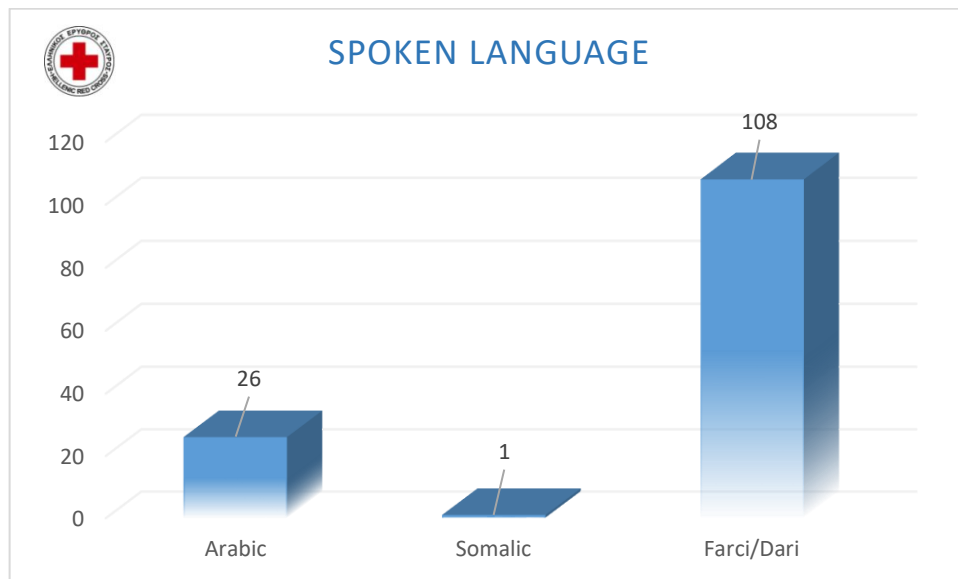


MAY 2021

PDM NFI'S DISTRIBUTION (KARATEPE, LESVOS)

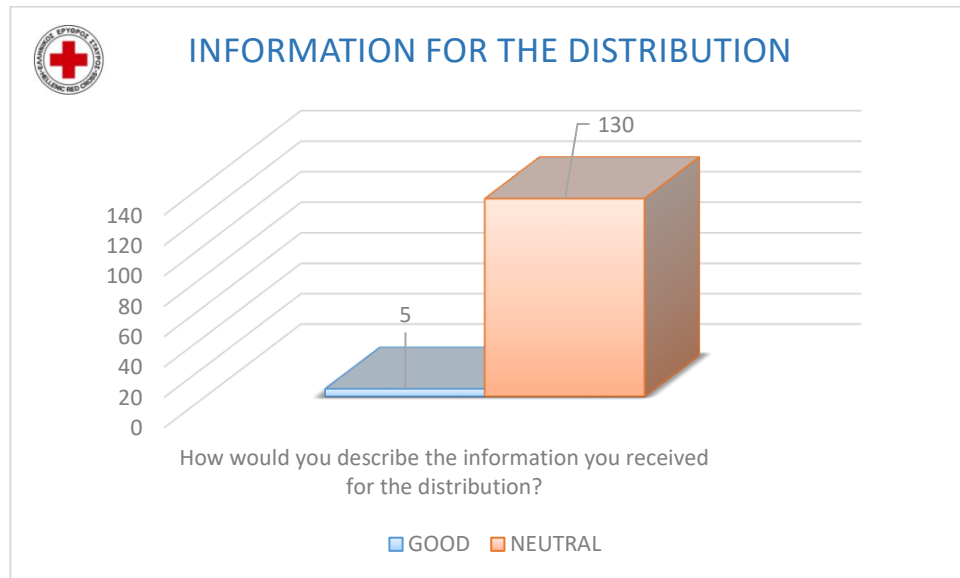
Hellenic Red Cross, on 20-23/04/2021, distributed humanitarian material to the residents of the Lesvos Identification Centre (Karatepe) in order to cover their needs in specific items (e. g. personal hygiene items etc.). Communication and information of the population about the day and location of the distribution was carried out through face-to-face communication with door-to-door visits.

