

Lean Data Assessment of Targeted Populations on Drought & Anticipatory Action

Ethiopia



Project Context

UN OCHA facilitates collective Anticipatory Action to predictable humanitarian crises. This innovative approach has the potential to lead to faster, more efficient, and more dignified responses. Between May – October 2021, the UN OCHA provided such anticipatory assistance (AA) to help populations in Ethiopia cope with ongoing droughts.

As part of the piloting phase, the learning framework brings together:

1. Documentation on the pilot setup
2. Monitoring and evaluation about the implementing partners' activities
3. Independent impact measurement carried out by 60 Decibels

60 Decibels focused on listening to recipients' experience and measuring the impact of anticipatory assistance through phone surveys with 1,030 recipients between June 2022 – February 2023. 60 Decibels trained in-country research assistants used proprietary and standardized survey tools to conduct the surveys.

Ethiopia Drought Context 2020-2022

Between October 2020 and December 2022, eastern and southern Ethiopia faced **five consecutive below-average rainy seasons**, leading to exceptionally persistent multi-year drought conditions. The March-April-May season in 2022 was the driest in 70 years.

2020			2021						2022						2023													
O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F

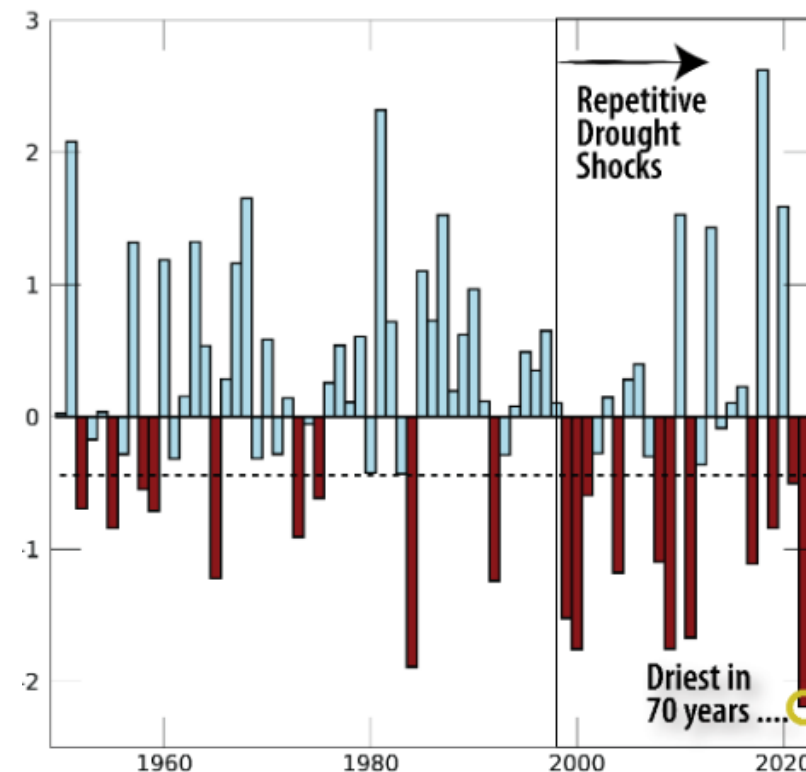
CERF AA allocation triggered
(forecast of poor MAM 2021)

CERF project implementation

Interviews with recipients

Below-average rainy season

Chart: Rainfall trends over 100 years
 Source: CHIRPS data set, University of Santa Barbara, as found in “Unprecedented drought brings threat of starvation to millions in Ethiopia, Kenya, and Somalia” (9 June 2022)
<https://fews.net/sites/default/files/Joint%20Statement%20Horn%20of%20Africa%209%20June%202022.pdf> Accessed 24 July 2023



Overview of AA Ethiopia Allocation (2021)

Sector	Agency	Activities
Food Security and Livelihoods	FAO	<ul style="list-style-type: none"> Parasite treatment Feed for animals Seeds for farmers Cash
Nutrition	UNICEF	<ul style="list-style-type: none"> Malnutrition screening Health worker training Counselling on nutrition best practices
WASH	UNICEF	<ul style="list-style-type: none"> Water system rehabilitation Distribution of items for better hygiene Awareness raising on hygiene practices
Health	WHO	<ul style="list-style-type: none"> Training and deployment of Rapid Response Teams
Protection	UNFPA, UNICEF UNHCR	<ul style="list-style-type: none"> Training of cluster and partner staff Joint monitoring of protection mainstreaming
	UNFPA	<ul style="list-style-type: none"> Establishment of GBV referral pathways Training on GBV risk mitigation and referral Distribution of dignity kits to women and girls Awareness raising on GBV and SEA prevention
	UNICEF	<ul style="list-style-type: none"> Training on child protection, referral pathways and reporting mechanisms Awareness raising on child protection in communities Radio sessions on child protection
Education	UNICEF	<ul style="list-style-type: none"> Cash grants or vouchers for families with school-aged children Water tanks and water point repair for schools

Note: Highlighted rows indicate the 3 agencies that participated in the 60 Decibels assessment. For details on the AA activities, please see the [Appendix](#).

Recap of Research Goals

Understanding the benefit and impact of AA on targeted populations in Ethiopia and identifying opportunities to improve recipients' experience.

This exercise will help OCHA and the UN agencies hear directly from recipients and improve the efficacy of existing and future assistance efforts.

Research Goals

- Did the AA approach provide a viable approach for getting ahead of the projected peak impact of drought?
- What benefits did the target population experience in terms of survival and / or improvements in wellbeing because of AA?
- Did recipients report satisfaction with the quality and type of assistance provided, or is there room for improvement?
- How do recipients view AA several months after having received it, in the context of a protracted crisis and in anticipation of another failed rainy season?
- What lessons can be applied to the next tranche of assistance that recipients may receive going forward?

About the Data

The respondents we spoke with received assistance from either FAO, UNFPA or UNICEF. Due to various reasons, it was not possible to include recipients from all CERF-funded projects in this study.

The interviews were conducted in Afari, Amharic, and Somali languages with the recipients of anticipatory assistance. With an average response rate of 63%, we believe these results to be representative of the recipient base.

Across the collected data, we checked for trends by segments including additional assistance received, the extent of drought impact, and relocation, and have called them out in the report wherever we found significant differences. Trends by recovery from drought are not included given the low sample size of recipients who have recovered.

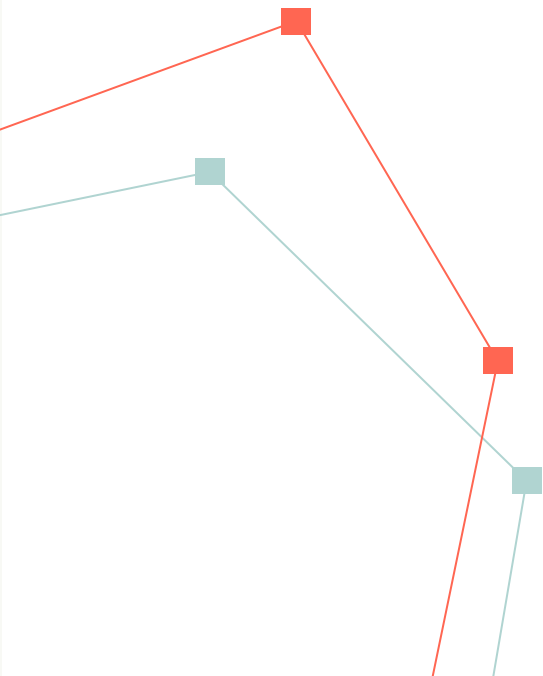
*Note: We weighted the results based on the overall population of recipients the agencies cater to. FAO, for instance, targeted a larger number of recipients through its activity compared to the other agencies. Hence, when interpreting the impact of the overall AA activities, it should have a higher weight compared to others.

About The Recipients We Spoke With

	● FAO	● UNFPA	● UNICEF
Sector	Food security	Protection	Education
CERF-funded assistance	Seeds, tools, animal feed, medicines, and cash	Dignity kits	Cash
Sample Size	400	220	410
Gender (% female)	35%	56%	73%
Average Age	41	39	43
Data Collection Months	June–November 2022	June–November 2022	Nov 2022 – February 2023
Response Rate	66%	68%	59%
Weight assigned in overall calculations*	52%	21%	28%

Methodology

Although we are confident in the quality and significance of the results shared in this presentation, there are a few limitations to consider.



As you read through the report, please bear in mind the following limitations due to the nature of the study.

- **Recall and Sensitivity**

Responses to certain questions such as monetary amounts (e.g., cash received) may be impacted by factors such as recall and sensitivity concerns, particularly in unstable environments. While the 60dB research assistants do everything they can to make respondents comfortable, they may hesitate to share this information or simply not remember. The dates in which this study took place could have an impact on the results we found.

- **Self-Reported Information**

Like most surveys, results are based on self-reported information. The 60dB Lean Data methodology did not include a control or comparison group. We adopt several measures to achieve objectivity; however, this should not be considered a substitute for randomized evaluations.

Welcome To Your 60dB Results

We enjoyed hearing from 1,030 recipients who received anticipatory assistance from UN agencies – they had a lot to say!

Contents

Headlines

09 / Top Insights

11 / Performance Snapshot

Detailed Results

18 / Deep Dive Into Key Questions

Appendix

47 / Recipient Profile

51 / Agency Performance Snapshots

54 / Summary of Data Collected

Top Insights: Current Situation

1 The drought has been felt severely by most recipients with many making the difficult decision to relocate and find alternative livelihood opportunities.

Almost 9 in 10 recipients felt the drought situation between May - October 2021 to be 'extreme' and 5 in 10 had to relocate from their initial place of residence because of the drought.

Recipients have also experienced the impact of the drought on their income sources. Prior to May 2021, recipients' top income source was livestock or pastoralism. While this is the top source of income both prior to and after May 2021, the percentage of those reporting this as their main source of income has dropped significantly from 75% to 50%. At the time of the interview*, more recipients are reliant on aid and manual labor for income.

See pages [21](#), [22](#), [27](#)

2 Despite over half of all recipients receiving additional assistance from other sources, few report having recovered from the drought.

The reported impact of the drought in Ethiopia is much worse compared to what we have seen in Somalia. 94% recipients experienced at least one bad month in 2021 where their household struggled to meet basic needs. February, March, and April of 2021 emerged as the worst months for a large proportion. This coincides with the lean season in these regions of Ethiopia. In 2021, the lean season was particularly bad because the preceding rainy season between October and December 2020 was already below average.

Recipients tried to cope with the difficult period by seeking additional assistance from friends, family, and their community. 58% of recipients say they received assistance from these other sources and the majority of them received this support in January - April of 2021.

This indicates that recipients received some form of assistance for the first two quarters of 2021. At the time of the interview*, 90% of recipients were yet to recover from the drought. Those with additional assistance are less likely to have recovered indicating that recipients further away from recovery may be actively seeking more aid from others. This is unsurprising given that South-Eastern Ethiopia experienced six consecutive below-average rainy seasons between October 2020 and June 2023

See pages [22](#), [23](#), [28](#), [35](#)

* Recipients were interviewed between July 2022- February 2023.

Top Insights: Experience and Impact

3 Recipients are relatively happy with the timeliness of assistance they received but there is scope for improvement.

44% recipients mention they received the assistance at the right time, allowing them to prepare and cope with the drought. 52% said the aid came late and they would like for the assistance to come earlier. FAO recipients are significantly more likely to say that the aid came at the right time compared to others.

The recipients who said the aid arrived late would like to have received the assistance in February, March and May. This is in line with the recipients most difficult months (Feb-April 2021). Anticipatory aid would thus have to be delivered ahead of this peak time for recipients. Looking at the adequacy, half of all recipients say that the assistance met at least some of their additional needs. UNICEF recipients are more likely to say the assistance met their additional needs compared to others.

Having experienced consecutive below-average rainy seasons, recipients are likely channelling their received aid towards coping with the previous shock rather than safeguarding themselves against the next one. This not only makes it difficult to time aid and but also provide assistance that goes beyond meeting the basic needs.

See pages [46](#), [47](#), [49](#)

4 There is room to improve recipient satisfaction and deepen impact across all agencies.

The Net Promoter Score® - a common gauge of satisfaction 9. This is lower than the NPS for Somalia which was 55. This may be a result of recipients in Ethiopia being more negatively affected compared to other geographies. UNICEF has a higher NPS compared to other agencies indicating a higher level of recipient satisfaction with the aid.

The NPS for recipients who said they received the aid at the right time (20) is significantly higher than for those who said they received it late (-28).

61% of recipients report an improvement in overall quality of life with 8% reporting significant improvements.

See pages [42](#), [44](#), [45](#), [52](#)

Performance Snapshot: Overview

Despite the considerable drought impacts, recipients report benefits from the AA assistance including greater ability to afford food and household bills.

