



**GROUND TRUTH
SOLUTIONS**

Client Voice and Choice Initiative

REFUGEE PERCEPTION IN GREECE

Ground Truth survey of camp residents supported by IRC

– Round 2 –

September 26-28, 2016





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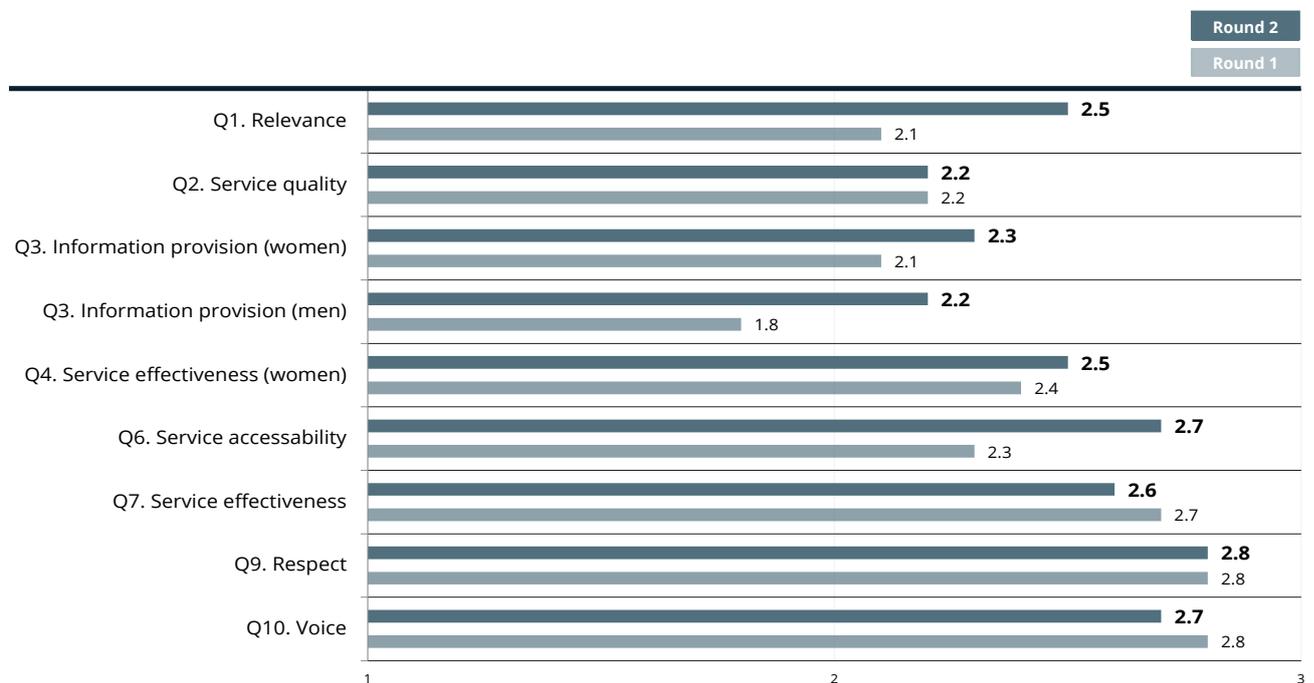


OVERVIEW

Summary Findings

Two months after our last round (conducted in July 2016), findings from our data collection in September show that perceptions among refugees have improved on most issues. The results from round 2 indicate that most people feel that the relevance of the WASH services has improved (Q1) and respondents remain positive about the safe spaces. Regarding the hygiene conditions, however, there is room for further improvement (Q2). Awareness about the women and girls safe spaces is high among both men and women, nevertheless one

third of respondents still do not use them (Q3). Findings of certain questions require further attention. For example, refugees from Syria, which make up most of the sample, appear to be remarkably more positive than refugees from other countries throughout all questions. Respondents voiced suggestions and concerns about the preparedness of the camp for winter and unaddressed problems of cleanliness and the absence of electricity, gas and hot water.



It is important to discuss the findings with community members, who can help surface additional insight and suggest possible ways forward. Closing the loop also

helps overcome the natural survey fatigue people can feel, and improves the relationships between the IRC and community members.

