

# PRM Post Implementation Study

## Final Report



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Bureau of Population, Refugees and Migration

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## Acknowledgements

This study would not have been possible without the participation of hundreds of Liberian refugees now living in Liberia willing to share their experiences. We deeply appreciate their honesty and openness.

Thanks also goes to the UNHCR staff that supplied information and access to returnees. The research was a great learning experience to the project team who studied the results of a year's work.

*“After all the destruction in Liberia the only news that I used to hear about is that Liberia was requesting for the Liberians who went into exile to come back home because nobody will build Liberia besides we the Liberians.”*

*Key Informant, Nimba*



## Executive Summary

### Introduction

By the close of repatriation on June 30, 2007, more than 110,000 Liberian refugees returned to Liberia from Guinea, Sierra Leone, Côte d'Ivoire, Nigeria, and Ghana, with over half of these returning from Guinea.

Since 2003 Search for Common Ground (SFCG) has been working in coordination with UNHCR and other agencies to roll out a mass information campaign supporting the information needs of refugees, including home conditions, services provided by UNHCR, and repatriation efforts and procedures.

As a continuation of this initiative, from September 2006 to September 2007 SFCG implemented further mass information efforts in a 12-month campaign with the support of the United States Department of State's Bureau of Population, Refugees, and Migration (BPRM). This project focused on supporting the final phase of facilitated repatriation. As part of the monitoring and evaluation process, SFCG conducted a baseline study in September 2006 at the start of the project and a post implementation study in August 2007. The success of the campaign was measured by comparing the results of the two studies on five (5) key indicators.

### Post-Implementation Study Goal

The goal of the Post Implementation Study is to compare research results against the baseline to measure the effectiveness of the campaign and to understand:

- Information needs and sources of information of refugees
- Refugees' level of trust in these information sources
- How informed refugees were about what was happening in Liberia while they were living outside the country
- Their awareness and opinion of *Situation Report/Home Sweet Home/New Life New Hope* or other SFCG mass information activities and
- The effectiveness of SFCG's activities in helping refugees to decide to return to Liberia.

### Methodology

Three tools were used to conduct the research – surveys, key informant interviews (KIIs) and focus group discussions (FGDs). The research was conducted in one town in each of six (6) counties in Liberia. The locations were selected on the basis of having a large number of returnees and being relatively accessible. Together the six locations represented returnees from the three (3) countries of exile targeted in the campaign – Guinea, Sierra Leone and Côte d'Ivoire.

Surveys were conducted using a combination of open and closed questions with male and female adult refugees who returned to Liberia in the past year.

KIIs were conducted to verify the findings from the survey with UNHCR representatives and local leaders. Informants were asked for their perspective of the issues affecting refugees, their information sources and how informed they were when they returned to Liberia.

FGDs were conducted to verify and investigate the survey findings in more detail. The focus group participants were adult refugees, both male and female, who were willing to participate, and selected randomly from within the towns with assistance in identification from local leaders. Two focus groups were also conducted with refugees from Côte d'Ivoire who have not returned.

### Key Findings

A number of indicators were developed in collaboration with BPRM to measure the completion and effectiveness of the interventions. Results in the five (5) outcome indicators have been evaluated through the pre- and post-implementation field research. Results in the output-level indicators have

been compiled by SFCG's internal monitoring system and are provided in the final narrative report. Each of these five outcome indicators is presented below.

**Indicator 5:** 25% increase in the number of persons who are able to discern between correct and incorrect statements about the repatriation programs.

**Baseline measure:** 77% of refugees were able to discern between correct and incorrect statements about the repatriation programs.

**Post-implementation result:** Target 96%, Actual 94% of refugees said when they came back to Liberia they found that what SFCG was saying about the repatriation process was true. As well, when they decided to return, 96% of refugees knew what benefits UNHCR would provide to help them.

**Indicator 7:** 25% increase in the number of refugees who trust the information SFCG provides concerning UNHCR programs and activities.

**Baseline measure:** 43% of refugees know and trust *Situation Report*.

**Post-implementation result:** Target 53%, Actual 70% of refugees know and trust *Situation Report*.

**Indicator 8:** 25% increase in the number of refugees registered for return who say they are prepared to peacefully negotiate property reclamation or relocation and can attribute such preparation to SFCG's activities.

**Baseline measure:** 68% of refugees registered for return are prepared to peacefully negotiate property reclamation or relocation.

**Post-implementation result:** Target 85%, Actual 87% of refugees who had a land problem when they returned to Liberia used non-violent means to handle the situation.

**Indicator 9:** 50% increase in the number of persons who say they are well informed about developments in Liberia, including the availability of basic social services and government plans for development, as a result of information provided by SFCG.

**Baseline measure:** 43% of refugees say they are well informed about developments in Liberia, including the availability of basic social services and government plans for development.

**Post-implementation result:** Target 65%, Actual 93% of refugees said they were well informed about developments in Liberia and in their community before returning to Liberia.

**Indicator 10:** 50% increase in the number of persons, disaggregated by gender and age, who say that they are receiving credible and accurate information on available options through SFCG's intervention.

**Baseline measure:** 64% of refugees say they are receiving credible and accurate information on available options for repatriation.

**Post-implementation result:** Target 96%, Actual 94% agreed that when they came back to Liberia they found that what SFCG was saying about the repatriation process was true. Slightly more women (95%) than men (93%) agreed the information was truthful. Older people agreed more strongly (97%) that the information was true than the younger age groups did (94%).

## Conclusion

The information gathered through the surveys, KIIs and FGDs was sufficient for comparing the five (5) key indicators from baseline to the post-implementation result. The results were consistent across all research areas and generally, the key informants and focus group participants validated the survey findings with their responses.

Based on the key indicators summarized above, the work performed by SFCG was highly effective in ensuring that refugees were aware of their options regarding repatriation and had enough information about development in Liberia and their communities to support their decision to return home. The information provided by SFCG was thought to be truthful by most returnees (94%) who mentioned security, repatriation and community rehabilitation information as most useful. Focus group participants specifically mentioned hearing about land conflict solutions and hearing family members on the radio and reports of one-on-one conversations with TDS drama artists as influential in helping refugees to make the decision to return to Liberia.

*“There was one woman in the drama group that spoke Krahn and she convinced one old ma that she should go home.”*

*Focus Group Participant*

The information source that was the most effective across all areas was drama, which was seen or heard by most (91%) respondents and, of those, most (95%) said the information they got from drama was good or excellent.

Only a small number of refugees who returned felt that they did not have adequate information or that the information they heard while in exile was not found to be true when they returned home.

The exercise allowed staff involved in developing the programming to see the results of their work and have an opportunity to understand which activities were more effective and which were less so. This learning will allow SFCG staff to continue to develop and implement programming that meets the needs of various target groups in the region.

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## PRM Project

### **Project Background**

By the close of repatriation on June 30, 2007, more than 110,000 Liberian refugees returned to Liberia from Guinea, Sierra Leone, Côte d'Ivoire, Nigeria, and Ghana, with over half of these returning from Guinea.

“By the official close of the exercise, 111,069 Liberian refugees were repatriated with UNHCR assistance by road, air and sea from Guinea (51,263), Sierra Leone (29,405), Ivory Coast (21,543), Ghana (6,410), Nigeria (2,136) and other countries of asylum (312). Despite the end of large-scale repatriation on 30 June, UNHCR continued with the movement of refugees who signed-up prior to the June 30 cut-off date. The exercise was part of the agency’s determination to ensure that Liberian refugees who desire returning home were assisted to do so. In addition, more than 50,000 spontaneous returnees were de-registered, bringing to 161,101 the number of registered Liberian refugees who have repatriated.”<sup>1</sup>

Since 2003 Search for Common Ground (SFCG) has been working in coordination with UNHCR and other agencies to roll out a mass information campaign supporting the information needs of refugees, including home conditions, services provided by UNHCR, and repatriation efforts and procedures.

As a continuation of this initiative SFCG implemented further mass information efforts in a 12-month campaign with the support of the United States Department of State’s Bureau of Population, Refugees, and Migration (BPRM). This project focused on supporting the final phase of facilitated repatriation. As part of the monitoring and evaluation process, SFCG conducted a baseline study at the start of the project to be able to measure the success of the campaign. The study focused on developing the ‘before’ picture based on 5 key outcome indicators relating to issues of importance and the information needs and sources of information of Liberian refugees living in Guinea, Sierra Leone and Côte d'Ivoire. At the end of the implementation phase a further study was conducted (post-implementation study) to evaluate the results compared to the baseline. This report summarizes the results of the post-implementation study.<sup>2</sup>

### **Project Goal and Objectives**

The project was designed to contribute to the achievement of UNHCR’s goal of repatriating 100,000 Liberian refugees by the end of 2006 and to support its efforts with the final remaining population in 2007. SFCG’s mass information project had the goal of *supporting repatriation and reintegration of refugees in safety and dignity*. The project was guided by two objectives:

- 1) Provide information to refugee populations that enables them to make informed decisions about return; and
- 2) Facilitate dialogue between refugee populations and UNHCR and between refugee populations and their home communities.

