



**GROUND TRUTH
SOLUTIONS**

Client Voice and Choice Initiative

Southern Syria

Round 1 – March 25-28, 2016



Putting people first in humanitarian operations



Summary findings

Most people that live near the health facilities supported by IRC in southern Syria find it easy to get to the facilities and feel informed about available health services. Preferential treatment of relatives at the facilities is a concern for some, particularly in Tal Shihab. People were divided in their optimism about the future, with respondents from Ash-Shajara being the least optimistic. More than half of the respondents said they were uncertain or did not know whether the health facilities would act on their feedback. People that were more optimistic about the future were also more confident the health facility would respond to their feedback.

Reading the Charts

The bar charts in this report show the frequency (in %) that each option was chosen for a particular question, with colours ranging from dark red for negative answers to dark blue for positive ones. A legend on the left side of each bar chart shows the answer options given to respondents. The mean score for each question is displayed on the right side of each bar chart. The small bar charts display the frequency (in %) each option was chosen by a particular group of respondents (for example, in a particular location).

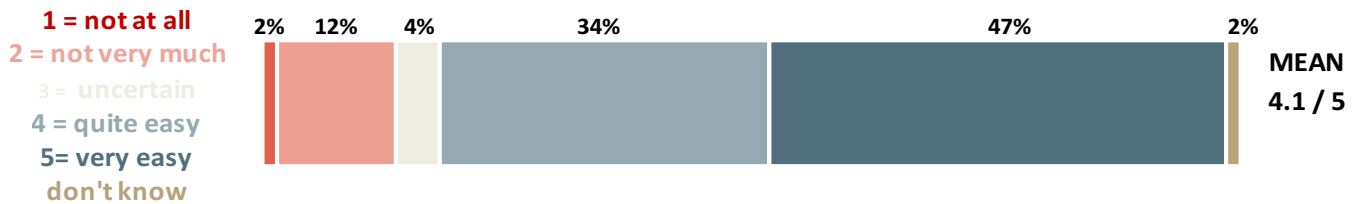
For more information on the Client Voice and Choice (CVC) initiative, the survey methodology and demographics, see pages 7-9 of this report.



Survey Questions

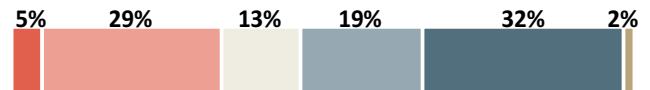
Question 1

How easy is it to get to the hospital?



The results for all sub-districts were mostly positive, except for Tafs, where 34% of respondents found it not easy to get to the hospital. Older respondents found it more difficult to reach the hospital than younger respondents.

Tafs:

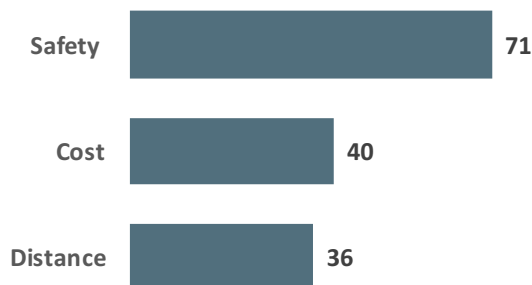


Tal-Shihab:



Follow-up question

If you did not find it easy to get to the hospital, why? (total numbers)





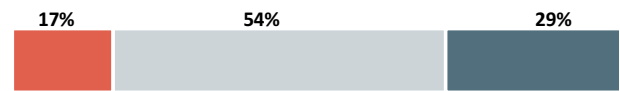
Question 2

Do you know what health services are available at the hospital?



Only one third of respondents from Jasim said 'yes' to this question, compared to two thirds from Ash-Shajara. Respondents with a higher level of education seemed better informed than those with a lower level, and respondents from the host population were a bit better informed than IDPs.

Jasim:



Ash-Shajara:



Question 3

Does the health facility treat some people better than others?



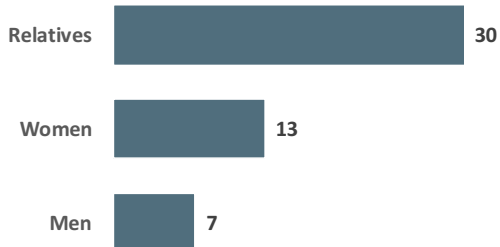
29% of respondents from Tal Shihab said the health facility treats some people better than others at least sometimes, compared to only 4% in Ash-Shajara. More people who had used the health facility before were concerned about preferential treatment than people who had not (13% over 7%).

