

# Common Social Accountability Platform

Results and findings from citizen-led discussions  
on displacement and durable solutions in Mogadishu

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## **About Africa's Voices Foundation**

Africa's Voices Foundation (AVF) is a non-profit start-up, spun out of ongoing cutting-edge research at the University of Cambridge. We conduct innovative research and produce powerful, insightful evidence that helps to amplify the voices of citizens towards key policymakers and service deliverers.

AVF is inspired by this simple idea: listen first and listen intelligently. If citizens are better heard by decision makers, they will access more timely, relevant and valuable services. We have developed a unique solution to tackle this need. We curate and spark engaging, inclusive discussions through interactive media and digital channels, enabling citizens to share their voices. We then use innovative data analysis techniques to deliver robust, timely and actionable social evidence that strengthens the impact of development, humanitarian, and governance actors.

Our core business is organised two program areas: Governance & Accountability, and, Citizen Evidence & Social Change. To date we have worked in five countries across health, education, humanitarian, governance, livelihoods, security and agriculture domains for a range of partners including UNICEF, Oxfam, Mastercard Foundation, the European Union, the Somalia Stability Fund, World University Service Canada, Well Told Story, REACH and BBC Media Action.

We have offices in Nairobi, Kenya and Cambridge UK. More at [www.africasvoices.org](http://www.africasvoices.org).

## **About Common Social Accountability Platform (CSAP)**

AVF has launched the Common Social Accountability Platform (CSAP) in Somalia with the vision to strengthen the Somali accountability ecosystem, by connecting citizens with authorities through media dialogue and public opinion gathering. The platform cuts across sector, programme and mandate, to build sustained spaces of real value for discussion, through which citizen voice can impact on decision-making that affects their lives.

## **About ReDSS**

The search for durable solutions to the protracted displacement situation in East and Horn of Africa is a key humanitarian and development concern. This is a regional/cross-border issue, with a strong political dimension, which demands a multi-sector response that goes beyond the existing humanitarian agenda.

The Regional Durable Solutions Secretariat (ReDSS) was created in 2015 with the aim of maintaining focused momentum and stakeholder engagement towards durable solutions for displacement-affected communities in East Africa and the Horn of Africa. ReDSS comprises 13 NGOs: ACTED, CARE International, Concern Worldwide, DRC, IRC, INTERSOS, Mercy Corps, NRC, OXFAM, RCK, Save the Children, World Vision and LWF. The DRC, IRC and NRC form the ReDSS steering committee.

ReDSS is not an implementing agency. It is instead a coordination and information hub that acts as a catalyst and agent provocateur to stimulate forward thinking and policy development on durable solutions



for displacement. ReDSS seeks to improve joint learning and programming, inform policy processes, enhance capacity and facilitate coordination in the collective search for durable solutions.

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## **List of acronyms**

AVF - Africa's Voices Foundation

BRA - Banadir Regional Administration

CCCM - Camp Coordination Camp Management

CSAP - Common Social Accountability Platform

DAC - Displacement Affected Communities

DDG - Danish Demining Group

IAAAP - Implementation and Analysis in Action of Accountability Programme

IASC - Inter-Agency Standing Committee

IDPs - Internally displaced people

IOM - International Organisation for Migration

HLP - Housing, Land, and Property

NCRI - National High Commission for IDPs and Refugees

NRC - Norwegian Refugee Council

PSA - Public Service Announcement

ReDSS - Regional Durable Solutions Secretariat

UNHCR - United Nations High Commission for Refugees





## Definitions

**Citizens** - AVF's approach to social accountability places the concept of the citizen at the forefront. All participants in the interactive radio dialogue regardless of demographics are considered citizens with the right to participate in decisions that affect their lives

**Durable Solutions** - A durable solution is achieved when the displaced no longer have any specific assistance and protection needs that are linked to their displacement and can enjoy their human rights without discrimination on account of their displacement. It can be achieved through return, local integration and resettlement. (IASC framework)

**Early Solutions Planning** - Early solutions planning encompasses steps to build the self-reliance and resilience of refugees and host communities, as well as prepare refugees for future durable solutions, in the early stages of displacement. For the purposes of this report, the timeframe for "early solutions planning" covers actions that can be taken pre-displacement, as well as during the first 3 years of an influx of refugees. (ReDSS)

**Host communities** - The local, regional and national governmental, social and economic structures within which refugees live. (UNHCR)

**Internally Displaced Persons (IDPs)** - Persons or groups of persons who have been forced or obliged to flee or to leave their homes or places of habitual residence, in particular as a result of or in order to avoid the effects of armed conflict, situations of generalized violence, violations of human rights or natural or human-made disasters, and who have not crossed an internationally recognized State border. (Guiding Principles on Internal Displacement).

**Livelihoods** - A combination of the resources used and the activities undertaken in order to live. Resources include individual skills (human capital), land (natural capital), savings (financial capital), equipment (physical capital), as well as formal support groups and informal networks (social capital). (DFID)

**Local Integration** - Local integration as a durable solution combines three dimensions. Firstly, it is a legal process, whereby refugees attain a wider range of rights in the host state. Secondly, it is an economic (material) process of establishing sustainable livelihoods and a standard of living comparable to the host community. Thirdly, it is a social and cultural (physical) process of adaptation and acceptance that enables the refugees to contribute to the social life of the host country and live without fear of discrimination. (Fielden/UNHCR).

**Protracted Displacement Situation** - Situations where the displaced "have lived in exile for more than 5 years, and when they still have no immediate prospect of finding a durable solution to their plight by means of voluntary repatriation, local integration or resettlement." (UNHCR)

**ReDSS Durable Solutions Framework** - A rapid analytical tool to assess to what extent durable solutions have been achieved in a particular context. The Framework contains 31 indicators that relate to a) Physical Safety – protection, security and social cohesion/ b) Material Safety – access to basic services, access to livelihoods, restoration of housing land and property/ c) Legal Safety – access to documentation, family reunification, participation in public affairs, access to effective remedies and justice.



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**Refugee** - A person who “owing to well-founded fear of persecution for reasons of race, religion, nationality, membership of a particular social group or political opinions, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country” (Geneva Convention relating to the Status of Refugees, Art. 1A(2), 1951)

**Reintegration** - The achievement of a sustainable return to country of origin i.e. the ability of returnees to secure the political, economic and social conditions to maintain their life, livelihood and dignity. (Macrae/UNHCR)

**Resilience** - Resilience is the ability of countries, communities and households to manage change, by maintaining or transforming living standards in the face of shocks or stresses - such as earthquakes, drought or violent conflict – without compromising their long-term prospects (DFID)

**Resettlement** - The transfer of refugees from an asylum country to another State that has agreed to admit them and ultimately grant them permanent settlement. (UNHCR)

**Returnee** - The act or process of going back to the point of departure. This could be within the territorial boundaries of a country, as in the case of returning internally displaced persons (IDPs) and demobilized combatants; or between a host country (either transit or destination) and a country of origin, as in the case of migrant workers, refugees, asylum-seekers, and qualified nationals. There are subcategories of return which can describe the way the return is implemented, e.g. voluntary, forced, assisted and spontaneous return; as well as sub-categories which describe who is participating in the return, e.g. repatriation (for refugees). (IOM)

**Self-Reliance** - The social and economic ability of an individual, household or community to meet basic needs (including protection, food, water, shelter, personal safety, health and education) in a sustainable manner and with dignity. (UNHCR).

**Social Accountability** - Social accountability is understood as the holding to account of decision-makers outside of political accountability (i.e elections, party political etc.). It involves amplifying the voice of citizens to the level of decision-making to improve the performance of institutions constituted to serve them, and more broadly enhance trust in institutions.<sup>1</sup>

**Social Cohesion** - The nature and set of relationships between individuals and groups in a particular environment (horizontal social cohesion) and between those individuals and groups and the institutions that govern them in a particular environment (vertical social cohesion). Strong, positive, integrated relationships and inclusive identities are perceived as indicative of high social cohesion, whereas weak, negative or fragmented relationships and exclusive identities are taken to mean low social cohesion. Social cohesion is therefore a multi-faceted, scalar concept. (World Vision)

**Transitional Solutions** - A framework for transitioning displacement situations into durable solutions, requiring a partnership between humanitarian and development actors, refugees and host communities, and the participation of local actors through area-based interventions. Transitional solutions seek to enhance the self-reliance of protracted refugees, IDPs and host communities alike. (ReDSS 2015).

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<sup>1</sup> Jonathan Fox, (2014), Social Accountability: What does the evidence really say? GPSA Working Paper No. 1



**Urban systems/ networks** - Urban environments are complex systems, meaning that different networks and communities co-exist and interact at different moments and in different places. This interconnectedness means that work in one system, for instance economy and livelihood, affects other systems such as infrastructure and services or space and settlement (Campbell, 2016)



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## **Common Social Accountability Platform: Results and findings from citizen-led discussions on displacement and durable solutions in Mogadishu**

### **EXECUTIVE SUMMARY**

Africa's Voices Foundation's (AVF's) Common Social Accountability Platform (CSAP), launched in late 2018, aims to tackle a crucial gap in connecting Somali citizens to decision-making. CSAP is built on AVF's interactive radio method (radio debate shows driven by citizen input sent in by SMS), to maximise the scale and inclusivity of dialogue between citizens and authorities, and provide a robust platform to gather evidence on citizen perspectives. By using one common platform for building social accountability, CSAP is intended to strengthen the Somali social accountability ecosystem by engaging citizens in spaces they value, outside of the mandate of any one programme and organisations.

This report outlines the first iteration of CSAP that was launched in partnership with ReDSS and the Banadir Regional Administration (BRA) where the platform was mobilized for a four-show series to build public dialogue in the city on critical displacement topics and to gather public opinion to inform ongoing durable solutions programmes and decision-making.

### **RESULTS OF THE INTERACTIVE RADIO DIALOGUE ON DISPLACEMENT ISSUES**

This CSAP deployment was successful at building large-scale inclusive dialogue between host communities, displaced people and key decision-makers in the sector. In total, 3,267 people sent in SMS contributions as part of this social accountability intervention. The dialogue was largely inclusive of vulnerable groups- 51% of participants came from displaced groups and 40% were women. Radio debate shows, covering the topics of durable solutions, discrimination against displaced groups, and evictions placed the contributions of citizen participants in conversation with each other and key decision-makers. This included a representative from BRA discussing the role of government in durable solutions and their new IDP policy, an official from NRC outlining clear eviction guidelines for citizens, and an official from Danish Demining Group describing efforts towards social cohesion in the city.

Participants overwhelmingly valued the discussion, seeing it as a safe space in which ideas could be exchanged and heard between communities, as well as responded to by decision-makers. Indeed, 78% of participants said that engaging with CSAP made them feel included in decision-making around durable solutions. Even more - 93% - argued that such a platform should be sustained and continued. The following message from an audience member highlights the real value the space had for citizens in Mogadishu:

“Yes, I feel involved because community consultation is always the best thing to do and I personally believe that I am part of the decisions in the community and we appreciate a lot those who made this safe spaces to talk like the radio presenters, the leaders involved and those aid organisations who are involved as well.” Female

This was also clear in the growing audience base, even over the short timespan of the programme. Almost half of participants (46%) participated in more than one week of discussions; 18% participated three to four times. This paralleled a growth of participants from 1,212 in the first week to 1,521 participants in the last. This highlights how investing in CSAP across sectors using the interactive radio approach can build a sustained channel for engagement that citizens trust and value.

### **INSIGHTS ON PUBLIC OPINION TO INFORM DURABLE SOLUTIONS PROGRAMMING**

The interactive method was also crucial for gathering robust evidence on public opinion to inform durable solutions programming - 58% of people sent in relevant contributions. Through a robust analysis of these



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perspectives, blending qualitative and quantitative methods, the first iteration of CSAP delivered the following insights and recommendations for decision-makers:

## **CROWDFUNDING**

*Citizens, including members of the host community, called for crowdfunding efforts to provide assistance to IDPs. This sympathetic sentiment was particularly strong amongst women and youth.*

**Recommendation:** This is potentially an innovative, locally-driven modality of assistance that can promote Somali ownership. Linking aid sector programming to crowdfunding efforts can further catalyse and coordinate them, as well as ensure the most vulnerable are not left behind. Initial mobilisation efforts may be more effective if focused on women and youth.

## **GOVERNANCE AND AID ACCOUNTABILITY**

*Communities see a clear gap in participation in public affairs in Mogadishu and call for greater community consultation and setup of committees that could handle displacement issues.*

**Recommendation:** Support broad-based committee structures around implementation, that combine host and displaced community, and are populated with women and youth to leverage their greater sympathy towards displaced groups.

*Citizens called for government to play a greater role in delivering assistance to IDPs. This was largely framed positively, but some voices perceived that local officials corrupted the delivery of assistance. There were also concerns with the transparency and fairness of aid distribution by NGOs.*

**Recommendation:** Government should be at the forefront of the durable solutions response. The new IDP policies at BRA and Federal level should also clearly outline mechanisms to ensure transparency and accountability. These should be clearly disseminated to citizens so that they are empowered to leverage these mechanisms. The policies should also support enhancement and coordination of feedback and mechanisms around aid distribution.

## **SOCIAL COHESION**

*Some participants argued that displaced groups should return to their area of origin, because their farming or pastoralist livelihoods meant they should stay in rural areas. Given the link between livelihood, and clan and ethnic identities, this suggests a clear notion of who belongs and who does not in Mogadishu, with long-term implications for the integration of IDPs.*

**Recommendation:** Locally-relevant efforts that build social cohesion across displaced and host community groups, and are sensitive to these social cleavages are essential to build a common collective vision of durable solutions in the city. Projecting positive stories of displaced minorities changing livelihoods, can also disrupt misconceptions.

*There was nevertheless, amongst some citizens, a strong sense of common identity with displaced groups, based on a common Somali culture and Islamic religion.*

**Recommendation:** Social cohesion interventions can and should leverage such narratives, as well as work with religious leaders to promote tolerance of IDPs.

*One barrier to social cohesion identified by citizens was the lack of opportunity for host and IDP populations to interact. This is especially important given findings that the two communities often have opposing views of what are viable durable solutions.*

**Recommendation:** Social cohesion interventions might respond to this by focusing on building spaces, areas or regular events, that allow for these interactions, such as sports, arts, or community spaces, and promote debate



towards a shared vision of durable solutions. It also underscores the importance of delivering integrated services to promote greater interaction.

*There were geographical variations within the city that suggested greater social cohesion and stronger host-IDP relationships in the eastern districts, while those in the northern districts with the highest IDP caseload were less likely to show sympathy.*

**Recommendation:** Further research should be conducted to understand the factors behind greater receptivity and whether these could be transferred to other parts of the city. At the same time social cohesion programming is a priority for the districts of Hodan and Daynile.

*There was a notion amongst a few participants that IDPs constitute a health risk to the host population, highlighting the real discrimination displaced groups face.*

**Recommendation:** Such misconceptions should be tackled through community-based campaigns to disrupt these negative perceptions. It's also important that hygiene or health campaigns targeting displaced groups are careful not to reproduce this negative stereotype.

## **SERVICE-DELIVERY**

*Many citizens, both host and displaced, and especially youth, believed that the segregated delivery of services through an encampment model is not conducive to durable solutions.*

**Recommendation:** Assistance should reflect citizens' demand for access to integrated services due to their significance in facilitating durable solutions. As much as possible IDPs should be given access to streams of support linked to existing services in the city and outside of an encampment model, to facilitate social cohesion and integration.

*Whilst Mogadishu continues to face insecurity, nothing in the conversations indicated that IDPs faced greater risks as a result of their displacement status. On the other hand, it was clear that IDPs faced shortages linked to their status when it came to basic services, housing, and livelihoods.*

**Recommendation:** In navigating the different priorities of the durable solutions framework in Mogadishu, aid actors should place emphasis on material assistance.

## **EVICCTIONS**

*Public perceptions around evictions varied between calls for relocation and demand that displaced groups be offered housing and land*

**Recommendations:** Advocacy for effective eviction prevention and response should take momentum from this public sympathy, towards meeting the housing needs of IDPs, whilst being cognisant of the need to build buy-in with those disagreeing with this approach.



## 1. INTRODUCTION

### 1.1 Context: Social Accountability and Durable Solutions in Mogadishu

This project emerged as a response to two intersecting issues in Somalia. First, Somalia is in the midst of a complex displacement crisis - with a caseload of 2.6 million, over 1 in 6 of the population is displaced.<sup>2</sup> This is a combination of a protracted displacement crisis - 45% of displaced people have been so for over three years<sup>3</sup> - that then deteriorated further as people fled the drought from 2016-2017.<sup>4</sup> Beyond drought, historical and ongoing insecurity in many rural areas has been a key factor in forcing people to flee to the cities.<sup>5</sup> At the same time, there has been an increasing rate of return to Somalia by refugees in other countries, largely driven by pressures on Dadaab refugee camp in Kenya. This risks putting additional pressure on already overburdened services in municipalities, as well as bringing new tensions to cities with heterogeneous clan compositions.<sup>6</sup>

Nowhere is this crisis more salient in Somalia than in Mogadishu, where over 600,000 internally displaced people (IDPs) live.<sup>7</sup> The majority of IDPs originate from the regions neighbouring the city, namely Middle and Lower Shabelle.<sup>8</sup> Most of the evidence available points to the fact that IDPs live in an extremely vulnerable situation, face discrimination, protection issues, and rely on humanitarian assistance as they struggle to make a livelihood.<sup>9</sup> Given the fact that recent data suggests the majority of IDPs (90%)<sup>10</sup> in Somalia intend to settle in their new location, there is a huge pressure on a range of actors - government, UN, and NGOs - looking to deliver programming that establishes real durable solutions for displaced communities.

