INTERVIEW GUIDELINE – CITIZEN TAXPAYER VERSION

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. We are conducting interviews with different members of your community to understand better the different public services offered in your community. We want to understand what services are offered in your community, what types of community development projects can be found in your community, and how these types of services are financed.

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 those like yourself, to understand what is happening at the community level. 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, so we can provide better community development programs.

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. 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 groups, services, and projects exist 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 groups, associations and networks exist in your community?

   Prompt: Probe for social, economic, and political entities that may exist in the community, using the categories listed below.

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			

8	Finance/savings/credit associations			
9	Civil society			
10	Women's groups			
11	Youth groups			
12	Other			

2. What key public services are provided in your community?
    a. Who is involved in these services?
    b. 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.

3. Are there any community development projects that exist in your community?
   a. Who is involved in these projects?
   b. 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.

4. I am now going to ask you about fees and payments you make for public services in your community.

   Prompt: Read each payment out below and as the respondent if they pay this. If they say yes, then ask the questions 5 – 14.

For each payment described by respondents, please ask the questions listed below the chart (Q 5 - 14). This must be done for each payment described. Prompt for the different types of payments listed in the chart below.

5. To who do you pay these fees?

6. What is the value of the payment?

7. How often do you make this payment?

8. Why do you make the payment for this tax?

9. What do you receive in return for this payment?

10. Suppose you did not make this payment. What do you think the consequences for non-payment would be?

11. According to you, is the amount you pay for this fair in terms of what you receive for services? Why or why not?

12. What would increase your willingness to make this payment?

13. Based on your experience, how easy/difficult is it to find out how this revenue is used?

14. Do you think the organization collecting this revenue uses it to benefit the community

Item	Value	Frequency	To who?	Why?	Service received	Penalty non-payment
Income tax						
Land/ property tax						
Business taxes						
Market fees						
Transport fees						

Item	Is the payment fair for services?	What would increase your willingness to pay?	Is it easy/difficult to know how this revenue is used by the collecting group	Does the collecting group use it to benefit the community?
Income tax				
Land/ property tax				
Business taxes				
Market fees				
Transport fees				

Item	Value	Frequency	To who?	Why?	Service received	Penalty non-payment
Checkpoint fees						
Education fees						
Medical payments						
Electricity						
Water and sanitation						

Item	Is the payment fair for services?	What would increase your willingness to pay?	Is it easy/difficult to know how this revenue is used by the collecting group	Does the collecting group use it to benefit the community?
Checkpoint fees				
Education fees				
Medical payment				
Electricity				
Water/ sanitation				

Item	Value	Frequency	To who?	Why?	Service received	Penalty non-payment
Payments made to traditional leaders						
Payments made to clan leaders						
Payments for religious purposes						
Security payments						

Item	Is the payment fair for services?	What would increase your willingness to pay?	Is it easy/difficult to know how this revenue is used by the collecting group	Does the collecting group use it to benefit the community?
Payments made to traditional leaders				
Payments made to clan leaders				
Payments for religious purposes				
Security payments				

Item	Value	Frequency	To who?	Why?	Service received	Penalty non-payment
Payment to other community group (ex. community center)						
Payments for community social activities						
Other payments						

Item	Is the payment fair for services?	What would increase your willingness to pay?	Is it easy/difficult to know how this revenue is used by the collecting group	Does the collecting group use it to benefit the community?
Payment to other community group (ex. community center)				
Payments for community social activities				
Other payments				

Part 2

Thank you for your answers. Now that we have talked about what services and projects exist in your community, I would like to ask you more questions on who is in charge of these services and who plays a leadership role in this area.

15. In your community, who makes decisions about public services to the community?

    Prompt: This could be things such as electricity services, water services, providing education, etc.

16. In your community, who makes decisions on community development projects?

    Prompt: Say the community wants to build a community center. Who would be in charge of that?

17. In your community, who makes decisions about security? Who is in charge of financing these security services?

    Prompt: For example, if there is a security problem in your village, who makes decisions on how to address the problem? Probe for different fees and payments made for security, such as voluntary contributions, local taxes, and other revenue.

18. Recently, there has been increased insecurity in your neighborhood. You are feeling very unsafe. Who do you trust to increase community safety, and why?

    Prompt: Would you approach the government to improve security? Would you approach your clan leader?