<p>Impact of Drought</p> <p>86%</p> <p>report extreme impact of the drought</p> <p>Somalia: 78%</p>	<p>Impact on Quality of Life</p> <p>61%</p> <p>report quality of life improved due to the assistance</p> <p>Somalia: 79%</p>	<p>What Impact*</p> <ul style="list-style-type: none"> • 39% mention improved ability to afford food • 15% report being able to afford inputs to sustain their livelihood • 14% talk about improved ability to afford bills 	<p>Recovery from Drought</p> <p>10%</p> <p>report having recovered from the drought</p> <p>Somalia: 61%</p>	<p>Comparison to Other Geographies</p> <p>Somalia Data: 1,444 recipient phone interviews were conducted in February- August 2022 to understand the impact of anticipatory assistance provided to help recipients cope with the drought in Somalia.</p> <p>We have mentioned the results for the relevant metrics that overlap across both countries. These comparisons have been drawn to understand the experience and impact of anticipatory assistance on populations affected by drought in different geographies.</p> <p>Agency-wise performance snapshots can be found in the Appendix.</p>
<p>Net Promoter Score®</p> <p>9</p> <p>on a -100 to 100 scale for recipient satisfaction and loyalty</p> <p>Somalia: 55</p>	<p>Challenges</p> <p>2%</p> <p>report experiencing challenges in receiving assistance</p> <p>Somalia: 3%</p>	<p>Financial Situation</p> <p>8%</p> <p>report financial situation improved since the preceding year (2021)</p> <p>Somalia: 62%</p>	<p>Timely Assistance</p> <p>44%</p> <p>report the assistance came at the right time</p> <p>Somalia: 91%</p>	

*Top outcomes mentioned by those who said quality of life improved

- 
- What Assistance do the Recipients Recall Receiving?
 - Types of assistance received from agencies
 - Additional assistance received from other sources
 - What Has Been The Impact of Drought?
 - Extent of the drought impact
 - Impact on well-being and livelihood
 - Recovery from drought
 - Relocation & coping methods
 - Impact on financial situation
 - What Is The Impact of Anticipatory Assistance?
 - Impact on quality of life
 - Top outcomes experienced
 - What Has Been Recipients Experience With The Assistance?
 - Net Promoter Score & drivers
 - Timeliness of assistance
 - Adequacy of assistance
 - Challenges & suggestions for improvement

“My household benefited greatly from the support as we got a supply of wheat and money for months continuously, which covered our food consumption and even helped us take better care of our children by feeding them three times a day regularly.”

- Male, 40, FAO

Assistance Received (1/2)

Three-quarters of recipients report receiving cash assistance. Over half of the recipients recall the time at which they received aid, and it was primarily between May and August of 2021.

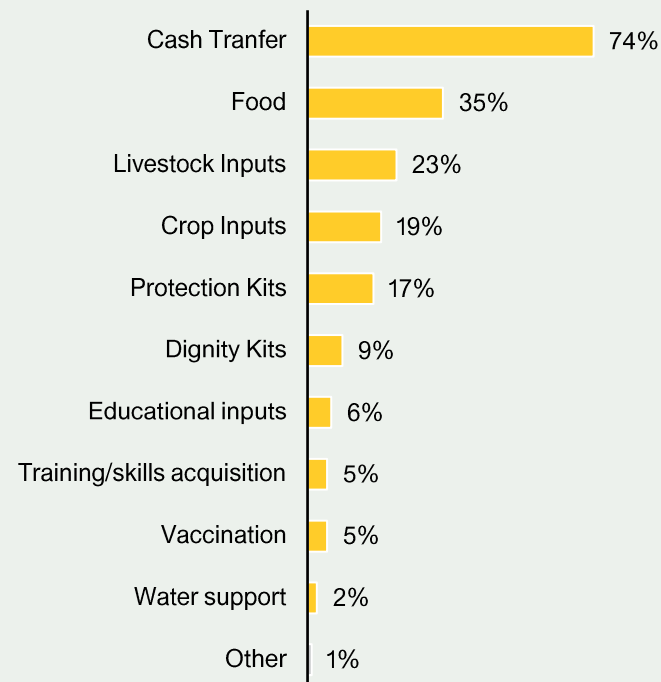
Top two reported types of assistance by agency:

- FAO: Cash transfer (91%); Livestock inputs (41%)
- UNFPA: Protection kits (65%); dignity kits (39%)
- UNICEF: Cash transfer (80%); Food (46%)

Note: Protection kits include items like whistles, lights, etc while dignity kits include menstrual and feminine hygiene products.

Type of Assistance Received as Reported by Recipients*

Q: What did the assistance entail? (n = 1,030)



When Recipients Received Assistance

Q: Can you remember roughly when you received this assistance? (n = 1,030). Multi-select.

55% Can Recall

Of the 572 who remember...

12% January – April, 2021

87% May – August, 2021

57% September – December, 2021

5% January - February, 2022

*Please note that this is recipients' self-reported data based on recall, and therefore this may not match with agencies' MIS data.

Additional Assistance From Other Sources

58% of recipients received assistance from other sources, mainly food and cash loans.

Over a third of recipients report receiving cash assistance from other sources. On average, they received 4993 Birr (\$91) as assistance. No statistically significant differences exist by agency.

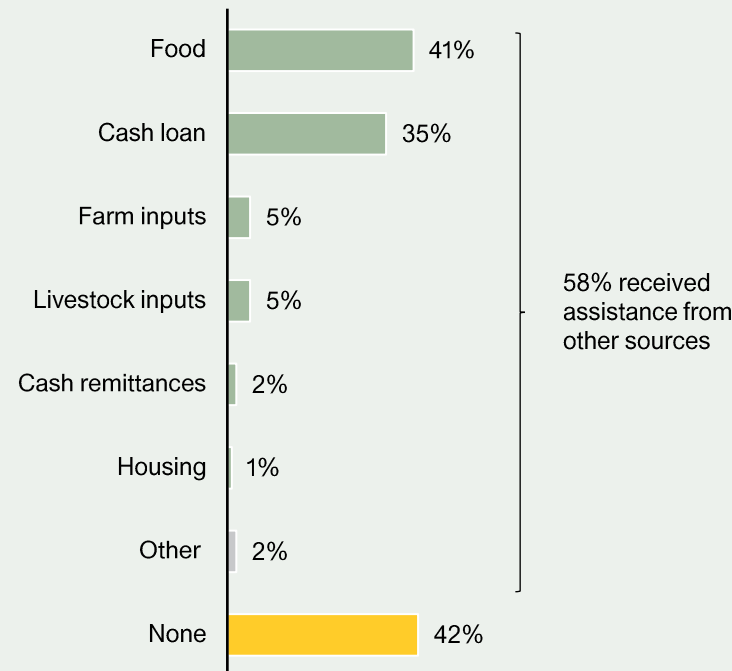
Women are significantly less likely to have other sources of assistance compared to men (50% vs. 67%).

UNICEF (66%) recipients are most likely to have other sources of assistance compared to UNFPA (57%) and FAO (55%) recipients.

Note: Information on recipient demographics and profile can be found in the [Appendix](#).

Other Sources of Assistance

Q: Can you describe any assistance (including loans) you received from other sources such as friends, neighbors or relatives? (n = 1,030). Multi-select.



When Recipients Received Other Assistance

Q: Can you remember roughly when you received this assistance? (n = 600). Multi-select.

73% Can Recall

Of the 435 who remember...

73% January – April, 2021

41% May – August, 2021

23% September – December, 2021

- 
- What Assistance do the Recipients Recall Receiving?
 - Types of assistance received from agencies
 - Additional assistance received from other sources
 - What Has Been The Impact of Drought?
 - Extent of the drought impact
 - Impact on well-being and livelihood
 - Recovery from drought
 - Relocation & coping methods
 - Impact on financial situation
 - What Is The Impact of Anticipatory Assistance?
 - Impact on quality of life
 - Top outcomes experienced
 - What Has Been Recipients Experience With The Assistance?
 - Net Promoter Score & drivers
 - Timeliness of assistance
 - Adequacy of assistance
 - Challenges & suggestions for improvement

“The aid enabled us to buy food from the local market using the cash provided. We were also able to get shelter as we had relocated from our home due to drought.”

- Female, 59, UNICEF

Impact of Drought

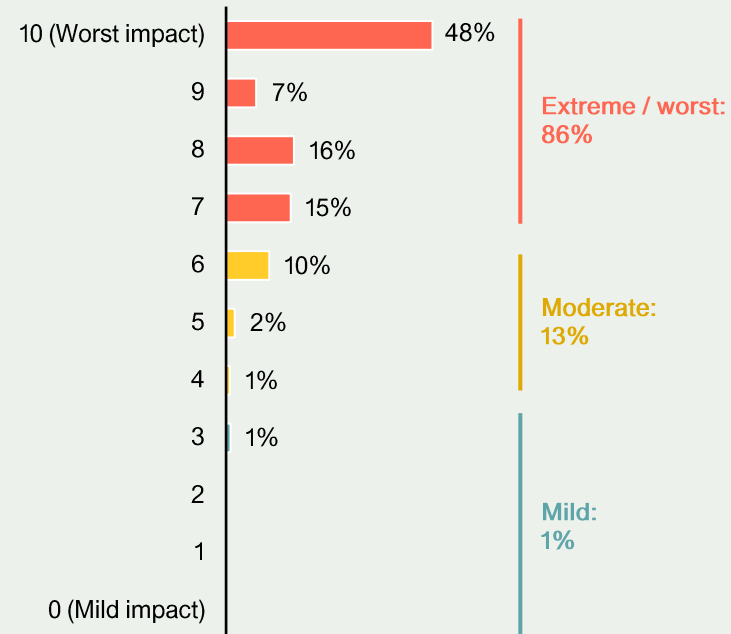
We asked recipients to compare their previous drought experiences to the one between May to October of 2021.

FAO recipients are more likely to report that the drought that affected them between May and October of 2021 was extremely worse than their past experiences.

Almost 9 in 10 recipients consider the drought between May and October 2021 to be the worst drought they have experienced compared to prior droughts.

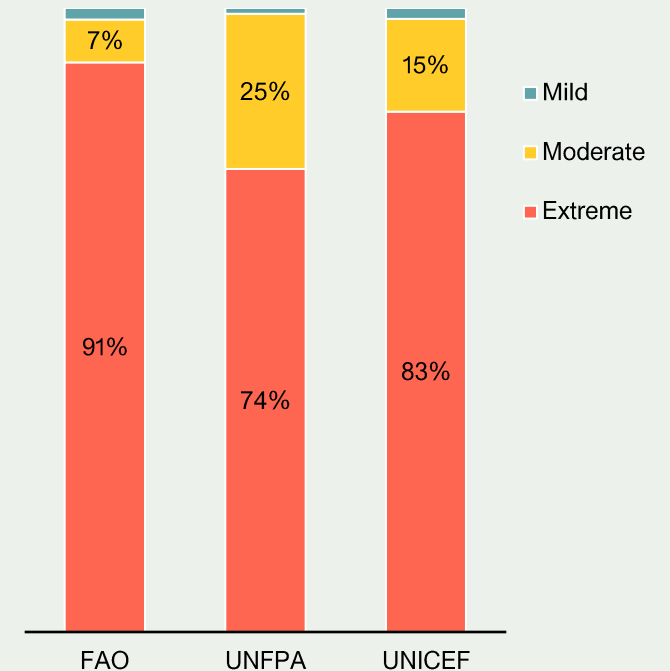
Impact of Drought

Q: On a scale of 0-10, when compared to prior droughts in the past ten years how bad a drought was the period between May and October 2021? 0 means you would consider it to be extremely mild, and 10 means you consider it to be the worst drought you have experienced. (n = 1,030)



Impact of Drought by Agency

(FAO = 400, UNICEF = 410, UNFPA = 220)



Most Difficult Drought Period

We classified 'bad months' as months where households struggled to meet all their needs (financial, food, etc.).

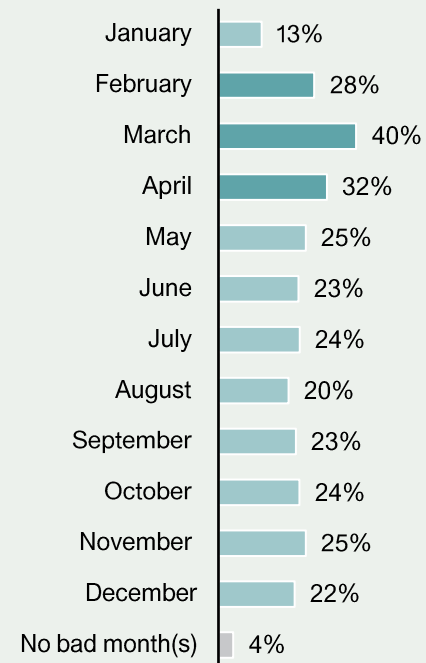
96% of recipients faced at least one bad month last year. March is most reported as being a difficult month for respondents.

For any given month, at least 20% of recipients describe it as a 'bad month'. This may make it difficult to perfectly identify the right time for anticipatory aid, especially in the context of a multi-year drought crisis.

Recipients describe February, March, and April as their worst months in 2021.