The second issue this project responds to is the weak social accountability ecosystem in Somalia. Despite recent progress in state-building, protracted humanitarian crisis, absence of formal government institutions and insecurity continue to leave Somali citizens disconnected from decision-making processes. According to one recent survey 14% of people do not feel they have a platform to voice their political concerns.<sup>11</sup> At a more local level, 41% of Somalis report they do not have access to decision-making in their settlements.<sup>12</sup> This lack of accountability is also palpable in the aid sector. A recent survey suggested that 96% of people don't feel consulted about the aid they receive.<sup>13</sup> Recent

<sup>2</sup> OCHA Somalia (2018), Humanitarian Needs Overview 2019

<sup>3</sup> OCHA Somalia (2018), Humanitarian Needs Overview 2019

<sup>4</sup> ReDSS Somalia (2017), Local integration focus: Benadir Region, Durable Solutions Framework, Review of existing data and assessments to identify gaps and opportunities to inform (re)integration planning and programming for displacement affected communities

<sup>5</sup> Internal Displacement Monitoring Centre (2018), City of Light: New and Secondary Displacements in Mogadishu Somalia

<sup>6</sup> Ken Menkhaus (2017), Dadaab Returnee Conflict Assessment, Nairobi: Danish Demining Group

<sup>7</sup> Internal Displacement Monitoring Centre (2018), City of Light: New and Secondary Displacements in Mogadishu Somalia

<sup>8</sup> Ibid.

<sup>9</sup> EUTF Research and Evidence Facility (2018), Return and (Re)Integration after Displacement Belonging, Labelling and Livelihoods in Three Somali Cities; ReDSS Somalia (2017), Local integration focus: Benadir Region, Durable Solutions Framework, Review of existing data and assessments to identify gaps and opportunities to inform (re)integration planning and programming for displacement affected communities; REACH Somalia (2018), Joint Multi Cluster Needs Assessment

<sup>10</sup> REACH Somalia (2018), Joint Multi Cluster Needs Assessment

<sup>11</sup> Altai Consulting/IAAAP, (2018), Accountability Survey in Somalia, For the implementation and analysis in action of accountability programme

<sup>12</sup> REACH Somalia (2018), Joint Multi Cluster Needs Assessment

<sup>13</sup> SAVE, (2016), Listening to Communities in insecure Environments, Lessons from community feedback mechanisms in Afghanistan, Somalia and Syria





evidence carried out by ReDSS highlights how the lack of accountability is particularly acute for displaced groups in Mogadishu due to a range of factors including poverty, lack of social capital and insecurity.<sup>14</sup>

A weak accountability ecosystem is a problem in itself and impacts all sectors. However, this evidence shows how it has particular relevance to durable solutions programming. Not only is participation in public affairs an important part of the Durable Solutions Framework<sup>15</sup> underlying programmes in Somalia, but without effective spaces for dialogue that include host communities, IDPs and decision-makers, it risks reduced social cohesion, less spaces for IDPs to input productively on policies and programming that affect them, and therefore, reduced scope for effective integration in the city.

Social accountability approaches that effectively give space to citizens to input on programming and policy must therefore be a key part of the emphasis on Durable Solutions Programming. However, engaging with populations in Mogadishu at sufficient scale, and in a timely fashion that can also gather robust evidence on citizen perspectives is extremely challenging. Some interventions have worked closely with local stakeholders to improve camp-level accountability,<sup>16</sup> as have traditional CCCM mechanisms<sup>17</sup> and other committee-based approaches. Yet such processes are often difficult to scale, and are rarely geared to translate local and operational feedback from communities into substantive change at the programme strategy and policy level. Perception surveys and assessments on the other hand, can inform such decision-making, but are rarely designed so as to allow for richer qualitative feedback. In the broader context of weak governance, therefore, operationalising social accountability in Somalia, although crucial for durable solutions programming, and other sectors, remains challenging.

## 1.2 The AVF interactive radio method

AVF's interactive radio method can provide a new layer of social accountability programming that overcomes these challenges and works in complementarity with other approaches to build dialogue and ensure citizens are able to inform decision-making. The interactive radio approach is designed to leverage the vibrant media and telecommunications landscape that has emerged in sub-Saharan Africa. This is especially the case in Mogadishu where 89% of people own a SIM card<sup>18</sup> and 75% of people listen to FM radio on a weekly basis in the city - to build large-scale, cost-effective and inclusive conversations.<sup>19</sup> Interactive radio projects can build on this landscape to effectively implement radio show debates with key decision-makers. Audiences can drive the discussion by inputting their perspectives through SMS to a toll-free shortcode. By connecting citizens with each other and with decision-makers in this way, AVF's interactive radio method can overcome some of the barriers of cost, infrastructure and security to effective social accountability programming in Somalia, without losing the scope for rich and sustained citizen-authority interactions.

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<sup>14</sup> ReDSS Somalia (2017), Local integration focus: Benadir Region, Durable Solutions Framework, Review of existing data and assessments to identify gaps and opportunities to inform (re)integration planning and programming for displacement affected communities

<sup>15</sup> Ibid.

<sup>16</sup> Altai Consulting/IAAAP (2018), Accountability Survey in Somalia, For the implementation and analysis in action of accountability programme

<sup>17</sup> CCCM Cluster Somalia (2018), CCCM Cluster Somalia Dashboard December 2018

<sup>18</sup> World Bank, Mobile Money Ecosystem in Somalia, (online at: [http://www.altaiconsulting.com/wp-content/uploads/2017/11/WB-MME\\_Final-Short-Version\\_20170608.pdf](http://www.altaiconsulting.com/wp-content/uploads/2017/11/WB-MME_Final-Short-Version_20170608.pdf))

<sup>19</sup> USAID (2017), Somalia Perceptions Survey, Part I: The Emerging Federal States, Puntland and Mogadishu





Moreover, by convening citizens in large-scale qualitative discussions, the interactive radio method allows for the gathering of public opinion in a way that combines the richness of on-the-ground qualitative approaches with the scale and some of the quantitative value of perception surveys.<sup>20</sup> Through a specific set of techniques, AVF analyses messages gathered in response to interactive radio to generate robust evidence on public opinion on critical issues that can be used by decision-makers to ensure their programming and policy is responsive and accountable to citizens.

This combined method of digital dialogue and public opinion research can therefore be deployed as a key piece in support of effective durable solutions programming in Somalia.

### 1.3 Towards a Common Social Accountability Platform (CSAP)

This project represents a shift in the way AVF is deploying the interactive radio method in Somalia towards establishing a Common Social Accountability Platform (CSAP). The vision of this platform is to deliver a cross-sectional methodology for strengthening the social accountability eco-system in Somalia by connecting citizens with authorities in a way that is not defined by one programme, mandate or sector. This maximises the chances that citizen perspectives are heard in decisions that affect their lives. Operationally CSAP consists of using the interactive radio approach to create a sustained channel for engagement and public opinion research, using one format, brand and infrastructure, that is not tied to one programme, project, sector or mandate.

The impetus for this approach comes from three directions.

**(i) Starting with citizens.** Social accountability approaches should be grounded in real, sustained spaces valued by citizens. A platform that is distinguished for its boldness in recognising citizen voice regardless of the topic, is more likely to gain traction with citizens than a platform tied to a specific project, agenda or mandate. Moreover, sustained engagement through the same channel across sectors can build an audience over time, and allow for larger and more impactful conversations.

**(ii) Thinking cross-sectorally and collaboratively.** The social accountability problem in Somalia spans all sectors, and, at the same time, Durable Solutions Programming cuts across governance, service-delivery, resilience, urban planning, peace-building and other areas. Siloing accountability mechanisms by project or sector risks duplication of activities, and a confusing plethora of feedback channels based on an obscure aid architecture that is difficult for citizens to engage with. In line with a renewed emphasis on integrated and area-based approaches, a Common Social Accountability Platform can catalyse programme strategy and policies towards thinking cross-sectorally and with greater coordination. This means working collaboratively with many partners in designing iterations of the platform.

**(iii) Building efficiency.** By deploying the interactive radio approach collaboratively to support an accountability ecosystem rather than a single agenda, efficiencies can be introduced into the data gathering and analysis architecture, so as to improve the value for money for the wider ecosystem. At the

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<sup>20</sup> S. Srinivasan & C. A. Lopes, (2016) 'Africa's Voices Versus Big Data? The Value of Citizen Engagement Through Interactive Radio', in Voice & Matter, Communication, Development and the Cultural Return, O. Hemer and T. Tufte (eds.) NORDICOM.



same time, by disseminating insights to inform collective planning and policy processes, the same cycles of engagement can have a greater impact on decision-making

Drawing on these three motivations, this project is designed to both be a social accountability intervention in support of durable solutions programming, as well as a pilot project for catalysing support for this wider common social accountability platform.

## 1.4 Project objectives

Based on this twin gap in durable solutions programming and the wider social accountability ecosystem, AVF has designed a project which deploys the interactive radio approach to meet the following objectives:

**ONE** Design, test, and evaluate an approach that uses digital media discussion spaces to build a broad-based platform for social accountability in Somalia and gather evidence on displaced populations' perspectives and aspirations;

**TWO** Build a dialogue that is valued by displacement-affected communities (DAC) as a common platform where they can discuss issues around displacement and consider collective solutions;

**THREE** Inform durable solutions programming and area-based planning in Mogadishu by generating insights on citizen perspectives on key displacement-related topics such as their sense of identity, belonging, priorities and expectations, and disseminate them with key stakeholders;

**FOUR** Motivate key stakeholders and actors working on durable solutions to contribute to and support a sustainable CSAP solution in Banadir and other key displacement-affected geographies in Somalia.

## 1.5 Topics and research questions

In order to implement a social accountability intervention that works to support a wider ecosystem, the first series of CSAP followed an intensive collaborative approach to designing topics and research questions to structure the dialogue and public-opinion gathering parts of the project. Topics and research priorities were selected in consultation with stakeholders to ensure that the dialogue touched on the most relevant topics around displacement in Mogadishu, and the analysis of public opinion was targeted towards key evidence gaps relevant to programming.

AVF carried out extensive discussions, including a stakeholder workshop in Mogadishu, with representatives from the Banadir Regional Administration, NGOs forming the ReDSS core member group, durable solutions consortia partners (EU RE-INTEG, Durable Solutions Programme and Danwadaag Consortium), IOM, UN Resident Coordinator's Office, UN Habitat, Protection Cluster, and UNHCR. The objectives of these consultations were to:



- 1) Identify priority topics for engagement with displacement affected communities;
- 2) Define key research questions to guide the gathering of public opinion.

The topics selected out of these discussions included:

- 1) **Displacement Affected Communities' notions of Durable Solutions** - Stakeholders highlighted how they wanted to see discussions amongst communities on what durable solutions looked like to them, and how they felt they would be achieved. This was also aligned with new policy processes at the Federal and BRA level to establish a clear IDP policy designating durable solutions. A particular concern among those consulted was the possibility and viability of integration of displaced communities in Mogadishu.<sup>21</sup>
- 2) **Social cohesion and discrimination against IDPs** - Stakeholders were very concerned with strains between host and IDP communities in Mogadishu, especially given the evidence that suggest many IDPs face discrimination due to their poverty, identity, and lack of social capital. Discussion of this topic was therefore prioritised to promote host-IDP dialogue, as well as disseminate information on new interventions designed to promote greater solidarity.
- 3) **Forced Evictions and Housing, Land and Property** - A recurring topic in stakeholder discussions was the high rate of evictions in the city of Mogadishu in the last year and the need to generate a public discussion on the way forward (in 2017 alone, there were 138,000 evictions in Mogadishu).<sup>22</sup> There was also a call to disseminate government and NGO information on rights and responsibilities of citizens in the face of forced eviction to support an effective response.

Research questions that arose from the discussion included:

1. **What are DACs perspectives on what constitutes a durable solution? How do they vary by group?** Partners argued that more information was required to understand how displacement affected communities understood durable solutions, and what they saw as the pathway to that solution.
2. **To what extent do displaced groups perceive discrimination in Mogadishu? How do these perceptions vary by group?** In line with concerns above around social cohesion, partners were keen to understand how discrimination impacted on displaced communities and acted as potential barrier to integration.
3. **What are DACs perspectives on how to solve the current eviction crisis in Mogadishu? How do they vary by group?** Paralleling the emphasis on the eviction crisis in the city, stakeholders were keen to understand public perceptions of the potential solutions to the problem, in order to understand which preventive measures were least likely to cause further tensions.

<sup>21</sup> This topic was split across two radio shows (See section 2, below).

<sup>22</sup> Internal Displacement Monitoring Centre (2018), City of Light: New and Secondary Displacements in Mogadishu Somalia



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## 2. USING CSAP TO SUPPORT DURABLE SOLUTIONS IN MOGADISHU

This section describes in further detail how the Common Social Accountability Platform was designed to support durable solutions programming in Mogadishu. CSAP is built around two pillars, both based on interactive radio:

1. Building inclusive dialogue at scale
2. Gathering insight on public opinion to inform decision-making

### 2.1 Building inclusive dialogue at scale

AVF deployed a four-show interactive radio engagement in collaboration with MediaINK (a Hargeisa-based media organisation) and a network of five radio stations in Mogadishu (Radio Kulmiye, Radio Dalsan, Radio Mustaqabal, Radio Risaala, Radio Star FM). The show was branded as “HAGE”, meaning “guidance”. This is meant to signify the notion that the audience was the guide of the show, highlighting the emphasis on audience engagement and citizen-driven content.

The series ran for four weeks from Sunday 2nd December until Saturday 29th December 2018. At the start of each week, AVF sent out short radio Public Service Announcements (PSAs) which informed citizens of the HAGE programme and asked them to respond to a question on displacement in Mogadishu (see below) by sending an SMS to a toll-free shortcode. The PSAs were broadcast three times a day for three days on each radio station. Displaced people were particularly encouraged to participate. In parallel to the PSAs an SMS advertisement with the same question was sent to those who had engaged in previous weeks' shows. For the first episode a notification was sent to databases from previous projects in Mogadishu on whether they would like to participate. If they consented, people were sent the first week's question.

All responses were recorded in an SMS platform (TextIT) through which participants were sent follow-up questions asking them for demographic information (age, gender, location, IDP status etc) immediately after participating.

In parallel to this audience engagement process, AVF drafted a series of radio scripts with relevant information on durable solutions and worked closely with ReDSS to select guests appropriate to interview for each topic. Each script also contained segments where audiences were asked the same question as in the PSAs to increase participation. Finally, this script was combined with audience responses from the beginning of the cycle (in response to PSAs and initial SMS advertisements) - specific messages highlighting key themes in audience feedback were read out on air, whilst additional interview questions were scripted based on audiences' key concerns. The final content was recorded in Mogadishu, including interviews with government and NGO officials, with editing and production oversight from AVF and MediaINK's editorial team in Hargeisa. The shows were then broadcast through the five stations on the Thursday of each week.

After the shows, all participants were sent follow-up demographic questions a second time to increase response rates, as well as questions to understand their perspective on the platform and inform an initial impact assessment.

## 2.2 Gathering insight on public opinion to inform decision-making

The second pillar of the interactive radio approach is the analysis of audience engagement to inform decision-making with a rich understanding of public opinion. This approach is designed to generate robust social scientific evidence on opinions, perspectives and views that are shared at a group level and that emerge in collective discussion.<sup>23</sup> This theoretical framework in combination with stakeholder consultation guided the development of the following data collection tool to guide radio engagement.

**TABLE 1: OVERVIEW OF ENGAGEMENT AND DATA COLLECTION PROCESS**

Week	Engagement Topic	Research Question	Question aired on radio
1.	Solutions for the displaced	What are DAC perspectives on what constitutes a durable solution? How do they vary by group?	What do you think are the best solutions to support displaced people currently living in Mogadishu?
2.	Possibilities for integration of displaced groups	What are DAC perspectives on what constitutes a durable solution? How do they vary by group?	Do you think it's better for displaced people living in Mogadishu to be integrated into the community? Please reply yes or no. Please explain your answer
3.	Discrimination against displaced groups	To what extent do displaced groups perceive discrimination in Mogadishu? How do these perceptions vary by group?	Do you think displaced people face discrimination in Mogadishu? Yes or No? Please explain your answer.
4.	Eviction crisis	What are DAC perspectives on how to solve the current eviction crisis in Mogadishu? How do they vary by group?	What do you think is the best way to solve the eviction crisis happening in Mogadishu?

**TABLE 2: CONSENT AND DEMOGRAPHIC QUESTIONS ASKED BY FOLLOW-UP SMS**

No.	Demographic	Question
0.	Consent	We would like to use your answers for research on displacement issues and want to ask a few more questions. If you prefer not to participate, reply STOP and you will receive no questions and your messages will not be analysed. If you consent to being part of this study, please respond to the following questions.
1.	District in Mogadishu	What district of Mogadishu do you currently live in?
2.	Encampment status	Do you live in an IDP camp? Please answer yes or no.
3.	Displacement status	Have you had to flee your home in the last year due to conflict, drought or flooding?

<sup>23</sup> For further information see: Claudia Abreu Lopes (2015), Africa's Voices Methods and Approaches, (online at: <http://www.africasvoices.org/ideas/newsblog/africas-voices-methods-and-approaches/>, last accessed 4 March 2019)



4.	Age	How old are you? Please answer with a number in years.
5.	Gender	What is your gender? Please reply with MALE or FEMALE.
6.	Household Language	What language do you usually speak in your household?

**TABLE 3: FOLLOW-UP SMS EVALUATION QUESTIONS**

No.	Question
1.	Did this consultation process make you feel involved in decision-making that affects your community? Yes or No. Please explain your answer.
2.	Do you feel this consultation process should be repeated to support inclusive decision-making in your community? Yes or No. Please explain your answer.

