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Swiss Agency for Development  
and Cooperation SDC

## **ANALYSIS REPORT**

**RAPID SURVEYS: ASSESSING IMPACT, MINORITY INCLUSION, AND  
EVALUATING SERVICE DELIVERY ON SDC PROJECTS IN SOMALIA.**

**SEPTEMBER 2023**

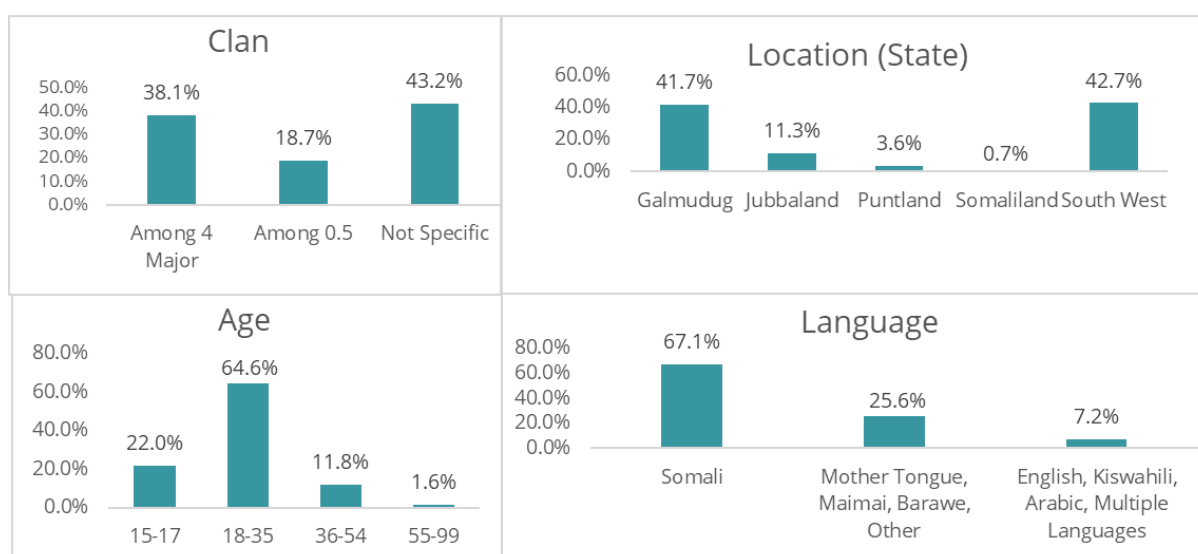
## INTRODUCTION

As part of its ongoing commitment to development initiatives in Somalia, Swiss Agency for Cooperation and Development (SDC) is preparing its annual report with a focus on impact assessment, measuring beneficiary satisfaction, tracking engagement of minority groups in decision-making processes, and evaluating service delivery. To achieve this, in September 2023, SDC partnered with Africa's Voices, leveraging its extensive Somalia database to conduct a concise SMS survey in order to gather citizen feedback on the aforementioned parameters. To maximise engagement, in compliance with the data protection policies of both organisations, Africa's Voices was able to access an additional database through another of SDC's implementing partners.

Africa's Voices Field Coordinators, based in Somalia, conducted Focus Group Discussions in specific districts, complementing the SMS data collection with rich qualitative insights. The collected data has undergone a rapid analysis, and the findings below can be used by SDC for inclusion in their annual report, enhancing it with valuable citizen feedback. Through SMS we received responses from a total of 416 participants who sent in a total of 1403 messages. The SMS survey experienced a very low response rate which can be attributed to various factors, including respondents' lack of awareness about the projects and a general unwillingness to participate. We conducted a total of 18 FGDs within the projects implementation districts, engaging a total of 180 participants, with an equal distribution between both males and females.

