

# Assessment of Drought & Anticipatory Action on Targeted Populations

Somalia



# Project Context

The 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 Somalia cope with the anticipated drought. More details about the AA allocation of 2021 are on the next page.

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' experiences and measuring the impact of anticipatory assistance through phone surveys with 1,444 recipients who received assistance from 5 different UN agencies between February – August 2022. 60 Decibels trained in-country research assistants used proprietary and standardized survey tools to conduct the surveys.

# Overview of AA Somalia Allocation (2021)

The \$20 million AA allocation for droughts was utilized by 5 sectors, and 7 agencies to provide a cross-sectoral, coordinated support package at scale ahead of the shock.

Sector	Agency	Activities
FSL	FAO	<ul style="list-style-type: none"> <li>Drought-tolerant crop seeds, tools, training as well as cash transfers (\$75/month) for 3 months</li> <li>Livestock feed and cash transfers (\$60-80/month) for 3 months</li> </ul>
	WFP	Unconditional cash transfers for pastoralists or agro-pastoralists and IDPs with little to no livelihood opportunities
Nutrition	UNICEF	<ul style="list-style-type: none"> <li>Screen 115,000 children for malnutrition</li> <li>Provide 45,000 children with treatment</li> <li>Counsel 50,000 caregivers on child feeding practices</li> </ul>
	WFP	<ul style="list-style-type: none"> <li>Provide 326.21 MT of specialized nutritious food for under 2s</li> <li>Provide health and nutrition messaging for PLW and caregivers</li> </ul>
WASH	IOM	<ul style="list-style-type: none"> <li>Rehabilitate 10 boreholes, and drill 2 new boreholes</li> <li>Rehabilitate, or upgrade 13 motorized (shallow) wells, and distribute 3,000 hygiene kits</li> </ul>
	UNICEF	<ul style="list-style-type: none"> <li>Rehabilitation, construction or upgrading of 12 boreholes and 3 shallow wells</li> <li>Distribution of 5,000 hygiene kits</li> </ul>
Health	WHO	Trainings and medical kit procurement
	UNICEF	Vaccination of 8,300 children for polio and 44,000 children for measles
Protection	UNFPA	<ul style="list-style-type: none"> <li>Distribution of dignity kits and menstrual hygiene management kits</li> <li>GBV prevention and mitigation messages</li> <li>Cash transfers</li> </ul>
	UNICEF	Setting up 15 child protection committees; providing vocational training to 80 boys and girls to withstand drought-induced hardship
	UNHCR	Deploy protection monitors, apply monitoring procedures, and one-off cash disbursement to survivors

Note: Highlighted rows indicate the 5 agencies that participated in the 60 Decibels assessment.

# Recap of Research Goals

Understanding the benefit and impact of AA on targeted populations in Somalia 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 information in this report was collected between February 2022 – August 2022 over the phone by a team of 11 60dB research assistants.

The interviews were conducted in Somali language with the recipients of anticipatory assistance. With an average response rate of 67%, we believe these results to be representative of the recipient base.

There were slight differences in the sample sizes across agencies. In terms of the gender split, the majority of recipients (87%) are female. FAO has a roughly equal split between men and women.

Across the collected data, we checked for trends by segments including mode of receiving assistance, additional assistance received, extent of drought impact, extent of recovery from drought, relocation and have called them out in the report wherever we found significant differences.

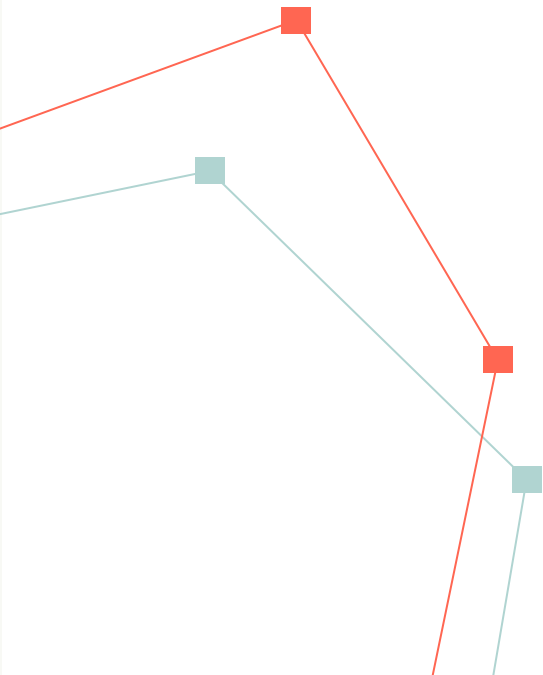
## About The Recipients We Spoke With

	 <b>FAO</b>	 <b>UNFPA</b>	 <b>IOM</b>	 <b>UNHCR</b>	 <b>WFP</b>
<b>Sample Size</b>	280	290	298	291	285
<b>Gender</b> (% female)	58%	99%	95%	87%	94%
<b>Average Age</b>	40	40	37	39	40
<b>Data Collection Months</b>	February – May 2022	March – June 2022	June – July 2022	June – August 2022	June – August 2022
<b>Response Rate</b>	61%	62%	60%	75%	74%



# 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 1,444 recipients who received anticipatory assistance from UN agencies – they had a lot to say!

## Contents

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“My life changed because of the assistance. I stopped hovering around and asking people for help such as loans and I also paid most of my debts. I had the opportunity to take care of my children as a mother and not a father for first time after so long.”

- Female, 42, UNFPA



# 6 Insights: Impact of Drought

The impact of the drought has been severe; it appears to be lower in the months when recipients report receiving assistance.

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

4 in 5 recipients felt the drought between May - October 2021 to be 'extreme' and 1 in 4 had to relocate from their initial place of residence because of the drought. Relocation to a camp or a new area seems to be an important indication of the drought impact – recipients who relocated from their initial place of residence are more likely to report 'extreme' impact of the drought than those who didn't have to relocate (94% vs. 73%).

Recipients have also experienced the impact of the drought on their income sources. Prior to May of the preceding year (2021), recipients' top income source was crop farming. Currently, they are surviving on small businesses or manual labour. A large proportion of households mention having no income source at all in the time period they were interviewed\* (13%) than before the drought (1%).

See pages [32](#), [37](#), [26](#)

## 2 The months wherein recipients report receiving assistance coincide with their least bad months during the drought.

Of the recipients who could recall when they received assistance, two-thirds mention May - October 2021. This is also the time period that recipients describe as their least bad months in 2021. Within this time period, July and August are least likely to be reported as bad drought months, with only 14% of respondents mentioning these.

Recipients' self-reported time period of receiving assistance also aligns well with the time period when agencies reported delivering assistance.

Close to half of the recipients who received assistance from other sources received it prior to the anticipatory assistance, between January - April 2021. This could likely be due to the ongoing drought since 2020.

See pages [28](#), [33](#), [29](#)

\* Recipients were interviewed between February - August 2022.

## 6 Insights: Experience with Anticipatory Assistance

Satisfaction and impact of the assistance are high, and it appears to have reached recipients in a timely manner. The assistance can be improved to better serve their needs.

### 3 Recipients are very satisfied with their experience of receiving the assistance and report positive impact.

The Net Promoter Score® - a common gauge of satisfaction - is 57, which is very good and indicates that recipients are happy with their experience of receiving assistance. They value the usefulness and relevance of the assistance (40%), being able to afford food and water (36%), and improved access to clean water and household hygiene (20%).

4 in 5 recipients report quality of life improvements because of the assistance. They talk about being able to afford food (48%), access clean water (26%), and feel better emotionally and physically (24%).

See pages [47](#), [49](#), [61](#), [63](#)

### 4 Recipients are happy with the timeliness of assistance they received. There is room to improve its adequacy.

9 in 10 recipients mention they received the assistance at the right time, allowing them to prepare and cope with the drought.

However, only 4% of the recipients were able to make helpful decisions because of being able to receive assistance sooner rather than later.

Looking at the adequacy of assistance, a quarter of the recipients report that it met 'all' or 'most' of their needs. Of the remaining, the majority said it met only 'some' of their needs.

While agencies are being able to deliver assistance to recipients at the right time, there is scope to improve the adequacy of assistance to help them prepare and cope with the drought better.

See pages [51](#), [53](#), [54](#)

## 6 Insights: Recommendations

Looking ahead, recipients seek continued assistance that they can access easily. Consider providing bundled assistance including cash plus food.

### 5 Continuing to provide assistance over a longer period and addressing issues around the process of receiving assistance will help sustain recovery.

Detractors (7%) i.e., those who are not as satisfied with their experience of the assistance, seek other forms of assistance and need longer-term support.

While only a handful of recipients (3%) report challenges with receiving assistance, there is an opportunity to address these. They mention not being able to trust agencies because they never received the promised assistance, prevalent corruption among local NGO leaders who manage the distribution of assistance, and a longer than an ideal process to be able to receive assistance.

When asked about how they can be supported for any upcoming drought, recipients mention food and cash support as the top suggestions, in line with their current coping strategies. This would potentially reduce their reliance on credit and avoid any debt traps that they may be currently facing.

See pages [49](#), [56](#), [57](#)

### 6 Bundled assistance (i.e. cash plus non-cash) appears to be a promising way forward.

Compared to others, recipients of cash plus other assistance (i.e. FAO recipients) report higher satisfaction (NPS: 66 vs. 53). They are also more likely than others to report they have recovered from the drought and are better off (34% vs. 19%). This could be linked to a few things:

- Compared to others, they are less likely to report feeling an 'extreme' impact of the drought (57% vs. 83%).
- Compared to others, they are twice as likely to find the assistance to be useful and relevant (67% vs. 32%). This could be due to the relevance of the non-cash assistance they received along with cash which likely has as an additional impact on their livelihood-related outcomes, over and above the household outcomes.
- The nature of assistance provided i.e., cash for more immediate expenses of food, water, and debt repayments, paired with livelihood inputs for longer-term recovery.

Can more agencies consider cash plus other forms of assistance to fuel greater recovery from the drought and improve the impact of anticipatory assistance?

See pages [47](#), [42](#), [32](#), [50](#)

# Performance Snapshot: Overview

Despite the considerable drought impacts, recipients report benefits from the AA assistance including greater ability to afford food, access to clean water, and improved emotional and physical wellbeing.

## Impact of Drought

# 78%

report extreme impact of the drought

## Impact on Quality of Life

# 79%

report quality of life improved due to the assistance

**Bangladesh: 91%**

## What Impact

- 48% mentioned improved ability to afford food
- 26% reported access to clean water
- 24% talked about improved emotional and physical well-being

## Recovery from Drought

# 61%

report having recovered from the drought

## Comparison to Bangladesh Results

Bangladesh Data: 785 recipient phone interviews conducted in January 2021 to understand the impact of anticipatory assistance provided to help recipients cope with the monsoon floods of July 2020 in Bangladesh.

We have mentioned the Bangladesh results for the relevant metrics that overlap across both studies.

We have drawn comparisons to Bangladesh results to understand the experience and impact of anticipatory assistance on populations affected by different climate shocks in different geographies.

## Net Promoter Score®

# 55

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

**Bangladesh: 44**

## Challenges

# 3%

report experiencing challenges in receiving assistance

## Financial Situation

# 62%

report financial situation improved since the preceding year (2021)

**Bangladesh: 35%**

## Sense of Safety

# 88%

report feeling 'very safe' in their current location

# Performance



Food and Agriculture  
Organization of the  
United Nations



# FAO Performance Snapshot

Compared to the Somalia average, a smaller proportion of the FAO recipients report extreme impact of the drought and a higher proportion have recovered from it. They are satisfied with their experience of the assistance.

## Impact of Drought

57% ↓

report extreme impact of the drought

Somalia Average: 78%

## Impact on Quality of Life

76% ↓

report quality of life improved due to the assistance

Somalia Average: 79%

## What Impact

- 47% mentioned improved ability to afford food
- 26% reported access to clean water
- 26% talked about improved ability to afford household bills

## Recovery from Drought

67% ↑

report having recovered from the drought

Somalia Average: 61%

## Assistance Received

- 61% received cash plus livestock inputs
- 39% received cash plus livestock inputs

## Key

- ↑ Above Somalia average
- ↓ Below Somalia average

## Net Promoter Score®

56 ↑

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

Somalia Average: 55

## Challenges

2% ↓

report experiencing challenges in receiving assistance

Somalia Average: 3%

## Financial Situation

46% ↓

report financial situation improved since the preceding year (2021)

Somalia Average: 62%

## Sense of Safety

77% ↓

report feeling 'very safe' in their current location

Somalia Average: 88%

# Performance





# UNFPA Performance Snapshot

UNFPA recipients are very satisfied with the assistance and report quality of life improvements. These results seem particularly impactful because most recipients report extreme impact of the drought.

