



GROUND TRUTH SOLUTIONS

Client Voice and Choice Initiative

Refugee perception in Greece

Ground Truth survey of camp residents supported by IRC

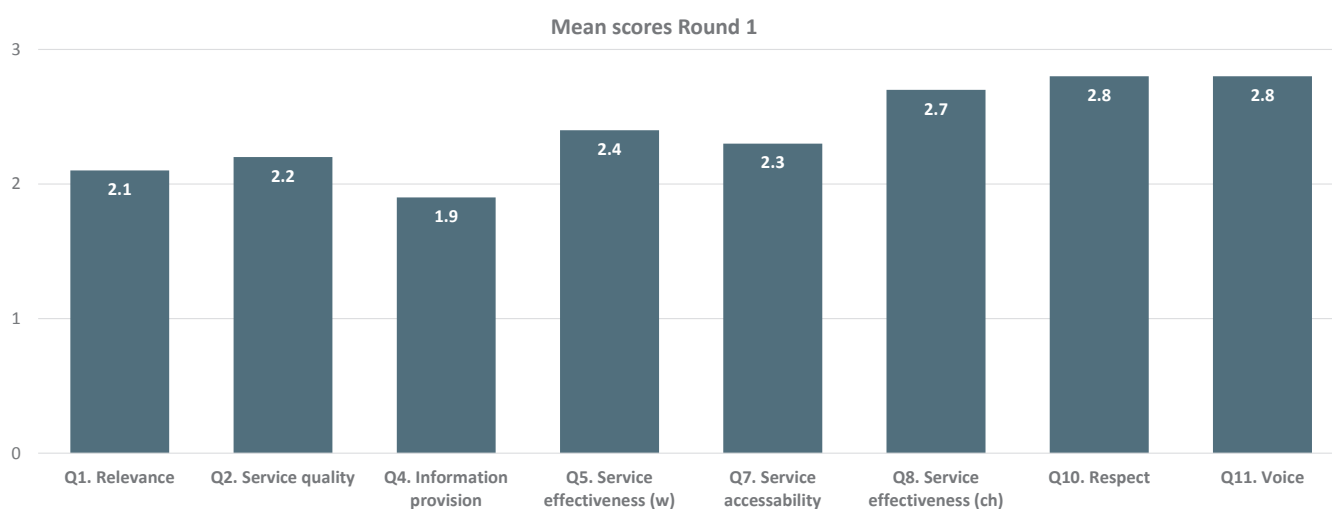
Round 1 – July 18-20, 2016



Putting people first in humanitarian operations

Summary findings

Overall, scores are quite positive. As the summary graph below shows, mean scores suggest that the programme is working well. Most people see children spaces as effective (Q8), feel treated with respect (Q10) and feel confident approaching IRC staff (Q11). While some scores are very positive, the IRC should look at its performance in areas where scores are lowest and consider measures that might improve perceptions. These include the relevance of the support (Q1), its outcomes, i.e. improvement of hygiene conditions (Q2), provision of information about the women spaces (Q4) and their accessibility (Q6). Respondents indicated a number of unmet needs and problems within the camp such as lack of cleanliness, bad quality of food, insufficient amount of hygiene items and lack of medical care.



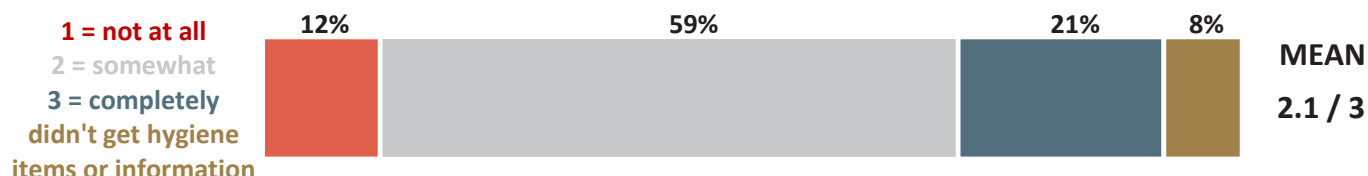
Reading the Charts

This report uses simple bar charts. For the closed likert scale questions, the bar charts show the distribution (in %) of answer options chosen for a particular question – with colours ranging from dark red for negative answers to dark blue for positive ones. The mean or average score is also shown for each question on a scale from 1-3. In subsequent rounds, the change in average scores for each question will also be shown.

For each question, we indicate the main take-away or conclusion drawn from the data. For more information on the Client Voice and Choice (CVC) initiative, the survey methodology and demographics, see page 14 of this report.

Survey Questions

Q1. Do the IRC hygiene items (such as soap, shampoo and cleaning detergent) and the information provided help you to maintain your personal hygiene and your living area?

