



EVALUATION

AGRICULTURAL INPUTS TO THE VULNERABLE DISPLACED PERSONS IN SERBIA

Maja Zotovic
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Note

The views expressed herein are those of the author and do not necessarily reflect the views of the UN High Commissioner for Refugees.

Acknowledgements

This evaluation was made possible thanks to the staff members of Intersos and UNHCR who were involved in the project and who actively contributed to the evaluation in all its steps. Special thanks to all of them.

Abbreviations

IDP	Internally displaced person
IGA	Income generating activity
KiM	Kosovo and Metohija
NGO	Non-governmental organisation
RSD	Serbian dinar
UNHCR	United Nations High Commissioner for Refugees

Summary

Background

The project "Agricultural Inputs to the Vulnerable Displaced Persons in Serbia" was developed to facilitate self-reliance and integration processes of refugees and IDPs with the capacity for agricultural production, predominantly in rural areas. The objective of the programme is to support displaced persons who have access to cultivable land to increase their income through provision of greenhouses, livestock or agricultural mechanisation.

Description of the project

Since 2005 the project has been implemented by Intersos and, during 2008-2011, was also carried out by local NGO Vizija. Vulnerability and capacity of eligible applicants is assessed and the final selection is followed by procurement and distribution of assistance. Grant recipients are, as appropriate and feasible, provided with brochures and trained on a range of subjects using different training methods.

Evaluation Purpose and Methodology

An independent, in depth analysis of the project was commissioned to assess successes and shortcomings of the programme, with the emphasis on impact and sustainability, to help in identifying possible courses of action to improve the implementation process. To achieve this objective, the survey was based on structured interviews combined with discussions with beneficiaries from 100 out of 359 households that benefited from the project during 2011-2013.

General observations

Beneficiary families share the same problems of the local population in spheres of employment and farming, but are, in addition, still coping with problems that are the consequence of displacement, mainly related to housing and availability of arable land. The majority has some, usually meagre, income from mixed sources and almost half benefited from other programmes supporting local integration in the recent past, mainly through donations of construction materials. All beneficiary families are vulnerable to some extent, but 16.0% could be classified as extremely vulnerable on various grounds.

Relevance

Securing livelihood and adequate accommodation for the family were identified by all beneficiaries as priority challenges to be addressed. A majority of 73.0% believes that support to income generation was the best assistance they could have received and the remaining beneficiaries would have preferred some form of housing improvements. Support for agricultural activities over housing improvements was especially highly valued among families whose sole income is from farming.

Sustainability

Out of 100 visited beneficiary families, 90 are still engaged in certain level of production and are utilising the assistance received, while 10 have, for different reasons, discontinued production. Regarding types of assistance, all agricultural machinery provided through the project is still in use and livestock breeding was the most frequently abandoned, where in most cases beneficiaries sold their flock but usually after increasing its initial value. The dropout rate was significantly higher among extremely vulnerable beneficiaries.

Efficiency

Beneficiaries expressed high level of satisfaction with support by Intersos/Vizija in all stages of the project. The application process was largely praised for its simplicity, as well as support regarding

choice of the most appropriate type of assistance. The quality of assistance provided was also in most cases found satisfactory, but in a few problematic cases, grant recipients were hardly ever contacting Intersos/Vizija, mainly due to the low expectations on quality of humanitarian assistance. When organised, trainings for greenhouse production were rather appreciated, especially brochures and visits to demo-farms. All beneficiaries were visited by Intersos/Vizija teams, but many beneficiaries would have appreciated more visits, allowing them to obtain additional clarifications or advice.

Effectiveness

The immediate objective of the programme was to improve self-reliance and livelihoods amongst targeted beneficiary households, which was achieved in the majority of cases. The results of these improvements varied as they were dependent on a number of factors. The current level of production of the majority – 54.0% is approximately the same as the initial level, 25.0% of the beneficiaries managed to increase production, 11.0% reduced production and 10.0% abandoned the activities.

Statistically, in terms of direct financial benefit, in families with operational productions, grants allowed for profit that constitutes 22.2% of the average rural household budget in Serbia¹ and 54.4% of these families generate an amount higher than the poverty line per adult, while 5.6% earn an amount higher than the minimum salary in the country,² solely from the supported activity. In addition to the direct financial gain, recipients of agricultural machinery were able to control the quality of cultivation and recipients of livestock, on average, increased their flocks at the rate of 11.6% per year. Extremely vulnerable beneficiaries have lower direct financial gain, in accordance with their vulnerability, so by utilisation of assistance they currently generate 16.1% of the average rural household budget and, in addition, livestock recipients annually increase their flocks by 3.1%.

Impact

In general, agricultural grants successfully supplemented other income generating activities and supported families in diversifying their income base and/or expand production and increase profit. For the majority of families, assistance improved both ability to meet their daily costs of living and family diet. A large majority also reported positive emotional changes, although the impact on the social integration of beneficiaries was not as high, considering that they have lived in the same place for an extended period of time and have already significantly integrated in the community. Most of the beneficiaries reported a moderate change in overall well-being, mainly in the domain of economic security, but also in relation to the improved production. Extremely vulnerable beneficiaries, who are still operating assistance, reported the same level of improvements, but as priority benefits they highlight economic security with emphasis on food security.

Recommendations

The project would have multiple benefits from prolonged and repeated monitoring visits, which would allow for assistance in addressing challenges through technical advice, referrals, guidance, sharing of successful models, etc. They would also help in identification of grants in which support through a second, smaller grant would be beneficial. Consideration of provision of used tractor accessories is recommended, as well as use of brochures and demo-farms as the most effective training methods.

¹ Statistical Office of the Republic of Serbia, *Household budget survey 2013*, Belgrade, 2014

² Official Gazette of the Republic of Serbia, No 74/2014, Belgrade, 2014

Background

Context of the Project

Serbia was affected by the large-scale displacement as a result of the conflicts in the region in the 1990s and has been, since, hosting refugees from the countries of the former Yugoslavia, as well as persons who were displaced from Kosovo and Metohija (KiM) in 1999.

The first refugee census in 1996 counted 556,000 refugees from Croatia and Bosnia and Herzegovina. Refugees were gradually finding durable solutions over time, but in mid-2014 there were still over 43,000 refugees in Serbia³. For majority of refugees local integration was the most viable solution, but the main challenges for sustainable local integration were housing and employment.

At the same time, amongst over 200,000 internally displaced persons from KiM, UNHCR estimates that some 90,000 are still vulnerable and with displacement-related needs, who face serious problems in terms of employment, housing, documentation and access to other rights.

Supported by the international community, the Serbian government, UNHCR with its partners, as well as other organisations continue to provide a range of services to the displaced populations. This includes assistance aiming at local integration, which is mainly in the sphere of housing and employment.

As a part of this effort and in order to facilitate self-sustainability and integration processes of the displaced population, in 2005 Intersos launched the programme providing agricultural inputs to vulnerable displaced families in rural areas, which is still ongoing at the end of 2014. The objective of the programme is to support displaced persons who have access to cultivable land to increase their income through provision of greenhouses, livestock or agricultural mechanisation. During 2008-2011, local NGO Vizija also implemented the Agricultural Inputs programme.

Description of the Agricultural Inputs Project

The overall objective of the project is to contribute to creation of sustainable livelihoods and to integration processes of refugees and IDPs. In this context, the immediate objective of the intervention is to improve self-reliance and livelihoods amongst selected beneficiary households. The assistance is intended for the privately accommodated displaced population, as refugees and IDPs in collective accommodation were supported through other projects more appropriate for their situation.

The process is implemented in a number of stages.

Following the selection of municipalities, which are predominantly rural and underdeveloped ones and are chosen each year based on data from the Commissariat for Refugees and Migration, potential beneficiaries are informed about the project through local media and posters. Relevant details are made available through presentations facilitated by Intersos/Vizija in each of the municipalities, which are organised in cooperation with the local authorities - trustees of the Commissariat for

³ Commissariat for Refugees and Migration, Republic of Serbia
(<http://www.kirs.gov.rs/docs/statistika/izbirl2014.pdf>), accessed 20 September 2014

Refugees and Migration. The applications are collected over 7-10 days and during that period Intersos/Vizija staff provide consultations and support in the Trustees' offices.

Pre-selection is conducted to establish eligibility based on the set criteria and is followed by visits to applicants, during which Intersos/Vizija teams determine families' potential for continuous agricultural business and discuss the most appropriate assistance.

The assistance type is chosen taking into consideration the capacity of the family, i.e. their ability to work, production already in place, size and shape of available land, availability of facilities and mechanisation, etc. The value of assistance is within the amount of approximately 1,500 Euros (around 180,000 RSD at the end of 2014).

Based on all available data, the final selection is made by the Selection Commission consisting of Intersos, Vizija and UNHCR representatives, upon which contracts with chosen beneficiaries are signed, assistance was procured and delivered. For tractor implements and greenhouses, suppliers are selected by Intersos/Vizija following standard procurement procedures. Beneficiaries were responsible for selecting livestock, other than sheep, to be locally procured by Intersos/Vizija from a farm or a registered holding. In early 2011, like in previous years, sheep were purchased through tender procedure, since reliable suppliers were often not available locally. Due to problems related to transport of sheep, as well as complains of beneficiaries regarding breed and quality, procurement procedure for sheep was changed and they were as of mid-2011 selected by beneficiaries, like other livestock.

In addition, to help prevent or correct deficiencies in production and to increase beneficiaries' capacity in the local market, grant recipients were, as feasible and appropriate, provided with brochures and trained on a range of subjects through workshops, informal group gatherings and visits to demo-farms.

Agricultural Inputs Project during 2011-2013

During 2011-2013, a total of 361 grants were issued in 48 municipalities to a direct benefit of 1,772 persons. Two beneficiary families received assistance twice, since soon after installation a storm demolished their greenhouses beyond repair.

The largest number of grants – 245 (67.9%), were disbursed in 2011, when both refugees and IDPs were benefiting from the programme. As of 2012, as a part of the broader strategy, the project focused only on IDPs and was substantially scaled down, so 76 IDP families (21.0%) received assistance in 2012 and 40 in 2013 (11.1%).

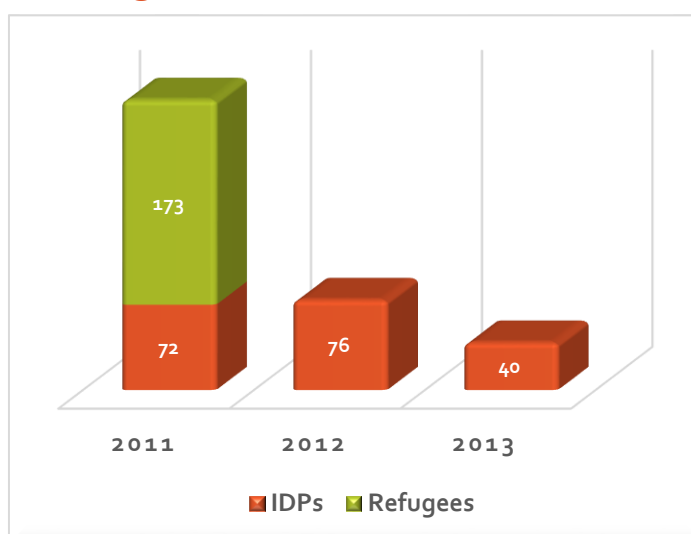


Figure 1 - Number of grants per year

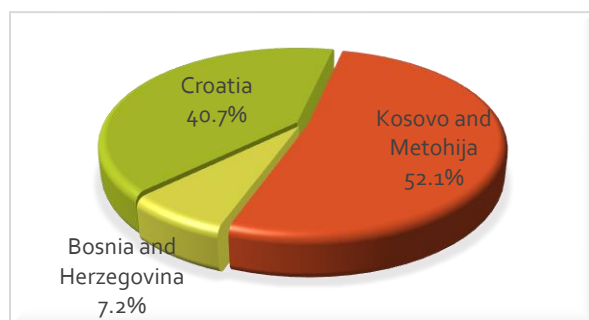


Figure 2 - Origin of beneficiaries

Internally displaced persons, originating from KiM, received 188 grants, whilst refugees received 173. Among refugee beneficiaries, the vast majority (147) are from Croatia and only 26 are from Bosnia and Herzegovina.

Greenhouses were the most common type of assistance, with 159 greenhouses supplied, followed by 126 various livestock and beekeeping grants – cows, sheep, pigs, goats and bees. Seventy six grants were utilised to provide agricultural machinery, mainly tractor implements but also motocultivators.