Bad Months in 2021

Q: In 2021, which months would you describe as your bad months? (n = 1,030). Multi-select



Impact on Wellbeing and Livelihood (1/2)

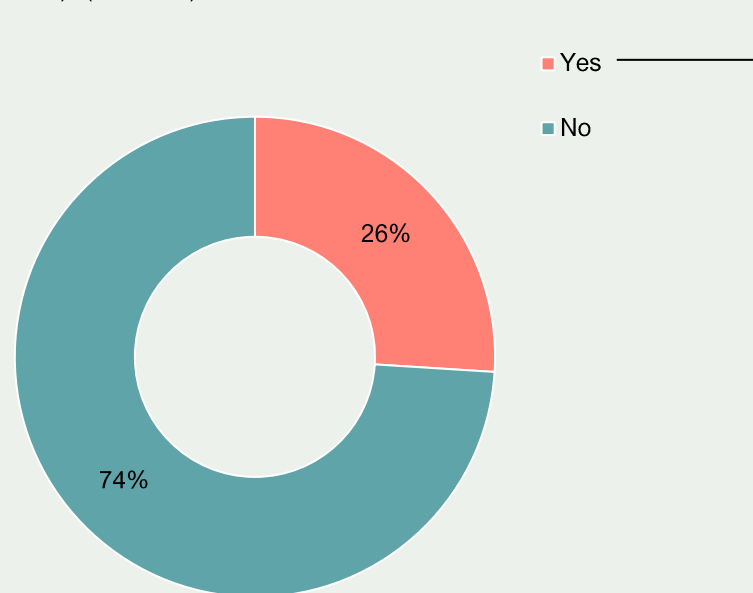
A quarter of the recipients were forced to make significant decisions related to their family’s well-being due to the drought. March, May, and June were the most popular months when these decisions were made.

UNFPA (36%) recipients are more likely to have made significant well-being or livelihood-related decisions because of the drought compared to FAO (25%) and UNICEF (21%).

Those receiving additional assistance from other sources are more likely to report making livelihood-related decisions compared to those without additional assistance (40% vs. 7%). This may be because recipients seeking additional support are in a more dire position and hence, also having to re-evaluate their livelihoods.

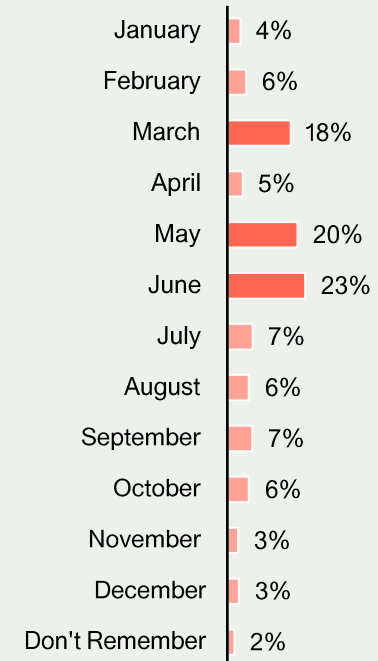
Impact on Wellbeing and Livelihood

Q: Did the drought force you to make any significant decisions relating to you or your family’s wellbeing or relating to your livelihood (that you might otherwise not have made)? (n = 1,030)



When Recipients Made Significant Livelihood-Related Decisions

Q: In which month(s) did you make the decision? (n = 268)



Impact on Wellbeing and Livelihood (2/2)

Three-quarters of the recipients report relocating to camps, shifting to a city, or migrating to a different location.

UNFPA recipients are most likely to report relocating and UNICEF recipients are the least.

UNICEF recipients are more likely to have sold or slaughtered animals or changed occupations compared to other recipients.

Key:

- #1 decision
- #2 decision
- #3 decision

Types of Decisions Made by 26% of Recipients Who Report Making Livelihood Changes

Q: Can you please explain what these decisions were? (n = Total = 268, FAO = 133, UNFPA = 77, UNICEF = 58). Open-ended, coded by 60 Decibels.

Significant Decisions Made	Total	FAO	UNFPA	UNICEF
Migration or relocation to different location	75%	76%	89%	55%
Changed occupations	9%	9%	4%	14%
Sold or slaughtered livestock	7%	3%	6%	15%
Sold properties	4%	4%	3%	5%
Cut back on expenses (food consumption & education)	2%	2%		6%
Sought loans or credit due to poor financial conditions	1%			5%

Significant Decisions Made: Recipient Voices

We asked recipients to describe some of the challenging decisions they had to make because of the drought. Here's what we heard.

FAO

"The prolonged drought caused all riverbeds to dry up. For the family to get food and water, my eldest son dropped out of school to help me feed the family by fetching water for distant regions." - Male, 45

FAO

"As the drought and famine became more severe, we were unable to feed our children, so we had to let children go live with a relative and our household was separated." - Female, 38

UNFPA

"Most of my livestock died due to water shortage and lack of inputs. It was the only income for my family. The remaining livestock is too ill and there is no treatment to give them." - Female, 43

UNFPA

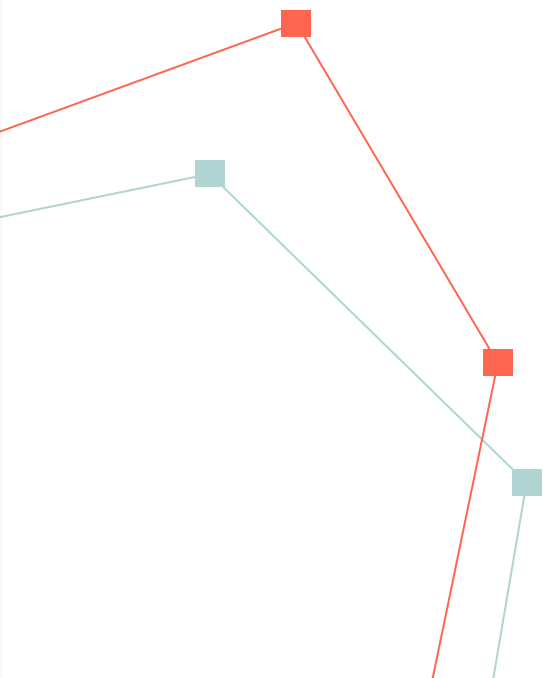
"Our household financial situation worsened as our cattle became undernourished and exposed to diseases due to low immunity. We sold a few of them." - Female, 43

UNICEF

"I decided to become a daily labourer since our livestock and farming was affected by these recurrent droughts." - Female, 45

UNICEF

"I had to let two of my children go to the city for better jobs. Until now, I haven't heard from them or heard any information about their wellbeing." - Female, 64



Coping Strategies

More than three-quarters of recipients had to borrow food or buy on credit and over half sold their household assets to cope.

On average, recipients used two coping strategies. The number of strategies used by recipients is as follows:

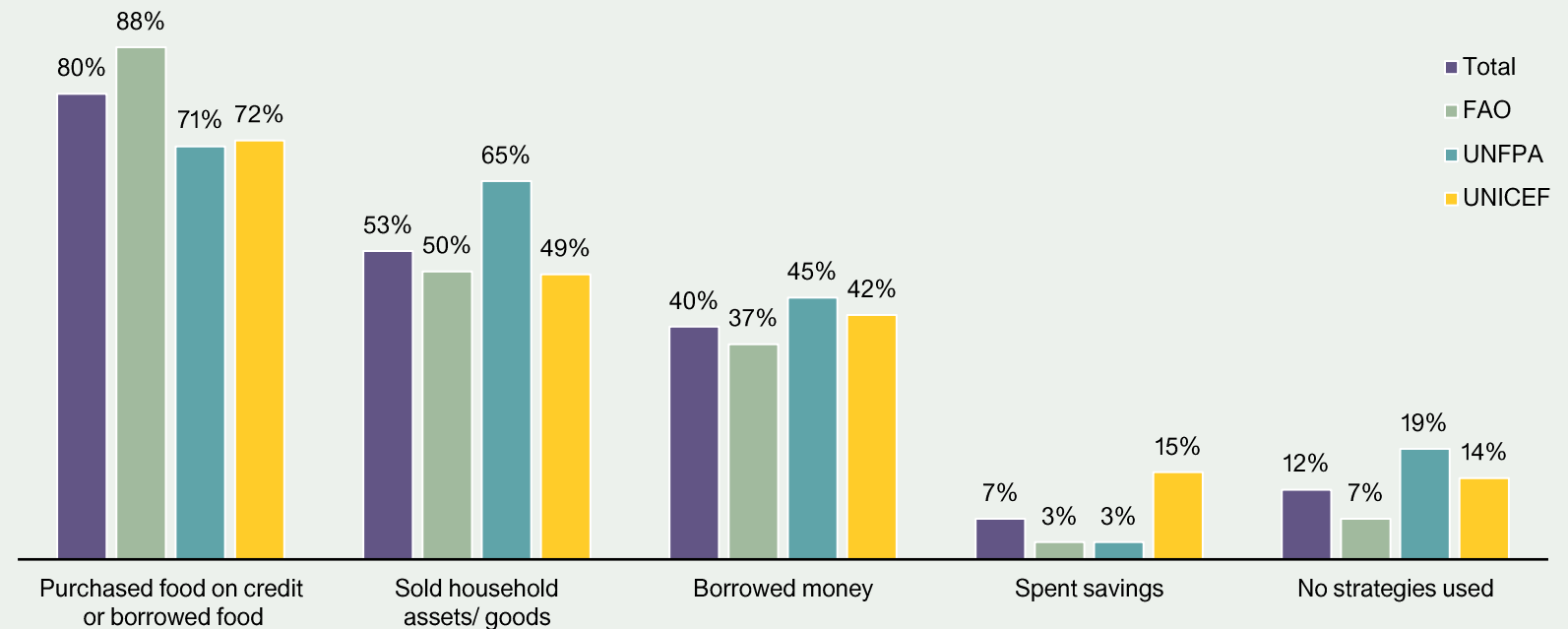
- No strategies - 12%
- One coping strategy - 30%
- Two Coping strategies - 23%
- Three coping strategies - 30%

UNICEF recipients are more likely to report using coping strategies compared to others.

Note: More information on the type of work undertaken to cope with the drought is in the [Appendix](#).

Coping Strategies Used

Q: In the past month, did anyone in your household have to engage in any of the following activities because there were not enough resources (food, cash, else) to access essential needs? (n = 1,030)
Multiple Select



Recovery from Drought (1/2)

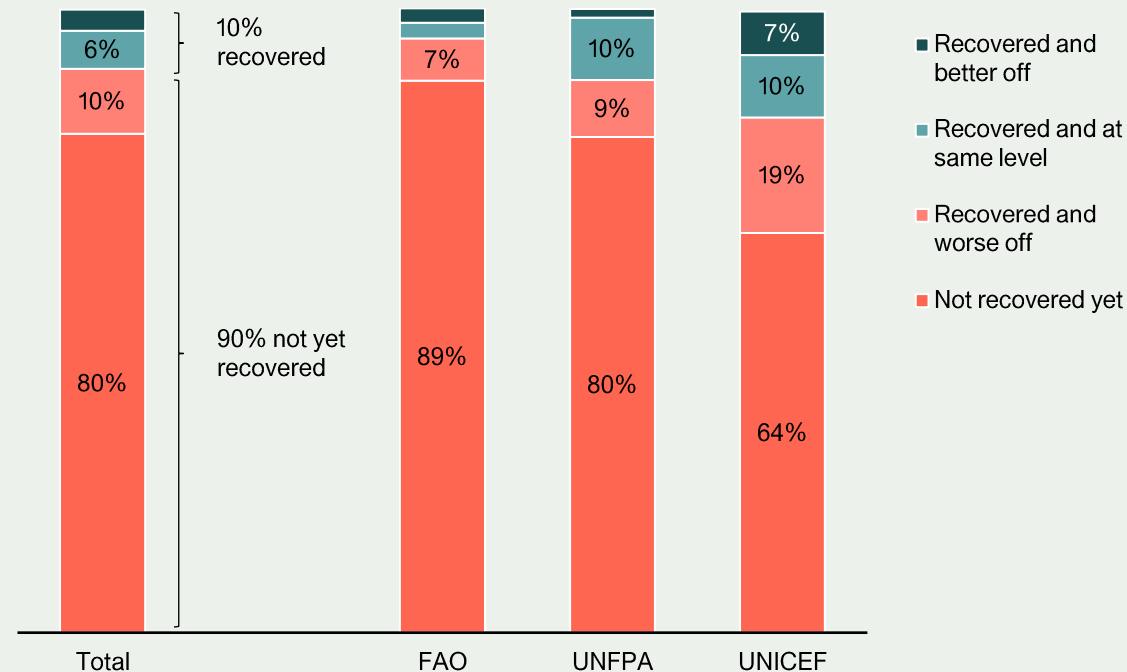
Recipients who considered the drought to be 'extreme' compared to past droughts (95%) are more likely to not have recovered than those who experienced it as 'moderate' (66%).

