

NFI Post Distribution Monitoring Report

Survey period - July 2014

Targeted area –Za’atari camp, Jordan

Objective

The survey sought to establish usage patterns and beneficiaries’ opinions of New Arrival NFI Kits and Hygiene Kits distributed by NRC and through NRC facilities. Beneficiaries were also asked their perception of their safety at NRC distributions.

Methodology

Survey interviews were carried out by NRC staff between July 7th and 15th 2014. Probability sampling was conducted within clusters at each district of Za’atari camp, in approximate proportion to size of their populations. The survey was anonymous. Focus group discussions also took place with NRC facilitators. Participants were selected by purposive non-probability sampling to capture the differing needs and perceptions of female and male beneficiaries. The input of people with disabilities (PwD) was sought separately when they were encountered in the course of the focus group discussions.

Sample size

193 surveys took place. Assuming a population of 80,000 this gives a confidence interval of 7.05 at a confidence level of 95%. In addition 23 women and 17 men took part in 6 focus group discussions.

Among the survey interviewees –

- 66 female and 127 male (females were found often to be unwilling to take part)
- 153 of 193 were the Head of Household
- The average household size was 6.3
- The average number of babies under 5 years old per household was 1.1¹

General findings

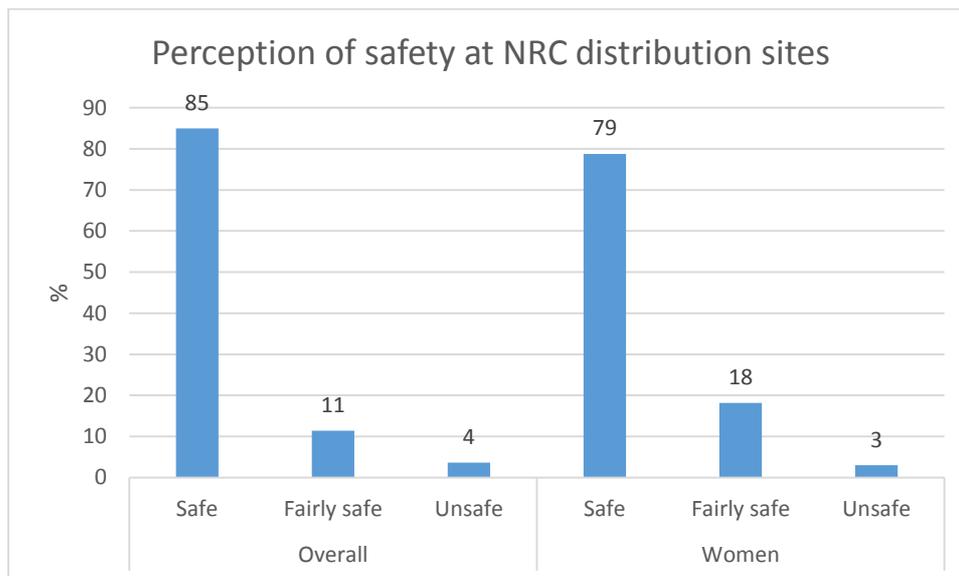
85% of respondents to the survey said they felt safe collecting NFIs from distribution sites, 11% felt ‘fairly safe’ and 4% unsafe. Among women the responses were 79% safe, 18% fairly safe and 3% unsafe.

In the focus groups, both male and female respondents said that distance to distribution sites was an issue for some people. One man complained about poor treatment by distribution workers (although whether this was about staff or volunteers was not clear) and others said that distribution sites in general are unsuitable for widows and children. The women did not make this observation, and it has been observed that the female queues at distributions are usually more orderly.

¹ This was asked in order to identify households who may at some point have been eligible for baby kits, i.e. those who have a child who has been under 2 years old at some point since the establishment of the camp.

Some women perceive the distribution of child-focussed items only to families with children as inequitable, and requested that families without children receive a balancing allocation of appropriate items.

PwD's views were largely in alignment with those expressed in the male and female focus groups. Distribution sites are hard to access, as are shops. Assistance with transport is available but expensive.



3 respondents (2%) reported arriving at Za'atari in 2011, 40 (21%) in 2012, 124 (64%) in 2013 and 26 (13%) in 2014. 5 respondents arrived on or after May 1st 2014.

