Post Distribution Monitoring - Non-Food Items

Summary

Since the beginning of the international conflict in Ukraine on 24th February 2022 until the end of August 2024 **more than 10.1 million border crossings of refugees from Ukraine were recorded** by Romania, directly from Ukraine and via the Republic of Moldova, and **190,491 individuals have been issued Temporary Protection**.

In Romania, refugees receive humanitarian support from UNHCR, in close collaboration with the Government of Romania and other partners, in complementarity with protection and inclusion services, such as counselling, legal aid, language training and other initiatives aimed at fostering self-reliance. These actions create a safe and supportive environment, addressing immediate needs and promoting long-term inclusion into society.

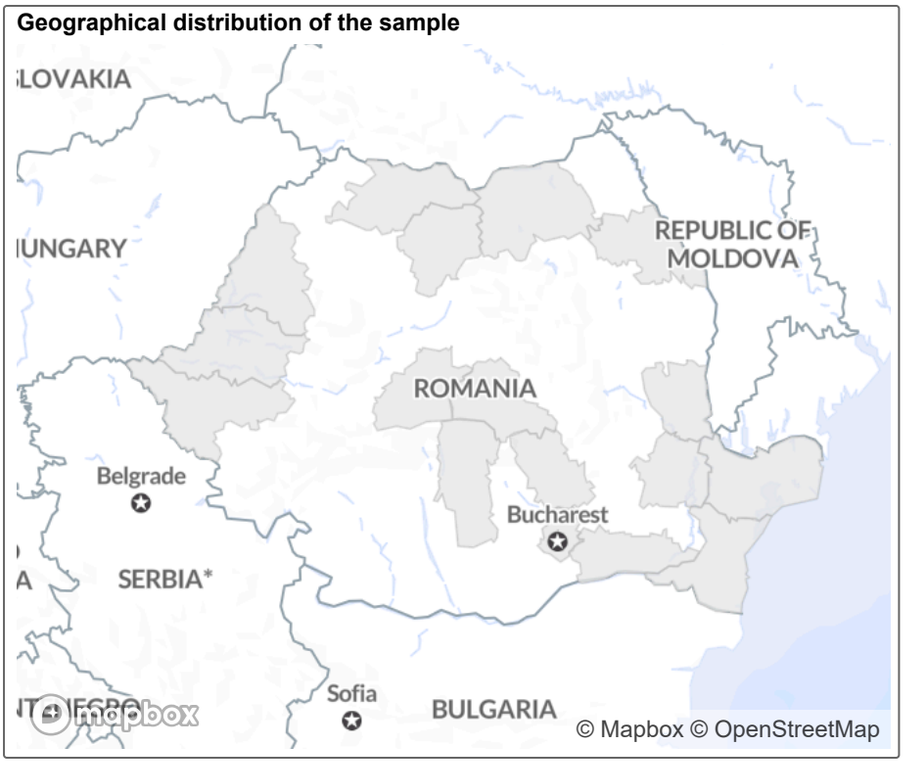
From January to September 2024, UNHCR and its partners have assisted **30,279** refugees with over **105,993** non-food items (NFIs), including baby diapers, body towels, synthetic blankets and hygiene kits thus providing in-kind support for the many refugee households that would have faced difficulties in affording them.

To monitor service quality and ensure accountability, UNHCR conducted a Post-Distribution Monitoring (PDM) survey assessing the NFI distribution in Romania. This document presents the survey findings in five sections: (1) Demographic Characteristics of the Sample, (2) Methodology, (3) Receiving and Applying the Non-Food Items, (4) Outcomes, and (5) Accountability to the Affected Population.

1.Demographic composition

The sample is composed of 250 refugee households (741 individuals). The average household size was approximately 2.9 members. Out of the 250 respondents, 87% were females, and 13% were males. Within the 741 individuals, the two largest age groups were 18-59 years old (with 374 individuals) and 0-17 years old (with 290 individuals). In terms of geographic representation, the top counties were Bucharest (58%), Constanța (19%), and Galați (6%). In the other counties, the sample sizes ranged from 1 to 6 individuals.