Surprisingly, recipients who did not receive additional assistance from other sources are more likely to recover (13%) compared to those who received additional assistance (7%). This indicates that recipients in a more dire condition and further away from recovery may have deliberately sought additional assistance to aid them.

9 in 10 recipients have not recovered from the drought yet at the point of survey.

Extent of Recovery from Drought

Q: To what extent was your household able to recover from the drought between May and October of last year? (Total = 1,030, FAO = 400, UNFPA = 220, UNICEF = 410)



Recovery from Drought (2/2)

We asked recipients to explain why they had or had not recovered from the drought. 90% had not recovered and talk about rainfall shortage, food shortage, and lost or depreciated sources of income.

Those who say they have fully recovered from the drought cited the aid received as the main reason for their recovery.

Top Themes Listed by Recipients at Different Stages of Recovery

Q: Please could you explain your answer? (n = 1,030, Recovered = 98, Not recovered = 932)

10% Fully recovered

of which

68% spoke about sufficient aid

14% mentioned a new source of income

7% say they have recovered but continue to experience challenges

90% Not yet recovered or recovered but worse off than before

of which

44% mentioned shortage of rain

29% spoke of food shortage

27% said income from a source was lost / depreciated

Relocation from Place of Residence

Half of all recipients had to relocate from their initial place of residence because of the drought.

UNICEF recipients are significantly most likely to report relocation and FAO recipients are the least likely.

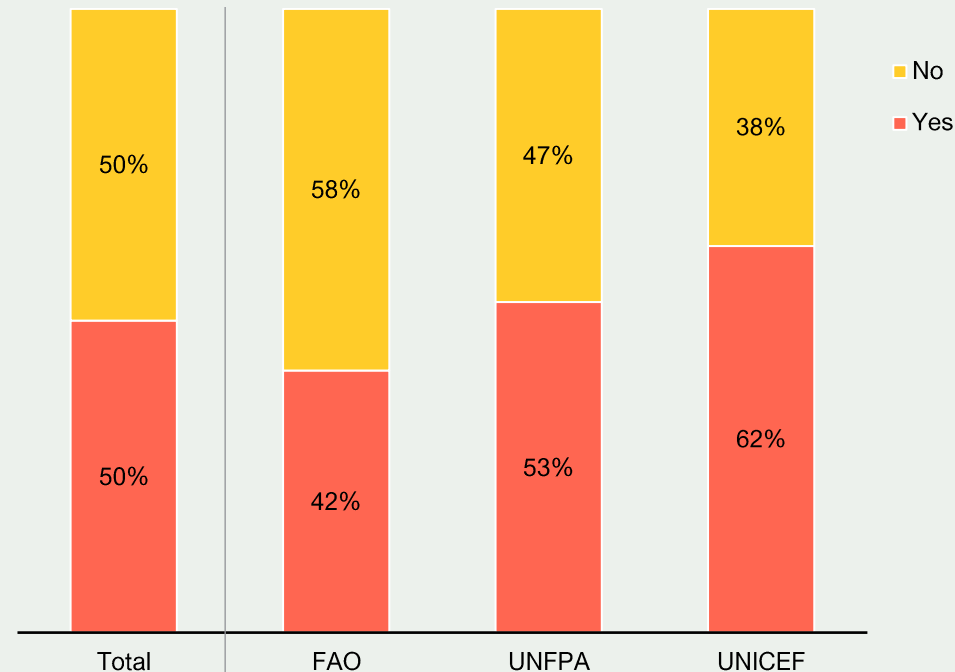
This is surprising since the proportion of recipients reporting that the drought had an 'extreme impact' on them is the highest for FAO compared to others. (pg. [28](#)).

Recipients who received additional assistance from other sources are significantly more likely to report relocating compared to those who did not (73% vs. 17%). This may indicate that those seeking additional support are in a more dire state.

Male recipients are more likely to say they relocated compared to female recipients (59% vs. 40%).

Relocation Because of the Drought

Q: Have you had to move from your initial place of residence because of the drought?
(n = 1,030, FAO = 400, UNFPA = 220, UNICEF = 410)



“Due to lack of pasture our livestock was adversely affected so we sold some and we relocated with the rest to other remote areas. Up to now, some of our animals are still undernourished .”
- Male, 43, FAO

“The drought forced us to move from our homeland and relocate to other remote places in search of water and pasture.” - Male, 45, UNFPA

Financial Situation: Overview

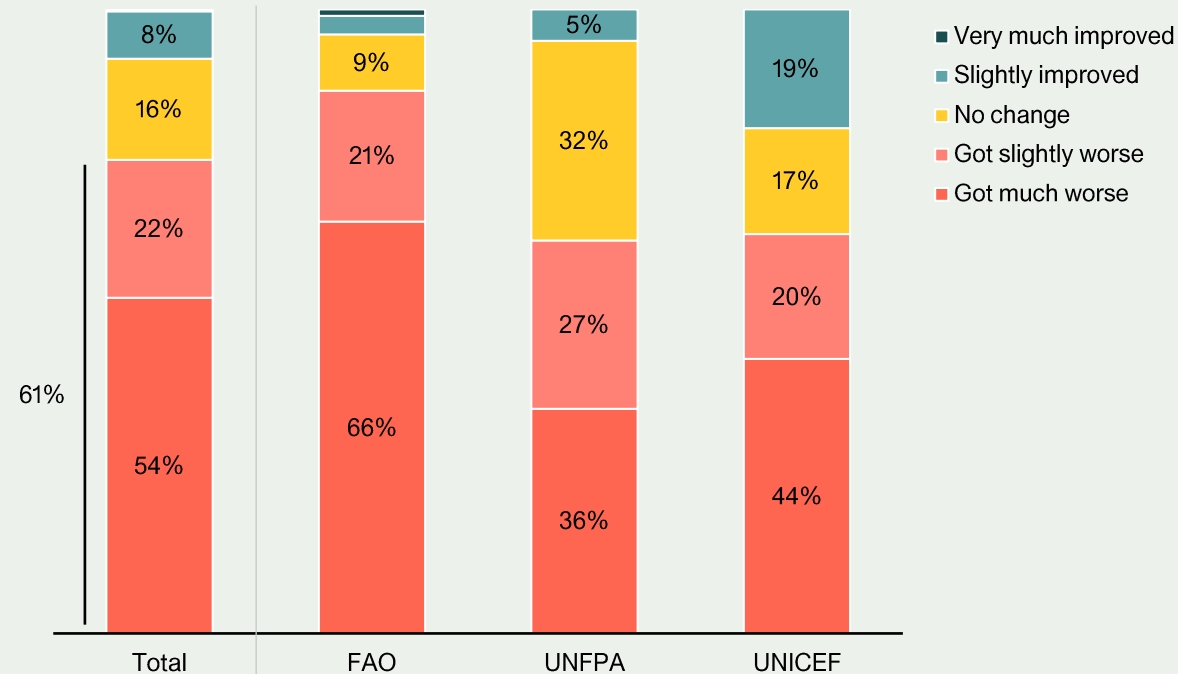
3 in 5 recipients say that their financial situation has worsened compared to the same time last year at the time of the survey.

While a majority of FAO recipients (91%) mention receiving cash transfers, only a small proportion (3%) report an improvement in their financial situation. This indicates that the damage of the drought has been too much for the assistance to alleviate.

It is important to reiterate here that recipients have experienced four below-average rainy season at this point.

Changes in Financial Situation

Q: Specifically, is the financial situation of your family better or worse compared to the same time last year?
Has it: (Total = 1,030, FAO = 400, UNFPA = 220, UNICEF = 410)



Financial Situation: Top Themes

Recipients were asked to describe why their financial situation has worsened in the past year. The top reasons are to the right.

Of those whose situation did not change, recipients talk about there being no change in income (47%), receiving limited aid (20%), and prolonged drought (18%).

Of the few whose situation has improved, top reasons reported are receiving sufficient aid (24%), having a new income source (24%), and receiving food aid (23%).

Key:


- #1 outcome
- #2 outcome
- #3 outcome

Financial situations have primarily worsened due to loss of livestock and sources of income.

Top Themes for 61% of Recipients Who Say Financial Situation Worsened

Q: Please explain how your financial situation has improved. (Total = 751, FAO = 348, UNFPA = 140, UNICEF = 263). Open-ended, coded by 60 Decibels.

Reasons for Worsened Finances	Total	FAO	UNFPA	UNICEF
Livestock died	42%	41%	50%	37%
Income source depreciated	37%	41%	43%	24%
Prolonged drought / lack of rainfall	30%	30%	24%	37%
Lost / sold assets	23%	24%	26%	16%
Shortage of food	12%	10%	24%	7%
Migration	8%	8%	9%	10%

- 
- What Assistance do the Recipients Recall Receiving?
 - Types of assistance received from agencies
 - Additional assistance received from other sources
 - What Has Been The Impact of Drought?
 - Extent of the drought impact
 - Impact on well-being and livelihood
 - Recovery from drought
 - Relocation & coping methods
 - Impact on financial situation
 - What Is The Impact of Anticipatory Assistance?
 - Impact on quality of life
 - Top outcomes experienced
 - What Has Been Recipients Experience With The Assistance?
 - Net Promoter Score & drivers
 - Timeliness of assistance
 - Adequacy of assistance
 - Challenges & suggestions for improvement

Quality of Life: Overview

Recipients whose additional needs were at least somewhat met by the assistance are more likely to report quality of life improvements.

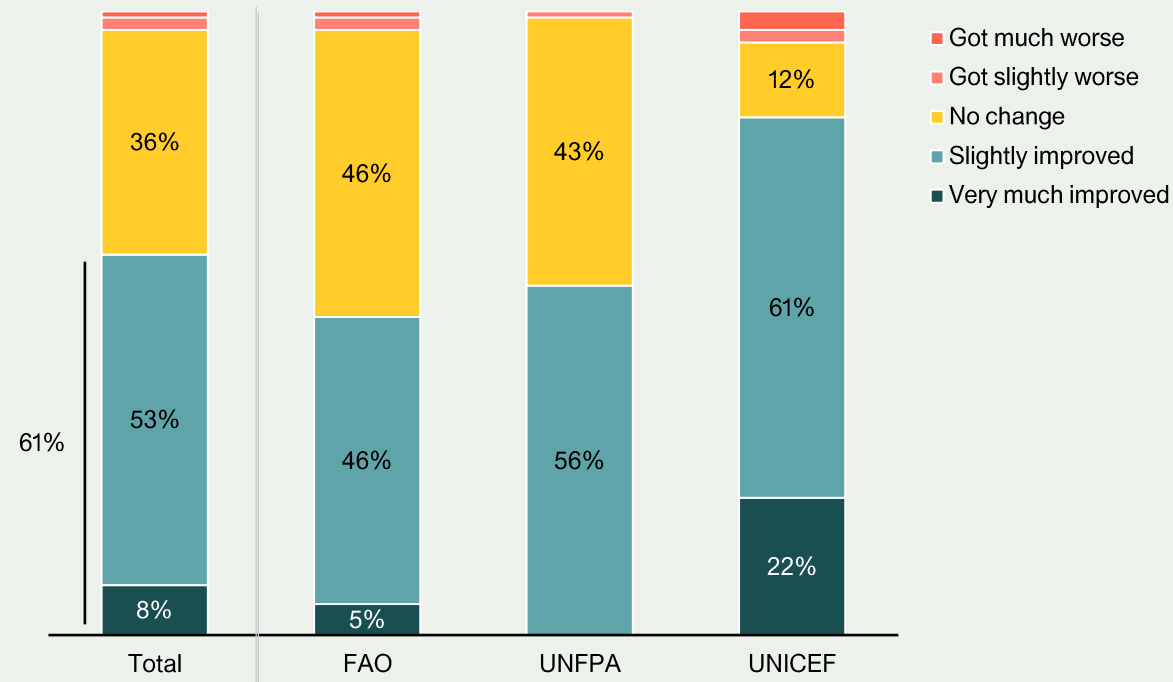
Recipients who have had to relocate are more likely to report improved quality of life compared to others (85% vs. 37%). This is unsurprising since relocated individuals are more likely to report that the aid met their additional needs.

Recipients who received additional support from other sources (like friends, family, etc.) are more likely to report improved quality of life compared to those without any additional assistance (78% vs. 38%).

3 in 5 recipients report an improvement in their overall quality of life because of the assistance received.

Perceived Quality of Life Change

Q: Has your quality of life changed because of the assistance? (Total = 1,030, FAO = 400, UNFPA = 220, UNICEF = 410)



Quality of Life: Top Outcomes

Recipients were also asked to describe – in their own words – the positive changes they were experiencing because of the assistance provided. The top themes are to the right.

Of the 36% of the recipients who report no change in their quality of life mention:

- Insufficient quantity of assistance (38%)
- Decreased income (21%)
- Inadequate amount for long-term drought (16%)

Key:

- #1 outcome
- #2 outcome
- #3 outcome

Recipients talk about being able to afford food, livelihood inputs, and household bills.