78% reported that distributed NFIs are usually or often collected by the head of household, 30% by another adult or child over 16, 4% by a child aged 13 to 15. One respondent said that a child under 13 usually or often collects and 3 declined to answer. Multiple answers were allowed.

New Arrival NFI Kit findings

Sleeping mats

- 100% reported receiving sleeping mats and the average number received was 5.3.
- 60% rated the quality as good, 24% as fair and 17% as poor.
- 90% said they are using the mats, 6% said they have kept them but not used them, 4% have disposed of them or had them stolen.

Blankets

- 99% reported receiving blankets and the average number received was 7.5.
- 60% rated the quality as good, 23% as fair and 17% as poor.
- 90% said they are using the blankets, 6% said they have kept them but not used them, 4% have disposed of them or had them stolen.

Mattresses

- 98% reported receiving mattresses and the average number received was 5.2.
- 74% rated the quality as good, 17% as fair and 9% as poor.
- 95% said they are using the mattresses, 4% said they have disposed of them.

Jerrycans

- 96% reported receiving jerrycans and the average number received was 2.2.
- 77% rated the quality as good, 12% as fair and 10% as poor.
- 87% said they are using the jerrycans, 13% have broken.

Buckets

- 96% reported receiving buckets and the average number received was 1.6.
- 79% rated the quality as good, 12% as fair and 8% as poor.
- 91% said they are using the buckets, 8% have broken.

Cooking pots

- 97% reported receiving cooking pots and the average number received was 2.1.
- 89% rated the quality as good, 8% as fair and 3% as poor.
- 97% said they are using the cooking pots, 2% said they have kept them but not used them.

Plates and bowls

- 96% reported receiving plates and bowls and the average number received was 6.1.
- 83% rated the quality as good, 13% as fair and 4% as poor.
- 96% said they are using the plates and bowls, 3% said they have kept them but not used them.

Cups

- 94% reported receiving cups and the average number received was 6.1.
- 81% rated the quality as good, 9% as fair and 9% as poor.
- 92% said they are using the cups, 7% said they have kept them but not used them.

No resale of any items was reported in the survey. Observation of Za'atari market indicates that this is not a reliable finding. There may be several reasons why people are reluctant to discuss resale, even in an anonymous survey. Respondents were more open in the focus group discussions, with a limited, still low, level of resale of NFIs acknowledged. Although not intended to be discussed, all groups emphasised sale of food vouchers in order to buy additional hygiene items and food not otherwise available.

Hygiene Kit findings

Toothbrush

- 92% reported receiving toothbrush and the average number received was 6.9.
- 47% rated the quality as good, 28% as fair and 25% as poor.

- 74% said they used or are using the toothbrushes, 19% said they have kept them but not used them, 2% have sold them.

Toothpaste

- 92% reported receiving toothpaste and the average number received was 5.1.
- 66% rated the quality as good, 27% as fair and 7% as poor.
- 91% said they used or are using the toothpaste, 7% said they have kept it but not used it.

Soap bars

- 96% reported receiving soap bars and the average number received was 15.
- 82% rated the quality as good, 11% as fair and 7% as poor.
- 98% said they used or are using the soap bars.

Laundry soap

- 79% reported receiving laundry soap and the average number of KG received was 2.6.
- 44% rated the quality as good, 34% as fair and 22% as poor.
- 95% said they used or are using the laundry soap, 5% sold or exchanged it.

Shampoo

- 73% reported receiving shampoo and the average number of bottles received was 1.8.
- 34% rated the quality as good, 24% as fair and 42% as poor.
- 81% said they used or are using the shampoo, 10% said they have kept it but not used it, 4% have given it to other households, 3% sold or exchanged it.

Plastic wash basin

- 94% reported receiving a plastic wash basin and the average number received was 1.2.
- 72% rated the quality as good, 19% as fair and 9% as poor.
- 94% said they are using the plastic wash basin, 6% are broken.

Sanitary napkins (female respondents only)

- 97% reported receiving sanitary napkins and the average number of packs received was 2.9.
- 66% rated the quality as good, 15% as fair and 19% as poor.
- 84% said they used or are using the sanitary napkins, 13% said they have kept them but not used them, 3% have sold them.