Reading the charts

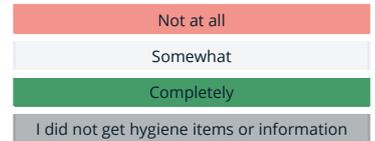
This report uses simple bar charts. For the closed likert scale questions, the bar charts show the distribution (in %) of answer options chosen for a particular question – with colours ranging from dark red for negative answers to dark green for positive ones. The mean and the change from round 1 to round 2 is shown for each

question on a scale. 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 pages 12 to 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?



(values in %)

Mean 2.1 ▶ 2.5



The IRC support is seen as helpful.

Respondents from Alexandria seem to be slightly more positive about the relevance of the hygiene items and information compared to respondents from other camps. Cherso where those answering 'completely' increased from 6% in round 1 to 55% in round 2. This positive trend is encouraging and should be maintained. In contrast to round 1, where 8% reported not receiving hygiene items or information, in round 2 no one gave this answer option.

Camp	Trend of mean score:	
Alexandria	4 (37%)	59 (2.3 > 2.5)
Cherso	3 (42%)	55 (1.9 > 2.5)
Diavata	8 (48%)	44 (2.1 > 2.4)

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?



(values in %)

Mean 2.2 ▶ 2.2



Respondents feel that their hygiene conditions have improved thanks to the work of the IRC.

Responses between camps show quite a diverse picture. While 72% of respondents from Cherso are positive about the effectiveness of help, only 18% of those from Diavata feel the same.

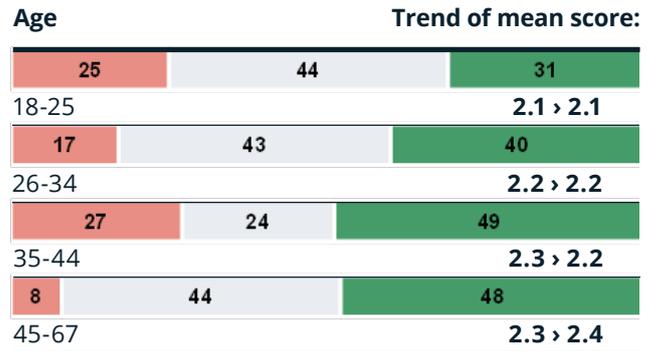
Camp	Trend of mean score:	
Alexandria	18 (44%)	38 (2.2 > 2.2)
Cherso	28 (72%)	2.6 > 2.7
Diavata	36 (46%)	18 (2.3 > 1.8)



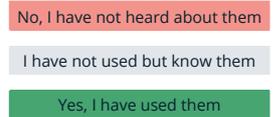
The younger respondents are significantly more negative than people aged 45 to 67.

It would be useful to know why perceptions in Diavata are more negative compared to other camps as well as why younger people are more negative.

Overall, the picture remains similar to round 1. It will be interesting to see how this develops as improvements continue.

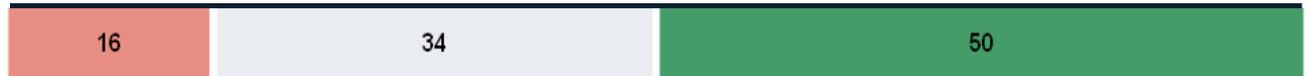


Q3. Have you heard of or used the IRC spaces with activities for women and girls in this site?



Responses from women (values in %)

Mean 2.1 ▶ 2.3



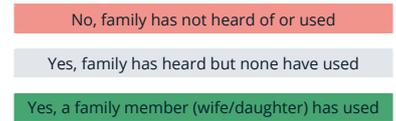
There is high awareness of the IRC spaces for women and girls among female respondents.

The majority of women know about the IRC spaces and half of them have used them compared to 36% in round 1. Respondents aged 35-44 used the IRC spaces more often than others.

Respondents from Diavata rarely use the IRC spaces compared to people from Alexandria. The responses indicate that people in Cherso are the ones that have least used the spaces despite knowing about them.

The IRC should investigate what are the causes of the differences between camps.





