



ACTIVITY

After consultation and approval from the cluster, post-distribution monitoring for shelter materials and NFIs was conducted in Wau at POC 1 site and St. Joseph (one of the five collective centres) almost three months after the distribution that was held on 27-30 October 2017 at St. Joseph and 3 November 2017 at POC 1. The implementation of PDM meets the standard required timeline stipulated in the cluster’s methodology guideline for any post distribution monitoring activities which is normally two weeks to four months.

Targeted population are the IDPs displaced as a result of conflict that occurred in Juba in 2013. The tension from Juba in 2013 spread to Wau in 2014 pushing people to seek shelter in PoC1 - mainly the Nuer tribe. Other targeted population were displaced in 2016 conflict that forced majority of civilian to seek protection in the church premises like St. Joseph. The targeted population during the distribution were the most vulnerable IDPs especially, elderly, disable, female headed household, lactating and pregnant women. Although there has been NFIs items distributed alongside shelter materials (Plastic sheet & rubber rope) the main focus of this PDM is plastic sheet because there was report from the partners that, the plastic sheet was not used for intended purpose. The overall households that received shelter & NFIs were 134 Households (626 individuals) at St. Joseph; and 82 Households (147 individuals) at POC 1 site bringing the total to 216 HHs served with S-NFI.

S-NFIs distributed materials

Blanket	1 per household
Mosquito net	1 per household
Sleeping mat	1 per household
Plastic sheet	1 per household
Rubber robe	3 small bundles per household = 30 strings

LOCATION

Exact location: PoC 1 & St. Joseph
Payam: Wau
County: Wau
State: Western Bahr El Ghazal

DURATION

Monday to Wednesday, 22 - 24 January 2018
Submission of PDM report:

MONITORING TEAM

TUPAZ Rikka (Team leader) rtupaz@iom.int
KOJA Thomas (S-NFI assistant) tkoja@iom.int
eight locally recruited enumerators and World Concern staff participated in data collection

PDM OBJECTIVES

The objective of this PDM is to evaluate overall appropriateness, effectiveness and coverage of S-NFI response from assessment to post-distribution using the metrics below and which are compliant to PDM indicators stipulated in the S-NFI cluster guidelines. Although data gathered covers all metrics enumerated, this report will only address main points of concern after analysis of data. For further information on metrics and data not found in this report, please refer to IOM M&R officer: Rikka Tupaz rtupaz@iom.int

- i. Participation and empowerment
- ii. Timeliness
- iii. Equity
- iv. Quality of distribution
- v. Retention of items
- vi. Quality of items distributed
- vii. Quantity of items
- viii. Effectiveness in addressing needs
- ix. Protection
- x. Accountability

1. EXECUTIVE SUMMARY

WHAT: Post-distribution monitoring (PDM) of S-NFI materials distributed on 27-30 October 2017 and 3-Nov-2017 namely 1 pc. blanket, 1 pc. sleeping mat, 1 pc. mosquito 1 pc of Plastic Sheet, 3 small bundles of rubber rope.

WHEN: 27-30-Oct-2017 and 3-Nov-2017 (three months after the distribution)

WHERE: POC 1 & St. Joseph (one of the IDP collective Centre in Wau) Wau county, Western Bhar el-gazel state.

WHO: TUPAZ Rikka (Team leader) rtupaz@iom.int
KOJA Thomas (S-NFI assistant) tkoja@iom.int
eight locally recruited enumerators

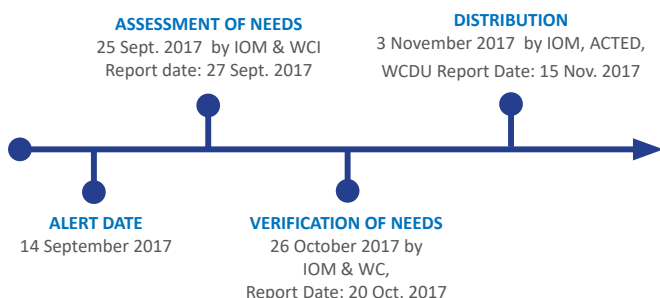
WHY: To evaluate overall appropriateness, effectiveness and coverage of

HOW: Household Data Collection (124 households), One Key Informant Interviews, observation, three Focus Group Discussions (two for females and one for males)