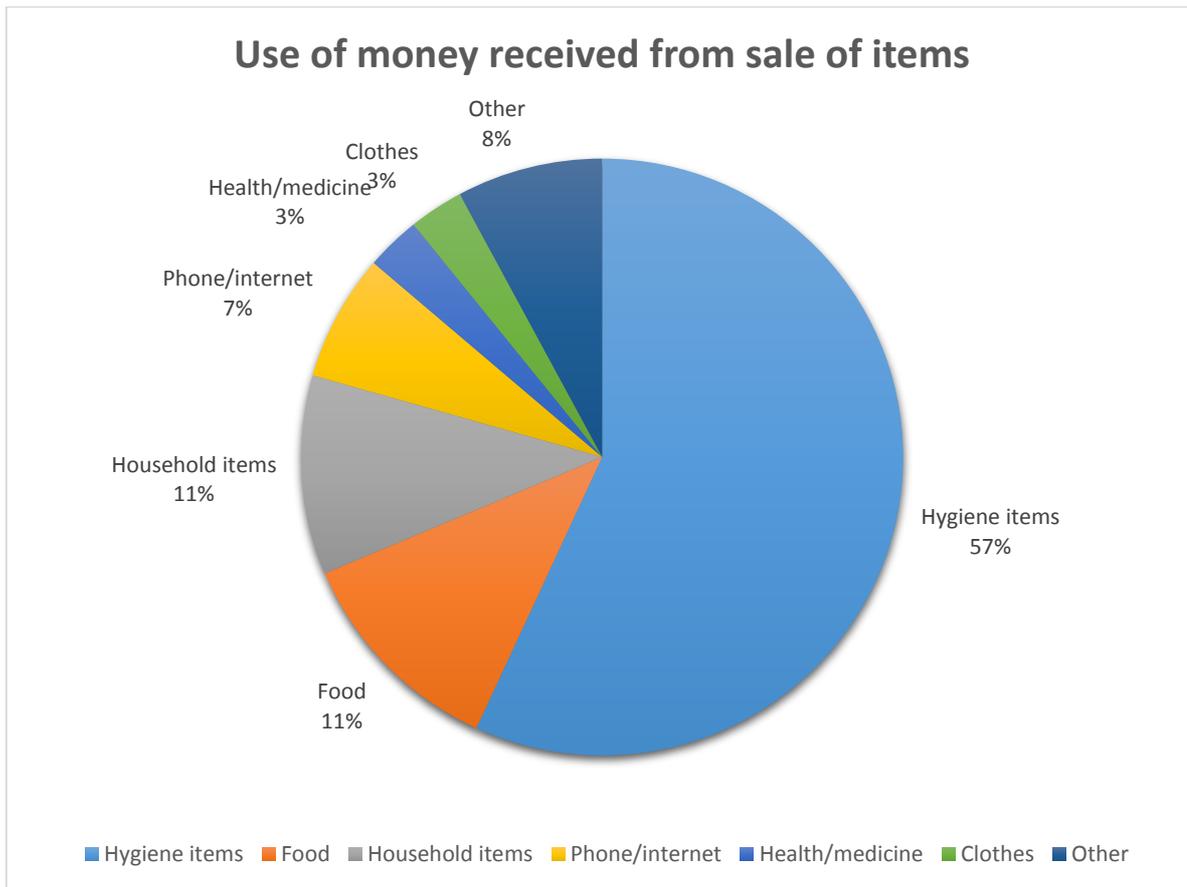
Diapers (respondents with babies under 5 only)

- 85% reported receiving diapers² and the average number of packs received was 3.3.
- 92% rated the quality as good, 8% as fair and 0% as poor.
- 100% said they used or are using the diapers.

² A proportion of these people will have arrived at Za'atari after their child's second birthday, and therefore will not have been eligible for diapers. The survey did not accurately capture exactly which households will at some point have been eligible.

Unmet needs

Although very limited resale of items was reported in the survey, and from the hygiene kits only, those who did report it were asked how they spent the money they received. The majority category spend was on additional hygiene items, generally laundry powder, dishwashing liquid and household detergents.



In the focus groups where more open discussion of resale (primarily of food vouchers) was observed, the items most commonly sought were non-voucher food including vegetables, and NFIs including shampoo, washing-up liquid and clothes.