Responses from men
(values in %)

Mean 1.8 ▶ 2.2 ▲



Male respondents indicate that there is high awareness of the IRC spaces in families. However, 52% of wives or daughters have not used them.

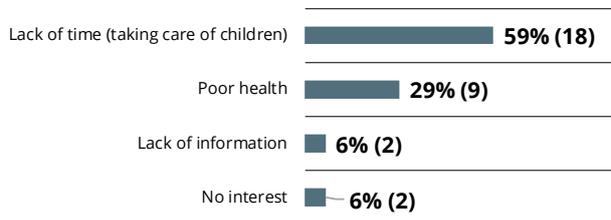
Older men tend to be less aware of the IRC spaces. However, if older men have heard of the IRC spaces their female family members are more likely to use them.

Awareness amongst male respondents in Diavata camp is significantly lower compared to respondents from the other sites.

Age				Mean score:
	30	22	48	
18-25				2.2
	31	16	53	
26-34				2.2
	17	33	50	
35-44				2.3
	21	33	46	
45-67				2.3
Camp				Mean score:
	6	25	69	
Alexandria				2.6
	11	37	52	
Cherso				2.4
	50	21	29	
Diavata				1.8

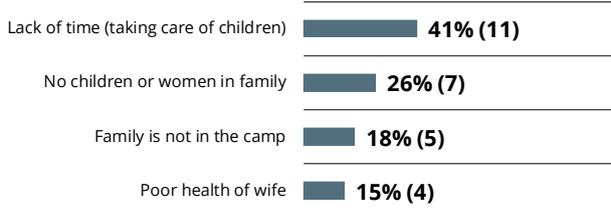
*Follow-up question to those who responded negatively:
Q3a. Why have you / your family not used them?*

Responses from women



Female respondents, who have not used the IRC spaces, indicate several reasons. The top two are lack of time as women are occupied with taking care of their children, followed by poor health.

Responses from men



Male respondents indicated the same two reasons, lack of time and poor health of wives. Another 44% of men do not have children or women in their family or they are not in the camp.

The graphs show the most common responses and how frequently they were mentioned.



*Q4. 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?
[Only asked to women]*



(values in %)

Mean 2.5 ▶ 2.5

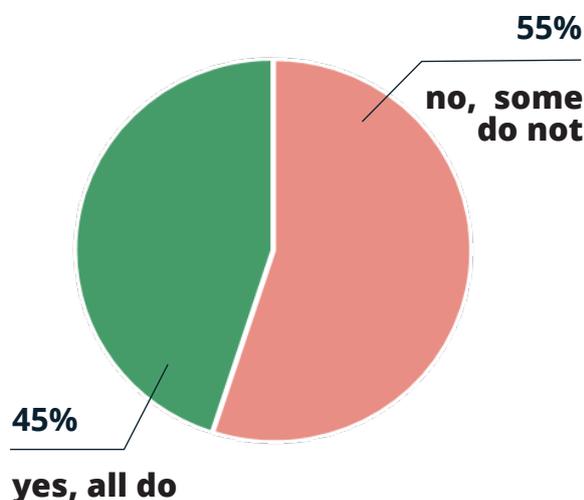


IRC spaces for women and girls largely improve the life of affected people.

Respondents between 45-65 years are more positive, compared to other age groups. None of the respondents aged 26-34 chose a negative response.

Age	Mean score:
18-25	2.2
26-34	2.4
35-44	2.3
45-67	2.5

*Q5. Do you think that all women and girls in this site feel able to use the spaces with activities for women and girls?
[Only asked to women]*



The accessibility of IRC spaces for women and girls can be improved.

Younger women seem to report more problems accessing the IRC spaces than older women.

Age	no, some do not	yes, all do
18-25	64	36
26-34	56	44
35-44	55	45
45-67	48	52

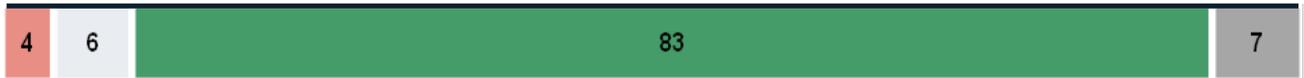


*Q5. Do you feel comfortable with your female family members using these spaces?
[Only asked to men]*

- No, not at all
- A little
- Yes, a lot
- I don't know

(values in %)

Mean 2.8



Male respondents feel comfortable with their female family members using IRC spaces for women and girls.