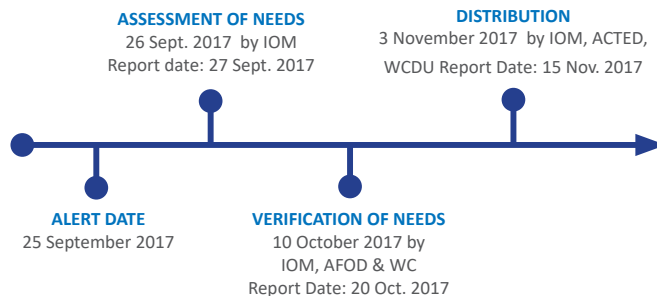
FOR WHOM (Target):

PoC 1		St. Joseph	
no. of households	82	no. of households	134
no. of individuals	147	no. of individuals	626
no. of females	66	no. of females	357
no. of males	81	no. of males	269

PoC 1: TIMELINE OF INTERVENTION (1.5 Months)



ST. JOSEPH: TIMELINE OF INTERVENTION (1.25 Months)



2. METHODOLOGY

1. Desk Review: This was done prior to actual PDM activities in order to give clear insight to the mission team and to acquaint themselves to the context and cycles of response with regards to distribution under monitoring which includes;

(i.) Assessment was conducted on 25 September 2017 at POC 1 site conducted by IOM, World Concern and RRP (UNMISS); and on 26 September 2017 at St. Joseph by IOM and parish member. Dates of submission to Cluster was on 27 September to PoC 1 and 3 October to Saint Joseph.

(ii) Verification was conducted on 10 October 2017 at St. Joseph by IOM, World Concern and AFOD; and on 20 October 2017 at POC 1 site carried out by IOM, World Concern and RRP (UNMISS). The Report was submitted on 25 October 2017 and 26 October 2017 respectively for two locations.

(iii.) Distribution was conducted on 27,30-Oct at St. Joseph by IOM and WCD on 3 November 2017 at POC

1 site by IOM, ACTED and WCDU. The Reports were submitted to the Cluster on 2 January 2018.

2. Revision of PDM tools: Revision of PDM tools according to indicators and guidelines of donors and South Sudan S-NFI Cluster. Questions were tailored to S-NFIs distributed.

3. Preparation of equipment: Household questions were uploaded to eight tablets and into Kobo Collect App - an application used to facilitate data collection, viewing and analysis.

5. Mobilizing and training enumerators: One day training conducted for enumerators on overall objective and rationale of PDM; household survey methodology and standard rules, procedures and conduct; usage and pre-testing of mobile phones and Kobo Collection App; understanding and familiarization of household questions and rationale of indicators.



MONITORING ACTIVITIES

1. Household survey: A mobile phone-based PDM household questionnaire was used to carry out household data collection and which included visual observation and recording (photos) of the usage and state of distributed items. The complete set of questions are found in Annex A with metrics covering the whole process of S-NFI intervention from assessment to post-distribution. From 82 households at POC 1 site, sample size of 56 households with 94% confidence level, 10% margin of error. 47 households were interviewed from POC 1 site. From 134 households at St. Joseph, sample size of 74 Households (93% confidence level, 10% margin of error) and 77 were interviewed. The sample size was calculated using the sample size calculator referred to in the South Sudan S-NFI Cluster Guidelines: [http:// www.raosoft.com/samplesize.html](http://www.raosoft.com/samplesize.html). Data collection lasted two days in addition to the one-day training. A total of 124 samples were successfully collected (77 sample from St. Joseph & 47 sample from POC 1) and were uploaded to Kobo Collect server increasing confidence level to 94% with 10% margin of error.

2. Three Key Informant Interview (KII) were carried out with community leaders at POC 1 site and UMISS UNPOL at the gate while at St. Joseph the leadership participated in the male focus group discussion rather than (KII).

3. Five Focus Group Discussions (FGD) were conducted: One at POC 1 site for women and one at St. Joseph for women and one for men at St. Joseph.

4. Observations were carried out by monitoring team through household beneficiary visits.

5. Quality Control of enumerators' performance and work was monitored by monitoring team. The team ensured that data collectors understood questions and that the right information was being collected.

CHALLENGES

There were no major challenges during the PDM.

