UNICEF Iraq

Post Distribution Monitoring Report (July 2017)

Rapid Response Mechanism
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EXCLUSIVE SUMMARY

This report summarizes the results of the post distribution monitoring (PDM) conducted in July 2017 with Internally Displaced People (IDPs) that received RRM Kits provided by a consortium of three agencies (UNICEF, WFP & UNFPA) in Anbar, Salah Al-Din, Kirkuk & Ninewa governorates. The PDM seeks to measure the effectiveness of RRM response in Iraq and its findings will be used to improve the service delivery quality for the consortium.

To measure the effectiveness and impact of RRM distributions on the recipient population, data was gathered at household level through specific indicators. In total, 80 beneficiary households were interviewed in 04 governorates.

Overall, the results of the PDM exercise highlighted the distribution process was carried out successfully by joint efforts of the consortium and its implementing partners. The data analysis revealed that beneficiaries are satisfied with the content and durability of the kits in addition to the broader distribution process as well.

Survey objectives

This Joint RRM post distribution monitoring survey was undertaken to critically review RRM distributions carried out by the consortium and its partners in Iraq against defined indicators. The survey findings are will be used as a tool to inform future programme planning, in addition to measuring the quality of the service delivery in the areas where RRM partners are currently operational (i.e. Anbar, Salah Al-din, Mosul and Kirkuk).

Household demographics

- Eighty (80) household respondents were surveyed during the current PDM cycle, which were representing a HH size of 666 Individuals (169 Women, 163 Males, 150 Girls and 184 boys).
- Composition of HH members was as below
  - 52% Males and 48 % Females
  - 51% Children (Under 18) - including 55% Boys and 45% Girls.
  - 49 % Adults (above 18) - including 49% Males and 51% Females.
Methodology

The survey population for the PDM consisted of IDP children, men and women, residing in the governorates of Mosul, Kirkuk, Anbar and Salah Al-din, where UNICEF is currently operational as a RRM consortium lead. The targeted sampling consisted of 20 households in each location, while 80 HHs were interviewed in total. Sample selection was based on random sampling technique. For each location, the respondents were selected randomly in camps and non-camps areas. A one day orientation workshop was organized before the PDM to train the facilitators on Mobile Data Collection and Kobo platform in Erbil.

Table 1. Sample Size by location

<table>
<thead>
<tr>
<th>Governorate</th>
<th>District</th>
<th>Locations</th>
<th>Sample size (HHs)</th>
<th>Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ninewa</td>
<td>Hamdaniya</td>
<td>Hassan Sham Camps</td>
<td>20</td>
<td>156</td>
</tr>
<tr>
<td>Salah Al-din</td>
<td>Shirqat</td>
<td>Al Qadisiyah Complex</td>
<td>02</td>
<td>34</td>
</tr>
<tr>
<td></td>
<td>Beiji</td>
<td>Al Shahama Camp</td>
<td>10</td>
<td>105</td>
</tr>
<tr>
<td></td>
<td>Tikrit</td>
<td>Al Alam Camp</td>
<td>08</td>
<td>94</td>
</tr>
<tr>
<td>Anbar</td>
<td>Fallujah</td>
<td>Khalidiya Camp</td>
<td>10</td>
<td>63</td>
</tr>
<tr>
<td></td>
<td>Ramadi</td>
<td>Kilo 18</td>
<td>10</td>
<td>76</td>
</tr>
<tr>
<td>Kirkuk</td>
<td>Daquq</td>
<td>Daquq Camp</td>
<td>08</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>Daquq</td>
<td>Laylan Camp</td>
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<td>60</td>
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<tr>
<td></td>
<td>Daquq</td>
<td>Nazrawa Camp</td>
<td>03</td>
<td>28</td>
</tr>
</tbody>
</table>

Ethics and consent procedure

The purpose of the Post Distribution Monitoring survey was shared with the respondents and their consent to participate was sought prior to commencing the interviews. The respondents were also ensured that no names were being registered for the survey to ensure confidentiality.

Data Management and Analysis

All quantitative data was analyzed using Kobo toolbox. The raw data was cleaned before its extraction to excel analyzer for analyzing the PDM results and findings. In addition to this a series of frequencies, count and other statistical methods were employed in the analysis of the data.

