

Executive summary

The activities of the START Fund were designed in lieu of the communities' needs identified by the existing field staff monitoring flood situation and working in Muzaffargarh. As part of the activities, hygiene kits were given to target beneficiaries and hygiene promotion sessions were conducted to inform the communities of the risk and prevention measures from COVID-19, and water borne diseases

CARE International in Pakistan conducted post distribution monitoring study with 45 participants (71% female; 29% male) in selected union councils of District Muzaffargarh. The study was conducted to get beneficiaries feedback about the utilization of food package distribution process, beneficiaries' selection criteria, relevance, satisfaction about quality and quantity of kit items, feedback & complaint response mechanism, and COVID-19 information communication and compliance.

The key highlights of the findings were:

- According to the study, 100% of the reported beneficiaries received the hygiene kit. There were no reservations made on the relevance, quality or the quantity of the items contained in the kit for a medium-sized family's need. Those households which had more than 7 members reported that hygiene supplied were insufficient.
- There was satisfaction over the laid out selection criteria but some respondents felt that there were deserving households that were missed out because the family was unavailable at the time the community assessment was carried out.
- A large majority (96%) was aware of the multiple feedback and complaint response mechanism at their disposal. Registering concerns via the appointed focal person was the most commonly cited.
- There appeared to be some degree of familiarity with the various COVID-19 measures but not all the participants ensure full compliance with all known precautions.

PDM study findings

Demography

The process of post distribution monitoring was facilitated by the IP staff members in the union council of Rang Pur of District Muzaffargarh. Gender composition of the sampled participants included 38% female and 62% male with an age range from 21 years - 83 years. The average family size was reported to be 6.45 individuals (minimum 2, maximum 10 people).

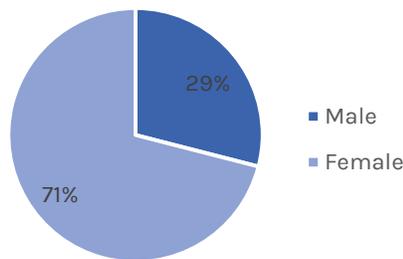


Figure 1: Gender disaggregation in PDM Study

Kit receiving

All the sampled participants reported that they have received hygiene kit assistance during the second week of October 2020. When asked about the details of the package, the participants also verified that the types of items and the quantity of items received were in accordance to the set criteria. The respondents reported complete satisfaction on completeness of the package/kit and none of the participants reported any shortcoming in the quantity of items received in the package.



Figure 2: Items distributed in the hygiene kit

Distribution process

According to the questionnaire findings, 100% of the beneficiaries received adequate information in advance about the type of items contained and about quantity of each item in the hygiene kit. The date and time of distribution was communicated in a timely manner to all the beneficiaries, as reported by the participants questioned.

The hygiene kits were not distributed door-to-door rather the participants collected the kit from two designated collection points located at Jam Wala and Dera Samti. All but two participants quoted the distribution process to be convenient and the beneficiaries did not face any difficulty while receiving the package/kits. A concern raised was related to the extended wait time in order to receive the hygiene kit. Additionally, the participants quoted that a good treatment shown by the distribution staff towards the beneficiaries at the distribution site.

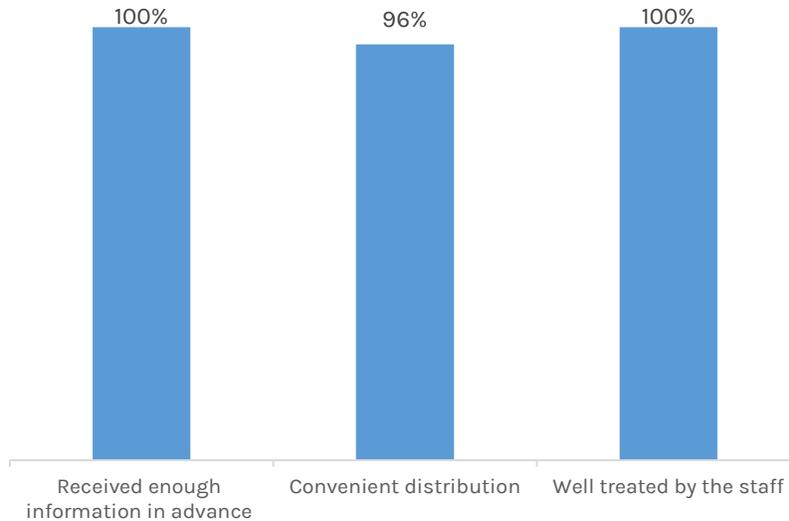


Figure 3: Hygiene kit distribution process

Beneficiaries selection process

All the selected participants expressed full satisfaction over the selection process of the project beneficiaries. However, when the participants were asked whether there were households in the community which could have benefited from the project but were missed, 80% of them said yes. The reason they were missed out was primarily due to the non-availability of the family at the time of the assessment (56%) and owing to the strict selection criteria¹ (24%) laid out in the project plan.

