

**INTERVIEW GUIDELINE – Civil Society  
DANISH REFUGEE COUNCIL**

**FEASIBILITY STUDY FOR THE PROGRAM ‘DIALOGUE IN SOMALIA THROUGH  
RESOURCE MOBILIZATION’**

**Time Started:**

**Time Ended:**

**Code:**

**Informed Consent:**

Hello, my name is \_\_\_\_\_. I work on behalf of the Danish Refugee Council, an international humanitarian NGO. We are conducting a study on community development in your district. We are conducting interviews with different members of the community to understand better the different public services offered in your community and how these are financed. We want to understand what services are offered in your area, what types of community development projects can be found, how these types of services are financed, and your experiences with these topics.

We would like to discuss these issues with you. We are not working with any government, any political party, clan affiliation, or company. If you consent to participate in this study, we would like to interview you and discuss your opinions. There are no right answers we are looking for. This research will be used to help us understand what is the reality and challenges of development in Somalia. Therefore, we want to hear the voices and opinions of respected leaders and organizations. Thus, please answer each question as truthfully as possible. The interview will take approximately 1 hour of your time.

It is your choice if you want to be interviewed. You can choose to not respond to any question if you do not want to. If you feel uncomfortable at any point in the interview, we can stop the interview whenever you like. If you choose to participate in the interview, you will contribute to helping us understand the challenges of community development in Somalia, and help us understand the challenges you face.

We will protect your confidentiality and privacy throughout the interview. Your name will not be recorded, and we will not record any personal identification details. Your answers will be kept completely confidential and will be combined with all of the other people we are talking too. It will be impossible to pick you out from what you say, so please feel like you can speak freely. Although your identity may be known in town (since we came to visit you), it will not be associated with the study data. The study data will only be used by the DRC, and no records will be shared with any other organizations, actors, or officials. If you are at any point worried about confidentiality or privacy, please let me know.

If you have any questions throughout the interview process, please stop me and ask. If you have any questions or complaints after we have completed the interview process, you can contact [insert contact]. Do you have any questions? Are you willing to participate?

## **Part 1**

To start the interview, I would like to ask you some questions about what sort of public services are offered in your community and how these are financed. Please remember that if you do not feel comfortable, you can choose to not answer some questions or end the interview.

1. What key public services are provided in your community?
  - Who is involved in providing these public services?
  - How does the community finance these services?

Prompts for researchers: These could be things such as who provides water, electricity, healthcare, security etc. Could be provided by private sources, public sources, or the community at large.

2. Are there any community development projects that exist in your community?
  - Who is involved in these projects?
  - How does the community finance these activities?

Prompt for researchers: Ask about projects where just the community has inputs, and also ask about projects jointly run by the community and the government. For example, a community-only project could be a community center built and run by citizens with no government help. A joint project could be where provides labour and gravel to build a road, and the government contributes the machinery.

3. What kinds of activities is your organization involved in? How do you finance these activities?

Prompt: We want to understand what they do in the community, and how they finance this.

4. Do you collect any fees or payments from citizens, for public services, development projects, or other activities?
- What is the name of the payment?
  - Who actually collects these fees?
  - What is the value of the payment?
  - How often is it collected?
  - What are these fees/payments used for?

**Prompt for Researchers:** In the collector column, record who collects payment. In the value column, record the amount of each payment. In the frequency column, record how often this payment is collected.

No.	Name of Payment	Collector	Value	Frequency	What is it used for?
1					
2					
3					
4					

5					



5. Do you know of other members or groups in the community who collect fees or payments from community members for public services?

Prompt: Such as other clan leaders, other traditional leaders, civil society groups, other associations or groups. We just want to know who they KNOW collects other fees and payments, not who else they work with.

## **Part 2**

6. What groups, associations and networks are active in this community?

No.	Group/Network	Name	Activities	Leadership - Decisions in the community
1	Religious/spiritual group			
2	Clan			
3	Local government administration or authorities			
4	Trade unions			
5	Market associations			
7	Cultural groups			
	Finance/savings/credit associations			

9	Civil society			
10	Women's groups			
11	Youth groups			
12	Other			

7. Do you play a role in providing public services? Please describe.

Prompt: We want to know if they are involved in public services. For example, maybe they play a role in providing water to the community. Probe for different answers.

8. Do you play a role in community development projects? Please describe.

Prompt: We want to know if they are involved in any community development projects. For example, maybe they have a women's empowerment project, or are working to rebuild the hospital. Probe for different answers.

9. Do you play a role in security? Please describe.

Prompt: We want to know if they are involved in any security for the community. This could include providing reports on the security situation, or advice to citizens. Probe for different answers.

10. Do you currently work with other groups to implement services or development projects? If so, please describe?

Prompt: For example, do you work with other members or groups to maintain roads or to provide security, etc.? We want to know if they work with OTHER groups on public services, development projects and security. Record the group and details of how they work together.

11. Do you work with any of these groups to collect revenue for public services or development projects? If so, please describe?

Prompt: For example, do you work with other members or groups to raise revenue for maintaining roads or to provide security, etc.? We want to know if they work with OTHER groups to raise funds for public services or development projects. Record the group and details of how they work together.

### **Part 3**

Thank you for all of your answers. Now I would like to move into the next part of the interview. I would like to ask you some deeper questions about the networks and groups within your community. We want to understand who works together on services and revenue collection in the community, and what kind of roles they play. If you feel uncomfortable at any point, please let me know. You can choose not to answer any question, or stop the interview if you want. Do you want to continue?