The results of the present survey concern the collection of feedback, which was carried out one and a half week after the distribution of the items, so that the residents were given the necessary time to use the products in order to be able to form an opinion. The methodology followed to collect feedback was through a questionnaire using the electronic data recording tool Kobotool. The survey was conducted in May 2021, with the support of the Community, Engagement and Accountability (CEA) field team and a total of 135 beneficiaries participated.



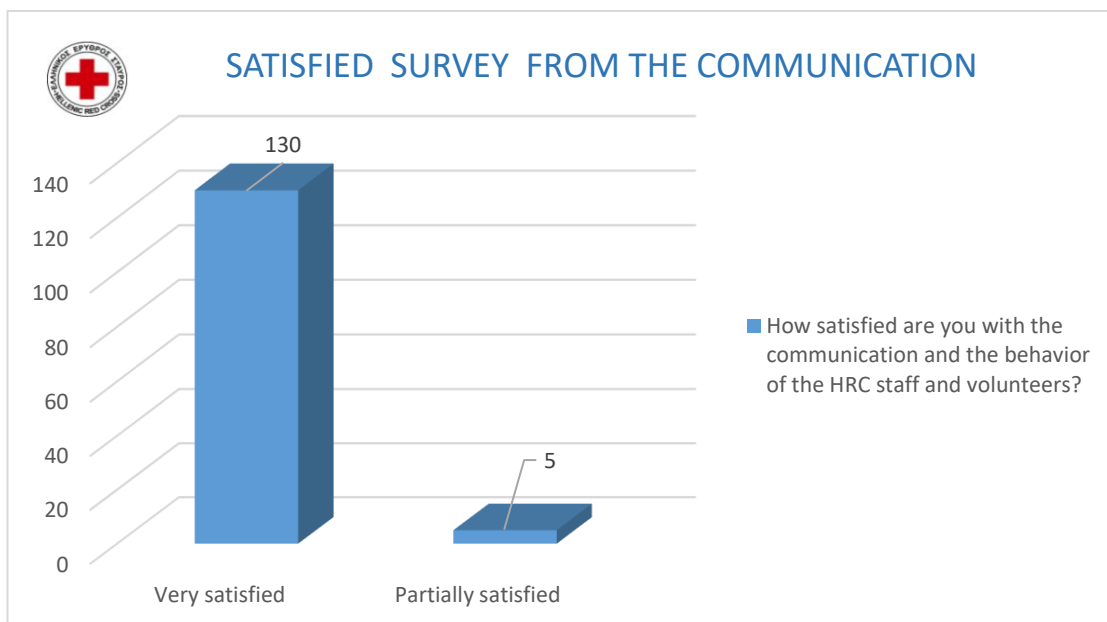
Graph 1. Survey participants by language of communication

-The majority of the participants were Farsi-speaking (108) while 26 were Arabic-speaking and only one beneficiary spoke Somali.



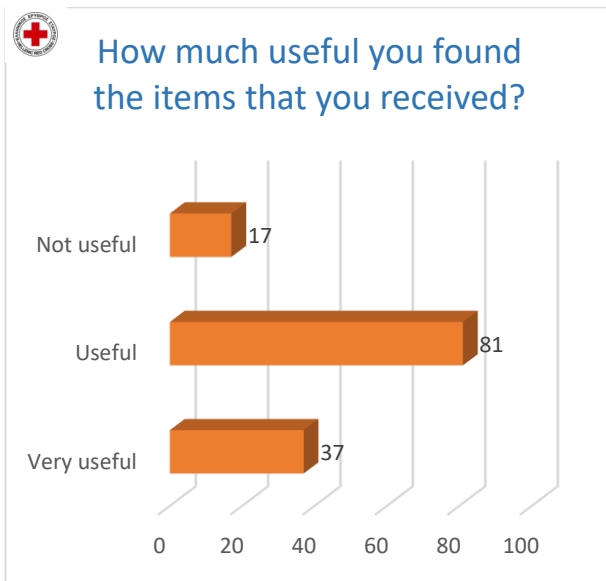
Graph 2. Description of the information received by the beneficiaries for the distribution

-According to the above graph, the majority of the beneficiaries (130) rated the information on the distribution as neutral and only 5 rated it as good.



