

# Post Distribution Monitoring Assessment Key Findings Presentation

ES/NFI Cluster and REACH Afghanistan

March 2023

**REACH** Informing  
more effective  
humanitarian action

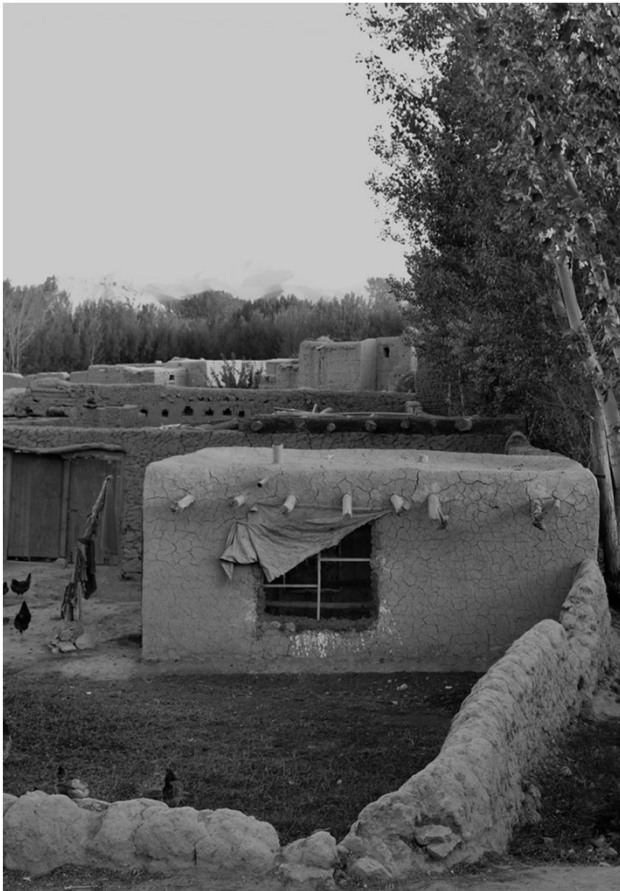


**Shelter Cluster Afghanistan**  
ShelterCluster.org  
Coordinating Humanitarian Shelter



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## Objectives

- Compare the different types of assistance (cash for shelter repair & upgrade, cash for rent, in-kind shelter repair & upgrade, and in-kind NFI support), their advantages, and challenges
- Monitor the satisfaction of beneficiaries and their uses of ES/NFI aid
- Standardize the tool and methodology among partners to conduct Post Distribution Monitoring (PDMs)

# Assessment timeline

01

## Research Design

REACH designed the PDM research in collaboration with the ES/NFI cluster between 15-30 November 2022.

02

## Data Collection

The data was collected by phone from 11 to 22 December 2022 by 20 enumerators hired by REACH across three call centres (Kabul, Jalalabad, Herat).

03

## Data Analysis

Analysis was done using R Studio between 10-15 January 2023.

# Methodology

## Coverage

- The population included households who received assistance between August and November 2022
- 15 implementing partners
- 27 provinces covered
- 109 districts covered
- Total population reached: 18,416

## Sampling

- Random sampling stratified per type of assistance received (cash for shelter repair & upgrade, cash for rent, in-kind shelter repair & upgrade, and in-kind NFI support)
- The modality **Cash for NFI** was not **assessed** due to unavailable beneficiary data to identify participants
- Beneficiary representative findings with a 95% confidence level and 7% margin of error<sup>1</sup>
- Sample collected: 739

<sup>1</sup>For findings on a subset of indicators (marked by \*) have a 95% confidence level with an 8% margin of error.

