117,000	41	
	Togdheer	332,000	126,000	27	
	Sool	214,000	233,000	26	
	Sanaag	347,000	92,000	26	
	Somaliland total	1,782,000	594,000	140	
Puntland	Bari	333,000	198,000	31	
	Nugaal	175,000	60,000	14	
	Mudug	367,000	155,000	31	
	Puntland total	875,000	413,000	76	
Jubaland	Gedo	191,000	207,000	24	
	Lower Juba	183,000	165,000	21	
Galmudug	Galgaduud	347,000	144,000	29	
	Mudug	367,000	155,000	31	
Emerging Federal States/South Central	Hirshabelle	Hiraan	262,000	78,000	20
		Middle Shabelle	164,000	51,000	13
	South West State	Bakool	154,000	48,000	12
		Bay	388,000	253,162	38
	Lower Shabelle	497,000	139,000	38	
	Banadir	504,000	497,000	59	
	South-Central Total	3,057,000	1,737,162	283	
All Regions		5,714,000	2,744,162	500	

The risk of oversampled groups skewing the results was evaluated by calculating weighted means based on the proportion of each region in the target population. These weighted means did not differ from the raw means by more than one decimal point, suggesting that any bias introduced by the oversampling was negligible. As such, this methodology allowed us to both maximise reliability for between-group comparisons, region specific means, as well as among the affected population at large.

While we consistently met the targets of our sampling strategy, the actual number of responses per question vary marginally (one to two respondents) due to missing responses. This will be explored further in the challenges and limitations section. However, the variation in responses to questions was not large enough to meaningfully alter the makeup of the sample or our conclusions.

The same geographical regions as in 2017 were selected for the 2018 survey: Awdal, Woqooyi Galbeed, Togdheer, Sool, Sanaag, Bari, Nugaal, Mudug, Gedo, Lower Juba, Galgaduud, Hiraan, Middle Shabelle, Bakool, Bay, Lower Shabelle and Banadir. Due to heavy Al Shabaab presence, the region of Middle Juba in the South Central area of Somalia was not included. Respondents were drawn at random from the contracted data collector's phone bank, which is largely representative of the Somalia/Somaliland population and contains approximately 33,500 phone numbers collected over years of fieldwork in all parts of the country. All respondents in the phone bank provided their phone numbers knowingly and gave their consent to being contacted for research purposes.⁴

A gender split of 50:50 was ensured throughout all 17 regions.

Region	Male respondents	Female respondents	Total respondents
Awdal	10	10	20
Woqooyi Galbeed	20	21	41
Togdheer	14	13	27
Sool	13	13	26
Sanaag	13	13	26
Bari	15	16	31
Nugaal	7	7	14
Mudug (Puntland)	16	15	31
Mudug (South central)	16	15	31
Gedo	12	12	24
Lower Juba	11	10	21
Galgaduud	14	15	29
Hiraan	10	10	20
Middle Shabelle	6	7	13
Banadir	29	29	58
Bakool	6	6	12
Bay	19	19	38
Lower Shabelle	19	19	38
TOTAL	250	250	500

⁴ Forcier Consulting, The Grand Bargain: Affected people survey 2018 – Final Implementation Report Internal document. (Internal document, 2018)

Humanitarian staff

Eighteen organisations were approached to participate in the survey and we encouraged these organisations to share the survey with their local partners on the ground. Nineteen organisations (drawn from UN agencies, international NGOs and national/local organisations) participated and distributed the online survey among a convenience sample of their staff.

