



**GROUND TRUTH
SOLUTIONS**

Client Voice and Choice Initiative

REFUGEE PERCEPTIONS IN GREECE

Ground Truth survey of camp residents supported by IRC

– Round 3 –

November 14-17, 2016





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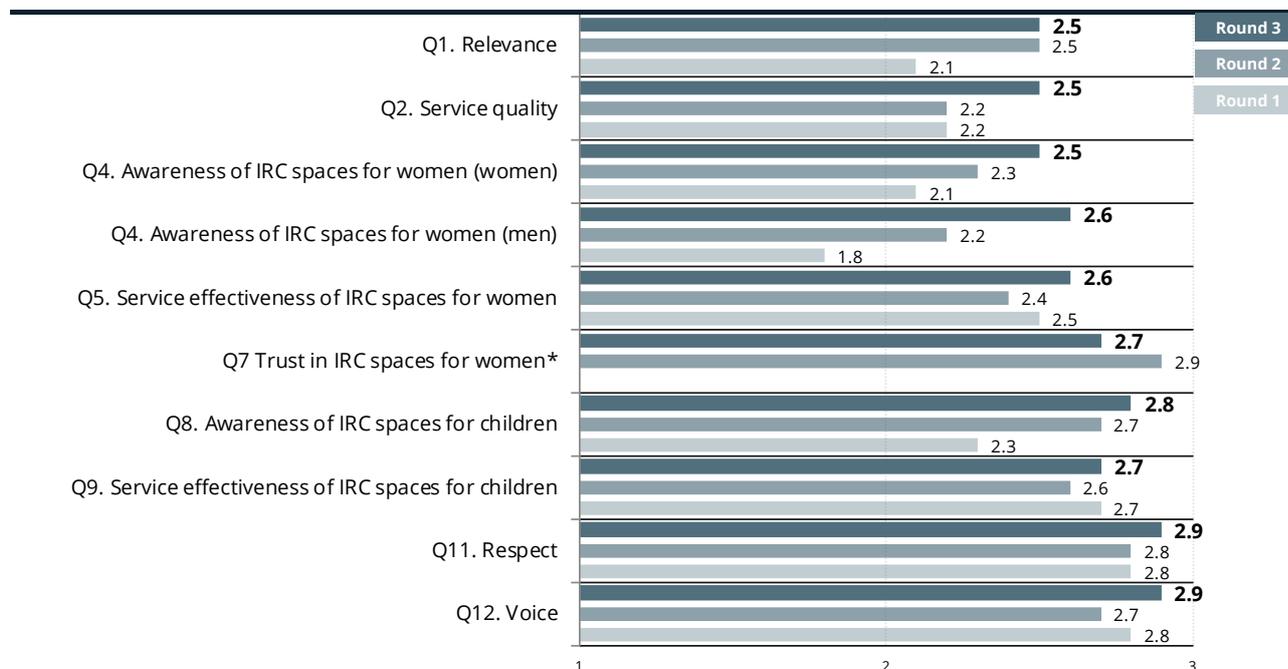
OVERVIEW

Summary findings

Two months after our last round (conducted in September 2016), findings from the data collection in November indicate positive results on most aspects of the programme. Scores have improved across most of the issues. That is true for the perception of:

- ✓ the impact of the IRC work on the hygiene conditions of respondents (Q2)
- ✓ awareness of women spaces among all respondents (Q4)
- ✓ effect of the IRC spaces on women’s lives (Q5)
- ✓ effect of the IRC spaces on children’s emotional wellbeing (Q9)
- ✓ openness of the IRC staff to be approached by respondents (Q12)

However, there are still some areas with room for improvement. For example, accessibility of IRC spaces for women and girls can be improved (Q6), and one third of respondents still don’t use the IRC spaces for women and girls even if they know about them (Q4). On average, respondents from Alexandria appear to be more positive about the programme compared to those from other camps. Additionally, respondents voiced complaints about the colder weather in the camps, absence of heating and protection from rain.



* This question was introduced in the second round.

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. While this is the last round of the pilot, IRC in Greece is urged to consider how it can continue to collect feedback from and respond to camp residents.