CAPACITY BUILDING

Two staff from World Concern and eight enumerators who were hired within the community mostly students or recent graduates with background on social science and public health were trained for household data collection through the Kobo-App installed in the phones. At the end of each data collection, enumerators were debriefed on the data collected by checking errors, discussing challenges they encountered and how to handle beneficiaries' complaints and enquiries. At the end of data collection, the enumerators learned the type of questions addressed to monitor different procedures of the S-NFI response cycle, how to conduct house to house data collection with mobile phones, how to interface with interviewee, and how to handle complaints and other questions.

3. ANALYSIS

N.B. All percentages are based on the responses of 123 household surveys

FGD and KII refer to PDM conducted on 22-24 January 2018

PARTICIPATION AND EMPOWERMENT

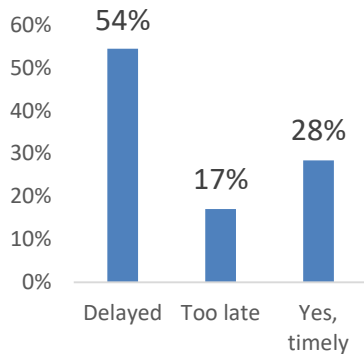
Did the assessment identify your needs?

According to the responses from FDG & KII, the majority of the beneficiaries were visited by the assessment team and were able to identify their needs. Because they were residing in closed settlement (compound with wall fence) i.e., POC1 site in UNMISS and St. Joseph catholic church

, making it easy to access the beneficiaries to assess their needs. The distribution of the token was done shelter per shelter during verification on 10 October in St. Joseph and on 20 October in PoC 1. This ensured that all targeted beneficiaries were identified and given tokens.

TIMELINESS

Did you feel you received the items in time to respond to your needs?



54% of the respondents said the distribution was delayed while 28% said it was on time, When participants were asked during FGD & KII about the timeframe when they received the items, they responded that distribution was conducted late and that the rainy season was almost coming to an end. When distribution team was asked response time, they said that the alert date was only the demand from the community side which is always on the desk. However, IOM team planned the needs assessment on the needs of the community and they also consider the dates/duration of last distribution completed.

Were you informed about the contents of the kit you received?

Most respondents from FGD & KII said, they were aware of the contents of the kits because the distribution team informed them during the token distribution. This had been confirmed by respondents in both locations, St. Joseph and POC 1 site.

EQUITY

Was targeting of beneficiaries made fairly and reached most vulnerable populations?

Majority of the respondents during the FGD and KII said that the targeting criteria was fair and reached most vulnerable population. Respondents from both PoC 1 Site and St. Joseph added that each beneficiary, got a token and received their items regardless of their status.

Were you aware of the criteria for the assistance (target group)?

When asked whether they were aware of the criteria for assistance in the FGD & KII in both locations of POC1 site and St. Joseph, they said that the assessment team had a meeting with them to explain to them needs and targeting criteria.

QUALITY OF DISTRIBUTION PROCESS

Was distribution well organized?

When asked about the phases of the distribution to know how organized the distribution was, majority of the respondents in the FGD and KII said that the distribution was organized in all the phases starting from gathering, screening and distribution points.

Were there any problems during distribution?

According to the respondents in the focus group discussion and key informants interview, there was no problem reported during the distribution. The methodology used in the verification by partners ensures that token is issued only to shelters in the site, the church and UNMISS compounds are closed and relatively small in size making it hard for the outsiders to have access.

RETENTION OF ITEMS

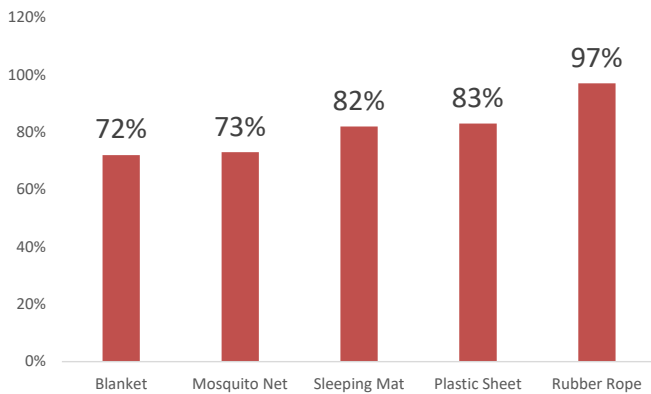
Do you still have these items?

