

# Research Terms of Reference

## Temporary Protection Assessment

MDA2305

Moldova

September 2023

**REACH** Informing  
more effective  
humanitarian action

## 1. Executive Summary

<b>Country of intervention</b>	The Republic of Moldova					
<b>Type of Emergency</b>	<input type="checkbox"/>	Natural disaster	<input checked="" type="checkbox"/>	Conflict	<input type="checkbox"/>	Other ( <i>specify</i> )
<b>Type of Crisis</b>	<input checked="" type="checkbox"/>	Sudden onset	<input type="checkbox"/>	Slow onset	<input type="checkbox"/>	Protracted
<b>Mandating Body/ Agency</b>	The European Community Humanitarian Office (ECHO)					
<b>IMPACT Project Code</b>	MDA2305					
<b>Overall Research Timeframe</b> ( <i>from research design to final outputs / M&amp;E</i> )	25/70/2023 to 31/01/2024					
<b>Research Timeframe</b> <i>Add planned deadlines (for first cycle if more than 1)</i>	1. Pilot/ training: mid-September 2023		6. Preliminary presentation: end of October 2023 (qualitative findings)			
	2. Start collect data: late September 2023		7. Outputs sent for validation: January 2023			
	3. Data collected: 31/10/2023		8. Outputs published: 15/01/2023			
	4. Data analysed: 30/11/2023		9. Final presentation: January 2023			
	5. Data sent for validation: 30/11/2023					
<b>Number of assessments</b>	<input checked="" type="checkbox"/>	Single assessment (one cycle)				
	<input type="checkbox"/>	Multi assessment (more than one cycle)				
<b>Humanitarian milestones</b> <i>Specify what will the assessment inform and when</i> <i>e.g. The shelter cluster will use this data to draft its Revised Flash Appeal</i>	<b>Milestone</b>			<b>Deadline</b>		
	<input checked="" type="checkbox"/>	Donor plan/strategy		January 2023		
	<input checked="" type="checkbox"/>	Inter-cluster plan/strategy		January 2023		
	<input type="checkbox"/>	Cluster plan/strategy				
	<input type="checkbox"/>	NGO platform plan/strategy				
	<input type="checkbox"/>	Other (Specify):				
<b>Audience Type &amp;</b>	<b>Audience type</b>			<b>Dissemination</b>		

<p><b>Dissemination</b> Specify <b>who</b> will the assessment inform and <b>how</b> you will disseminate to inform the audience</p>	<p>X Strategic X Programmatic <input type="checkbox"/> Operational</p>		<p>X General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors) <input type="checkbox"/> Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting X Presentation of findings (e.g. at HCT meeting; Cluster meeting) x Website Dissemination (Relief Web &amp; REACH Resource Centre) <input type="checkbox"/> [Other, Specify]</p>	
<p><b>Detailed dissemination plan required</b></p>	<p><input type="checkbox"/></p>	<p>Yes</p>	<p>X</p>	<p>No</p>
<p><b>General Objective</b></p>	<p>This assessment aims to analyse the impact of the “Temporary Protection” (TP) legal status on refugees’ access to basic services (including healthcare and education), and employment, as well as their living situation (covering protection environment and movement intentions), and access to information regarding Temporary Protection, in 4 districts in Moldova with the highest number of TP registrations. Findings from this assessment aim at supporting government and humanitarian actors’ efforts and strengthening their programming with regard to the implementation of the temporary protection measure.</p>			
<p><b>Specific Objective(s)</b></p>	<ol style="list-style-type: none"> <li>1. To understand the impact of the provision of “temporary protection” legal status on refugees’ access to basic services, including education and healthcare.</li> <li>2. To analyze the impact of temporary protection provision on refugees’ access to employment.</li> <li>3. To assess potential changes in refugees’ protection-related environment (including the frequency of potential discrimination incidents) following the introduction of temporary protection.</li> <li>4. To explore refugees’ access to information concerning temporary protection (including awareness of their rights and obligations).</li> <li>5. To analyze the refugee movement intentions patterns following the introduction of temporary protection, including potential changes in movement intentions following the temporary protection provision</li> <li>6. To understand the involvement and challenges of the refugee response actors following the provision of the “temporary protection” status.</li> <li>7. To analyze how the aforementioned issues differ according to location.</li> <li>8. Findings from this assessment aim at supporting government and humanitarian actors’ efforts and strengthening their programming with regard to the implementation of the temporary protection measure.</li> </ol>			
<p><b>Research Questions</b></p>	<ol style="list-style-type: none"> <li>1. How, if at all, has refugees’ <b>access to basic services</b> changed since the provision of temporary protection in March 2023, namely,             <ol style="list-style-type: none"> <li>1.1. access to <b>education</b>?</li> <li>1.2. access to <b>healthcare</b>?</li> </ol> </li> <li>2. How, if at all, has refugees’ <b>access to employment</b> changed since benefiting from temporary protection?</li> <li>3. How, if at all, has the <b>protection-related environment</b> for refugees changed after being granted temporary protection?</li> <li>4. What is refugees’ level of <b>access to information on and awareness of their rights and obligations</b> pertaining to temporary protection?</li> <li>5. How have refugees’ <b>movement intentions</b> changed following the reception of temporary protection status, if at all?</li> </ol>			