A number of indicators were developed to measure the completion and effectiveness of the interventions. The full list is detailed in Appendix 1. Results in five (5) of the indicators have been evaluated through pre- and post-implementation field research. These are summarized in Table 1. An Indicator Analysis can be found in Appendix 2.

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<sup>1</sup> UNHCR *At a Glance* Newsletter, July 2007

<sup>2</sup> The data is available upon request.

**Table 1 – Baseline Research Outcome Indicators**

No.	Indicator
5	25% increase in the number of persons who are able to discern between correct and incorrect statements about the repatriation programs.
7	25% increase in the number of refugees who trust the information SFCG provides concerning UNHCR programs and activities.
8	25% increase in the number of refugees registered for return who say they are prepared to peacefully negotiate property reclamation or relocation and can attribute such preparation to SFCG's activities.
9	50% increase in the number of persons who say they are well informed about developments in Liberia, including the availability of basic social services and government plans for development, as a result of information provided by SFCG.
10	50% increase in the number of persons, disaggregated by gender and age, who say that they are receiving credible and accurate information on available options through SFCG's intervention.

The remaining five (5) indicators not discussed in this report have been evaluated and the results are described in the project narrative report.

### **Post-Implementation Study Goal**

The goal of the Post Implementation Study is to compare research results against the baseline to measure the effectiveness of the campaign and to understand:

- Information needs and sources of information of refugees
- Refugees' level of trust in these information sources
- How informed refugees were about what was happening in Liberia while they were living outside the country
- Their awareness and opinion of *Situation Report/Home Sweet Home/New Life New Hope* or other SFCG mass information activities and
- The effectiveness of SFCG's activities in helping refugees to decide to return to Liberia.

## **Methodology**

### **Sampling**

As of July 12, 2007, over 100,000 refugees had returned to Liberia from Sierra Leone, Guinea, Côte d'Ivoire, Ghana, Gambia and Nigeria. Of these, approximately 86,000 returned to the counties selected to conduct the post-implementation research from the countries where project activities were conducted.<sup>3</sup>

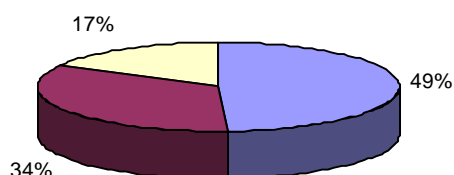
Refugees living outside Liberia were interviewed for the baseline study and those refugees who returned to Liberia within the year of project implementation were interviewed for the post-implementation study. Returnees from Sierra Leone, Guinea and Côte d'Ivoire were included as these were the beneficiaries of the mass information campaign. As well, two groups of refugees randomly selected from those still living in exile in Nicla in Côte d'Ivoire participated in focus groups.

<sup>3</sup> Approximately 35,000 adult refugees were living in the five locations targeted under the baseline study which included Tabou and surrounding villages as well as Nicla camp in Côte d'Ivoire, Lainé and Kola camps in Guinea, and Gondama camp in Sierra Leone.

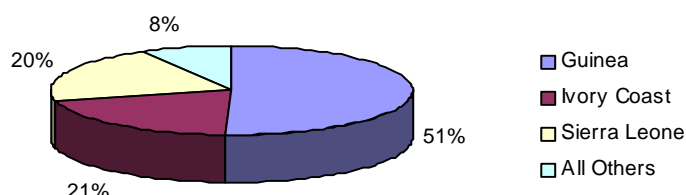
Chart 1 illustrates the proportion of research respondents compared to the proportion of all returnees in the study area by country of asylum. Côte d'Ivoire was slightly over-represented in the study.

**Chart 1: Returnee Population as Compared to Research Participants**

**Country of Asylum - Research Participants**

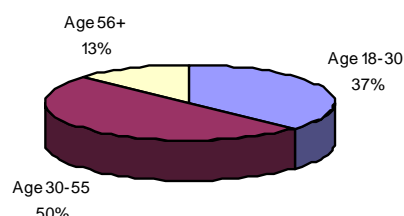


**Country of Asylum - All Returnees**



A system of random sampling was used to gather information from both genders equally and from a range of ages. Chart 2 illustrates the age mix of survey and focus group respondents. Key informants were not asked their age. Within each town the researcher went to the area where most returnees were living and, for the survey, interviewed individuals on a random basis. Researchers spoke to authorities and leaders in each location to recruit focus group participants.

**Chart 2  
Age of Participants**



### Locations

For the post-implementation study, returnees were surveyed and interviewed in their town of return. UNHCR provided returnee information that the team used to select the appropriate locations to conduct the research. Study locations were chosen based on the following criteria:

- Locations with a relatively high number of returnees
- A diversity of locations that together included returnees from Guinea, Sierra Leone and Côte d'Ivoire
- Locations where returnees were concentrated enough so they were relatively easy to locate<sup>4</sup>

UNHCR supplied returnee information which guided the selection of counties and towns for the post-implementation research. See Table 2 below for a summary of the information provided by UNHCR.

County	Lofa	Nimba	Grand Gedeh	Maryland	Bong	Cape Mount
Study Location	Voinjama	Saniquellie	Tchien	Pleebo	Kpanta Paa	Gola Konneh
# of Returnees in Town	16,064	2,392	1,321	5,140	1,507	2,026
# of Returnees in County	60,641	10,075	2,889	10,014	5,633	2,756
Country of Exile	Sierra Leone and Guinea	Guinea	Côte d'Ivoire	Côte d'Ivoire	Guinea	Sierra Leone

<sup>4</sup> Although there are a large number of returnees living in Montserrado (12,389), it was believed that they would be dispersed within the area and not easy to locate to conduct the research. For this reason, Montserrado was not included in the study.

## Research Tools

Three tools were used to conduct the research – surveys, key informant interviews (KIIs) and focus group discussions (FGDs). The research was conducted in one town in each of six different counties reporting high refugee returns. A Research Plan was developed to guide the work and the actual number of participants for each research tool is summarized in Table 3 below. In total, 750 returnees and local authorities participated in the post-implementation study, which was conducted over a 2-week period in August 2007. As well, two focus groups totaling 19 people were conducted with refugees remaining in Côte d'Ivoire to determine whether information was a factor in the refugees' decision not to return to Liberia.

County	Lofa	Nimba	Grand Gedeh	Maryland	Bong	Cape Mount	Total
<b>Study Location</b>	Voinjama	Saniquellie	Tchien	Pleebo	Kpanta Paa	Gola Konneh	
<b>KIIs (UNHCR Rep, LRRRC Coordinator, Local chief/mayor &amp; 2 others)</b>							
<b>#</b>	5	5	5	5	5	4	<b>29</b>
<b>FGDs (1 male, 1 female, 10 members each)</b>							
<b># Participants</b>	20	19	20	20	21	20	<b>120</b>
<b>Surveys</b>	100	99	102	101	102	97	<b>601</b>
<b>Total</b>	<b>125</b>	<b>123</b>	<b>127</b>	<b>126</b>	<b>128</b>	<b>121</b>	<b>750</b>

The same standards of research process applied for the post-implementation study as were used for the baseline to ensure appropriate rigor within the methodology, data collection, and analysis. In the baseline study a number of recommendations were made to make the post-implementation research more effective. Most of these recommendations were followed, which made the data easy to measure and compare with the baseline data. These recommendations are summarized in Appendix 3.

## Surveys

The survey questionnaire was developed toward the end of the mass campaign and was designed to gather information needed to measure results of the indicators to allow comparison against the baseline. Returnees were asked about their experience prior to returning and their perspective on conditions once they reached home. Some of the same questions were asked as for the baseline but in a slightly different way and some new questions were added.

Two members of the team conducted a pilot with twenty (20) people, primarily to test the clarity of the new questions. Enumerators conducted ten (10) interviews in Monrovia and ten (10) in Sinje and Grand Cape Mount. The survey was modified based on the test before being taken to the field. See Appendix 4 for a copy of the survey questionnaire.

Researchers worked alone and were instructed to randomly select households where returnees were known to be living. Males and females 18 years of age and above were surveyed in equal proportion.

