



**GROUND TRUTH
SOLUTIONS**

Client Voice and Choice Initiative

Southern Syria

Round 2 – June 29 until July 15, 2016

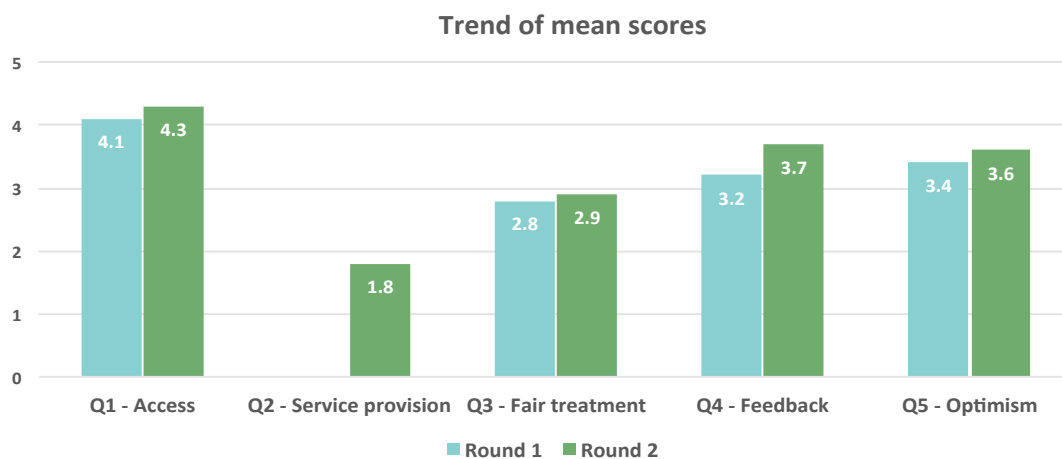


Putting people first in humanitarian operations

This report refers to IRC's work in southern Syria but place names etc. have been removed to safeguard our work and the people we work with.

Summary findings

Scores are generally quite positive with slight improvement across all questions from Round 1. As the trend graph below shows, many aspects of the project appear to be working well - for example, most people see the health centres are accessible and feel the services they provide are relevant. Only a small number of beneficiaries feel that some people are treated better than others, and the majority are optimistic about their future. There are also less safety concerns mentioned as reasons for difficulty in accessing the centres. There is a significant correlation between feelings of optimism and confidence that feedback will be responded to.



While the trends are encouraging, there are still some areas of concern. A large proportion of respondents, for example, do not know or are uncertain if health facilities will act on their feedback. To continue building trust with affected people, it is important to inform community members of the survey results and seek additional insight about possible programme adjustments. Closing the loop in this way also helps overcome survey fatigue and can improve relations between IRC, SAMS and the community.

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, people in a particular location).

For more information on the Client Voice and Choice (CVC) initiative, the survey methodology and demographics, see pages 10-13 of this report.

Survey Questions

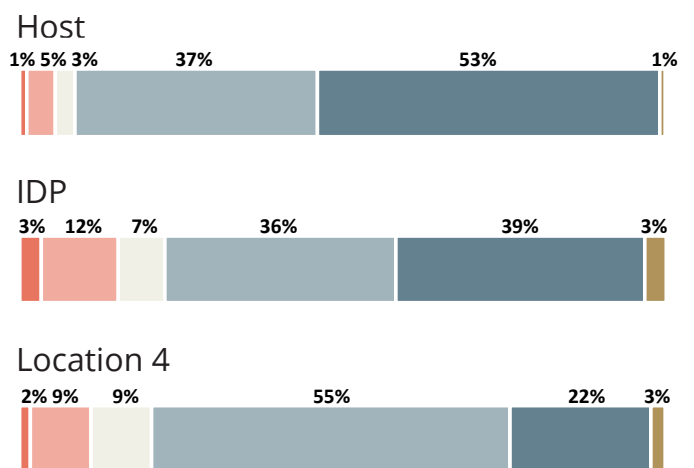
Question 1

How easy is it to get to the hospital?



Access is generally improving

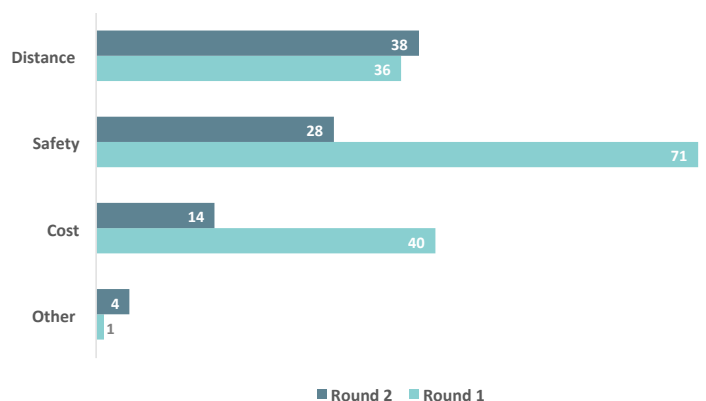
Overall, people find it easy to access the hospitals. We see an increase in the mean score from 4.1 in Round 1 to 4.3 in Round 2. Some 86% of respondents say they find it quite easy or very easy to get access to the hospital. IDPs (mean of 4.0) find it less easy to get access compared to the host community (4.4). Respondents from location 4 show the biggest increase in scores from the first round with negative responses ('not at all' and 'not very much') decreasing from 34% to 11%.