## Impact of Drought

84% ↑

report extreme impact of the drought

Somalia Average: 78%

## Impact on Quality of Life

82% ↑

report quality of life improved due to the assistance

Somalia Average: 79%

## What Impact

- 48% mentioned improved emotional and physical well-being
- 38% reported greater ability to afford education
- 33% talked about improved ability to afford food

## Recovery from Drought

58% ↓

report having recovered from the drought

Somalia Average: 61%

## Assistance Received

- 62% received dignity kits
- 38% received cash

## Net Promoter Score®

65 ↑

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

Somalia Average: 55

## Challenges

4% ↑

report experiencing challenges in receiving assistance

Somalia Average: 3%

## Financial Situation

61% ↓

report financial situation improved since the preceding year (2021)

Somalia Average: 62%

## Sense of Safety

82% ↓

report feeling 'very safe' in their current location

Somalia Average: 88%

## Key



Above Somalia average



Below Somalia average

Performance



# IOM Performance Snapshot

Most IOM recipients report extreme impact of the drought. The assistance has improved their quality of life, primarily helping them access clean water. There is scope to increase recipient satisfaction and aid better recovery for them.

## Impact of Drought

82% ↑

report extreme impact of the drought

Somalia Average: 78%

## Impact on Quality of Life

79%

report quality of life improved due to the assistance

Somalia Average: 79%

## What Impact

- 70% mentioned easy access to clean water
- 52% reported improved emotional and physical well-being
- 21% talked about improved health and nutrition

## Recovery from Drought

42% ↓

report having recovered from the drought

Somalia Average: 61%

## Assistance Received

- 51% received rehabilitation wells and hygiene kits
- 38% hygiene kits

## Key

- ↑ Above Somalia average
- ↓ Below Somalia average

## Net Promoter Score®

36 ↓

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

Somalia Average: 55

## Challenges

1% ↓

report experiencing challenges in receiving assistance

Somalia Average: 3%

## Financial Situation

62%

report financial situation improved since the preceding year (2021)

Somalia Average: 62%

## Sense of Safety

92% ↑

report feeling 'very safe' in their current location

Somalia Average: 88%

# Performance



# UNHCR Performance Snapshot

While the majority of UNHCR recipients report having recovered from the drought, there is room to improve their experience and deepen the impact of assistance.

## Impact of Drought

78%

report extreme impact of the drought

Somalia Average: 78%

## Impact on Quality of Life

60% ↓

report quality of life improved due to the assistance

Somalia Average: 79%

## What Impact

- 80% mentioned improved ability to afford food
- 30% reported greater ability to afford education
- 27% talked about easy access to clean water

## Recovery from Drought

78% ↑

report having recovered from the drought

Somalia Average: 61%

## Assistance Received

All recipients received cash.

## Net Promoter Score®

50 ↓

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

Somalia Average: 55

## Challenges

6% ↑

report experiencing challenges in receiving assistance

Somalia Average: 3%

## Financial Situation

55% ↓

report financial situation improved since the preceding year (2021)

Somalia Average: 62%

## Sense of Safety

93% ↑

report feeling 'very safe' in their current location

Somalia Average: 88%

### Key



Above Somalia average



Below Somalia average

# Performance



# WFP Performance Snapshot

Most WFP recipients report extreme impact of the drought. However, they also experience high positive impact of the assistance on their quality of life and financial situation.

## Impact of Drought

87% ↑

report extreme impact of the drought

Somalia Average: 78%

## Impact on Quality of Life

99% ↑

report quality of life improved due to the assistance

Somalia Average: 79%

## What Impact

- 79% mentioned improved ability to afford food
- 17% reported improved ability to afford household bills
- 27% talked about greater ability to afford education

## Recovery from Drought

61%

report having recovered from the drought

Somalia Average: 61%

## Assistance Received

All recipients received cash.

## Key

- ↑ Above Somalia average
- ↓ Below Somalia average

## Net Promoter Score®

69 ↑

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

Somalia Average: 55

## Challenges

2% ↓

report experiencing challenges in receiving assistance

Somalia Average: 3%

## Financial Situation

83% ↑

report financial situation improved since the preceding year (2021)

Somalia Average: 62%

## Sense of Safety

95% ↑

report feeling 'very safe' in their current location

Somalia Average: 88%



## ● Who Are UN Agencies Reaching?

- Demographics
- Income sources
- Types of assistance received

## ● What Has Been The Impact of Drought?

- Extent of the drought impact
- Impact on wellbeing and livelihood
- Relocation & sense of safety
- Recovery from drought

## ● Are Recipients Satisfied With The Assistance?

- Net Promoter Score & drivers
- Timeliness of assistance
- Adequacy of assistance
- Challenges & suggestions for improvement

## ● What Is The Impact of Anticipatory Assistance?

- Impact on quality of life
- Top outcomes being experienced
- Impact on financial situation

“The cash assistance came when I had no lunch or food that day. Then we immediately bought rice. I paid off debts to a shop and grocery store. I bought other foods with the remaining money.”

- Female, 37, WFP

# Recipient Profile: Demographics

Over half of the recipients live in female-headed households. Top regions that recipient households are located in are: Belet Xaawo, Baardheere, Kismaayo, Kabasa IDP, Doolow.

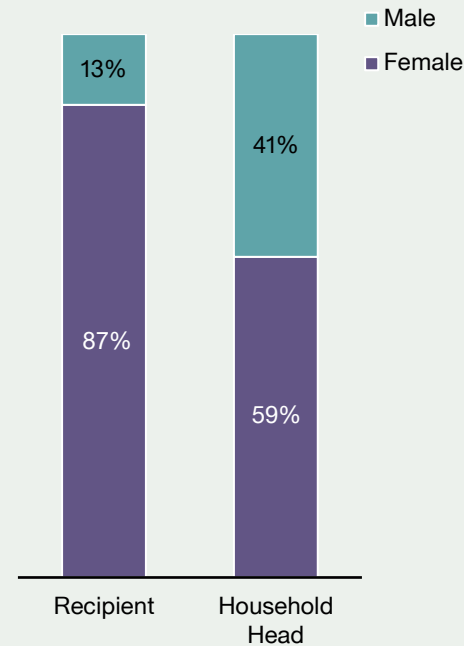
We observed high variability in recipients' age.

Let's start with a snapshot of who the UN agencies are serving – the typical recipient is a 39-year-old female living in a household of 8 members.

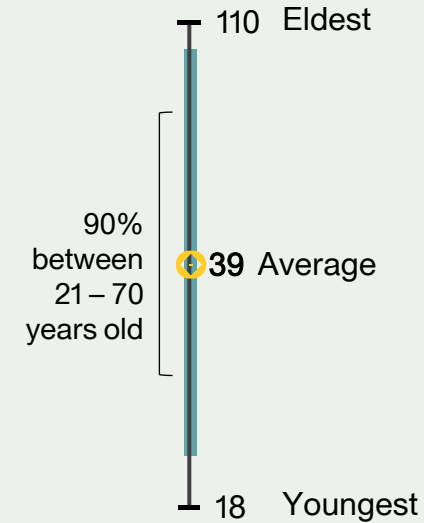
## About the Recipients We Spoke With

Data relating to recipient characteristics (n = 1442)

### Gender



### Age



### Household Size

7.8 Average size

# Recipient Profile: Top Income Sources

Over two-thirds of the recipients report having only one income source for their household prior to May 2021, suggesting low to no scope for income diversification.

About a third report having at least two income sources. These additional income sources include livestock rearing, manual labour, and construction work.

A larger proportion of households report having no income source at all at the time of interviewing (13% vs. 1%). This indicates the drought's detrimental effects on recipients' income sources.

Prior to May 2021, top income source reported by recipients is crop farming. Currently, households are surviving on their small businesses.

## Household Income Diversification

# of income sources mentioned by recipients

	Prior to May 2021	Current*
<b>No income source</b>	1%	13%
<b>1 income source</b>	66%	69%
<b>&gt;=2 income sources</b>	33%	18%

## Top Income Sources

Q: Prior to May of last year, what were the top three income sources for your household?

Q: What are the top three income sources for your household now? (n = 1,444)

	Prior to May 2021	Current*
<b>#1</b>	Crop Farming	Small business
<b>#2</b>	None	None
<b>#3</b>	None	None

\*Current' or 'Currently' refers to the time the interview took place (i.e. some time between February and August 2022)

# Assistance Received as Reported by Recipients (1/2)

Top two reported types of assistance by agency:

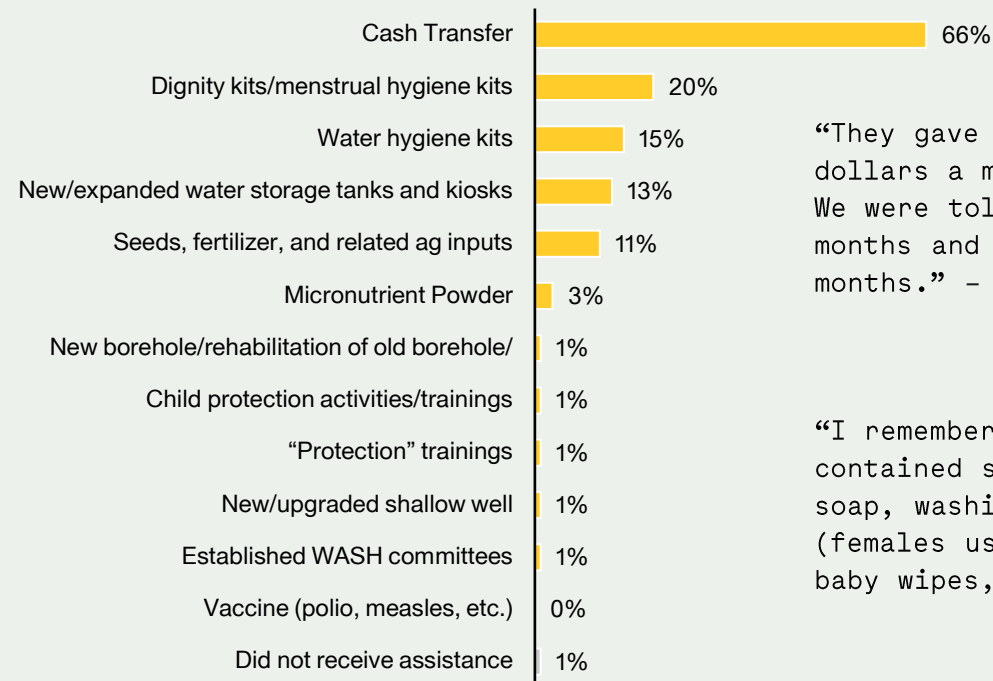
- **FAO:** Cash transfer (99%); Agricultural inputs (58%)
- **UNFPA:** Dignity kits / menstrual hygiene kits (63%); Cash transfer (39%)
- **IOM:** Water hygiene kits (92%); New / expanded water storage tanks (5%)
- **UNHCR:** Cash transfer (99%); Dignity kits (3%)
- **WFP:** All recipients received cash transfer (100%)

There is a slight difference in the intended vs. reported assistance for IOM recipients. 51% of recipients were intended to receive water rehabilitation but only 5% report receiving it.

Two-thirds of the recipients report receiving cash assistance. Around a fifth claim they received dignity kits and water hygiene kits, and the rest primarily received water storage tanks, and agriculture inputs.

## Type of Assistance Received as Reported by Recipients

Q: What did the assistance entail? (n = 1,444)



“They gave us 60 dollars for two months and 80 dollars a month for a total of three months. We were told the help would last for six months and we still have the remaining three months.” – Female, 47, FAO

“I remember they gave us a bucket that contained sheath dresses, skirts, bathing soap, washing soap, sanitizers, ALWAYS (females uses this during monthly period), baby wipes, and cream.” – Female, 26, UNFPA

# Assistance Received as Reported by Recipients (2/2)

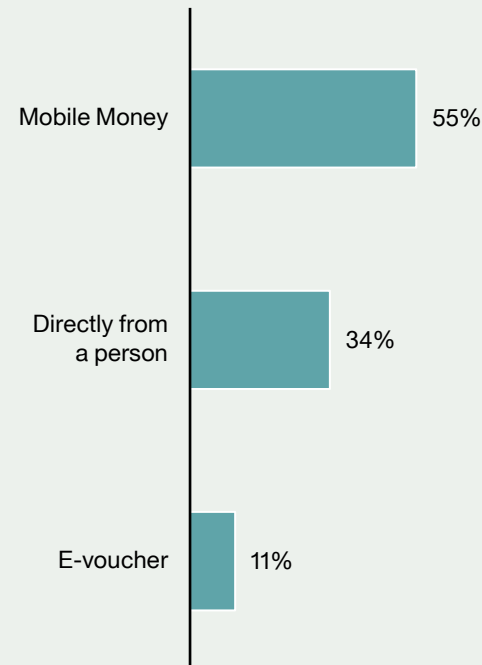
- A higher proportion of UNFPA and IOM recipients received assistance directly from a person (63% and 97% respectively).
- Almost all FAO and UNHCR recipients received it through mobile money (99%).
- Only WFP recipients received assistance through E-vouchers (54%).

A third of the recipients were able to remember when they received the assistance. Recipients' self-reported data is largely in line with the actual time period when the assistance was delivered to them: May - October 2021.

More than half of the recipients received assistance through mobile money and a third received it directly from a person. Of those who could recall when they received assistance, the majority mention May – October 2021.

## Mode of Receiving Assistance

Q: How did you receive the majority of the assistance?  
(n = 1,444)



## When Recipients Received Assistance

Q: Can you remember roughly when you received this assistance? (n = 453\*). Multi-select.



