

Post Distribution Monitoring - Non-Food Items

Summary

Since the beginning of the international conflict in Ukraine on 24th February 2022, and to the time of drafting, **more than 6.5 million border crossings of refugees from Ukraine were recorded**, directly from Ukraine and via the Republic of Moldova. Out of these, **162,045 have been issued Temporary Protection permits in Romania**, as of the end of June 2024.

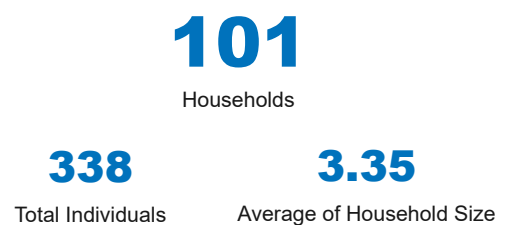
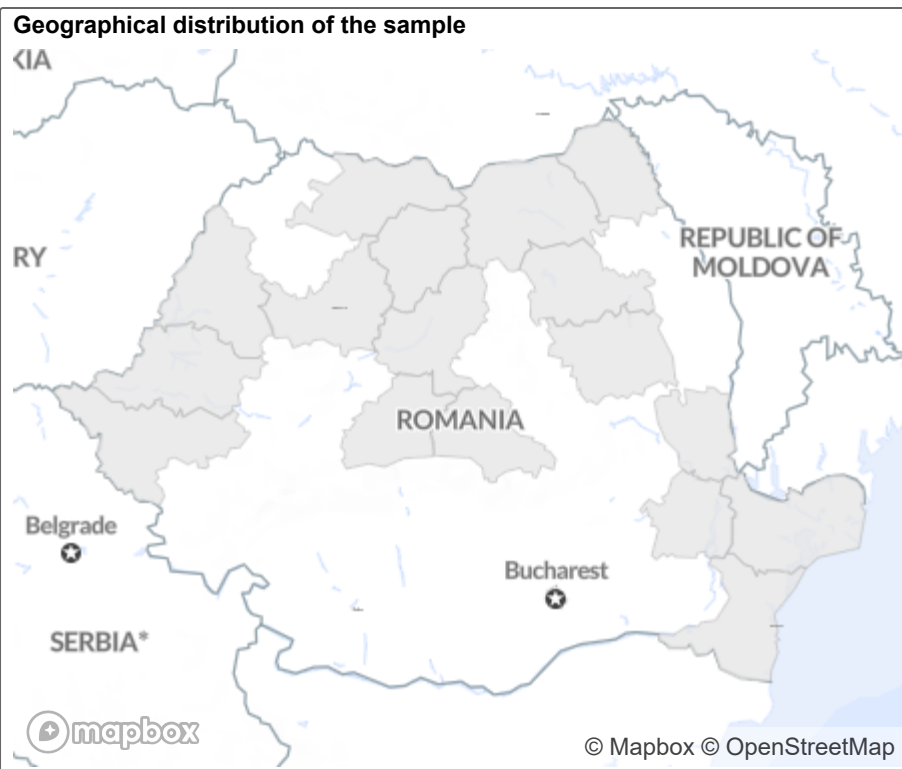
Refugees in Romania receive humanitarian support from UNHCR, which collaborates with the Romanian government and other partners to ensure protection and inclusion through various services such as counselling, targeted assistance, and initiatives aimed at fostering self-reliance. This effort aims to create a safe and supportive environment, addressing immediate needs and promoting long-term integration into society.

Since January 2024, UNHCR and its partners have supplied 27,311 refugees with over 49,622 non-food items (NFIs), including blankets, bedding, clothing, and hygiene kits, which are crucial for maintaining dignity and well-being as refugees rebuild their lives in a new country. This nationwide distribution is part of a broader effort to meet the basic needs of refugees and support their transition to self-reliance.

