

Programme Evaluation Series

**Cluster evaluation of projects on
protecting, improving, and sustaining
food security in rural Somalia**

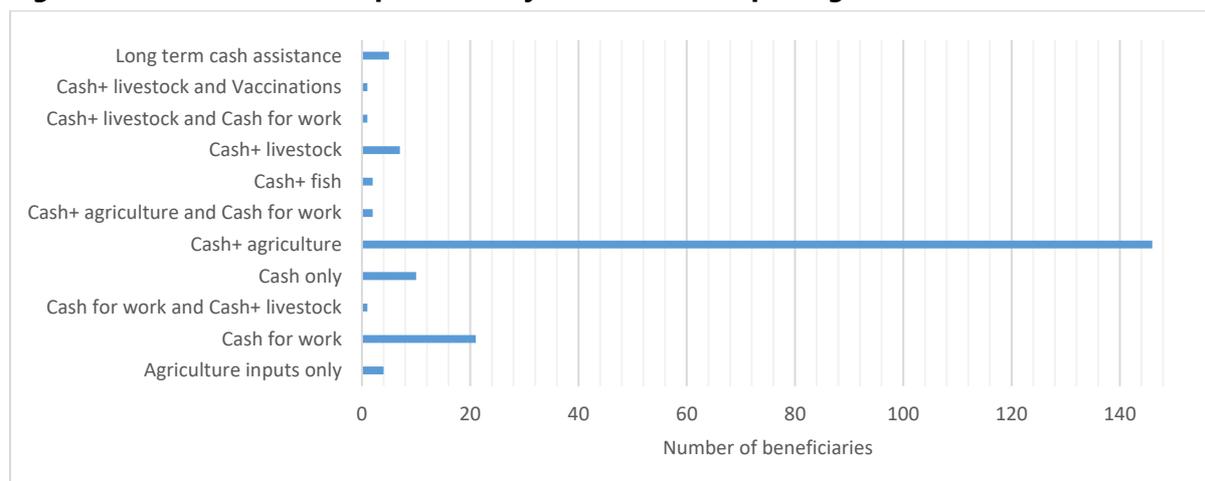
**Project codes: OSRO/SOM/908/USA
OSRO/SOM/007/USA**

Annex 3. Summary of the beneficiary telephone interviews

Introduction

1. This survey was conducted as part of the cluster evaluation of projects on protecting, improving, and sustaining food security in rural Somalia. A substantial proportion of project beneficiaries were in areas inaccessible to the evaluation team due to both security concerns and remoteness of the locations. The evaluation team held focus group discussion with beneficiaries in a sample of selected villages in Somaliland and Puntland and conducted this survey with a sample of beneficiaries in the remaining villages. The telephone survey was designed and implemented after the field data collection, and the questions were tailored to probe further into specific areas raised during the field focus group discussions. The survey length was kept to a maximum of 15 minutes and was administered in Somali.
2. In terms of the survey process, a list of all project beneficiaries (183 966 households) was collated based on the datasets received by the project team. A representative sample of beneficiary households was selected based on three dimensions that were considered key by the evaluation team i) the project component (Cash+ livestock, cash+ agriculture, cash+ fisheries, long term cash and livelihood support and cash for work), ii) the geographic distribution at the regional level and iii) gender. The sample size was limited to 200 beneficiaries based on budget and time constraints. These were randomly selected to replicate the population distribution across the three dimensions (excluding regions that were covered through the field visit). Tables on the distribution of the sample are included in Appendix 2.
3. The beneficiaries were contacted by six enumerators based in Somalia. Prior to the survey, a bulk message was sent to the selected beneficiaries to inform them about the survey from the regular Food and Agriculture Organization of the United Nations (FAO) messaging system. A one-day training was also held for the enumerators to go over the questionnaire and to introduce them to the relevant FAO projects and the evaluation. The enumerators were asked to ensure that the person registered in the FAO database is the one being interviewed. Other key protocols were also listed in the questionnaire, such as, each number in the list should at least be tried twice at two different times before moving on to the second list. Further, to ensure that the respondents were involved in the two projects and match the details in the database, additional screening questions were added. Figure 1 maps the respondents across assistance packages. With regards to gender, 36 percent of the respondents were men.
4. The survey questions were around five main areas, beneficiary targeting, overall results, challenges in receiving assistance, other assistance received, and communication. The sections below include key analyses for each area.