## Key Informant Interviews

KIIs were conducted to verify the findings from the survey, with local leaders including UNHCR representatives, Liberia Refugees Repatriation and Resettlement Commission (LRRRC) Coordinators, local chiefs, mayors, and two (2) others selected at random from youth and women's leaders.

Each interview followed a prescribed set of questions and was conducted one-on-one. Informants were asked for their perspective on how ready refugees were to return home before they left their country of exile, how well informed returnees were when they arrived home, refugees' information sources and informants' thoughts on the effectiveness of SFCG's activities. For a copy of the Key Informant Interview Guide see Appendix 5. Every effort was made to include a number of women in the interviews. There are however more men than women in positions of authority and this is reflected in the key informant profile. See Table 4 below for a summary of the Key Informant Profile.

**Table 4: Key Informant Profile Summary**

<b>County of Return</b> <b>Country of Exile</b>	<b>Lofa</b>	<b>Nimba</b>	<b>Grand Gede</b>	<b>Maryland</b>	<b>Bong</b>	<b>Cape Mount</b>	<b>Total</b>
Guinea	5	3			3		<b>11</b>
CIV		1	3	2			<b>6</b>
SL							<b>0</b>
Average Yrs as a Refugee	11	8.3	12.3	14	6		<b>10.3</b>
Returnee Informants – Male	4	3	2	1	3		<b>13</b>
Returnee Informants – Female	1	1	1	1			<b>4</b>
Non-refugee Informants – Male		1	2	3	2	4	<b>12</b>
Non-refugee Informants – Female							
<b>Total Key Informants</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>29</b>

### Focus Group Discussions

Focus group discussions were conducted to verify the survey findings and investigate some of the findings in more detail. The focus group participants were adult returnees, both male and female, who were willing to participate, and selected randomly from within the town with assistance from key actors like UNHCR, LRRRC, and local authorities.

The researchers facilitated the discussions following a guide (see Appendix 6). Each discussion was recorded and transcribed to facilitate analysis. Two focus groups were conducted per location and the male and female focus groups were conducted separately. For a summary of the focus group profiles, see Table 5 below.

**Table 5: Focus Group Participant Profile Summary**

<b>County of Return</b> <b>Country of Exile</b>	<b>Lofa</b>	<b>Nimba</b>	<b>Grand Gede</b>	<b>Maryland</b>	<b>Bong</b>	<b>Cape Mount</b>	<b>Non Returnee</b>	<b>Total</b>
Guinea	17	19		2	21			<b>59</b>
CIV			20	17			19	<b>56</b>
SL	3			1		20		<b>24</b>
Average Yrs as a Refugee	9.1	10.7	12.3	9.7	5	5		<b>8.6</b>
Age under 30	10	13	7	2	14	10		<b>56</b>
Age 30-55	10	5	12	15	6	9		<b>57</b>
Age over 56		1	1	3		1		<b>6</b>
Male	10	9	10	10	11	10	10	<b>70</b>

<b>County of Return</b> <b>Country of Exile</b>	<b>Lofa</b>	<b>Nimba</b>	<b>Grand Gedeh</b>	<b>Maryland</b>	<b>Bong</b>	<b>Cape Mount</b>	<b>Non Returnee</b>	<b>Total</b>
Female	10	10	10	10	10	10	9	<b>69</b>
<b>Total Focus Group Participants</b>	<b>20</b>	<b>19</b>	<b>20</b>	<b>20</b>	<b>21</b>	<b>20</b>	<b>19</b>	<b>139</b>

The validation focus groups from CIV were conducted in Niela Camp Côte d'Ivoire which was the same camp where the baseline study was conducted. Two focus groups were conducted – one with women and one with men – and a total of 19 refugees participated. See Appendix 7 for the Discussion Guide. These refugees discussed whether information influenced the decision to remain in Côte d'Ivoire or if lack of information was a factor in the refugee's decision to not return to Liberia.

### **Ethics**

Consent was obtained from participants of surveys, KIIs and FGDs prior to asking any questions. They were advised that they could discontinue the process at any point without punishment or recrimination. They were advised that confidentiality would be ensured and their names would not be used on any documents or in any reports. To ensure confidentiality the following steps were taken:

- Names were not taken from survey participants
- Only positions (no names) were recorded on KII summaries
- Names were taken during the FGDs to record attendance and for the purpose of personalizing the discussion but summary notes did not include any names.

### **Research Team**

SFCG staff conducted the research, supported by the Country Director and Regional Program Manager. The research team was made up of SFCG staff from Liberia experienced in conducting field research. The team, which included both men and women, comes from a variety of different ethnic groups, all of which are represented in the refugee population. Several team members had been refugees themselves. An external consultant was hired to assist in developing the research tools, provide input into the sampling methodology, analyze the research results and write this final report.

### **Findings**

This section of the report shows the results for each of the five (5) indicators and provides an analysis of the findings by indicator.

**Indicator 5:** 25% increase in the number of persons who are able to discern between correct and incorrect statements about the repatriation programs.

**Baseline measure:** 77% of refugees were able to discern between correct and incorrect statements about the repatriation programs.

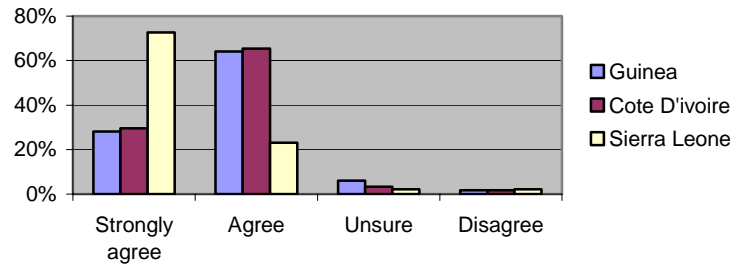
**Post-implementation result:** Target 96%, Target 96%, Actual 94% of refugees said when they came back to Liberia they found that what SFCG was saying about the repatriation process was true. As well, when they decided to return, 96% of refugees knew what benefits UNHCR would provide to help them.

### **Knowledge about Repatriation Programs**

To measure this indicator for the baseline, the team presented survey respondents with a set of six statements and asked them to indicate whether each statement was true or false. Over three quarters (77%) of refugees could identify which were the correct statements. This indicated that refugees were well aware of what their repatriation options were.

To measure this indicator post-implementation, respondents were asked when they came back to Liberia did they find that what the radio programs produced by SFCG's multi-media production studio Talking Drum Studio (TDS)<sup>5</sup> had said about the repatriation process was true. Respondents were given a scale from Strongly Agree to Strongly Disagree. Most (94%) of respondents chose Strongly Agree or Agree. The post-implementation target for Indicator 5 was 96%. Based on the survey results, the actual was 94%.

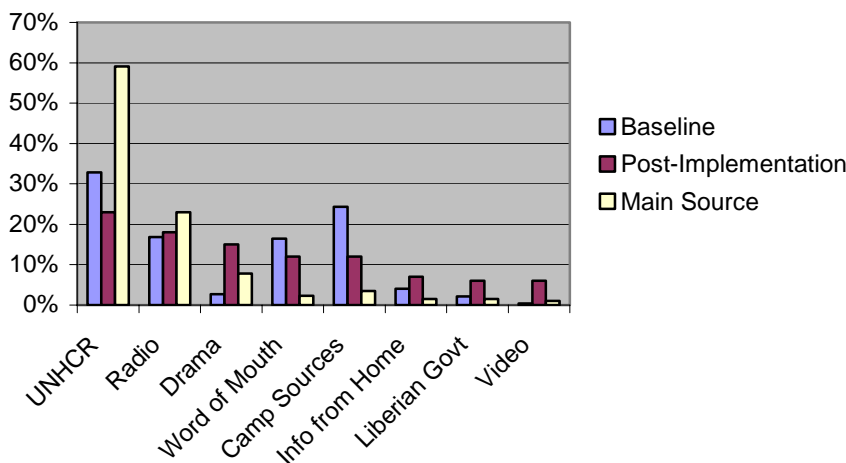
**Chart 3 TDS Information About the Repatriation Process Was True**



See Chart 3 for the results by country of exile. For illustration purposes, Strongly Disagree was removed from the scale, as respondents did not select this option. Almost three quarters (73%) of returnees from Sierra Leone agreed strongly that the information was true. Interestingly, refugees in Guinea had the most 'Don't Know' responses to four of the six True/False statements on the baseline study and Returnees from Guinea had the most 'Unsure' responses for this question on the post-implementation study. This could mean that they had less information to make their responses.

Returnees were also asked about their sources of information about repatriation while refugees. First they were asked about their *Main* source of information then they were asked to list *Other* sources. The data was analyzed to determine how much the information sources changed over the course of the implementation. The results are illustrated in Chart 4.

