

Post Distribution Monitoring Report

Hygiene Kit funded by IMC

Background Information

Location: Zaatari Camp (All districts)

Dates of data collection: 1-2 of October, 2014

Objective: to understand to what extent the distribution of hygiene kits, by NRC on behalf of IMC, was successful and to collect feedback on the quality and quantity of hygiene kit distributed

The PDM was a joint effort between NRC, UNHCR and ACTED

Methodology

Questions corresponding to the objective were developed, and enumerators were trained to address questions to beneficiaries regarding quality and quantity of the hygiene kit and to report on any issues/difficulties during the distribution process

Sample size: a total of 105 beneficiaries participated over the period of two days; beneficiaries were identified at random within the districts and taking into consideration districts density when calculating the target number of beneficiaries to participate per district

Criteria: in order to guarantee that answers collected fully reflects beneficiaries' interaction/usage of hygiene kit and experience when visiting NRC site to collect the items, the sample size was targeted toward both females and males who received the kit themselves

PDM Figures

Female

- 56 females out of 105 beneficiaries participated, of those 37 were head of household (HoHH)
- Average age of participating females is 36
- Average family size of participating females is 5

Male

- 49 males out of 105 beneficiaries participated, of those 40 were head of household (HoHH)
- Average age of participating males is 39
- Average family size of participating males is 6

PDM Fey Findings

- 70% of beneficiaries reported that the quality of the hygiene kit in general is good
- Only 3 beneficiaries (1 male and 2 females) reported not using the hygiene kit immediately and keeping it for later use
- 96% of beneficiaries reported not facing any problems/difficulties during the distribution process
- 77% of beneficiaries reported that most of the items in the hygiene kit weren't enough comparing to their family size
- No one has reported selling the items

PDM Findings

Female

- All 56 female beneficiaries reported receiving the hygiene kit, of those:
 - 32 reported receiving the hygiene kit themselves
 - 24 reported that someone else received it for them
- 54 out of 56 female beneficiaries reported using the hygiene kit, the remaining 2 reported keeping it for later usage
- 49 out of 56 female beneficiaries reported receiving the hygiene kit for the first time, the remaining 7 reported the following: *(Note: As per NRC's distribution database this distribution hasn't happened before and the below is being listed as communicated by beneficiaries)*
 - receiving the kit a month ago (mentioned 6 times)
 - receiving it on the day of their arrival to camp (mentioned 1 time)
- When female beneficiaries were asked about the **quality of each item**, their responses were as the following:

ITEMS	RESPONSES
SOAP	<ul style="list-style-type: none"> ○ 44 out of 56 reported that the quality is good ○ 8 out of 56 reported that the quality is fair ○ 4 out of 56 reported that the quality is poor, the main reason was around production quality (includes not producing foam and bad quality in general)
TOOTHBRUSH	<ul style="list-style-type: none"> ○ 49 out of 56 reported that the quality is good ○ 7 out of 56 reported that the quality is fair
TOOTHPASTE	<ul style="list-style-type: none"> ○ 42 out of 56 reported that the quality is good ○ 11 out of 56 reported that the quality is fair ○ 3 out of 56 reported that the quality is poor, the main reason was around production quality (bad quality in general)
TOWEL	<ul style="list-style-type: none"> ○ 34 out of 56 reported that the quality is good ○ 13 out of 56 reported that the quality is fair ○ 9 out of 56 reported that the quality is poor, the main reason was around production quality (includes towels being not thick enough, bad absorption and material quality)
NAIL CLIPPER	<ul style="list-style-type: none"> ○ 50 out of 56 reported that the quality is good ○ 5 out of 56 reported that the quality is fair ○ 1 out of 56 reported that the quality is poor, the reason was it being not sharp enough
SHAMPOO	<ul style="list-style-type: none"> ○ 20 out of 56 reported that the quality is good ○ 13 out of 56 reported that the quality is fair ○ 23 out of 56 reported that the quality is poor, the main reason was around production quality (includes not producing foam, bad smell, damages the hair and it has an expired production date)
COMB	<ul style="list-style-type: none"> ○ 41 out of 56 reported that the quality is good ○ 12 out of 56 reported that the quality is fair ○ 3 out of 56 reported that the quality is poor, the main reason was that it is easily broken
BATHING SPONGE	<ul style="list-style-type: none"> ○ 33 out of 56 reported that the quality is good ○ 19 out of 56 reported that the quality is fair ○ 4 out of 56 reported that the quality of is poor, the main reason was in the production quality in general
ADHESIVE MEDICAL TAPE	<ul style="list-style-type: none"> ○ 48 out of 56 reported that the quality is good ○ 8 out of 56 reported that the quality is fair