Beneficiaries still have their items with them according to the focus group discussion and key informant interviews and this was also confirmed through team observation during the PDM exercises. Plastic sheet were observed on the roofs of the shelters and also other items like mosquito net, blanket and sleeping mat are used for the intended purposes. There were

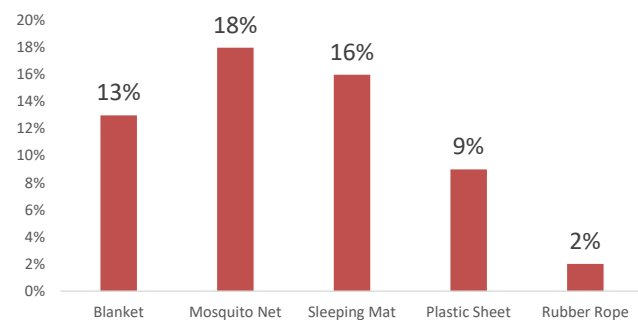
reported rumors of plastic sheet or items being sold or taken out from the sites, and when PDM team asked UNPOL police at the gate of POC 1 site, they said that they have not seen items distributed taken out of the site and usually they don't prevent IDPs from leaving the site with their items.

QUALITY OF ITEMS DISTRIBUTED

Quality of items perceived as "Good"



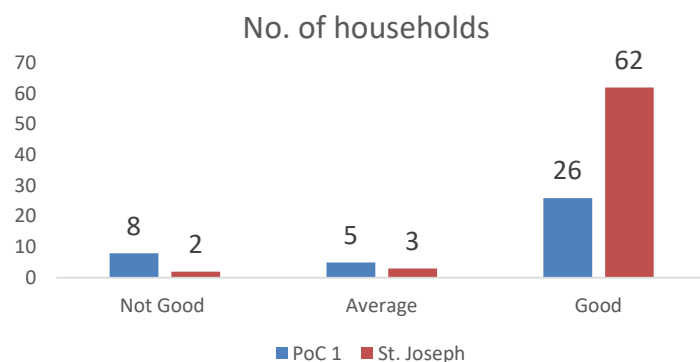
Quality of items perceived as "Not Good"



72% of the respondents said the quality of the Blanket was good, 13% said it was not good while in the focus group discussion and key informants interviews, respondents said that the blanket was good and smooth that it was suitable to cover themselves at night to protect them from cold weather. 73% of the respondents said that quality of the mosquito net was good 7% said not good. Majority of the respondents from the FDG and KII said mosquito net was good that its smooth and use to protect them from

mosquitos. 82% of the respondents said that quality of the sleeping mat was good and 16% said it was not good while in the focus group discussion they indicated the quality was good but the size was small to fit all the family members. 83% of the respondents said the quality of the plastic sheet was good, 9% said it was not good. 97% of the respondents from the household's interviews indicated that quality of the rubber rope was good, while 2% said not good. Majority of the respondents in focus group discussion and key informant's interviews said the quality of the rope was good.

What is the quality of the plastic sheet?

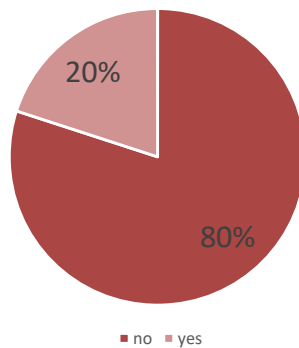


The majority of respondents, 62 households in St. Joseph and 26 households in PoC 1 site, said that they are satisfied with the quality of the plastic sheet. 2 households in St. Joseph and 8 households in PoC 1 site said the plastic sheets were not of good quality. Most of respondents in focus group discussion and key informants interviews said the quantity was not enough to cover the whole shelter. Based on observation, the inhabitants of PoC 1 site were using the plastic sheets. There was no major issue concerning plastic sheets based on HH survey, KII and FGD.

QUANTITY OF PLATIC SHEET

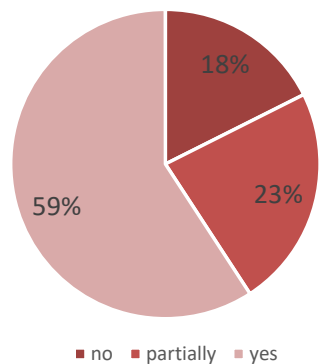
When asked whether quantity of plastic sheets were enough, 80% of HH respondents said no. As shown in the bar graph, 69% of households are comprised of four more family members (4 members 17%; 5 members 16%; 6 members 13%, 7 members 10%; 8 members 6% and 9 members 5%). Of this 69%, 36 households from St. Joseph and 18 households from PoC1 said the quantity of plastic sheets were not enough. In addition, of the respondents in the focus group discussion and key informant interviews when asked about the overall quantity of the items said that the items distributed were not enough.