Reading this report

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 3 is shown for each question on

a scale. We indicate the main take-away or conclusion drawn from the data per question. For more information on the Client Voice and Choice (CVC) initiative, the survey methodology and demographics, see pages 14 and 15 of this report.



SURVEY QUESTIONS

Q1. Relevance

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?

- Not at all
- Somewhat
- Completely

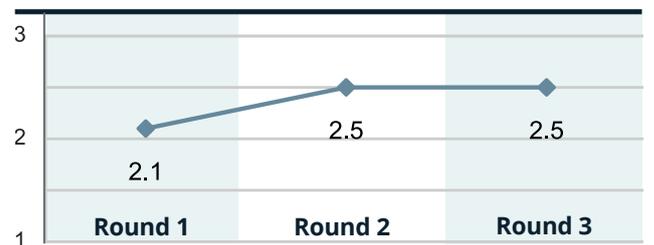
(values in %)

Mean: 2.5



The IRC support is seen as helpful in meeting personal hygiene needs. However, a third of respondents still consider the IRC support to be only somewhat relevant.

Trend of mean scores (◆)



Respondents from Alexandria are slightly more positive about the relevance of the hygiene items and information compared to respondents from other camps. Scores from all camps have only slightly improved from the previous round.

Camp Trend of mean scores:

Camp	Not at all	Somewhat	Completely	Trend of mean scores
Alexandria	2	29	69	2.3 > 2.5 > 2.7
Cherso	4	39	57	1.9 > 2.5 > 2.5
Diavata	10	32	58	2.1 > 2.4 > 2.5

Q2. Service quality

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?

- No, not at all
- A little
- Yes, significantly

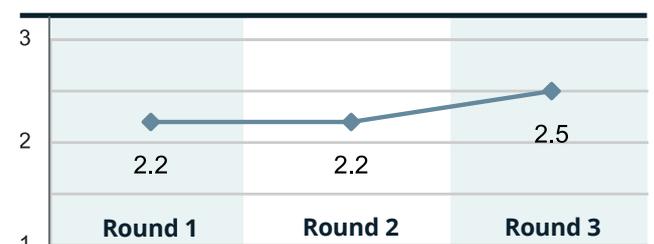
(values in %)

Mean: 2.5



The IRC work has a positive impact on the hygiene conditions of respondents.

Trend of mean scores (◆)



After no change between round one and two, the perceptions of the IRC services have improved in round three. For the first time, the majority of respondents feel their conditions are significantly improving. This is encouraging and should be maintained.



Responses between camps show quite a diverse picture. The perceptions in Alexandria and Diavata have improved, but have worsened in Cherso, which had the most positive score in the previous round.

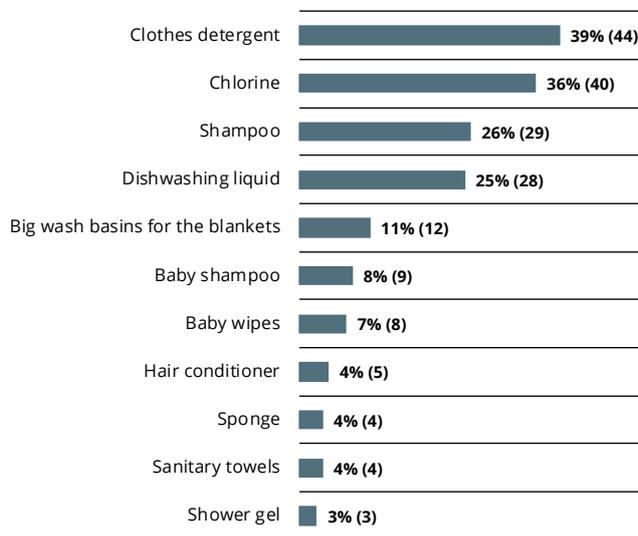
It is important to understand and address the differences between the camps, particularly in order to find out why the perceptions in Cherso have so markedly decreased from the previous round. It is also important to explore how the onset of winter might affect the situation in the camps.

Camp	Trend of mean scores:	
Alexandria	33	67
Cherso	4	55
Diavata	41	46

Alexandria: 2.2 > 2.2 > 2.7
 Cherso: 2.6 > 2.7 > 2.5
 Diavata: 2.3 > 1.8 > 2.4

Q3. Need for hygiene items

What hygiene items that are currently not available at this camp do people need?