Top Outcomes for 61% of Recipients Who Say Quality of Life Improved

Q: Please explain how your quality of life has improved. (Total = 670, FAO = 206, UNFPA = 124, UNICEF = 340). Open-ended, coded by 60 Decibels.

Quality of Life Outcomes	Total	FAO ●	UNFPA ●	UNICEF ●
Improved ability to afford food	39%	47%	12%	43%
Improved ability to afford livelihood inputs	15%	28%	3%	6%
Improved ability to afford household bills	14%	17%	3%	16%
Temporary relief from drought	12%	17%	18%	4%
Improved access to personal hygiene	9%	2%	44%	1%
Improved recovery from drought	8%	3%	5%	15%
Increased income	4%	4%	1%	6%

Quality of Life: Recipient Voices

Our conversations are more than a survey – we listen to the end recipients. Here are some representative voices of those who reported quality of life improvements.

FAO

“At least we were able to face the drought as we got food items and agricultural inputs. The agency provided us with better seeds, and we have been able to grow crops that are drought resistant.” - Female, 36

UNFPA

“We gained access to better cleansing agents because they can be used even with hard water.” - Female, 45

UNICEF

“My family survived due to the assistance we received. We were exposed to hunger and starvation and the drought was getting worse, but the agency came to our help.” - Female, 60

FAO

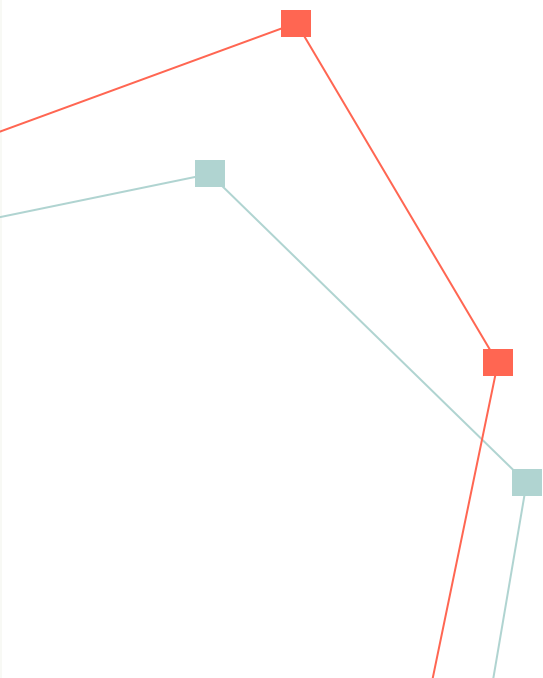
“I obtained all the agricultural inputs for the next farming season. This has given me the confidence to engage in agricultural activities and I hope for the best.” - Female, 42

UNFPA

“The aid improved and secured our family hygiene and health. We’ve been able to prevent communicable diseases.” - Female, 45

UNICEF

“As a result of the support given to us, my family and I have recovered from the drought and are now in a good condition.” - Female, 60



- 
- What Assistance do the Recipients Recall Receiving?
 - Types of assistance received from agencies
 - Additional assistance received from other sources
 - What Has Been The Impact of Drought?
 - Extent of the drought impact
 - Impact on well-being and livelihood
 - Recovery from drought
 - Relocation & coping methods
 - Impact on financial situation
 - What Is The Impact of Anticipatory Assistance?
 - Impact on quality of life
 - Top outcomes experienced
 - What Has Been Recipients Experience With The Assistance?
 - Net Promoter Score & drivers
 - Timeliness of assistance
 - Adequacy of assistance
 - Challenges & suggestions for improvement

“Besides the support we got from FAO consisting of animal feed and money, we also got a loan (cash) from people around us and we were able to feed our animals and the family, thus helping us recover from the drought.”

- Female, 40, FAO

Recipient Satisfaction: Net Promoter Score

The Net Promoter Score® is 9, which is fair and indicates that recipients are happy with their experience of receiving assistance but there is room for improvement.

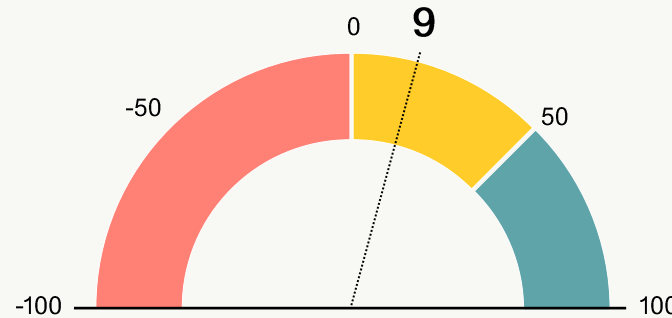
The Net Promoter Score® is a gauge of satisfaction and loyalty. Anything above 50 is considered very good. A negative score is considered poor.

Female recipients are more satisfied than male recipients (15 vs. 4). This may be due to women’s lack of access to other sources of aid (pg. 24).

The NPS for recipients who were ‘extremely’ impacted by the drought is much higher compared to moderately affected recipients (18 vs. -36).

Net Promoter Score® (NPS)

Q: On a scale of 0-10, how likely are you to recommend the aid you received to a friend or family member, where 0 is not at all likely and 10 is extremely likely? (n = 1,015)



NPS = %Promoters — %Detractors

9-10 likely to recommend 0-6 likely to recommend

Promoter:

“They are specific to solve the problems of the farmers. For the sustainable development of farmers, FAO focuses on the root cause of the problem.” – Male, 47, FAO

Passive:

“We appreciate the agency because they supported us at the right time. What we recommend is to continue the aid consistently, specifically food aid, water, and cash.” – Female, 30, UNFPA

Detractor:

“We benefited as we got monthly support for some months from UNICEF and then it stopped.” – Female, 54, UNICEF

NPS by Agency

The NPS is high for UNICEF and FAO recipients suggesting relatively high satisfaction levels.

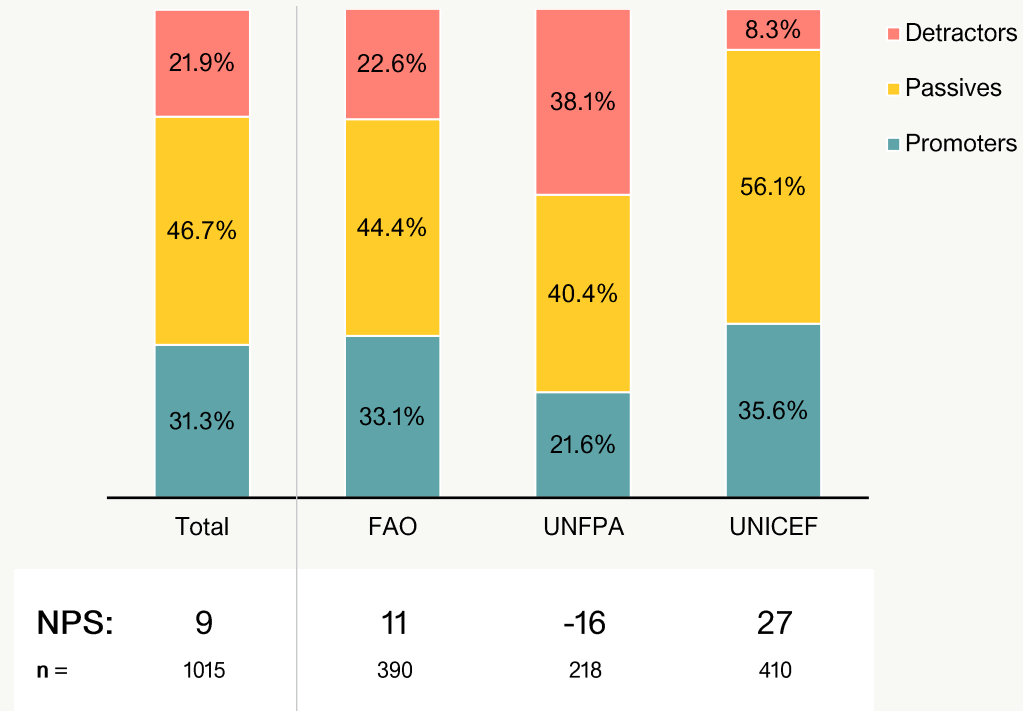
Compared to the Somalia NPS (55), the Ethiopia NPS is lower at 9. The agency-wise comparison for the agencies that overlap in both studies is below:

- FAO: 66 in Somalia vs. 11 in Ethiopia
- UNFPA: 65 in Somalia vs. -16 in Ethiopia

The NPS for recipients who received the aid at the right time (20) is significantly higher than for those who received it late (-28). UNFPA recipients are more likely to say the aid arrived late (pg. 46). This can partially explain UNFPA's lower NPS compared to other agencies.

Asking respondents to explain their rating tells us what they value and what creates dissatisfaction. These details are on the next page.

Net Promoter Score by Agency



NPS Drivers

Promoters and Passives value the usefulness and relevance of the assistance and being able to afford food and water. Detractors seek essential and sufficient assistance and timely provision of assistance.

31.3% Promoters

They love:

1. Usefulness and relevance of the assistance
(31% of Promoters / 10% of all recipients)
2. Improved ability to afford food and water
(18% of Promoters / 6% of all recipients)
3. Improved access to livelihood inputs
(12% of Promoters / 4% of all recipients)

“The agency taught us new way of cash transfer using mobile money transfer on personal phone numbers which is easier. It make payments while protecting the privacy of the beneficiary.”

- Female, 40, UNICEF

46.7% Passives

They like:

1. Usefulness and relevance of the assistance
(34% of Passives / 16% of all recipients)
2. Improved ability to afford household bills
(30% of Passives / 14% of all recipients)
3. Improved access to healthcare products
(13% of Passives / 6% of all recipients)

“The aid we received we used for household consumption because at that time we are in critical condition due to the drought. The aid was very helpful and but now we recommend the agency to continue helping us.”

- Female, 50, UNFPA

21.9% Detractors

They want to see:

1. Essential and sufficient assistance
(49% of Detractors / 11% of all recipients)
2. Timely provision of assistance
(12% of Detractors / 3% of all recipients)
3. More frequent aid
(11% of Detractors / 2% of all recipients)

“They should provide us with livestock inputs, agricultural inputs, and if possible, food supplies too.”

- Male, 24, FAO

Satisfaction Drivers: Promoters by Agency

FAO and UNFPA recipients like the usefulness and relevance of the assistance, while UNICEF recipients value the ease of access to cash through direct transfers.

We asked Promoters to describe what specifically about the agencies would cause them to recommend it to others: The top drivers of satisfaction vary by agency.

Key:

■ #1 outcome

■ #2 outcome

■ #3 outcome

Top Qualitative Themes for 31% of Promoters

Q: What specifically about [agency name] would cause you to recommend it to a friend or family member?
(Total = 322, FAO = 129, UNFPA = 47, UNICEF = 146) . Open-ended, coded by 60 Decibels.

Satisfaction Drivers	Total	FAO ●	UNFPA ●	UNICEF ●
% Promoters	31.3%	33.1%	21.6%	35.6%
The usefulness and relevance of the assistance	31%	32%	30%	31%
Improved ability to afford food and water	18%	26%	21%	2%
Improved access to livelihood inputs	12%	23%	0%	0%
Ease of access to cash through direct transfers	12%	0%	0%	38%
Friendly representatives	12%	9%	15%	16%
Timely and consistent assistance	7%	5%	6%	11%

Timeliness of Assistance

44% of recipients say they received the assistance at the right time.

Female recipients are more likely to say they received aid at the right time (51%) compared to male recipients (37%).

Recipients who received aid on time or early are also significantly less likely to report that they had to relocate compared to those who said it came late (26% vs. 77%).

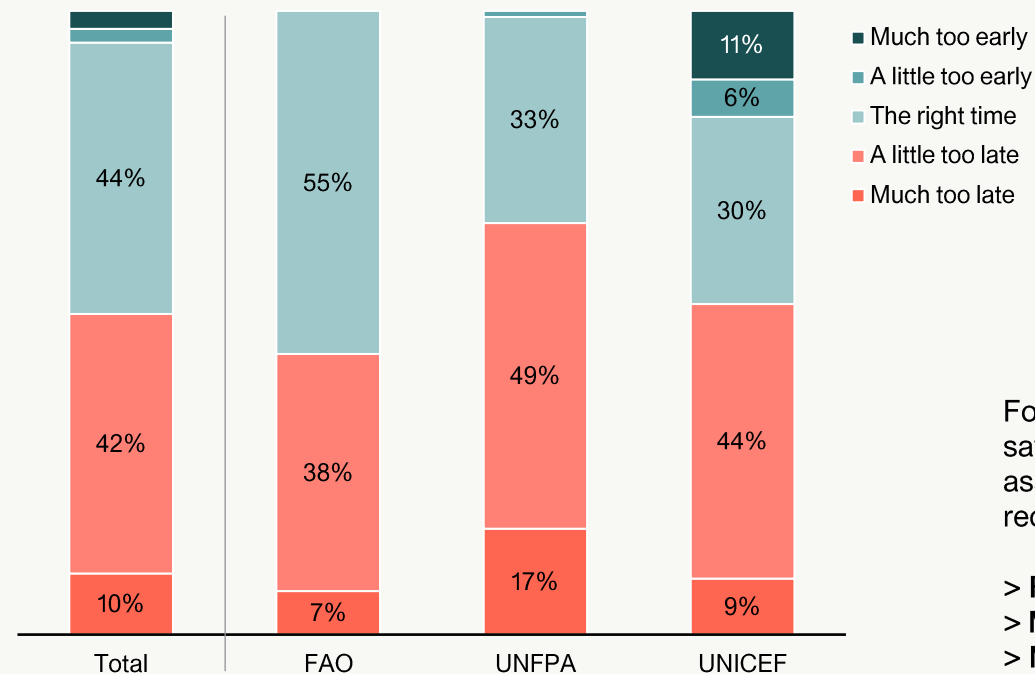
The 52% of recipients who said the assistance came late mention:

- Slow disbursement of funds (77%)
- Drought had already caused damage (20%)

These recipients would like to see the aid come earlier in February-May which is in line with the worst months they experienced (pg. [29](#)).