## ANALYSIS AND FINDINGS

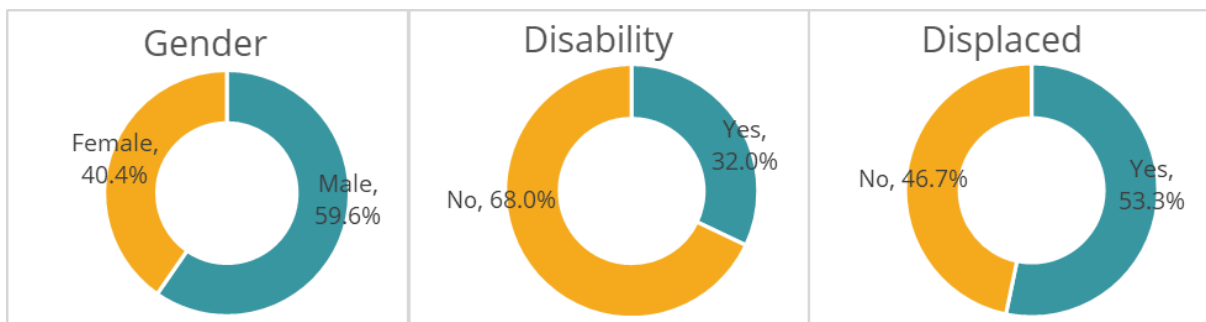
### 1. Demographic Information



The above chart displays demographic information about the participants who chose to respond to the various demographic questions. A significant portion (43.2%, n=60) of respondents, when asked about their affiliation with either the four majority clans or 0.5 clans, expressed unease in sharing this information. They identified themselves as a unified nation and took pride in being referred to simply as "Somalis." This reluctance may stem from the prolonged conflicts that have negatively impacted their coexistence.

*"I am Somali, we are all one"* Woman, 27, Xeraale.

*"I am not a clan . I am a Somali"* Woman, 22, Baidoa.



Nevertheless, AVF's SMS Survey data collection approach proved effective in engaging various groups within the participant pool. Youth comprised 64.6% (n=164) of the participants, recently displaced individuals comprised 53.3% (n=138), women comprised 40.4% (n=113), and people with disabilities comprised 32% (n=66). The survey also succeeded in involving more participants from the South West State (42.7%, n=129) and Galmudug State (41.7%, n=126), with very few participants (3.6%, n=11) and (0.7%, n=2) hailing from Puntland and Somaliland respectively.

## 2. Key Findings

### 2.1. CHASP PROJECT: Community Health Provision in Somalia (CHASP) implemented by Save the Children International

	Parameter	No. of Participants	Mean Rating	% Rating	Project Rating
1	Satisfaction with CHASP support in Somalia	81	4.08	81.70%	The overall rating for the CHASP project had a mean of 4.05 reflecting 81.0% satisfaction level
2	Satisfaction with CHASP complaints & feedback mechanism and follow-up on feedback	76	4.05	80.90%	
3	Level of inclusion and participation in community decision-making	80	4.17	83.30%	
4	Satisfaction with local government services	89	3.9	77.90%	

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*"I personally believe that CHASP's projects are appreciated by the communities in which it operates"* Man, Guriceel, Recently displaced

*"Chasp projects are really important projects in Somali society, they did a lot of projects the people needed, we thank save the children for this"* Man, 55, Dhoobley, Lower Juba.

*"I am grateful for what they did in Godinlabe district in terms of health services"* Woman, Galgaduud.

*"I am a needy parent who has school going kids. For about 1 year I have not received any help from chasp, I am not satisfied with this project."* Man, 50, Guriceel.

*"We are complaining, we have not seen anything from this project come to our rescue as soon as you can"* Man, 23, Guriceel, Disabled.

## **2.2. SOMREP PROJECT: Somalia Resilience Programme (SomReP) implemented by ACF, ADRA, OXFAM, COOPI, DRC, CARE**

No.	Parameter	No. of Participants	Mean Rating	% Rating	Project Rating
1	Satisfaction with SOMREP Resilience support in Somalia	50	4.05	81.00%	SOMREP project also had an overall mean rating of 4.05, reflecting 81.0% satisfaction level.
2	Satisfaction with SOMREP Resilience project's complaints & feedback mechanism and follow-up on feedback	56	3.78	75.70%	
3	Level of inclusion and participation in community decision-making	59	4.27	85.30%	
4	Your satisfaction with local government services on a scale	59	4.1	82.00%	

*"Somrep is a good project, I welcome them"* Man, 20, Baidoa.

*"This project is really good for the vulnerable Somali people"* Man,40, Baidoa.

*"I am satisfied with the ongoing Somrep projects in the area, I thank and welcome them"* Woman, 45, Baidoa.

*"I don't get those services"* Man, 26, Afgooye, Recently displaced.

*"The society doesn't get enough services"* Man, 29, Baidoa.

## **2.3. SIRA: Somalia Information and Resilience Building Action (SIRA) implemented by FAO**

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No.	Parameter	No. of Participants	Mean Rating	% Rating	Project Rating
1	Satisfaction with FAO SIRA support in Somalia	5	4.33	86.70%	The overall rating for the SIRA project had a mean of 4.49 reflecting 89.7% satisfaction level.
2	Satisfaction with FAO SIRA C project's complaints & feedback mechanism and follow-up	3	4.44	88.90%	
3	Level of inclusion and participation in community decision-making	4	4.58	91.70%	
4	Satisfaction with local government services on a scale	4	4.58	91.70%	

*“Thanks, I would advise them to continue with the project”* Man, Doolow.

*“I am satisfied with FAO work and the ongoing project of Siira and JRP”* Man, Doolow.