49% of respondents indicate that they do not need any additional hygiene items.

Items respondents report as missing were clothes detergents, chlorine, better shampoo, and dishwashing liquid. There is a special need for hygiene products for babies and children. Additionally, a number of respondents complain that the amount of cleaning products is not provided enough for big families.

The graph shows the most common responses and how frequently they were mentioned by those who reported they need additional items. The percentages do not total 100% because respondents could give multiple answers.

Q4. Awareness of IRC spaces for women and girls (women)

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

- No, I have not heard about them
- I have not used but know them
- Yes, I have used them

(values in %)

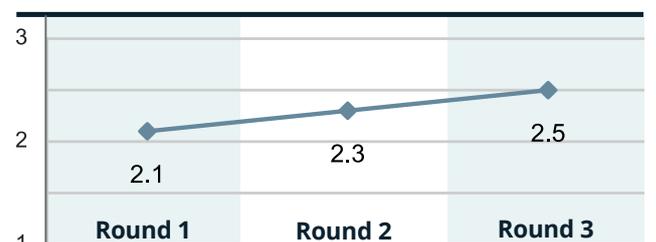
Mean: 2.5



The vast majority of female respondents know about the IRC spaces for women and girls.

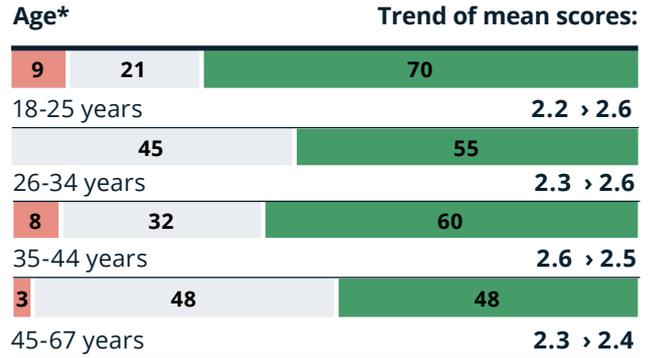
However, a third of respondents have not used them yet.

Trend of mean scores (◆)

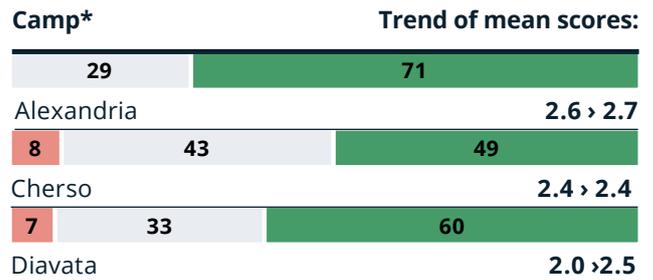




The IRC spaces are mostly used by respondents aged 18-25 and 35-44.



In contrast to previous rounds, female respondents from Diavata report higher awareness of the IRC spaces. 60% of them have used the IRC spaces, compared to only 37% in the previous round, indicating a positive trend.

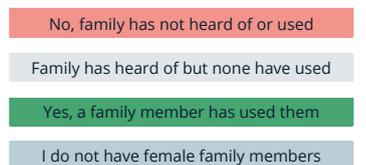


As in round 1, respondents in Cherso are the ones that have used the spaces the least, despite knowing about them.

* The mean scores for the first round are not shown because the disaggregation of the data was changed after round 1.

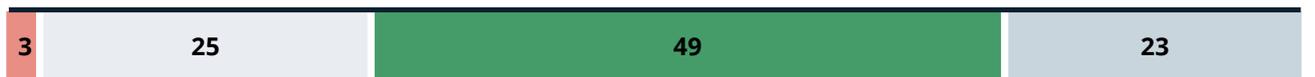
Q4. Awareness of IRC spaces for women and girls (men)

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



(values in %)

Mean: 2.6



Male respondents indicate that there is a high level of awareness of the IRC spaces in families. Their family members appear to use the IRC spaces more often compared to the previous rounds.