Was the quantity of plastic sheets enough? What is your household size?

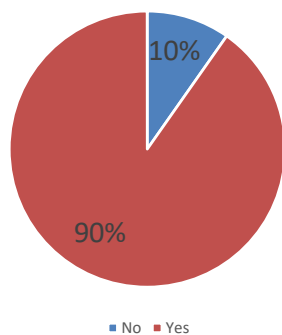


EFFECTIVENESS IN ADDRESSING NEEDS

Did materials you receive meet your needs?



Was the quality of distributed items appropriate for intended use?



82% of HH respondents said that their needs were partially met (23%) and (59%) met their needs. 90% of the HH respondents said that distributed items were used for the intended purposes. According to HH survey, 73 respondents from St. Joseph and 40 respondents from PoC 1 used the items for intended purpose. This was also confirmed in the focus group discussion and key informant interviews. When asked about the uses of the distributed items, they said that all the items are in use. The PDM team were also able to observe items being used by the beneficiaries.

What other items were most urgently needed (from IOM NFI list) but not received?

When asked about the items that they urgently need during that time of distribution, some respondents in POC 1 site during focus group discussion mentioned, solar lamps, cooking pot, kanga and Jerry can while at St. Joseph they mentioned items such as solar lamp, Mosquito net and sleeping mat.

PROTECTION

Have you encountered any danger while receiving/ accessing the assistance?

According to the responses in the focus group discussion and key informant interviews, they said there was no security threat or problem during the distribution because the distribution targeted only those who had been issued with tokens and distribution was made within the camps where the beneficiaries were residing reducing chances of any intruders that might cause problems.

Were vulnerable population given priority during the distribution ?

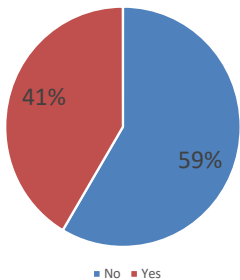
In both focus group discussions in POC 1 site and St. Joseph, they said that most vulnerable beneficiaries were given priority especially the sick, elderly, lactating and pregnant mothers and were provided with easy accessibility to the distribution point. Due to the low caseload no challenges were faced and priority was given to the vulnerable individuals in terms of distribution and support from the community and hired distributors.

How did this intervention change your relationship with the community?

Although during the focus group discussion in POC 1 site, respondents said they didn't have any change in their relationship in the family, respondents at St. Joseph said some of them who didn't received items were unhappy because they wanted such items to be distributed to every household since they needed them most during that time of distribution. Certain items (Blanket, Mosquito net and Sleeping mat) were only given to new arrivals.

ACCOUNTABILITY

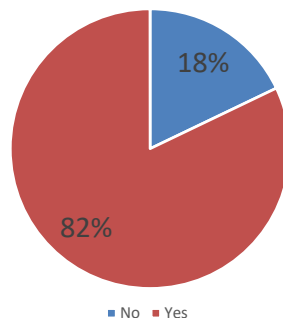
Were you aware of any complaints mechanism/desk?



59% of HH respondents said they were unaware of any complaint desk, 41% said they were aware. During FGD and KII, respondents at POC 1 site and St. Joseph also said that there was no complaints mechanism in place. However, upon discussion with distribution team, they said that focal points for AFOD and Acted camp management in charge of the complaint desk were present at site during the distribution. Only one concern was raised by POC 1 site beneficiaries regarding the quantity of rubber rope from the distribution and in follow up visits. They were explained regarding the standard required rubber rope quantities we are using/distributing per household/ shelter.

According to the respondents in the focus group discussion and key informant interviews, it is safe to submit their complains. They said that they normally submit complaints on the spot to the distribution team or sometimes the beneficiaries take their complaints to their community leadership which takes time for immediate response or feedback.

Do you think it is safe to submit a complaint if you are not satisfied?