Question formulation

Questions for both the affected people and staff survey were formulated using the Grand Bargain commitments as a framework. The focus is on the extent to which humanitarian aid is becoming more responsive to the people it sets out to serve.⁵ We also probe people's views on whether they see progress beyond meeting their basic needs, towards creating self-reliance and opportunity.⁶

Affected people survey: matrix of Grand Bargain commitments and GTS question themes

GTS question themes	1. Transparency	3. Cash based programming	4. Reduce management costs	5. Improve needs assessments	6. Participation	7. Multi-year planning and funding	8. Reduce earmarking	10. Engagement between hum. & dev. actors
Awareness	X				X			X
Fairness	X			X	X	X		X
Cash		X						
Empowerment		X			X	X		X
Participation	X				X	X		
Progress				X		X		X
Host community relations								X
Relevance	X		X	X	X	X	X	X
Safety								X

⁵ "The Grand Bargain – A Shared Commitment to Better Serve People in Need". Istanbul, Turkey, 23 May 2016. P.2

⁶ Ibid

Humanitarian staff survey: matrix of Grand Bargain commitments and GTS question themes

GTS question themes	1. Transparency	2. Localisation	3. Cash based programming	4. Reduce management costs	5. Improve needs assessments	6. Participation	7. Multi-year planning and funding	8. Reduce earmarking	9. Harmonise & simplify reporting requirements	10. Engagement between hum. & dev. actors
Fairness					X	X	X	X		
Safety										
Management of aid							X			
Reporting requirements				X	X				X	
Coordination				X						
Durable solutions								X		X
Perceptions of affected people						X				
Cash programmes			X							
Flexibility							X	X		
Reporting time									X	
Humanitarian development nexus										X
Participation						X				
Local capacity		X								

Data disaggregation

Affected people survey

The data was disaggregated by geographical region, type of accommodation, gender, age, status of person interviewed, gender of head of household, household size, number of dependents under the age of 18 years and disability. The analysis in the report includes any major difference in the perceptions of different demographic groups. It does not, however, show the full breakdown of responses according to these categories.

To identify groups of persons with disabilities within the sample, a staff member at Handicap International was consulted and participants were asked a series of questions:

- Do you have difficulty seeing, even if wearing glasses?
- Do you have difficulty hearing, even if using a hearing aid?
- Do you have difficulty walking or climbing steps?
- Do you have difficulty remembering or concentrating?

For the purposes of this survey, if a survey participant indicates having difficulty or inability to do one or more of the above activities, they are considered a person with a disability.

Humanitarian staff survey

The data was disaggregated by type of organisation, gender, age, time working in Somalia and target beneficiary type. The analysis includes any major 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 surveys

Affected people survey

This survey was conducted in Somali.

Humanitarian staff survey

This survey was conducted in Somali and English, with only one response filled out in Somali and the rest in English.

Data collection

Affected People Survey

GTS contracted Forcier Consulting, an independent data collection company, to conduct telephone surveys between 21 October and 1 November 2018. The survey was conducted with 500 beneficiaries of aid programmes from 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 eighteen months.

Humanitarian Staff Survey

Data was collected between 6–23 November 2018 using an online survey tool. 247 humanitarian staff members working in Somalia for UN agencies, international NGOs and local organisations responded during this time period. Each organisation participated in and distributed the online survey among their staff.

Challenges and limitations

GTS is committed to ensuring that data collection adheres to rigorous ethical and methodological standards. GTS worked closely with Forcier Consulting, our data collection partner, throughout survey design and development and sample strategy design. We developed data collection guides and survey translations to ensure that our approach was contextually and culturally appropriate. The GTS team had a call in October 2018 with the Forcier Consulting team to go over data collection guidelines and the survey tool to ensure the quality of data collection in various regions in Somalia. During this process the following challenges and limitations were observed by Forcier Consulting:

Affected people survey

Attrition rate⁷

There was a high attrition rate of survey respondents who consented to participate in the survey but then indicated that they had not received any kind of humanitarian aid in the past 18 months. A total of 1,089 respondents were reached, out of which 993 consented to take the survey. Out of those 993 respondents, a total of 502 respondents fulfilled the humanitarian aid criterion. Two of these 502 respondents were under the age of 18, which also led to the discontinuation of the survey.

The table below lists the number of attempted and completed surveys per region. The completion rate was lowest in Lower Shabelle at 28.6% and highest in Mudug (South Central) at 86.1%.

