

Post-Distribution Monitoring

WINTERISATION ASSISTANCE ASSESSED BY
COMMUNITIES SERVED

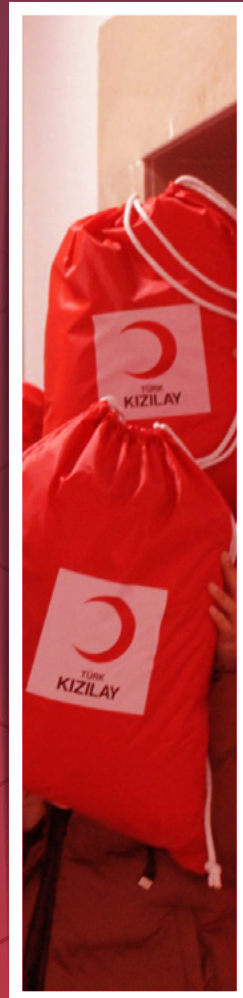


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Background

On 6 February 2023, Türkiye experienced devastating earthquakes in Kahramanmaraş, with magnitudes of 7.7 and 7.6, claiming the lives of over 53,000 individuals, including at least 7,300 Syrian refugees, injuring 108,272, and forcing over 3 million to leave their homes. When Türk Kızılay phased out of emergency earthquake operation into mid-to-long-term recovery, it started focusing on improving the living conditions in both container cities and rural areas by providing various goods and services such as Nutrition; Cash and Voucher Assistance (CVA); Livelihoods; Water, Sanitation, and Hygiene (WASH); Shelter; Community-Based Health and First Aid (CBHFA); Disaster Risk Reduction (DRR); Mental Health and Psychosocial Support (MHPSS), and In-Kind item distribution.

As winter approached, Türk Kızılay urgently called for winterisation support in container cities, including securing containers against strong winds, adding tarpaulins for roof protection, and providing portable heaters. Addressing these needs was crucial for the welfare of those relying on these shelters. Considering the harsh winter conditions in the earthquake-affected region, the Disaster and Emergency Management Authority (AFAD) conducted a needs assessment and informed Türk Kızılay about the required items which include tarpaulins, anchoring materials, blankets, silicone sets, air conditioners, and heaters.

Consequently, Türk Kızılay initiated a winterisation programme to address the identified winter-related needs. This programme was unprecedented in its scale and scope as it provided a wide range of essential winterisation items which were much needed at the time. The programme involved extensive participation from almost all Türk Kızılay departments during the planning phase. The implementation phase saw the deployment of numerous personnel from headquarters, branches, and Community Service Centres. Volunteers also played a crucial role in the field operations.

Along with the identified winterisation needs, the affected communities have also experienced significant difficulties accessing basic needs due to changes in living spaces and reductions in income sources, making it particularly challenging for women and young girls to meet their specific needs. In response, women hygiene and care kits have been distributed to help preserve the dignity and honor of women and girls affected by the disaster. These kits aim to preserve their self-esteem and confidence, strengthen their ability to cope with stressful and challenging crisis situations, and provide easier access to essential hygiene and care materials. Additionally, they support the more active and secure participation of women and young girls in social life and aim to mitigate the risks associated with gender-based violence (GBV). Accordingly, these kits were distributed to ensure comprehensive support for the affected populations.

Additionally, the other materials purchased and distributed in container cities include the following: 35,000 tarpaulins, 26,689 electrical heaters (heaters funded bi-laterally by the Korea National Red Cross with Türk Kızılay), 78,500 silicones and 39,500 silicone guns (silicone items funded bi-laterally by the German Red Cross with Türk Kızılay) to allow for mending of the containers against holes, fractures, and other issues that occur during container construction or later in time. In addition to the 53,635 food parcels, sealing materials were distributed between December 2023 and February 2024 for emergency weatherproofing of containers, as well as heaters and blankets were distributed to help keep people warm.

Additionally, the Disaster Recovery Programs Coordination Office of Türk Kızılay crafted a well-designed monitoring mechanism to allow for continuous tracking of the programme's implementation which enabled timely interventions and adjustments as necessary. An in-house online data collection system was developed for this programme which served a key purpose. The data collection system played a prominent role in tracking distribution metrics and comparing planned targets against the achieved. This real-time monitoring system in place enabled the team to identify areas where there was need for additional personnel or further investigation.

The programme achieved efficient and effective service delivery largely due to its modern and holistic approach that significantly enhanced both its management and accountability.

Executive Summary

Most of the recipients (95 per cent) of the winterisation programme reported the assistance met their needs to varying degrees, yet 5 per cent said their needs were unmet. Overall satisfaction with the winterisation programme was high, with 80 per cent of recipients giving favourable feedback. According to an overwhelming 96 per cent of the recipients of Hygiene and Care Kits, the distributed items did not cause any skin sensitivity or discomfort. Recipients were satisfied with the way volunteers and staff engaged with them; 87 per cent expressed satisfaction in this regard, with 43 per cent being very satisfied, and 44 per cent satisfied. However, eight per cent of recipients were dissatisfied.

Timeliness was among the strong points of this programme as 73 per cent reported that distributions started on time. Security during programme implementation was on place, with 96 per cent reporting no security concerns. The four per cent who did experience issues cited crowd-related issues.