Tal-Shihab:



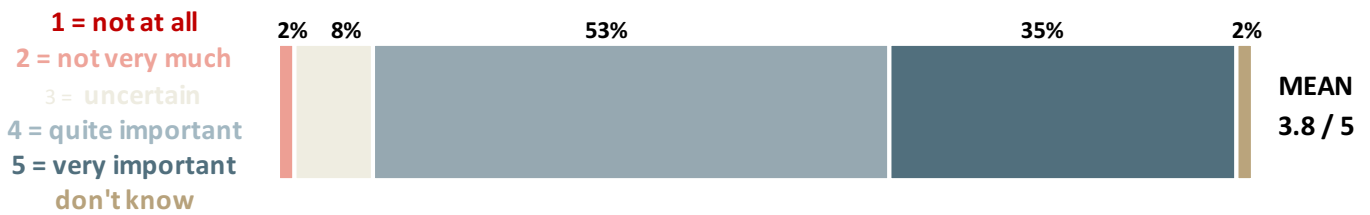
Follow-up question:

Who is treated better than others? (total numbers)



Question 4

How important is the hospital in meeting your family's health needs?



Rafid:



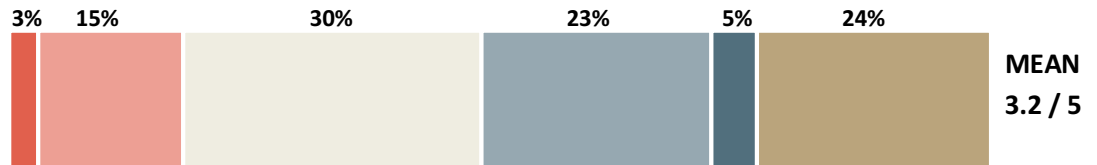
Responses were overall very positive, particularly those from Rafid. There was a positive correlation between this question and question 1 ("How easy is it to get to the hospital?"), i.e. respondents who found it easy to access the hospital also tended to find it important in meeting their family's health needs.



Question 5

If you provide feedback to the health facility, do you think they will act on it?

1 = not at all
2 = not very much
 3 = uncertain
 4 = mostly yes
5 = very much
 don't know

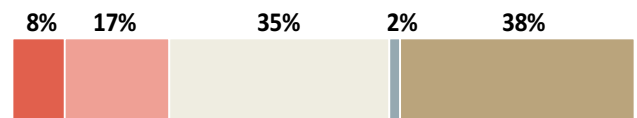


The majority of respondents answered either 'uncertain' or 'don't know'. Similar to question 6, ("How optimistic are you about the future?"), respondents from Jasim were the most positive, and those from Tafs and Ash-Shajara were the least positive (mean of 2.5 and 2.7). There is a positive correlation between question 5 and question 6: people that were more optimistic about the future were also more confident the health facility would respond to their feedback.

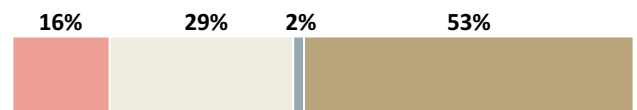
Jasim:



Tafs:



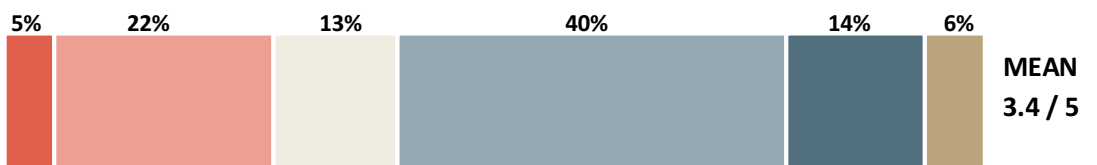
Ash-Shajara:



Question 6

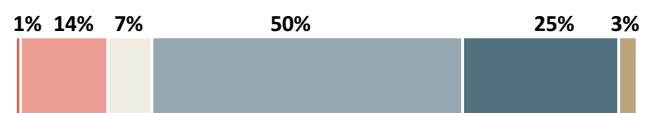
How optimistic are you about your future?