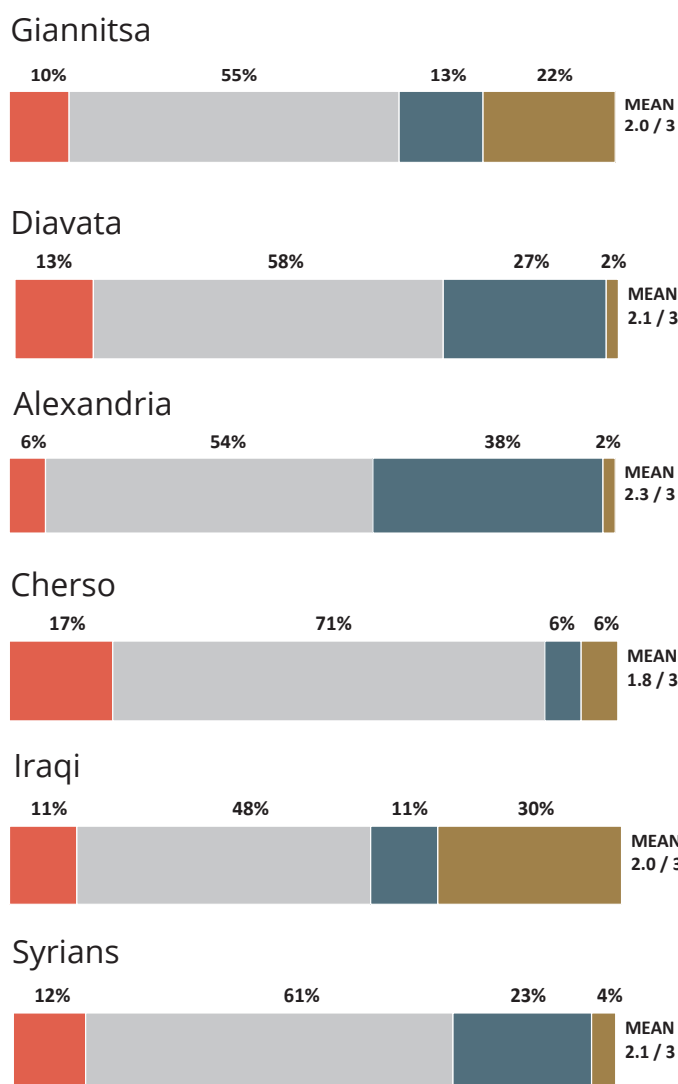


The WASH support is seen as only somewhat relevant.

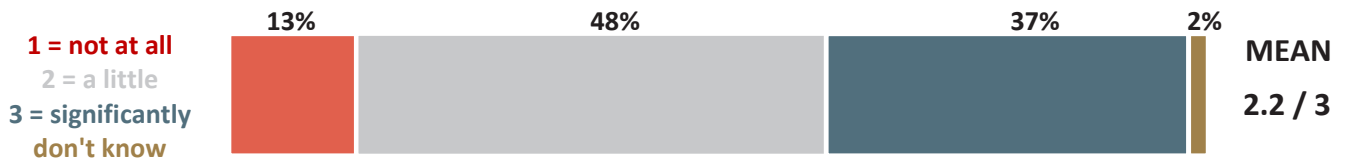
Respondents from Cherso camp consider the hygiene items and the information less relevant than respondents from other camps. Respondents from Alexandria are most positive with 38% saying the support is 'completely' helpful. 22% of respondents in Giannitsa camp reporting having not received any hygiene items or information about the support compared to only 2% in Alexandria.

Nearly a third of Iraqi refugees report not getting any help or information about the support, compared to 4% of Syrians.

These differences need to be understood and addressed urgently.



Q2. Do you think that the work IRC is doing on the water supply, latrines, showers and laundry facilities has improved your hygiene conditions since you arrived at the site?

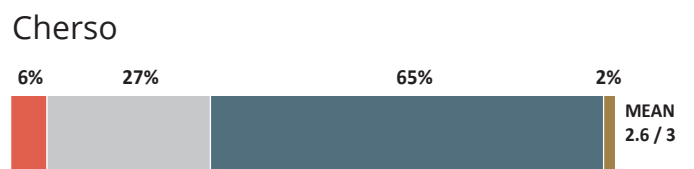
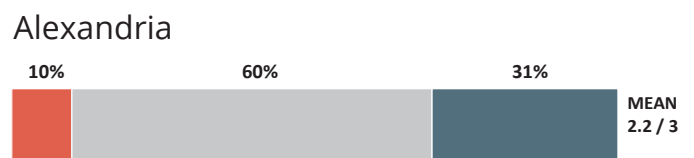
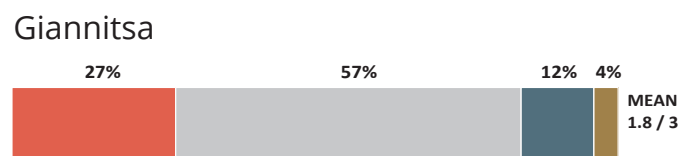
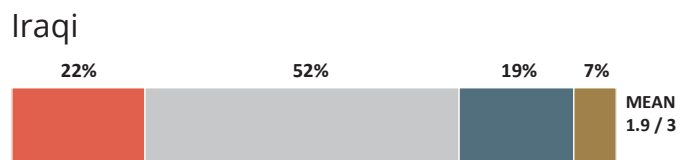


People feel their hygiene conditions are improving 'a little' thanks to the IRC support.