- When female beneficiaries were asked about **how did they know about the distribution**, their responses were divided as follows:
 - 36 out of 56 reported knowing through relatives and friends
 - 12 out of 56 reported knowing through NRC's leaflet
 - 5 out of 56 reported knowing through district/street leaders
 - 2 out of 56 reported knowing through speakers of mosques
 - 1 out of 56 reported knowing from other sources; through Save the Children staff
- When female beneficiaries were asked about the quantity **of the items inside the kit if they were enough comparing to the family size or not**; their responses were as follows:
 - 40 out of 56 reported that the quantity was not enough comparing to their family size, and the insufficient items were mentioned as follows:
 - Shampoo (mentioned 36 times)
 - Soap (mentioned 34 times)
 - Tooth brush (mentioned 14 times)
 - Tooth paste (mentioned 5 times)
 - Bathing sponge (mentioned 4 times)
 - Mini towel (mentioned 1 time)
- When females in general were asked **regarding time of visiting the site (the time they went to the site to receive items)**:
 - 39 out of 56 reported that they have visited the distribution site in the morning (between 9-11 am)
 - 16 out of 56 reported visiting the distribution site at noon (between 11-1 pm)
 - 1 out of 56 reported visiting the site in the afternoon (between 1-3 pm)
- Out of the 32 females who reported visiting the site and receiving the hygiene kit themselves when asked **regarding time spent waiting in queue (until reaching the data entry booth)**:
 - 25 reported waiting in queue for less than half an hour
 - 5 reported waiting in queue for half an hour to one hour
 - 2 reported waiting in queue for more than an hour
- 29 out of 32 females who reported visiting the site and receiving the hygiene kit themselves reported **receiving the vouchers from data entry staff** in less than 5 minutes, the remaining 3 reported needing more time due to the crowd
- 30 out of 32 females who reported visiting the site and receiving the hygiene kit themselves reported **receiving assistance from distribution staff (collecting hygiene kit)** in less than 10 minutes, the remaining 2 reported needing more time due to the crowd
- Only 4 out of 32 females who reported visiting the site and receiving the hygiene kit themselves reported **facing problem/difficulty**, problems/difficulty mentioned were in the *(from most to least)*:
 - At the entrance (mentioned 4 times); 2 beneficiaries reported very long process and bad treatment from Syrian staff who controls the crowd (*Note: NRC changes Syrian staff at the entrance every distribution*)
 - Waiting in queue (mentioned 2 times); 1 beneficiary reported process taking too long
 - At the exit (mentioned 1 time); beneficiary reported having problems with transportation
 - Bad treatment (mentioned 1 time)
 - Other reported problems was receiving an empty shampoo bottle (mentioned 1 time)

Male

- All 49 male beneficiaries reported receiving the hygiene kit, of those:
 - 35 reported receiving the hygiene kit themselves
 - 14 reported that someone else received it for them
- 48 out of 49 male beneficiaries reported using the hygiene kit, the remaining 1 reported keeping it for later usage
- 42 out of 49 male beneficiaries reported receiving the hygiene kit for the first time, the remaining 7 reported the following: *(Note: As per NRC's distribution database this distribution hasn't happened before and the below is being listed as communicated by beneficiaries)*
 - receiving the hygiene kit 6 months ago (mentioned 1 time)
 - receiving the hygiene kit (3-6) months ago (mentioned 1 time)
 - receiving the hygiene kit (2-3) months ago (mentioned 3 times)
 - receiving the hygiene kit one month ago (mentioned 2 times)
- When male beneficiaries were asked about the **quality of each item**, their responses were as the following:

ITEMS	RESPONSES
SOAP	<ul style="list-style-type: none"> ○ 36 out of 49 reported that the quality is good ○ 11 out of 49 reported that the quality is fair ○ 2 out of 49 reported that the quality is poor, the main reason was around production quality (bad quality in general)
TOOTHBRUSH	<ul style="list-style-type: none"> ○ 36 out of 49 reported that the quality is good ○ 8 out of 49 reported that the quality is fair ○ 5 out of 49 reported the quality is poor, the main reasons was around production quality (easily broken and bad quality in general)
TOOTHPASTE	<ul style="list-style-type: none"> ○ 37 out of 49 reported that the quality is good ○ 12 out of 49 reported that the quality is fair
TOWEL	<ul style="list-style-type: none"> ○ 24 out of 49 reported that the quality is good ○ 15 out of 49 reported that the quality is fair ○ 10 out of 49 reported that the quality is poor, the main reasons was size is small and around production quality (includes towels being not thick enough, bad absorption and material quality)
NAIL CLIPPER	<ul style="list-style-type: none"> ○ 43 out of 49 reported that the quality is good ○ 5 out of 49 reported that the quality is fair ○ 1 out of 49 reported that the quality is poor, the reason was bad quality in general
SHAMPOO	<ul style="list-style-type: none"> ○ 18 out of 49 reported that the quality is good ○ 11 out of 49 reported that the quality is fair ○ 20 out of 49 reported that the quality is poor, the main reason was around production quality (includes not producing foam, bad smell and damages the hair)
COMB	<ul style="list-style-type: none"> ○ 34 out of 49 reported that the quality is good ○ 11 out of 49 reported that the quality is fair ○ 4 out of 49 reported that the quality is poor, the main reason was that it is easily broken
BATHING SPONGE	<ul style="list-style-type: none"> ○ 27 out of 49 reported that the quality is good ○ 16 out of 49 reported that the quality is fair ○ 6 out of 49 reported that the quality of is poor, the main reason was in the production quality in general
ADHESIVE MEDICAL TAPE	<ul style="list-style-type: none"> ○ 43 out of 49 reported that the quality is good ○ 5 out of 49 reported that the quality is fair ○ 1 out of 49 reported that is wasn't included in the kit