Respondents aged 26 to 34 are less positive compared to other age groups.

Age	Mean score:	
18-25	88	12
26-34	15	8
35-44	5	95
45-67	3	10

QUESTIONS 6 TO 8 WERE ASKED TO PEOPLE IN ALEXANDRIA AND CHERSO. THERE IS NO IRC SPACE FOR CHILDREN IN DIAVATA.

Q6. Have you heard of the IRC spaces with activities for children and adolescents in this site and have your children between 5-17 years used them?

- No-one in my family has heard about them
- Family has heard of but children between 5-17 have not used them
- Yes, my children have used them
- Family has heard of but has no children between 5-17

(values in %)

Mean 2.3 ▶ 2.7



Almost all respondents have heard of the IRC spaces for children and adolescents. The majority of respondents who have heard about this service that have children, have used the service.

Fewer respondents from Cherso take their children to the IRC camps compared to Alexandria.

Camp	Trend of mean score:	
Alexandria	4	7
Cherso	7	13

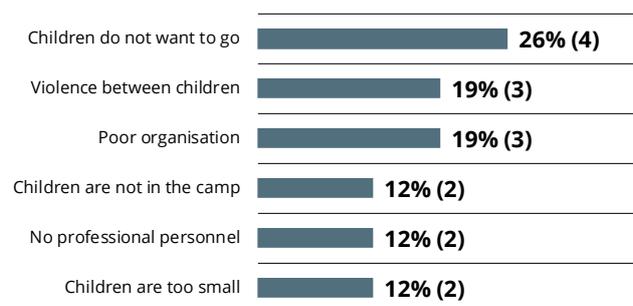


Parents aged 35-44 seem to send their children to IRC spaces more often than others, however they are also those who mostly have children aged 5 to 17.

Age	Trend of mean score:				
18-25	13	26	61	2.1 > 2.1	
26-34	3	16	58	23	2.4 > 2.8
35-44	4	7	86	3	2.4 > 2.5
45-67	4	14	45	37	2.2 > 2.4

Follow-up question to those who responded “Family has heard of but children between 5-17 have not used them”

Q6a. Why have your children not used them?



Respondents do not bring their children to the IRC spaces because they feel that these are poorly organised. Respondents from Cherso complained about the lack of professional personnel. The top two reasons are lack of interest among the children and violence between them.

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

Q7. Do you think that the IRC spaces with activities for children and adolescents improve the emotional wellbeing and / or skills of the children and adolescents who attend?



(values in %)

Mean 2.7 ▶ 2.6



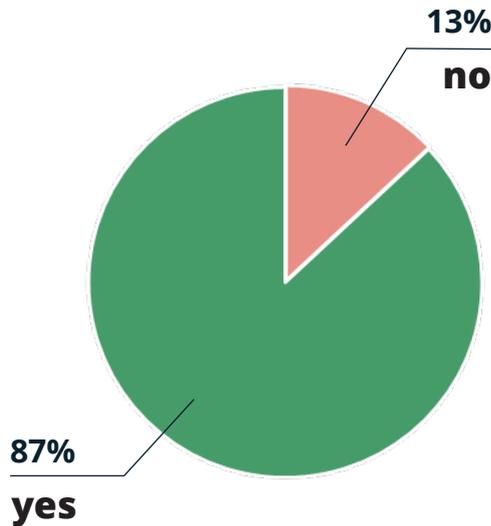
IRC spaces for children and adolescents improve the life of affected people.

Scores have slightly deteriorated compared to round 1, from 72% to 60% answering 'yes, a lot', but the IRC spaces for children and adolescents continue to be seen as more effective than the spaces for women and girls.

The IRC should investigate further why scores have dropped and what is causing the difference between the IRC spaces.