Syrians are remarkably more positive with 40% saying their hygiene conditions have 'significantly' improved compared to 19% of Iraqis.

Respondents from Giannitsa are the most negative compared to others with nearly a third of them (27%) saying their hygiene conditions have not improved. People located in Cherso are the most positive.

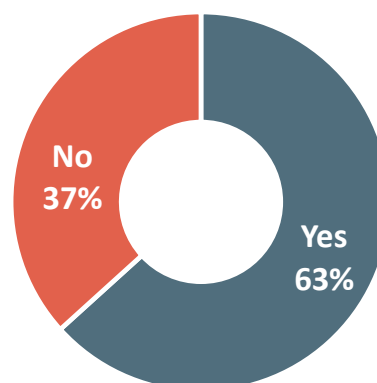
It would be useful to know why respondents felt like this and which factors might be causing the difference.



Q3. Are all people in this site able to access these services when they need them?

The majority of respondents can access the services at the time they need them. However, there is still 37% who cannot do so.

Respondents from Giannitsa are less satisfied with the availability of the support than respondents from other camps, with 55% saying they cannot access the services when they need them. Only 27% of those who live in Cherso feel the same. This difference should be investigated and addressed.



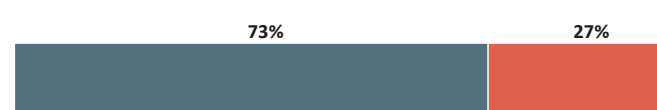
Alexandria



Giannitsa



Cherso

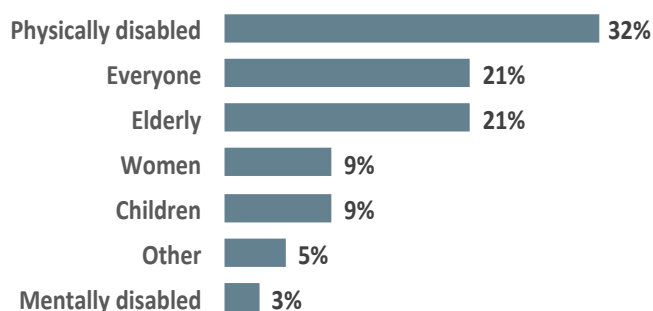


Diavata



Q3a. Follow-up question

Who cannot access these services when they need them?

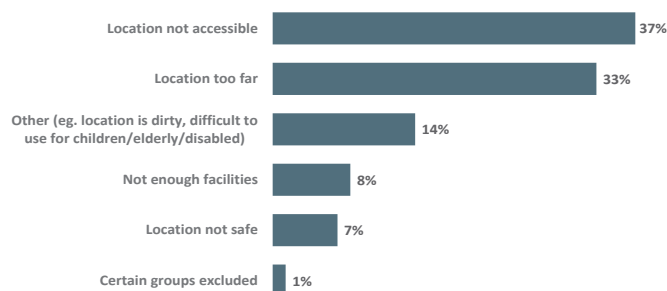


The top three responses are disabled people, followed by elderly and everyone in the camp.

The graph shows the most common responses and how often they were mentioned.

Q3b. Follow-up question

Why can they not access them?

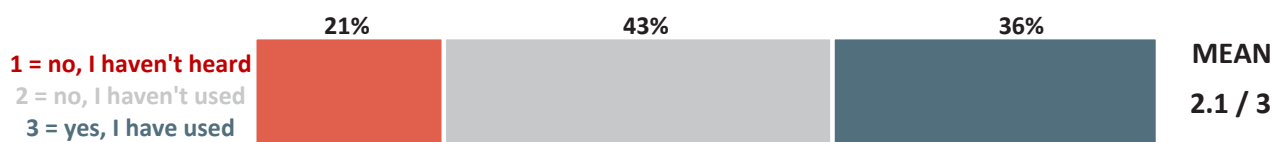


The top three reasons are that the location is not accessible, followed by location is too far away.

14% of respondents gave 'other' answers, which include: the locations are dirty, and they are difficult to use by children, elderly and disabled.

Q4. Have you heard of or used the IRC spaces with activities for women and girls in this site?

Women



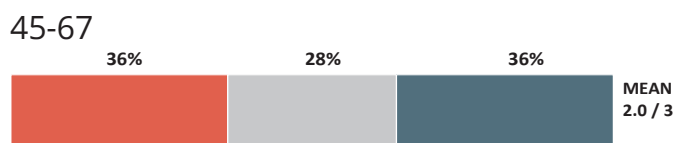
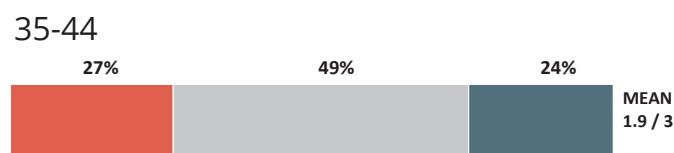
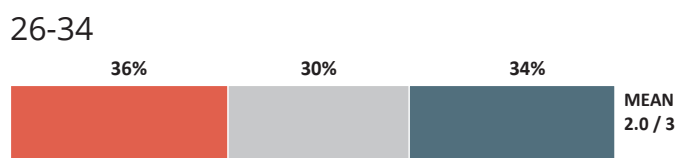
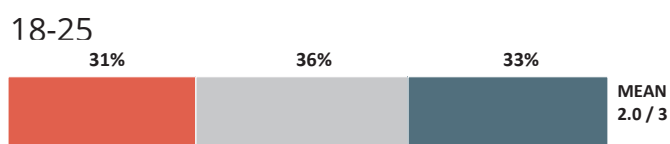
Men



