CCCM Household Satisfaction Surveys

Credit: Household Satisfaction Survey Dollow @IOM 2021

1. ABOUT THE SURVEY

Under the guidance of the CCCM cluster, CCCM partners participated in a household-level satisfaction survey designed to provide concrete evidence of the successes of CCCM approaches, and thematic areas that cluster partners can improve in the future. A total of nine CCCM partners participated in this assessment spanning a total of 4 districts (Baidoa, Doolow, Kismayo and Mogadishu Daynile) reaching 700 households residing in 77 IDP sites. The CCCM satisfaction survey was conducted as a pilot exercise with the intention of scaling up the exercise in the coming year to feature all districts where CCCM partners have active projects in. Findings from the Satisfaction Survey will be incorporated into a general recommendation document which will be presented at a future National CCCM Cluster meeting and provided to CCCM partners.

District	Participating Organizations	IDP sites	HH interviewed
Baidoa	ACTED, DRC, IOM, CESDO, IRW, UNHCR	25	175
Doolow	IOM	2	175
Kismayo	ACTED, IOM	25	175
Mogadishu Daynile	AVORD, NoFYL, SSWC	25	175

2. SURVEY METHODOLOGY

IDP sites were selected randomly factoring in the number of IDP sites each organization manages in their respective districts (apart from Doolow which has only 2 IDP sites). CCCM partner staff were mobilized at the site-level randomly selecting every fifth household for sampling. It is important to note that partners attempted to include participants that accurately reflect the demographic composition of the IDP site ensuring that the survey sampled women, elderly, youth and persons with disabilities (PwDs). Consent was obtained by each participating member of the household with interviews conducted adhering to COVID-19 mitigation measures such as ensuring that safe distance was maintained between the interviewee and interviewer.

3. RECOMMENDATIONS FOR CCCM PARTNERS

The following recommendations for CCCM stakeholders have been highlighted based on the survey's findings:
1. **Continued awareness activities are required to demonstrate how beneficiaries can access site-level complaint feedback mechanisms (CFMs) and the functionality of this system.** Scaling up such activities is recommended for Daynile IDP sites.
2. **Community mobilizers collecting filed CFM issues at the shelter level is a continued recommendation based on respondent's dissatisfaction with the distance of complaints desks.** The CCCM cluster continues to recommend a site-level CFM that incorporates a diversity of entry channels; shelter-level issues filed with special emphasis on targeting PwDs, toll-free hotline and information desk. **There is also a need to scale up engagement with youth members of the IDP community which can come through support from Child Protection partners and the Child Protection AOR.**
3. **There is a need to rotate site leadership committees, hold refresher trainings on camp management committees (CMC) code of conduct (CoC) and institute site-level elections to ensure that CMCs continue to advocate for the interests of IDPs at the site-level.** Acts of favoriting certain populations or incidence of corruption are code of conduct violations and potentially grounds for position

termination**. Further CCCM partner engagement is needed with CMCs to promote good practices of site governance which may allow for more inclusivity and participation of all IDP groups in site events.** Broader community consultations are needed prior to rotating CMCs to promote robust buy-in and endorsement from the broader IDP community.

4. **Strengthened messaging with IDP communities is required to elaborate on how IDPs can access site improvement cash-for-work activities, and to explain the beneficiary selection criteria that exists for this activity.** The CCCM cluster should work closely with the Food Security and Protection Clusters on adopting cash-for-work beneficiary selection criteria and standardizing this practice amongst CCCM partners.

5. **The CCCM cluster is recommended to evolve PSEA reporting mechanisms in IDP sites with the objective of rolling out awareness sessions and trainings to members of the IDP community.** Further engagement with the PSEA taskforce is recommended to further improve partner and CMC knowledge of PSEA, and to reinforce referral mechanisms.

4. SATISFACTION SURVEY FINDINGS

1. Respondent Profile

a. Shelter Type (Observed)

- 57% of the shelter observed in the 4 locations were classified as makeshift shelters. Almost all (98%) of the shelter in Kismayo are makeshift while makeshift shelters in Baidoa totaled only 26%.
- For Baidoa, 63% of shelters are designated as temporary shelters with 7% being classified as durable
- In Daynile, 18% of shelters are transitional while 7% of shelters were seen as durable.
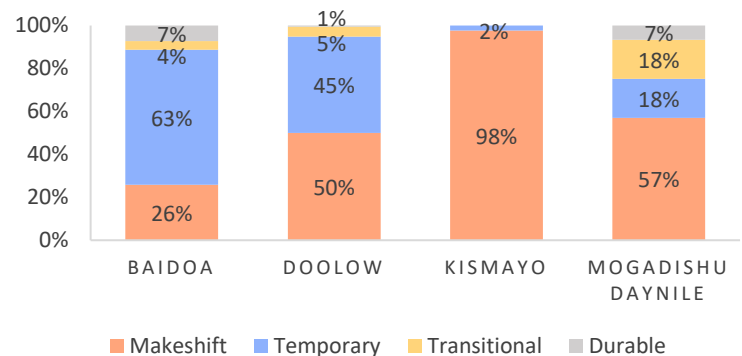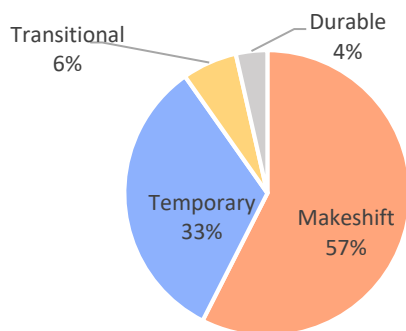

b. Age, Sex, Disability

- 87% of those interviewed are between the ages of 20 to 59, while 32% of participants were in their 30s. 13% were above the age of 60 and 1% between the age of 18 and 20.
- 83% of IDPs interviewed have spent less than 5 years residing in their current IDP site. Of participants who were interviewed in this survey, beneficiaries have spent between 1 and 13 years living in their respective IDP sites.
- 71% of those interviewed are women.
- 22% of those interviewed are persons with disabilities (PwDs).
- The average household size of those interviewed is 8 which is significantly higher than the countrywide household average of 6.

c. Literacy

- Of those surveyed, a total of 77% of the respondents cannot read or write, while only 19% of participants can both read and write.
- 3% of participants cited that they can only read, while 1% mentioned that they can only write.
- Baidoa has the lowest rate of literacy with only 8% of respondents being able to both read and write.
- Daynile has the highest rate of literacy with 25% participants mentioning that they can read and write.
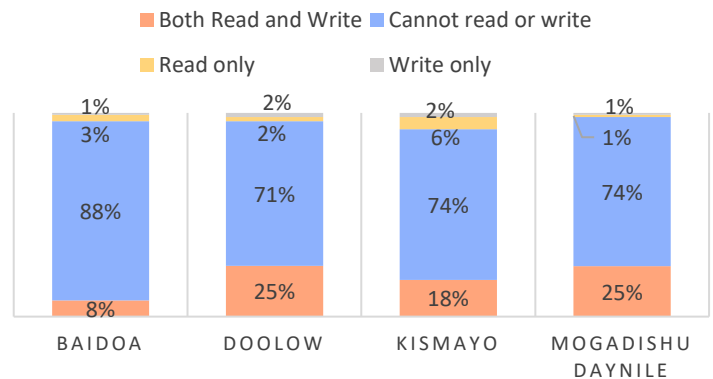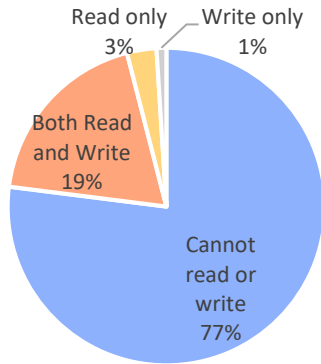
d. Mobile Phone Ownership

- 83% of all respondents own a mobile phone however they do not have internet connection. 11% own a smart phone with access to the internet while 6% do not own a mobile phone.
- Distribution of mobile phone ownership across the districts is similar with 99% of Kismayo respondents owning a mobile phone.
- Smartphone ownership is highest in Doolow where 18% of participants have access to smartphones with internet access
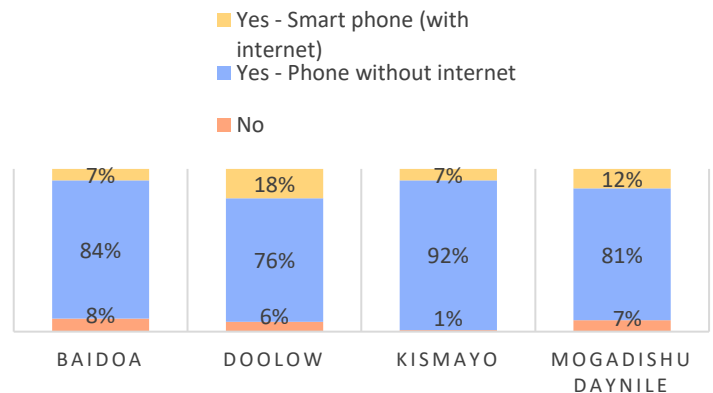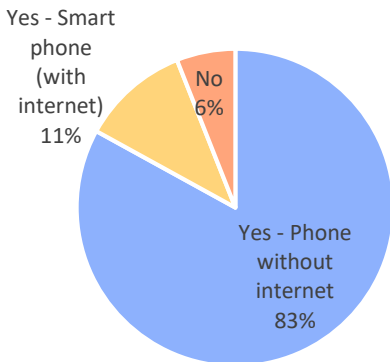
2. Knowledge of CCCM Operations at the Site-Level

### A1. Do you know what Camp Coordination and Camp Management (CCCM) is?

- 98% of the respondents have a firm understanding of what CCCM entails

- About 7% of respondents in Daynile are unaware of what CCCM operations entail
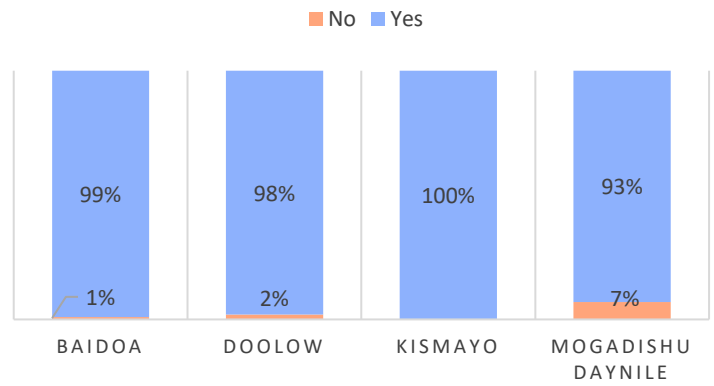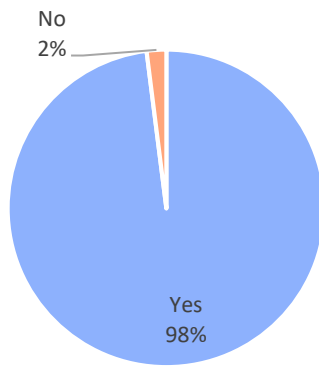
B.1. Do you know how to access the CCCM complaints feedback mechanism (CFM)?