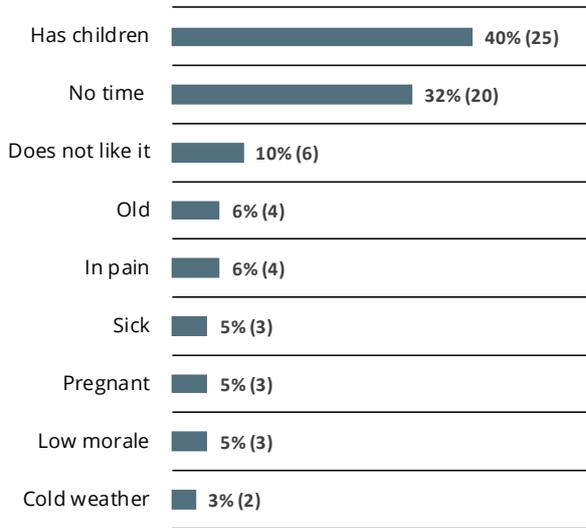
Trend of mean scores (◆)





Follow-up question to those who know about the IRC spaces for women and girls, but have not/whose family members have not used them

Why have you not used them?

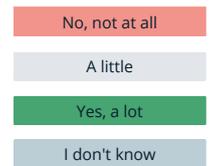


The most common reason mentioned by respondents for women not to use the IRC spaces is a lack of time, as they are occupied with taking care of their children. Some respondents state that they do not like the spaces. It was also mentioned that respondents do not go there because they are old, suffer from pain, or are sick or pregnant. Additionally, respondents report that women are not in the mood to go, or stay away because of the cold weather.

The graph shows the most common responses and how frequently they were mentioned by those who responded to this question. The percentages do not total 100% because respondents could give multiple answers.

Q5. Service effectiveness of IRC spaces for women and girls (women)

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



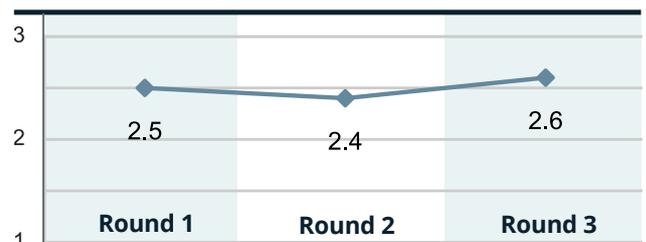
(values in %)

Mean: 2.6

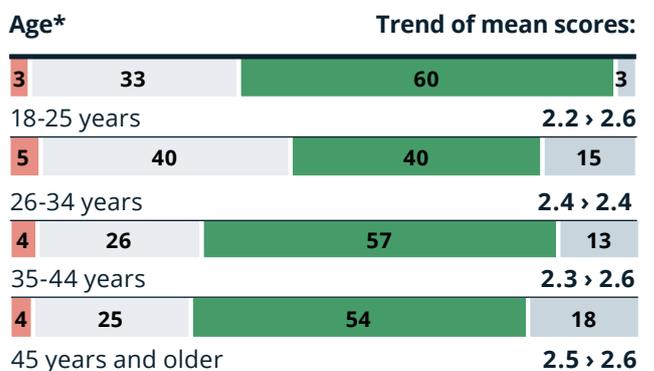


IRC spaces for women and girls are seen to have a positive effect on emotional wellbeing and skills of the respondents who attend them.

Trend of mean scores (◇)



There is a positive trend among all age groups, except of those aged 26-34, where the mean remained the same as in the previous round.



* The mean scores for the first round are not shown because the disaggregation of the data was changed after round 1.



Q6. Accessibility of IRC spaces for women and girls (women)

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

- No, some do not
- Yes, all do

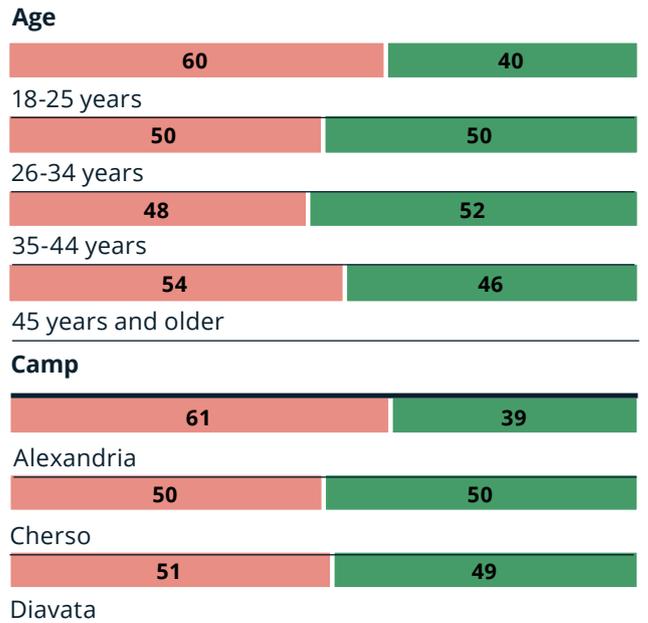
(values in %)



