



Refugee Labor Market Assessment and Analysis in Hargeisa, Somaliland



Prepared by:



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ACRONYMS

AAH	Action Africa Help
FGD	Focus Group Discussion
IGA	Income-Generating Activity
KII	Key Informant Interview
MOS	Market Opportunity Survey
NGO	Non-governmental Organization

1. EXECUTIVE SUMMARY

Refugees in Hargeisa, Somaliland often find seeking employment to be a challenging process. There are many barriers that stand in their way. As a result, the unemployment rate for refugees in Hargeisa is incredibly high. Action Africa Help (AAH), an Africa-focused non-governmental organization, works in Somaliland to provide support for the livelihoods of the most vulnerable populations. AAH commissioned this study to examine what sectors refugees could possibly enter and what barriers prevent them from getting employment.

Both qualitative and quantitative methods were used in this study. Focus Group Discussions and Key Informant Interviews were held with Ethiopian and Yemeni refugees in Hargeisa and additional Key Informant Interviews were held with Somalilander business owners in specific market sectors. A Market Opportunity Survey was given to Yemeni and Ethiopian refugees in Hargeisa to understand the businesses, opportunities, and trainings they have been involved with or have received. Lastly, a Skills Survey was given to the participants of the Focus Group Discussions to understand the skills they may have that could be employable in the Hargeisa economy.

It was found that language was the foremost perceived cause of refugee unemployment. This was confirmed by both Somalilanders and refugees. In addition, refugees perceived stigma against them by the host community. Some Somalilander business owners stated that they would be unwilling to hire refugees while others said that refugees were some of the most talented workers they had. Many refugees also were unskilled, especially in the areas where the Hargeisa economy is currently expanding.

Based on these findings, the following recommendations were made:

1. Provide Somali language classes for refugees. According to almost all qualitative interviews and quantitative results, language is the biggest barrier for refugees. Refugees struggle to communicate with their host community on a daily basis and cannot find employment in any sector unless they speak the language. Only a small percentage of either Ethiopian or Yemeni refugees are fluent in Somali and most cannot read or write. Language classes should be offered first to those who already have employable skills, like tailoring, so that they can find jobs more quickly. In addition, language classes should have a heavy focus on reading or writing since business owners identified those as critical skills often missing with refugee applicants.

2. Awareness creation and advocacy aimed at stigma reduction. Refugees identified stigma as the second largest barrier to finding employment in Hargeisa. In addition, Somalilander business owners were sometimes adamantly opposed to hiring refugees, one saying it would be bad for customer satisfaction. In order to make sure refugees can find employment in Hargeisa, this stigma must be lessened. While the literature on de-stigmatization of refugees is rare, one program in Rwanda demonstrated that lowering prejudice is possible through mass media campaigns. Specifically this program designed a radio show focused on a positive storyline between a Hutu and Tutsi. After the experiment was completed, the researchers found that the Hutus who listened to the radio show had more positive perceptions of Tutsis, and vice versa.¹ This type of intervention could be modified to work in the Hargeisa context, through a similar mass media campaign, telling positive stories of refugees and Somalilanders.

3. Provide vocational training for refugees. Many refugees are unskilled or do not have skills that are applicable in Hargeisa's market system. The study revealed that barbershops, tailor shops and construction businesses are all open to hiring refugees. In the sectors that are open to hiring refugees (barbers, tailors, construction),

¹ Paluck, E.L. *Reducing intergroup prejudice and conflict using the media: A field experiment in Rwanda*. Journal of Personality and Social Psychology, 96, 574-587. 2009.

vocational training should be given, in conjunction with language classes. It is absolutely critical that the refugees going through vocational training also receive language classes as well. If not, the refugees will only gain skills, and not employability. Graduates from these programs who show promise as entrepreneurs should also be given start-up capital to begin their own businesses and all graduates should be allowed the opportunity to develop business contacts to benefit from and integrate more into the community. Based on the key informant interviews, it appears that barbershop owners primarily work with Ethiopian male refugees while construction and tailor-shop business owners work with Yemeni refugees. This should be taken into account when placing refugees in programs as certain sectors may be more open to hiring certain nationalities than others. Apprenticeships with successful Somalilander and refugee business owners would be useful after graduating from technical training as this would help refugees practice their new skills and make business connections for their future.

4. Carving out new sectors of the market. While the sectors listed above are growing, specifically construction, other new and emerging markets should be explored as well. For example, while charcoal selling may not be open to refugees, alternatives such as making and selling briquettes could allow unskilled refugees to enter the market. In addition, new services that are not yet met in the market such as raising plants and ornamental flowers could be another avenue for unskilled refugees. More research is needed for demand on these market sectors but they could provide opportunities for years to come.

2. BACKGROUND

2.1 PROJECT BACKGROUND

According to the UN High Commission on Refugees (UNHCR), as of June 2017, there were almost 7,000 refugees² and over 9,000 asylum seekers³ in Hargeisa, Somaliland. The vast majority of asylum seekers come from Ethiopia while a smaller majority of refugees come from Yemen. Many of these refugees and asylum seekers struggle to find employment opportunities in Hargeisa, often being prevented from entering the formal workforce because of their lack of connections to a clan, language barriers, and different cultural backgrounds.

Action Africa Help (AAH), a UNHCR Implementing Partner, has been instrumental in providing support for refugee livelihoods in Hargeisa. Through several past surveys, AAH has identified several barriers to urban refugees entering the workforce.^{4,5,6} The past market surveys, performed by AAH in 2013 and 2014, have shown that urban refugees often do not have the right to work in the formal economy. This leads refugees to jobs in the informal economy where they are more likely to suffer from exploitation, harassment, and abuse. Urban refugees are often invisible to social assistance programs and receive minimal assistance and are forced to live in high-crime, high-poverty neighborhoods.

Conceptual models created by AAH show that these market surveys are the first step to understanding the situation of urban refugees and designing programs that will successfully create livelihood recovery, enhancement, and empowerment among urban refugees.

TABLE 1: PREVIOUS AAH MARKET ASSESSMENTS

Survey	Year	Location	Conclusions
Joint Participatory Assessment Report	2013	Hargeisa, Somaliland	1. Average NGO loan was too small for the cost of doing business in Hargeisa 2. Refugees were too dependent on UNHCR allowances
Value Chain Analysis Report for Integrated Construction Materials and Aloe Vera Products aimed at Building Sustainable Self-reliance and Livelihood Opportunities for Persons of Concern in Marodi Jeex, Somaliland	2014	Marodi Jeex, Somaliland	1. Potential value chains for refugees in Somaliland include aloe vera, construction, and waste management
Market Survey among Refugees and other	2014	Hargeisa, Somaliland	1. Lack of clan affiliations and lack of business skills

² UNHCR Hargeisa. Active Refugee Population by Country of Origin with Demography. Hargeisa, Somaliland: UNHCR, 2017.

³ UNHCR Hargeisa. Active Asylum-Seeker Population by Country of Origin with Demography. Hargeisa, Somaliland: UNHCR, 2017.

⁴ Action Africa Help. Market Survey among Refugees and other Persons of Concern in Hargeisa, Somaliland. Hargeisa, Somaliland: AAH, 2014.

⁵ Action Africa Help International. Joint Participatory Assessment Report. Hargeisa, Somaliland: UNHCR, 2013.

⁶ Action Africa Help International. Value Chain Analysis Report. Nairobi, Kenya: AAH-I, 2016.

Persons of Concern in Hargeisa, Somaliland			are large barriers to refugee employment 2. Vocational institutes do not offer trainings that are aligned with market demands 3. Community groups and associations can promote employment among refugees
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2.2 RESEARCH AREA BACKGROUND

While there are several different ethnic refugee and asylum seeking populations in Hargeisa, two were focused on exclusively for this study. Yemeni and Ethiopian populations make up the largest proportions of refugees and asylum seekers in Hargeisa and so were chosen to be the target populations of this study, both to ensure the ability of researchers to find these participants and because they would be the most likely recipients of any resulting program.

Market surveys are often broad and focus on understanding the supplies and demands of the entire market system in a given geographical area. However, because urban refugees are prevented from working in so many of the market sectors, a different approach was taken for this project. Forcier conducted secondary literature reviews and informal interviews with key informants in order to select seven market sectors to be included in this survey. The market sectors are divided into those that require skills that normally are taught in vocational training or some other skills-based training and those that do not require additional skills and could be immediately accessible to refugees. The reasons for the inclusion of each market sector are included below.

2.3 SKILLED MARKET SECTORS

2.3.1 CONSTRUCTION

Construction is an expanding sector in Hargeisa. An AAH value chain study in 2016 found that construction could present potential employment opportunities for refugees in Hargeisa both now and in the future.⁷ Studies of other refugee populations in other countries have also found that construction is one of the most easily accessible market opportunities for refugees. A study in Afghanistan found that construction was a relatively easy entry way into the market for refugees who otherwise did not have skills or knowledge to enter into other sectors.⁸ This sector is primarily open only to men. In Hargeisa, the primary construction needs include decorating of buildings and brick-laying. Building decorations are often done by skilled painters while brick-laying does not require skills. Construction opportunities have both skilled and unskilled components but the primary demand is in the skilled components as many people, both Somalilanders and refugees do not have the necessary skills.

2.3.2 INTERNET-BASED OPPORTUNITIES

⁷ Action Africa Help International, 2016.

⁸ International Labor Organization. Assessment of Livelihood Opportunities for the Returnees/IDPs and the Host Communities. Kabul, Afghanistan: UNHCR Kabul, 2013.

Internet-based opportunities are increasingly becoming an accepted method of providing short- and medium-term employment for refugees.⁹ UNHCR partners with companies interested in outsourcing work to urban refugees. These companies can then upload tasks online and refugees can choose tasks that they have the skills and knowledge to complete. They are paid per task. This employment strategy has been found to be particularly valuable when refugees are not permitted to work in the formal economy of their host community, much like the situation with urban refugees in Hargeisa.

2.3.3 TAILOR

Tailoring and making clothes is also seen as a potential income-generating activity for refugees in Hargeisa. The same study in Uganda that showed that charcoal selling was a successful enterprise for refugees also showed that tailoring is another revenue-generating avenue for refugees.¹⁰ In addition, other NGOs have found that teaching refugees how to tailor clothing is a successful part of building their self-resilience.¹¹

2.3.4 HAIRSTYLIST/BARBER

Ethiopians are already well-known in Hargeisa for being hairstylists and barbers. Their shops are not traditionally formally registered but some Ethiopians have managed to create a good business in this line of work. A study in Nairobi showed that barbering was a sought-after line of work by refugees, primarily because they could be self-employed.¹² The ability to start one's own business through this market sector may be even more important in Hargeisa as the lack of clan or family connections often prevent refugees from getting jobs even when qualified.

2.4 UNSKILLED MARKET SECTORS

2.4.1 CHARCOAL SELLING

Charcoal selling is another potential source of employment for refugees. Charcoal selling is an important market sector in Hargeisa and it is a job that does not require a tremendous amount of skill or the need for extensive training. Studies in Kenya and Uganda have found that charcoal selling is an often successful income-generating activity in other refugee settings.^{13,14} These studies showed that charcoal selling did not typically generate enough income to sustain a family but could be combined with other sources of income to provide a sufficient income for a family. While charcoal selling is a common market opportunity in Hargeisa, particularly for those with little job training or other skills, it does lead to environmental degradation. Other more environmentally-friendly activities include making briquettes for cooking and production of fuel-efficient stoves. These are similar to charcoal selling in that they do not require skilled labor and could be open to refugees. However, in Hargeisa, these business opportunities have yet to expand and charcoal selling is still one of the most available jobs for unskilled labor.

2.4.2 SOLID WASTE MANAGEMENT/PLASTICS RECYCLING

⁹ Jacobsen, Karen, and Susan Fratzke. *Building Livelihood Opportunities for Refugee Populations: Lessons from Past Practice*. Washington, DC: Migration Policy Institute, 2016.

¹⁰ Omata, Naohika, 2012.