	<p>6. How has the <b>refugee response</b> evolved since the enforcement of temporary protection, if at all?          6.1. What <b>challenges</b> are faced by assistance and service providers, if any?</p>			
<b>Geographic Coverage</b>	<p>The assessment will involve interviews with key informants covering situation in the the 4 locations with the highest numbers of TP registrations, which will provide an indication of the wider situation in Moldova.          As per household surveys, the assessment will focus on 4 districts (<i>raions</i> and municipalities) in Moldova (RRP's admin level 1)<sup>12</sup> where the largest numbers of TP registrations were recorded. As of July 2023, these locations consisted of (sorted by the highest number of TP registrations):</p> <ul style="list-style-type: none"> <li>• Chisinau</li> <li>• Balti</li> <li>• Cahul</li> <li>• Autonomous Territorial Unit (UTA) Gagauzia</li> </ul>			
<b>Secondary data sources</b>	Please see section 3.3			
<b>Population(s)</b> <i>Select all that apply</i>	<input type="checkbox"/>	IDPs in camp	<input type="checkbox"/>	IDPs in informal sites
	<input type="checkbox"/>	IDPs in host communities	<input type="checkbox"/>	IDPs [Other, Specify]
	<input type="checkbox"/>	Refugees in camp	<input type="checkbox"/>	Refugees in informal sites
	<input type="checkbox"/>	Refugees in host communities	<input checked="" type="checkbox"/>	Refugees [Other, Specify]: Ukrainian refugees registered for Temporary Protection in Moldova
	<input type="checkbox"/>	Host communities	<input type="checkbox"/>	Other
<b>Stratification</b> <i>Select type(s) and enter number of strata</i>	<input checked="" type="checkbox"/>	Geographical #: 4 districts Population size per strata is known? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/>	Group #: ___ Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/>	[Other Specify] #: ___ Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Data collection tool(s)</b>	<input checked="" type="checkbox"/>	Structured (Quantitative)	<input checked="" type="checkbox"/>	Semi-structured (Qualitative)
	<b>Sampling method</b>		<b>Data collection method</b>	
<b>Structured data collection tool # 1</b> <i>Household interviews with refugees registered for Temporary Protection</i>	<input checked="" type="checkbox"/> Purposive <input checked="" type="checkbox"/> Snowballing		<input checked="" type="checkbox"/> Household interview (Target #): 120 (30 per each location)	
<b>Semi-structured data collection tool # 1</b> <i>Key informant interviews with</i>	<input checked="" type="checkbox"/> Purposive <input checked="" type="checkbox"/> Snowballing		<input checked="" type="checkbox"/> Key informant interview (Target #): 24 (3 per type of service and per location)	

<sup>1</sup> RRP's admin level 2 are cities and settlements.

<sup>2</sup> According to the Moldovan law on territorial administrative organisation, Moldova is divided administratively into the administrative territorial units where the first-tier level is composed of 32 districts (raions), 3 first-tier municipalities and 2 autonomous territorial units (<http://lex.justice.md/viewdoc.php?action=view&view=doc&id=312874&lang=1>). For the purpose of conciseness, all first-tier territorial units will be referred to as "districts" throughout the ToR.

representatives of state facilities providing healthcare, education and social assistance		
<b>Semi-structured data collection tool # 3</b> Key informant interviews with local authorities	X Purposive	X Key informant interview (Target #): 12 (3 per location)
<b>Semi-structured data collection tool # 4</b> Key informant interviews with subject-matter experts from NGOs	X Purposive X Snowballing	X Key informant interview (Target #): 12 (informants from 3 NGOs per location)
<b>Data management platform(s)</b>	X IMPACT	<input type="checkbox"/> UNHCR
<b>Expected output type(s)</b>	x Situation overview (snapshot) #: 4 (1 per each location assessed)	x Report #: 1 <input type="checkbox"/> Profile #: __
	x Presentation (Preliminary findings) #: 1	X Presentation (Final) #: 1 <input type="checkbox"/> Factsheet #:
	<input type="checkbox"/> Interactive dashboard #:_	<input type="checkbox"/> Webmap #: __ <input type="checkbox"/> Map #: __
<b>Access</b>	x	Public (available on REACH resource center and other humanitarian platforms)
	<input type="checkbox"/>	Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)
<b>Visibility</b> Specify which logos should be on outputs	<b>REACH</b>	
	<b>Donor:</b> The Commission's European Community Humanitarian Office (ECHO)	
	<b>Coordination Framework:</b> Refugee Coordination Forum	
	<b>Partners:</b> n/a	

