

# Post Distribution Monitoring in Za'atari Camp 2<sup>nd</sup> Quarter (April – July 2015)

*Presentation of Key Findings – August 2015*

*A product of the Needs-Based Working Group, in collaboration with:*

# Introduction / Background

- To ensure that distributions in Za'atari Camp are meeting the needs of the target population and to guide future distributions, the Needs Based Working Group (NBWG) has initiated quarterly Post Distribution Monitoring (PDM) of selected assistance items.
- This round of PDM assesses the quarter spanning 1<sup>st</sup> April 2015 to 1<sup>st</sup> July 2015, and focuses specifically on the experiences of families that received:
  - Gas vouchers
  - Bread vouchers
  - Bread
  - Baby diapers
- The PDM aims to assess the trends surrounding the collection of assistance, the extent to which the assistance has met the needs of the targeted families, and satisfaction with the distribution experience.

# Methodology

- The PDM assessment was conducted with a sample of 385 households across the camp. Each respondent was asked questions specific to the items they received, therefore, the sample size differs for each type of distribution assessed depending on the proportion of respondents that reported receiving each item. Outlined below is the number of the 385 respondents in the sample who reported receiving each item.

	Gas vouchers	Baby diapers	Bread vouchers	Bread
No. of recipients	379	205	373	378

- For gas vouchers, bread vouchers, and bread, the results are generalizable across this population at a 95% confidence level and a 5.1% margin of error, and for baby diapers at a 93% confidence level and a 6.3% margin of error.
- The sample was drawn randomly from NRC lists of gas voucher and baby diaper recipients for May 2015, using the random generator function in Excel.
- REACH led data collection with a mixed gender team of REACH, UNHCR and NRC data collectors. When possible, the head of household was interviewed, and when the head of household was unavailable, a household member above 18 years was interviewed.

**ASSISTANCE RECEIVED**

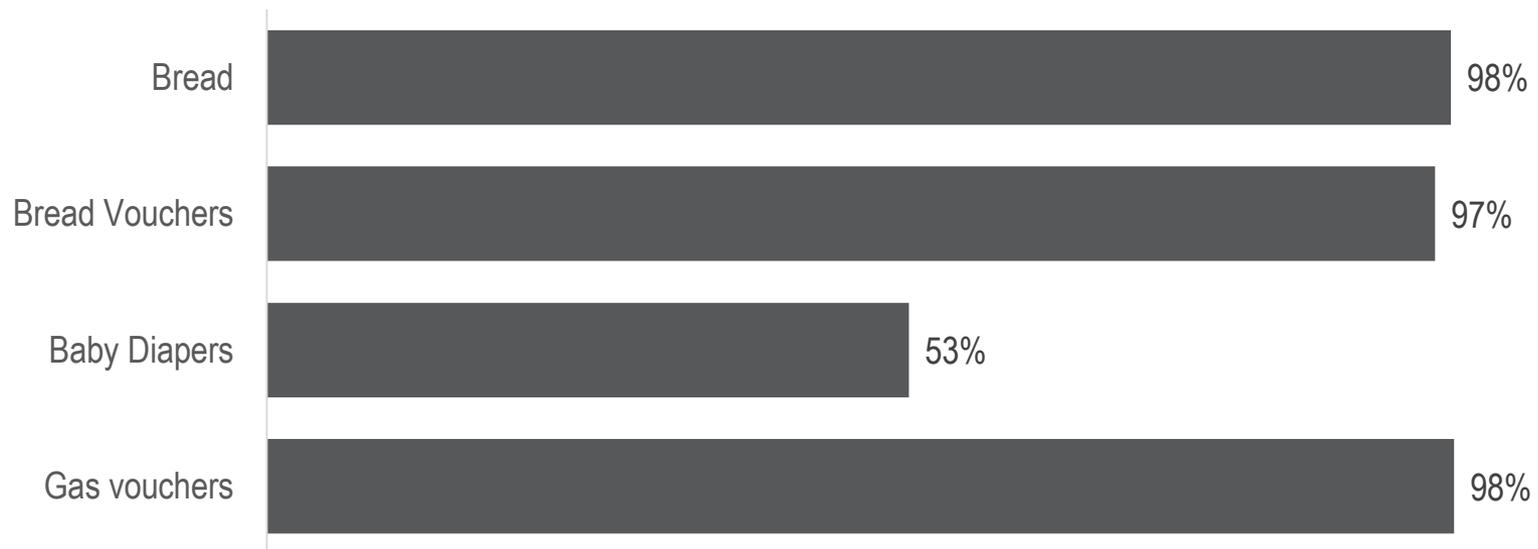
# Four Forms of Distribution

Item Distributed	Distribution Timeframe	Distribution Location	Amount Distributed
Gas vouchers	11-25 May 2015	NRC Distribution Centre in District 6	One voucher per family, in the amount of 9.5 JOD
Baby diapers	31 May-8 June 2015	NRC Distribution Centre in District 6	One diaper per day per infant 0-2 years
Bread vouchers	Cycle 1: 1 <sup>st</sup> to 15 <sup>th</sup> of the month Cycle 2: 16 <sup>th</sup> to 31 <sup>st</sup> of the month	WFP Distribution Centre in District 4	One voucher per family
Bread	Daily, from 6 am to 10 am	Four distribution centres in Districts 4, 7, 8, and 10	Four pieces of bread per family member

# Receipt of Distributions

- The vast majority of respondents reported that their household had received gas vouchers (98%), bread vouchers (97%), and/or bread (98%).
- Fewer respondents received baby diapers (53%), as this is not a camp-wide distribution.

% of respondents that received each item of assistance



# Receipt of Distributions

- In addition to the assessing the receipt of the selected items that were distributed during the 2<sup>nd</sup> quarter of 2015, **this assessment asked respondents whether their family had an e-card.**
- E-cards, which can only be used in the camp supermarkets, are WFP led initiative for which the money equivalent of food assistance is transferred to an e-card on a regular basis. **This system has replaced the use of vouchers** and affords refugees more freedom over what they can buy from the supermarket.
- **In this survey, 100% of respondents indicated that they had an e-card card and therefore can collect food assistance from the supermarkets through this system.**