¹¹ Samuel Hall. *Thinking forward about Livelihoods for Refugees in Ethiopia: Learning from NRC's Programming 2013 - 2016*. commissioned by NRC Ethiopia, Ethiopia: Samuel Hall, 2016.

¹² Food Economy Group Consulting. *Promoting Livelihoods to Build the Self-Reliance of Urban Refugees in Nairobi*. Nairobi, Kenya: UNHCR and the Danish Refugee Council, 2012.

¹³ Women's Refugee Commission. "Livelihoods, Development, and Food Security." Women's Refugee Commission. n.d. <https://www.womensrefugeecommission.org/livelihoods-development-food-security> (accessed July 30, 2017).

¹⁴ Omata, Naohiko. *Refugee Livelihoods and the Private Sector: Ugandan Case Study*. Working Paper Series No. 86, Oxford: Refugee Studies Centre, 2012.

While plastics recycling is a relatively new market area in Hargeisa, solid waste management has traditionally been performed by Ethiopians. The UNDP has successfully expanded job creation in solid waste management in Syria and surrounding countries affected by the Syrian crisis to include Syrian refugees. The UNDP has found that solid waste management is a successful income-generating activity for refugees.¹⁵

2.4.3 SHOP-KEEPING

Lastly, studies in diverse regions have shown that shop-keeping is a successful pathway to income generation for refugees.¹⁶ Often these are small shops that sell a select few number of goods, sometimes from the refugees' home country. In addition, this is a pathway that is often open to women who want to join the market system. Few of these other pathways are as accessible to women as shop-keeping.

3. RESEARCH QUESTIONS

Because of AAH's role in providing services and programs for refugees in Hargeisa, Somaliland, AAH is interested in understanding the market opportunities for refugees and the barriers that prevent them from succeeding in those opportunities. The guiding questions for this project were the following:

- What are the most accessible market sectors for refugees in Hargeisa?
- What are the refugee-specific barriers to entering those sectors? What are the challenges that prevent refugees from finding employment or starting a business in any sector in Hargeisa?
- What are the strategies and skills refugees have used in Hargeisa to successfully start businesses?

4. METHODOLOGY

The methodology for this assessment was threefold. First, a desk review of current literature, previous studies, and AAH program documents was undertaken to inform the tools and the inception and final reports. Secondly, 18 qualitative interviews and two quantitative surveys were conducted in Hargeisa, Somaliland by AAH-I staff and independent contractors. The assessment relied more heavily on qualitative data collection than quantitative. Because there had already been quantitative studies performed on business opportunities for refugees in Hargeisa, it was deemed more important to understand the perceptions of refugees and business owners regarding the employment of refugees. These researchers were trained in a one day session led by the Forcier Project Officer on how to conduct qualitative interviews and use smartphone data collection software with ODK Collect.

4.1 DESK REVIEW

The desk review was conducted with AAH-I project documents and secondary literature focused on refugee livelihoods both in and out of Hargeisa. AAH also provided an internal dataset of household economic information in Hargeisa that was used in the desk review. The review informed the selection of refugee groups in Hargeisa and the sectors of interest for the qualitative tools, as well as the inception and final reports.

4.2 QUALITATIVE TOOLS

4.2.1 KEY INFORMANT INTERVIEWS

¹⁵ UNDP RBAS Sub-regional Response Facility for the Syria Crisis. Expanding Markets, Generating Jobs, Fostering Hope: UNDP Portfolio for Economic Opportunities and Sustainable Livelihoods in the Syria Crisis Response. Amman, Jordan: UNDP, 2016.

¹⁶ Food Economy Group Consulting, 2012.

Thirteen Key Informant Interviews (KIIs) were held throughout Hargeisa and with individuals representing multiple population groups and segments of the market. Refugee community leaders were interviewed from both Yemeni and Ethiopian communities in Hargeisa. The community leaders were asked about their perceptions of market opportunities for their respective refugee communities, existing training opportunities for refugees, and the desired support services to help refugees successfully enter the market. One leader from each community, Ethiopian and Yemeni, was interviewed.

Ethiopian and Yemeni refugees who have successfully started businesses in Hargeisa were also interviewed. The businesses of these refugees did not necessarily fall into the seven market sectors identified earlier as potential avenues for . They were asked about their assessment of their sector and the potential for growth, training and assistance they may have received, opportunities for other refugees, and desired support and programs for themselves and other refugees. Two business owners from each of the two refugee populations were interviewed.

Lastly, seven business owners representing the seven sectors of interest were interviewed. This allowed us to capture the Somali business owner perspective of refugees potentially entering the same market sector. The business owners were asked about their assessment of their market sector, their perceptions of the opportunities and barriers for refugees in their sector, and the training and skills they needed when they first started their business.

4.2.2 FOCUS GROUP DISCUSSIONS

Five Focus Group Discussions (FGDs) were held over the course of two days with Ethiopian and Yemeni refugees. The FGDs were separated by gender so that both genders would be able to speak freely about their concerns and hopes for future potential market opportunities. Every group was asked about the market opportunities they saw available for their communities, the trainings they may have had in the past and the trainings they believe would help them successfully enter the market, and support services that they believe would be beneficial to their refugee communities. Four FGDs had been originally planned but due to logistical challenges, two FGDs with Yemeni men were held.

4.3 QUANTITATIVE TOOLS

4.3.1 MARKET OPPORTUNITY SURVEY

The Market Opportunity Survey (MOS) was conducted with 62 refugees and returnees in Hargeisa. The MOS measured the business training, income-generating activities, and financial barriers and challenges for refugees. The results of this survey complement the qualitative interviews by providing a comprehensive picture of the economic livelihoods of refugees in Hargeisa.

Researchers used data collection software on smartphones to interview respondents and then uploaded the survey results to the Project Officer every night. The primary sampling frame for the MOS were refugee business owners from Ethiopia and Yemen, in order to measure the experiences of refugees who were engaged in business and income-generating activities. However, due to the lack of refugees in Hargeisa who are engaged in income-generating activities, the enumerators expanded the sampling frame to include all refugees. Refugees were found in businesses and community centers. AAH provided the locations of refugee communities for enumerators. This was not a representative sample of all refugees in Hargeisa due to the primary focus of refugees who had income-generating opportunities. Rather, the survey was intended to get a broader picture of the market skills, training, and opportunities for refugees than would be provided in the focus group discussions. Men and women from Ethiopian and Yemeni communities who were above the age of 15 were recruited.

4.3.2 SKILLS SURVEY

The Skills Survey took place with 33 of the FGD participants after they completed the focus group. The Skills Survey focused on the previous trainings and support the participants had received as well as current skills they possessed that could be useful in certain market sectors. In addition, the Skills Survey measured what types of trainings and interventions participants would be open to or interested in participating in. The Skills Survey was also given through data collection software on smartphones.

4.4 LIMITATIONS AND CHALLENGES

There were several limitations to this market assessment. Due to logistical constraints, several key groups were not able to be interviewed. These groups include representatives from the local government, UNHCR officials, and NGO representatives. Due to these constraints, only leaders from Ethiopian and Yemeni refugee communities were interviewed. The community leaders were able to speak accurately and broadly about the struggles refugees face in Hargeisa. In addition, documents from the government of Somaliland, UNHCR, and local NGOs were reviewed and included in the Desk Review.

Secondly, the sample size for the quantitative surveys was small. The primary focus of this assessment was the qualitative interviews with refugees and business owners. We wanted to understand the perceptions of refugees of market opportunities and the skills they thought they needed to succeed in the market. In addition, we wanted to understand how Somalilander business owners perceived refugees and refugee employment in their business sector. For these reasons and due to logistical constraints, the quantitative survey was small.

5. KEY FINDINGS

5.1 THE HARGEISA CONTEXT

Somaliland is an autonomous region of Somalia that declared its independence in 1991. While not recognized as an independent country by the international community, Somaliland has no engagement with the government in Mogadishu. Somaliland is a three-party democracy and has held peaceful elections since its founding. However, clan elders still have much of the power in Somaliland. Somaliland relies heavily on diaspora-run businesses to power the economic sector. The private sector produces 90 percent of the Somaliland GDP.¹⁷ The economic sector heavily relies on the livestock industry, which composed almost a third of the Somaliland economy. In Hargeisa, and other urban areas, the economy relies far more on the telecommunications industry and small businesses. Given that the public sector plays such a small role in the economy, there are significant constraints to starting businesses in Somaliland. In previous studies, access to finance has been the most common obstacle to starting businesses in Somaliland cited by both Somalilanders and refugees.¹⁸

Refugees have a precarious legal position when trying to enter the Hargeisa economy. Refugees are traditionally excluded from well-paying jobs and typically the only jobs available to them are jobs that Somalilanders find beneath them. Some studies have found that refugees in Hargeisa live in fear of deportation.¹⁹ This may keep them from attempting to access any jobs in the formal market. In September 2011, the Somaliland government banned

¹⁷ World Bank. "Somaliland's Private Sector at a Crossroads." Washington, DC, 2016.

¹⁸ Action Africa Help, 2014.

¹⁹ Lindley, Anna. "Seeking Refuge in an Unrecognized State: Oromos in Somaliland." *Refuge*, 2010: 187-189.

employment of immigrants.²⁰ Now, there are some refugees working in the formal market sector but most have chosen to pursue employment in the informal sector or to live off the UNHCR monthly stipends. Many refugees working in the formal sector say that they are being paid less than what they had originally agreed to but were scared of retribution.²¹

Many refugees in Somaliland have Somali origins. Accordingly, UNHCR classifies them as returnees, not refugees. Classification as returnees often prevents them from getting access to UNHCR benefits. This is currently being contested by the Somaliland government, which argues that these people should be treated as refugees.²²

5.2 THE HARGEISA MARKET

Unemployment rates across all refugees interviewed as part of the Market Opportunity Survey was high among all age groups, genders, and ethnicities. This was not a representative sample as researchers were specifically looking for refugees who had been successfully employed. However, it is important to note that 35% of refugees interviewed were unemployed, despite researchers' best efforts to find employed refugees. These data demonstrates how high the actual unemployment rate is and how challenging it is for refugees to successfully enter the job market. Unemployment among Somalilanders in Hargeisa is around 40 percent with youth unemployment at 75 percent.²³ Refugees who had successfully maintained businesses or found employment primarily did so through either providing some service or selling a good. Refugees who provided services primarily were involved in barbering, cooking, clothes washing, or working at a restaurant. Refugees who sold goods for income primarily sold food or clothing.

Some interviewed business owners were enthusiastic about hiring refugees. In fact, the interviewee who runs a solid waste management treatment center said that most of his employees were Ethiopian refugees. He also said that his employees did not need any extensive training except for strength and language skills, making this market sector more open to refugees than others that require extensive vocational training. In addition, the barbershop owner claimed that the majority of his employees were Ethiopian men. Likewise, the tailor interviewee said that he had several Yemeni tailors working for him and the only obstacle that prevented him from hiring more was the language barrier between refugees and Somalis. In addition, the construction business owner stated that "Yemenis [are] the most... we hire because they are more skilled with decoration and beautification of the buildings." This business owner said his construction company was rapidly expanding and he was looking to hire more people because the demand was so high. Most of these businesses said they had needed at least several thousand dollars to start their business, a cost that would be prohibitive to most refugees. Even the charcoal seller stated that he needed between three and four hundred dollars (USD) to start his business. Construction had the highest start-up funds with the business owner stating that he needed over one hundred thousand dollars (USD) to start his business. Therefore business start-ups may be out of reach for many refugees. However, being employed at a business as a refugee is both feasible and desired by these sectors.

Several industries that were thought to be open to hiring refugees (described in the above sections) were not, according to key informant interviews with business owners in those sectors. The internet and telecommunications business owner stated that Internet-based and telecommunications opportunities were strictly for Somali employees. The interviewee said that refugees would bring poor customer satisfaction if they were employed at the shop. In addition the charcoal seller interviewee was also opposed to working with refugees. He said that there was no one to

²⁰ Trueman, Trevor. *Persecuted in Ethiopia: Hunted in Hargeisa*. Hargeisa: Oromia Support Group, 2012.

²¹ Trueman, 2012.