\*Only 453 recipients were able to remember the month they received the assistance in.

# Assistance Received From Other Sources

6 in 10 recipients received assistance from other sources primarily including cash and livestock inputs. Of these, roughly half received it between January - April 2021.

Close to half of the recipients who received assistance from other sources received it prior to the anticipatory assistance, between January - April 2021. This could likely be due to the ongoing drought since 2020.

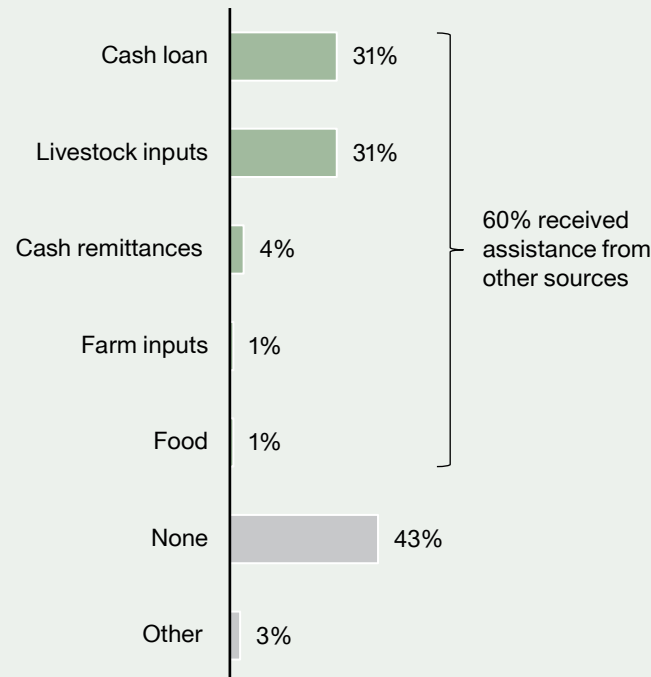
Compared to women, men are more likely to receive cash loans (29% vs. 40%) and cash remittances (3% vs. 10%).

On average, recipients received \$265 as cash loans / remittances. UNHCR recipients report the lowest average amount (\$143) and WFP recipients report the highest (\$333).

Of those who received assistance from other sources, only a quarter could remember when they received it.

## Other Sources of Assistance

Q: Can you describe any assistance (including loans) you received from other sources such as friends, neighbours or relatives? (n = 1,444). Multi-select.



## When Recipients Received Other Assistance

Q: Can you remember roughly when you received this assistance? (n = 209\*). Multi-select.



\*Only 209 recipients were able to remember the month they received the assistance in.



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- Extent of the drought impact
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### ● Are Recipients Satisfied With The Assistance?

- Net Promoter Score & drivers
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- Adequacy of assistance
- Challenges & suggestions for improvement

### ● What Is The Impact of Anticipatory Assistance?

- Impact on quality of life
- Top outcomes being experienced
- Impact on financial situation

“After the drought hit us, I had to send some of my children to my relatives who live in the town to get a better life. And when we received the help, I relocated them to my house, so now our house is complete.”

- Female, 40, FAO

# Impact of Drought

We asked recipients to compare their previous drought experiences to the one between May to October of last year. None of the recipients found the drought to be mild.

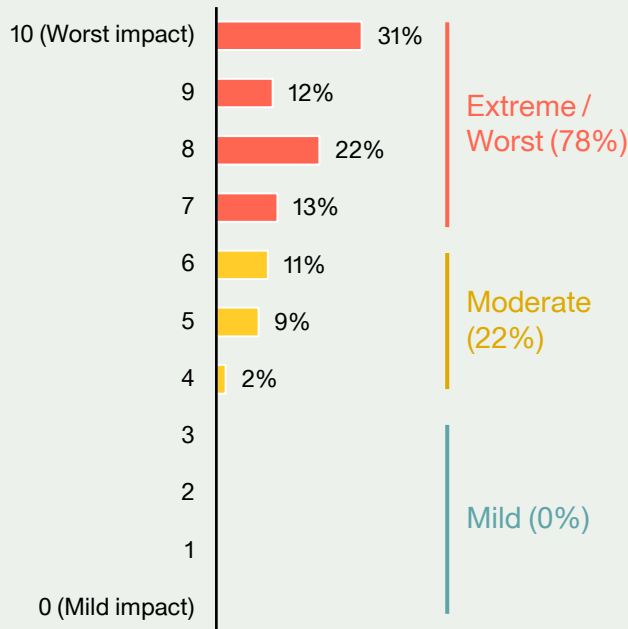
Compared to other recipients, those who received assistance from FAO are least likely to consider the drought to be extreme (80% vs. 57%).

Recipients who had to relocate from their initial place of residence are more likely to consider the drought to be extreme than those who did not have to do so (94% vs. 73%). More on the relocation metric [here](#).

Roughly 4 in 5 recipients consider the drought between May – October 2021 to be the worst 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 last year? 0 means you would consider it to be extremely mild, 10 means you consider it to be the worst drought you have experienced. (n = 1,443)



## Impact of Drought by Agency

(FAO n = 280, UNFPA n = 290, IOM n = 298, UNHCR n = 291, WFP n = 285, Total n = 1,444)

	Extreme	Moderate	Mild
FAO	57%	41%	2%
UNFPA	84%	16%	0%
IOM	82%	18%	0%
UNHCR	78%	22%	0%
WFP	87%	13%	0%

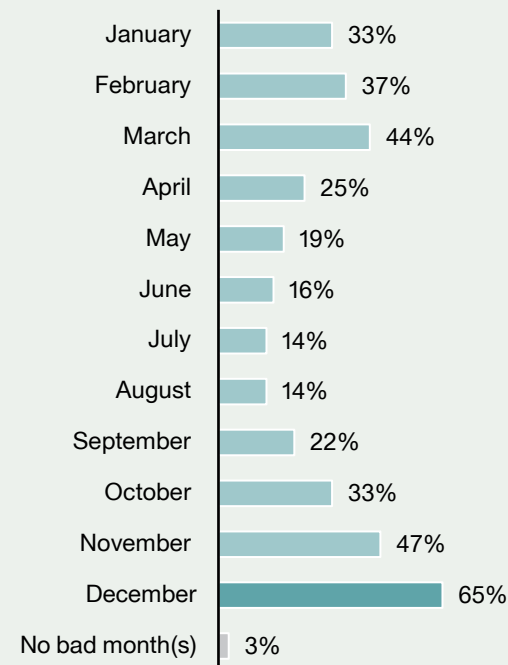
# Most Difficult Drought Period

Almost all recipients faced at least one bad month last year. 15% of the recipients report that over 6 months of the year were bad for them. December is most commonly reported as being a difficult month for respondents.

Recipients describe the middle of the year as their least bad months, in line with the months when they also report receiving assistance. This may suggest that receiving the assistance helped them offset the drought impact.

## Bad Months in 2021

Q: In 2021, which months would you describe as your bad months? (n = 1,444). Multi-select



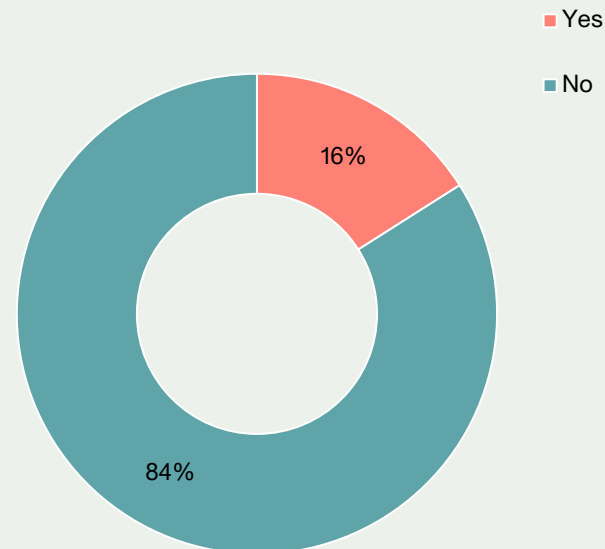
## Impact on Wellbeing and Livelihood (1/2)

Close to a fifth of the recipients had to make significant decisions relating to their family's wellbeing. These decisions were made throughout the year.

FAO (25%) and UNHCR (21%) recipients are more likely to have made significant wellbeing or livelihood-related decisions because of the drought compared to other recipients (avg of. 10%). While FAO recipients are least likely to have experienced the 'extreme' impact of the drought, this group of FAO recipients that was forced to make significant decisions is indeed the one that experienced the 'extreme' impact of the drought.

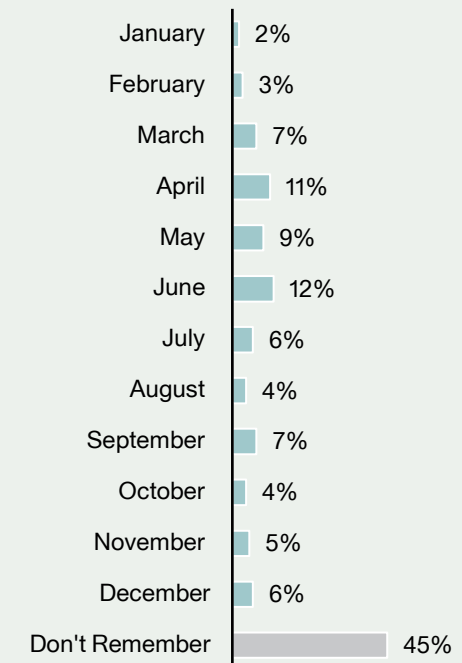
### Impact on Wellbeing and Livelihood

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 = 1,444)



### When Recipients Made Significant Livelihood-Related Decisions

Q: In which month(s) did you make the decision? (n = 224)



## Impact on Wellbeing and Livelihood (2/2)

Close to half of the recipients report having to relocate to camps, shift to a city, or migrate to a different location.

UNHCR recipients are most likely to have relocated and FAO recipients the least.

IOM recipients are much more likely to have taken a loan or credit (53%), compared to other recipients (avg. of 14%).

Key:

■ #1 decision

■ #2 decision

■ #3 decision

### Types of Decisions Made

Q: Can you please explain what these decisions were? (n = 224). Open-ended, coded by 60 Decibels.

Significant Decisions Made	Total	FAO ●	UNFPA ●	IOM ●	UNHCR ●	WFP ●
Migration or relocation to different location	49%	30%	55%	40%	77%	33%
Sought loans or credit due to poor financial conditions	16%	19%	5%	53%		17%
Sold or slaughtered livestock	11%	17%		20%		17%
Changed occupations	8%		16%	10%		25%
Cut back on expenses (food consumption & education)	6%	16%	8%			
Bought livestock and farm inputs	6%	14%			7%	
Sought easier water access	5%	9%	11%			

# 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

"My shoulder is heavy because of my debts. I had to borrow money from almost everyone I knew in cities. Would you believe me if I told you the money I have borrowed so far is around \$7000?"

- Male, 50

## UNFPA

"The drought has forced me to do many things, including fleeing my hometown. When I arrived in the city, I become homeless for a while until I finally found a camp to live in." - Female, 40

## IOM

"We decided to go to a refugee camp in search for humanitarian assistance after losing our domestic animals due to the drought."

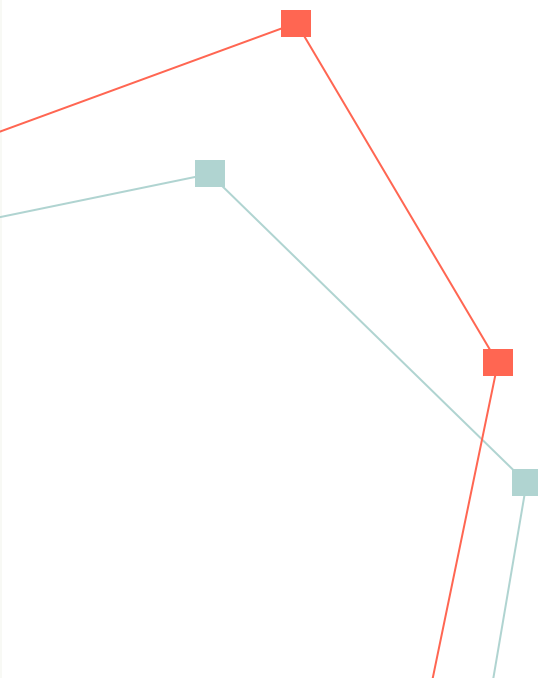
- Female, 36

## UNHCR

"After my divorce, my husband did not leave me with any livestock. I have 3 children and did not have money to buy food for them, so I moved to nearest city to live in a displaced camp." - Female, 28

## WFP

"I decided to work hard by selling vegetables to feed my children rather than begging people." - Female, 50





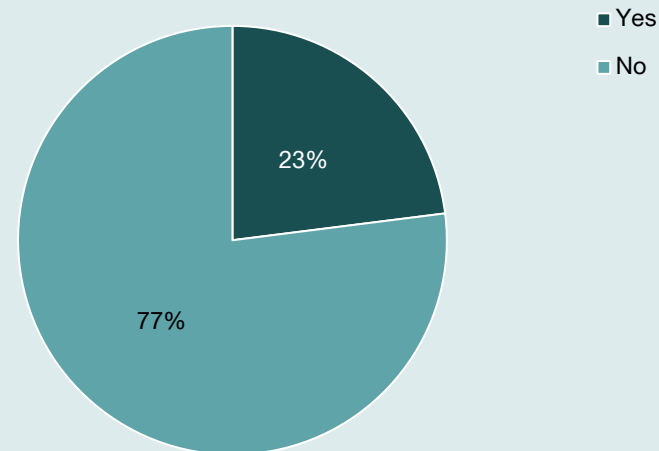
# Relocation from Place of Residence

Over a fifth of the recipients had to relocate from their initial place of residence because of the drought.