Table 1 - Grants by type

Type of Assistance	Grants (number of)	Grants (%)
Greenhouses	159	44.0
Livestock and Beekeeping	126	35.0
Cow	61	16.9
Sheep	31	8.6
Pigs	15	4.2
Bees	13	3.6
Goats	5	1.4
Chicken	1	0.3
Agricultural machinery	76	21.0
Tractor implements	51	14.1
Motocultivator	25	6.9

The average age of grant recipients at the time of assistance was 47.2. Men, as principal applicants, received grants in 73.1% of the

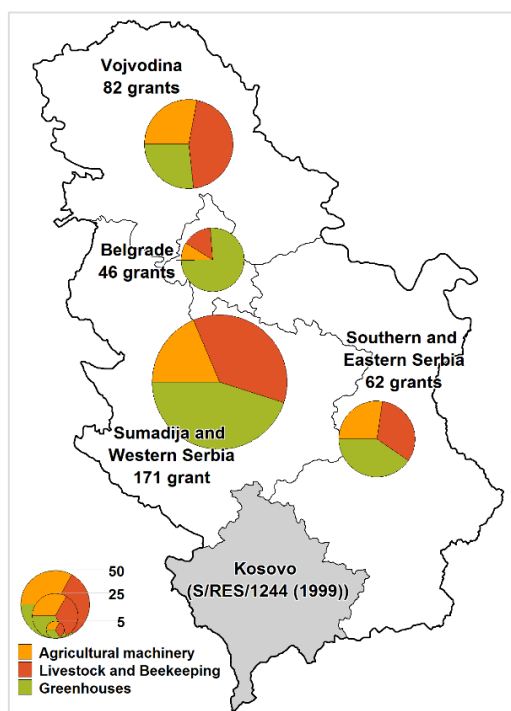


Figure 3 - Grant distribution by region

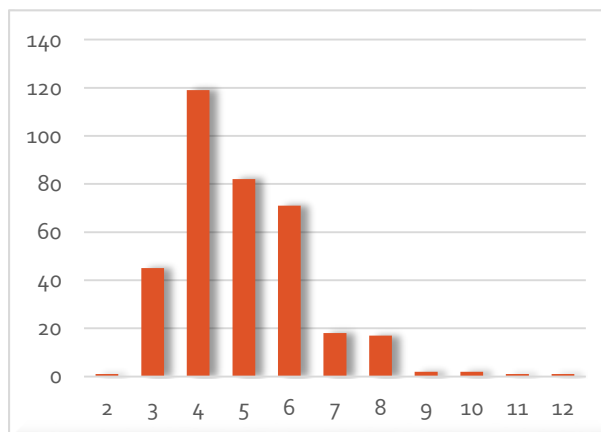


Figure 4 - Family size at the time of assistance

cases.

The average beneficiary family size at the time of assistance was 4.9 persons, with 75.9% of families having 4-6 members.

Almost half of the grants (47.6%) were disbursed in the region of Sumadija and Western Serbia, while 22.9% were issued in Vojvodina, 16.7% were in Southern and Eastern Serbia and 12.8% in the Belgrade area.

The project was implemented in different parts of Serbia, and the emphasis was on areas hosting high numbers of the displaced population, i.e. central and southern Serbia, hosting predominantly IDPs, Vojvodina where majority of refugees are residing, as well as in the Belgrade area. Municipalities hosting a smaller number of the displaced population were also covered during 2011-2013, with the aim of covering the whole territory of Serbia over time.

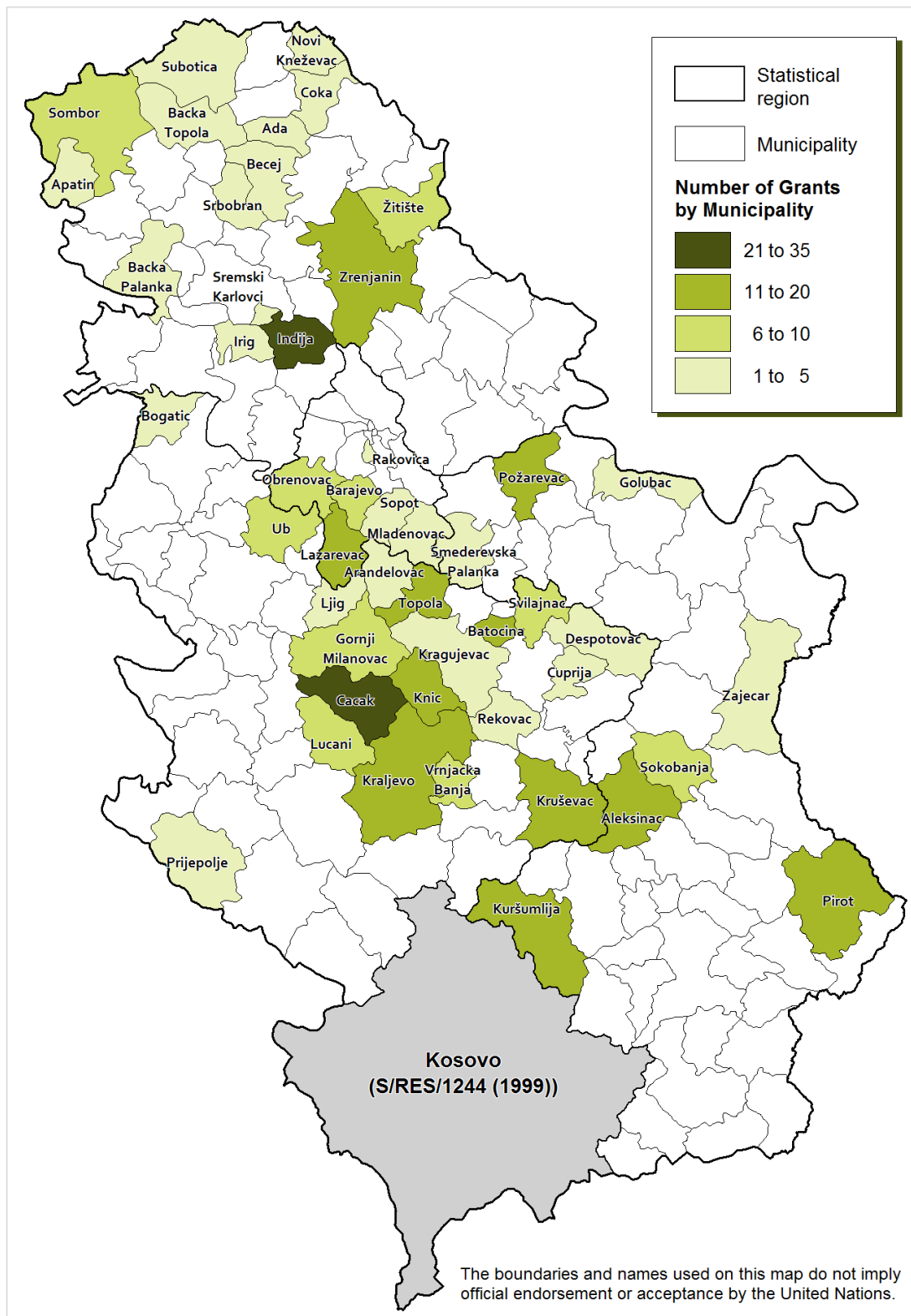


Figure 5 – Grant distribution by municipality

Project Evaluation

Purpose of the Evaluation

In addition to the monitoring and evaluation that was regularly undertaken by Intersos, Vizija and UNHCR, after many years of implementation it was decided to obtain an independent, in depth analysis of the project and to assess successes and shortcomings of the activities, with the emphasis on impact and sustainability. The findings are to help in identifying possible courses of action to improve the implementation process.

The evaluation is also to assess the performance of Intersos/Vizija, which will assist UNHCR in evaluating the accuracy of monitoring information and self-assessments provided by these partner organisations, as well as to support Intersos/Vizija in their organizational learning.

Methodology

The exercise seeks to document changes within the areas of agricultural production, livelihoods, self-reliance and local integration amongst the beneficiaries. It seeks to reflect the conditionality of successful agricultural outcomes on a range of factors, e.g. level of families' vulnerability, family structure, type of assistance, previous production, level of business skills, etc.

To achieve this objective, the survey was predominantly based on structured interviews with beneficiaries from 100 households. In order to discover additional factors contributing to success of the projects, that were not necessarily foreseen during the planning of the exercise, these structured interviews were combined with an open-ended discussion with beneficiaries relating to their situation, production, access to market and challenges in general.

Out of the 359 families that benefited from the project during 2011-2013 through 361 grant, 100 household respondents (27.9%) were interviewed for the survey. The sample was designed to be as representative as possible, taking into consideration type of assistance, status of beneficiaries (refugees or IDPs), location in terms of statistical regions of Serbia, age and sex of principal applicants and family size.

As the survey sought to assess impact at household level, the respondents were either direct beneficiaries or members of their household.

Additional details on sampling are available in Appendix 1.

Data Collection Challenges

Floods in Serbia in 2014

Disastrous floods in 2014 directly or indirectly affected the whole Serbia, greatly impacting the population, including beneficiaries of the project. Out of 48 municipalities assisted during the assessed period, 12 were severely affected by floods, and these were mostly where project was implemented during 2012 and 2013.

The floods impacted many aspects of both macro and micro economy of the country and their influence could not have been avoided in the sampling. Only the most affected municipalities – Obrenovac and Lazarevac, were excluded from the survey with the consideration that even if the beneficiaries were not immediately affected by the floods, the long state of emergency in the area

affected beneficiaries' access to market, overall well-being and other aspects of life. Exclusion of these municipalities posed certain limitations on sampling, mainly due to inability to select sufficient projects from 2012 and 2013. However, even though the sample could not perfectly represent the beneficiaries of different years in a statistical sense, since the emphasis of the exercise was on evaluation of impact and sustainability of the project, an assessment of 2011 grants provided more relevant data.

In addition, the exceptionally high rainfall in the whole country during 2014 heavily influenced agricultural production of almost all crops and, especially, beekeeping and this extraordinary circumstance could not be avoided in the survey.

Sampling to reflect many different parameters

The project "Agricultural Inputs to the Vulnerable Displaced Persons in Serbia" has a wide range of parameters that need to be taken into account in sampling. This sample is not fully representative of all the parameters and in effect, the findings are based on a small over-representation of women, refugees, recipients of tractor implements and beneficiaries from Vojvodina and a bit higher overrepresentation of beneficiaries who were assisted in 2011.

Unavailability of baseline data

At the time of evaluation, almost all the relevant documentation was already moved to Intersos HQs for audit purposes. In most cases, the only available baseline data was the basic information from the project database and some non-standardised additional information from the minutes of the selection committee meetings. The questionnaire for data collection was designed to compensate for the absence of a baseline data as much as possible, so the findings regarding change brought by the assistance which are presented in this report are, in many cases, based on the perceptions of change expressed by respondents, leaving a larger margin for subjectivity. Interpretation of the statistical findings has been closely linked to the field observations and interview data, as the absence of baseline data has inflicted strengthened emphasis on data triangulation.

Hesitance of beneficiaries to share pertinent information

During interviews, in numerous cases it was obvious that beneficiaries were very hesitant to share certain pieces of information, especially related to income and income sources, but also on status of property in place of origin, actual family structure, etc. The explanation for this remains speculative, but from comments made by some of the beneficiaries, many felt that presenting the actual situation could deprive them from an opportunity to benefit from some other assistance programme in the future. A small number of interviewed beneficiaries expressed fear that if they don't present themselves as sufficiently vulnerable, the assistance could be taken away from them. Also, some of their income generation activities and arrangements fall in the domain of grey economy, so it was understandable that beneficiaries would be hesitant to talk about them.

As a consequence, some of the important aspects of the evaluation, such as determination of extreme vulnerability or share of income generated through assistance, had to be estimated based on the limited available information or excluded from statistical findings.

Inability of beneficiaries to estimate financial gain from agricultural activities

The vast majority of beneficiaries do not track investments in or profits from production, which is one of the key measures of project success. Therefore, current income, as well as current value of livestock generated from assistance, had to be extrapolated based on available information. Production types

and levels, production methodology, investments in production, sales methods, local prices, land ownership and other factors were taken into consideration when making the estimation.

Determining value of the actual gain from assistance with insufficient data was not possible, especially since the overall gain does not only depend only on income but other factors, which vary for different assistance categories. Apart from direct income and savings, agricultural machinery allowed for control over land cultivation process, thus increasing quality of production and yield to different extents. Livestock also generates additional profit through increase of flock. Prior to receiving greenhouses, beneficiaries were already gardening in the open on the same plot, so greenhouses increased yield and reduced risks. Since the value of some of these components could not be estimated and as it was not possible to have a standard approach to calculation, effectiveness had to be analysed separately for different assistance types.

Inability to locate or contact beneficiaries

It was not possible to reach some beneficiaries due to outdated contact information. Consequently, the list of families to be surveyed had to be changed frequently, often through last minute changes in the field. This resulted in minor deviations from the original sample, but did not significantly affect the confidence level of the sample.

Evaluation Findings

General observations

The project is assisting vulnerable displaced families who meet criteria under one or more vulnerability categories.

These vulnerable beneficiary families share the same problems of the local population, such as lack of employment opportunities which was the most often highlighted during interviews, as well as unstable employment, minimal wages, etc. They also share general problems of farmers, like small households, including shortage of arable land, problems regarding access to market, inability to get reimbursed for products sold to companies or resellers, etc.

