

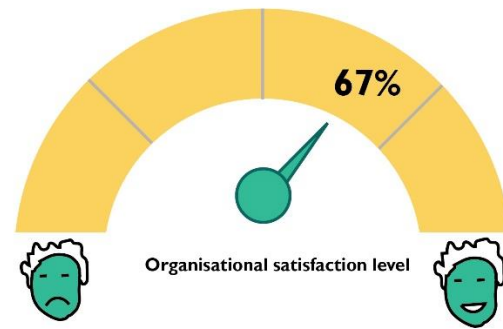
World Vision

Post Distribution Monitoring of 30 days COVID-19 response

PDM brief

Prepared by: Nepal COVER Project Programme Team

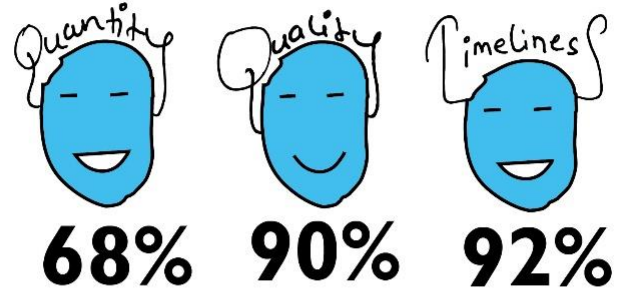
Level of satisfaction on overall distribution process



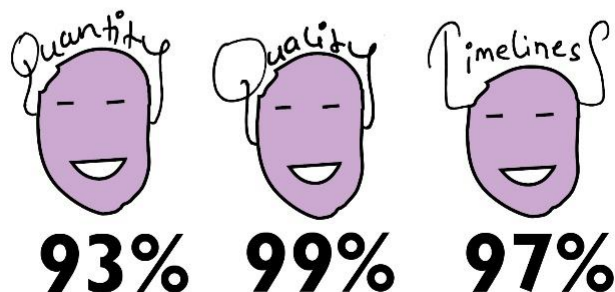
Individuals satisfied by the quantity, quality and timely distribution of food items



Organisations satisfied by the quantity, quality and timely distribution of PPE sets



Individuals satisfied by the quantity, quality and timely distribution of hygiene materials



Organisations satisfied by the quantity, quality and timely distribution of NFI kits



Background

The Post Distribution Monitoring Report covers three major distribution made by World Vision International Nepal in response to the COVID-19 pandemic in the first 30 days of emergency response. Food items, Non Food Items including Hygiene Kit and Personal Protective Equipment (with Infrared thermometer). World Vision handed over 1000 sets of Personal Protective Equipment (PPE), 130 Infrared (IR) thermometer to Federal, Province and District level government body. In addition, World Vision also supported Food items, Non-Food Items (NFI), food and hygiene materials to the community people, quarantine or isolation centre and Municipalities in collaboration with Partner Non-Government Organization (PNGO) in the working districts.

Objectives of the PDM

The general objective of this PDM was to measure the satisfaction of beneficiaries on quality, quantity, and utilization of the materials. Moreover, the specific objectives of the PDM were to assess the effectiveness of support and its distribution process, to assess the timeliness and appropriateness of the distribution.

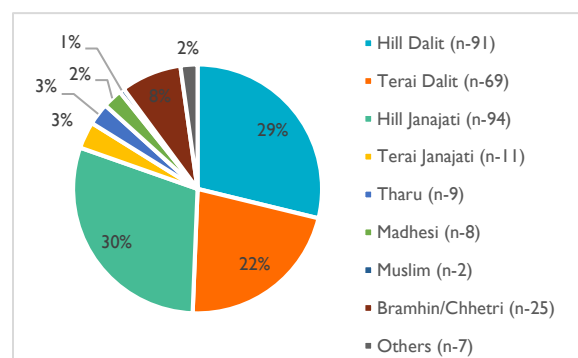
Methodology

The quantitative method was adopted and the survey was carried out with individual and institutional representatives. 30 percent of total beneficiaries were randomly sampled from the distribution list. Altogether 316 individuals and 70 institutional representatives were interviewed.

Demographic Description

The survey was carried out Bajhang, Kathmandu, Lalitpur, Lamjung, Morang, Sarlahi, Sindhuli and Udayapur. Out of 316 individuals, slightly more than two in five respondents (n-137, 43.4%) were female and nearly three in five were male (n-179, 56.6%).

