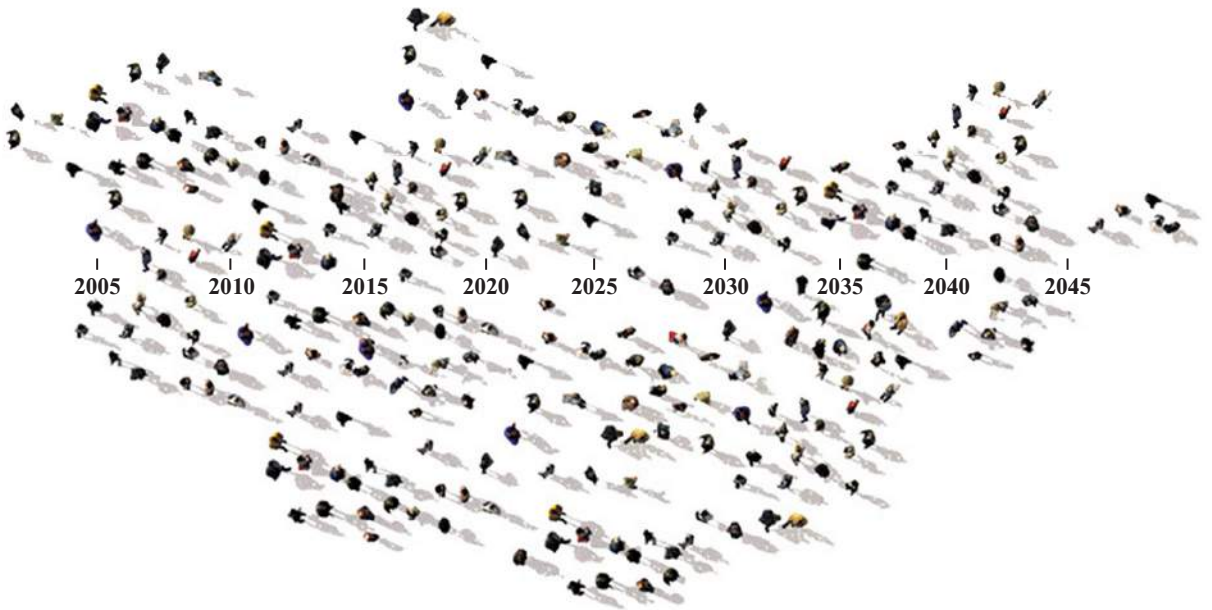


# ANNUAL REPORT **2013/2014**



Independence

Quality

Impact

## **Independent Research Institute of Mongolia IRIM**

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## ANNUAL REPORT 2013/2014

### OUR VISION

Our vision is to become a world-class professional organization that provides high-quality, independent consulting services and research outcomes and impact.

### SERVICES WE PROVIDE

**Research:** IRIM is experienced in designing and facilitating methodologically excellent researches drawing on quantitative and qualitative approaches. IRIM collects data on dozens of topic-specific issues from thousands of respondents and produce sophisticated data analyses.

**Monitoring and Evaluation:** IRIM provides independent and non-biased assessments of projects. The objectives of M&E services are to assist in improving the efficiency and effectiveness of projects by determining the appropriate resources, tracking discrepancies between planned and actual activities; and evaluating outcomes and impacts.

**Training:** IRIM offers training for local communities, public agencies and private enterprise using a wide range of participatory methods and techniques.

**Advocacy:** IRIM designs and implements various advocacy and public outreach activities. The goals of this program are to influence government policy decisions and to raise awareness of significant and topical issues in Mongolia.

### OUR INTEREST AREAS

- Governance
- Public Health
- Mining and Environment
- Education
- Rural communities

# Message from the Chair and the CEO



A handwritten signature in black ink.

Tsogtbaatar Gankhuyag  
Board Chair



A handwritten signature in black ink.

Dolgion Aldar  
CEO

As Asia remains relatively strong in the current global financial situation Mongolia's socioeconomic position has started attracting attention and focus from both national and international organisations. Consequently, this growing interest demands output of an increasingly high standard from national research organisations; this presents both challenges and opportunities for the Independent Research Institute of Mongolia (IRIM).

During 2013 IRIM achieved many of its annual goals including expansion in international relations, quality control mechanisms introduced throughout key stages of projects, significantly improving human resources and technical capacity, and establishing a sister company specialised in business and innovation consulting.

Throughout the year IRIM implemented a total of 27 research, training and advocacy projects, of which 66 per cent were commissioned by international organisations, 19 per cent with the Government of Mongolia and 15 per cent by corporations and private companies. Sixty per cent of the organisations we worked with in 2013 awarded IRIM further contracts.

We believe the partnerships we created and strengthened with our clients as well as IRIM's commitment to independent, professional and quality performance have contributed to those achievements.

This report highlights IRIM's past works and, more importantly, shares information about some of Mongolia's major research projects with other organisations and individual stakeholders in research and decision making roles.

As we move forward into 2014 we will continue to produce work of high quality and integrity which has earned us the support of local governments, public sector offices and study participants.

Finally we would like to thank our clients who enabled us to present some of the research projects we conducted in this report.

Ulaanbaator, 2014

# IRIM HUMAN RESOURCE

## OUR RESEARCHERS



IRIM has 25 full-time employees who are proficient in conducting research and training, managing projects and providing consultation services. Our employees are professionals in sociology, social work, public health, politics, psychology, economics, legal studies and management and they have three to twenty years of experience in relevant social research areas.

**Consultants team:** IRIM has the backing of a team of specialists and consultants that enable the institute to apply the appropriate expertise, resources and tools as required. The Consultants Team consists of both internal (full-time) and external (part-time) consultants. They allow the institute to have access to deeper levels of expertise and bring a degree of innovation to the projects. They are directly accountable for the project directors and team leaders and in delivering specific outcomes.

**Project support staff:** Project support staff mostly consists of those contracted with IRIM on a given project, who works a regular and prearranged schedule as specified in their respective project contracts. IRIM has an established roster of subcontracted researchers that ensures our ability to meet client requirements. We have approximately 30 subcontracted researchers and support staff available to work on research projects at any time.

# IRIM IN NUMBERS



**2008** April

**2013** December



Governance



Marketing and economy



Education



Public Health



Rural Households



Minig and Environment

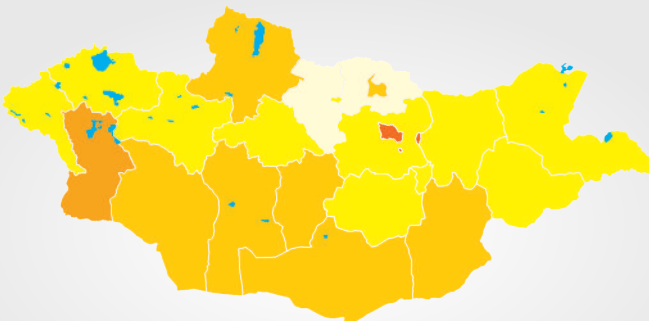


**55** Clients

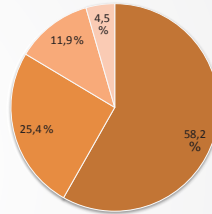


**100** Partners

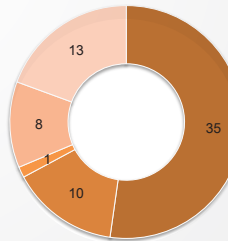
## PROJECTS IMPLEMENTED AREAS



Ulaanbaatar	52	Khuvsgul	11	Orkhon	9
Khovd	21	Arkhangai	10	Uvs	9
Dornogobi	16	Sukhbaatar	10	Gobisumber	8
Umnugobi	16	Tuv	10	Dundgobi	8
Darkhan-Uul	14	Khenfii	10	Selenge	6
Uvurkhangai	14	Bayan-Ulgii	9	Bulgan	4
Bayankhongor	11	Dornod	9	Erliyan city in China	2
Gobi-Altai	11	Zavkhan	9	<b>Total 279</b>	



- Research
- Monitoring & evaluation
- Training
- Advocacy



- International Organizations
- NGO
- Person
- Private sector
- State organization

## Our ethical and professional commitment



As a member of International Sociological Association (ISA), we affirm our commitment to the Code of Ethics, approved by the ISA Executive Committee.

IRIM is an Executive Committee member of the Asian Network of Social Accountability (ANSA) in Mongolia. As such, we aim to promote involvement in social accountability.



## Our Clients



**Adhered to international standards**

**Advanced technological solutions**

**Strengthened human capacity**

## **PRIORITIES IN 2014**

To extend our client base and increase the capacity to provide for their continued satisfaction, IRIM will be focusing on the following activities this year:

- **Further increase in the current level of our research quality.** The quality of our research delivered to clients partly depends on data collection and survey techniques. Thus we will be adopting more international survey standards throughout all phases of our research projects. And we will establish a separate data quality unit to be responsible for quality assurance in all projects.
- **Integrated use of latest advancements in technology.** To increase capacity to continue to conduct surveys efficiently and promptly, we will extend the introduction of new information technologies into our activities. During last year, some new technologies (such as tablets, mobile applications, and GPS tracking) were used in several surveys. This year we will extend use of these and other new technologies in all possible activities. Also we will continue to improve and expand our database performance and to increase the utilization of the latest quantitative and qualitative research software.
- **Enhanced support in developing research capacity.** In order to maintain and advance the Institute's main advantage – high level of analytical research capacity- we will continue to support publication (in academic journals) of our researchers' their participation in international workshops and seminars, and their pursuit of career development. In addition, we will regularly organize training; not only for own researchers but also for our clients, to improve their knowledge, skills and to help their capacitybuilding.

In 2014, IRIM will make further steps to become a world-class organisation that conducts research and implements projects at the regional level and plays critical roles in designing policies that positively affect people's lives.

**IMPLEMENTED** PROJECTS





## THE STATUS OF CHILDREN'S PARTICIPATION IN GOVERNANCE: THE CURRENT SITUATION IN MONGOLIA



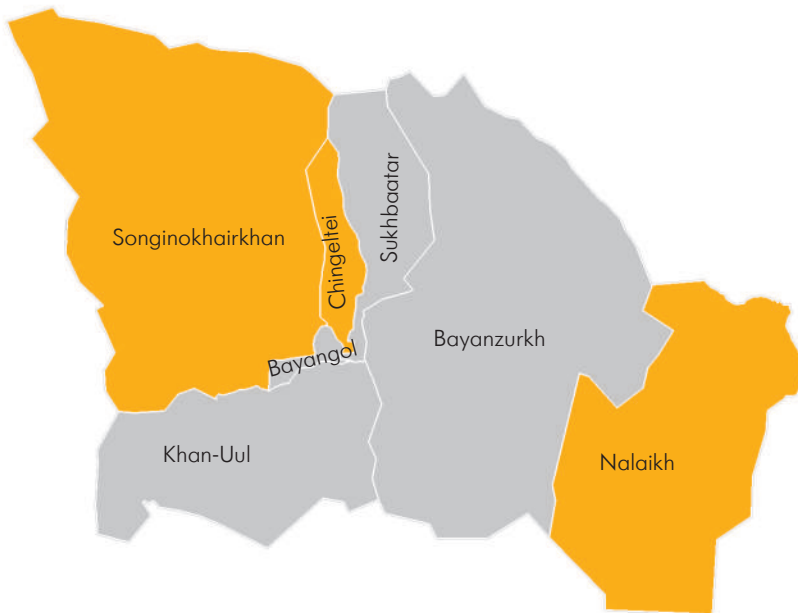
**Client:** Save the Children Japan

**Survey goal:** The basic survey goal was to clarify the current situation of children's participations at all levels of local governments and to identify the challenges to children's participation. The survey determine the scope to expand the method and scope of children's participation.

**The survey had the following objectives:**

1. To identify children's participation in family, school and in the local community.
2. To describe the level of children's participation in monitoring implementation of budgeting and planning in the level of city, district and committee.
3. To identify the factors that influence children's participation.
4. To develop recommendations regarding ways of increasing children's participation in the local community.

# Profile



## Research design and methodology

The survey used quantitative and qualitative survey tools depending on specific survey objectives. Approaches included questionnaires, individual interviews, case studies, document studies and focus group interviews.



**2012** October

**2013** January



**324** Pupils

**98** Parents



**71** Semi-Structured interviews



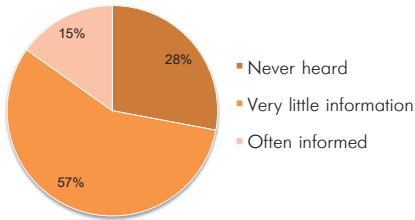
**6** Focus group discussions



**59** Document review

# Main findings

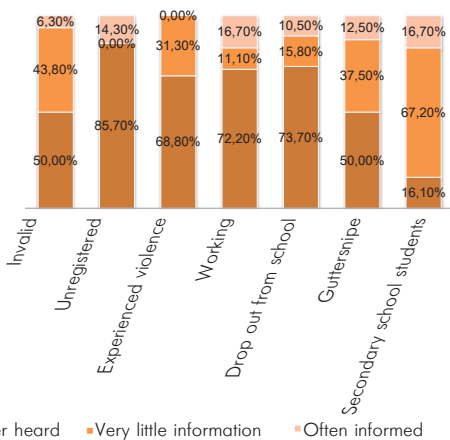
1: Level of information about children's participation rights



A total of 56.9 percent of respondents said that they had very little information about child rights.