Recipients who relocated from their initial place of residence are more likely (93%) to report extreme impact of the drought compared to those who did not relocate (73%).

## Relocation Because of the Drought

Q: Have you had to move from your initial place of residence because of the drought? (n = 1,444)



“We shifted from our initial place to another village because there was no water available and if water is available, it was at a very high price. We didn't have pasture for our livestock but now we are back and waiting on any assistance the organization will provide to us.” - Male, 40, FAO

“I decided to leave the countryside and come to the town, to look for schools for my children and to get assistance from agencies.” - Female, 43, UNFPA

# Sense of Safety in Current Location

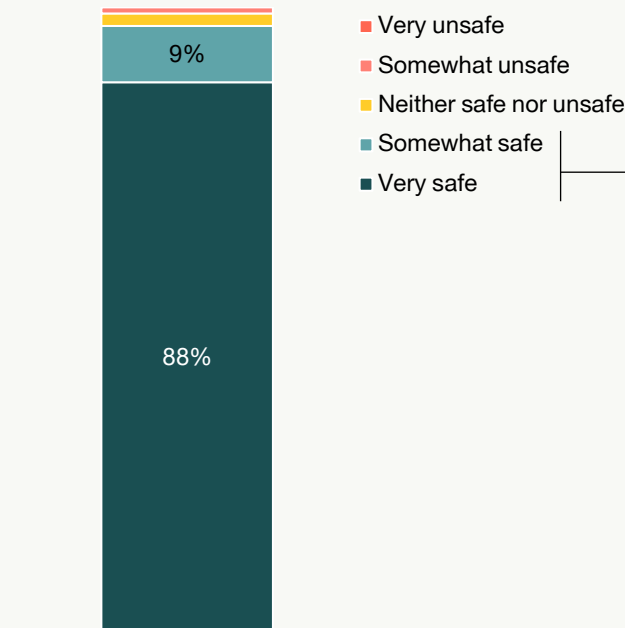
The majority of recipients feel very safe in their current location due to the presence of military and police forces, elders, and support from the government.

A small proportion of recipients (3%) report feeling somewhat unsafe, or neither safe nor unsafe. This group mentions:

- High prevalence of conflict and violence in their area
- Terrorism and bomb blasts
- Thieves and robbery

## Sense of Safety in Current Location

Q: Do you feel safe in your current location? (n = 1,444)



## Top Reasons Recipients Feel Safe

Q: Can you please explain your answer. (n = 1,393).  
Open-ended, coded by 60 Decibels.

**49%** Presence of military and police forces

“There is military and police maintaining law and order.” – Female, 32, IOM

**25%** Presence of elders and community members

“The elders, the government, and the community all work to maintain peace and order.” – Female, 21, WFP

**22%** Support from the government

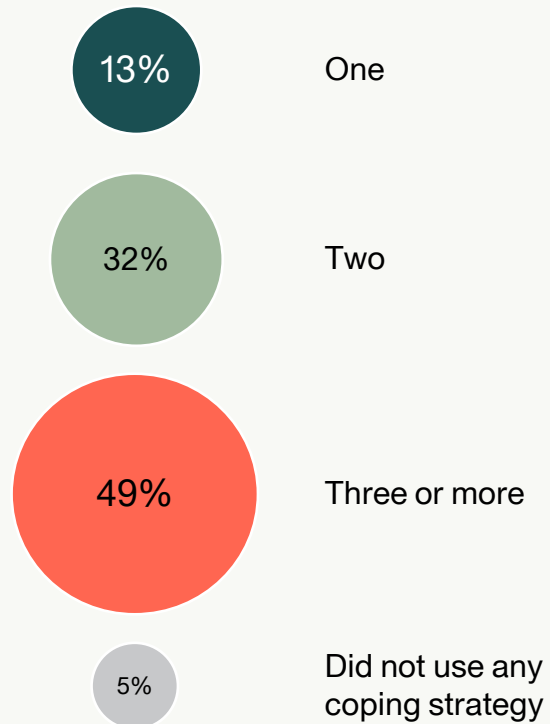
“The government is working hard to make the village safe. So, it is safe here and every one can live peacefully.” – Male, 51, FAO

# Coping Strategies

Most recipients had to borrow food or buy on credit, over half sold their household assets/goods/animals and used up savings, and nearly half borrowed money. These are dire strategies with critical long-term impact on recipients.

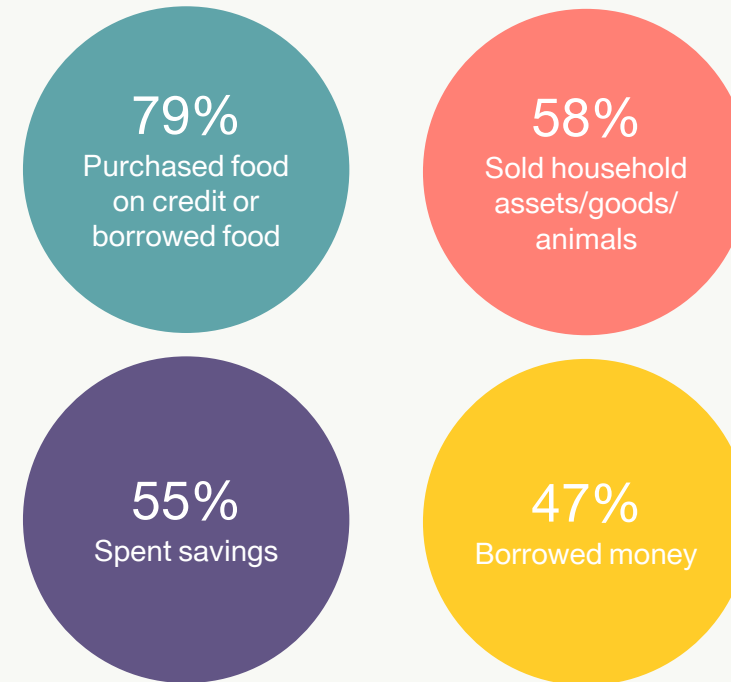
## Number of Coping Strategies Used

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 (e.g., adequate shelter, education services, health services, etc.)? (n = 1,444)



## Strategies to Cope from the Drought

(n = 1,444)



# Coping Strategies By Agency

IOM recipients are most likely to have spent savings in the past month. Compared to other agencies, UNFPA recipients are least likely to sell household assets / goods / animals.

Key:

■ #1 outcome

■ #2 outcome

Purchasing food on credit / borrowing food is the top coping strategy across agencies. This may suggest that having access to the most basic needs such as a food and liquidity is key to cope with an ongoing crisis.

## Strategies to Cope from the Drought

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 (e.g., adequate shelter, education services, health services, etc.)?  
(FAO n = 280, UNFPA n = 290, IOM n = 298, UNHCR n = 291, WFP n = 285, Total n = 1,444)

Coping Strategies	Total	FAO <span style="color: green;">●</span>	UNFPA <span style="color: teal;">●</span>	IOM <span style="color: yellow;">●</span>	UNHCR <span style="color: purple;">●</span>	WFP <span style="color: red;">●</span>
Purchased food on credit or borrowed food	79%	84%	81%	78%	69%	83%
Sold household assets/goods/ animals	58%	64%	43%	50%	66%	69%
Spent savings	55%	43%	58%	71%	50%	54%
Borrowed money	47%	65%	44%	33%	45%	46%

# Recovery from Drought (1/2)

We asked recipients to what extent they were able to recover from the drought.

Recipients who did not receive additional assistance from other sources are more likely to not recover from the drought (38%) than those who received it (26%).

Recipients who experienced the drought to be 'extreme' compared to past droughts (38%) are more likely to not recover from the drought than those who experienced it as 'moderate' (4%) or 'mild' (0%).

3 in 5 recipients have recovered from the drought to some extent, about a fifth have recovered and are better off than before. A third have not recovered yet.

## 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? (n = 1,444)

22%

Recovered and are better off than before the drought

39%

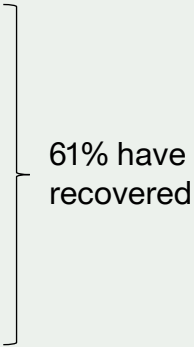
Recovered and are at the same level as before the drought

8%

Recovered and are worse than before the drought

31%

Not recovered yet

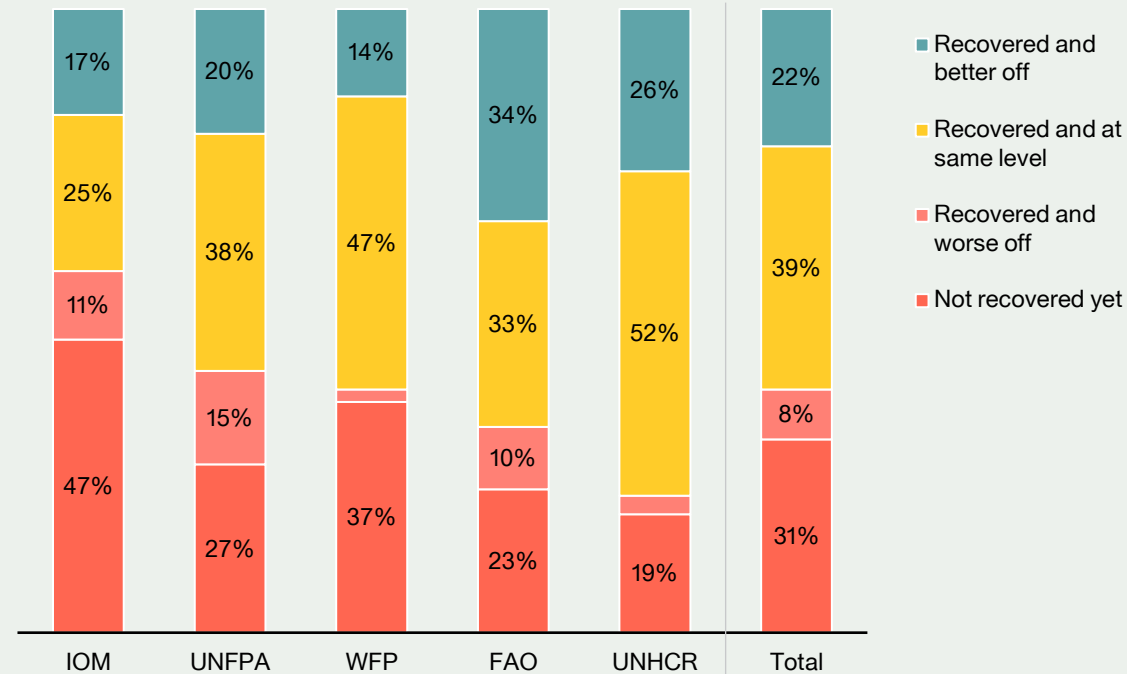


# Recovery from Drought (2/2)

A third of the FAO recipients say they have recovered and are better off than before the drought. On the contrary, almost half of the IOM recipients have not recovered yet.

## Recovery from Floods

Q: To what extent was your household able to recover from the drought between May and October of last year? (n = 1,444)



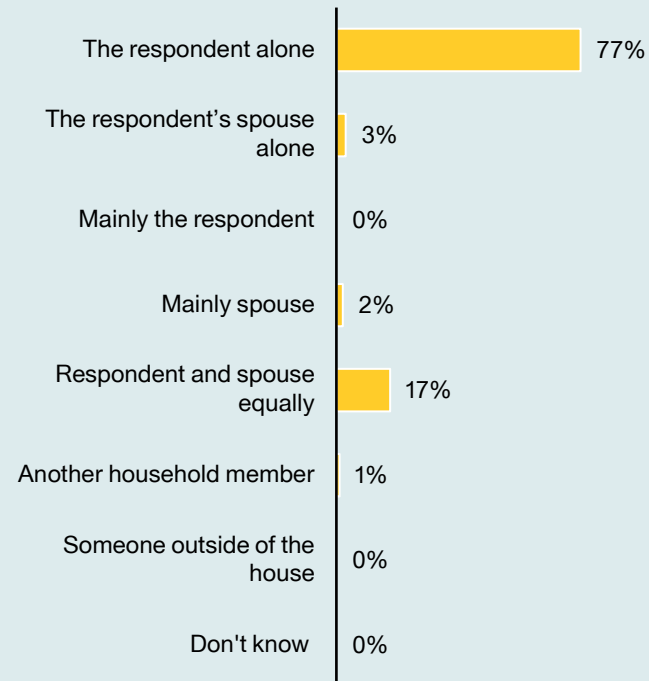
# Decision Maker for Usage of Assistance

Close to a fifth of households participate in joint-decision making in their household. Interestingly, FAO and WFP recipients are most likely to make joint decisions (avg. of 25%) compared to other agencies (avg. of 12%).