# COLLECTION

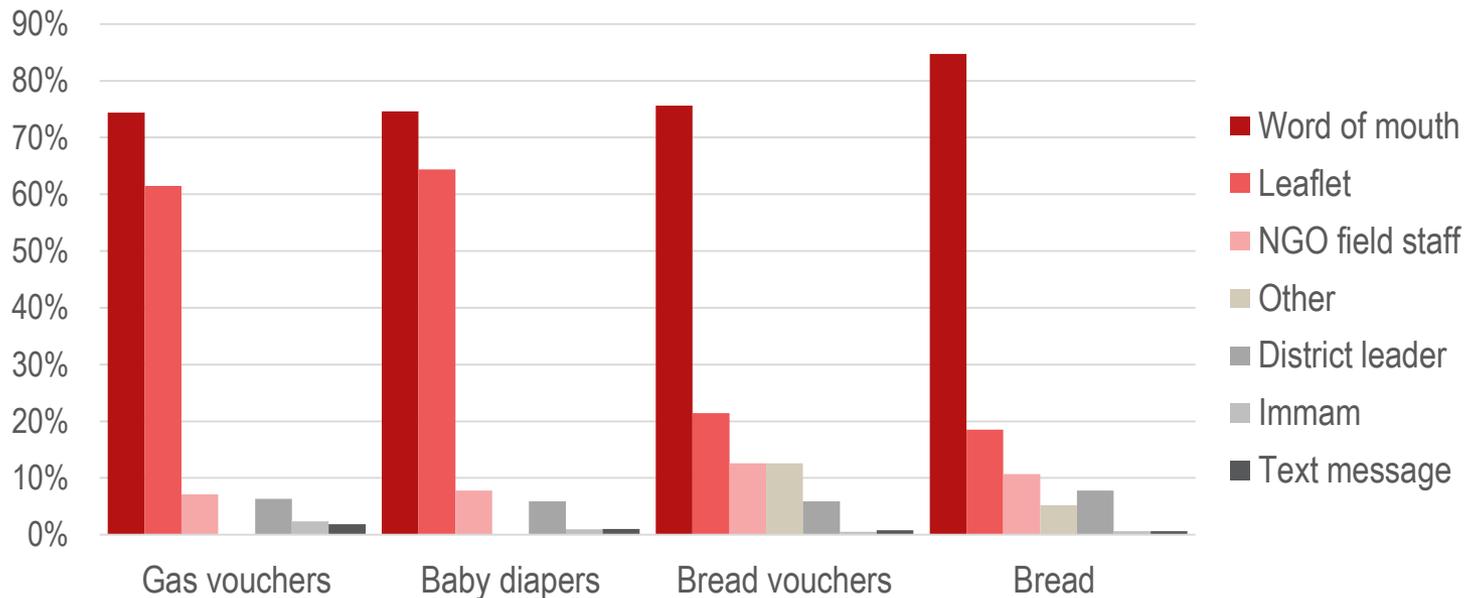
# Prior Receipts of Assistance

- For the items assessed, the majority of respondents that had received the items prior to their most recent collection of the assistance, indicated that they had received it during the last distribution.
  - **Baby diapers (Quarterly):** 98.9% of recipients reported they had received baby diapers in the last 3-4 months or less
  - **Gas vouchers (6 weeks-12 weeks):** 98.6% of recipients reported they had received baby diapers in the last 1-2 months months or less
  - **Bread vouchers (fortnightly):** 99.7% of respondents' second to most recent receipt of the item was in the last 2-3 weeks
  - **Bread (daily):** 96.2% of respondents' prior receipt of the item was in the last week

# Source of Knowledge

- For all items assessed, the most frequently reported means of knowledge about the distribution was word-of-mouth (74.4% for gas vouchers, 74.6% for baby diapers, 75.6% for bread vouchers, 84.7% for bread)
- 61.5% and 64.4% of respondents reported leaflets as a source of knowledge for gas voucher and baby diaper distributions, respectively, compared to 21.4% for bread vouchers and 18.5% for bread.

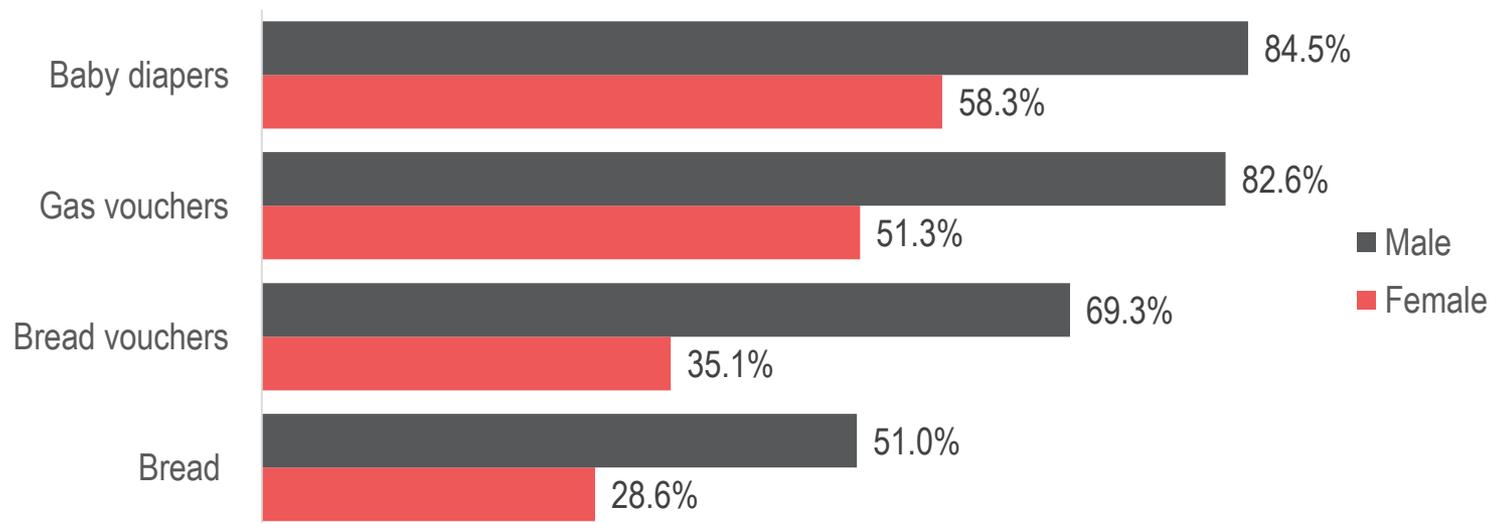
Means through which respondents knew about distribution



# Person Collecting Assistance

- For all types of assistance assessed, a higher proportion of males than females collected the assistance from the distribution centre themselves.
- On average, across all items assessed, 71.8% of males reported that they collected the assistance themselves, compared to 43.3% of females.

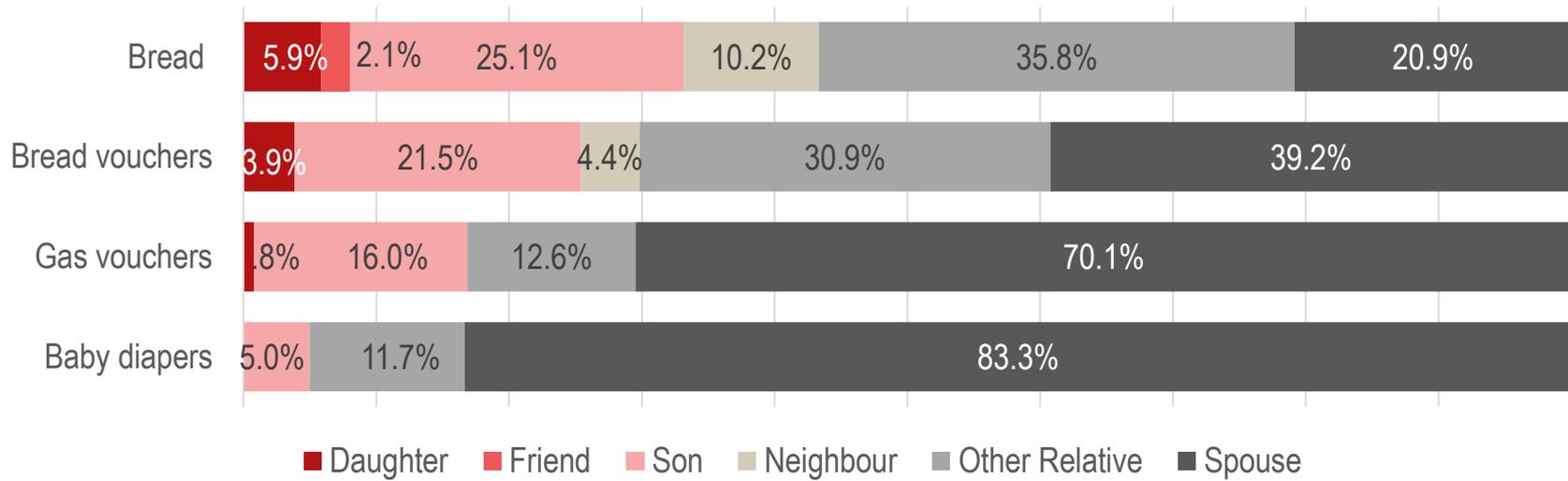
Proportion of males and females that collected the assistance themselves, by types of assistance