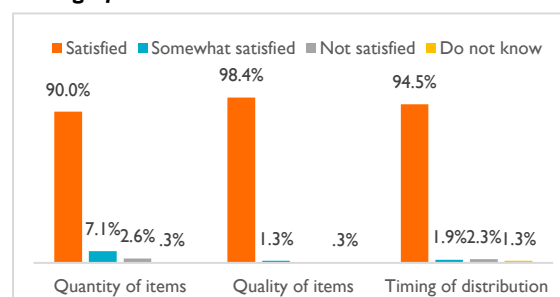
Ethnicity of Respondents (N-316)



Regarding the ethnicity of respondents, slightly more than half of the respondents were from Dalit Community (adding Hill and Terai Dalit, 51%), followed by respondents from Janajati community, which was one third of respondents (Hill Janajati-30% and Terai Janajati-3%) and Brahmin/Chhetri with 8%. Other included Thakuri and some Indian respondents. The result shows that the support of WVIN reached to vulnerable group of people.

Major Highlights of the Monitoring

Satisfaction on Quantity & Quality of Food Items, and Timing of Distribution



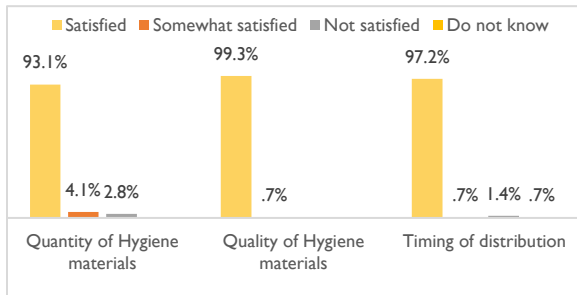
In response to the quantity of food items, nine in ten respondents (90%) were satisfied with the quantity of food, whereas seven percent of respondents were somewhat satisfied and very few (2.6%) were not satisfied. They mentioned that the distributed food items were not adequate, which lasted for 7 to 15 days only.

In case of quality of food items, almost all (98.4%) respondents were satisfied, whereas 1.3 percent respondents were somewhat satisfied. Similarly, 94.5 percent of respondents were satisfied with the timing of distribution, whereas somewhat satisfied respondents expressed they were not

informed prior to distribution and few of them said the response timing was late.

Furthermore, 97 percent respondents utilized the food items, whereas very few percent (3%) respondents have not used yet and they have kept it as stock.

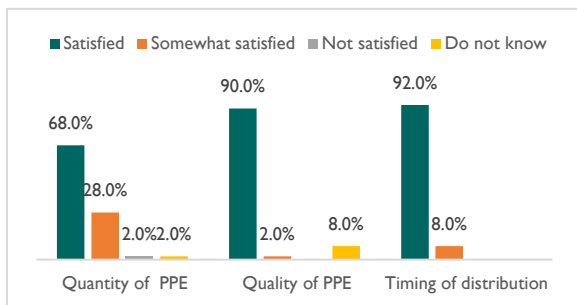
Satisfaction on Quantity & Quality of Hygiene Materials, and Timing of Distribution



In case of the satisfaction of quantity, more than nine in ten respondents (93.1%) were satisfied, whereas 4.1 percent were somewhat satisfied and 2.8 percent were not satisfied, and they reported that only 2-3 pieces of soaps provided, which was not enough and sanitizer should include on it.

In terms of quality of hygiene materials, almost 100 percent respondents were satisfied. Similarly, 97.2 percent respondents were satisfied with timing of distribution, whereas 2.8 percent were not fully satisfied and they cited the distribution was little late. Regarding utilization of hygiene materials, almost all respondents (n-143, 99.3%) revealed they used it.

Satisfaction of Organization on Quantity and Quality of PPE Set, and Timing of Distribution



Regarding the satisfaction level of PPE quantity, 68% respondents were satisfied, whereas 28 percent were somewhat satisfied and 2% were

not satisfied. The reason behind it, WVIN handed over a total 1000 sets of PPE, however, when it reached to local level government, the PPE sets were less in quantity as it was distributed to numbers of local level government.

