

Azraq Exit Interviews Report

Background information

Location: Azraq Camp, Replenishment Site

Period: December 8th, 9th and 10th, 2014

Distribution Cycles: Saudi National Campaign

Objective: the overall objective of the interviews is to understand the different point of views of beneficiaries regarding the distribution process, quality and the various issues/difficulties that may arise, as well as the ease to reach/access NRC services and measure the level of safety the beneficiary feels inside the distribution site and while on the way to collect the items

Methodology

Two different forms of questionnaire were developed. A form is related to the distribution process itself in terms of quality of process and staff efficiency and attitude. However, the other form is concentrating on the protection side including issues/difficulties that may arise and obstacles that may stop them from receiving items or reaching the site.

Sample Calculation: from observing beneficiaries behavior*, it was noticed that the majority of beneficiaries prefer to visit the distribution site in the morning period and decreases gradually to the end of work day. Based on the previous observation, distribution hours were divided into three periods (9-11), (11-1) and (1-3) given each period a weight when calculating target sample. Exit interviews were conducted covering 2 periods per day as shown in the table below:

Day	Target Number of Beneficiaries to Be Served	Calculating Sample Size per Period		
		(09:00 – 11:00)	(11:00 – 01:00)	(01:00 – 03:00)
Day 1	X	(60% * X)	(40% * X)	0
Day 2	Y	0	(80% * Y)	(20% * Y)
Day 3	Z	(60% * Z)	(40% * Z)	0

And so on for the rest of the distribution days...

Sample Size: A total of 270 (151 male, 119 female) beneficiaries participated.

Exit Interviews Figures

The below table summarizes the sample demography who participated in providing answers:

	Distribution Questionnaire	Access Questionnaire
Male	58% of males participated	54% of males participated
	99% of males are HoHH	99% males are HoHH
	37 average age of males	37 average age of males
	---	6 average family size
Female	42% of females participated	46% of females participated
	71 % of females are HoHH	71% of females are HoHH
	32 average age of females	32 average age of females
	---	5 average family size

* Observation of beneficiary's behavior pattern during distributions was noticed by NRC replenishment staff during various previous distributions happened

Exit Interviews Findings

The findings below are disaggregated by questionnaire type and sex of respondent

Distribution Site Process Questionnaire

Male	<ul style="list-style-type: none"> ▪ A total of 77 males participated in providing answers ▪ Only 2 male beneficiaries reported facing a problem during the distribution process; problems reported were very long process at the entrance queue and not receiving enough blankets compared to the family size in the distribution rub-hall¹ ▪ Male beneficiaries who came to the distribution site reported waiting in the queue for the following periods: <ul style="list-style-type: none"> ○ Less than half an hour (mentioned 43 times) ○ Half an hour to an hour (mentioned 32 times) ○ More than one hour (mentioned twice) ▪ All male beneficiaries reported receiving the voucher from data entry staff took less than 2 minutes ▪ All male beneficiaries reported receiving their items from distribution staff took less than 10 minutes ▪ When male beneficiaries were asked how did they know about the distribution they reported the following means: <ul style="list-style-type: none"> ○ Receiving a leaflet from NRC staff (mentioned 60 times) ○ Through relatives and friends (mentioned 17 times) ▪ All male beneficiaries reported that the experience they had in the distribution site matched what has mentioned to them ▪ All male beneficiaries reported receiving all items mentioned to them
Female	<ul style="list-style-type: none"> ▪ A total of 56 females participated in providing answers ▪ No female beneficiary reported facing a problem during the distribution process ▪ Female beneficiaries who came to the distribution site reported waiting in the queue for the following periods: <ul style="list-style-type: none"> ○ Less than half an hour (mentioned 33 times) ○ Half an hour to an hour (mentioned 21 times) ○ More than one hour (mentioned twice) ▪ All female beneficiaries reported receiving the voucher from data entry staff took less than 2 minutes ▪ All female beneficiaries reported receiving their items from distribution staff took less than 10 minutes ▪ When female beneficiaries were asked how did they know about the distribution they reported the following means: <ul style="list-style-type: none"> ○ Receiving a leaflet from NRC staff (mentioned 37 times) ○ Through relatives and friends (mentioned 19 times) ▪ All female beneficiaries reported that the experience they had in the distribution site matched what has mentioned to them ▪ All female beneficiaries reported receiving all items mentioned to them

