# Research Terms of Reference

**Area Based Assessment**
**MDA2203**
**Moldova**

[16/08/2022]
[1]

**REACH** Informing more effective humanitarian action

## 1. Executive Summary

| Country of intervention | Moldova | | | | | |
|---|---|---|---|---|---|---|
| **Type of Emergency** | □ | Natural disaster | X | Conflict | □ | Other *(specify)* |
| **Type of Crisis** | X | Sudden onset | □ | Slow onset | □ | Protracted |
| **Mandating Body/ Agency** | *European Commission Humanitarian Aid (ECHO)* | | | | | |
| **IMPACT Project Code** | 67AUO | | | | | |
| **Overall Research Timeframe** *(from research design to final outputs / M&E)* | 01/07/2022 to 31/12/2022 | | | | | |

| Research Timeframe *Add planned deadlines (for first cycle if more than 1)* | 1. Pilot/ training: Chisinau: 29/08/2022 | 8. Data sent for validation (qualitative): Chisinau: 07/10/2022 Stefan Voda: 21/10/2022 |
|---|---|---|
| | 2. Start collect data: Chisinau: 30/08/2022 Stefan Voda: 09/08/2022 | 9. Preliminary presentation sent for validation: Chisinau: 21/10/2022 Stefan Voda: 04/11/2022 |
| | 3. Data collected: Chisinau: 08/09/2022 Stefan Voda: 16/09/2022 | 10. Preliminary presentation: Chisinau: 11/11/2022 Stefan Voda: 18/11/2022 |
| | 4. Data analysed (quantitative): Chisinau: 16/09/2022 Stefan Voda: 23/09/2022 | 11. Outputs sent for validation: 09/12/2022 |
| | 5. Data sent for validation (quantitative): Chisinau: 16/09/2022 Stefan Voda: 23/09/2022 | 12. Outputs published: 23/12/2022 |
| | 6. Data analysed (qualitative): Chisinau: 07/10/2022 Stefan Voda: 21/10/2022 | 13. Final presentation: 30/12/2022 |
| | 7. Data sent for validation (qualitative): Chisinau: 07/10/2022 Stefan Voda: 21/10/2022 | |

| Number of assessments | □ | Single assessment (one cycle) |
|---|---|---|
| | X | Multi assessment (more than one cycle) Two cycles: |

| | | | |
|---|---|---|---|
| | *1.* | Chisinau: August/September | |
| | *2.* | Stefan Voda: September | |

| **Humanitarian milestones** *Specify **what** will the assessment inform and **when*** *e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;* | **Milestone** | | **Deadline** |
|---|---|---|---|
| | □ | Donor plan/strategy | _ _/_ _/_ _ _ _ |
| | □ | Inter-cluster plan/strategy | _ _/_ _/_ _ _ _ |
| | □ | Cluster plan/strategy | _ _/_ _/_ _ _ _ |
| | □ | NGO platform plan/strategy | _ _/_ _/_ _ _ _ |
| | X | Other (Specify): *UNHCR will use the data to inform the 2023 Regional Refugee Response Plan (RRP).* | 30/09/2022 |

| **Audience Type & Dissemination** *Specify **who** will the assessment inform and **how** you will disseminate to inform the audience* | **Audience type** | **Dissemination** |
|---|---|---|
| | □ Strategic<br><br>X Programmatic<br><br>□ Operational<br><br>□ [Other, Specify] | X General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors)<br><br>X Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting<br><br>X Presentation of findings (e.g. at HCT meeting; Cluster meeting)<br><br>X Website Dissemination (Relief Web & REACH Resource Centre)<br><br>□ [Other, Specify] |

| **Detailed dissemination plan required** | □ | Yes | X | No |
|---|---|---|---|---|

| **General Objective** | To inform a more holistic and sustainable area-based response by humanitarian actors and local authorities about the needs and access to services of the refugee population and their hosts, as well as to examine the relationship between the refugees and the hosts in two areas with high numbers of refugees in Moldova. |
|---|---|
| **Specific Objective(s)** | • Provide information to humanitarian actors and local authorities about priority needs of refugees, and how these might vary for the key at risk groups, people with disabilities, older people, families with children, Romani and LGBTQ+ refugees<br>• Provide information to humanitarian actors and local authorities about protection concerns of refugees, also considering their possible vulnerabilities such as disabilities, socio-economic backgrounds, gender, age, sexual orientation, etnicity etc.<br>• Provide information to humanitarian actors and local authorities about refugees in Chisinau and Stefan Voda in terms of access to basic services and barriers for integration in Moldova.<br>• Provide information to humanitarian actors and local authorities about the impact of the arrival of refugees in terms of the economy, the availability of basic services and social cohesion in the areas assessed.<br>• Produce a comprehensive map of local and external actors engaged in the crisis response and basic service provision (stakeholder mapping). |
| **Research Questions** | **Displacement dynamics, priority needs and protection**<br>1. Where are the refugee households living within the areas? What are the household demographics? What are the movement intentions of the refugees living in the assessed areas? |

2. What are the priority needs of the refugee populations in the areas in terms of access to basic services, economic needs (cash and livelihoods), shelter and information on humanitarian services?

      a. How do needs vary for the key at risk groups, people with disabilities, older people, families with children, Romani and LGBTQ+ refugees?