Region	Consent		Aid received		Completion rate ⁸
	Yes	No	Yes	No	
Awdal	39	1	20	19	51.3%
Woqooyi Galbeed	79	3	41	38	51.9%
Togdheer	37	1	27	10	73.0%
Sool	33	2	26	7	78.8%
Sanaag	41	0	26	15	63.4%
Bari	66	8	31	35	47.0%
Nugaal	29	1	14	15	48.3%
Mudug (Puntland)	56	7	31	25	55.4%
Mudug (South central)	36	5	31	5	86.1%
Gedo	40	6	24	16	60.0%
Lower Juba	36	1	21	15	58.3%
Galgaduud	46	1	29	17	63.0%
Hiraan	30	9	21	9	70.0%
Middle Shabelle	21	0	13	8	61.9%
Banadir	193	26	59	134	30.6%
Bakool	18	1	12	6	66.7%
Bay	60	12	38	22	63.3%
Lower Shabelle	133	12	38	95	28.6%
Total	993	96	502⁹	491	50.6%

⁷ Forcier Consulting, The Grand Bargain: Affected people survey 2018 – Final Implementation Report Internal document. (Internal document, 2018)

⁸ The completion rate is the number of aid recipients divided by the number of respondents who gave their consent to participate in the survey.

⁹ This includes the two under-age respondents whose surveys were discontinued.

Sampling bias¹⁰

Although phone ownership across Somalia and Somaliland is very high at an estimated 90%,¹¹ the sampling bias is inherent to CATI data collection and likely to play a more significant role in rural locations where – although phone ownership rates are estimated to be equally high as in urban settings – phone connectivity is weaker. During data collection, this bias was mitigated by ensuring that each respondent was called at least three times before marking them as unavailable. Ultimately, the urban/rural split in the final data set turned out to be 45% rural and 55% urban.

Perceptual data

GTS gathers perceptual data from affected people, humanitarian staff and local partner organisations to assess humanitarian responses through their views, opinions and perceptions. While principles of accountability, localisation and participation are increasingly being integrated into humanitarian programmes, the voices of affected populations receiving aid are often omitted.¹²

Gathering perceptual data from affected populations should, therefore, be viewed as part of a broader systemic change in the humanitarian apparatus. It should be seen as one element in a broader set of activities intended to close the accountability gap, empower affected populations to be part of the decisions that impact their lives, build relationships with communities and localise knowledge.

Perceptual data alone is not sufficient on its own to evaluate the state of the humanitarian system and should therefore not be seen in isolation, but as complementary to other monitoring and data evaluation approaches.

Staff survey

Survey fatigue

Responses from participants were initially low, and several reminder emails were sent in order to reach response figures to reach a sufficient sample size. Feedback from international organisations suggests that staff members are experiencing survey fatigue as the result of the increasing number of surveys they are required to complete.

Self-selection bias

Self-selection bias is applicable to any kind of social science research where participation is voluntary. Hence, the realised sample for this project is limited to humanitarian staff working in Somalia who received the survey link and who consented to partake in the survey. We have no predisposed reasons to believe that respondents differed systematically from non-respondents but the risk of such systematic deviations is important to keep in mind when interpreting the results.

¹⁰ Forcier Consulting, The Grand Bargain: Affected people survey 2018 – Final Implementation Report Internal document. (Internal document, 2018)

¹¹ Reliable statistics on phone ownership in Somalia can be found here: http://www.altaiiconsulting.com/wp-content/uploads/2017/11/WB-MME_Final-Short-Version_20170608.pdf (Last accessed on 05 Nov 2018)

¹² Aldo Benini, Subjective Measures in Humanitarian Analysis. (Geneva: Assessment Capacities Project - ACAPS, 2018)

For more information about Ground Truth Solutions surveys in Somalia, please contact Elias Sagmeister (Deputy Director – elias@groundtruthsolutions.org), Andrew Nzimbi (GTS Consultant – andrew.nzimbi@groundtruthsolutions.org) or Sacha Aziz (Programme Analyst – sacha@groundtruthsolutions.org).



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