IOM POST DISTRIBUTION MONITORING REPORT

September 2017

Non-Food Item Post-Distribution Monitoring Report
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1. Introduction

The Post Distribution Monitoring survey was conducted by IOM Nigeria Emergency Response Programme in Maiduguri within the months of June and July 2017. The evaluation targeted distributions conducted in 9 Local Governmental Areas (LGAs) in Borno State. The team was composed of 15 IOM staff deployed in different operational areas to study the impact of Non-Food Items (NFI) distributions over our beneficiaries. The sampling size was 776 households (HHs). All of the interviews targeted beneficiaries that have received improved NFI kits from IOM during the above-mentioned period. Approved by the ES/NFI &CCCM Sector Working Group, the kit composition is as per the below. The results of the questionnaires were based on the items and quantities mentioned in the following table.

<table>
<thead>
<tr>
<th>Items</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blanket</td>
<td>3</td>
</tr>
<tr>
<td>Laundry soap</td>
<td>7</td>
</tr>
<tr>
<td>Bath soap</td>
<td>7</td>
</tr>
<tr>
<td>20 Liter Jerry Can</td>
<td>1</td>
</tr>
<tr>
<td>10 Liter Jerry Can</td>
<td>2</td>
</tr>
<tr>
<td>NDDC tablet (water purification tablet, 50pcs/ pack)</td>
<td>5</td>
</tr>
<tr>
<td>Treated Mosquito Net</td>
<td>2</td>
</tr>
<tr>
<td>Sanitary pad</td>
<td>2</td>
</tr>
<tr>
<td>Rechargeable solar Lamp</td>
<td>1</td>
</tr>
<tr>
<td>10litre Bucket</td>
<td>2</td>
</tr>
<tr>
<td>10litre Basin</td>
<td>1</td>
</tr>
<tr>
<td>Kettle-No3</td>
<td>2</td>
</tr>
<tr>
<td>Cooking Pot 7Ltrs (Aluminum Locally Made)</td>
<td>1</td>
</tr>
<tr>
<td>Cooking Pot 5Ltrs (Aluminum Locally Made)</td>
<td>2</td>
</tr>
<tr>
<td>Stainless Plate</td>
<td>6</td>
</tr>
<tr>
<td>Stainless Cups</td>
<td>6</td>
</tr>
<tr>
<td>Kitchen Knife</td>
<td>1</td>
</tr>
<tr>
<td>Serving Spoon</td>
<td>1</td>
</tr>
<tr>
<td>Table Spoon</td>
<td>6</td>
</tr>
<tr>
<td>Sleeping Mat</td>
<td>3</td>
</tr>
</tbody>
</table>
The survey covered 9 Local Government Areas (LGAs) in Borno State, Nigeria. The below chart indicates the relative uniform equilibrium between sample size in LGAs covered. The range of the number of samples/ LGA is between 12, in Maiduguri, and 208, in Dikwa.

2. Objective

The purpose of this PDM is to assess the appropriateness, effectiveness and coverage of the NFIs distributed in May, June and July 2017, based on the sector approved NFI content mentioned previously. The total caseload of beneficiaries within this period was 9,800 households. The target population prioritized conflict-affected Internally Displaced Persons (IDPs). Furthermore, beneficiaries were also asked about the coping strategies they used to manage their unmet needs and their perception of the distribution process itself. Through analysis and evaluation of information obtained from the exercise, the PDM also aims to provide programmatic insights for internal and external use.

The results of the PDM survey will be used to feed back into the project cycle in order to reinforce accountability and improve the way assistance is designed and delivered, as well as its responsiveness to the preferences of beneficiaries.

3. Methodology Used

The PDM was conducted through quantitative and qualitative data collection designed using a questionnaire that has been contextually developed to addresses the indicators proposed, expert insights, sector recommendations and base-line assessments conducted. The questionnaire was conducted through door to door visits and observation based on field reports. While collecting the data from the respondents within the household, staff were also applying observational data collection that is integrated within the questionnaire for a multi-layered verification and evaluation analysis.
The respondents were selected based on a stratified sampling technique depending on geographical coverage. In each LGA, a sample has been selected relative to the number of HHs that have benefitted from IOM NFI distributions within May, June and July 2017. Given the total population size of 9,800 HHs and the acceptable margin of error of 0.035 the sampling size of report is accepted to be 768 HHs.

Furthermore, as mentioned previously, 15 trained IOM staff conducted the PDM survey through their deployment to the different locations mentioned above. Moreover, their selection was done based on communication skills, ability to get along with the community, in terms of language compliance, ensuring gender balance, and ensuring that the PDM team in each location is different from the distribution team within that same location.

Strict adherence to IOM’s Data Protection Principles were applied. IDPs were informed about the purpose of the survey, its voluntary nature, confidentially and their willing consent was taken to participate.