19. Let's pretend there is no road in your community, and it is making it very difficult to transport goods to the market. Your clan leader approaches you and asks you to contribute some money to finance this road. Would you agree or disagree, and why?

    Prompt: In this question, we want to understand how willing people are to contribute to projects if approached by clan leaders.

20. Let's pretend there is no road in your community, and it is making it very difficult to transport goods to the market. Your district commissioner approaches you and asks you to contribute some money to finance this road. Would you agree or disagree, and why?

> Prompt: In this question, we want to understand how willing people are to contribute to projects if approached by district officials.

21. Let's pretend there is no road in your community, and it is making it very difficult to transport goods to the market. Your neighborhood or village chairperson approaches you and asks you to contribute some money to finance this road. Would you agree or disagree, and why?

Prompt: In this question, we want to understand how willing people are to contribute to projects if approached by village or neighborhood officials.

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 in your community. We want to understand who works together on services 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?**

22. Who do you go to in your community when you have a problem or there is a conflict?

    Prompt: This can include disputes over resources, disputes over land, security threats, family disputes, etc.

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

    Prompt: For example, government authorities, clan leaders, community leaders, civil society, or any other actor they mention.

24. 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, or not likely?

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

   Prompt: Very likely, likely, or not likely?

26. What do people consider the most important problems in your community?

   Prompt: This could include things such as security, unemployment, conflict, lack of services, etc. We want to understand what the respondent thinks are the most important problems in the community.

27. Do community members work together with one another to find solutions for these problems?

   Prompt: For example, they always work together, sometimes they work together, or very rarely do they work together to find solutions. We want to understand if the respondent thinks the community works together well or not well to address the problems that they have just listed in the previous question.

28. Do you know of any projects where your community has worked with another village or district? 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.

29. Do you know of any 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?

30. In the future, what would make you want to contribute your own financial resources to a specific development project?

Prompt: We want to understand what people would need for them to be willing to contribute financial resources to a community development project. Examples could

include if they had more say in the project activities, or if they saw the project being managed effectively, or if they were involved in decisions. This does not mean what sorts of projects people want to see, but generally, what would make them want to increase their payment contributions to development projects in general.

31. What make you want to increase fees paid to local administration authorities?

    Prompt: We want to understand what people would need for them to be willing to contribute financial resources to their the local administration. This could include things such as more information on what payments are used for, more decision-making, increased services, or others.

32. Your local clan leader approaches you and tells you that there is a new program in your community, to establish a community fund for development projects. He says that the community will choose a project that will benefit citizens, and then collect some of their income to finance this project. He says that this project will be working alongside local administration authorities, and he asks you to contribute a fee. Would you contribute? Why/why not?

Prompt: We want to understand here how people would react if there clan leader approached them for payment to a community development fund.

33. Your local administration official approaches you and tells you about a new project that is being started in the community, where they are establishing a community fund to finance different development projects. He says that the community will choose a project that will benefit citizens, and then collect some of their income to finance this project He tells you that the local administration will be working with local clan leaders and different community groups such as civil society organizations. He then asks you to contribute a payment to this fund. Would you contribute? Why/why not?

Prompt: We want to understand here how people would react if someone from the local administration approached them for payment to a community development fund.

34. Your community has decided to start up a common collection of funds to be used for development projects in your area. The local administration and local community 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: High degree of trust, somewhat trusting, or no trust. Why? We want to understand here how people think money will be used for development projects if this is managed by a council of elders.

35. Your community has decided to start up a common collection 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 the funds will be used effectively?

    Prompt: High degree of trust, somewhat trusting, or no trust. Why? We want to understand here how people think money will be used for development projects if this is managed by a an NGO.

36. Your community has decided to set up a common collection of funds to be used for development projects in your area. The local administration and local community leaders will be involved in managing the fund, where payments will be made by citizens through SMS. If you make a payment, you will receive a text message when project funds are spent, and you can monitor how this money is used. Would be willing to contribute funds to this project? Why/why not?

    Prompt: We want to understand here how people think money will be for development projects if they can monitor the payments and fees themselves through an SMS system. For example, each time someone withdraws money from the account, they would get a text message telling them what amount has been withdrawn and by who.

37. Your community wants to start a common fund to finance development projects in your region. The project will be managed by local community leaders and the local administration, 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 contribute to 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.