In addition to these challenges, beneficiaries are still coping with problems which are the consequence of displacement – the majority live in very modest and/or sub-standard accommodation, often inappropriate for their family size. Some 80% have their own house, but most of these houses are still under construction which is done in phases, often supported by larger or smaller donations of construction materials. Under such circumstances and with scarce excess funds, a great number of grant recipients find it difficult to prioritise between the investment in improving housing conditions or in expansion of income generating activities.

The area of arable land possessed by beneficiaries is substantially lower than the average among farmers in Serbia⁴, and this land is very often limited to the area surrounding their houses, sometimes only a small backyard garden. Some of them, mostly in cases where farming is the main source of income for the family, have obtained additional land through renting or right of use, while others use abandoned land for grazing livestock or production of fodder. Due to limited access to land, inadequate space and constraints in skills and knowledge, beneficiaries' agricultural activities are often very small-scale, limited to gardening for subsistence use, though there are significant differences in scale of overall agricultural production among beneficiaries. The small size of agricultural households has other consequences, for example, it is the most frequently quoted reason for not registering family holdings, which would enable them to benefit from government subventions and is one of the preconditions for bringing the production to the higher business level.

In the production process, some beneficiaries have adopted new technologies and techniques, but many prefer traditional techniques and are often sceptical of change.

The vast majority of families have some income, usually meagre, from various sources. As a regular income, many are recipients of different forms of social welfare assistance and some receive pensions. A significant number of government employees from KiM are receiving modest temporary financial compensation or other remuneration. A very small number has stable employment, and quite a few changed their employment status since assisted. A few started small businesses not related to agriculture. Many are working for daily wages, mainly in agriculture and construction, usually in seasonal jobs.

⁴ Statistical Office of the Republic of Serbia, *Agricultural holdings by economic size and type of production in the Republic of Serbia*, Belgrade, 2014

Beneficiaries' family size varies and has changed since the assistance in almost half of the families, but on average it remained the same. Many, more commonly IDPs, tend to live in clusters with extended family and benefit from mutual support.

These families are, in most cases, living in the same locations for a number of years, the average being 13.4 years for refugees and 11.4 for IDPs and have managed to settle reasonably well in the host communities. A sizeable group – 42.0% of all recipients, in the recent past benefited from other programmes supporting local integration, mainly through donations of construction materials.

All beneficiary families are vulnerable and meet one or more of the vulnerability criteria, but 16 of them could be classified as extremely vulnerable. They are social welfare recipients due to lack of any income, severe invalids, have unresolved documentation issues depriving them of some of their rights, etc.

Relevance

In general, the beneficiaries identify two priority challenges to be addressed – securing livelihood and adequate accommodation for the family. Their priorities are contingent on current state of accommodation, level of agricultural production, other income, family structure, etc.

During interviews, beneficiaries were asked which type of assistance, valued at approximately 1,500 euros, would have been the most appropriate for their families.

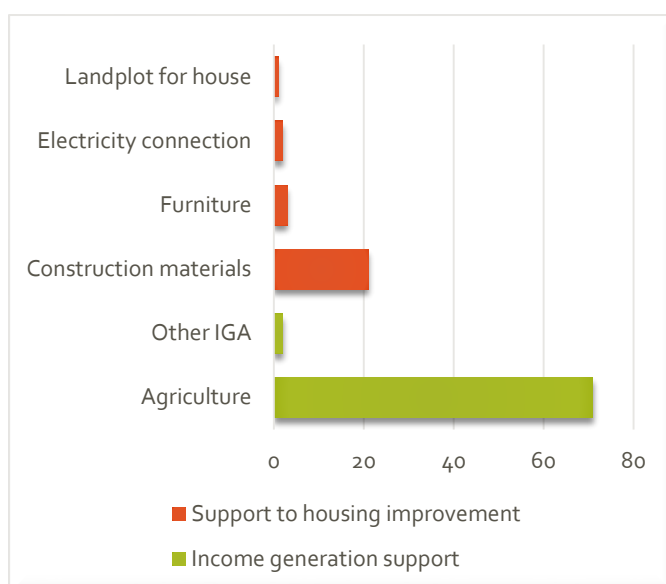


Figure 6 - Assistance types preferred by beneficiaries

Many beneficiaries highlighted that income generating activities (IGA), in their case, agricultural, could over time provide for housing improvements, but some had different priorities or reasoning.

A majority of 73.0% believe that support to livelihood was the best assistance they could have received (71.0% opted for assistance in agriculture, 2.0% for support in other fields) and 27.0% would have preferred housing improvements (21.0% construction materials, 3.0% furniture, 2.0% electricity connection and 1.0% land for a house).

Preferring support for agricultural activities over housing improvements was significantly higher among families whose sole income is from farming, whilst beneficiaries with income from different sources did not prioritise income generating activities as much.

Sustainability

Out of 100 visited beneficiary families, 90 are still engaged in certain level of production and are utilising the assistance received, while 10 have, for different reasons, discontinued production. Four families abandoned production since they saw no benefit from working and/or investing in it. Two abandoned production due to severe illness, and two sold livestock for house construction/expansion, one because of moving focus towards other business and one by force majeure.

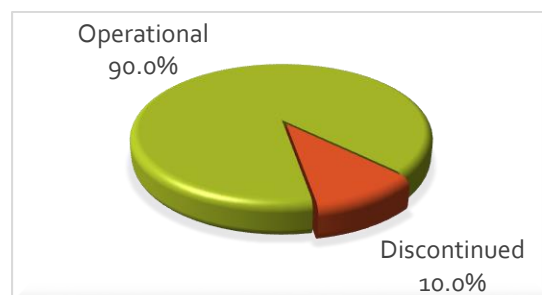


Figure 7 - Sustainability of activities

Type of Assistance

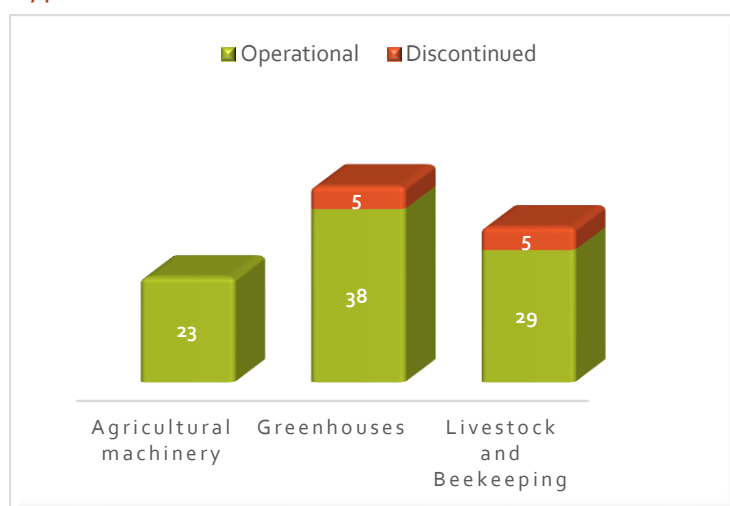


Figure 8 – Sustainability by type of assistance

Agricultural machinery provided through the project is all still in use. Out of all greenhouses, production was discontinued in 11.6% of them and in the case of livestock, a slightly higher percentage of 14.7%. Greenhouse production was stopped when greenhouses were damaged beyond repair, due to either force majeure or neglect. As for the livestock, beneficiaries sold their flocks, in more (3 out of 5) cases after adding value by increasing the number of animals. The highest

dropout rate occurred with breeding of goats – 50.0% (1 out of 2) and sheep - 37.5% (3 out of 8), which were usually provided to beneficiaries who did not have conditions for any other type of assistance and were, most frequently, extremely vulnerable.

Regarding sustainability, the limited lifespan of plastic film is one of the challenges for greenhouse recipients. Since they received films which should last 3 years, almost all of them still have original films, sometimes damaged and, in most of these cases, mended. All beneficiaries stated that they will replace film when the time comes, but among the three films which were damaged beyond repair only one was replaced immediately. The other two were not replaced even few months after damage, so the long-term sustainability of greenhouses remains uncertain.

Vulnerability level

Generally, sustainability was significantly lower among extremely vulnerable beneficiaries. The dropout rate among the vulnerable recipients was 7.1%, and was as high as 25.0% among the extremely vulnerable ones.

A few other indicators also show the correlation between the vulnerability level and the risk of abandoning the activity, most notably analysing other local integration assistance received. Out of 42 families that received other assistance for local integration, 32 received assistance through projects which were not necessarily for the most vulnerable displaced population. These types of assistance - construction materials, village houses, equipment for income generating activities, etc. often required contribution from beneficiaries or that their houses were already constructed to certain level, hence the recipients were not extremely poor or vulnerable. All of these 32 families are still engaged in agricultural production supported through this project. On the other hand, 10 families received assistance – village houses, construction materials, etc. through projects for very vulnerable families, i.e. in context of closure of collective centres or as very vulnerable families in private accommodation. Out of them, 3 families (30.0%) abandoned production.

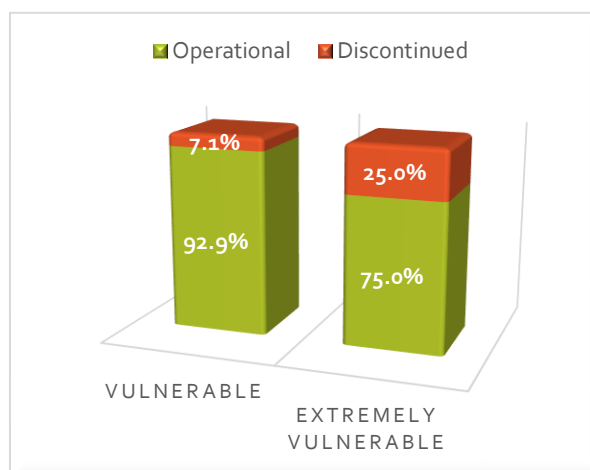


Figure 9 - Sustainability by vulnerability level

Family Structure

The family structure, age, gender, family size or number of able-bodied family members do not show correlation with sustainability. Still, it can be noted that out of 65 families with one or two generations in the household, the dropout rate is 12.3% and, at the same time, in 35 multigenerational families it is as low as 5.7%.

Other Factors

There is hardly any difference in sustainability of assistance to refugees and IDPs – the dropout rate for refugees is 9.8% and 10.2% for IDPs.

In families whose main source of income is farming, often supplemented by daily wages, the dropout rate is rather low – 5.9%, compared with families that have some regular income (pension, social welfare, salary, etc.) among whom this rate is 12.8%. Along the same lines, dropout rates are significantly higher in suburban areas (23.8%), where beneficiaries usually have more opportunities for generating income than in rural areas (6.3%). Beneficiaries also tend to discontinue production at much higher rate if their agricultural production is low, usually limited to a house yard (20.0%), compared to the ones with medium-scale production (5.6%) or larger production, in which case there are no dropouts.

Beneficiaries who were already engaged in the same type of activity prior to assistance, i.e. already having greenhouses, usually small and improvised, or were breeding the same kind of animals, were more likely to sustain the activity after assistance. For tractor implements such analysis is irrelevant, since being engaged in production was a prerequisite for assistance. However for greenhouses, livestock and beekeeping the dropout rate is 5.6% where there was previous production and 15.6% where beneficiaries were not already engaged in the same activity at the time of assistance.

Efficiency

An in depth assessment of the efficiency of project activities was beyond the scope of this evaluation exercise and the methodology was developed accordingly.

Information Campaign

A small number of beneficiaries (14.0%) could not recall how they found out about the possibility to apply for the assistance. Out of the remaining ones, half found out about the project through the network of family and friends, 32.5% through municipal trustees, 5.8% through posters and the same number through local TV, 3.5% heard on the radio and 2.3% from humanitarian workers. Obtaining initial information in different municipalities varied a lot, thus using various modes of communication was beneficial for a wider campaign.

Application Process

Only 7 out of one hundred beneficiaries objected that the application process was complicated and all their concerns were related to the documentation, mostly because their families were large, but also for families with many medical problems the main challenge was to gather medical documentation.

At the same time, some of the beneficiaries who are familiar with application processes for other assistance programmes, praised application process of this project and its simplicity, especially the fact that the complete documentation was to be submitted after the selection, hence saving time and money to other applicants.

A significant number of interviewed beneficiaries mentioned that, in filling the application forms and completion of documentation, the staff of Intersos/Vizija was helpful beyond their expectations.

Selection of Beneficiaries

The scope of this evaluation exercise does not include in-depth assessment of the beneficiary selection process, but for better comprehension of the other findings, it is important to note that the one of the biggest challenges of the project was selection of beneficiaries. The project was to maintain its humanitarian nature and, as such, prioritise vulnerable beneficiaries, who are at the same time able to undertake agricultural production and are meeting other preconditions.