Geographical distribution of the sample

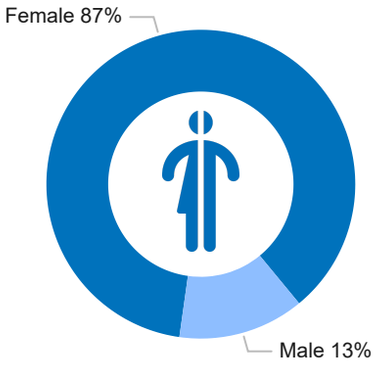


250
Households

741
Total Individuals

2.96
Average of Households Size

Respondents' gender breakdown



2.Methodology

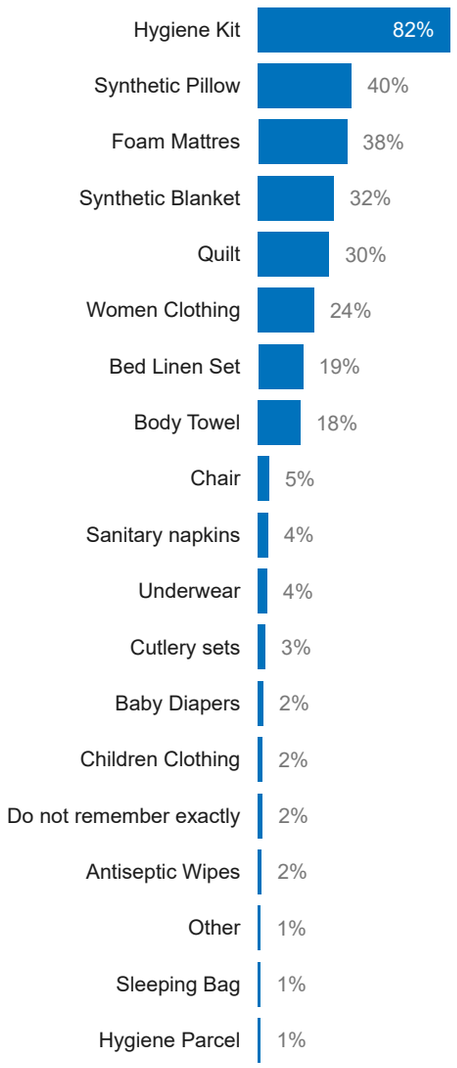
Using a structured survey, UNHCR conducted phone interviews and self-administered interviews (via SMS) with a total of 300 refugee households, out of which 250 households responded between 23 June and 5 September 2025. These households were randomly selected from the UNHCR list of refugee recipients of non-food items assistance. The sample was selected with a confidence level of 95% and a 7% margin of error. Additionally, a 100% buffer was included in the sample to account for potential non-responses due to the fluidity of the number of refugees.

3.Accessing and receiving Non-Food Items

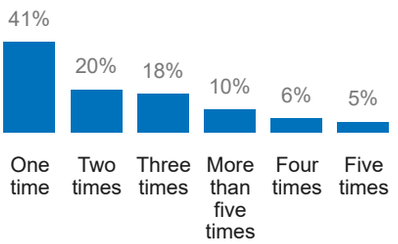
This section assesses the access and receiving process of the NFIs. Reportedly, 59% (26%**) of respondents received at least two times a distribution of NFIs in the last six months prior the survey, while the remaining 41% (74%**) received NFIs one time during the same period.

The top five items received were: hygiene kits - 82%, synthetic pillow - 40%, foam mattress - 38%, synthetic blanket - 32% and quilt - 30%. Assessing whether the quantity of the items was sufficient: 47% (13%**) of the respondents reported more than sufficient quantity of items, 39% (39%**) - sufficient quantity, 10% (32%**) stated that they received a close to sufficient items, with only 4% (15%**) expressing that the quantity of items received was insufficient.