## 2. Rationale

### 2.1 Background

The escalation of the conflict in Ukraine since February 2022 resulted in a high-scale loss of life and forced displacement.<sup>3</sup> Over six million people escaped the war-torn country to seek refuge abroad, including in neighbouring countries, with a significant number finding shelter in Moldova. As of September, 13<sup>th</sup>, 2023, 108,918 Ukrainian refugees remain in Moldova, representing the highest number of individuals displaced from Ukraine per capita.<sup>4</sup>

<sup>3</sup> UNHCR, About the Crisis in Ukraine, <https://www.unrefugees.org/emergencies/ukraine/>

<sup>4</sup> UNHCR, Refugee Coordination Forum, Daily Trends Dashboard, Republic of Moldova, <https://data.unhcr.org/en/dataviz/248>

In a swift response to the significant influx of refugees, the Republic of Moldova declared a state of emergency and has established a Commission for Exceptional Situations.<sup>5</sup> Among other directives and provisions, the Commission enacted measures allowing special entry and exit procedures, granting legal stay derogations, and providing access to emergency and primary healthcare and employment without residency permits.<sup>6</sup>

Amidst an existing humanitarian response and government initiatives aimed at supporting and integrating incoming refugees, the pressing needs of the most vulnerable persist and access to basic services remains unsystematic and for some, constrained.<sup>78</sup> Currently, four emergency residency statuses are available to Ukrainian nationals who arrive to Moldova: refugee status, humanitarian protection, asylum, and Temporary Protection<sup>9</sup>.

On 1 March 2023, Moldova made available the Temporary Protection (TP) status for Ukrainians and eligible Third-country Nationals (TCN), granting them the right to regularly remain on its territory.<sup>10</sup> While refugees also have the option to regularise their stay by applying for asylum, with an already strained asylum system, the government has strongly encouraged registration for the TP status.<sup>11</sup> Aligning with other European countries' policies, this measure ensures that refugees' rights and access to essential services are closely tied to their legal residence status.<sup>12</sup> A 90-day enrolment window was set by the government, commencing on May 14, putting those who had not applied by 13 August at risk of falling into irregularity and losing access to basic services.<sup>13</sup> Although the deadline has passed, as of September 2023 Ukrainian refugees are still able to apply for TP. The status and access to services of those who fail to register remain unclear.

The TP status grants its holders:<sup>14</sup>

- The right to remain in Moldova until 01.03.2024.
- The right to employment without a work permit.
- Access to education, healthcare and social assistance services<sup>15</sup>.
- Accommodation in the temporary placement centres for persons in need.

In the first month following the introduction of Temporary Protection, the registration rate for TP remained relatively low.<sup>16</sup> The implementation of TP in Moldova was received with concern by refugees and humanitarian actors, with several enrollment barriers encountered.<sup>17</sup> These challenges were attributed primarily to the difficulties faced by refugees in obtaining a proof of residence, which is among the documents required to register for TP, as landlords have exhibited reluctance in providing the necessary documentation.<sup>18</sup> Additionally, misconceptions surrounding the 45-day travel limit (i.e., TP holders who travel outside Moldova for more than 45 days combined lose their TP status) and TP renewals have generated uncertainty and hesitation among refugees, indicating an overall lack of clear information.<sup>19</sup> Rumors and perceptions, including fears of data sharing and conscription, further contributed to the reluctance to engage in the registration process.<sup>20</sup> Addressing these concerns and bottlenecks, among others, would require tailored solutions to

<sup>5</sup> Parliament of the Republic of Moldova- [Decision on the declaration of the state of emergency](#)

<sup>6</sup> Platzforma, [public declaration on the revision of the decision of the Commission for Exceptional Situations, no 68 from 10 May 2023 regarding the Ukrainian refugees](#), May 2023

<sup>7</sup> NRC, [Republic of Moldova: Needs assessment of Ukrainian refugees with disabilities](#), July 2023

<sup>8</sup> UNHCR, [Acute needs of older Ukrainian refugees and those with disabilities must not be overlooked](#), April 2023

<sup>9</sup> General Inspectorate for Migration in Moldova, <https://igm.gov.md>

<sup>10</sup> Platzforma, [public declaration on the revision of the decision of the Commission for Exceptional Situations, no 68 from 10 May 2023 regarding the Ukrainian refugees](#), May 2023

<sup>11</sup> NRC. Uncertain Stay - Temporary Protection Analysis in Moldova, May 2023 (not published)

<sup>12</sup> European Commission - [Temporary protection](#)

<sup>13</sup> PWG comments on Temporary Protection implementation, June 2023 (not published)

<sup>14</sup> UNHCR, [temporary protection in Moldova](#)

<sup>15</sup> As of 4<sup>th</sup> of September, 2023, refugees are not yet covered by the social assistance services, regardless of having obtained Temporary Protection.