Graph 3. Survey of beneficiaries' satisfaction from communication with staff and volunteers of the HRC

- In contrast, the majority of the beneficiaries (130) were completely satisfied with the communication and the behavior of the staff and volunteers of the Hellenic Red Cross and only 5 participants were partially satisfied.



Graph 4.



Graph 5.

Graphs 4,5. Survey of beneficiaries' satisfaction with the usefulness of the products distributed

-Of the 135 beneficiaries, 37 rated the products as very useful, 81 as merely useful and 17 as not useful.

-The 17 justified their response as follows: 5 indicated that they wanted other types of products and 3 that they already have these products available. The remaining 9 did not give any explanation for their answer.

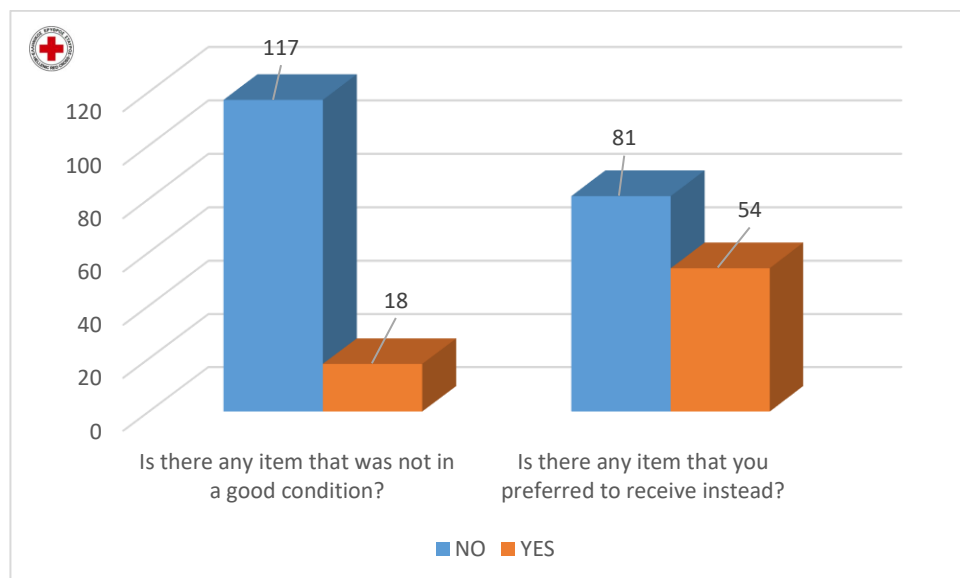
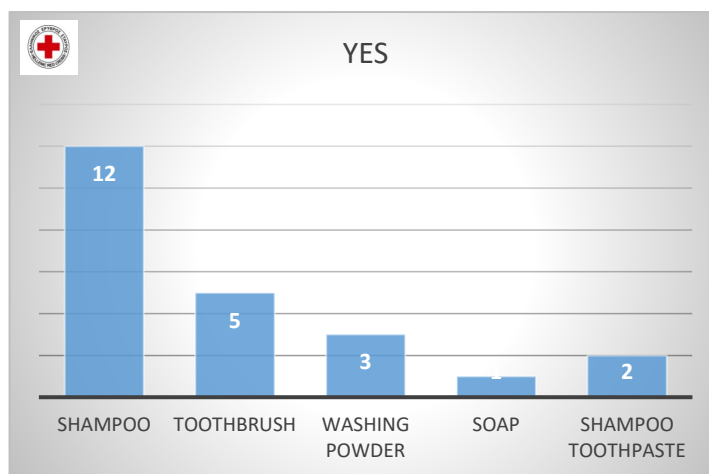


Figure 6. Beneficiary satisfaction survey on the status and preference of products

-Regarding the condition of the products distributed, 117 beneficiaries reported that the products were in good condition while 18 reported that they were not.