Feedback from recipients highlighted various aspects of the process. A substantial majority (78 per cent) felt the distributed items were adequate or completely adequate. However, 18 per cent expressed dissatisfaction, citing that food parcels, dignity kits, heaters, and other distributed items were below their expectations.

Rate of finding the distribution process accessible and convenient is 75 per cent, implying it was generally well-received. However, 17 per cent said they faced challenges, while 5 per cent of them categorising these challenges as extreme due to distance, timing, and Türk Kızılay's staffing issues. In terms of recipients' preferred modality of assistance delivery, 58 per cent favoured in-kind distributions delivered to their homes, 23 per cent preferred cash transfers, and 16 per cent found centralised distribution locations more suitable.

Information dissemination emerged as an area with room for improvement; 37 per cent of the recipients felt they received adequate information. To improve information dissemination activities to ensure clearer and more effective communication, to identify needs of the community, raise awareness and encourage participation in Türk Kızılay's programmes, advisory committees were established, mobilising the members of the affected population that are familiar with the local social structure, and can contribute to post-disaster recovery and strengthening. Additionally, printed materials such as posters were designed to further improve awareness about the existing channels.

About the Survey

The post-distribution monitoring study was conducted in the six most-affected provinces. For this study, a total of 401 individuals were interviewed. The primary objective of this post-distribution monitoring study is an assessment of the effectiveness of service delivery, and satisfaction level of recipients on the non-food item (winterisation) and Female Hygiene and Care kits distribution efforts. The study focused on collecting feedback from recipients to measure the extent to which the services were adequate to meet their needs, as well as to identify areas of improvement.

The study questionnaire was collaboratively prepared through consultation with the International Federation of the Red Cross and Red Crescent Societies (IFRC), Türk Kızılay, the Korean National Red Cross (KNRC), and the German Red Cross (GRC). These concerted efforts were carried out by technical teams including Planning, Monitoring, Evaluation, and Reporting (PMER) and Information Management (IM) among others. The collaboration ensured that the study adhered to the highest level of quality and assurance. For example, an online orientation session was arranged for the Türk Kızılay staff, particularly enumerators, before rolling out the survey. This ensured they were well-prepared to moderate and address any questionnaire feedback in advance. The data was collected by the trained enumerators between 26 April and 5 May 2024, via phone interviews using the Open Data Kit (ODK), an open source tool for mobile data collection.

In this study, Türk Kızılay employed simple random sampling method which requires each element in the target population to be coded or numbered. The sample size is predetermined, followed by calculation of the population size to the sample size. Moreover, simple random sampling dictates random selection of units in the population without any specific order or pattern. The sample size was determined as 368 by Raosoft, assuming a response distribution of 50 per cent, with a 95 per cent confidence interval (CI), a Z-score of 1.96, and a margin of error of 5 per cent. To accommodate potential errors in questionnaire completion, an additional 9 per cent (N=33) was added, resulting in a final sample size of 401.

Demographic Information



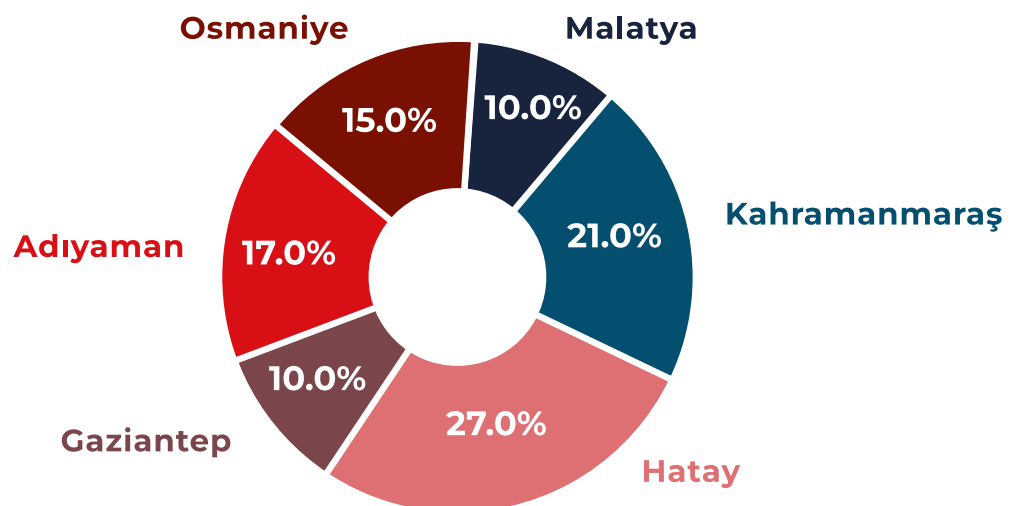
Among the 401 recipients surveyed, women participation slightly exceed men, comprising 52 per cent of the total. This demographic breakdown helped ensure a balanced representation of the target population, which is crucial for equity and inclusion. It ensured that the views and experiences of both genders were adequately captured. Participants were selected from mostly Turkish nationals.

The age distribution shows a concentration in the 36-to-45 year bracket, which accounts for 39 per cent of the sample. This is followed by 22 per cent aged between 26 and 36. While the 55 and older category was represented by 18 per cent, the 46 to 55 category accounts for 16 per cent, and the 18 to 25 category comes in at 4 per cent.