Timeliness of Assistance by Agency

Q: How would you describe the timeliness of the assistance you received in terms of allowing you to prepare for and/or cope with the drought? It came: (Total = 1,030, FAO = 400, UNFPA = 220, UNICEF = 410)



For 52% of recipients who said too late, they say if they could have received the assistance earlier, they would have liked to receive it in the following months:

- > February 2021 (26%)
- > March 2021 (25%)
- > May 2021 (10%)

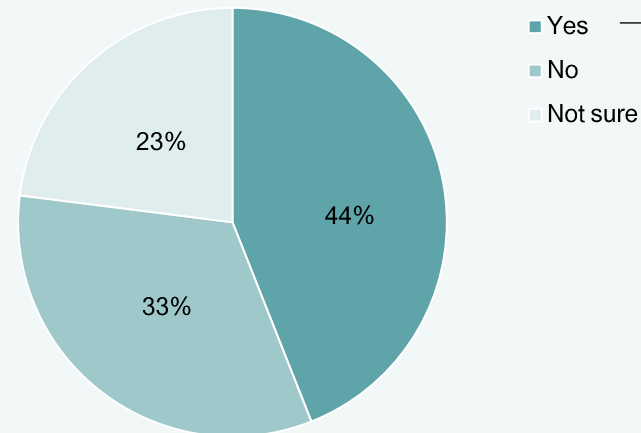
Timeliness of Assistance & Decision Making

We asked recipients who report they received the assistance ‘much too early’ or ‘a little too early’ if the timing influenced their household decision-making.

Of the few recipients who say they received aid early, 44% report that early aid informed their decision-making.

Changes in Decision Making Because of Timely Assistance

Q: [only asked if recipients said they received aid early] Did receiving the assistance earlier lead you to make any different decisions than if you had received it after the drought? (n = 52)



Top Changes in Decision Making

Q: Can you please explain your answer. (n = 23). Open-ended, coded by 60 Decibels.

50% Avoided hasty decisions
(12 recipients)

“Yes, it supported us to make early preparation before the drought became worse which could have been worse if we went searching for pasture and water.”
- Female, 54, UNICEF

29% Kept household afloat
(7 recipients)

“As a household, we were able to plan ahead and save some money for the drought season.” - Male, 36, FAO

Adequacy of Assistance

Over half of all recipients say that the assistance met at least some of their additional needs.

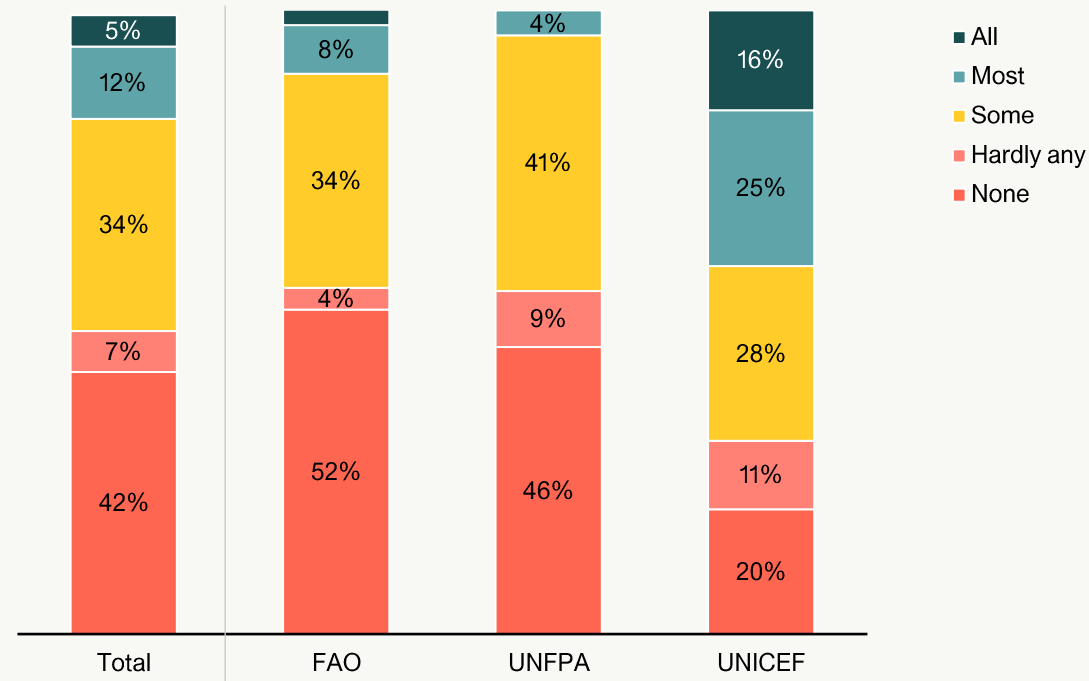
Given the prolonged nature of the drought, recipients likely utilize majority of the assistance to cope with prior shocks instead of preparing for the upcoming drought. It is thus understandable that 49% of the recipients mention that the assistance hardly met or met none of their additional needs.

Recipients who relocated are significantly more likely to say that the aid fulfilled all / most / some of their additional needs compared to those who did not relocate (82% vs. 21%).

Recipients who report being moderately impacted by the drought are more likely to mention that the assistance fulfilled all / most / some of their needs than those who report extreme impact (78% vs. 47%).

Adequacy of Assistance to Prepare for and Cope with Drought

Q: Given the impact of the droughts, how would you describe the overall adequacy of the assistance you received in terms of allowing you to prepare for and/or cope with the drought? It met [all/most/some/hardly any/none] of my additional needs. (Total = 1,030, FAO = 400, UNFPA = 220, UNICEF = 410)



Challenges

Only 2% of the recipients report challenges with receiving assistance. Top challenge reported is late delivery.

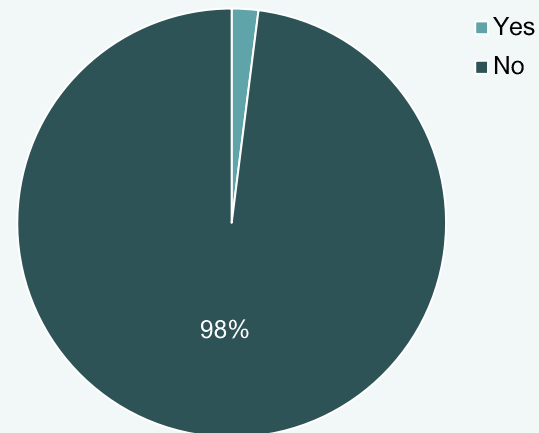
We asked recipients if they experienced any challenges with the agency and the assistance they received.

Asking about challenges enables organizations to identify problem areas and tackle them proactively. All agencies have done a good job in keeping their challenge rates low.

Note: A snapshot on Agency-wise impact and recipient experience can be found in the [Appendix](#).

Recipients Reporting Challenges

Q: Did you experience any challenge with the [agency name] and the assistance you received?
(n = 1,030)



Top Challenges Reported

Q: Please explain the challenge you have experienced.
(n = 18) Open-ended, coded by 60 Decibels

1. Late delivery

(7 recipients)

2. Insufficient assistance

(4 recipients)

3. Language barrier

(1 recipient)

Suggestions for Improvement

The need for frequent or continuous aid is consistent with the longevity of the prolonged drought.

Male recipients are more likely to suggest frequent or continuous aid (49%) and water /irrigation support (17%). Comparatively, female recipients are more likely to request food aid (36%) and a variety of assistance (25%).

Key:

- #1 suggestion for each agency
- #2 suggestion for each agency
- #3 suggestion for each agency

Improving access to food is a top suggestion for FAO. UNFPA and UNICEF recipients want frequent or continuous aid.

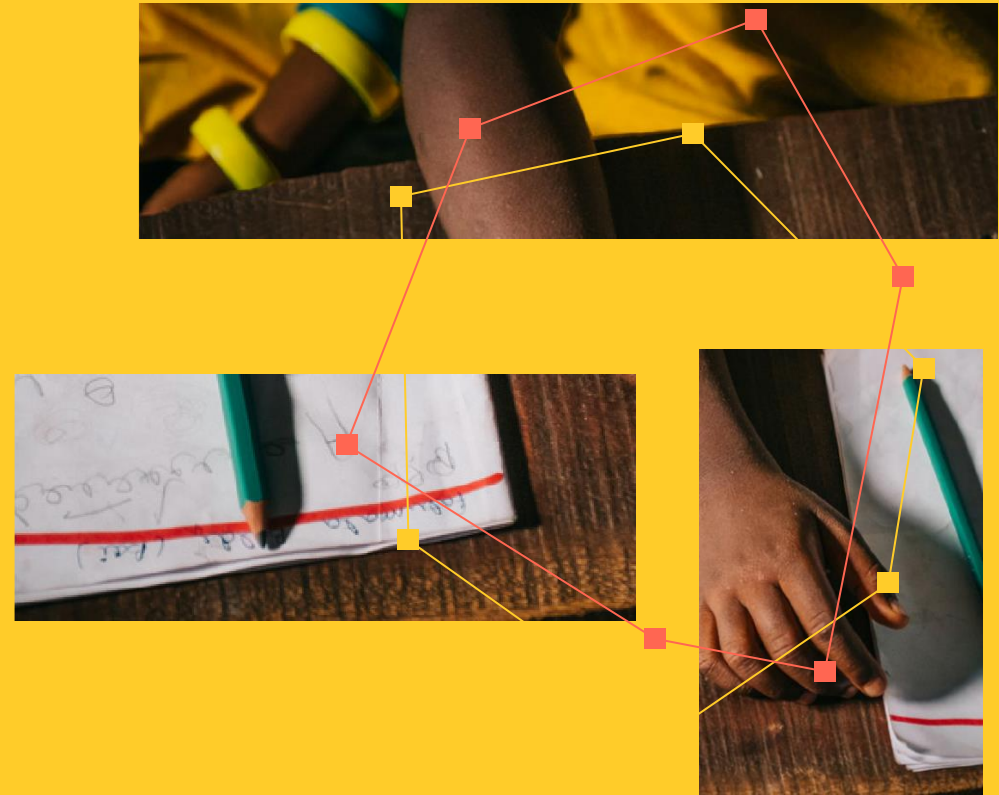
Suggested Improvements

Q: ...Do you think the [Agency name] should change to help you prepare for and/or cope with the drought?
(n = Total = 1,030, FAO = 400, UNFPA = 220, UNICEF = 410). Open-ended, coded by 60 Decibels.

Suggested Improvements	Total	FAO	UNFPA	UNICEF
Frequent / continuous aid	38%	38%	40%	36%
Provide food aid	30%	41%	20%	18%
Provide a variety of assistance	22%	25%	21%	18%
Increase water / irrigation support	15%	17%	15%	11%
Livelihood Inputs (Farming & livestock)	12%	11%	15%	9%
Cash assistance to cope	12%	12%	17%	6%
Provide aid in a timely manner	7%	7%	3%	12%

What Next?

...& Appendix



AA Ethiopia Allocation (2021): Detailed Activities

The \$20 million AA allocation for droughts was utilized by 5 sectors, and 5 agencies to provide a cross-sectoral, coordinated support package at scale ahead of the shock.

