



## ABOUT THE PROGRAM

Welcome to the September Daadihiye Bulletin. As we kick off another exciting chapter in our community engagement series, we are honored to share findings from our interactions with 2609 people in Mogadishu.

At RAAGSAN, we are dedicated to amplifying community voices and giving them a voice in shaping decisions through our Daadihiye Citizen Engagement Initiative. Our Daadihiye platform stands as a symbol of this commitment, offering a space where residents can connect with local governance and play a role in setting community priorities.

In this edition of the Daadihiye Bulletin, we shed light on the delivery of essential services in Mogadishu, exploring the complex and interconnected factors that impact residents' ability to access the services they need. Through a thorough examination of Price, Accessibility, and Quality, we aim to provide a comprehensive overview of the state of service delivery in the city. Daadihiye provides valuable insights into the current state of essential service delivery in Mogadishu and offers recommendations for policymakers and practitioners to improve these services in the future.

Stay informed about the latest from Daadihiye by visiting our website at [www.daadihiye.com](http://www.daadihiye.com) and signing up for our updates. We always welcome your input, so please do not hesitate to contact us at [daadihiye@raagsan.com](mailto:daadihiye@raagsan.com) with any questions or comments.

Best Wishes,  
**Badra Yusuf**  
Managing Director- Raagsan Consulting



## FINDINGS FROM THE FIELD

### SUMMARY OF KEY FINDINGS

In this bulletin, we document the Mogadishu residents' expectations for the government regarding service provision and how the government can improve access and quality of services.

### Assessing essential services in Mogadishu in terms of price, accessibility, and quality.

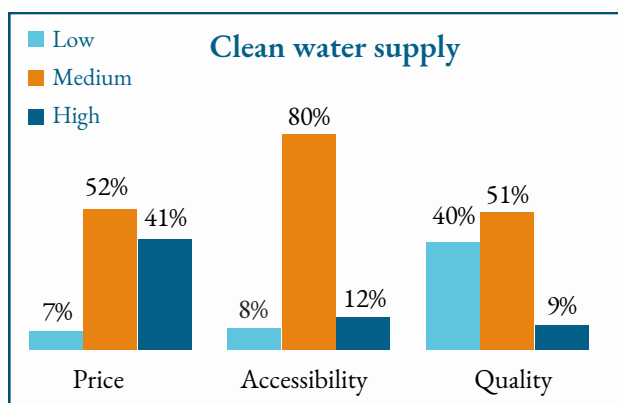
With a growing population and an increasing demand for essential services, it is crucial to understand the challenges residents face in obtaining these services in Mogadishu. In this in-depth analysis, Daadihiye focuses on five key sectors: water supply, healthcare, education, justice and legal services, and electricity. The study focused on three dimensions: price, accessibility, and quality. The analysis sheds light on local citizens' difficulties in obtaining essential services and aims to provide valuable insights to policymakers to guide interventions and improvements in delivering these essential public services. By examining the interplay between cost, availability, and the quality of these services, we hope to inform efforts to improve the delivery of essential services for the benefit of the residents of Mogadishu.

Table 1: Number of residents reporting on perceptions of service delivery

Elements	Description	Low	Medium	High
Water Supply	Price	7% (163)	52% (1133)	41% (896)
	Accessibility	8% (145)	80% (1548)	12% (229)
	Quality	40% (867)	52% (1133)	9% (192)
Healthcare	Price	9% (203)	40% (868)	51% (1121)
	Accessibility	27% (597)	62% (1346)	11% (249)
	Quality	48% (1050)	43% (934)	9% (208)
Education	Price	11% (251)	54% (1175)	35% (766)
	Accessibility	20% (449)	69% (1504)	11% (239)
	Quality	41% (903)	49% (1078)	10% (211)
Justice and legal services	Price	17% (311)	31% (587)	52% (963)
	Accessibility	45% (837)	42% (785)	13% (239)
	Quality	60% (1119)	30% (567)	10% (175)
Electricity	Price	9% (194)	44% (977)	47% (1021)
	Accessibility	21% (452)	67% (1477)	12% (263)
	Quality	34% (747)	54% (1173)	12% (272)

## WATER SUPPLY

Somalia has limited access to safe water. Over the past two decades, persistent drought has led to water scarcity for both rural and urban populations, triggering increased competition and conflict over access to water, which has forced many people to be displaced.