# Assistance types

## Cash for Shelter

Population reached: 6,007

Sample Collected: 207

Partners involved: 9

## Cash for Rent

Population reached: 282

Sample Collected: 124

Partners involved: 5

## In-Kind Shelter

Population reached: 5,968

Sample Collected: 198

Partners involved: 2

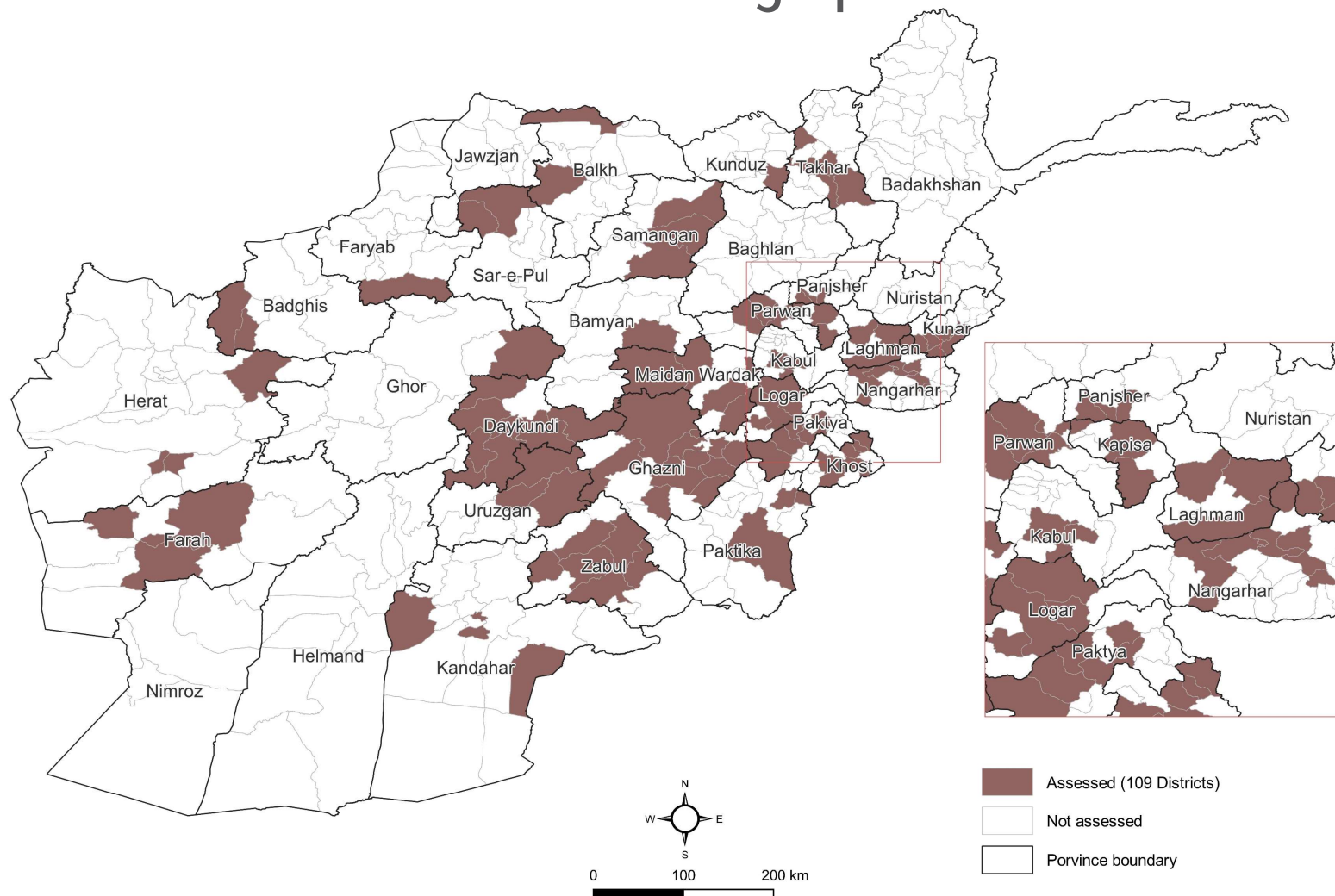
## In-Kind NFI

Population reached: 6,159

Sample Collected: 210

Partners involved: 3

# Map of PDM assessment coverage per district



# Demographic Characteristics

- Difficulty in **seeing and walking** were the most reported type of disability in family members, including the head of households.
- The majority of the beneficiary households were **living in a transitional shelter (83%)**. The largest proportion (68%) owned their shelter while 20% rented.

## HH Composition

Household composition disaggregated by age and gender:

Female (51%)	Age	Male (49%)
2%	60+	2%
17%	19-59	15%
22%	5-18	21%
7%	2-4	8%
3%	0-1	3%

Gender disaggregation of the head of household:



## HH Demographics

- Average reported **household size was 8.7** members.
- Average reported **age of the head of household was 40 years**.
- 11% of the heads of household reported living with a **disability**.
- 16% of the household members reported having a **disability** (excluding the head of household).
- 39% of the household members reported having a **chronic illness**.

