

Post Distribution Monitoring Report

Winterization

Background Information

Location: Irbid and Jerash

Date: 11th of January, 2015

Objective: to understand to what extent the Winterization assistance was successful and to collect feedback on the quality of this assistance to feed in future program planning.

Methodology

Questions corresponding to the objective were developed, and a joint assessment; consisted of ICLA teams, Social Teams, Data management and M&E team; was conducted through a guided phone call survey. The assessment targeted beneficiaries who received the assistant for more than two weeks. Participants were asked a number of questions regarding the quality of the assistance, any protection issues and the accountability of NRC (see Annex 1 for questions).

Sample size: using stratified method, a sample of 110 beneficiaries were chosen out of 741 beneficiaries (10% margin of error and 95% confidence level).

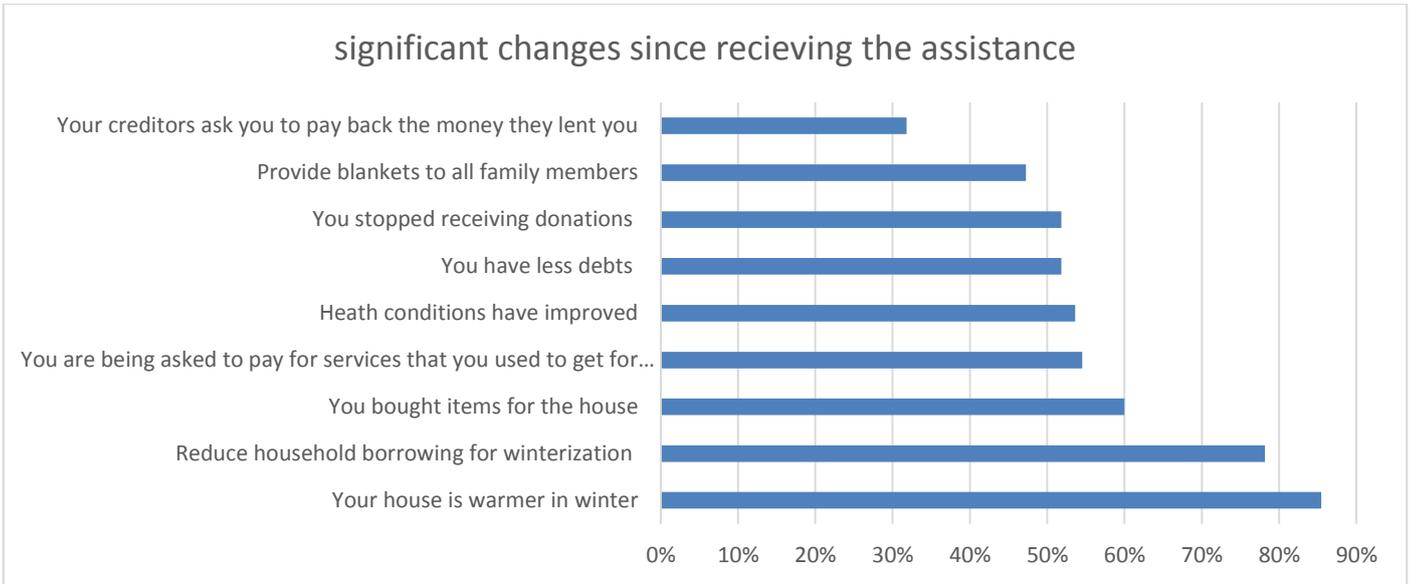
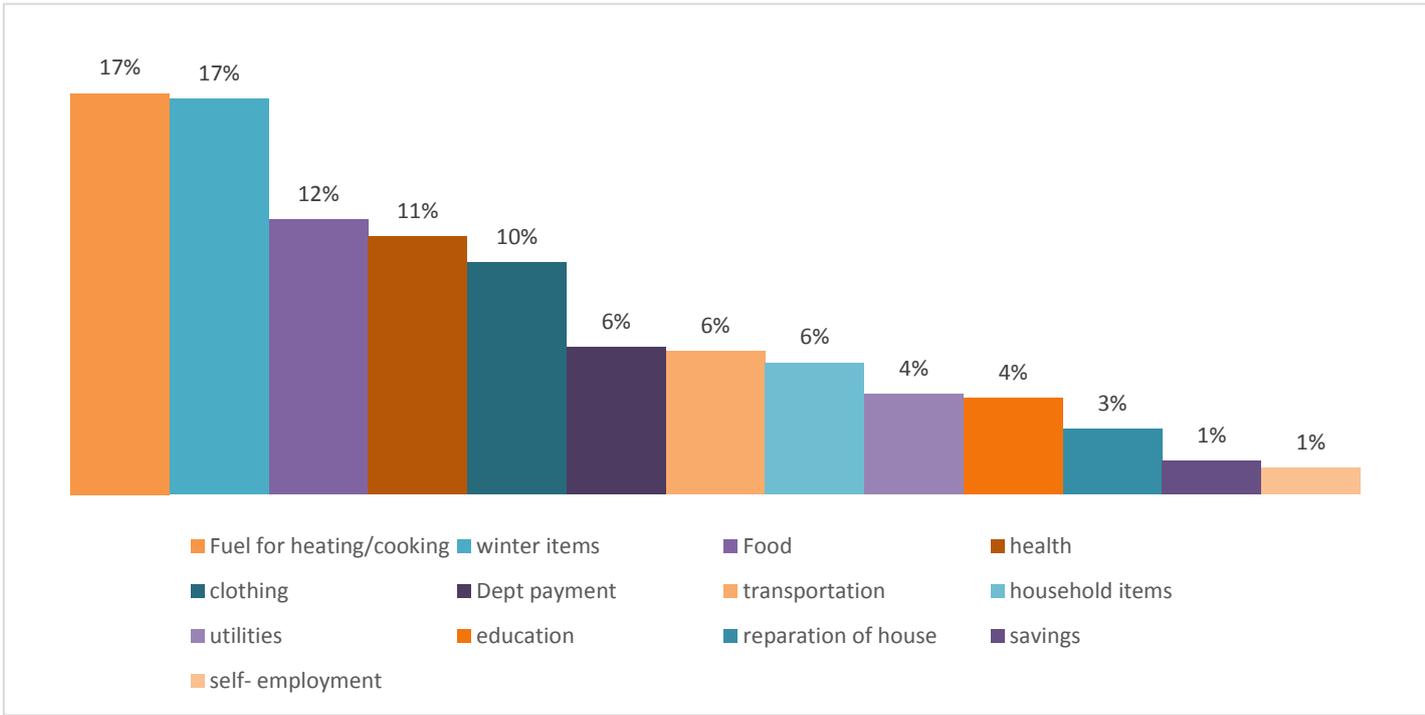
Criteria: the questionnaire targeted the beneficiaries based on their districts and the teams who carried out the winterization (ICLA + Social) with taking Gender into consideration.