¹ Saudi National Campaign, specifically the blanket distribution had a set criteria for distribution that was based on a ratio of family size and blanket weight

Access to Distribution Site Questionnaire

Male	<ul style="list-style-type: none"> ▪ A total of 74 males participated in providing answers ▪ Average time to reach the distribution site for male beneficiaries is 23 minutes ▪ All males reported reaching the site to receive items alone on feet ▪ When male beneficiaries were asked how hard it was for them to reach the distribution site they reported the following <ul style="list-style-type: none"> ○ Very hard (mentioned 4 times); the difficulties reported from most to least are site is too far, poor health and bad roads conditions ○ Hard (mentioned 14 times); the difficulties reported from most to least are site is too far, bad roads conditions and poor health ○ Okay (mentioned 27 times) ○ Easy (mentioned 23 times) ○ Very easy (mentioned 6 times) ▪ None of the male beneficiaries reported receiving the service by paying money (bribe) ▪ None of the male beneficiaries had recommendations on how to improve distribution sites safety ▪ All male beneficiaries reported returning back to shelters alone on feet
Female	<ul style="list-style-type: none"> ▪ A total of 63 females participated in providing answers ▪ Average time to reach the distribution site for female beneficiaries is 26 minutes ▪ All female beneficiaries reported reaching the site alone on feet ▪ When female beneficiaries were asked how hard it was for them to reach the distribution site they reported the following <ul style="list-style-type: none"> ○ Very hard (mentioned 6 times); the difficulties reported from most to least are the site is too far ,bad road conditions, pregnancy, poor health and accompany of the children ○ Hard (mentioned 27 times); the difficulties reported from most to least are the site is too far ,bad roads conditions, poor health and pregnancy ○ Okay (mentioned 13 times) ○ Easy (mentioned 17 times) ▪ None of the female beneficiaries reported receiving the service by paying money (bribe) ▪ None of the female beneficiaries had recommendations on how to improve distribution sites safety ▪ All females reported returning back to shelters alone on feet

Annex 1: Questions regarding process

Below are the questions that were included in the distribution site process questionnaire:

- 1) Did you face any problem during the distribution process?
If yes, where was the problem?
 - Entrance
 - Queue
 - Data entry
 - Distribution sub hall
 - ExitWhat was the problem?
 - Bad treatment
 - Lack of information
 - Very long process
 - Security concern
 - Other; please specify
- 2) How long did you have to wait in at the queue before arriving to the data entry assistant?
 - Less than half an hour
 - Half an hour to one hour
 - More than one hour
- 3) How long did it take you to receive your voucher from data entry staff?
 - Less than two minutes
 - More than two minutes; please give explanation
- 4) How long did it take you to receive your assistance from distribution staff?
 - Less than ten minutes
 - More than ten minutes; do you know what caused the delay? If yes, what was the reason? Was it sold?
- 5) How did you know about the distribution?
 - I received a leaflet from NRC
 - Through the street/district leader
 - Through relatives and friends
 - Speakers of mosques
 - Other; please specify
- 6) Is the information on the leaflet matches your experience during the distribution?
If no, why?
- 7) Did you receive all the items mentioned to you?

Annex 2: Questions regarding access

Below are the questions that were included in the access to distribution site questionnaire:

- 1) How long did it take you to reach the distribution site?
- 2) How did you reach the distribution site?
 - Alone on foot
 - On foot with family member/neighbour
 - Car/Pickup, how much did it cost you?
 - Bicycle
 - Other; please specify
- 3) How hard was it to reach the distribution site?
 - Very easy
 - Easy
 - Okay
 - Difficult; please explain reason behind difficulty
 - Very difficult; please explain reason behind difficulty
- 4) Did you bribe/pay money for the items?
If yes, bribe to whom? Bribe for what? How much the bribe is?
- 5) We are looking into improving the safety of our site, do you have any recommendations for us?
If yes, please explain
- 6) How will you get the items to your tent/caravan?
 - Alone on foot
 - On foot with a family member/neighbour
 - Car/Pickup
 - Wheelbarrow
 - Others; please specify
- 7) How much will it cost you?