²² Sperber, Amanda. "Yemni Refugees Caught Up in Somaliland's Struggle for Nationhood." *Refugees Deeply*, August 16, 2016.

²³ IRIN. "Unemployment fuels youth exodus from Somaliland." *IRIN*, November 22, 2011.

vouch for a refugee and so he would not hire them. He was most likely speaking about the social norm of hiring friends, family, or fellow clan members who could be vouched for by trusted community members. Lastly, the shop-keeper interviewee was opposed to hiring refugees because of the language barrier. However, the Market Opportunity Survey shows that refugees have become shop-keepers, as independent business owners in the informal sector.

The areas identified as potential sectors either were not open to refugees, primarily because of stigma, cultural norms, and language barriers, or were already employing refugees and were open to hiring more. Business owners in skill-based market sectors repeatedly mentioned the difficulties in finding skilled labor, both among Somalilanders and refugees. However, skill-based occupations did not seem to differ in terms of access beyond skill for refugees.

5.3 REFUGEE HOUSEHOLDS

There are approximately 9000 asylum seekers and 6800 registered refugees in Hargeisa.²⁴ The majority of both asylum seekers and refugees come from Ethiopia and Yemen. According to a 2014 AAH study, 80 percent of refugees in Hargeisa made less than one dollar a day.²⁵ This is a far higher percentage than the Somalilander host community where under half of the host community members made less than one dollar a day. According to the same study, 73 percent of refugee households and 69 percent of Somalilander households had a monthly income of roughly seven dollars. Some refugees stated that they used child labor to complement their monthly income. Typical jobs for children were shoe shining, car washing, and collecting trash. On average, both refugee and host households contained around six people. In addition unemployment rates were similar in both refugee and host communities. However, as previously discussed, refugees are often relegated to the jobs that Somalilanders find demeaning and were not able to seek employment in more respectable sectors.

Far more refugees in Hargeisa save money than the host community. Roughly fifteen percent of refugee households save money each month while only two percent of host community households do.²⁶ Typically these savings are kept in a group savings fund with only ten percent of respondents saving their money at home. In addition refugee households receive substantial support from UNHCR, with fifty percent of refugee households saying that they received all the goods and services needed for their children through UNHCR. These goods and services were primarily clothes and school stationary.

5.4 MARKET MAPS

Refugees and host community members have drastically different livelihoods. In a 2014 AAH study, thirty percent of refugees interviewed did construction and masonry work while none of the host community respondents did.²⁷ In addition almost half of the host community respondents said they ran small shops while only a quarter of refugees did. Far more refugee business owners received skills training from a vocational school or NGO than the host community business owners, who largely claimed they acquired their skills through personal experience. The most useful skills in making money identified by both refugees and host community members were business and entrepreneurship skills.

Common market demands include food, water, and electricity. Most of the market demands identified by the study were essential household goods. According to a 2014 World Bank study, the livestock industry makes up thirty

²⁴ UNHCR Hargeisa, 2017.

²⁵ Action Africa Help, 2014.

²⁶ Action Africa Help, 2014.

²⁷ Action Africa Help, 2014.

percent of Somaliland's GDP and retail and wholesale goods (including the informal sector) compose another twenty percent of the GDP.²⁸ While the livestock industry happens largely outside of urban Hargeisa, retail is one of the most common occupations here. As mentioned earlier, in one study, almost half of host community respondents run small shops. The majority of business owner respondents in this study said they sell small food items such as fruits and vegetables in informal market stalls. For those business owners who ran out of goods, they said they ran out of goods roughly every few days due to a lack of income to buy more goods.

5.5 SEASONALITY AND MARKET ADJUSTMENTS

The recent drought has had lasting impacts on the Somaliland economy. Sixty-five to eighty percent of livestock, which make up a third of Somaliland's economy, have been killed in the drought.²⁹ In addition, over one million people in Somaliland were in need of humanitarian assistance by the end of 2016. An inter-agency needs assessment found that the majority of Somalilanders had significantly reduced income as a result of the drought.³⁰ This is primarily because their herds were killed by the drought. The effects have been felt less in Hargeisa but are still present. Respondents in the needs assessment felt that food costs had risen and they were being forced to pay more for food even as income was decreasing. Domestic production in Somalia and Somaliland is expected to be fifty percent lower than average due to the drought.³¹

5.6 THE FUTURE OF THE MARKET

Business opportunities for refugees in Hargeisa are scarce. Many refugees do not have the start-up funds to create their own businesses. Successful refugee business owners often had large amounts of savings before coming to Hargeisa. The most common business opportunities for refugee entrepreneurs were in the restaurant and beauty industries. These businesses had relatively lower start-up costs and were seen by both refugees and Somalilanders as acceptable businesses for refugees to run.

Almost all of the refugee business owners said that they did not receive training before starting their business in Hargeisa. They all identified financial aid as an important tool to starting their businesses and all said that finding the materials to start a business were challenging. According to the Market Opportunity Survey, most refugee business owners either had personal savings, family loans, or NGO loans to start their businesses. Most of the refugee business owners also identified business management skills as critical to starting and operating a business in Hargeisa. The Skills Survey identified several related business management areas that refugees wanted to learn including budgeting, customer service, and calculating profit. Many business owners said numeracy was an important skill to have for a new hire. The refugee business owners said that running a business as a refugee in Hargeisa was difficult and they often struggled to find the money and supplies to successfully operate, problems that also plague the Somaliland business owners. They also all struggled with attracting enough customers to their stores.

When I was young, I loved drawing humans and also nature and finally I started my diploma of human face make up, henna and hair styling in Dubai.

- Refugee Business Owner on how she got her start in the beauty salon industry

²⁸ World Bank. "New World Bank GDP and Poverty Estimates for Somaliland." Press Release, Washington, DC, 2014.

²⁹ Goering, Laurie. "Somaliland drought "a kind of nightmare" – and a security threat: minister." *Thomas Reuters Foundation*, March 22, 2017.

³⁰ NERAD. "Somaliland Inter-Agency Needs Assessment." Hargeisa, 2016.

³¹ FEWS NET. Supply and Market Outlook. USAID, 2017.

Unlike the sector-specific business owners who were all Somalilanders, refugee business owners said that it was challenging to find skilled employees for their businesses. According to the Market Opportunity Survey, many refugee business owners wanted their employees to have business management skills, including finance, communication, and customer relations. This may be because they only wanted to hire refugees or because Somalilanders did not want to work for refugees. Most of the refugee business owners said that it was more challenging for them to operate a business in Hargeisa than it would be for a Somalilander. Most of them reasoned that it was more challenging because they had to learn the Somali culture in order to run a successful business. For example, the beauty salon owner said that she first had to learn how to do henna and make-up to fit the Somali traditions before she could start attracting Somali customers.

5.7 CHALLENGES AND BOTTLENECKS

The largest barrier identified by all refugees was the language barrier. Both Ethiopians and Yemenis said that not being able to speak the Somali language was the single biggest obstacle in accessing any market sector. This has effectively prevented them from entering the formal market or finding employment. Less than 20% of either Ethiopian or Yemeni refugees considered themselves fluent in Somali. While a higher percentage of Ethiopian refugees than Yemeni refugees considered themselves to be able to converse in Somali, almost none of any of the refugees noted that they could read or write Somali. In the key informant interviews with business owners, reading and writing in Somali was identified as a critical skill in almost every sector. For all key informant interviews with sector-specific business owners, they identified the lack of language skills as the foremost reason for not employing refugees. In addition, refugee business owners said they would not hire refugees unless they spoke Somali. It is too critical a skill to hire someone who cannot speak it, according to refugee business owners.

The second largest barrier identified in the survey was stigma against refugees. This has been noted in previous studies as a major barrier to accessing the market. Jobs are typically given to family and friends of the business owner, which automatically excludes refugees from employment opportunities. In addition, jobs are typically given within clans.³² Refugees do not belong to any clan and thus are further excluded from market opportunities. This partially explains why refugees are often driven into the informal sector. However, key informant interviews with certain Somalilander business owners often showed a willingness to take refugees as employees.

Refugee business owners also said that security was a large problem for them in running a business. All interviewed refugee business owners said that it was dangerous for refugees to walk around at night or that their stores could be easily broken into. From these interviews, it is not clear whether this is a problem unique to refugee business owners but none of the Somalilander business owners mentioned this as a problem so crime against specifically refugee business owners could be another barrier to a successful refugee-owned business.

Gender also plays a large role in the ability of refugees to obtain jobs. As an Ethiopian community leader said, “Ethiopian women are not trusted and may steal materials from a house.” This quote points to a stigma against women both within the Ethiopian community and in the broader host community. This may help to explain why 77% of Ethiopian women interviewed were unemployed. In addition, the business owners interviewed all said that they did or would hire men, but did not express any desire to hire women as employees. Yemeni women said they primarily ran informal businesses selling sweets and other small goods and tailoring clothes. Yemeni women also cited transportation as a potential issue if they were to get jobs outside of the home. In addition, Yemeni women said they did not have many social connections to employers and would struggle getting a job because of that.

³² Action Africa Help, 2014.

6. CONCLUSION AND RECOMMENDATIONS

Finding employment is a daunting task for refugees in Hargeisa. The unemployment rates are high with roughly half of refugees unemployed in Hargeisa.³³ Unemployment is disproportionately high among women and youth.³⁴ This may be in large part because most refugees do not speak Somali, and many perceive a strong stigma against refugees among the host community. Business sectors, that according to the literature should have been open to refugees, were not, according to the interviewed business owners. Other business owners already hire refugees but say that the language barrier is a strong reason to not hire them. Both Ethiopian and Yemeni women struggle to find employment, facing stigma within their own communities as well as the host community. Below are key recommendations to AAH to create programming to help refugees find jobs, start businesses, and integrate more fully into their host community.

6.1 KEY RECOMMENDATIONS

These are the primary recommendations for future AAH programming. These recommendations were developed based on the results of the KIIs, FGDs, quantitative surveys, and desk review and target the barriers seen in this study.

1. Provide Somali language classes for refugees. According to almost all qualitative interviews and quantitative results, language is the biggest barrier for refugees. They struggle to communicate with their host community on a daily basis and cannot find employment in any sector unless they speak the language. Only a small percentage of either Ethiopian or Yemeni refugees are fluent in Somali and most cannot read or write. Language classes should be offered first to those who already have employable skills, like tailoring, so that they can find jobs more quickly. In addition, language classes should have a heavy focus on reading or writing since business owners identified those as critical skills often missing with refugee applicants.

2. Awareness creation and advocacy aimed at stigma reduction. Refugees identified stigma as the second largest barrier to finding employment in Hargeisa. In addition, Somalilander business owners were sometimes adamantly opposed to hiring refugees, one saying it would be bad for customer satisfaction. In order to make sure that refugees can find employment in Hargeisa, this stigma must be lessened. While the literature on de-stigmatization of refugees is rare, one program in Rwanda demonstrated that lowering prejudice is possible through mass media campaigns. Specifically this program designed a radio show focused on a positive storyline between a Hutu and Tutsi. After the experiment was completed, the researchers found that the Hutus who listened to the radio show had more positive perceptions of Tutsis, and vice versa.³⁵ This type of intervention could be modified to work in the Hargeisa context, through a similar mass media campaign, telling positive stories of refugees and Somalilanders.

3. Provide vocational training for refugees. Many refugees are unskilled or do not have skills that are applicable in Hargeisa's market system. The study revealed that barbershops, tailor shops and construction businesses are all open to hiring refugees. In the sectors that are open to hiring refugees (barbers, tailors, construction), vocational training should be given, in conjunction with language classes. It is absolutely critical that the refugees

³³ Action Africa Help, 2014.

³⁴ Abdullahi Guleid, Mohamed, et al. Youth Unemployment in Hargeisa: Causes and Consequences. Hargeisa: Transparency Solutions, 2017.