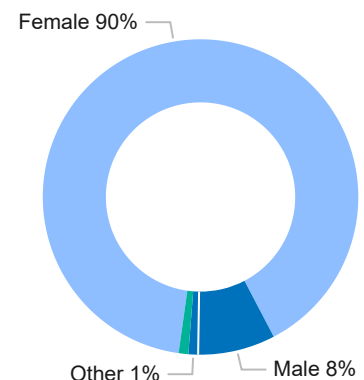
To monitor service quality and ensure accountability, UNHCR conducted a Post-Distribution Monitoring (PDM) survey assessing the NFI distribution in Romania. This document presents the survey findings in five sections: (1) Demographic Characteristics of the Sample, (2) Methodology, (3) Receiving and Applying the Non-Food Items, (4) Outcomes, and (5) Accountability to the Affected Population.

1. Demographic composition

The average household size of the 101 refugee households surveyed (338 individuals) consists of 3.3 individuals. Regarding gender disaggregation, 90% of the respondents were women, and 8% were men. Additionally, 0.99% of the respondents identified with other gender, and another 0.99% refused to answer. In terms of geographic representation, the top counties were Constanța (22), Cluj (13), Galați (15), Maramureș (9) and Suceava (8). In the other counties, the sample sizes ranged from 1 to 7 individuals.



Respondents' gender breakdown



2. Methodology

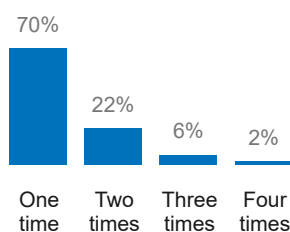
Using a structured survey, UNHCR conducted self-administered interviews (via SMS) with a total of 237 refugee households, out of which 101 households responded between, 24th May until the 25th of June 2024. These households were randomly selected from the UNHCR list of refugee recipients of non-food items assistance. The sample was selected with a confidence level of 95% and a 7% margin of error. Additionally, a 100% buffer was included in the sample to account for potential non-responses due to the fluidity of the number of refugees.

3. Accessing and receiving Non-Food Items

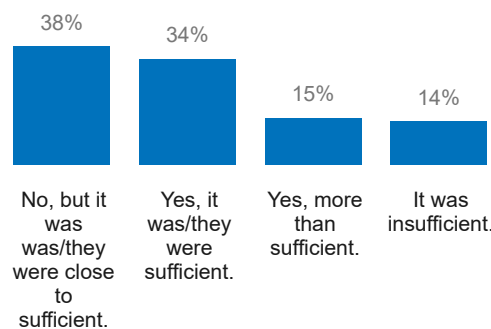
This section of the monitoring aimed to better understand the accessing and receiving process of the NFIs distribution. Reportedly, 70% of respondents received distribution one time in the last six months prior the survey, 22% received NFIs two times during the same number of months. And, respectively, 6% and 2% received items three and four times over the previous 6 months.

Regarding the top five NFIs received, the most frequent are: hygiene kite - 69%, body towel - 53%, bed linen set - 48%, thermos - 45%, quilt - 40%. Assessment showed the following results regarding the quantity of the items received for the household's current needs: 38% of the respondents reported that they received quantity of items close to sufficient, 34% - specify sufficient, while 15% stated that they received more than enough of items for their family members current needs, and 14% expressed that provided items were not sufficient.

Received distribution in the last 6 months



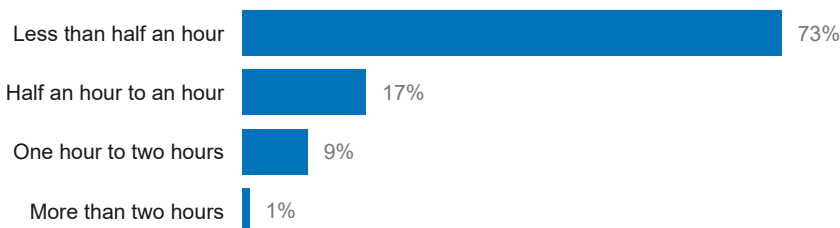
Quantity of the items sufficient for the household's current needs