Follow-up question

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

Distance from the hospitals was given as the number one reason for difficulty in reaching the hospital. Safety and cost are the second and third most frequent reasons mentioned by respondents. Compared to the first round less people responded to this question, which implies better access. There is a notable drop in fears related to safety, with only 28 mentioning it as a concern compared to 71 in Round 1.



Question 2 (new question developed for round 2)

Does the hospital provide the services you and your family need?



Hospitals are providing relevant services

Overall, people report that the hospitals provide relevant and necessary services: 71% of the people answer 'yes', 20% feel that services are 'partially relevant' and only 9% say that the services they need are not provided by hospitals. Location 3 and location 4 have the lowest scores with 62% and 53% respectively answering 'yes'. Women find the services more relevant than men with only 5% of women answering negatively compared to 13% of men.

Location 3



Location 4



Female



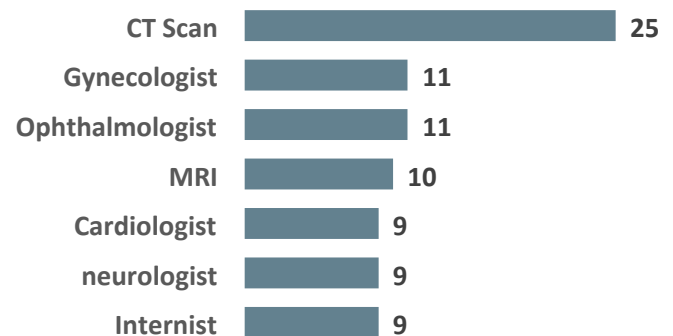
Male



Follow-up question 1

Which services are missing?

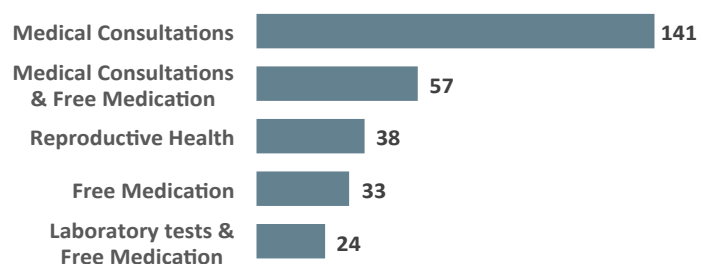
CT Scan was named most frequently as the service missing, followed by specialized medical staff and MRI machines.



Follow-up question 2

Which services do you use the most?

Medical consultations, free medication and reproductive health services were named the most used services.



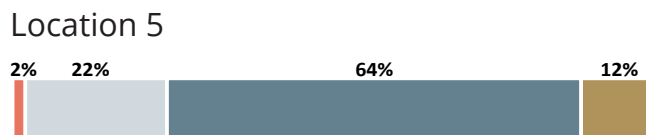
Question 3

Do you think the health facility treats some people better than others?



Services are offered fairly

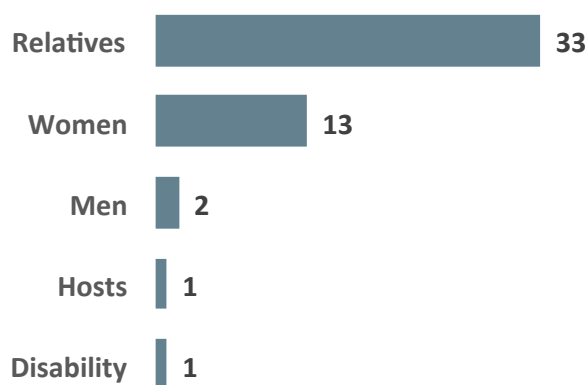
Some 9% of respondents say that the health facility sometimes treats people better than others, compared to 12% in the previous round. 62% do not think the health facility treats some people better than others, compared to 60% in the first round. There is still a significant proportion of respondents who are unsure. In location 5 24% of respondents said that the health facility sometimes treats people better than others.