3. What are the current challenges faced by households related to winter preparation in terms of household preparation and fuel availability?

      a. What are the available coping capacities?

4. What are the protection concerns faced by the key vulnerable groups?

**Access to basic services and barriers for intgeration**

5. What are the barriers of access to basic services such as education, healthcare (including mental health service provision) and employment for the refugee population?

      a. What are barriers to access information on humanitarian services for the refugee population?

      b. What mental health service gaps exist in the areas?

**Impact of refugee arrival and social cohision**

6. What has been the impact of the refugee crisis on basic service provision and the local economy for the host community?

7. What is the nature of the relationship between the refugee and host communities?

      a. What factors currently foster and/or inhibit social cohesion between refugees and host community?

**Actors engaged in the crises response**

8. Which are the local and external actors engaged in the crisis response and basic service provision?

      a. What are their activities and target beneficiaries?

      b. What service gaps can be met by humanitarian actors?

| | |
|---|---|
| **Geographic Coverage** | 1. 4 villages in Stefan Voda raion, namely, Palanca, Tudora, Crocmaz, and Popeasca<br>2. 5 sectors in Chisinau municipality: Botanica, Buiucani, Centru, Rascani, and Ciocana |
| **Secondary data sources** | • Local authorities (village / Chisinau sector level):<br>    ○ Population and demographic data<br>    ○ Registration of refugees<br>• National Bureau of Statistics of the Republic of Moldova<br>    ○ Socioeconomic data (employment, cost of living)<br>• National Bureau of Statistics Republic of Moldova, Chisinau in cifre 2018<br>• National Bureau of Statistics, Statistica Teritoriala 2021<br>• REACH, MSNA Preliminary Findings<br>• REACH, REACH border monitoring, 2022<br>• REACH, Area Monitor Factsheet<br>• REACH, Protection Monitoring Factsheet June |

|  | | | | |
|---|---|---|---|---|
| | • REACH, RAC Weekly Monitor Factsheet July 25 | | | |
| | • UNHCR Refugee Coordination Forum, Daily trends | | | |
| | • UNHCR, 5W Dashboard | | | |

| **Population(s)** *Select all that apply* | □ | IDPs in camp | □ | IDPs in informal sites |
|---|---|---|---|---|
| | □ | IDPs in host communities | □ | IDPs [Other, Specify] |
| | □ | Refugees in camp | □ | Refugees in informal sites |
| | X | Refugees in host communities | X | Refugees Ukrainians, third country nationals |
| | X | Host communities | X | Families hosting refugees |

| **Stratification** *Select type(s) and enter number of strata* | □ | Geographical #:9 Population size per strata is known? □ Yes □ No | □ | Group #: 2 _ _ 1.) Refugee families living outside of RACs 2.) Host community families and fmailies who host refugees Population size per strata is known? X Yes □ No | □ | *[Other Specify]* #: _ _ Population size per strata is known? □ Yes □ No |
|---|---|---|---|---|---|---|

| **Data collection tool(s)** | X | Structured (Quantitative) | X | Semi-structured (Qualitative) |
|---|---|---|---|---|

| | **Sampling method** | **Data collection method** |
|---|---|---|
| **Structured data collection tool # 1** *Household interviews with refugees* | X Purposive<br>□ Probability / Simple random<br>□ Probability / Stratified simple random<br>□ Probability / Cluster sampling<br>□ Probability / Stratified cluster sampling<br>X Snowballing | □ Key informant interview (Target #):_ _ _ _ _<br>□ Group discussion (Target #):_ _ _ _ _<br>□ Household interview (Target #):_ _ _ _ _<br>X Individual interview (Target #):164 Chisinau; 74 Stefan Voda<br>□ Direct observations (Target #):_ _ _ _ _<br>□ [Other, Specify] (Target #):_ _ _ _ _ |
| **Structured data collection tool # 2** *Household interviews with hosts* | □ Purposive<br>□ Probability / Simple random<br>□ Probability / Stratified simple random<br>X Probability / Cluster sampling<br>□ Probability / Stratified cluster sampling<br>□ Snowballing | □ Key informant interview (Target #):_ _ _ _ _<br>□ Group discussion (Target #):_ _ _ _ _<br>□ Household interview (Target #):_ _ _ _ _<br>X Individual interview (Target #):561 165 Chisinau; 158 Stefan Voda 158<br>□ Direct observations (Target #):_ _ _ _ _<br>□ [Other, Specify] (Target #):_ _ _ _ _ |
| **Data collection tool # 1** *Key Informant Interviews* | X Purposive<br>X Snowballing<br>□ [Other, Specify] | X Key informant interview (Target #):30 (15 in Chisinau, 15 in Stefan Voda; 3 KIIs from 5 different sectors: education, local authorities, health, NGOs, business)<br>□ Individual interview (Target #):_ _ _ _ _<br>□ Focus group discussion (Target #):_ _ _ _ _<br>□ [Other, Specify] (Target #):_ _ _ _ _ |
| **Data collection tool # 2** | X Purposive | □ Key informant interview (Target #):_ _ _ _ _ |