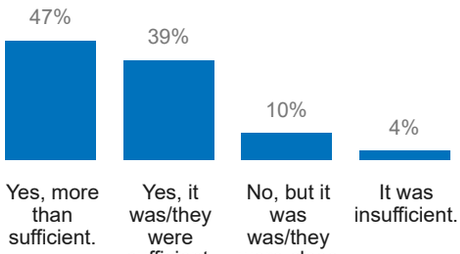
Items Received



Received distribution in the last 6 months



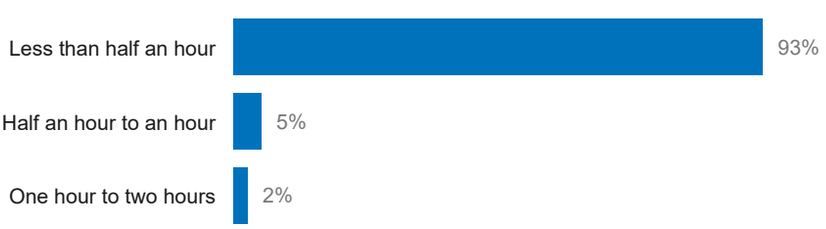
Quantity of the items sufficient for the household's current needs



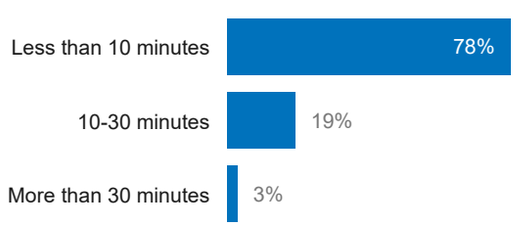
In terms of the accessing the distribution place, almost all of the respondents (93%) (79%**) reported that they had to wait less than half an hour before entering the distribution place, while 5% (15%) reported that it took them 30-60 minutes and 2% (4%**) stated that they had to wait between one hour and two hours before entering the distribution place.

Regarding the duration to receive the NFIs, 78% (56%**) reported that they received the items in less than 10 minutes, while for 19% (37%**) it took between 10 and 30 minutes, the remaining 3% (7%**) reported that receiving the items took them more than 30 minutes.

Waiting time before entering

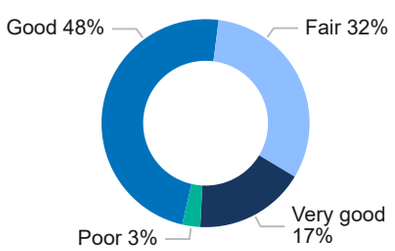


Duration to receive distribution

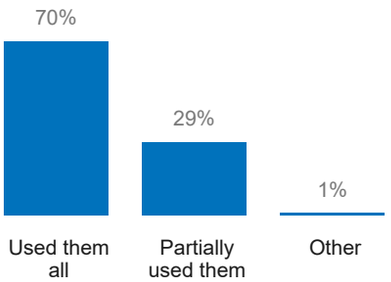


During the survey, participants were also asked about the quality of non-food items received. The answers were divided as follows: **17% (28%**) of the respondents stated that the quality of items was very good, almost half (48%) (47%**) reported that the quality of the items was good.**
More than half of the beneficiaries (70%) (85%**) reported that their household already used all items received by the time of the survey, while 29% (13%**) partially used them and only 1% (1%**) reported that they have used the items for something else.

Quality of the received items



Usage of the received items



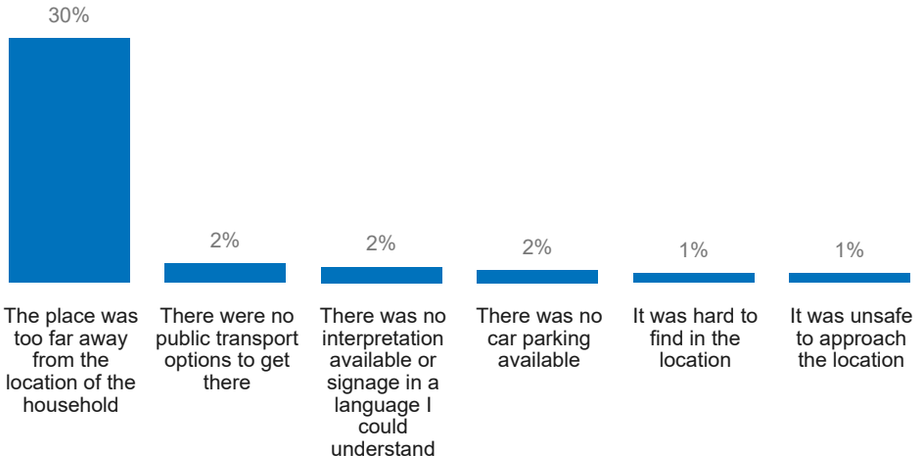
*The results don't add up to 100% because the question allowed for multiple choice
**For comparison purposes that results of the previous round of PDM - NFI 2024 Round 2, will be added between brackets, in blue after each indicator