Follow-up question

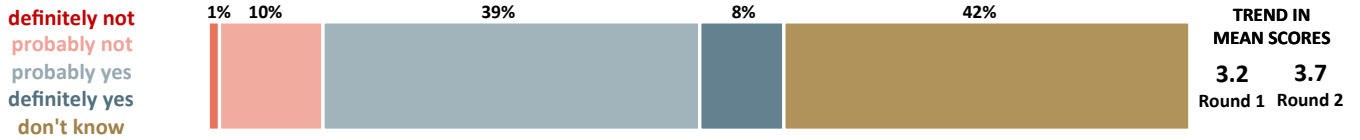
Who is treated better than others? (total numbers)

Relatives are the most frequently named group of people who are treated better than others, followed by women.



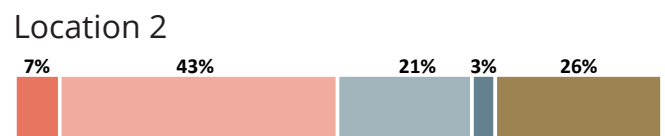
Question 4

Do you think the health facility will act on your feedback provided today?



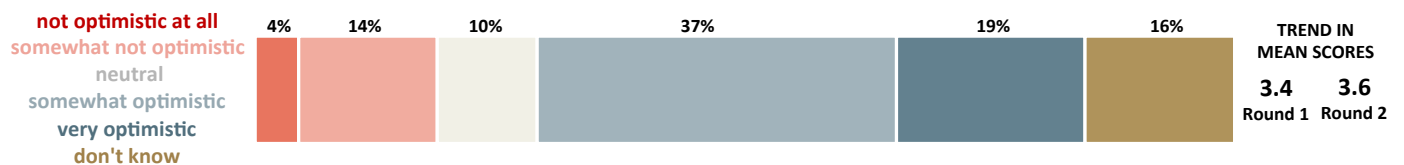
Respondents unsure if their feedback will be responded to

Some 42% of beneficiaries say they don't know if health facilities will respond to their feedback compared to 47% who believe they will. Respondents in location 2 are particularly negative with 50% responding 'not very much' or 'not at all'.



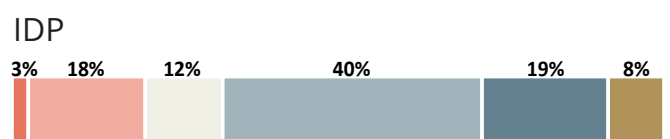
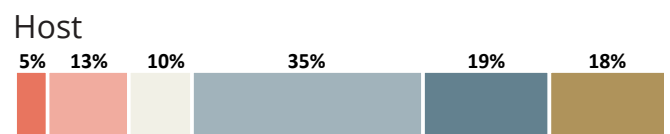
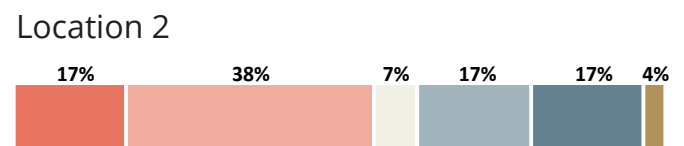
Question 5

How optimistic are you about your future?



Respondents are cautiously optimistic

Overall, more than half the respondents are quite positive about their future, with mean scores up on Round 1: 56% are 'mostly' or 'very optimistic' about their future. People in location 2 are the least optimistic with 55% answering negatively ('not very much' or 'not at all'). Interestingly, host communities and IDPs have similar levels of optimism, with both groups scoring a mean of 3.6.



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. Under this program implemented in partnership with Syrian NGOs, including the Syrian American Medical Society (SAMS), 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.

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 second round was conducted between June 29 and July 15. 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

From the sample of 517 respondents, 509 participated in the survey and hence were 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.

Respondents were approached on the street using an opportunity sampling methodology. They were asked if they knew the health facility and whether they wanted to participate in the survey.

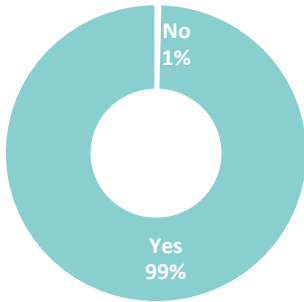
Location	Sample size	Estimated catchment population provided through health facility
Location 1	138	170,000
Location 2	59	60,000
Location 3	50	10,000
Location 4	170	250,000
Location 5	50	20,000
Location 6	50	20,000
Total Sample:	517	
Exclusions	8 [1]	
Male Sample	259	
Female Sample:	250	

[1] Exclusions of people who did not know the hospitals or did not want to participate in the survey.

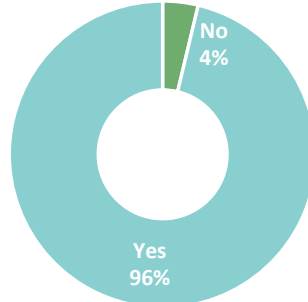
Demographics

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

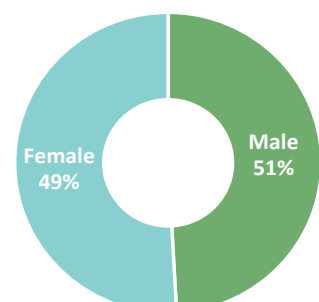
Do you know the name of the hospital?