| *Focus Group Discussions with refugees and hosts* | X Snowballing<br>□ [Other, Specify] | | □ Individual interview (Target #):_ _ _ _ _<br>X Focus group discussion (Target #):12 (4 in Stefan Voda: 2 with refugees and 2 with hosts; 8 in Chisinau: 4 with refugees and 4 with hosts)<br>□ [Other, Specify] (Target #):_ _ _ _ _ | |
|---|---|---|---|---|
| **Target level of precision if probability sampling** | 95% level of confidence | | 8+/- % margin of error | |
| **Data management platform(s)** | X | IMPACT | □ UNHCR | |
| | □ | [Other, Specify] | | |
| **Expected ouput type(s)** | □ Situation overview #: _ _ | X Report #: 1 | | X Profile #: 2 |
| | X Presentation (Preliminary findings) #: _ _ | □ Presentation (Final) #: _ _ | | □ Factsheet #: _ _ |
| | □ Interactive dashboard #:_ | □ Webmap #: _ _ | | □ Map #: _ _ |
| | □ [Other, Specify] #: _ _ | | | |
| **Access** | X | Public (available on REACH resource center and other humanitarian platforms) | | |
| | □ | Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms) | | |
| **Visibility** *Specify which logos should be on outputs* | *REACH* | | | |
| | *Donor: ECHO* | | | |
| | *Coordination Framework: ECHO, UNHCR* | | | |
| | *Partners: NA* | | | |

## 2. Rationale

### 2.1 Background

On 24 February 2022, Russia launched a military offensive in Ukraine which resulted in mass displacement of people internally and across international borders.[1] As of 20 August 2022, a total of 9 million refugees have left Ukraine into neighboring countries.[2] According to the Government of Moldova's latest figures, since February 2022, the total number of refugees from Ukraine who crossed the border into the Republic of Moldova is 562,572; of these, 89,000 individuals remained in the country.[3] The July 2022 trend shows this number is increasing daily.[3] Among the refugees who reside in Moldova as of August 17, 59% are female and 48% are children.[3]

As of now, data collection efforts to inform the Ukraine refugee response in Moldova primarily focused on border monitoring, rapid sectoral assessments, Refugee Accommodation Centre (RAC) monitoring, humanitarian situation monitoring and multi-sectoral needs assessment (MSNA).[4] While some of these assessments provided a comprehensive overview of refugees' needs to support with immediate response priorities, there is a significant information gap in understanding at a more granular level the recovery priorities and basic service gaps for refugees, including challenges of integration in Moldova. This information is key to promoting integrated and durable solutions at the local level, as the Ukraine war progressively turns into a protracted conflict.[5] Most assessment efforts in Moldova largely focused on the populations residing in RACs, there is currently limited knowledge about the infrastructure supporting Ukrainian refugees living with host

[1] United Nations, Ukraine Crisis: Protecting civilians 'Priority Number One'; Guterres releases $20M for humanitarian support
[2] UNHCR, Operational Data Portal – Ukraine Refugee Situation.
[3] UNHCR, Refugee Coordination Forum, Daily Trends Dashboard - Republic of Moldova
[4] Reliefweb, Moldova Humanitarian Situation
[5] The Wall Street Journal, Russia's Tactical Shift in Ukraine Raises Prospect of Protracted War

communities, their access to basic services and livelihoods, as well as on the social cohesion between host communities and refugees. In addition, the MSNA data shows that there is high reliance on humanitarian assistance which poses key questions of the sustainability of the current response plan, as the Ukraine conflict enters its 6th month.[6] Previous assessments found low level of school enrolment, healthcare access and engagement in employment by the refugee population, however, we lack understanding why these occur, what barriers refugees might face to access these services.[6] There is also a significant information gap about the special needs and protection concerns of particularly vulnerable groups such as people with disabilities, older people, families with children, Romani and LGBTQ+ refugees. With the winter season fast approaching, humanitarian actors working in Moldova also highlighted the lack of information about household vulnerabilities and resilience in face of the cold months.[7]

REACH aims to respond to these needs via two area-based assessments (ABAs). As there are considerable basic service provision differences between urban and rural areas in Moldova, the assessments will focus on two key areas, one urban and one rural and will produce a multi-sectoral, area-based analysis for each area.[8]

## 2.2 Intended impact

The Area-Based Assessment is intended to fill in multiple information gaps by providing a situation overview of refugees outside of RAC's and host communities, understanding the social cohesion between the two groups, as well as identifying internal and external actors, such as local authorities, service providers, CSOs, advocacy groups, local NGOs, international NGOs, UN agencies etc., who are engaged in the crises response and service gaps that can be met by these actors. This will enable them to uncover priority areas and unmet needs of the population in the assessed areas, in addition to providing them key information to further tailor their current response to the local needs.