# Person Collecting Assistance

- For gas vouchers (70.1%) and baby diapers (83.3%) the most commonly cited person to collect the assistance from the distribution centre, if not the respondent, was the respondent's spouse.
- Notably few respondents who did not collect the assistance themselves reported their daughter as collecting the assistance (5.9% for bread, 3.9% for bread vouchers, 0.8% for gas vouchers, and 5% for baby diapers).

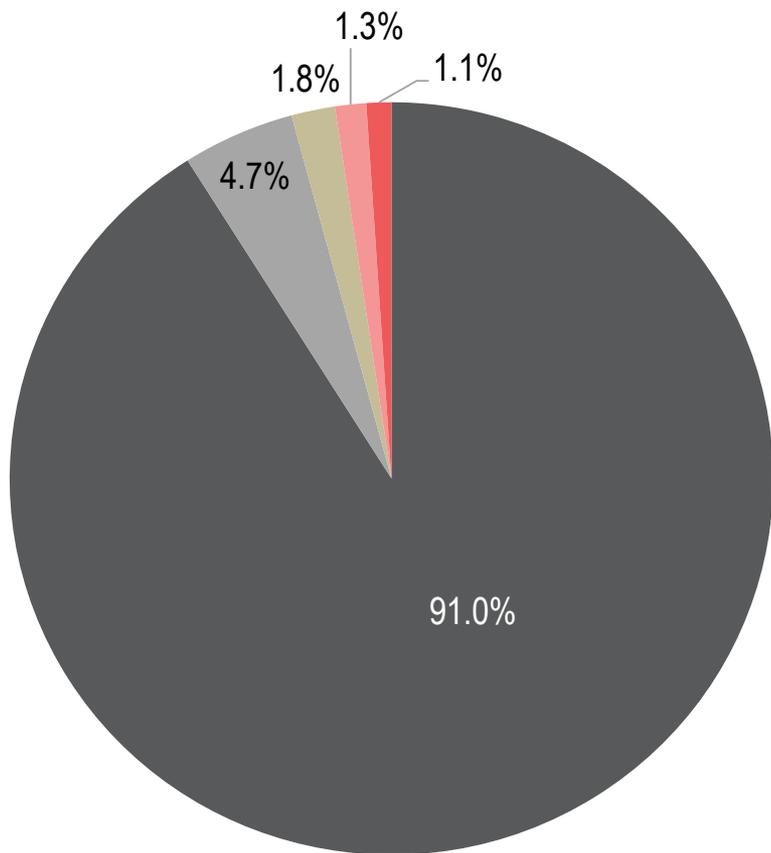
Person who collected the assistance if not the respondent, by type of assistance



# USE AND SATISFACTION

# Use of Items – Gas Vouchers

Respondents' use of gas vouchers



- 91% of participants reported that they used all of their gas voucher value, whilst 4.7% reported that they traded it.
- 2.9% reported that they either sold it or used part and sold part

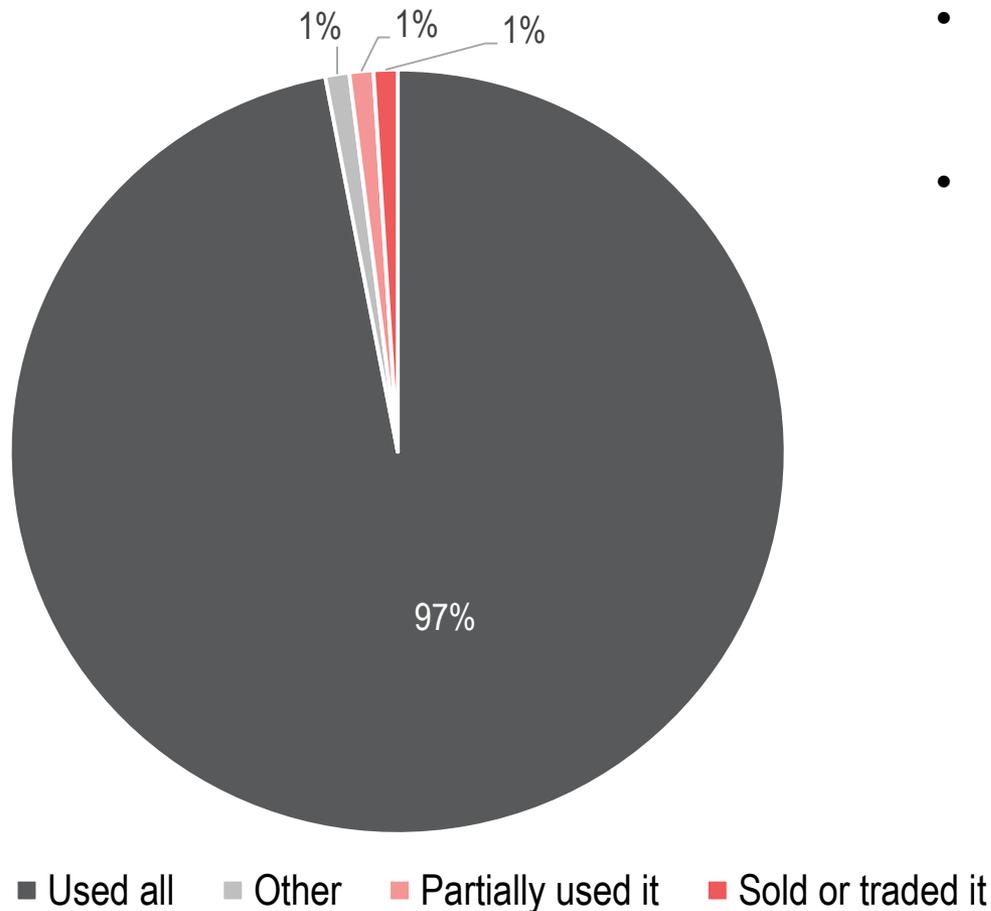
■ Used all ■ Traded ■ Sold ■ Partially used ■ Used part and sold part

# Use of Items – Gas Vouchers

- **Additionally, 6.3% had sold the voucher to purchase food in the two months prior to the assessment.**
- KI interviews indicated that gas cylinders were sold or traded when families no longer had the 12 litre gas cylinder, but used a smaller one, or when the quantity of gas distributed was surplus to the household's needs.
- The KI interviews indicated that the types of items that gas vouchers were mostly traded for were:
  - Baby diapers, as the quantity received from distributions does not meet their needs
  - Vegetables in the Za'atari camp market
  - Cleaning detergents, as they are not available in the supermarkets
- KIs reported that more gas is used for heating in winter so fewer gas vouchers are sold/traded at this time.