Selection of Assistance type

In some cases, after the assessment of the families' capacity, Intersos/Vizija staff suggested changing originally desired assistance type, which was usually based on land availability, appropriateness of the land plot for greenhouse and existence of facilities for livestock breeding. All of such beneficiaries demonstrated understanding of these recommendations and are generally satisfied with the type of assistance they received, agreeing that the choice was optimal under the circumstances and within the value of the grant.

Three beneficiaries claimed that they were not aware of all options or of possibility of customised assistance, and that they would have chosen something else if they had known.

Quality of Assistance

Livestock, other than sheep in early 2011, was purchased locally with participation of the beneficiaries, so these beneficiaries had no objections to the quality of the assistance, except that in a few cases they objected to the short time allowed to them for selection of cows. Generally, engaging grant recipients in the procurement process was beneficial, increased their level of satisfaction, eliminated

risks of miscommunication and made beneficiaries take responsibility early in the process. However, due to the type of suppliers for different assistance types, this type of procurement was only possible for livestock.

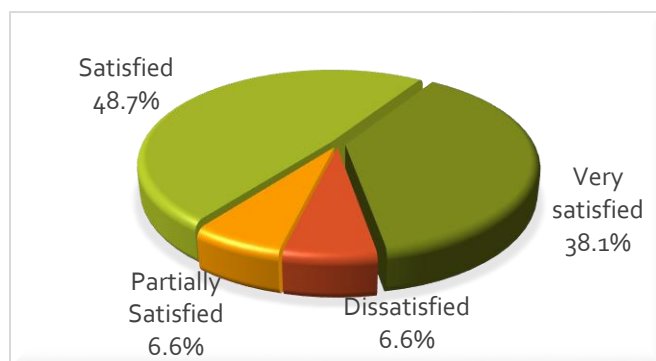


Figure 10 – Satisfaction with quality of assistance

Among 76 beneficiaries for whom assistance was procured by Intersos/Vizija, the vast majority of 86.9% is satisfied with quality of provided goods. 48.7% stated that they are satisfied and 38.1% were very satisfied, often pointing out that the quality is the best available in the market (usually in case of agricultural machines) or that it was much better than humanitarian assistance distributed through other similar

humanitarian programmes.

At the same time, 6.6% were dissatisfied and the same number was partially satisfied.

The main reasons for complaints were related to the mini-tillers, which were distributed as a part of greenhouse package, as well as the quality of sheep. Some concerns were raised regarding quality of bees and cultivator. Some of the equipment broke within the warranty period and some soon after, and the main problem was that the broken parts could not be procured or were too expensive to replace. As for the sheep, 3 out of 8 beneficiaries claimed that the sheep they received were too old or arrived sick. Their claims cannot be validated, but it is relevant to note that they all received sheep in early 2011, before introduction of new procurement procedures.

The remarks related to quality of assistance are much more frequent among beneficiaries who discontinued production than among the still active ones – 50.0% vs. 10.0%. At the same time, none of the beneficiaries quoted poor quality as a reason for abandoning production, so it is likely that, at least in some cases, quality objections were used to partially justify the failure with factors beyond control of the beneficiary.

It is important to note that among beneficiaries the quality expectations on humanitarian aid are very low. Consequently, none of the beneficiaries contacted Intersos/Vizija regarding quality or for support in dealings with suppliers, having problems within the warranty period but suppliers avoiding replacing or repairing the goods.

Trainings and Brochures

All beneficiaries had previous experience in the type of production for which they were assisted through the project, except in cases of greenhouses and small livestock – sheep and goats, which were provided to beneficiaries who did not have conditions for any other production. Therefore, training activities focussed on building skills specific for greenhouses, since the majority of beneficiaries were experienced in vegetable growing in the open, but not with greenhouses. Depending on feasibility and availability, the beneficiaries received brochures, participated in formal or informal group training and/or visited demo-farms. A small number also kept in touch with agronomists of Intersos/Vizija and received advices when needed.

Beneficiaries often did not realise the need for training and the benefit, even when starting greenhouse production in which they had no experience, so they were inclined to use traditional, slightly adjusted, gardening techniques. In many cases they perceived training as one of preconditions for receiving assistance or as demonstration of respect to the donor. This attitude prevented some of the beneficiaries in making the most from training opportunities.

In some cases, training was attended by a family member who was not involved in the gardening, which was sometimes a matter of attitude but often occurred that relevant family members were unavailable for training.

One of the methods of training (workshop, visit to demo-farm or informal group training) was organised in 7 out of 15 municipalities that were visited during the evaluation exercise, and most families who received greenhouses participated. The majority (66.7%) stated that the training was useful and, as the main benefit, highlighted ability to see how other people are working, to meet successful beneficiaries and/or to see some of the techniques applied in practice.

Generally, production by beneficiaries who have larger-scale producers among extended family or friends or are using internet to advance their knowledge tends to be more technically advanced and usually have a substantially higher yield. Beneficiaries also tend to consult with friend and neighbours who are not necessarily more skilled in production, and are generally hesitant to seek advice from experts they cannot relate to. Consequently, of all training methods, demo-farms were the most appreciated, since they showed success of displaced persons who benefited from the same programme in previous years and beneficiaries could relate to them. Demo-farms also allowed for practical presentations and for sharing marketing and other experiences. Some beneficiaries maintained the link with demo-farmers for some time, sought advice and even procured seedlings from them.

Regarding other methods of training, being it formal trainings or informal groups, beneficiaries did not demonstrate as high satisfaction level and the main remarks were related to lack of practical demonstration, training being limited to only one crop and/or too much information at one time.

Of all education methods, the most appreciated were brochures on greenhouse production of the most commonly grown vegetables— tomato, pepper, cucumber and lettuce, which 81.0% beneficiaries that received them found useful. Of the brochures, the most appreciated was the ability to identify plant diseases on the booklet photos and to read about the required treatments. It was also highlighted that, unlike trainings where many information are provided over a short time, brochures serve as a good reference and enable for learning at own pace.

Though very useful, brochures were not always available and only 53.4% of beneficiaries received them.

Monitoring

For the large majority of beneficiaries, the evaluation exercise took place over three years after receipt of assistance, so many of them could not recall how many times they were visited for monitoring and if visits occurred before or after assistance. Still, a sizable group noted that they would appreciate more visits from Intersos/Vizija, when they could have an opportunity to seek additional clarification or advice, but they were not visited.

It should be noted that in almost all municipalities the project was not implemented in two consequent years, so by the time assistance was delivered there was neither time nor resources for repeated visit to all beneficiaries prior to moving the operation to other municipalities.

Satisfaction with performance of Intersos/Vizija

The level of satisfaction with manner of Intersos/Vizija staff was very high – 95.0%, as well as overall satisfaction with their performance – 92.0%. Beneficiaries usually still remember staff visits to them and are, to a great extent, able to recall advice they received during visits. In particular, they appreciate support in completing applications and in choosing the most appropriate assistance for them, as well as counsel over the phone after assistance in case that they requested it.

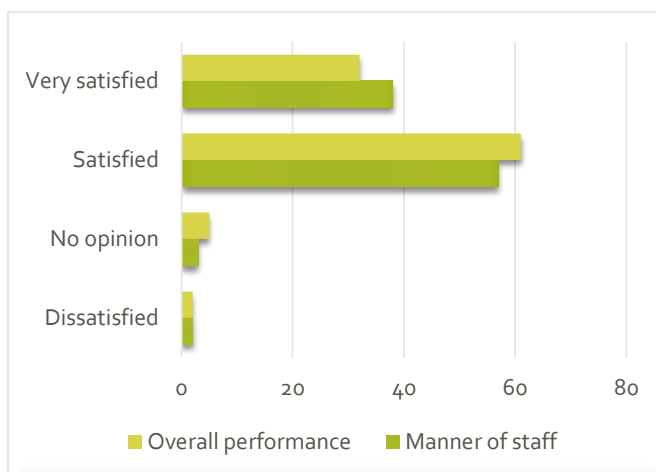


Figure 11 - Satisfaction with performance of Intersos/Vizija

Beneficiaries who had no opinion of staff (3.0%) and on overall performance (5.0%) all belong to the group who discontinued or have significantly reduced production and is generally undetermined regarding the project.

Two beneficiaries stated dissatisfaction with performance of Intersos/Vizija and their staff. Both are recipients of small livestock – sheep and goat, and both were not happy with Intersos/Vizija actions once their animals got sick. One objected that Intersos/Vizija should have covered the cost of treatment and veterinarian and the other that Intersos/Vizija should have gotten involved in negotiation with supplier for some compensation.

Effectiveness

The immediate objective of the programme was to improve self-reliance and livelihoods amongst targeted beneficiary households, which was achieved in the majority of cases. The results of these improvements varied as they were dependent on the number of factors, mainly type of activities, overall scale of production, land ownership, access to market, and, an important factor was beneficiaries' perception of intended purpose of assistance.

Family structure

In general, production was a family activity, where family members contributed in accordance to their ability, skills and availability of time, considering that income sources were usually mixed and family members were engaged in other activities. Similarly, the family member who was the principal applicant for grant was often not the one who would perform most of the work. Therefore, factors such as family structure, age and gender of grant recipient, number and average age of all or of able family members does not show correlation with results of this assistance programme. Even though activities of multigenerational families tend to be more sustainable, an analysis of their results does not show a significant difference over families with only one or two generations in the household.

Production of food crops

In many cases, agricultural products grown and processed by beneficiaries are consumed rather than sold, generating some savings and diversifying households' nutritional intake, while cash crops make up a small portion of agricultural production. This occurred more often in large families and, usually, in these situations production was on a smaller scale, more inclined to using traditional farming methods and beneficiaries were less likely to make systematic efforts to improve production or create added value.

Grant size

Benefits generated utilising assistance were realistic, considering the grant size, general vulnerability of beneficiaries and constraints they were facing. Increased grants would, for families who have a solid capacity for further extension of production, be meaningful, but for the majority who were not necessarily able to utilise assistance to its full potential, larger grants would be unlikely to make a major difference. On the other hand, smaller grants would only be possible with some assistance types, and would be not likely to allow for generation of meaningful profit.

Processing

Processing of products has multiple benefits, since it usually adds significant value to raw products, allows for differentiation of product and permits off-season sales. Even though many beneficiaries face various challenges with marketing of their products, only 10.0% of grant recipients are processing their products prior to sales, mostly by producing cow and goat cheese and other dairy products, but also by pickling vegetables and smoking meat.

Current production level

Analysis of the current level of production shows that majority – 54.0%, maintained the initial level of production, 25.0% managed to increase production, 11.0% reduced production and, as already elaborated, 10.0% abandoned the activities. The current level of production is one, but not the only measure of the grants' success, since it correlates closely with the

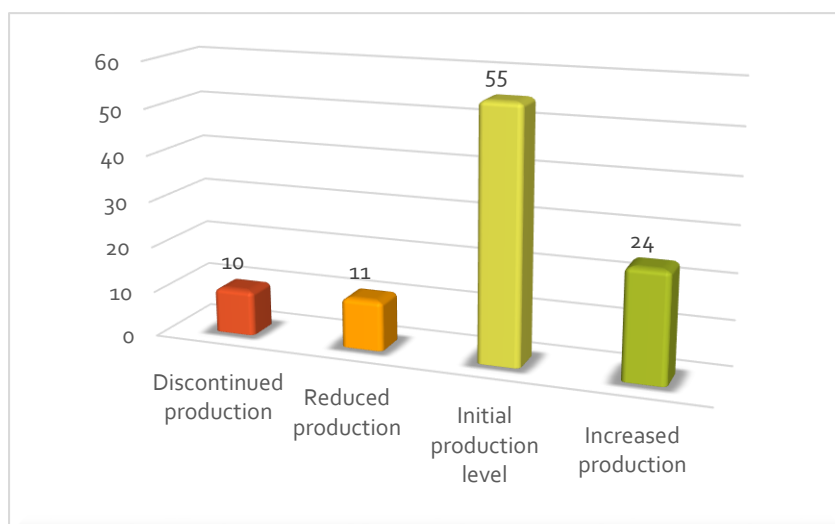


Figure 12 - Current production level

type of assistance. This is because some activities, like livestock breeding, offer a solid opportunity for gradual expansion, unlike greenhouses where such opportunities are very limited. In general,

utilisation of assistance and the related benefits, both tangible and intangible, were directly related with the type of assistance.