Figure 1. Distribution of respondents by FAO assistance packages

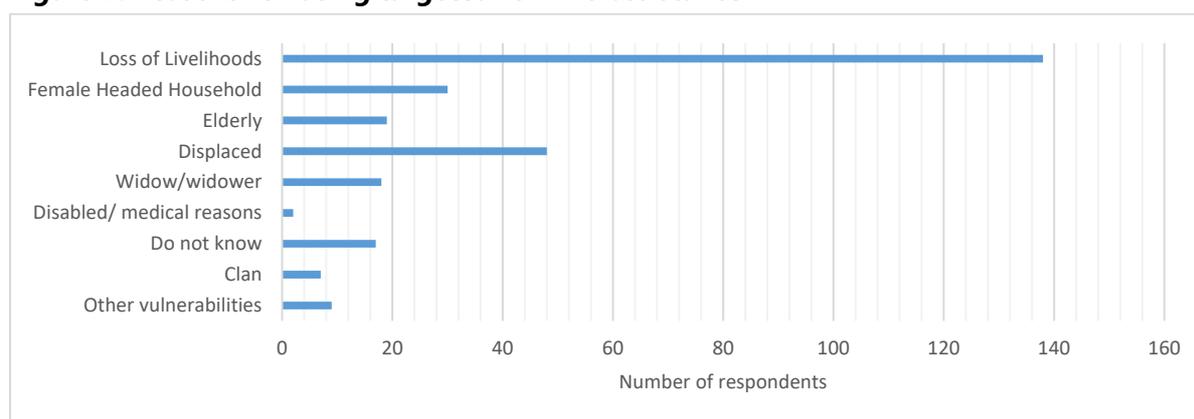


Source: Elaborated by the evaluation team.

Beneficiary targeting

- On targeting, nearly all beneficiaries were aware of why they were targeted with nearly 70 percent stating loss of livelihoods as the main reason for receiving FAO assistance. Around 25 percent had recently been displaced and others citing vulnerabilities such as being disabled or elderly. Only a small proportion (around 4 percent) stated 'clan' dynamics as an important factor, and about 5 percent did not know why they were targeted.
- The survey also asked beneficiaries if they considered the targeting process to be transparent, fair, capturing the most vulnerable, and inclusive. Nearly all beneficiaries considered the process to be fair and transparent (around 97 percent), and slightly lesser proportion of the beneficiaries considered it to be capturing the most vulnerable and inclusive (around 95 percent). However, non-beneficiaries could not be included in the survey.

Figure 2. Reasons for being targeted for FAO assistance



Source: Elaborated by the evaluation team.

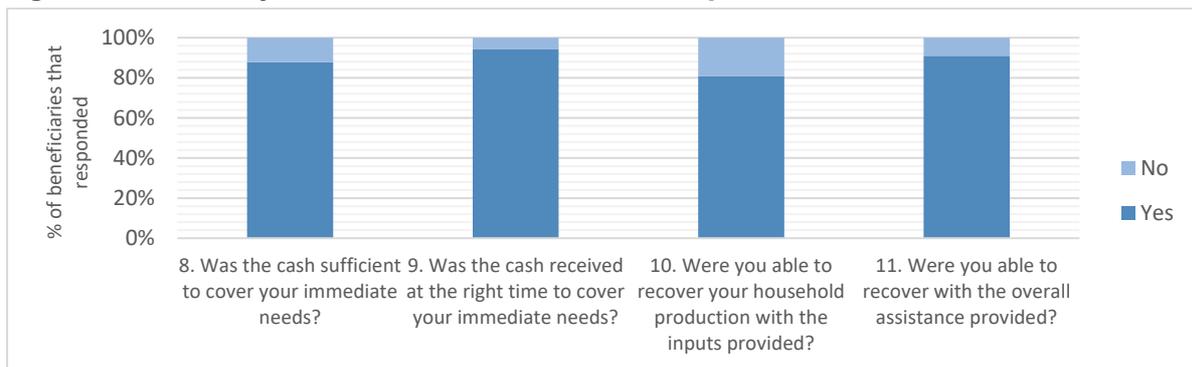
Overall results

- Nearly all respondents agreed (around 95 percent) that the cash was received timely to cover their immediate needs. Slightly less (around 89 percent) agreed that the cash was