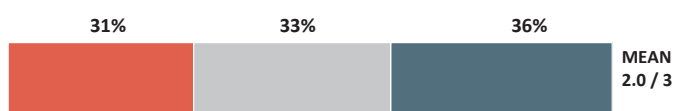
There is high awareness of the IRC spaces among women, however 43% of them have not used them.

Men are less aware of the IRC spaces with 45% of them saying they have never heard about them.

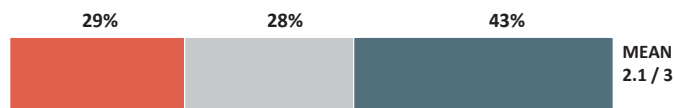
The women spaces were least used by those aged 35-44, even though they knew about them. Respondents from Diavata camp rarely used the IRC spaces, with only 17% saying they used the spaces.



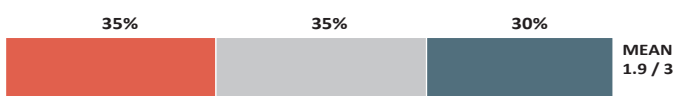
Alexandria



Giannitsa



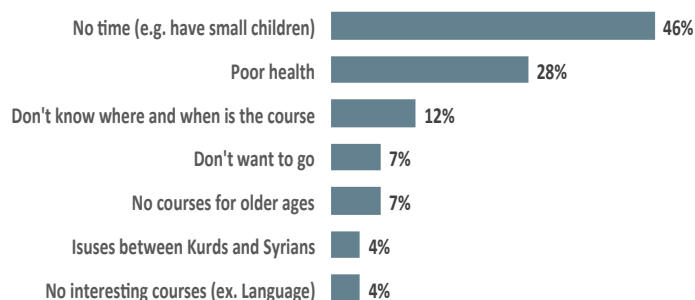
Cherso



Diavata



Q4a. Follow-up question
Why have you/your family not used them?



Respondents indicated several reasons, the top three reasons are lack of time often because of small babies or sick family member, followed by poor health, and lack of information about where and when the courses take place.

The graph shows the most common responses and how often they were mentioned.

Q5. Do you think that the IRC spaces with activities for women and girls improve the emotion wellbeing and / or skills of the women who attend?

(this question was asked only to those who use the IRC spaces)