The radio question is intended to be open-ended to provoke lively and plural discussion in an engaging and accessible way.<sup>24</sup> The questions are designed according to social scientific frameworks to ensure comprehensibility and accessibility and that citizen responses correspond to the concepts being measured. AVF tested the questions aired on radio through two focus group discussions implemented in Mogadishu, using a cognitive interview methodology.<sup>25</sup>

**In-depth qualitative insight** - AVF grouped the messages received in response to the questions aired on radio according to different themes that analysts identified in the data. This categorisation concluded in the finalisation of a 'coding frame' for each week which organised the data into themes and sub-themes.<sup>26</sup> To ensure validity in the analysis, a subset of messages was labelled by two analysts and their results were compared to ensure inter-coder reliability. Once a Kappa statistic value of 0.8 was reached, the entire dataset was labeled. After an extensive validation process, the labelled dataset was then analysed and visualised to assess the relative prevalence of the different ideas in the conversation. AVF then provides a thick description of the ideas in the dataset, using many quotations directly from citizen voice, to give deeper insight into the main themes of the data. Messages are included with demographic information for the individual who sent them, however in several instances due lack of response to certain questions, certain demographics were excluded. Where no demographics are available - NA is inserted.

**Variations by demographic group and geography** - By combining this labelled dataset with data received from audiences on their demographic information, AVF shed light on how perspectives varied between different demographic groups. Odds ratios were used to test for associations between groups and ideas because they are particularly sensitive to sample size and therefore, set a higher threshold for achieving results with statistical significance. In this instance statistical significance is not indicative of

<sup>24</sup> C. Lopes and S. Srinivasan (2015), Africa's Voices: Using mobile phones and radio to foster mediated public discussion and gather public opinions in Africa. Centre of Governance and Human Rights, Working Paper 9. Cambridge: University of Cambridge.

<sup>25</sup> S. Sudman, N.M. Bradburn, & N Schwarz, N. (1996) Thinking about answers: The application of cognitive processes to survey methodology. San Francisco, CA: Jossey-Bass.

<sup>26</sup> The coding frame is included in the following analysis to show all the ideas present in the data alongside an in-depth exploration of key topics by referring directly to the voices of participants.

the ability to infer these results to a wider population, but suggestive of the reliability of the pattern identified in the data.

**Consent** - AVF made clear in all radio communications that data would be analysed to inform durable solutions programming. This was then re-iterated at the beginning of the SMS survey (See Table 2) and participants were given the option of opting out from having their data analysed through using a keyword. Any participant who sent in this keyword, could still have their message read out on air, but their data was excluded from the study.

**Generating recommendations** - Alongside the dissemination of this report, AVF delivered insights to key decision-makers in durable solutions programming in Somalia, including Banadir Regional Administration, NGOs forming the ReDSS core member group, durable solutions consortia partners (EU RE-INTEG, Durable Solutions Programme and Danwadaag Consortium), IOM, UN Resident Coordinator's Office, and UNDP. These insights were workshoped with these stakeholders in Mogadishu to develop and refine recommendations for programming in response to citizen voice.

This report was revised based on this feedback along with an accompanying policy brief summarising these recommendations to inform decision-makers. These will continue be disseminated to decision-makers to maximise uptake of the findings into decision-making.

AVF has also sought to link findings with other evidence-gathering tools ReDSS has put in place, such as the update to the ReDSS Solutions Analysis of Banadir<sup>27</sup> and the upcoming ReDSS Longitudinal Aspirations Analysis, in order to broaden and strengthen the findings for programming.

## 2.3 Limitations

**Analytical approach:** The data gathered using this method constitutes a non-probabilistic sample and this affects the type of insights presented below. Firstly, there is a large coverage error given that radio participants differ from the population of Somalia as a whole - only 70% of the Somali population is estimated to be covered by radio, and 89% of the population has a mobile phone. Low literacy rates also limit effective coverage. Second, there is a clear sampling error; those who participate are self-selected amongst potential audiences based on a range of factors such as phone ownership, media habits, literacy, and gender roles.<sup>28</sup> This dataset thus, cannot be used to estimate the prevalence of certain perspectives based on this sample for either radio audiences or the population of Mogadishu. Figures showing the relative prevalence of perspectives are presented here only to show the makeup of the conversation and should not be used as an indicator of prevalence of ideas in the areas of interest. Some perspectives held by those groups outside of radio participants (eg. people unable to access radio) may not even be identified by this approach.

Instead of pursuing quantitative aggregates of individual perspectives, our research seeks to complement and strengthen qualitative analysis by understanding how opinions are shared - and vary - at the group level. AVF's analysis shows how opinions vary in prevalence between groups of radio participants, allowing us to identify how these ideas might circulate beyond the specific participants in the radio shows

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<sup>27</sup> ReDSS Somalia (2017), Local integration focus: Banadir Region, Durable Solutions Framework, Review of existing data and assessments to identify gaps and opportunities to inform (re)integration planning and programing for displacement affected communities

<sup>28</sup> S. Srinivasan & C. A. Lopes (2016), Africa's Voices Versus Big Data? The Value of Citizen Engagement Through Interactive Radio, in *Voice & Matter, Communication, Development and the Cultural Return*, O. Hemer and T. Tufte (eds.) NORDICOM.



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as they are indicative of a wider group (such as those in IDP camps).<sup>29</sup> From a statistical point of view the lack of representativeness is less important for a study based on associations than aggregate indicators.<sup>30</sup>

This report's qualitative insights about opinions and associations with demographic groups are therefore of indicative value for understanding the perspectives of comparable groups in the population. They are best used with other knowledge and research for informing policy and programme decision-making, such as the ReDSS Solutions Analysis of Banadir<sup>31</sup> and the upcoming ReDSS Longitudinal Aspirations Analysis.

**Data collection:** Working with broadcast media and mobile phone networks is an effective modality for gathering data, but also leads to specific operational challenges that can negatively impact the quality of data. For example, during the second week of engagement, there was a technical failure at the level of the main Mobile Network Operator that halted SMS communications through the toll-free shortcode for two days. Similarly, there was an error in the implementation of an SMS survey that led to the sending out of the second radio question via SMS advertisement two weeks in the row, omitting the third week's question and therefore negatively impacting the participation relevant to the latter week's data. Finally, data quality of interactive radio dialogue has proved to be highly variable in Somalia - the proportion of people each week who sent in a relevant message varied for 36% - 64%. Although this does not methodologically hinder analysis it should be borne in mind when assessing the overall volume of participation. Many of the irrelevant messages are simply greetings or acknowledgement of the programme without substantive content for analysis.

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<sup>29</sup> However due to the limitations on the demographic information that can be collected via SMS, it is possible that there are confounding variables behind associations that were not collected in this project, eg. - education.

<sup>30</sup> See: K. J. Rothman, J Gallacher, E. E. Hatch (2013), Why representativeness should be avoided, *International Journal Epidemiology*, 42:1012–14; This is especially the case when data collection is inclusive, and distribution of key variables are not skewed (this includes demographic attributes but also individual characteristics that influence belief such as interest in the topic) sample size is large enough (n>1000) see: S Nemes, J. Jonasson, A. Genell, G. Steineck (2009). Bias in odds ratios by logistic regression modelling and sample size, *BMC Medical Research Methodology*, 9, 56.

<sup>31</sup> ReDSS Somalia (2017), Local integration focus: Benadir Region, Durable Solutions Framework, Review of existing data and assessments to identify gaps and opportunities to inform (re)integration planning and programming for displacement affected communities





### 3. THE RADIO DIALOGUE

This section presents an overview of the radio dialogue process in order to inform an assessment of its inclusivity, reach, value, content, and its ability to provoke plural conversations on displacement-related topics.

#### 3.1 Who participated in the dialogue?

Across the four weeks of the dialogue, 3,267 people sent in messages as part of the radio debate amounting to a total of 14,391 messages sent in. Of those who sent in messages as part of the debate, 3,058 consented to receive a follow-up survey and have their messages used as part of the analysis. This section provides an overview of who participated in the radio debate

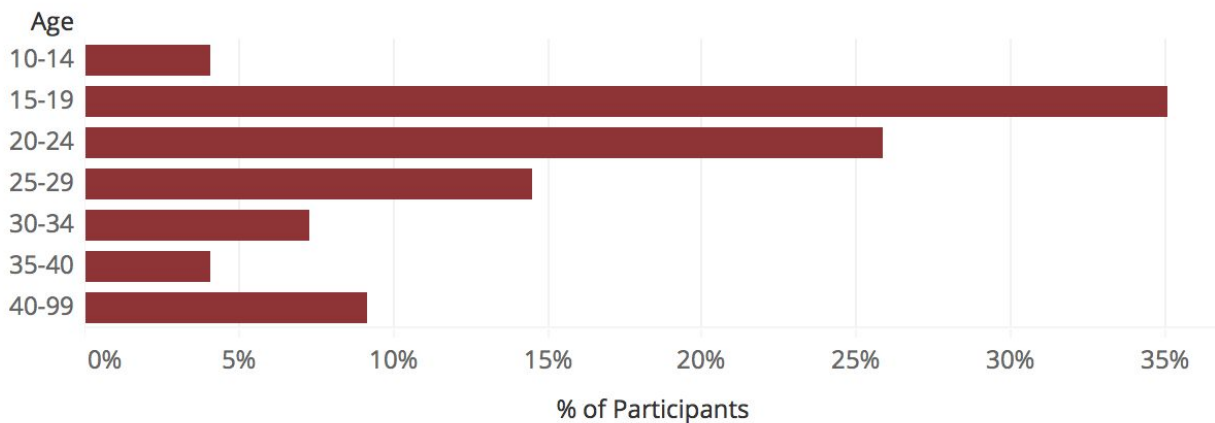
##### Geography

The majority of participants (90.5%) lived within Mogadishu while the other 9.5% were from surrounding districts as radio coverage extends beyond the administrative limits of the city. The map below shows the distribution of participants by district within the city, showing strong participation from districts with high proportions of displaced people such as Hodan and Daynile.<sup>32</sup>

##### Age

In line with the youth bulge in Somalia's demographic make-up, the majority of participants were under the age of 30. The largest represented age bracket was 15-19 (35.1%), followed by 20-24 (25.9%).<sup>33</sup>

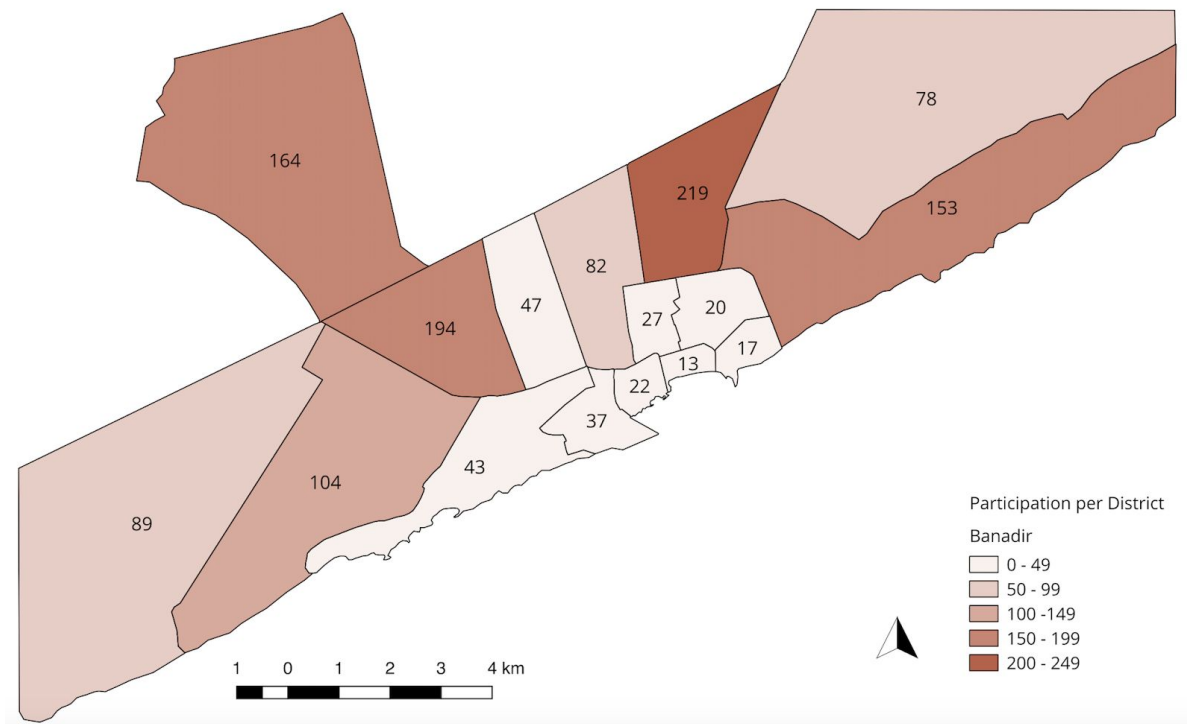
FIGURE 1: AGE OF PARTICIPANTS IN RADIO DEBATE



<sup>32</sup> The response rate for the sub-district question was 42.8%. This was particularly compared with other questions, and this is likely due to the combination of the consent question and the sub-district question.

<sup>33</sup> The response rate for this question was 58.7%

FIGURE 2: DISTRIBUTION OF PARTICIPANTS BY DISTRICT



## Gender

Of the participants 60.01% were men and 39.9% were women, suggesting the channel could be used to engage women effectively but maintained a gender bias. There was also an association between gender and age - younger participants, those aged 15-19, were more likely to be women compared with older participants.<sup>34</sup>

FIGURE 3: VARIATIONS OF PARTICIPANTS BY AGE

Gender	Age						
	10-14	15-19	20-24	25-29	30-34	35-40	40-99
Female	40.32%	49.91%	37.50%	32.20%	32.20%	37.10%	30.87%
Male	59.68%	50.09%	62.50%	67.80%	67.80%	62.90%	69.13%

<sup>34</sup> The response rate to the gender question was 62.1%.

## Displacement

Of participants, 51.2% were in some way displaced. Specifically;

- 41.9% were recently displaced in the last year;<sup>35</sup>
- 31.0% were displaced individuals living in a camp.<sup>36</sup>

Of those who had been recently displaced, 60.6% were living in camps, whilst 83.7% of participants in camps had been displaced in the last year. Districts in Mogadishu that had a high proportion of participants who were recently displaced included Boondheere (44.0%), Dharkenley (41.8%) Hodan (45.3%), Wadajir (47.8%), Waaberi (42.5%) and Shibis (42.1%).

There was also an association between displacement status and the language spoken in the household:

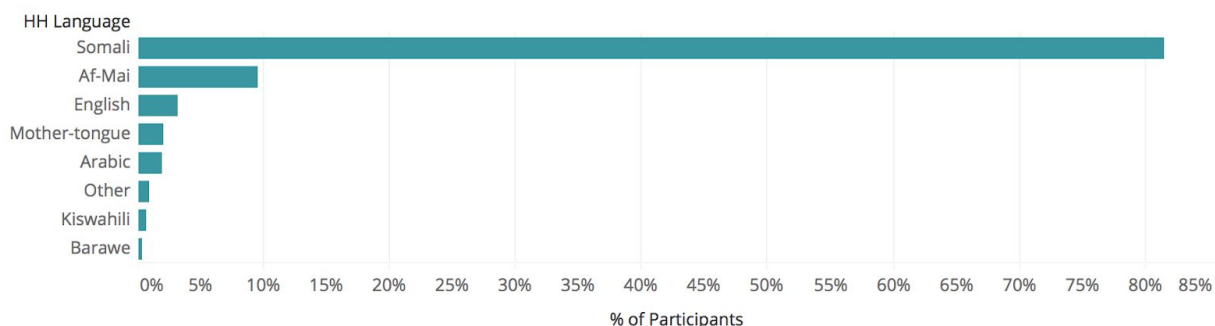
- 59.5% of participants who were Af-Mai speakers were living in IDP camps, as opposed to 26.0% of the Af-Mahitri speakers;
- 70.9% of participants who were Af-Mai speakers living in Mogadishu were recently displaced as opposed to 38.8% of Af-Mahitri speakers.

This highlights the linkage between clan and displacement status, specifically the fact that many Rahanweyn living in Mogadishu (those that speak Af-Mai) have moved there as a result of forced displacement. Therefore many displaced individuals who were participating were differentiated from the dominant Hawiye clans in Mogadishu.<sup>37</sup>

## Household Language

The majority of participants spoke the dominant versionHH of Somali (Af-Mahatri) as the primary language in their household (81.5%). The second most spoken language was Af-Mai, spoken by the Rahanwyen community (9.58%). Other languages spoken in participants' households included English, Arabic, Kiswahili and Barawe.<sup>38</sup>

FIGURE 4: VARIATIONS IN PARTICIPATION IN HOUSEHOLD LANGUAGE



<sup>35</sup> The response rate on the recent displacement question was 70.0%.

<sup>36</sup> The response rate to the question on encampment was 68.1%.

<sup>37</sup> Ken Menkhaus, (2017), Dadaab Returnee Conflict Assessment, Nairobi: Danish Demining Group

<sup>38</sup> The response rate to the question on household language was 66.0%.