# Use of Items – Baby Diapers

Respondents' use of baby diapers

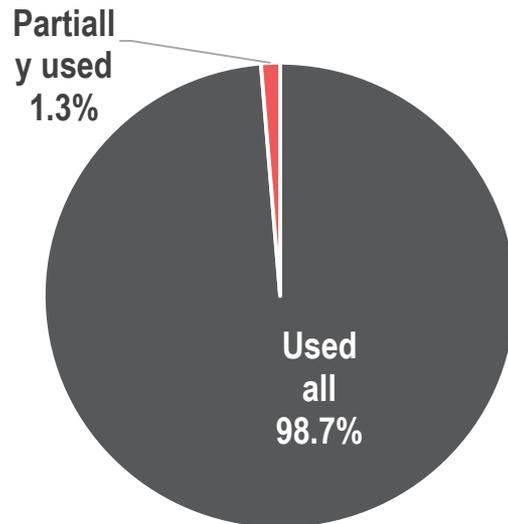


- 97% of participants reported that they used all of their baby diapers.
- Only 3% of respondents sold, traded, partially used or did something else with the baby diapers they received.

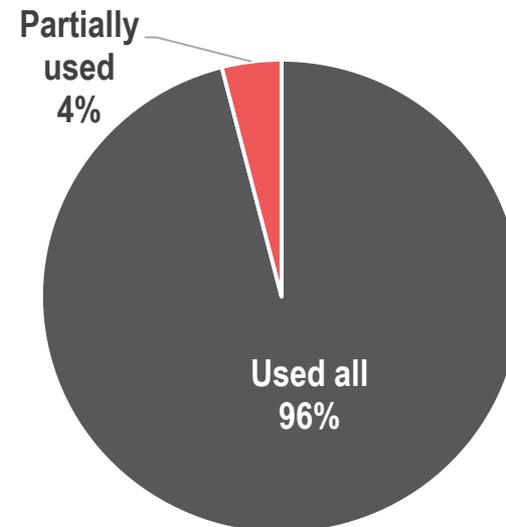
# Use of Items – Bread and Bread Vouchers

- 99% of respondents reported that they used all of their bread vouchers and 96% of respondents reported that they used all of their bread.
- Bread is likely to be used completely by the vast majority of respondents due to it being a staple in many families' diets and not easily traded or stored.

Respondents' use of bread



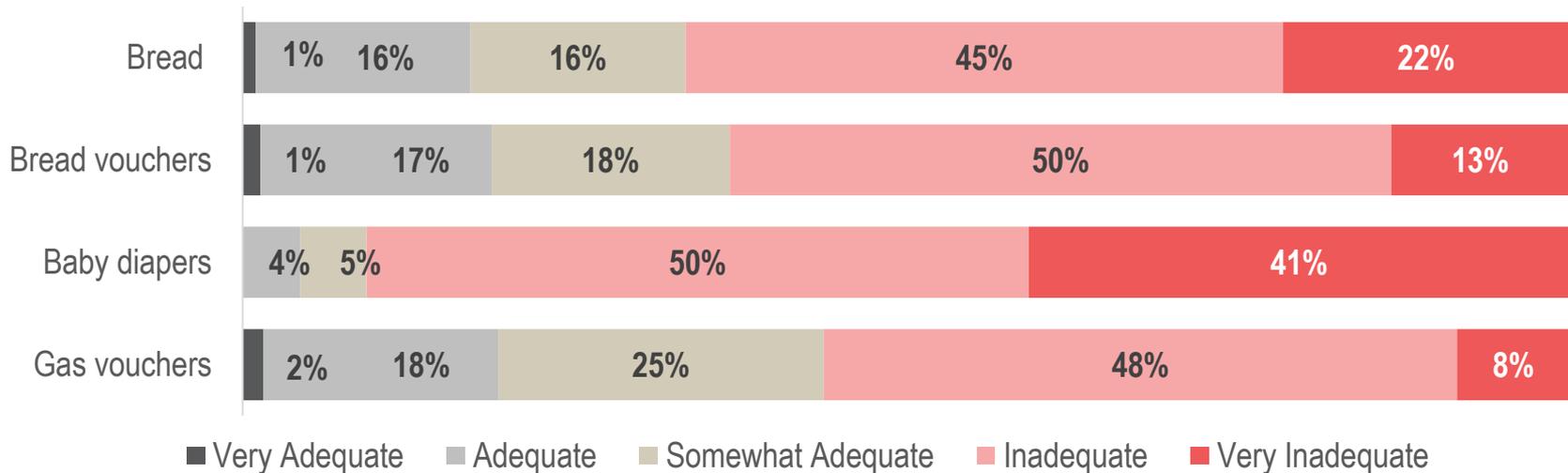
Respondents' use of bread vouchers



# Satisfaction with Quantity Distributed

- 91% of respondents rated the quantity of baby diapers received to be inadequate or very inadequate.
- 67% rated the quantity of bread received to be inadequate or very inadequate, 63% for bread vouchers, and 56% for gas vouchers.

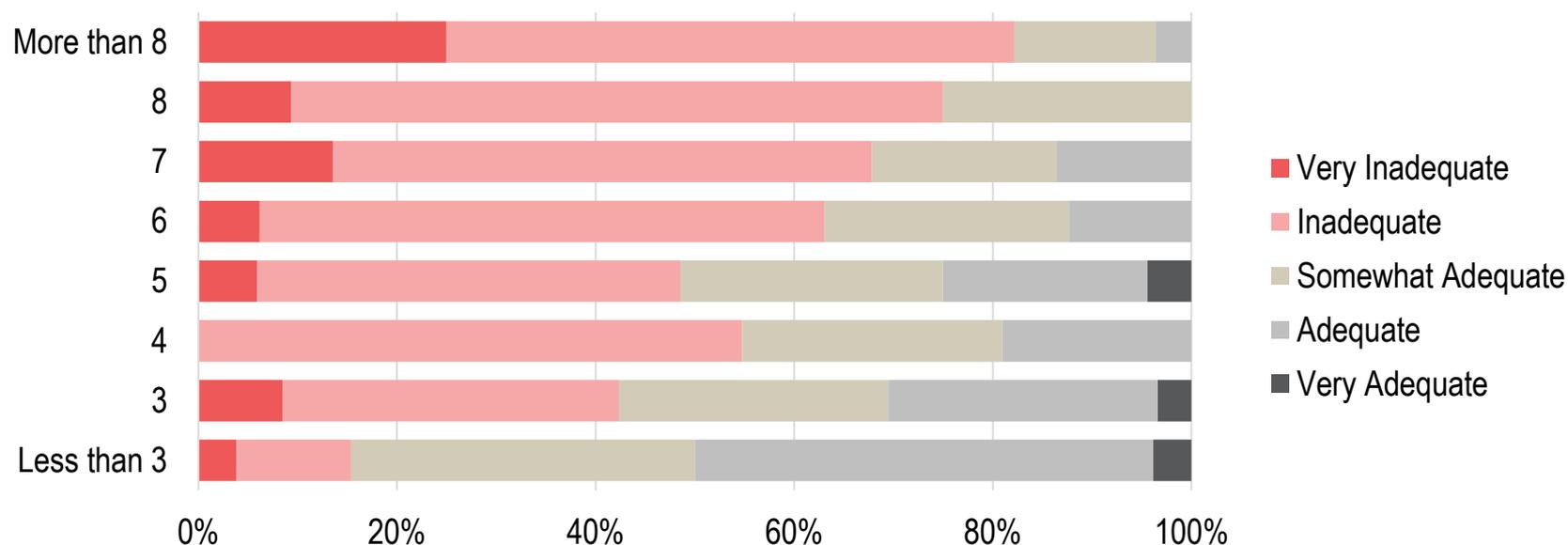
Respondents' ratings of the adequacy of the quantity of each item distributed



