

Azraq Exit Interviews Report

Background information

Location: Azraq Camp, Replenishment Site

Period: November 10th, 11th and 12th, 2014

Distribution Cycles:

1. Winter Clothes funded by JEN
2. Winterization Cash & Vouchers funded by ECHO

Objective: the overall objective of the interviews is to understand the different point of views of beneficiaries regarding the distribution process, quality and the various issues/difficulties that may arise, as well as the ease to reach/access NRC services and measure the level of safety the beneficiary feels inside the distribution site and while on the way to collect the items

Methodology

Two different forms were developed. One focusing on the distribution itself in terms of quality of process and staff efficiency and attitude. While the other form focuses on beneficiary ease to reach/access distribution site in terms of issues/difficulties that may arise and obstacles that may stop them from receiving items or reaching the site.

Sample Calculation: from observing beneficiaries behavior*, it was noticed that the majority of beneficiaries prefer to visit the distribution site in the morning period and decreases gradually till end of work day. Based on the previous observation, distribution hours were divided into three periods (9-11), (11-1) and (1-3) given each period a weight when calculating target sample. Exit interviews were conducted covering 2 periods per day as shown in the table below:

Day	Target Number of Beneficiaries to Be Served	Calculating Sample Size per Period		
		(09:00 – 11:00)	(11:00 – 01:00)	(01:00 – 03:00)
Day 1	X	(60% * X)	(40% * X)	0
Day 2	Y	0	(80% * Y)	(20% * Y)
Day 3	Z	(60% * Z)	(40% * Z)	0
<i>And so on for the rest of the distribution days...</i>				

Sample Size: A total of 205 (110 male, 95 female) beneficiaries participated.

Exit Interviews Figures

The below table summarizes the sample demography who participated in providing answers:

	Distribution Questionnaire	Access Questionnaire
Male	57% of males participated	51% of males participated
	80% of males are HoHH	90% of males are HoHH
	33 average age of males	34 average age of males
	---	6 average family size
Female	43% of females participated	49% of females participated
	57% of females are HoHH	57% of females are HoHH
	38 average age of females	35 average age of females
	---	6 average family size

* Observation of beneficiary's behavior pattern during distributions was noticed by NRC replenishment staff during various previous distributions happened

Exit Interviews Findings

The findings below are disaggregated by questionnaire type and sex of respondent.

Distribution Site Process Questionnaire

Male	<ul style="list-style-type: none"> ▪ A total of 60 males participated in providing answers ▪ 5 out of 60 male beneficiaries reported facing a problem during the distribution process; problems reported were as following: <ul style="list-style-type: none"> ○ At the entrance (mentioned once); cause is bad treatment from Syrian staff ○ Waiting in queue (mentioned once); cause is long process line ○ In the distribution rub hall (mentioned 3 times); cause is bad treatment from NRC staff¹ ▪ Male beneficiaries who came to the distribution site reported waiting in the queue for the following periods: <ul style="list-style-type: none"> ○ Less than half an hour (mentioned 39 times) ○ Half an hour to an hour (mentioned 8 times) ○ More than one hour (mentioned 13 times) ▪ Only one male beneficiary reported receiving the voucher from data entry staff took more than 2 minutes, no further details were provided ▪ Only one male beneficiary reported receiving his items from distribution staff took more than 10 minutes, no further details were provided but he reported the problem was solved ▪ When male beneficiaries were asked how did they know about the distribution they reported the following means: <ul style="list-style-type: none"> ○ Receiving a leaflet from NRC staff (mentioned 43 times) ○ Through relatives and friends (mentioned 16 times) ○ Through the street/district leader (mentioned 1 times) ▪ All male beneficiaries reported that the experience they had in the distribution site matched what is written in the leaflet ▪ All male beneficiaries reported receiving all items mentioned to them
Female	<ul style="list-style-type: none"> ▪ A total of 46 females participated in providing answers ▪ 5 out of 46 female beneficiaries reported facing a problem during the distribution process; problems reported were as following: <ul style="list-style-type: none"> ○ At the entrance (mentioned twice); cause is bad treatment from Syrian staff ○ Waiting in queue (mentioned twice); cause is long process line and bad treatment from Syrian staff ○ In the distribution rub hall (mentioned once); cause is receiving less number of items than family size (family size is 6 and only received 5 bags) ▪ Female beneficiaries who came to the distribution site reported waiting in the queue for the following periods: <ul style="list-style-type: none"> ○ Less than half an hour (mentioned 29 times) ○ Half an hour to an hour (mentioned 7 times) ○ More than one hour (mentioned 10 times) ▪ Only one female beneficiary reported receiving the voucher from data entry staff took more than 2 minutes, no further details were provided ▪ Only one female beneficiary reported receiving his items from distribution staff took more than 10 minutes, no further details were provided but he reported the problem was solved ▪ When female beneficiaries were asked how did they know about the distribution they reported the following means: <ul style="list-style-type: none"> ○ Receiving a leaflet from NRC staff (mentioned 29 times) ○ Through relatives and friends (mentioned 17 times) ▪ All female beneficiaries reported that the experience they had in the distribution site matched what is written in the leaflet ▪ Only one female beneficiary reported not receiving all items mentioned to her²