Satisfaction

When enquired about the relevance and use of the hygiene kit, 100% of the participants reported that the hygiene kit was relevant to their household needs and the quality of items included in the kit was satisfactory. The participants also appreciated the quality and quantity of the food items received in the kit. However, 8% of the participants said that the number of soaps included in the hygiene kit were not enough to meet their family's need for a month as the household size exceeded 7 individuals.

¹ Preference was given to families living in slums and underserved locations, particularly those with limited access to marketplaces, and those who do not have a source of income or other assistance. Female-headed households, daily wage workers, persons with disability, ethnic and religious minorities, and households with elderly members were also preferred.

Feedback Complaint Response Mechanism (FCRM)

The questionnaire results show that 96% of the respondents were aware of the feedback and complaint mechanism, while 4% of the respondents were unfamiliar. The awareness with the feedback and complaint mechanism tools was reflected in varied responses. Around 56% of the participants were aware of providing feedback and complaint to project staff through the focal person and 40% were aware of using a telephone line to register their concerns. A large majority was also familiar with multiple platforms for feedback and complaint mechanism.

Provision of feedback/Complaint

None of the participants used any of the FCRM platform to register complaint/ feedback. But when asked about any additional feedback all of them were appreciative of the emergency response efforts and were thankful for the assistance in their hour of need.

Good Kind
Thankful
Happy

Information sources of COVID-19

Figure 4: Expression of gratitude from beneficiaries

Every participant responded to having received information about COVID-19 primarily via two sources - TV (47%) and the community sessions (6%) while some participants received information from both the sources (42%). It is worthy to note that radio and IEC material did not have any outreach for the participants sampled.

COVID-19: knowledge of precautionary measures vs the practice of precautionary measures

The participants were assessed on their knowledge and associated practice of the various COVID-19 precautionary measures known to them.

The questionnaire findings suggest that 98% of the respondents have knowledge of maintaining 6 feet distance as precautionary measure and it's practiced by a similar percentage. Similarly, 92% respondents reported that washing of hands with soap for 20 seconds as a precautionary measure to avoid the contracting COVID and it is practiced by a similar percentage.

On the other hand, 87% of respondents are aware of the fact that wearing mask in public places is a known precaution for COVID-19 but it is followed by 60%. Similarly, staying at home is practiced by 11% of the sampled respondents while it is known to 40%.

A similar trend was observed for the measure, not touching mouth before washing hands - known to 58% but practiced by 36%.



Figure 5: COVID-19: knowledge of precautionary measures vs the practice of precautionary measures

Annex

Post Distribution Monitoring Tool – Hygiene Kit
START Fund COVID-19 Emergency Response Project, District Muzaffargarh.

Purpose: The purpose of this tool is to solicit beneficiary feedback in a systematic way on the usefulness (quality, quantity, relevancy and utilization etc.) of the Hygiene Kit.

Instructions: The list of HH to participate in the PDM will be pre-selected from the list of HHs who received hygiene kits. The interview will be preferably conducted with male or female head or other adult person in the HH. Please introduce yourself and purpose of the data collection and inform the respondent that the information will be kept confidential and will only be used to improve future programming. Obtain the willingness of respondent before proceeding to the interview questions.

Willingness: Are you willing to participate in the survey? <i>(The survey will take 20-25 minutes)</i>	Yes	No
---	-----	----

Staff Name	Designation	Date of Visit

General Information of Respondent:

Name:		Village:	
Gender:	<input type="checkbox"/> Male <input type="checkbox"/> Female	Union Council	
Family Size:		Tehsil	
Age:			

Beneficiary Feedback:

A-Utilization:		
S.#	Question	Options
	Did beneficiary family receive hygiene Kit assistance?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know