# Satisfaction with Quantity, Relative to Household Size

- There was a strong relationship between ratings of adequacy of quantity and family size, with the ratings of adequacy of quantity being generally poorer for larger households.
  - **82.1%** of recipients of gas vouchers from households larger than 8 people reported the quantity distributed to be very inadequate or inadequate, compared to **15.3%** of households with fewer than 3 members.

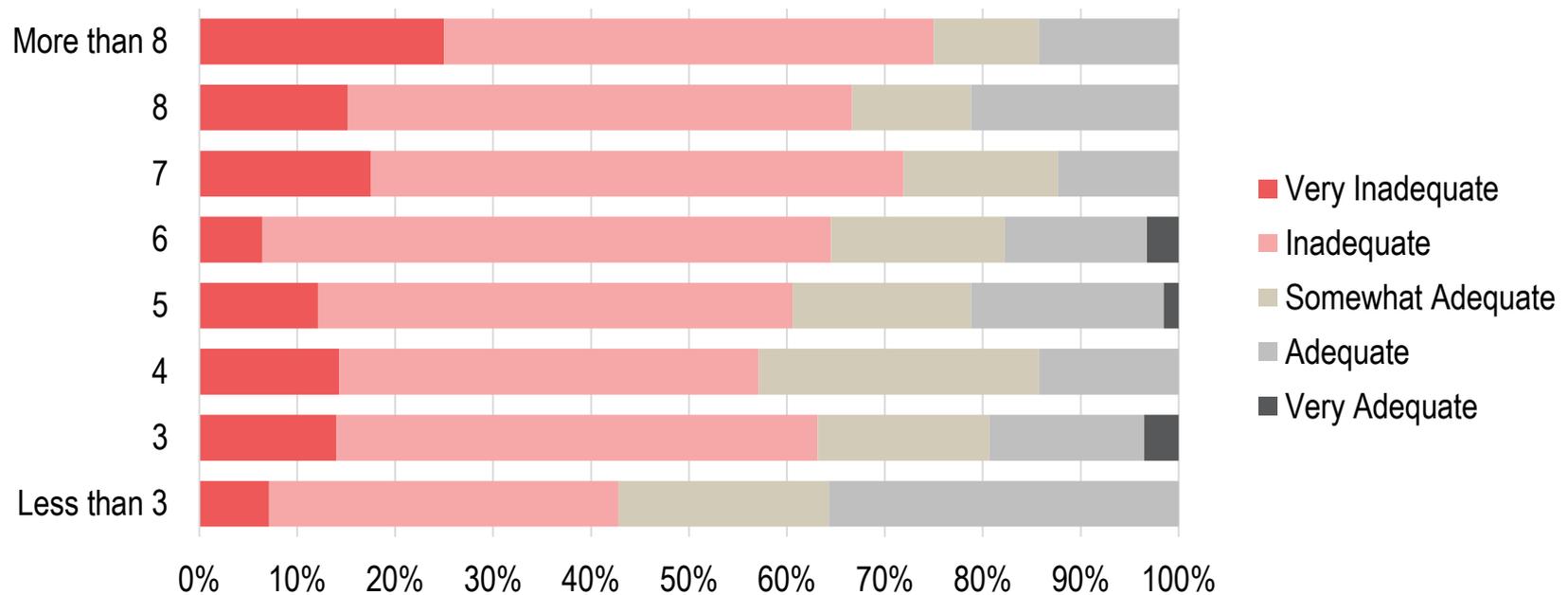
Ratings of adequacy of the quantity of gas vouchers received, by family size



# Satisfaction with Quantity, Relative to Household Size

- **75%** of respondents who received bread vouchers with a family size larger than 8 people perceived the quantity received to very inadequate or inadequate, compared to **42.8%** of respondents with families of fewer than 3 people

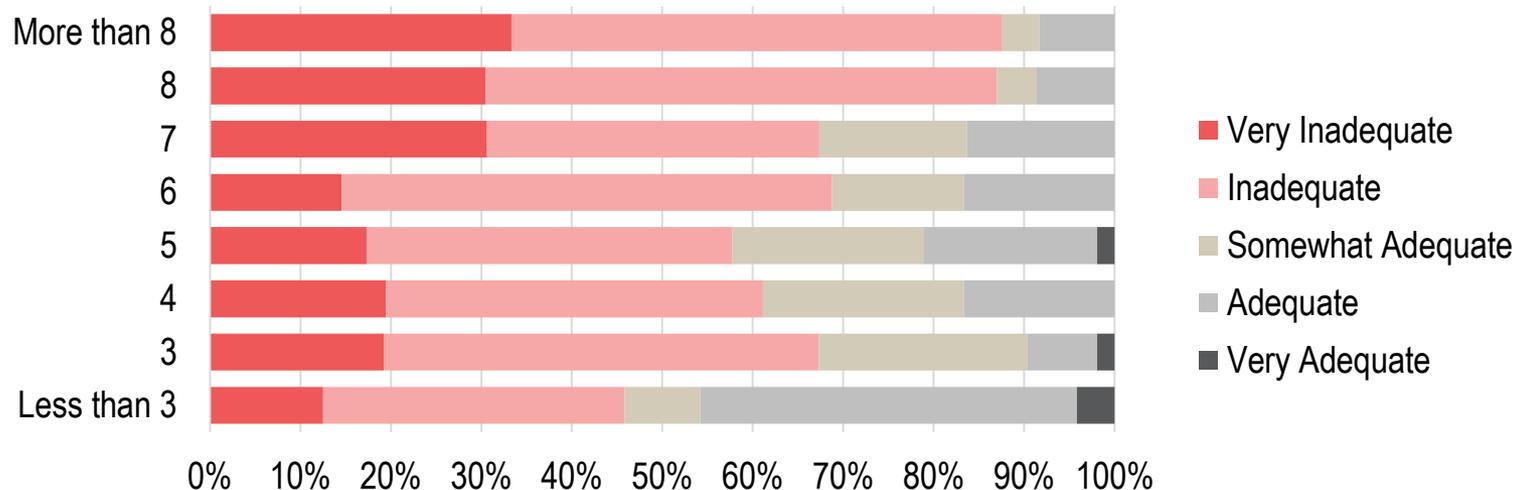
Ratings of adequacy of the quantity of bread vouchers received, by family size



# Satisfaction with quantity, relative to household size

- **87.5%** of recipients of bread with a family larger than 8 people considered the quantity of bread received to be inadequate or very inadequate, compared **45.8%** of recipients with fewer than 3 people in their family.
- KI interviews indicated that larger families are less satisfied with the quantity of bread distributed since the amount of money required to purchase food additional to that which has been distributed increases with family size.