¹ JEN winter clothes distribution didn't take into consideration size and age of beneficiaries as the clothes distributed were unsuitable as reported by beneficiaries during the exit interviews

² Same beneficiary who reported receiving less number of items for the actual family size (family size is 6 and only received 5 bags)

Access to Distribution Site Questionnaire

Male	<ul style="list-style-type: none"> ▪ A total of 50 males participated in providing answers ▪ Average time to reach the distribution site for male beneficiaries is 20 minutes ▪ Means of reaching the site to receive items as reported by males: <ul style="list-style-type: none"> ○ Alone on foot (mentioned 49 times) ○ On foot with a family member or a neighbor (mentioned once) ▪ When male beneficiaries were asked how hard it was for them to reach the distribution site they reported the following <ul style="list-style-type: none"> ○ Very hard (mentioned 5 times); the difficulties reported from most to least are bad roads conditions, site being too far and poor health and bad weather conditions ○ Hard (mentioned 18 times); the difficulties reported from most to least are bad roads conditions, site being too far and poor health ○ Okay (mentioned 5 times) ○ Easy (mentioned 14 times) ○ Very easy (mentioned 5 times)³ ▪ None of the male beneficiaries reported receiving the service by paying money (bribe) ▪ None of the male beneficiaries had recommendations on how to improve distribution sites safety ▪ Means of returning back to shelters as reported by males: <ul style="list-style-type: none"> ○ Alone on foot (mentioned 49 times) ○ On foot with a family member or a neighbor (mentioned once)
Female	<ul style="list-style-type: none"> ▪ A total of 49 females participated in providing answers ▪ Average time to reach the distribution site for female beneficiaries is 27 minutes ▪ Means of reaching the site to receive items as reported by females: <ul style="list-style-type: none"> ○ Alone on foot (mentioned 47 times) ○ On foot with a family member or a neighbor (mentioned once) ○ Using a car/pickup/bus (mentioned once) and reported costing 300 fils ▪ When female beneficiaries were asked how hard it was for them to reach the distribution site they reported the following <ul style="list-style-type: none"> ○ Very hard (mentioned 14 times); the difficulties reported from most to least are bad roads conditions, the site being too far, poor health and bad weather conditions ○ Hard (mentioned 16 times); the difficulties reported from most to least are the site being too far, bad roads conditions, poor health, bad weather conditions and accompanying children ○ Okay (mentioned 13 times) ○ Easy (mentioned 5 times) ○ Very easy (mentioned once) ▪ None of the female beneficiaries reported receiving the service by paying money (bribe) ▪ None of the female beneficiaries had recommendations on how to improve distribution sites safety ▪ Means of returning back to shelters as reported by females: <ul style="list-style-type: none"> ○ Alone on foot (mentioned 47 times) ○ On foot with a family member or a neighbor (mentioned once) ○ Using a car/pickup/bus (mentioned once) and reported costing 300 fils

³ Most male beneficiaries reported living in village 3

Annex 1: Questions regarding process

Below are the questions that were included in the distribution site process questionnaire:

- 1) Did you face any problem during the distribution process?
If yes, where was the problem?
 - Entrance
 - Queue
 - Data entry
 - Distribution sub hall
 - ExitWhat was the problem?
 - Bad treatment
 - Lack of information
 - Very long process
 - Security concern
 - Other; please specify
- 2) How long did you have to wait in 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
- 3) How long did it take you to receive your voucher from data entry staff?
 - Less than two minutes
 - More than two minutes; please give explanation
- 4) How long did it take you to receive your assistance from distribution staff?
 - Less than ten minutes
 - More than ten minutes; do you know what caused the delay? If yes, what was the reason? Was it sold?
- 5) How did you know about the distribution?
 - I received a leaflet from NRC
 - Through the street/district leader
 - Through relatives and friends
 - Speakers of mosques
 - Other; please specify
- 6) Is the information on the leaflet matches your experience during the distribution?
If no, why?
- 7) Did you receive all the items mentioned to you?

Annex 2: Questions regarding access

Below are the questions that were included in the access to distribution site questionnaire:

- 1) How long did it take you to reach the distribution site?
- 2) How did you reach the distribution site?
 - Alone on foot
 - On foot with family member/neighbour
 - Car/Pickup, how much did it cost you?
 - Bicycle
 - Other; please specify
- 3) How hard was it to reach the distribution site?
 - Very easy
 - Easy
 - Okay
 - Difficult; please explain reason behind difficulty
 - Very difficult; please explain reason behind difficulty
- 4) Did you bribe/pay money for the items?
If yes, bribe to whom? Bribe for what? How much the bribe is?
- 5) We are looking into improving the safety of our site, do you have any recommendations for us?
If yes, please explain
- 6) How will you get the items to your tent/caravan?
 - Alone on foot
 - On foot with a family member/neighbour
 - Car/Pickup
 - Wheelbarrow
 - Others; please specify
- 7) How much will it cost you?