

## JORDAN REFUGEE RESPONSE NFI WORKING GROUP



### Draft Guidelines on Exit Interviews and Post-Distribution Monitoring

*Draft for discussion by the NFI WG Task Force looking at harmonising the exit interviews and post-distribution monitoring (PDM) mechanisms and approach. Draft prepared by Hugh Earp, co-chair of the NFI WG and Monitoring and Evaluation Coordinator for NRC Jordan.*

#### Context, Mechanisms, and Comparability of data

##### 1. Context

With the conflict in Syria extending, refugees continue to enter Jordan in search of protection and safety. As the Syrian refugee population grows in Jordan, and as persons of concern move internally within the country, developing their own coping mechanisms, the information needs of humanitarian organisations increase. One of those information needs is to ensure that the Non-Food Items (NFIs) distributed by the humanitarian community remain in accordance with the needs and wishes of target beneficiaries.

Exit interviews and post distribution monitoring provide two opportunities to gather information on the success of distributions of items, particularly NFIs.

##### 2. Mechanisms

Exit interviews and PDMs are two different mechanisms that can gather data on quality and success of distributions. They each look at slightly different components of the distribution, and should be both used to get an overall picture.

**Exit interviews** are conducted immediately following a distribution, as beneficiaries leave the site. They should focus on the process of the distribution. They provide an opportunity for the distributing agency to gather feedback on how smoothly the distribution proceeded whether the information provided before a distribution matched; what beneficiaries experienced during the process; whether beneficiaries received what was expected; and whether there were any protection concerns raised during the distribution process.

**Post-distribution monitoring** occurs approximately 1 or 2 months following a distribution. This form of monitoring allows for more detailed feedback on the usage of items, and whether items distributed where: appropriate; of suitable quality; of sufficient quantity.

**Shop monitoring** mechanisms are used when an agency provides support with cash or vouchers as a methodology. In this case, an additional mechanism of monitoring the shops in which the vouchers are used is required.

##### 3. Comparability of data

In order to get a better overall picture of the needs and wishes of refugees, having harmonised monitoring procedures across agencies is desirable. This then allows for joint analysis of the data, and comparison between geographic regions and type of item distributed, for example. Based on the results from these monitoring mechanisms, it may be suitable to recommend changing what items are distributed.

## Exit interviews guidance

Exit interviews, focusing on getting a better understanding of the distribution process, should take into account the following recommendations:

1. Interviews should be conducted as beneficiaries leave the distribution site.
2. Both male and female staff should be present to conduct exit interviews, to ensure interviews are conducted by members of the same sex as interviewees.
3. For a sample size, a 'good enough' sample is aiming to interview every fifth or tenth person in a population over 200. (For populations below 200, at least every fifth person.)<sup>1</sup>
4. If there are any particular sub-groups of concern, interview more people and aim for a proportional number of respondents who are members of that sub-group. E.g. the entire beneficiary group is 200, and 20 are elderly, aim for at least 10% of your exit interview respondents to be elderly. (These characteristics should be noted on the questionnaire to ensure you can do the data comparison/analysis later.)
5. Interviewers should clearly outline why they are collecting the information and what it will be used for, prior to asking if beneficiaries consent to participating.
6. The distribution staff should not be responsible for conducting interviews regarding protection and questions about the safety and security of the distribution site.

For the specific questions that should form part of the exit interview, please see the corresponding document from the NFI WG Task Force on PDMs.

## Post-distribution monitoring guidance

Post-distribution monitoring surveys, focusing on getting a better understanding of the usage of items, should take into account the following recommendations:

1. PDMs should take place between one and two months following a distribution.
2. PDMs can be either done as individual surveys, or as focus groups. Focus groups can sometimes provide more honest discussion when reflecting on usage of items of the population as a whole, rather than at an individual household level. If focus groups are to be used, they should be done carefully with appropriately trained facilitators to ensure that the appropriate voices can be heard during them.
3. Both male and female staff should be present to conduct or facilitate PDM discussions, to ensure discussions are conducted by members of the same sex as beneficiaries.
4. For a sample size, a 'good enough' sample is talking with 20% of people (for distributions smaller than 200 households), 10% (distributions between 200 and 750 distributions) and 5% (distributions greater than 750 households)<sup>2</sup>. Any particular sub-groups of concern should be proportionately represented, in a similar fashion to exit interviews.
5. Facilitators should clearly outline why they are collecting the information and what it will be used for, prior to asking if beneficiaries consent to participating.