- 97% of the respondents know how to access the CCCM CFM system available at the site-level
- All respondents in Kismayo know how to access CFM systems while 7% of Daynile participants are unaware of how to access these services
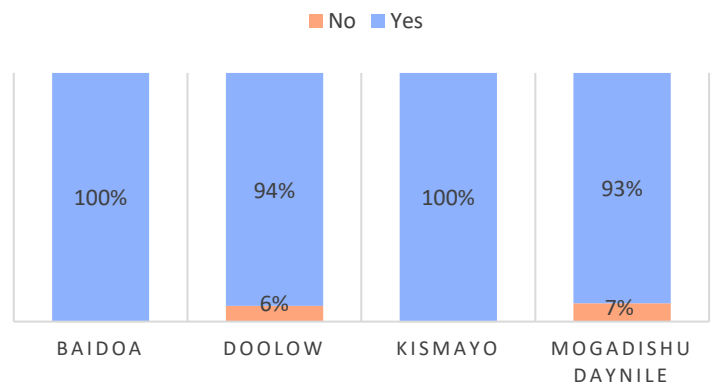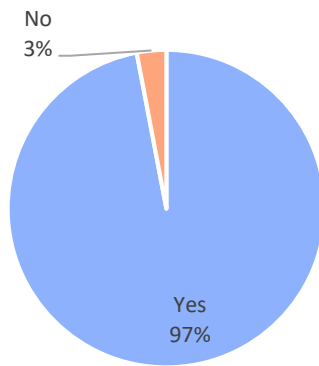

B.3. Do you have access to the toll-free CFM hotline telephone number?

- 87% know how to access the CFM toll-free hotline telephone number available for site residents
- In Daynile, almost a quarter of the respondents are not aware of how to access the existing CFM hotline number. In addition, 19% of Baidoa respondents are not aware of how to access their site's CFM hotline service
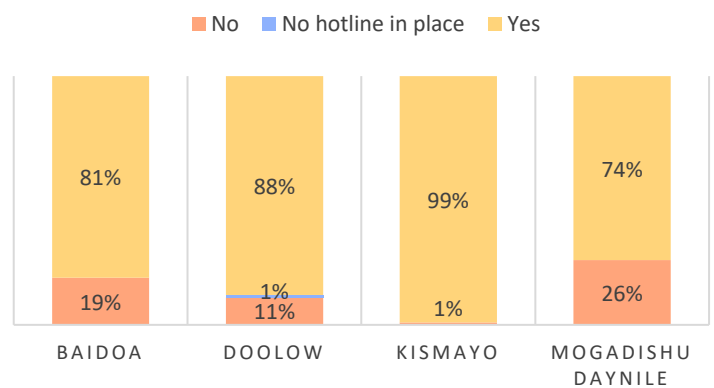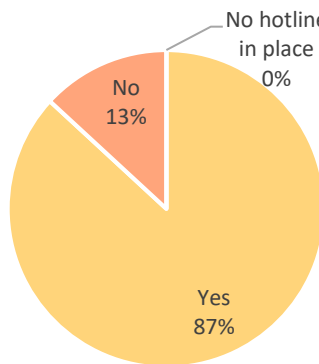

B.4. Have you ever asked a question or registered a complaint through the complaints feedback mechanism?

- 83% of the respondents have asked a question or registered a complaint through the site-level CFM system
- Daynile respondents (45%) illustrated that they have not filed an issue with the CFM system. This data demonstrates a need for Daynile CCCM partners to further enhance CFM awareness activities in managed IDP sites
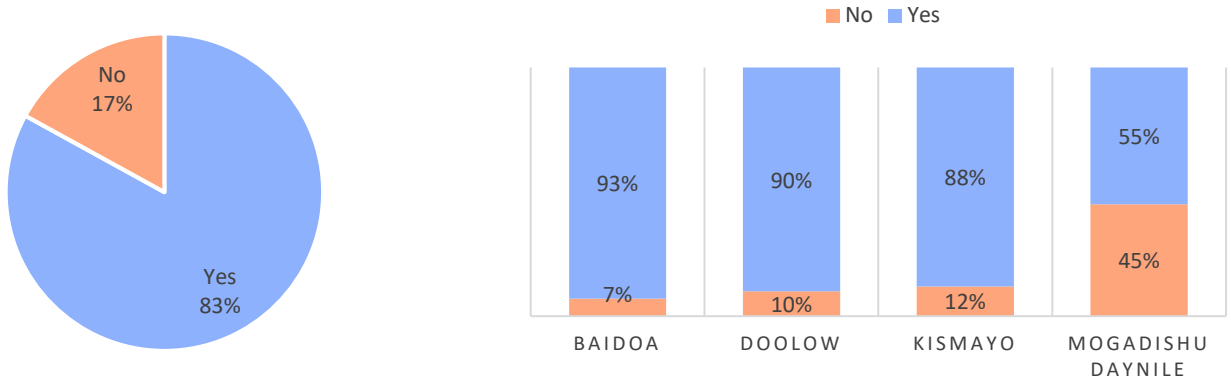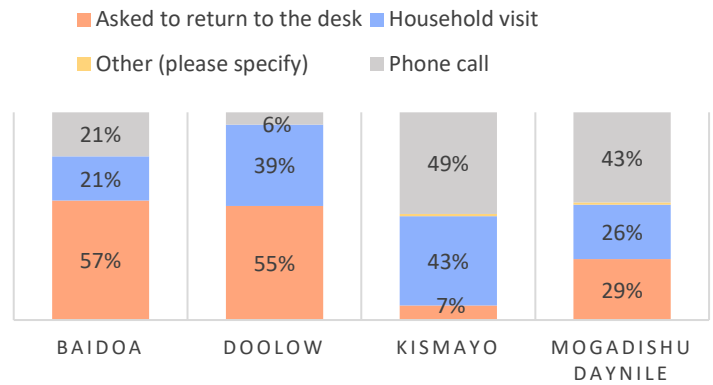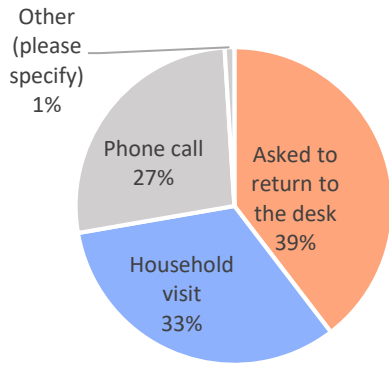

B.4.1. If yes, did you receive a response?

- In total, 93% of all respondents who have raised issues through the CFM system have received a response from either the CCCM partner, or relevant sector agency
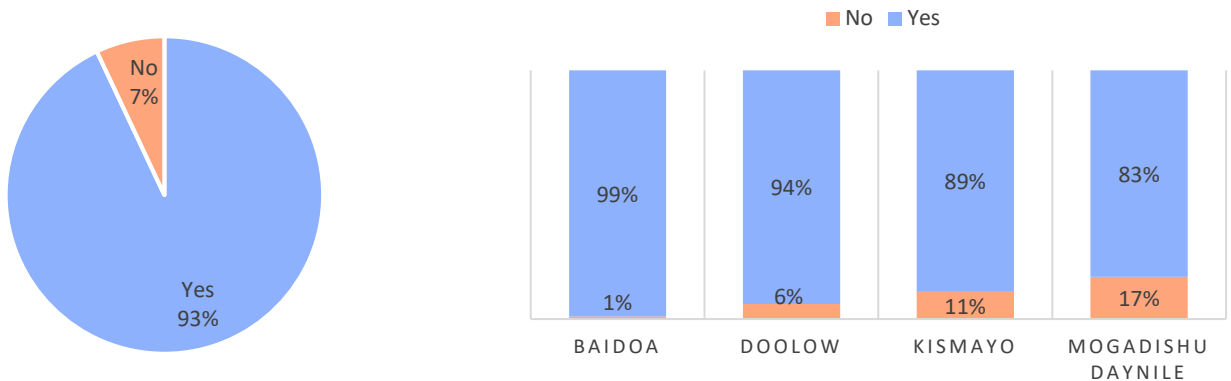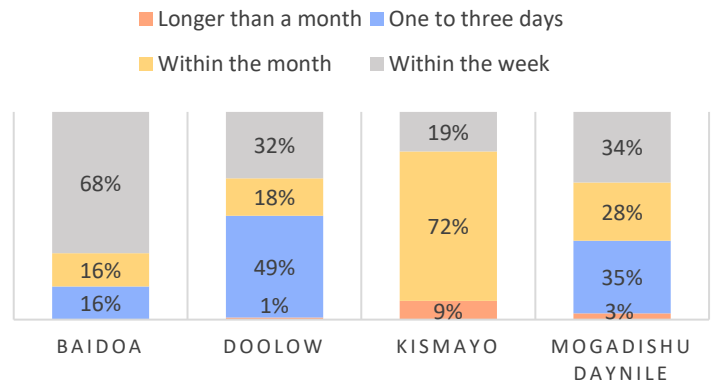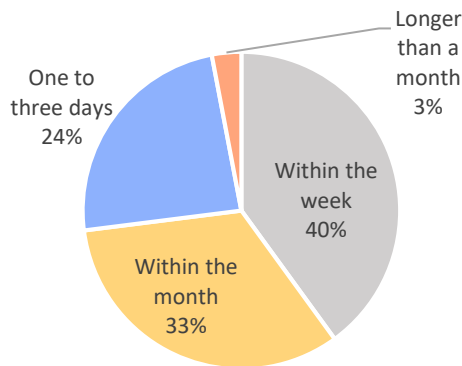

B.4.2 If yes, how did you receive the response?

- 39% of those who received responses had this information provided to them at CFM information desks, while 33% had shelter-level visits and 27% received responses through phone calls
- In Baidoa and Doolow, the CFM information desk is the most preferred method for receiving updates on filed issues
- In Kismayo and Daynile, phone calls are the most popular method for receiving updates on filed issues
- Doolow and Kismayo have the highest percentage of individuals receiving responses to filed issues at operational complaints desks

Pie chart:
- Asked to return to the desk 39%
- Household visit 33%
- Phone call 27%
- Other (please specify) 1%

Stacked bar chart (Asked to return to the desk, Household visit, Other (please specify), Phone call):
- BAIDOA: 57%, 21%, 21%
- DOOLOW: 55%, 39%, 6%
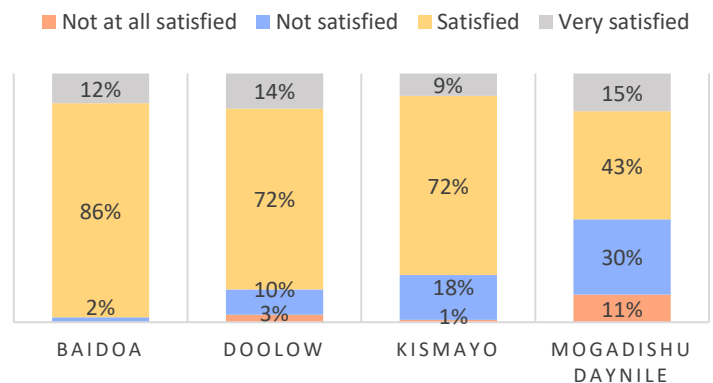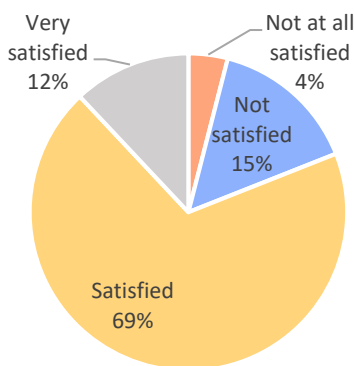- KISMAYO: 7%, 43%, 49%
- MOGADISHU DAYNILE: 29%, 26%, 43%

B.4.3 If yes, how long did it take to receive a response?