<sup>16</sup> PWG comments on Temporary Protection implementation, June 2023 (not published)

<sup>17</sup> PWG comments on Temporary Protection implementation, June 2023 (not published)

<sup>18</sup> Later, in August 2023, the proof of residence requirement was scrapped.

<sup>19</sup> NRC. Uncertain Stay - Temporary Protection Analysis in Moldova, May 2023 (not published)

<sup>20</sup> Ibid.

ensure the effective implementation of TP. As of 18<sup>th</sup> of September, 2023, a total of 22,230 people submitted pre-registered applications for temporary protection in Moldova, and 16,635 identity documents were issued for temporary protection beneficiaries. Out of the latter, 5,478 were children.<sup>21</sup>

As concerted efforts are dedicated to encouraging refugees to register, concerns also emerge regarding the ability of government institutions to effectively accommodate the potential increase in demand for services provided under Temporary Protection. A 2022 Area-based Assessment conducted by REACH in Chisinau and Stefan Voda districts bears this out by shedding light on the significant strain faced by service providers since the arrival of refugees and their limited capacity to absorb additional demand.<sup>22</sup>

## 2.2 Intended impact

Existing research has predominantly focused on the Temporary Protection's enrollment process and refugees' intentions to enroll. However, 5 months into the measure's implementation, there is a need to start assessing the impact of this scheme on the lives of refugees and on service providers. To bridge the existing gaps in knowledge, REACH proposes to conduct an assessment aiming at exploring the impact of temporary protection on refugees' conditions and access to basic services (healthcare and education) and employment. Finally, the research will also investigate refugees' protection-related environment, movement intentions and access to information on and awareness of their rights and obligations in relation to temporary protection.

Findings from this assessment aim to support government and humanitarian actors' efforts and strengthen their programming regarding the implementation of the temporary protection measure and corresponding projects. This comprehensive assessment on refugee access to basic services holds the potential to inform policymakers and shape the course of refugee policy, by providing a first understanding of how the TP status impacts (if at all) refugees' living situation and access to services. By examining key aspects such as healthcare, education, and employment, this research can highlight gaps and disparities in service provision. By shedding light on response capacity gaps, the assessment will also provide insights into the challenges and opportunities for improving the lives of the Ukrainian refugees in Moldova in the upcoming year. Policymakers can use this data to design more effective and equitable policies that address the specific needs of refugees, allocate resources more efficiently, and promote social inclusion. The findings could also feed into supporting advocacy efforts targeted towards safeguarding refugees' rights.

## 3. Methodology

### 3.1 Methodology overview

The mixed method approach was selected in this assessment, as combining quantitative and qualitative methods allows to obtain the most comprehensive and in-depth understanding of the examined issues. All the results gathered in the context of this assessment are indicative.

The quantitative component, consisting of household interviews with the refugees registered for Temporary Protection, will allow to capture refugee experiences concerning Temporary Protection, i.e., changes in access to basic services from their perspective. The survey will also help assess potential changes in refugees' protection-related environment (protection incidents, i.e., discrimination incidents, will be explored) and movement intentions (plans to remain in Moldova or move abroad),.. Finally, the quantitative component will enable to explore refugees' level of information accessibility concerning temporary protection, as well as their level of awareness of their rights and obligations under TP. The component contains questions concerning individual refugee experiences and additionally has been enriched by the Area

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<sup>21</sup> Data of the General Inspectorate for Migration in Moldova, published on 18.09.2023, <https://igm.gov.md/ro/content/statistica-s%C4%83pt%C4%83m%C3%A2nal%C4%83-igm-7>

<sup>22</sup> REACH, [Moldova: Area-Based Assessment \(ABA\): Chisinau and Stefan Voda](#), January 2023

of Knowledge (AOK) method. AOK consists of asking the respondent questions concerning their close community, in this case, other Ukrainian refugees that they have been interacting with in their location in Moldova. The AOK parts of the survey will ask similar questions to those posed on an individual level, instead asking about the relevant experiences of the respondents' community members that the respondent has knowledge of. This will allow to gain a broader perspective on the experiences of a larger share of the refugee population while maintaining the presumed sample size.

The qualitative component, consisting of key informant interviews (KIIs) with stakeholders (including representatives of the public sector and of the humanitarian community), will, on the other hand, allow to capture the changes for refugees; demand for and access to basic services in Moldova, following TP provision. The qualitative component will also explore the potential changes in refugee response planning and the effectiveness of information campaigns. Key informant interviews will be conducted with representatives of the public facilities providing healthcare and education, as well as representatives of the local authorities, from the departments responsible for education, healthcare and employment/social assistance. The KIIs will also be conducted with the subject-matter experts from NGOs. This will allow to include the perspective of the public authorities, as well as the humanitarian sector.