For the specific questions that should form part of the PDM, please see the corresponding document from the NFI WG Task Force on PDMs.

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<sup>1</sup> For large distributions, eg those in Zaatari Camp for greater than 2000 households, a sample of 100 is considered suitable, provided the sample is sufficiently representative of the whole duration of the distribution and of the population.

<sup>2</sup> For large distributions, eg those in Zaatari Camp for greater than 2000 households, a sample of 100 is considered suitable, again ensuring a suitably representative sample.

## Exit Interview

<b>Location</b> (Governorate/Municipality)	
<b>Monitor name</b>	
<b>Date of interview</b> (dd/mm/yy)	
<b>Name</b>	

Hello, my name is \_\_\_\_\_ and I am working for \_\_\_\_\_ (name of NGO). We are interviewing individuals that have just received assistance. We would like to ask you some questions to find out if you are satisfied with our services so far and to understand ways to improve our service delivery. What you will say will be kept confidential and will not be revealed to any other group. This survey will take approximately \_\_\_\_\_ minutes to complete.

Would you like to answer questions on our services to help improve our assistance?

- YES
- NO

If **no**, please let us know why:

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## Distribution Process- Form 1

<b>Did you receive notification about the date of the distribution?</b>	Yes	No	
<b>How long you receive notification about the date before the distribution?</b>			
<b>Did you receive notification about the time (e.g. hours) of the distribution?</b>	Yes	No	
<b>Did you receive notification about the place of the distribution?</b>	Yes	No	
<b>Did you receive information about the type of items to be distributed?</b>	Yes	No	
<b>How long did it take you to travel to the distribution site?</b>	≤ 15 min		
	15 -30min		
	30min-1hour		
	1-2hours		
	>2hours		
<b>Which primary means of transportation?</b>	Walk		
	Bus		
	Car		
	Taxi		
	Others:		
<b>Did you pay any transportation costs to reach the distribution site?</b>	Yes	No	
<b>Did you have additional costs?</b>	Yes	No	
<b>If yes, how much did you pay to and from the distribution site (e.g. transport costs for both ways)?</b>	≤ 2 JD		
	2 JD to 4 JD		
	4 JD to 6 JD		
	>6 JD		
	Other, please specify		
<b>How long did you wait at the distribution site before receiving your items?</b>	≤30 min		
	30 min- 1 hour		
	1 -1.5 hours		
	1.5 - 2 hours		
	> 2 hours		
<b>Did you find facilities?</b> Toilets Cafeteria/cantine Child-friendly spaces (CFSs) Access for persons with disabilities (PWDs) Access for elderly persons	Yes	No	
<b>How do you evaluate the facilities :</b>	Good Fair Poor		

<b>Location</b> (Governorate/Municipality)	
<b>Monitor name</b>	
<b>Date of interview</b> (dd/mm/yy)	
<b>Name</b>	

Hello, my name is \_\_\_\_\_ and I am working for \_\_\_\_\_ (name of NGO). We are interviewing individuals that have just received assistance. We would like to ask you some questions to find out if you are satisfied with our services so far and to understand ways to improve our service delivery. What you will say will be kept confidential and will not be revealed to any other group. This survey will take approximately \_\_\_\_\_ minutes to complete.

Would you like to answer questions on our services to help improve our assistance?

- YES
- NO

If **no**, please let us know why:

## Distribution Process- Form 2

<b>In your view, the instructions / training on how to install/ use the items that you received at the distribution site was: (if applicable)</b>	Useful		
	Somewhat useful		
	Not useful		
	No opinion / undecided / don't know		
	Didn't receive the instructions / training		
<b>The level of security you felt at the distribution site was:</b>	Good (secure)		If poor explain:
	Fair (moderately secure)		
	Poor (insecure)		
	No opinion/ undecided/don't know		
<b>In your view, the overall treatment of NGO staff /suppliers towards you at the distribution site was:</b>	Friendly/polite		if not polite explain:
	Moderately friendly/polite		
	Not friendly/polite		
	No opinion/ undecided/don't know		
<b>Level of crowdedness at the distribution site:</b>	Comfortable		
	Moderately comfortable		
	Not comfortable		
	No opinion / don't know/ undecided		
<b>In your view, the level of orderliness / organization of the distribution process was:</b>	Good (orderly)		
	Fair (moderately orderly)		
	Poor (disorderly)		
	No opinion / undecided / don't know		
<b>Did you provide identification at the distribution Site?</b>	Yes	No	
<b>Did you need additional resources to carry your NFIs away from the distribution point?</b>	Yes	No	