- For those who received a response, about 64% received a response within a week, while 24% of respondents received a response within three days
- Kismayo has the fastest response time with 72% of respondents receiving responses within three days
- In Baidoa, 68% received responses within a month likely due to the large volume of monthly CFM issues filed

Pie chart:
- Within the week 40%
- Within the month 33%
- One to three days 24%
- Longer than a month 3%

Stacked bar chart (Longer than a month, One to three days, Within the month, Within the week):
- BAIDOA: 16%, 16%, 68%
- DOOLOW: 1%, 49%, 18%, 32%
- KISMAYO: 9%, 72%, 19%
- MOGADISHU DAYNILE: 3%, 35%, 28%, 34%

B.5. How satisfied were you with the response provided?

- 69% of all respondents were satisfied with CFM responses, while 12% were very satisfied
- Baidoa has the highest level of satisfaction at 86%, with 12% citing that they are very satisfied with responses
- Daynile has the highest level of dissatisfaction where 34% of respondents were either dissatisfied or very dissatisfied with responses

Pie chart:
- Satisfied 69%
- Not satisfied 15%
- Very satisfied 12%
- Not at all satisfied 4%

Stacked bar chart (Not at all satisfied, Not satisfied, Satisfied, Very satisfied):
- BAIDOA: 2%, 86%, 12%
- DOOLOW: 3%, 10%, 72%, 14%
- KISMAYO: 1%, 18%, 72%, 9%
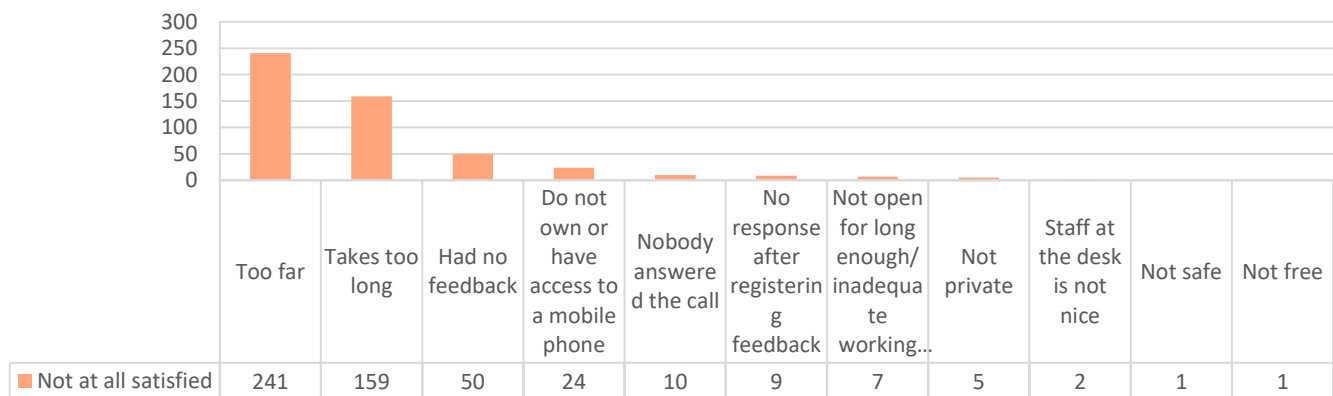- MOGADISHU DAYNILE: 11%, 30%, 43%, 15%

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B.5.1. Why were you not satisfied?

- 56% stated that the main reason for their dissatisfaction is that responses did not solve an issue. Additionally, not all clients received positive responses with structural challenges such as limited humanitarian resources preventing certain respondents from receiving requested aid. Furthermore, there are instances where partners are not active in certain sites creating constraints in resolving certain issues in IDP sites.
- 20% of participants mentioned that it took very long to solve issues raised. The CFM process recommends a 2-week period to close cases however, due to large volume of cases or constraints in mobilizing service providers, response times may exceed the recommended 2 weeks.
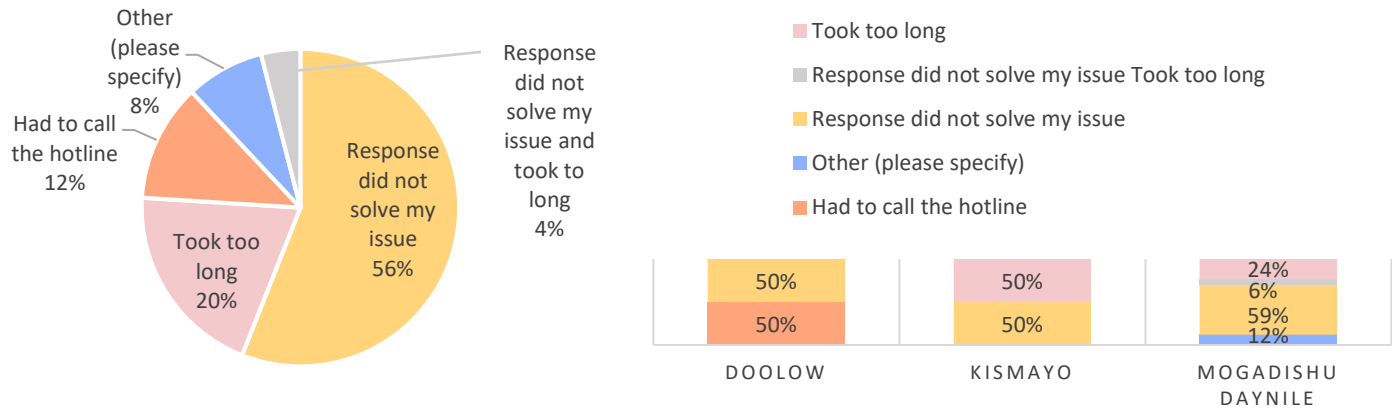
B.6. Have you ever had a problem when registering a complaint?

- Most respondents stated that the main problem encountered when registering complaints is that help desk/organizations are too far from IDP sites. Hotline systems have been put in place to mitigate this access constraint and to promote equitable access to CFM systems for all populations
- Participants also cited that at times, responses take too long or are not received as articulated in section B.5.1
- Respondents flagged that they do not have access to mobile phones leading to low use of hotline systems. Moreover, there are instances reported by respondents where responsible CCCM agencies do not answer calls. As a result, clearly stated hotline hours of operation in addition to a diversity in CFM typologies (information desk, hotline system and shelter-level visits) is recommended by the CCCM cluster.

|	Too far	Takes too long	Had no feedback	Do not own or have access to a mobile phone	Nobody answered the call	No response after registering feedback	Not open for long enough/ inadequate working…	Not private	Staff at the desk is not nice	Not safe	Not free
Not at all satisfied	241	159	50	24	10	9	7	5	2	1	1

C.1. Have you ever been referred to a different agency after registering your complaint?

- 60% of respondents stated that they have been referred to another agency after filing issues. The CFM system allows for referrals to respective sector agencies depending on the nature of the complaints registered.
- Daynile had the lowest percentage of referrals at 34%. The main reason can be attributed to the non-availability of sector partners in certain IDP sites, and certain regions of the district.
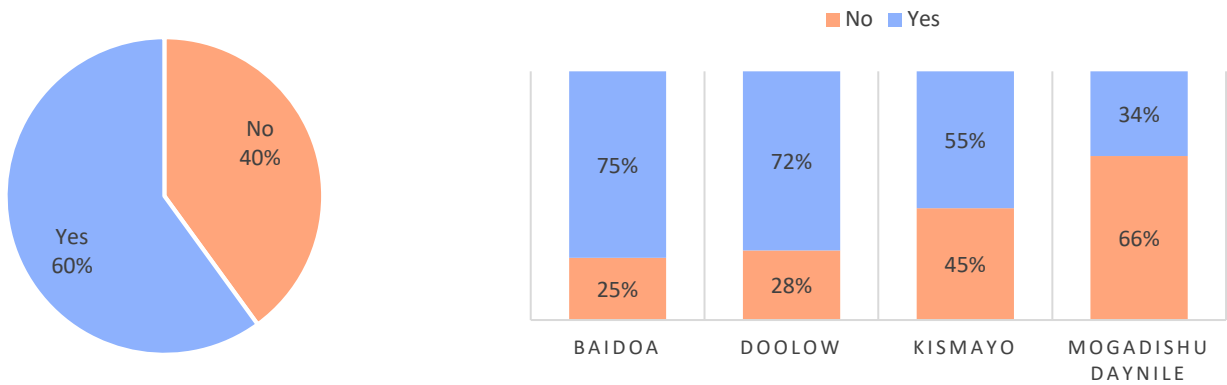
## C.1.1. If yes, did you feel the referral was helpful?

- All participants mentioned that referrals to respective sector partners was helpful overall
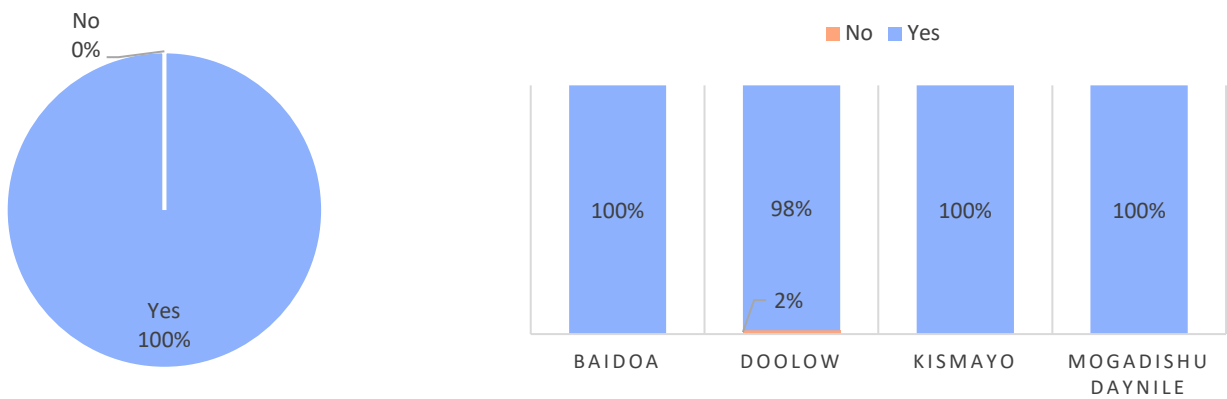
C.1.3. If yes, did you feel that your privacy was respected during the referral process?