Moreover, the ABA data will inform the inter-agency 2023 RRP which will outline the response and activities to support countries' efforts to protect and assist refugees coming from Ukraine.

# 3. Methodology

## 3.1 Methodology overview

The Area-based assessment will take a **mixed-methods approach**: secondary quantitative and qualitative data will be collected from local actors and online sources (see Secondary Data, below), and primary data (quantitative and qualitative) will be collected from refugees, host community members and key informants, via quantitative surveys, key informant interviews (KIIs) and focus group discussions (FGDs). The local and external actors and service providers will be identified using stakeholder mapping.

The assessment will have a **strong participative component**: local KIs will be consulted in the research design process, to ensure that the final product is usable at the local level. They will first be consulted prior to the beginning of data collection for their professional overview of the local situation, information which will be used in designing the tools used for the survey and the FGD.

**Key steps in the assessment:**

1. **Engagement with local authorities and the humanitarian actors in the assessed areas:** This is an opportunity to receive feedback from local authorities and humanitarian actors on the planned methodology, and to identify potential key informants.
2. **Secondary data review:** Secondary data will form a part of the data used for the ABA. In particular, government statistics regarding population, displacement, basic services and the local economy will be utilized to understand

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[6] REACH, UNHCR, UNICEF, Multi-Sector Needs Assessment Moldova - Key preliminary findings, 23 June 2022
[7] Ukraine Situation - Moldova: Cash Working Group Meeting (28 Jul 2022)
[8] National Bureau of Statistics Republic of Moldova, Statistica Teritoriala 2021

the changing situation since the beginning of the crisis (24 February 2022). Likewise, data already collected by REACH as part of a Multisectoral Needs Assessment (MSNA), Protection Profiling and Border Monitoring will be used for this ABA.

3. **Stakeholder mapping:** a list of local authorities and external and internal actors involved in crisis response will be created. These actors will be identified via secondary data and snowballing.

4. **Survey of the refugee and host population:** A sample of refugees outside of RAC's and host populations will be surveyed regarding their priority needs, social cohesion, protection concerns, and access to services with a target of 164 interviews for refugees and 165 interviews for host population in Chisinau and of 74 interviews for refugees and 158 interviews for host population in Stefan Voda raion. The household surveys will be conducted through face-to-face interviews.

5. **Focus group discussions with the refugee and host population:** FGDs will be organized with refugees and host populations to understand the economic impact of the arrival of refugees in the city, the impact on the access to services, the relationship between the refugees and their hosts, and a participatory area mapping to help identify where refugees outside of RACs are located, with a target of 4 FGDs for refugees and 4 FGDs for host population in Chisinau and 2 FGDs for refugees and 2 FGDs for host population in Stefan Voda. The host community focus group will have equal representation of men and women and the refugee focus group will include 60% of adult women and 40% of adult men, in total 8 individuals will participate in each group.

6. **Key informant interviews with service providers, humanitarian actors and local authorities**: KIIs will be conducted with 3 representatives from each major service provider (health, education, local authorities, humanitarian and business) to understand the impact of the refugee crisis on each of these services. KIs will be selected purposively.

**Key definitions:**

- **Refugees:** persons or groups of persons with a place of habitual residence within Ukraine and have left Ukraine since the start of the war on 24 February 2022.
- **Host communities:** communities in Moldova where refugee households live, including refugees living with local households who share their own accommodation and refugees living in their own accommodation.
- **Internal actor:** an organization, group or institution, with a permanent presence in Moldova, which aims to respond to the crisis-related needs of the refugee and host population.
- **External actor:** an organization, group or institution, which does not have a permanent presence in Moldova, which aims to respond to the crisis-related needs of the population.
- **Raion:** Level 1 territorial-administrative unit. There are 35 raions in Moldova, including the Transnistrian region.
- **Village/sector/city/town (terms are used interchangeably):** Level 2 territorial-administrative unit. There are approximately 900 units in Moldova, including the Transnistrian region.

### 3.2 Population of interest

**Geographical area**: The ABA will be conducted in two key areas, one urban and one rural in order to paint a comprehensive picture of the situation. Locations with the highest number of refugees were prioritized. As a result, for urban locations five administrative sectors were selected from Chisinau, namely, Centru, Buiucani, Râșcani, Botanica and Ciocana, while for rural areas, four villages were chosen from Stefan Voda raion, namely, Palanca, Tudora, Crocmaz and Popeasca. This specific raion was chosen due to its proximity to the border and its key relevance for the ongoing efforts by the government and humanitarian actors to develop a multi-sector contingency plan to respond to an eventual increase of the refugee flows from southern Ukraine. Quantitative data collection will be conducted in the five sectors of Chisinau and the four villages in Stefan Voda to give an indication of the difference in needs, access to services and response across the area. However, considering that the total population to be surveyed is unknown, the sample cannot be representative. To compliment the quantitative data, the qualitative assessments will be conducted in the same locations.