Significant proportion of respondents 81% (1548) expressed concerns about the affordability of water supply. The accessibility of water was largely rated as medium indicating a satisfactory level of access. However, residents had concerns regarding the quality of water supplied/available to them.

The respondents further reported that the water supplied is sometimes contaminated due to poor sewerage, sanitation, and garbage collection within the city. It was also highlighted that the cost of accessing water is unaffordable, with water mainly supplied by private companies hence challenges in regulating access and price.

“There are many challenges, and one of them is getting clean water.” — Male IDP, Cabdi Casiis

“The challenge the community complains about is the water problem. The water is almost always dirty, and we have a problem with sewage. There is garbage coming out of these sewers every night, and there is no government regulation” —Female economic resident, Wadajir.

“Medical services provided are very expensive.” — Male Local resident, Hiliwaa

“The biggest challenge in health facilities is that they are far away from us. Additionally, there are no advanced hospitals; if someone gets sick, it takes us a long time to get them to a hospital.” —Female refugee, Hiliwaa

### a) The link between water scarcity and GBV

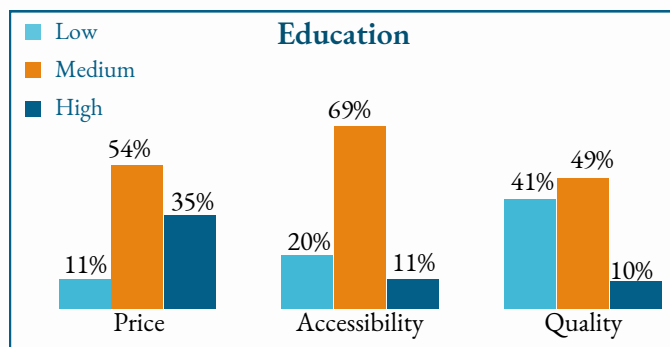
Women and girls often bear the burden of collecting and transporting water for their families. With scarce water resources in many parts of Somalia, respondents noted that women have to travel long distances to find water sources, putting them at risk of violence and sexual assault.

“We have a severe lack of water here because the water points are far away from us. Sometimes thieves follow us in the streets, trying to rape us.” —Female IDP, Wadajir.

“What is worse for us now is that we are very hungry, and there is no water in our area; sometimes women have to go out to search for water and sometimes they encounter thieves who target and rape women and girls.”— Female IDP, Wadajir.

## EDUCATION

Another sector greatly affected by the prolonged civil war was the educational system. Academic institutions in Somalia are characterized by inadequate resources, a shortage of qualified teachers, and poor-quality education. Consequentially, Somalia has the lowest primary school enrollment rates in the world, with approximately three million out of five million school-aged children and youth not receiving an education.[1] About 42% (1102) of Mogadishu residents interviewed concurred with this.

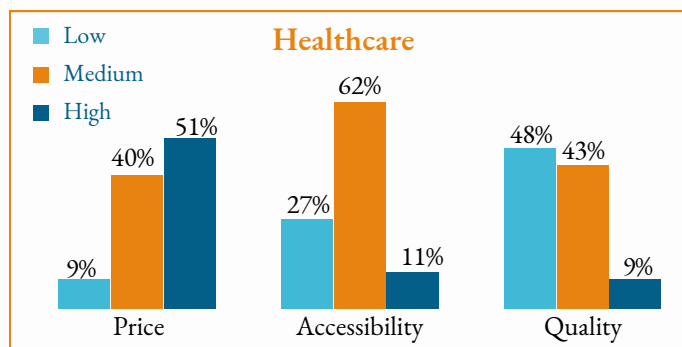


The qualitative data suggest that low-quality education can lead to difficulty finding employment. Financial barriers, such as unaffordable tuition fees and distance from educational institutions, prevent individuals from accessing education. Despite the desire for quality education, many individuals cannot afford it due to the high cost of living and low salaries. These financial strains significantly impact families as they struggle to afford education for their children.