- 99% of those interviewed felt their privacy was respected during the referral process. For sensitive cases dealing with GBV, PSEA and Child Protection, CCCM partners engage in the respective referral pathways established for each district of operation
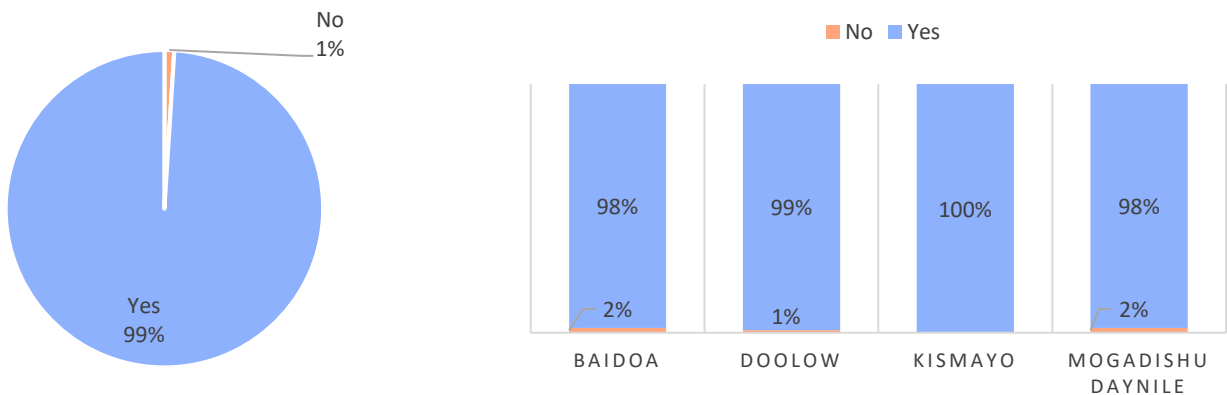

D.3. When you first arrived at the site, were you provided with information on where to find basic services? (e.g. water, health, household items, etc)

- 93% of all participants stated that they were provided with information regarding where to find/how to access basic humanitarian services
- Among the districts surveyed, 20% of Daynile respondents were not provided critical information on how to access basic services.
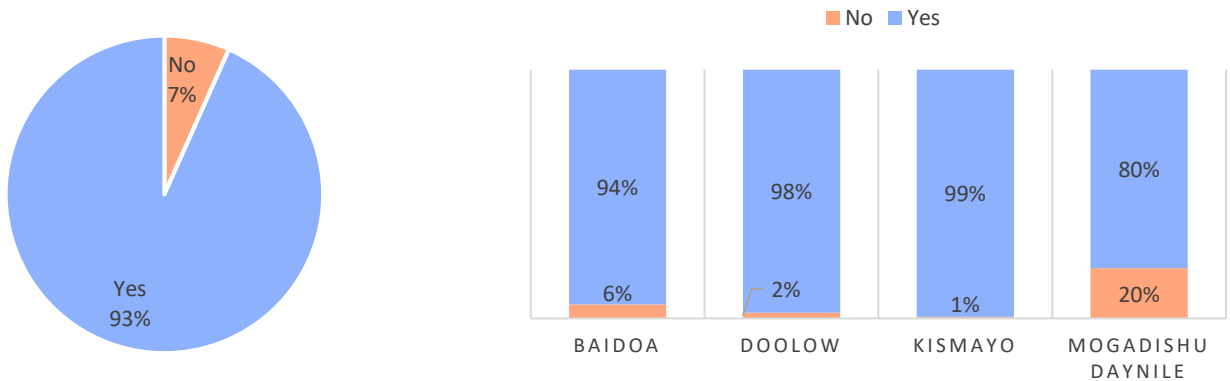
F.1. How satisfied are you with the public infrastructure in your site (lighting, spacing, community/information centers, etc)

- A total of 66% participants mentioned that they were satisfied with site-level infrastructure with 12% being very satisfied.
- 12% of Daynile participants cited that they are not at all satisfied with site-level infrastructure continuing the trend of Daynile IDPs having an overall lower access to humanitarian information and dignified living conditions in IDP sites.
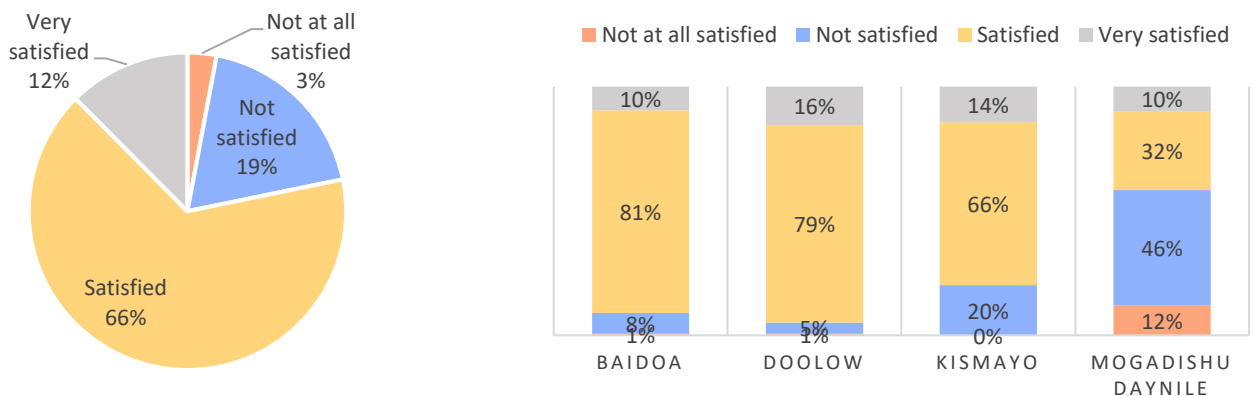
F.2. How satisfied are you with the security in your site?

- A total of 99% of participants are either very satisfied or satisfied with the security arrangements within their sites
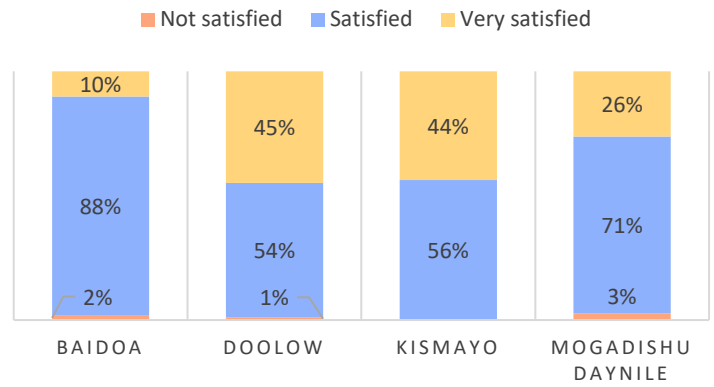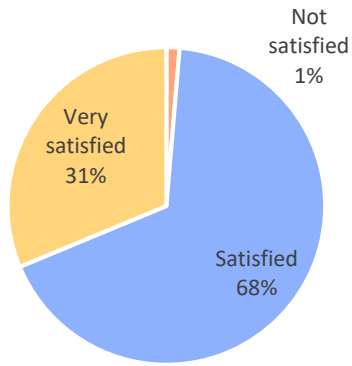
F.3. How satisfied are you with the way the site is structured?

- 93% of respondents are either satisfied or very satisfied with the current site layout with less satisfaction recorded in Daynile
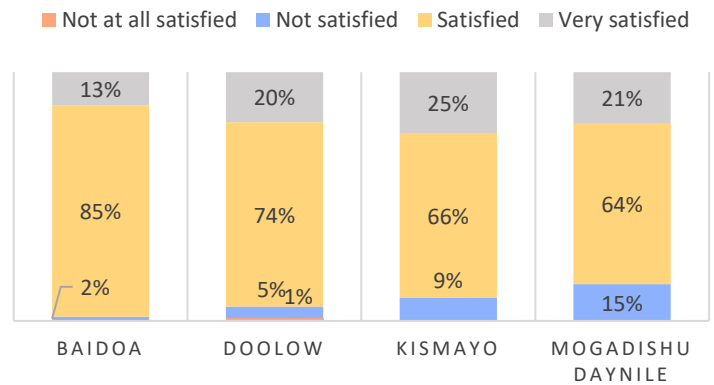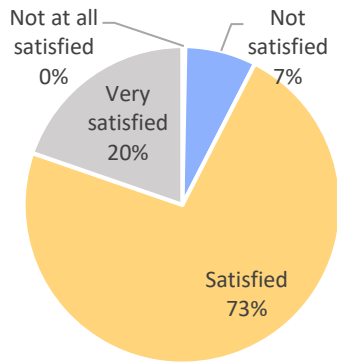
G.1.1. Did you participate in community clean-up campaigns?

- 76% of participants participated in the site-level clean-up campaigns.
- In Daynile, slightly more than half have participated in site-level clean-up campaigns.
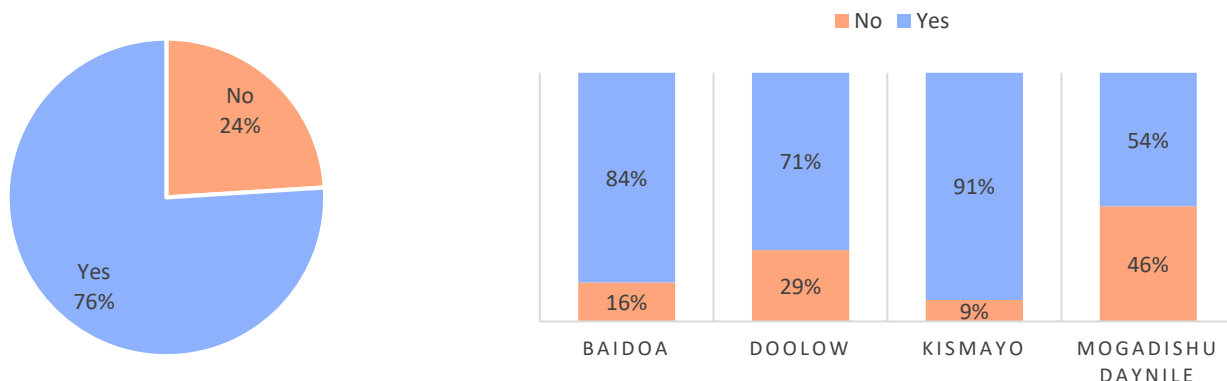
G.2.1. How satisfied are you with the drainages in your site?