Key Findings and Results

- 46% of the families had been displaced in the last three months (1-3) months at the time the survey was conducted. While 30% of the families were displaced less than a month before the survey (newly displaced). Additionally, 13% and 11% HHs indicated that they had been displaced 4-6 months and over 6 months before respectively at the time of the PDM.
- 49% of the families were displaced for the first time, 28% were displaced twice, while 14% percent of the families indicated that they had been displaced more than two times.
- 86% of the respondents indicated that they had received RRM assistant within first three days of displacement. While 13% of HHs interviewed indicated that they had received the first assistance within the first week of the displacement. Only 1% indicated that it took them more than a week to receive RRM assistance after displacement.
- 94% of the respondents were satisfied with the size of the Hygiene kits & Dignity Kits (with regards to ease of mobility), while 86% were satisfied with the size of the WFP supported IRRs. Some respondents however recommended a change in the shape of the packs to make it easier to carry (handle).
- Regarding the origin of movement of the IDPs, Anbar and Ninewa were identified as the main governorates of origin for most of the surveyed HHs.
A.5 Where do you come from (Governorate)? (Origin of movement)

![Governorates (Origin of Movement)](image)

**UNICEF Hygiene Kit**

- Around 91% of the respondents mentioned soap as the most preferred item in the hygiene kit, followed by laundry detergent and Adult tooth brush which was regarded as the most useful item by more than 50% of the respondent in the Hygiene Kits provided by UNICEF. The figure below provides the response on the question in detail.

B.5 List the most useful items in the UNICEF kit

![Most useful items in Hygiene kit (percentage)](image)
• All the 100% respondents agreed that the hygiene kits served their immediate needs.

• While the families when asked to share, their preference on the items they want to be increased in the kits choose Soap, laundry detergent and Adult shampoo as the most preferred items. The figure below details the preference of each item requested to be increased as a percentage of respondents.

B.6 Which items do you think should be increased in quantity?

![Figure 4: Items most preferred to be increased in the Hygiene Kit]

- In terms of quantity and the quality of the kit, around 96% of the respondents indicated that the kit items were of good quality, whereas 78% of the families felt that the quantity was enough for their usage.

- UNICEF Hygiene kit package size was reported to be fine for 86% of the families, while only 13% of families interviewed felt that the kit was too heavy for mobility. One family providing additional remarks suggested that the kit should have a handle to improve mobility.

- When asked about the durability of the kit, 62% of the families indicated that the UNICEF kits will last for 5-10 days, while 18% of respondents indicated the kit will last for more than 10 days. The remaining suggested that the kit will last only last for 1-5 days.

- Moreover, it was indicated that the kit will last for 6.88 days when an average is calculated on the number of days suggested as the durability of the kits by all 80 HHs. The below figure summarizes the response on package durability.
B.7 Assuming that you will not receive any assistance in the near future, how long do you think the UNICEF kit will last?

Figure 5 UNICEF Hygiene Kit Durability percentage in days

WFP Food Kit (IRR)

- 97% of the families regarded canned chicken as the most useful item in WFP IRRs, followed by canned beans which was selected as a preferred item by 90% of respondents. Additionally, biscuits were also regarded as highly preferred by most of the interviewed families. The figure below details the response percentage by families.

C.4 List the most useful items in the food package?

Figure 6 Most useful items in WFP package

- Additionally, all the 100% families interviewed agreed that WFP food package served their immediate needs.
• In terms of quantity and quality of the IRR, 95% of the total respondents indicated that the kit was of good quality, where as 73 % of the families felt that the quantity was fine for their usage.

• 86% of the families indicated that the size of the kit was fine for mobility, while only 13% indicated that the kit was too heavy. Others providing additional remarks suggested that the kit should have a handle to improve mobility. The figure below provides details on the responses on mobility.

C.3 Is the size of food package reasonable? (for mobility)

Figure 7 Mobility of WFP Food Package

• Around 53% of the families indicated that WFP food Package will last between 1 – 5 days, while the remaining 43% indicated the kit would last for 5 - 10 days.

• Moreover, it was indicated that the kit will last for 4.88 days when an average is calculated on the number of days suggested as the durability of the kits by all 80 HHs. The below figure summarizes the response on package durability.