# Post-Distribution Monitoring Form

<b>Monitoring area</b>	
<b>Monitor name</b>	
<b>Date of interview</b> (dd/mm/yy)	
<b>Name</b>	
<b>(NGO) ref.</b>	
<b>Location</b> (Governorate/Municipality)	

Hello, my name is \_\_\_\_\_ and I am working for \_\_\_\_\_ (name of NGO). We are interviewing households that received assistance from \_\_\_\_\_ (name of NGO) in your community. We would like to ask you some questions to find out if you are satisfied with our services so far and to understand ways to improve our service delivery. What you will say will be kept confidential and will not be revealed to any other group. This survey will take approximately \_\_\_\_\_ minutes to complete.

Would you like to answer questions on our services to help improve our assistance?

- YES
- NO

If **no**, please let us know why:

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## Interviewee data

										<b>Do not want to answer</b>	
<b>Name of the interviewee</b>											
<b>Sex</b>	Male		Female								
<b>Age</b>					Birth date:						
<b>Nationality</b>	Syrian		Jordanian		Other ( please specify):						
<b>UNHCR refugee registration</b>											
<b>National ID number</b>											
<b>Head of the Household ( HoH)</b>	Yes		No		If no -> relationship with the HoH: -Wife/husband - Daughter / son - Parent (and in-law) - Other (please specify):						
<b>Sex of the HoH</b>	Male		Female								
<b>Marital status</b>	Single	Married	Widowed		Divorced		Separated ( including by the circumstances)				
<b>Size of the Household</b>	Number of HH member ( including non-family):										
	Number of families in HH:										
	Number of children		0-4		5-10		11-15		Over 15		
			M	F	M	F	M	F	M	F	
	How many adults (16-59)?		Male				Female				
	How many elders (Over 60)?		Male				Female				



## Distribution process

						<b>Do not want to answer</b>
Did you receive any items from (NGO name) in the past two months?	Yes	No				
If yes, did your household have to pay someone to be selected to receive these items?	Yes	No	Don't Know			
If yes, whom did you have to pay?	(Name of NGO) Staff	Government Officials	Community Leader/ Representative	Local CBO	Other (Specify)	
Are you the same person who picked up the items at the distribution place?	Yes	No				
Date of the distribution (dd/mm/yy) (to be filled by NGO)						

## Items Distributed

Item	# of Item Received	Quality	Pack aging	Timing of Distribution	What have you done with the item since you received it?	How useful was the item
		Good	Good	Too early	Currently using item	Very useful
		Fair	Fair	On time	Have item but not used yet	Useful
		Poor*	Poor*	Too late	Sold item *	Average
		Don't know	Don't know	Don't know	Exchanged item	Not useful
		* if poor, explain why:	* if poor, explain why:		Lent item	If not useful explain why:
					Other, please specify	
* If item sold or exchanged, please explain why:						
Prior to receiving the item distributed to you, were you able to purchase items like it on your own?				Yes		No
If yes, how did you cover the expenses?	Adult Working	Child Working	Savings from Syria	Selling Food Rations	Borrowing / Debt	

After receiving the item, were you able to Improve aspects of your quality of life?	Yes	No
What other items that you haven't received you think you need		

## Complaints process

				<b>Do not want to answer</b>
Are you aware of any complain mechanism?	Yes	No	Don't know	
Do you know how to submit a complaint?	Yes	No	Don't know	
Have you every submitted a complain?	Yes	No	Don't know	
At the distribution site, did you receive a leaflet which guided you on how to register a complaint with (Name of NGO)?	Yes	No	Don't know	
If <u>yes</u> , did the accountability officer explain to you the main points of the leaflet?	Yes	No	Don't know	
Have you ever tried to register a complaint with (Name of NGO) by phone?	Yes	No		
If <u>yes</u> , were you able to reach someone on the phone?	Yes	No		
If <u>no</u> , why were you not able to reach someone on the phone?	Phone was switched off			
	Phone had busy line / signal			
	No one answered the phone			
	Other (please specify):			
What time did you try to call?	8 am-5 pm, Sunday – Thursday			
	After 5 pm, Sunday - Thursday			
	Weekends			
	Don't know			