“The low-quality education makes it difficult for anyone who studies to find a place to work.” —Female local resident, Shibis.

## HEALTHCARE

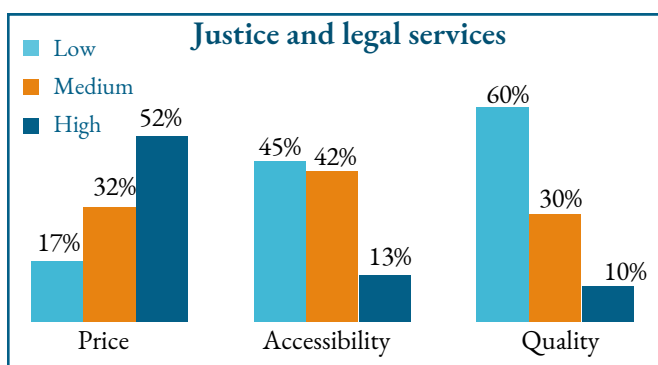
The long-standing civil war and instability have resulted in a deteriorating Somalia's healthcare system resulting in some of the lowest health indicators in the world. While there have been slight improvements in the past years, the health system in Somalia remains a significant concern. Our research echoed this by 33% (872) of residents in Mogadishu.



[1] USAID Somalia. (2019). Somalia | U.S. Agency for International Development. <https://www.usaid.gov/somalia/education>

## JUSTICE AND LEGAL SERVICES

Access to justice in Somalia is a complex and challenging issue. The inadequate infrastructure and limited resources, such as legal aid centres and courts, as well as a shortage of trained legal professionals and traditional justice systems, make it challenging for individuals to obtain legal services and settle disputes equitably and efficiently. Additionally, citizens' lack of knowledge about laws and rights, especially in rural areas and among women and internally displaced persons, is a barrier to accessing justice.[2]



From respondents interviewed, 53% (1379) noted that access to justice and legal services was a top 5 social challenge in Mogadishu.

The data from the field showed that the justice system in Somalia was unfair and unreliable. Respondents cited the courts as being corrupt and noted that clan politics make it difficult for some marginalized groups to access justice, as they may not receive fair treatment due to their clan affiliation.

“Access to justice is very low, so the society does not get justice.” —Female Economic Migrant, Kaxda.

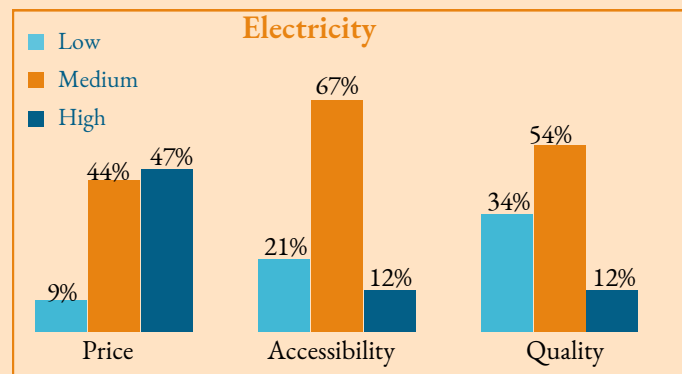
“It is difficult for us to get justice because how our people treat us as a clan, so we complain to the government, and they don't do anything.” —Female Local Resident, Xamarweyne.

“We are facing an unjust system, and the courts are unreliable and very corrupted.” —Female Local Resident, Hodan.

“Most of the courts are corrupted and the people have problem accessing justice/legal services in the district.” —Female IDP, Warta Nabada

## ELECTRICITY

Out of a population of about 15 million, 9 million Somalis lack access to electricity services, and the cost of power is among the highest in the world.[3] With no state-owned utility company, Somalia's energy sector comprises dozens of primarily small, privately owned companies responsible for supplying electricity, as government regulations are lacking. This has led to higher electricity costs, with a kilowatt costing as much as \$1 an hour.[4]



From our Daadihiye community interaction, 38% (1000) respondents reported electricity as a top 5 challenge. Respondents concurred that they are struggling to afford electricity bills, which are reportedly high, and many are unable to access electricity.