1 = not at all
2 = not very much
 3 = uncertain
4 = mostly yes
5 = very much
 don't know



Respondents in Jasim were most optimistic (mean of 3.9), and respondents from Ash-Shajara were least optimistic (mean of 2.2). Overall, men gave slightly more optimistic responses than women.

Jasim:



Ash-Shajara:





Background

In April 2015, the IRC launched the Client Voice and Choice Initiative (CVC) to meet the strategic commitment of becoming more responsive to its clients – people affected by conflict and disaster around the world. Under this DFID-funded initiative, the IRC has partnered with Ground Truth Solutions (GT) to collect feedback from clients and bring their perspectives more systematically into decision-making calculations.

In southern Syria, IRC and GT are collecting three rounds of feedback for the IRC's health program in Southern Syria (Dar'a and Quneitra governorates). Under this program implemented in partnership with Syrian NGOs, the IRC supports health facilities inside Syria through the provision of medical supplies and financial incentives to health facility staff. Respondents are people living in catchment areas surrounding selected health facilities in six sub-districts (Rafid, Jizeh, Tafs, Jasim, Ash-Shajara and Tal Shihab).

Methodology

Survey Development

The survey questions and methodology were developed and tested by GT, in close collaboration with IRC staff working on the Syria Response in Amman, Jordan, and from the CVC initiative. The questions were designed to gauge the perceptions of people living in the surrounding areas of a health facility supported by the IRC ('catchment area') of around 5 km. In designing the wording of the questions, the goal was to ensure, on the one hand, that each question makes sense to the respondent and, on the other hand, that their answers provide IRC staff with the basis for improving their support. The survey questionnaire was provided in Arabic and the same translation was used by all enumerators.

Data Collection

The first survey was administered between March 25 and 27, 2016. The data was collected by IRC's assessors operating inside southern Syria, through face-to-face interviews and using smartphones to record responses.

Sample Design

The sample size was 526 respondents, out of which 516 (98%) knew the health facilities the survey refers to and were hence asked the main questions of the survey. The sample was drawn from the populations living in catchment areas of around 5 km surrounding selected health facilities in six locations in southern Syria (Rafid, Jizeh, Tafs, Jasim, Ash-Shajara and Tal Shihab). Respondents were approached on the street using an opportunity sampling methodology. They were asked if they knew the health facility and wanted to participate in the survey.

Location	Sample size	Estimated catchment population provided through health facility
Jasim	50	10,000
Jizeh	58	60,000
Rafid	170	250,000
Tafs	132	170,000
Tal-Shihab	51	20,000
Ash-Shajara	55	20,000
Total Sample:	516	
Female Sample:	216	

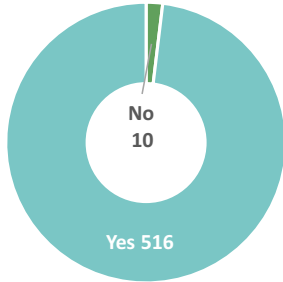
The sample for question 3 was only 485, after removal of invalid responses.



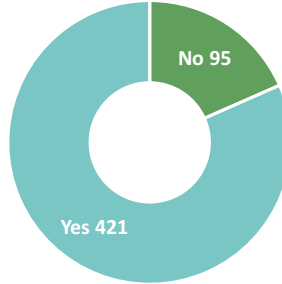
Demographics

The following graphs provide additional information from questions posed to all respondents at the beginning of the survey:

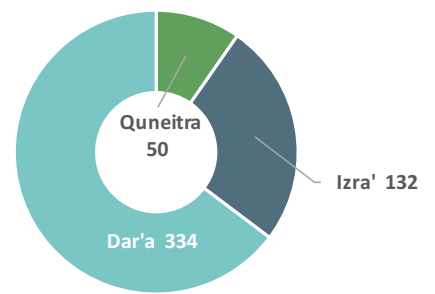
Do you know the name of the hospital?



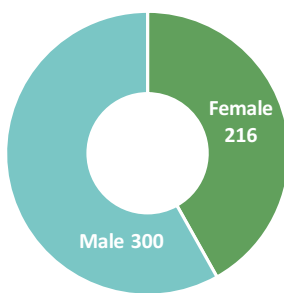
Have you used the hospital before?