## Shelter

% of beneficiary households per shelter type:

Transitional shelter	83%
Permanent shelter	10%
Tent (emergency shelter)	6%
Open space / makeshift shelter	1%

% of beneficiary households by accommodation arrangement:

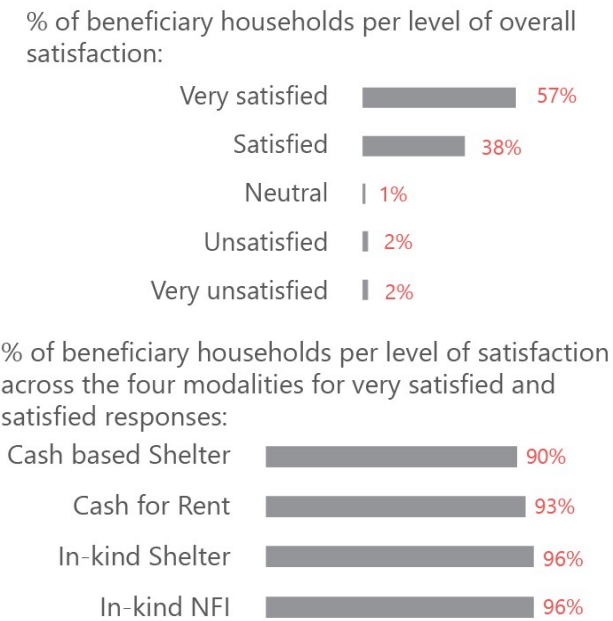
Owned	68%
Rented	20%
Hosted	10%
Squatting / occupation	2%



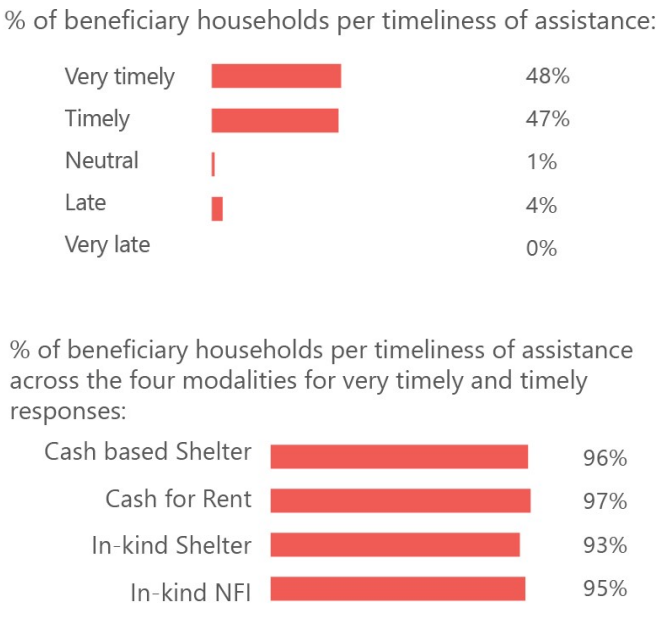
# Overall Findings

- Majority (95%) of the beneficiary households were satisfied with the assistance received. In-kind modality had a slightly higher satisfaction level in comparison to cash.
- Although no considerable differences were observed between assistance on timeliness, cash-based modalities were reported to be more timely.
- Cash-based shelter, in-kind shelter, and in-kind NFI had an almost equal impact on improvement in shelter conditions.