sufficient to cover immediate needs. A similar percentage agreed that they were able to recover with the overall assistance provided.

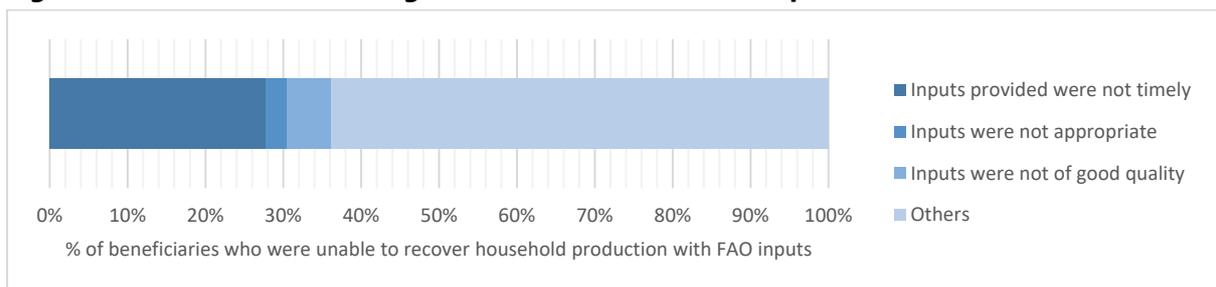
8. However, only 80 percent agreed that they were able to recover household production with the inputs provided. For the 20 percent that did not agree, around 27 percent of those said that the inputs were not timely, and a few mentioned that they were not appropriate or of good quality. Around 62 percent referred to other factors (Figure 4).

Figure 3. Sufficiency and timeliness of the assistance provided



Source: Elaborated by the evaluation team.

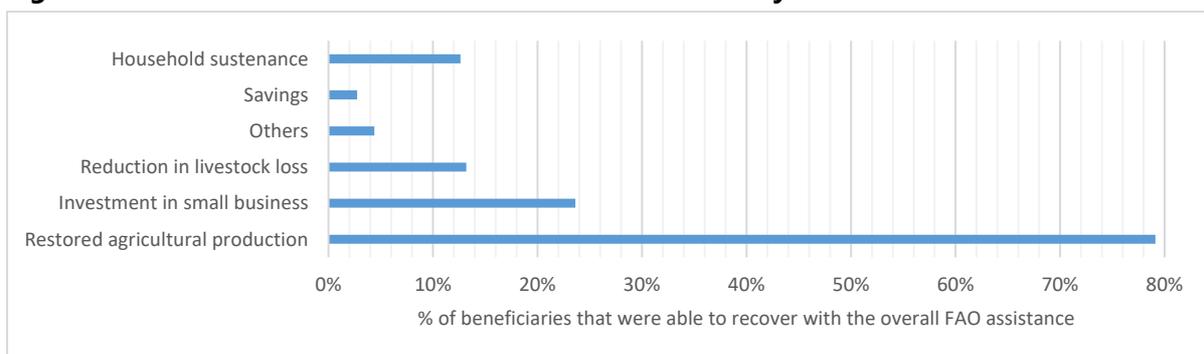
Figure 4. Reasons for not being able to recover with FAO inputs



Source: Elaborated by the evaluation team.

9. Of the respondents that were able to recover with the FAO assistance provided. The reasons in Figure 5 lists how the assistance helped them. For nearly 80 percent respondents it helped in restoring their agricultural production. This is the most common reason, since most of the respondents were farmers that were targeted by Cash+ agriculture. Other key reasons stated were investment in small business, household sustenance, reduction in livestock loss and increased savings.