³⁵ Paluck, E.L. *Reducing intergroup prejudice and conflict using the media: A field experiment in Rwanda*. Journal of Personality and Social Psychology, 96, 574-587. 2009.

going through vocational training also receive language classes as well. If not, the refugees will only gain skills, and not employability. Graduates from these programs who show promise as entrepreneurs should also be given start-up capital to begin their own businesses and all graduates should be allowed the opportunity to develop business contacts to benefit from and integrate more into the community. Based on the key informant interviews, it appears that barbershop owners primarily work with Ethiopian male refugees while construction and tailor-shop business owners work with Yemeni refugees. This should be taken into account when placing refugees in programs as certain sectors may be more open to hiring certain nationalities than others. Apprenticeships with successful Somalilander and refugee business owners would be useful after graduating from technical training as this would help refugees practice their new skills and make business connections for their future.

4. Carving out new sectors of the market. While the sectors listed above are growing, specifically construction, other new and emerging markets should be explored as well. For example, while charcoal selling may not be open to refugees, alternatives such as making and selling briquettes could allow unskilled refugees to enter the market. In addition, new services that are not yet met in the market such as raising plants and ornamental flowers could be another avenue for unskilled refugees. More research is needed for demand on these market sectors but they could provide opportunities for years to come.

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8. ANNEXES

8.1 METHODOLOGY SUMMARY TABLES

8.1.1 SKILLS SURVEY

Demographics	Number	Percentage
Ages, 15 - 29	9	27%
Ages, 30 - 49	18	55%
Ages, 50+	6	18%
Male	19	42%
Female	14	58%
Ethiopian	14	42%
Yemeni	18	55%
Somali	1	3%
Total	33	100%

8.1.2 MARKET OPPORTUNITY SURVEY

Demographics	Number	Percentage
Ages, 15 - 29	26	42%
Ages, 30 - 49	32	52%
Ages, 50+	4	6%
Male	38	39%
Female	24	61%
Ethiopian	34	55%
Yemeni	26	42%
Somali	2	3%
Total	62	100%

8.1.3 FOCUS GROUP DISCUSSIONS

Focus Group	Number of Participants	Age Range
Ethiopian Women	8	24-50
Ethiopian Men	8	25-54
Yemeni Women	8	20-58
Yemeni Men Group 1	4	21-49
Yemeni Men Group 2	8	23-54

8.1.4 KEY INFORMANT INTERVIEWS

Key Informant Interview	Nationality	Gender	Age
Community Leader	Ethiopian	Male	38
Community Leader	Yemeni	Male	54
Refugee Business Owner	Ethiopian	Female	25
Refugee Business Owner	Ethiopian	Male	30
Refugee Business Owner	Yemeni	Female	47
Refugee Business Owner	Yemeni	Male	50

Business Owner - Construction	Somalilander	Male	48
Business Owner – Internet-Based Opportunities	Somalilander	Male	36
Business Owner – Charcoal Seller	Somalilander	Male	70
Business Owner - Tailor	Somalilander	Male	34
Business Owner – Hairstylist/Barber	Somalilander	Male	39
Business Owner – Solid Waste Management/Plastics	Somalilander	Male	29
Business Owner – Shop-Keeping	Somalilander	Male	33

8.2 QUALITATIVE TOOLS

8.2.1 FOCUS GROUP DISCUSSION: REFUGEE COMMUNITY MEMBERS

Questions	Somali Translation
<p><i>Introduction</i></p> <p>Hello, my name is _____ and I am working with Forcier Consulting. We are undertaking research on behalf of Action Africa Help to understand the opportunities and barriers for refugees to start businesses or markets. I want to assure you that all the opinions you give are completely confidential. You may refuse to answer any particular question. You may also end the interview at any point without any negative consequences. However, we would greatly appreciate your opinions on these topics, which will contribute to better programming for refugees in Hargeisa. This interview should not take more than 60 minutes.</p>	<p><u>Hordhac:</u></p> <p>Nabadey, magacaygu waa_____ waxaan u shaqeeyaa Forcier Consulting.</p> <p>Waxaanu qabanaynay cilmi-baadhis anagoo la wadna hayada Action Africa help si aanu u fahanao fursadaha iyo caqabahaya qaxoontiga si loo bilaabo ganacsi ama suuq. Waxan doonayaa inaan kuu xaqiijiyo in dhamaan fikradahaagaas aad isiisay ay yihiin kuwo ilaashan. Waad diidi kartaa inaa ka jawaabto su'aalaha qaarkood. Sidoo kale waad soo afjari kartaa waraysiga hadaad aragto qodobdo caqabad kugu noqon kara. Sidaa daraadeed; waxanu si weyn kaaga mahadcelinayanaa fikradahaaga ku saabsan mowduucyadan, taasoo wax ka tari doonta inay sii wanaajiso barnaamijyada carruurta ay hayso nafaqo daradu. Waraysigani ma qaadan doono wax ka badan (60) lixdan daqiiqo.</p>
<p>Name:</p> <p>Age:</p> <p>Gender:</p> <p>Type of stakeholder:</p> <p>Start time of FGD:</p> <p>End time of FGD:</p>	<p>Name:</p> <p>Da'da:</p> <p>Jinsiga:</p> <p>Nooca ku hawlanaha:</p> <p>Waqtiga la bilaabay FGD</p> <p>Waqtiga uu dhamaaday FGD</p>

General Information	
1. What is your nationality?	1. Waa maxay dhalashadaadu?
2. Can you describe the jobs you do to earn money?	2. Ma ii sheegi kartaa shaqooyinka aad qabato si aad lacag uga hesho?
Market Opportunity	
Fursadaha Suuqa	
1. What industries do you think are growing in this area? PROBE: tailoring, construction, solid waste management, recycling, internet-based opportunities, charcoal selling, hairstylists	1. Waa kuwee wershedaha aad filayso inay korayaan deegaankiinan? Sii weydii: Dawaarka, dhismaha, qashin ururinta, xashiishka, fursadaha internetka, iibinta dhuxusha, timajarida.
2. Are any of these areas that any of you would like to work in? PROBE: why or why not?	2. Ma jiraan meelahaas meelo ka mida oo midkasta oo idinka midi jeclaan lahaa inuu ka shaqeeyo? Sii weydii: waayo, maxay u noqon weyday?
3. Do any of you think refugees have difficulties finding potential opportunities in these sectors? PROBE: male refugees, female refugees	3. Ma filaysaa midkasta oo idinka mid ahi in qaxootiga ku adagtahay inay helaan fursado dihin oo ku saabsan qaybaha aynu kor ku soo sheegnay? Sii weydii: raga qaxoontiga ah, dumarka qaxoontiga ah.
4. Why do you think that refugees have difficulties finding potential opportunities in these sectors? PROBE: stigma, lack of education, lack of vocational skills	4. Maxaad ugu malaynaysaa in qaxoontiga ku adagtahay inay helaan fursado dihin oo ku saabsan qaybahaas?
Training Opportunities	
Fursado Tababar:	
1. What vocational training would be helpful for refugees to obtain employment in your community? PROBE: business management, tailoring, numeracy, literacy, language skills	1. Maxaa tababar xirfadeed oo waxtar leh u noqon lahayd dadka qaxootiga ah si aad shaqo uga hesho bulshadaada dhexdeeda? Sii weydii: maamulida Ganacsiga, xisaabta, akhriis-qoraalka, xirfadaha luqadda
2. What sectors do any of you think refugees would be most interested in gaining skills in? PROBE: tailoring, construction, solid waste management, recycling, internet-based opportunities, charcoal selling, hairstylists	2. Waa maxay qeybaha aad filayso in qofkasta oo qaxoonti ahi xiisaynayo si uu uga helo xirfad? Sii weydii: dawaarka, dhismaha, qashin gurida, dib u wersheydaynta qashinka, fursadaha internet-ku-saleysan, iibinta dhuxusha, tima-jarida.
3. What sectors do any of you think refugees would be	3. Waa maxay qeybaha aad u malaynayso hadii uu

least interested in gaining skills in?	sameeyo qofkasta oo idinka mid ahi in qaxoontigu yara xiisayn lahaa si uu uga helo xirfado?
4. What non-vocational skills do you need to obtain employment? PROBE: customer service, accounting, budgeting, driving	4. Waa maxay waxyaabaha aan xirfadaha gacmaha ahayn ee aad u baahan tahay si aad u hesho shaqo? Sii weydii: adeegga macaamiisha, xisaabaadka, miisaaniyada, darawelnimada ama waddida baabuurta.
Support Services	Taageerida Adeega
1. What programs do you think would most benefit refugees in obtaining jobs? PROBE: language classes, financing, mentorship	1. Waa maxay barnaamijyada ay kula tahay inay aad faa'ido ugu lahaan lahayd qaxoontigu inay shaqo helaan? Sii weydii: fasalo luuqada ah, maalgelinta, kudayasho.
2. What kind of support do you want in securing employment?	2. Waa maxay nooca taageerada aad rabto sugida ammaanka shaqada?
Thank you for your time.	Aad iyo aad ayaad ugu mahadsantahay waqtigaaga.

8.2.2 KEY INFORMANT INTERVIEW: REFUGEE BUSINESS OWNER

Questions	Somali Translation
<p><i>Introduction</i></p> <p>Hello, my name is _____ and I am working with Forcier Consulting. We are undertaking research on behalf of Action Africa Help to understand the opportunities and barriers for refugees to start businesses or markets. I want to assure you that all the opinions you give are completely confidential. You may refuse to answer any particular question. You may also end the interview at any point without any negative consequences. However, we would greatly appreciate your opinions on these topics, which will contribute to better programming for refugees in Hargeisa. This interview should not take more than 60 minutes.</p>	<p><i>Hordhac</i></p> <p>waan ku salamay, salan kadib Magacaygu Waa-- waxan la shaqeyaa Hayad cilmi badhis oo la yidhahdo Forcier Consulting, waxaan donayna inaan qaadno Cilmi baadhis anaga oo cilmi badhistan u qabanayna Hayada la Yidhahdo AAH- Action Africa Help, anaga oo donayna inaan Ogaano fursadaha ay heli karan dadkan qoxotiga ah si ay u abuuran ganacsi iyo caqabadaha soo wajihi kara ganacsiga ay aburan ama sameyan, waxaan donayna inaan kula socodsiiyo dhaman waxaa suaalo ah ee an kuwaydinaya waxay noqon donan kuwo xafidan, waxaad xaq u leedahay inaad diido inaad ka jawabto sualaha qaar, sidoo kale waxad xaq u leedahay inaad iska joojiso waraysiga markad donto adigoo eegayn wax fikrad khalidan ah, waxaanu kaga mahad celinayna inaad ka qayb qadato cilmi badhistan, waxay fursad u tahay masharacida horumarined ee caruurta ay ku dhacday nafaqa daradu, ugu badnan wuxuu qadan donanan waraysigani ilaa 60 daqiiqo.</p>
Name:	Magaca

Age:	Da'ada:
Gender:	Jinsiga:
Type of stakeholder:	Nooca Daneyaha:
Start time of KII:	Wakhtigu bilaabmay Waraysigu:
End time of KII:	Wakhtigu Dhamaday Waraysigu:
General Information	Maclumad Guud
1. What is your nationality?	Waa maxay dhalashada?
2. Can you describe the sector that you are involved in?	Waxaad I sheegta qaybta aad ka shaqayso?
Sectoral Assessment	Qiimayn Qaybeedyada
1. How did you become involved in this line of work?	1. Sideebad ugu soo birtay shaqada noocan ah?
2. What skills do you feel you needed to get into this line of work? PROBE: business management, language, sectoral-specific training	2. Xirfad noce ah ayaad u bahantahay inaad kusoo biirto shaqo noocan ah? Sii waydii: Mamulka Ganacsi, Luuqadaha, Tababar qaybeed gaar ah
3. What training did you receive to become employed in this sector? PROBE: business management, sectoral-specific training, apprenticeship, internship	3. Tababar nooce ah ayad heshay si aad uga mid noqoto shaqalaha waaxdan? Sii waydii: Mamulka Ganacsiga, Tababar qaybeed gaar ah, xirfadjogto ah, Bilaash
4. Do employers in your industry have difficulty finding potential employees with the required skillset?	4. Miyay ku adagtahay shaqeyayasha warshada inay helaan shaqale leh xirfadii loo baahna sababo dhaqale xumo darteed??
5. Do you feel there is a market for businesses in your industry to expand? If so, do you plan on expanding?	5. Ma u malaynaysa ama madareemaysa inay jirto suuq warshadeed shaqo baladhin? Haday haa tahay, Ma rajaynaya inaad baladhiso qorshahaga shaqo?
6. Do you feel that your industry is open to hiring refugees? PROBE: male refugees, female refugees	6. Ma dareensantahay inay warshadada donaysa inay shaqalaysiiso shaqalee qoxoti ah? Sii waydii: Qoxotiga Labka ah, Qoxotiga Dhediga ah.
7. What are challenges refugees face in getting employment in this industry? PROBE: language barrier, illiterate, no vocational training	7. Maxay yihin Caqabadaha soo wajihi kara dadka qoxotiga ah ee ka shaqaynaya Shirkakadan? Sii waydii: Caqabad xaga luuqada ah, aqoon la'aan, tababar xirfad la'aned
8. What industries do you think are growing the most in this city? PROBE: charcoal selling, hairstylist, tailor, internet-based opportunities, construction, solid waste management, recycling	8. Waa kuwee Shirkadaha aad u malaynayso inay samaynayan Horumar ee Magaladan? Sii waydii: kuwa Ibiya Dhuxusha, Tima Jarayasha, daawarlayasha, xirfadaha shaqo xaga internetka, Dhismaha, Mamulka qahinka, Alabaha dib loo soo sameeyo,