**Chart 4 Repatriation Information Sources**



During the post-implementation study returnees said they relied on UNHCR as their *Main* source of information (59%) followed by radio (23%) and drama (8%). When comparing *all* sources, refugees relied less on UNHCR, Word of Mouth and Camp Sources toward the end of the mass information campaign and relied more on radio, drama, information from home, the Liberian

government and video. What this means is that refugees were offered information through more sources during the implementation and they began to rely on more than one source as they prepared to return home. A table showing all sources can be found in Appendix 8.

**Additional Information Provided by the KIs and FDGs**

During the FDGs, some disillusionment was found among Sierra Leonean women who said that some of the things that were promised when they were living in exile in Sierra Leone have not been

<sup>5</sup> SFCG is primarily known in Liberia and the surrounding countries by its local name Talking Drum Studio. As such, the researchers used the TDS name to refer to the activities rather than SFCG.

delivered since they returned to Liberia. Examples include: help promised for vulnerable women such as shelters and micro credit has not materialized; special attention for people in rural areas has not happened; and elementary schools have not been extended to junior high as expected.

*UNHCR told us if we came back to Liberia they would do everything for us. Now they have forgotten about us. That is why I say some information is true and some is not true.*

*Focus Group Participant*

When commenting about what information they found to be true and what was not true when they returned to Liberia, FGD participants from Sierra Leone and Guinea cited repatriation information as correct but reintegration information as not correct. This could point to a failure on the part of survey respondents to differentiate between repatriation and reintegration and could explain why most (94%) returnees said they agreed that the information they received was true but FGD participants identified some areas that were not correct.

**Indicator 7:** 25% increase in the number of refugees who trust the information SFCG provides concerning UNHCR programs and activities.

**Baseline measure:** 43% of refugees know and trust *Situation Report*.<sup>6</sup>

**Post-implementation result:** Target 53%, Actual 70% of refugees know and trust *Situation Report*.

### **UNHCR Programs and Activities**

Questions about sources of information for UNHCR programs, types of information and degree of trust in sources were asked to develop the baseline for this indicator. A lot of information was gathered about where refugees typically get their information and which their most trusted sources are. This was used to create content and determine channels for the mass information campaign and to develop the post-implementation questions.

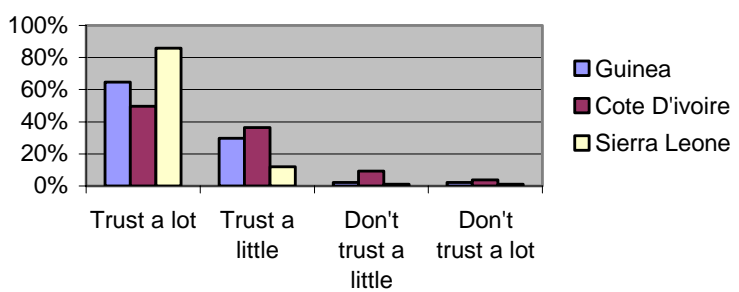
The key questions used to evaluate this indicator in the Post Implementation Survey were:

*Thinking about when you were a refugee living in \_\_\_\_\_ (country name), did you ever listen to Talking Drum Studio's radio program Situation Report/Home Sweet Home/New Life New Hope? and*

*If yes, did you trust the information in the program(s)?*

Three quarters (75%) said Yes, they listened to TDS programs and, of those that listened, most (92%) trust the information in the programs A Little (29%) or A Lot (63%). Chart 5 illustrates the responses for level of trust by country of asylum. This means that 70% of returnees know and trust *Situation Report/Home Sweet Home/New Life New Hope* which is 17% above the 53% target for Indicator 7.

**Chart 5**  
**Did You Trust the Information in TDS Programs?**

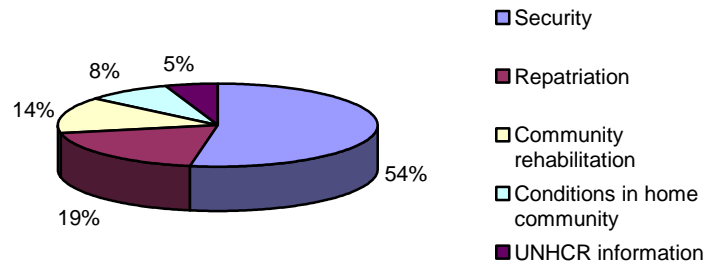


<sup>6</sup> Respondents were provided the appropriate name of the radio program for their country of asylum: *Situation Report* for Côte d'Ivoire, *Home Sweet Home* for Sierra Leone, and *New Life, New Hope* for Guinea.

Returnees from Sierra Leone (94%) listened to TDS radio programs more than those from Côte d'Ivoire (87%) or Guinea (59%) and returnees from Sierra Leone trusted TDS program information more than refugees from Côte d'Ivoire or Guinea. These listenership figures could be affected by the limited radio coverage in Guinea, where the media landscape is much more restricted than in either Sierra Leone or Côte d'Ivoire.

Respondents were asked about what information was important to them in TDS programs. They mentioned security information most often (54%) and repatriation information second (19%) followed by community rehabilitation information (14%). See Chart 6 which illustrates the most important information for refugees in TDS programs.

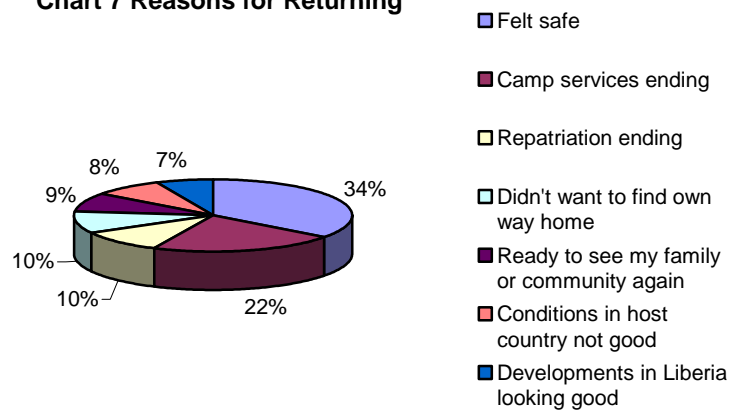
**Chart 6 Most Important Information on TDS Programs**



Respondents were asked for the reason they were ready to return to Liberia. The results are summarized in Chart 7. The number one reason cited by over a third of the respondents (34%) was they felt safe and ready to return.

The second most common reason was that camp services were ending (22%). This was interesting because, in the baseline study, Family was the number one reason (27%) that refugees had not registered – either they did not have family to return to or family members were preventing them from leaving – and Fear was the second most common response (21%).

**Chart 7 Reasons for Returning**



SFCG made a concentrated effort to address security concerns within its activities based on the findings of the baseline, and this post-implementation finding indicates that this focus was successful. Security information on TDS programs along with feedback from go and see visits and information from family and friends back home likely helped to dispel fear in the minds of refugees.

Further information was gathered about how well refugees felt they knew the benefits of UNHCR before returning. Most (96%) of respondents said they knew about the benefits. When asked whether TDS radio programs, dramas or videos helped them to know about these benefits, most (94%) said they helped. Almost a third (31%) said they helped A Little and almost two thirds (63%) said the activities helped A Lot. A small number (2%) said the activities Didn't Help and the balance (4%) said they Don't Know if the activities helped or not.

**Additional Information from KIIs and FGDs**

Returnees confirmed that they used more than one source of information to confirm information they received. Focus group participants mentioned drama and radio as two sources they used for comparison.

Key Informants and FGD participants echoed the TDS radio program listenership survey results. Participants from Sierra Leone had greater awareness of TDS than participants who were exiled in Guinea or Côte d'Ivoire.

FGD participants expressed some fear of the security situation, especially those refugees who came from Côte d'Ivoire. Non-returnees who participated in the post-implementation FDGs in Côte d'Ivoire most often mentioned their perception of the security situation as unstable as the reason they have not gone home and stated that this fear was not due to lack of information.

**Indicator 8:** 25% increase in the number of refugees registered for return who say they are prepared to peacefully negotiate property reclamation or relocation and can attribute such preparation to SFCCG's activities.

**Baseline measure:** 68% of refugees registered for return are prepared to peacefully negotiate property reclamation or relocation.

**Post-implementation result:** Target 85%, Actual 87% of refugees who had a land problem when they returned to Liberia used non-violent means to handle the situation.