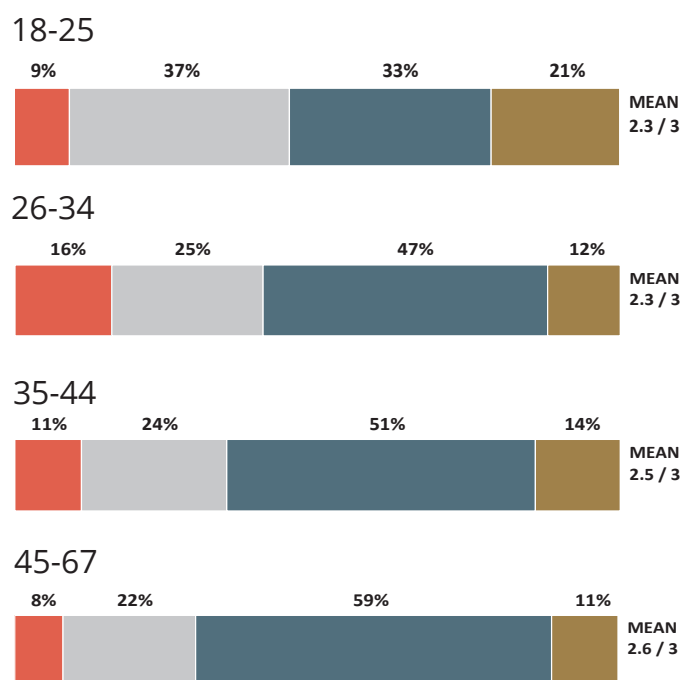


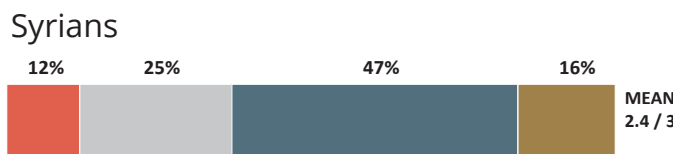
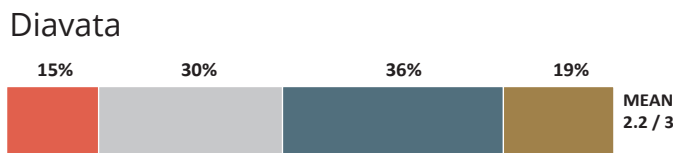
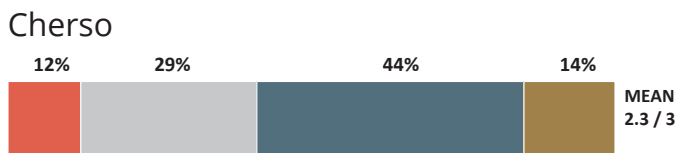
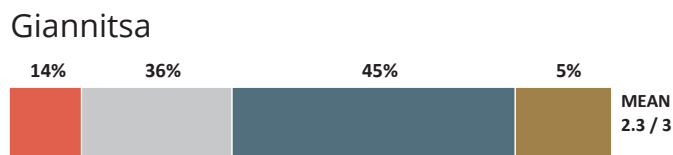
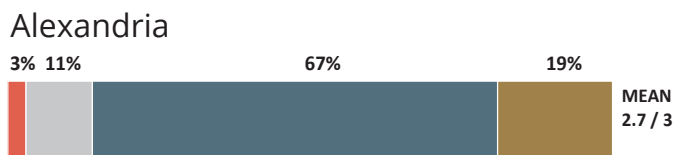
The IRC spaces for women and girls are seen as effective in improving wellbeing.

Respondents are generally positive about the impact of the support with 48% saying the IRC spaces help a lot. The older the respondents are the more positive they are about the effectiveness of activities.

Syrians are slightly less positive than Iraqis. Respondents from Diavata camp are the least positive compared to respondents located in other camps. Respondents from Alexandria give the most positive responses.

It would be useful to know why people from Diavata camp and Syrians see the women spaces as less effective.





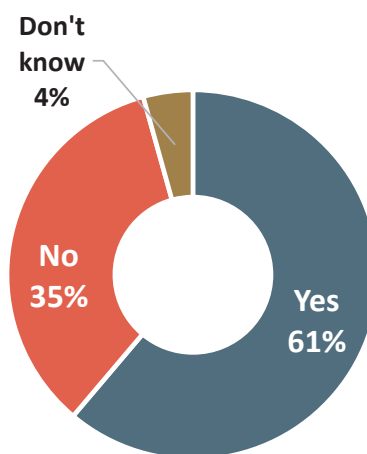
Q6. Do you think that all women and girls in this site feel able to use the spaces with activities for women and girls?

Overall, respondents see the women spaces as generally accessible. However, one third of respondents still feel that some girls and women cannot use these services.

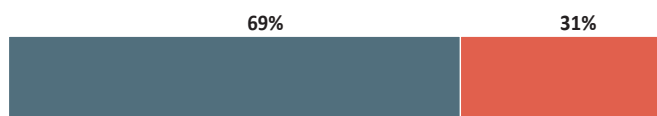
The younger the respondents, the less positive they feel about the accessibility of the women spaces.

Some 37% of women say that not all girls and women use the spaces. Syrians are less positive than Iraqis with 36% saying that women spaces are not accessible for all.

Respondents from Cherso camp were the most negative, with 44% saying the spaces cannot be used by all women and girls.



Alexandria



Giannitsa



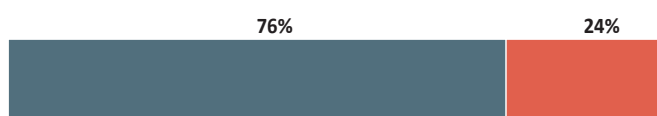
Cherso



Diavata



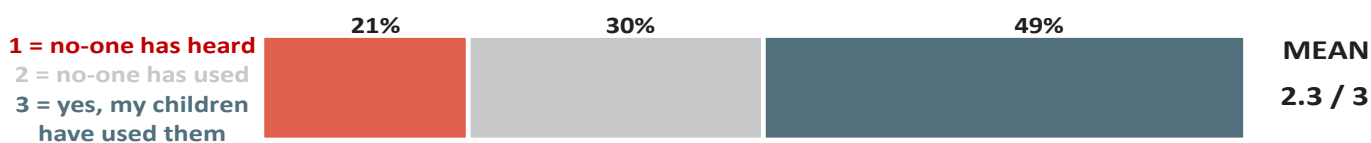
Iraqi



Syrians



Q7. Have you heard of the IRC spaces with activities for children and adolescents in this site and have your children used them?