Market Opportunities for Refugees	Fursadaha ganacsiga suuqaa ee u Banan qoxotiga
1. Did you feel it was more challenging for you to get this job than it would have been for a Somali? PROBE: If yes, why?	1.Ma u malaynaysa inay kugu noqon lahayd tartan dheerad inaad hesho shaqadan, haddii aad noqon lahayd Somali? Sii waydii:haa haday tahay, Sabab?
2. Do you believe there is stigma against refugees in this sector?	2.Ma u malaynaysa inay jirto dhaleecayn ka dhan ah qoxotiga qaybtan ad jogto?
3. What do you think could be done to increase the employability of refugees in this sector?	3. Maxaad u malaynaysa in la sameeyo si loo kordhiyo Shaqalaysinta qoxotiga qaybtan?
4. What steps did you take to start your business or find this job? PROBE: language classes, networking, vocational skills, start-up funds	4. Maxaad samayn lahayd si aad u bilowdo ganacsigaga ama aad u hesho shaqadan? Sii waydii: Fasalo luqaded, isku xidhnansho, Tababar Xirfadeed, Bilow malgashi Cusub.
5. What skills do you think have made you successful at this job? PROBE: business management, English or Somali language, connections to other groups	5. Maxay tahay xirfad isledahay waxay kusiisay fursad inaad ku gulaysato shaqadan? Sii waydii: Mamulka ganacsi, Luqadaha Somaliga, English, ku xidhnanshaha Kooxaha Kale.
Support and Interventions	Taagerada, iyo Waxqabadyada
1. How much money would you need to start a business like yours?	1. Lacag intee inleeg aya loo bahanyahay inay ku baxdo si lo bilabo ganacsi noocan oo kale ah?
2. What tools would be needed to start a business like yours?	2. Maxay yihin qalabka loo bahanyahay si loo bilaabo ganacsi noocagan oo kale ah?
3. What common financial problems do employers here encounter or lead them to close their business? PROBE: poor cash flow management, inability to access loans	3. Maxay yihin caqabadaha dhaqalee ee ay la kulman shaqalahan ama sababta inuu xidhmo ganacsigoogu? Sii waydii: Mamul xumo xaga lacagta ah, Awood la'aan inay helaan amah
4. What common non-financial problems do employers here encounter or lead them to close their business? PROBE: no customers, lack of demand, no supply	4. Maxay yihin caqabadaha aan ahayn dhaqale ee ay soo wajahaan shaqaluhu ama ku horseeda inuu xidhmo ganacsigogu? Sii waydi: Macmiil daro, Dalab La'aan, Majirto cid keenta alaab.
Thank you for your time.	Waad ku Mahadsantahay Wakhtigaga.

8.2.3 KEY INFORMANT INTERVIEW: BUSINESS OWNER

Questions	Somali Translation
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<p><i>Introduction</i></p> <p>Hello, my name is _____ and I am working with Forcier Consulting. We are undertaking research on behalf of Action Africa Help to understand the opportunities and barriers for refugees to start businesses or markets. I want to assure you that all the opinions you give are completely confidential. You may refuse to answer any particular question. You may also end the interview at any point without any negative consequences. However, we would greatly appreciate your opinions on these topics, which will contribute to better programming for refugees in Hargeisa. This interview should not take more than 60 minutes.</p>	<p>Hordhac</p> <p>waan ku salamay, salan kadib Magacaygu Waa-- waxan la shaqeyaa Hayad cilmi badhis oo la yidhaahdo Forcier Consulting, waxaan donayna inaan qaadno Cilmi baadhis anaga oo cilmi badhistan u qabanayna Hayada la Yidhaahdo AAH- Action Africa Help, anaga oo donayna inaan Ogaano fursadaha ay heli karan dadkan qoxotiga ah si ay u abuuran ganacsi iyo caqabadaha soo wajihi kara ganacsiga ay aburan ama sameyan, waxaan donaya inaan kula socodsiiyo dhaman waxaa suaalo ah ee an kuwaydinaya waxay noqon donan kuwo xafidan, waxaad xaq u leedahay inaad diido inaad ka jawabto sualaha qaar, sidoo kale waxad xaq u leedahay inaad iska joojiso waraysiga markad donto adigoon eegayn wax fikrad khaldan ah, waxaanu kaga mahad celinayna inaad ka qayb qadato cilmi badhistan, waxay fursad u tahay masharacida horumarined ee caruurta ay ku dhacday nafaqa daradu, ugu badnan wuxuu qadan donanan waraysigani ilaa 60 daqiiqo.</p>
<p>Name:</p> <p>Age:</p> <p>Gender:</p> <p>Type of stakeholder:</p> <p>Start time of KII:</p> <p>End time of KII:</p>	<p>Magaca:</p> <p>Da'ada:</p> <p>Jinsiga:</p> <p>Nooca Daneyaha:</p> <p>Wakhtigu Bilaabmay Waraysigu:</p> <p>Wakhtigu Dhamaday Waraysigu:</p>
<p>General Information</p>	<p>Maclumad Guud</p>
<p>1. What is your nationality?</p>	<p>1. Waa maxay dhalashadadu?</p>
<p>2. Can you describe the sector that you are involved in?</p>	<p>2. Ma I sheegi karta qaybtad aad ka shaqayso?</p>
<p>Sectoral Assessment</p>	<p>Qiimayn Qaybeedyada</p>
<p>1. How did you become involved in this line of work?</p>	<p>1. Sidebad ugu lug leedahay shaqada noocan ah?</p>
<p>2. What skills do you feel you needed to get into this line of work?</p> <p>PROBE: business management, language, sectoral-specific training</p>	<p>2. Maxay tahay xirfada aad isleedahay waad u bahantahay si aad ugu lug yeelato shaqada noocan ah?</p> <p>Sii waydii: Mamulka Ganacsiga</p> <p>Luuqada, Tababar Khuseeya wax kaliya ama qayb kaliya.</p>
<p>3. What training did you receive to become employed in this sector?</p> <p>PROBE: business management, sectoral-specific training, apprenticeship, internship</p>	<p>3. Maxaad isleedahay way tahay inaad hesho si aad uga shaqayso wax ama shaqo noocan oo kale ah?</p> <p>Sii waydii: Mamulka Ganacsiga</p> <p>Tababar khuseeya wax kaliya,</p> <p>Xirfad joogto ah, ku shaqayn Bilaash ah,</p>
<p>4. Do employers in your industry have difficulty finding potential employees with</p>	<p>4. Miyay ku adagtahay shaqeyayasha warshada inay helaan shaqale leh xirfadii loo baahna sababo dhaqale xumo darteed?</p>

the required skillset?	
5. Do you feel there is a market for businesses in your industry to expand? If so, do you plan on expanding?	5. Ma u malaynaysa ama madareemaysa inay jirto suuq warshadeed shaqo baladhin? Haday haa tahay, Ma rajaynaya inaad baladhiso qorshahaga shaqo?
6. Do you feel that your industry is open to hiring refugees? PROBE: male refugees, female refugees	6. Ma u malaynaysa in warshadadu tahay mid u furan inay ka shaqeeyan Shaqalaha qoxotiga ahi? Sii waydio: qoxotiga labka ah qoxotiga Dhediga ah
7. What are challenges refugees face in getting employment in this industry? PROBE: language barrier, illiterate, no vocational training	7. Maxay yihin Caqabadaha soo wajihi kara dadka qoxotiga ah ee ka shaqaynaya Shirkakadan? Sii waydii: Dhibato xaga luqada ah, Aqoon daro, La'aan xirfad tababar
8. What industries do you think are growing the most in this city? PROBE: charcoal selling, hairstylist, tailor, internet-based opportunities, construction, solid waste management, recycling	8. Waa kuwee Shirkadaha aad u malaynayso inay samaynayan Horumar ee Magaladan? Sii waydii: kuwa Ibiya Dhuxusha, Tima Jarayasha, daawarlayasha, xirfadaha shaqo xaga internetka, Dhismaha, Mamulka qahinka, Alabaha dib loo soo sameeyo,
Market Opportunities	Fursadaha Ganacsi
1. What skills could refugees gain to be more competitive for employment in your industry?	1. Waa maxay xirfadaha shaqalee ee ay helan dadka qoxotigu si ay ugu tartamaan si ay uga helan shaqo warshadada?
2. What are the important non-vocational skills that are important for those working in your industry to possess? PROBE: numeracy, literacy, accounting, management, customer service, budgeting, business plan development	2. Maxay yihin waxyaabaha muhimka u ah dadka bilaa xirfada ah eek a shaqeya warshadada? Sii waydii: Xisaabta, qorista, Accounting, qiimaynta lacagta, qorshaha horumarinta ganacsiga.
3. Do employers in your sector take on interns or apprentices? If yes, from where are these participants recruited? Are they paid or unpaid? Do they have to pay a fee? Upon completion, do they hire them, or do they begin their own businesses?	3. Miyay Shaqalaha waxdadu qaatan dad bilaash kula shaqeya? Haa haday tahay, shaqalahan xagee laga qata? Miyaa lasiiya wax lacag ah, mise waa Bilaash, Miyaa laga qada wax lacag ah markay dhamaystaan? Ma bilaaban shaqo cusub oo u gaar ah iyaga?