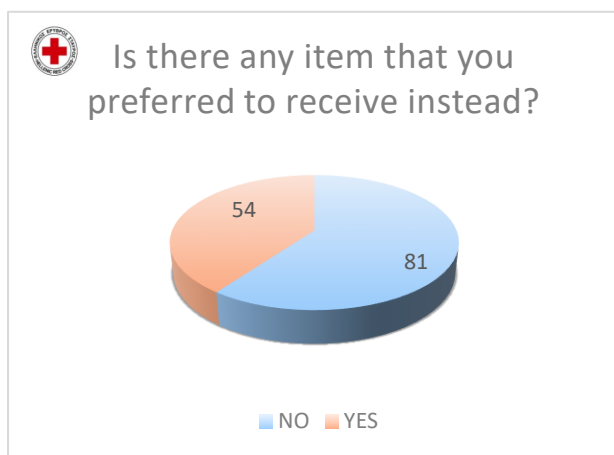
-Regarding the beneficiaries' preference for the products, 81 reported that they did not wish to receive any other product instead of the distributed ones, while 54 reported that they would prefer another product.



Graph 7.

Graph 7. Survey of beneficiaries' satisfaction regarding the condition of specific products received

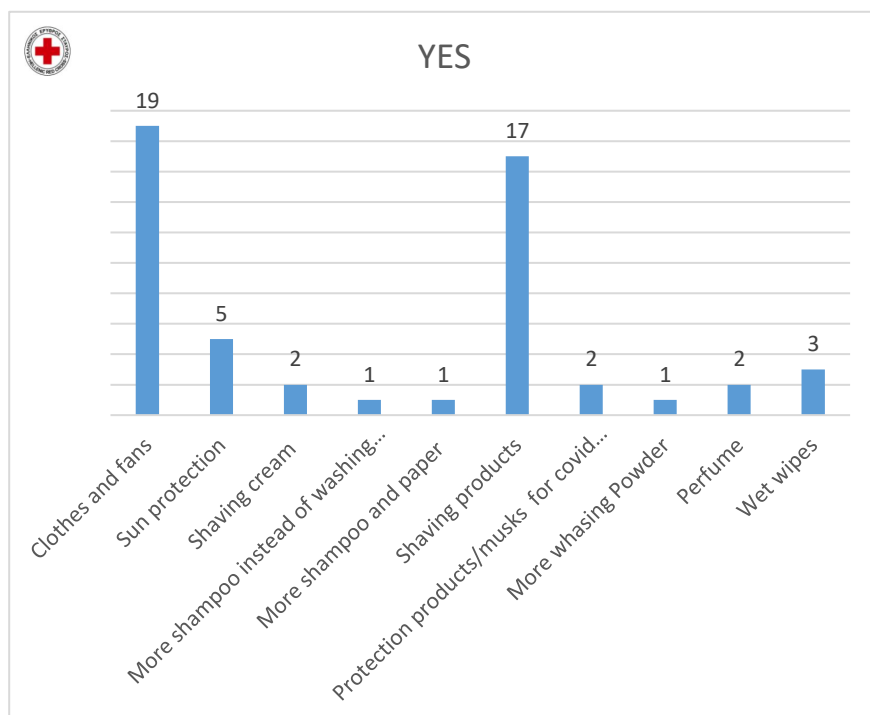
-Of the 117 beneficiaries who reported that the products distributed were in good condition, 12 were shampoo, 5 toothbrushes, 3 washing powder, 1 soap and 2 toothpaste.



Graph 8.

Graphs 8,9.

Survey of beneficiaries' satisfaction regarding their preference for specific products they wished to receive



Of the 81 beneficiaries who reported that they would have preferred to receive another product, 19 reported that they would have preferred to receive clothes and fans, 17 shaving products, while the rest expressed a need for sunscreen, more shampoo, more washing powders, masks and other Covid-19 protection, colognes and wet wipes.

- At the end of the survey the beneficiaries made the following comments about the distributions:
 - o Some products **had expired or were not in sufficient quantity.**
 - o The products **are not useful as we already have them.**
 - o The soaps **were more than we needed.**
 - o We have **no need for washing powder.**
 - o **We are grateful** for the offer of these products.
 - o **Staff moved very quickly.**

<i>Comment or question regarding the whole project of distribution</i>
Some items are expired
The items weren't useful for us
There are not useful because we have already those items
The items that are distributed are not useful
Thankful for the distribution
The washing powder wasn't enough
More soap bars than we need
The soap bars were extra
The washing powder wasn't useful because other organization washes his clothes
Thankful for the distribution
The washing powder wasn't enough
Thankful for the products
The bars of soap were extra
The tooth paste was small
In this situation hygiene products are Very useful
The stuff was fast
Because other organisations wash their clothes, washing powder wasn't useful