**Population**: Most assessment efforts in Moldova largely focused on the populations residing in RACs, there is currently limited knowledge about the infrastructure supporting Ukrainian refugees living with host communities, their access to basic services and livelihoods, as well as on the social cohesion between host communities and refugees. Therefore, the assessment will focus on the refugee populations living outside of RAC's and host communities in the selected areas.

**Unit of measurement:**
- Quantitative survey of refugee and host populations: Household
- Key informant interview: Area/Sector
- Focus group discussion: Area/Sector

### 3.3 Secondary data review

The following sources will be used for designing the research:

- National Bureau of Statistics Republic of Moldova, Chisinau in cifre 2018
- REACH, Area Monitor Factsheet
- REACH, RAC Weekly Monitor Factsheet July 25
- Casata, Localitati din Moldova

The following sources will be used for each research question:

*1. Where are the refugee households living within the areas? What are the household demographics? What is the movement dynamic present among refugees?*

- Local authorities (village / Chisinau sector level):
    - Population and demographic data
    - Registration of refugees
- National Bureau of Statistics, Statistica Teritoriala 2021
- UNHCR Refugee Coordination Forum, Daily trends
- IOM, UN Women, Government of Moldova, Republic of Moldova — Displacement Surveys — Ukrainian Refugees and TCNs crossing to Ukraine (07 June - 18 July 2022)
- REACH, MSNA Preliminary Findings
- REACH, REACH border monitoring, 2022
- Government of Moldova, UNDP, Ukraine Situation - Moldova: Inclusion and Livelihoods - Human Mobility Analysis and Mapping of the Refugees' Needs
- European Council, Ukraine: Council unanimously introduces temporary protection for persons fleeing the war
- Ministry of Internal Affairs, Bureau for Migration and Asylum, General Information

*2. What are the priority needs of the refugee populations in the areas in terms of access to basic services, economic needs (cash and livelihoods), shelter and information on humanitarian services?*

*a. How do needs vary for the key at risk groups, people with disabilities, older people, families with children, Romani and LGBTQ+ refugees?*

- REACH, [MSNA Preliminary Findings](#)
- Government of Moldova, UNDP, [Ukraine Situation - Moldova: Inclusion and Livelihoods - Human Mobility Analysis and Mapping of the Refugees' Needs](#)
- Ukraine Situation Regional Refugee Response Plan (March - December 2022)
- UNHCR, [Ukraine Situation Regional Refugee Response Plan (March - December 2022)](#)
- HelpAge, [Moldova: Rapid Needs Assessment of Older Refugees – 10 March 2022](#)

*3. What are the current challenges faced by households related to winter preparation in terms of household preparation and fuel availability?*

> *a. What are the available safety nets?*

- Primary data collection only.

*4. What are the protection concerns faced by the key vulnerable groups?*

- UN Women, [Brief analysis on the gendered impacts of the crisis in Ukraine: a focus on Moldova](#)
- HelpAge, [Situation of older persons with disabilities in Moldova](#)
- HIAS, VOICE, [Moldova Assessment Report - Waiting for the Sky to Close: The Unprecedented Crisis Facing Women and Girls Fleeing Ukraine](#)
- Action Aid, [Ukraine Situation - Moldova : ActionAid Rapid Gender Analysis](#)
- REACH, [Protection Monitoring Factsheet June](#)

*5. What are barriers of access to basic services such as education, healthcare (including mental health service provision) and employment?*

> *a. What are barriers to access information on humanitarian services for the refugee population?*

> *b. What mental health service gaps exist in the areas?*

- UNHCR, [Ukraine Situation - Moldova : Key Resources on Mental Health and Psychosocial Support, Humanitarian Response in Ukraine and Neighbouring Countries](#)
- Inclusion & Livelihood WG, [Ukraine Situation - Moldova : Temporary homes and temporary jobs for the refugees from Ukraine that cross the border to Moldova Issue brief #1 (13 April 2022)](#)
- Inclusion & Livelihood WG, [Ukraine Situation - Moldova : Temporary homes and temporary jobs for the refugees from Ukraine that cross the border to Moldova Issue brief #1 (13 April 2022)](#)
- Inclusion & Livelihood WG, [Ukraine situation: Moldova: Livelihoods and Social Inclusion - Brief#3](#)
- Government of Moldova, UNDP, [Moldova Refugee Response: Inclusion and Livelihoods Working Group, Co-chaired by the State Chancellery and UNDP, Issue Brief #5 15 June 2022](#)

*6. What has been the impact of the refugee crisis on basic service provision and the local economy for the host community?*

- National Bureau of Statistics of the Republic of Moldova
  - Socioeconomic data (employment, cost of living)
- REACH, MSNA Preliminary Findings

*7. What is the nature of the relationship between the refugee and host communities?*

*a. What factors currently foster and/or inhibit social cohesion between refugees and host community?*

- Primary data collection only.