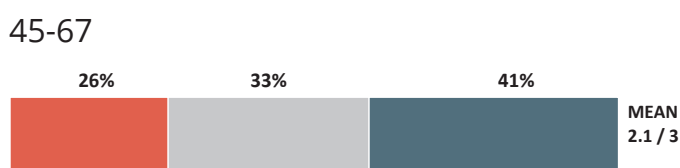
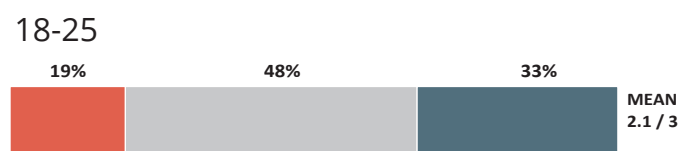


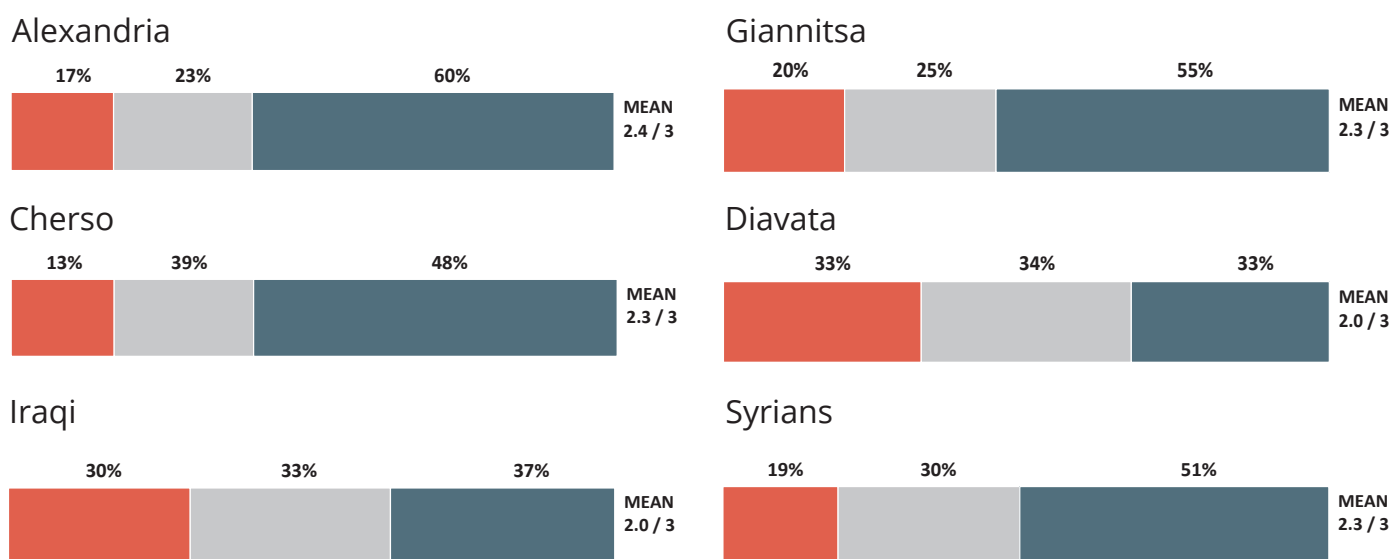
Children spaces were used by children of 49% of the respondents. Although another 30% of respondents had heard about this service, they haven't used it.

Parents aged 35-44 bring their children to the IRC spaces more often than others.

Iraqi are less aware about the children spaces and 33% of them do not take their children there despite knowing about the spaces. Syrians take their children to the spaces more often, however 30% still do not even though they know about them.

33% of respondents from Diavata don't know about the children spaces. Although 87% of those located in Cherso are aware about the spaces, 39% still do not take their children there.





Q7a. Follow-up question

Why have your children not used them?

Respondent don't bring their children to the spaces because they don't want or don't like it, some of them said they have ethical problems to do so, they don't want help from people of Arabic origin. One respondent didn't know when and where the activities take place.

IRC should dig deeper to understand why people don't bring their children to the spaces and see whether they can solve the problems or bring in another agency that can.

Q8. Do you think that the IRC spaces with activities for children and adolescents improve the emotion wellbeing and / or skills of the children and adolescents who attend?

(this question was asked only to those who use the IRC spaces)



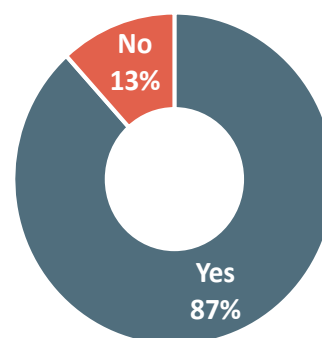
The IRC spaces for children and adolescents are seen as very effective in improving the children wellbeing. Respondents are very positive about the impact of the activities with 72% saying the IRC spaces help a lot.

Children spaces are seen as more effective than the spaces for women and girls. This difference should be investigated and addressed.

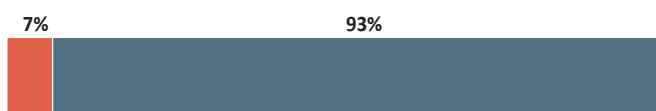
Q9. Do you think that all children and adolescents in this site feel able to use the spaces with activities for children and adolescents?

The spaces for children and adolescents are seen as accessible for all by the majority of respondents.