When did you receive the hygiene kit?				
Please confirm the items and quantity of each item. <i>Note: Numerator has to ask about each item and the quantity.</i>	Item Description	Qty	Y/N	Comment
	Bath soap	07		
	Cloth washing laundry soaps	7		
	Cotton phynel cloth piece	2		
	Jerry canes	2		
	Mosquitoes net	2		
	Bag	1		
Distribution Process:				
Did you receive enough information in advance about; <i>Note: Please ask about each type of information and mark accordingly.</i>	Type of Information		Y/N	
	Items in the package			
	Quantity of items			
	Date and time of the distribution			
Did you get hygiene kit at your door step?		<input type="checkbox"/> Yes <input type="checkbox"/> No		
If no, Where from you get the hygiene kit?				
Was the distribution process convenient for you?		<input type="checkbox"/> Yes <input type="checkbox"/> No		
If no, why?		<input type="checkbox"/> Wait was for too long to get the hygiene kit <input type="checkbox"/> Others		
Did the staff at treat you well?		<input type="checkbox"/> Yes <input type="checkbox"/> No		
If no, please specify.		<input type="checkbox"/> Harsh behaviour <input type="checkbox"/> Not providing enough information <input type="checkbox"/> Wait for too long		

	<input type="checkbox"/> Other (specify) -----
--	---

Targeting:

Are you satisfied with the beneficiary selection process for hygiene kit?	<input type="checkbox"/> Yes <input type="checkbox"/> No
---	--

If no, why you are not satisfied?	<input type="checkbox"/> Selection is not fair <input type="checkbox"/> Deserving people are missed <input type="checkbox"/> Criteria was strict <input type="checkbox"/> Other
-----------------------------------	--

Were there households in your community who could have benefited but were missed?	<input type="checkbox"/> Yes <input type="checkbox"/> No
---	--

In your opinion, why were they missed?	<input type="checkbox"/> Due to strict criteria <input type="checkbox"/> Due to inappropriate registration process <input type="checkbox"/> Other (specify) -----
--	--

Satisfaction on Quality and Quantity:

Are the items included in the hygiene kit were relevant to your household needs?	<input type="checkbox"/> Yes <input type="checkbox"/> No
--	--

If no, why not? <i>(Please specify which items and why?)</i>	
--	--

1.	Are you satisfied with the quality of the items included in the hygiene kit?	Item	Good	Fair	DK	Poor	If poor, why?
		Bath soap					
		Cloth washing laundry soaps					
		Cotton phynel cloth piece					

		Jerry canes					
		Mosquitoes net					
		Bag					
2.	Are the quantity of items included in the hygiene kit were sufficient at least for one month for your household?					<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.	If no, which items and why?						
4.	Were Hygiene awareness sessions useful?						
Feedback Complaint Response Mechanism (FCRM):							
5.	Do you have knowledge about the ways/channels to provide feedback and complaint to project staff?					<input type="checkbox"/> Yes	<input type="checkbox"/> No
6.	If yes, which channels?	<input type="checkbox"/> Field Staff			<input type="checkbox"/> Suggestion Box		
		<input type="checkbox"/> Telephone Number			<input type="checkbox"/> Help Desk		
		<input type="checkbox"/> Other:					
7.	Did you provide feedback or complaint?					<input type="checkbox"/> Yes	<input type="checkbox"/> No
8.	If yes, did you receive response to your feedback or complaint?					<input type="checkbox"/> Yes	<input type="checkbox"/> No
9.	If yes, was the response timely?					<input type="checkbox"/> Yes	<input type="checkbox"/> No
10.	If yes, are you satisfied with the response?					<input type="checkbox"/> Yes	<input type="checkbox"/> No
11.	If no, why not?						
12.	Do you have any other feedback you would like to share?						

13.	<u>Observations/Remarks:</u>
-----	------------------------------

	Did you receive information about the safety measures regarding COVID-19?	<ul style="list-style-type: none"> • Yes • No
	If yes, where from you get the information?	<ul style="list-style-type: none"> • Radio • TV, • IEC • Session • Other
	What precaution measures one need to take to contend the COVID-19?	<ul style="list-style-type: none"> • Maintain 6 ft person to person distance • Wearing mask in public places • Washing hands with soap for 20 seconds • Not touching mouth, nose air before washing hands • Stay at home. • Other
	What precaution measures you are following/acting?	<ul style="list-style-type: none"> • Maintain 6 ft person to person distance • Wearing mask in public places • Washing hands with soap for 20 seconds • Not touching mouth, nose air before washing hands • Stay at home. <p>Other</p>