### Land Conflict Issues

A number of questions on the baseline survey dealt with the issue of potential land conflict issues upon returning to Liberia. Refugees were asked if they have a place to live when they return home. Less than half (40%) said Yes and the remainder said No (59%) or Don't Know (1%). At the time, baseline research team members reported that they felt refugees said 'No' to this question even if they did have a place to live in case saying 'Yes' might jeopardize their chances of getting housing assistance from UNHCR. In retrospect, it appears that the feeling of the baseline research team members was correct.

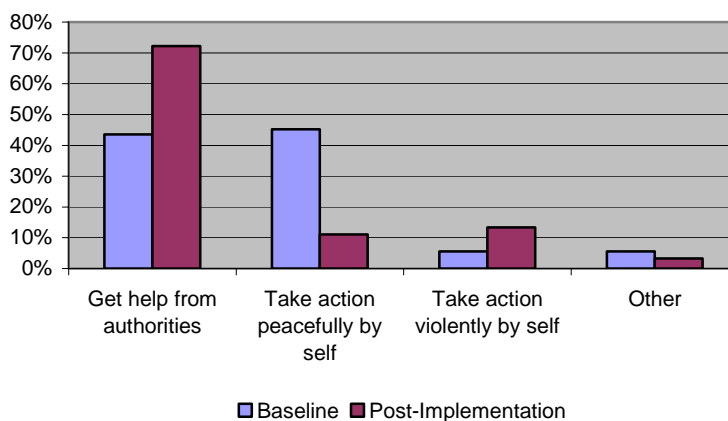
In the post-implementation research, only a small number of refugees (15%) had a problem getting their house or land back when they returned. Of those who did have a problem, most (87%) handled the situation peacefully. The remaining respondents (13%) said they forced the squatters out with violence compared to a small percentage (6%) of respondents who, on the baseline, said they would use violence.

Chart 8 illustrates how refugees thought they would handle land conflict issues prior to returning and how returnees actually handled these issues when they returned.

The proportion of returnees who elected to get help from authorities was almost one third higher (29%) than the percentage of refugees that thought they would deal with a conflict this way. The percentage of returnees who

took action themselves was over one third lower (34%) than the percentage that thought they would be dealing with a conflict this way. This change could have resulted because returnees had more information about how to deal with land conflict issues between the time the baseline was conducted

**Chart 8 Dealing with Land Conflict Issues**



and when they returned home. Just over a quarter of the respondents to the baseline study had heard something that would help them deal with land conflict issues.

### Additional Information from KIs and FGDs

Key Informants suggested that many land disputes have yet to be settled but that authorities were prepared and equipped to deal with these types of problems. FGD participants described peaceful means that were used to settle land disputes such as sharing property with squatters until other arrangements could be made and returning owners being given other land on which to build. They specifically mentioned hearing about peaceful strategies for dealing with land conflict issues on the radio.

**Indicator 9:** 50% increase in the number of persons who say they are well informed about developments in Liberia, including the availability of basic social services and government plans for development, as a result of information provided by SFCG.

**Baseline measure:** 43% of refugees say they are well informed about developments in Liberia, including the availability of basic social services and government plans for development.

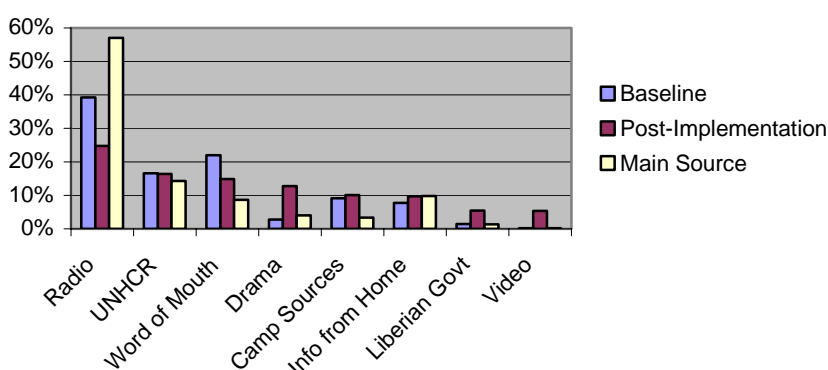
**Post-implementation result:** Target 65%, Actual 93% of refugees said they were well informed about developments in Liberia and in their community before returning to Liberia.

### Developments in Liberia

To measure Indicator 9, refugees were asked how well informed they were about developments in Liberia and developments in their home community. The responses were the same to both questions with most (93%) agreeing that they were well informed about developments in both Liberia and their community.

Returnees were asked about sources of information on development in two parts – first they were asked to name their *Main* source and then they were asked to name *Other* sources. The results are illustrated on Chart 9 below.

**Chart 9 Development Information Sources**



During the post-implementation study returnees said they relied on radio as their *Main* source of information (57%) followed by UNHCR (14%) and Word of Mouth (9%).

When comparing *all* sources, refugees relied less on radio and Word of Mouth and more on Drama, Camp Sources, Information from Home,

the Liberian Government and Video than they did for the baseline study. They relied on UNHCR sources about the same. This suggests that more information was coming to refugees about developments in Liberia from a variety of sources and they were using these information sources to understand what was happening in their home country.

**Additional Information from KIIs and FGDs**

Key Informants felt that returnees were well aware of what was happening in Liberia while they were out of the country. UNHCR and LRRRC leaders cited go and see and come and tell visits as the most useful and several Key Informants mentioned that they had made visits to refugees. FGD participants mentioned meeting mayors and commissioners from home while in exile. They did not say whether meeting local leaders influenced their decision to return.

FGD participants from Côte d’Ivoire (refugees who did not return) said they had enough information about Liberia and it was not lack of information that caused them to stay in Côte d’Ivoire.

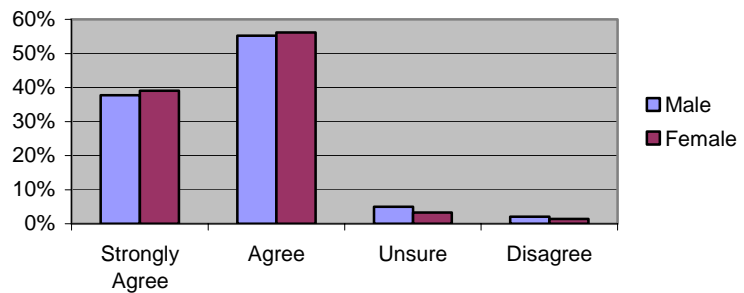
<p><b>Indicator 10:</b> 50% increase in the number of persons, disaggregated by gender and age, who say that they are receiving credible and accurate information on available options through SFCG’s intervention.</p>
<p><b>Baseline measure:</b> 64% of refugees say they are receiving credible and accurate information on available options for repatriation.</p>
<p><b>Post-implementation result:</b> Target 96%, Actual 94% agreed that when they came back to Liberia they found that what SFCG was saying about the repatriation process was true. Slightly more women (95%) than men (93%) agreed the information was truthful. Older people agreed more strongly that the information was true than the younger age groups did.</p>

**Repatriation**

Returnees were asked if, when they came back to Liberia, they found that what TDS was saying about the repatriation process was true. The same question was used to measure Indicator 5. Most respondents (94%) agreed.

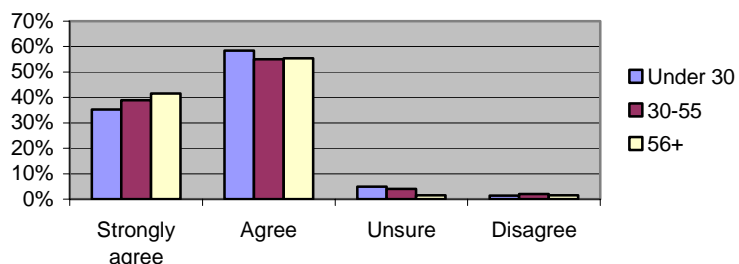
Responses for male and female returnees were quite similar as Chart 10 illustrates although slightly more women (95%) than men (93%) agreed that the information they heard about the repatriation process from TDS was true.

**Chart 10 TDS Information About the Repatriation Process Was True by Gender**



When the results are disaggregated by age, older people (97%) agreed more strongly that the information was true than the younger age groups did (30 – 55 years, 94%, under 30, 94%). Because a smaller proportion (14%) of older people participated in the survey, the overall result was 94%.

**Chart 11 TDS Information About the Repatriation Process Was True by Age**

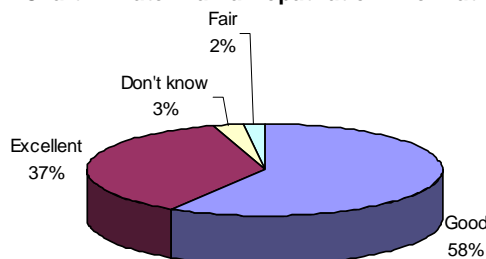


Returnees were asked in more detail about Drama and Video. They were asked if they had seen drama and video and, if yes, how they would rate the information they got from each about repatriation and conditions in Liberia. The results are summarized in Charts 12 and 13 below.