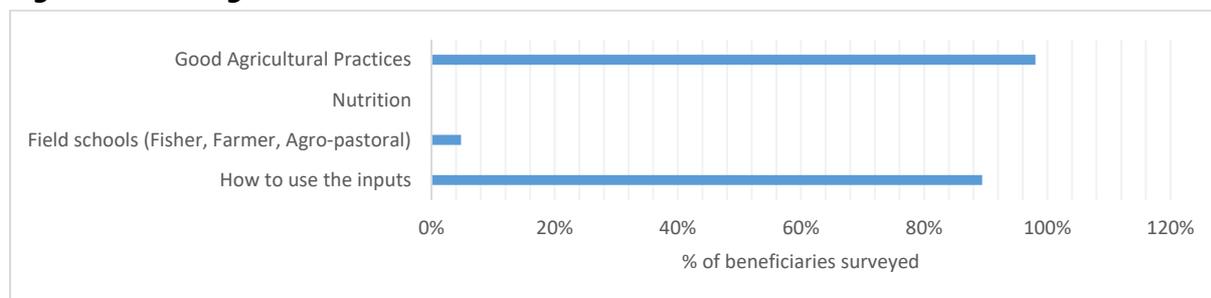
Figure 5. Reasons for how FAO assistance enabled recovery



Source: Elaborated by the evaluation team.

10. Another component of assistance provided were various trainings or guidance. Around 47 percent respondents did not receive any trainings. Of those that received trainings, nearly all were on good agricultural practices or on how to use the inputs provided. Around five respondents participated in the field schools and no one mentioned nutrition trainings.

Figure 6. Trainings received from FAO



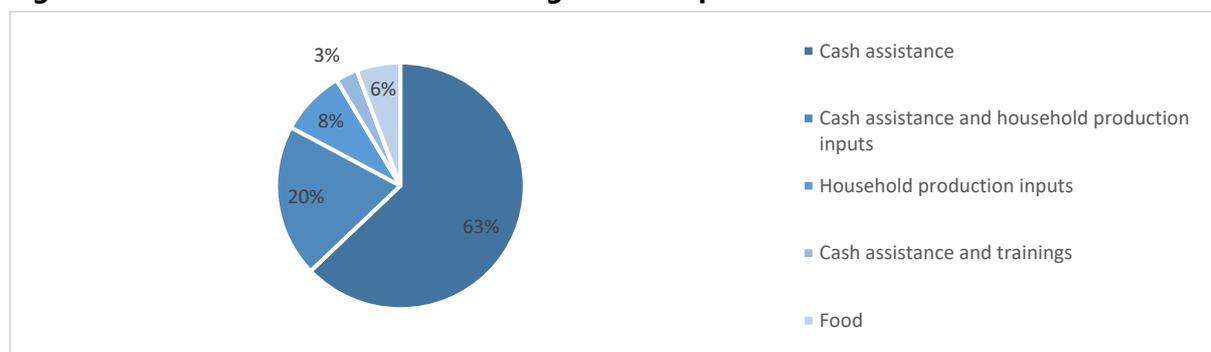
Source: Elaborated by the evaluation team.

11. Overall, even though nearly all respondents were satisfied with FAO support, six faced challenges in receiving it. Four had to pay someone to receive assistance, one had issues in accessing the input distribution site, and one mentioned delayed distribution.

Other assistance received

12. Around 18 percent of respondents received similar assistance from other organizations during the same period. Figure 7 lists the kind of assistance received by them. Cash assistance featured most prominently.

