

CCCM Partner Satisfaction Survey

March 2021



Caption: Satisfaction Survey within a Daynile IDP site @AVORD 2021



1. ABOUT THE CCCM PARTNER SATISFACTION SURVEY

CCCM partners are in the unique position of closely coordinating with service providers with the general aim of enhancing conditions at the site-level. Through CCCM partner complaints feedback mechanisms (CFMs) in addition to site-level coordination and gap analysis, CCCM partners rely on referrals to humanitarian actors with such service providers reliant on critical site-level information supplied by CCCM agencies. Therefore, there is a requirement for CCCM partners and service providers alike to have an active relationship with one another ensuring that pivotal data, important referrals and service gaps are efficiently conveyed to the correct stakeholder. The CCCM Partner Satisfaction Survey intends to collect information directly from service providers with the goal of highlighting ways in which CCCM partners can enrich their coordination and collaboration with service providers. Additionally, the CCCM Partner Satisfaction Survey provides an evaluation of the quality of CCCM communication and timely referrals to respective service providers. The CCCM cluster intends to scale up CCCM Partner Satisfaction Surveys in 2021 to ensure that all districts with active CCCM operations are covered with partners able to supply beneficial feedback on how CCCM partners can continue to strengthen our approach.

2. CCCM PARTNER SATISFACTION SURVEY METHODOLOGY

Sub-national cluster focal points in Daynile, Doolow, Kismayo and Baidoa circulated an online questionnaire to service providers and humanitarian stakeholders with the intention of this questionnaire being completed by service provider staff that have a direct interface with CCCM partners. For each district, service providers were contacted directly via the districts service map, or through the sub-national cluster mailing list. Service provider staff were given two weeks to submit their questionnaires with a total of 41 partner submissions being recorded across all four districts. It should be noted that the questionnaire was open for all stakeholders that interface directly with CCCM partners such as local authorities (10% of total responses).

3. CCCM PARTNER SATISFACTION SURVEY RECOMMENDATIONS

The following recommendations for CCCM stakeholders have been highlighted based on the survey's findings:

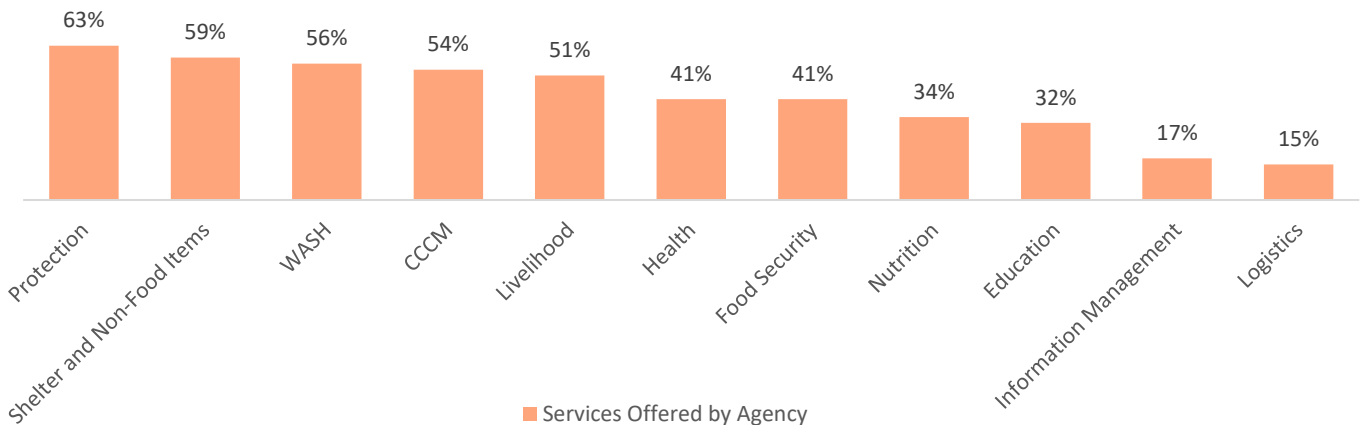
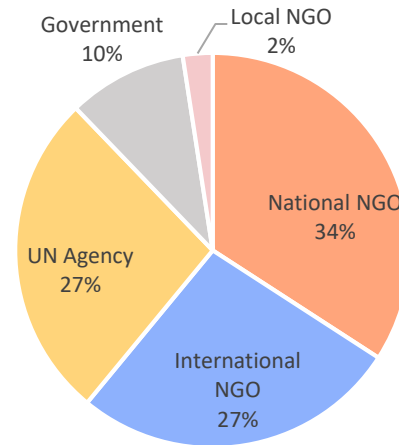
1. **CCCM partners are recommended to continue close coordination with service providers especially on issues related to the establishment of new tools or new approaches occurring at the site-level.** Site-level coordination meetings can be a constructive venue in which service providers are able to learn more about evolving CCCM activities and approaches that partners are administering.
2. **Stakeholders should be consulted prior to modifying CCCM tools and approaches.** CCCM partners should take note of recommended adjustments and modifications to CCCM tools and approaches that have been raised by stakeholders, and to discuss them at the CCCM cluster meetings at both the sub-national and national levels
3. **Refresher CFM trainings and meetings with service providers at the district-level is recommended to illustrate CFM good practices, and to promote prompt communication to complainants on issues that have been referred to other agencies**
4. CCCM partners have a wealth of important site-level data that is obtained through their ongoing activities. **Proactive sharing of important IDP site needs, gaps and trends to humanitarian stakeholders and sub-national cluster focal points is essential for improving site-level living conditions.**