Age groups	Female	Male
18 - 25	3 %	1 %
26 - 35	12 %	10 %
36 - 45	20 %	19 %
46 - 55	8 %	8 %
55 +	9 %	9 %

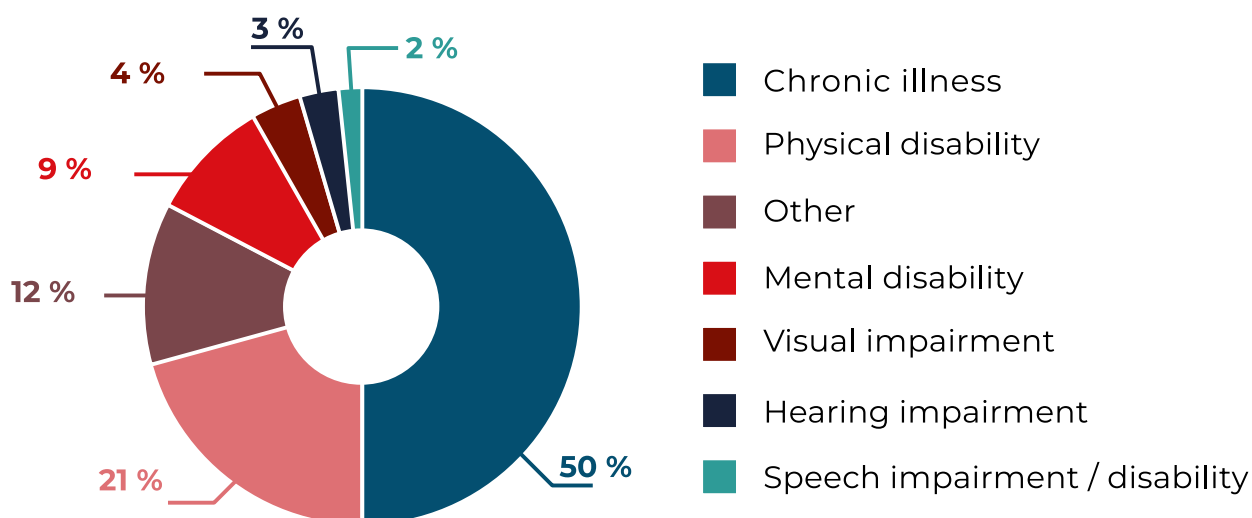
The detailed breakdown of surveyed recipients in different provinces in the earthquake-affected area is as follows:

Distribution of Recipients by Province



The study analysis reveals significant insights into households affected by disability or chronic illness. A striking 45 per cent of households include one or more members with a disability or chronic illness. Within this group, 9 per cent lack documentation (medical report, etc.) of the disability or chronic illness in their households, while the majority (73 per cent) have one individual with such documentation, and 18 per cent have two individuals. The detailed breakdown of disability/chronic illness is as follows:

Disability/Chronic illness breakdown



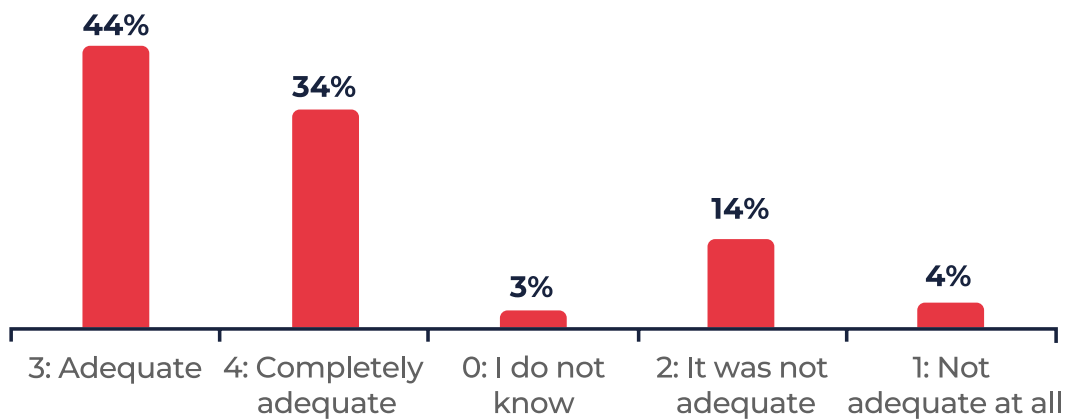
Winterisation Items

Within the scope of the winterisation programme, Türk Kızılay distributed essential items to the affected population which is given in detail in the table below:

Province	Food Parcels	Heaters	Tarpaulins	Silicone Kits	Water Canisters	Home Water Purification Units	Hygiene and Dignity Kits
Hatay	13,135	1,370	9,100	6,200	1,000	757	2,467
Kahramanmaraş	8,000	4,620	8,270	19,700	2,500	1,205	2,388
Gaziantep	8,536	7,052	11,760	23,980	1,500	958	5,255
Malatya	7,100	5,216	5,870	10,520	0	0	0
Adıyaman	9,900	8,431	0	18,100	5,000	880	1,541
Osmaniye	7,200	0	0	0	0	0	1,430
Total	53,871	26,689	35,000	78,500	10,000	3,800	13,081

An analysis of the responses to the survey questions about the quality of distributed items indicates a generally positive sentiment among recipients. A substantial majority (78 per cent) rated the items as either adequate or