## **2.4 Summary of Focus Group Discussions (FGDs)**

The CHASP Project garnered extensive acclaim from the majority of participants in the FGD's, achieving a satisfaction rate of 70.1% with an average score of 3.51. In Jubaland, Puntland and Galmudug states the CHASP project was applauded for its commendable efforts in providing healthcare services, including maternal and child health, nutrition support, and WASH initiatives. Furthermore, recent enhancements in communication with beneficiaries, toll-free hotline number and regular meetings, were recognized and appreciated. Both men and women noted significant progress in their inclusion in decision-making processes but expressed a desire for greater involvement of youths and PLWDs.

While there have been improvements in government services, particularly in the education sector and security, in Jubbaland, participants emphasised the need for continued efforts to enhance the quality of these services, prevent discrimination, and ensure greater accountability in government operations.

The SOMREP project received a slightly lower overall rating from participants, although satisfaction levels remained positive. FGD participants in South West state reported having limited knowledge about the SOMREP project. However, despite the lack of awareness, the satisfaction rating for SOMREP was still positive, standing at 66% with an average rating of 3.32. It's worth noting that this satisfaction rating may be somewhat skewed due to the fact that the focus group discussions were conducted only in the South West state due to security and logistical concerns in the other districts in Puntland and Somaliland and therefore, the opinions expressed may not represent a broader perspective from other regions.

*“Although we are not direct beneficiaries of SomRep and have limited information about it, the mentioned NGOs have provided valuable support to our community in the villages, and we are satisfied with any assistance given”, Female, Afgoye, South West State*

## 2.5. Key Suggestions for Improving Services

The rapid survey was designed with the idea of gathering recommendations for enhancing services for each project. However, the suggestions provided by the participants were cross-cutting, comprehensive and covered a wide range of areas, as outlined in the table below.

No.	Theme	Key Considerations from FGD Discussions and SMS survey
1	Provide Accountable Services (34.0%, n=36)	Support enhancement and transparency in government operations including anti corruption efforts <i>“The government should fight corruption and make all institution corruption free where the community can get fair services”, FGD, Female Group, Baidoa, South West State</i>
2	Improve Services (17.9%, n=19)	Expand current services across all the three projects, employ more qualified staff, hospital improvements- laboratories, medicine, ambulance <i>“To prepare laboratories in every Health centres”, FGD, Male Group, Armo, Puntland</i>
3	Enhance Security (14.2%, n=15)	Increase and empower security personnel - more sophisticated equipment, employ more and train <i>“Security should be given to the highest attention with the most possible maintenance”, FGD, Men Group, Jubbaland</i>
4	Promote Unity (7.5%, n=8)	Support enforcement and strengthening of policies that promote equal rights and prohibit discrimination based on ethnicity, race, or social status <i>“The members agreed that the government must ensure that government services are more inclusive and equitable for all community members, regardless of their clan or language affiliation”, FGD, Men Group, Adado, Galmudug</i>
5	Provide Health and Education (7.5%, n=8)	Improve infrastructure for both sectors, enhance WASH projects, nutritional support and awareness creation, support employment of more teachers <i>“Although the government does not fully control some areas of social services like health, electricity and water, these areas are in the hands of humanitarian organisations and private companies”, FGD, Men Group, Jubbaland.</i>
6	Support Vulnerable People (7.5%, n=8)	Improve inclusion of PLWDs, Youth & Women in decision making, enforce and strengthen policies that promote equal rights and prohibit discrimination based on ethnicity, race, or social status <i>“They said that youth still do not have a good voice in decision making”, FGD, Women Group, Herale, Galmudug.</i>
7	Public Awareness (6.6%, n=7)	Community engagement and awareness creation on project deliverables <i>“The participants recalled various activities carried out by these NGOs, including training for women’s savings groups, cash-for-work initiatives, and awareness-raising campaigns”, FGD, Female Group, Afgoye, South West State</i>

8	Job Creation (4.7%, n=5)	Provide employment opportunities to the locals - youths and women <i>"The government should employ those from the local university since most of those who are currently employed are those from international universities, the local students should be prioritised when it comes to job opportunity"</i> , FGD, Female Group, Baidoa, South West State.
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## RECOMMENDATIONS

**Improvements in SDC Services:** Broaden the scope of existing services (CHASP, SOMREP, SIRA) to encompass a larger population across all relevant states, maintain ongoing community involvement, and actively strive to increase the participation of youth and women in decision-making processes.

**Backing Government for Holistic Service Delivery:** Provide support for initiatives aimed at enhancing security, establish mechanisms to enhance government accountability, offer assistance in training government personnel to improve service delivery, and contribute to initiatives promoting equal rights and the prevention of discrimination.