*8. Which are the local and external actors engaged in the crisis response and basic service provision?*

*a. What are their activities and target beneficiaries?*

*b. What service gaps can be met by humanitarian actors?*

- Local authorities (village / Chisinau sector level):
  - Lists of local organisations
- UNHCR, Ukraine Situation Regional Refugee Response Plan (March - December 2022)
- Inter Agency Standing Committee, Moldova Refugee Response, Inter Agency Update #14 (30 April-4 May)
- UNHCR, 5W Dashboard

### 3.4 Primary Data Collection

The assessment will consist of four types of data collection.

1. **A stakeholder mapping exercise**
   a. Method: Multiple approaches will be taken to produce a list of local organisations, groups, and institutions involved in the crisis response in the assessed areas. Secondary data will be used to produce the initial list and additional actors will be identified through key informants.
   b. Tool: Identification of actors and information gathering about their activities will be conducted via multiple approaches:
      i. A first list of actors will be identified via secondary sources. When information gaps exist in terms of their activities, a key informant from the organisation will be surveyed to identify and locate the activities of the organisation.
      ii. Additional actors will be identified through key informants via snowballing and a question regarding the actors involved in the crisis response will be also included in the data collection tool.
2. **Structured interview questionnaires administered to refugee households outside of Refugee Accommodation Centres and host communities**
   a. Method: Households surveys will be conducted through face-to-face interviews. Enumerators will receive a training session ahead of the first day of data collection
   b. Sampling:
      i. Stefan Voda:
         1. Host population: A two-stage cluster sampling approach will be used for the sampling of the host population. At first stage, samples will be drawn to generate a sample size

with a 95% confidence level and 8% margin of error for the host population at village level. From the total host population of 9866 individuals, as reported in the 2014 government census, the total household numbers were calculated and with a confidence interval of 95% and margin of error of 8%, enumerators will conduct 158 household interviews with the host population, including a 10% buffer[9]. Table 1 shows the sample size in each Stefan Voda village calculated with probability proportional to size.

The second stage consists of randomly selecting host community respondents at sector level. A set of random geo-points will be generated, and a map will be provided to enumerators through the maps.me app. The eligible host community respondent nearest to each point will be interviewed.

- o Areas where households would not be present will be removed from the map prior to the generation of random geo-points, including airports, military bases, etc.
- o A large buffer of geo-points will be drawn per sector. In the event that a respondent is not willing to participate in the survey, the nearest eligible host community respondent will be approached for the survey, within a radius of 100 meters. If no other eligible individual is present at the same point, the enumerator will continue to the next randomly assigned geo-point.

2. Refugee population: The total refugee population living outside of RACs in the four villages in Stefan Voda on 29 August 2022 was 332 individuals, as reported by the Directorate of Social Assistance of Stefan Voda. To calculate the household numbers, the average family size of 2.8 was used, as reported in the MSNA Preliminary Findings.[6] This results in a total of 199 refugee households in the assessed villages. Using purposive sampling, a total 67 refugees living outside of RACs will be interviewed.

The table below details this calculation at village level.

*Table 1. Sampling frame covering refugee households living inside RACs and host communities in Stefan Voda*

| Village | Host Community Population | Refugee Population | Host Community HH | Refugee HH | Host Community HH Interviews | Refugee HH Interviews |
|---------|--------------------------|--------------------|--------------------|------------|------------------------------|------------------------|
| Palanca | 2020 | 115 | 721 | 41 | **32** | **26** |
| Tudora | 2127 | 99 | 760 | 35 | **34** | **22** |
| Crocmaz | 3002 | 60 | 1072 | 21 | **48** | **13** |
| Popeasca | 2717 | 58 | 970 | 21 | **44** | **13** |

ii. Chisinau:

1. Host population: A two-stage cluster sampling approach will be used for the sampling of the host population. At first stage, samples will be drawn to generate the sample size with a 95% confidence level and 8% margin of error for the host population at Chisinau sector level. The total host population in Chisinau, according to the 2018 census was 639,000.[10] The total number of households were calculated using the average family size of 2.8 as found by the MSNA, this resulting in total of 228,214 host community households.[6] With a confidence interval of 95% and margin of error of 8%, enumerators

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[9] Casata, Localitati din Moldova
[10] National Bureau of Statistics Republic of Moldova, Chisinau in cifre 2018

will conduct 165 household interviews with the host community in Chisinau, including a 10% buffer. Table 2 shows the sample size in each Chisinau sector calculated with probability proportional to size.

The second stage consists of randomly selecting host community respondents at sector level. A set of random geo-points will be generated, and a map will be provided to enumerators through the maps.me app. The eligible host community respondent nearest to each point will be interviewed.

- o Areas where households would not be present will be removed from the map prior to the generation of random geo-points, including airports, military bases, etc.
- o A large buffer of geo-points will be drawn per sector. In the event that a respondent is not willing to participate in the survey, the nearest eligible host community respondent will be approached for the survey, within a radius of 100 meters. If no other eligible individual is present at the same point, the enumerator will continue to the next randomly assigned geo-point.