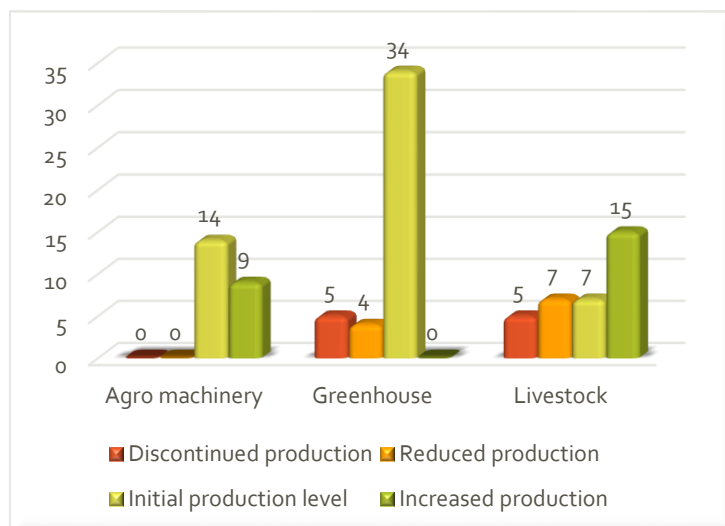


Figure 13 - Current production level by assistance type

Initially, the choice of the assistance type was driven by a few factors, the most important being availability of arable land. The types of assistance were in accordance with the local situation so in the area of Belgrade, where access to arable land is very limited, most beneficiaries opted for greenhouses. On the other hand, in regions where larger plots of land are available and production of fodder is possible, beneficiaries preferred livestock. Other factors included availability of water, ability to work, access to markets, previous

experience, ability to house livestock, suitability of land plots for greenhouses, availability of agricultural machinery, etc. Thus, while some types of assistance might appear more effective and more suitable for expansion than others, on the level of individual grant the choice was determined by other factors.

Agricultural Machinery

Assistance in agricultural machinery turned out to be very efficient and there were multiple benefits, especially in the case of tractor implements. The measurable benefits are savings on services that recipients had to pay for prior to assistance, as well as provision of cultivation services to others. The other benefits, which could not be measured but were highlighted by all beneficiaries are mainly that they now have control over quality of cultivation and that they can perform the required tasks when appropriate. They used to depend on service providers who were busy with their own work in high season, so it was not possible to arrange for certain operations at the right time. Moreover, almost all highlighted that before assistance they had to beg service providers for timely services and that, upon receipt of assistance, they regained dignity.

The prerequisite for receiving this type of assistance was possession of a tractor or sizeable agricultural production where use of machinery can bring considerable results, hence extremely vulnerable beneficiaries hardly ever received agricultural machinery.

Tractor Implements

One or more tractor implements were provided to 14.2% of all beneficiaries, to families that already had tractors, which in almost all cases meant that their agricultural production is fairly large in comparison with other grant recipients. For these families farming is usually the main or only source of income and they mostly produce crops and fodder for their final product - livestock. Their production is mainly oriented towards the market and their attitude towards farming is in the same manner. They cultivate larger areas than others, on average 4.5 Ha which is the same as the average

for family agricultural holdings in Serbia⁵. Still, it is noteworthy that by land ownership these beneficiaries own on average 1.3 Ha, still significantly beyond Serbian average, and additional land is obtained through renting or right of use. Many (40.0%) had their farms registered as family holdings and are receiving government subventions, mainly for tractor fuel. Others are still not registered as holdings, predominately due to insufficient land in their possession.

Depending on the area cultivated, type of implements and possibility to provide services to others, annual income in this category is on average 126,000 RSD and ranges from 43,000 up to 360,000 RSD.

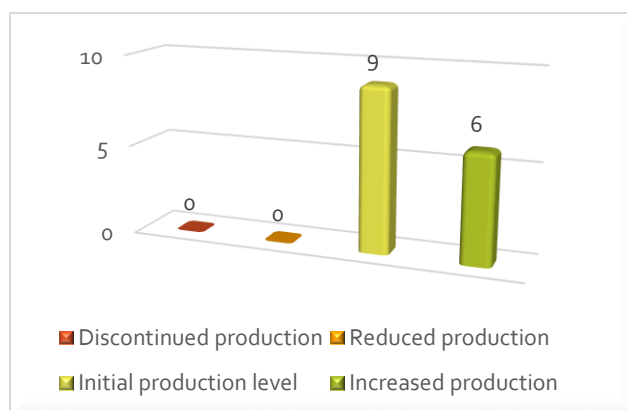


Figure 14 - Level of production using tractor implements

None of the recipients of tractor implements discontinued or reduced production and 5 of them (31.2%) substantially increased the area of cultivated land, in one case even from 7 to 16 Ha. Also, two beneficiaries managed to purchase additional land.

Beneficiaries are generally satisfied with the project and their main suggestion is to introduce procurement of used implements that would allow to obtain machinery that is not only more useful but is also less commonly

owned in their communities, thus increasing their opportunities to provide services and generate additional income.

Motocultivators and Cultivator Implements

As the most appropriate assistance, motocultivators, or, in a very small number of cases, cultivator implements, were provided to 7.0% of recipient families who are producing fruits or vegetables, in the open or in greenhouses. These beneficiaries had a different scale of production at the time of assistance and, though they all had plans for some expansion, these plans did not necessarily materialise. Families who already had substantial commercial production of fruits or vegetables very successfully utilised the machine, while the ones who intended to start commercial production in most cases did not succeed. The success was also closely related to the main sources of income and in families where these are from agriculture, the motocultivator provided great support for expansion of production, while in cases where the main income was from other activities, assistance remained severely underutilised.

A very few of these beneficiaries managed to provide services to others, except in cases when they added implements that are not commonly owned in their community. The annual income from motocultivator is on average 49,000 RSD and ranges from 6,000 to 157,000 RSD, depending mainly on level of production.

⁵Statistical Office of the Republic of Serbia, *Agricultural holdings by economic size and type of production in the Republic of Serbia*, Belgrade, 2014

Successful utilisation of the assistance helped over half of the beneficiary families to significantly increase production, e.g. from three to eight greenhouses, as well as and to increase area of cultivated

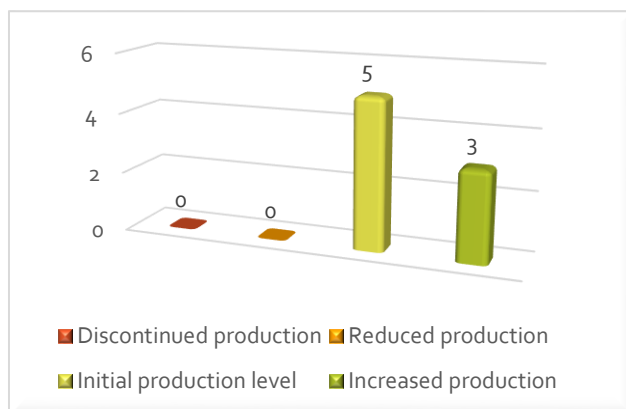


Figure 15 - Level of production using motocultivator

land through purchase or other arrangements. Some of these beneficiaries also obtained additional implements, thus adding to the usefulness of the equipment.

On the other hand, 37.5% of beneficiaries did not expand production in accordance to their plans. None of them discontinued production and motocultivators are in use, but considering the low utilisation level, in these cases the assistance is ineffective in relation to its cost.

Greenhouses

Greenhouses were the most common type of assistance, constituting 43.7% of all grants. This type of assistance was the most appropriate in many instances, since the prerequisites are not many - a small, suitable, land plot, usually in the backyard garden, and availability of water. If properly used, greenhouses substantially increase both yield and income from gardening in a small area, protect crops from elements and have potential for a relatively high return without extensive investment. Greenhouse production is an extension of backyard gardening, which almost all of the beneficiary families were already involved in on a different scale, for subsistence or commercial use. Most of the time working in greenhouses is not too physically demanding, allowing different family members, including the vulnerable ones, to participate in production. Subsequently, greenhouse production is very suitable to supplement other income generating activities, which were not necessarily agrarian, as well as for extremely vulnerable families, who usually do not have access to sufficient land for other types of activities.

Depending on a land plot, beneficiaries received one greenhouse (24 x 5 m) or two greenhouses, 15 x 5 m each, with full irrigation and other equipment. Recipients of one greenhouse were also, in most cases, provided with an additional mini-tiller and sometimes, subject to prices at the time, additional equipment – usually a sprayer or water pump.

The average income generated through greenhouse production is 167,000 RSD, ranging from 100,000 to 255,000 RSD. In most cases a great part of this amount is actually the estimated value of the products consumed by the family.

As the income from greenhouse production appears to be higher than from the other types of assistance, it is important to note the difference between assistance with greenhouses and other assistance types. At the time of assistance, most beneficiaries were already producing vegetables in the open in the same plot, with less yield and higher risk, and generating some income. Hence, the actual financial benefit as a result of the assistance is not the same as the current income from greenhouse production, but is lower, equalling the difference in profits from current greenhouse production and from previous gardening in the open.

Almost all beneficiaries were experienced in growing vegetables in the open, but only 39.5% were previously involved in greenhouse production and had certain level of skills and experience.

In many cases, beneficiaries are failing to maximise the benefit of both early and increased yield or from multiple cropping seasons (for example, 26.3% of recipients does not use greenhouse during the winter). Some of the reasons are mainly related to reduced work ability of the family, problems

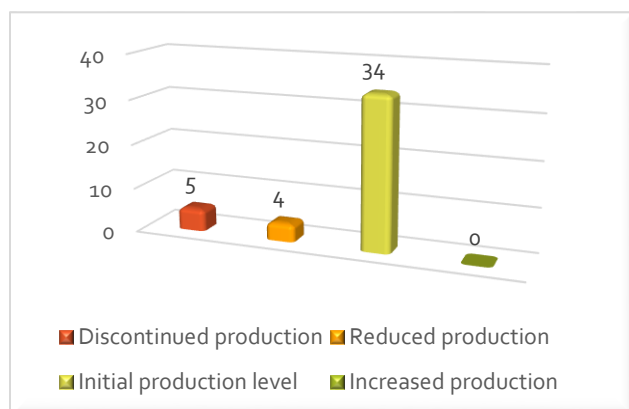


Figure 16 - Levels of greenhouse production

with water supply or lack of funds for investment in production. Reasons for failure in fully utilising greenhouses to obtain maximum gain are most commonly linked to the inability or hesitance to apply techniques appropriate for greenhouse production. Adhering to traditional farming techniques, somewhat adjusted to greenhouses, is usually not related to availability of relevant information, and is mostly driven by beneficiaries' perception of greenhouse production. Commonly, greenhouses are seen

as a tool for ensuring food security, i.e. for vegetable gardening in a protected environment, mainly for food crops and, eventually, some cash crops. Consequently, protection from elements and somewhat increased yield compared to open gardening are, in many cases, meeting the ambition of beneficiaries. This attitude is more common among large families, producing mostly or solely for family needs. As a result, the average profit generated through greenhouse production by small families (2-4 members) is 26.0% higher than that of large families of 8 or more members.

Beneficiaries who were, at the time of assistance, already engaged in greenhouse production (30.2% of greenhouse recipients), usually using small, self-assembled structures, tended to be more successful both regarding sustainability and profit, but not by a large margin.

Expansion of greenhouse production is conditional not only on additional investments but also on availability of adequate land, which was limitation for beneficiaries of this project. None of the recipients managed to increase the number of greenhouses. However the ones who were more commercially oriented increased income by applying appropriate techniques, growing off-season vegetables, investing in high quality seeds and seedlings, fixing simple heating systems for winter production, establishing sales channels, and growing rare plants or pickling products.

According to beneficiaries, mini-tillers and other equipment were all very useful in production and some of them also managed to provide services of tilling and spraying, generating additional income.

Six extremely vulnerable families, who did not meet conditions for other assistance, were assisted with greenhouses. Out of them, one family abandoned production, three are using part of its capacity and two are having average production. Their annual income is between 100,000 and 167,000 RSD, averaging on 135,000 RSD.

Livestock and Beekeeping

Livestock was provided to beneficiaries who had suitable conditions to accommodate animals and to secure sufficient food for them. The main advantage of livestock breeding, especially over

greenhouses, is that it allows for easier expansion. On the other hand, it is also a higher risk activity due to the possible losses to diseases and other reasons, which are more common than total losses of greenhouses. Livestock breeding frequently requires veterinarian services, which not all families can always afford. Also, livestock rearing generates income year-round, but the investments are also continual and usually higher than in greenhouses. Rearing livestock was also the easiest way to add value through processing of raw products, i.e. production of cheese and dairy products or through smoking of meat and meat products.

As a rule, if recipients were able to produce most of the diverse fodder, livestock generated substantial income, but when most of the food had to be procured production was barely profitable.

The ability to sell livestock in case of urgent need provided beneficiaries with a sense of security, but, for the same reason, livestock assistance was in context of sustainability more risky than other types, since once faced with challenges, grant recipients were inclined to sell all their animals as the first resort.

Cow

A cow was provided to 17.0% of beneficiaries and was the most sought after type of livestock assistance, but could only be provided to be families who met the minimum conditions of accommodation and fodder production capacity. Cow breeds that produce more milk are more sensitive to the environment and require a higher quality and quantity of food, so were provided only to the families who could meet these requirements. In addition to the breed of cows, the level of milk production was also dependant on quality and diversity of food, so the daily production per cow varied from 7 to 30 litres.

Annual income in this category is on average 140,000 RSD, from 42,000 to 240,000 RSD. Almost half of recipients are producing cheese and other dairy products, generating 60% additional value. Moreover, families were usually selling male calves and keeping female ones, thus increasing number of cows and increasing value of assets. Out of 16 operational productions, 9 (56.3%) managed to increase the number of cows. The average value gain is 81,000 RSD (26,500 RSD per year) and two families managed to enlarge number of cows to 3, three years after assistance, thus increasing the value of assets by approximately 225,000 RSD.