- Of all those who were interviewed, 67% are either satisfied or very satisfied with site-level drainage.
- There was a significant percentage of unsatisfied participants in Kismayo (44%), Doolow (38%) and Daynile (34%)
- The CCCM partners have made efforts at prioritizing IDP sites that see frequently pervasive flooding, establishing flood mitigation infrastructure such as drainage canals and sandbagging low-lying areas
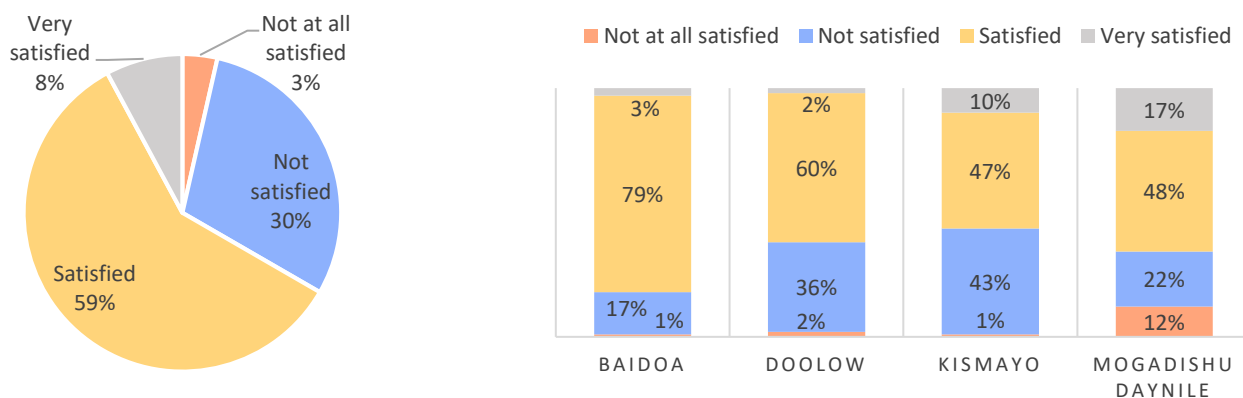
G.2.2. Has your site benefited from flood mitigation measures? (e.g. sandbags, berms, culverts, drainage)

- Only 42% of beneficiaries mentioned that their site had benefited from flood mitigation measures
- Doolow recorded a large gap in terms of flood mitigation where 93% of those interviewed have not benefited from flood mitigation measures.
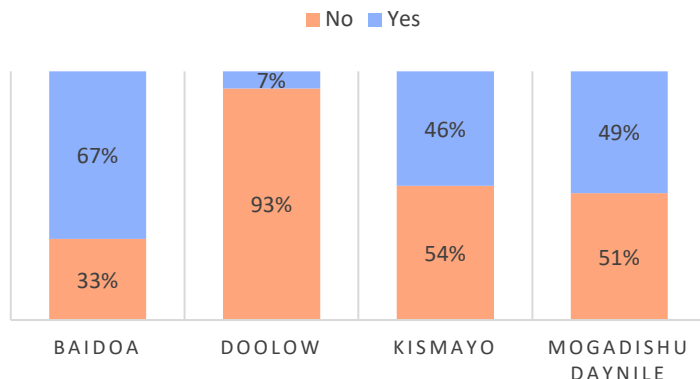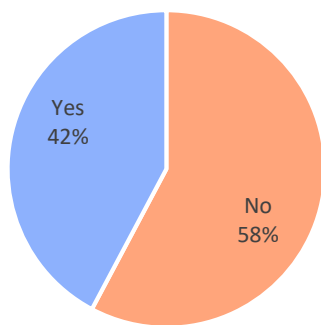
G.2.2.1. If yes, how successful were measures in preventing flooding at the site?

- 92% believe that the measures put to prevent flooding were either successful or very successful
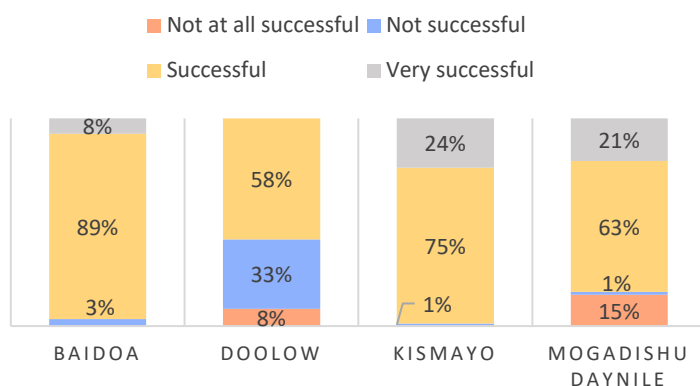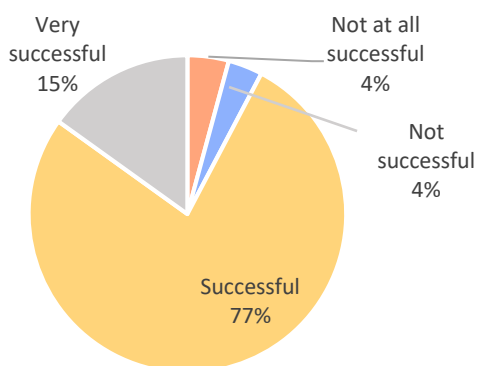

H.1. Were you informed about cash-for-work programming in your site?

- 59% of interviewees have been informed about cash-for-work programmes targeting IDPs at the site-level
- Most Doolow participants (71%) have not been informed about CFW activities occurring at the site-level
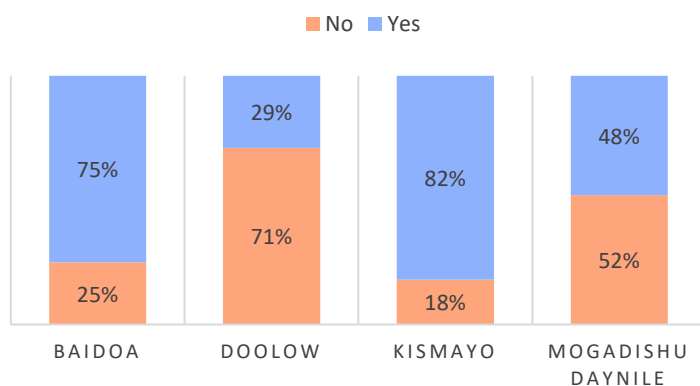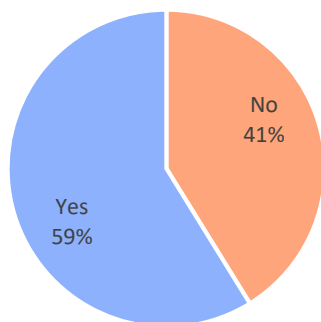
H.2. Were you involved in a cash-for-work programming in your site?

- Almost half (49%) have been involved in cash-for-work programmes. 73% in Baidoa have been involved in such activities while 52% of Kismayo and 37% of Daynile respondents have took part in such initiatives.
- Only 32% of Doolow beneficiaries have been involved in CFW activities, consistent with findings from H.1
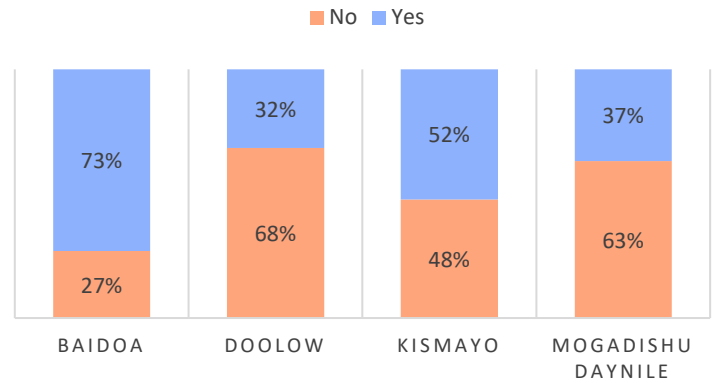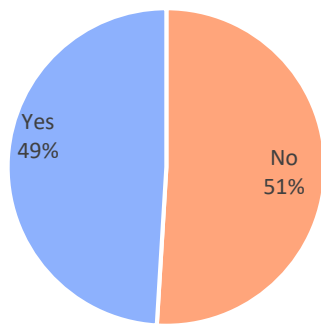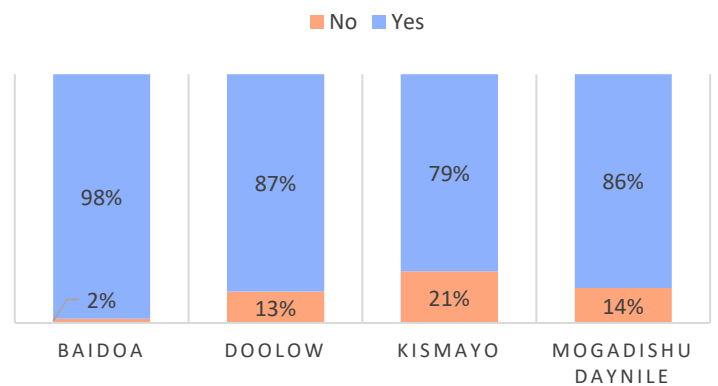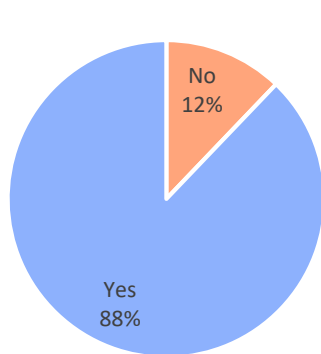
H.2.1. If yes, how satisfied were you with the way the programme was organised?

- For those who were involved, 99% were either satisfied or very satisfied with the programme
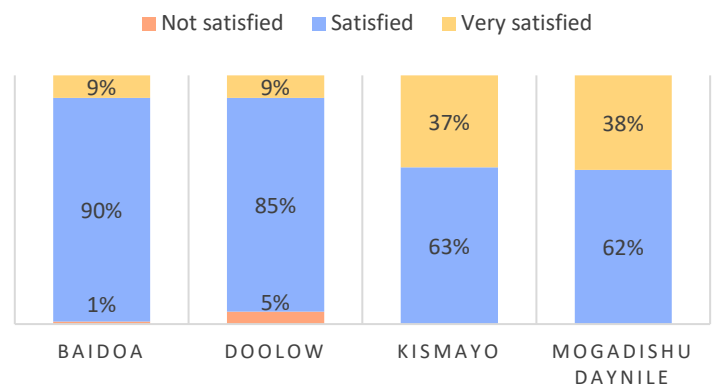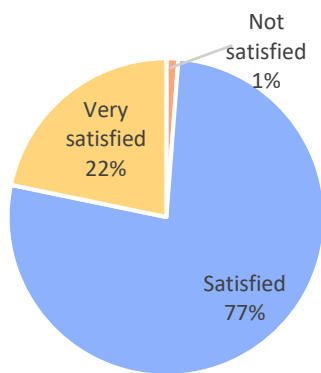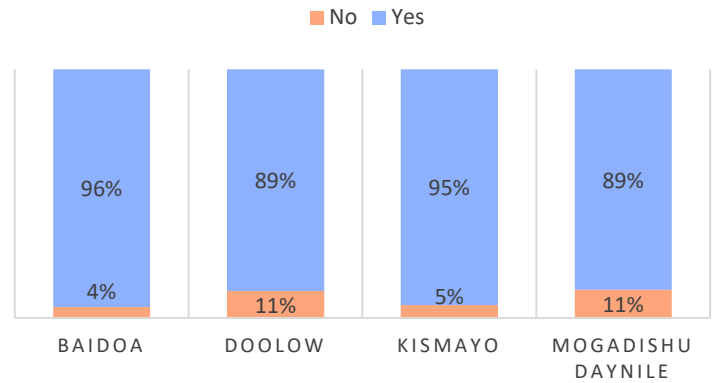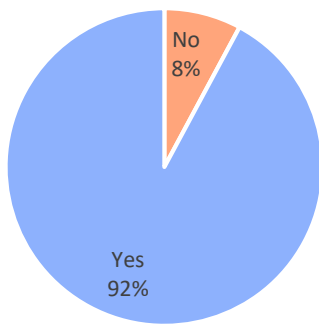

I.2. Have you participated in events held at the site?