2. Refugee population: The estimated total refugee numbers living outside of RACs in Chisinau was calculated by deducting the total refugees living outside of Chisinau (14,090) and refugees living in RACs in Chisinau (1385) from the total refugee numbers in Moldova (86,880).[11][12] This resulted in a total of 71,405 refugees living outside of RACs, which represent 25502 households. As the population of refugees living out of RACs is not available for each sector of Chisinau, this was estimated based on the proportion of the population in the sector compared to the total population. Using purposive sampling, a total 164 refugees living outside of RACs will be interviewed.

Table 2 depicts the number of interviews that will be conducted for in each Chisinau sector.

*Table 2. Sampling frame covering refugee households living outside RACs and host communities in Chisinau*

| Sector | Host Community Population | Refugee Population | Host Community HH | Refugee HH | Host Community HH Interviews | Refugee HH Interviews |
|---|---|---|---|---|---|---|
| Botanica | 170,600 | 19,064 | 60,929 | 6808 | **44** | **44** |
| Buiucani | 110,100 | 12,303 | 39,321 | 4394 | **28** | **28** |
| Centru | 96,200 | 10,750 | 34,357 | 3839 | **25** | **25** |
| Rascani | 146,200 | 16,337 | 52,214 | 5835 | **38** | **37** |
| Ciocana | 115,900 | 12,951 | 41,393 | 4625 | **30** | **30** |

c. Tool: Enumerators will use a structured questionnaire on Kobo Toolbox with an active GPS to collect the coordinates of each survey.

3. **Focus group discussions with refugees and host communities**
   a. Method: Semi-structured discussions will be conducted, concerning the relationship between refugees and host community, needs and barriers to access services (refugee FGDs), protection concerns in the area assessed and concerning the economic impact of the arrival of refugees (host FGDs).
   b. Sampling:
      i. Stefan Voda: 4 FGDs will be conducted, two in each population group. The discussions will be conducted in Palanca and Popeasca, these villages were chosen out of the total four, because Palanca is the largest village near the border, while Popeasca is the farthest from the border,

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[11] Reach, Area Monitor Factsheet
[12] Reach, RAC Weekly Monitor Factsheet July 25

thus the refugee needs and support provided might vary due to these geographical differences. In order to ensure representativity, the host community focus group with have equal representation of men and women and the refugee focus group will include 60% of adult women and 40% of adult men as the Refugee Coordination Forum Daily Trends Dashboard shows.[3]

  ii. Chisinau: In total 8 FGDs will be conducted, two in each group. Two FGS in each of the following sectors Botanica, Centru, Rascani, Ciocana. Buiucani sector was omitted because it has similar population size as Ciocana, however, Ciocana is geographically closer logistically to access. In order to ensure representativity, a similar approach will be taken as in Stefan Voda.

 c. Tool: a qualitative focus group guide will be utilized. Discussions will be recorded, and notes will be taken by enumerators during the discussion.

4. **Key informant interviews with service providers and local authorities**

 a. Method: Semi-structured discussions will be conducted, concerning the refugee and host relationship, refugee needs, access to services, protection concerns, impact of the crisis on various services and impact of the arrival of refugees in the area. Five (groups of) respondents will be consulted

  i. Education professionals

  ii. Health professionals

  iii. Business owners

  iv. Local authorities

  v. NGO/CSO staff

 b. Sampling: Local authorities will provide contacts of the first key informants. Additional key informants will be identified through key informants via snowballing.

 c. Tool: A qualitative interview guide will be used to guide the interviews. Discussions will be recorded, and notes will be taken by enumerators during the discussion.

Data collection will be carried out from 30 August to 8 September 2022 in Chisinau and from 9 September to 16 September 2022 in Stefan Voda.

Prior to data collection, enumerators will be trained on the tools to ensure a clear understanding of all questions and how to administer these questions in face-to-face surveys.

## 3.5 Data Processing & Analysis

All quantitative data will be collected using Kobo Platform. The IMPACT Assessment Officers will clean the raw data daily to account for any duplicates or 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 data set using relevant software such as R and SPSS. This will be done in accordance with the data analysis framework produced during the research design phase, which will outline relevant indicators and tool questions linked to the core research questions outlined in these terms of reference.

Qualitative KIIs and FGDs will be recorded (when consent is given), and interviewers will take notes. Enumerators will transcribe these notes, using recordings to consolidate, as soon as possible after the discussions. In each FGD, at least one enumerator will be dedicated to taking notes while another moderates the discussion.

All data cleaning and analysis will be reviewed by the IMPACT HQ Research Design and Data (RDD) Unit before the output production.