4. CCCM PARTNER SATISFACTION SURVEY FINDING

Respondent's Profile

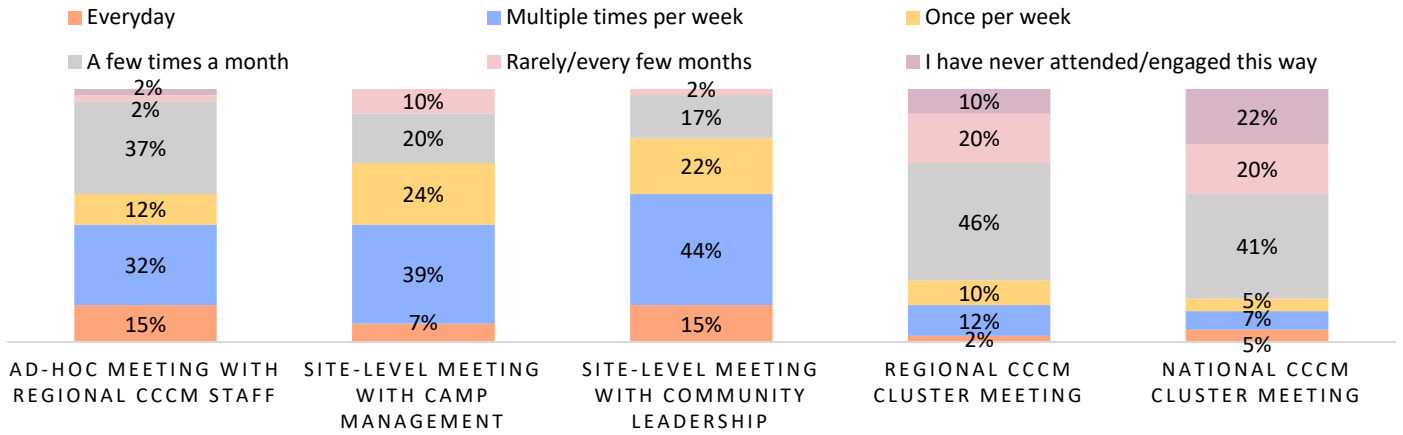
Organization/Agency Represented

- A total of 41 partners completed the questionnaire
- Respondents came from a multitude of stakeholders such as National NGOs (34%), UN agencies (27%), International NGOs (27%), local authorities (10%) and Local NGOs (2%).
- Agencies that responded to the survey came from Baidoa (59%), Kismayo (4%), Doolow (12%) and Mogadishu Daynille (5%).
- All sectors working in IDP sites were able to respond with most respondents coming from the protection cluster.
- All participants were able to reference the correct CCCM partner operating within each district/site-level.



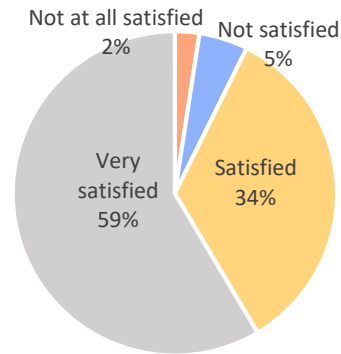
CCCM meetings occurring with service providers

- Participating stakeholders have adequately attended various CCCM events/meetings within the past year with participants generally not attending the National CCCM Cluster meetings (9 respondents have not engaged with this forum)
- Site-level meeting and site-level meeting with community leadership are occurring in great frequency according to stakeholder participants



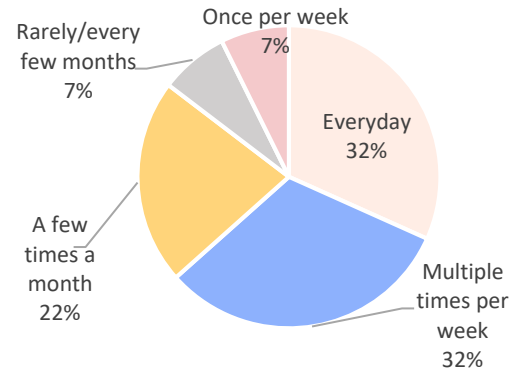
A.3. How satisfied are you with the CCCM agency's level of interaction with your organisation?

