Solomon Islands Community Governance & Grievance Management

Project Mid Term Review

Beneficiary Survey – Summary of Findings

April 2017
Honiara, Solomon Islands
The **principal purpose of the survey** was to inform the **Mid Term Review** (May 2017) of the CG&GM Project. The MTR will enable partners to reflect on achievements and challenges of the first two years of the Project and plan for the next two years.

The **primary objective** of the **Beneficiary Survey** was to interview a representative sample of community members served by COs & VPWs so as to gauge progress toward the **Project’s Development Objective** (PDO), that is:

*to strengthen community grievance management capabilities and enhance the effectiveness of linkages with government in targeted communities*

As stated in the Project Design, progress toward the PDO is to be measured by **Three Results Indicators**.
## Project Development Objective (PDO) Results Indicators

The CG&GM Project has three PDO Level Results Indicators (and associated targets) that must be reported on a yearly basis:

<table>
<thead>
<tr>
<th></th>
<th>Indicator</th>
<th>Definition</th>
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<tbody>
<tr>
<td><strong>1)</strong></td>
<td>Direct project beneficiaries (number), of which female (percentage)</td>
<td><strong>Definition:</strong> Estimate of the number of people who derive benefits from the project (i.e. access information services or advice and benefit from training and improved social order), specifying the percentage of beneficiaries that are female</td>
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<tr>
<td><strong>2)</strong></td>
<td>Beneficiaries who experience improvements in (a) accessibility and (b) effectiveness of community grievance management mechanisms (percentage)</td>
<td><strong>Definition:</strong> Surveyed beneficiaries who experience improvements in the accessibility and effectiveness of community grievance management mechanisms due to the presence of COs</td>
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<td><strong>3)</strong></td>
<td>Beneficiaries who perceive improvements in linkages with government (percentage)</td>
<td><strong>Definition:</strong> Surveyed beneficiaries who perceive improvements in the community’s linkages with national and provincial government including information flows and support for community governance arrangements.</td>
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What are the Results Indicators trying to measure?

The first Indicator is basically about ‘coverage’: the project design included estimates of the cumulative number of people likely to perceive benefits from the project.

The second & third Indicators focus on individual’s perceptions of Project’s impact on their relationships with two kinds of governance:

- **Community Governance Structures:** Chiefs, Religious Leaders, Elders, Community Organizations – referred to as ‘horizontal linkages’
  - Provincial & National Authorities: Police, Provincial Leadership, MPs, Line Ministries – referred to as ‘vertical linkages’
### The Beneficiary Survey
#### Methodology, Data Collection, and Sample

<table>
<thead>
<tr>
<th>Survey Methodology</th>
<th>Quantitative survey and key informant interviews &amp; focus groups;</th>
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<tbody>
<tr>
<td>Data Collection</td>
<td>18 October – 7 November 2016</td>
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<tr>
<td>Sample Selection</td>
<td><strong>Makira:</strong> 5 Wards: Arohane, Ngoragora, Kaunasugu, Manitawaniuhi, Suuwasi. Sample size: 143 of 1,198 total population</td>
</tr>
<tr>
<td></td>
<td><strong>Renbel:</strong> 5 Wards: Tegano, Lavagu, Kagua, West Ngongona, Sa’aiho. Sample size: 144 of 750 total population.</td>
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An effort was made to interview an equal number of men and women from each of 16 households in each Ward.

<table>
<thead>
<tr>
<th>Age group:</th>
<th>Makira</th>
<th>Renbel</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 18</td>
<td>14</td>
<td>6</td>
<td>20</td>
</tr>
<tr>
<td>18-34</td>
<td>60</td>
<td>60</td>
<td>120</td>
</tr>
<tr>
<td>34-64</td>
<td>63</td>
<td>75</td>
<td>138</td>
</tr>
<tr>
<td>65+</td>
<td>6</td>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td>Total:</td>
<td>143</td>
<td>144</td>
<td>287</td>
</tr>
</tbody>
</table>

Sampling aimed to reflect variations in disputes and patterns of resort, as revealed by Baseline Study.
Patterns of Resort: The Baseline revealed variations → Beneficiary Survey aimed to understand how COs/VPWs were working with these variations

Substance Abuse

In Renbel—the HH (63%) is most significant, but the church, elders & police are involved more than 40% of the time...

Domestic Abuse

In cases of Domestic Abuse, the family/HH is the most common point of resort for Renbel & Makira...

...but the primary local agent in Renbel is the Church (49%) whereas in Makira, the Chief (50%)...

...and the Police are much less utilized in Makira (4% vs. 28% Renbel)

Logging

For logging disputes in Renbel it is most common to go to the police (52%) while other local authorities (Elder, Church, Chief) are engaged more than 30% of the time...

...in Makira people rely overwhelmingly on Chiefly (65%) authority, and engage others, the police, church, elders, almost 30 percentage points less (21%) than Renbel.
Findings
Common Patterns and Variations

1) **COVERAGE**: Direct project beneficiaries (number), of which female (percentage)

2) **HORIZONTAL RELATIONSHIPS**: Beneficiaries who experience improvements in (a) accessibility and (b) effectiveness of community grievance management mechanisms (percentage)

3) **VERTICAL RELATIONSHIPS**: Beneficiaries who perceive improvements in linkages with government (percentage)
1) **COVERAGE:** COs and VPWs are now well established in Renbel & Makira, exhibited by broad **community awareness** and **perceived benefits**

The Baseline Survey **confirmed broad awareness of CO & VPWs** following the selection process...