When asked about the difficulties in reaching to the NFI distribution site, most people said the main problem was the long distance from their homes to the distribution point (30%) (58%**).

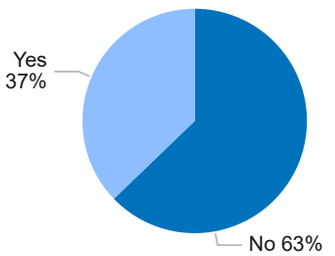
The survey also showed that **63% (88%**) of surveyed people did not face any challenges** in transporting the non-food items to their accommodation, however for the about a third of the respondents, this was an issue.

Challenges while approaching the distribution place

n=(**92**)

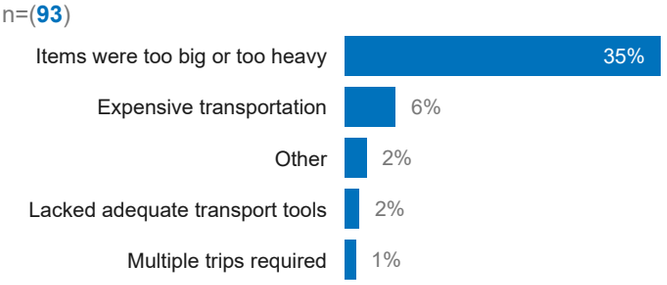


Faced challenges in transporting the items



Challenges while transporting the items

n=(**93**)



Regarding the type of challenges while transporting the items, 35% (5%**) of the respondents, choose option "items were too big or heavy" as the main challenging reason for items' transportation.

While 6% (6%**) faced challenges due to the transportation of the items being too expensive, 2% (2%**) stated that there were no adequate tools to bring the items to their accommodation, another 2% cited other challenges such as the distance between the distribution center and the household, and only 1% stated that the number of multiple trips required for the transportation as challenge.

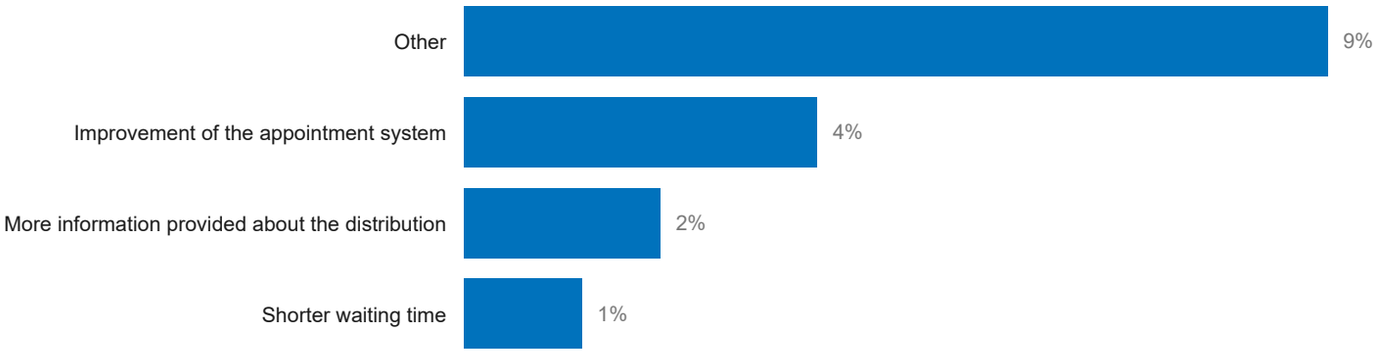
The assessment also focused on understanding how the beneficiaries' experience can be improved in relation to the NFI distribution process.