PDM Demographical Figures

- 39 females out of 110 beneficiaries participated, of those 21 were head of housed hold (HoHH)
- 71 males out of 110 beneficiaries participated, of those 60 were head of housed hold (HoHH)
- 51 household had at least one elderly member.
- 35 household had a pregnant family member.

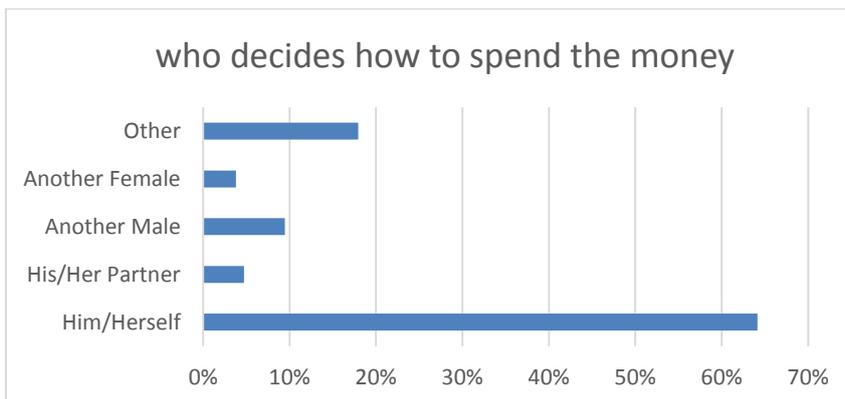
PDM Fey Findings

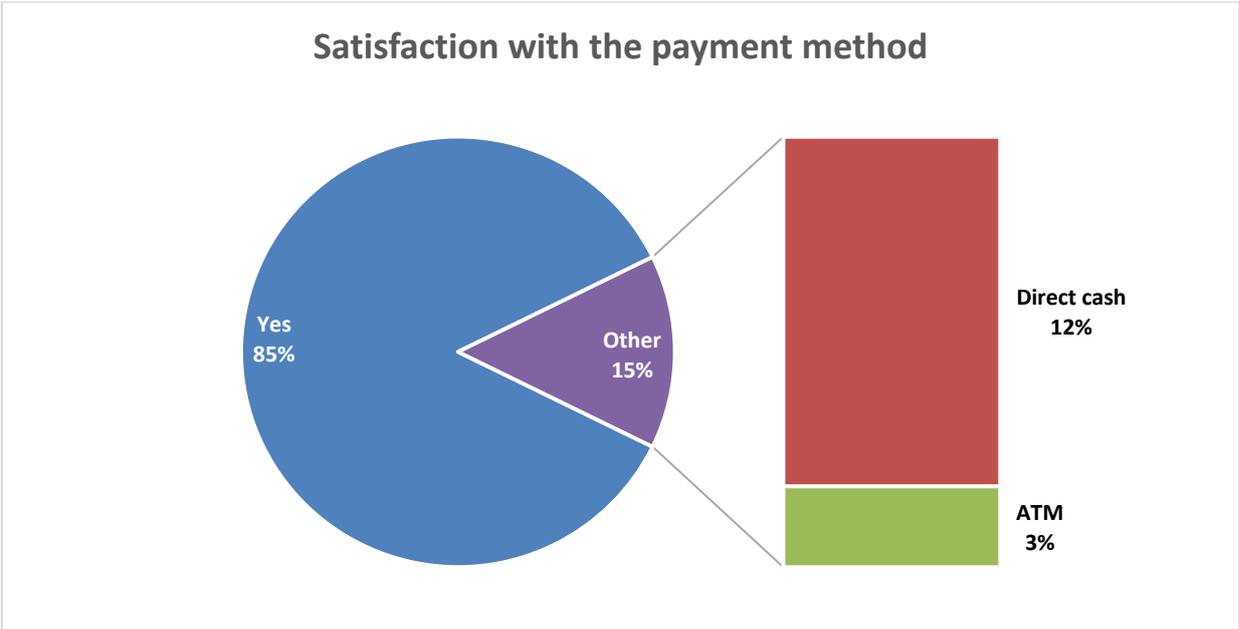
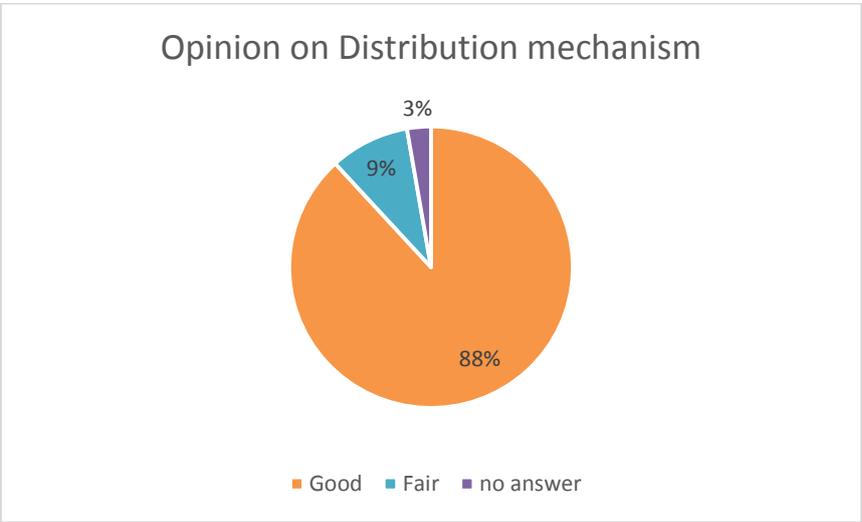
- 97% of beneficiaries reported that they spent all of their winterization assistance,
- Only 3% didn't spend their winterization assistance for three main reasons: haven't withdrawn the cash, saving the amount for the rest of winter, the ATM card was blocked due to multiple wrong entries
- 85% of Beneficiaries reported that the amount of assistance was not enough to cover winter needs.
- Participants ranked Fuel for heating/cooking and winter items as number one priority for spending the assistance on, food and health second, while clothing followed. See the chart below for full ranking.