Figure 1 shows that respondents from target groups had very limited information about children's participation rights.

2: Level of information about children's participation rights in target groups



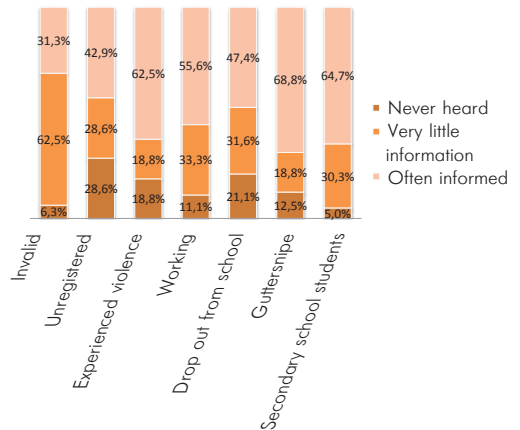
85.7 percent of unregistered children and 73.7 percent of children who dropped out of school never heard about children's participation rights. This shows that in the general target groups there was a lack of information about children's participation rights.

The knowledge level of target groups about children's participation rights was approximately the same as for secondary school students. But 62.5 percent of children with disabilities had very little information about children's participation rights compared with other target groups.

The following figure shows that 68.8 percent of street children and 62.5 percent of victims of vio-

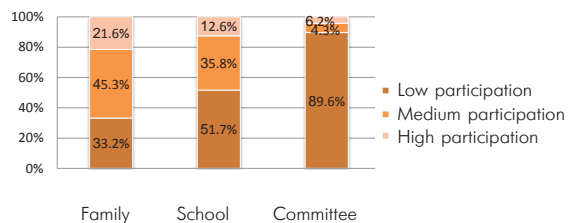
lence (children) had a good understanding about children's participation rights.

3: Level of information about understanding of children's participation rights in target groups



We prepared a questionnaire for children's age and psychological characteristics. The children's participation was evaluated as good, fair and bad at family, school and khoroo level among children aged 12-18 and 8-11 aged based on the methodology named "The Latter of participation" designed by Roger Hart. According to this methodology, the survey results identified that children were more involved in family participation than committee or school participation. 21.6 percent of all respondents answered that they had good participation in the family. This indicator showed that school participation was 9 percent, and committee participation was 17.3 percent lower than family participation. Although it can be seen that 45.3 percent of respondents were not participating at the family level, it was still substantially higher than school and committee participation.

4: Current situation of children's participation



# Conclusions

- Information about children’s participation was insufficient.
- Children want to make decisions in cooperation with adults.
- Community and family knowledge about children’s participation was very low.
- Young children and target groups had a low level of participation in family decision making.
- There was no children’s participation in planning, budgeting and monitoring implementation actions at the school level.
- Children’s participation at the district level was also lacking
- Administration knowledge about children’s participation rights was relatively unequal.
- Children had no involvement in the activities of the Committee.
- There was no information for children about the activities of the Committee
- There was no evidence of children’s involvement in planning
- Planning in cities and districts to ensure children’s participation was very low
- There were two organizations in the city that didn’t have any plans for ensuring children’s participation rights.
- In the development of the budget at the capital level, there was no direct participation of children, and there were no regulatory mechanisms for children’s representatives or responsible specialists to participate.
- It was not possible to know or evaluate if the local budget had identified expenses specifically for “children”.
- No expenses were estimated within the capital budget for activities related to enabling children’s rights.
- However, activities targeted to influence general children’s rights were comparatively good.
- Only 6.17 percent of the total ordinance from the capital ITH last year had direct influence on children’s rights.
- No activities related to enabling the children’s participatory rights were reflected in the national programs that are implemented at the capital level.



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ТАМГЫН ГАЗАР



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

Swiss Agency for Development  
and Cooperation SDC



The Asia Foundation

## BASELINE SURVEY FOR THE “FOSTERING CIVIC ENGAGEMENT AT SUB-NATIONAL LEVEL” (FOCE) PROJECT



**Client** The Asia Foundation, through funding from the Swiss Agency for Development and Cooperation (SDC)

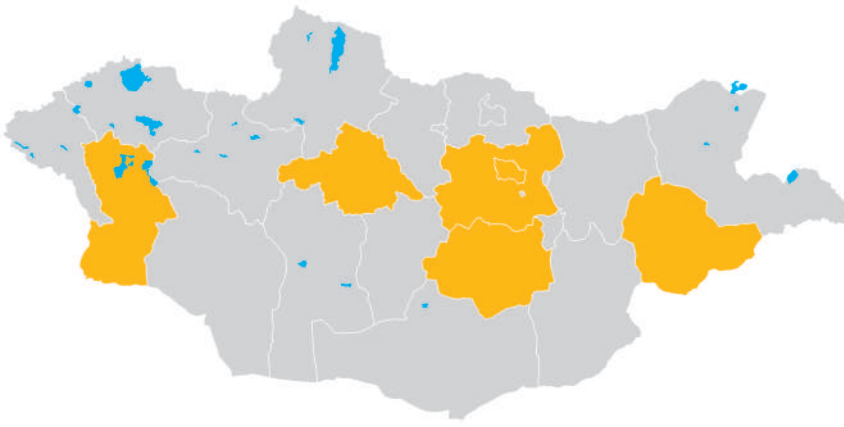
**Partner** Office of the President of Mongolia

**Survey goal:** The main purpose of the FOCE Baseline Survey (the survey) was to assess the current level of awareness and satisfaction of citizens with their local governments and to provide baseline data and a pre-term basis to evaluate the impact of FOCE program activities.

**The following objectives were established for the survey:**

1. To document civic awareness at the selected project sites by assessing citizens' level of knowledge regarding the sub-national government;
2. To determine civic participation levels by analyzing the citizens' experience, approaches and preferences with the local government and CSOs/NGOs;
3. To assess citizens' satisfaction regarding local government decision making for the local community; and
4. To provide data for monitoring and evaluation indicators within the scope of the FOCE program.

# Profile



## Survey sites

The survey population comprised residents of six FOCE project sites: Khoroo eight of Khan-Uul District of Ulaanbaatar City; Zuunmod Soum of Tuv Aimag; Jargalant Soum of Hovd Aimag; Delgertsogt Soum of Dundgovi Aimag; Erdenetsagaan Soum of Sukhbaatar Aimag; and Tsahir Soum of Arkhangai Aimag. Two control groups were also included to allow for comparison: Khoroo 13 of Sukhbaatar District in Ulaanbaatar City; and Gobi-Ugtaal Soum of Dundgovi Aimag.

## Survey design and methodology

The main data collection methods were semi-structured interviews for officials and CSO leaders, structured questionnaires for citizens, and a desk review of relevant documents.



**2013** January

**2013** March



**554** Target group citizens

**171** Control group citizens



**43** Semi-Structured interviews

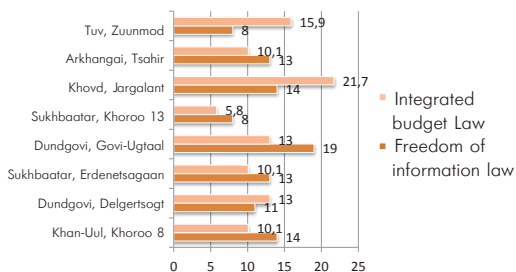


**48** Document review

# Main findings

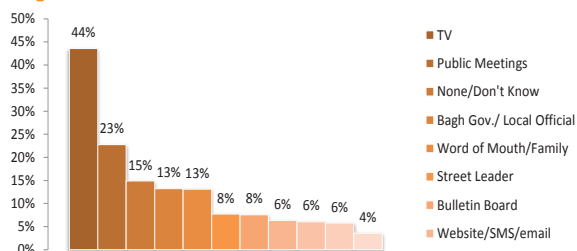
The findings indicated that respondents were generally uninformed about recently ratified laws. Only 14% of respondents overall stated that they were familiar with the IBL while even fewer (9.5%) were aware of the FOI.

## 1. Respondents Familiar with IBL & FOI Laws (%)



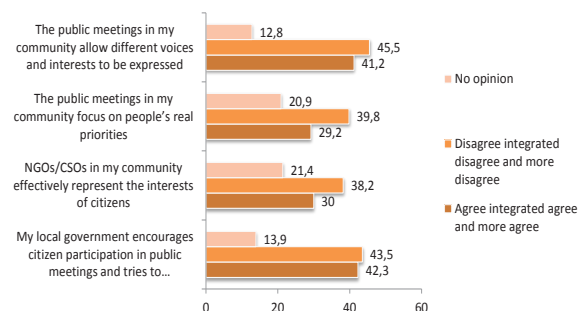
Respondents were asked where they currently obtain information on laws and local government regulations. Aggregate responses are shown in Figure 2 and discussed below.

## 2. Current Sources of Information on Government Regulations



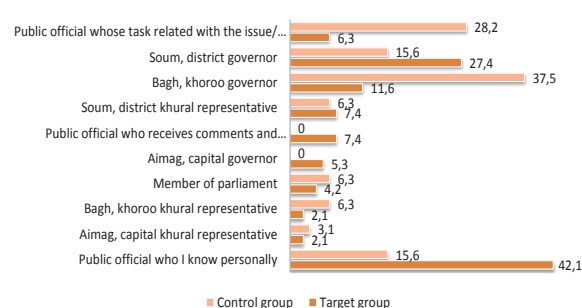
In addition to understanding whether and how citizens are currently engaging with local government, the survey also sought to assess citizens' perceptions generally as to the inclusiveness and responsiveness of local decision making processes at the sub-national level on the basis of: the local governments' support and initiatives; views about local NGOs and CSOs; perception of citizens' khurals; and the openness of citizens' khurals as shown in Figure 3.

## 3. Citizen's strongly agreed statements (%)

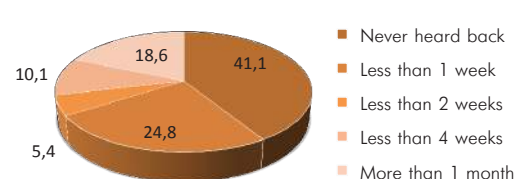


Given most requests/feedback were made in person, respondents were asked who they approach. Local residents usually gave their feedback to the respective government official in charge of the issue in question, or to their local governors, be it soum, district, bagh, or khoroo. Such requests were much more rarely addressed to khural members, as shown in Figure 4 below.

## 4. Who did you address your comments and complaints to? (%)



## 5. How many days did it take to hear back from the local government? (%)



# Conclusions

## CIVIC AWARENESS

1. **Public knowledge about local government activities and jurisdiction is poor.** Knowledge on this subject is universally poor among all participants in all sites. Women seem to have lower levels of knowledge than men. A positive correlation exists between education level and knowledge about local government roles and responsibilities.
2. **Many citizens do not have access to information on relevant laws and regulations.** Only one in seven participants said they receive information on civic engagement laws on a regular basis. Unemployed and disabled people especially have very limited access to information in general.
3. **Regional governments do not regularly report their activities or budgets to the public.** Despite passage of the Law on Transparency, budget and financial issues are not being disseminated to the public. Residents of Ulaanbaatar City most strongly report that their local governments are not sharing information on finances or activities.
4. **The channels of information available for citizens are limited.** Almost half of the participants said that they receive all their information on new acts, laws and local ordinances by TV. Currently the most utilized information dissemination method in municipal areas is local meetings, which usually involve more selected groups such as government officials, herders and pensioners, while the general public tends not to attend.

## CIVIC PARTICIPATION

1. **More than half of survey participants never attend public meetings.** When asked why they don't participate in meetings, most people said they were either too busy or were not interested, while some said they don't receive information about meetings. Therefore, public meetings should be promoted better in order to ensure maximum participation.
2. **The public appears to have low levels of trust that their local governments ensure civic participation and make decisions based on their needs.** On average, over 50% of survey participants did not agree with the statement that their local governments seek to maximize civic participation in de-

cision-making. The majority of respondents also did not agree with statements that the local Citizen Representative's Khurals focuses on their priorities or that NGOs represent their needs.

3. **Citizens want local problems to be resolved with their participation.** Each survey region had their own unique problems, but residents from all of these regions agree that these problems should be solved with their input and cooperation.

## HORIZONTAL LEARNING

1. **Local public and government officials don't have sufficient information on effective civic engagement practices from other regions.** Most citizens and public officials are unaware of practices being employed in other parts of the country to engage the public. The few who are informed received their information from watching TV.
2. **Capacity to adopt best practices from other regions is limited.** Regional government leaders do not know how to replicate participatory practices even if they are aware of them. This situation contributes to low uptake in the replication of pilot programs.

## CITIZEN FEEDBACK

1. **Most of the requests and complaints made by the public to local governments relate to private financial need rather than public policy.** Citizens approach their local government for assistance in purchasing new gers, paying their children's tuition fees, or accessing a pension scheme. Because local governments don't have the authority or the budget to resolve these issues, mostly these requests are redirected to higher authorities. Most of the redirected requests go unanswered, which leaves most of the requests unanswered.
2. **Financial and budgetary concerns are holding back efforts to solve local problems.** Both the public and government officials agree that the most important factor influencing the failure to resolve local problems is financial limitations.