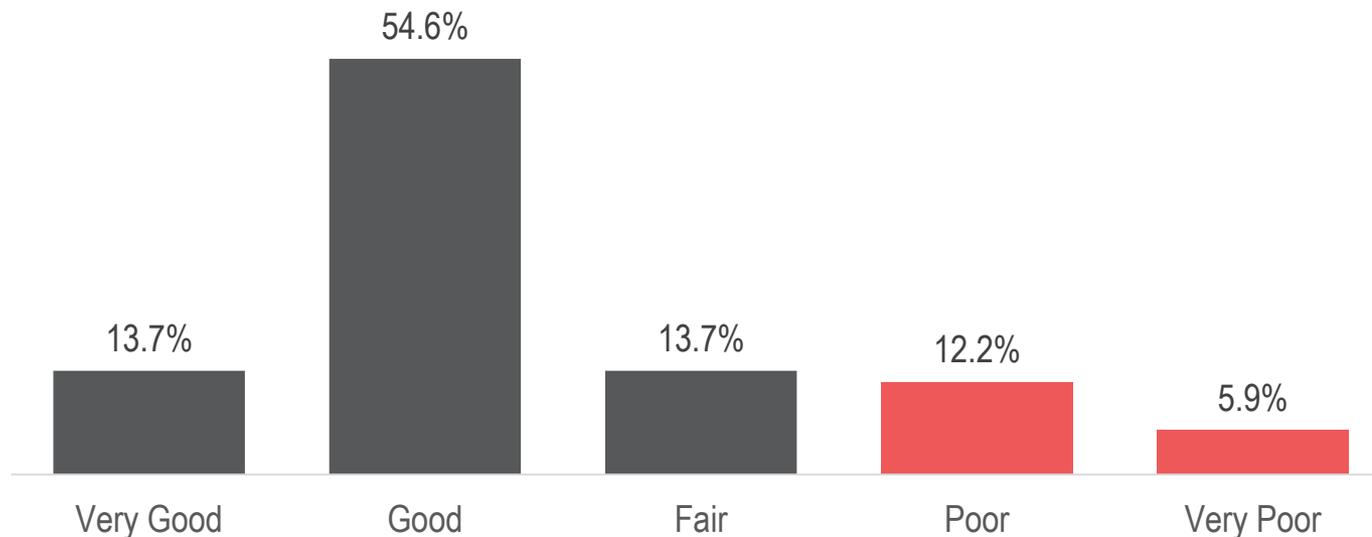
Ratings of adequacy of the quantity of bread received, by family size



# Satisfaction with Quality of Baby Diapers

- Over two thirds (68.3%) of respondents reported the quality of the diapers to be very good or good.
- Although recipients had low satisfaction with the quantity of diapers distributed, they had relatively high satisfaction regarding the quality of the diapers distributed.

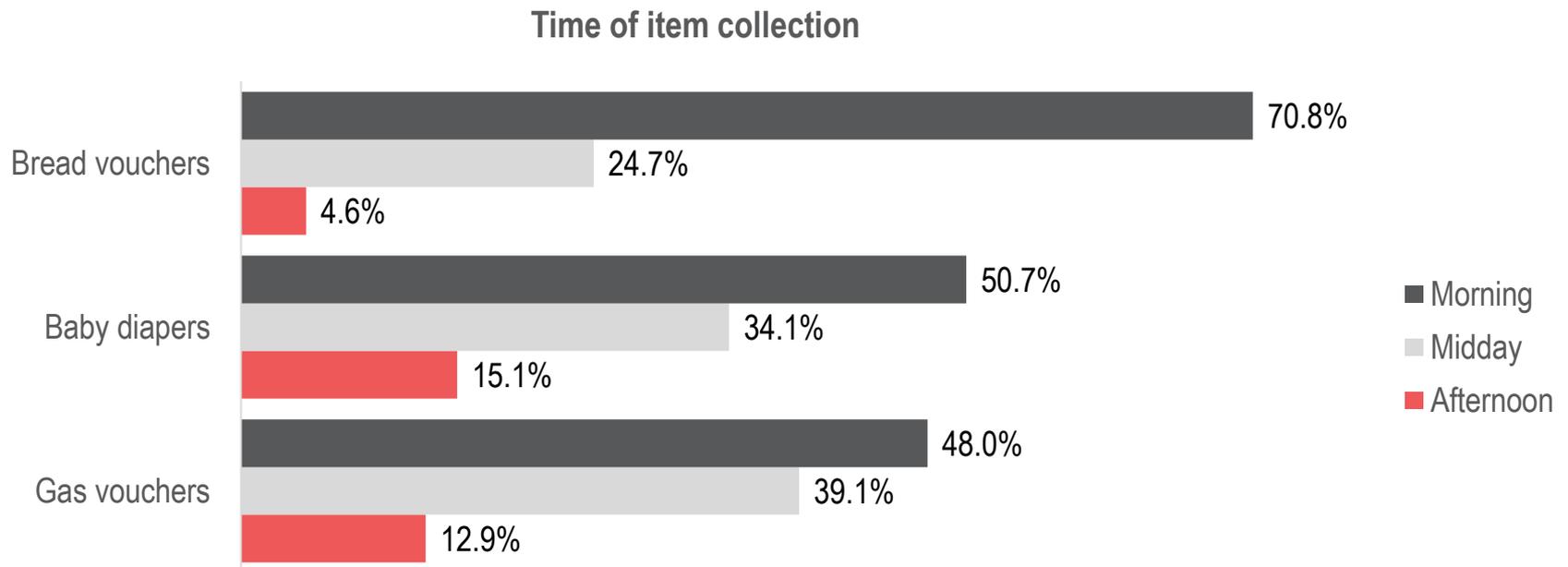
Rating of the quality of baby diaper by recipients of baby diapers



# WAITING TIMES

# Time of Item Collection

- For all types of assistance assessed for this indicator, the largest proportion collected the item in the morning (70.8% for bread vouchers, 50.7% for baby diapers, and 48% for gas vouchers).
- Midday was the second most frequently cited time to collect assistance (24.7% for bread vouchers, 34.1% for baby diapers, and 39.1% for gas vouchers), followed by the afternoon (4.6% for bread vouchers, 15.1% for baby diapers, and 12.9% for gas vouchers).