Over three-quarters of the recipients are the main decision maker in determining how the assistance would be used.

## 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 = 1,444)



### ● Who Are UN Agencies Reaching?

- Demographics
- Income profile
- Types of assistance received

### ● What Has Been The Impact of Drought?

- Extent of the drought impact
- Impact on wellbeing and livelihood
- Relocation & sense of safety
- Recovery from drought

### ● Are Recipients Satisfied With The Assistance?

- Net Promoter Score & drivers
- Timeliness of assistance
- Adequacy of assistance
- Challenges & suggestions for improvement

### ● What Is The Impact of Anticipatory Assistance?

- Impact on quality of life
- Top outcomes being experienced
- Impact on financial situation

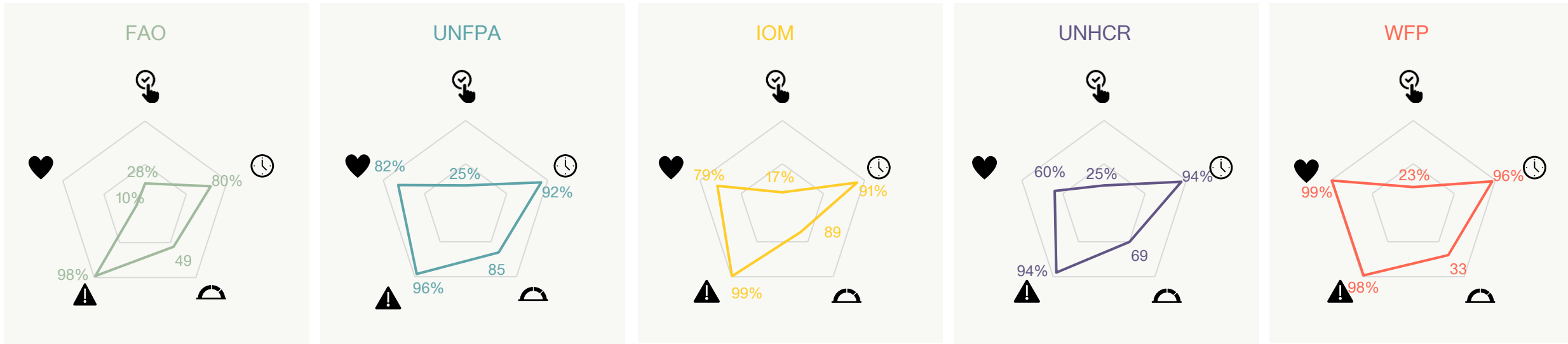


“While the assistance was little, it allowed us to overcome the situation. I was able to get food and water. So, we are happy.”

- Female, 26, UNHCR

# Experience Snapshot by Agency

Recipient satisfaction and timeliness of assistance are high across the board. There is scope to improve adequacy of assistance and deepen impact.



## 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' quality of life

# Recipient Satisfaction: Net Promoter Score

The Net Promoter Score® is 57, which is very good and indicates that recipients are happy with their experience of receiving assistance.

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

Compared to the Bangladesh NPS of 44, the Somalia NPS is higher at 57.

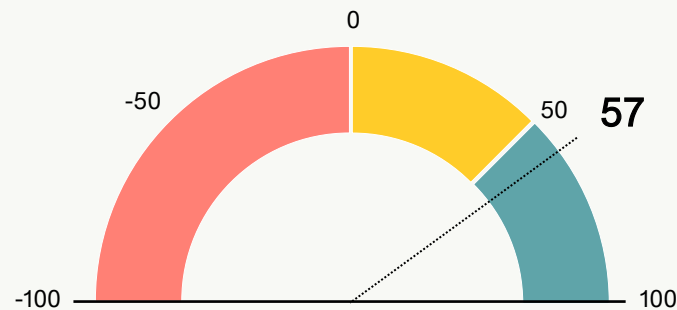
Agency-wise comparison below:

- WFP: 83 in Bangladesh vs. 69 in Somalia
- UNFPA: 47 in Bangladesh vs. 65 in Somalia
- FAO: -6 in Bangladesh vs. 66 in Somalia

Asking respondents to explain their rating tells us what they value and what creates dissatisfaction. These details are on page [49](#).

## Net Promoter Score® (NPS)

Q: On a scale of 0-10, how likely is it that you would recommend receiving assistance at this time to a friend, where 0 is not at all likely and 10 is extremely likely?  
(n = 1,336)



NPS = 64% Promoters — 7% Detractors

9-10 likely to  
recommend

0-6 likely to  
recommend

### Promoter:

“I always recommend people to seek assistance from FAO because it’s the only amazing organization in our village and we really appreciate the effort.” – Male, 45, FAO

### Passive:

“They gave us cash transfer assistance with which we bought food, paid our debts, and bought milk for the children.”  
– Female, 32, UNFPA

### Detractor:

“The things we received is not totally necessary to meet the needs of our household. We got only 2 jerrycans and 4 water purification tablets. We need food aid to improve our lives.” – Female, 33, IOM

# NPS by Agency

The NPS is high for WFP, FAO, and UNFPA recipients suggesting high satisfaction levels. UNHCR and IOM recipients are not as satisfied with their experience of the assistance.

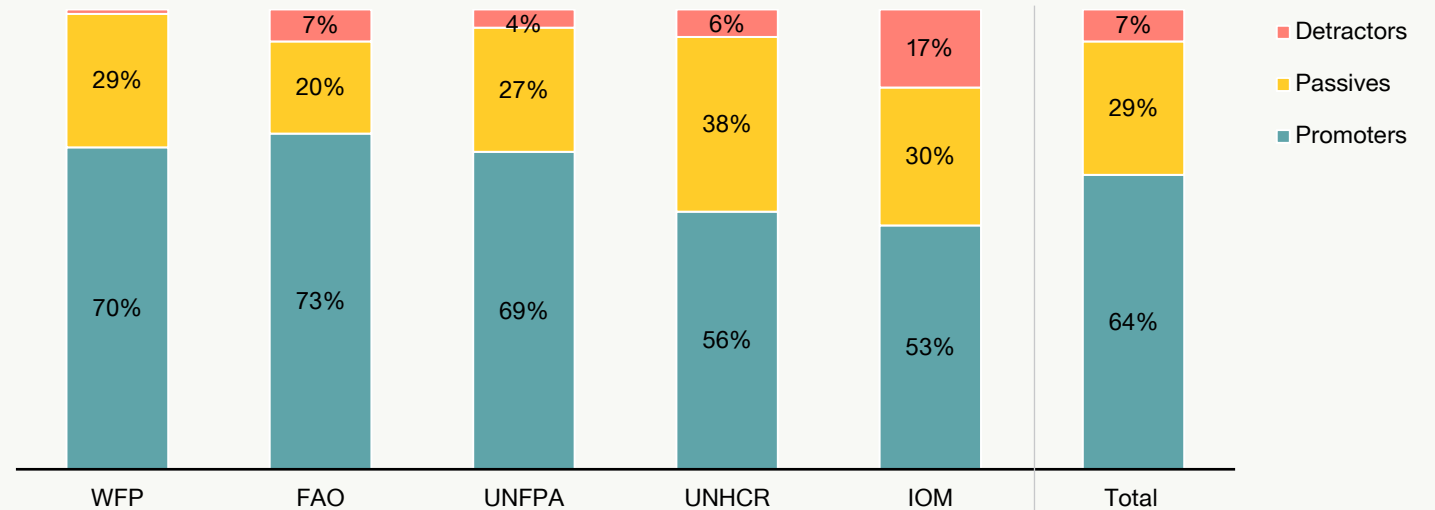
The NPS for recipients who received cash with other assistance is higher (66) than for those who received only cash (63) or only non-cash assistance (43).

The NPS for recipients who have recovered from the drought and are better off is higher (76) than those who are worse off or have not recovered yet (56).

## Recommendation

Investigate why IOM recipients are least satisfied with their experience even though they received water-related assistance that would likely be most useful to cope with a drought. It could perhaps be the case because this assistance is provided at the community-level as indicated by some of the open-ended responses.

## Net Promoter Score by Segment



NPS	<b>69</b>	<b>66</b>	<b>65</b>	<b>50</b>	<b>36</b>	<b>57</b>
n =	255	260	277	282	262	1,336

# NPS Drivers

Promoters and Passives value the usefulness and relevance of the assistance and being able to afford food and water. Detractors seek other forms of assistance and need long-term support.

## 64% are Promoters

### They love:

1. Usefulness and relevance of the assistance  
(40% of Promoters / 24% of all respondents)
2. Improved ability to afford food and water  
(36% of Promoters / 21% of all respondents)
3. Improved access to clean water and household hygiene  
(20% of Promoters / 12% of all respondents)

“Ours is one of the places where the drought hit hard. Almost all our animals died, so by receiving money from the organization, we can at least get something to cover the family’s needs.”  
- Female, 32, UNFPA

## 29% are Passives

### They like:

1. Usefulness and relevance of the assistance  
(39% of Passives / 11% of all respondents)
2. Improved ability to afford food  
(27% of Passives / 7% of all respondents)
3. Improved access to clean water and household hygiene  
(14% of Passives / 4% of all respondents)

“I gave this score to the agency since the amount of cash I received is good and I used to buy food and other expenses in my household like water and power.” - Male, 26, FAO

## 7% are Detractors

### They want to see:

1. Other assistance that is more essential  
(43% of Detractors / 3% of all respondents)
2. Adequate and long-term coverage of assistance  
(26% of Detractors / 2% of all respondents)

“The assistance is only for the drought period. It is little and did not cover daily expenses. We need sufficient assistance and money to buy livestock and recover from the drought.” - Male, 20, FAO

# Satisfaction Drivers: Promoters by Agency

FAO and UNFPA recipients like the usefulness and relevance of the assistance; IOM recipients value having access to clean water. UNHCR and WFP cash recipients appreciate being able to afford basic food and water.

We asked Promoters to describe what specifically about the agencies would cause them to recommend it to others.

## Top Qualitative Themes for 63% of Promoters

Q: What specifically about [agency name] would cause you to recommend it to a friend or family member?  
FAO n = 190, UNFPA n = 190, IOM n = 138, UNHCR n = 156, WFP n = 179, Total n = 853). Open-ended, coded by 60 Decibels.

Satisfaction Drivers	Total	FAO ●	UNFPA ●	IOM ●	UNHCR ●	WFP ●
The usefulness and relevance of the assistance	40%	67%	55%	19%	29%	24%
Improved ability to afford food or water	36%	16%	22%		60%	75%
Access to clean water and household hygiene	20%		28%	83%		
Improved ability to afford household expenses	11%	7%	15%		10%	19%
Timely and consistent assistance	9%	13%	6%			18%
Ability to improve livelihood outcomes including crop and livestock farming	7%	24%				
Ability to afford debt/pay loans	6%				12%	12%

Key:

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

\*There are no significant differences in the qualitative themes mentioned by Passives and Detractors.

# Timeliness of Assistance (1/2)

A tenth of the recipients mentioned they received the assistance too late.

Recipients who have recovered from the drought and are better off or the same are more likely to have received it at the right time than those who have recovered and are worse off or have not recovered yet (62% vs. 38%).

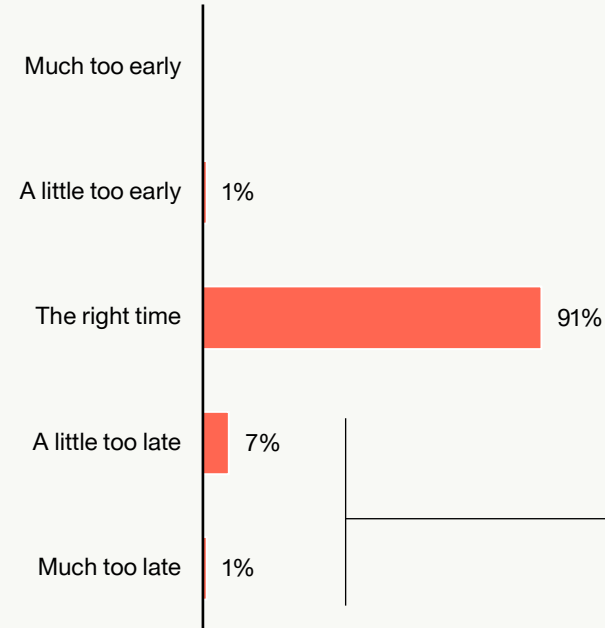
The 8% of recipients who said the assistance came late mention:

- Slow disbursement of funds (35%)
- Peak drought had already passed (23%)
- Crops and livestock were already damaged (10%)

9 in 10 recipients mention they received the assistance at the right time, allowing them to prepare and cope with the drought.