Schweizerische Eidgenossenschaft  
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Swiss Agency for Development  
and Cooperation SDC



## BASELINE SURVEY FOR COMPONENT 4 OF THE GOVERNANCE AND DECENTRALIZATION PROGRAM: CONSOLIDATION AND INSTITUTIONALIZATION OF THE “ONE-STOP-SHOP”



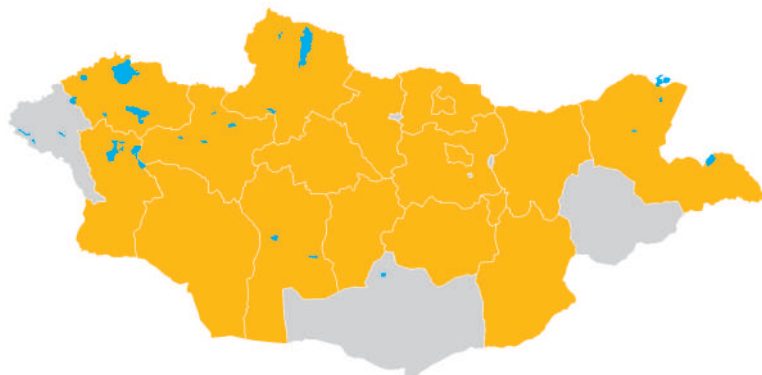
**Client** Human Security Policy Studies Centre, Swiss Agency for Development and Cooperation SDC

### **Survey goal and objectives:**

The goal of the present survey was to evaluate the project’s results and influence on the public, to determine the resources needed for capacity building of OSS staff and efficiency improvement of OSS, to contribute to the Monitoring and Evaluation system of the Project by conducting regular surveys. The following objectives were proposed for the baseline survey:

1. Evaluate customer satisfaction for OSSs established in 2007-2011 and for newly established OSSs.
2. Determine support measures required to improve public services provided by OSSs and increase customer satisfaction.
3. Assess satisfaction of OSS staff, constraints faced by them in delivering services and their capacity building needs. Evaluation of the working environment of OSSs such as facilities, hall, equipment and furniture.

# Profile



## Survey sampling

The baseline survey covered 28 One-Stop-Shops (OSS) located in 20 aimags and 8 districts of Ulaanbaatar City. Survey target groups were OSS staff and clients.

Data was collected by IRIM using two types of questionnaire, one type of focus group discussion and one type of observation form. Questionnaires from 840 customers and 140 OSS staff from 28 sites were collected and, as a part of qualitative research, 14 focus group discussions were held.

## Survey design and methodology

The general design of the survey was the interrupted time series experimental design. The survey comprised two types of evaluations – outcome evaluation and implementation monitoring.

The number of customers who obtained services from OSSs would increase as the size of population groups become larger over time, however the sample size of respondents would be unchanged in the follow up stages. This would enable the survey to isolate external effects caused by increase in the sample size.



**2013** April

**2013** June



**840** Consumers

**140** OSS officials



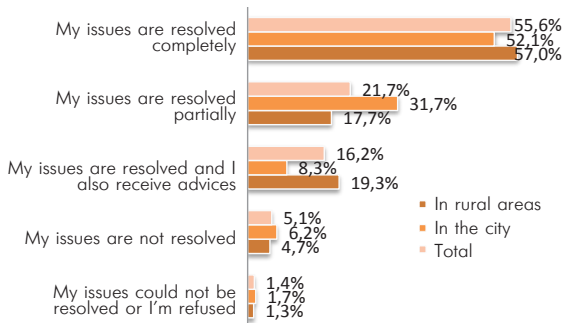
**14** Focus group discussions



**28** Observations

# Main findings

## 1. Resolution rate of OSS customers' issues



When receiving public services at OSSs, 55.6 per cent of respondents answered that their issues were completely resolved. 44.4% of respondents answered that their issues were partially resolved or unresolved. Services that were partially resolved or could not be resolved at OSSs included civil registration (22.8%), labor and social welfare (20.9%) and social insurance (17.2%) services.

The following is the evaluation given by citizens regarding the internal environment of OSSs. Evaluations were made by scores from 1 to 5. (1-very bad, 2-bad, 3-fair, 4-good, 5-excellent) Following table shows staffs and customers satisfaction.

## 2. Customer satisfaction evaluation of OSS

Indicator	Customers satisfaction	Service quality	Service environment	Average indicator
Customers satisfaction	3.8	3.6	3.9	3.8

Customers were fairly satisfied with the overall service environment and the service quality at OSSs, the rate of customer satisfaction was 3.8. The average indicators show that Songinokhairkhan district ranks at the lowest by all indicators. The OSSs of the 23rd khoroo of Songinokhairkhan district and Darkhan town had relatively low satisfaction rates. The highest customer satisfaction rates of OSSs were in Bayanchandmani soum of Tuv aimag, Uvs and Selenge aimags. In general, Ulaanbaatar City district OSSs scored lower compared to rural ar-

reas, which could be due to a larger volume of customers creating more pressure on staff.

## 3. Total average indicator of OSS base survey

Indicator	Working environment	Management and organization	Salary and rewards	Activities aimed at staff professionalism	Total average indicator
Staff satisfaction	3.7	3.9	3.5	3.4	3.6

Although the satisfaction rate among OSS staff with their salaries was scored as "Average", such indicators as the support of employer, work load and time management were evaluated positively. Staff indicated that they would like capacity-building trainings. One of the factors contributing to staff dissatisfaction with the working environment is the shortage of training programs.

The total average score indicates that staff satisfaction was highest in the OSSs of Bayanchandmani soum of Tuv aimag, Erdenedalai soum of Dundgobi aimag, Uvs aimag, Khuvsgul aimag, Erdenet town and Nalaikh town among rural OSSs, and lowest in OSSs of Jargalant soum of Khovd aimag, Khentii aimag, Zuunmod town of Tuv aimag and 23rdkhoroo of Sukhbaatar district.

There is a positive correlation between staff satisfaction and OSS client satisfaction.

## 4. Staff need assessment

Average indicator of staff's main needs	Average
Need to improve the OSS working environment	4.56
Needs for the management and organization	4.45
Needs for salary, reward and workload	4.43
Career and professional growth	4.21

The staff was asked four groups of questions (management and organization, working environment, salary and work load, career and professional growth) in order to determine their priority needs. Although all questions were important, staff prioritized the working environment as the most important.

# Conclusions



Satisfaction of both OSS staff and their customers has a positive dependence ( $r=0.38$  and  $t=2.12$ ). In other words, the more organized and better the environment of OSSs were, the more satisfied were both staff and customers.

Average evaluation for the OSS staff attitude by customers was 3.9 out of possible 5.0 which is not a good indicator and one might relate it to the lower satisfaction of staff with their jobs. However, upon further research, no significant dependence

between customers' average evaluation for the OSS staff attitude and the staff's average satisfaction evaluation was revealed ( $r=0.30$ ,  $t=1.62$ ). In other words, the work satisfaction of OSS staff does not affect their attitude towards customers. But there was a significant positive dependence between the OSS staff evaluation of the management and organization and the customers evaluation for the OSS service quality ( $r=0.45$ ,  $t=2.59$ ).



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Swiss Agency for Development  
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## EMPIRICAL ASSESSMENT OF ISSUES SURROUNDING LOCAL DEVELOPMENT FUND UTILIZATION AND CITIZEN PARTICIPATION



**Client** Swiss Agency for Development and Cooperation SDC

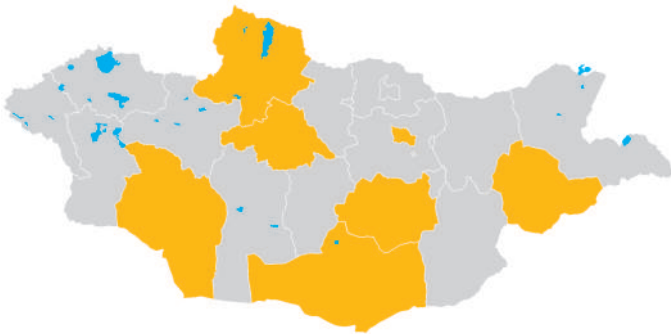
**Partner** Office of the President of Mongolia

### **Study goal and objectives**

The purpose of the research was to inform national and sub-national policy and legislation governing the implementation of important aspects of the Integrated Budget Law (IBL) with a view to enhancing its equitable application and questions of effectiveness and efficiency. In this respect, the main phases of the research were the following:

1. To assess issues surrounding the utilisation of LDF and citizen participation under the IBL; and
2. To present the empirical findings as a number of case studies.

# Profile



## Study design and methodology

The general design of the research was a multiple case studies design. The multiple case studies approach was chosen as this would allow the study to answer 'how' and 'why' questions; and the real life situation (e.g. the current issues surrounding the utilisation of LDF and citizen participation under the IBL) within its conditions (Yin 2003).

This assessment selected eight cases (please see the section below) and developed detailed and intensive knowledge about the LDF utilisation and citizen participation under the IBL in these cases. In this respect, the assessment considered specificities of each case and compared the cases based on some general criteria.

## Study scope

Khoroo 1 of Chingeltei District and khoroo 23 of Bayanzurkh district of Ulaanbaatar City; Ugiinuur Soum of Arkhangai Aimag; Luus Soum of Dundgovi Aimag; Khankh Soum of Khuvsgul Aimag; Taishir Soum of Govi-Altai Aimag; and Tsogtsetsii Soum of Umnugovi Aimag; BaruunUrt soum of Sukhbaatar aimag.



**2013** August

**2013** October



**240** Citizens



**55** Semi-Structured interviews



**47** Document review



**1** Observations

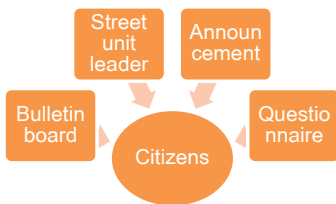
# Main findings

CHINGELTEI DISTRICT, FIRST KHOROO /example/

## 1. AWARENESS OF LDF

### Information distribution channels

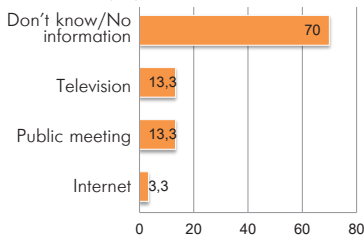
During the Survey, local administration management staffs were asked how information on the LDF was distributed. The management at khoroos level was more aware of information distribution channels than the management at district level. The following were the channels where the information was distributed to citizens.



### Information reception channels

During the Survey it was revealed that 21 residents (out of 30) answered that they did not receive information about the Integrated Budget Law (IBL) or LDF. Four of those who received information said that they received it via television, four via a meeting and one via the Internet.

## 2. Where do you currently obtain information about IBL and LDF? (%)



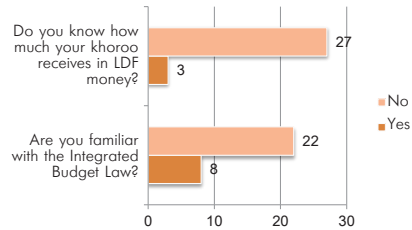
However you can see that four people received information from TV, four people received information from meetings, one person received information from the internet.

### Citizens' awareness

A survey of the knowledge and understanding of LDF was also taken from 30 residents of the First khoroos. Eight citizens reported that they knew about IBL while three reported that they knew about the

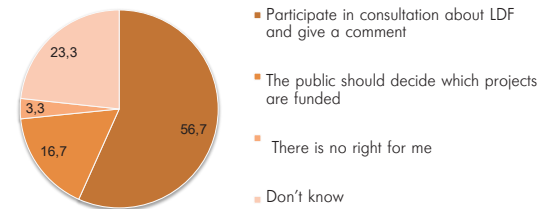
amount of money allocated to the LDF.

## 3. Citizens' awareness about LDF (number)



The Survey also included questions about people's roles in determining LDF development projects.

## 4. What do you think are your rights to identify development projects?(%)



Seventeen (56.7%) residents out of 30 answered that they had rights to express their opinions at planning stage and 1 person answered that he had no right to participate.

## 2. LDF SITUATION

### LDF stages

Currently the spending of LDF of the First khoroos of Chingeltei district for 2013 was in procurement stage. Tenders were announced for three currently planned projects. The spending stages were as follows:

## 5. Stages of LDF consultation



### 3. CITIZENS' PARTICIPATION

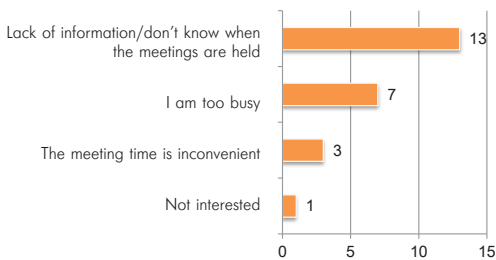
If the district office workers evaluated the citizens' participation as 'good', the khoroo office workers evaluated it as 'poor'. Khoroo office workers explained their evaluation with the absence of many residents due to the summer holiday.

About 30 residents of the First khoroo were randomly selected for discussion.