As in the previous round, accessibility of IRC spaces for women and girls could be improved. There is no change from the previous rounds.

The youngest respondents, aged 18-25, appear to have more problems accessing the IRC spaces than older respondents.

Respondents from Alexandria are the most negative compared to other camps.



Q7. Trust in IRC spaces for women and girls (men with female family members)

Do you feel comfortable with your female family members using these spaces?

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

(values in %)

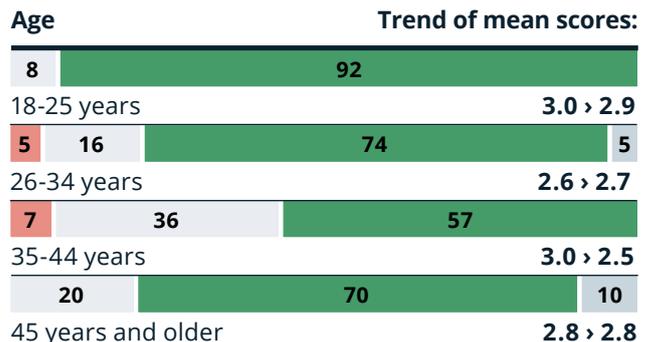
Trend of mean scores: 2.9 → 2.7



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

This question was introduced in the second round, which is why there are no mean scores shown for round 1.

Respondents aged 35 to 44 are less positive compared to other age groups.





Respondents from Diavata are the most positive.

Camp	Trend of mean scores:					
Alexandria	5	15	65	15	2.9 > 2.7	
Cherso	31				69	2.8 > 2.7
Diavata	4	8	83	4	2.8 > 2.8	

THE FOLLOWING THREE QUESTIONS WERE ONLY ASKED TO PEOPLE IN ALEXANDRIA AND CHERSO - THERE IS NO IRC SPACE FOR CHILDREN IN DIAVATA

Q8. Awareness of IRC spaces for children and adolescents

Have you heard of the IRC spaces with activities for children and adolescents in this site and have your children between 3-17 years used them?

No-one in the family has heard about them
Family has heard of but children have not used them
Yes, my children have used them
Family has heard of but has no children between 3-17

(values in %)

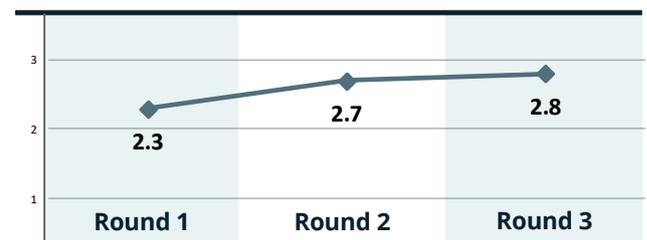
Mean: 2.8



There is a high awareness of the IRC spaces for children and adolescents among respondents. The majority of respondents report that their children have used them.

The question was changed from "children between 5 - 17" years to "children between 3 - 17 years" in round 3.

Trend of mean scores (◆)



Respondents aged 35-44 seem to send their children to IRC spaces more often than others. This is perhaps to be expected since since they are more likely to have children aged 3 to 17.

Age	Trend of mean scores:					
18-25 years	3	5	24	68	2.1 > 2.1 > 2.7	
26-34 years	4	9	65	22	2.4 > 2.8 > 2.8	
35-44 years	7				89	2.4 > 2.5 > 2.9
45 years and older	2	14	48	36	2.2 > 2.4 > 2.7	

Follow-up question to those who know about the IRC spaces for children, but whose children have not used them

Why have your children not used them?