Figure 7. Other assistance received during the same period

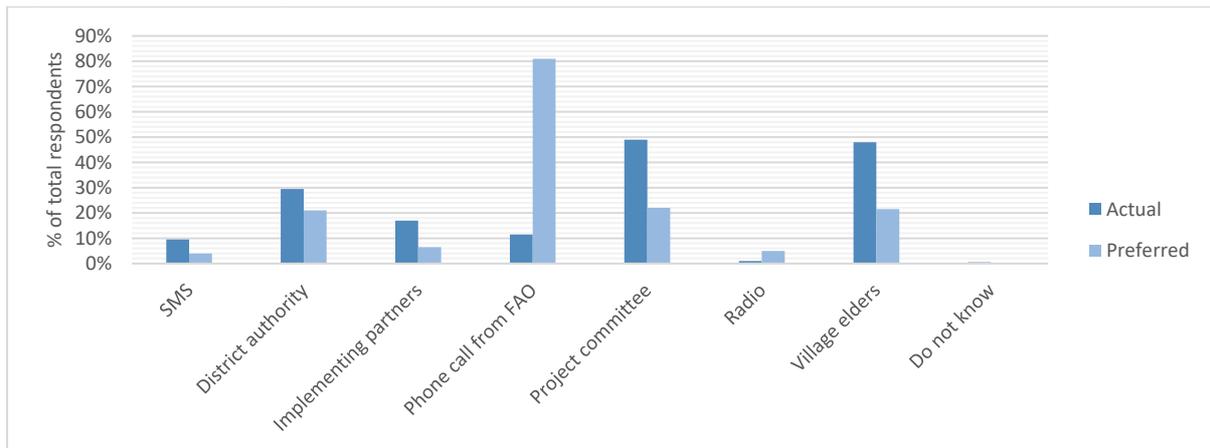


Source: Elaborated by the evaluation team.

Communication

13. A final set of questions in the survey asked respondents about ways they communicated with FAO and their preferences. Questions 2 and 3 in the survey asked about the actual and preferred means of communication. Figure 8 provides details on both. Overall, respondents preferred being contacted directly by FAO rather than through the village project committees or the village elders.

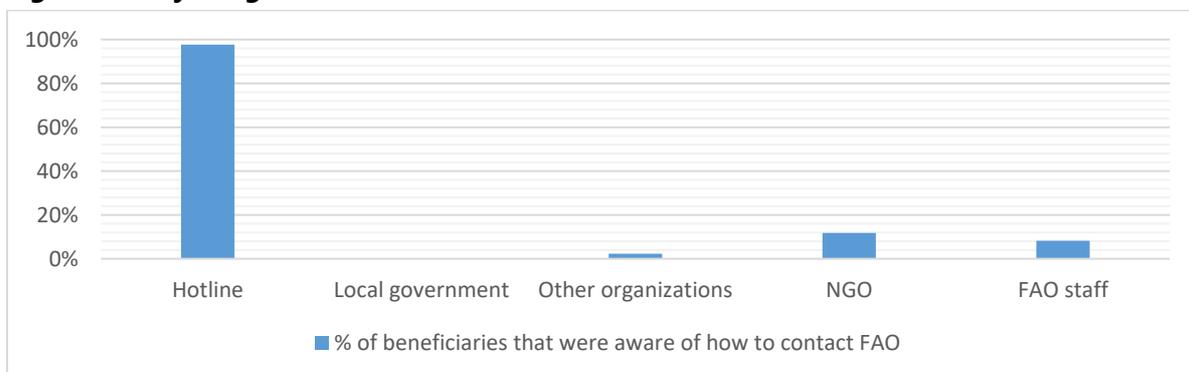
Figure 8. Actual and preferred means of communication



Source: Elaborated by the evaluation team.

14. FAO also uses radio to spread awareness about its project activities, but only 11 percent of the beneficiaries confirmed that they received messaging through the radio. These included beneficiaries from the different project components. The messaging received by them was on project details, good agricultural practices, how to use tools/inputs provided by FAO, and awareness on livestock vaccinations and locusts.
15. On getting in touch with FAO, 43 percent of the beneficiaries were aware of how to get in touch with FAO. Nearly all of the 43 percent referred to the hotline for reaching out to FAO. Other means listed were through the implementing partners, FAO personnel, and other organizations.