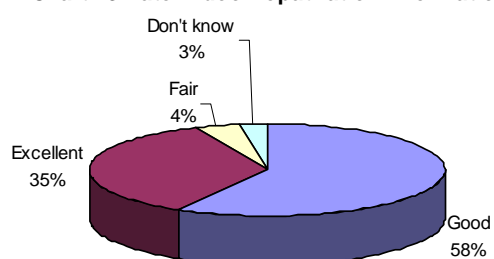
Refugees reported using Drama and Video as sources of repatriation information more often post-implementation than they did in the baseline study. Drama as a source increased by 12% and Video increased by 6%. Drama was the third most commonly reported *Main* source of information (8%) after UNHCR (59%) and Radio (23%). Video was only reported as an *Other* source of information about repatriation.

### Additional Information from KIIs and FGDs

**Chart 12 Rate Drama Repatriation Information**



**Chart 13 Rate Video Repatriation Information**



Authorities were generally satisfied with the level of information refugees had about the repatriation process and with the sources they used to get this information. UNHCR was cited as the main source with TDS given credit for delivering the message. It was clear in the discussions that it was one body supplying the information and another delivering it.

### Conclusion

The information gathered through the surveys, KIIs and FGDs was sufficient for comparing the five (5) key indicators from baseline to the post-implementation result. The results were consistent across all research areas and generally, the key informants and focus group participants validated the survey findings with their responses.

Based on the key indicators summarized above, the work performed by SFCG was highly effective in ensuring that refugees were aware of their options regarding repatriation and had enough information about development in Liberia and their communities to support their decision to return home. The information provided by SFCG was thought to be truthful by most returnees (94%) who mentioned security, repatriation and community rehabilitation information as most useful. Focus group participants specifically mentioned hearing about land conflict solutions and hearing family members on the radio and reports of one-on-one conversations with TDS drama artists as influential in helping refugees to make the decision to return to Liberia.

*“There was one woman in the drama group that spoke Krahn and she convinced one old ma that she should go home.”*

*Focus Group Participant*

The information source that was the most effective across all areas was drama, which was seen or heard by most (91%) respondents and, of those, most (95%) said the information they got from drama was good or excellent.

Only a small number of refugees who returned felt that they did not have adequate information or that the information they heard while in exile was not found to be true when they returned home.

The exercise allowed staff involved in developing the programming to see the results of their work and have an opportunity to understand which activities were more effective and which were less so.

This learning will allow SFCG staff to continue to develop and implement programming that meets the needs of various target groups in the region.

*“Not for me to say if these programs were truthful but I want to believe that these programs are truthful because Talking Drum is a respected organization, so they will not just get up and put lies on the air.”*

*Key Informant, Nimba*

## Appendices

### Appendix 1 – Project Indicators

The project will result in the following outputs and outcomes in pursuit of the overall goal.

**Objective #1:** Provide information to refugee populations in order to enable them to make informed decisions about return.

Indicators:

1. 52 programs of *Situation Report* broadcast on 12 stations in Liberia (Radio Nimba), Sierra Leone (SLBS Bo, KISS FM - Bo, SLBS Kenema, Radio Moa - Kailahun), Côte d'Ivoire (Radio Etoile - Danané), Radio Tabou, Radio San Pedro, Radio Guiglo, Radio Toulepleu) and Guinea (FM N'Zérékoré, Kissidougou FM) for a total of 9,360 minutes of total airtime (and one radio station in Ghana once that radio station becomes fully operational).
2. 5 video products documenting conditions and developments in Liberia produced and aired in camps in Guinea, Sierra Leone and Côte d'Ivoire, and existing video products aired in Buduburam refugee camp in Ghana.
3. 3 drama tours visiting the major locations hosting refugees in Côte d'Ivoire, Guinea, and Sierra Leone (one tour per country).
4. 52 segments featuring repatriation and reintegration of refugees incorporated into SFCG's three serial dramas.
5. 25% increase in the number of persons who are able to discern between correct and incorrect statements about the repatriation programs (baseline to be established and measured via key informant interviews, focus group discussions, and a rapid survey of the general refugee population by end of first month of project).

**Objective #2:** Facilitate dialogue between refugee populations and UNHCR and between refugee populations and their home communities.

Indicators:

6. 50 listener groups established in Guinea and Sierra Leone with another 18 supported in Côte d'Ivoire.
7. 25% increase in the number of refugees who trust the information SFCG provides concerning UNHCR programs and activities as demonstrated by satisfaction surveys.
8. 25% increase in the number of refugees registered for return who say they are prepared to peacefully negotiate property reclamation or relocation and can attribute such preparation to SFCG's activities.
9. 50% increase in the number of persons who say they are well-informed about developments in Liberia, particularly in their home communities, including the availability of basic social services and government plans for development, as a result of information provided by SFCG.
10. 50% increase in the number of persons, disaggregated by gender and age, who say that they are receiving credible and accurate information on available options through SFCG's intervention.

**Appendix 2 – Indicator Analysis**

No.	Indicator	Survey Question	KII Question	Focus Group Question
	Profile information	Location Country of exile No. of years as refugee Living in town or camp Serviced by UNHCR When returned to Liberia Gender Age	Location A refugee? Y or n Country of exile No. years as refugee Position in community When returned to Liberia Gender	Location Country of exile No. years as refugee When returned to Liberia Gender Age
5	25% increase in the number of persons who are able to discern between correct and incorrect statements about the repatriation programs.	4,5,8,10	4 a/,b,c	3
7	25% increase in the number of refugees who trust the information SFCG provides concerning UNHCR programs and activities.	6,7,9,17,18	5,6,7	1,2,6,7
8	25% increase in the number of refugees registered for return who say they are prepared to peacefully negotiate property reclamation or relocation and can attribute such preparation to SFCG's activities.	20,21	8,9,10	7
9	50% increase in the number of persons who say they are well informed about developments in Liberia, including the availability of basic social services and government plans for development, as a result of information provided by SFCG.	2,3,15,16,22	1,2,3	-
10	50% increase in the number of persons, disaggregated by gender and age, who say that they are receiving credible and accurate information on available options through SFCG's intervention.	11,12,13,14	1,2,3,11,12	4,5

## Appendix 3 – Results of Following Post Project Evaluation Recommendations

The recommendations from the baseline are summarized below. The degree to which each was followed and the result are noted in italics.

### ***Plan for Post Project Evaluation***

Once the project is completed and all interventions have been executed, a post-project evaluation will take place. Wherever possible, given local situations and conditions, the same tools will be used for the post-evaluation as these were deemed to be appropriate and reliable measures of the indicators. A few guidelines should be considered in planning the post-evaluation.

- The pre-survey intentionally contained open-ended questions to capture all responses without limiting respondents to an established list. In the post-survey the responses that were generated by the pre-survey will be used to reduce the amount of time the survey will take and to make tabulating the responses easier and more accurate. *Followed 100%. All questions were closed-ended.*
- New questions will be added to the survey to measure behavioral changes that have taken place during the campaign. These questions will be designed to determine how the intervention of SFCG made a difference. This will mean that all work that is done by SFCG during the implementation should clearly indicate that this is the group providing this information so this can be fairly captured in the post-evaluation exercise. *Followed 100%, returnees were able to identify SFCG work.*
- The same group of enumerators should be used to do the post-survey to ensure consistency of results. This will also ensure that the post-survey information gathered is richer – especially for the KIIs and FGDs - due to their experience on the baseline research and during the project. *Two of the four original Liberian team members participated in the post-implementation. The other two are no longer with the organization. One of the two was the SFCG Liberia Monitoring and Evaluation Officer.*
- It is recommended that, to ensure consistency, the post-evaluation be carried out in the same camps (if they are still operating) and areas as the baseline study. Reduce the number of surveys conducted in Côte d'Ivoire by half to align with Sierra Leone and Guinea since it was determined during the baseline that the opinions of refugees in these two areas are very similar. At the same time, survey locations should be added in the primary areas of return to capture who has returned home, what motivated them to return and how the situation at home compares with what they were expecting before they returned. *The research was conducted primarily in areas of return. Only two focus groups were conducted in areas where some refugees still remain in Côte d'Ivoire.*
- Compare the data gathered with the baseline data to measure the changes in attitude and behavior that have taken place. As well, use UNHCR data to determine the number of refugees that have repatriated during this time. *Followed 100%.*
- On a monthly basis review the 5 indicators to evaluate (anecdotally) progress relative to the baseline. When in camps and urban areas, continue to dialogue with refugees on these key measures and evaluate effectiveness of interventions. *Anecdotal evidence was collected but not consistently enough to be used in this report.*

## PRM Final Survey Questionnaire

### Appendix 4 – Survey Questionnaire

[Surveyor, for the purpose of the survey our target group is Liberians who were refugees living outside Liberia who have returned to Liberia to live **within the last year**. You can only speak to people who say they have returned any time between October 2006 and July 2007. Anyone who returned earlier than October 2006 is not eligible to participate.]