This is attributed to a lack of infrastructure and investment in the energy sector in Somalia, resulting in inadequate access to electricity for many people impacting the overall quality of life and economic development in the country.

“The rise of the cost of living is one of the problems for the people in Mogadishu. We cannot afford to buy expensive food, rent, and electricity which is very high.” —Male Economic Migrant, Shibis.

“Electricity is the main challenge because of the high price.” —Male Local Resident, Xamar Jajab.

“We can't afford electricity.” —Female IDP, Kaxda



[3] World Bank Group. (2021). A \$150 Million Electricity Recovery Project Aims to Help Light up Somalia. The World Bank.  
 [4] Harris, M. (2022). Powering ahead. Materials World.

[2] Safer World. (2019). The missing link: Access to justice and community security in Somalia. Safer World, August.

## IMPLICATIONS OF THESE FINDINGS

The research findings provide a stark reminder of the challenges faced by the residents of Mogadishu in accessing essential services crucial for their well-being and development. The implications of these findings underscore the urgent need for comprehensive policy interventions and strategic investments in critical sectors, namely water supply, healthcare, education, justice and legal services, and electricity. Policymakers, government agencies, international organizations, and civil society groups must collaborate in a coordinated and transparent manner to address these pressing issues.

To enhance the well-being and living standards of both rural and urban communities in Somalia, the participation of local communities in the planning and implementation of policies are vital for sustainable development. Adequate funding and efficient resource allocation must be ensured to implement targeted interventions in the identified essential service sectors successfully. By addressing the challenges to access essential services, stakeholders can make significant strides in improving the quality of life for the residents of Mogadishu. Through collaborative efforts and strategic initiatives, the government and relevant entities can pave the way for a more equitable and prosperous future for Somali communities.

## RECOMMENDATIONS

To enhance the accessibility and quality of essential services delivered to communities in Somalia, we recommend the following comprehensive recommendations to be implemented:

### Improve Water Infrastructure

This can be achieved by upgrading water supply infrastructure, including sewerage systems and sanitation facilities, to ensure residents' access to clean and safe water. This will help prevent waterborne diseases and guarantee access to safe water for everyone in the community.

### Strengthen Healthcare System

This can be achieved by increasing investment in the public healthcare system to improve access to affordable and quality healthcare services, especially in rural areas. Moreover, building more hospitals and clinics, hiring skilled healthcare professionals, and providing essential medical equipment ensures improved access to healthcare and the well-being of citizens.

### Enhance Access to Quality Education

Developing initiatives to improve access to education, especially in rural areas, by building schools, providing financial support through scholarships and subsidies, recruiting and training qualified teachers, and updating curriculum and teaching methods will enable access and improved quality of education for Somali children.

### Strengthen Justice System

Improving legal infrastructure by establishing more legal aid centres and courthouses, particularly in rural areas, and conducting awareness campaigns to educate citizens, especially marginalized groups, about their legal rights can improve access to legal services.

Additionally, addressing corruption and reducing the influence of clan politics can make the justice system fairer and more impartial.

### Develop Sustainable Energy Infrastructure

Developing a reliable and sustainable energy infrastructure, including diversifying energy sources, expanding the electricity grid, and implementing regulations and policies to promote competition and investment, will ensure affordable electricity prices. Additionally, encouraging the adoption of renewable energy sources will reduce pollution and make energy more affordable and environment-friendly.

## NEXT ISSUE...

In the upcoming issue of the Daadihiye bulletin, we are excited to share how we have successfully adapted the Daadihiye platform to foster community engagement with diverse communities across Somalia. This edition will highlight our innovative approaches and strategies that have enabled us to impact various projects meaningfully.

### FOR MORE INFORMATION, PLEASE VISIT

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