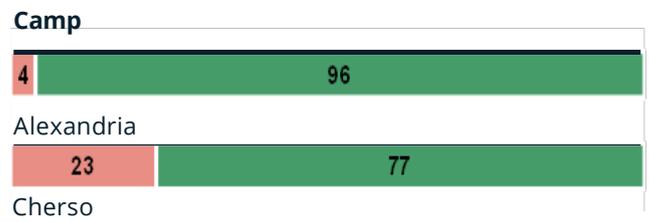


Q8. Do you think that parents feel comfortable with their children using the spaces with activities for children and adolescents?

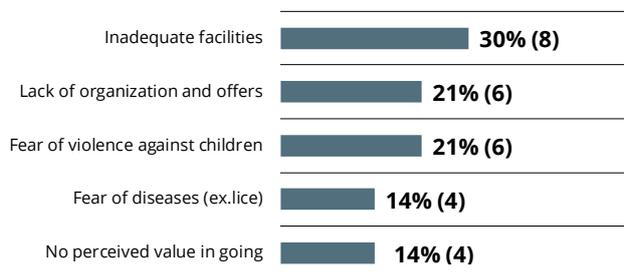


Parents feel comfortable sending their children to the IRC spaces.

Respondents from Cherso are significantly more negative than those from Alexandria. The IRC should dig deeper to try and understand this difference.



*Follow-up question to those who responded negatively:
Q8a. Why are some parents not comfortable?*

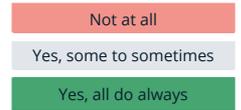


Respondents indicate that parents do not feel comfortable because of inadequate facilities and poor organisation. They fear diseases and violence against their children. Several respondents do not see the benefit of sending their children to the IRC spaces.

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



Q9. Do NGO staff in this camp treat people with respect and dignity?



(values in %)

Mean 2.8 ▶ 2.8 =



Respondents feel very well treated.

Respondents from Diavata are noticeably less positive compared to people from Alexandria and Cherso.

Overall, scores are similar to those in round 1.

Camp	Trend of mean score:
4	96
Alexandria	2.9 > 2.9
7	93
Cherso	2.8 > 2.9
11 19	70
Diavata	2.7 > 2.6

Q10. Do you feel comfortable approaching IRC staff regarding the services provided in this site?



(values in %)

Mean 2.8 ▶ 2.7 ▼



People feel very confident to approach IRC staff. However, their number has slightly decreased compared to round 1.

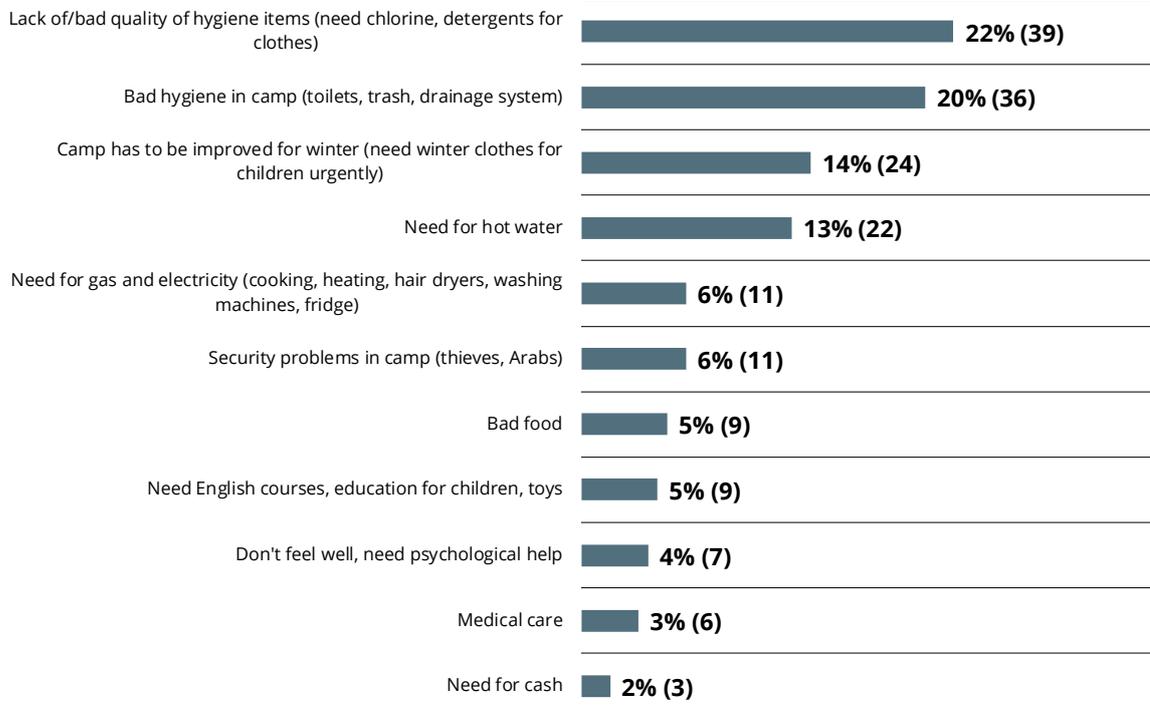
People in Diavata feel significantly less comfortable to approach IRC staff than in Alexandria or Cherso.