Therefore, the assessment will provide an overview of refugee situation changes following the introduction of Temporary Protection from two different perspectives, i.e. the beneficiary and the supplier sides. In order to capture the dynamics (changes) of the refugee situation and access to services, both, quantitative and qualitative components will include retrospective questions and questions concerning perceived changes. Data will be collected between September and November 2023, i.e., after the deadline for Temporary Protection registration, to ensure that refugees have already registered and experienced potential changes in access to the services.

### Key definitions

- **Temporary Protection (TP):** A legal status granted to the Ukrainian nationals displaced from Ukraine, who are currently residing in Moldova. Temporary Protection grants the right to reside in Moldova and access basic services.
- **Refugees:** persons or groups of persons with a place of habitual residence within Ukraine and who have left Ukraine since the escalation of hostilities starting 24 February 2022. Not to be mistaken with the legal status of a refugee, one of the 4 emergency statuses available to the incomers from Ukraine: refugee status, Temporary Protection, humanitarian protection, asylum<sup>23</sup>.
- **District:** First-tier territorial-administrative unit. There are 35 districts in Moldova (32 Raions and 3 municipalities). Additionally, there are 2 autonomous territorial units (Transnistria and UTA Gagauzia).

### 3.2 Population of interest

The population of interest includes refugees displaced from Ukraine to Moldova after February 24<sup>th</sup>, 2022, who had registered for Temporary Protection in Moldova by August 13<sup>th</sup>, 2023. As household surveys will be conducted in October, this timeframe will ensure that refugees have already experienced living under Temporary Protection, and could share those experiences, comparing to their situation before the provision of Temporary Protection measure. Data will be collected and analysed at the household level to allow for analysis of the needs and experiences of all household members, including children, as they are equally eligible for the TP status, that grants them access to education (children will not be interviewed directly).

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<sup>23</sup> General Inspectorate for Migration in Moldova, <https://igm.gov.md/ro/content/statistica-s%C4%83pt%C4%83m%C3%A2nal%C4%83-igm-7>

The household survey will include 120 Ukrainian refugee households living in 4 districts in Moldova with the highest number of refugees registered for Temporary Protection. As of August 2023, this includes the following locations, sorted by the highest number of TP registrations recorded to date:

- Chisinau
- Balti
- Cahul
- UTA Gagauzia

Considering the relatively small number of TP registrations per district and limited timeframe of data collection, we opted for 30 household interviews per district, as this number would allow us to capture significant information within the timeframe.

### 3.3 Secondary data review

The secondary data review is needed to provide the Temporary Protection Assessment with background information, including the legal aspects of the Temporary Protection measure's implementation, basic data concerning Temporary Protection registration (e.g., number and localisation of TP registrations), and issues concerning registration, as well as access to services. A deeper understanding of the TP background and underlying issues will enable grounding of the assessment and further exploration of the topic. Moreover, any new studies on the refugee situation in Moldova post-TP implementation will be analysed and used to further inform the assessment. The secondary data sources will include Moldovan government websites (mainly used for statistics and updates), UNHCR dashboards (statistics), as well as NGO-produced reports (accounting for further contextual overview).

The following resources have been identified as the core of the secondary data review:

Table 1: Identified sources for secondary data review

Resource	Source	To inform
<i>The Implementation of the Temporary Protection Directive: Six Months On</i> , UNHCR, October 2022	<a href="https://reliefweb.int/report/poland/unhcr-regional-bureau-europe-implementation-temporary-protection-directive-six-months-october-2022">https://reliefweb.int/report/poland/unhcr-regional-bureau-europe-implementation-temporary-protection-directive-six-months-october-2022</a>	TP implementation in Europe, an overview
<i>Ukraine Situation: Moldova – Temporary Protection Update</i> , No. 1-3, UNHCR, June - August 2023	<a href="https://reliefweb.int/report/moldova/ukraine-situation-moldova-temporary-protection-update-no-3-7-august-2023">https://reliefweb.int/report/moldova/ukraine-situation-moldova-temporary-protection-update-no-3-7-august-2023</a>	TP implementation and challenges
<i>Temporary Protection, Republic of Moldova, FAQ</i> , General Inspectorate for Migration, March 2023	PDF Restricted access	TP terms and conditions
<i>Uncertain Stay. Temporary Protection Analysis in Moldova</i> , NRC, May 2023	Restricted access	TP implementation and challenges