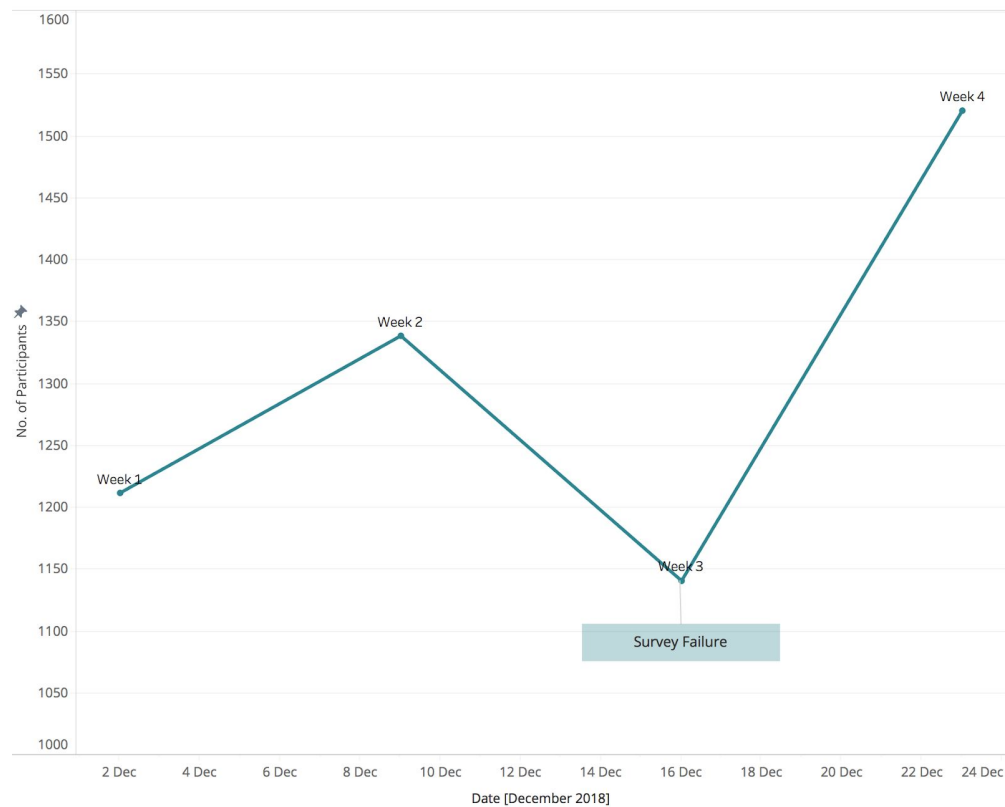


## 3.2 Patterns of Participation

### Participation over time

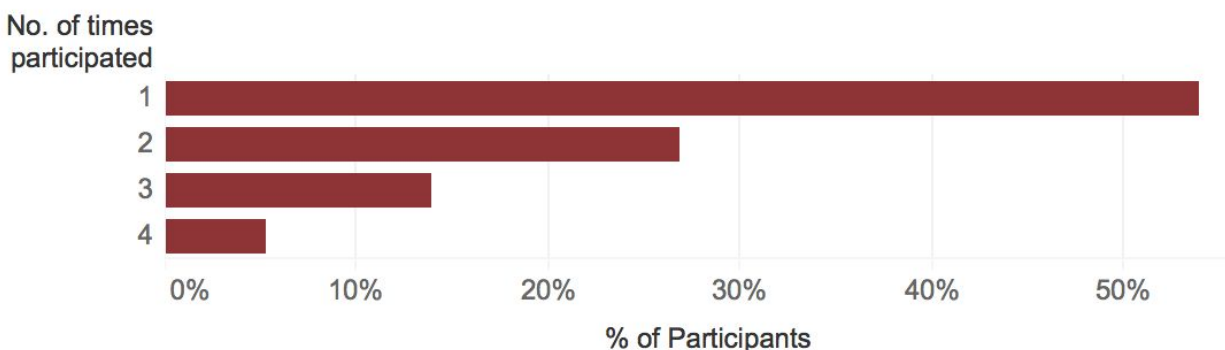
Across the four weeks, there is a clear upward trend in participation, suggesting that the HAGE brand was already able to build momentum and a sustained following, forming a strong basis from which to build CSAP. The notable exception was in week 3 where a failure in AVF's surveys reduced the level of participation. Nevertheless, by the fourth show over 1,500 people were participating in one week.

FIGURE 5: PATTERNS OF PARTICIPATION OVER TIME



## Patterns of Participation

FIGURE 6: PATTERNS OF PARTICIPATION AMONG AUDIENCES



There was a notable amount of repeated participation in the HAGE debate. Almost half of participants (46.0%) participated in more than one week of discussion, 13.9% of participants participated in three out of the four weeks, and 5.26% participated in every week of the series.<sup>39</sup> This clearly indicates potential of the HAGE brand, and the CSAP more widely to build a sustained audience base in the future.

### Participation by channel and quality of responses

How participation varied by different channels and the varying quality of responses can lend insight into the best strategies and techniques for audience engagement for future iterations of CSAP. The most used channel of the weekly cycle was the initial PSA, to which 50.6% of participants sent in at least one response, followed by the SMS advertisement sent at the beginning of the week (45.3% used this channel), and the radio show itself (33.1% used this channel).<sup>40</sup>

Overall data quality was fairly low, in that many messages sent to the platform were not relevant for analysis, and many people did not send in a relevant message for analysis. Of the 3,058 people who participated across the entire series, 58.6% sent at least one message with relevant content to analysis to at least one question. Many of the non-relevant messages, are greetings for the show or requests for information and timings, suggesting that these citizens were engaged in the dialogue process, even if they were not directly contributing an opinion. These interactions can therefore still be of value to social accountability outcomes, as well as to building the Common Social Accountability Platform over time, even if they do not inform an analysis of public opinion in this project cycle.

Table 4 below shows how quality of responses varied by different channels and episodes, using relevance as a proxy for quality.<sup>41</sup> The table highlights how relevance of messages was highest for those who responded directly to the SMS ad sent to existing participants at the beginning of the week. This suggests

<sup>39</sup> Africa's Voices Foundation, (2017), DALDHIS civic engagement platform: citizen perspectives on local governance in Kismayo and Baidoa

<sup>40</sup> This analysis is based on assigning a received message to a channel based on a timestamp of when interactions occurred, and is therefore only an approximation of what stimulus the audience was responding.

<sup>41</sup> Using relevance as a proxy for quality does not allow for an indication of the full qualitative value of the message.

that either the SMS modality or the fact of repeat participation improves data quality. Responses to radio shows and radio PSAs by contrast had a lower quality of data compared with responses to the SMS ad, suggesting that use of more structured SMS interactions in tandem with radio might improve quality of data. Finally AVF received a lot of messages outside of planned interactions, many of which are not relevant, further reducing data quality.

Quality of data was relatively constant across the weeks, although it appears that the question in week 4 on evictions may have been less relevant to audiences and enticed less relevant responses. The high data quality of data gathered in week 2 should be discounted as part of this analysis on account of the fact that this was artificially inflated due to an error sending an additional SMS ad with the second week's question during week three.

**Table 4: VARIATIONS IN DATA QUALITY BY CHANNEL AND EPISODE**

Week	Radio PSA (% relevant)	SMS Ad (% relevant)	Radio Show (% relevant)	Other (% relevant)	Total messages (% relevant)	Total participants (% relevant)
1	17.8%	31.9%	11.0%	5.6%	17.4%	42.6%
2	24.2%	45.4%	25.5%	44.5%	35.8%	63.7%
3	17.5%	25.9%	21.0%	13.8%	19.4%	45.8%
4	15.4%	32.2%	21.8%	4.64%	15.8%	36.4%

### 3.3 What was the content of the dialogue?

This section describes the specific content of the radio dialogue in order to show how the interactive radio approach worked in reality to build effective citizen-led discussions.

#### Episode 1: Solutions for the displaced

The first week was the launch of the HAGE brand. The first week placed citizens front and centre of the discussion, allowing them to contribute their perspective on what solutions for IDPs were (*What do you think are the best solutions to support displaced people currently living in Mogadishu?*). 1351s participant joined the debate on how displaced people can best have their needs met. At the same time participants were introduced to the concept of durable solutions, notably the three possibilities of return, (re)integration and relocation. The radio show also covered research on the drivers of displacement in Somalia, and the potential methods to stem displacement that governments and international actors could use. The following extract from the show's transcript indicates how the curation of audience engagement can provoke a lively and inclusive debate in media spaces.



**Presenter 1:** “Another listener says ‘my name is Ahmed<sup>42</sup> in Banadir region, particularly Hiliwa District, I believe if the society comes together and stands shoulder to shoulder they can support the poor and God will be kind to them, Inshallah, am 20 years old’.”

**Presenter 2:** “Another listener, said that ‘Hage, I think the Somali president should do a fundraising for the IDPs since he has taken the responsibility of the country, people should form cooperatives as the cooperatives will not fall’. The listeners says she’s 20 years old, and in Yaaqshid. Shedid did not say her name.”

**Presenter 1:** “Another listener says that ‘I think the best ways to help the IDPs in Mogadishu is by creating jobs or livelihoods activities or to help them go back to their original places, they should also be supported to cultivate their farms, thanks’. 20 years old in Hodan District<sup>43</sup>.”

## Episode 2: Possibilities for integration

During the second week, 1339 audience participants were joined in the conversation by Dr. Hodan Ali, Regional Humanitarian and Durable Solutions Coordinator at the Banadir Regional Administration, to discuss the possibilities for integration of displaced groups in Mogadishu. Again the presenters outlined the concept of displacement and durable solutions, in line with relevant international frameworks. There were competing views in the discussion read out on air between those who felt it right that displaced groups in Mogadishu be supported to re-integrate in the city, and those who suggested it was better for them to return to their area of origin. Dr. Hodan made clear that BRA was working on a new IDP policy that should be finalised in early 2019 and would outline a framework for achieving durable solutions in 2019. Dr. Hodan also clarified how government, donors and NGOs worked together to support the needs of those in the city, making it clear that meeting the needs of displaced groups was the responsibility of the government and local authorities.

“The IDPs are part of our society and thus our responsibility is to respond to their needs. But, you may know that the government doesn't have the funds to assist these people, therefore we have enhanced our cooperation and coordination with the donors and the aid agencies, on how to respond to the existing needs and to make sure that the responses are in line with the needs of the IDPs”.<sup>44</sup>

## Episode 3: Discrimination against IDPs

During the third week's discussion on discrimination against IDPs, 1141 people participated. They were joined again by Dr. Hodan, as well as Mustaf Omar from the Danish Demining Group (DDG), an organisation that works on support efforts towards social cohesion in Mogadishu and elsewhere in Somalia. The majority of participants (67.1%) felt that displaced groups faced discrimination in the city. Contributors argued that displaced people faced discrimination from government, as well as NGOs and the community, and that this hindered their access to basic services, jobs, and housing. Dr. Hodan highlighted the need for skills-training and jobs for displaced people to support the effective integration of IDPs, an idea that was also put forward by audiences. She also spoke on the mechanisms that government used to hear the perspectives of IDPs in their work, including consultations around the new

<sup>42</sup> Pseudonyms are used to protect audience identity

<sup>43</sup> AVF Week 1 Radio Show Transcript

<sup>44</sup> AVF Week 2 Radio Show Transcript



IDP policy, as well as the issue of forced evictions. Mustafa spoke of other relevant work that DDG was carrying out to support social cohesion, including efforts to develop access to justice for displaced groups and their role in brokering relationships between displaced groups, government and civil society.

#### **Episode 4: Forced Evictions**

The final episode covered the pressing issue of forced evictions in Mogadishu. 1,521 people participated in the debate alongside Abdirasak Aden Ahmed from the Norwegian Refugee Council (NRC) and Mustaf from DDG again. The show also clarified the rights and responsibilities of displaced groups in the context of forced evictions, and presented evidence from NRC on the rate of evictions in the city. Voices from citizens featured in the programme put forward a lot of sympathy for displaced groups, calling for systemic changes to prevent the process, as well as the search for appropriate land and housing solutions in the city. Others by contrast called for their relocation to other areas or their district of origin as a more appropriate solution. Abdirazak of NRC discussed the pressing need for a legislative framework in which to manage dispute resolution on land and property, without which NGOs were often left playing only a limited reactionary role, when it came to evictions. He also highlighted the value of empowering committees to manage disputes, an idea that also came from certain members of the audience.



## 4. MAIN FINDINGS: CITIZEN PERSPECTIVES ON DURABLE SOLUTIONS

### 4.1 Citizen perspectives on solutions for displaced groups

1,212 people responded to the question: *What do you think are the best solutions to support displaced people currently living in Mogadishu?*

Their perspectives shed light on how both host and displaced communities perceive the challenges displaced people face, and their potential solutions. Table 5, below, summarises the perspectives put forward in this discussion. The number of participants per theme is visualised in parallel in Fig 6 below (linkages between the table and the graph are expressed through the numbering of the themes and colour coding). The ideas were broadly categorised in line with ReDSS solution framework,<sup>45</sup> inspired by the IASC framework on durable solutions.<sup>46</sup> This is intended to align with ongoing work of ReDSS and partners to update their Solutions Analysis in Banadir, in an effort to inform more responsive programming and planning.

**TABLE 5: CITIZEN PERSPECTIVES ON THE BEST SOLUTIONS TO SUPPORT DISPLACED PEOPLE**

Category	Theme	Total No. of Participants
Material Safety	1. Financial support	28
	2. Job creation	99
	3. Skills training	14
	4. Availability of health facilities	74
	5. Food assistance	63
	6. Access to water	43
	7. Access to education	55
	8. Sanitation and hygiene	23
	9. Shelter	116
	10. Land	5

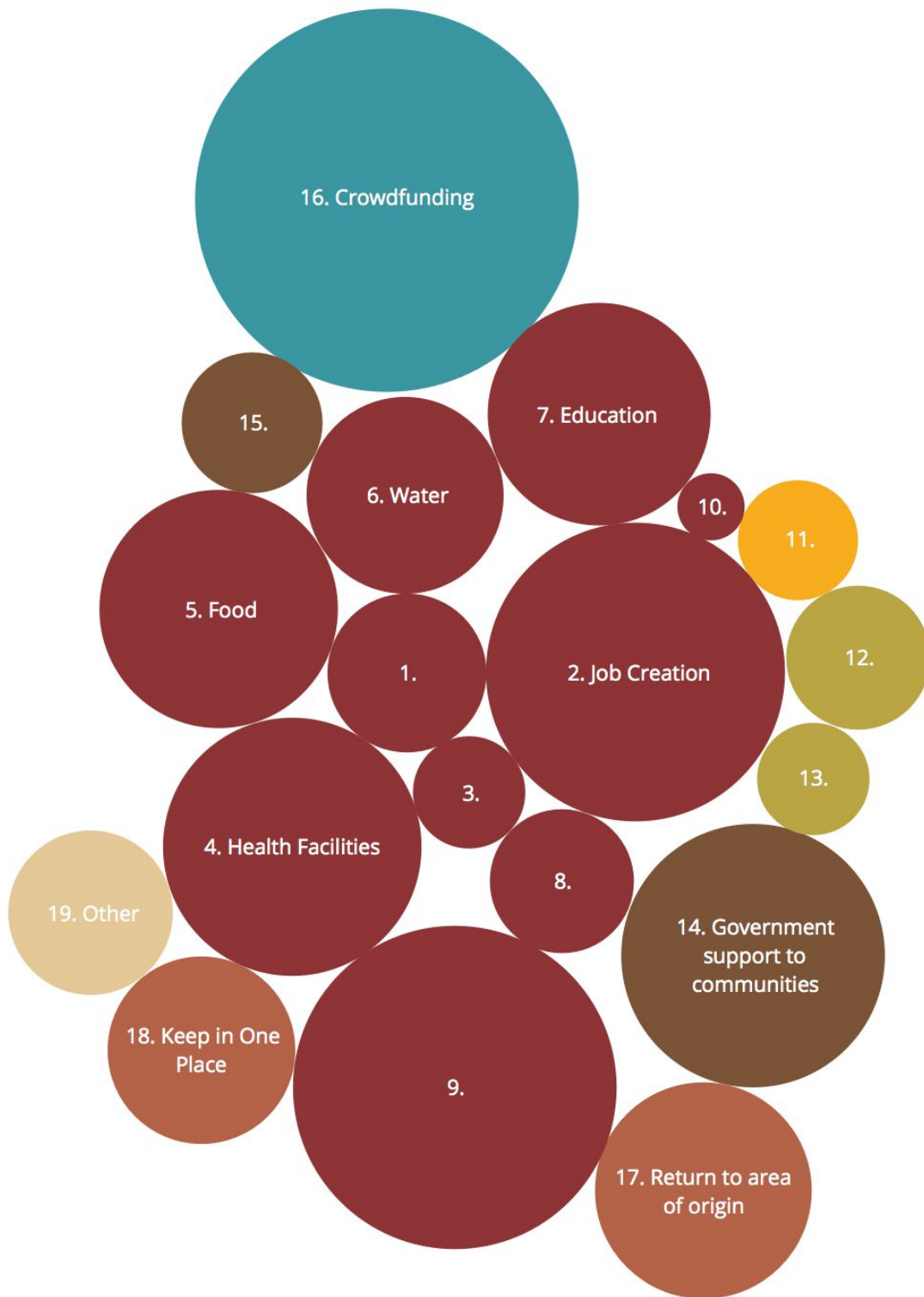
<sup>45</sup> ReDSS Somalia (2017), Local integration focus: Benadir Region, Durable Solutions Framework, Review of existing data and assessments to identify gaps and opportunities to inform (re)integration planning and programming for displacement affected communities.