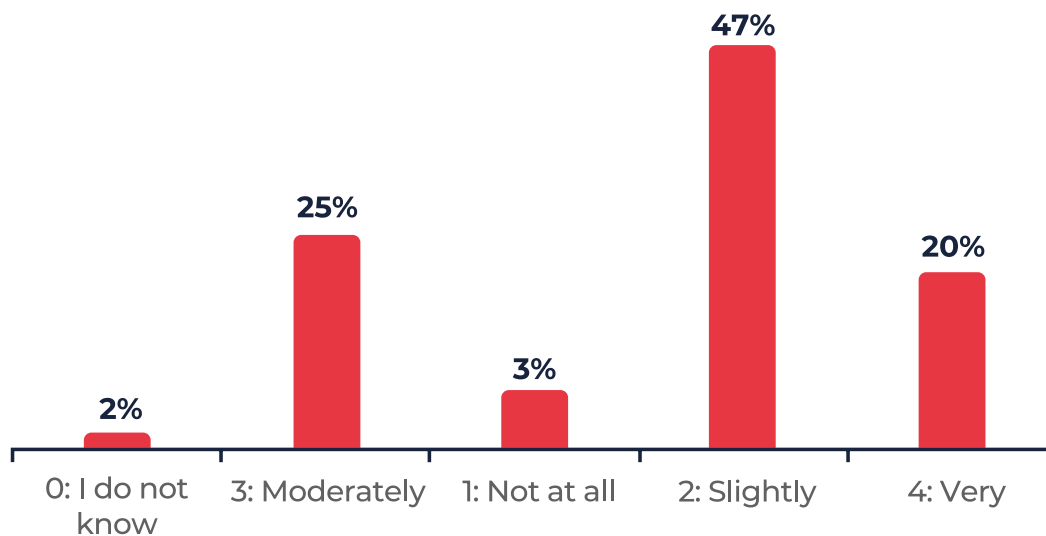
How would you rate the quality of the products you have received on a scale of 1-4, with 0 indicating lack of knowledge?



completely adequate. This indicates that a significant portion of those affected by the earthquake found the distributed goods satisfactory in meeting their needs. A small percentage (3 per cent) expressed uncertainty, highlighting a minor area of ambiguity in perceptions. However, a minority (18 per cent) reported negative views, indicating that some recipients felt the items were either not adequate or fell short of their expectations. Further analysis reveals that items below recipients' expectations are mainly food parcels (33 per cent), dignity kits (21 per cent), heaters (18 per cent) and others (14 per cent).

According to a significant portion of the respondents, the quantity of products they received was could have been more adequate. Specifically, 47 per cent of recipients stated their needs were only "Slightly" met, and 7 per cent rated the meeting of their needs as "Not at all". In contrast, a combined 45 per cent of recipients had a more positive experience; 25 per cent reported their

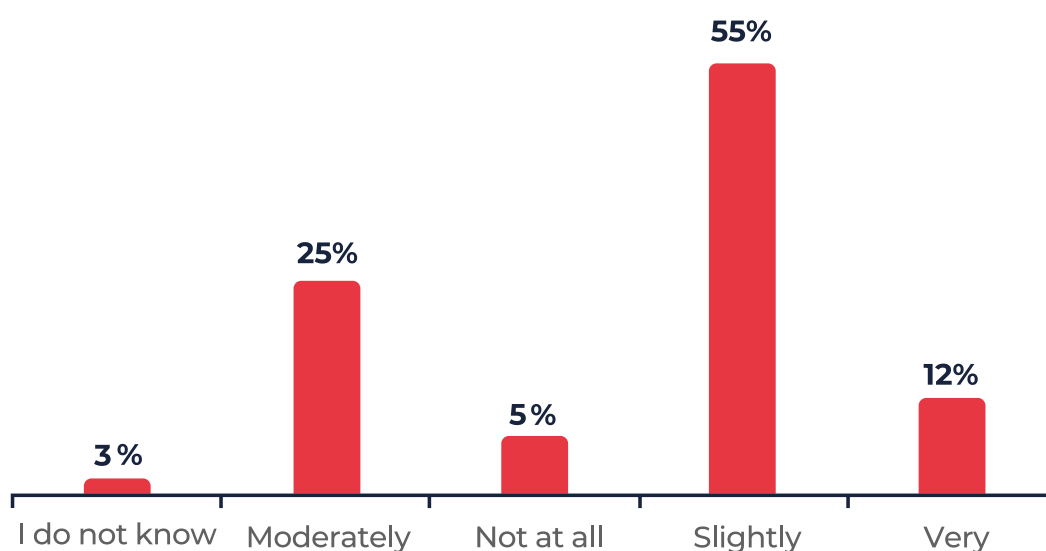
On a scale of 1-4, how would you rate the level of the amount of products you received to meet your needs?



needs were "Moderately" met, and 20 per cent were "Very" satisfied with the quantity of items they received. The results indicates that while a notable portion of the beneficiaries found the product amounts adequate, for majority of the recipients it fell short to meet their needs. Further analysis reveals that beneficiaries' feedback in terms of product amounts mainly gathers around food parcels (36 per cent), women hygiene and care kits (21 per cent) and heaters (14 per cent).