## 4. Key ethical considerations and related risks

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

| The proposed research design… | Yes/ No | Details if no (including mitigation) |
|---|---|---|
| … Has been coordinated with relevant stakeholders to **avoid unnecessary duplication** of data collection efforts? | Yes | |
| … **Respects respondents, their rights and dignity** (*specifically by: seeking informed consent, designing length of survey/ discussion while being considerate of participants' time, ensuring accurate reporting of information provided*)? | Yes | |
| … Does not **expose data collectors to any risks as a direct result** of participation in data collection? | Yes | |
| … Does not **expose respondents / their communities to any risks as a direct result** of participation in data collection? | Yes | |
| … Does not involve **collecting information on specific topics which may be stressful and/ or re-traumatising** for research participants (both respondents and data collectors)? | No | Some topics covered might be sensitive to some respondents.<br><br>Respondents will be reminded at the beginning of the interview/ FGD that their participation is voluntary, and that they can withdraw their consent at any time.<br><br>Enumerators will receive training on how to react if a respondent becomes upset and will end the interview.<br><br>They will be also trained on and made aware of referral channels and procedures to follow if they counter any specific vulnerable cases. |
| … Does not involve **data collection with minors** i.e. anyone less than 18 years old? | Yes | |
| … Does not involve **data collection with other vulnerable groups** e.g. persons with disabilities, victims/ survivors of protection incidents, etc.? | No | As respondents are randomly selected, they might be survivors of protection incidents.<br><br>Enumerators will receive training on how to react if a respondent becomes upset and will end the interview.<br><br>They will be also trained on and made aware of referral channels and |

| | | procedures to follow if they counter any specific vulnerable cases. |
|---|---|---|
| … Follows IMPACT SOPs for management of **personally identifiable information**? | Yes | |

## 5. Roles and responsibilities

**Table 3: Description of roles and responsibilities**

| Task Description | Responsible | Accountable | Consulted | Informed |
|---|---|---|---|---|
| *Research design* | *Assesment Officer* | *Senior Assesment Officer* | *HQ Research design and data unit (RDDU) GIS Officer* | *Country Coordinator ECHO* |
| *Supervising data collection* | *Field Team Lead* | *Assesment Officer* | *RDDU* | *Senior Assesment Officer Country Coordinator ECHO* |
| *Data processing (checking, cleaning)* | *Assesment Officer* | *Senior Assesment Officer* | *RDDU UNHCR* | *Country Coordinator ECHO* |
| *Data analysis* | *Assesment Officer* | *Senior Assesment Officer* | *RDDU* | *Country Coordinator ECHO* |
| *Output production* | *Assesment Officer GIS Officer* | *Senior Assesment Officer* | *HQ reporting unit* | *Country Coordinator ECHO* |
| *Dissemination* | *Assesment Officer* | *Senior Assesment Officer* | *HQ Research department HQ Communication department* | *Country Coordinator ECHO* |
| *Monitoring & Evaluation* | *Assesment Officer* | *Senior Assesment Officer* | *HQ Research department* | *Country Coordinator ECHO* |
| *Lessons learned* | *Assesment Officer GIS Officer Field Team Lead* | *Senior Assesment Officer* | *HQ Research department* | *Country Coordinator ECHO* |

**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*

## 5. Data Analysis Plan

The Data Analysis Plan (DAP) is separately published, click here to view the DAP.

## 6. Monitoring & Evaluation Plan

| IMPACT Objective | External M&E Indicator | Internal M&E Indicator | Focal point | Tool | Will indicator be tracked? |
|---|---|---|---|---|---|
| **Humanitarian stakeholders are accessing IMPACT products** | Number of humanitarian organisations accessing IMPACT services/products <br><br> Number of individuals accessing IMPACT services/products | # of downloads of x product from Resource Center | Country request to HQ | User_log | □ Yes |
| | | # of downloads of x product from Relief Web | Country request to HQ | | □ Yes |
| | | # of downloads of x product from Country level platforms | Country team | | □ Yes |
| | | # of page clicks on x product from REACH global newsletter | Country request to HQ | | □ Yes |
| | | # of page clicks on x product from country newsletter, sendingBlue, bit.ly | Country team | | □ Yes |
| | | # of visits to x webmap/x dashboard | Country request to HQ | | □ Yes |
| **IMPACT activities contribute to better program implementation and coordination of the humanitarian response** | Number of humanitarian organisations utilizing IMPACT services/products | # references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies) | Country team | Reference_log | X Yes <br><br> # of situation overviews and maps that has been disseminated to WGs <br><br> # references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies) |
| | | # references in single agency documents | | | |
| **Humanitarian stakeholders are using IMPACT products** | Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery <br><br> Number of humanitarian | Perceived relevance of IMPACT country-programs | Country team | Usage_Feedback *and* Usage_Survey template | Usage survey to be conducted at the end of the research cycle related to all outputs, targeting at least 20 partners. |
| | | Perceived usefulness and influence of IMPACT outputs | | | |
| | | Recommendations to strengthen IMPACT programs | | | |

| | documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products | Perceived capacity of IMPACT staff | | | |
|---|---|---|---|---|---|
| | | Perceived quality of outputs/programs | | | |
| | | Recommendations to strengthen IMPACT programs | | | |
| **Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle** | Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs *(providing resources, participating to presentations, etc.)* | # of organisations providing resources (i.e.staff, vehicles, meeting space, budget, etc.) for activity implementation | Country team | Engagement _log | X Yes |
| | | # of organisations/clusters inputting in research design and joint analysis | | | X Yes |
| | | # of organisations/clusters attending briefings on findings; | | | X Yes |