- 93% of the respondents were satisfied with the level of interaction with CCCM partners with 59% of respondents citing that they are extremely satisfied with this degree of interaction. Only 7% of stakeholders were not satisfied with the current engagement between CCCM partners and the participant's agency.



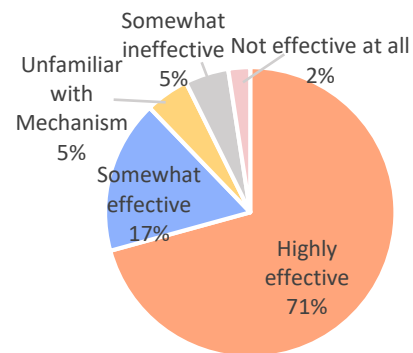
B.1. How often do you receive referrals from the CCCM Complaints and Feedback Mechanism (CFM)?

- 93% of participating stakeholders are regularly receiving case referrals from CCCM partners via CFM systems. Only 7% of respondents are rarely receiving such critical referrals from CCCM partners.



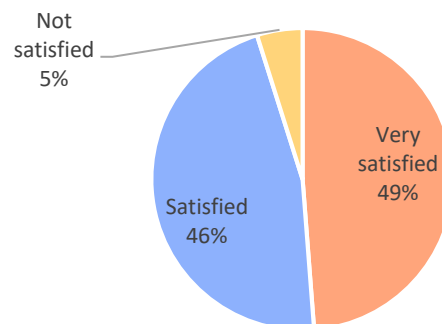
B.2. How effective is the CCCM Complaints and Feedback Mechanism (CFM) as a tool for ensuring accountability to the IDP population?

- 71% said that the CCCM CFM as a tool for ensuring accountability to the population is highly effective, while 17% mentioned that the CFM system is somewhat effective.
- 5% were not familiar with the CFM system.
- 2% stated that the CFM system is not effective at all.



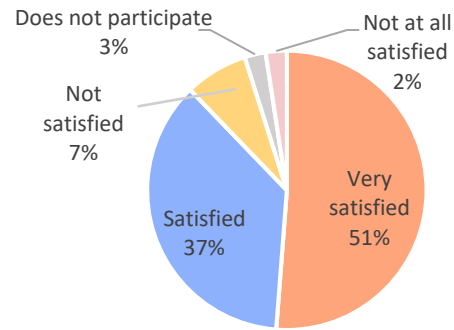
B.3. How satisfied are you with referrals received from CCCM?

- 95% were satisfied or very satisfied with the referrals received from CCCM with only 5% of respondents not being satisfied with referrals



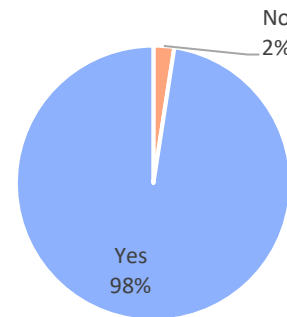
B.4. How satisfied are you with the follow-up on referrals provided to CCCM?

- 88% were very satisfied or satisfied with follow-up on referrals provided to CCCM with 9% of participants mentioning that they were not satisfied with follow ups, and 3% of participants mentioning that their agency does not participate in referral follow ups



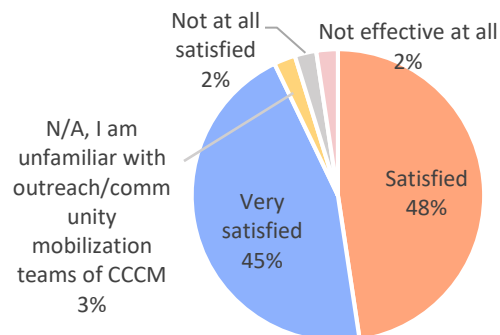
C.1. Does your organization use CCCM community mobilization teams to pass messages to the community?