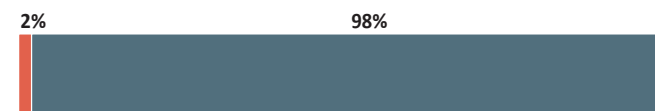
Respondents from Diavata and Cherso are slightly less positive than respondents from other camps.



Alexandria



Giannitsa



Cherso



Diavata

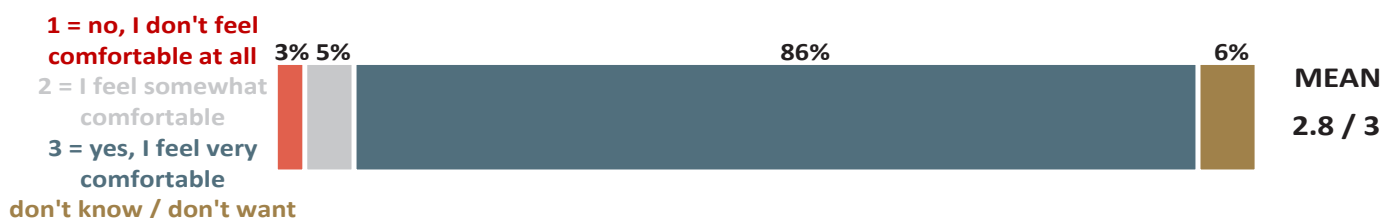


Q10. Do NGO staff in this camp treat people with respect and dignity?



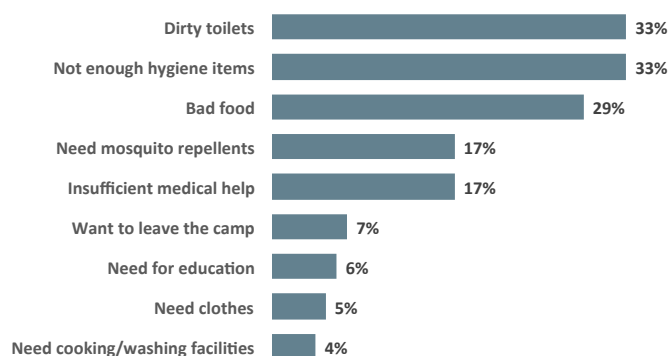
Respondents feel well treated with 82% saying they are treated with respect all the time.

Q11. Do you feel comfortable approaching IRC staff regarding the services provided in this site?



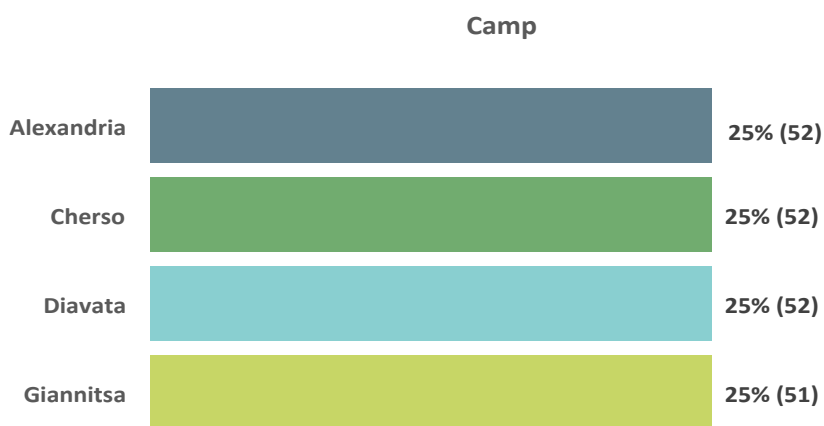
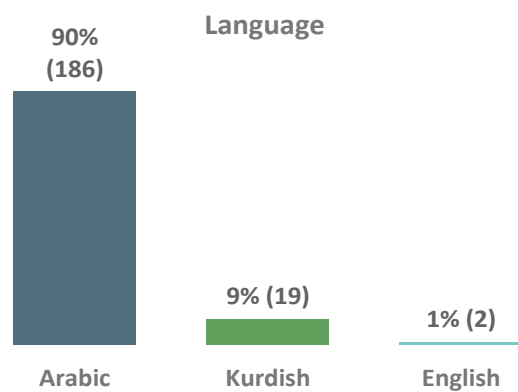
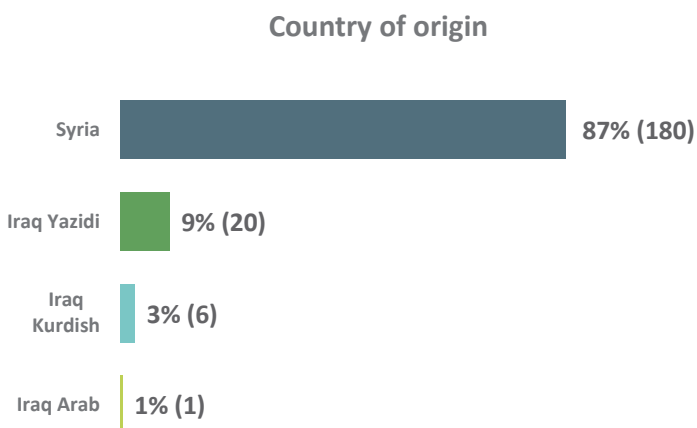
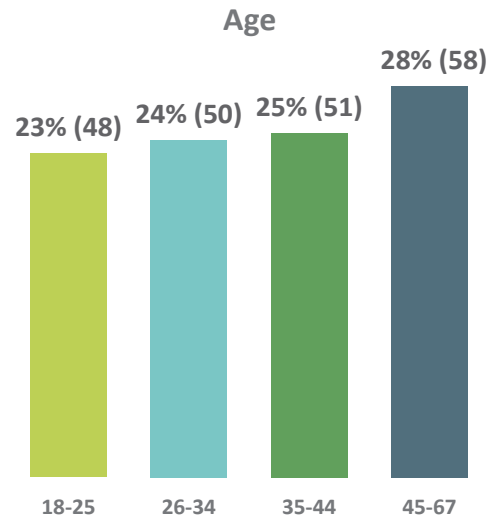
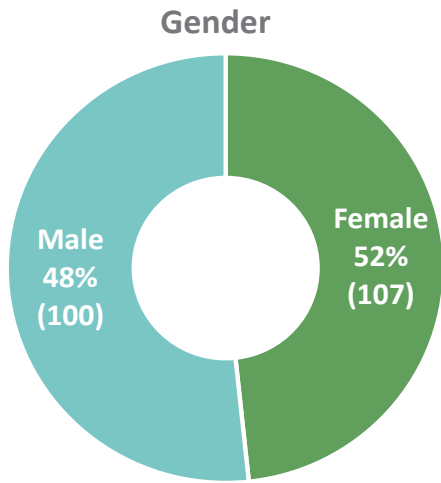
People feel very confident approaching the IRC staff – as high mean score of 2.8 indicates.