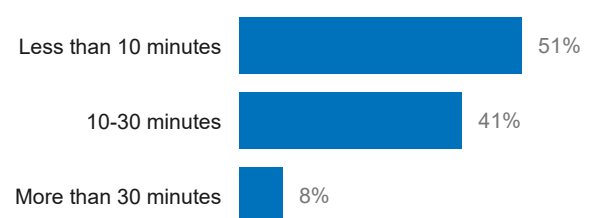
In terms of timing, almost three of four (73%) of the respondents reported that they had to wait less than half an hour before entering the distribution place, while 17% reported that it took them 30-60 minutes, 9% reported that they had to wait between one hour and two hours before entering the distribution place, only 1% stated that they spent more than two hours to enter the distribution place.

Regarding the duration to receive distribution, more than half (51%) of the respondents reported that they received items during less than 10 minutes, while 41% reported that it took them between 10-30 minutes, other 8% of surveyed people reported that receiving items took them more than 30 minutes.

Waiting time before entering



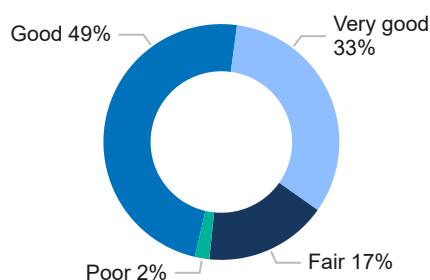
Duration to receive distribution



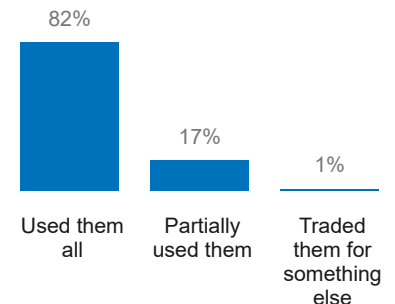
During the survey, participants were also asked about quality of non-food items received. The answers were divided as follows: **one third (33%) stated that quality of items was very good, almost half of people (49%) reported that quality of items was good.**

The significant majority of beneficiaries (82%) reported that their household already used all items received prior the data collection survey, while 17% partially used them and only 1% traded items for something else.