#### 6. First khoroo citizens' participation rate in LDF consultation (number, and %)

Question	Yes	%
Did you filled out any sheet about LDF?	10	33.3
Did you attend any citizen khural meeting about LDF?	7	23.3

#### 7. Reasons for not participating in LDF meeting (number)



### 4. CHALLENGES

#### Planning stage

According to the First khoroo's administration management, without equal participation there was a risk of lobbying projects for personal use rather than for public interest by few citizens.

Among the difficulties for citizens were: lack of information about the meeting, ignorance of their opinions by the local administration, and lack of information about the discussion topics. Forty percent of 30 citizens said that they had not encountered any problems.

#### 8. What challenges do you face when you participate directly in discussion of the budget and policy-making process?(%)



## Conclusions

Local officials are distributing information about LDF and the announcements about LDF discussion the mostly through district and subdistrict directors in the city, and bag directors in the country. Almost half of the citizens that took part in the survey stated that they do not receive any information related to LDF and IBL, therefore they do not know about these subjects. Most of the local officials that were in the survey have said that they have relatively less troubles trying to follow the overall plan of LDF, because they were enrolled in LDF training.

Almost all of the local officials that were in the survey mentioned that citizens' participation was the most important factor when choosing the projects and programs that will be funded by LDF. Especially, they noted that in order to allocate and spend the LDF properly, there is a need to improve citizens' awareness about LDF and IBL. Based on the survey results, we can see that citizens' participation is better in countries than it is in the city. When asked the citizens that did not participate in the discussion, most of them have answered that they were busy,

or they did not know when the discussion was held. That is why local officials feel that there is a need to encourage citizens' participation and improve their awareness.

Local officials, especially the ones from the soums have faced more challenges with the procurement stage of LDF, because there is a limited number of organizations and companies that can execute the planned projects or these organizations and companies do not meet the requirements of the tender. In addition, some projects and programs have failed to be launched and executed on time because the funding has been late. Another big problem that the officials have mentioned is the list of programs and projects that are prohibited from being funded, which was approved by the Finance Minister. Citizens happen to suggest many projects and programs that are in this list, so that it is not possible to fund them. However, citizens will ask for the execution of those projects and programs in time, which will cause conflict between citizen and the government.





## “INSTITUTIONAL STUDY OF LAND AFFAIRS, GEODESY AND CARTOGRAPHY ON CORRUPTION” CASE STUDY



**Client** The Asia Foundation under the Strengthening Transparency and Governance in Mongolia Program funded by USAID

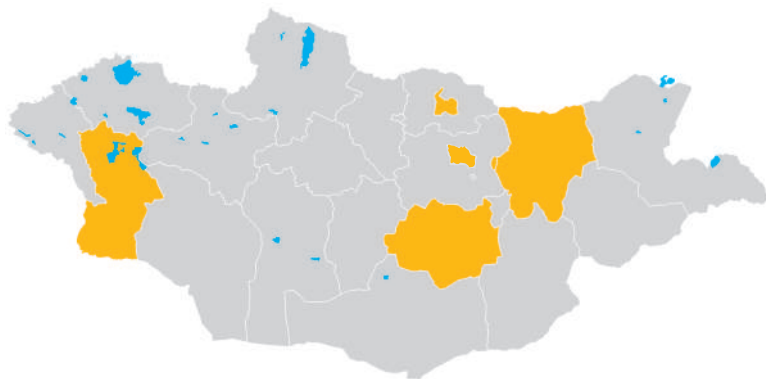
**Partner** Independent Authority Against Corruption (IAAC)

### **Study goal and objectives**

The survey goal was to help improve land office transparency, to identify problems and obstacles for citizens applying to privatize 0.07, 0.5 or 0.35 hectares of land and factors influencing these results, and to develop recommendations for improved rules and regulations for land office operations. The survey had the following objectives.

1. To explore land office operations, structure, staffing, internal mechanisms and procedures.
2. To identify key factors hindering transparency of land office services.
3. To study the most frequently occurring problems and difficulties for citizens applying to privatize land at all stages.
4. To evaluate land privatization policy, rules and regulations and improve transparency.
5. To disseminate information on the work of land offices and eliminate corruption.

# Profile



## Study scope

The survey covered four districts of Ulaanbaatar city (Baganuur, Bayanzurh, Songinohairhan and Suhbaatar) and the four aimags of Darkhan-Uul, Dundgobi, Hovd and Hentii (seven soums).

The key objectives for the survey, the cases, were selected from complaints and petitions to the IAAC regarding land offices, and materials stored at the capital city and district land offices on resolution and redress of complaints and grievances.

## Study design

The overall survey design was based on a methodology involving multiple case-based research; this design aimed at obtaining responses to the questions How? and Why? and explores realistic circumstances and root causes. Using a qualitative survey method as the main tool, we identified a number of cases from seven selected areas; we clarified the special features and specifics of each case and consolidated them, using some general indicators.



**2013** August

**2014** January



**343** Citizens



**40** Semi-Structured interviews

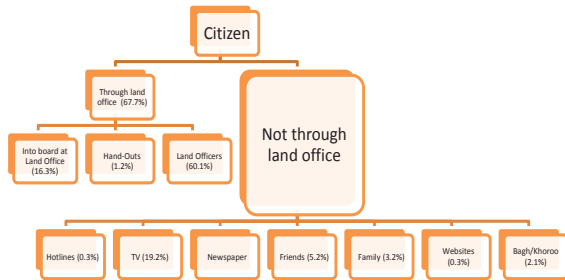


**14** Cases

# Main findings

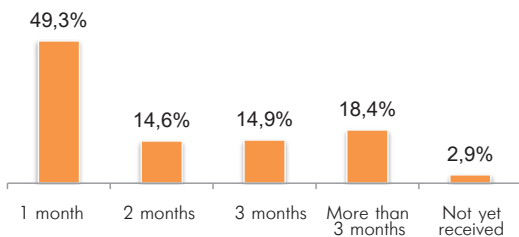
This chart shows that three of ten respondents got information on land ownership from their own sources (TV, friend, etc) rather than directly from a land office.

## 1. Sources of information where citizens get information on land ownership



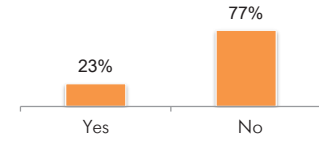
About 5% (14) of respondents said that they had to use personal connections to gain ownership of their land. In addition, there were some cases where citizens used their authority and reputation, and some even paid an extra amount in mutual interest. Land offices in the urban areas required bribes (80%), urban citizens used (got help from) personal connections (60%), and paid bribes (1 case). In rural areas, citizens used the influence of friends and relatives with connections with the local land office (62.5%) or used their own authority and reputation (75%); these two cases are common in rural areas. An analysis of difficulties met by citizen revealed the following:

## 2. How many months after you had submitted your complete application to the land office did you get a copy of a resolution to privatize land?

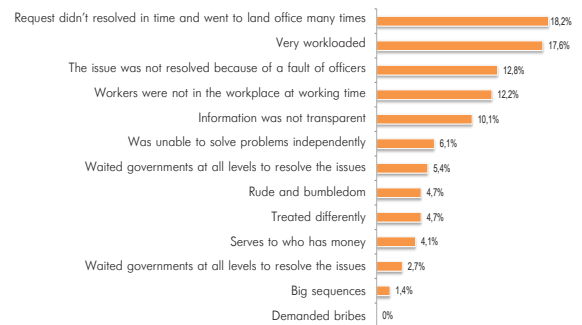


One in five respondents said they received a copy of the final resolution later than the legally prescribed three months. Such late resolution was more common in Ulaanbaatar City than in rural areas.

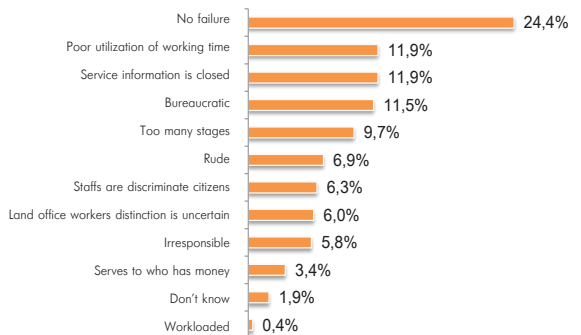
## 3. Did you experience difficulties or red-tape when you were privatizing your land?



## 4. What kind of difficulties and red tape did you experience when you were privatizing your land?



## 5. What must immediately be corrected or updated in land offices services and staffs?



# Conclusions

**Land privatization process and obstacles:** In 2003, the Law on Privatizing Land to Mongolian Citizens was adopted, followed by commencement of free land privatization. In 2008, the law was amended and the clause mandating privatization of land to households was changed to privatization to each citizen. Land office workloads increased drastically; 11.8% of citizens have received land ownership. The land privatization/ownership process is different in rural and urban areas, and the obstacles also vary.

**Information on land ownership and its accessibility.** 67.6% of citizens get land ownership information from land officers in their district. 20-30% more rural citizens than urban citizens get their information from the land office. On one hand, this is because rural residents have more limited access to information; on the other hand, the rural land office workload is minimal. Land offices fail to provide sufficient information to citizens due to: faulty actions of land officers; no optimal structure and arrangement; citizen inefficiency or lack of knowledge; and lack of financing. Media was found to be the second most used source of information.

**Documents necessary for land ownership, related steps.** Citizens often encounter problems in formulating documentation needed for land privatization; operations of land offices are not open and transparent; staff are bureaucratic and insufficient information is provided. Citizens have only limited information and knowledge about land ownership. There are several difficulties encountered by citizens in developing a cadaster map, including [1] lack of cadaster companies in rural areas; [2] cadaster maps developed incorrectly; [3] one piece of land allocated to several owners; [4] conflicts of interest.

**Steps by which land offices receive applications, and the decision-making process.** There is poor linkage and integration between land offices and other public service agencies involved with land privatization. Sometimes a parcel of land is given to more than one person, each with a resolution. Other obstacles occur often, such as holding up an application for a long time, excessive queue time and decisions not made at all.

However, citizens often settle on unpermitted land and try to occupy land that has health and safety dangers; these events increase the land office workload and create problems.

**Receiving land ownership certificate.** Citizens have fewer problems in gaining a land ownership title certificate. However, one problem is that, after they submit their application and receive a governor's decision, they must register their property at the Immovable Property Title Registration Office. Citizens sometimes misunderstand that the governor's resolution on privatizing land secures their property rights, but they still need to register at the property registration office. In addition, people from remote soums have to travel a long way to the province center for their property registration certificate, so often have not registered their property. For the GASR, there are fewer difficulties in terms of document and fees. Ulaanbaatar citizens may encounter long queues for service at the GASR.

**Customer satisfaction over services of land offices, quality of and accessibility to service.** Land officers are often bureaucratic and make people come to the office several times; 28.9% of respondents claimed they went to the land office 4-7 times; 23% said they had difficulties in getting their land; 10.1% said they had difficulty getting information; 19% reported difficulties relating to land office workloads; 12.2% criticized land office time management. Overall, 26.3% said the period required for land ownership processing is too long. There were 5 main factors affecting this: infrequent monitoring of land office service; high land officer workloads; land office structures and arrangement are inconsistent with the potential demand; outdated law and policy; and working conditions for land officers.

**Land disputes.** With intensive land privatization, there have been more land disputes. Today, citizens take disputes to a land office, to its upper level agency (MPAD), or to the courts. Reasons for such a rise in land related disputes include irresponsible land officer actions and illegal citizen actions.



НИЙГМИЙН ХАМГААЛАЛ,  
ХӨДӨЛМӨРИЙН ЯАМ

## AN ASSESSMENT OF THE SOCIAL, ECONOMIC AND HEALTH NEEDS OF LABOR FORCE AGED PERSONS WITH DISABILITIES IN ULAANBAATAR



**Client:** The ministry of the Social Welfare and Labor /Formerly/

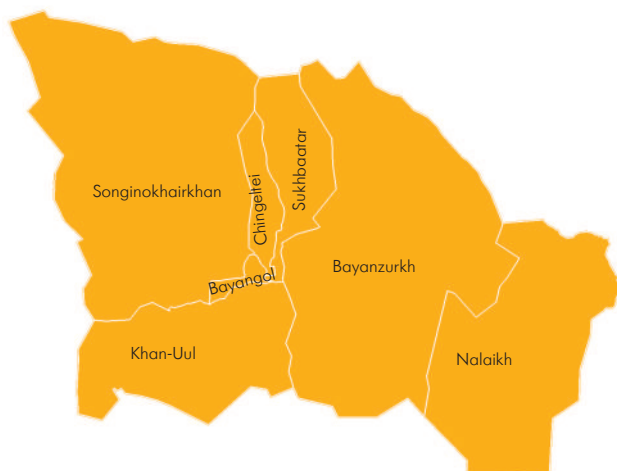
**Study goal:**

This project aimed to assess the social, economic and health service needs of labor force aged persons with disabilities of Ulaanbaatar; and to recommend approaches to improve social services for disabilities.