- 88% have participated in site-level events such as coordination meetings, awareness sessions, and information campaigns.
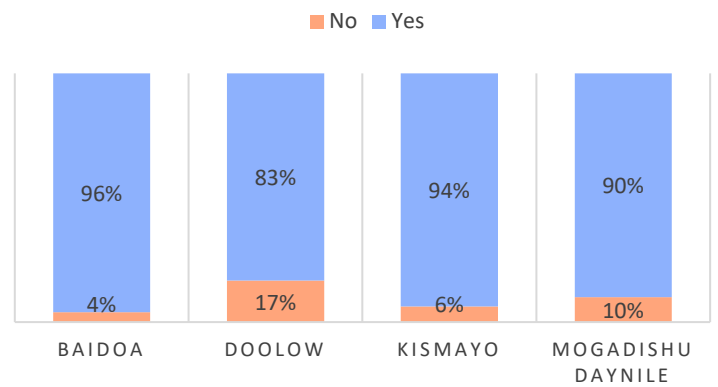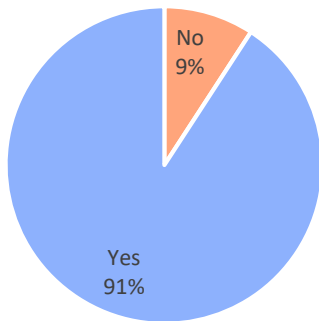

I.3. Have these events contributed to improving awareness on various topics?

- 92% state that the events have contributed in enhancing awareness on topics of focus

Pie chart: Yes 92%, No 8%

Bar chart (No / Yes):
- BAIDOA: 96% Yes, 4% No
- DOOLOW: 89% Yes, 11% No
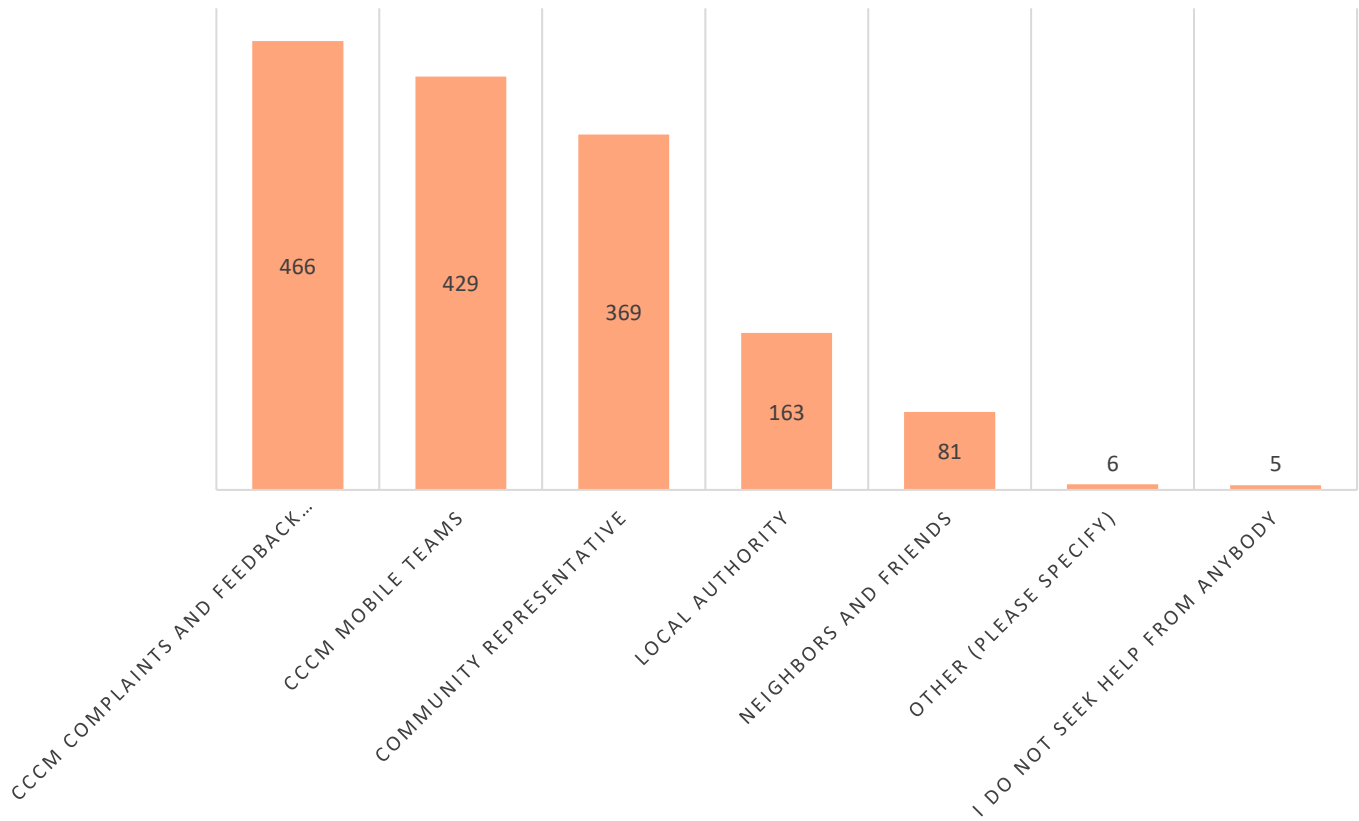- KISMAYO: 95% Yes, 5% No
- MOGADISHU DAYNILE: 89% Yes, 11% No

I.4. Do you feel that all members of the community were welcome at these events?

- 91% felt that all members of the community were welcome at site-level events

Pie chart: Yes 91%, No 9%

Bar chart (No / Yes):
- BAIDOA: 96% Yes, 4% No
- DOOLOW: 83% Yes, 17% No
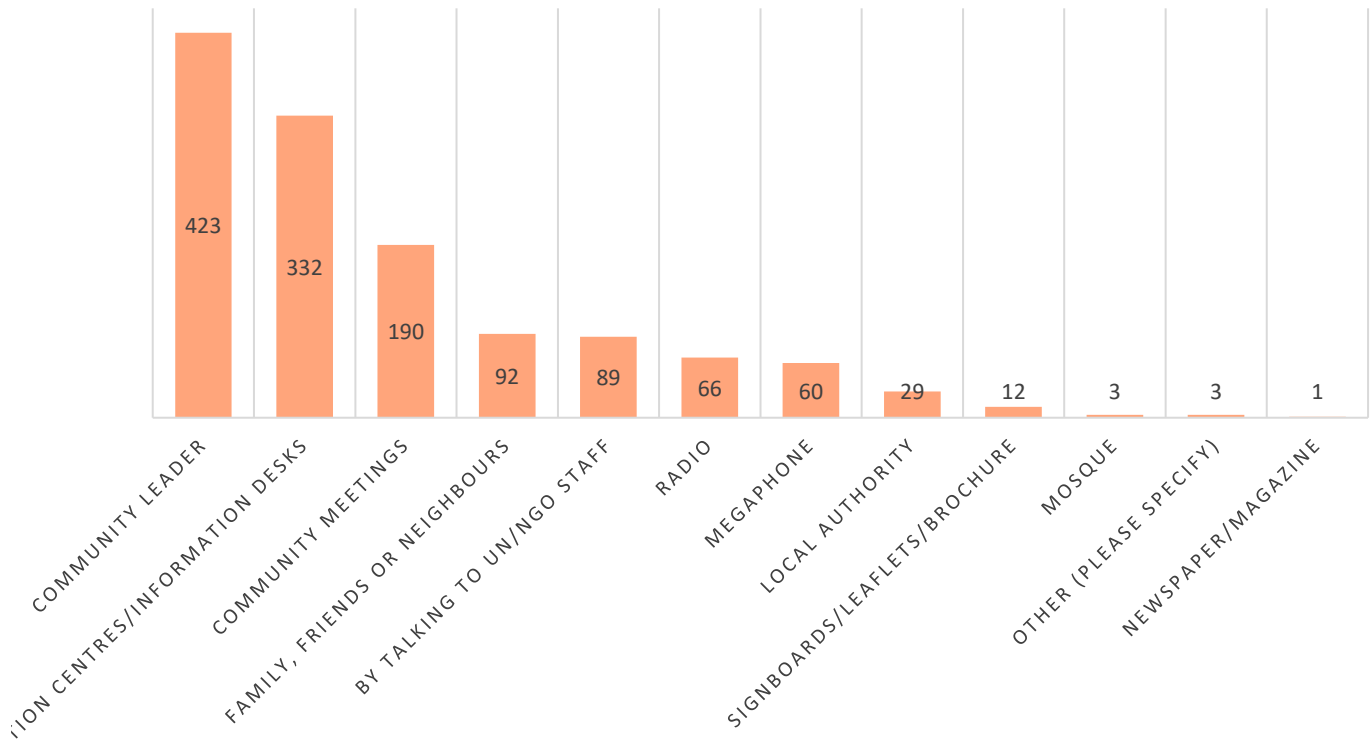- KISMAYO: 94% Yes, 6% No
- MOGADISHU DAYNILE: 90% Yes, 10% No

J.1. When you are faced with a problem in the site, who do you seek help from?

- Most participants highlighted that they utilize the CFM platform
- Other beneficiaries seek support from CCCM Mobile Teams, Community Representatives, Local Authority, Family and Friends.

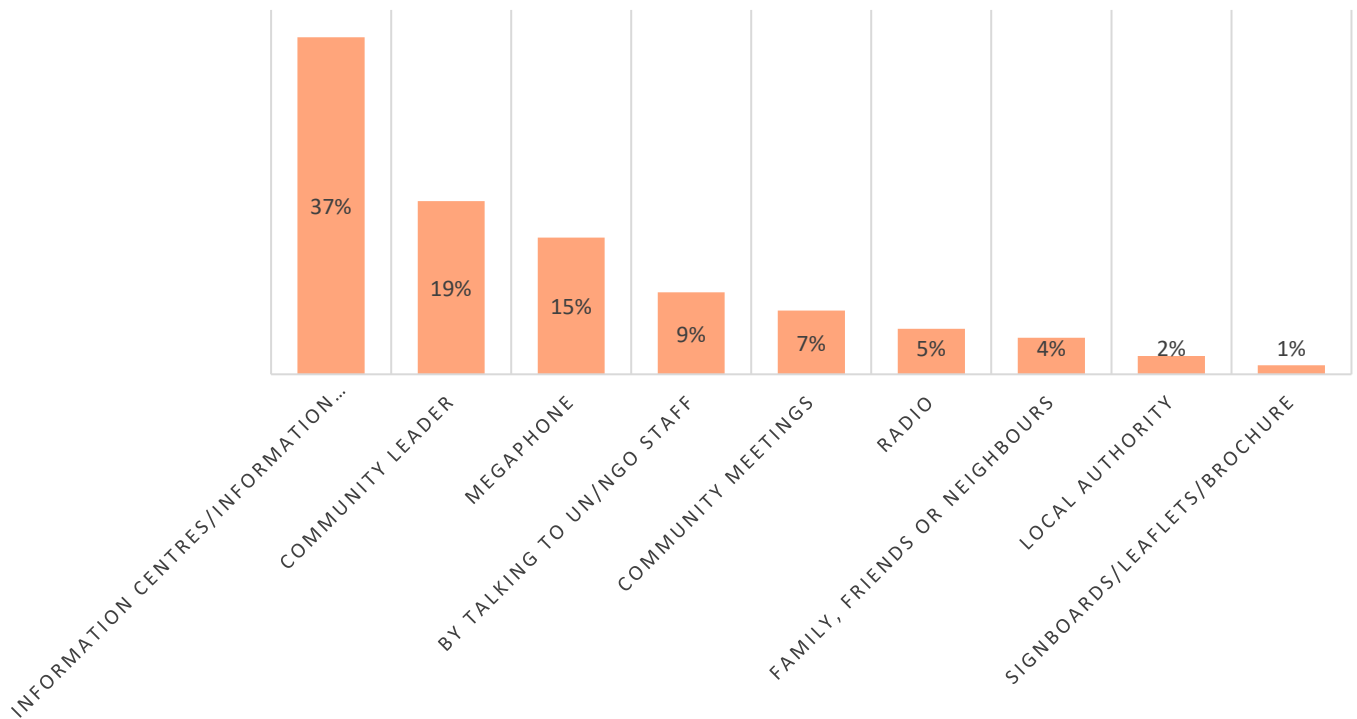|						
466	429	369	163	81	6	5
CCCM COMPLAINTS AND FEEDBACK…	CCCM MOBILE TEAMS	COMMUNITY REPRESENTATIVE	LOCAL AUTHORITY	NEIGHBORS AND FRIENDS	OTHER (PLEASE SPECIFY)	I DO NOT SEEK HELP FROM ANYBODY

J.2. Since arriving to the site, what are your main ways of receiving information?