<i>DRC Legal Alert: Issue 93</i> , DRC, April 2023	<a href="https://reliefweb.int/report/ukraine/drc-legal-alert-issue-93-16-april-30-april-2023-enukru">https://reliefweb.int/report/ukraine/drc-legal-alert-issue-93-16-april-30-april-2023-enukru</a>	TP implementation
<i>Temporary protection for Ukrainians in Moldova: Achievements and challenges</i> , ICMPD, July 2023	<a href="https://reliefweb.int/report/moldova/temporary-protection-ukrainians-moldova-achievements-and-challenges">https://reliefweb.int/report/moldova/temporary-protection-ukrainians-moldova-achievements-and-challenges</a>	TP implementation and challenges
<i>PWG Comments on TP Implementation</i> , Protection Working Group Moldova, July 2023	Restricted access	TP implementation and challenges
<i>PWG Comments on TP Implementation</i> , Protection Working Group Moldova, June 2023	Restricted access	TP implementation and challenges
<i>Temporary Protection: Intentions &amp; Experiences</i> , Protection Working Group Moldova, July 2023	Restricted access	TP enrolment and challenges

Any new reports, factsheets or briefings will be monitored for potentially useful information to feed the assessment’s background or triangulate collected data with that from other sources.

### 3.4 Primary Data Collection

This assessment includes 5 primary data components, based on research methods comprised of a household survey and key informant interviews, as detailed in Table 2 below. The components will be conducted in each of the four identified locations (Chisinau, Balti, Cahul, UTA Gagauzia). Each key informant will be interviewed regarding the sector of services offered by their institution (education, healthcare, or employment).

The REACH Field Team will be divided into two teams – the key informant team (which will begin their work in September) and the household survey team (which will begin their work in October). At the beginning of data collection, each field team will receive a relevant full-day training. The training will cover research objectives and scope, as well as an overview of the methodology and tools. A pilot data collection for each of the tools will follow the trainings. Subsequently, a debrief will be conducted with the Field Team and the Assessment Officer, to discuss any challenges, fix potential technological issues or introduce improvements to the data collection tools and processes. After the data collection has started, the Assessment Officer will be in daily contact with the Field Team to address any potential challenges on an ongoing basis.

Table 2: Data collection targets

Data Collection Component	Target Number of Surveys/Interviews per location/type	Overall target	Main areas of focus
Household surveys with refugees granted temporary	30 per location	120	<ul style="list-style-type: none"> <li>Potential changes in the access to basic services (healthcare and education) and</li> </ul>

<p>protection</p>			<p>employment pre- and post-obtention of temporary protection</p> <ul style="list-style-type: none"> <li>• The impact of TP on the refugees' protection-related environment (i.e., potential discrimination)</li> <li>• Potential subsequent changes in movement intentions</li> <li>• Refugees' level of awareness of the rights and obligations in relation to TP</li> </ul>
<p>Kills with government facilities providing:</p> <ul style="list-style-type: none"> <li>• Healthcare</li> <li>• Education</li> </ul>	<p>2-3 per type of service, per location</p>	<p>6-24</p>	<ul style="list-style-type: none"> <li>• Potential changes, challenges and opportunities in service provision to refugees</li> <li>• Changes in service demand patterns</li> <li>• (Foreseen) difficulties arising from an upsurge in demand</li> <li>• Ability to accommodate the potential heightened demand</li> <li>• Assistance required from humanitarian stakeholders or the government to bridge the gap</li> <li>• Level of refugees' awareness and information availability concerning TP</li> </ul>
<p>Kills with local authorities</p>	<p>3 per location, including 1 per each type of service</p>	<p>12</p>	<ul style="list-style-type: none"> <li>• Potential changes, challenges and opportunities in service provision to refugees</li> <li>• Changes in service demand patterns</li> <li>• (Foreseen) difficulties arising from an upsurge in demand</li> <li>• Ability to accommodate the potential heightened demand</li> <li>• Assistance provided by the local authorities to public service providers, regarding TP implementation</li> <li>• Assistance required from the government or humanitarian stakeholders to bridge the gap</li> <li>• Efforts to raise awareness about TP</li> </ul>

<p>Kills with subject-matter experts from NGOs</p>	<p>A minimum of 3 per location, including 1 per each type of service (a maximum of 3 per each type of service in each location)</p>	<p>Min. 12</p>	<ul style="list-style-type: none"> <li>• Potential changes in the access to basic services and employment pre- and post-obtention of temporary protection</li> <li>• The impact of TP on the refugees' protection-related environment (i.e., potential discrimination)</li> <li>• Potential subsequent changes in movement intentions</li> <li>• Experiences of specific key-at-risk groups incl. Roma, persons with disabilities, and LGBTQ+.</li> <li>• Level of refugees' awareness and information availability concerning TP</li> </ul>
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### Household surveys

A total of 120 household surveys will be conducted in October 2023. The sampling will be purposive, to include the refugees granted temporary protection, who had experience with accessing basic services before and/or after Temporary Protection provision. The sample will be indicative.