The survey had the following objectives:

- Assessing social needs of labor-force aged persons with disabilities
- Assessing economic needs of labor-force aged persons with disabilities
- Assessing health service needs of labor-force aged persons with disabilities
- Recommend approaches to improve social services

# Profile



## Study design and methodology

Questionnaire: Labor force aged persons with disabilities of the nine districts of the Ulaanbaatar

Case study: Labor force aged eight persons with disabilities

In depth interview:

- Officials of the department of the social welfare and social services of capital
- Officials of the department of social welfare and social services of districts
- Officials of NGOs and civil organizations .

## Study sampling

The survey covered 19 khoroos of the 9 districts in Ulaanbaatar city. The following survey target groups were included.

1. Labor-force aged persons with disabilities living in Ulaanbaatar city
2. Officials of the organization :
  - Officials of the department of the social welfare and social services of capital
  - Officials of the department of the social welfare and social services of districts
  - Officials of NGOs and civil organizations



**2012** July

**2013** January



**206** Person with disabilities



**8** Semi-Structured interviews



**8** Case

# Main findings

The poor infrastructure is defined as one of the main causes of high rate of unemployment among the disabled.

## 1: The causes of unemployment among person with disabilities.

The causes of unemployment	Quantity	Percent
Related to disabilities	131	49.2
Don't want to work	6	2.2
Study in school	4	1.5
Feel ashamed	1	0.4
Drink alcohol	1	0.4
There is nobody to transport me to the office	5	1.9
Family members don't let me work	2	0.8
I look after my children	2	0.8
Organizations or companies don't want to hire person with disabilities	42	15.8
Employers require educated persons.	13	4.9
Employers want to hire younger employee.	7	2.6
Employment requires paying social insurance.	1	0.4
Salary for person with disability is much lower.	10	3.7
There is no adequate workplace for person with disabilities	36	13.5
Lack of infrastructure for person with disabilities	4	1.5
There is no support on the self employment of the person with disabilities.	1	0.4

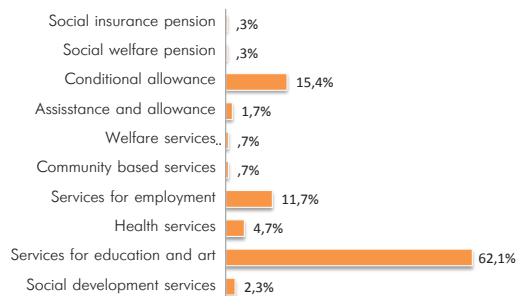
The above table shows that 49.2 percent consider that their will on working and earning income is restricted because of the disabled manner. It implies that the disabled have general psychological attitude of blaming themselves.

## Lack of employment agency especially for the disabled

The unemployment rate among the disabled involved in the survey is considered to be high. Surprisingly, the unemployment rate among the citizens who benefit from social welfare services is higher in sample of ones who are not involved in social welfare. It shows that those who don't benefit from the social welfare have no income generation neither receive any support and aid.

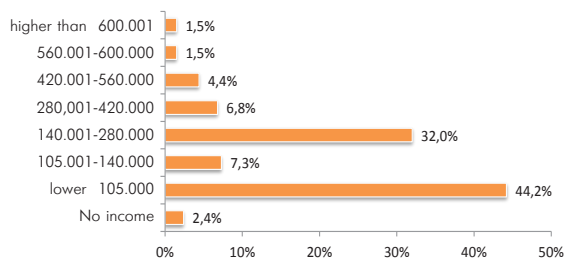
Moreover, those who don't benefit social welfare service have higher disability level than those who are involved in. The research results prove that social welfare services cannot cover the target population completely.

## 2: Social welfare service coverage



The most of the disabled are living under insufficient earnings lower than the secure income standard.

## 3: Monthly income of the person with disabilities



2.4 percent of the disabled involved in the survey has no income at all while 44.2 percent earn up to 105,000MNT a month. It means that majority of the disabled have insufficient income, lower than the livelihood standard. Those handicapped who earn low income are engaged in part-time jobs under request of someone, such as building a house, doing renovation work and repairing a car.

In addition, majority of the participants (85.9%) have monthly income less than 280,000MNT. This figure proves that the disabled have insecure income generation.

## Low access and poor quality of infrastructure for the disabled in Ulaanbaatar.

### 4: Quality of infrastructure required for disabilities

Infrastructure	Low quality	Not qualified	Normal	Qualified	Good quality	Not available	Total
Ramps	9.2	16.5	24.8	3.4	0.0	46.1	100
Dactyl road	11.2	14.1	25.7	2.9	0.0	46.1	100
Traffic light with sound	5.8	4.4	1.9	0.5	0.0	87.4	100
Bus special stage	3.4	1.5	0.0	0.0	0.0	95.1	100
Stage	6.8	5.3	5.8	0.0	0.0	82.0	100
Stick	8.7	4.9	5.8	0.0	0.0	80.6	100
Toilet	6.8	11.2	7.3	0.0	0.0	74.8	100
Elevator	4.4	4.9	15.5	3.4	2.9	68.9	100
Door	2.4	6.3	9.7	0.0	0.0	81.6	100
Carts /for public places/	2.9	3.4	1.5	0.0	0.0	92.2	100
Flow path and step	2.9	2.9	14.1	0.0	0.0	80.1	100

Lack of involvement in other stakeholders' support and aid for the disabled except the public organization.

65.1 percent of the disabled involved in the survey have relied on support and aid from the public organization only. 9.7 percent have benefit from international donor organizations while 9.2 percent have gained something from individuals. 5.8 percent of them have been engaged in NGO support and aid. It can be stated that public agencies are the main supporter for the disabled

The disabled prefer monetary aid rather than other types of support.

Answers on their desired support show that 40.8 percent of the disabled are willing to receive monetary aid, 22.8 percent expect medical service and aid and 21.4 percent want to be involved in employment programs. But, 7.8 percent expect material aid while 1.5 percent said they need all these types of support. It implies that the disabled have general attitude on expecting monetary aid rather than free services and material aid.





Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

Swiss Agency for Development  
and Cooperation SDC



## “STI/HIV PREVENTION AMONG YOUTH, MOBILE AND MOST AT RISK POPULATIONS’ BASELINE SURVEY

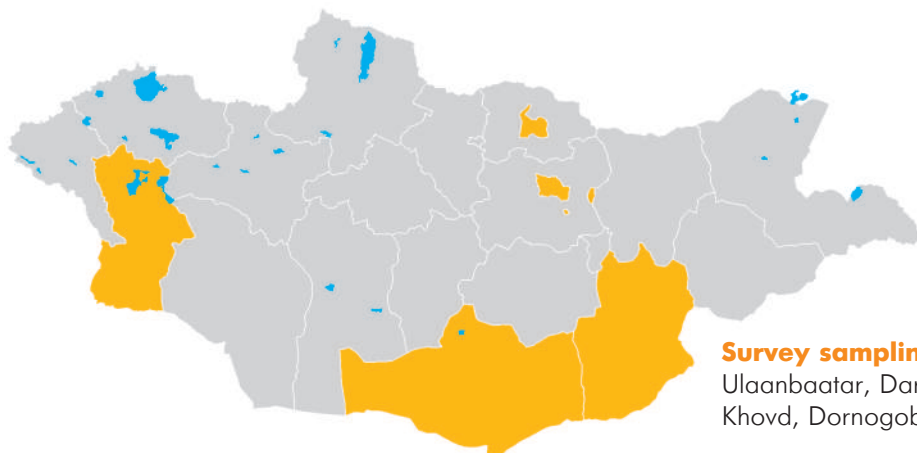


**Client:** United Nations Population Fund UNFPA

**Survey goal:** The Independent Research Institute of Mongolia (IRIM) undertook this baseline survey with the purpose of providing information about baseline conditions against which the effects of the project will be compared through the final evaluation survey (to be conducted in 2016). The specific aims of the baseline survey were the following:

1. Determine current level of knowledge, attitude and practices regarding STI/HIV prevention and SRH in each target groups, including: female sex workers (FSWs), mobile populations and youth aged between 15 and 24 years;
2. Identify needs, expectations and accessibility of education and health facilities and services offered to target groups;
3. Provide recommendations and assist the project in implementing appropriate interventions and activities.

# Profile



## Survey sampling

Ulaanbaatar, Darkhan, Umnugobi,  
Khovd, Dornogobi, Erlian /PRC/

## Survey design and methodology

The survey employed both quantitative and qualitative data collection methods. Quantitative methods primarily included questionnaires aimed at measuring and assessing knowledge, attitudes and practices of target groups, as well as their needs and expectations regarding education and health services. Qualitative methods included in-depth interviews and focus group discussions. These methods were used to examine the current situation and future trends of target groups' health, educational, social and cultural needs and demands, major problems encountered to provide such services and meet their demands, and to gather more in-depth information about risky behavior among the target groups. Additional data was collected via document review methods and from checklists obtained from education and health service organizations.



**2012**

November

**2013**

July



**1024**

Citizens



**101**

Semi-Structured  
interviews



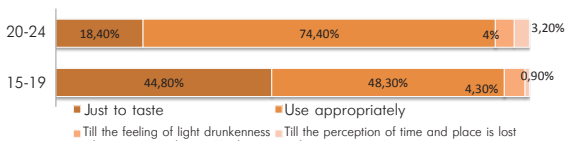
**9**

Focus group  
discussions

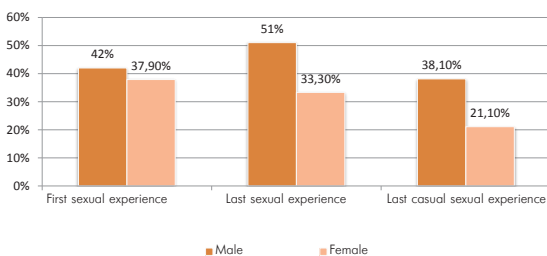
# Main findings

## Youth

According to the survey results, 93.6% of youth have heard about HIV/AIDS, which is close to the "Second Generation Sentinel Surveillance" results. However, those who have heard about STDs were 93.6% which is lower rate compared to "Second Generation Sentinel Surveillance" results. This can be seen from the small rate of those who correctly named prevention methods (52.9%) compared to Monitoring survey results (2009). Although the information about HIV/AIDS were relatively good, 30.3% of youth had positive attitude toward HIV/AIDS which indicates that there are still some negative attitude.



65 per cent of survey participants answered that they do not consume alcohol, while 33 per cent answered that they consume alcohol to some extent. Of those who consume alcohol, 62% said that they consume appropriately, 32% said they just taste small amount while 6% said they abuse alcohol. This clearly indicates high rate of alcohol consumption among youth.



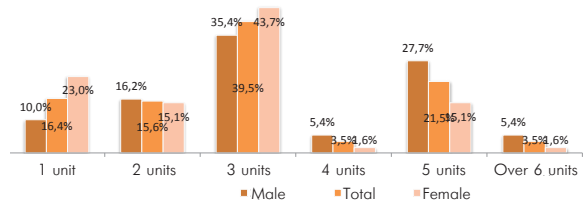
There is a high risk of HIV/AIDS and STD transmission among youth which can be indicated from low usage of condoms during occasional sex (male 38.1%, female 21.1%). The usage rate of condom during the first sex was lower than 51% and this number was even lower among female participants.

Majority of youths (81.9%) receive information through internet, namely social sites such as Facebook and YouTube. Most popular free time spending among youth is allocated as following: 87% watch TV, 81.7% use the internet, 89.7% go to movie theaters.

The main problem for youths to receive health service is the cost associated with a medical check-up and service, bureaucracy of a such service and remoteness of health institutions.

## Mobile population

96 and 92.4% of the mobile population have heard of HIV/AIDS and STDs respectively, which is same to the results of other groups. This has effects on high rate of those who are aware of the HIV/AIDS prevention methods (61%). The survey revealed that majority (61%) have negative attitude toward HIV/AIDS.

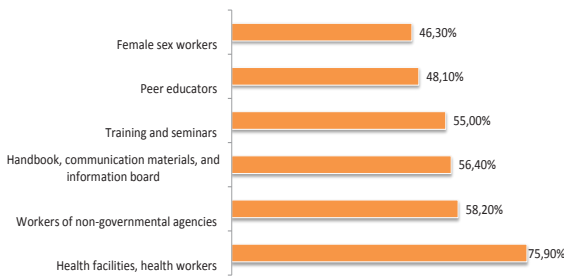


The alcohol consumption rate among mobile population was high among this group and usage of drugs among males were almost three times higher (8.6%) compared to females. Rate of occasional sex among mobile population was high (22.8%) yet the rate of condom during such sex was low (40.3%) which indicates high risk of infection exposure.

Due to the mobile nature of this group, the area of their work do not have institutions providing health service and the participants of this group do not have opportunity to receive medical check-ups, analysis and trainings. Most of them receive information about HIV/AIDS through television (81%) and radio (59%). The lack of information is may be related due to the mobile nature of this group. The specifics of the mobile population results in low involvement in health services and low knowledge about such services.

## Female sex workers:

The majority of sex workers are young females who have low education and do not have families. There is high number of mobile population among this group. 100% and 97.9% of participants have heard about HIV/AIDS and STDs respectively, which are higher compared to other groups. The higher rate of positive attitude toward HIV/AIDS (43%) among the participants might be related to the higher rate of the knowledge on HIV/AIDS prevention methods (61%).