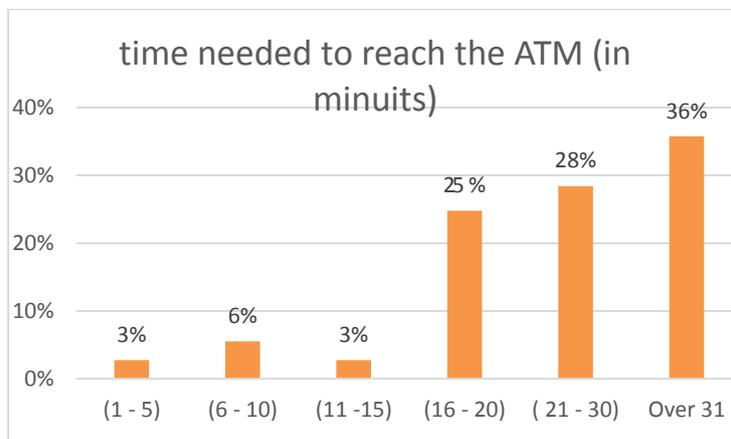
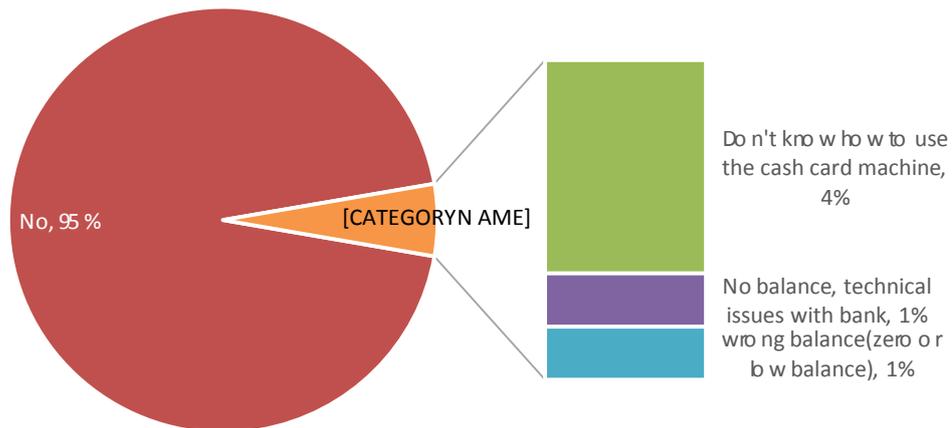
PDM General Findings

Below are charts to represent general PDM findings:

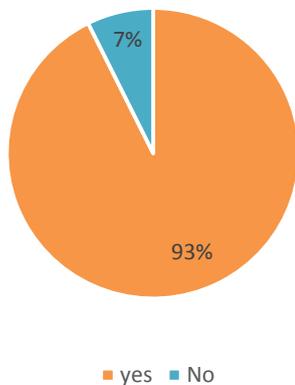




difficulties using the ATM card

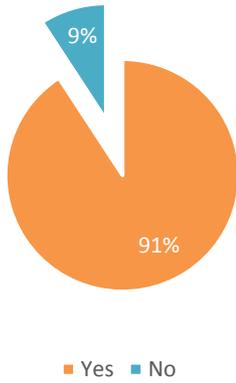


Was the information received about the project enough

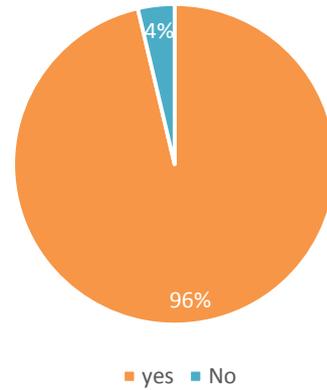


Participants were asked if the staff were treating them respectfully, all of them stated that the staff has respectful manors.

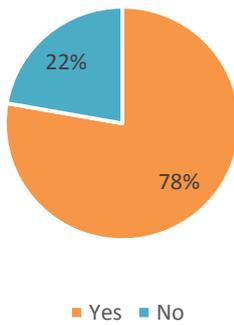
knowledge of the complaint mechanism



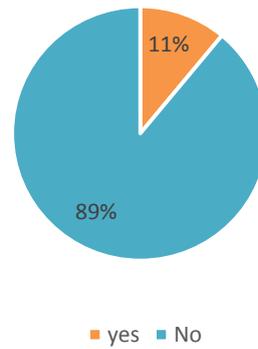
obtained the complaint/hotline phone number



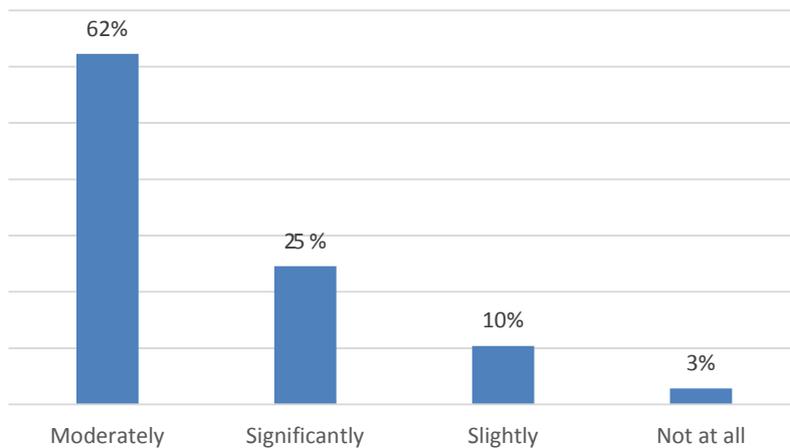
found an answer for your complaint through the hotline