As for how relevant the items were for the respondents, it is seen that many recipients regarded these items as relevant, with some room for improvement in terms of item relevancy. Notably, 25 per cent of recipients found the items “Moderately” relevant, while 12 per cent felt the items were “Very” relevant. Additionally, 55 per cent of recipients rated the items as “Slightly” meeting their needs, showcasing the need for improvement. Finally, the 5 per cent who said that the assistance did not cover needs at all emphasized lack of clothing items and the need for more hygiene items. This finding aligns with another report¹ which indicates that, on average, almost 17 per cent of households in the six earthquake-affected provinces still require clothing items, highlighting the ongoing need for these essentials in the affected areas.

To what extent do the products offered to you in this distribution meet your needs?

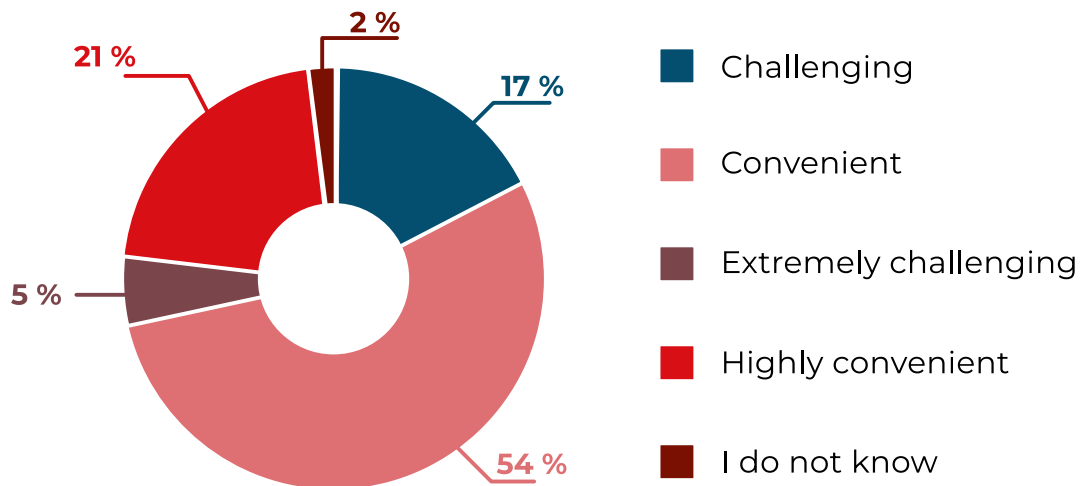


¹ For more detailed information, please visit: <https://reliefweb.int/report/turkiye/earthquakes-affected-provinces-comprehensive-needs-assessment-turkiye-june-2024>

Timing/Modality/Accessibility

Regarding modality of item distribution, this analysis shows that the largest portion is “Distributed to home” at 33 per cent, closely followed by distributions via Türk Kızılay buildings or containers at 31 per cent, and mass distributions at 30 per cent. The smallest category for distribution is “Other” at 5 per cent which consist of social markets, through AFAD and mukhtars.

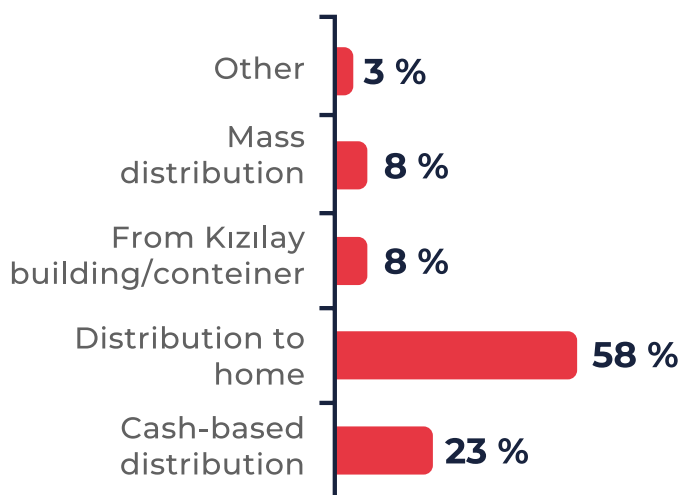
Accessability and convenience of mass distribution



The analysis reveals that the vast majority of the recipients (75 per cent) have positive sentiments regarding the accessibility and convenience of the mass distributions (54 per cent convenient, 21 per cent Highly convenient). Only 5 per cent of the respondents stated that it was “Extremely challenging” for them to access the services. Among the reasons behind this challenge are the distribution point being distant (67 per cent), crowd-related issues (18 per cent), timing of the assistance (10 per cent), and staff-related issues (5 per cent). Further analysis indicates that among those who found it extremely challenging or challenging to access the services, the breakdown of disabilities is as follows: 21 per cent have physical disabilities, 3 per cent have visual impairments, 12 per cent have mental disabilities, 52 per cent suffer from chronic illnesses, and 12 per cent fall into other categories. This highlights that 35 per cent of the respondents face mobility-related disabilities, while a significant 52 per cent are dealing with chronic illnesses.

According to 72 per cent of the respondents, access to Female Hygiene and Care Kits in particular were satisfactory. Only 16 per cent of the recipients were dissatisfied with the distribution and 13 per cent did not state any satisfaction or dissatisfaction. Further analysis shows that dissatisfied respondents related it to the modality of distribution, distance to distribution points and crowding.