C.7 Assuming that you will not receive any assistance in the near future, how long do you think the WFP kit will last?

Figure 8 WFP Food Package Durability Percentage in Days
UNFPA Dignity Kit

- 62% of the respondents (women) regarded Sanitary Pads as the most useful item in UNFPA Kits, followed by Scarfs, Towel & Under ware which was selected as a preferred item by more than 50% of the respondents. The figure below details the response by percentage.

D.5 List the most useful items in the dignity kit?

![Figure 9 Most useful items in Dignity Kits](image)

- Around 97% of the families interviewed agreed that UNFPA kits serve their immediate needs, while 3% of the respondents answered in negative to this question

- UNFPA Dignity kit package size was reported to be fine for 94% of the families, while the remaining 5% indicated that the kit was too heavy for them with regards to mobility.

- While the families when asked to share, their preference on the items they want to be increased in the kits choose sanitary pads, scarfs and under wear as the most preferred items. The figure below details the preference of each item requested to be increased as a percentage of respondents.

D.6 Which items do you think should be increased in quantity?

![Figure 10 Items most preferred to be increased in dignity Kit](image)
When asked about the durability of the kit, 53% of the families indicated that the UNFPA kits will last for 5-10 days, while 26% of respondents indicated the kit will last for more than 10 days. The remaining suggested that the kit will last only last for 1-5 days.

Moreover, it was indicated that the kit will last for 9.22 days when an average is calculated on the number of days suggested as the durability of the kits by all 80 HHs. The below figure summarizes the response on package durability.

**D.7 Assuming that you will not receive any assistance in the near future, how long do you think the UNFPA kit will last?**

![Figure 11 UNFPA Dignity Durability Percentage in Days](image)

**Distribution Process**

The families were also asked questions on the overall distribution process in order to register their feedback as well as to record any challenges they faced to receive RRM assistance. The below responses were received on the RRM distribution process by the HHs.

**Travel time to distribution site**

- 79% of the families indicated that the distribution site was less than 15 minutes away from their place of residence, while 18% of the respondents indicated that the site was at a distance of 15-30 minutes from their locations. The figure below details the responses of the families.

**E.1 What was your travel time from your place of stay to RRM distribution site?**

![Figure 12 Travel time to distribution site](image)
Problems faced during distributions

- When the families were asked if they faced any challenges during the distribution, 97% of the respondents indicated that they did not face any problems, while only 3% pointed out that they had faced challenges with the distribution. When probed further to report the challenges the families linked the problems to distribution timeliness.

Figure 13 Problems faced during distributions

Discrimination at Distribution site

- 99% of the total respondents indicated that they were not discriminated against during the distributions, while only one family indicated that they were given less kits as compared to other families having the same number of family members as them.

Awareness on complaint mechanism

- More than half of the families who were interviewed indicated that they were not aware of any IDP call center which is meant to register their complaints and to address their grievances.

Figure 14 Awareness on Complaint mechanism
Information on Distribution Site

- 97% of the families indicated that the distribution took place in a camp settlement, while 3% indicated that the distribution were made in out of camp locations.

- In addition to this around 54% of the families were informed about the distributions by community focal persons, while more than 40% were informed through local NGO's and International NGO's. The figure below details the family responses.

E.9 How were you informed about the distribution?

Recommendations

- UNICEF and WFP should work to further improve the mobility of their packages with the aim to make it more portable and easy to carry by changing the package container.

- The consortium needs to work with UNOPS and implementing partners to improve beneficiaries’ awareness on the complaint and grievance redressal mechanism (IDP call center) by increasing the visibility of IEC material for the call center.

- UNICEF should consider the possibility of making its package more child friendly by involving and taking feedback from beneficiary children.

- All three agencies should consider the option to increase quantity of particular items that were requested to be increased by the beneficiaries.

- Communication with beneficiaries in general and with regards to dissemination of information on the distribution location, timing in particular needs improvement.

- All three consortium funding agencies need to enhance their visibility at the distribution sites.
Acknowledgment

UNICEF acknowledges the efforts of the emergency facilitators who were involved in data collection for the current PDM cycle.

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