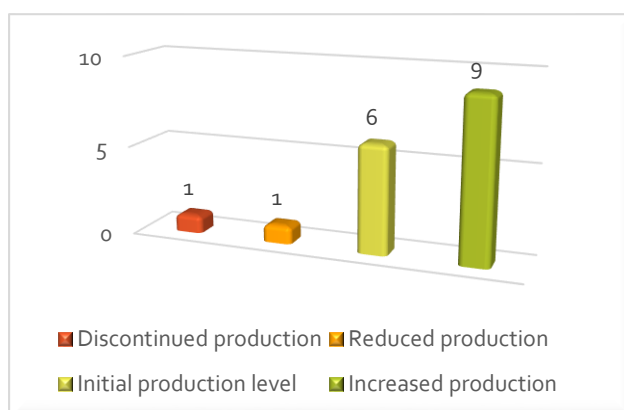


Figure 17 - Levels of cattle breeding

Cows were, in many cases, sold after some time due to problems with impregnation or milk production, and were in all but one case replaced by another cow to continue production.

Two of the recipients of cows are extremely vulnerable and they managed to keep the cow and to generate income. Their yield and income are significantly lower than average – their cows produce 7-10 litres of milk per day, so their average annual income is 89,000 RSD

and value gain 18,000 RSD, around 8,300 RSD per annum.

Sheep and Goats

Sheep and, less often, goats were usually provided to beneficiaries with minimal conditions for accommodation and feeding, often to beneficiaries who applied for other assistance but were not meeting the requirements, so the results should also be seen taking this into account. These beneficiaries usually have a small piece of land or are relying on grazing sheep and goats on abandoned pastures. On the other hand, a smaller number of recipients wanted goats or sheep due to the multiple benefits, i.e. production of meat, milk and dairy products, as well as the opportunity to increase the herd. Depending on the price, grant packages consisted of 10-14 sheep and a ram, or, 8-9 goats and a billy goat.

Overall, 10.0% of beneficiaries received sheep (8.6%) and goats (1.4%). Out of them, 40.0% discontinued production, 40.0% reduced it, but the remaining 20.0% managed to significantly increase production, generate funds and more than double the number of animals.

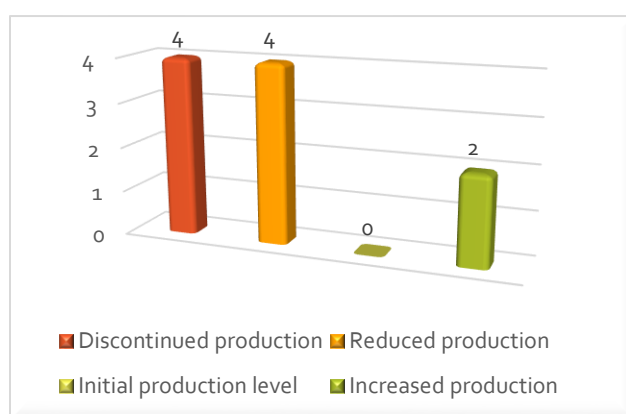


Figure 18 - Levels of sheep and goat breeding

Beneficiaries who are still engaged in sheep breeding generate an average annual income of 52,000 RSD, from 9,000 to 90,000 RSD. Since sheep production reduced rather than increased, the change in value of assets is negative, so on average beneficiaries lost 22,000 RSD.

The only operational goat breeder interviewed is in fact very successful, having annual profit of approximately 300,000 RSD from sales of kids, milk and cheese and the increase in value of his herd is around 140,000 RSD over three years.

Out of 8 recipients of sheep interviewed, 5 are extremely vulnerable and their results are the same as overall results.

Pigs

Pigs were provided to 4.2% of all grant recipients. Beneficiaries received either 2-4 sows or around 20 piglets. Since pigs require more food than sheep and goats, pig breeding was suitable for families who could produce a significant quantity of food, though not as much as needed for a cow.

Pig breeding generally yielded positive results – 50.0% of recipients interviewed managed to increase production, 25.0% reduced it and there were no drop outs. The average annual income is 177,000 RSD, ranging from 49,000 to 360,000 RSD and there was an average gain in value of 37,000 RSD, around 11,500 RSD per year.

One of the beneficiaries started smoking meat and meat products, and in this way substantially increased profit. Still, it is

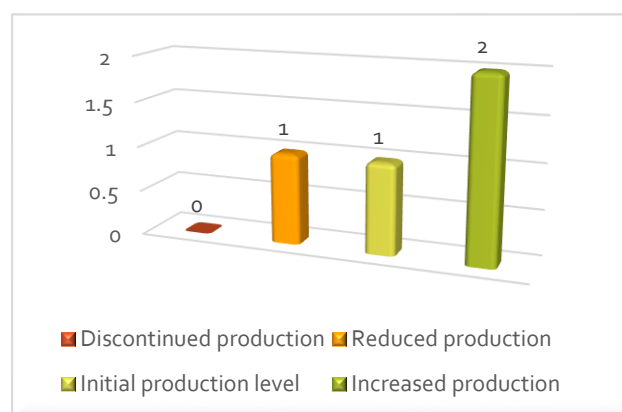


Figure 19 - Levels of pig breeding

important to note that although this type of meat processing is profitable, it requires substantial investment, unlike making dairy products or pickling vegetables.

One of the recipients of pigs is extremely vulnerable and is still maintaining production, but at a very low level, having an annual income of some 50,000 RSD and the value of their pigs decreased to sales and consumption for approximately 60,000 RSD over 3 years.

Bees and Beekeeping Equipment

A small number of beneficiaries (3.6%) chose beekeeping. All of them were already experienced in beekeeping and often had small-scale production which they wanted to expand. They received bee colonies or equipment – beehives, spinners or other equipment.

Of all production types, beekeeping was countrywide the most affected by excessive rainfall in 2014, so production and income information had to be based on previous years, since in 2014 there was no income. In addition, rainfall in 2014 resulted in some level of losses of colonies of all beekeepers.

Establishing new beekeeping production is longer process than in case of other assistance types, so recipients can expect to profit only in the third year. Accordingly, results of new producers were limited.

Bees are also very sensitive to diseases and chemicals, which often affected beekeeping, both new and well established, and severely impacted on production levels. Since beekeeping also allows for gradual production increase, production levels in beekeeping fluctuate more than in other types of production.

Longer-terms producers, who were supported with equipment and materials that enabled expansion, were able to profit more, especially since they not only secured the market by entering into an arrangement with the honey reseller company, but through these arrangements are receiving materials required for production at the beginning of every season.

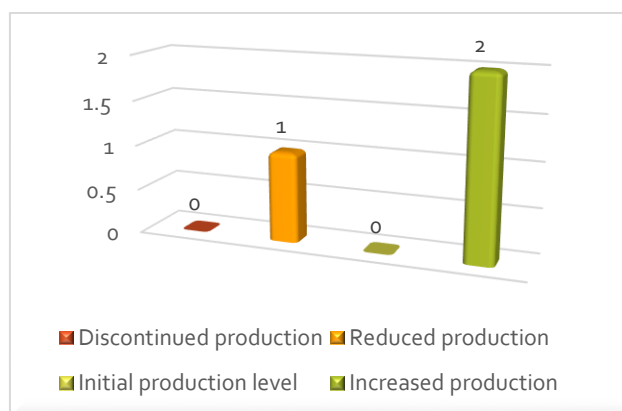


Figure 20 - Levels of beekeeping

Beekeeping allowed for generation of approximately 99,000 RSD annually, varying from 35,000 to 215,000 RSD and the average value gain is 40,000 RSD over three years.

There were no extremely vulnerable beneficiaries among beekeepers.

Impact

The overall objective of the project is to contribute to the creation of sustainable livelihoods and to integration processes of the displaced population.

In general, "Agricultural Inputs to the Vulnerable Displaced Persons in Serbia" successfully supplemented other income generating activities of families with a diversified income base and allowed for expansion of production and related increase in profit to family farmers.

Economic

Cost of living

The benefits generated utilising assistance contributed to the household budgets and 69.0% report that they felt positive change in their ability to meet their daily costs of living, such as utility bills or purchase of non-agricultural items. The major difference was in quality of family diet, where 77.0% felt improvement, including 21.0% who stated that quality of their food was much better after assistance.

Housing improvements

Increased income which could be attributed to assistance through this programme was insufficient for major improvements in accommodation. A sizeable group of beneficiaries – 38.0%, reported improvements in housing conditions since the assistance began. In the case of larger-scale works, like house extensions, the main sources were most often other humanitarian programmes, but also others, such as sale of property in place of origin. Usually, housing improvements small- or large-scale were funded from mixed sources and the majority of beneficiaries stated that income generated from this assistance contributed to this. Only a few beneficiaries were able to directly link minor housing improvements to agricultural assistance, mostly cattle producers who invested in construction after selling a calf or a heifer.

Social

The vast majority of beneficiary families have lived in their current location for an extended period of time, 72.0% of them for 10 or more years. During that time, they have already established a solid relationship with the local community and have, in a social sense, significantly integrated.

Social contacts

Changes in the level of social interaction were mostly related to methods of product sales and 47.0% of beneficiaries reported intensified social contacts and interactions thanks to the assistance, usually with neighbours and customers, but also in the greenmarket or with suppliers and resellers.

Cooperatives, associations and local agricultural services

Membership in local associations, cooperatives and access to relevant locally available services, as one of the indicators of successful local integration, were mainly determined by the absence of these options in the communities, as is characteristic for transitional economies. In a few cases where such opportunities existed, beneficiaries were often members of associations, some for a number of years and some joined after receiving assistance.

In accordance with the local situation and available opportunities, a few other grant recipients became a part of informal local cooperatives or have entered into partnership arrangements, which successfully increased their profit, secured markets or allowed them better access to benefits and subventions.

However, overall, the number of beneficiaries associating with others in their communities was very low, for reasons which are beyond the scope of this programme.

Emotional

A positive change in feelings after assistance was reported by 76.0% of the grant recipients. Fewer fears regarding finances and contentment in being able to meet cost of living were the most commonly mentioned benefits, in 20.0% of interviews. Having an occupation was also mentioned frequently (12.0%), as well as getting therapy through work (9.0%), which was important considering that, according to available documentation, many of the beneficiaries are suffering from depression and other

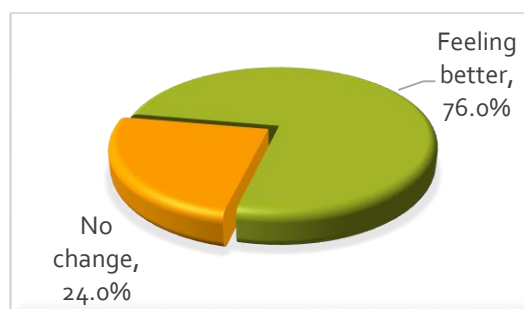


Figure 21 - Emotional impact of assistance



Figure 22 - Main emotional benefits from assistance

disorders. The majority of grant recipients did not benefit from humanitarian programmes prior to getting agricultural assistance, so a significant number (9.0%) expressed satisfaction at having received something. Regained self-esteem was mentioned by 6.0% of beneficiaries, all recipients of agricultural machines, since their dependence on services was reduced through this assistance. Beneficiaries also highlighted that they got a chance to be useful (6.0%) and to achieve something (4.0%), eat quality food (5.0%), etc.

Overall Well-being

A large number of grant recipients – 87.0%, reports betterment in their overall well-being thanks to the agricultural assistance they received. Out of them, only 4.0% stated that they currently live much better thanks to the assistance and the remaining 83.0% reported a moderate improvement. The remaining 13.0% of beneficiaries stated that the assistance made no change in their lives and there were no negative impacts.