Preferred modality

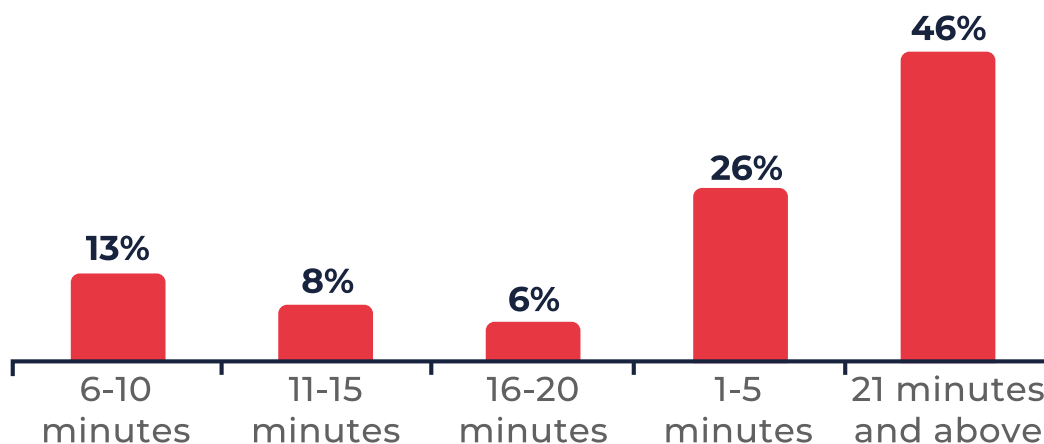


Regarding modality of distribution, data analysis shows that 58 per cent of the recipients prefer distribution to their homes. Also, 23 per cent of the respondents preferred cash-based distribution, highlighting their preference for flexibility in meeting their specific needs. It was also revealed that only 16 per cent recipients would prefer a centralised location for mass distribution or from Türk Kızılay branches/distribution

points. Among those who expressed a preference for home distribution, the disaggregation of disabilities is as follows: 23 per cent have physical disabilities, 4 per cent have visual impairments, 2 per cent have hearing impairments, 2 per cent have speech impairments or disabilities, 8 per cent have mental disabilities, 48 per cent suffer from chronic illnesses, and 14 per cent fall into other categories. This indicates that 39 per cent of these respondents have disabilities affecting mobility, while 48 per cent are dealing with chronic illnesses.

In terms of timeliness of the distribution process, majority of the recipients, 73 per cent, stated that the distribution commenced at the specified time. However, despite timely starts, a significant proportion of recipients, 46 per cent, stated that distribution process took more than 20 minutes, highlighting potential challenges in maintaining efficiency through the process

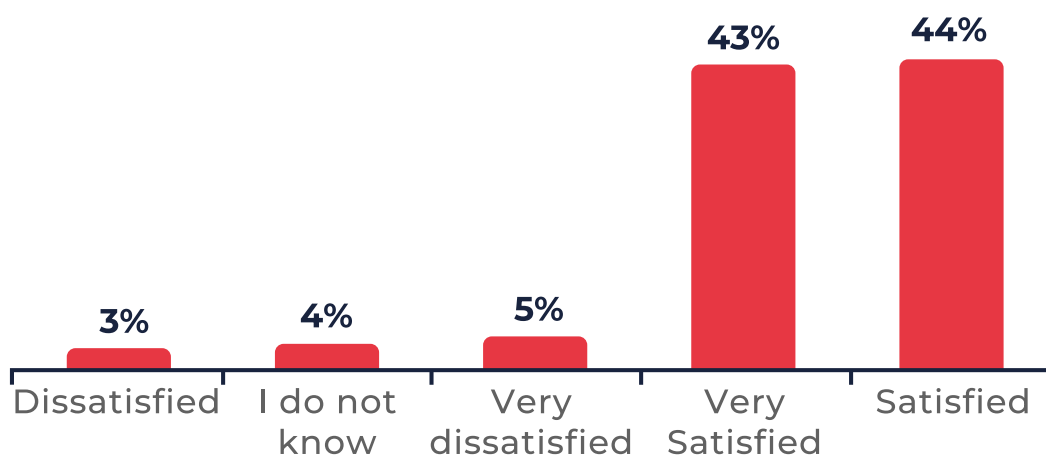
How long did the distribution process take?



Security, Staff Relations and Visibility

Most recipients (96 per cent) reported they experienced no security issues during the distribution process. Among the 4 per cent who reported otherwise, crowd-related issues were found to be the primary security concern.

Satisfaction with the staff



An overwhelming 87 per cent of recipients expressed satisfaction with the attitudes of volunteers and staff during distribution, 43 per cent very satisfied and 44 per cent satisfied. This highlights the dedication and performance of the staff and the high satisfaction levels achieved by Türk Kızılay. However, 4 per cent of recipients were neutral about staff behaviour, and a small portion reported dissatisfaction (3 per cent dissatisfied and 5 per cent very dissatisfied). These insights provide opportunities for improvement to increase satisfaction. Türk Kızılay remains committed to addressing these concerns and continuously improving its services to meet the needs of all recipients.

