

Joint Post Distribution Monitoring in Zaatari Camp

Basic Needs and Livelihoods Working Group

January 2017

Camp-Wide Distribution Process and Experience

Total camp population: 79,559¹

Background

Between 15 December 2016 and 8 January 2017, REACH in collaboration with UNHCR, NRC, UNICEF and IRD conducted a joint Post-Distribution Monitoring (PDM) assessment in Zaatari Camp. The PDM assessed two distributions from UNHCR, conducted to meet families' winterization needs in November and December 2016. These included 20 JOD given to almost all families in the camp to assist with shelter maintenance, and cash assistance for gas (heating and cooking) distributed to all families in the camp. For the latter, the amount was adjusted according to case size².

The primary objective of the PDM was to identify whether this cash assistance adequately met the needs of families in Zaatari camp. The distribution was assessed in terms of usage of and satisfaction with the amount of money received as well as satisfaction with distribution experience. Findings from the assessment will inform future distributions from UNHCR and camp partners to ensure evidence-based targeting, and that assistance meets the needs of families living in the camp.

The present factsheet provides key findings from the camp-wide distribution process and experience following the two distributions previously mentioned.

Assessment methodology

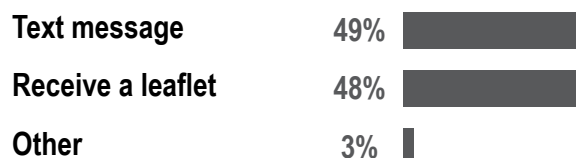
All respondents were a family member above 18 years, and when possible the head of family was interviewed. A representative sample of 503 families was drawn from the targeted population; findings are generalizable to the camp level with a 97% confidence level and a 4% margin of error. A large majority (94%) of the respondents interviewed about winterization assistance reported receiving both the cash for gas assistance and the cash for shelter maintenance assistance. In total, 96% of the sample reported receiving the shelter assistance, and 98% the cash for gas assistance. As distribution experience findings were very similar for both types of assistance, the figures reported concern the gas assistance. The notes below then indicate where findings differ from shelter assistance.

¹Source: UNHCR Information Sharing Portal, January 2017.

²A "case" is the UNHCR unit used to register refugees.

Information on Distributions

Most frequently cited channel through which dissemination of distribution information is preferred:

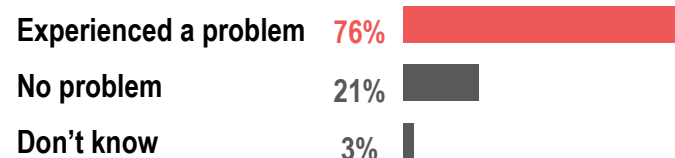


The very large majority of both distributions recipients reported finding out about distributions via leaflets (88% gas and 85% shelter). However, only 1 respondent for each distribution reported hearing about it via text.*

*Multiple response options could be selected.

Reported Problems at the Distribution Site

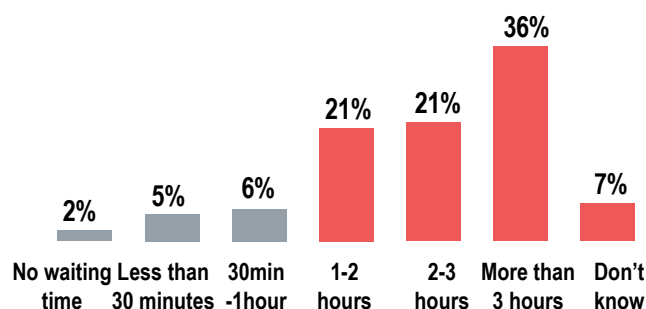
Proportion of respondents that reported experiencing a problem or security incident:



Of the recipients that reported a problem, 95% of gas assistance and 99% of shelter assistance recipients reported the issue to be overcrowding.

Waiting Times for Collecting Assistance

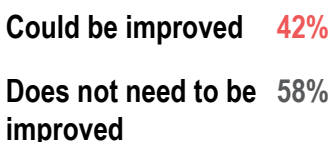
Proportion of respondents by reported waiting times outside of the distribution centre to receive distributions:



36% reported waiting more than 3 hours, a significant increase compared to the PDM in the first quarter of 2016 (9%). This may be correlated to over half (53%) recipients going to the distribution centre before 9am.

Perceived Adequacy of Distribution

Proportion of respondents by whether or not the distribution process could be improved:

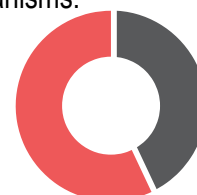


Of respondents who reported that distributions could be improved, 78% wanted shorter waiting times, 30% more convenient times for distributions, and 24% requested distribution sites closer to their homes.*

*Multiple response options could be selected.

Feedback and Complaint Mechanisms

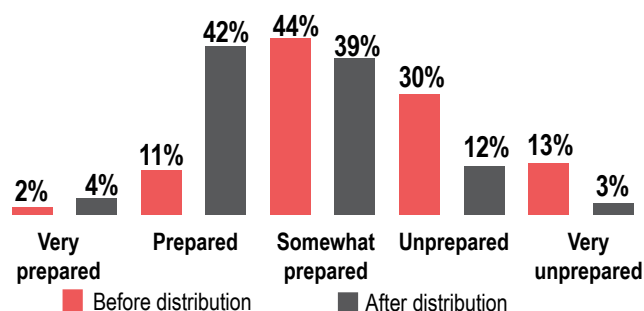
Proportion of respondents by reported awareness of available feedback and complaint mechanisms:



Only 6% of those that were aware of the available mechanisms reported wanting to give feedback or make a complaint.

Overall preparedness for 2016 Winter

Reported preparedness for winter; before/after distributions:



There has been a decrease of 28% in those that reported being 'Unprepared/Very unprepared' after distributions compared to reported preparedness for winter prior to distributions (REACH Winterization Assessment, August 2016).



UNHCR
The UN Refugee Agency

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