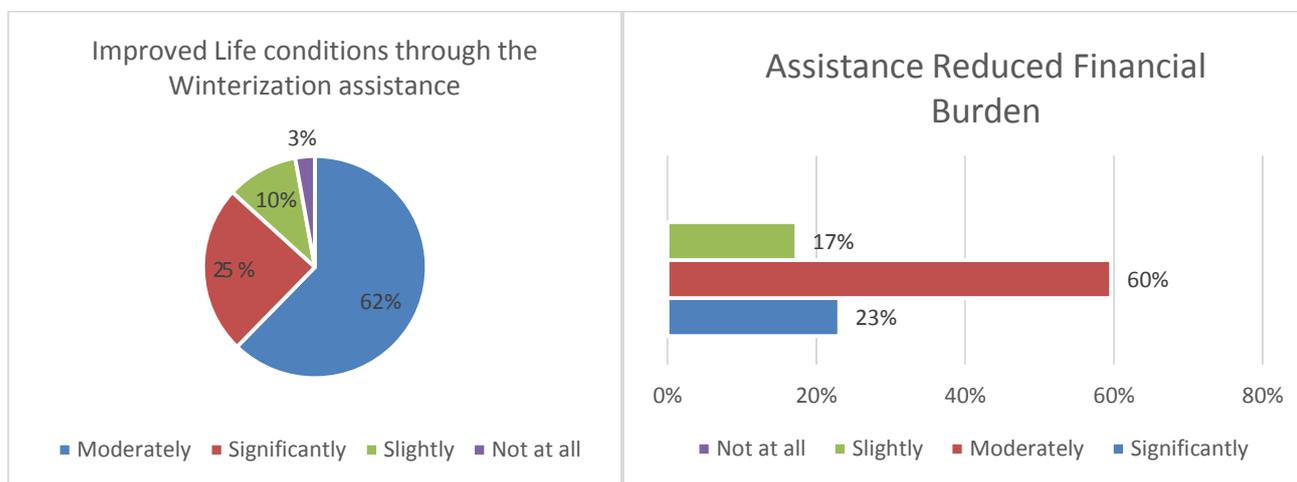


used the complaint phone



Assistance improving life conditions





Annex: PDM Questionnaire

Questions used in the survey:

- Have you spent the cash assistance you received (either some or all of it)?
- How much money did you receive in the card (JD)?
- do you think that the monthly value of the cash transfer is enough to cover your basic winter needs??
- Prioritize how you used the cash transferred in order of most to least important, from 1 to 5 (1 most important, 5 least)
(Food, self-employment, household items, winter items, Dept. payment, education, reparation of house, health, savings, utilities, clothing, Fuel for heating/cooking, transportation, Other (specify))
- Who decided how this money would be spent?
(the beneficiary him or herself, his or her partner, another male, another female, other),
- What is your opinion on the distribution mechanism?
- Are you satisfied with the method in which the money is paid (ATM)?
- Did you face any difficulties in using the ATM machines after receiving the ATM cards? If Yes, what was the problem?
- How long does it take you to reach the bank machine (in minutes)?
(1-5 minutes, 6-10 minutes, 11-15 minutes, 16-20 minutes, 21-30 minutes, over 31 minutes)
- Do you have any other suggestions/ideas that would help us better explain our project
- Did you receive enough information about the project?
- Do you feel that the program staff treat you respectfully?
- Were you informed about the complaint mechanism?
- Did you have a contact complaint number? If no we give it to them
- Did you need to use it, if so, did you find an answer to your complaint/issue?
- If the head of household is single/widowed, please check the below conditions; otherwise choose other.
(Single women age +18, Single elderly women +60 with no family support, Single parent/father or caregiver, Single parent/ mother or caregiver +18, Single child parent/mother or caregiver -18, Other)
- Did you face any problems after you received the cash assistance? If yes, which one of the below?
(Problems with the landlord, Relationship with host community, Problems with my family)
- By delivering the assistance have we created any risk to your safety? If yes, please specify when you first experienced the increased risk.
- to what extent has the assistance helped improve your living conditions?
(Significantly, Moderately, Slightly, Not at all)
- to what extent has the assistance reduced the financial burden of your household?
(Significantly, Moderately, Slightly, Not at all)

- what changes have you experienced since the beginning of the cash assistance?
(Your house is warmer in winter, You bought items for the house, You have less debts, Provide blankets to all family members, Heath conditions have improved, Reduce household borrowing for winterization, You are being asked to pay for services that you used to get for free, Your creditors ask you to pay back the money they lent you, You stopped receiving donations)
- How much do you think this assistance will support you through this winter?
(Significantly, Moderately, Slightly, Not at all)
- how long do you think this assistant will be enough for:
(1 month or less, 1 - 3 months, All winter, Other)