The few respondents whose children have not used the spaces for children state that their children don't enjoy spending time there (6), that there are quarrels between the children (3), that it is cold (2) or that their children are too small (1).



Q9. Service effectiveness of IRC spaces for children and adolescents

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



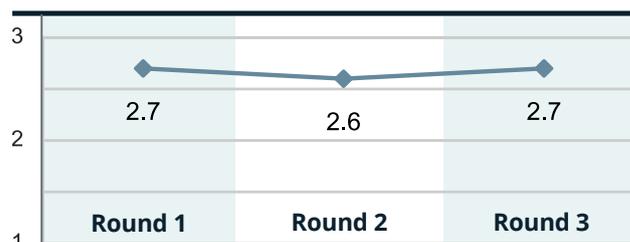
Respondents feel the IRC spaces for children and adolescents have a positive effect on those who visit them.

After a slight decline of positive perceptions in the previous round, the scores have improved in this round.

Throughout all three rounds of data collection, the IRC spaces for children and adolescents are seen as more effective than the spaces for women and girls.

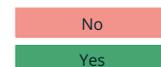
Overall, scores are similar to those in round 2.

Trend of mean scores (◆)



Q10. Trust in IRC spaces for children and adolescents

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



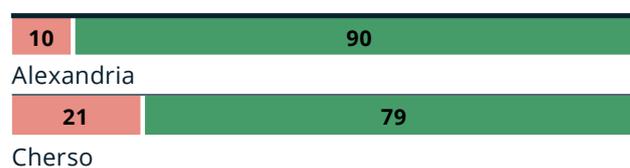
(values in %)



Respondents indicate that parents feel comfortable sending their children to the IRC spaces.

Throughout all three rounds of data collection, respondents from Cherso have been less positive than those from Alexandria on this question.

Camp



Follow-up question to those who responded negatively

Why are some parents not comfortable?

Respondents in both camps indicate that parents do not feel comfortable because there are quarrels and violence between the children and the children don't feel safe in the space (9). Two respondents state that it was cold there and two that they would prefer a regular school.



Q11. Respect

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

- No, not at all
- Sometimes
- Yes, always
- I don't know

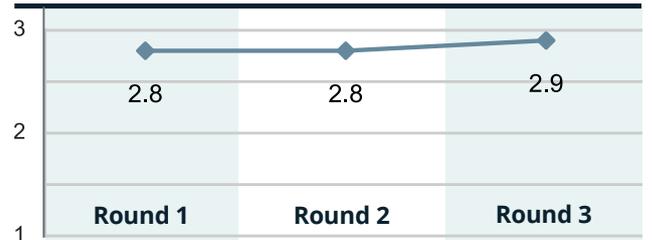
(values in %)

Mean: 2.9



Respondents feel very well treated by NGO staff.

Trend of mean scores (◆)



However, as in the previous round, respondents from Diavata are less positive compared to others.

Camp Trend of mean scores:

Camp	Round 1	Round 2	Round 3
2	98		
Alexandria	2.9	2.9	3.0
6	90		4
Cherso	2.8	2.9	2.9
5	15	78	3
Diavata	2.7	2.6	2.7

Q12. Voice

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

- No, I don't feel comfortable at all
- I feel somewhat comfortable
- Yes, I feel very comfortable
- I don't know how to approach IRC staff

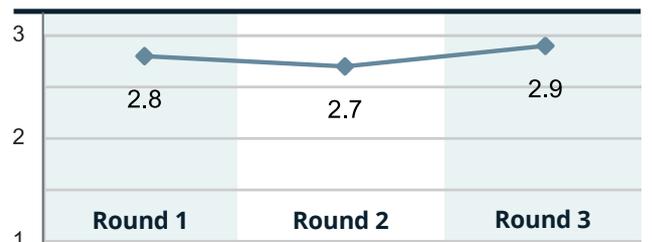
(values in %)

Mean: 2.9



Respondents feel very comfortable approaching IRC staff.