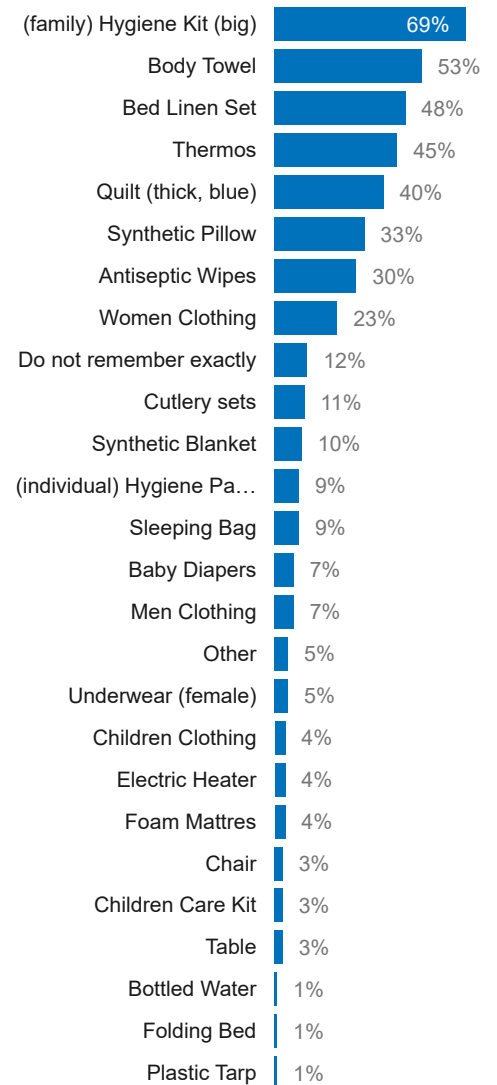
Quality of the received items



Usage of the received items



Items Received

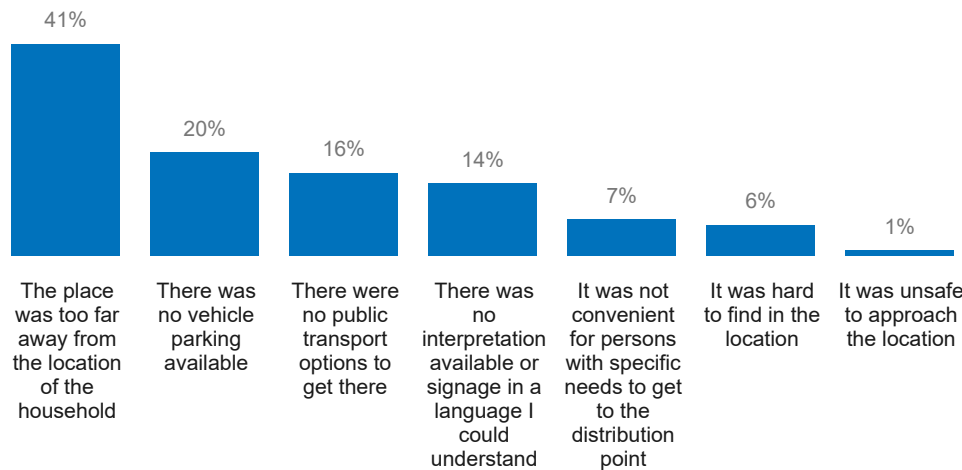


*the results don't add up to 100% because the question allowed for multiple choice

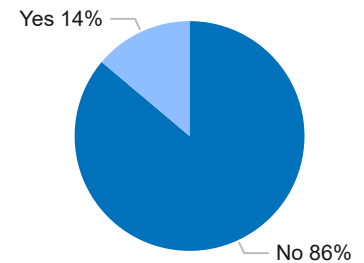
Question about challenges beneficiaries had in accessing the NFI distribution place showed that three options received the biggest number of responses: distance between household accommodation location and the distribution place, parking space for cars near the distribution place, public transport to reach the distribution place.

The survey also showed that **86% of surveyed people did not face any challenges** in transporting the non-food items to their accommodation.

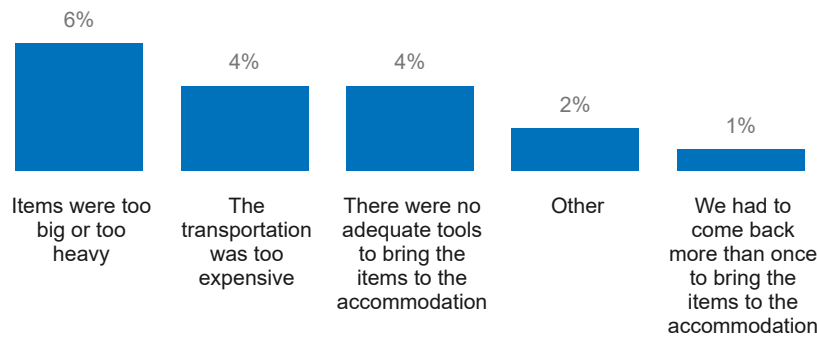
Challenges while approaching the distribution place



Faced challenges in transporting the items



Challenges while transporting the items



6% of the respondents, out of total sample, choose option "Items were too big or too heavy" as main reason of challenges in transportation.