The majority of the information resource for HIV/AIDS was official channels such as health institution (75.9%), NGO (58.2%), peer trainers (46.1%), distributed materials (56.4%) and trainings (55.0%). Due to the specifics of this target group alcoholic consumption and drug use was higher. For example, 52.4% of the participants consume alcohol at least once a week. Although the usage rate of condom was higher compared to other groups (72%), it is very unsatisfactory indicator considering the nature and specifics of this target group. Due to low condom usage, there is high rate of unwanted pregnancy and abortion (60%). 20% of the participants have given HIV/AIDS analysis.

## Conclusions

### Youth

- Although they were well informed about HIV/AIDS, there was a lack of knowledge about STIs in general. Therefore, we can assume that in the recent years, activities aimed at disseminating information about HIV/AIDS prevention were more effective than the activities dedicated to STI prevention.
- Attitudes towards HIV/AIDS were not positive among youth. When four questions were asked in order to evaluate attitudes, the percentage of youth giving positive answers to all four questions was only 30%. Particularly, attitudes towards those infected with HIV/AIDS tended to be negative. This showed that there was a predominantly negative attitude among the young community and a general lack of awareness about HIV/AIDS among the youth.

### Mobile population

- The mobile population's knowledge of HIV/AIDS was low. The proportion of those having comprehensive correct knowledge was comparatively low among the mobile population.
- The risk for engaging in sex with casual and irregular partners was high. It was found that the proportion of those who were away from families and who engaged in casual sex was not low. In addition, instances of failure to use condoms during casual sex and drunkenness during casual sex were common among the male mobile population, demonstrating the risks of HIV/AIDS transmission.
- Despite a higher level of knowledge about prevention methods of HIV/AIDS transmission, mobile populations still engaged in risky behaviors. This demonstrated a wide gap between knowledge and practices amongst respondents.

### Female sex workers

- FSWs were had lower levels of education and were unemployed, young females with no permanent partner. Approximately 10% of FSWs considered sex work as their main job. Most FSWs were never married or were living separately from their partners and were highly mobile.
- The majority of FSWs in this sample had low incomes and according to national statistics, their monthly income per family member was lower than the minimum standard for living. All participants of this survey had heard of STIs, while 98% of FSWs had heard of HIV/AIDS. However, 5% reported that they didn't know of any STI symptoms.
- Alcohol and drug use was high among FSWs. In terms of drug use, 25% of survey participants informed that they had used drugs before. One participant, from Ulaanbaatar, reported sharing needles and syringes during the last time they used drugs. This confirmed the risk of transmission of HIV among the FSWs is not only limited to unprotected sexual intercourse, but is also a risk from the sharing of needles and syringes.
- Over 40% of survey participants had a manager and/or boss. Even though the manager or the boss provides protection, help to find clients and, in some cases, provision of condoms, sexual and other types of violence were still experienced.
- Condom use among the survey participants was insufficient. Access and use of female condoms was low among the survey participants.



ASIAN DEVELOPMENT BANK

## MONITORING AND EVALUATION CONSULTANT FOR TA 7175-MON HIV/AIDS PREVENTION IN ADB INFRASTRUCTURE PROJECTS AND THE MINING SECTOR

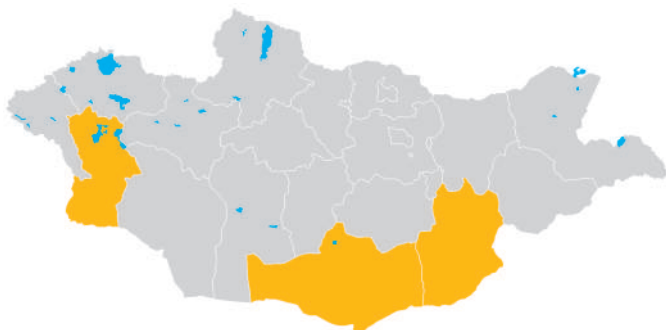


**Client** Asian Development Bank

**Survey goal:**

The goals of the Project monitoring and evaluation survey PMES is to provide information to PIU and aimag coordinators in ensuring that the Project is making progress in achieving its intended impact, outcomes and outputs; and to identify successful and unsuccessful aspects of the Project's implementation at the central and aimag levels.

# Profile



## Survey coverage

Baseline survey focusing on evaluating KAP regarding HIV/AIDS covered 23 soums in three aimags.

Dornogobi	Dalanjargalan, Airag, Erdene, Urgun, Sainshand, Zamiin-Uud Altanshiree, Ikhhet soums
Khovd aimag	Bulgan, Uyench, Mankhan, Buyant, Erdeneburen, Jargalant, Altai soums and “Yarant” border point “The Western Regional Road Development Project”. Must, Durgun and Myangad soums
Umnugobi	Dalanzadgad, Khanbogd, Tsogttsetsii “Oyu Tolgoi” Co.,Ltd, and “Energy Resource” Co., Ltd Nomgon and Bayan-Ovoo

## Study design and methodology

Several types of indicators were used for the PMES, defined as follows:

- Impact indicators were measures of medium-term effects that were partly, but not exclusively, attributable to the Project activities. It was not assumed that the related targets would be achieved by the end of the Project.
- Outcome indicators were measures of effects that were more immediate-term and could result directly from the Project activities (taking into consideration the assumptions and risks). The related targets were achievable by the end of the Project.
- Output indicators were goods, products, services, and behavioral changes that the Project would produce.

The PMES consisted of three components. Herein:

1. Performance Monitoring;
2. Implementation Monitoring; and
3. Research.

Each component had a set of specifically designed for the needs of the project tools, linked with each other. See the figure below for the general outline of the PMES.



**2010** June

**2013** November



**2976** Questionnaires

# Main findings

## Performance Monitoring

As showed above, DMF was a set of core impact, outcome and output indicators and targets, agreed on by ADB and Government as a core and most important measure of the project performance. Based on the M&E of DMF indicators, the following conclusions were made:

- The primary expected impact of the Project was “Prevention of the spread of HIV infections associated with infrastructure development”. Although the total number of registered cases of HIV/AIDS had increased, estimated adult prevalence for the target year remained at less than 0.02 percent. Therefore, and when considering the potentially high-risk environment created by infrastructure development, we assume a reasonable contribution of the Project to the prevention of the spread of HIV infection.
- The main outcome of the Project was accomplished at the national level - policy documents were developed based on gained experience through testing a set of interventions implemented by the project in pilot sites.
- The main outcome of the Project at selected aimags level – “reduced risk of HIV/AIDS/STI transmissions associated with infrastructure development” was accomplished in some aimags and among some target groups only.
- Most outputs targeted in DMF and within the three main components of the Project were accomplished.

Moreover, it can also be concluded that the Project made expected contributions to the implementation of NSP, especially in relation to infrastructure sector, as an analysis of relevant indicators at selected aimags suggests. However it should be stressed that the status of the HIV/AIDS/STI situation in selected aimags is a reflection of many factors, and did not depend on and cannot be interpreted solely in terms of the Project indicators.

## Implementation

At the implementation level the project was able to fully accomplish most activities and products, planned both at the national and aimags levels. These included factors such as; the number of mas-

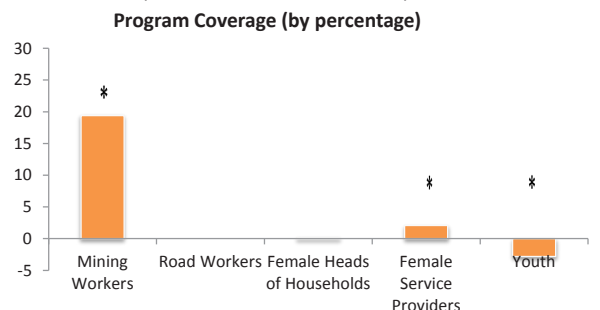
ter and peer educators trained, and the number of trainings they conducted; BCC interventions, including printed materials disseminated and TV and radio programs aired; condoms distributed; and activities aimed at supporting VCTs within Component 1 – Provision of HIV prevention services. Activities and products accomplished within Component 2 - Building Institutional Capacity – include policy documents and guidelines produced as result of training and BCC activities targeted at, and meetings and consultations conducted among, policy and decision makers. Also PMES was produced and measured for its institutionalization proposed within Component 3 – Monitoring and Evaluation.

However, it should be mentioned that the implementation of Project activities did not always follow the planned timeframe because of unexpected circumstances. Also the implementation of project activities and products was different within three selected aimags.

## Surveys

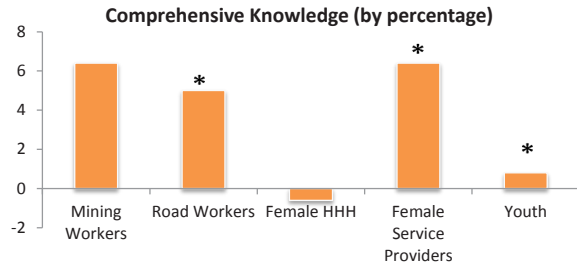
The following figures were indicating survey findings of the baseline and follow-up surveys carried out in the project aimags. The findings showed below compared by survey target groups.

To summarize, the evaluation of PMES data suggests that the project reasonably achieved its main intended impact, outcome and outputs

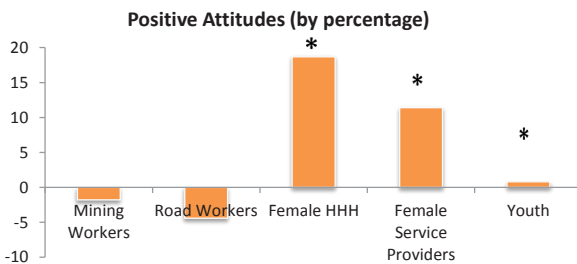


There were no change on the percentage of respondents who participated in HIV/AIDS prevention activities has fallen among road workers and female head s of households. However percentage of the youth who included in HIV/AIDS prevention activities were decreased significantly, this indicator increased among mining workers and female

service providers significantly from baseline level. These numbers have solid statistical reliability. On the other hand, while there was a uniform increase in the percentage of household women who received free condoms under HIV/AIDS programs, the increase was not statistically reliable.



The percentage of the female service providers and youths who had comprehensive knowledge /could disqualify common misconceptions and name prevention methods of sexual transmission/ increased significantly. Although the percentage of workers who could disqualify common misconceptions and name prevention methods of sexual transmission increased by five percent, this increase was not statistically significant, ( $t = -0.340$ ,  $p = 0.734$ ). Although decrease was observed among female head of household, decrease was statistically insignificant.



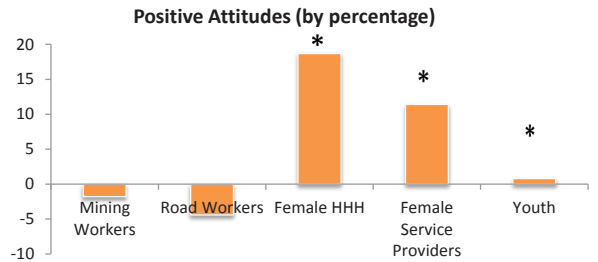
Attitudes toward HIV/AIDS among household women was gauged using four specific questions within the survey, and respondents who were able to give positive answers to all four of them were classified to have fully positive attitudes toward HIV/AIDS. Percentage of female service providers within the target group with positive attitude had increased by 11.4 points.

The percentage of female households with a fully positive attitude had significantly increased by 11.7 percent from baseline values ( $t = -2.47$ ,  $p = 0.02$ ). In terms of location, respondents with fully positive attitude in Dornogobi aimag had increased by 47.4 percent, while Umnugobi posted 22.9 percent increase in the same indicator. Khovd aimag expe-

rienced a slight fall however.

Also youths who had fully positive attitude had increased significantly among target groups of the three aimags.

The percentage of the mining workers and road workers who had positive attitude toward HIV/AIDS decreased. But decrease of the respondents who have positive attitude were insignificant.



The percentage of female head of household who had taken HIV tests and knows their test results has increased significantly from the baseline. In terms of location, household women from the target group, those from Dornogobi aimag returned similar results, while test taking rates in Umnugobi aimag increased by 10 percent, and by 16.7 percent in Khovd aimag. But the percentage of participants who has taken HIV tests and knew their test results had decreased significantly among mining workers and youth. Also there was no change on percentage of road workers and female service provider who had taken HIV tests and knew their test results



## MONITORING OF PUBLIC SERVICES PROVIDED BY THE GENERAL AUTHORITY FOR STATE REGISTRATION



**Client:** Ministry of Justice

**Partner:** General Authority for State Registration

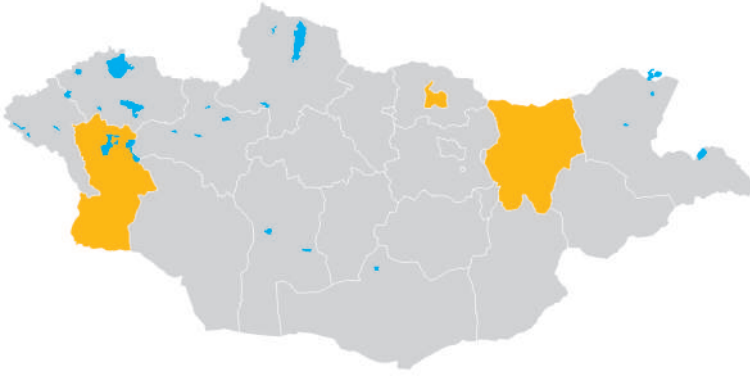
**Monitoring goal:** The main goal of this monitoring was to evaluate current availability, effectiveness, and quality of the services provided by General Authority for State Registration and provides recommendations to improve relevant policy and regulations.