Support and Interventions	Taagerada, iyo Waxqabadyada
1. How much money would you need to start a business like yours?	1. Lacag intee inleeg aya loo bahanyahay inay ku baxdo si lo bilaabo ganacsi noocan oo kale ah?
2. What tools would be needed to start a business like yours?	2. Maxay yihin qalabka loo bahanyahay si loo bilaabo ganacsi noocagan oo kale ah?
3. What common financial problems do employers here encounter or lead them to close their business? PROBE: poor cash flow management, inability to access loans	3. Maxay yihin caqabadaha dhaqalee ee ay la kulman shaqalahan ama sababta inuu xidhmo ganacsigoo? <p>Sii waydii: Mamul xumo xaga lacagta ah, Awood la'aan inay helaan amah</p>
4. What common non-financial problems do employers here encounter or lead them to close their business? PROBE: no customers, lack of demand, no supply	4. Maxay yihin caqabadaha aan ahayn dhaqale ee ay soo wajahaan shaqaluhu ama ku horseeda inuu xidhmo ganacsigoo? <p>Sii waydi: Macmiil daro, Dalab La'aan, Majirto cid keenta alaab.</p>
Thank you for your time.	Waad ku mahadsantahay Wakhtigagaga

8.2.4 KEY INFORMANT INTERVIEW: COMMUNITY LEADER

Questions	Somali Translation
<p><i>Introduction</i></p> <p>Hello, my name is _____ and I am working with Forcier Consulting. We are undertaking research on behalf of Action Africa Help to understand the opportunities and barriers for refugees to start businesses or markets. I want to assure you that all the opinions you give are completely confidential. You may refuse to answer any particular question. You may also end the interview at any point without any negative consequences. However, we would greatly appreciate your opinions on these topics, which will contribute to better programming for refugees in Hargeisa. This interview should not take more than 60 minutes.</p>	<p><i>Hordhac</i></p> <p>Waan ku Salaamay, Salaan kadib, magacaygu waaa_____, waxanan la shaqeya Hayad cilmi badhis oo la yidhahdo Forcier consulting, waxanu wadnaa inaanu samayno Cilmi badhis anaga oo la shaqaynayna Hayada la yidhahdo Action Africa Help-AAH. Waxaanu eegayna marka fursadaha inay dadka qoxotigu bilaban ganacsi iyo dhibatada ka hor imankarta. Warbixintada iyo fikirkaga waxaweyan kuwo xafidan, waxad xaq u ledahay inaad diido inaad ka jawabto suaal gaar ah hadii adan donayn, sidoo kale waxad xaq u ledahay inaad iska joojiso waraysiga wakhtiga aad donto, si kasta waxan jecelahay inaad nala dhamaysato waraysiga, cilmi badhistani waxay muhim u tahay sidii loo horumarin laha caruurta ay ku dhacday nafaqa darada iyo sidii loo samayn horumar wanagsan, Waraysigu wuxu qadan dona ugu badnan ilaa 60 daqiiqo.</p>
<p>Name:</p> <p>Age:</p> <p>Gender:</p>	<p>Magaca:</p> <p>Da'ada:</p> <p>Jinsiga:</p>

Type of stakeholder: Start time of KII: End time of KII:	Nooca Daneyaha: Wakhtigu bilowday waraysigu: Wakhtigu dhamaday Waraysigu:
General Information	Maclumad Guud
1. Can you describe your role in the community?	1. Ma I sheegi karta Xilkad ka Hayso bulshada hada?
2. How long have you lived here?	2. imisa sano ayad ku noolayd xagan?
Available Markets and Livelihood Opportunities	
1. What do most men in your community do for a living? PROBE: Telecommunications, selling charcoal, selling goods at market	1. Maxay badanka raga tuulada joga qabtan? Sii waydii: Xidhiidhka, iibka dhuxusha, iibinta alaabaha suuqa dhexdiisa.
2. What do most women in your community do for a living? PROBE: take care of children, tailor, sell goods at market	2. Maxay badanka dumarka tuulada jogan qabtan? Sii waydii: ilaalinta caruurta, dawaarka, ibinta Alahaba suuqa dhexdiisa.
3. Do most people make enough money to have a good quality of life?	3. Miyay helan dadka badankoodu lacag ku filan si ay ugu noladan nolol fiican?
4. What are the main areas of employment for your community? PROBE: construction, internet-based employment, solid waste management, recycling, tailors, hairstylists, shop-keeping	4. Waa Xagee melaha ugu badan ee dadka bulshadinu ka helan shaqada? Sii waydii: Dhismaha, shaqalaysin xaga internetka ah, Mamulimada hadhaga qashinka iyo hagajintiisa Dib u samaynta alabaha xumaday, dawaarka, timo jarida, ilaalinta tukamada/daba kayada
5. When people in your community are looking for jobs, what kind of jobs do they find?	5. Markay dadka tuladada shaqo radinayan , shaqo noce ah ayay radiyaan?
6. What sectors are growing that people may be able to find employment in? PROBE: construction, internet-based employment, solid waste management, recycling, tailors, hairstylists, shop-keeping	6. qaybehee oo shaqada ka mid ah ayaa horumar samaynaysa isla markana dadku ka heli karan shaqo? Sii waydii: Dhismaha, shaqalaysin xaga internetka ah, Dib u samaynta alabaha xumaday, dawaarka, timo jarida, ilaalinta tukamada/daba kayada
Barriers to Market Entry -	
1. When people are looking for jobs, what obstacles prevent them from getting a job? PROBE: men vs. women PROBE: stigma, lack of language skills, lack of other skills	1. Markay dadku donaya ina radsadan shaqo maxay yihin caqabadaha soo waajaha ? Sii waydii: Rag & Dumar Sii waydii: Dhaleecayn/ Cambarayn, xirfad la'aan xaga luqada ah, xirfad la'aan xaga xirfadaha kale ah.

2. What do people do to cope or mitigate these barriers? PROBE: get more education, find a different job, take out a loan	2. Maxay sameyan si ay dadku uga soo kabtan dhibatadan ama caqabadahan markay la kulmaan? Sii waydii: inay helan waxbarasho fiican, inay radinaya shaqo ama helan shaqoyin kale , inay qatan lacag dayn ah.
3. What are the jobs people in your community would like to have?	3. Maxay tahay shaqada dadka tuuladadu jecelyihin inay ka shaqeeyan?
4. What skills are important for people to have to be employed that they do not currently have? PROBE: language, vocational trainings PROBE: If vocational trainings, in what vocation? Mechanic, repairman, tailor, hairstylist	4. Maxay yihin xirfadaha muhimka u ah dadka kuwaaso aysan hada haysan si ay shaqo u helan? Sii waydii: xaga luqada, tababar xirfad, Sii waydii: haddii ay tahay xirfad tababar, xirfad nooce ah weyan?, Mekaniga, hagainta agabka ama qalabka, dawaarka, timo jarida ama qurxinta timaha.
Successful Practices and Desired Interventions	
1. What interventions would be useful in helping people find jobs? PROBE: training programs, financing, language classes	1. Maxay yihin waxyaabaha lagu cawinkaro dadka si ay u helan shaqo fiican? Sii waydii: Tababar masharic, maalgalinta, fasalo luuqadaha ah
2. Are there examples of people in your community who have successfully started businesses here? PROBE: successful men PROBE: successful women	2. Miyay jiran dad aad tusale ahaan usoo qadan karto kuwaas oo bilaabay ganacsi ay ku guulaysteen? Sii waydii: Ganacsade guulaystay oo rag ah Ganacsato guulaysatay oo dumar ah
3. What made them successful? PROBE: start up financing, language skills, trainings, apprenticeships	3. Maxaay tahay sababtay ugu guulaysteen ganacsigaasi? Sii waydii: waxay sameyen dhaqale ururin, xirfad luuqaded, tababaro, shaqo
4. Can you share a story of someone in your community who has successfully started their own business?	4. Ma ishegi karta sheeko ku saabsan ruux bulshadada ka mid ah oo abuuray ganacsi , kadib ganacisigiisi ku gulaystay?

8.3 QUANTITATIVE TOOLS

8.3.1 MARKET OPPORTUNITY SURVEY

Question	Question Type (Single Response, Multiple Response, Text, Numeric)	Filter Logic	Indicator
Interviewer Name:			
Date:			

<p>Hello, my name is _____ and I am working with Forcier Consulting. We are undertaking research on behalf of Action Africa Help to understand the reasons for shortfalls or surpluses of key goods and services from the perspective of business owners and service providers. I want to assure you that all the answers you give are completely confidential. You may refuse to answer any particular question. You may also end the survey at any point without any negative consequences. However, we would greatly appreciate your answers on these topics. This survey should not take more than 60 minutes.</p>			
1. What is your name?	Text	All respondents	Contact Info
2. What telephone number can we reach you on, if we have any follow-up questions?	Numeric	All respondents	Contact Info
3. What is your status? a. IDP/Displaced b. Returnee c. Refugee d. Host Community e. Migrant f. Other	Single Response	All respondents	Demographics
4. If other, please specify	Text	If status=f	Demographics
5. What nationality are you? a. Somali b. Ethiopian c. Yemeni d. Syrian e. Other	Single Response	All respondents	Demographics
6. If other, please specify	Text	All respondents	Demographics
6. Gender (do not ask) a. Male b. Female	Single Response	All respondents	Demographics
7. How old are you?	Numeric	All respondents	Demographics
8. What is your employment status? a. Business owner b. Part-time employee c. Full-time employee d. Unemployed e. Student f. Other g. Refused	Single Response	All respondents	Demographics
9. If other, please specify	Text	If employment status=f	Demographics
10. What is your marriage status? a. Married b. Single c. Divorced d. Widow/widowed e. Other f. Refused	Single Response	All respondents	Demographics

11. If other, please specify	Text	If marriage status=e	Demographics
12. What is the highest level of education you have received? a. None b. Some Primary School c. Primary School d. Some Secondary School e. Secondary School f. Some Higher Training g. Certificate of Training h. Non-Degree Diploma i. Degree (BA or MA) j. Other k. Don't know l. Refused	Single response	All respondents	Demographics
13. How many members, excluding yourself, are part of your household?	Numeric	All respondents	Demographics
14. What is your monthly household income (USD)?	Numeric	All respondents	Demographics
15. Is this sufficient for your monthly expenses? a. Yes b. No c. Refuse to Answer d. Don't Know	Single response	All respondents	Demographics
16. Have you ever received any vocational and/or skills training? a. Yes b. No c. Refuse to Answer d. Don't Know	Single response	All respondents	Business Training
17. If yes, specify a. Agriculture b. Animal Rearing c. Auto Electrician d. Auto Mechanic e. Barber f. Hairdresser g. Blacksmith h. Business Skills i. Carpentry/Furniture Making j. Computers k. Construction/Brick Laying l. Construction – Other m. Crafts n. Dairy farming o. Doctor/Nurse p. Electrician q. Fishing/Fish Preservation r. Leadership s. Metalwork/Welding t. Plumbing	Multiple response	If training=a	Business training

u. Tailoring v. Teaching w. Other x. Don't know y. Refuse to answer			
18. If other, please specify	Text	If trainingtype=w	Business training
19. How did you acquire the skills? a. Government training center b. Technical school c. NGO center d. Small business e. Large company f. From parents g. Self-taught h. Other	Single response	If training=a	Business training
20. If other, please specify	Text	If acquire=h	Business training
21. How long did it take (months)?	Integer	If training=a	Business training
22. How useful are the skills you learned to your current livelihood? a. Very useful b. Somewhat useful c. Undecided d. Not at all useful	Single response	If training=a	Business training
23. Why were those skills not useful? a. Not related to current profession b. Too short c. Did not complete training	Single response	If useful=d	Business training
24. How do you earn income? a. I sell items or goods b. I offer a service c. Other	Single response	All respondents	Business products
25. If other, please specify	Text	If business=c	Business products
26. What is the main product you sell? a. Animal Fats and Cooking Oils b. Arms and Ammunition c. Bags and Suitcases d. Bed Articles (Mattress, Pillow, Mosquito Net, etc.) e. Beverages f. Bicycles g. Books and Stationary h. Bread (freshly baked) i. Butter j. Cardboard items k. Cars/Car parts l. CDs/DVDs m. Charcoal	Single response	If business=a	Business products

n. Clay/Ceramic products o. Clothes and Footwear: Locally Made p. Clothes and Footwear: Imported q. Clothes and Footwear: Second-hand r. Crafts, Souvenirs, Art: Locally Made s. Crafts, Souvenirs, Art: Imported t. Dairy Products (Fresh) u. Electronics v. Foodstuffs (Prepared/Processed) w. Fresh fish x. Fruits, Vegetables, Grains, Nuts y. Fuel z. Glassware aa. Hair accessories ab. Household appliances ac. Household goods (miscellaneous) ad. Kitchen supplies ae. Leather products af. Live animals and animal products ag. Machinery (ie. Generators) ah. Metal goods and furniture ai. Metal scraps aj. Milk ak. Newspapers al. Pharmaceuticals am. Plastic products an. Sand and gravel ao. Salt dried fish ap. Spare parts for bikes or cars aq. Soap and washing powder ar. Straw and straw products as. Street food at. Sun dried fish au. Tanning and dyeing extracts (ie. Paint) av. Textiles and sewing items aw. Tobacco and cigarettes ax. Toiletries and beauty items ay. Tools az. Toys and games ba. Vegetables (imported) bb. Vegetables (locally grown) bc. Water (non-potable) bd. Welding materials be. Wood (Firewood) bf. Wood products and furniture bg. Yogurt bh. Other bi. Don't know bj. Refuse to answer			
27. If other, please specify	Text	If product=bh	Business products