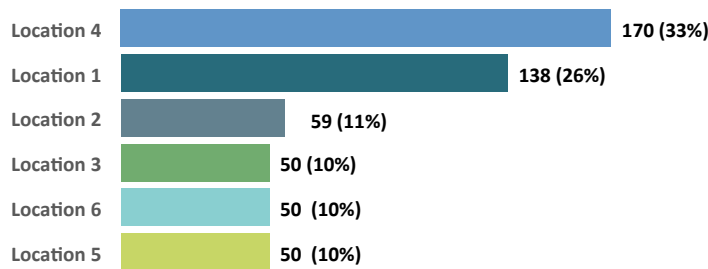
Have you used the hospital before?



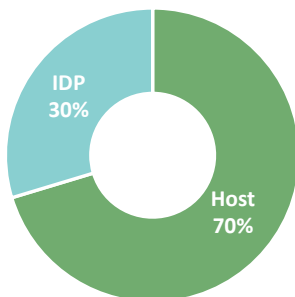
Gender



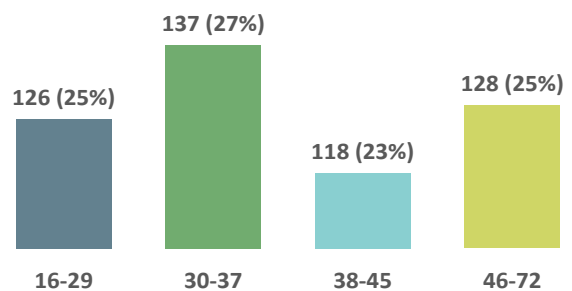
Sub-District



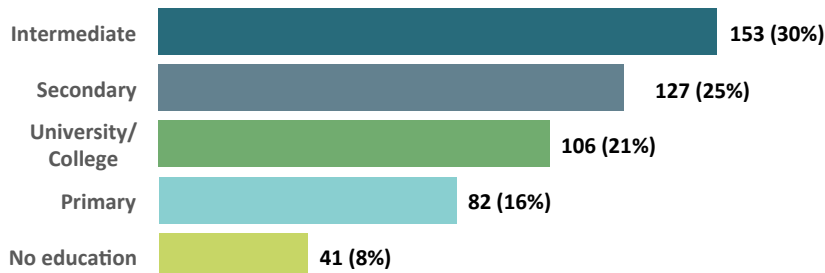
Citizenship status



Age



Education level



Annex

Breakdowns per health facility

Question 1: How easy is it to get to the [name of hospital]?						
District	Not at all	Not very much	Uncertain	Quite easy	Very easy	Don't know
Location 1	2%	6%	2%	31%	60%	0%
Location 2	5%	3%	0%	12%	72%	7%
Location 3	2%	14%	2%	14%	68%	0%
Location 4	2%	9%	9%	55%	22%	2%
Location 5	0%	2%	6%	22%	70%	0%
Location 6	0%	0%	0%	56%	44%	0%

Question 2: Does [name of hospital] provide the services you and your family need?			
District	No	Partially	Yes
Location 1	5%	15%	79%
Location 2	5%	12%	83%
Location 3	12%	26%	62%
Location 4	11%	36%	54%
Location 5	20%	2%	78%
Location 6	6%	2%	92%

Question 3: Do you think the health facility treats some people better than others?				
District	Yes	Sometimes	No	Don't know
Location 1	1%	10%	67%	22%
Location 2	0%	10%	71%	19%
Location 3	0%	10%	72%	18%
Location 4	1%	4%	47%	48%
Location 5	2%	22%	64%	12%
Location 6	0%	4%	78%	18%

Question 4: Do you think the health facility will act on your feedback provided today?					
District	Definitely not	Probably not	Probably yes	Definitely yes	Don't know
Location 1	2%	5%	61%	22%	11%
Location 2	7%	43%	21%	3%	26%
Location 3	0%	8%	52%	2%	38%
Location 4	0%	4%	26%	1%	68%
Location 5	0%	8%	46%	18%	28%
Location 6	0%	14%	20%	0%	66%

Question 5: How optimistic are you about your future?						
District	Not at all	Somewhat not	Neutral	Somewhat yes	Very much	Don't know
Location 1	7%	9%	11%	51%	16%	5%
Location 2	17%	38%	7%	17%	17%	3%
Location 3	0%	12%	12%	34%	42%	0%
Location 4	0%	5%	13%	32%	10%	39%
Location 5	0%	0%	6%	34%	58%	2%
Location 6	6%	46%	4%	42%	0%	2%

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