<sup>46</sup> Inter-Agency Standing Committee/Brookings Institute, (2010) IASC Framework on Durable Solutions for Internally Displaced Persons



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<b>Physical Safety</b>	11. Peace and security	16
<b>Legal safety</b>	12. Committee to be organized on displacement	23
	13. Community consultation	14
<b>Good governance</b>	14. Government to support communities	7
	15. Just and transparent delivery of aid	22
<b>Crowdfunding</b>	16. Crowdfunding	163
<b>Location management</b>	17. Return to area of origin	52
	18. Keep in one place	39
<b>Other</b>	19. Other	30





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### **Both host and IDP communities call for crowdfunding mechanisms to support IDPs, especially youth, women, and those in eastern Mogadishu**

The most frequent idea in the data falls outside the ReDSS durable solutions framework. This was the notion that collective fundraising efforts directed towards meeting the needs of displacement-affected communities, would be the best way to support durable solutions. People framed such initiatives both as the imperative of the wider community, and as the responsibility of particular privileged individuals such as business leaders and private sector.

It is important to note that this idea was more actually more common amongst participants from the host community than the recently displaced - 21.4% of the recently displaced raised the idea compared with 29.5% of the host community, although this was not statistically significant.<sup>47</sup> The language of the messages also clearly shows how solidarity between host and displaced communities underscores the desire to assist displaced groups:

“They can overcome this situation if they get assistance from people with money like business people and those who are in a position to and the whole Somali community.” Male 26 years, IDP, Dayinle.

“The solution is for people to come together and help one another and then God will be on their side make things easier for them.” Female, 20 years, IDP, Banadir.

“The best way we can assist the displaced is by all of us coming together and giving the little we can afford to those displaced who are in need”. Male, Host, Dharkenley.

Relevant to programming that might link up with crowdfunding initiatives is the fact that this idea was significantly more likely to be raised by women<sup>48</sup> and youth (those under 25).<sup>49</sup> This suggests both a clear target group with whom to engage on such efforts, as well as the need to translate this goodwill to other, likely more privileged members, of the community. The finding also suggests that sympathy for IDPs is stronger amongst women and youth than men, and older people.

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<sup>47</sup> Recently displaced groups had a 45% lower odds of talking about crowdfunding than those who had not been recently displaced (OR = 0.650, CI = 0.422, CI = 1.00, p = 0.057). The association was weakened when controlling for gender and age.

<sup>48</sup> Women had 84% higher odds of talking about crowdfunding than men (OR = 1.84, CI = 1.20, CI = 2.84, p = 0.006). This holds when controlling for age and displacement status.

<sup>49</sup> Those over 25 had a 67% lower odds of raising the issue than those under 25 (OR = 0.434, CI = 0.26, 0.79, p = 0.0011). This holds when controlling for gender and displacement status.

FIGURE 8: VARIATIONS IN SUPPORT FOR CROWDFUNDING BY GENDER

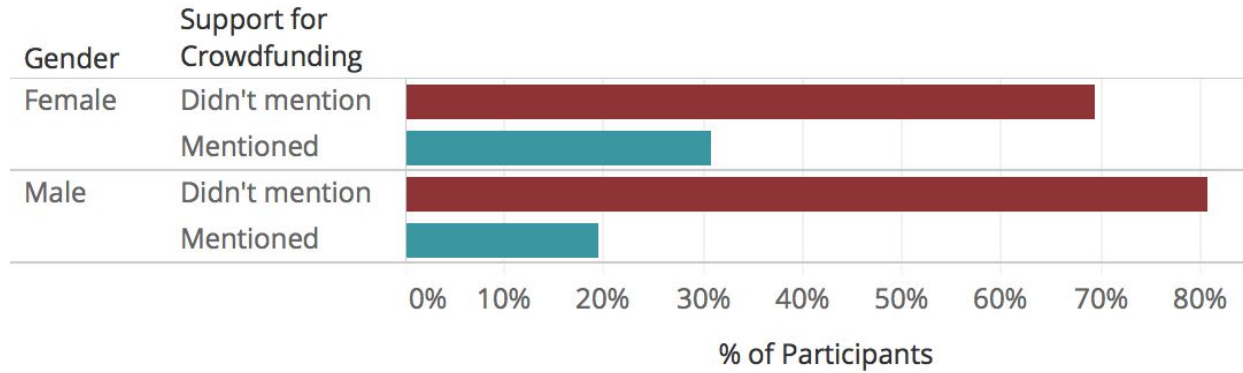
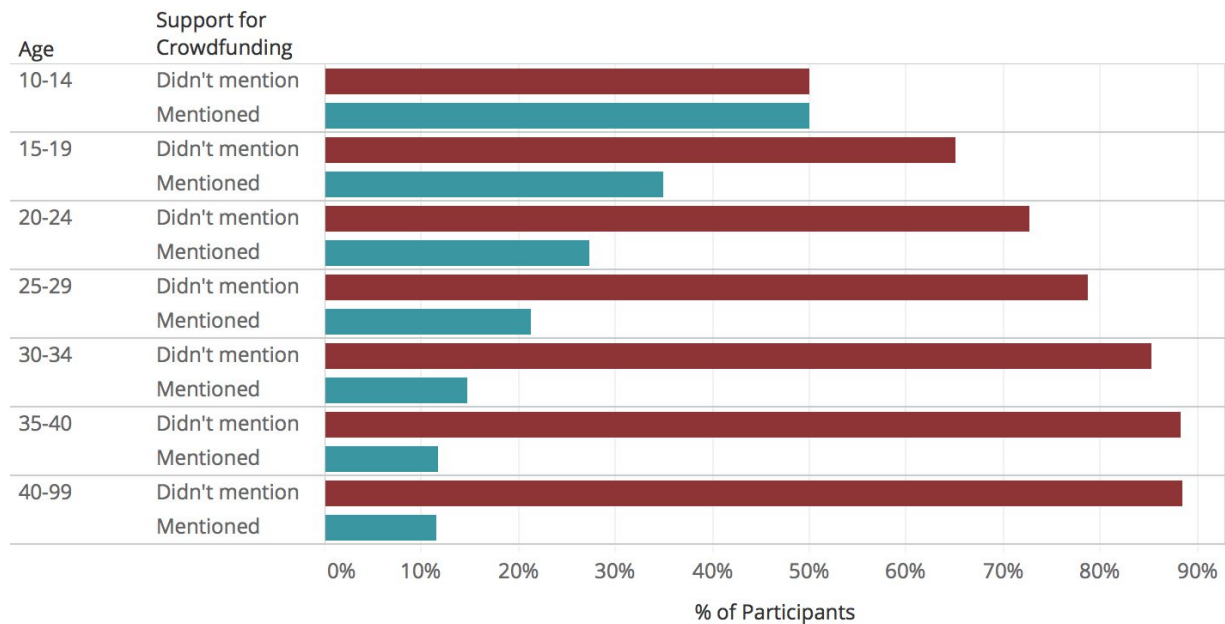


FIGURE 9: VARIATIONS IN SUPPORT FOR CROWDFUNDING BY AGE



Support to crowdfunding was also stronger in the eastern districts of Mogadishu. In the districts of Yashid, Heliw, Karaan, Shibiss and Karaan, 36.4% of participants called for crowdfunding in contrast to 22.2% in the rest of the city.<sup>50</sup> This suggests that solidarity with displaced groups is stronger in this part of the city, and may be a viable area to pilot crowdfunding efforts.

<sup>50</sup> Those in the eastern part of the city (Yaqshid, Heliwa, Karaan, Shibiss and Bondheere) had 101% higher odds than those in other parts of the city (OR = 2.01, CI = 1.23, 3.26, p = 0.0057)



## Material safety a common area of concern, especially in northern districts of Mogadishu

The most frequently voiced concerns on meeting the needs of displaced communities referred to their material safety, cutting across all three sub-categories in the ReDSS framework of food security and livelihoods, adequate standard of living, and housing, land, and property. This concern was significantly more likely to be raised by residents from the northern districts of Mogadishu. Of participants in Whardiiglery, Hawl Wadaag, Hodan, and Daynile, 25.9% raised issues around material safety, compared with 15.4% in the rest of Mogadishu.<sup>51</sup> This is aligned with research that highlights the more intense settlement of displaced people in this part of the city.<sup>52</sup>

Whilst many voices referred to the need to deliver direct assistance to beneficiaries, a common theme in these messages was that financial assistance should be loaned to support initial set-up of livelihoods streams, rather than simply be delivered in grant form.

“I am an IDP myself and we can be supported by lending money (for example \$300) to the displaced so that they can start up small business to support themselves and they can pay back the money later.” Male, IDP, Mogadishu.

This is mirrored in the calls for displaced groups’ financial independence through effective job creation and skills training. These voices reveal a clear sentiment in Mogadishu that displaced groups should be supported to build livelihoods in their current location, rather than be handled as a temporary humanitarian caseload.

“The support we can give to the displaced is provide them with a suitable place where they can receive the relevant assistance and job creation for them so that they can be able to get out of the hands of other human beings.” Yaqshid, Host.

“The solution is to provide the displaced with job opportunities so that they can be able to handle their daily sustenance.” Male, IDP, Dharkenley.

“Here is a list of things that can be done for the displaced in order to support them 1. water 2. assist in being able to afford their daily sustenance 3. They can only be assisted by providing them with food and it is important to check the skills that they used to fend for themselves such as pastoralism and farming before being displaced and to build those skills so that they can be able to provide for themselves.” Male, IDP.

There were also a range of messages, advocating that basic services be put in place to support adequate standard of living amongst displaced groups.

“The solution is to assist them in accessing health facilities.” Female, Dayinle

<sup>51</sup> Those in the northern section of the city had 91.5% higher odds than those in the rest of Mogadishu of raising this issue (OR = 1.91, CI = 1.06, 3.43, p = 0.029). This holds when controlling for age, gender and displacement status.

<sup>52</sup> Internal Displacement Monitoring Centre (2018), City of Light: New and Secondary Displacements in Mogadishu Somalia



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“Most importantly there is need to provide assistance equally and get rid of clan issues and provide the displaced people’s children with education and the older ones with jobs.” Hodan

“There is need to find solutions on issues of sanitation and hygiene and education.” Male, Host, Dayinle

Many messages also highlighted the need to provide support to IDPs in terms of shelter. However, messages more frequently referred to temporary shelters, such as tents, than permanent housing solutions. There were some messages discussing the need to provide IDPs with land, although these were less prominent in the conversation.

“They need to be supported with accessing tents so that they can protect themselves from the rain because we are in a rainy season currently.” Female, Host.

“There should be mechanisms in place so as to prevent challenges that bring about people being displaced and so people should come together both government and individuals and put aside money and buy them land to settle them in.” Male, IDP, Heliwa.

### **Call for communities to be engaged in participation in public affairs**

Participants who raised issues related to legal safety as defined in the ReDSS solutions framework pointed specifically to a clear gap in participation in public affairs amongst IDPs. Some voices argued for the need to establish specific committees for displaced groups. This appeared to extend beyond camp committees established through existing CCCM mechanisms, but broader committees with a wider constitution that handle issues related to displacement. These calls were linked to perspectives advocating for broader consultation with IDPs on delivery of aid that could be combined with effective mechanisms for monitoring assistance to them.

“They can be supported by people coming together and then creating a committee responsible on issues to do with displacement and how to assist them.” Female, Host, Hodan

“The solution is to provide constant aid and there should be specific people in charge to ensure there is no corruption of whatever kind.” Male, IDP.

“They should be consulted in what is the best way of assisting them because they know what is best for them and there needs and the other issue is having a monitoring mechanism in place to oversee the people who receive and distribute aid to them.” Male, Host, Shangaani.

### **Physical safety in Mogadishu was not raised prominently as an issue**

The need to address security and protection concerns in Mogadishu to support displaced groups do not feature prominently in the conversation. Rather, citizens stressed the lack of security in the areas of origin as being a key cause of displacement. This suggests that citizens do not perceive that displaced groups in Mogadishu face protection or security issues particular to their status vis-a-vis the host population.



“We left our homes and farms because of insecurities.” IDP, Kaxda

“There is need to ensure peace because whenever there is chaos and insecurity the number of IDPs keep increasing.” Male, Host, Bondheere

### **Calls for greater government involvement in responding to displacement and aid transparency**

Several messages from audiences highlighted the perception that government was a key actor in responding to displacement, especially when it came to supporting lasting housing and land solutions. This idea paralleled a distrust of aid agencies and insinuations that aid was distributed unfairly and without transparency. Together these messages make clear a sentiment for more effective aid governance as a key component of finding solutions for displaced groups.

“The solution to supporting the displaced is by finding a great leader who is just only then will they receive the necessary support.” Male 25 years, IDP

“I believe the solution is for the government to buy them land so that they can be able to get shelter.” NA

“The NGOs in charge should carry out their duties in a just manner.” Female, IDP.

“I believe the best solution to assist the displaced is to create jobs for them and to distribute the aid provided by the NGOs in a transparent manner.” Male, Host, Hodan.

### **Some calls for return, to area of origin, particularly amongst minority clans and ethnicities**

There were some calls for displaced groups to return to their areas of origin as the best solution to address their needs. These messages were largely sympathetic in tone, and did not explicitly indicate negative sentiment towards IDPs. Indeed the call for IDPs to return was significantly more prominent amongst the Mai-speaking Rahanweyn community and Af-Barawe speakers, which are both minorities in the city of Mogadishu. Of these minority communities, 5.17% suggested this solution compared with 1.7% amongst Somali speakers (assumed to be amongst the majority clans in Mogadishu).<sup>53</sup> This suggests that integration may appear less viable to such minority communities, and is an important indicator that social cohesion interventions need to effectively build bridges across these divides if there is to be effective integration of these groups.

“I believe the support we can give to the displaced is to create jobs for them or return them to where they came from and support them in taking care of their farms.” Male 22 years, Host, Hodan

“The way to assist the displaced people is by taking them back to where they came from to their farms to continue with farming.” Female, Host

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<sup>53</sup> Af-Mai and Af-Barawe speakers had 339% higher odds than Af-Mahitri speakers of calling for displaced groups to return home (OR = 4.39, CI = 1.86, 10.35, p = 0.0017). This held when controlling for gender, age and displacement status.





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“In my opinion I believe they should be taken back to where they came from so that they can continue with their farming.” Male, Host, Wadajir. Mai speaker

Amongst such messages was also the clear perception of displaced groups as members of the farming community (also associated with ethnic minorities and the Rahanweyn), and the notion that they are best suited to a farming lifestyle. This notion re-appears in the conversation in the second week of analysis, and although no messages were explicitly discriminatory, the perceived and real linkages between livelihood, clan, and displacement may risk erroneously entrenching perspectives that displaced groups are only temporarily seeking refuge in cities.

### **Calls to maintain displaced groups in one place**

There were also a range of messages calling for displaced groups to be drawn together in one place so that their needs could be effectively met. Whilst these messages broadly had a sympathetic tone, they also supported the notion that displacement was temporary, and that, displaced groups should be handled and assisted separately from the rest of the community.

“Can be supported by the government keeping them in one place and so there they can be aware of their problems and can be provided with the necessary help and will trust the government because they will see it to be a functional government that takes care of its people.” Female, Host, Shangani

“The solution is for the government to create big camps which are specific for the displaced people just like refugee camps in foreign countries and be taken care of there in. If this is achieved by the government then there would be no youth who will be crossing over to foreign countries by sea seeking asylum because they will be able to see that they have a working government that serves its people and will trust it.” Female, IDP, Shangaani

## 4.2 Citizen perspectives on the possibilities for integration of displaced communities

1339<sup>54</sup> people responded to the question: *Do you think it's better for displaced people living in Mogadishu to be integrated into the community? Please reply yes or no. Please explain your answer*

An analysis of these responses can shed light both on the aspirations of displaced communities, as well as the perspective of the host community when it comes to the prospect or lack thereof for integration. Indeed, the host communities' willingness to support integration can also be understood as a key indicator of social cohesion. By framing the question in this way, the intention was to assess the viability and relevance of two of the three key durable solutions categories in Mogadishu - return and (re)integration. For sensitivity reasons however, the question did not explicitly refer to return as an option, to avoid unnecessarily stoking discriminatory attitudes. The findings are intended to inform government and international partner efforts to handle displaced communities in 2019 in their efforts to move them out of the humanitarian caseload.

Of the participants:

- 67.1% argued that it was better for displaced groups to be integrated in the community
- 20.1% argued it was better for displaced groups to return to their place of origin
- 12.8% wrote with a message that was relevant but did not strongly argue for return or integration

Table 6 below summarises the themes in the conversation.