Figure 9. Ways to get in touch with FAO

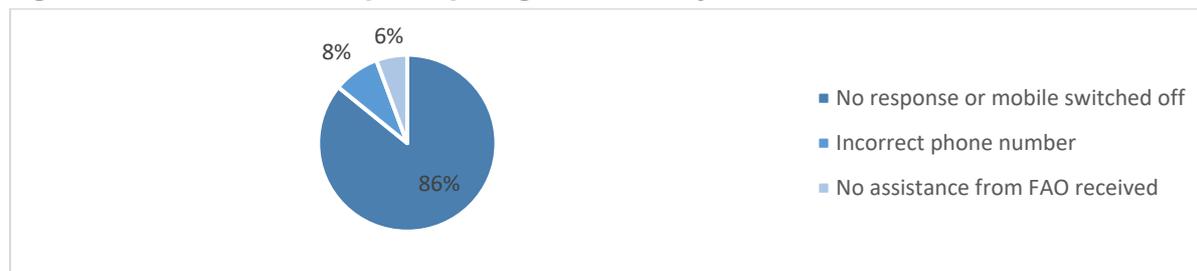


Source: Elaborated by the evaluation team.

Analysis of the no responses

16. Further, to select 200 beneficiary households for the survey multiple lists were prepared to compensate for those that either were not reachable or refused to respond. 342 beneficiary households were contacted to reach the sample size of 200. Details on the reasons for no response were captured through the enumerator tracking sheets. Figure 10 summarizes the main reasons with around 6 percent (eight beneficiaries), stating that they did not receive any assistance from FAO.

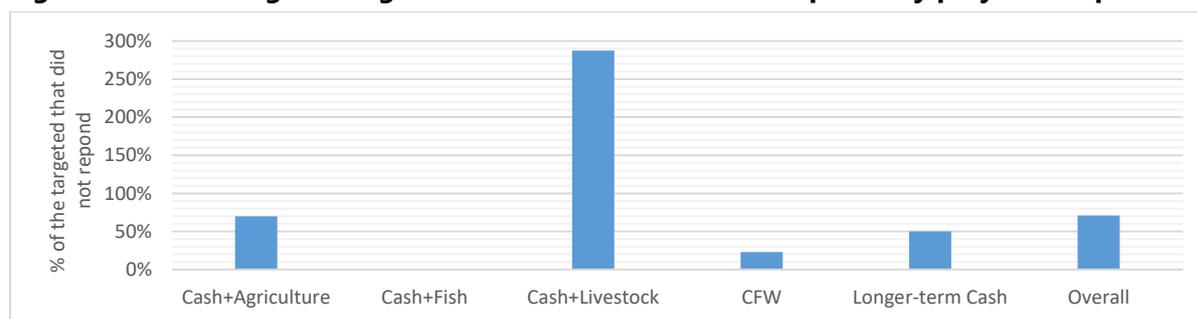
Figure 10. Reasons for not participating in the survey



Source: Elaborated by the evaluation team.

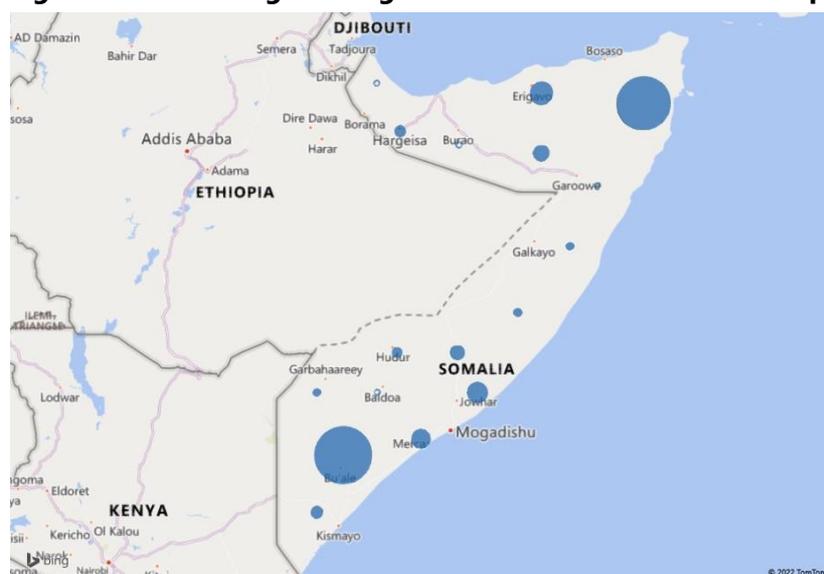
17. Figure 11 provides the reasons for replacing beneficiaries for the survey by each project component. The highest percentage was captured for cash+ livestock beneficiaries, probably because these were mostly pastoral or agropastoral and would move, however, their mobile phones should still have been working. With regards to gender, around 68 percent of the initially targeted female beneficiaries did not respond, and number was 76 percent for the male beneficiaries. Figure 12 shows the distribution by region. The highest no responses were in Puntland, which also overlaps with the Cash+ livestock beneficiaries. The other region with low response rates was in the conflict prone zones of the south around Mogadishu.