4. Findings and Analysis

4.1. Demographic/ Bio Data and Vulnerabilities

From the 776 HHs that have been sampled, 733 HHs live in camps while 43 HHs live with the host community. The large predominance of IDPs living in camps was due to the prioritization of camp settings during distributions for various strategic and selection approaches taken.

The average family size of the sample taken is reported to be 5 individuals which is less than the national average of 6 individuals per family. Furthermore, 81% of the respondents were male headed households while 19% were female headed households.

When asked about how was the household affected by the crisis, various reasons were presented based on the below graph.
In most cases HHs have reported various ways the crisis has affected them hence illustrating the various levels of damage the emergency has inflicted on vulnerable populations and the various levels of humanitarian responses needed. The highest combination of answers reported by the respondents is being displaced and the house being damaged with 252 families reporting these two reasons simultaneously. Furthermore, not too far from the most common answer, 226 respondents reported to have been affected through displacement, as well as good and house damages.

Various vulnerabilities have been reported from the sample population. The below graph highlights these vulnerabilities, as well as illustrates the weights of each within the sample size. It is also important to note that one household can report multiple vulnerabilities, therefore the total reported in the graph below does not signify the total number of respondents. The below graph is indented for comparative analysis rather than absolute quantitative representation.

The most reported vulnerability is families having children under 5 years old and hence indicating the young demographic of the displaced population. Other significant vulnerabilities that have been reported are lactating mothers, over 60-year-old family members and persons with physical disabilities.
4.2. Non-Food Item Evaluation

From the results of the questionnaire, 100% of the randomly selected beneficiaries have reported to have received the NFI kit from IOM. Furthermore, the below graph illustrates how the NFIs have been used by the households as per each item included in the kit distributed.
It can be concluded that most of the respondents have reported that they have kept the items they have received. Another significant response was “other”, and when asked the specific meaning of other, 100% of the beneficiaries who answered “other” stated that they have depleted all of the items they have received and hence do not have them anymore. This is applicable to the consumable items in the kit such as laundry soaps, bathing soaps, aqua tabs and sanitary pads. This provided insights over the appropriateness of the items since most were kept or used up due to the need that they satisfy.

<table>
<thead>
<tr>
<th>Method of Use</th>
<th>Item with the highest responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exchange it</td>
<td>Cups</td>
</tr>
<tr>
<td>Gave it away</td>
<td>Table Spoons</td>
</tr>
<tr>
<td>It got damaged while using</td>
<td>Buckets</td>
</tr>
<tr>
<td>Lost</td>
<td>Table Spoons</td>
</tr>
<tr>
<td>It was damaged when received</td>
<td>Basin</td>
</tr>
<tr>
<td>It was stolen</td>
<td>Kettle</td>
</tr>
<tr>
<td>Kept it</td>
<td>Jerry Cans (20 Liters)</td>
</tr>
<tr>
<td>Sold it</td>
<td>Cups</td>
</tr>
<tr>
<td>Other</td>
<td>Laundry Soap and Bathing Soap</td>
</tr>
</tbody>
</table>

Firstly, as per the above table, cups can be indicated as one of the least favorable item in the kit since it is the most exchanged and sold while jerry cans (20 Liters) are the most favorable. Table spoons are also one of the least favorable items in the kit since it has been given away and lost most frequently. Secondly, the quality and durability of the buckets should be potentially enhanced since it has been reported to have gotten damaged while using the most. Lastly, the basins should be potentially packed and delivered in a more appropriate way since it has been reported to be damaged most frequently when received.

Furthermore, while conducting the door to door visits, IOM staff have reported 95% of the respondents have used the items as per their intended purpose. This indicates the effectiveness and appropriateness of the distributions since most of the items have been observed and reported to be used as per their intended purpose.
For consumable items specifically, the below chart evaluates the quantity of the items that have been distributed.

Half of the items have been used but are sufficient in the quantity since items still remain within the household while the other half indicates that they either did not use the items at all or they have used them all. One factor influencing these results is that the PDM was conducted after 10 to 15 days of distributions so for the items that still remain in the household this might indicate that the quantity is sufficient for 15 days but might not be for 3 months ahead.

When further extracting what consumable items specifically have not been used at all, the below chart illustrates the results.

The item with the highest number of responses stating that it has not been used at all is the sanitary pad. Aqua tabs and the laundry and bath soaps come close at 24% and 21% respectively. One factor that can be linked to these results, is the need for enhancing communication and sensitization campaigns.
conducted during and after distributions specifically related to hygiene promotion and WASH awareness raising.

Finally, the general feedback on the quality of items distributed has been 99.96% to be reported as good. And when asked on the waiting time in a distribution, 82% have reported to wait less than three hours which should be decreased in future distributions through the development of more efficient distribution mechanisms.