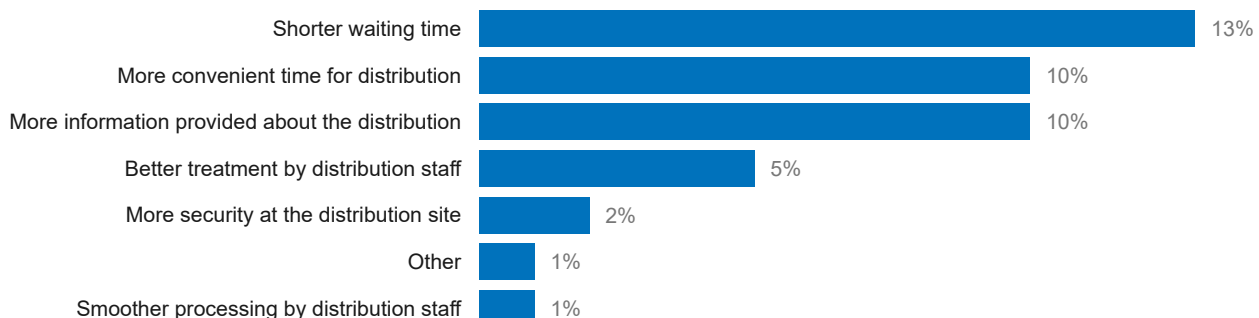
While 4% faced challenges because the price for items transportation was too big, as well as 4% stated that there were no adequate tools to bring the items to their accommodation, and 1% had to come back more than once to bring received items.

The assessment also focused on understanding how the beneficiaries experience can be improved in relation to non-food items distribution process.

According to the answers, 13% would prefer to wait less time before entering the distribution place, 10% would like to have more convenient time for distribution, as well as 10% reported that more information need to be provided about the distribution, 5% prefer better treatment by distribution staff, 2% prefer more security at the distribution site, also 1% would prefer smoother processing by distribution staff.

Regarding the perception of risks and safety concerns when accessing the NFI distribution, only one person reported that felt unsafe or at risk on the way to the distribution center and while bringing the items home.

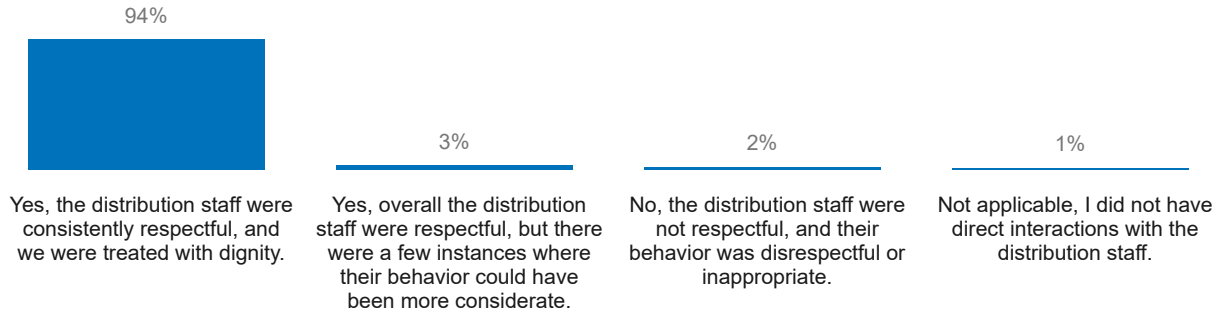
Ways to improve experience



*The results don't add up to 100% because the question allowed for multiple choice

The **significant majority of the respondents (94%)** stated that the distribution staff members were consistently respectful, and were treated with dignity during the distribution process. 3% of the surveyed expressed that there were few instances where staffs' behavior could have been more considerate, but overall the distribution staff were respectful. And 2% of people reported that distribution staffs' behavior was not respectful or inappropriate.

Distribution staff behavior



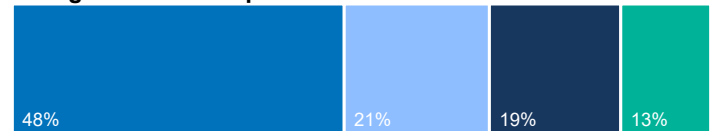
4.Outcomes

The survey also sought to understand the impact of the non-food items distribution on the respondents, specifically in three key areas: improvement of living conditions, reduced feelings of stress, and the alleviation of the financial burden on their households.

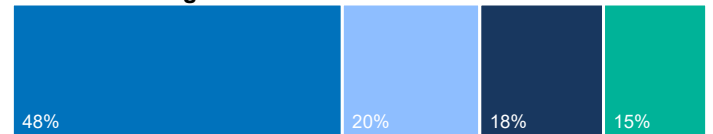
The respondents' assessments were categorized into four levels of impact: "slightly", "moderately", "significantly", and "not at all".