- 98% of the respondents answered that their organization uses the CCCM community mobilization teams to pass key messages to members of the IDP community



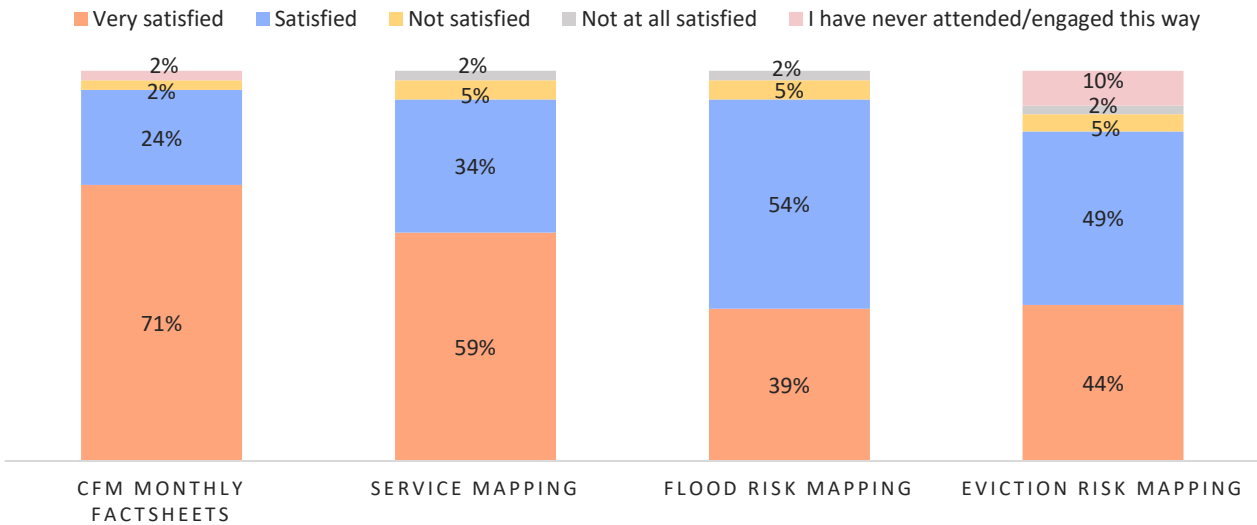
C.2. How satisfied are you with the outreach/community mobilization teams of CCCM?

- 95% are either very satisfied or satisfied with the outreach/community mobilization teams of CCCM



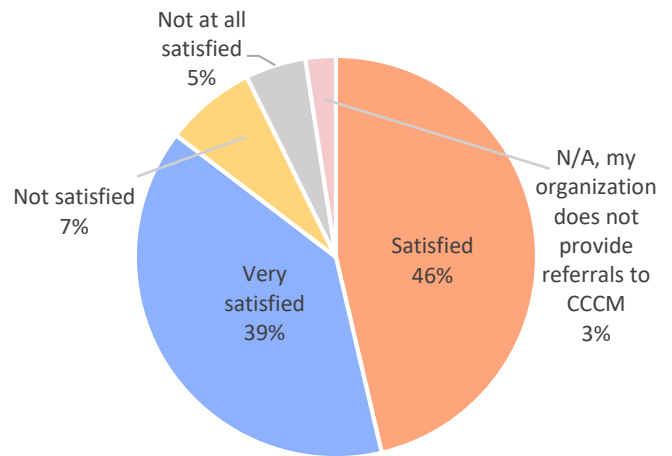
****D.1. Please rate how satisfied you are with the following Camp Management tools****

- Most of the respondents are either satisfied or very satisfied with the camp management tools
- In terms of improvement, there were recommendations for consulting with partners prior to developing CCCM tools, in addition to the need for more coordination with local authorities. Participating stakeholders mentioned that they would like to see more workshops for stakeholders, regular eviction risk mapping assessments, training for service providers to become more familiar with CCCM tools, and regular updates of established CCCM.
- Most respondents stated that they believe that CCCM tools are effective.



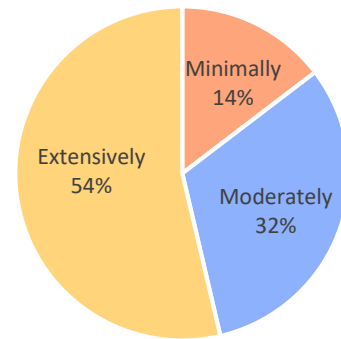
E.1. How satisfied are you with CCCM's response to community conflict, service disruption, or unrest in IDP sites?

- 85% were very satisfied or satisfied with the CCCM response to community conflict, service disruption or unrest in IDP sites



E.2. To what extent were stakeholders and beneficiaries consulted during CCCM/Camp Management activities?

- 54% said that stakeholders and beneficiaries are extensively consulted during CCCM/Camp Management activities while 14% of participants stated that stakeholders and beneficiaries were minimally consulted during CCCM activities.



F.1. To your knowledge, were there incidents of fraud, waste or abuse of humanitarian services?

- 7% acknowledged that there were incidents of fraud, waste or abuse in humanitarian services
- In order to enhance accountability, some of the following suggestions were posited:
 1. Activation of more hotline numbers for reporting purposes
 2. Training staff on accountability measures
 3. Training site leaders on AAP
 4. Inform IDPs of their rights
 5. Enhance community engagement in all CCCM activities
 6. Expand CCCM to other areas with no coverage,
 7. Increase information sharing with the general IDP community