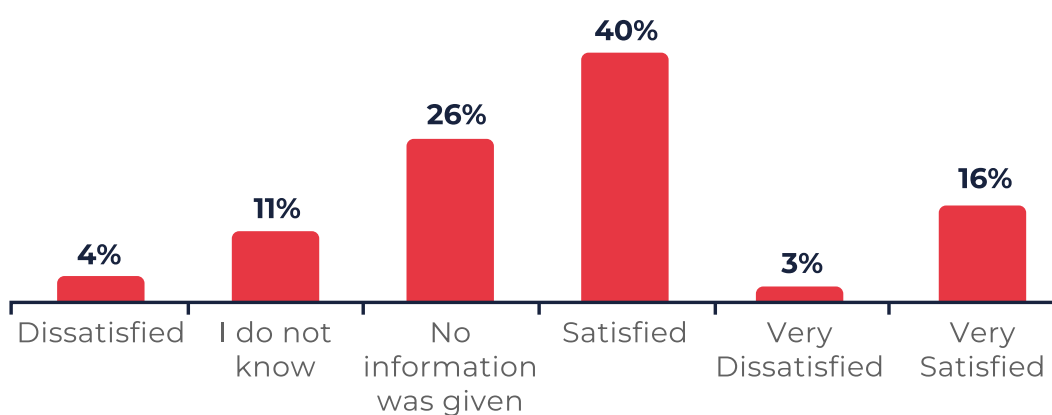
Among the recipients who are aware of the institutions providing support during the distribution process, Türk Kızılay was the most recognized by 49 per cent. Government institutions followed at 29 per cent, while local and other NGOs accounted for 17 per cent. IFRC and partner national societies (GRC & KNRC) were noted by 5 per cent. It is recommended that awareness be raised among recipients about the roles and contributions of these institutions. This could further improve and strengthen transparency and trust in the support provided.

Information Dissemination and Feedback Mechanism

One of the most important lessons learned about the winterisation support is the need for better information dissemination. The analysis reveals that 63 per cent of recipients felt they were not given enough information on how to use the distributed items, while only 37 per cent felt they received adequate information. Improving the dissemination of usage information is crucial for future programming and implementation, as it could significantly enhance overall satisfaction.

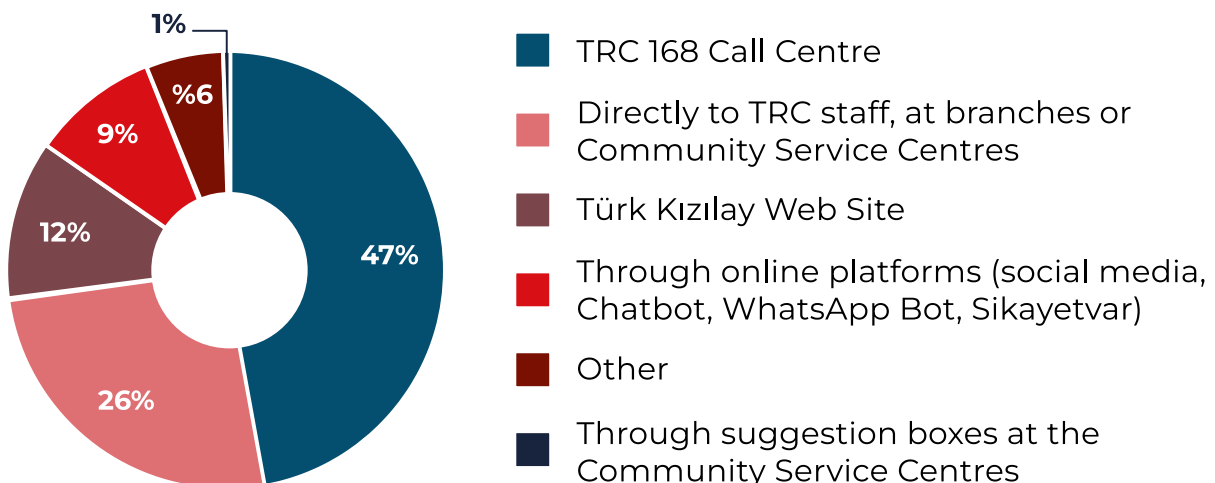
To improve information dissemination about distribution activities, it is recommended that the programme team effectively utilize its existing communication channels. These channels should be used to disseminate effective and efficient information about the distribution process, including distribution times, the items being distributed, and instructions on how to use them. The channels that could be used to disseminate this kind of information include WhatsApp bots, advisory committees, SMS notifications, printed materials, and field staff. Additionally, a distribution guideline could be developed and shared with the field team involved in the distributions to help ensure the information is effectively communicated to communities. Furthermore, information desks at distribution sites could be set up during distribution days to address any queries and collect feedback. Further utilising these channels is highly likely to enhance recipient satisfaction and the overall effectiveness of the support provided.

Information Dissemination



Data analysis also shows that respondents' dissatisfaction with information provision activities extends beyond information on distributed items, to the overall information dissemination component of this programme. While 33 per cent of the recipients provided negative feedback on information dissemination, 56 per cent reported positive sentiment on information dissemination, excluding the uncertain recipients. These findings underline the importance of improving information dissemination strategies to better meet recipients' needs and improve overall satisfaction in future distributions.