In terms of **living conditions**, 48% reported a 'significant' positive impact, 19% 'moderate', 13% 'slight', and 21% 'not at all'.

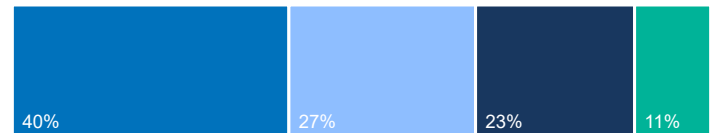
Living conditions improved



Reduced feeling of stress



Reduced financial burden

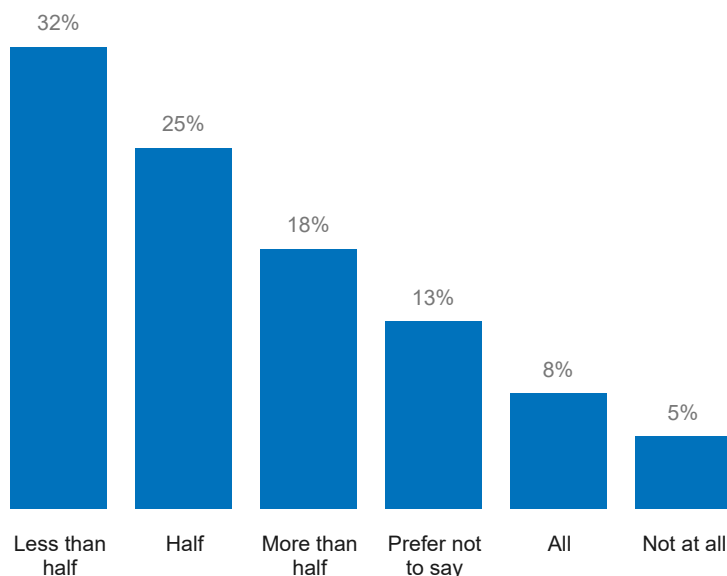


● Significantly ● Not at all ● Moderately ● Slightly

For **reduced stress**, 48% experienced a 'significant' reduction, 18% 'moderate', 15% 'slight,' and 20% 'not at all'.

Regarding a **reduced financial burden**, 40% felt a 'significant' effect, 23% 'moderate', 11% 'slight', and 27% 'not at all'.

Meeting the households basic needs



The assessment focused on understanding how well the respondents could fulfill their households' basic needs on their own. The answers were categorized into six levels, each representing different levels at which they were able to meet these needs: "All", "More than half", "Half", "Less than half", "Not at all" and "Prefer not to say".

According to the answers, every third family (32%) reported that they were able to meet less than half of the basic needs of their households, while 25% reported that they were able to meet half of the basic needs.

On the other hand, almost every fifth respondent (18%) indicated that their household able to meet more than half of the households' basic needs, while 13% prefer not to say and 8% reported that they can met all basic needs of their household. Respondents which cannot meet households' basic needs at all - were 5%.

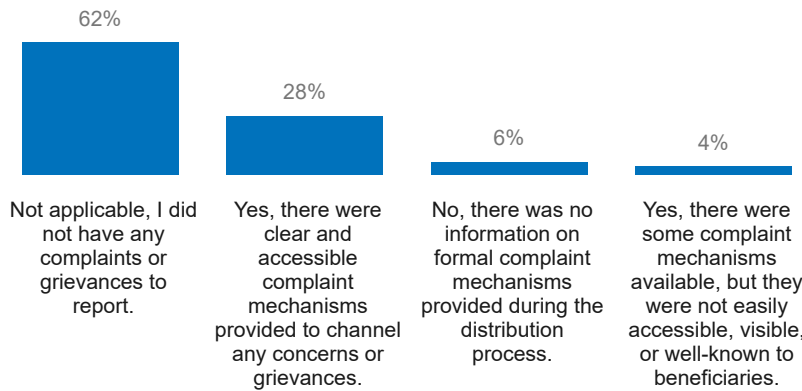
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5.Accountability to Affected Population