- For receiving information, community leaders ranked first overall. Additionally, information desks, community meetings, family, friends and neighbours, NGO staff, radio, megaphone and Local Authority were all mentioned as methods for receiving information in that order.

Chart values: COMMUNITY LEADER 423, ...ION CENTRES/INFORMATION DESKS 332, COMMUNITY MEETINGS 190, FAMILY, FRIENDS OR NEIGHBOURS 92, BY TALKING TO UN/NGO STAFF 89, RADIO 66, MEGAPHONE 60, LOCAL AUTHORITY 29, SIGNBOARDS/LEAFLETS/BROCHURE 12, MOSQUE 3, OTHER (PLEASE SPECIFY) 3, NEWSPAPER/MAGAZINE 1

J.4. What would be the best way to receive information from CCCM partners?

- Information centres/desks are cited as the best way to receive information from CCCM partners, followed by community leaders and megaphones.

Chart values: INFORMATION CENTRES/INFORMATION... 37%, COMMUNITY LEADER 19%, MEGAPHONE 15%, BY TALKING TO UN/NGO STAFF 9%, COMMUNITY MEETINGS 7%, RADIO 5%, FAMILY, FRIENDS OR NEIGHBOURS 4%, LOCAL AUTHORITY 2%, SIGNBOARDS/LEAFLETS/BROCHURE 1%

K.1. Have you attended an awareness session on COVID-19 at the site-level?

- 95% have attended awareness sessions on COVID-19 within their respective IDP sites.
- 11% of participants have not attended COVID-19 awareness sessions in Daynile sites while 5% have not attended in Doolow
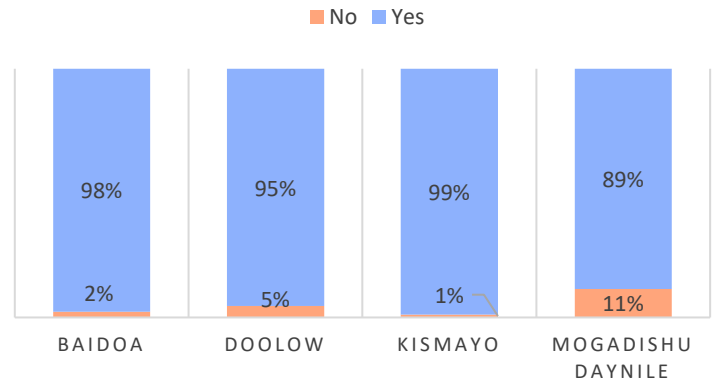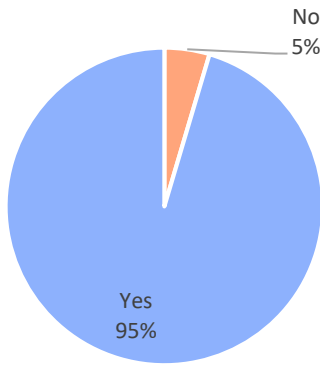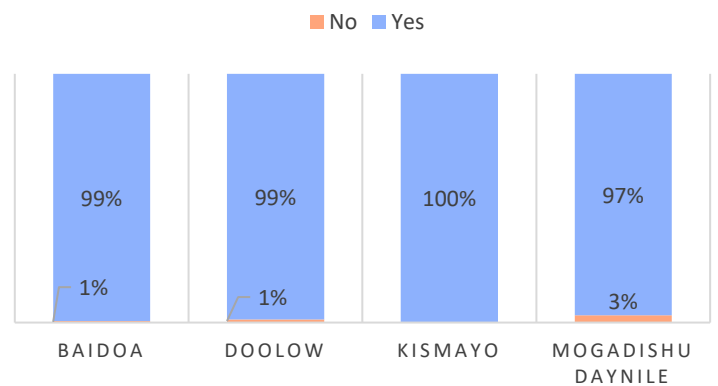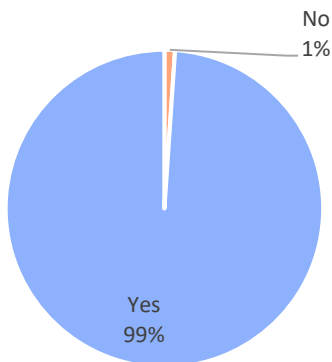

K.2. Have you heard information about COVID-19 from CCCM partners?

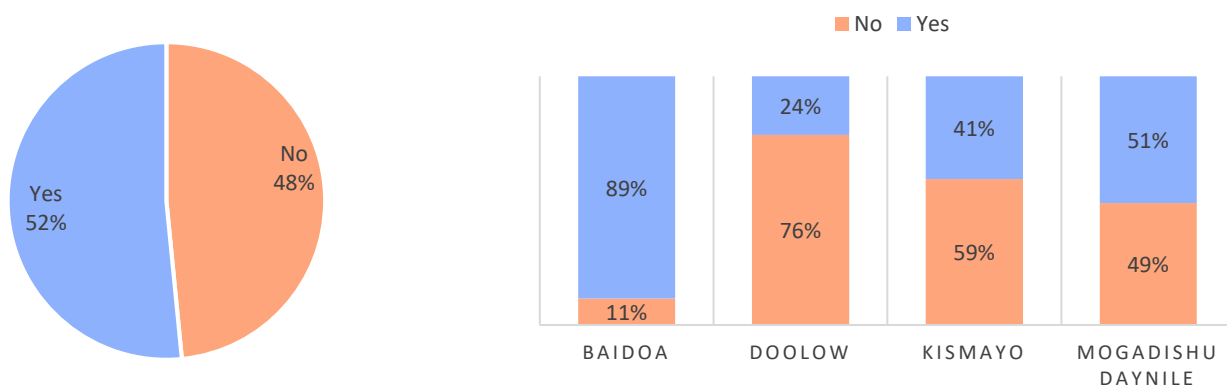- 96% have received information about COVID-19 directly from CCCM partner staff
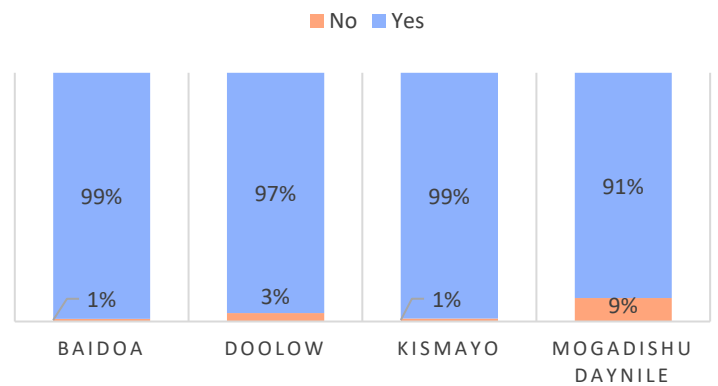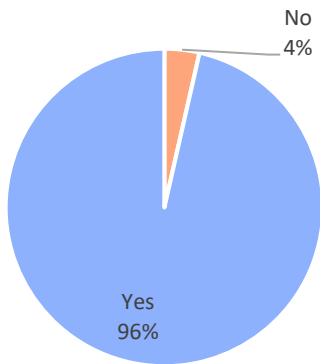
K.3. If yes, did you think the information you received was helpful?

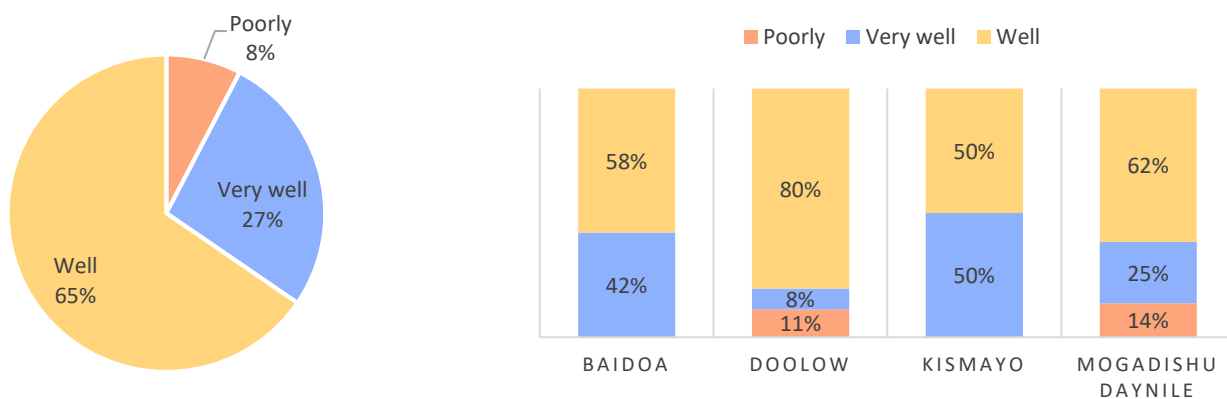- Almost all (99%) feel the information received was helpful

L.1. Are you a member of the Camp Management Committee or a community representative committee?

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- 52% of the respondents are members of the Camp Management Committee or a community representative committee that has been created to better support site-level governance.

Pie chart: No 48%, Yes 52%

Bar chart (No / Yes):
- BAIDOA: 11% / 89%
- DOOLOW: 76% / 24%
- KISMAYO: 59% / 41%
- MOGADISHU DAYNILE: 49% / 51%

L.2. How well does the community leadership advocate for you or represent your interests?

- 92% feel that the community leadership advocates for their best interests.
- Both Doolow and Daynile had the highest rate of respondents believing that community leaders do not advocate for their best interests.

Pie chart: Poorly 8%, Very well 27%, Well 65%

Bar chart (Poorly / Very well / Well):
- BAIDOA: 42% / 58%
- DOOLOW: 11% / 8% / 80%
- KISMAYO: 50% / 50%
- MOGADISHU DAYNILE: 14% / 25% / 62%

L.3. Why don't community leaders advocate for you or represent your interests?