**Table 6: CITIZEN PERSPECTIVES ON RESPECTIVE VALUE OF RETURN VERSUS (RE)INTEGRATION**

Category	Theme	Frequency
Re-integration	1. Same identity	180
	2. Integration strengthens social cohesion	72
	3. Religion commands it	12
	4. Should be given jobs	25
	5. Displaced groups come from a place of need	25
	6. Displaced groups are in need	68
	7. Integration facilitates assistance	89
	8. Integration necessary to end displacement	8

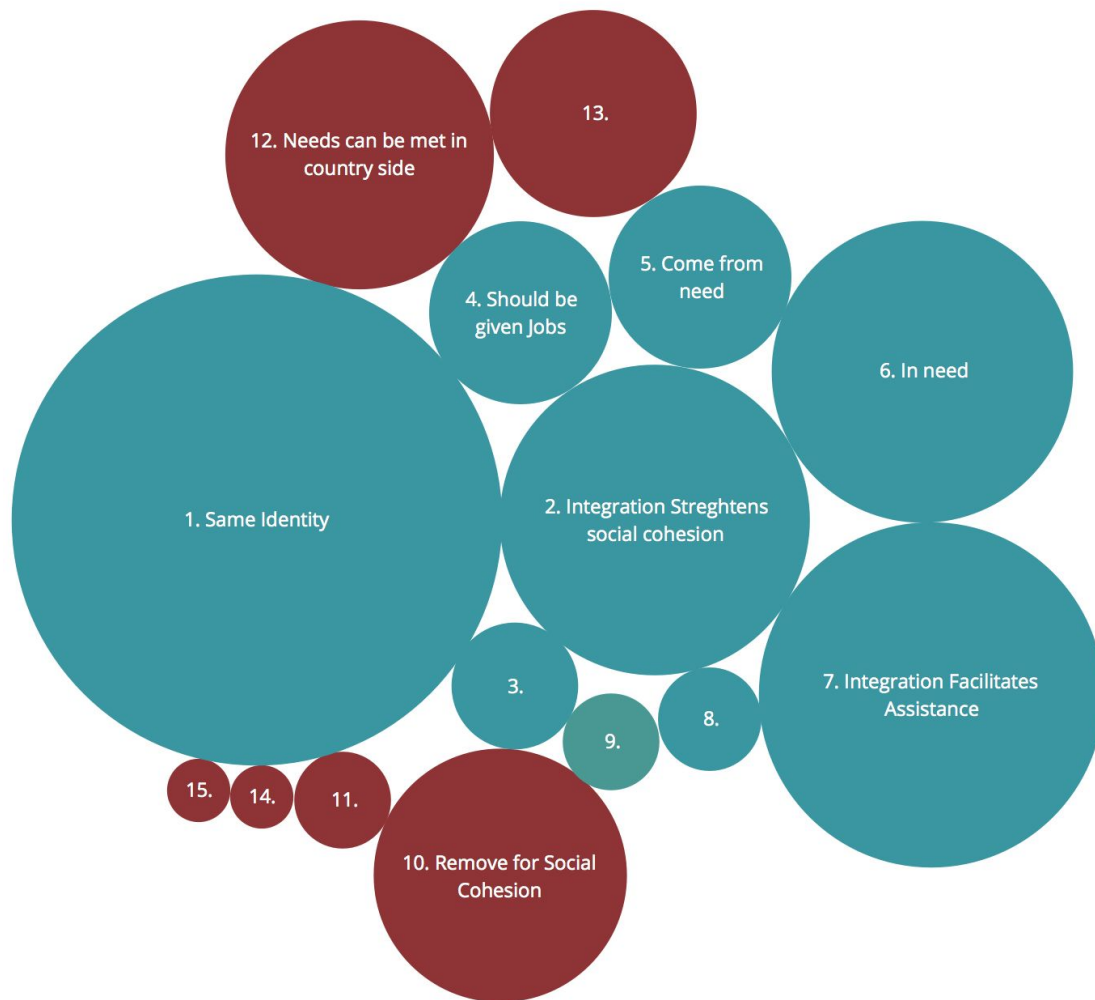
<sup>54</sup> 63.97% of messages were relevant to the question. This was higher than other episodes in part due to an error, whereby this question was asked more than once through AVF's SMS platform



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	9. Government to be structured in right way	7
Return	10. Remove displaced groups for social cohesion	48
	11. Displaced groups put pressure on basic services	7
	12. Needs of the displaced can be better met in countryside	54
	13. Displaced people are farmers/pastoralists	32
	14. Displaced people can contaminate with disease	3
	15. Other	3

FIGURE 10: RELATIVE FREQUENCY OF CITIZEN PERSPECTIVES ON THE RESPECTIVE VALUE OF RETURN VERSUS (RE)INTEGRATION



### Many citizens call for solidarity with the displaced based on religion and identity

Calls for displaced groups to be integrated into the city were often grounded in a sense of common Somali identity. In some cases religious solidarity or the teachings of Islam were used in a similar manner to justify integration. The messages below show the strength of support amongst some citizens for integration amongst displaced groups, and the underlying sense of common identity.

“Yes because Somalis are people who love each other.” Male, Host, Yaqshid

“Yes because they are somali fathers and mothers, the displaced somalis should be welcomed.”  
NA

“Yes because Allah commands us to help each other.” Male, Host, Yaqshid



“Yes because it's said that a Muslim doesn't suffer among Muslims.” NA

The data was also suggestive that a sense of common identity was a narrative that was more likely to be used by older people - 39.6% of people older than 25 put forward this narrative, whilst 30.0% of those under 25 voiced this perspective (although this finding was not statistically significant).<sup>55</sup>

**Integration seen as an effective way to meet needs, support cohesion and reach durable solutions, especially among young people**

There were also many participants who argued that integration was essential to ensuring the needs of IDPs could be met, would support greater cohesion, and ultimately allow them to overcome their status as a displaced individual. Indeed many perspectives suggested that the model in which displaced groups are handled separately through NGOs was not supportive of social cohesion.

“Yes they should because they have become people who need to become like the rest of society they should not wait for NGOs to come to their rescue. The Somali people should help their own.” NA

“Yes, because if they are not integrated back to society they will always be living as refugees.”  
Male, Host

“Yes because they will feel like they have a support system hence it will breed love and brotherhood.” Male, Host

The notion that delivery of services and assistance in an integrated approach was a better approach was significantly more likely to be raised by younger people.<sup>56</sup> This suggests that younger people, especially, perceive the separate management of IDPs from the rest of society to be an ineffective modality for meeting their needs.

It was also clear from these messages that citizens perceived that it was easier to provide assistance around basic needs when IDPs are fully understood as part of society in Mogadishu.

“Yes they were part and parcel of the society before and now they need to be removed from the difficulties they are facing and get help in access to basic needs in life, e.g water, education.”  
Male, Yaqshid.

“Yes they should be integrated to the society that lives in Mogadishu so that they can get assisted and can live their life just like everyone else.” NA

Similar to these messages were calls from some citizens for the establishment of livelihoods as a critical part of the integration process.

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<sup>55</sup> Those over 25 had a 52.7% higher odds of using this narrative, than those under 25 (OR = 1.53, CI = 0.989, 2.53, p = 0.057). This holds when controlling for gender and displacement status.

<sup>56</sup> Those over 25 had 53% lower odds of raising how integration supports delivery of assistance than those under 25 (OR = 0.472, CI = 0.256, 0.874, p = 0.0176). This holds when controlling for gender and displacement.



“Yes if possible they should be given incentives to help them start businesses.” Male.

“Yes they can be integrated back to society through giving them jobs that will help generate income for them. With that integration becomes easy for them.” Male, Mogadishu

### **Calls for respect for the needs and experiences of displaced groups**

There were also a range of voices that sympathised strongly with the plight of displaced groups and therefore called for greater integration. There were many people who argued that integration was necessary for displaced groups because they had fled detrimental situations in their area of origin that remained unchanged. In particular, lack of security was raised as a feature of the areas they were fleeing that justified the need for integration, as well as drought. Perhaps unsurprisingly, this sentiment was significantly more likely to be raised by the recently displaced themselves - 10.6% of those displaced in the last year argued for this as opposed to 2.08% of the host community.<sup>57</sup> This suggests that displaced groups still perceive a threat in their area of origin and this continues to be a factor that makes return an unviable durable solution. Although this threat, and therefore the justification for integration, may remain less palpable to the host community.

“Yes they are people just like us and they got displaced because of war and drought that exist in their places.” Male, Waaberi

“Yes they are people who come from a place of need and they are not foreigners, they deserve a life just like the way others are living a life of comfort.” Male, Mogadishu

“Yes because they come from different locations and have been displaced because of conflict. What brought them to Mogadishu is the need for safety. Therefore, they should be re-integrated.” Dharkenley

At the same time, many voices called for integration on account of the perceived current vulnerability and needs of displaced people. There were significant gender variations in this sentiment - 20.3% of women participants use this narrative to justify integration as opposed to 8.26% of men.<sup>58</sup> Again this highlights the higher sympathy for displaced groups amongst women when compared with men.

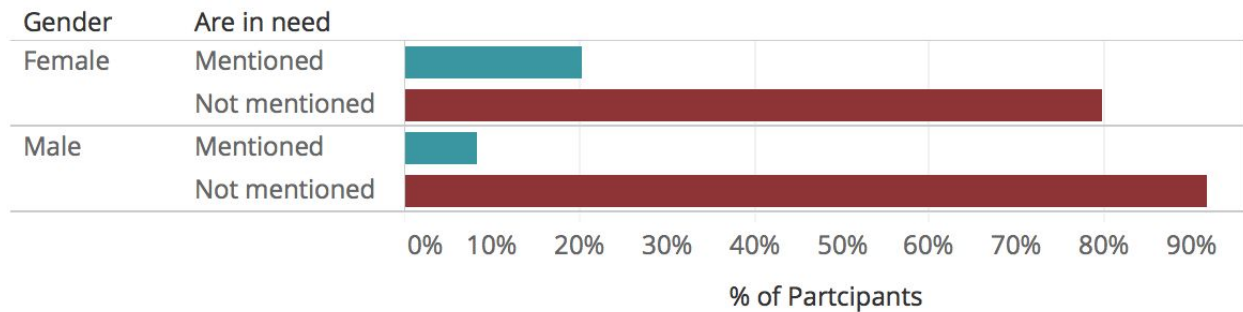
“Yes, they are Somali citizens who play a critical role, they are in need and they should be helped.” Female

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<sup>57</sup> Those displaced in the last year had 455% higher odds of raising the issue of the situation in the area of origin, than host community (OR = 5.55, CI = 2.141, 14.377,  $p < 0.001$ ). This holds when controlling for age and gender.

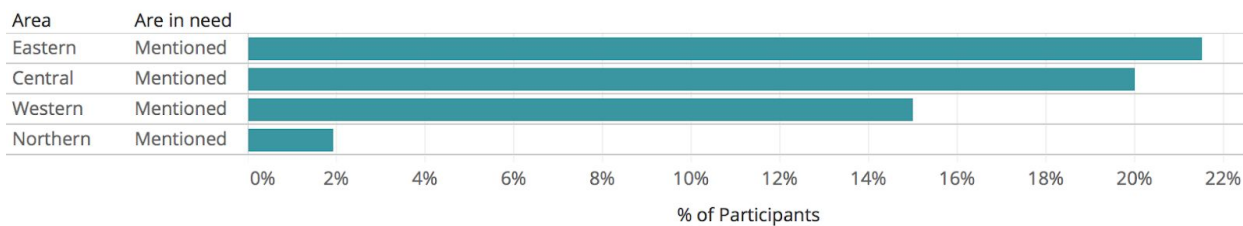
<sup>58</sup> Women had 183% higher odds of using this narrative than men (OR = 2.84, CI = 1.57, 5.13,  $p < 0.001$ ). This holds when controlling for age and displacement status

FIGURE 11: GENDER VARIATIONS IN SYMPATHY FOR THE NEEDS OF THE DISPLACED



Of note was also the fact that this sympathetic view point was also more likely to be put forward in the eastern districts of the city, the same area with strong support for crowdfunding - 21.5% of those in this part of the city used this narrative as opposed to 12.5% of the rest of the city, although this was not statistically significant.<sup>59</sup> By contrast those in the northern districts were less likely to put forward this narrative than other parts of Mogadishu - only 1.92% of those in Whardigley, Hawl Wadag, Hodan and Daynile used this narrative.<sup>60</sup> This is of some concern for social cohesion given the high proportion of displaced groups in this part of the city.

FIGURE 12: VARIATIONS IN SYMPATHY FOR IDP NEEDS BY GEOGRAPHY



### Calls to remove displaced groups to support greater social cohesion and take pressure of access to services

There were also participants who argued that displaced groups should not be integrated into the city, as they could cause issues, or because they were seemingly too different. These voices made clear distinction between “other communities” and the usual city-dwellers. Similar messages also complained that a high IDP caseload could put to much pressure on basic services, livelihoods and housing.

“No, there could develop some serious problems between the displaced persons and the host community.” Female.

<sup>59</sup> Those in the eastern districts had 91.6% higher odds than other parts of Mogadishu of using this narrative (OR = 1.92, CI = 1.02, 3.61, p = 0.046). This did not hold when controlling for gender.

<sup>60</sup> Those in northern districts had 92.5% lower odds of putting forward this narrative than those in other parts of the city (OR = 0.0759, CI = 0.0101, 0.567, p < 0.001). This holds when controlling for age, gender and displacement status



“No, the displaced persons and the other communities are not the same and are not equal economically and cannot cope with the people in Mogadishu.” Male, Yaqshid

“No, because they will be a nuisance to the city and the country.” NA

“No, because if they join them there will be shortage of food and shelter.” NA

### **Calls for displaced communities to be supported in the countryside, and return to their rural livelihoods**

Contrasting with messages above which were dominated by the recently displaced, there were also a range of messages arguing that displaced groups could have their needs better met in their area of origin. This view was slightly more likely to be put forward by the host community - 12.9% of host community put forward this idea, as opposed to 8.07% of those in camps - although this was not statistically significant.<sup>61</sup> This shows how the aspirations of the displaced may differ markedly from the host communities perspectives of appropriate durable solutions.

“No, they should be helped in their locations.” Female, Hodan

“Should return because they are IDPs and there is no one who can take responsibility for them.” Female, Hodan

“No they should be returned because they can get better assistance in the areas they are at, if they get integrated into the society the aid they are to receive will reduce since others will want a share of it.” Female, Warta Nabada

A linked view was the perception that displaced groups largely originated from farming and pastoralist communities and therefore would return to rural areas and livelihoods. There were a range of arguments supporting this case, such as the fact that rural economy was critical for Somalia's development and therefore the country could not afford these communities to be idle. But also present was the notion that it was part of these individuals' identity to be farmers and pastoralists and the ideal for them was therefore to return to their previous rural livelihoods, as their appropriate and desired position in society.

“No, they have homes and farms in those locations and play a critical role for society. They should go back to their locations so that they can continue farming and have their normal lives back.” Female, Heliwa

“Most of them are farmers, and as a country the economy depends on them and so we should help them with farming equipments and they can continue with their lives.” Male

“Returning them to their lives of farming and pastoralism is the support they can be given.” NA

<sup>61</sup> Those in IDP camps had 71.2% lower odds of putting forward this idea than the host community (OR = 0.388, CI = 0.149, 1.01, p = 0.060). This no longer holds when controlling for age and displacement status.





This idea that displaced groups belong in rural communities was more likely to be raised by men - 1.84% of men raised this issue, as opposed to 0.66% of women, although this was not statistically significant.<sup>62</sup> This aligns with other findings from this research that women are more sympathetic to the plight of displaced groups.

### **Some citizens perceive a health threat from displaced groups**

Amongst a minority of participants was the idea that displaced groups posed a health risk to city-dwellers. These participants argued that displaced groups were more prone to disease and therefore should be kept away from the city to ensure public health. Along with some of the other sentiments calling for displaced groups to return, these messages show the real discrimination that IDPs can face in Mogadishu. They may also act as a warning sign for actors running hygiene and health campaigns that are often targeted to those in camps, to be careful not to reproduce these misconceptions of displaced groups as unhealthy.

“There are some of the displaced persons who are not healthy, mingling with healthy people is not a good idea.” NA

“Should return because there is this general belief that they have disease and will infect others in the community and so should all be kept in one place and be returned.” NA

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<sup>62</sup> Women had 67.6% lower odds of raising this issue than men (OR = 0.324, CI = 0.119, 0.879, p = 0.0228).

### 4.3 Citizen perspectives on discrimination against displaced communities

In the third week of the radio consultation 1141 people responded to the question<sup>63</sup> : ***Do you think displaced people face discrimination in Mogadishu? Yes or No? Please explain your answer.***

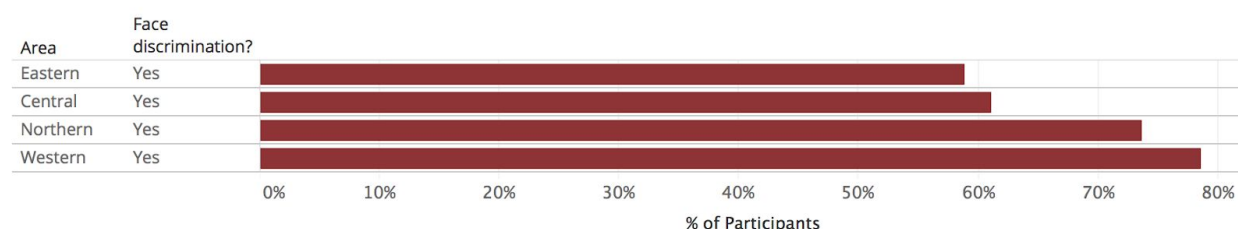
The response to this question shed light on the level of social cohesion in the city and the strength of IDP-host community relations. Of those who responded:

- 60.4% said that yes displaced people faced discrimination
- 25.7% argued displaced people did not face discrimination
- 13.9% sent in ambivalent messages that did not strongly assert an answer one way or another

Although not significant, the data was suggestive that recently displaced people were more likely to perceive discrimination than the host community, although this was not statistically significant. Excluding ambivalent messages, 75.6% of displaced people mentioned they faced discrimination, compared with 66.5% of host community.<sup>64</sup> This suggests, somewhat unsurprisingly, that displaced groups perceived discrimination against them more closely than the host community.

In contrast to the rest of the city, those in the eastern districts of the city were less likely to say that displaced groups face discrimination, although these findings were not statistically significant. This accords with the other findings of this research highlighting the greater social cohesion in this part of the city between displaced and host community - 61.11% of participants in this part of the city held discrimination was not a problem, compared with 66.52% in the other parts of the city.<sup>65</sup>

FIGURE 13: VARIATIONS IN PARTICIPANT PERSPECTIVES ON DISCRIMINATION IN THE CITY



<sup>63</sup> 45.8% were relevant messages for analysis. The low proportion of messages with distinct themes may in part be down to a technical issue during this week.