3. MAJOR CONCERNS & RECOMMENDATIONS

Major concerns	Comments and way forward
<p>Timeliness</p> <p>54% of the respondents during the household interviews said the distribution was delayed and items were needed mostly in rainy season, when the respondents were asked about the timeliness in the FDG and KII they also said the distribution was delayed.</p>	<p>As specified by the team, the alert date was only the demand from the community side which is always on the desk and IOM team planned the intervention based on the needs of the community and took into consideration the dates/duration of last distribution completed as well as other competing priority locations in the country.</p>
<p>Quantity of the items (raised during FGD)</p> <p>During the FDG and KII, the respondents complained about items not being enough because some of the families has more than four members living with in one shelter. When asked about quantity of plastic sheet, respondents also said it was inadequate</p>	<p>Given the continuous massive displacement and limited resources in the country, it was difficult to address the needs of every individual. Moreover, the aim of distribution of shelter material was for reinforcement purpose and not a for complete shelter kits. Other concern regarding the quantity of rubber rope from the POC 1 beneficiaries was raised during the distribution and in follow up visits. They were explained regarding the standard required rubber rope quantities we are using/distributing per household/shelter. It is recommended that distribution team inform the beneficiaries of both the kits' contents but also explain why they are distributing such items - in this case for shelter reinforcement. In closed sites with small caseload, where number of individuals can easily be verified, it is suggested to tailor quantity of items to medium and large HH. It is also worth considering to explain to beneficiaries how we can not provide all items because that diminishes their coping mechanisms and creates dependency on humanitarian aid.</p>
<p>Usage of Plastic sheet</p> <p>The PDM team observed distributed plastic sheet on the roofs and the respondents from FDG and KII, said that one plastic sheet was not enough to cover the roof and sides of the shelter.</p>	<p>The question of inadequate quantity of S-NFIs is an ongoing and constant complaint. The goal of S-NFI is to balance needs and response without compromising the coping mechanisms of the community and to not make them reliant on aid. All plastic sheets were seen to be used on the roof tops and they were observed to be in a good state.</p>
<p>Need for solar lamps</p> <p>During FGDs, beneficiaries were requesting for solar lamps.</p>	<p>IOM to consider assessment to verify the real need of solar lumps and possible distribution (as S/NFI cluster is responsible for solar lumps distribution in PoCs).</p>

ANNEXE A: TOOLS

HOUSEHOLD QUESTIONNAIRE

1. Profile of interviewed household

- i. State
- ii. County
- iii. Sex of respondent
- iv. Household size
- v. How are you affected by the conflict that happened since July 2016 in Central Equatoria
- vi. If other is selected, please specify

2. Replication of distributed items

- ci. Did you receive NFI from IOM distribution during March 2017?
- ii. Did you also receive shelter materials and/or NFI in any other distribution within the last month after IOM distribution?
- iii. If yes, what were the items received?

3. Timeliness

- i. Did you feel you received the items in time to respond to your needs?

4. Quantity control

- i. Did you receive all of the following items during distribution?
- ii. How many blankets did you receive?
- iii. How many sleeping mats did you receive?
- iv. How many mosquito net did you receive?
- v. How many plastic sheet did you receive?
- vii. How many buns of rope did you receive?

5. Quality control

- i. What was the quality of the blanket?
- ii. If the blanket was not in good quality or average, please explain.
- iii. What was the quality of the mosquito net?
- iv. If the mosquito net was not in good quality or average, please explain.
- v. What was the quality of the sleeping mat?
- vi. If the sleeping mat was not in good quality or

average, please explain.

- vii. What was the quality of the plastic sheet?
- viii. If the plastic sheet was not in good quality or average, please explain.
- vii. What was the quality of the rope?
- viii. If the rope was not in good quality or average, please explain.

6. Retention of items

- i. Do you still have these items?
- ii. If no, which items do you not have?
- iii. Why do you not have the blankets?
- iv. If it was sold, what did you buy?
- v. If it was exchanged with another good, what did you get instead?
- vi. If it was damaged, how?
- vii. Pictures of damaged items
- viii. If other was selected please specify
- ix. Why do you not have the mosquito nets?
- x. If it was sold, what did you buy?
- xi. If it was exchanged with another good, what did you get instead?
- xii. If it was damaged, how?
- xiii. Photos of damaged items
- xiv. If other was selected, please specify
- xv. Why do you not have the sleeping mat?
- xvi. If it was sold, what did you buy?
- xvii. If it was exchanged with another good, what did you get instead?
- xviii. If it was damaged, how?
- xix. Photos of damaged items
- xx. If other was selected, please specify
- xxi. Why do you not have the plastic sheet?
- xxii. If it was sold, what did you buy?
- xxiii. If it was exchanged with another good, what did you get instead?
- xxiv. If it was damaged, how?
- xxv. Photos of damaged items
- xxvi. If other was selected, please specify
- xxvii. Why do you not have the rope?
- xxviii. If it was sold, what did you buy?
- xxix. If it was exchanged with another good, what did you get instead?
- xxx. If it was damaged, how?