- When male beneficiaries were asked about **how did they know about the distribution**, their responses were divided as follows:
 - 26 out of 49 reported knowing through relatives and friends
 - 15 out of 49 reported knowing through NRC's leaflet
 - 6 out of 49 reported knowing through district/street leaders
 - 2 out of 49 reported knowing through speakers of mosques
- When male beneficiaries were asked about the quantity **of the items inside the kit if they were enough comparing to the family size or not**; their responses were as follows:
 - 41 out of 49 reported that the quantity was not enough comparing to their family size, and the insufficient items were mentioned as follows:
 - Shampoo (mentioned 37 times)
 - Soap (mentioned 36 times)
 - Tooth brush (mentioned 18 times)
 - Tooth paste (mentioned 11 times)
 - Bathing sponge (mentioned 3 times)
 - Mini towel (mentioned 3 time)
 - Nail clipper (mentioned 1 time)
 - Adhesive medical tape (mentioned 1 time)
- When males in general were asked **regarding time of visiting the site (the time they went to the site to receive items)**:
 - 36 out of 49 reported that they have visited the distribution site in the morning (between 9-11 am)
 - 11 out of 49 reported visiting the distribution site at noon (between 11-1 pm)
 - 2 out of 49 reported visiting the site in the afternoon (between 1-3 pm)
- Out of the 35 males who reported visiting the site and receiving the hygiene kit themselves when asked **regarding time spent waiting in queue (until reaching the data entry booth)**:
 - 28 reported waiting in queue for less than half an hour
 - 7 reported waiting in queue for half an hour to one hour
- 31 out of 35 males who reported visiting the site and receiving the hygiene kit themselves reported **receiving the vouchers from data entry staff** in less than 5 minutes, the remaining 4 reported needing more time due to the following reasons:
 - Internet problems (mentioned 2 times)
 - Crowd (mentioned 1 time)
 - Slow process (mentioned 1 time)
- 34 out of 35 males who reported visiting the site and receiving the hygiene kit themselves reported **receiving assistance from distribution staff (collecting hygiene kit)** in less than 10 minutes, the remaining 1 reported needing more time due to the crowd
- None of the male beneficiaries who reported visiting the site and receiving the hygiene kit themselves reported **facing problem/difficulty**

Annex: PDM Questionnaire

Below are the questions addressed in the PDM:

- Did you physically go to NRC distribution centre or let someone else pick the assistance for you ?
- Is this the first time for you to receive this kit ? If not when was the last time for you to receive this kit?
 - a month ago
 - two- three months ago
 - three-six months ago
 - more than six months
 - When I arrived to the camp
 - Other
- What did you do with the items you received?
 - Used them
 - Traded them with something else
 - Sold them
 - kept them
 - Other; Please specify
- If the response was sold them, how much is the estimated price for selling the kit?
 - Less than 3 JDs
 - 3-5 JDs
 - More than 5 JDs
 - I don't know
- If the answer is traded them, what is the material that you traded it with?
- For each item in the kit (soap, tooth brush, tooth paste, mini towel, nail clipper, shampoo, comb, bathing sponge and the adhesive medical tape) what is your opinion of the quality of the item?
 - Good
 - Fair
 - Poor, If the response is poor please explain
- How did you know about the distribution?
 - I received a leaflet from NRC staff
 - Through the street/district leader
 - Through relatives and friends
 - speakers of mosques
 - Other; please specify
- Was the quantity of the items inside the kit enough -comparing to your family size- for one month? If not what were the items that were not enough?
- When did you go to NRC replenishment site to receive their assistance?
 - Morning (09:00 - 11:00)
 - Noon (11:00 - 01:00)
 - Afternoon (01:00 - 03:00)
- How long did you have to wait at the queue before arriving to the data entry assistant?
 - Less than half an hour
 - Half an hour to one hour
 - More than one hour
- How long did it take you to receive your voucher from data entry staff?
 - Less than 5 minutes
 - More than 5 minutes, if more than 5 minutes, give explanation please
- How long did it take you to receive your assistance from distribution staff?
 - Less than 10 minutes
 - More than 10 minutes, If more than 10 minutes, please give explanation
- Did you face any difficulty/problem with NRC staff? If yes, where was the difficulty?
 - Entrance

- Queue
- Data Entry
- Distribution rub hall
- Exit
- What was the problem?
 - Bad treatment
 - Lack of information
 - Very long process
 - Security concern
 - Other; please specify