# Time Spent Waiting Outside – Gas Vouchers

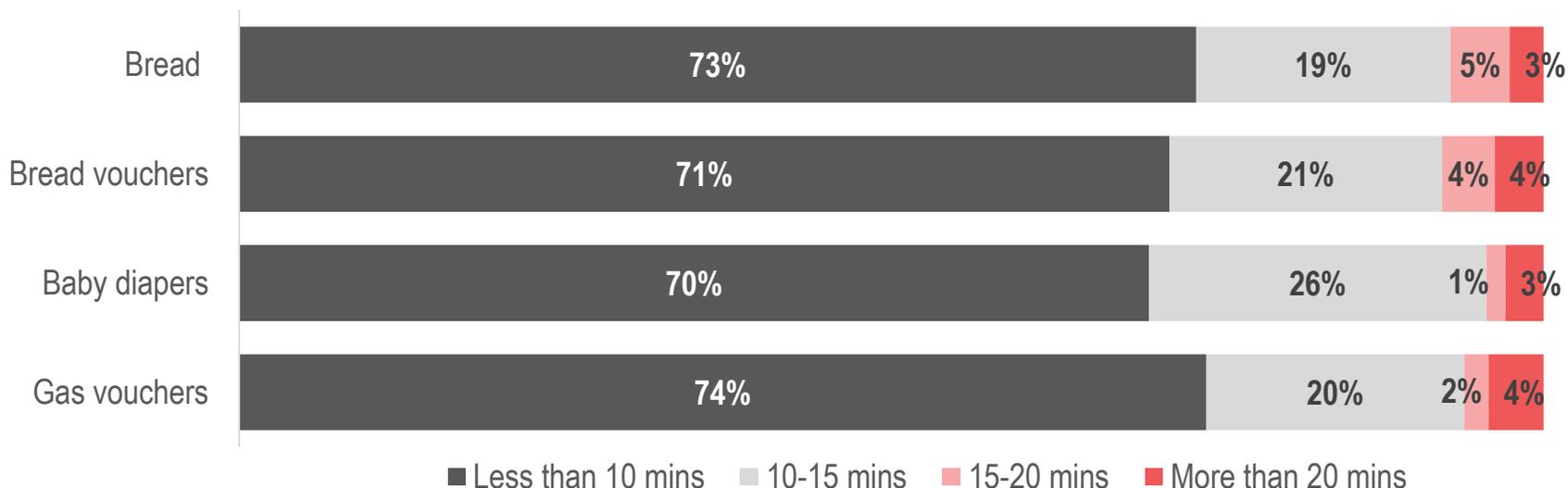
For all items assessed the majority of respondents waited 30 minutes or less. Below the waiting times for each time of assistance assessed are outlined.

- **Gas vouchers:** 60.4% of respondents reported waiting less than 30 minutes outside the distribution centre when collecting gas vouchers. The respondents who arrived in the afternoon had the shortest wait to receive assistance, with 65.3% waiting less than 30 minutes and 28.6% waiting 30 minutes to an hour.
- **Baby diapers:** 75.1% of respondents reported waiting less than 30 minutes outside the distribution centre when collecting baby diapers. 21.5% waited half an hour to an hour, and 3.4% waited over 1 hour. Time of day had little impact on the length of waiting time.
- **Bread vouchers:** 74% of respondents reported waiting less than 30 minutes outside the distribution centre when collecting bread vouchers. 20% waited 30 minutes to an hour and 5.9% waited more than an hour. Recipients who arrived at midday had the longest waiting times, with 65.2% waiting less than 30 minutes compared 76.5% who arrived in the morning and 82.4% who arrived in the afternoon.
- **Bread:** 75% of respondents reported waiting less than 30 minutes outside the distribution centre when collecting bread. 21.8% reported they waited half hour to one hour, 3.2% for more than an hour

# Time Spent Collecting Assistance Inside Centre

- On average across all types of assistance received, 72.2% of respondents waited inside the centre for less than 10 minutes.
- Overall these findings indicate that the vast majority of respondents have a short waiting time to collect the assistance once inside the centre.

Time spent collecting the assistance inside the distribution centre, by type of assistance

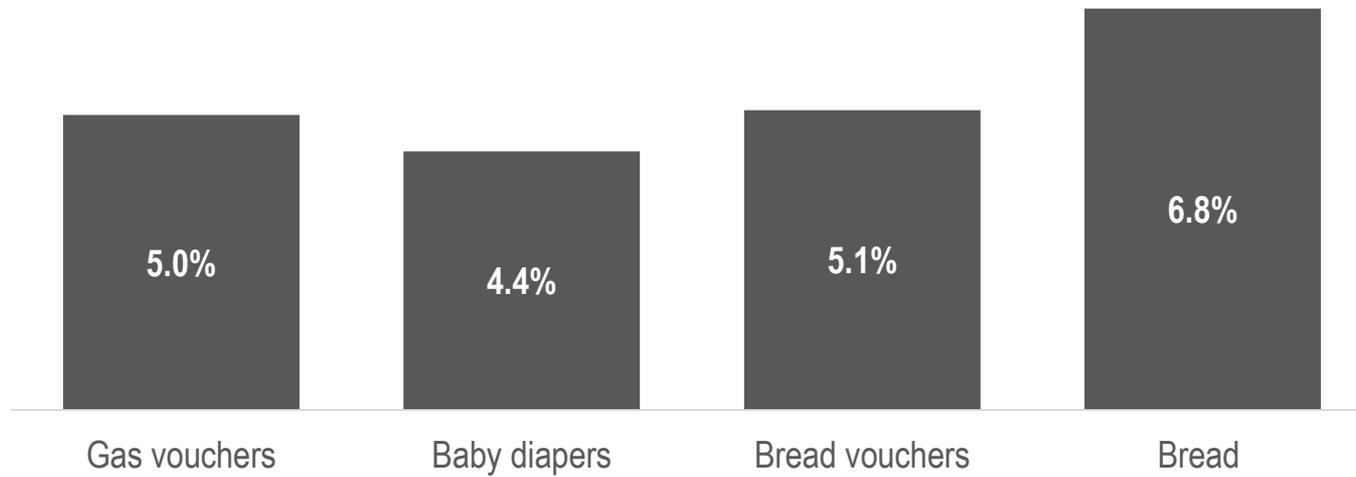


# DISTRIBUTION EXPERIENCE

# Security Concerns and Problems

- On average across all types of assistance received, 5.3% of respondents reported that they experienced security concerns or problems during the distribution process.
- Of the 21 respondents that reported problems or security concerns during bread distribution, 16 cited the queue as the location of the concern.
- Of these 16 respondents, overcrowding was most frequently cited (14 respondents), followed by verbal harassment (5 respondents).