Figure 11. Percentage of target beneficiaries that did not respond by project component



Source: Elaborated by the evaluation team.

Figure 12. Percentage of target beneficiaries that did not respond by region



Source: TomTom. 2022. *Map of Somalia*. Map conforms to UN. 2011. *Map of Somalia*. <https://www.un.org/geospatial/content/somalia>

Appendix 1. Survey Instrument

Introduction to respondent

My name is _____ and we are conducting a short survey on behalf of the Food and Agriculture Organization of the United Nations (FAO) on its assistance projects.

We have been informed that you have received assistance from FAO between 2019 and 2021. We would like to request a few minutes of your time to ask some questions to understand your experience with receiving the assistance. This will help improve FAO's work in the future. The purpose of this discussion is to understand your views on the assistance provided by FAO between 2019 and 2021, and is not a needs assessment.

The assessment is managed by an independent office, and all information shared by you will be treated confidentially. Your participation is voluntary and there is no obligation to answer all the questions if you do not want to.

The survey should take around 10-15 minutes.

Would you be okay to proceed with the survey?

(If yes, proceed to Section 3; If no, record the justification and end survey)

Protocols to be followed during the interview

1. Each participant should be treated with respect, politeness, and honour during the survey
2. Only the person on the list should be interviewed
3. In case the beneficiary is unavailable, her/his availability should be asked for to answer the survey at a later time. The person should be tried twice to be reached, after which the name should be marked 'unavailable'. The tracking should systematically be done on the excel sheet provided.
4. Each surveyor should be familiar with the different FAO packages and should be able to explain the different packages to the beneficiaries, if needed (Cash+ Agriculture, Cash+ Livestock etc.)
5. The drop-down menu options are **not** to be read to the respondent (except in question 7), instead are only there to guide the recording of the responses

Questionnaire

1. What assistance package did you receive from FAO between 2019 and 2021?
(select all that apply, and add details if 'Other')
 - a. Cash+ agriculture
 - b. Cash+ fish
 - c. Cash+ livestock
 - d. Farmer field schools
 - e. Cash for work
 - f. Long term cash assistance
 - g. Vaccination

- h. Other
- 2. How do you receive information from FAO on the project?
(select all that apply, and add details if 'Other')
 - a. SMS
 - b. Phone call from FAO
 - c. Radio
 - d. District authority
 - e. Project committee
 - f. Village elders
 - g. Implementing partners
 - h. Other
- 3. Which method of communication do you prefer?
(select all that apply, and add details if 'Other')
 - a. SMS
 - b. Phone call from FAO
 - c. Radio
 - d. District authority
 - e. Project committee
 - f. Village elders
 - g. Implementing partners
 - h. Other
- 4. Did you receive messaging from FAO through the radio?
(Yes/No – if yes, what subject was the messaging on?)
- 5. Are you aware of how to get in touch with FAO?
(Yes/No, if yes, how?; select all that apply, and add details if 'Other')
 - a. Hotline
 - b. NGO
 - c. FAO staff
 - d. Local government
 - e. Other organizations
 - f. Any other
- 6. What were the reasons for you to be targeted?
(select all that apply, and add details if 'Other')
 - a. Disabled/ medical reasons
 - b. Elderly
 - c. Female Headed Household
 - d. Loss of Livelihoods
 - e. Displaced
 - f. Widow/widower
 - g. Clan
 - h. Don't know
 - i. Other
- 7. Was the targeting process:
(all options to be read out to the respondent)
 - a. Inclusive of all groups (yes/no)
 - b. Transparent (yes/no)
 - c. Captured the most vulnerable (yes/no)
 - d. Fair (yes/no)
 - e. Influenced by special interests (yes/no)