It would be important to understand what causes this difference.

Camp	Trend of mean score:
4	92
Alexandria	2.9 > 2.8
8	92
Cherso	2.9 > 2.9
10 21	61
Diavata	2.8 > 2.3



Q11. Is there anything else you would like to tell us about IRC services in this camp?



Respondents voiced a number of suggestions and complaints.

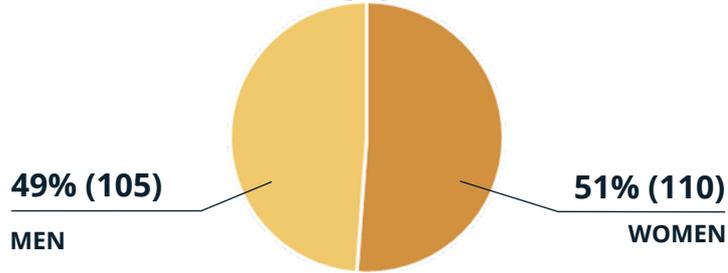
As in round 1, people are concerned about the quality of hygiene items and general cleanliness in the camp. There are rising worries about the upcoming winter and preparedness of those in the camp for cold weather. Respondents have unmet needs for winter clothes, hot water, electricity and gas. A small number of respondents pointed to security problems in camp.

The graph shows the most common comments and how frequently they were mentioned.