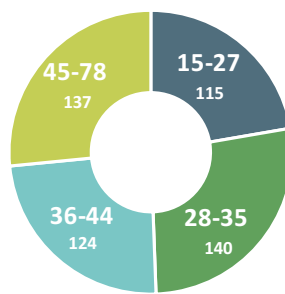
Location



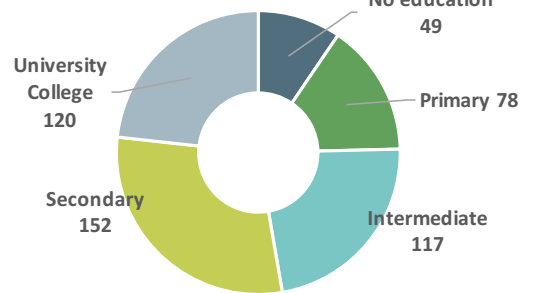
Gender



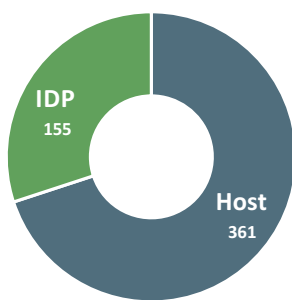
Age



Education level



Citizenship status



Annex

Breakdowns per health facility

District	Not at all	Not very much	Uncertain	Quite easy	Very easy	Don't know
Jasim	0	5%	0	50%	45%	0
Jizeh	0	9%	0	29%	59%	3%
Rafid	0	4%	0	28%	68%	0
Tafs	5%	29%	13%	19%	32%	2%
Tal Shihab	0	0	2%	34%	62%	2%
Ash-Shajara	0	0	0	47%	49%	4%
Question 1.b : If you did not find it easy, why?*						
District	Cost		Distance		Safety	
Jasim	5		5		3	
Jizeh	2		5		0	
Rafid	1		2		0	
Tafs	32		24		68	
Tal Shihab	0		0		0	
Ash-Shajara	0		0		0	
Question 2: Do you know what health services are available at [name of hospital]?						
District	No	Partially		Yes		
Jasim	17%	54%		29%		
Jizeh	10%	38%		52%		
Rafid	6%	44%		50%		
Tafs	12%	57%		31%		
Tal Shihab	5%	44%		51%		
Ash-Shajara	0	35%		65%		
Question 3: Does the health facility treat some people better than others?						
District	No	Sometimes	Yes	Don't know		
Jasim	62%	5%	8%	25%		
Jizeh	66%	16%	0	18%		
Rafid	46%	11%	0	43%		
Tafs	56%	4%	4%	36%		
Tal Shihab	53%	22%	6%	19%		
Ash-Shajara	81%	2%	2%	15%		
Question 3.b : Who is treated better than others?*						
District	Relatives	Men	Women	Other		
Jasim	14	0	0	5		
Jizeh	4	0	1	0		
Rafid	1	0	4	0		
Tafs	4	7	1	1		
Tal Shihab	13	0	7	0		
Ash-Shajara	2	0	0	0		
Question 4: How important is [name of hospital] in meeting your family's health needs?						
District	Not important at all	Not very important	Uncertain	Quiet important	Very important	Don't know
Jasim	1%	0	4%	76%	19%	0
Jizeh	2%	3%	0	45%	50%	0
Rafid	0	0	0	36%	62%	2%
Tafs	0	4%	17%	49%	26%	4%
Tal Shihab	0	0	14%	42%	44%	0
Ash-Shajara	0	0	0	43%	55%	2%
Question 5: If you provide feedback to the health facility, do you think they will act on it?						
District	Not at all	Not very much	Uncertain	Mostly yes	Very much	Don't know
Jasim	1%	10%	23%	47%	6%	13%
Jizeh	0	14%	36%	26%	10%	14%
Rafid	0	18%	36%	26%	10%	10%
Tafs	8%	17%	35%	2%	0	38%
Tal Shihab	2%	16%	22%	47%	9%	4%
Ash-Shajara	0	16%	29%	2%	0	53%
Question 6: How optimistic are you about your future?						
District	Not at all	Not very much	Uncertain	Mostly yes	Very much	Don't know
Jasim	1%	14%	7%	50%	25%	3%
Jizeh	16%	14%	3%	34%	33%	0
Rafid	8%	18%	10%	46%	16%	2%
Tafs	4%	25%	16%	38%	4%	13%
Tal Shihab	0	20%	14%	53%	11%	2%
Ash-Shajara	14%	53%	23%	6%	0	4%

*The table for this question shows the number of people who answered each answer option.