<sup>64</sup> Recently displaced people had a 55.8% higher odds of saying displaced groups face discrimination than host community (OR = 1.47, CI = 0.94, 2.31, p = 0.0557)

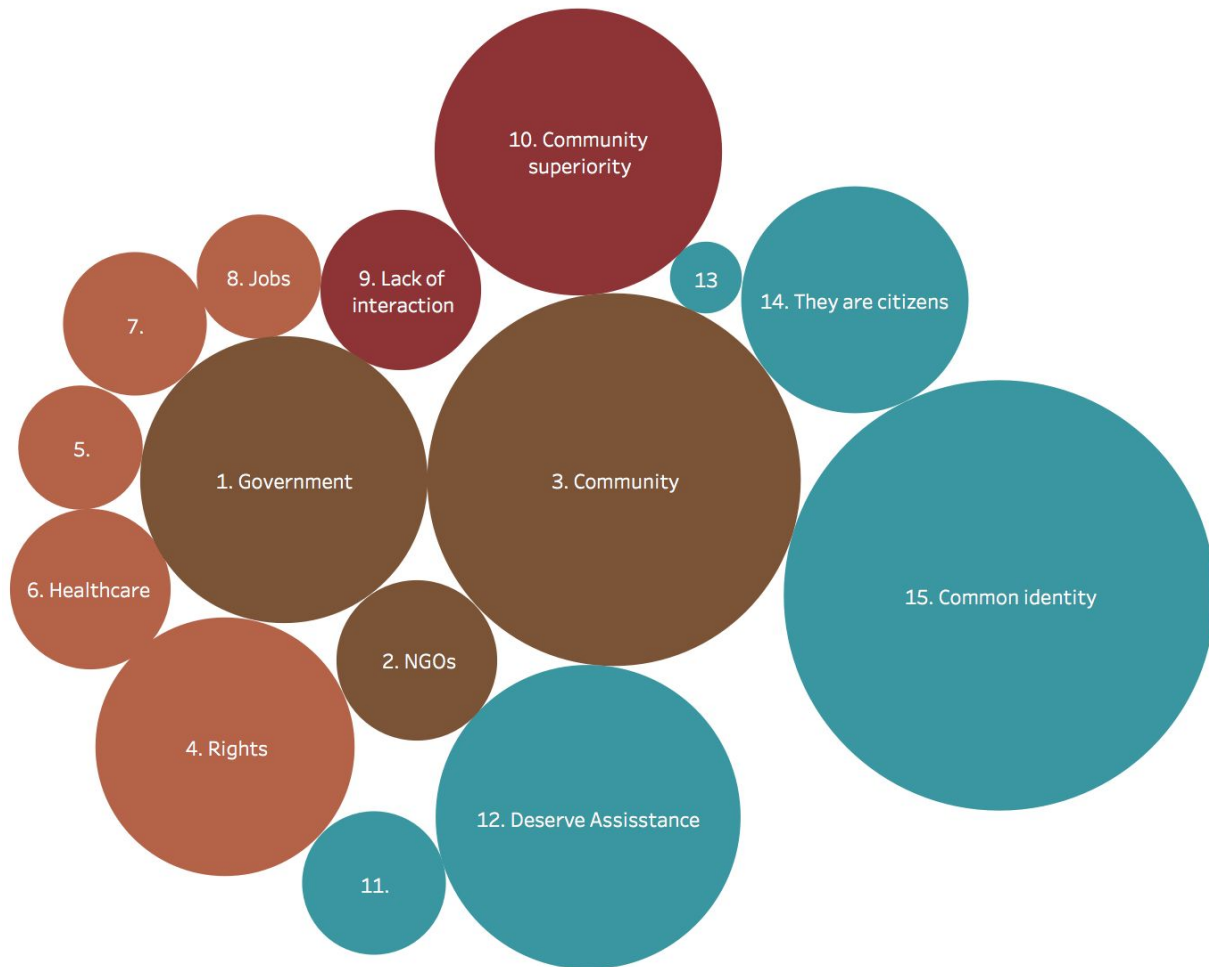
<sup>65</sup> Those in the eastern part of the city had 43.2% lower odds of seeing discrimination as a problem than those in other parts (OR = 0.568, CI = 0.33, 09.97, p = 0.0528)



**TABLE 7: CITIZEN PERSPECTIVES ON WHETHER DISPLACED COMMUNITIES FACE DISCRIMINATION**

Category	Codes	Frequency
<b>Yes - Agents of discrimination</b>	1. Government	16
	2. NGOs	5
	3. Community in general	27
<b>Yes - Areas of discrimination</b>	4. Rights are violated	13
	5. Access to housing	3
	6. Access to health care	5
	7. Access to education	4
	8. Access to job opportunities	3
<b>Yes - Reasons for discrimination</b>	9. Lack of host-IDP interaction	5
	10. Community feels superior	16
<b>No - Reasons for not discriminating</b>	11. Religion	4
	12. Deserve assistance	18
	13. No displaced people	1
	14. Are citizens	10
	15. Common identity	36

FIGURE 14: RELATIVE FREQUENCIES ON PERSPECTIVES OF DISCRIMINATION AGAINST DISPLACED GROUPS IN MOGADISHU



### Displaced groups face discrimination from a range of actors including government and international NGOs

Different participants highlighted different actors who were responsible for discriminating against displaced people. Government was highlighted as deliberately neglecting displaced groups, and not delivering sufficient assistance to them.

“Yes I believe they are discriminated against especially from the government side in Mogadishu.” Male, Mogadishu.

“They are discriminated against by the government which fails in delivering to the IDPs.” Male

“Yes they are discriminated against by the government that doesn’t care for them and the business people don’t do anything for them.” Male



At the same time, several participants argued that NGOs do not sufficiently recognise the plight of displaced groups, and suggested that their distribution of aid was sometimes co-opted by local government.

“Yes they are discriminated against by the district administration and the NGOs.” Female, Mogadishu

“Yes they are discriminated against by the NGOs who when they come to the areas they give aid to the district administrators and everyone else except the IDPs.” Female, Yaqshid

The most frequent actor accused of discriminating against IDPs was however the community at large. Reasons given for broader community discrimination included the fact that displaced groups were poor, and that they were foreigners to the city.

“Yes they are discriminated against by the community because of the places they come from.” Male

“Yes, because I think that Mogadishu residents didn’t receive the IDPs well. They ostracized them as aliens. IDPs shouldn’t be shunned but welcomed.” Female, Hodan

“Yes they are discriminated against by the community because they are poor and lack resources.” Male, Yaqshid

### **IDPs face discrimination across many areas including rights violations, access to housing, jobs and basic services**

Citizens talked about a number of different ways in which displaced groups faced discrimination. This included several messages relating to the challenges they face in accessing quality housing, as well as facing the prospect of forced eviction and relocation.

“Yes they face a lot of problems because they don’t have decent housing.” Male, IDP, Karaan

“Yes we have been relocated to a place outside of Mogadishu.” NA

“Yes they are discriminated against as they say the IDPs are inferior to us when it comes to health, education, housing and every aspect of life.” Female, Dayinle

“Yes there are people that are treated unjustly and evicted from their houses forcefully and are looked down on.” Female, Hodan

Other messages highlighted the challenges displaced groups faced in accessing basic services, especially healthcare and education.



“Yes they are discriminated against when they are accessing water and health care services and they are not provided with enough assistance.” Female, Hodan

“Yes, they don’t have access to healthcare services and food and they should be provided with health care.” Female, Shibis

“Yes they are discriminated against especially in the education sector and public places.” Male, Warta Nabada

There were also several messages that highlighted there was bias in recruitment that made it difficult for displaced groups to get jobs in Mogadishu

“Yes they are discriminated against especially in terms of accessing job opportunities and education.” Female, Host, Hodan

“I am an IDP myself and yes we face discrimination when looking for jobs and they abuse us for being refugees.” Female, IDP, Mogadishu

Other citizens highlighted broader rights violations and discrimination that IDPs faced. The following message highlights the dire situation some displaced people face in the city, including protection issues such as rape.

“Yes the IDPs face a lot of problems during the times of flooding, they are raped, they work and not get paid, and people being told not to marry the IDPs.” Male, IDP, Shibis

### **Host-IDP relations strained by lack of interaction and feelings of superiority amongst the host community**

A few participants also revealed reasons for what was straining relationships between IDPs and the host community. A perspective put forward by citizens that has particularly relevant programmatic implications, was the idea that lack of interaction and mingling between IDPs and host communities was responsible for lack of social cohesion. Some messages highlighted how this was exacerbated in part by extensive encampment and spatial segregation.

“Yes [IDPs] are discriminated against because they are not given the necessary respect by the community members and so no one cares about them and there is less interaction between host and IDP.” Male, Karaan

“Yes I believe they are discriminated against because there is no mingling of the host community and the displaced and so this brings about discrimination.” Female

“Yes they are discriminated, keeping people in one place and feeding them and not interacting with them is bad. Human beings are nothing without interactions.” NA

Others mentioned how host communities felt superior to displaced groups, because of their status and



perceived external origin.

“Yes they are discriminated against by the community because they are neglected and looked down upon.” Female, Host, Warta Nabada

“The displaced people are discriminated against by the community because of the situation they are in and they are told you are refugee and not part of us.” Male, IDP

“Yes the community looks down on the displaced and feels superior to them but I would advise them to welcome their brothers.” Female

### **Religion, common sense of citizenship and identity, and sympathy for displaced groups underscore positive perceptions of social cohesion**

More positive perceptions of host-IDP relations in Mogadishu were also present in the conversation, many of these referred to a common religious identity and the importance of Islamic teaching that would prohibit discrimination.

“No, Somalis are Muslims and they are not capable of discriminating against their brothers who are in need and they support each other 100%.” Male, Host, Xamar Weyne

“No because our religion does not allow discrimination at all.” Male

There were also many participants that argues strongly that a common Somali identity or sense of citizenship between host and IDPs community allowed for the overcoming of social tensions and issues. Those arguing that IDPs had equivalent citizenship to others in Mogadishu, also made clear this meant displaced groups had the right to claim assistance and support from government.

“I believe they are not discriminated against because they are Somali citizens.” Male, Yaqshid

“No, they are not discriminated against as Somalis help one another in every situation.” Male, Warta Nabada

“Yes they are Somali citizens and we are all equal and there is no reason why they should be discriminated against.” Female, Yaqshid

#### 4.4 Citizen perspectives on the eviction crisis in Mogadishu

A total of 1,537<sup>66</sup> people sent in messages as part of the community consultation, in response to the following question: *What do you think is the best way to solve the eviction crisis happening in Mogadishu?*

The responses shed light on the ongoing eviction crisis in Mogadishu, and this analysis is intended to inform the current momentum behind the establishment of robust eviction prevention and response policies amongst different actors including the Banadir Regional Administration, NCRI, and international partners including NRC, UN Habitat, and the Protection Cluster

The following table summarises the main themes that arose in the conversation.

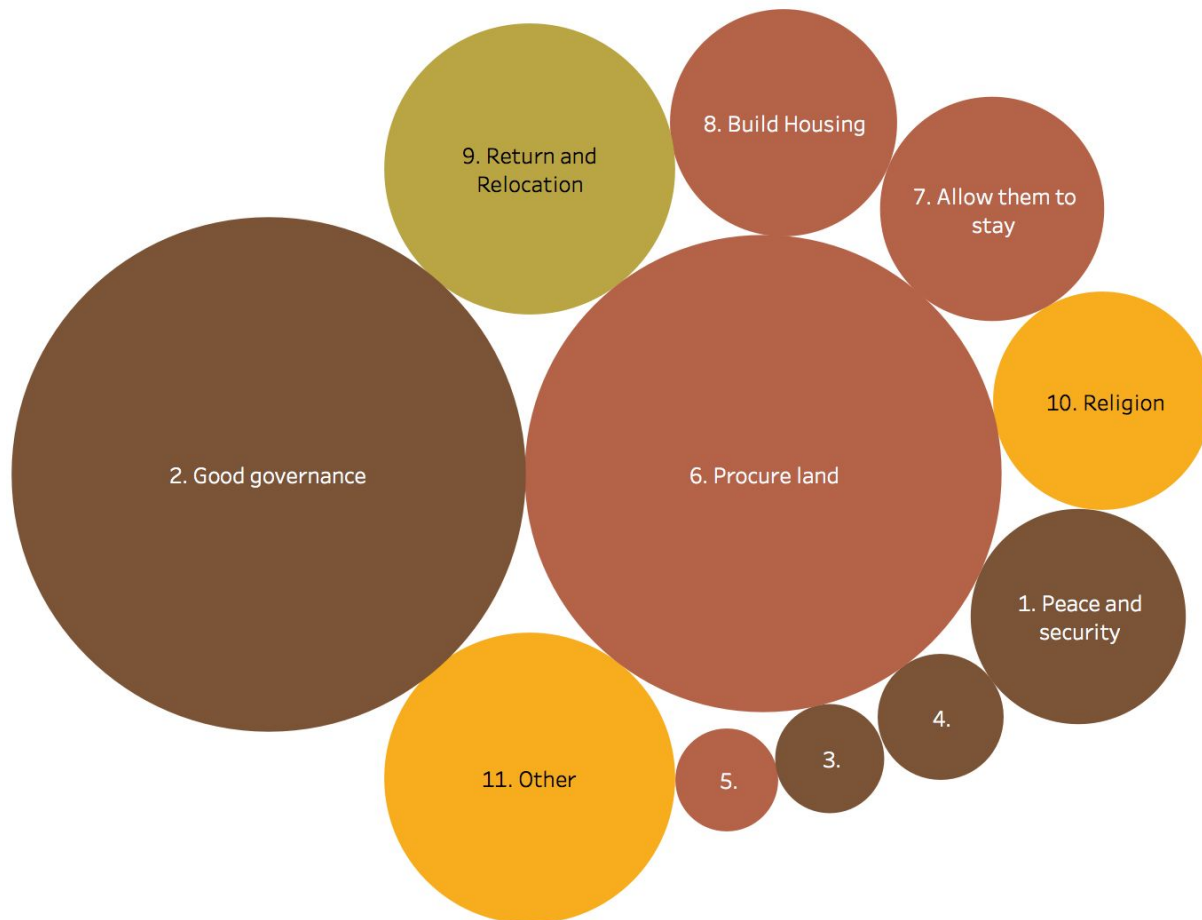
**TABLE 8: CITIZEN PERSPECTIVES ON SOLUTIONS TO CURRENT EVICTION CRISIS**

Category	Themes	Frequency
<b>Systemic</b>	1. Peace and security	36
	2. Good governance	200
	3. Support justice system	9
	4. Set up committee to handle	12
	5. Combat inequality	8
<b>Land and Housing</b>	6. Procure IDPs land	172
	7. Allow IDPs to stay on current land	38
	8. Build housing	40
<b>Return and Relocation</b>	9. Return and relocation	64
<b>Other</b>	10. Religion	36
	11. Other	64

<sup>66</sup> 36.4% sent in a relevant message for analysis.



FIGURE 15: RELATIVE FREQUENCY OF CITIZEN PERSPECTIVES ON EVICTION CRISIS



### Citizens call for government to play a stronger role in preventing and responding to evictions

Many participants in the radio show called for the government to step up its efforts in supporting displaced people. There were claims that to date displaced people have been neglected, and that it was time for government to recognise their responsibility and provide solutions, including the formalisation and regulation of land tenure.

“It is the government that has neglected the displaced people, it is them who are supposed to provide the displaced with land.” Male, Dayinle

“The solution is for the government to take responsibility for its people because the displaced people are citizens and the government should care for its people by procuring big land for them and building houses for people to live in.” Male, Heliwa



There were also calls for government to support more humane eviction processes, for example by giving sufficient notice, and avoiding coercion and clan-driven logics in the process.

“The most important is for the government to ensure the people that own the land are the actual owners and those being evicted to be given enough notice and there should be no muscle flexing and clan related issues.” Female, Jazeera

### **Calls for communities to organise and establish accountability mechanisms**

Several citizens called for the set-up of dedicated community committees that could handle eviction-related issues, and put in place feedback mechanisms to highlight problems or eviction incidents.

“The solution is to create a committee in charge of this kind of issues and to get a number that they can contact when such issues arises.” Female, Wadajir

“The best solution to assist the displaced is by finding an honest committee who they can share their problems with and can communicate the same to the relevant authorities who can provide help to them.” Male, Hodhan

### **Need for peace in areas of origin**

Some participants in the discussion argued that there needed to be effective stabilisation in the areas of origin to reduce levels of displacement and pressure on housing in Mogadishu. This perspective therefore, assumed that IDPs would eventually return to their areas of origin once peace returned, and that they would not integrate in Mogadishu. This perspective was significantly more likely to be put forward by men 8.04% of whom put forward this message, as opposed to 2.29% of women.<sup>67</sup>

“The solution to eviction issues is for their to be peace because most displaced people are running away from war and so there is need for peace and security to be provided.” Male.

“The solution to eviction is to get good governance and peace so that they can live a good life.” Male, Wardhigley

This perspective was also more likely to be put forward by minorities, Af-Mai speakers and Af-Baruni speakers, although this was not statistically significant- 15.4% of this group as opposed to 6.15% of Somali speakers, argued for the need for peace and security in areas of origin.<sup>68</sup> In line with the findings above, it suggests minorities might feel more precarious in Mogadishu and more concerned with solutions that bring them back to area of origin. This resonates with the particular sense of exclusion amongst minority groups referenced by a recent EU REF report on the perceptions of IDPs in Somalia.<sup>69</sup>

<sup>67</sup> Women had 73.5% lower odds of arguing this case than men (OR = 0.267, CI = 0.909, 0.786, p = 0.012). This holds when controlling for age and displacement status.