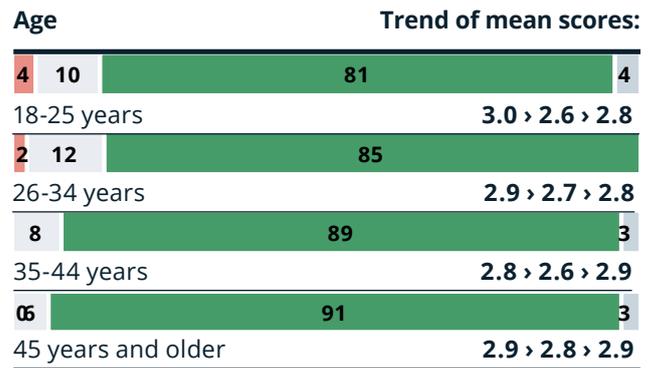
Trend of mean scores (◆)



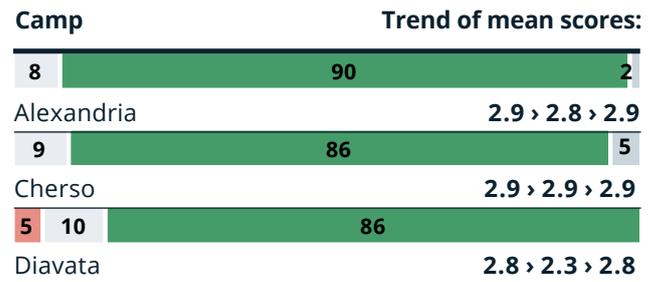
After a slight decline in the previous round, the scores have improved in this third round.



The older the respondents are, the more comfortable they feel addressing the IRC staff regarding the services they receive.



The perceptions of respondents from Diavata are still slightly more negative than in Alexandria and Cherso, but have noticeably improved.

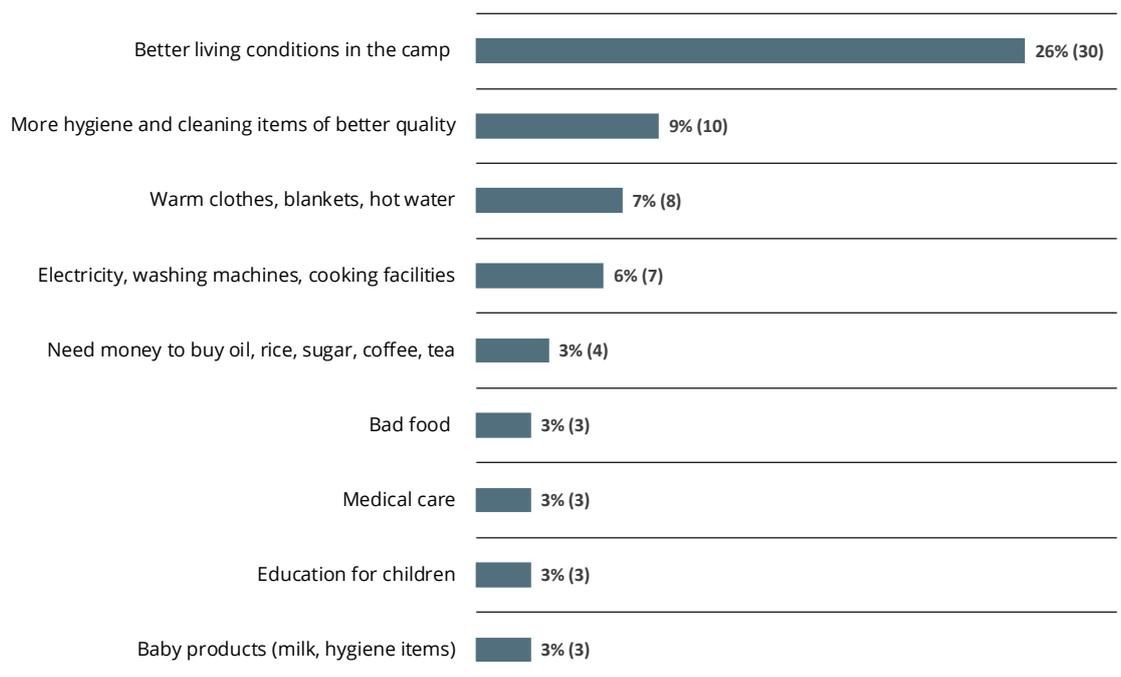


Q13. Comments

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

Respondents voice complaints about living conditions, namely the cold in the camps, the absence of protection against rain in the open spaces, and about the cleanliness of the camps. Throughout all three rounds of data collection, respondents have repeatedly complained about the quality of hygiene items and the insufficient amount provided. Respondents have unmet needs for warm clothes, hot water, electricity, washing machines, cooking facilities, and cash. A number of respondents point to the special needs of babies. More medical care including first aid, special care for people with disabilities and psychological help is also requested.