- xxxi. Photos of damaged items
- xxxii. If other was selected, please specify

7. Appropriateness of items

- i. Was the quality of distributed items appropriate for intended use? If no please explain
- ii. Please may I observe the items and see what it is being used for?
- iii. If other selected, please specify
- iv. Photos of how items are being used

8. Effectiveness in addressing needs

- i. Did materials you receive meet your needs?
- ii. If no, why not? Please explain
- iii. Is there any other Shelter or NFI items that you urgently needed at the time of this distribution that you did not receive?
- iv. If yes, what other item (s) was/were most urgently needed but not received?
- v. If other is selected, please specify
- vi. How did you access this item (item not received) after the distribution?
- vii. If other is selected, please specify

9. Assessment and registration control (methods, quality, coverage, fairness)

- i. Were you visited by the assessment team?
- ii. Did the assessment team identify your needs?
- iii. Was targeting/selection of beneficiaries made fairly and reached most vulnerable population?
- iv. Did you receive a token before distribution?
- v. Were you or any other member of your family registered by the team?
- vi. If the answer is 'No', how did you receive the items?
- vii. How was the registration done?
- viii. If other is selected, please specify

10. Dissemination of information (methods, quality, timeliness, participation of beneficiaries)

- i. How did you hear that the registration was taking place?
- ii. If other is selected, please specify
- iii. How did you hear that the distribution was taking place?
- iv. If other is selected, please specify
- v. Were you aware of the criteria for the assistance (target group)?

- vi. Were you informed about the contents of the kit that you received?

11. Control of distribution and distribution site (methods, quality)

- i. Was the distribution site comfortable for you?
- ii. If yes, please explain
- iii. If no, please explain
- iv. Did you need any support to carry items from the distribution site to your place after the distribution?
- v. If yes, was there anybody helping you?
- vi. Were vulnerable populations (disabled persons, pregnant women, unaccompanied minors) given priority during the distribution?
- vii. What were the biggest challenges during the distribution?
- viii. If other is selected, please specify
- ix. Was distribution well organized?
- x. Were there any problems during distribution?
- xi. If yes, which ones?
- xii. If other, please specify
- xiii. How long did you have to wait in the queue to receive the items?

12. Protection

- i. Have you encountered any danger while receiving/ accessing the assistance?
- ii. If yes, what danger have you encountered?
- iii. Did you feel safe while receiving the assistance?
- iv. How did this intervention change your relation with the community?
- v. How did this intervention change your relation with the family?

13. Accountability

- i. Were you aware of any complaint mechanism/desk?
- ii. If yes, to whom did you submit your complaint?
- iii. Have you ever had a complaint on the assistance you received?
- iv. If yes, to whom did you submit your complaint?
- v. Do you think it is safe to submit a complaint if you are not satisfied?
- vi. Do you think a complaint desk would be useful?
- vii. Please explain
- viii. Would you like to ask us any questions?



FOCUS GROUP DISCUSSION QUESTIONS

1. Effectiveness

- i. Did the items you receive meet your needs? If no, please explain.
- ii. What items did you urgently need but you did not receive, and what have you done about the missing items.
- iii. Did the items you received help you? If yes, how did they help you?

2. Appropriateness

- i. Do you still have the NFIs you received?
- ii. If you do not have them, what happened to them?
- iii. Were the materials of good quality? Please give detailed quality of each of the five items (e.g. easily torn, itchy material, too thick)
- iv. Were the items enough in quantity? Please explain
- v. Are there any items that you received that you did not use? If yes, what item and why did you not use it?
- vi. What items that you received during the distribution are you currently using more?

3. Timeliness

- i. Do you feel that the items were received on time or too late? Please explain

4. Coverage

- i. Were those who were displaced registered?
- ii. Do you think that all people who needed NFI or Shelter material after the emergency received it?
- iii. If people were missed out, why were they missed?
- iv. Do you think some of the registered people should not have received in the distribution? If yes, why did they receive if they did not need it?