28. What is the main service you offer? a. Animal rearing b. Appliance repair c. Auto mechanic d. Babysitting/Day care e. Baker f. Barber g. Beautician/Hair Stylist h. Blacksmith i. Broker j. Carpenter k. Collect Wood/Sand/Straw l. Collect Water m. Computer/Business Services n. Construction Worker o. Cook p. Craftsman q. Dairy farming r. Wash and/or iron clothes s. Doctor/nurse t. Driver u. Electrician v. Electronics repair w. Fruit seller x. Generator repair y. Mason/Brick layer z. Office work (administration/secretary) aa. Photography/videography ab. Plumber ac. Porter/Attendant ad. Restaurant Services ae. Split Rocks af. Tailor ag. Tea Shop Owner ah. Welder/Metal Worker ai. Other aj. Don't know ak. Refuse to answer	Single response	If business=b	Business products
29. If other, please specify	Text	If service=ai	Business products
30. Who do you sell your finished products or offer services to? a. Directly to customer b. Other retailer/shop owners c. Traders d. Brokers e. Other f. Don't know g. Refuse to answer	Single response	If business=a,b	Business products
31. If other, please specify	Text	If sell=e	Business products

32. In this area, how many similar businesses are in operation?	Numeric	If business=a,b	Business products
33. Do you own this business? a. Yes b. No c. Refuse to answer d. Don't know	Single response	If business=a,b	Business products
34. How many of your employees have completed vocational training?	Numeric	If business=a,b	Business products
35. Does this business train apprentices? a. Yes b. No c. Refuse to answer d. Don't know	Single response	If business=a,b	Business products
36. How many apprentices does this business train in one year?	Numeric	If train=a	Business products
37. You said your main good/service was [FILL IN]. I would like to ask you a few questions about your sales. What is the unit for measuring volume? a. # of clients b. # of services provided c. Units sold d. Other e. Don't know f. Refuse to answer	Single response	If business=a,b	Business sales
38. If other, please specify	Text	If sales=d	Business sales
39. What time period do you feel best able to estimate your business volume in? a. Day b. Week c. Month d. Other e. Don't know f. Refuse to answer	Single response	If business=a,b	Business sales
40. If other, please specify.	Text	If time=d	Business sales
41. Please estimate the units of volume sold/provided during the time period chosen	Integer	If business=a,b	Business sales
42. Are you ever unable to meet the demand of your current or potential customers? a. Yes b. No c. Don't know d. Refuse to answer	Single response	If business=a,b	Business demand
43. If so, why? a. Lack of supply b. Poor quality c. Price d. Design/Style inappropriate e. Other f. Don't know	Single response	If demand=a	Business demand

g. Refuse to answer			
44. If other, please specify	Text	If demand=why=e	Business demand
45. How often are you unable to meet demand? a. Every day b. Every few days c. Every week d. Every few weeks e. Every month f. Every few months g. Less than every few months h. Don't know i. Refuse to answer	Single response	If demand=a	Business demand
46. What are the reasons why you can't satisfy demand? a. Not enough sources to buy stock b. Sources cannot supply enough c. Lack of money to buy more d. Cost of transport e. Lack of workers f. Workers insufficiently trained g. Low quality of products h. Design and/or style of products are inappropriate i. Other j. Don't know k. Refuse to answer	Multiple response	If demand=a	Business demand
47. If other, please specify	Text	If demand=reasons=i	Business demand
48. What is the main reason why you can't satisfy demand? a. Not enough sources/suppliers to buy more b. Sources cannot supply quantities ordered c. Lack of money to buy more d. Cost of transport e. Lack of workers f. Workers insufficiently trained g. Low quality of products h. Design and/or style of products is inappropriate i. Other j. Don't know k. Refuse to answer	Single response	If demand=a	Business demand
49. Do you feel you are able to compete with other traders selling similar goods? a. Yes b. No c. Don't know d. Refuse to answer	Single response	All respondents	Business demand
50. If not, what are the main reasons you are unable to compete? a. Less quantity b. Worse quality	Multiple response	If compete=b	Business demand

c. Less variety d. Not a good match with needs e. Customer service f. Other g. Don't know h. Refuse to answer			
51. If other, please specify	Text	If noncompete=f	Business demand
52. Do you think receiving training would make you more able to find a job or start a business? a. Yes b. No c. Don't know d. Refuse to answer	Single response	If business=c	Business demand
53. If so, in what? a. Business skills b. Financial negotiation c. Language skills d. Literacy e. Mathematics/Numeracy f. Specific Technical/Vocational skills g. Negotiation h. Other i. Don't know j. Refuse to answer	Single response	If ablecompete=a	Business demand
54. If other, please specify	Text	If skills=h	Business demand
55. Do you plan to expand your business in the next few years? a. Yes b. No c. Refuse to answer d. Don't know	Single response	If business=a,b	Business expansion
56. Will you need to hire any new workers to expand? a. Yes b. No c. Refuse to answer d. Don't know	Single response	If expand=a	Business expansion
57. How many?	Numeric	If newworker=a	Business expansion
58. Will these workers need any special training or skills? a. Yes b. No c. Refuse to answer d. Don't know	Single response	If newworker=a	Business expansion
59. Will you need to retrain any existing workers to expand? a. Do not have current wage employees b. Yes c. No d. Don't know	Single response	If expand=a	Business expansion

e. Refuse to answer			
60. What training (vocational or skill) would you need in your workers to expand? a. Business – Entrepreneurship b. Business – Management c. Business – Marketing d. Business – Finance e. Business – Customer Service f. Barber g. Beautician h. Blacksmith/Welder/Metal Worker i. Driving j. Conflict Resolution k. Carpentry l. Mechanic (car repair) m. Crafts n. Computers o. Construction p. Electrician q. Language r. Leadership s. Mathematics t. Literacy (Reading/Writing) u. Plumbing v. Tailoring w. Health x. Agriculture y. Animal rearing z. Dairy farming aa. Teaching ab. Other ac. Don't know ad. Refuse to answer	Multiple response	If expand=a	Business expansion
61. If other, please specify	Text	If training=ab	Business expansion
62. How did you find the money to start this business? a. Personal savings b. Family loan c. Bank loan d. NGO loan e. No start-up funds f. Other g. Don't know h. Refuse to answer	Single response	If business=a,b	Business finance
63. If other, please specify	Text	If money=f	Business finance
64. Have people (including family) given you money during the last year to assist in this business? a. Yes b. No c. Don't know	Single response	If business=a,b	Business finance

d. Refuse to answer			
65. Who gave you this money? a. Husband/ wife b. Parent c. Brother/sister d. Other family member e. Friend f. Community leader g. Religious leader h. Other	Single response	If give=a	Business finance
66. If other, please specify	Text	If whogave=h	Business finance
67. Have you ever taken out a loan for this business? a. Yes b. No c. Don't know d. Refuse to answer	Single response	If business=a,b	Business finance
68. If yes, who gave you this loan? a. Husband/ wife b. Parent c. Brother/sister d. Other family member e. Friends f. Community or Religious Leader g. Bank Saving or Loan h. NGO i. Microfinance Organization j. Boss or employer k. Community Organization l. Professional Money Lender m. Other	Single response	If loan=a	Business finance
69. If other, please specify	Text	If gaveloan=m	Business finance
70. If microfinance organization, what is the name of the organization?	Text	If gaveloan=i	Business finance
71. If you were to take out a loan, what would you use the money for? a. Start business b. Expand business c. Hire more employees d. Buy material goods/stock e. Buy equipment f. Other g. I would not take out a loan	Single response	All respondents	Business finance
72. If other, please specify	Text	If takeloan=f	Business finance
73. What are the obstacles that you encounter to receiving financing for this business? a. No lending organizations b. Do not meet eligibility requirements for lending	Single response	If business=a,b	Business finance

c. Cannot afford interest payments d. Do not know how to apply for financing e. Do not have the required documents to apply for financing f. Other			
74. If other, please specify	Text	If obstacles=f	Business finance
75. From whom you learn about the demands of the market? a. Family networks b. Clan networks c. Friends d. Professional contacts e. Other	Single response	All respondents	Business networks
76. If other, please specify.	Text	If demands=e	Business networks
77. Please name the largest challenge in starting a business or securing a job here. a. Lack of language skills b. Stigma against refugees c. No professional connections d. Lack of vocational skills e. Limited reading and writing ability f. Other	Single response	All respondents	Business barriers
78. If other, please specify.	Text	If challenge=f	Business barriers
79. Please name the second largest challenge in starting a business or securing a job here. a. Lack of language skills b. Stigma against refugees c. No professional connections d. Lack of vocational skills e. Limited reading and writing ability f. Other	Single response	All respondents	Business barriers
80. If other, please specify.	Text	If challenge2=f	Business barriers
81. Please name the third largest challenge in starting a business or securing a job here. a. Lack of language skills b. Stigma against refugees c. No professional connections d. Lack of vocational skills e. Limited reading and writing ability f. Other	Single response	All respondents	Business barriers
82. If other, please specify.	Text	If challenge3=f	Business barriers
Thank you for answering these questions. It is much appreciated.			

8.3.2 SKILLS SURVEY

Question	Question Type (Single Response, Multiple Response, Text, Numeric)	Filter Logic	Indicator
Interviewer Name:			
Date:			
Hello, my name is _____ and I am working with Forcier Consulting. We are undertaking research on behalf of Action Africa Help to understand what skills and training this community has received in order to start businesses or find jobs. I want to assure you that all the answers you give are completely confidential. You may refuse to answer any particular question. You may also end the survey at any point without any negative consequences. However, we would greatly appreciate your answers on these topics. This survey should not take more than 60 minutes.			
1. What is your name?	Text	All respondents	Contact Info
2. What telephone number can we reach you on, if we have any follow-up questions?	Numeric	All respondents	Contact Info
3. What is your status? a. IDP/Displaced b. Returnee c. Refugee d. Host Community e. Migrant f. Other	Single Response	All respondents	Demographics
4. If other, please specify	Text	If status=f	Demographics
5. What is your nationality? a. Somali b. Ethiopian c. Syrian d. Yemeni e. Other	Single Response	All respondents	Demographics
6. If other, please specify	Text	If nationality=e	Demographics
7. Gender (do not ask) a. Male b. Female	Single Response	All respondents	Demographics
8. How old are you?	Numeric	All respondents	Demographics
9. What is your employment status? a. Business owner b. Part-time employee c. Full-time employee	Single Response	All respondents	Demographics

d. Unemployed e. Student f. Other g. Refused			
10. If other, please specify	Text	If employment status=f	Demographics
11. What is your marriage status? a. Married b. Single c. Divorced d. Widow/widowed e. Other f. Refused	Single Response	All respondents	Demographics
12. If other, please specify	Text	If marriage status=e	Demographics
13. How many members, excluding yourself, are part of your household?	Numeric	All respondents	Demographics
14. What is your occupation? What jobs do you do to earn money? (select all that apply) a. Animal Rearing b. Appliance Repair c. Babysitting/Day Care d. Baker e. Barber/Hair Stylist f. Beautician g. Blacksmith h. Broker i. Business Owner j. Carpenter k. Cell Phone Charger l. Civil Servant m. Collect Wood n. Collect Sand o. Collect Water p. Collect Garbage q. Collect/Bundle Straw r. Construction Worker s. Conductor t. Computer/Business Services u. Craftsmen v. Dairy Farming w. Wash and Iron Clothes x. Doctor/Nurse y. Driver z. Electrician aa. Electronics Repair ab. Exchange Money ac. Farmer ad. Firefighter ae. Fruit Seller	Multiple Response	All respondents	Occupation