## Timeliness of Assistance

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 (n = 1,444)



For 8% 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:

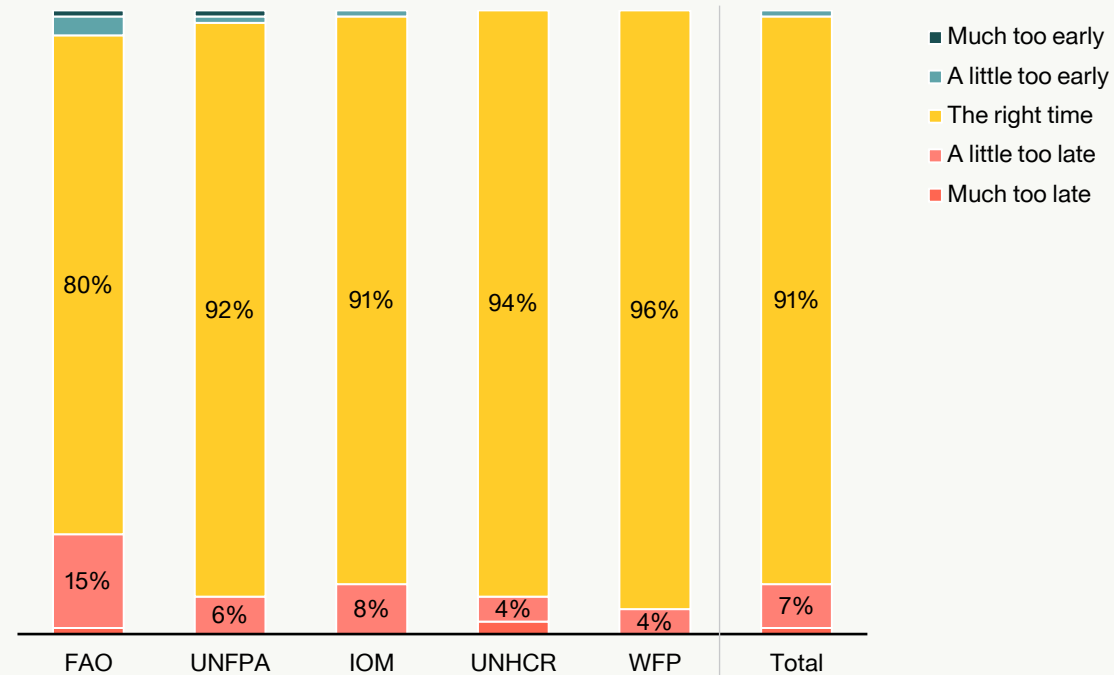
- > February 2021 (35%)
- > January 2021 (31%)
- > May and June 2021 (15%)

# Timeliness of Assistance (2/2)

Among those who felt the assistance came to them little or too late, FAO recipients are most likely to report this.

## Timeliness of Assistance

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 (FAO n = 280, UNFPA n = 290, IOM n = 298, UNHCR n = 291, WFP n = 285, Total n = 1,444)





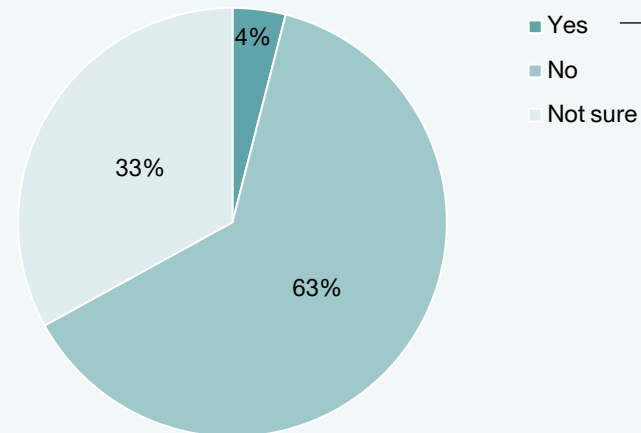
# Timeliness of Assistance & Decision Making

FAO recipients are more likely to report making helpful decisions (9%) than other agencies (2%), because they received assistance sooner rather than later.

Only 4% of the recipients were able to make helpful decisions because of being able to receive the assistance sooner rather than later. Top decisions include avoiding debt and relocating.

## Changes in Decision Making Because of Timely Assistance

Q: Did receiving the assistance earlier lead you to make any different decisions than if you had received it after the drought? (n = 1,444)



## Top Changes in Decision Making

Q: Can you please explain your answer. (n = 55). Open-ended, coded by 60 Decibels.

### 42% Avoided debt

“Before I received the assistance, I was planning to search for loans, but I changed my mind after that.” – Female, 42, IOM

### 14% Relocated to a different area

“I moved to Dollow, but after receiving the assistance, I returned back to my residence.” – Female, 24, UNFPA

# Adequacy of Assistance (1/2)

A quarter of the recipients report that the assistance met 'all' or 'most' of their needs. Of the remaining, the majority said it met 'some' of their needs.

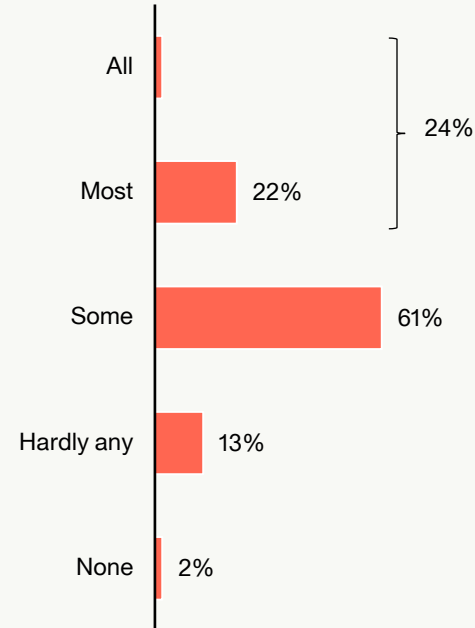
15% of the recipients mention that the assistance hardly met or met none of their additional needs.

Recipients who report being extremely impacted by the droughts are much more likely to mention that the assistance 'hardly met' or met 'none' of their needs than those who report moderate impact (18% vs. 0%).

The NPS for recipients for whom the assistance met 'all or most' is higher (76) than that for those who say it met only 'some' of their needs (55) or 'hardly any' or 'none' (22).

## 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. (n = 1,444)



## Adequacy of Assistance (2/2)

Among those who report feeling the assistance met hardly any or none of their needs, IOM recipients – who received water-related support – are most likely to report this.

FAO recipients report highest adequacy of the assistance - 28% report the assistance meeting 'all' or 'most' of their needs, allowing them to better prepare for the drought.

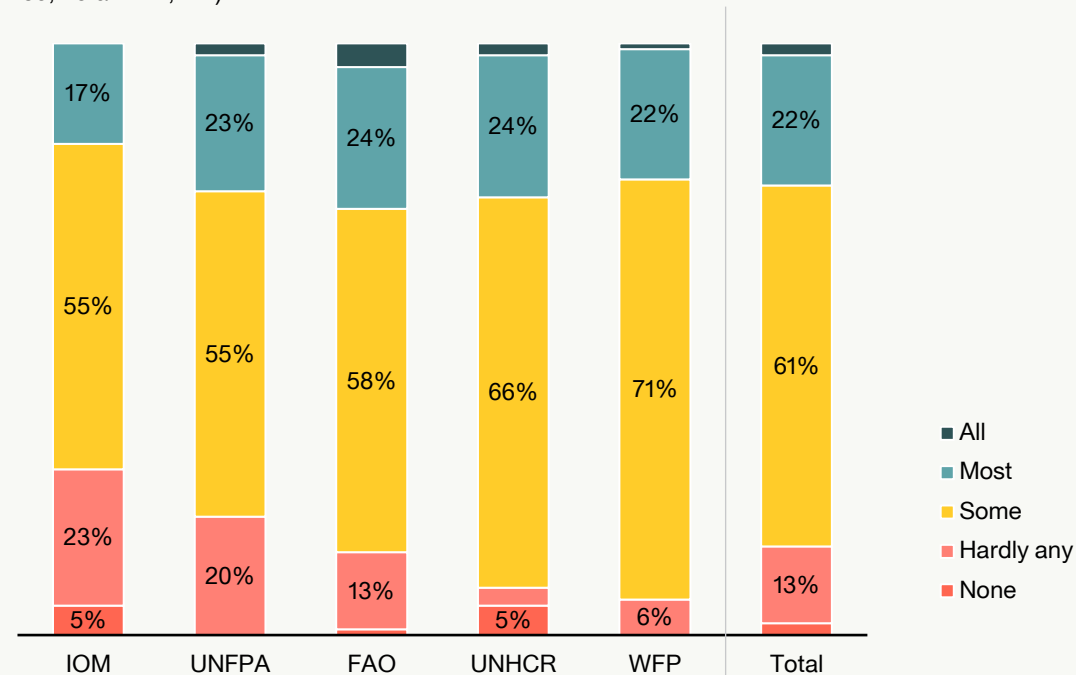
Given the nature of IOM assistance (hygiene kits and water rehabilitation of wells), it might have not met immediate needs of recipients.

### Recommendation

Is the type of assistance driving recipients' satisfaction levels regarding the adequacy of assistance?

### 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. (FAO n = 280, UNFPA n = 290, IOM n = 298, UNHCR n = 291, WFP n = 285, Total n = 1,444)



# Challenges

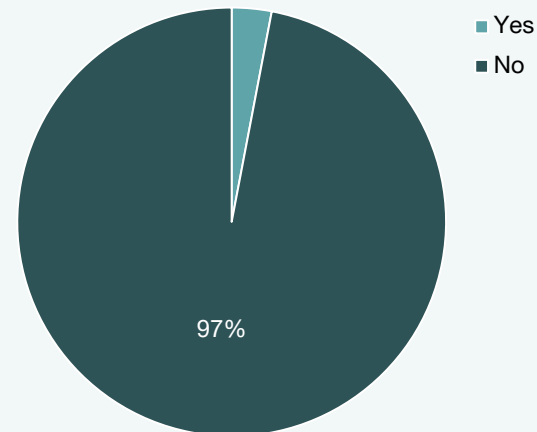
Only 3% of the recipients report challenges with receiving assistance. Top challenge reported is lack of trust in agency.

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.

## Proportion of Recipients Reporting Challenges

Q: Did you experience any challenge with the [agency name] and the assistance you received?  
(n = 1,444)



## Top Challenges Reported

Q: Please explain the challenge you have experienced.  
(n = 43) Open-ended, coded by 60 Decibels

**1. Untrustworthy as I did not receive assistance**  
(63% of recipients w. challenges / 27 total respondents)

“This organization told us a lie; they took our numbers and names and said they will assist us. Their help did not reach us.”  
- Male, 40, IOM

**2. Corruption among NGO leaders**  
(5% of recipients w. challenges / 3 total respondents)

“At times, the local leader selects the respondent of their choice and not by looking at the drought impact. The agency listens to them.” - Female, 46, UNFPA

**3. Long process to receive assistance**  
(5% of recipients w. challenges / 2 total respondents)

“We had to stand for a long time in queues before we received any assistance.”  
- Female, 54, IOM

# Suggestions for Improvement (1/2)

In addition to food, 69% of recipients want cash assistance to be increased or continued frequently, considering the recurring nature of the drought.

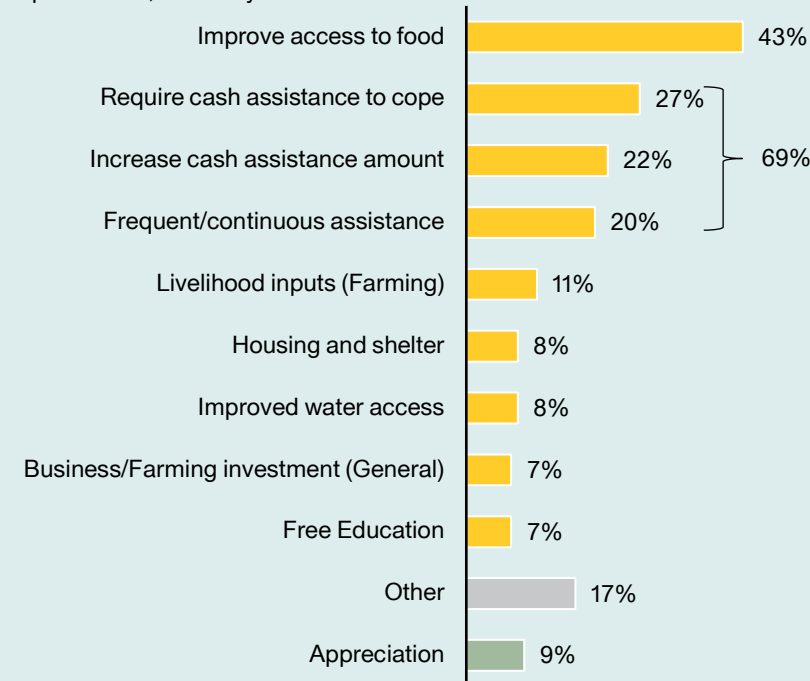
‘Other’ suggestions include:

- 1. Skills training/new job opportunities (5%)
- 2. Medical/health support (5%)
- 3. Improved delivery of assistance

When asked for suggestions, recipients reiterate the importance of cash assistance along with food, to be able to successfully cope with future droughts.

