

JORDAN REFUGEE RESPONSE NFI WORKING GROUP



Draft Guidelines on Exit Interviews and Post-Distribution Monitoring

Draft for discussion by the NFI WG Task Force looking at harmonising the exit interviews and post-distribution monitoring (PDM) mechanisms and approach. Draft prepared by Hugh Earp, co-chair of the NFI WG and Monitoring and Evaluation Coordinator for NRC Jordan.

Context, Mechanisms, and Comparability of data

1. Context

With the conflict in Syria extending, refugees continue to enter Jordan in search of protection and safety. As the Syrian refugee population grows in Jordan, and as persons of concern move internally within the country, developing their own coping mechanisms, the information needs of humanitarian organisations increase. One of those information needs is to ensure that the Non-Food Items (NFIs) distributed by the humanitarian community remain in accordance with the needs and wishes of target beneficiaries.

Exit interviews and post distribution monitoring provide two opportunities to gather information on the success of distributions of items, particularly NFIs.

2. Mechanisms

Exit interviews and PDMs are two different mechanisms that can gather data on quality and success of distributions. They each look at slightly different components of the distribution, and should be both used to get an overall picture.

Exit interviews are conducted immediately following a distribution, as beneficiaries leave the site. They should focus on the process of the distribution. They provide an opportunity for the distributing agency to gather feedback on how smoothly the distribution proceeded whether the information provided before a distribution matched; what beneficiaries experienced during the process; whether beneficiaries received what was expected; and whether there were any protection concerns raised during the distribution process.

Post-distribution monitoring occurs approximately 1 or 2 months following a distribution. This form of monitoring allows for more detailed feedback on the usage of items, and whether items distributed where: appropriate; of suitable quality; of sufficient quantity.

Shop monitoring mechanisms are used when an agency provides support with cash or vouchers as a methodology. In this case, an additional mechanism of monitoring the shops in which the vouchers are used is required.

3. Comparability of data

In order to get a better overall picture of the needs and wishes of refugees, having harmonised monitoring procedures across agencies is desirable. This then allows for joint analysis of the data, and comparison between geographic regions and type of item distributed, for example. Based on the results from these monitoring mechanisms, it may be suitable to recommend changing what items are distributed.

Exit interviews guidance

Exit interviews, focusing on getting a better understanding of the distribution process, should take into account the following recommendations:

1. Interviews should be conducted as beneficiaries leave the distribution site.
2. Both male and female staff should be present to conduct exit interviews, to ensure interviews are conducted by members of the same sex as interviewees.
3. For a sample size, a 'good enough' sample is aiming to interview every fifth or tenth person in a population over 200. (For populations below 200, at least every fifth person.)¹
4. If there are any particular sub-groups of concern, interview more people and aim for a proportional number of respondents who are members of that sub-group. E.g. the entire beneficiary group is 200, and 20 are elderly, aim for at least 10% of your exit interview respondents to be elderly. (These characteristics should be noted on the questionnaire to ensure you can do the data comparison/analysis later.)
5. Interviewers should clearly outline why they are collecting the information and what it will be used for, prior to asking if beneficiaries consent to participating.
6. The distribution staff should not be responsible for conducting interviews regarding protection and questions about the safety and security of the distribution site.

For the specific questions that should form part of the exit interview, please see the corresponding document from the NFI WG Task Force on PDMs.

Post-distribution monitoring guidance

Post-distribution monitoring surveys, focusing on getting a better understanding of the usage of items, should take into account the following recommendations:

1. PDMs should take place between one and two months following a distribution.
2. PDMs can be either done as individual surveys, or as focus groups. Focus groups can sometimes provide more honest discussion when reflecting on usage of items of the population as a whole, rather than at an individual household level.
3. Both male and female staff should be present to conduct or facilitate PDM discussions, to ensure discussions are conducted by members of the same sex as beneficiaries.
4. For a sample size, a 'good enough' sample is talking with 20% of people (for distributions smaller than 200 households), 10% (distributions between 200 and 750 distributions) and 5% (distributions greater than 750 households)². Any particular sub-groups of concern should be proportionately represented, in a similar fashion to exit interviews.
5. Facilitators should clearly outline why they are collecting the information and what it will be used for, prior to asking if beneficiaries consent to participating.

For the specific questions that should form part of the PDM, please see the corresponding document from the NFI WG Task Force on PDMs.

¹ For large distributions, eg those in Zaatari Camp for greater than 2000 households, a sample of 100 is considered suitable, provided the sample is sufficiently representative of the whole duration of the distribution and of the population.

² For large distributions, eg those in Zaatari Camp for greater than 2000 households, a sample of 100 is considered suitable, again ensuring a suitably representative sample.