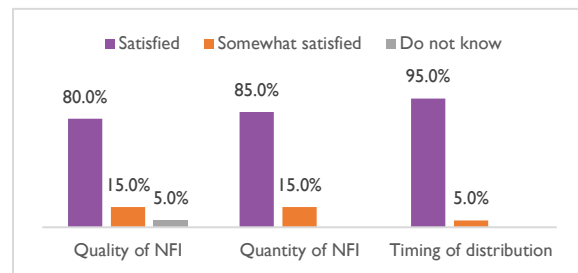
In terms of quality, 90% percent were satisfied, and two percent were somewhat satisfied, whereas 8 percent reported as “do not know”. It is understandable to have responded as “do not know” from organizational representatives, as PPE set is medical equipment. Furthermore, 92 percent respondents were satisfied with the timing of distribution, whereas eight percent were somewhat satisfied.

The PDM result shows that 74 percent respondents from different organization have utilized it, whereas 26 percent have not used it yet and they have still kept in their

We used the PPE set while facing patients, RDT swab collection, in counseling room and the management for quarantine spray.

organization. One of the respondents revealed, “We distributed PPE set to ward health post of the Tatopani rural municipality and some of them were also used for the quarantine purpose”.

Satisfaction of Organization on Quantity and Quality of NFI kits, and Timing of Distribution



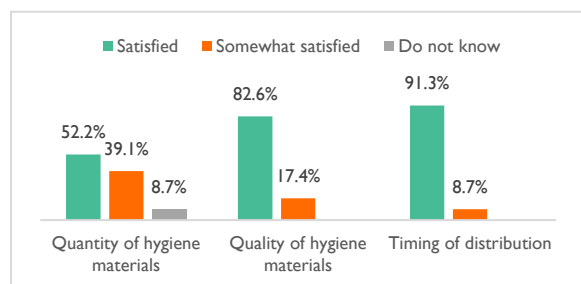
In terms of the quantity of NFI kits, 80 percent respondents were satisfied, whereas 15 percent somewhat satisfied and they revealed that in this pandemic situation the quantity of NFI was not enough.

Similarly, 85 percent respondents were satisfied with the quality of NFI materials whereas about 15 percent were somewhat satisfied. So, need to consider on the quality of NFI kits for up-coming distributions. In addition, 95 percent respondents were satisfied in timing of

distribution, whereas 5% were somewhat satisfied.

Regarding utilizing the NFI kits, 75 percent respondents reported as they utilized the NFI kits, whereas 25 percent respondents have not used yet. One of the respondents revealed, *“The NFI kit are being used for the purpose of the quarantine. In addition, the tarpaulin and rope are stored in the Rural Municipality”*.

Satisfaction of Organization on Quantity & Quality of Hygiene Materials, and Timing of Distribution

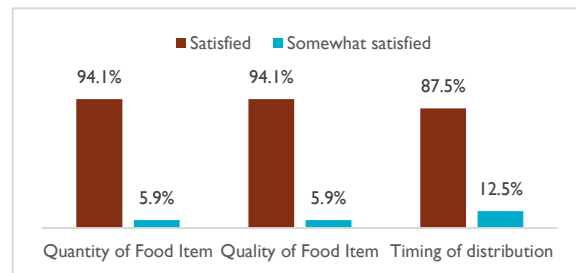


In terms of the quantity of hygiene materials supported to organization, 52.2 percent organizational representatives were satisfied, whereas 39.1 percent were somewhat satisfied and about 9 percent cited “do not know”. One of the representatives said, *“The hygiene materials support was too limited as the pandemic out spreading and we need more support.”*

In case of quality, 82.6 percent were satisfied, whereas 17.4 percent were somewhat satisfied. One of the representatives revealed, *“Soap and sanitizer were fine in the hygiene materials, but the mask was made of cloth, so need to improve quality”*. Regarding the timing of distribution, more than 90 percent were satisfied, whereas nearly one in ten participants were somewhat satisfied.

Hygiene materials were utilized by the 91 percent of supported organizations, whereas only nine percent organization have not used it yet. They have just kept it in store for future and they are planning to use it as per need. The PDM survey result shows that most of the Municipality distributed to the ward level office. One of the municipality representatives said, *“Most of the items were distributed to the ward levels and some of the remaining materials were used by the municipality staffs.”*

Satisfaction of Organization on Quantity & Quality of Food Items, and Timing of Distribution

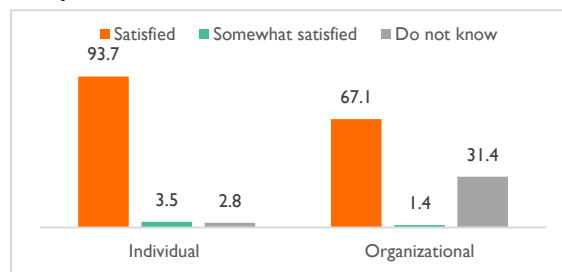


In case of quantity and quality of food items, equal 94.1 percent organizational representatives were satisfied, whereas about six percent were somewhat satisfied and revealed it was not sufficient quantity. Regarding the timing of distribution, 87.5 percent were satisfied, whereas remaining were somewhat satisfied. In terms of the distribution timing one of the respondents said, *“Food support is a current need than before”*. It means food support was little earlier as in the early days most of the people have some food.