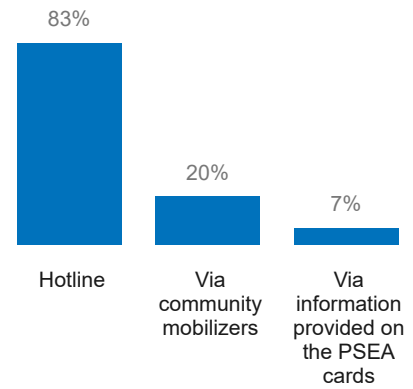
On subject of awareness of reporting complaints and providing feedback on NFIs distribution from UNHCR, all of respondents answered affirmatively. Asking about availability of the complain mechanisms during the distribution process, two thirds (62%) of surveyed people indicated that they did not have any complains to report, 28% expressed that during the distribution process there were clear and accessible complaint mechanisms provided to channel any concerns or grievances. Also 6% stated that there was no information on formal complaint mechanisms, and remained 4% reported that during the distribution process were available some complaint mechanisms, but they were not easily accessible, visible, or well-known to beneficiaries.

Choices about preferred channel for reporting complaints or providing feedback divided, as follows: significant majority (83%) indicated that they would use the hotline, 20% mentioned community mobilizers (refugees who taken an active role to help mobilize and empower members of their community) as their preferred means of communication, rest 7% reported that they prefer information provided on the PSEA cards as a channel of communication.

Complain mechanisms available

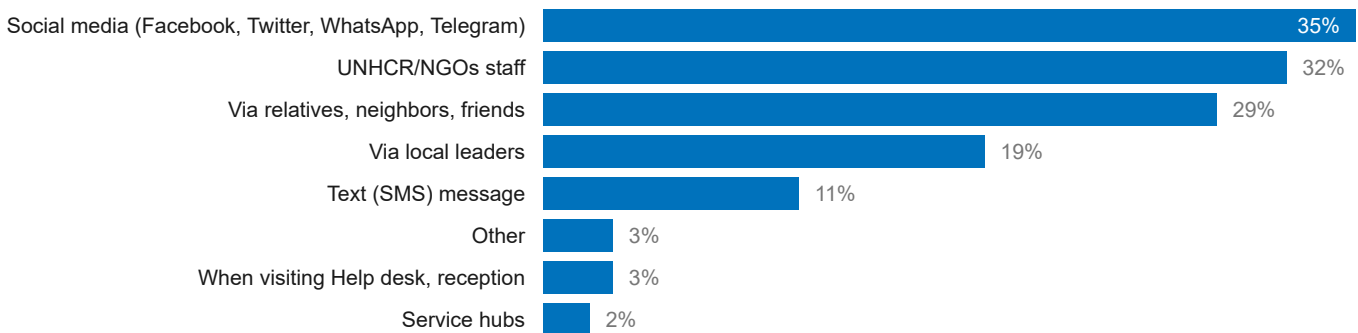


Ways of reporting feedback and complains



Regarding the way of receiving information about the non-food items distribution, the opinions of respondents were divided. Specifically, every third (35%) respondent choose "Social media" as the main source of receiving information about distribution, one third of respondents (32%) received information through UNHCR/NGO staff, 29% - find out about NFIs distribution from relatives and friends. Remained 19% of people reported that information about distribution was provided through local leaders, also information through SMS received 11% of surveyed refugee. Options "Help desk", "Service hubs" and "Other" received 8% in total.

Ways of found out about NFI distribution*



Information needs



The survey also asked about additional information that beneficiaries would like to know about the non-food items distribution.

The responses showed that more than half (53%) of respondents were interested in knowing what assistance is coming next. On the other hand 31% reported that they do not need any additional information.

Remained quarter (25%) were interested about information regarding the eligibility criteria for receiving such items. Only 1% expressed interest about how to give complaints and feedback to agencies.

*the results don't add up to 100% because the question allowed for multiple choice