**Objectives:** 1. To assess public services which regulated by law provided by police departments according to following indicators.

- a. Instruction of the organization
- b. Quality of services
- c. Accessibility of services
- d. Environment of services
- e. Officials' ethic

2. To provide recommendations to improve relevant policy and regulations

# Profile



## Monitoring design and methodology

In this monitoring data was collected by questionnaire from citizens and enterprises which obtained services in all levels of State Registration center. Semi-structured interview was held with public officials providing services to citizens and. Observation used to evaluate the environment of the organization.

## Monitoring scope

Four provinces, three districts



**2013** May

**2013** June



**160** Consumers



**21** Semi-Structured interviews



**64** Document review

## MONITORING OF PUBLIC SERVICES PROVIDED BY THE NATIONAL POLICE



**Client:** The National Police

**Partner:** Ministry of Justice

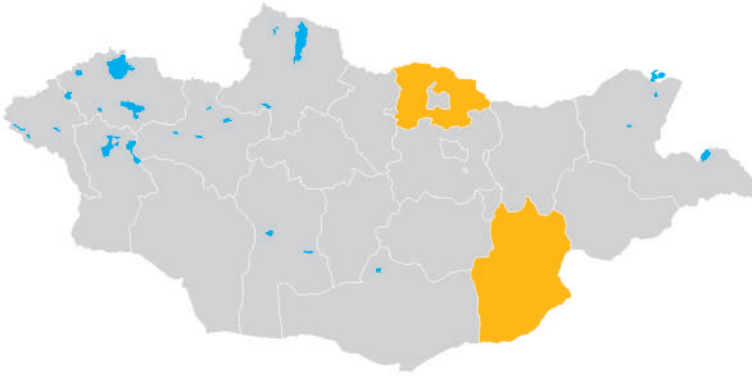
**Monitoring goal:**

The main goal of this monitoring was to evaluate current availability, effectiveness, and quality of the services provided by The National police and provide recommendations to improve relevant policy and regulations.

**Objectives:**

1. To assess public services which regulated by law provided by police departments according to following indicators.
  - a. Instruction of the organization
  - b. Quality and availability of services
  - c. Officers' ethic
2. To provide recommendations to improve relevant policy and regulations .

# Profile



## Monitoring scope

Two provinces and two districts

## Monitoring design and methodology

To assess the quality of police services, we used analysis on the factors affecting the quality of services. For example, the service efficiency as indicators of human resources, and determine the load with other factors such as service delivery, and access to these services , such understanding of the organizational structure and legal circumstances , ethics and understanding expressed by quality of service . Thus, the organization's service was evaluated "good" or "bad".



**2013** August

**2013** November



**270** Citizens



**58** Semi-Structured interviews

**30** Advocates Prosecutors

**28** Head of the police departments



**10** Document review

## EVALUATION OF THE LABOUR LAW IMPLEMENTATION IN MONGOLIA



**Client** Institute of Labour Studies within Ministry of Labour of Mongolia

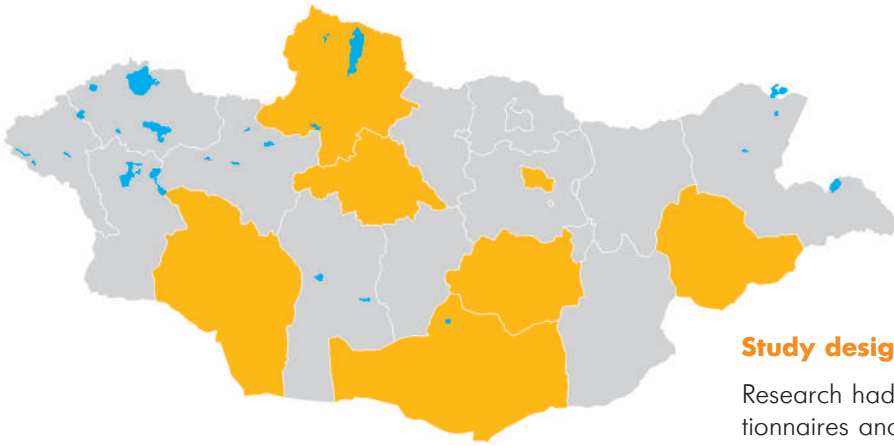
### **Study goals**

This project is aimed to evaluate current implementation of the Labour Law within population density and enterprises by number of employees, workplace type and general sectors of line of economic activities, develop proposals and recommendations to the policy makers

### **Objectives:**

1. Research on how the general law rights and duties of the employees and employers (workplace conditions, work and free time, wage, social welfare, occupational safety and health) are satisfying.
2. Determine level of implementation of the collective and tariff agreements between employers and employees representing organizations which are reflected in the Labor Law.
3. Research on workplace labour contract and its implementation

# Profile



## Study scope

The collection frameworks had been prepared from the list of enterprises that were functioning in Mongolia. The collection had been chosen by four steps such as aimag, capital; soum, district; enterprise and research accessing citizen.

## Study design and methodology

Research had been taken by questionnaires and intensive interview. The scope of research collection was determined by the business registration fund's 2012 annual report and detaching first quarter X report. We have determined that the business registration fund's database has been comparatively weak and included reserve collection. The collection has overseen economic sector of the enterprises and number of employees.



**2013** August

**2013** November



**504** Employers

**1004** Employees

**70** Assistant herders



**14** Semi-Structured interviews



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

Swiss Agency for Development  
and Cooperation SDC

## ATTITUDES TOWARD GENDER EQUALITY: A SURVEY EXPERIMENT IN MULTIPLE NATIONAL SETTINGS

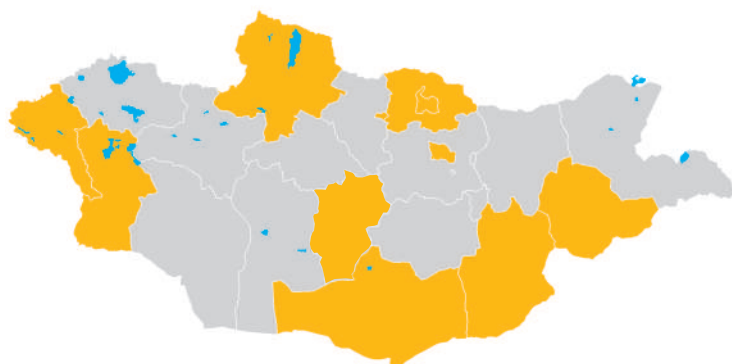


**Client:** Swiss Agency for Development and Cooperation

**Partners:** **M. Steven Fish**, Professor of Political Science, University of California, Berkeley;  
**Danielle Lussier**, Assistant Professor of Political Science, Grinnell College;  
**Rose McDermott**, Professor of Political Science, Brown University; and the Swiss  
Development Cooperation.

**Study goal:** This cross-cultural, cross-sectional, experimental survey focused on attitudes towards gender equality. Specifically, it investigated how religious affiliation, socioeconomic status, sex, and other factors may correlate with attitudes toward equality between the sexes.

# Profile



## Study coverage:

Ulaanbaatar  
Darkhan  
Erdenet  
Khovd  
Khovsgul  
Uvurkhangai  
Omnogovi  
Dornogovi  
Selenge  
Sukhbaatar  
Bayan-Olgii

## Description:

- A desk review of relevant documents relating to the issue of gender equality in Mongolia, allowing the primary researchers to complement the comparative aspect of the survey with Mongolian contextual information.
- IRIM finalized the randomized sampling procedure (to be nationally representative) and logistical plan and developed the Mongolian translations of the experimental questionnaire, including adaptations for cultural contextualization.
- Prior to field work IRIM prepared and delivered a manual for researchers administering the questionnaires and conducted participatory training on protocols for data entry staff and for internal quality control.
- The project saw staff undertake extensive field work in rural areas in 3 cities, across 8 aimags and in 35 soums/khoroos of Mongolia conducting the randomized administration of the survey tools to 1500 nationally-representative participants.

Following the data collection stage, primary data collected through the survey was sorted and checked for mechanical and logical errors. IRIM then created the final datasets and submitted a final technical report on the data collection process along with other deliverables.



**2013** April

**2014** March



**1500** Citizens



## **URBAN SERVICES IN ULAANBAATAR INITIATIVE BASELINE ASSESSMENT**



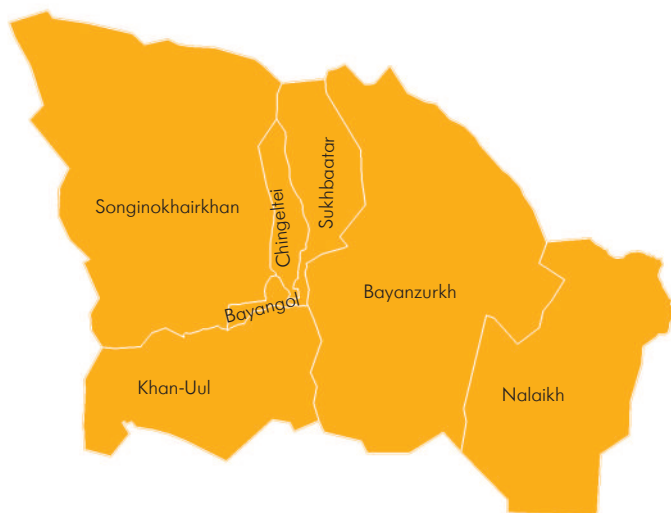
**Client:** The Asia Foundation

**Survey goal:**

The overall purposes of the baseline assessment were:

- To develop informational tools to discuss the perceptions of ger area residents with the city municipality;
- To document ger area residents' perceptions at the selected project sites by assessing citizens' levels of satisfaction with the provision of current services, comments and suggestions regarding service improvement and knowledge and awareness about the newly Ger Area Units and Mayor's Office's initiatives;
- To gather information to inform the future planning of services;
- To review the service-related activities and policies of service providers City Municipality agencies, and local governors;
- To reveal the major problems service providers face when providing particular services;
- To assess service providers' potential roles within the Initiative;
- To provide a data that can be used as a baseline, from which changes in residents' perceptions can be measured over time.

# Profile



## Survey sampling

The baseline assessment was covered two basic groups of Ger district residents and Public service providers. Service providers group consists of entities of the public service providers, governors of districts and khoroos and chief of Ger Area Unit.

## Survey design and methodology

The baseline assessment comprised two main components – quantitative and qualitative. The qualitative component consisted of two parts that were focus group discussions with citizens, and in-depth interviews with service providers.

The general design of the survey was the non-experimental cross-sectional and comparative design.



**2013** May **2013** October



**1525** Households



**28** Semi-Structured interviews



**10** Focus group discussions

## SKILLS DEVELOPMENT AND CAREER GUIDANCE NEEDS ASSESSMENT SURVEY



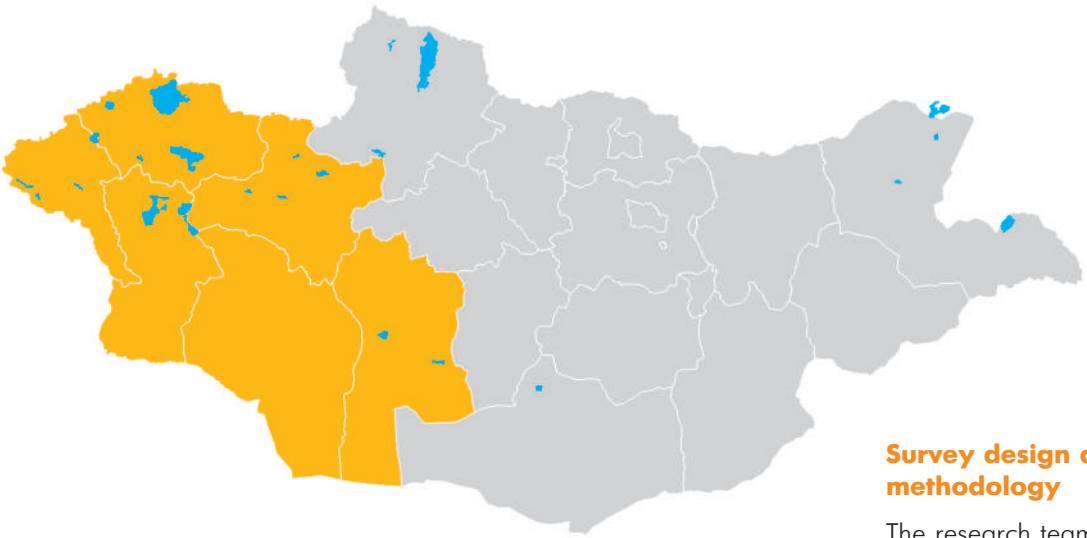
**Client** Swiss Agency for Development and Cooperation SDC

**Survey goal and objectives** The purpose of the assignment was to define skills development and career guidance needs in target areas and assess local counterparts' (local governance, local business, other project implementation organizations) potential to coordinate and influence synergies with SDC's VET projects. As such, the needs assessment not only documented the existing needs for skills development but also provided appropriate recommendations for effective coordination among stakeholders.