The PDM survey result shows that 76 percent organization used the supported food items, whereas 24 percent organization have not used yet and they have kept it in store. One of the respondents said, *“It has not been used yet. We have planned to distribute it for the second phase relief distribution”*.

Distributed to poor and daily wages based household.

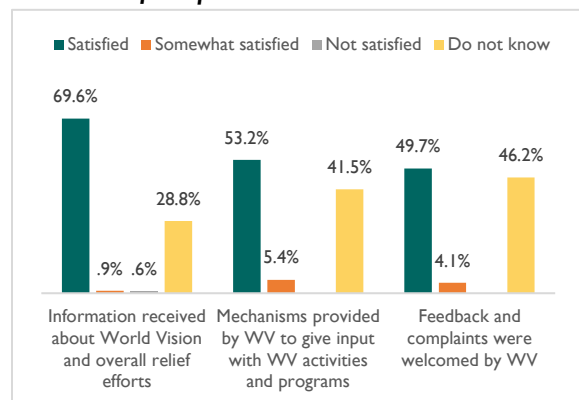
Satisfaction on Distribution Process



Among 316 individual respondents, 93.7 percent respondents were satisfied with the distribution process, whereas 3.5 percent were somewhat satisfied and 2.8 percent were unknown on to it. In case of organizational representatives, 67.1 percent were satisfied and 31.4 percent cited “do not know” and 1.4 percent were somewhat satisfied. Being different person during survey

and support handed over, 31.4 percent responses were about ‘do not know’ in the PDM.

Satisfaction of Overall Relief of WVIN, Provided Mechanism for Input and Welcomed Feedback



Out of 316 individuals, 69.6 respondents were satisfied on receiving information about WVIN and overall relief effort, whereas 28.8 percent respondents stated, “do not know”. In addition, out of 70 organizational representatives, 78.6 percent were satisfied. The result clearly shows that the effort should be made in information providing about WVIN and its overall relief effort during distribution.

Regarding the mechanism provided by WV to give input with WV activities and programme, 53.2% respondents were satisfied, whereas 41.5% respondents expressed “do not know”. At the organization level, 74.3 percent respondents expressed satisfaction with it.

Furthermore, 49.7% respondents were satisfied with the feedback and complain were welcomed, whereas 46.2 percent respondents stated “do not know”. In addition, 70 percent organizational representatives were satisfied with it.

Conclusion

More than 90 percent individual beneficiaries were satisfied with the quantity, quality and timing of distribution, whereas organizational representatives were not fully satisfied with quantity. Nevertheless, they were also satisfied on timing of distribution except in food support.

Although information sharing is one of the key pillars of humanitarian accountability, the PDM

result shows the lacking on sharing detailed information about distributed materials. Therefore, it needs to consider in upcoming plan. Regarding distribution process, most of the beneficiaries and stakeholder were satisfied.

Overall, the distribution went well and found effective. In addition, the PDM result shows that no one beneficiary provided any favor or services to receive the distributed materials, which indicates the distribution process was fair enough.

Recommendations

- Increase information provision about support materials (especially type, quantity and quality) during distribution. In addition, information regarding
- Less satisfaction is observed in organizational level on quantity as compared to quality and timing of distribution. Therefore, it would be better either to increase the volume of items or provide a clear message about organizational capacity and resources.
- WVIN has several community feedback mechanisms, therefore ways to provide feedback needs to be widely shared during distribution to get community’s feedback regarding WVIN’s activities.
- In order to make an effective and efficient distribution, prior information should be provided about distribution time and venue to the beneficiaries through various mechanisms. For e.g. SMS can be sent to the beneficiaries receiving cash vouchers.
- Distribution should be carried out efficiently as few respondents waited for a long time.
- This is unique response than previous ones, therefore contact number of beneficiaries is must so that we can reach them easily for PDM. Furthermore, in case of support to the organization, the contact person should be defined prior to distribution and the person needs to be part of distribution process, so that the person is well informed and PDM can be carried later on.