5. Quality of Intervention (services provided by organization)

- i. Has the community been visited by assessment team and did they assess your needs?
- ii. Did you feel that men/women's needs were taken into consideration? Please explain
- iii. Was the community, local authorities and beneficiaries involved in the criteria and needs identification for S-NFI materials?
- iv. Was the community, local authorities, beneficiaries

and NON-beneficiaries aware about the targeting criteria?

- v. Do you think the targeting was fair? If not please explain
- vi. How was the registration done?
- vii. How did you hear that the registration was taking place?
- viii. How did you hear about the distribution details (where to pick your items and on what day)?
- ix. Was the community informed about the content of the kits received?
- x. Was the distribution site comfortable for you? If NO, why not? (Was there shade? Was there water available? Was there place to sit?)
- xi. What time did distribution start and end and is it suitable time?
- xii. How long did they wait in the queue to receive your items?
- xiii. What were the biggest challenges during distribution process?

5. Protection

- i. Did you pay something to get registered or did someone ask for a favor in return for being registered?
- ii. Have you seen changes after receiving the shelter/ NFIs?(specify changes in their relationship with the community, family, did jealousy arise? Were there thieves?) – this is a protection question
- iii. Did you feel safe using these items?
- iv. Did you experience any security issues during distribution? Please explain
- v. Did the distribution cause any problems within the community?
- vi. Were vulnerable populations (disabled persons, pregnant women, unaccompanied minors) given priority during the distribution?

6. Accountability

- i. Was there a complaint desk?
- ii. What were your major complains?
- iii. Did you address your complaints to somebody?
- iv. Did you get a response and are you satisfied with it?
- v. What improvements do you think should be made in the following process? (assessment, verification, registration, distribution)
 - Do you have any further comments and suggestions S-NFI related?



KEY INFORMANT INTERVIEW QUESTIONS

1. Appropriateness

- i. How many days/months after the emergency event and relocation did beneficiaries receive their items?
- ii. What specific items were distributed?
- iii. Was there any change in the package to be distributed based on location or household size, or did everyone receive the exact same package of items?
- iv. Did the items distributed address the needs of people at the time they received them?
- v. Please give detailed quality of each of the five items (e.g. easily torn, itchy material, too thick)
- vi. Was the number of each item given to each household enough or too much?
- vii. Were the specific items distributed tailored to the specific need? (for example, were the items distributed actually the items that were most needed?)
- viii. In your opinion, what improvements (if any) could be made to ensure future distributions are more appropriate?

2. Effectiveness

- i. Were the beneficiaries well informed of beneficiary criteria?
- ii. Were the beneficiaries well informed about what items they were going to receive?
- iii. How were targeted beneficiaries told that the distribution was taking place?
- iv. How many days in advance of the distribution were they told to come to the distribution point?
- v. How long did beneficiaries have to wait to receive their items after the relocation.
- vi. Do you feel the distribution went well – timely, peaceful, in the shade, short queues, without confusion over who was entitled to what?
- vii. How did the beneficiaries judge the distribution (was it well organized or not)?
- viii. Did the distribution cause any problems within the community?
- ix. If yes, what problems were caused?

3. Coverage

- i. What was the targeting criteria used to determine the beneficiaries? (was it everyone affected by

- the emergency, or only those in need as a result of the emergency?)
- ii. Who decided what the targeting criteria would be and when did they make this decision?
- iii. Was the targeting criteria clearly communicated to everyone involved, including beneficiaries, non-beneficiaries and community leaders?
- iv. Did community leaders comment or complain why they were not informed in advance about the distribution?
- v. Were both beneficiaries and non-beneficiaries told why they were or were not receiving assistance?
- vi. If yes, what was the explanation given to each group including the criteria used?
- vii. Was there a significant number of people missed out? Can you give an estimated percentage? (did people who needed assistance fail to get it?)
- viii. Was there a significant number of people who received but should not have? (did anyone receive who could have managed without the items?)
- ix. Did the host community also receive?
- x. Was an assessment done to determine if the hosts met vulnerability criteria?
- xi. Do you think the distribution reached the right people?
- xii. Why or why not?

4. Protection

- i. Was your security threatened because of the NFI at any point of the intervention?