12. What sorts of problems and challenges exist in this community?

Prompt: This could include things such as security, unemployment, conflict, lack of services, etc.

13. If there is a problem or tension in the community, who usually resolves this conflict?

Prompt: For example, conflicts could include dispute resolution, land conflicts, of family/domestic conflicts.

14. As a civil society organization, what is your role in addressing these problems or challenges?

Prompt: We want to understand if they play any role in resolving community problems.

15. How effective do you think civil society organizations are at collecting revenue for development projects or public services?

Prompt: For example, this could include membership fees, or community payments for a specific project? We want to understand what they think about civil society's general ability to collect payments and fees from the community.

16. How effective do you think collection of payments and fees by clan or religious leaders is for public services in your community?

Prompt: This does not include any government-collected revenue. Do they think it is effective, somewhat effective, or not at all effective?

18. How effective do you think tax collection by the local administration is in your community?

Prompt: This only includes government-collected revenue. Do they think it is effective, somewhat effective, or not at all effective?

19. Say you are collecting payments and fees from the community, such as membership fees. What does the community receive if they make this payment?

Prompt: Examples could include things such as access to services, general development, avoidance of stress/harm, security, good relations, or others. We want to understand what the population receives if they make these payments.

20. Say you are collecting payments and fees from the community, such as membership fees. If someone refused to make this payment, what would happen?

Prompt: This could include things such as being harassed, not being able to access services, being socially shunned, or others. We want to understand what will happen if community members do not make these payments.

21. Who do you think would be the most trustworthy to implement a development project in the community?

Prompt: For example, the local government authorities, other traditional leaders?

22. A development organization gives the district commissioner funds to build a new road. What is the likelihood they misuse these funds?

Prompt: Very likely, likely, not likely?

23. A development organization gives the village chairperson funds to build a new road. What is the likelihood they misuse these funds?

Prompt: Very likely, likely, not likely?

24. In your community, do you know of any development projects where your district or village has worked with different districts or villages? Describe.

Prompt: We want to understand if there are any projects in which this community has worked with others, either in another district or village. This includes projects that happened in the past, or current projects. Describe the project, who worked on it, and when it occurred.

25. In your community, do you know of any community development projects where your community has worked with different clan groups? Describe.

Prompt: We want to understand if there are any projects in which multiple clan groups work together. This includes projects that happened in the past, or current projects. Describe the project, who worked on it, and when it occurred.

#### **Part 4**

I am now going to ask you some questions on what you would think about different community development programs. As I mentioned, I work with the Danish Refugee Council. The Danish Refugee Council works with many communities across Somalia, where they work together with communities on development projects. The Danish Refugee Council is designing a new program, which would work alongside the community on different development projects. We would like to ask some questions in regards to this idea. This does not mean that the project is going to happen, we just want to get your ideas and opinions about what would work in your community. As I mentioned before, all of your answers will be kept confidential and private. You may choose not to answer any questions that you do not feel like answering. Is it okay to continue?

26. What challenges do you face raising payments or fees for services or activities you provide? Do you have any suggestions on how to address these challenges?

Prompt: We want to understand if they have difficulties collecting payments and fees. For example, maybe there is not enough community members willing to contribute payments. We then want to understand what their suggestions are for addressing that problem.

27. Before, we had discussed other actors who raise revenue in the community, such as local government authorities, other clan leaders, religious leaders, or other community groups. How willing would you be to work alongside other actors to raise revenue for community projects and why?

Prompt: For example, very willing, willing, or not willing? We want to understand their willingness to work with other groups to raise funds for development projects.

28. You get approached by a representative from the local administration. They have heard of a new program where if they can raise funds from local citizens, an outside organization will match the money they raise and give them a grant. The combined funds will be used for a community development project. They ask you if you want to work together on this. How willing are you to manage this project together, and why?

Prompt: We want to understand here if they would be willing to work with the local administration to manage a development fund and project.

29. You get approached by a group of clan leaders. They have heard of a new program where if they can raise funds from local citizens, an outside organization will match the money they raise and give them a grant. The combined funds will be used for a community development project. They ask you if you want to work together on this. How willing are you to manage this project together, and why?

Prompt: We want to understand here if they would be willing to work with the clan leaders to manage a development fund and project.

30. Your community has decided to start up a common pool of funds to be used for development projects in your area. The administration and local leaders will be involved in managing this fund, but there will be a council of elders that will monitor how they use the money. What degree of trust do you have that they the funds will be used effectively?

Prompt: We want to understand here how people think money will be for development projects if this is managed by a council of elders.

31. Your community has decided to start up a common pool of funds to be used for development projects in your area. The local administration and local leaders will be involved in managing this fund, but there will be an outside actor, such as an NGO, who will monitor how they use the money. What degree of trust do you have that they the funds will be used effectively?

Prompt: For example, high degree of trust, somewhat trusting, or no trust? We want to understand if people think the money will be managed effectively if an outside group, like an NGO, will be monitoring it.

32. Your community wants to start a common fund to finance development projects in your region. The project will be managed by local leaders and the government, and your village will receive a grant depending on how many payments your community contributes. It is suggested that the project should also work with the surrounding communities, including different clan groups. Would you be willing to work on this project? Why/why not?

Prompt: We want to understand if people would be willing to work on a development project if they had to work with different clan groups.