[Surveyor, say this first to interviewee, have this memorized naturally]

We are conducting a study of Liberians who were refugees living outside Liberia and have returned home in the past year. We are interested in your return to Liberia and what prompted you to decide to return to Liberia. We are interested to know your thoughts on whether information that you heard helped you make your decision about returning to Liberia, and whether what you found when you returned was what you expected in terms of housing, safety, and general living conditions.

Could I take 20 minutes of your time to ask you a few questions now? Your responses will be kept confidential and will only be used for the purpose of this study. You may refuse to answer any questions or stop answering questions at any time and there will be no problem if you do. May we begin? If yes, [Now go to survey document]

[Instructions to surveyors – This is not a discussion, we will be following a set of questions. Make sure respondents understand each question before they answer. If they do not know the answer then write DK in the answer space.]

**PRM Final Survey Questionnaire**

Surveyor Name \_\_\_\_\_ Survey Start Time \_\_\_\_\_  
Survey Location \_\_\_\_\_ Last Country where they were refugee \_\_\_\_\_  
Survey Number \_\_\_\_\_ Years as a refugee \_\_\_\_\_  
Survey Date \_\_\_\_\_ Living in Town or Camp [circle one]  
Refugee Gender [circle one] **M** or **F** Serviced by UNHCR **Yes** or **No** [circle one]  
Refugee Age [circle one] **Under 30** **30-55** **56+**

[All responses should fall between October 2006 and July 2007]

1. When did you return back to Liberia? \_\_\_\_\_Month\_\_\_\_\_Year

**For the first several questions you should think about when you were a refugee living in \_\_\_\_\_ (country name).**

2. When you were in exile what was your main source of information about developments in Liberia? **(Select only the main one)**

- a. Liberian government sources
- b. UNHCR sources
- c. Radio
- d. Drama
- e. Video
- f. Camp coordination meetings
- g. Family back in Liberia
- h. Word of mouth
- i. Other, specify \_\_\_\_\_

3. What were other sources of information about developments in Liberia? **(Select multiple if appropriate)**

- a. Liberian government sources
- b. UNHCR sources
- c. Radio
- d. Drama
- e. Video
- f. Camp coordination meetings
- g. Family back in Liberia
- h. Word of mouth
- i. Other, specify \_\_\_\_\_

4. What was your main source of information about the repatriation process? **(Select only the main one)**

- a. Liberian government sources
- b. UNHCR sources
- c. Radio
- d. Drama
- e. Video
- f. Camp coordination meetings
- g. Family back in Liberia
- h. Word of mouth
- i. Other, specify \_\_\_\_\_

**PRM Final Survey Questionnaire**

5. What were other sources of information about the repatriation process? (Select multiple if appropriate)
- a. Liberian government sources
  - b. UNHCR sources
  - c. Radio
  - d. Drama
  - e. Video
  - f. Camp coordination meetings
  - g. Family back in Liberia
  - h. Word of mouth
  - i. Other, specify \_\_\_\_\_
6. Did you ever listen to Talking Drum Studio’s radio program Situation Report/Home Sweet Home/New Life New Hope [depending on where they were a refugee Situation Report for CIV, Home Sweet Home for SL, New Life for Guinea – not important to know the title but that it was a TDS program]?
- a. Yes
  - b. No
  - c. Don’t know [If No or Don’t know, go to question 10]
7. If yes, which information was the most important for you?
- a. Security information
  - b. Repatriation information
  - c. Community rehabilitation information
  - d. UNHCR information on TDS programs
  - e. Conditions in community of impending return
  - f. Other, please specify \_\_\_\_\_
8. When you came back to Liberia, what TDS was saying about the repatriation process in Liberia was found to be true. [Circle the answer most relevant to the respondent]
- Strongly agree, Agree, Unsure, Disagree, Strongly disagree
9. If yes, did you trust the information in the programs? [Rate trust on the scale of 1 for Don’t trust a lot to 4 Trust a lot, circle the answer given]
- |                      |                         |                   |                |               |
|----------------------|-------------------------|-------------------|----------------|---------------|
| _____                | _____                   | _____             | _____          |               |
| 1                    | 2                       | 3                 | 4              |               |
| Don’t trust<br>A lot | Don’t trust<br>A little | Trust<br>A little | Trust<br>A lot | Don’t<br>know |
10. When you came back to Liberia, did you find that what TDS was saying about the repatriation process and conditions in Liberia were true?
- a. Yes, mostly true
  - b. No, mostly untrue
  - c. Some true, some untrue
  - d. Don’t know
11. Did you see or hear a drama performance by TDS when you were a refugee?
- a. Yes
  - b. No
  - c. Don’t know [If No or Don’t Know, go to question 13]

**PRM Final Survey Questionnaire**

12. If yes, how would you rate the information you got from the drama about repatriation and conditions in Liberia? **[Circle one]**

1	2	3	4
Excellent	Good	Fair	Poor
Don't Know			

13. Did you see or hear of any videos by TDS on Liberia when you were a refugee?

- a. Yes
- b. No
- c. Don't know **[If No or Don't Know, go to question 15]**

14. If yes, how would you rate the information you got from the videos?

1	2	3	4
Excellent	Good	Fair	Poor
Don't Know			

**I am going to read 3 statements, please indicate whether you agree or disagree with these statements.**

15. Before returning, you were well informed about developments in Liberia.

- a. Agree
- b. Disagree
- c. Don't Know

16. Before returning, you were well informed about developments in your community

- a. Agree
- b. Disagree
- c. Don't Know

17. When you decided to return, you knew what benefits UNHCR would provide to help you.

- a. Agree
- b. Disagree
- c. Don't Know

18. **[If Agree to any one of 15, 16, or 17]** Do you think TDS' radio programs, drama or videos helped you in any way to know about the developments in Liberia and your community or the benefits UNHCR would provide to help you?

1	2	3	4
Helped a lot	Helped a little	Didn't Help	Don't Know

19. What was the main reason you decided to return? **(Choose only the main one—read the choices to the respondent)**

- a. Services in the camps were ending (schools, food support)
- b. The repatriation process was ending and didn't want to stay in exile
- c. Didn't want to have to find my own way home later
- d. Ready to see my family or community again
- e. Felt safe and ready to return
- f. Developments in Liberia made me ready to live there again
- g. Conditions in host country not conducive to stay

**PRM Final Survey Questionnaire**

h. Other, specify \_\_\_\_\_

**The next 5 questions now talk about your situation since you returned home.**

20. When you returned to Liberia, was there any problem to get your house or land back?
- a. Yes
  - b. No
  - c. Don't Know
21. If yes, how did you handle this situation?
- a. Forced them out with violence
  - b. Went to the police
  - c. Went to the local chief or authorities
  - d. Went to the land commission or other land committee
  - e. Did nothing
  - f. Other, specify \_\_\_\_\_
22. Do you agree or disagree with the following statement? I am aware of government plans for future development.
- a. Agree
  - b. Disagree
  - c. Don't know
23. Since returning to Liberia, do you listen to any Talking Drum Studio programs?
- a. Yes
  - b. No
  - c. Don't know
  - d. Don't listen to radio     **[If don't listen, go to conclusion]**
24. I am going to list a number of radio programs. Please tell me if you have ever listened to any of these.
- |                                |     |    |
|--------------------------------|-----|----|
| a. Today Is Not Tomorrow       | Yes | No |
| b. Common Ground News Features | Yes | No |
| c. One Step Beyond             | Yes | No |
| d. Woman                       | Yes | No |
| e. Taylor Trial                | Yes | No |
| f. Young Citizen               | Yes | No |
| g. TDS Upcountry               | Yes | No |
| h. Jujay                       | Yes | No |

Conclusion: That is the end of the questions. Thank you for assisting with answering these survey questions.