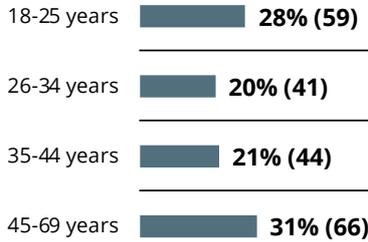
The graph shows the most common responses and how frequently they were mentioned by those who responded to this question. The percentages do not total 100% because respondents could give multiple answers.



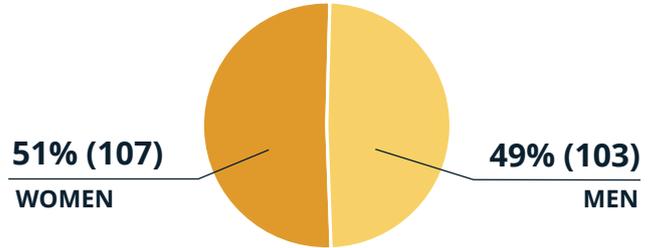


DEMOGRAPHICS

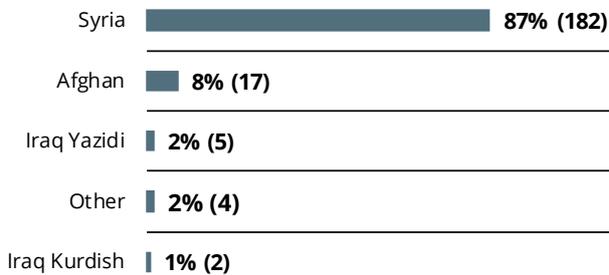
Age



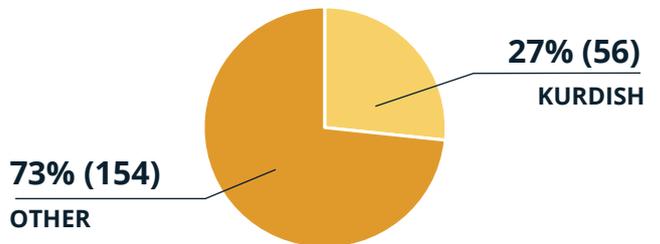
Gender



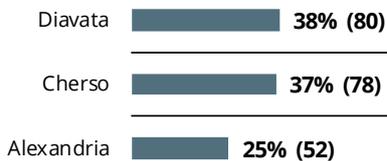
Origin



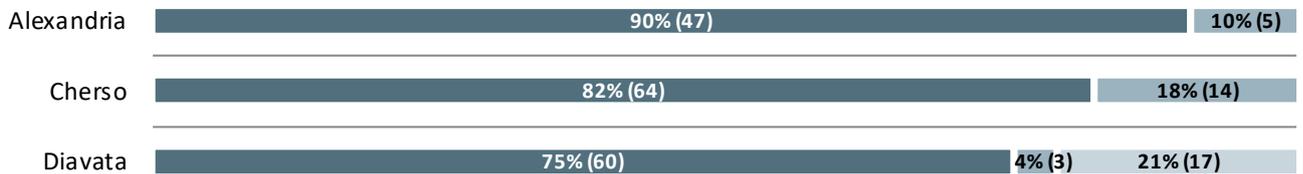
Ethnicity



Camp



Languages per camp





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 agencies 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 and third rounds were narrowed down to three camps, Diavata, Cherso and Alexandria, as the 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

210 individuals responded to the survey. 51% of respondents were female and 49% male. The sample size was proportional to camp size with a total of 200 as the target.

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 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

The data are disaggregated by age, gender, and camp. 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. 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, Farsi and Kurdish. In Alexandria, 90% of the interviews were conducted in Arabic, followed by 82% in Cherso and 75% in Diavata. Surveys in Farsi were only done in Diavata.

Data collection

Data was collected between 14 and 17 November 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).