- In Doolow, respondents mentioned that leaders are not active or do not actively participate in their roles (43%) or that leaders are either new or inexperienced. Respondents also mentioned leadership corruption or leaders favoring certain clans within the site.
- In Daynile, there was mention of leaders working for their own personal interest (43%), corrupt leaders (29%), new or inexperienced (14%) and lastly, that leaders are not active or do not participate in their roles (14%)

L.4. How were you involved or consulted in the selection of community leadership?

- 30% were able to vote in an election for site leadership. Notably, this occurred mostly in Baidoa, Kismayo and Daynile.
- In Doolow, a large percentage of respondents (29%) illustrated that there were not consulted in the selection process.
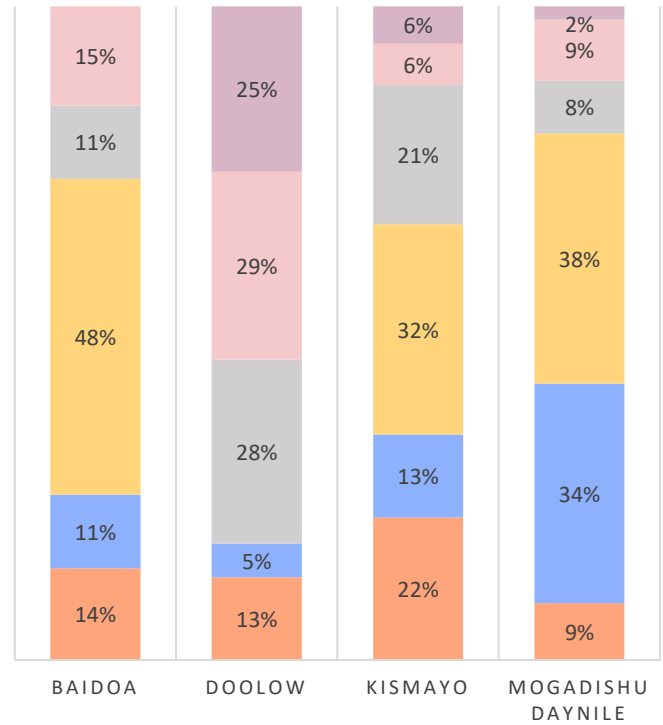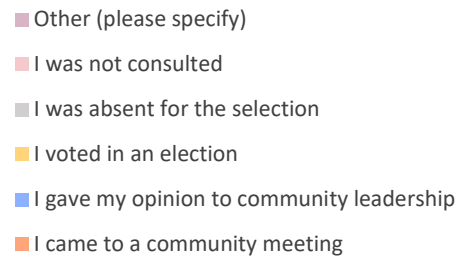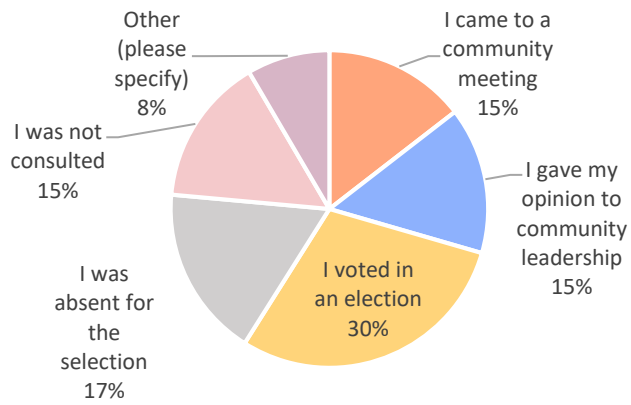
L.5. Do you know the name of the sites women's representative?

- 89% are aware of their women's representatives that exist at the site-level with participants mentioning that women's representatives do not exist in Doolow (14%).
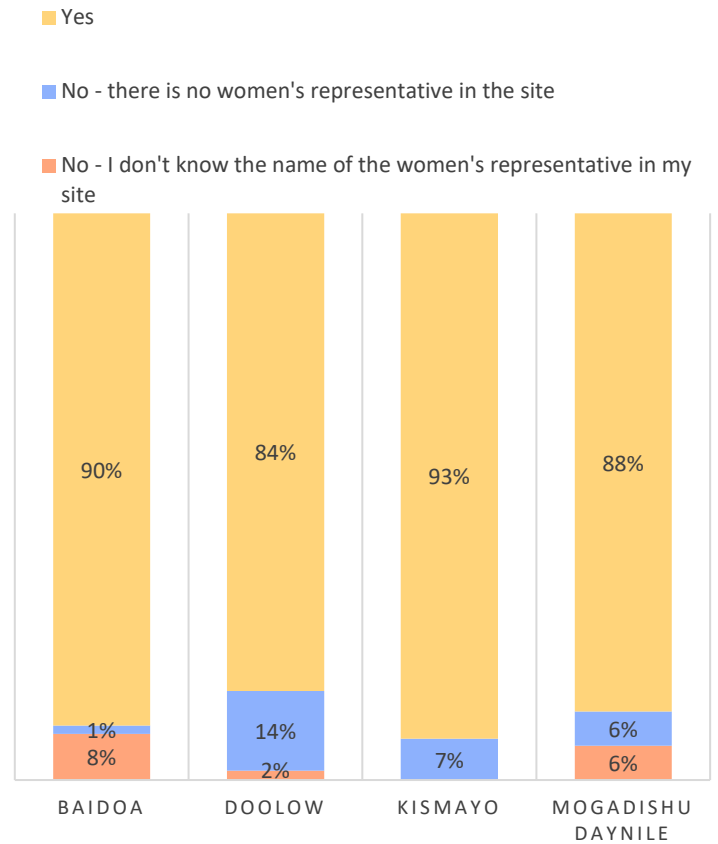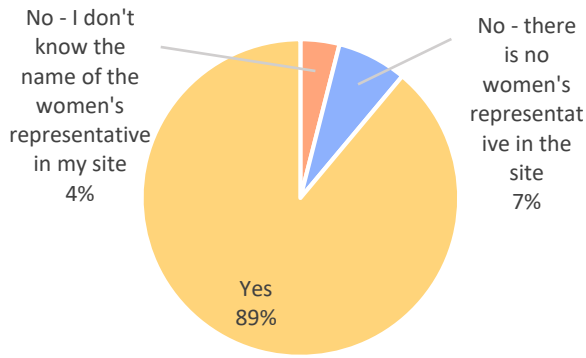
M.1. Have you ever been charged money or made to pay for a humanitarian service?

- 4% of respondents have been charged money or have been made to pay for humanitarian services.
- This figure is highest in Baidoa where 14% have been made to pay for a service.
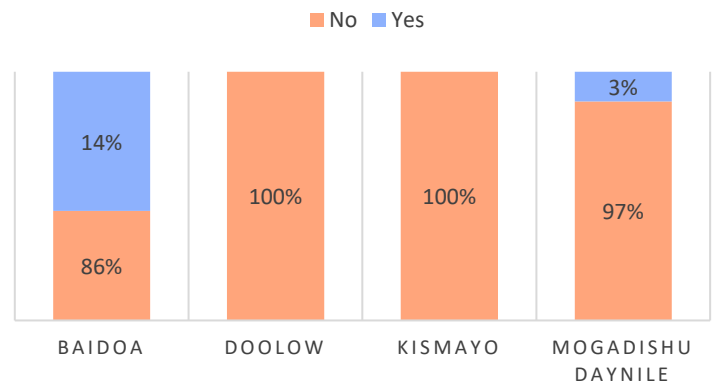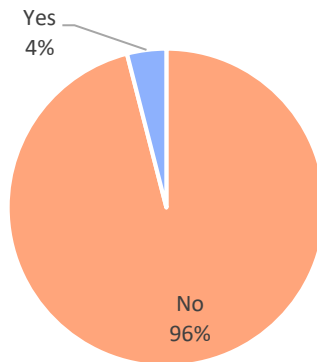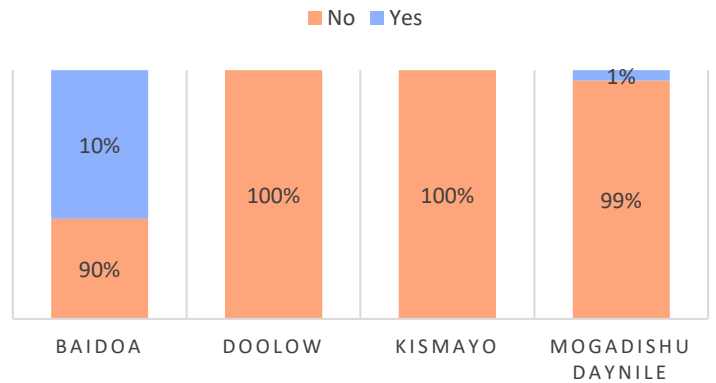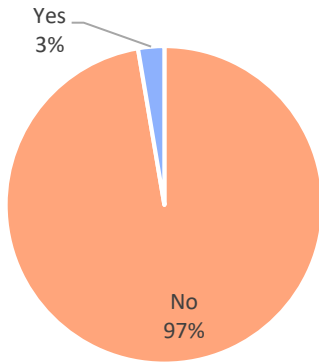

M.1.1. If yes, did you report the incident?

- For those who paid for services in Baidoa, 92% were able to report the incident.
- In Daynile, such incidences were not reported.
- Based on these findings, there is a need to for strengthened messaging related to how humanitarian services are free of charge, highlighting the various reporting mechanisms that beneficiaries can access and make an anonymous complaint if they have bene forced to pay for humanitarian services.
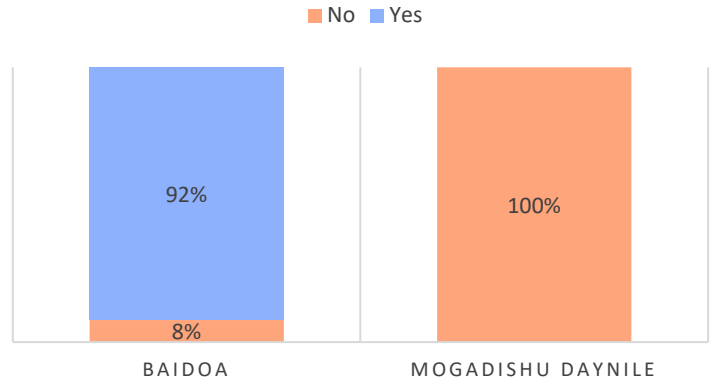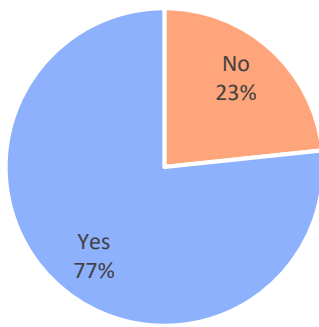
M.2. Have you ever been asked for a favor in order to access humanitarian services?

- In Baidoa, 10% mentioned they have been asked for a favor in order to fully access humanitarian services while 1% of respondents in Daynile mentioned the same.

M.2.1. If yes, did you report the incident?

- In Baidoa, all were able to report such incidents
- Again, in Daynile, respondents were not able to report such incidents