Respondents will be identified with the help of organizations implicated in refugee response in Moldova and through snowballing, to ensure that they have had relevant experience with access to services. REACH Field Team will conduct scoping for respondents with the help of relevant partners within targeted sectors (e.g., working groups dedicated to particular basic services, local authorities, etc.), to ensure the identification of respondents that have obtained Temporary Protection and accessed basic services. 30 interviews will be conducted in each of the 4 districts: Chisinau, Balti, Cahul, and UTA Gagauzia.

The household surveys will enable to analyse access to basic services (including healthcare and education) and employment before and after registering for Temporary Protection and find potential changes and developments in the refugee access to basic services. Moreover, household surveys will enable assessment of the potential impact of Temporary Protection on refugees' protection-related environment (protection incidents, i.e., discrimination incidents, will be explored), as well as their access to information and level of awareness concerning Temporary Protection and related rights and obligations. Additionally, refugees' movement intentions (plans to remain in Moldova or move abroad) will be analyzed through the survey. The household survey will allow to collect personal experiences and perceptions of the refugees concerning their own situation (i.e., the situation of their household). The data collected within AOK sections will be analysed separately from the individual parts of the survey (i.e., individual experiences and experiences of community members will not be merged for data analysis).

Additionally, the household surveys will contain an Area of Knowledge (AOK) component per three sets of questions (i.e., related to access to healthcare, access to education, access to employment). The AOK method consists of asking the respondent questions that concern their close community. In this case, the community of a respondent consists of other Ukrainian refugees that they have been interacting with in their location in Moldova. Refugees often keep in touch with each other and rely on the information circulated across their community, thus they are likely to have good knowledge of their peers' experiences. The AOK parts of the survey will ask similar questions to those posed on an individual level, instead asking about the relevant experiences of the respondents' community members that the respondent has

knowledge of. In the first place, the respondent will be asked whether they have knowledge of a specific area within their community (e.g., access to basic services, access to information, basic needs, etc.). If they confirm that they do have that knowledge, they will be subsequently asked similar questions that they have addressed for their household, but this time regarding their community. This will allow to gain a broader perspective on the experiences of a larger share of refugee population while maintaining the presumed sample size.

The tool for quantitative household surveys will be designed and deployed using KoBo Toolbox. The Assessment Officer will monitor the data during collection via the IMPACT Kobo server to timely notice and address any data quality issues or technical problems. These will be addressed via debriefs with the Field Team or by adjusting the tool if needed.

### Key informant interviews

Key informant interviews with policymakers, public service providers, and the refugee response actors will be conducted between September and October 2023. Twelve interviews should be conducted in each of the 4 aforementioned locations, where relevant (i.e., applicable to the interviews concerning the local level). Key informants include representatives of the public sector ( a total of 16-24 KIIs with public providers of healthcare and education services<sup>24</sup> and 12 KIIs with local authorities, including the representatives of 3 relevant departments responsible for education, healthcare and employment/livelihoods), as well as representatives of the non-governmental refugee response (a minimum of 12 KIIs with subject-matter experts from NGOs, aiming for more, up to 36, if possible, bearing in mind that relevant informants may be difficult to reach). The assessment will not include KIIs with providers of employment, as it focuses on public services that should be available to all TP-holders on an inclusive basis (while public healthcare and education facilities are obliged to provide services to TP-holders, employers are not obliged to employ the TP-holders).

The Key informant Interviews all cover the same themes, although the questions vary slightly, adjusted for each group of respondents as specified in Table 2. The key informant interviews will enable to assess similar factors as the household survey, i.e., potential changes in access to basic services and employment following the introduction of Temporary Protection, potential changes in refugee protection-related environment, as well as the level of knowledge and awareness concerning Temporary Protection, and refugee movement intentions. However, the key informant interviews will offer a supply-based perspective, allowing to explore the institutional challenges and perceptions. Additionally, key informants will offer an overview of differences in Temporary Protection impact across different refugee social groups.

Key informant interviews will be conducted by the Assessment Officer and the Field Team. During the interview, the interviewer will be taking notes. Additionally, a voice recording will be registered, upon agreement from the interviewee. The recordings will be listened to and used to produce the transcripts (with the support of the notes) and will not be stored once data collection is finished. The transcripts will be translated into English. Assessment Officer will check the quality of transcripts on an ongoing basis, in order to timely address any potential technical problems or issues of quality (of the transcripts or of the interviews themselves). This will be addressed during debriefs with the Field Team.

### 3.5 Data Processing & Analysis

The **secondary data** will be collected and reviewed by the Assessment Officer. Any new relevant reports, factsheets, briefings and other information, will be added to the stock of secondary data and will be used to triangulate the results of the data collection.