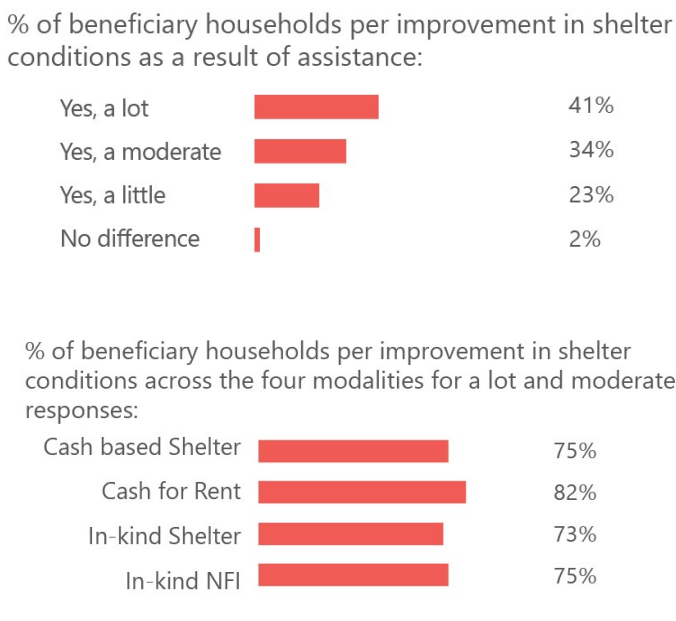
## Level of Satisfaction



## Timeliness of Assistance



## Impact on Shelter Condition



# Assistance type: Cash for Shelter Repair & Upgrade

- Almost all (99%) of the beneficiary households, who were the household member directly receiving assistance, and 71% prefer to receive it in AFN instead of USD.
- Very few (0.5%) of the beneficiary households reported paying community leaders to be put on the list to receive assistance, it was reported from the Chemtal district of Balkh province.
- Among the beneficiary who reported complaints, 57% received feedback and 75% were satisfied with the feedback received.

## Assistance Distribution

% of beneficiary households per person receiving the cash based shelter assistance:



% of beneficiary households per preferred currency of the cash based shelter assistance:\*



## Distribution Process

5% of beneficiary households reported to have constraints in bringing the assistance home and the reasons are:



0.5% of beneficiary households reported that they had to pay in order to be put on the list to receive the cash based shelter assistance.

0.5% of beneficiary households reported that they experienced some kind of violence or harassment as a consequence of distribution of the cash based shelter assistance.

## Beneficiary Feedback

Among the 78% of beneficiary households who submitted feedback/complaints, 57% were able to receive a response. The majority of them were satisfied with the response received.



# Assistance type: Cash For Rent

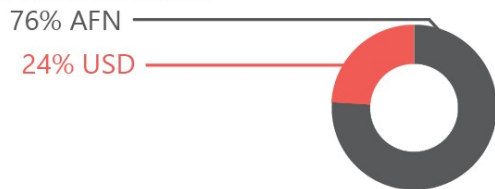
- All (100%) of the beneficiary households, who were the household member directly receiving assistance, and 76% prefer to receive it in AFN instead of USD.
- Few (3%) of the beneficiary households reported constraints in bringing assistance home because the distribution site was far, whereas 33% reported traveling more than 1 hour (one way) to collect cash.
- The most preferred person to reach out to by the beneficiary for questions they had was organization staff over community leader and government staff, whereas 37% preferred doing nothing even if they had questions regarding the assistance.

## Assistance Distribution

% of beneficiary households per person receiving the cash for rent assistance:



% of beneficiary households per preferred currency of the cash for rent assistance:

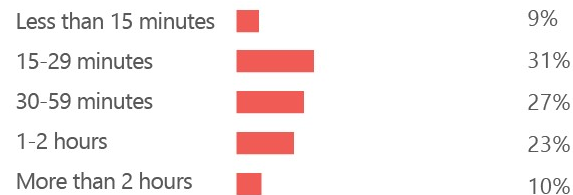


## Distribution Process

3% of beneficiary households reported to have constraints in bringing the assistance home and the reasons are:

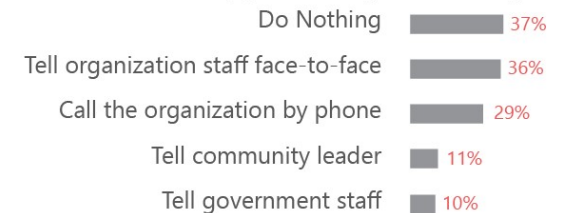


% of beneficiary households per distance travelled (one way) to collect the cash for rent assistance:



## Beneficiary Feedback

Beneficiary households reported that if they have a question about assistance, they prefer doing the following action:



\*A multiple-choice response where each variable is measured out of 100%.