When asked, 4% of the respondents reported that the appointment system could be improved, 2% (13%**) would prefer to have more information about the distribution, 1 % (6%**) prefer a shorter waiting time. Additionally, 9% (3%**) of the respondents indicated that they prefer other ways of improvement in the distribution experience, as the ones in access and logistics aspects or the ways in which the items are being distributed.

Regarding the perception of risks and safety concerns when accessing the NFI distribution, there were no reported cases.

Ways to improve distribution experience

n=(**36**)



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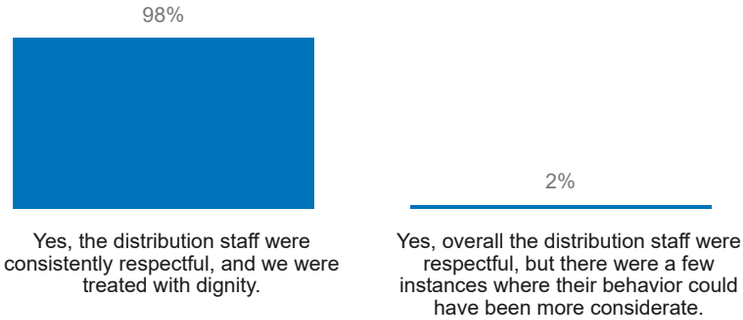
The **significant majority of the respondents (98%) (**95%**)** stated that the distribution staff members were consistently respectful, and that they were treated with dignity during the distribution process. 2% (3%**) of the surveyed expressed that there were few instances where staffs' behavior could have been more considerate, but overall the distribution staff were respectful.

Distribution staff behavior



4.Outcomes

The survey also sought to understand the impact of the non-food items distribution on the respondents, specifically in three key areas: improvement of living conditions, reduced feelings of stress, and the alleviation of the financial burden on their households.

The respondents' assessments were categorized into four levels of impact: slightly, moderately, significantly, and not at all.

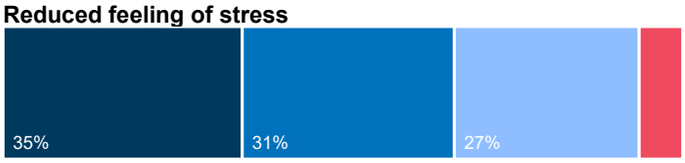
In terms of **living conditions**, 36% (42%**) reported a moderate positive impact, 27% (20%**) significant, 22%(24%**) slight, and 16% (13%**) not at all.

For **reduced stress**, 35% (16%**) experienced a significant reduction, 31% (39%) moderate, 27% (30%**) slight, and 6% (14%**) not at all.

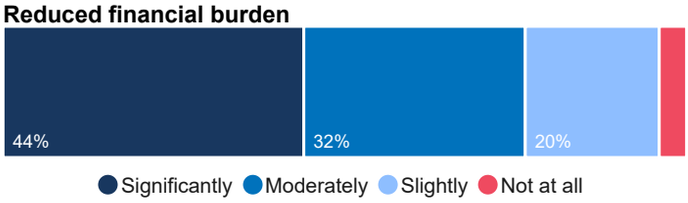
Regarding a **reduced financial burden**, 44% (16%**) felt a significant effect, 32% (33%**) moderate, 20% (42%**) slight, and 4% (8%**) not at all.