af. Generator Repair ag. Healer (Traditional) ah. Housewife ai. Masonry/Brick Laying aj. Mechanic ak. Office Work/Administration/Secretary al. Photography/Videography am. Plumber an. Policeman ao. Restaurant/Bar Services ap. Security Guard aq. Shop Owner/Retailer ar. Shoe Polisher as. Soldier at. Student au. Teacher av. Tailor aw. Trader ax. Cook ay. Car Washer az. Porter/Attendant (carry items for money) ba. Cleaner/Housekeeper bb. Split Rocks bc. Other bd. Don't Know be. Refuse to Answer			
15. If other, please specify	Text	If job=bc	Occupation
16. What was your most recent place of employment? a. Business (large company) b. Business (security) c. Business (shop/retailer/trader) d. CBO e. Government f. Hospital g. Hotel h. NGO/International Organization i. Restaurant j. School k. Self-employed l. Other m. Don't Know n. Refuse to Answer	Single Response	All respondents	Occupation
17. If other, please specify	Text	If recent=l	Occupation
18. What was the nature of this work/what was your primary role in this work? a. Animal Rearing b. Appliance Repair c. Babysitting/Day Care d. Baker e. Barber/Hair Stylist f. Beautician	Multiple Response	All respondents	Occupation

g. Blacksmith h. Broker i. Business Owner j. Carpenter k. Cell Phone Charger l. Civil Servant m. Collect Wood n. Collect Sand o. Collect Water p. Collect Garbage q. Collect/Bundle Straw r. Construction Worker s. Conductor t. Computer/Business Services u. Craftsmen v. Dairy Farming w. Wash and Iron Clothes x. Doctor/Nurse y. Driver z. Electrician aa. Electronics Repair ab. Exchange Money ac. Farmer ad. Firefighter ae. Fruit Seller af. Generator Repair ag. Healer (Traditional) ah. Housewife ai. Masonry/Brick Laying aj. Mechanic ak. Office Work/Administration/Secretary al. Photography/Videography am. Plumber an. Policeman ao. Restaurant/Bar Services ap. Security Guard aq. Shop Owner/Retailer ar. Shoe Polisher as. Soldier at. Student au. Teacher av. Tailor aw. Trader ax. Cook ay. Car Washer az. Porter/Attendant (carry items for money) ba. Cleaner/Housekeeper bb. Split Rocks bc. Other bd. Don't Know be. Refuse to Answer			
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19. If other, please specify	Text	If recwork=bc	Occupation
20. How are you compensated for your labor? How do you measure your income? a. Daily Rate/Salary b. Piece Rate c. Hourly Wage d. Commission e. No Compensation for Labor f. Other g. Don't Know h. Refuse to Answer	Single Response	All respondents	Occupation
21. If other, please specify	Text	If income=f	Occupation
22. If you don't mind me asking, how much money do you make each day (USD)?	Numeric	All respondents	Occupation
23. Have you ever received any vocational training? a. Yes b. No c. Refuse to Answer	Single Response	All respondents	Training
24. If yes, please specify a. Agriculture b. Animal Rearing c. Barber d. Beautician e. Blacksmith f. Carpentry g. Car Repair h. Crafts i. Computers j. Construction Brick Laying k. Construction, other l. Dairy Farming m. Electrician n. Masonry o. Plumbing p. Security q. Tailoring r. Teaching s. Welding t. Other u. Don't Know v. Refuse to Answer	Single Response	If training=a	Training
25. If other, please specify	Text	If traintype=t	Training
26. What is your highest level of education? a. None b. Some Primary School c. Primary School d. Some Secondary School e. Secondary School f. Some Higher Training g. Certificate of Training	Single Response	All respondents	Training

h. Non-Degree Diploma i. Degree (BA or MA) j. Don't Know k. Refuse to Answer			
27. Do you feel you have sufficient training for your occupation? a. Yes b. No c. Don't Know d. Refuse to Answer	Single Response	All respondents	Training
28. Would you like to receive additional training? a. Yes b. No c. Don't Know d. Refuse to Answer	Single Response	All respondents	Training
29. If yes, in what would you like to receive training?	Text	If receive=a	Training
30. Do you have any computer skills? a. Yes b. No c. Refuse to Answer	Single Response	All respondents	Skills
31. What languages are required for your occupation? a. Somali b. Arabic c. English d. Italian e. Swahili f. Other g. Don't Know h. Refuse to Answer	Multiple Response	All respondents	Skills
32. If other, please specify	Text	If language=f	Skills
33. What is your level of English? a. Fluent (read/write and speak) b. Conversational only c. Writing/Reading only d. Some knowledge e. None f. Don't Know g. Refuse to Answer	Single Response	All respondents	Skills
34. What is your level of Somali? a. Fluent (read/write and speak) b. Conversational only c. Writing/Reading only d. Some knowledge e. None f. Don't Know g. Refuse to Answer	Single Response	All respondents	Skills
35. Do you ever have difficulty communicating with your customers? a. Yes b. No	Single Response	All respondents	Skills

c. Don't Know d. Refuse to Answer			
36. Are you satisfied with your mathematical and numerical abilities for the purpose of your work? a. Yes b. No c. Don't Know d. Refuse to Answer	Single Response	All respondents	Skills
37. Do you advertise your goods or services? a. Yes b. No c. Don't Know d. Refuse to Answer	Single Response	All respondents	Skills
38. If yes, how do you advertise? a. Print ad in newspaper/magazine b. Print ad on signs/posters c. Internet Advertisement d. Paraphernalia with business name e. Make phone calls f. Approach people on street g. Talk to friends and family about business h. Other i. Don't Know j. Refuse to Answer	Single Response	All respondents	Skills
39. If other, please specify	Text	If ad=h	Skills
40. Do you ever sell cut fruit, maize, soda, or other small foodstuffs in a non-formal setting? a. Yes b. No c. Don't Know d. Refuse to Answer	Single Response	All respondents	Livelihoods
41. How many days per week do you engage in this activity?	Numeric	If sell=a	Livelihoods
42. What items do you sell? (Select all that apply) a. Sodas b. Fruit (whole) c. Fruit (cut up) d. Juice (fresh) e. Juice (from package) f. Sweets/Candies g. Roast Maize h. Vegetables (whole) i. Vegetables (cut) j. Breakfast k. Lunch l. Dinner m. Other n. Don't Know o. Refuse to Answer	Multiple Response	If sell=a	Livelihoods
43. If other, please specify	Text	If item=m	Livelihoods

44. Where do you obtain the items you sell? a. Prepare the food/drink yourself b. Source of raw materials is self c. Purchase food: from retailer d. Purchase food: from wholesaler e. Purchase food: from trader f. Purchase raw materials: from retailer g. Purchase raw materials: from wholesaler h. Purchase raw materials: from trader i. Other j. Don't know k. Refuse to answer	Single response	All respondents	Livelihoods
45. Approximately how many customers do you serve in an average week?	Numeric	All respondents	Livelihoods
46. Do you have any formal training on hygiene or food preparation, or any other training related to this work? a. Yes b. No c. Don't know d. Refuse to answer	Single response	All respondents	Livelihoods
47. Who administered that training? a. Friend b. Family Member c. Training from Employer/Business d. Trade Association/Union e. Gov. VTI f. NGO VTI g. Private VTI h. Other i. Don't Know j. Refuse to Answer	Single response	If hygiene=a	Livelihoods
48. Which trainings have you received? a. Business skills b. Customer service c. Language skills d. Literacy (reading/writing) e. Mathematics/Numeracy f. Catering/Food Preparation g. Hospitality/Restaurant Work h. Food Hygiene Practices i. Other j. Don't know k. Refuse to answer	Multiple response	If hygiene=a	Livelihoods
49. If other, please specify	Text	If training=i	Livelihoods
50. Do you ever sell charcoal, cigarettes, khat, clothes, cosmetics, textile products, furniture, gold, jewellery, or other small items in a non-formal setting? a. Yes b. No c. Don't know	Single response	All respondents	Livelihoods

d. Refuse to answer			
51. Do you engage in this business for yourself, or on behalf of a company/organization? a. Yourself b. Company or organization c. Don't know d. Refuse to answer	Single response	If sell=1	Livelihoods
52. How many days per week do you engage in this activity?	Numeric	If sell=1	Livelihoods
53. What items do you sell? (select all that apply) a. Charcoal b. Khat c. Miraa d. Clothes e. Textile products f. Furniture g. Gold h. Jewellery i. Jerry cans of petrol j. Cosmetics k. Perfume l. Other m. Refuse to answer	Multiple response	If sell=1	Livelihoods
54. If other, please specify	Text	If itemssell=l	Livelihoods
55. Where do you obtain the items you sell? a. Created the good yourself b. Source of raw materials is self c. Purchase good: from retailer d. Purchase good: from wholesaler e. Purchase good: from trader f. Purchase raw materials: from retailer g. Purchase raw materials: from wholesaler h. Purchase raw materials: from trader i. Other j. Don't know k. Refuse to answer	Single response	If sell=1	Livelihoods
56. If other, please specify	Text	If obtain=i	Livelihoods
57. Approximately how many customers do you serve in an average week?	Numeric	If sell=1	Livelihoods
58. Do you have any formal training on entrepreneurship related to this work? a. Yes b. No c. Don't Know d. Refuse to Answer	Single response	If sell=1	Livelihoods
59. Who administered that training? a. Friend b. Family Member c. Training from Employer/Business d. Trade Association/Union e. Gov. VTI	Single response	If ittrain=a	Livelihoods

f. NGO VTI g. Private VTI h. Other i. Don't Know j. Refuse to Answer			
60. Which trainings have you received? a. Business skills b. Customer service c. Language skills d. Literacy (reading/writing) e. Mathematics/Numeracy f. Other g. Don't know h. Refuse to answer	Multiple response	If ittrain=a	Livelihoods
61. If other, please specify	Text	If itreceive=i	Livelihoods
62. What business/financial skills were covered in the training you received? a. Calculating profit b. Budgeting c. Managing cash flows d. Creating income statements e. Creating cash flow statements f. Creating a balance sheet g. Keeping inventory h. Making savings plan i. Business management j. Business communication k. Customer service l. Business negotiation m. Other	Multiple response	If itreceive=a	Livelihoods
63. If other, please specify	Text	If business=m	Livelihoods
64. Do you keep receipts from your sales and purchases? a. Yes b. No c. Don't know d. Refuse to answer	Single response	If sell=a	Livelihoods
65. Do you keep inventory of your goods? a. Yes b. No c. Don't know d. Refuse to answer	Single response	If sell=a	Livelihoods
66. Do you maintain records of your income and expenditure? a. Yes b. No c. Don't know d. Refuse to answer	Single response	If sell=a	Livelihoods
67. Do you pay yourself a salary from the business? a. Yes b. No c. Don't know	Single response	If sell=a	Livelihoods

d. Refuse to answer			
68. If so, do you use income from the business for use in your household? a. Yes b. No c. Don't know d. Refuse to answer	Single response	If salary=a	Livelihoods
69. Do you use income from your business to help friends and family? a. Yes b. No c. Don't know d. Refuse to answer	Single response	If sell=a	Livelihoods
70. Do you have an account at a bank? a. Yes b. No c. Don't know d. Refuse to answer	Single response	All respondents	Livelihoods
71. Do you have a savings account? a. Yes b. No c. Don't know d. Refuse to answer	Single response	All respondents	Livelihoods
72. Have you taken out a loan from a financial institution? a. Yes b. No c. Don't know d. Refuse to answer	Single response	All respondents	Livelihoods
73. Do you use mobile money services? a. Yes b. No c. Don't know d. Refuse to answer	Single response	All respondents	Livelihoods
74. Why do you not use mobile money services? Select all that apply. a. No use for it b. Unsure of services offered c. Fear of losing money d. Other e. Don't know f. Refuse to answer	Multiple response	If mobile=b	Livelihoods
75. If other, please specify	Text	If nomobile=d	Livelihoods
76. For what purposes have you used mobile money? Select all that apply. a. Receive money b. Send money c. Deposit money d. Withdraw money e. Other f. Refuse to answer	Multiple response	If mobile=a	Livelihoods

77. If other, please specify.	Text	If yesmobile=e	Livelihoods
78. Are you satisfied with your mobile money services? a. Yes b. No c. Don't know d. Refuse to answer	Single response	If mobile=a	Livelihoods
79. Why or why not?	Open	If mobile=a	Livelihoods
Thank you for your time. We appreciate your input.	Note	All respondents	Note