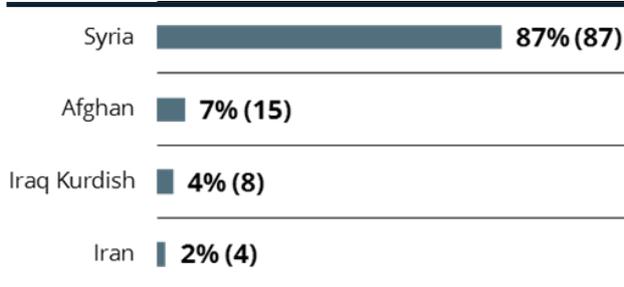


DEMOGRAPHICS

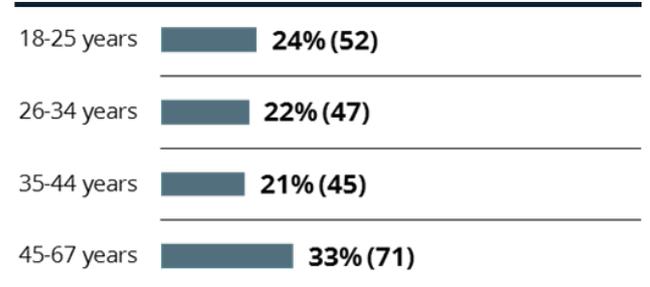
Gender



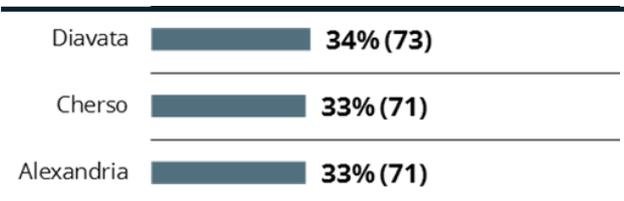
Origin



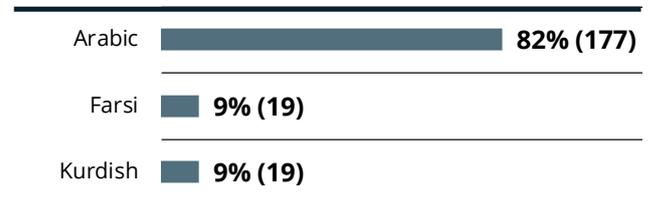
Age



Camps

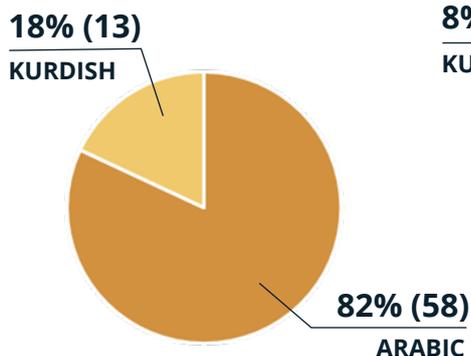


Language

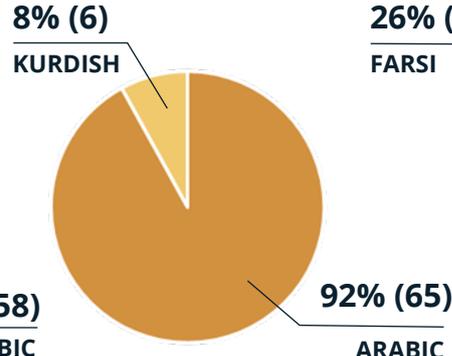


Languages in Camp

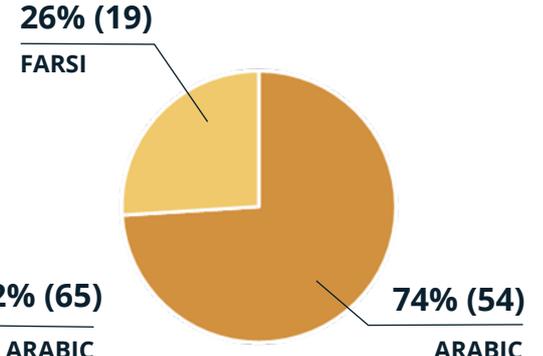
Alexandria



Cherso



Diavata





RECOMMENDATIONS AND NEXT STEPS

The following next steps are suggested for consideration by IRC's 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 may be actionable through course corrections by the IRC. Consider sharing the feedback with other agencies

operational in the camps to see how, together, the humanitarian actors 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. The first round took place in four camps in the North: Alexandria, Diavata, Cherso and Giannitsa; the second round was narrowed down to three camps, Diavata, Cherso and Alexandria because Giannitsa camp was closed by the government.

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 70 individuals responded to the survey from each camp. 51% of respondents were female and 49% male.



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 70 (the target sample). They then approached every nth accommodation randomly to conduct the survey. There were no reported problems in the sampling methodology.

Data disaggregation

Data are disaggregated by age, gender, and camp. 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. As the number of respondents between Syrians and Non-Syrians (Afghans, Iranians, Iraqis) was significantly different (87% to 13%), these break-downs were discarded in the detailed analysis.

Language of survey

This survey was conducted in Arabic, English, Farsi and Kurdish. In Cherso, 92% of the interviews were conducted in Arabic, followed by 82% in Alexandria and 74% in Diavata. Surveys in Farsi were only done in Diavata; surveys in Kurdish in Alexandria (18%) and Cherso (8%).

Data collection

Data were collected between 26 and 28 September 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 organisation independent from the IRC.

For more information about Ground Truth surveys in Greece, please contact Kai Hopkins (kai@groundtruthsolutions.org).