

# Azraq Exit Interviews Report

## Background information

**Location:** Azraq Camp, Replenishment Site

**Period:** November 4<sup>th</sup> & 5<sup>th</sup>, 2014

### Distribution Cycles:

1. Family Hygiene Kit funded by World Vision International
2. High Thermal Blankets funded by UNHCR
3. 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

*And so on for the rest of the distribution days...*

**Sample Size:** A total of 105 (61 male, 44 female) beneficiaries participated.

## Exit Interviews Figures

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

	Distribution Questionnaire	Access Questionnaire
<b>Male</b>	56% average percentage of males participated	60% average percentage of males participated
	89% average male HoHH	87% average male HoHH
	34 average age of males	35 average age of males
	---	6 average family size
<b>Female</b>	44% average percentage of females participated	40% average percentage of females participated
	45% average female HoHH	40% average female HoHH
	37 average age of females	37 average age of females
	---	7 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

<b>Male</b>	<ul style="list-style-type: none"> <li>▪ A total of 28 males participated in providing answers</li> <li>▪ None of the male beneficiaries reported facing a problem during the distribution process</li> <li>▪ Only 2 out of 28 male beneficiaries who came to the distribution site reported waiting in the queue for more than one hour before reaching the data entry booth<sup>1</sup>, the remaining 26 reported reaching the booth in less than half an hour</li> <li>▪ All male beneficiaries reported receiving the voucher from data entry staff in less than 2 minutes</li> <li>▪ All male beneficiaries reported receiving their items from distribution staff in less than 10 minutes</li> <li>▪ When male beneficiaries were asked how did they know about the distribution they reported the following means:               <ul style="list-style-type: none"> <li>○ Receiving a leaflet from NRC staff ( mentioned 13 times)</li> <li>○ Through relatives and friends (mentioned 12 times)</li> <li>○ Other; no additional information provided (mentioned 3 times)</li> </ul> </li> <li>▪ Only 1 out of 28 male beneficiaries reported that he didn't receive all the items mentioned<sup>2</sup></li> </ul>
<b>Female</b>	<ul style="list-style-type: none"> <li>▪ A total of 22 females participated in providing answers</li> <li>▪ None of the female beneficiaries reported facing a problem during the distribution process</li> <li>▪ Only 2 out of 22 female beneficiaries who came to the distribution site reported waiting in the queue for more than one hour before reaching the data entry booth<sup>3</sup> and 1 reported needing half an hour to an hour, the remaining 19 reported reaching the booth in less than half an hour</li> <li>▪ Only 1 out of 22 female beneficiaries reported receiving the voucher from data entry staff took more than 2 minutes due to the long process, the remaining 21 reported receiving the voucher from data entry staff in less than 2 minutes</li> <li>▪ All female beneficiaries reported receiving their items from distribution staff in less than 10 minutes</li> <li>▪ When female beneficiaries were asked how did they know about the distribution they reported the following means:               <ul style="list-style-type: none"> <li>○ Receiving a leaflet from NRC staff ( mentioned 7 times)</li> <li>○ Through relatives and friends (mentioned 15 times)</li> </ul> </li> <li>▪ All female beneficiaries reported that the experience they had in the distribution site matched what is written in the leaflet</li> <li>▪ All female beneficiaries reported receiving all items mentioned to them</li> </ul>

<sup>1</sup> Both male beneficiaries came to the distribution site in the morning period between 9 and 11 am

<sup>2</sup> Several beneficiaries reported missing items from the hygiene kit they received

<sup>3</sup> both female beneficiaries came to the distribution site in the morning period between 9 and 11 am

## Access to Distribution Site Questionnaire

<b>Male</b>	<ul style="list-style-type: none"> <li>▪ A total of 33 males participated in providing answers</li> <li>▪ Average time to reach the distribution site for male beneficiaries is 20 minutes</li> <li>▪ Means of reaching the site to receive items as reported by males: <ul style="list-style-type: none"> <li>○ Alone on foot (mentioned 27 times)</li> <li>○ On foot with a family member or a neighbor (mentioned 4 times)</li> <li>○ Using a car/pickup/bicycle (mentioned twice); one beneficiary reported paying 300 fils as cost of transportation</li> </ul> </li> <li>▪ 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"> <li>○ Very hard (mentioned twice)<sup>4</sup>; the difficulties reported is poor health</li> <li>○ Hard (mentioned 14 times); the difficulties reported from most to least are bad roads conditions, site being too far, poor health and bad weather conditions</li> <li>○ Okay (mentioned 11 times)</li> <li>○ Easy (mentioned 6 times)</li> </ul> </li> <li>▪ None of the male beneficiaries reported receiving the service by paying money (bribe)</li> <li>▪ None of the male beneficiaries had recommendations on how to improve distribution sites safety</li> <li>▪ All male beneficiaries reported using a car/pickup to get back to their shelters<sup>6</sup></li> </ul>
<b>Female</b>	<ul style="list-style-type: none"> <li>▪ A total of 22 females participated in providing answers</li> <li>▪ Average time to reach the distribution site for female beneficiaries is 32 minutes</li> <li>▪ Means of reaching the site to receive items as reported by females: <ul style="list-style-type: none"> <li>○ Alone on foot (mentioned 9 times)</li> <li>○ On foot with a family member or a neighbor (mentioned 13 times)</li> </ul> </li> <li>▪ 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"> <li>○ Very hard (mentioned 9 times); the difficulties reported from most to least are poor health, bad roads conditions, pregnancy and the site being too far</li> <li>○ Hard (mentioned 6 times); the difficulties reported from most to least are bad roads conditions, poor health, pregnancy and the site being too far</li> <li>○ Okay (mentioned 3 times)</li> <li>○ Easy (mentioned 4 times)</li> </ul> </li> <li>▪ None of the female beneficiaries reported receiving the service by paying money (bribe)</li> <li>▪ None of the female beneficiaries had recommendations on how to improve distribution sites safety</li> <li>▪ All female beneficiaries reported using a car/pickup to get back to their shelters<sup>5</sup></li> </ul>

<sup>4</sup> both male beneficiaries are 29 and 33 years old who came from village 3 and reported having poor health

<sup>5</sup> NRC provided free transportation to beneficiaries for this specific distribution as the hygiene kit size was big alongside the thermal blanket

## 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 rub hall
  - Exit
 What 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?