Q12. Is there anything else you would like to tell us about IRC services in this camp?



People voiced a number of suggestions and complaints. Most concerns were about the cleanliness of the toilets and their accessibility for children and elderly, as well as concerns about the lack of cleaning and hygiene items, including items for children. Respondents complained about the quality of food saying it is not fresh and even spoiled or poisoned and not suitable for diabetics. In addition, there were frequent requests for mosquito repellents and more professional medical assistance.

Demographics



Recommendations and next steps

The following next steps are suggested for consideration by IRC staff:

a) **Follow the Ground Truth cycle.** Discuss the main findings with your own staff and partners to verify and deepen the analysis and demonstrate that feedback is taken seriously. These “sense-making” dialogues should focus on three main themes: (i) the areas where the programme needs improvement; (ii) questions arising from the findings that need more investigation to understand; and (iii) specific corrective actions, especially where scores are low.

b) **Advocate with the data.** Not all the data in this report might be actionable through course corrections by the IRC. Consider sharing this

feedback with other agencies working in the camp to see how, together, the humanitarian team can address concerns or bridge gaps.

c) **Empower frontline staff** to systematically collect and report to senior managers on the feedback they receive. This can result in an on-going feedback process at no extra cost or effort. It can also provide valuable information about aspects of the programme. It would be good to encourage frontline staff to themselves close the feedback loop, by communicating changes or updating affected people about services.

Ground Truth would be happy to discuss these next steps with you and offer advice and guidance about how to implement them.

Note on Methodology

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. GT conducts regular micro-surveys to provide a stream of accurate data on client perceptions and concerns, and supports the IRC in analysing and responding to the feedback received.

In Greece, GT and the IRC are collecting three rounds of feedback on IRC WASH and Protection programmes in four camps in the North: Alexandria, Diavata, Cherso and Giannitsa.

Survey development

Ground Truth developed the survey questions in close collaboration with the IRC and teams on the ground. The goal is to gather feedback on the services provided in the refugee camps in Greece and track how perceptions evolve over time. The questions were formulated to cover service quality, relevance and key relationship indicators. Most closed questions use a 1-3 Likert scale to quantify answers. Several questions are followed by an open-ended question to understand why the respondent gave a particular answer. Ground Truth’s perceptual surveys complement regular programme monitoring and evaluation.

Sample size

About 50 individuals responded to the survey from each camp.

Sampling methodology

Respondents were randomly selected to participate in the survey. The enumerators totalled the number of tents in each camp, and divided the number by 50 (the target sample). They then approached every nth house randomly to conduct the survey. There were no reported problems in the sampling methodology.

Data disaggregation

Data is disaggregated by age and country of origin within each. The analysis in the report shows any significant difference in the perceptions of different demographic groups. It does not, however, show the full breakdown of responses according to these categories.

Language of the survey

This survey was conducted in Arabic, English and Kurdish.

Data collection

Data was collected between 18 and 20 July 2016 by an independent data collection company contracted by Ground Truth. Enumerators conducted face-to-face one-on-one interviews, presenting themselves as working for an organization independent from the IRC.

For more information about Ground Truth or this survey, please contact Kai Hopkins (kai@groundtruthsolutions.org).