Overall attitude of respondent:

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Survey End Time \_\_\_\_\_

## PRM – Key Informant Interview Guide Post-Implementation

### Appendix 5 – Key Informant Interview Guide

#### **Introduction**

[Interviewer to say] We are talking to a number of people to help us determine what information is important to refugees in deciding whether or not to return and how they would best hear or see and learn this information. Could I take 30 minutes of your time to ask you a few questions now? While we are interested in your opinions, for this discussion we are more interested in how you as a leader here think the people in this camp/area would respond generally to these questions.

Your answers will be kept confidential and will be only used for the purpose of this research. You may end the interview at any time without repercussions or problem.

**Location** \_\_\_\_\_ [Create a new sheet for each KII and indicate where the research was done]

#### **Profile**

Gender \_\_\_\_\_

Position in community \_\_\_\_\_

Had been a refugee? \_\_\_\_\_

Where? \_\_\_\_\_

For how long? \_\_\_\_\_

Returned when? month \_\_\_\_/year \_\_\_\_\_

1. When returnees came home to this community, were they informed about conditions and services available to them here before they arrived?
2. How were they informed?
3. Was the information that they received accurate and true?
4. A. From what you have heard, were refugees ready to come home? B. Were they prepared for the repatriation process? C. Did they know the steps and the benefits they would receive when they got here?
5. Have you heard whether the returnees in your area listened to Talking Drum Studio programs while refugees?
6. Were these programs viewed as truthful?
7. Was the information these programs provided a factor in people returning home?
8. When returnees arrived back in your communities, were there disputes over land and/or houses?
9. How were they handled?
10. Did the returnees appear to be aware of non-violent options for dealing with these problems? If yes, give examples.
11. Have you heard about the dramas that were done in the camps?
12. Have you ever heard about listener groups that were established in the camps?
13. Do you have any other comments about the repatriation and reintegration process that you would like to share?

## PRM – Focus Group Discussion Guidelines Post-Implementation

### Appendix 6 – Focus Group Discussion Guidelines

Each surveyor should conduct two focus group discussions in their assigned locations. One should target men of any age over 18; the other should target women of any age over 18. 7-10 participants should be included in each group. Every participant should have been a refugee and returned to Liberia since October 2006. If they returned earlier than that, please do not include them in the group. Focus group discussions should be between 30 and 45 minutes.

Please take notes of the participants' comments as they say them, without interpretation. Use a separate A4 sheet of paper and use the same numbering system as below 1) to 7). If possible, each surveyor should be provided with a recorder for the discussions so that they can focus on facilitating and not miss any information. This information should be written up or transcribed after the discussion.

Have participants sign an attendance sheet to verify that the discussion was conducted and on the attendance sheet indicate M or F, age, where they were refugees, for how long and when they returned. See the attached attendance sheet you can use. You may have to assist those who can not read or write to fill in the information.

#### **Surveyor Introduction:**

We are conducting a study of Liberians who were refugees and have returned home from another country in the past year. We are interested in your thoughts on whether information helped you make your decision about returning to Liberia, and whether what you found when you returned home was what you expected.

Your responses will be kept confidential and will only be used for the purpose of this study. This discussion should last about an hour, and you are free to say that you are not comfortable to answer any questions.

1. When you were a refugee, how did you get information about Liberia? (*Look for specifics— which stations, programs, other channels like drama, word of mouth, etc.*)
2. Did you trust the information that you were hearing? Why or why not?
3. When you returned to Liberia, did you find that the information you had been hearing was correct? What was not correct?
4. When you decided to come back to Liberia, were you aware of the services and benefits UNHCR would provide? How did you hear about them?
5. Did the return process go as you had heard and expected? If not, why not? What information was correct about the return process?
6. While you were a refugee, did you see any Talking Drum Studio activities? Which ones? What did you think of them in terms of their ability to inform you?
7. Since you returned back home, are you aware of any land or housing disputes in your community? What kind? How have you or other people managed them?

Thank them very much for their time.

## PRM – Focus Group Discussion Guidelines Post-Implementation

### Appendix 7 – Focus Group Discussion Guide for Non-Returnees

The Regional DM&E Advisor should conduct two focus group discussions in Guiglo, preferably in the village that has been developed where the Niela Peace Camp was. One should target men of any age over 18; the other should target women of any age over 18. 7-10 participants should be included in each group. Every participant should have been a refugee and not returned to Liberia. Focus group discussions should be between 30 and 45 minutes.

Please take notes of the participants' comments as they say them, without interpretation. Use a separate A4 sheet of paper and use the same numbering system as below 1) to 7). If possible, each facilitator should be provided with a recorder for the discussions so that they can focus on facilitating and not miss any information. This information should be written up or transcribed after the discussion.

Have participants sign an attendance sheet to verify that the discussion was conducted and on the attendance sheet indicate M or F, age, where they were a refugee and for how long. See the attached attendance sheet you can use. You may have to assist those who cannot read or write to fill in the information.

#### **Facilitator Introduction**

We are conducting a study of Liberians who were refugees and have not returned home to Liberia. We are interested in your thoughts on whether information helped you make your decision about not returning to Liberia, and whether you have information about Liberia or not.

Your responses will be kept confidential and will only be used for the purpose of this study. This discussion should last less than an hour, and you are free to say that you are not comfortable to answer any questions.

#### **Information Sources**

1. Since you have been a refugee, how have you been getting information about Liberia? (*Look for specifics—which stations, programs, other channels like drama, word of mouth, etc.*)
2. What do you think are the key information sources for refugees? Which are most effective? Why?
3. When your friends, family or fellow refugees returned to Liberia, did they call back to you with what they found? Did you find that the information you had been hearing was correct? What was not correct?
4. Do you trust the information that you are hearing? Why or why not?
5. While you were a refugee, did you see any Talking Drum Studio activities? Which ones? What did you think of them in terms of their ability to inform you?

#### **SFCG Activities**

6. While you were a refugee, did you see any Talking Drum Studio activities? Which ones? What did you think of them in terms of their ability to inform you?
7. Have you heard of Situation Report?

**PRM – Focus Group Discussion Guidelines Post-Implementation**

8. What do or did refugees like about this program?

**Question of Return**

9. Why did you decide to remain in Côte d'Ivoire when the repatriation process ended? (security, family, education, etc)

10. Do you think your decision to remain would be different if you had had more information about Liberia or the repatriation process?

Thank them very much for their time.

Appendix 8 – Information Sources – Repatriation and Development

	Repatriation Main Source	%	Repatriation Other Source	%	Baseline	%	Post-Imple- mentation	%	Variance All Sources	Variance Main Source
UNHCR	355	59	203	11	246	33%	558	23%	-10%	26%
Radio	138	23	299	16	126	17%	437	18%	1%	6%
Drama	47	8	308	17	20	3%	355	15%	12%	5%
Word of Mouth	14	2	287	16	123	16%	301	12%	-4%	-14%
Camp Sources	21	3	267	15	182	24%	288	12%	-12%	-21%
Info from Home	9	1	164	9	30	4%	173	7%	3%	-3%
Liberian Govt	9	1	144	8	16	2%	153	6%	4%	-1%
Video	6	1	134	7	3	0%	140	6%	6%	1%
Other	2	0	18	1	3	0%	20	1%	1%	0%
	<b>601</b>	<b>100%</b>	<b>1824</b>	<b>100%</b>	<b>749</b>	<b>100%</b>	<b>2425</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>

	Development Main Source	%	Development Other Source	%	Baseline	%	Post-Imple- mentation	%	Variance All Sources	Variance Main Source
Radio	343	57%	258	14%	168	39%	601	25%	-15%	18%
UNHCR	86	14%	313	17%	71	17%	399	16%	0%	-2%
Word of Mouth	52	9%	310	17%	94	22%	362	15%	-7%	-13%
Drama	24	4%	286	16%	12	3%	310	13%	10%	1%
Camp Sources	20	3%	226	12%	39	9%	246	10%	1%	-6%
Info from Home	59	10%	177	10%	33	8%	236	10%	2%	2%
Liberian Govt	8	1%	125	7%	6	1%	133	5%	4%	0%
Video	1	0%	129	7%	1	0%	130	5%	5%	0%
Other	8	1%	4	0%	4	1%	12	0%	0%	0%
	<b>601</b>	<b>100%</b>	<b>1828</b>	<b>100%</b>	<b>428</b>	<b>100%</b>	<b>2429</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>

## Appendix 9 – Acronyms

FGD – Focus Group Discussion

Discussion with 9 or more randomly selected adult refugees.

KII – Key Informant Interview

One on one interviews with selected leaders and returnees.

LRRRC - Liberia Refugees Repatriation and Resettlement Commission

NGO – Non-Governmental Organization

SFCG – Search for Common Ground

TDS – Talking Drum Studio

UNHCR – United Nations High Commission for Refugees

UNMIL – UN Mission in Liberia