## Suggested Improvements

Q: [Agency name] is keen to hear from you any suggestions of what they might do differently next year to better support you. Assuming the weather was the same next year, what, if anything, do you think the [Agency name] should change to help you prepare for and/or cope with the drought? (n = 1444). Open-ended, coded by 60 Decibels.



“I would like to tell them to give us more money so we can start our own business. With a stable source of income, I can take care of my children.”  
- Female, 40, UNFPA

“I advise the agency to continue the program and make it regular monthly assistance that's enough to feed the whole family“  
- Female, 32, WFP

“The people in this village are suffering, there is no water, food and health care facilities. They need to increase the money they are giving us. We need nutrition food for our children.”  
- Female, 40, FAO

## Suggestions for Improvement (2/2)

Those who did not receive cash assistance (i.e., UNFPA and IOM recipients) highlight a need for it.

Key:

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

Improving access to food is a top suggestion across UNFPA, IOM and UNHCR. FAO and WFP recipients want high amounts of cash assistance.

### Suggested Improvements

Q: ...Do you think the [Agency name] should change to help you prepare for and/or cope with the drought?  
(n = 1444). Open-ended, coded by 60 Decibels.

Suggested Improvements	Total	FAO <span style="color: green;">●</span>	UNFPA <span style="color: teal;">●</span>	IOM <span style="color: orange;">●</span>	UNHCR <span style="color: purple;">●</span>	WFP <span style="color: red;">●</span>
Improve access to food	43%		55%	74%	41%	28%
Require cash assistance to cope	27%		39%	59%	22%	
Increase cash assistance amount	22%	34%				50%
Frequent/continuous assistance	20%	21%	25%		32%	17%
Livelihood Inputs (Farming)	11%			16%		
Housing & Shelter	8%					
Improved water access	8%	24%				

### ● Who Are UN Agencies Reaching?

- Demographics
- Income profile
- Types of assistance received

### ● What Has Been The Impact of Drought?

- Extent of the drought impact
- Impact on wellbeing and livelihood
- Relocation & sense of safety
- Recovery from drought

### ● Are Recipients Satisfied With The Assistance?

- Net Promoter Score & drivers
- Timeliness of assistance
- Adequacy of assistance
- Challenges & suggestions for improvement

### ● What Is The Impact of Anticipatory Assistance?

- Impact on quality of life
- Top outcomes being experienced
- Impact on financial situation

“I am happy, and my health and hygiene improved for some time. I washed the clothes and utensils with the soaps. I collected water using the jerrycan and then stored it in the jar. I also added chlorine to kill the germs.

- Female, 75, IOM



# Quality of Life: Overview

To gauge depth of impact, recipients were asked to reflect on whether their quality of life has changed because of receiving the assistance.

Recipients who experienced moderate impact of the drought report greater quality of life improvements than those who mention extreme impact (89% vs. 77%).

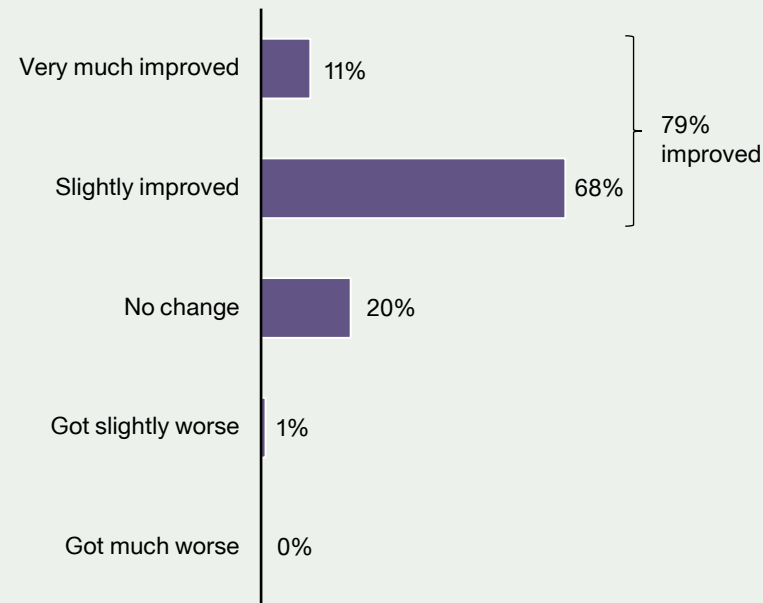
Of the fifth of the recipients who report no change in their quality of life mention:

- Insufficient amount or quantity of assistance (40%)
- Inadequate assistance i.e. it supported only few needs (19%)
- Inadequate amount for long-term drought (13%)

4 in 5 recipients report at least some quality of life improvements.

## Perceived Quality of Life Change

Q: Has your quality of life changed because of the assistance? (n = 1,444)



### Very much improved:

“The quality of my family is good now - the cash assistance helped us cover most of the basic needs such as food, repair of shelter, and buying medicine for the sick members of the family.” - Female, 28, WFP

### Slightly improved:

“It has covered some of my family needs such as food and water.” - Male, 33, FAO

### No change:

“The assistance given by the agency was not enough for my quality of life to improve. I got the assistance only one time and it did not continue.”  
- Female, 42, UNHCR

# Quality of Life: By Agency

WFP and UNFPA recipients are more likely to experience greater impact. This could be linked with these recipients being more likely to experience extreme impact of the drought than other recipients, thereby experiencing greater impact.

Compared to the Bangladesh results on average, a slightly lower proportion of recipients report improved quality of life because of the assistance (91% in Bangladesh vs. 79% Somalia).

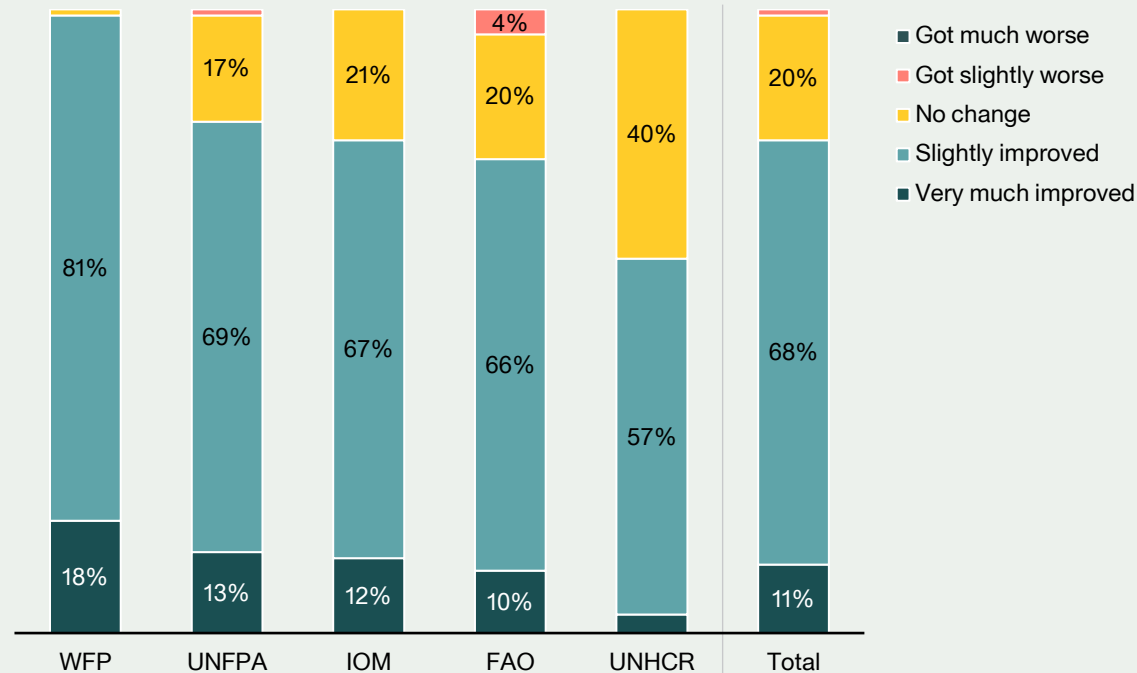
Agency-wise comparison below:

- WFP: 94% in Bangladesh vs. 99% in Somalia
- UNFPA: 90% in Bangladesh vs. 82% in Somalia
- FAO: 87% in Bangladesh vs. 76% in Somalia

## Almost all recipients of WFP’s cash assistance report an improvement in their quality of life.

### Perceived Quality of Life Change

Q: Has your quality of life changed because of the assistance? (FAO n = 280, UNFPA n = 290, IOM n = 298, UNHCR n = 291, WFP n = 285, Total n = 1,444)



# 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.






Key:

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

Recipients talk about being able to afford food, access clean water, and feel better emotionally and physically.

## Three Most Common Self-Reported Outcomes for 79% of Recipients Who Say Quality of Life Improved

Q: Please explain how your quality of life has improved. (FAO n = 214, UNFPA n = 240, IOM n = 235, UNHCR n = 174, WFP n = 283, Total n = 1,146). Open-ended, coded by 60 Decibels.

Quality of Life Outcomes	Total	FAO 	UNFPA 	IOM 	UNHCR 	WFP 
Improved ability to afford food	48%	47%	33%	1%	80%	79%
Easier access to clean water	26%	26%	8%	70%	27%	6%
Improved emotional and physical wellbeing	24%	8%	48%	52%	14%	0%
Improved ability to afford education	21%	10%	38%	1%	30%	27%
Improved ability to afford household bills	19%	26%	13%	12%	11%	31%
Improved health and nutrition	8%	1%	11%	21%	5%	3%
Improved ability to afford medicines	8%	0%	17%	0%	8%	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

“The assistance helped us cope with the drought. We used the money to buy food and water for the family. We also received livestock drugs so our animals can resist the drought.”

- Male, 25

## UNFPA

“I wasn't expecting this, but my quality of life improved a lot for a good period. The cleanliness of my family and my house increased. I stitch clothes and share them with my daughters. So, it was shared happiness and peace of mind for us.” - Female, 28

## IOM

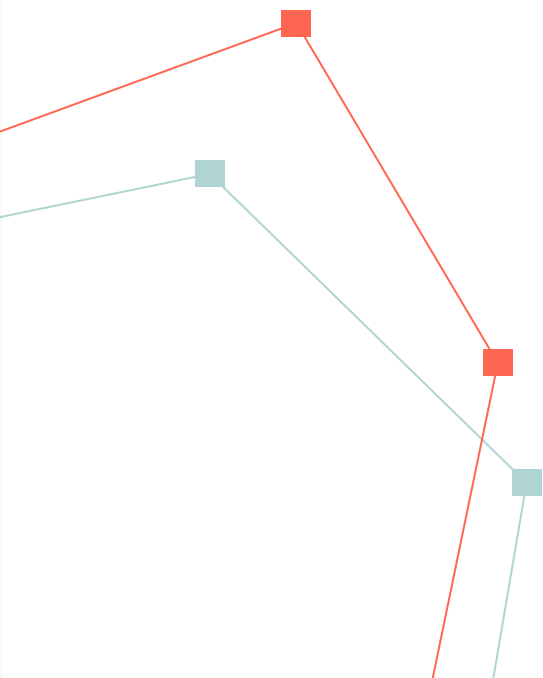
“I needed the assistance very much and I am very much grateful to the NGO. I paid off debts and the remaining money. I also bought food with it to feed my family.” - Female, 60

## UNHCR

“I am very happy for the two months I received the cash. I bought meat, vegetables such as tomatoes, and other foods for my children.” - Female, 40

## WFP

“My drinking pool was empty and then I immediately got the cash assistance from the NGO. I was so happy that I called the water tank vehicle to fill the pool with water. I also paid off debts, bought food for the family, and milk for the children.” - Female, 38



# Access to Water: IOM

To better understand the impact of IOM’s intervention, recipients were asked about their main source of drinking water and if their access to water had changed in the last year\*.

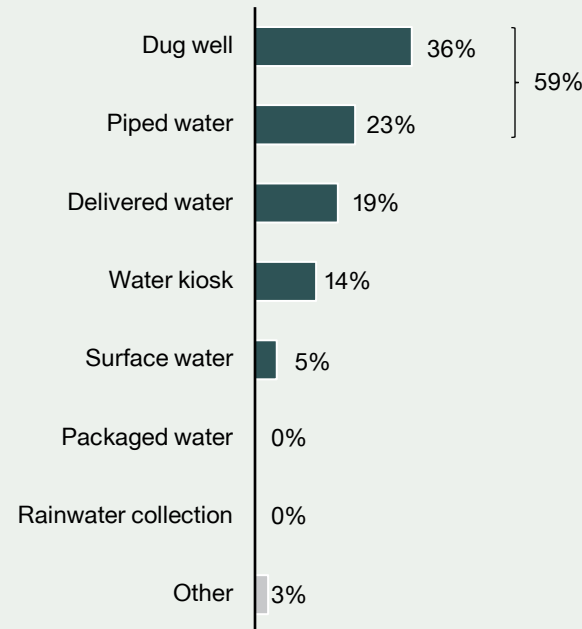
Those who report improved water access are also more likely to report improved quality of life, than those who report no change (79% vs. 69%).

Recipients who have recovered from the drought and are better off report ‘very much improved’ water access than those who have not recovered yet (77% vs. 4%).