Sector	Agency	Activities
Food Security and Livelihoods	FAO	<ul style="list-style-type: none"> Treated 983,026 animals for parasites Provided 207,355 pastoralists with supplementary feed for animals Provided 75,000 farmers with seeds Provided 65,531 households (327,655 people) with cash, alongside seeds and feed. One transfer of approx. \$40 per household.
Nutrition	UNICEF	<ul style="list-style-type: none"> Scaled up malnutrition screening in 25 woredas Trained 1,507 health workers and 305 other community members (incl religious leaders) on best practices for child nutrition Counselled 81,109 pregnant and/or lactating women on maternal diet, breastfeeding, and complementary feeding skills
WASH	UNICEF	<ul style="list-style-type: none"> Rehabilitated 61 water systems, giving 82,359 access to safe water (including in 20 health facilities) Distributed items for better hygiene to 41,250 people (including water purification and disinfectant, soap, laundry detergent, jerrycans) Reached 81,159 people with information on safe hygiene practices
Health	WHO	<ul style="list-style-type: none"> 12 woreda-level Rapid Response Teams trained and equipped to respond to disease outbreaks
Protection	UNFPA, UNICEF UNHCR	<ul style="list-style-type: none"> Trained 291 cluster and partner staff on mainstreaming of protection, child protection, and GBV Joint monitoring of protection mainstreaming
	UNFPA	<ul style="list-style-type: none"> Mapped GBV protection services and established referral pathways in 3 zones in Somali and Afar regions Trained 264 staff in woredas on GBV risk mitigation and referral Distributed 50,040 dignity kits to women and girls (contents include menstrual pads, bath soap, underwear, toothbrush, flashlight) Ran 682 sessions to inform on GBV and SEA prevention and distributed 77,500 booklets, reaching over 180,000 people
	UNICEF	<ul style="list-style-type: none"> Trained 327 local government staff and community leaders on child protection, referral pathways and reporting mechanisms Developed plans in 8 woredas for action to overcome barriers in accessing child protection services Ran over 280 sessions with communities on raising awareness around child protection Broadcasted 10 radio sessions on child protection, reaching approximately 240,724 people
Education	UNICEF	<ul style="list-style-type: none"> Supported 2,995 households (12,866 children) with cash grants or vouchers to ensure children stay in school (covering costs of books, stationery, transport, etc.). Approximately \$40 per household per month for 6 months. Provided 71 schools with water tanks and repaired water points, giving 32,104 children access to safe water at their schools

Note: Highlighted rows indicate the 3 agencies that participated in the 60 Decibels assessment.

Recipient Profile: Demographics

The proportion of females we spoke with differs by agency:

- > FAO: 35%
- > UNFPA: 56%
- > UNICEF: 73%

The majority of the respondents we spoke with are between 35-50 years of age. 79% of the recipient households are headed by a male member.

Region of residence for recipients also differs by agency:

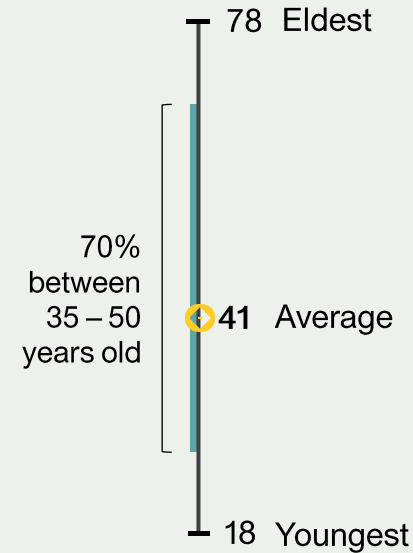
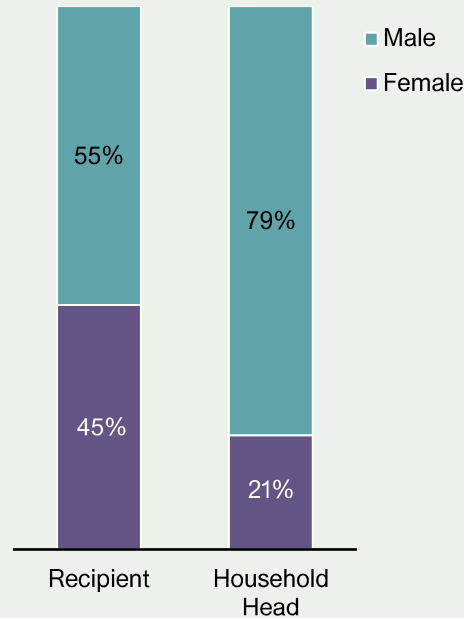
- > FAO: 26% Afar; 74% Somali
- > UNFPA: 32% Afar; 68% Somali
- > UNICEF: 6% Afar; 94% Somali

We spoke to an equal proportion of male and female recipients. On average, recipients were 41 years old, primarily residing in the Somali region.

About the Recipients We Spoke With

Data relating to recipient characteristics (n = 1,030)

Gender



Household Size

7.5 Average size

Region

78% Somali

22% Afar

Recipient Profile: Top Income Sources

Nearly 1 in 10 recipients currently have no income source. Income sources have stayed consistent over time with the primary source for most recipients remaining livestock farming or pastoralism.

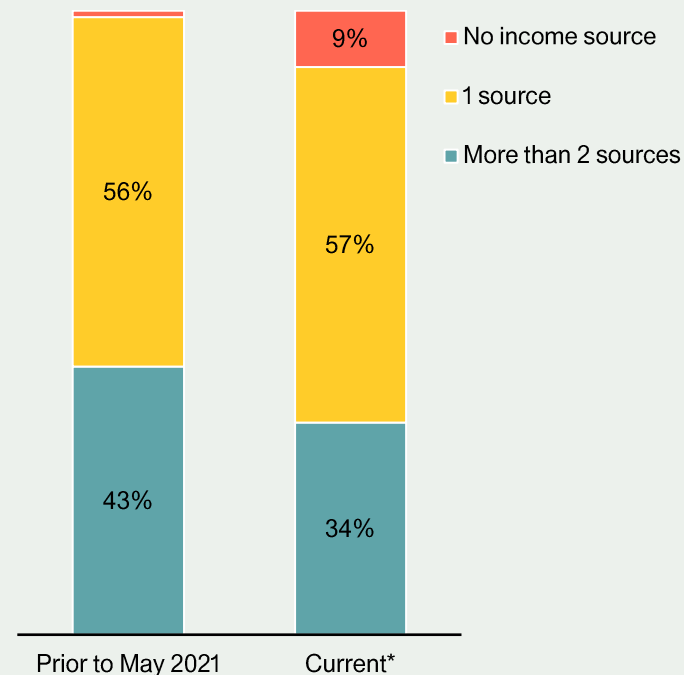
Over half of the recipients report having only one income source for their household prior to and after May 2021, suggesting that there is scope for income diversification.

Further, a larger proportion of households report having no income source at all at the time of interviewing (9% vs. <1%). This indicates the detrimental effects of the ongoing drought on recipients' income sources.

While livestock or pastoralism is the top source of income both prior to and after May 2021, the percentage of those reporting this as their main source of income has dropped. Currently, more recipients are also reliant on aid and manual labour for income.

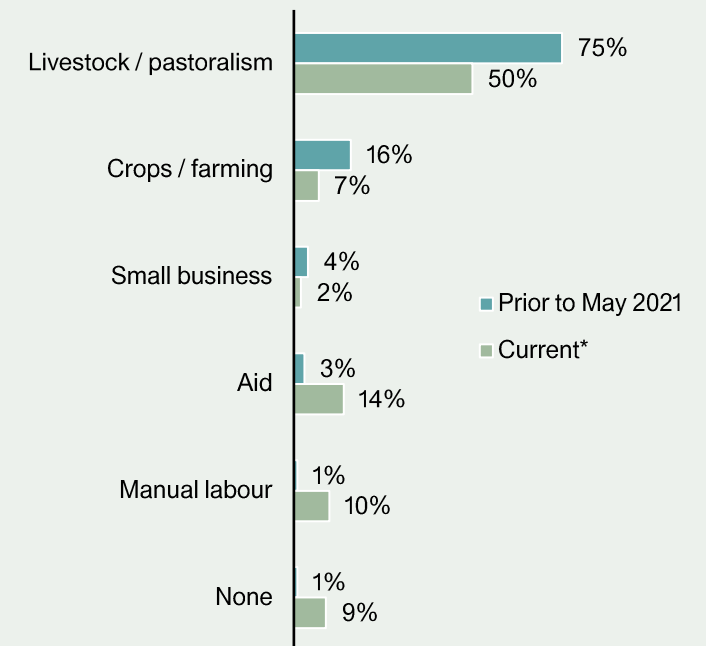
Household Income Diversification

Number of income sources mentioned by recipients
(n = 1,030)



Top Income Sources

Top source of income mentioned by recipients. Open-ended, coded by 60 Decibels. (n = 1,030)



*'Current' or 'Currently' refers to the time the interview took place (i.e. sometime between June 2022 and February 2023)

Decision Maker for Assistance Use

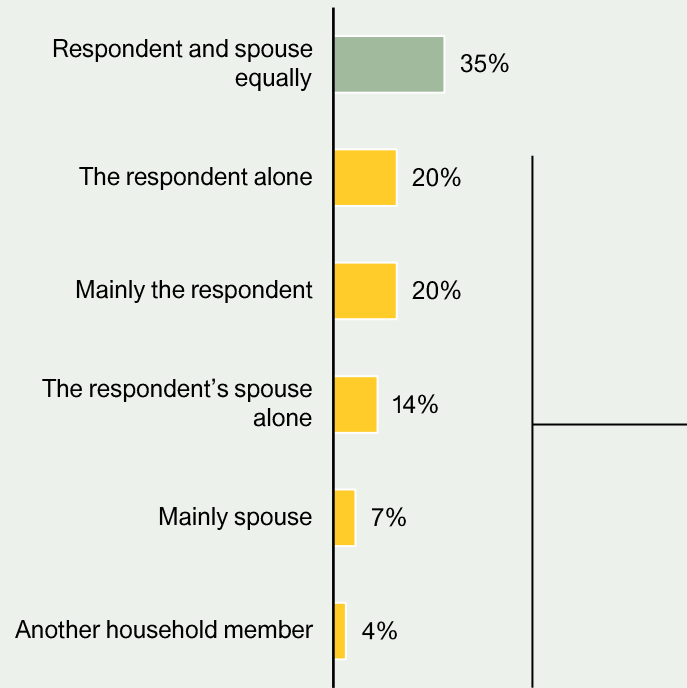
Women are significantly more likely to report that they are joint decision makers alongside their spouses compared to men (42% vs. 27%).

Men are more likely to say they have all or most of the say in the decision compared to women (58% vs. 22%).

A third of recipients decided how to use the assistance in conjunction with their spouses.

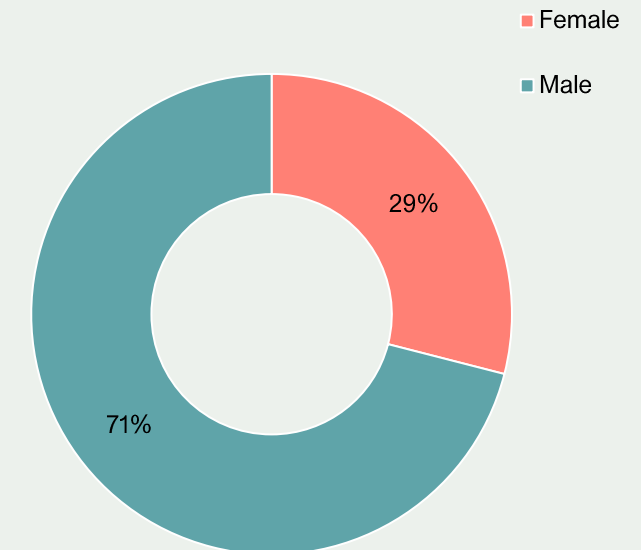
Primary Decision Maker for Usage of Assistance

Q: Who was the main decision maker in deciding how the cash / assistance would be spent / used? (n = 1,030)



Gender of Primary Decision Maker

Reported for cases where one individual has all / most decision-making power (n = 673)



Work Undertaken to Cope with Drought

1 in 10 recipients report that their household has taken on atypical work due to cope with the drought.

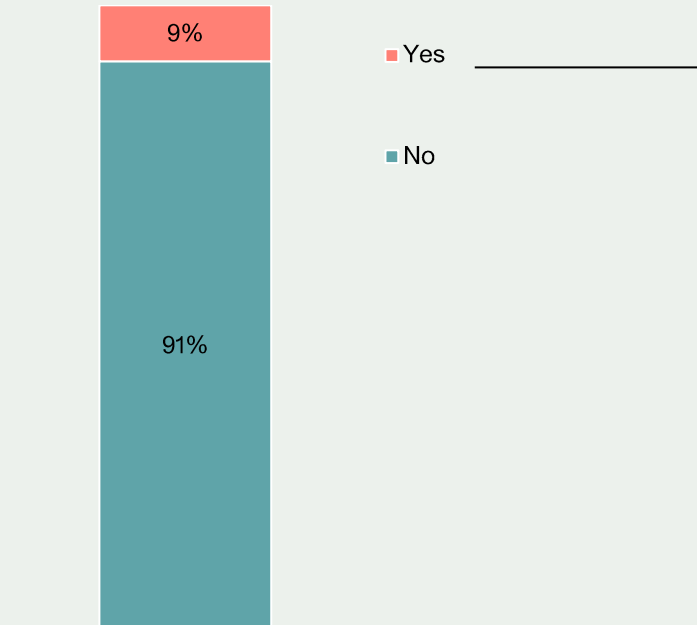
UNICEF (20%) recipients are more likely to report a household member having undertaken work they normally would not have done because of the drought compared to UNFPA (6%) and FAO (5%).