Living conditions improved

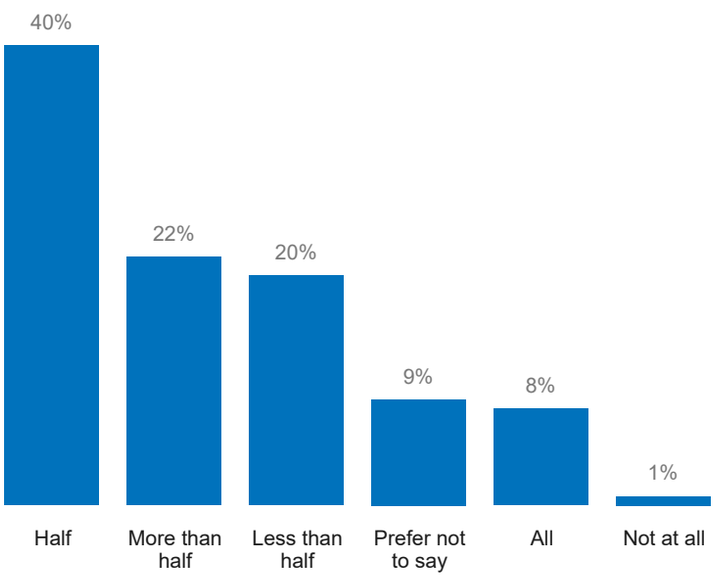
Reduced feeling of stress



Reduced financial burden



Meeting the households basic needs



The assessment focused on understanding how well the respondents could meet their households' basic needs on their own. The answers were categorized into six levels, each representing different levels at which they were able to meet these needs: "All", "More than half, "Half", "Less than half", "Not at all" and "Prefer not to say".

According to the answers, 40% (31%**) of the families were able to meet half of the basic needs of their households, while 22% (22%**) reported that they were able to meet more than half of the basic needs.

On the other hand, almost every fifth respondent (20%) (30%**) indicated that their household is able to meet less than half of the households' basic needs, while 9% (6%**) prefer not to say and another 8% (4%**) reported that they can meet all basic needs of their household. Respondents which cannot meet households' basic needs at all were 1% (6%**).

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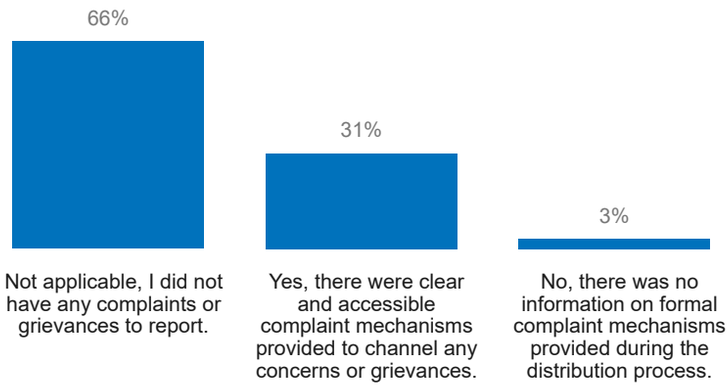
5.Accountability to Affected Population

Regarding awareness for reporting complaints and providing feedback on NFIs distribution from UNHCR, all of the respondents answered affirmatively. Asking about availability of the complain mechanisms during the distribution process, 66% (59%**) of surveyed people indicated that they did not have any complains to report, while 31% (34%**) expressed that during the distribution process there were clear and accessible complaint mechanisms provided to channel any concerns or grievances. The rest of the 3% (6%**) stated that there was no information on formal complaint mechanisms.

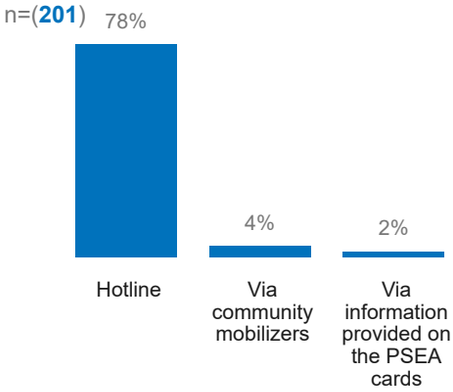
Choices about preferred channel for reporting complaints or providing feedback were divided as follows: a significant majority (78%**) (82%**) indicated that they would use the hotline, 4% (30%**) mentioned through community mobilizers (refugees who taken an active role to help mobilize and empower members of their community) as their preferred means of communication and the 2% (7%**) reported that they prefer information provided on the PSEA cards as a channel of communication.