8. Was the cash sufficient to cover your **immediate** needs?
(Yes/No/Not applicable; choose NA only if they haven't received any cash from FAO)
9. Was the cash received at the right time to cover your **immediate** needs?
(Yes/No/ Not applicable; choose NA only if they haven't received any cash from FAO)
10. Were you able to recover your household production with the **inputs** provided?
(Yes/No; If no, why?; select all that apply, and add details if 'Other')
 - a. Inputs provided were not timely
 - b. Inputs were not appropriate
 - c. Inputs were not of good quality
 - d. Others
11. Were you able to recover with the overall assistance provided?
(Yes/No, how?; select all that apply, and add details if 'Other')
 - a. Restored agricultural production
 - b. Reduction in livestock loss
 - c. Investment in small business
 - d. Savings
 - e. Others
12. Did you face any challenges getting or using the assistance?
(Yes/No, If yes, what were they?; select all that apply, and add details if 'Other')
 - a. Had to pay someone to receive assistance
 - b. Access to input distribution sites
 - c. Lack of access to a mobile phone/sim card
 - d. Lack of access to land
 - e. Lack of access to livestock
 - f. Lack of access to fishing
 - g. Lack of access to fish
 - h. Unable to work on cash for work sites
 - i. Any other
13. Were you overall satisfied with the assistance that you received from FAO?
(Yes/No, If No, please describe why?)
14. Did you receive assistance from any other organization between 2019 and 2021?
(Yes/No, if Yes, please select what was received from other organizations; select all that apply, and add details if 'Other')
 - a. Cash assistance
 - b. Household production inputs
 - c. Trainings
 - d. Other
15. What trainings did you receive from FAO/implementing partner?
(select all that apply, and add details if 'Other')
 - a. How to use the inputs
 - b. Nutrition
 - c. Good Agricultural Practices
 - d. Field schools (Fisher, Farmer, Agro-pastoral)
 - e. Other technical trainings

Appendix 2. Sample distribution

For male beneficiaries

Region	Cash+ Ag	CFW	CFW (LTCL)	Cash+ fish	Cash+ livestock	Total
Awdal						
Bakool	4					4
Bari				1		1
Bay	14					14
Galguduud		2				2
Gedo	3					3
Hiiraan	10	1				11
Jubbada Dhexe	1					1
Jubbada Hoose	3					3
Mudug		3		1	1	5
Nugaal						
Sanaag		1			1	2
Shabeellaha Dhexe	4					4
Shabeellaha Hoose	11					11
Sool		1				1
Togdheer		1				1
Woqooyi Galbeed	4	2			1	7
Grand Total	54	11	0	2	3	70

For female beneficiaries

Region	Cash+ Ag	CFW	CFW (LTCL)	Cash+ fish	Cash+ livestock	Total
Awdal						
Bakool	6					6
Bari	1	1		1		3
Bay	33		1			34
Galguduud		2			1	3
Gedo	3					3
Hiiraan	16	1				17
Jubbada Dhexe	2					2
Jubbada Hoose	5					5
Mudug		4		1	2	7
Nugaal						
Sanaag		2			2	4
Shabeellaha Dhexe	7					7
Shabeellaha Hoose	27					27
Sool		1	1			2
Togdheer		2				2
Woqooyi Galbeed	6	2				8
Grand Total	106	15	2	2	5	130

Office of Evaluation
E-mail: evaluation@fao.org
Web address: www.fao.org/evaluation

Food and Agriculture Organization of the United Nations
Rome, Italy



Some rights reserved. This work is available under a CC BY-NC-SA 3.0 IGO licence.