Top jobs undertaken include:

- Manual labor (42%)
- Selling/collecting firewood (33%)
- Small business (10%)

Work Taken Up by Household Members

Q: In the past month, did anyone in your household have to undertake work that they would not normally undertake because of the ongoing drought? (n = 1,012)



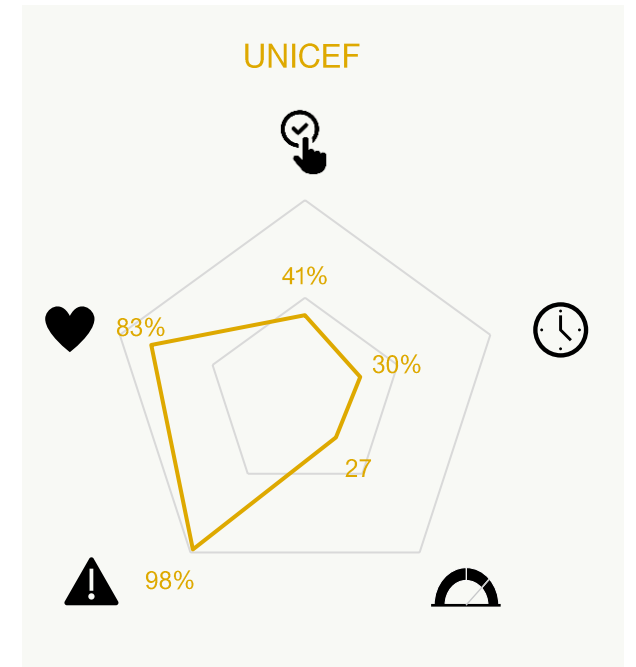
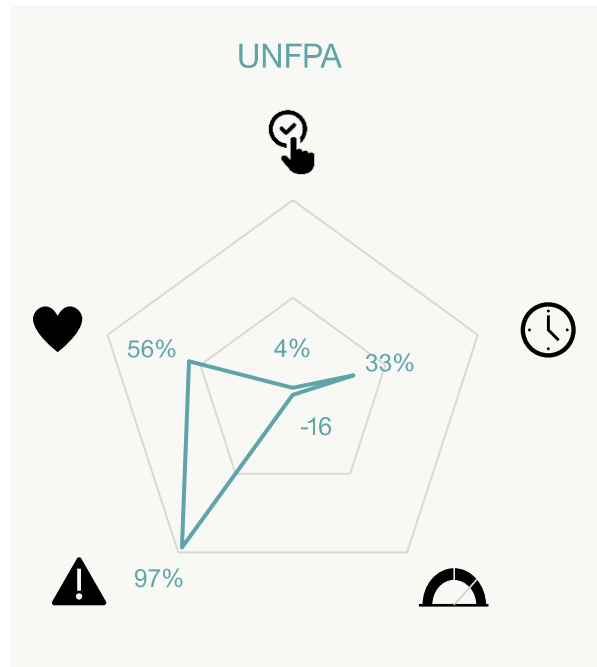
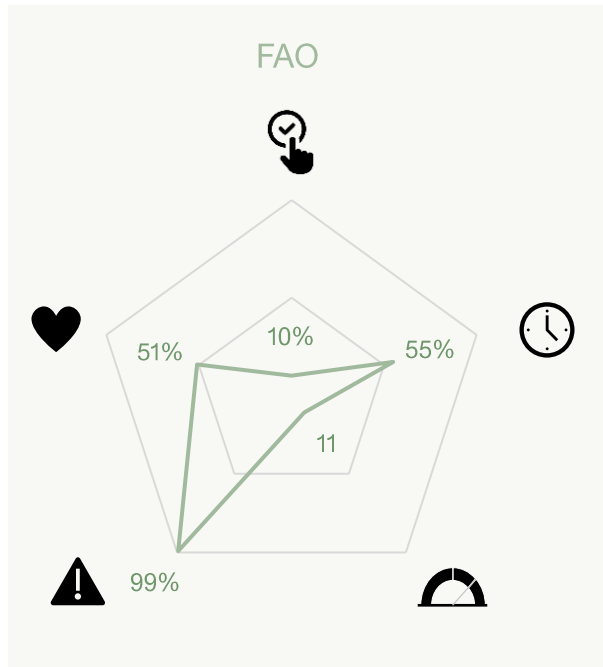
Members Taking Up the Atypical Work

[If yes] Would you be able to tell me who in your family undertook that work, and what the work was? (n = 92). Open-ended, coded by 60 Decibels

- 48%** say that **other family members only** undertook the work
- 27%** say they undertook the work **themselves only**
- 25%** say that **they and another family member** undertook the work

Experience and Impact Snapshot by Agency

Recipients find the assistance easy to use with minimal challenges. There is scope to improve the adequacy of assistance and timeliness which may boost satisfaction.



Key



Adequacy of Assistance
% reporting the assistance met 'all' or 'most' of their additional needs



Timeliness of Assistance
% reporting 'it came at the right time'



Net Promoter Score
Customer satisfaction and loyalty



Ease of Use
% experienced no challenges with the agency and the assistance



Quality of Life
% reporting 'very much improved' or 'slightly improved' quality of life

FAO Performance Snapshot

Compared to the Ethiopia average, a higher proportion of the FAO recipients say the assistance came at the right time but a smaller proportion report improvements in their quality of life due to the aid received.

<p>Impact of Drought</p> <p>91% ↑</p> <p>report extreme impact of the drought</p> <p>Ethiopia Average: 86%</p>	<p>Impact on Quality of Life</p> <p>51% ↓</p> <p>report quality of life improved due to the assistance</p> <p>Ethiopia Average: 61%</p>	<p>What Impact</p> <ul style="list-style-type: none"> • 47% mention improved ability to afford food • 28% report being able to afford inputs to sustain their livelihood • 17% talk about improved ability to afford bills 	<p>Recovery from Drought</p> <p>5% ↓</p> <p>report having recovered from the drought</p> <p>Ethiopia Average: 10%</p>	<p>Assistance Received*</p> <ul style="list-style-type: none"> • 91% report receiving cash • 41% report receiving livestock inputs
<p>Net Promoter Score®</p> <p>11 ↑</p> <p>on a -100 to 100 scale for recipient satisfaction and loyalty</p> <p>Ethiopia Average: 9</p>	<p>Challenges</p> <p>1% ↓</p> <p>report experiencing challenges in receiving assistance</p> <p>Ethiopia Average: 2%</p>	<p>Financial Situation</p> <p>4% ↓</p> <p>report financial situation improved since the preceding year (2021)</p> <p>Ethiopia Average: 8%</p>	<p>Timely Assistance</p> <p>55% ↑</p> <p>report the assistance came at the right time</p> <p>Ethiopia Average: 43%</p>	<p>Key</p> <p>↑ Above Ethiopia average</p> <p>↓ Below Ethiopia average</p> <p><small>*Self-reported data on type of assistance received</small></p>

UNFPA Performance Snapshot

Compared to the Ethiopia average, UNFPA recipients are less satisfied with the aid and would like for it to be timelier.

<p>Impact of Drought</p> <p>74% ↓</p> <p>report extreme impact of the drought</p> <p>Ethiopia Average: 86%</p>	<p>Impact on Quality of Life</p> <p>56% ↓</p> <p>report quality of life improved due to the assistance</p> <p>Ethiopia Average: 61%</p>	<p>What Impact</p> <ul style="list-style-type: none"> • 44% mention improved personal hygiene • 18% report temporary relief from drought • 12% talk about increased ability to afford food 	<p>Recovery from Drought</p> <p>11% ↑</p> <p>report having recovered from the drought</p> <p>Ethiopia Average: 10%</p>	<p>Assistance Received*</p> <ul style="list-style-type: none"> • 65% report receiving protection kits • 39% report receiving dignity kits
<p>Net Promoter Score®</p> <p>-16 ↓</p> <p>on a -100 to 100 scale for recipient satisfaction and loyalty</p> <p>Ethiopia Average: 9</p>	<p>Challenges</p> <p>3% ↑</p> <p>report experiencing challenges in receiving assistance</p> <p>Ethiopia Average: 2%</p>	<p>Financial Situation</p> <p>5% ↓</p> <p>report financial situation improved since the preceding year (2021)</p> <p>Ethiopia Average: 8%</p>	<p>Timely Assistance</p> <p>34% ↓</p> <p>report the assistance came at the right time</p> <p>Ethiopia Average: 43%</p>	<p>Key</p> <p>↑ Above Ethiopia average</p> <p>↓ Below Ethiopia average</p>

*Self-reported data on type of assistance received

UNICEF Performance Snapshot

Compared to the Ethiopia average, UNICEF recipients are more satisfied with the assistance received and a larger proportion report improvements in their quality of life.

Impact of Drought

83% ↓

report extreme impact of the drought

Ethiopia Average: 86%

Impact on Quality of Life

83% ↑

report quality of life improved due to the assistance

Ethiopia Average: 61%

What Impact

- 43% mention improved ability to afford food
- 16% report increased ability to pay bills
- 15% say it aided with recovery from drought

Recovery from Drought

17% ↑

report having recovered from the drought

Ethiopia Average: 10%

Assistance Received*

- 80% report receiving cash transfer
- 46% report receiving food

Key

- ↑ Above Ethiopia average
- ↓ Below Ethiopia average

Net Promoter Score®

27 ↑

on a -100 to 100 scale for recipient satisfaction and loyalty

Ethiopia Average: 9

Challenges

2%

report experiencing challenges in receiving assistance

Ethiopia Average: 2%

Financial Situation

19% ↑

report financial situation improved since the preceding year (2021)

Ethiopia Average: 8%

Timely Assistance

30% ↓

report the assistance came at the right time

Ethiopia Average: 43%

*Self-reported data on type of assistance received

Summary Of Data Collected

1,030 phone interviews completed between July 2022 to February 2023.

Methodology

Survey mode	Phone
Country	Ethiopia
Language	Somali, Afari, Amharic
Dates	July 2022 - February 2023
Sampling	Random sample of ~9,920 recipients of anticipatory assistance provided in May – October 2021
Response rate	63%
Average time p/interview	~35 mins

Responses Collected

Recipients 1,030

Analysis

Weighted average
To mirror our sample to the population served by each agency, we weighted the results. The ‘% of population’ indicated below reflects how much weight was assigned to each agency.

	% of sample	% of population
FAO	39%	52%
UNFPA	21%	21%
UNICEF	40%	28%

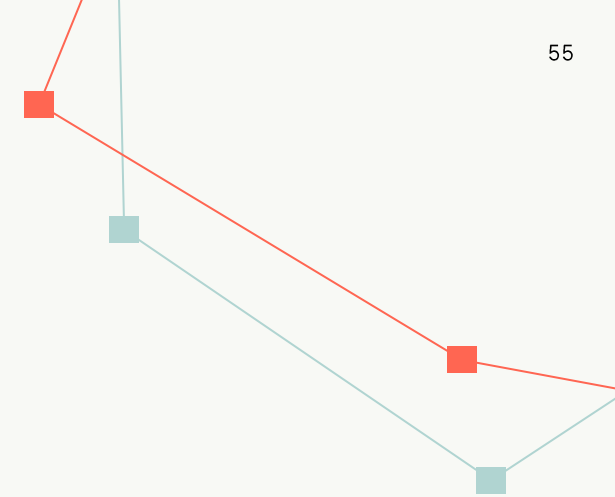
Accuracy

Confidence Level	~90%
Margin of error	~2%

*Our confidence level cannot account for two unknowns for this population: mobile penetration and extent of completeness of agencies' recipient phone number list.

Thank You For Working With Us!

Let's do it again sometime.



About 60 Decibels

60 Decibels makes it easy to listen to the people who matter most. 60 Decibels is an impact measurement company that helps organizations around the world better understand their customers, suppliers, and beneficiaries. Its proprietary approach, Lean Data, brings customer-centricity, speed and responsiveness to impact measurement.

60 Decibels has a network of 1,000+ trained Lean Data researchers in 80+ countries who speak directly to customers to understand their lived experience. By combining voice, SMS, and other technologies to collect data remotely with proprietary survey tools, 60 Decibels helps clients listen more effectively and benchmark their social performance against their peers.

60 Decibels has offices in London, Nairobi, New York, and Bengaluru. To learn more, visit 60decibels.com.

We are proud to be a Climate Positive company. 

Your Feedback

We'd love to hear your feedback on the 60dB process; take 5 minutes to fill out our feedback survey [here!](#)

Acknowledgements

Thank you to Julia Wittig for their support throughout the project.

This work was generously sponsored by OCHA.

We were able to access food and water.

We were able to protect ourselves from diseases.

We have recovered from the effects of the drought.

The agency provided us
with critical aid such
as:

>livestock feed

>food

>farm inputs

We are very
happy.

Devin Olmack

Aayushi Kachalia

Hilari Mbithe

Shivani Yadav

For queries, please email:

devin@60decibels.com;

aayushi@60decibels.com