4.3. Priority Items Needed and Coping Mechanisms

When asked to name three needs that the respondents needed urgently but did not get, the top three needs that have reported as the first priority are as per the below:

![Top Three Unmet Needs- 1st Priority](image)

Food is the biggest need reported before shelter and livelihoods. This indicates that an enhanced food and shelter response is needed as well as first line livelihood support, since families now are more focused on ensuring sustainability in their displacement and maintaining an upgraded standard of living.
When asked about the second priority unmet need, the same top three responses were recorded but with different percentages. Food still was the most unmet need but livelihoods has been recorded more with 36% while shelter 14%. This indicates that shelter is one of the urgent needs just like livelihoods, but some families prioritize and prefer to ensure the basic needs first, such as shelter and food, and then receive assistance for more sustainable living conditions.

![Top Three Unmet Needs- 2nd Priority](image)

While the top three unmet needs reported as a third priority are as per the below:

![Top Three Unmet Needs- 3rd Priority](image)

Clothes and shoes have been reported as the most need in the top three unmet needs category. This is due to the non-urgent nature of the need reported since it is only present as a third priority with 49%, but still indicates the assistance gap within the target population. Livelihoods and food still were reported as part of the top unmet needs which indicates the importance of these assistances and the large need and/or gap that is present.
On the other hand, when asked about how the families were able to cope with the unmet needs that are reported above, the below chart illustrates the responses:

Most of the families have indicated that they did not receive the assistance and therefore they were not able to obtain access to it. This indicates the restrictive environment that the displaced population is living in due to various external and internal factors that need to be assessed more in-depth. In addition, it also indicates the increasing dependence on humanitarian assistance which also needs to be further studied and assessed for proper action.

4.4. Communication and Sensitization

For the question regarding how the respondents have been informed about the distribution, the below graph indicates the answers given:
While when asked about the preferred means of communication the below answered were reported:

![Chart: Communicated Distribution Information Preferred]

When comparing the two charts, IOM was able to address the appropriate means of communication on distribution dates, time and related information prior to the NFI distributions. For future interventions, IOM can also enhance these communications through IOM staff since based on the respondents Bulamas were also significantly contributing to the distribution information sharing in which it is not the number one means preferred by the sample population.

4.5. Feedback on Distribution Method

The general feedback on the distribution method and the rate of satisfaction of the beneficiaries was reported to be highly effective and efficient. 99% of the respondents reported that the distribution was good while 1% reported it average. Through qualitative data, different statements were also reported during the interviews. One respondent stated that the NFI kit is good since “it came at the time I needed it the most”, another respondent stated “it saves me from begging cooking pots from my neighbors” and another indicated “it came freely to me”.

The above statements are anecdotal indications that the NFIs have served their purpose of increasing access and living conditions of the displaced population as well as mitigating any risks of negative coping mechanisms.

5. Limitations of Survey

Even though substantial information and analysis has been extracted from the data gathered in this report, but there are also limitations of the data and methodology used, so this should be taken into consideration to ensure proper improvements and developments in upcoming PDM reports.

One limitation is the technical difficulties faced while uploading the data on Kobo. Another consideration is the absence of data collected related to mosquito nets, even though households have received this item within the NFI kit distributed by IOM, but due to the technical difficulties indicated previously, proper uploading of the data was not ensured. A third and final limitation in this report is
the limited sample size compared to the number of beneficiaries who have received NFIs from IOM. Moreover, the size of the sample is a representative sample and the analysis conducted should not be taken as general principles and rules applied to all the displaced population in north east Nigeria.

6. Recommendations

Main recommendations are as per the below:

- Enhance shelter response due to the high number of respondents reporting damaged houses and goods due to the crisis.
- Multi-layer conditions have affected the displaced population hence a more comprehensive response should be delivered since most families have been affected by the crisis in more than one way.
- The highest vulnerabilities reported are related to young demographic data. Therefore an increase in educational assistance is needed due to the large number of children in the displaced population.
- The quantity of the consumable items distributed in the NFI kit need to be revised or the assumed consumption period needs to be reviewed.
- Revisions on the content of the NFI kit needs to be conducted especially related to certain items such as cups and table spoons in which they have been reported to be the least used.
- Revisions on the quality of buckets and basins need to be conducted.
- Enhancing communication and sensitization methods and strategies is a need based on reports indicating what items remain and what items have never been used. This could be achieved through WASH and NFI collaboration that could be developed internally as well as externally.
- Increase livelihood and food assistances are needed as they have been reported as the main unmet needs.
- Discussions over the need to include clothes and/or shoes within the NFI kit should be initiated based on the reports of unmet needs.
- Discussions and further assessments need to be conducted on the risk of increasing dependency on humanitarian assistance of the displaced population. In addition, further studies should be conducted on the restrictions imposed on the displaced population affecting this dependency.