Complain mechanisms available



Ways of reporting feedback and complains

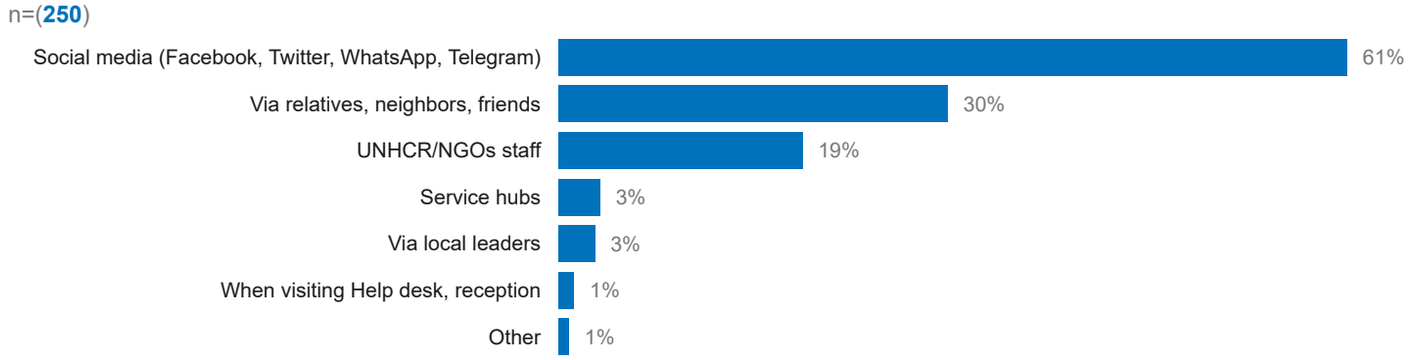
n=(**201**)



Regarding the way of receiving information about the non-food items distribution, the opinions of respondents were divided. Specifically, 61% (46%**) of the respondents chose "Social media" as the main source of receiving information about distribution, one third of respondents (30%) (25%**) received information via relatives and friends while 25% (34%**) found out about NFIs distribution through UNHCR/NGO staff. Another 3% (15%**) reported that they received the information via local leaders, 3% (5%**) at the service hubs, 1% (3%**) when visiting the help desk/reception and the remaining 1% (1%**) received the information in another way.

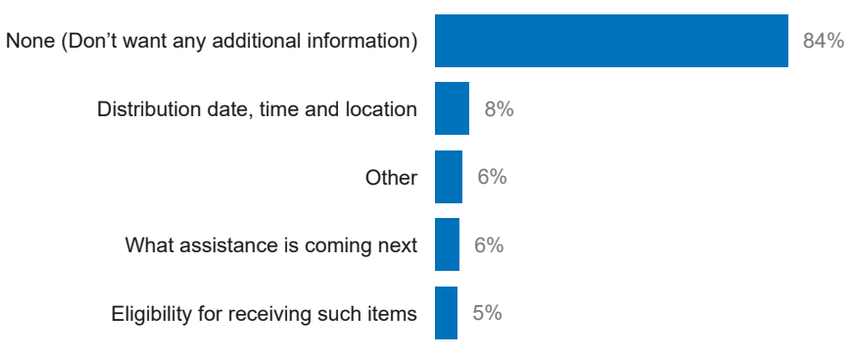
Ways of found out about NFI distribution*

n=(**250**)



Information needs

n=(**250**)



The survey also asked about additional information that the recipients would like to know about the non-food items distribution.

The responses showed that 84% (29%**) of the respondents did not need any additional information. On the other hand, 8% (34%**) reported that they need details about the distribution, such as location, time and date. Another 6% (46%**) of the respondents wanted to know details about what assistance is coming next and 5% (33%**) of the respondents were interested in information regarding the eligibility criteria for receiving such items, with 6% (1%**) of the respondents choosing "Other" as an option with requests for specific information about services or items.

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