Almost 6 in 10 IOM recipients report dug wells or piped water as their main source of drinking water in the last year. Over 7 in 10 report that their access to water improved in the last year.

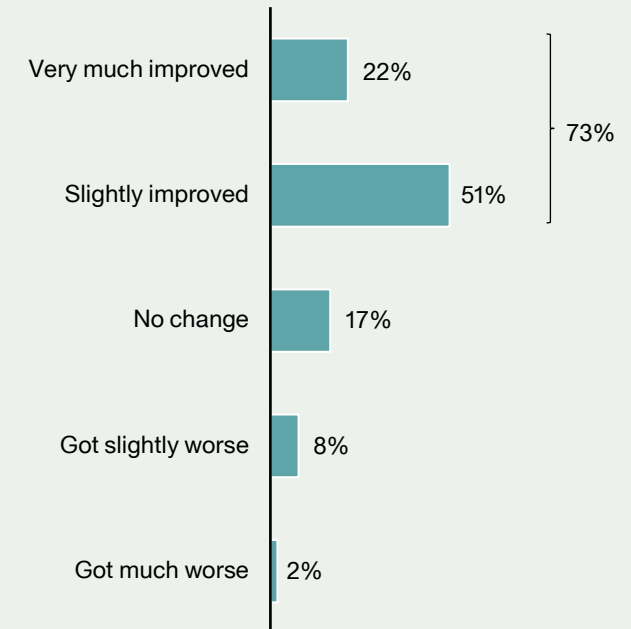
## Main Source of Drinking Water

Q: In the past 12 months, what has been the main source of drinking water for members of your household? (n = 298)



## Change in Access to Water

Q: Has your access to water changed in the past 12 months? (n = 298)



\*Last year refers to the last 12 months from the time of interview, i.e. approximately any 12 months time period between February 2021 – July 2022..

# Access to Water: Top Outcomes

IOM recipients were asked to describe – in their own words – the changes they were experiencing in their access to water.

The top outcomes are shown on the right. Others include:

- Sufficient water for fulfilling household needs (14%)
- Proximity to a water source (14%)
- Water taps being fixed in the community (14%)

Of those who report no change in their water access, almost half mention that they need to pay for water and a third talk about insufficient water for household needs.

Those who report worsened water access primarily mention that they need wells and free water.

Top reported outcomes include increased availability of water, improved access to clean water, and having access to a dug well.

## Three Most Common Self-Reported Outcomes for 73% of Recipients Who Say Their Water Access Has Improved

Q: How has it improved? (n = 217). Open-ended, coded by 60 Decibels.

30%

mention **increased availability of water**

(5% of all respondents)

“The water became accessible and available when the rehabilitation program was launched. This helped us get clean water to drink and cook.”  
- Female, IOM, 22

20%

talk about **improved access to clean or treated water**

(3% of all respondents)

“The agency rehabilitated the old taps and distributed jerrycans and buckets with the water purification tablets. My family can have access to clean water now.” - Female, 51, IOM

15%

report **having a dug well in their community**

(2% of all respondents)

“The agency made a significant change in terms of availability of water since they upgraded all forms of wells and water points.”  
- Female, 62, IOM

# Impact on Financial Situation

Close to 3 in 10 recipients mentioned worsened financial resilience compared to 2021.

Recipients who did not receive any additional assistance from friends or family are more likely to report worsened financial situation (39% vs. 19%).

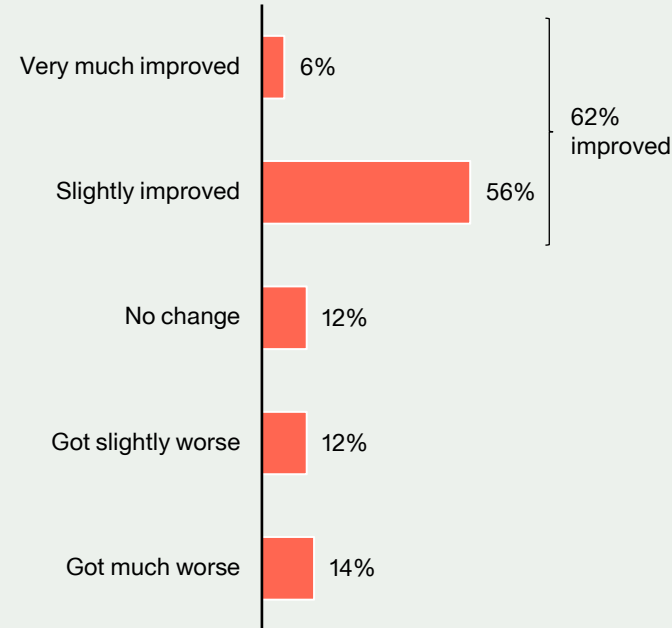
Similarly, recipients who had to relocate experience worsened financial situation (42% vs. 22%).

Recipients who report worsened financial situation are more likely have borrowed money in the last month (59%) compared to those who report improved situation (39%).

Over 6 in 10 recipients report that the financial situation of their family has improved compared to the same time in 2021.

## Changes in Financial Situation

Q: And specifically, is the financial situation of your family better or worse compared to the same time last year?  
(n = 1,444)



# Impact on Financial Situation By Agency

WFP, IOM, and UNFPA recipients mention highest improvements in financial situations compared to last year, followed by UNHCR and FAO.

WFP recipients, who received cash assistance, experienced the highest impact on financial situation, with 83% mentioning improvements in the financial situation of their family.

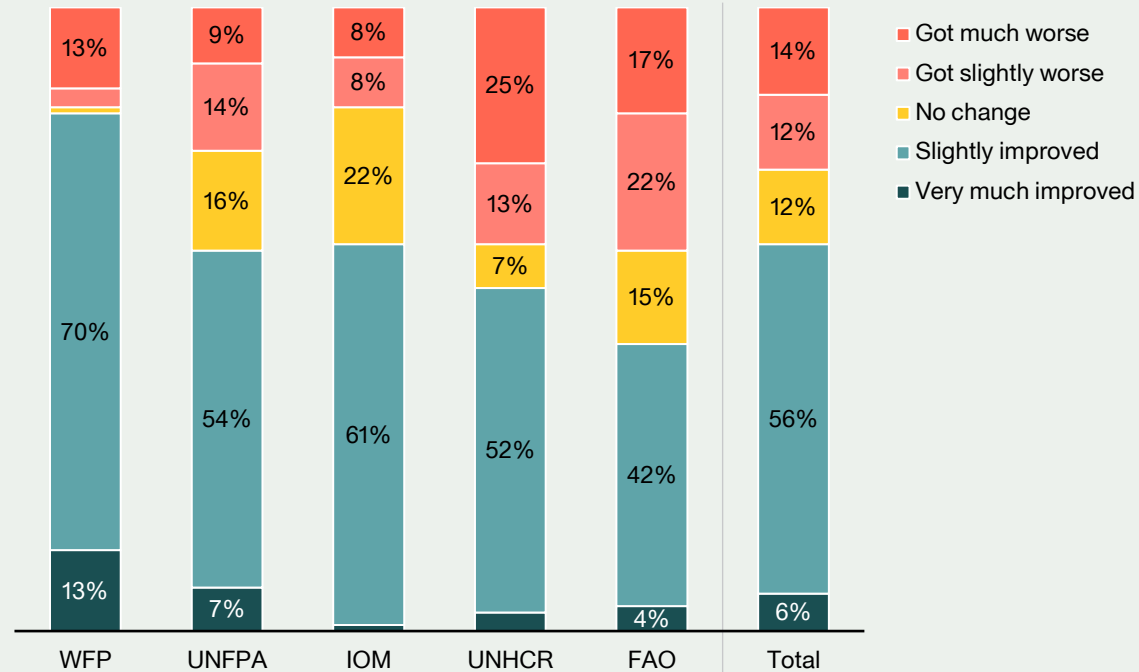
Alternatively, only 46% of FAO recipients mention financial improvements.

Compared to the Bangladesh results on average, a much higher proportion of recipients report improved financial situation (35% in Bangladesh vs. 62%). Agency-wise comparison below:

- WFP: 45% in Bangladesh vs. 83% in Somalia
- UNFPA: 39% in Bangladesh vs. 61% in Somalia
- FAO: 22% in Bangladesh vs. 46% in Somalia

## Changes in Financial Situation

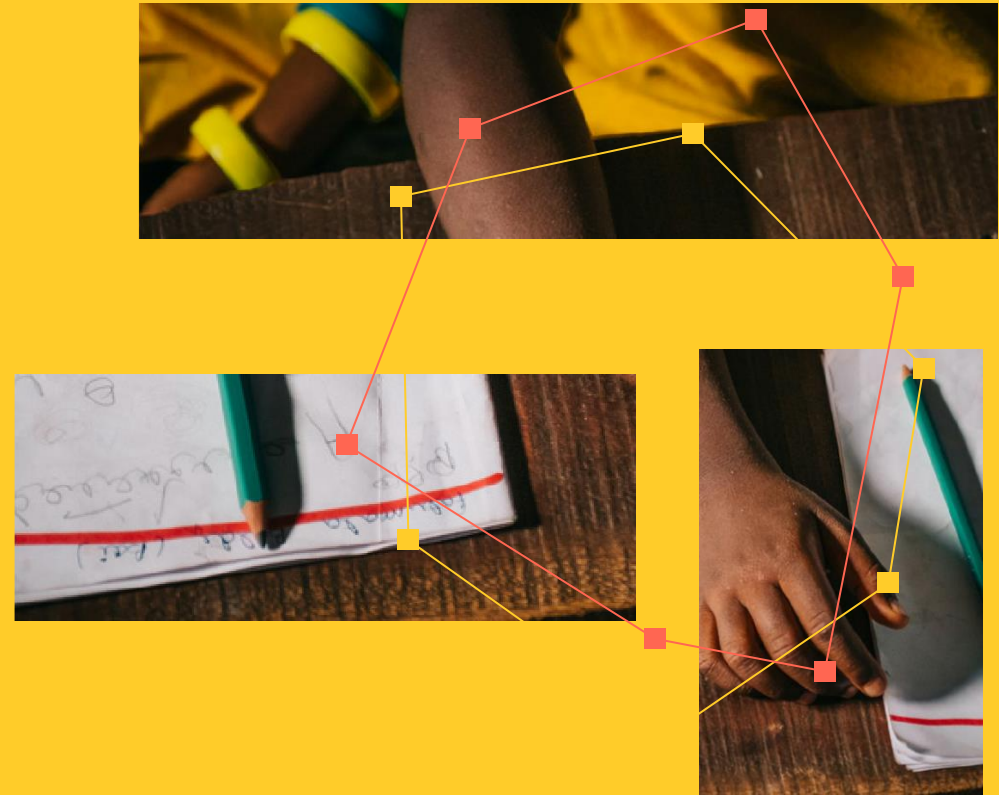
Q: Specifically, is the financial situation of your family better or worse compared to the same time last year?  
Has it: (FAO n = 280, UNFPA n = 290, IOM n = 298, UNHCR n = 291, WFP n = 285, Total n = 1,444)





# What Next?

## ...& Appendix



# Summary Of Data Collected

1,444 phone interviews completed between February to August 2022.

## Methodology

Survey mode	Phone
Country	Somalia
Language	Somali
Dates	February – August 2022
Sampling	Stratified sample of ~11,264 recipients of anticipatory assistance provided in May – October 2021
Response rate	67%
Average time p/interview	~41 mins

## Sampling

	% sample	% population*
FAO	19%	5%
UNFPA	20%	14%
IOM	21%	40%
UNHCR	20%	25%
WFP	20%	23%

## Accuracy

Confidence Level	~85%
Margin of error	~2%

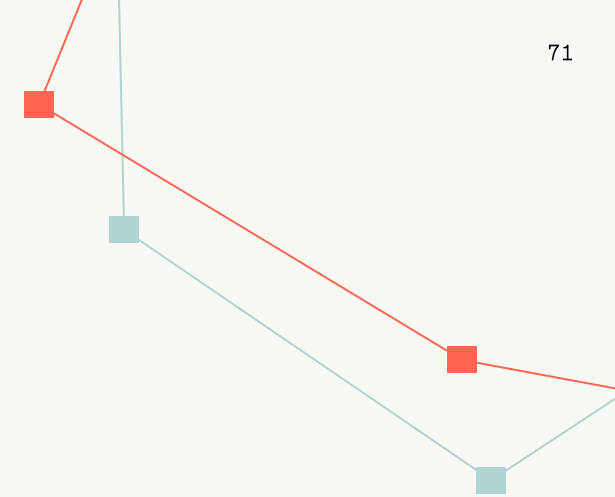
## Responses Collected

Recipients	1,444
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\*Population level percentages have been calculated based on the contact databases shared by agency teams.

# 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 70+ 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](https://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 Ashley Pople and Daniela Cuellar Vargas for their support throughout the project.

This work was generously sponsored by OCHA.

We covered all outstanding loans.  
It saved some of my goats.  
We were hungry and displaced.

I paid my child's  
school fee and  
used the rest for

> water  
> food  
> paying debts

I am very  
grateful.

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