...and the Beneficiary Survey has confirmed that citizens are already **perceiving wide-ranging benefits** from the project

**Indicator 1**

76% of citizens in CO/VPW communities have reported direct benefits from the project, with relative gender equity (Males: 80%, Females: 71%)

6,801 citizens in Renbel and Makira are estimated to have benefitted from CO/VPW interventions

*In some cases (1 on Makira, and 2 in Renbel), the CO/VPW were poorly perceived.* In West Ngongona (Renbel), the CO had been absent from the community for the last 5 months. But his role is being covered by COs from Ward 10 and Ward 8. In Manitawanihi (Makira), the VPW was absent, following a family dispute with the Chief, his grandfather. But even here, community feedback remains positive about the VPW’s work and they want him to continue.

**...Given poor outliers, the overall Indicator 1 results exceed or are consistent with design expectations**
2) **HORIZONTAL RELATIONSHIPS**: Overwhelmingly, people perceive CO/VPWs as impacting positively on community governance

Citizens have mainly seen COs & VPWs **focused on performing community governance activities**…

What has the CO/VPW been doing in your community?

- Mediate / resolve conflict: 39%
- Help community leaders manage / resolve conflict: 28%
- Responsible for dealing with community disputes: 28%
- Support police work: 10%
- Act as agent of police: 9%
- Provide linkage between community & ‘vertical’

...and are already seen as the one of the ‘primary channels’ community members take disputes to

Who do you think people in your community take issues / conflicts to most to seek resolution?

- CO/VPW: 56%
- Church Leaders: 48%
- Chief / Elders: 47%
- HH Members: 18%
- Other Community: 16%

**Indicator 2**

- **59%** of citizens have experienced improvements in *accessibility* of community grievance management mechanisms
- **77%** of citizens have experienced improvements in *effectiveness* of community grievance management mechanisms
3) VERTICAL LINKAGES (cont.): COs / VPWs appear to be laying the initial foundation for improved linkages to government

Indicator 3

68% of citizens have experienced perceived improvements in linkages with government. No significant gender differences were noted.

The Baseline Report found that, with the exception of police, linkages with province & national agencies were weak, & sometimes wholly absent.

For the most part, this surprisingly high percentage result on vertical linkages reflects appreciable improvements in perceived linkages with Police.

Have you seen COs working with police?

- Yes, 66%
- No, 34%

A majority of citizens have seen COs/VPWs working with the police...

...translating into an uptick in visits, and perceived effectiveness

With the police have you experienced...

- Increase in Police Visits: 41%
- Increase in Police Effectiveness: 34%
- Police have 'gotten worse': 8%

Community Officer Adaptability

COs in Renbel have also displayed adaptability in the way they perform their responsibilities – building additional police linkages in some communities by acting as the chair of Crime Prevention Committees (CPCs).
3) **VERTICAL LINKAGES:** COs / VPWs are seen to be working to make links with Province and National activities

The project baseline study revealed an almost ‘total absence’ of the Province in dispute resolution...

...but CO/VPWs are now **beginning to improve vertical linkages**

**Province and national authorities confirm that COs and VPWs are playing a valuable role in articulating national policy and linkage activities**

- **Relating to the new Family Protection Act:** “The village peace warden has done awareness in the community about the Family Protection Act and punishments for harming women and children.” Female leader Manitawaniihuhi Ward Makira

- **Relating to Development Spending:** COs in Renbel are playing key roles in the implementation of the Rural Development Program (RDP), including sitting on community committees and helping coordinate activities.

- **Relating to issues arising from logging and mining company activities:** “Yes I attended a meeting with the Community Officer to discuss some of the issues within the community around land disputes with logging and mining companies.” Female leader Lavagu Ward Renbel
Not surprisingly, CO / VPW performance has been uneven between provinces and wards…

…there are ‘islands of excellence’ in select wards

The Baseline showed us that Chiefs are the dominant channel of resolution in Makira… but a majority felt that they were underperforming

But the Ward 1 COs perceived to have improved effectiveness in an historically underperforming channel…

…and this is translating into citizen satisfaction with CO/VPW performance
Overall, COs and VPWs have displayed promising achievements …
but over time, there is need for continued improvements

63% of citizens have reported that they are satisfied with the work the CO/VPW is doing in the community…

But there were adjustments that had to be made, as several COs / VPWs had to be replaced to do their under performance…

...this result is consistent with the Baseline Survey findings. Sustaining this result is an impressive feat.

...and remaining CO/VPWs have room for improvement!

<table>
<thead>
<tr>
<th>Ward (Province)</th>
<th>Reason for Dismissal</th>
<th>Citizen Satisfaction (vs. Prov. Avg.)</th>
<th>Replacement Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>809 (Makira)</td>
<td>Continuous Absence</td>
<td>58% (vs. 77%)</td>
<td>Not yet replaced</td>
</tr>
<tr>
<td>5 (Renbel)</td>
<td>Drinking, Violence, Logging Connection</td>
<td>N/A</td>
<td>New replacement pending</td>
</tr>
<tr>
<td>7 (Renbel)</td>
<td>Continuous Absence</td>
<td>N/A</td>
<td>Replaced by Female CO</td>
</tr>
<tr>
<td>9 (Renbel)</td>
<td>Continuous Absence</td>
<td>31% (vs. 53%)</td>
<td>Replaced by Male CO</td>
</tr>
</tbody>
</table>

53% Of respondents have had no personal involvement with a CO yet

31% Have seen no positive changes in their communities (40% Renbel, 21% Makira)

48% Say COs/VPWs have to work harder at having a closer relationship with community members
1. Broad CO/VPW awareness & reach, consistent with design expectations

2. CO/VPW activity to-date focused on local governance

3. Improved police access/effectiveness. COs laying foundation for improved government linkages

4. Strong, but uneven performance, with ‘islands of excellence’

5. Promising achievements, with need for continued adjustments