# Assistance type: In-Kind Shelter Repair & Upgrade

- Majority (85%) of the beneficiary households reported receiving in-kind shelter items of a 'good' quality.
- Few (6%) of the beneficiary households reported constraints in bringing assistance home because of distance to the distribution point and the high cost of transportation, whereas 29% reported traveling more than 1 hour (one way) to collect the assistance.
- The complaint response mechanism seems to be functioning very well. Among the beneficiary who reported complaints, 100% received feedback, and 87% were satisfied with the feedback received.

## Assistance Distribution

% of beneficiary households per quality of items received from the in-kind shelter assistance:



## Distribution Process

6% of beneficiary households reported to have constraints in bringing the assistance home and the reasons are:



% of beneficiary households per distance travelled (one way) to collect the in-kind shelter assistance:



## Beneficiary Feedback

Among the 80% of beneficiary households who submitted feedback/complaints, 100% were able to receive a response. The majority of them were satisfied with the response received.







# Assistance type: In-Kind NFI

- Majority (**83%**) of the beneficiary households reported receiving in-kind NFI items of a 'good' quality.
- About half (**46%**) of the beneficiary households reported traveling more than 1 hour (one way) to collect assistance.
- Very few (**0.3%**) of the beneficiary households reported paying community leaders to be put on the list to receive assistance, it was reported from the Tagab district of Kapisa province.
- Among the beneficiary who reported complaints, **57%** received feedback and **75%** were satisfied with the feedback received.

## Assistance Distribution

% of beneficiary households per quality of items received from the in-kind NFI assistance:

Very good		37%
Good		46%
Average		12%
Poor		4%
Very poor		1%

## Distribution Process

% of beneficiary households per distance travelled (one way) to collect the in-kind NFI assistance:

Less than 15 minutes		7%
15-29 minutes		23%
30-59 minutes		24%
1-2 hours		22%
More than 2 hours		24%

**0.3%** of beneficiary households reported that they had to pay in order to be put on the list to receive the in-kind NFI assistance.

**0.5%** of beneficiary households reported that they experienced some kind of violence or harassment as a consequence of the distribution of the in-kind NFI assistance.

## Beneficiary Feedback

Among the **78%** of beneficiary households who submitted feedback/complaints, **57%** were able to receive a response. The majority of them were satisfied with the response received.

Very satisfied		0%
Satisfied		75%
Neutral		25%
Unsatisfied		0%
Very unsatisfied		0%

# Conclusions

## 01 Impact and Satisfaction

- Almost all (95%) of beneficiary households reported being overall satisfied (38%) or very satisfied (57%) with the assistance delivered and there was no considerable difference among the different types of assistance. The decision on selecting a type of assistance can be formed by the timeliness of procurement and market functionality.
- Three out of four (75%) beneficiary households reported that the condition of their shelter had improved largely (41%) or moderately (34%) as a result of the assistance. This was consistent across the types of assistance. However, further considerations can be made in regard to the remaining 25% population to increase the impact.
- Majority (84%) of the beneficiary households reported receiving good quality in-kind items. However, 4.4% reported receiving poor quality in-kind items which can be enhanced in the next round of assistance.

# Conclusions

## 02 Feedback

- Cash was the preferred modality for 95% of beneficiary households and among those who received cash, 72% reported preferring AFN compared to USD.
- Less than half (35%) of the beneficiary households preferred to reach out to organization staff instead of community leaders and government staff for questions they had regarding assistance, whereas 39% preferred doing nothing even if they had questions regarding the assistance. Informing the beneficiaries about the complaint and response mechanism and providing the organization number could motivate beneficiaries to call for questions they had regarding assistance.

# Conclusions

## 03 Constraints

- Few 6% of beneficiary households reported constraints in bringing the assistance home among which the most frequently cited reason was distance to the distribution site (89%). Overall, 35% of respondents had to travel 1h or more to collect the assistance.
- Very few 0.3% of the beneficiary households reported that they had to pay in order to be put on the list to receive the assistance. It was reported from Balkh, Paktya, and Kapisa provinces.
- Very few 0.5% of the beneficiary household reported that they experienced some kind of violence or harassment because of the distribution of the assistance. It was reported from Herat, Paktya, Maidan Wardak, and Daykundi provinces.





# Link to REACH Resource Center

- 01** Link to PDM resources: [Click here](#)
- 02** Anonymised partner level disaggregated data are available upon request
- 03** Link to all the resources from REACH Afghanistan: [Click here](#)



# Thank you for your attention



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more effective  
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