<sup>68</sup> Af-Mai and Barawe speakers had 77.5% higher odds than Somali speakers of raising this perspective (OR = 2.77, CI = 1.055, 7.29, p = 0.0442). This was no longer significant when accounting for gender and age

<sup>69</sup> EUTF Research and Evidence Facility (2018), Return and (Re)Integration after Displacement Belonging, Labelling and Livelihoods in Three Somali Cities



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### **Some citizens call for stronger dispute resolution mechanisms**

Some voices called for a more robust judiciary that could manage land disputes and ensure greater security in land tenure.

“There should be a strong justice system in place for all the people to be governed by and so the strengthening of the justice is very important.” Female, Karaan

### **Citizens call on private landowners to be sympathetic to the plight of displaced groups**

Many voices advocated for private landowners to be more sympathetic to the plight of displaced groups. Given that the alternative is often for the land to be empty in the short-term, citizens appealed to a common sense of identity with landlords so that they might change their approach.

“The solution is for the landowners to allow the displaced to continue staying on their land and they will receive blessings instead of it being an empty land.” Heliwa.

“I would ask the land owners to be sympathetic to your needy brothers and allow them to stay.” Karaan.

### **Citizens argue that IDPs deserve land or housing to be procured for them, especially women**

Many voices argued that the solution was to fulfil promises made by federal government to build sufficient housing for displaced groups, or procure land for them. There was a clear sentiment running through these messages that citizens deserved land and housing solutions. Some citizens even saw IDPs as a tax base that could bring benefits to government revenue and service-delivery.

“The issue on displaced people can be solved by the government setting up houses for them and that was promised by the president himself during the elections.” Male, Hodan

“The government should procure the displaced people land to live in and then later start taxing them.” Female, Hodan

“The solution is for the government or the business people to procure them land and settle the displaced people there in.” Female, Hodan

This perspective appeared to be slightly more likely to be put forward by women. Amongst women, 9.14% argued for more housing to be built, as opposed to 4.90% of men.<sup>70</sup> This accords with other findings from this research that highlights the greater sympathy for IDPs amongst women in Mogadishu.

### **Citizens argue that IDPs should be given support to relocation and return**

Others argued that the most appropriate solution was to support displaced groups to return to their area of origin. This was often framed in sympathetic, rather than discriminatory, terms, with citizens stressing the need to provide appropriate assistance to returning IDPs.

“The solution is to take them back to where they come from and assist them in settling them down and provide them with the necessary financial assistance.” Female Hodan

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<sup>70</sup> Women have a 95.5% higher odds than men of using this narrative (OR = 1.955, CI = 0.929, 4.11, p = 0.0816)



“No, the IDPs owned houses, farms and they had a huge impact in the community so they should be returned back to their districts so that they can do their farming and go back to their previous lives.” Female, Heliwa

“I believe they should be provided with assistance whilst in the areas where they come from.” Female, Hodan



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## 5. RECOMMENDATIONS FOR DURABLE SOLUTIONS PROGRAMMING

The following section outlines recommendations in response to the insights above. They combine AVF's own domain knowledge with the expertise of key stakeholders working in durable solutions in Somalia. The latter was surfaced through a "recommendations generation" workshop held in Mogadishu with ReDSS, BRA, UN, and NGOs working in durable solutions. The length of the recommendations is meant to reflect the richness of practitioner response to citizen voice at this event.

### CROWDFUNDING

#### **Link current programming with support to grassroots crowdfunding efforts**

Support for crowdfunding efforts to meet the needs of displaced people, especially amongst members of the host population, highlights the value of this locally-driven innovative modality for delivering assistance. Such a modality can strengthen Somali-owned solutions and builds off grassroots processes, such as public resource mobilisation in response to the October 14 bombing in Mogadishu.<sup>71</sup> Authorities and aid actors can provide support and further assistance to these networks to strengthen their value and contribution to durable solutions. In this vein the recent efforts of UNDP<sup>72</sup> can provide an example to build on.

Not only would this modality provide material benefit to displaced groups, but the very process of gathering funding to meet community priorities could also contribute to greater host-IDP interaction, and in the long run stronger social cohesion. Unconditional cash transfer programmes could also be delivered at the community level in combination with the mobilisation of their own resources to further allow communities to take ownership of interventions, rather than deliver prescriptive and individually-targeted cash grants. Crowdsourcing - collecting ideas from communities for interventions - can also complement crowdfunding activities, whereby resource mobilisation and community consultation go hand in hand to maximise ownership and impact.

Crowdfunding can be most effective if advocacy amplifies the plight of displaced people and the need for durable solutions to mobilise resources. Women and youth were more likely to raise crowdfunding as an option - these groups should be engaged to build momentum, whilst also recognising the need to engage other groups in the community such as private sector leaders to maximise impact. More research should however be done to understand the socio-economic status of those proposing crowdfunding to identify how much those proposing the solution also have resources to mobilise.

### GOVERNANCE AND AID ACCOUNTABILITY

#### **Broad-based committee structures for management of assistance can meet citizen demands for participation, especially if they are populated by women and youth**

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<sup>71</sup> Quartz Africa, How technology helped save lives right after Somalia's deadliest attack ever, October 16 2017 (online at: <https://qz.com/africa/1103014/somalias-deadliest-ever-mogadishu-attack-was-lessened-by-technology/>, last accessed 28 February 2019)

<sup>72</sup> UNDP Somalia, (2018) Tapping into the talent of young Somalis in displaced communities, 18 November 2018 (online at: <http://www.so.undp.org/content/somalia/en/home/blog/2018/11/18/Tapping-into-the-talent-of-young-Somalis-in-displaced-communities.html>, last accessed 28 February 2019)



There was a clear gap in participation in public affairs put forward by citizens, who called for strong support for community organisation to manage the governance of assistance to displaced groups. This was considered an asset both in managing the response to evictions, as well as ensuring the transparent delivery of aid to displaced communities. Citizens also highlighted the value of complementing such structures with community monitoring mechanisms to make sure implementation matches planning.

Messages from audiences clearly differentiate these committees from camp management or project management committees, as broader spaces for discussion. Indeed interviews with stakeholders suggested a key problem may not be the absence of committee-based approaches, but the duplication and defused responsibilities of multiple committees operating in the same area.

Populating these committees with women and youth, would not only support gender equality and social inclusion, but given their tendency to sympathy for displaced groups, might also foster effective integration. Such committees can also support feedback mechanisms that can provide early warning systems to enable effective eviction response.

**Government and local authorities, especially, should stay at the forefront of durable solutions coordination, planning and community engagement, ensuring the upcoming IDP policies promotes accountability and transparency in delivering assistance and solutions**

There was a clear call on government at different levels to be front and centre of durable solutions programming, highlighting that emergency-based management structures are not sufficient for improving durable solutions. The new Durable Solutions Unit at BRA, especially, can function as a key coordinative node and entry-point for aid actors in Mogadishu, as well as communities.

There was however a concern among citizens that government had yet to take responsibility for meeting the needs of displaced groups. In some cases, citizens called out the actions of corrupt officials who stopped displaced groups from receiving assistance. Ensuring the upcoming IDP policies (at both BRA and Federal level) put in place robust accountability mechanisms to avoid such incidents is therefore critical. Local authorities are best placed to engage communities and bring durable solutions programming closer to communities.

Moreover, making sure new policies are clearly disseminated to clarify the role of government to communities can help reduce this negative perception, and empower communities to work with government to build trust and transparency.

The fact that citizens are also concerned that the delivery of aid is unjust and not transparent, should also be noted by aid actors, and places more emphasis on government to take a leading role when it comes to fostering aid accountability, as well as for aid actors to enhance their mechanisms for community consultations and collecting feedback.

## **SOCIAL COHESION**

**Negative perceptions on the intersection of livelihood, clan and displacement need to be carefully disrupted through reconciliation**

Despite the fact that the majority of displaced people intend to settle in Mogadishu, there was a perception amongst the city's inhabitants that displaced communities belonged in rural areas. This was explicitly



linked to livelihoods of displaced communities - namely farming and pastoralism - but given the linkages between livelihood and clan identity this shows an underlying perception of who belongs in Mogadishu and who does not. The fact that Mai speakers were more likely to call for return to the area of origin, also suggests that minorities such as the Rahanweyn clan face particular challenges in Mogadishu.

This suggests that the recent emphasis on social cohesion programming in Mogadishu has yet to translate to full results on the ground. Effective and sensitive reconciliation programming grounded on an analysis of relations between identity groups is therefore an important piece of bridging the divide between these communities and building a common vision of durable solutions programming amongst different communities. Alignment to the government's new National Reconciliation Framework can also strengthen this work.

Additionally, investment in areas of origin to facilitate voluntary and safe return should not be dismissed as a policy option, given the clear strain on social cohesion created by forced displacement to the city.

### **Geographical variations in social cohesion should inform targeting of social cohesion programming**

There were clear area profiles within the city emerging from the analysis. Participants from the eastern districts of Mogadishu were more likely to offer support for crowdfunding and less likely to perceive discrimination against IDPs. Further research is needed to understand the enablers of these perspectives, so as to be able to learn from this seeming success. By contrast participants from districts such as Hodan and Daynile were less sympathetic to the plight of IDPs. Given the high caseload in these districts, this is a cause for some concern, and likely requires sensitive interventions in support of social cohesion to manage.

### **Support spaces and events that allow for IDPs and host communities to mingle**

One repeated reason given for lack of social cohesion was the lack of scope and spaces for host and IDP communities to interact. This was also found in a recent study carried out on social cohesion in the Galkaycos.<sup>73</sup> Social cohesion interventions might respond to this by focusing on building spaces or regular events that allow for these interactions, such as sports, arts, or shared community spaces. Sports and cultural events are likely to be most effective if communities are involved in the planning of the events and defining the terms of competition. Urban planning that promotes interaction and supports *in situ* upgrading of informal settlements can also support better spatial solutions to intermingling.

Creating spaces for interaction is especially important given the findings that host and IDP communities often have opposed views of viable durable solutions, and such intermingling is essential to building a shared view of what solutions may be. Integration of service-delivery and livelihood interventions, through such mechanisms as self-help groups combining host and IDP populations, can also support positive interaction. Both models have been deployed effectively in Hargeisa.

### **A sense of common identity can and should be built on to support social cohesion, especially through use of religious leaders**

There was amongst many of Mogadishu's inhabitants a common sense of identity between host and displaced groups. This lays firm foundations for effective social cohesion interventions which could be

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<sup>73</sup> REACH, (2018) Social Cohesion, Galkayco South, Galkayco, Galmudug Somalia; REACH, (2018) Social Cohesion, Galkayco North, Galkayco, Galmudug Somalia



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strengthened by working with religious leaders who stress tolerance and acceptance of the displaced in line with Islamic teachings and identity, building sympathy amongst the host community to the plight of displaced groups

### **Misconceptions around displaced groups need to be carefully identified and disrupted**

The notion amongst a few participants that IDPs can contaminate the host population with disease, highlights the very real discrimination displaced groups face. It is important that through appropriate campaigns, even using mass media, these notions are carefully disrupted to avoid entrenching negative perceptions of displaced groups. It's also important that any hygiene or health campaigns targeting displaced groups and those in camps, are careful not to reproduce this negative stereotype.

## **SERVICE-DELIVERY**

### **Segregated delivery of services through an encampment model is not conducive to durable solutions**

Many citizens, especially youth, argued against the segregation of displaced groups to different spaces and streams of assistance. Instead these voices argued that a more integrated access to assistance and services, that treats displaced groups as members of society would be more constitutive of integration, and promote greater interaction and sustainable (re)integration.

### **Material safety is a key priority**

Whilst Mogadishu continues to face insecurity, nothing in the conversations indicated that citizens perceive that IDPs faced any particular challenge as a result of their displacement status. On the other hand, it was clear that IDPs face challenges linked to their status when it came to access to basic services, housing, land and property, and livelihoods. Material safety therefore remains a critical piece of the durable solutions framework going forward.

## **EVICCTIONS**

### **Align with public sympathy for those who face forced evictions**

As BRA and other actors considered effective responses to the eviction crises, they should note the broad public call for government to lead on providing effective housing and land solutions. This is an encouraging sign that such interventions, if handled carefully, could be carried out in such a way as to have minimal impact on the prospects of integration. This can be used to mobilize community support in advocating for solutions to the forced evictions crisis, from donors, governments and NGOs.





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## 6. EVALUATION AND LESSONS LEARNED

This section seeks to feature the high-level lessons learned from this project, as well as a consideration of citizen perspectives on the platform.

### 6.1 Citizen perspectives on CSAP

Of the participants, 78.0%<sup>74</sup> argued that the consultation process made them feel more included in decision-making. At the same time, 93.0%<sup>75</sup> of participants called for the radio dialogue process to be repeated further down the line.

Many participants highlighted how the HAGE platform constituted a trusted and safe space that allowed them to feel that their views were considered and heard, and participate in decision-making

“Yes, I feel involved 100% because if I am not in a position to help my people at least I can share my views and opinions which I gladly give.” Male, Yaqshid

“Yes I feel involved because community consultation is always the best thing to do and I personally believe that I am part of the decisions in the community and we appreciate a lot those who made this safe spaces to talk like the radio presenters, the leaders involved and those aid organisations who are involved as well.” Female

“Yes I feel involved because I found a space where I can share my views with others and thanks to you.” Hodan

“Yes I feel involved because when we consult each other we get different opinions from people and can pick the best views which will in turn impact positively in the community.” Male, Yaqshid

“Yes because my opinions and views are considered.” Male, Dharkenley

Nevertheless others continued to feel excluded from decision-making for two reasons. First, they did not see progress on-the-ground that aligned with their positive discussions, and this caused frustration. This is a reminder that social accountability programming must take supply-side programming seriously to avoid unduly raising expectation.

“No I don’t feel involved because there is no visible progress that is happening in the community.” Male.

“No, I don’t feel involved because they always say we will do this and that but in reality we see nothing happen.” Male, Hodan

Second, others felt that decision-making on such topics was the domain of specialists alone, and therefore they did not feel included through this consultation process.

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<sup>74</sup> Response rate: 28.5%

<sup>75</sup> Response rate: 27.7%



“No because this work has specific people that deal with it.” NA

“No because I am not part of those people who make decisions.” Female, Karaan

The following messages also highlight the demand amongst citizens to repeat this process and sustain the platform.

“Yes I feel like this should be repeated because it is important space for the community to consult as often because new and interesting opinions will come up and this might be useful in solving many issues that exist within the community.” Female

“Yes, it will be good if the community consultation is done regularly.” Male, Dharkenley.

“Yes, It is always important to consult because it brings out unity in the community.” Male, Wadajir

## 6.2 Durable Solutions actors' perspective on the platform

AVF will work with ReDSS and partners to gather stakeholder perspectives on the value for the platform in engaging displacement-affected community in dialogue as well as gathering relevant and actionable data for durable solutions programming. Please share any feedback on this report to Partha Moman ([info@africasvoices.org](mailto:info@africasvoices.org))

## 6.3 Lessons learned

This section summarises the lessons learned from this project, both as a social accountability intervention to support durable solutions and as the launch of a Common Social Accountability Platform (CSAP) in Somalia. Additional lesson learned will come from a collaborative evaluation with ReDDS and other partners focused on understanding the value of the insights presented here to programming and policy around durable solutions.

**The platform was able to build sustained plural conversations led by citizens on displacement issues that were valued and demanded by citizens, showing how this sort of intervention can fill part of the social accountability gap.** Citizens themselves perceived the platform as a space where their opinion could be heard by decision-makers and the wider community. Despite the issues covered all relating to displacement, the platform was able to spark new conversations on critical topics such as evictions. The near unanimous demand for the continuation of the programme is a particularly strong indicator of the value of the intervention to improve social accountability.

**The platform was effective at engaging vulnerable groups including women, youth and especially displaced groups.** Over 50% of participants were displaced groups, which highlights the extent to which this is a viable platform to engage displaced groups and create a space for conversation between displaced and host communities. The channel also demonstrated its capacity to engage women and youth in Mogadishu, especially young adolescent girls that can be notoriously hard to reach.

**Data quality issues can arise from operational challenges and the nature of engagement, and could be dealt with in multiple ways.** Whilst there were rich insights coming from the data, low data quality



risks undermining the value of the analysis, especially when it comes to quantitative comparisons. Allowing greater time for question-testing and using multiple methods for question-testing to account for the specific interactive radio modality, can ensure questions are more relevant and better understood by communities. Trying to engage more groups as part of structured SMS questionnaires can also increase the quality of data.

**Data disaggregated on minority status is critical to nuanced understanding of context - household language was a useful, but limited, proxy.** Using primary household language as a proxy for identity was a useful way of disaggregating data by different types of identity groups. Indeed this was essential to uncovering evidence of how integration was more challenging for Rahanweyn minorities. This success is only partial as this question cannot capture all identity groups. More research should be carried out on how to sensitively and carefully gather data on identity in Somalia without causing any protection concerns or entrenching harmful norms. This is a common issue in survey and other research, and of resolved would add value to programming.

**AVF, together with ReDSS, was able to effectively convince a collaborative design process around the platform, designing the project with an area-based approach, rather than through the lens of one project or mandate.** This is encouraging for expanding a common social accountability platform that seeks to work on priority issues at the intersection of multiple partners. Indeed as a result of this project AVF was able to bring together streams of funding from EUTF and UNRCO in support of the platform, as well as increased interest from other partners.

**To ensure maximum interactivity in radio shows, better planning and coordination is required on the side of AVF to ensure media management is implemented smoothly between multiple stakeholders.** AVF will put in place new planning process and coordination mechanisms around the common platform to ensure that interviews with guests occur at the right time in the production cycle so that interviews can be structured in a manner that they respond to citizen concerns.



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