All **primary quantitative data** will be collected using the Kobo Toolbox platform. The IMPACT Assessment Officer will clean the raw data daily to account for any duplicates or data quality issues during data collection. All data collection and cleaning activities conducted will be in line with IMPACT's minimum standards requirements and checklist (available [here](#)). The IMPACT Assessment Officers will conduct statistical analysis on the cleaned quantitative data set using R.

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<sup>24</sup> A minimum of 2 respondents for public service providers, with an additional one to further triangulate the data if time allows.

**Qualitative key informant interviews** will be audio recorded (when consent is given), and interviewers (Field Team enumerators or Assessment Officer when possible) will take notes. Enumerators will transcribe these notes, using recordings to consolidate them, as soon as possible after the discussions. The coding system will be exported as a data saturation grid to highlight the key themes, areas of consensus, and areas of disagreement. Finally, a summary of findings will be written per location.

Both the quantitative and qualitative analysis will be performed in accordance with the Data Analysis Plan (see section 6). All data cleaning and analysis will be reviewed by the IMPACT HQ Research Department.

### 3.6 Limitations

This assessment is facing the following limitations:

- Area of Knowledge approach assumes that the respondent has good knowledge of the situation of their community members. However, the respondent might either not have that knowledge and speculate, might have been provided with inaccurate information by their community members or could provide a subjective judgement. Acknowledging this, data obtained via AOK sections of the household survey will not be aggregated with the data on the individual experiences of the respondents.
- The assessment of change in access to services is retrospective and lacks baseline data to compare the results with – household surveys ask the respondents to assess their situation before having obtained Temporary Protection and after it. The respondents' assessment of past experiences could have shifted with time and can be subjective.
- The Field Team will face the difficulty of scoping. It will be challenging to find respondents who have obtained Temporary Protection and have accessed at least some basic services before and after having obtained Temporary Protection, to allow for collection of sufficient and comprehensive dataset.
- As the assessment will be conducted relatively soon after the mandatory registration timeframe for TP (May-August 2023), the results will provide a first understanding of how the TP status impacts (if at all) refugees' living situation and access to the services, rather than providing a thorough overview of the TP measure's impact.

## 4. Key ethical considerations and related risks

The proposed research design meets / does not meet the following criteria:

<b><i>The proposed research design...</i></b>	<b>Yes/ No</b>	<b><i>Details if no (including mitigation)</i></b>
... Has been coordinated with relevant stakeholders to <b>avoid unnecessary duplication</b> of data collection efforts?	Yes	
... <b>Respects respondents, their rights and dignity</b> ( <i>specifically by: seeking informed consent, designing length of survey/ discussion while being considerate of participants' time, ensuring accurate reporting of information provided</i> )?	Yes	
... Does not <b>expose data collectors to any risks as a direct result</b> of participation in data collection?	Yes	
... Does not <b>expose respondents / their communities to any risks as a direct result</b> of participation in data collection?	Yes	
... Does not involve <b>collecting information on specific topics which may be stressful and/ or re-traumatizing</b> for research participants (both respondents and data collectors)?	Yes	

... Does not involve <b>data collection with minors</b> i.e., anyone less than 18 years old?	Yes	
... Does not involve <b>data collection with other vulnerable groups</b> e.g., persons with disabilities, victims/ survivors of protection incidents, etc.?	No	Respondents of the household survey are Ukrainian refugees. Among them, there might be persons with disability or survivors of protection incidents. However, we will not be asking sensitive questions, detailed questions about protection incidents, etc.
... Follows IMPACT SOPs for management of <b>personally identifiable information</b> ?	Yes	

## 5. Roles and responsibilities

Table 3: Description of roles and responsibilities

<i>Task Description</i>	<i>Responsible</i>	<i>Accountable</i>	<i>Consulted</i>	<i>Informed</i>
Research design	Assessment Officer, Research Manager	Research Manager	Research Department Research Manager,	ECHO
Supervising data collection	Assessment Officer	Research Manager	Research Department Research Manager,	ECHO
Data processing (checking, cleaning)	Assesment Officer	Research Manager	Research Department Research Manager,	ECHO
Data analysis	Assesment Officer	Research Manager	Research Department Research Manager,	ECHO
Output production	Assesment Officer	Research Manager	Research Department Research Manager, HQ	ECHO
Dissemination	Assessment Officer, Research Manager	Research Manager	Research department HQ Communication department	ECHO
Monitoring & Evaluation	Research Manager	Research Manager	HQ Research department	ECHO

Lessons learned	Assesment Officer, Field Team Lead	Research Manager	HQ Research department	ECHO
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**Responsible:** the person(s) who executes the task

**Accountable:** the person who validates the completion of the task and is accountable of the final output or milestone

**Consulted:** the person(s) who must be consulted when the task is implemented

**Informed:** the person(s) who need to be informed when the task is completed

## 6. Data Analysis Plan

The Data Analysis Plan is available separately (please see the attached questionnaire):

[Data Analysis Plan – Temporary Protection 2023](#)