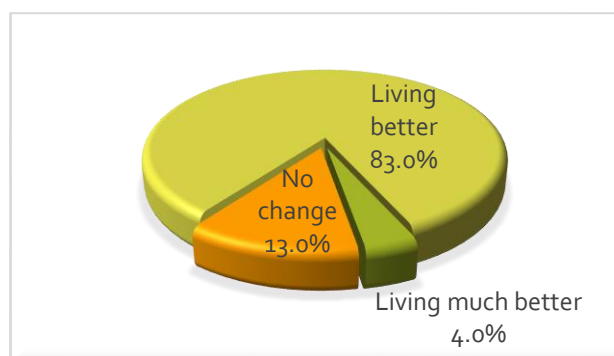


Figure 23 - Reported changes in overall well-being

Economic security

Improved economic security of the household is the most commonly mentioned impact of the assistance. It was highlighted as the main improvement by 61.0% of the beneficiaries. These families mostly mentioned the increase in their household budget as the main benefit (22.0%). For 13.0% of all beneficiary families, the most important thing was that the assistance secured food for the family and for 7.0% that it secured some income, while 6.0% highly appreciate savings they are now making in production process. 6.0% of the recipients also emphasised that the assistance lowered their cost

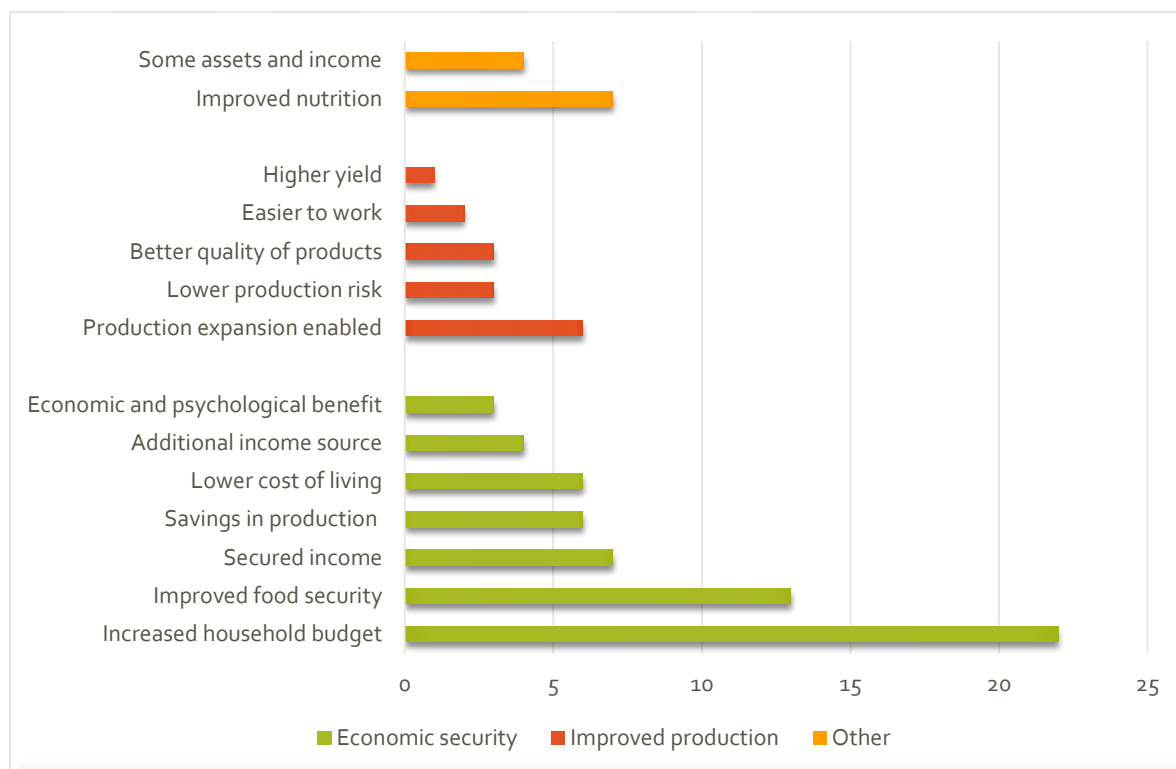


Figure 24 - Impact of assistance on overall well-being

of living, whilst 4.0% reiterated obtaining an additional source of income and 3.0% valued both economic and psychological benefit.

Production improvements

The assistance enabled various improvements in production and 15.0% of families highlighted this as the main benefit. For 6.0% of beneficiaries, the most significant was that the assistance allowed for an expansion of their production and for 3.0% that it mitigated risks. Similarly, 3.0% of families value having an improved quality of products, 2.0% that they can work more easily and 1.0% that they have higher yield.

Other

The assistance brought, as the main benefit, improved nutrition to 7.0% of the families and 4.0% of the families were mainly grateful for having some assets and the ability to generate income.

Extremely vulnerable beneficiaries

Out of 16 extremely vulnerable beneficiaries, 11 (68.8%) reported positive changes brought by the assistance. This is lower than the positive impact on the overall sample, but is in correlation with the decreased sustainability of activities of extremely vulnerable beneficiaries. In fact, comparing the impact of assistance on beneficiaries whose

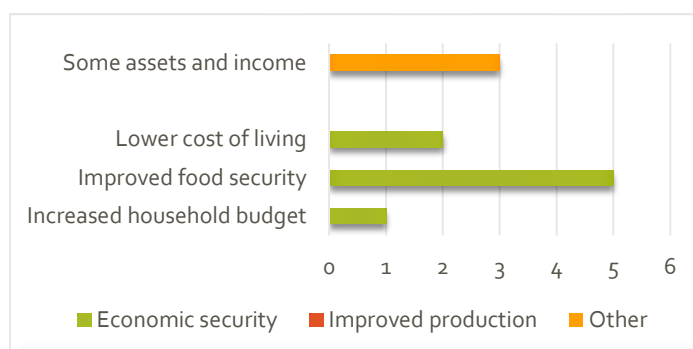


Figure 25 - Impact of assistance on extremely vulnerable beneficiaries

production is still operational, the positive impact on extremely vulnerable families is almost the same – 91.7%, as on other grant recipients – 93.6%.

In addition, the extremely vulnerable families prioritised the main effects of assistance differently than other beneficiaries, in accordance with their vulnerability level. For them, the most valued benefit is increased food security – 31.2%. 18.8% of them also highly values having at least some assets and the ability to generate some income. In addition, 12.5% valued the reduced cost of living due to the savings on food and 6.2% the increase in their household budget.

With insufficient data on the overall income of families, it is not possible to measure the portion of income gained through assistance in the household budget. Still, it is clear that, even though the grants to the extremely vulnerable beneficiaries tend to be less sustainable and their profit tends to be lower than average, the assistance had a significant impact in addressing their food security and, in some cases, helped them to establish their only income generating activity.

Recommendations

Prolonged monitoring

Prolonged and repeated monitoring visits could have multiple benefits. In addition to helping in fine-tuning the project, they could be of assistance in addressing a number of other issues. The beneficiaries are facing various challenges, not all related to farming, and these are interfering with production levels. Monitoring visits would allow for additional support during the initial period, which could be in the form of technical advice about farming, but could also be guidance related to access to the market, referral for other types of assistance and services, or other support in accordance with the family requirements and customised to each beneficiary.

Brochures

Of all the education methods, brochures were the most appreciated by beneficiaries, so it should be ensured that all greenhouse recipients receive them.

Demo-farms

Engaging successful greenhouse beneficiaries as demo-farmers in different parts of the country and creating a network of demo-farms is likely to be a very effective training mechanism, which would enable practical presentation, extended advice and would be the most appreciated by beneficiaries.

Provision of used tractor implements

As suggested by the beneficiaries, procurement of used tractor implements should be considered, since this would allow for machinery to be obtained that is more useful and also less commonly owned, thus increasing opportunities for provision of services and generating additional income. Though there are concerns related to the quality of used machinery, a successful procurement model used for the purchase of livestock could be replicated, with modifications if required.

Provision of motocultivators

Considering the very low utilisation rate of motocultivators by beneficiaries who were planning to establish production at the time of assistance, as well as its usefulness in cases where production was already ongoing, assistance with motocultivators should continue but caution should be exercised if the production is not already there.

Support in marketing

Beneficiaries, in different parts of the country, often face the same problems, such as challenges in marketing of products. Some have developed methods to overcome these challenges, for example, by adding value through processing, or joining formal or informal cooperatives and associations. Monitoring visits could provide an opportunity to inform grant recipients on these successful models and encourage them to utilise them if applicable, in order to enhance benefits from the assistance.

Additional financial support

Many grant recipients, due to their general vulnerability, have limited capacity for agricultural production. Consequently, increasing the grant size is unlikely to equivalently add to the benefits. However, some recipients could create added value or overcome some of the challenges through additional investments. To cater for these situations, which would be identified through monitoring visits, the possibility of an additional allowance for a second round of smaller grants in specific cases should be considered.

Appendixes and Annexes

Appendix 1 – Sample Details

Out of the 359 families that benefited from the project during 2011-2013 through 361 grant, 100 household respondents (27.9%) were interviewed for the survey. The sample size reflects a confidence level of 95% and a confidence interval of ± 5 .

The demographic characteristics of the respondents are the following:

- Regarding types of assistance, categories of greenhouses, bees, cows, goats, pigs, sheep, tractor implements and cultivators were represented with a maximum of 2.0% point margin. Chicken production was not represented in the sample since it was supported in only one instance, thus comprising 0.3% of overall assistance under the project.
- Changes in family structures since the time of assistance resulted in variation of family size, from 4.9 among overall beneficiary population to 5.1 in the sample.
- The average age of grant recipients is 50 years, which reflects the population well.
- 67.9% of all beneficiaries received assistance in 2011, but grants from 2011 comprise 76.0% of the sample.
- Among statistical regions, Vojvodina was overrepresented by a small margin on account of the Southern and Eastern Serbia.
- 27.0% of direct grant recipients were female, who were slightly overrepresented in the sample.
- 51.0% of interviewed households are refugees, who were 47.9% of overall number of grant recipients.

Age, gender and family size

Table 2 - Grants by age of principal applicant at the time of assistance

Age group	Total grants (number of)	Total grants (%)	Grants in the sample
18-24	7	1.9%	3
25-34	37	10.3%	6
35-44	96	26.6%	27
45-54	128	35.5%	31
55-64	73	20.2%	28
65+	20	5.5%	5

Table 3 - Grants by sex of principal applicant

Sex	Total grants (number of)	Total grants (%)	Grants in the sample
Female	97	27.0%	28
Male	264	73.0%	72

Table 4 - Grants by family size

Family size	Total grants		Sample	
	(number of)	%	At the time of assistance	At the time of interview
2-3	46	12.7%	15	21
4-5	202	55.9%	47	46
6-7	90	25.0%	29	24
8-9	19	5.3%	7	3
10+	4	1.1%	2	6

Grant-related data

Table 5 - Grants by type

Type of Assistance	Total grants (number of)	Total grants (%)	Grants in the sample
Greenhouses	159	44.0%	43
Livestock and Beekeeping	126	35.0%	34
Cow	61	16.9%	17
Sheep	31	8.6%	8
Pigs	15	4.2%	4
Bees	13	3.6%	3
Goats	5	1.4%	2
Chicken	1	0.3%	0
Agricultural machinery	76	21.0%	23
Tractor implements	51	14.1%	15
Motocultivator	25	6.9%	8

Table 6 - Grants by year of assistance

Year	Total grants (number of)	Total grants (%)	Grants in the sample
2011	245	67.9%	76
2012	76	21.0%	16
2013	40	11.1%	8

Location-related data

Table 7 - Grants by statistical region

Statistical region	Total grants (number of)	Total grants (%)	Grants in the sample
Belgrade Area	46	12.7%	13
Southern and Eastern Serbia	62	17.2%	16
Sumadija and Western Serbia	171	47.4%	47
Vojvodina	82	22.7%	24

Table 8 - Grants by municipality

Statistical region					
Municipality	Total Grants	Sample	Municipality	Total Grants	Sample
Belgrade Area					
Barajevo	9	7	Obrenovac	10	
Lazarevac	20		Rakovica	1	
Mladenovac	2	2	Sopot	4	4
Total Belgrade Area				46	13
Southern and Eastern Serbia					
Aleksinac	12	5	Požarevac	12	6
Golubac	4	3	Smederevska Palanka	3	
Kuršumlija	11		Sokobanja	6	2
Pirot	11		Zaječar	1	
Total Southern and Eastern Serbia				60	16
Sumadija and Western Serbia					
Arandjelovac	2		Kruševac	20	5
Batočina	14	6	Ljig	3	
Bogatić	4		Lučani	7	
Čačak	35	11	Prijepolje	3	
Ćuprija	1		Rekovac	4	
Despotovac	1		Svilajnac	7	
Gornji Milanovac	10	5	Topola	14	6
Knić	16	6	Ub	6	4
Kragujevac	3		Vrnjačka Banja	10	
Kraljevo	11	4			
Total Sumadija and Western Serbia				171	47
Vojvodina					
Ada	2		Novi Kneževac	3	
Apatin	5		Sombor	6	
Bačka Palanka	5		Srbobran	1	
Bačka Topola	4		Sremski Karlovci	1	
Bečej	4		Subotica	3	3
Čoka	5		Žitište	7	
Indija	21	14	Zrenjanin	11	7
Irig	4				
Total Vojvodina				82	24

Table 9 - Grants by status and origin of beneficiaries

Status				
	Origin	Total grants (number of)	Total grants (%)	Grants in the sample
IDPs		188	52.1%	49
	Kosovo and Metohija	188	52.1%	49
Refugees		173	47.9%	51
	Bosnia and Herzegovina	26	7.2%	7
	Croatia	147	40.7%	44

Annex 1 – Terms of Reference

Evaluation of the Income Generation Activity (Agricultural Inputs) funded by the United Nations High Commissioner for Refugees (UNHCR) and implemented by the international NGO INTERSOS and the local NGO VIZIJA

BACKGROUND INFORMATION on SERBIA

1.1 General context

Serbia is still coping with the consequences of large-scale displacement caused by the conflicts in the region in the 1990s. The European Union-facilitated agreement between the authorities in Pristina and Belgrade on the principles for normalization of relations has made a major contribution to the gradual political stabilization.