**The following objectives were set as part of the survey:**

- To study the current economic structure and employment, economic activities and projects that will influence the future labour and market demand in the target area;
- To review the relevant labour market analyses and surveys;
- To capture present and future skills development and career guidance needs from selected interviewees for both males and females (gender disaggregated), integrating local geographical, traditional and industrial specific characteristics;
- To identify current skills training activities provided by VET schools, as well as their interest and capacity to participate in a skills development project;
- To assess advantages, disadvantages, resources and difficulties of existing skills training activities provided by other organizations in target areas and identify potential synergies between the observed skills development needs and SDC's VET Project and other related project activities;
- To assess existing skills development support mechanisms;
- To provide recommendations for skills that can be addressed by the VET project and by short-term skills development training courses at VET schools; and
- To deliver a final report containing the main findings of the needs assessment.

# Profile



## Survey sampling

The target group for the surveys consisted of the demand side (employers) and supply side which included small-scale herders, former herders and students who completed 9<sup>th</sup> and 11<sup>th</sup> grade.

## Survey design and methodology

The research team used targeted sets of surveys and research tools for each sub group. There were some limitations when conducting the survey, such as time constraints and information hoarding during data collection.



**2013**

February

**2013**

April



**471** Adults

**125** Students

**169** Employers

**54** Other stakeholders



**6** Semi-Structured interviews



## BASELINE SURVEY FOR THE SWISS COOPERATION STRATEGY 2013-2016



**Client:** Swiss Agency for Development and Cooperation SDC

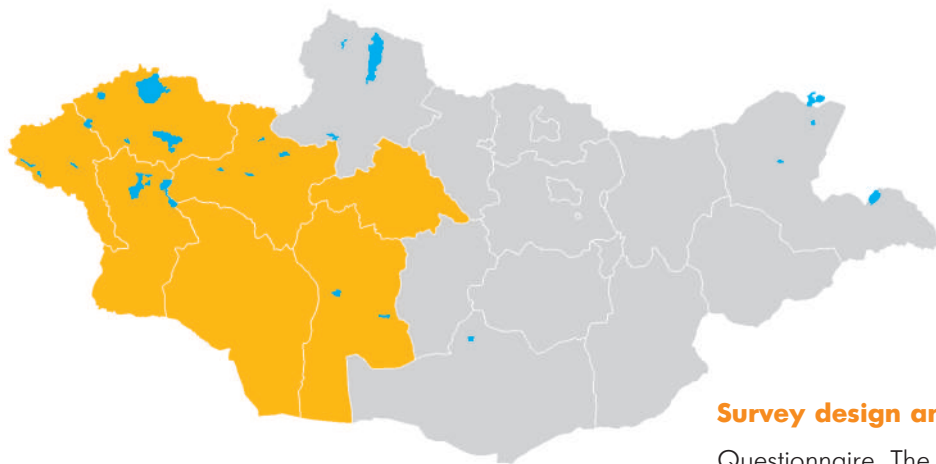
**Partners:** Green Gold, Integrated Water management, Mongolian Potato projects

**Survey goal:**

The core feature of the 2013 Baseline was the provision of benchmarks for the future monitoring and evaluation of the SDC Cooperation Strategy of 2013 to 2016. In particular, the 2013 Baseline Survey was expected to provide:

- Measurement of six (of the 15) Swiss cooperation level indicators, and
- Determination of the general characteristics of the surveyed beneficiaries.

# Profile



## Survey sampling

Eight aimags and 22 soums of Khangai, Western and Central region Data collection of the baseline survey covered the following SDC projects or target aimags:

- Green Gold: Zavkhan, Khovd, Bayan-Ulgii, Uvs, Bayankhongor, Arkhangai and Gobi-Altai;
- Mongolian Potato Project: Zavkhan, Khovd, Bayan-Ulgii, Uvs, Bayankhongor, Arkhangai and Gobi-Altai (target aimags);
- Integrated Water Management: Khovd aimag.

## Survey design and methodology

Questionnaire. The main research method was a questionnaire. In measuring different outcome indicators, some sections of the questionnaire reflected household information whereas others included mostly individuals' (farmers) information.

This instrument contained domains including socio-demographic information, perception of usefulness of extension services, changes in income, secure access to water for agriculture, perception of herders on stocking rates, crop yield of potato and other vegetables.



**2013** May

**2013** November



**1294** Citizens

## PROJECTS IN PROGRESS



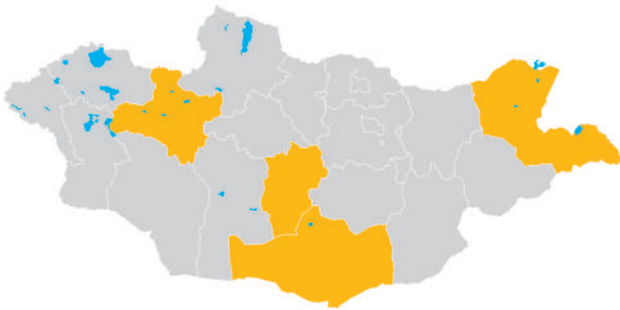


Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

Swiss Agency for Development  
and Cooperation SDC



# EVALUATION OF CITIZENS' REPRESENTATIVE KHURALS' LEGAL ENVIRONMENT



### Study sampling

Umnugobi	Dalanzadgad
	Bayan-Ovoo
Zavkhan	Uliastai
	Aldarkhaan
Dornod	Kherlen
	Bulgan
Uvurkhangai	Arvaikheer
	Taragt

**Client:** "Capacity strenghtening local self governing bodies" project

### Study goal:

The main goal of this survey was to study the process of local self-governing and administrative bodies of coherent and balanced relations in theoretically and practically and provide recommendations.

In this respect, the main objectives of the research were the following;

1. To study, the legal framework for the control functions of Citizens' Representative khurals.
2. To do comparative study of local self-governing institutions in foreign countries,
3. To create a database including similar works done in before.

The study is now at the report writing stage.



**2013** October

**2014** March



**303** Citizens



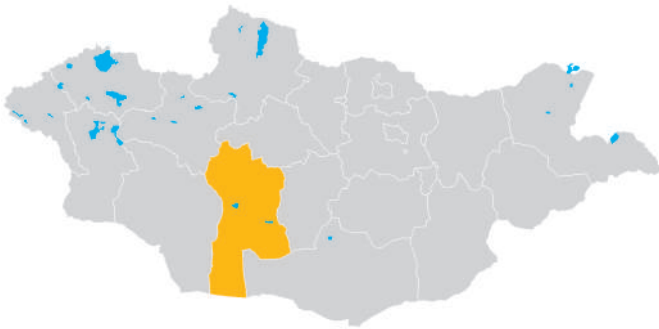
**46** Semi-Structured interviews



**80** Document review



## EVALUATION SURVEY OF THE “MATERNAL AND CHILD HEALTH AND NUTRITION PROJECT” IN BAYANKHONGOR AIMAG



### Study coverage

Bayankhongor aimag center and seven soums

### Study design and methodology

Generally we followed the research methodology used in the baseline survey because it enabled us to compare results of the baseline and the final survey, and to evaluate the project impact.

**Client** World Vision Mongolia

**Partner** Public health school of Health Sciences University of Mongolia

### Study goal:

The purpose of the evaluation was to measure the impact of World Vision’s Maternal and Child Health and Nutrition Project in targeted communities in Bayankhongor.

The overall evaluation was to take into account the following objectives:

- Assess the outcomes achieved against the milestones set by the program designs;
- Identify the changes and impact made by the WV interventions among the program beneficiaries (including children, their families and communities);
- Define successful practices directly and indirectly associated with the programs;
- Make recommendations and highlight opportunities for future projects in the selected areas.

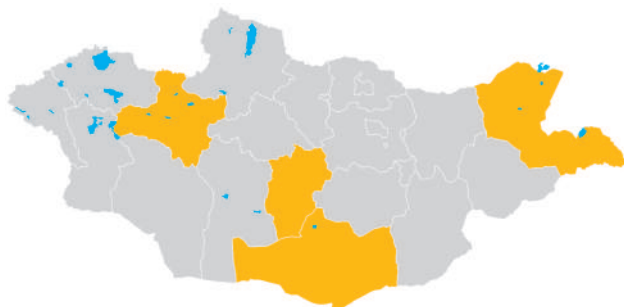


**2013** September



**386** Children **125** Breastfeeding mothers **131** Pregnant women

**“LEVERAGING TRADITION AND SCIENCE IN DISASTER RISK REDUCTION IN MONGOLIA (LTS)” SURVEY**



**Study design**

The general design of the survey is the interrupted time series experimental design. The survey comprised of two types of evaluations – outcome evaluation and implementation monitoring. In the framework of the outcome evaluation, the research had the following characteristics:

**Client:** Mercy Corps Mongolia

**Study goal:**

The survey aimed at executing evaluation on national dzud prevention and management system. In implementing the task, the survey team intended to determine capacity of herders, the main dzud victims, and local public and private organizations, the main stakeholders, as well as to define effectiveness of the current activities and further needs and requirements.

**Study Scope**

Khovd, Bayan-Ulgii, Uvs, Gobisumber, Dornogobi, Dundgobi, Umnugobi, Khuvsgul, Zavkhan, Bayankhongor, Govi-altai, Khentii, Sukhbaatar, Uvurkhangai, Arkhangai



**2013** October      **2014** March



**1061** Households



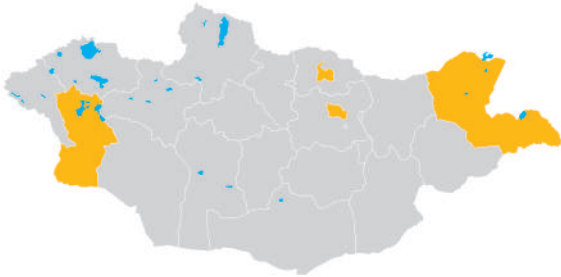
**42** Semi-Structured interviews



**83** Document review



## “SEXUAL AND REPRODUCTIVE HEALTH ISSUES AMONG 15-24 AGED YOUTH” QUALITATIVE STUDY



### Study sampling

The project sampled people from populations concentrated in six primary areas including; Ulaanbaatar city, Darkhan-Uul, Dornod aimag Bayan-Uul soum, Khovd aimag Khovd soum.

### Study design and methodology

The overall research methods were designed to gain an in-depth understanding about the various determinants of sexual reproductive health-related behaviors. Because it aims to gather data from a representative sub-set of Mongolian youth, the proposed project has a cross-sectional qualitative research design. Qualitative methods used during the data collection will included focus group discussions with representative members of the target population and semi-structured interviews with local key informants.

**Client** UNFPA

**Partner** Carol Underwood, Assistant professor, Department of Health Behavior and Society, John Hopkins University

### Study purpose

The primary purpose of this scope of work was to develop a comprehensive qualitative evidence-base in support of UNFPA’s 5th Country Programme aims of developing Strategic Behavior Change Communication (SBCC) initiatives in meeting the sexual and reproductive health-related needs of Mongolian youth. The qualitative research conducted in this project aimed to provide an in-depth baseline assessment on the determinants of youths’ attitudes and behaviors relating to current health practices, so as to inform priority areas for the implementation and promotion of sustainable, targeted, health communication strategies.

- To understand the individual, collective, social, cultural, and structural factors that promote protective health practices, such as the delay of sexual debut, use of modern contraceptives, including condom use;
- To determine individual and community barriers as well as readiness to change to reduce STIs/HIV/AIDS, unplanned pregnancies, reduce abortion rates; and
- To provide meaningful input to intervention efforts in order to enhance the effectiveness of program implementation.



**2013**

September

**2014**

March



**20**

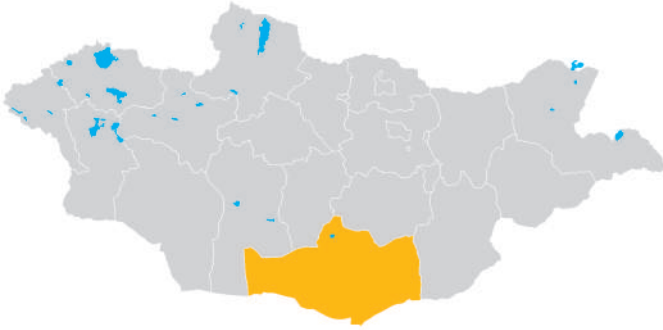
Semi-Structured interviews



**24**

Focus group discussions

## POPULATION PERCEPTION BASELINE SURVEY: MONGOLIA WATER AND MINING



**Client** International Finance Corporation

**Survey goal**

The goal of the survey was to conduct a representative population survey of all fifteen soums in the South Gobi region creating a baseline on local peoples' perception of the mining industry's impact on the local water supply for the upcoming "Mongolia Mining and Water - Sustainable Business Advisory Program".

The goal of the survey was to define the knowledge, attitudes and practices of local water management issues, in particular public opinion on positive and negative impact of formal and informal mining activities in South Gobi as well as to propose recommendation for better implementation of the program.

**Survey coverage** Umnugobi (15 soums)



**2013** September **2014** February



**1040** Citizens