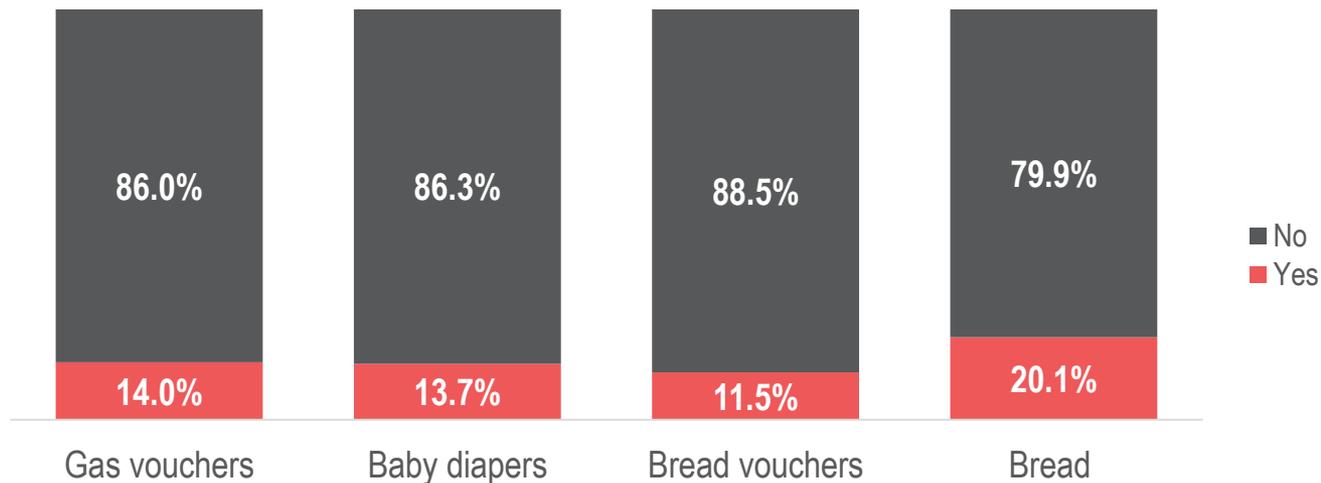
Percentage of respondents that reported having experienced security problems, by type of assistance



# Improvement of Collection Experience

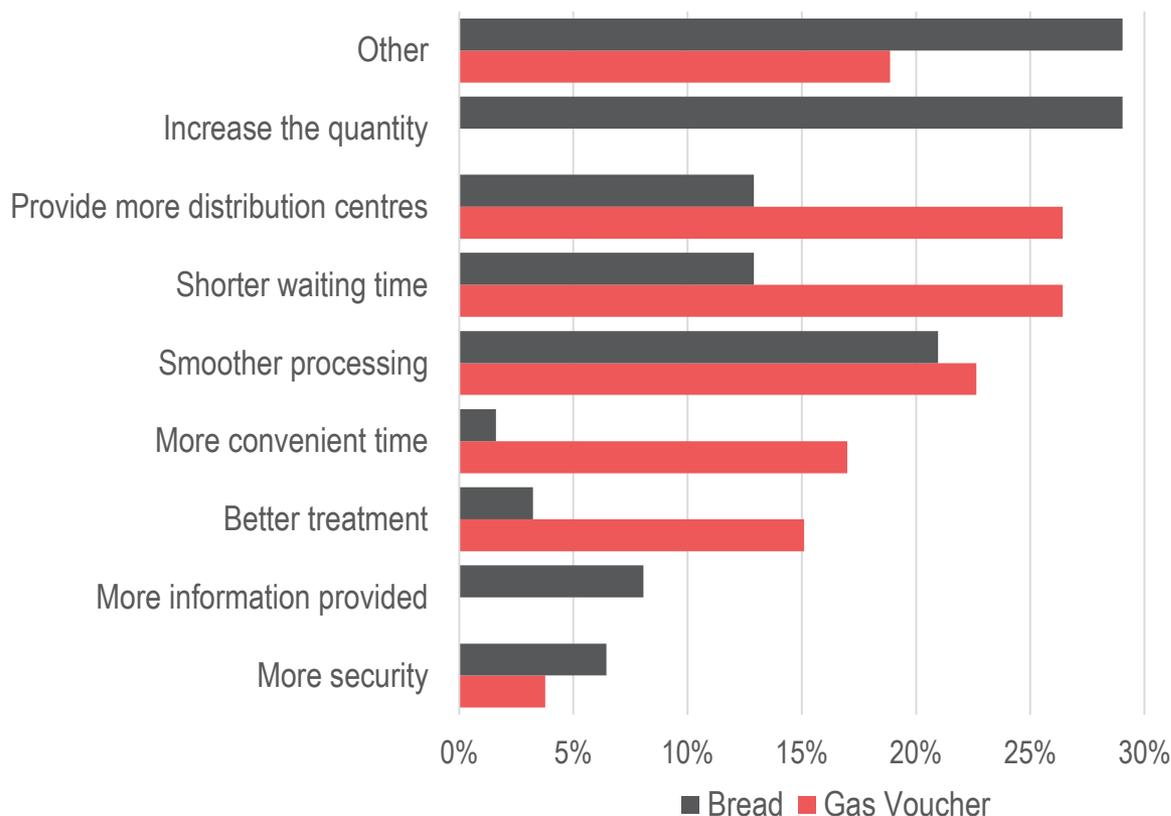
- Few respondents reported that improvements could be made to the distribution process.
- Bread distributions were the type of assistance that was most frequently cited as having an experience that could be improved (20%).
- A lower proportion of respondents reported that the distribution of gas vouchers (14%), baby diapers (13.7%), and bread vouchers (11.5%) could be improved.

Percentage of respondents that feel the experience of collecting assistance can be approved



# Improvement of Collection – Bread and Gas Vouchers

Areas in which gas voucher and bread distributions were reported to need improvement



- For bread, increased quantity of bread (29%) and smoother processing (21%) were the two most frequently cited means of improvement.
- For gas vouchers, more distribution centres (26.6%) and shorter waiting times (26.6%) were the two most frequently cited means of improvement.

# Summary and Recommendations

- **Leaflets should continue to be used as a key means of information dissemination throughout the camp:** of the means that implementing partners employed to disseminate information regarding distributions, leaflets were the most frequently reported as a source of information about distributions (64.4% baby diapers, 61.5% gas vouchers, 21.4% bread vouchers, 18.5% bread).
- **Assess whether there are barriers to females collecting assistance from distribution centres themselves through investigating perceptions of female safety at distribution centres:** a much smaller proportion of women were reported as collecting the assistance from the distribution centres than men (71.8% and 43.3% of females).
- **Reductions to the quantity distributed would likely negatively affect the welfare of camp residents, therefore the quantity of the items distributed should stay the same or increase:** The majority of respondents used all of the items that they received (91% for gas vouchers, 97% for baby diapers and 99% for bread vouchers and 99% for bread), yet reported that the quantity of the items they received to be very inadequate or inadequate (91%, for baby diapers, 67% for bread, 63% for bread vouchers, and 56% for gas vouchers).

# Summary and Recommendations

- **To ensure that all families in the camp benefit from assistance equally, for certain types of assistance it may be beneficial to review the amount or value of items being distributed for different family sizes:** For gas vouchers, bread vouchers, and bread, the rating of adequacy of the quantity of the items received worsened as the respondents' family size increased.
- **Refugees may benefit from advice about the times that are best to visit the centre or more staff at the centre during the midday period:** Across items, the lowest proportion of respondents that received their item within 30 minutes arrived at the distribution centre at midday.
- **An increase in the number of bread distribution centres across the camp and the introduction of a minimum age of the person that can collect the bread would help reduce overcrowding and levels of verbal harassment at the centres:** Bread distributions had the highest proportion of recipients who reported safety concerns or problems at the distribution centre, and means of improvement for the distribution process. The main safety concerns reported were overcrowding verbal harassment.

# Thank You

For further information regarding the Post Distribution Monitoring assessment at Za'atari Camp please contact:

**Mieke Dale-Harris**

[mieke.daleharris@reach-initiative.org](mailto:mieke.daleharris@reach-initiative.org)

**Johnson Opoka – UNHCR: Needs Based Working Group Chair**

[opoka@unhcr.org](mailto:opoka@unhcr.org)