Bosnia and Herzegovina, Croatia, Montenegro and Serbia continue their efforts under the framework of the Regional Housing Programme (RHP) to find sustainable housing solutions for some 74,000 vulnerable refugees, returnees and IDPs from the 1991-1995 conflicts. Funds for the programme were pledged at a donors' conference in Sarajevo in April 2012.

More than 90,000 internally displaced people (IDPs), including many members of Roma, Ashkali and Egyptian (RAE) minority groups, remain in need of durable solutions in Serbia. The Government of Serbia is also striving to develop and implement solutions for those vulnerable IDPs whose needs will not be covered by the Regional Housing Programme. UNHCR is focusing its technical assistance and support for the authorities on providing decent housing for the most vulnerable, many of whom live in collective centres.

Republic of Serbia has undergone major economic and political changes to keep pace with a late start of its transition to market economy. The latest indicators from the Statistical Office of the Republic of Serbia shows that unemployment rate in Serbia amounted 24.25%. A number of ad hoc surveys suggest that the employment rates of Roma and IDPs are between 5 and 10 percent lower than the average rates of overall employment. Workers belonging to these population groups are also more likely to be engaged in subsistence activities, including work in the informal economy.

1.2 Refugees and Internally Displaced Persons in Serbia

The first refugee census conducted in 1996 counted 556,000 refugees from the 1991-1995 conflicts. Currently, Serbia hosts approximately 57,000 refugees from Croatia (about 75%) and Bosnia and Herzegovina (about 25%). In 2014 UNHCR recommended to the States to invoke cessation of refugee status for this caseload. There is no legal hindrance for refugees to naturalize in Serbia. Their main problems remain in the sphere of housing, employment, obtaining documents from countries of origin and information on accessing rights in countries of origin. Regional efforts towards providing durable solutions and ending the 1991-95 displacement chapter are on-going through the RHP. UNHCR, together with OSCE continued to exercise its monitoring role in regard to beneficiary

selection, ensured adequate dissemination of information to beneficiaries, as well as their access to personal documents and basic rights.

Many IDPs live in more marginalized conditions than refugees. The *IDP Needs Assessment (2011)* conducted jointly by UNHCR and SCRМ indicated that approximately 97,000 IDPs are vulnerable and with displacement related needs, without a durable solution. UNHCR estimates that out of this number some 90,000 will still be in need at the end of 2014.

The severe economic crisis in the country predominantly affects the most vulnerable IDPs, including Roma IDPs who are subjected to double discrimination, on account of their displacement and ethnicity. There are thousands of IDPs without any employment (over 40%), many others under-employed living in deplorable conditions and counting on assistance. They are the first to feel the impact of the harsh economic and financial crisis that has hit the country and face serious problems in terms of unemployment, housing, documentation and access to other rights. Especially affected by marginalization, discrimination and lack of support and assistance are the Roma IDPs, who are the most vulnerable segment of the IDP population.

2. Income Generation Activity (Agricultural Inputs)

The displaced population has always found the biggest number of jobs opportunities in the field of construction and agriculture. Moreover, the vast majority of the displaced people currently living in rural area used to live in villages also in their countries of origin. This agricultural background allowed them to find daily occupation at local farmers. Initially, the salary they received was used for food and rent. Later on, the displaced started renting not expensive agricultural land to increase their incomes. Some of them managed to buy pieces of land or to receive cultivable lands as a donation from local villagers. In order to increase their income though, these displaced were in need of small donations in the form of green houses, livestock and agricultural mechanization.

With this in mind, INTERSOS launched in 2005 the agricultural programme, in order to facilitate self sustainability and integration processes, as well as to minimize the risks of being involved in "grey market". Indirect goal of this activity was to contribute to the enhancement of local productions in rural and underdeveloped areas of Serbia; in fact, the migration process from rural to urban areas, particularly by young and capable people, had left the countryside with an ageing population, inadequate labour force and limited local production.

The assistance was initially meant to provide agriculture inputs to refugee and IDPs families living in private accommodations in rural and city suburb areas. The project foresaw the donation to beneficiaries of agricultural sets, including: agricultural machines, equipment for vegetable-growing in protected and open-field environment, livestock and the equipment for livestock-breeding and bee-keeping. The package items were defined together with the beneficiaries based on their needs, inner potentials and skills and available conditions for the activity.

The experience of the project suggested integrating the distribution of agriculture inputs with provision of structured training sessions. Accordingly, INTERSOS Agronomists designed and organized different types of trainings (workshops, informal groups, on job training, brochures) that aimed at helping beneficiaries to better benefit from the assistance and to increase their capacity in the local market.

The project is still being carried out by INTERSOS in 2014. In 2008-2011, local NGO VIZIJA also implemented Agricultural inputs programme.

3. Objective of the Evaluation

After many years of implementation, it is of fundamental importance to have an external and professional analysis of the Agricultural activities. In general, the aim of the evaluation would be to assess successes and shortcomings of the activities related to the Agricultural input programme. Specifically, the evaluation would assess the real impact the programme had on beneficiaries as well as its sustainability, so to identify possible courses of action to improve the planning, monitoring, and evaluation systems of activities. Possibilities of effective reintegration, access to local markets, income opportunities, economic and psychosocial improvements, level of local production, would be assessed and evaluated. The analysis will be based on the results of qualitative and quantitative assessment of beneficiaries of the project, as well as of the local population and of the local markets in rural and underdeveloped areas targeted by the programme.

Beneficiaries will be asked to express their opinions on their perception of provided services with particular attention to: the level of satisfaction with delivered materials and received trainings; relation established with and support received from the implementing Agencies; gaps identified in the provision of agricultural packages or trainings; their perception as to what extent the programme met their actual needs. In order to ensure adequate coverage and reliable results, beneficiaries of services to be included in the evaluation should be identified among those assisted in the last three years of implementation (from 2011 to 2013).

The evaluation would also assess INTERSOS/Vizija performances, so to allow UNHCR to evaluate the accuracy of monitoring information and self-assessments provided by implementing partners (IPs) in their activity reports. While this evaluation is conducted to verify, whether IPs meet the requirement of the donor agency as indicated in projects proposals, it would also play an essential role for IPs themselves for their organizational learning.

The evaluation should also take into account other relevant researches and policy solutions that may provide broader perspective in the context of the reintegration processes and poverty reduction, especially for vulnerable groups, including refugees and IDPs.

3.1 Duties and Responsibilities

- ✓ Establish and maintain contacts with UNHCR;
- ✓ Establish and maintain contacts with INTERSOS representatives in Belgrade, and with VIZIJA representatives in Kragujevac;
- ✓ Analyze existing documentation (primary and secondary documents);
- ✓ Propose Methodology for data collection and agree on tools and timeline;
- ✓ Develop performance Indicators for evaluation of results;
- ✓ Conduct visits to assess the two component of the programme: agricultural packages and training;
- ✓ Prepare adequate questionnaires and conduct interviews and/or survey with key informants (donors, INTERSOS/Vizija, local population, representative of local authorities, other implementing partners);
- ✓ Prepare questionnaires and conduct interviews with sample of beneficiaries;

- ✓ Produce evaluation report (qualitative and quantitative information) with recommendations for improvement, in liaison with UNHCR;
- ✓ Present the report to interested public upon request from UNHCR.

3.2. Expected outputs

An evaluation report which contains:

1. Presentation of findings and analysis

- Presentation of contextual variables:

Profile of the beneficiaries by category (IDPs, refugees): age; gender; household composition and respondent's role in household; source of income prior to the Agricultural programme; agricultural skills and former training received prior to enrolment in the Agricultural programme; material received and trainings attended within the programme; access to local market before and after the programme; impression of the programme etc.

- Presentation of outcome/impact variables including:

Agricultural incomes (monthly or yearly) before and after the programme; capacities of applying new technologies after the programme; changes in household livelihood activities and income sources after the programme; access to services and institutions before and after the programme; cooperation and relationship with the local population before and after the programme etc.;

- Findings related to the management/implementation of the Agricultural programme:

This could include an analysis of the assessment conducted to select beneficiaries, or to select the materials to be distributed or to design the vocational trainings; operational and financial capacities of the implementing agency; how well the programme has been monitored, and to what extent the project management has promptly reacted to changes that occurred during the project implementation etc.

2. Analysis of programme success factors:

Is there any significant difference in the outcomes of the Agricultural programme for different groups of beneficiaries, and what variables have had more influence (e.g.: Age; Gender; Refugee or IDP status; Agricultural background; Family members able to work; Environment; Access to the local market; Previous relationship with the local population; participation in vocational training; support from the implementing agency in selecting the correct items, Etc.). Such an analysis will help to determine, for instance, in which cases the programme outcome has been more or less successful – whether there is any correlation with the profile of participants or with the surrounding environment, or with the capacity of the implementing agency– and what aspects of the programme could be improved to maximize outcomes

3. Actionable recommendations on aspects of the programme:

These could include participant selection criteria; presentation of the programme to beneficiaries; analysis of the participative approach in selecting agricultural packages/topic for training; preparation of participants and support after the distribution/training; capacities of referring beneficiaries to other forms of support, i.e. those offered by local authorities; capacities of facilitating access to local markets, support in the reintegration phase etc.

3.3. Description of sample

Out of the total number of displaced families who received assistance in period 2011-2013 (361), the survey will include approximately 100 families.

3.4. Skills and Competencies

- ✓ Excellent communication and organizational skills;
- ✓ Data analysis, presentation and reporting skills;
- ✓ Ability to work as a part of a team, as well as independently;
- ✓ Computer skills (MS Office, Internet);
- ✓ Excellent knowledge of written and spoken English language.

3.5. Qualifications and Experience

- ✓ University degree level in social sciences; advanced degree will be an asset;
- ✓ At least five years of working experience in the area of income generation with possible specific knowledge of agronomy, as well as of monitoring/evaluation;
- ✓ Experience in working in international organisations, civil society or governmental institution on income generation issues;
- ✓ Advanced analytical and excellent writing skills;
- ✓ Well organised, methodical, able to set priorities and pay attention to detail.

Annex 2 - Samples of Questions Applied During the Interviews

- Age, sex and occupation of grant recipient and all family members
- Education level of grant recipient
- For how many years are you living in the current location?
- Have you received other assistance for local integration? If yes, which one?
- What was the main reason for you to apply for this assistance?

- Which assistance have you received?
- Are you still engaged in production as assisted?
- What is the current level of your production, compared to the first cycle?
- What area of owned/rented/right of use land were you cultivating before the assistance and now?
- How many beehives/cows/sheep/goats/pigs you had before the assistance and how many are you having now?
- Approximately, how much are you generating utilising the assistance?
- How much are you producing on average?
- Are you selling raw or processed products?
- How are you selling your products?

- Are you involved in production throughout the year? If not, why?
- Will you be able to replace foils when required (for greenhouse recipients)?
- Are you producing or buying fodder for livestock (for livestock recipients)?
- Are you managing to provide services in your community (for recipients of agricultural machinery)?

- Which agricultural skills did you have prior to assistance?
- Which training have you received, if any?
- Which of the training subjects and methods did you find the most useful and why?
- Are you keeping informed regarding methods to improve production and how?

- What was your house ownership status before and after assistance (owned/rented/right of use)?
- How do you compare condition of your house before and after assistance?
- Did you make some improvements in your house since you were assisted?
- Did you manage to purchase additional land/livestock/greenhouse/machinery after assistance? If yes, what?
- How do you compare your ability to meet the cost of living/cover utility bills/buy non-agricultural items before and after assistance?
- Has your family diet changed since assistance and how?

- Have you registered your farm holding? If not, why?
- Are you using government-provided subventions? If yes, which ones? If not, why?
- Are you a member of any agricultural associations or cooperatives? If yes, since when? If not, why?
- Are you seeking advices from government extension centres/agro-pharmacies/veterinarians?

- Have you increased social contacts due to the assistance?

- Has there been a change in your feelings after the assistance? What was the most notable change in your feelings, if any?
- Overall, how do you compare your current situation with the situation before assistance?
- What would you highlight as the main benefit from the assistance?

- How did you hear about the project?
- Was application process clear and easy and were you supported by Intersos/Vizija?
- Are you satisfied with the recommended/chosen type of assistance or you think something else would have suited better? If not, what would have suited you more?
- How satisfied are you with the quality of assistance received?
- Are you satisfied with trainings and advices received from Intersos/Vizija upon receipt of assistance?
- Are you satisfied with manner of work and attitude of Intersos/Vizija staff?
- Overall, how are you satisfied with the support received from Intersos/Vizija?

- How are you satisfied with the programme overall?
- Which changes to the programme would you have introduced if you could?
- If you had the chance to select any assistance of approximately the same value, what would you have chosen?

Annex 3 – Literature and Other Resources Consulted

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