Known Feedback Channels



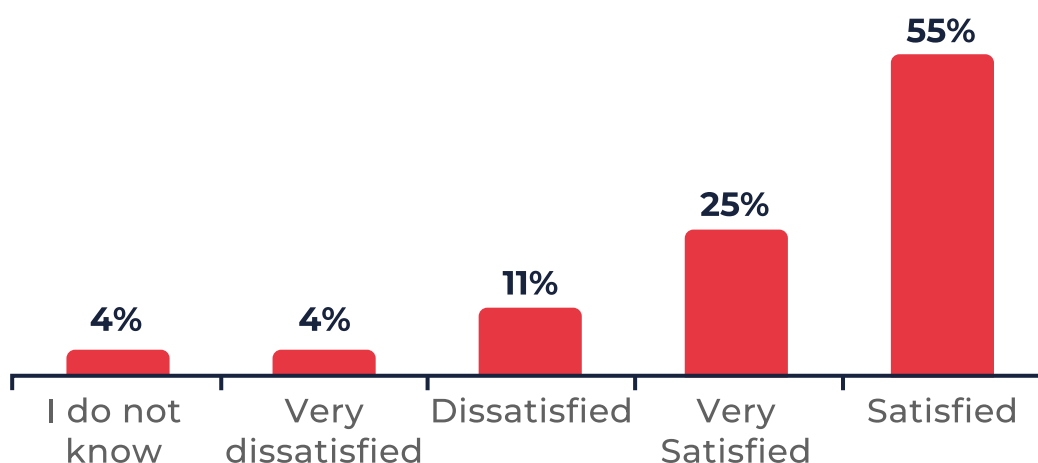
The analysis revealed that only 34 per cent of recipients know how to use the feedback mechanisms, while 66 per cent do not know how to make claims, suggestions, or complaints to Türk Kızılay. Among those who are aware, the most preferred channel is the Türk Kızılay 168 Call Centre, chosen by 47 per cent, followed by direct communication with Türk Kızılay staff at branches, preferred by 26 per cent. The website was mentioned by 12 per cent, and online platforms by 9 per cent. For the majority who are not aware, 54 per cent would prefer using the Türk Kızılay 168 Call Centre, while 23 per cent would opt for face-to-face communication with staff.

Considering the contents of the Female Dignity and Care Kit, it is important to collect feedback on skin sensitivity or discomfort related to the products. Recipient feedback shows that a staggering 96 per cent did not experience any discomfort while only 4 per cent reported discomfort, which was exclusively associated with personal hygiene items.

Overall Satisfaction and Impact

The analysis shows that 80 per cent of recipients are satisfied with the Winterisation/Female Hygiene and Care Kit distribution services, with 55 per cent satisfied and 25 per cent very satisfied. Only 4 per cent are very dissatisfied, and 11 per cent are dissatisfied with the overall process. Additionally, 4 per cent of recipients were uncertain about the overall NFI process.

Overall Satisfaction



The impact of Winterisation/Female Hygiene and Care Kit distributions on returning to pre-earthquake practices shows that 46 per cent of recipients found the distribution helpful and 16 per cent found it very helpful, highlighting its effectiveness in aiding their return to pre-earthquake routines and its positive impact on their recovery efforts. In contrast, 18 per cent found the distribution unhelpful, and 10 per cent stated it was not helpful at all. These findings, along with the previously outlined ones, suggest there is room for improvement in future support efforts.

Conclusion / Lessons Learned

The distributions successfully provided essential items to earthquake-affected populations across six provinces, including food parcels, heaters, tarpaulins, silicone kits, water canisters, home water purification units, and hygiene and dignity kits. While the distribution process was largely efficient and accessible, some feedback also indicated several challenges. Many beneficiaries preferred home distribution or cash-based assistance for greater flexibility in meeting their specific needs. The need for improved information dissemination emphasizing the importance of clear guidance on using distributed items and navigating feedback mechanisms is evident through the analysis.

To enhance future distributions, several key action points have been identified;

- First, there is a need to reassess the content and quality of distributed items to ensure they meet recipients' expectations more effectively. Increasing the quantity of these items is also crucial to address the shortfall experienced by many beneficiaries.
- Accessibility and distribution modalities should be optimized by expanding home distribution efforts, particularly for those with mobility issues and chronic illnesses, and considering cash-based distribution methods to offer recipients more flexibility. Clear guidelines on the use of distributed items should be developed and disseminated through various channels, such as Türk Kızılay 168 Call Centre, WhatsApp, SMS notifications, printed materials, and field staff. Establishing information desks at distribution sites can provide immediate assistance and gather feedback from recipients.
- Strengthening feedback mechanisms is essential for continuous improvement. Promoting awareness and usage of feedback channels, such as the Türk Kızılay 168 Call Centre and face-to-face communication with staff, will ensure recipients' concerns are promptly addressed. Additionally, as an ongoing action point, information dissemination activities have been initiated to link supported people to the complaint and feedback mechanisms. This will ensure that recipients are well-informed about how to voice their concerns and provide suggestions, further enhancing the responsiveness and effectiveness of the support provided.

Türk Kızılay is actively addressing these findings through a series of measures aimed at continuous improvement. Türk Kızılay is committed to refining its processes, reassessing item content and quality, expanding distribution modalities, and strengthening feedback mechanisms to ensure that the needs of the affected populations are met more effectively and efficiently. By taking these actions, Türk Kızılay not only addresses the immediate needs identified but also reinforces its dedication to enhancing its services in future interventions.

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COMMUNITIES SERVED

