



Humanitarian Aid  
and Civil Protection



International Federation  
of Red Cross and Red Crescent Societies



## **Beneficiary Satisfaction Survey report**

Project: "Belarus - Responding to the most acute humanitarian needs of  
Ukrainian refugees and displaced persons"  
(supported by the European Commission - European Civil Protection and  
Humanitarian Aid Operations – ECHO)

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## Background information

The armed conflict in Donetsk and Luhansk regions in south-eastern Ukraine has triggered a massive displacement of civilians seeking refuge and safety in other parts of Ukraine and neighbouring Belarus and the Russian Federation. According to figures from the President of the Republic of Belarus, some 160,000 Ukrainian displaced people affected by the hostilities have arrived in Belarus since June 2014. Around 60,000 of them still remain in Belarus (according to figures from the Department of Citizenship and Migration), while the remaining group has either returned to Ukraine or moved elsewhere (mainly to the EU and the Russian Federation).

Since the arrival of the first groups of displaced persons from Ukraine in June 2014, the BRCS has been responding to the needs of the most vulnerable through its emergency cash fund and distribution of household items from its disaster preparedness stock. The distribution of essential food and non-food items has been implemented through the Belarus Red Cross's well-established voucher distribution system. In addition to one-off humanitarian assistance, the BRCS has provided referral, counselling and psychological support services, temporary accommodation, and support to travel and medication.

On 29 October 2014, the International Federation of Red Cross and Red Crescent Societies (IFRC) launched a DREF operation in an amount of CHF 126,229 to provide immediate assistance to 2,400 people, of whom 1,200 people were affected by population displacement, and to replenish the emergency stock that was used earlier to support 1,200 affected beneficiaries. On 3 June 2015, an Emergency Appeal was launched in the total amount of CHF 742,931 to enable the IFRC Secretariat to support the Belarus Red Cross to deliver assistance and provide support to a total of 2,400 families (some 10,000 beneficiaries) over the timeframe of eight months, with a focus on relief activities via pre-paid debit card system.

Since the end of 2014, the IFRC and the BRC have been providing humanitarian support to displaced persons from Ukraine to meet their most acute humanitarian needs, reaching 12,000 people. In May 2017 – July 2018 with the support of DG ECHO it was possible to implement the project “Belarus - Responding to the most acute humanitarian needs of Ukrainian refugees and displaced persons”, which made it possible to support over 5,000 vulnerable displaced people from Ukraine providing the following services:

- Vouchers for food and non-food items to reduce negative coping strategies of most vulnerable displaced people.
- Provision of access to health services through health insurance to those displaced people with health conditions who temporarily or due to their legal status do not have access to health services and lack financial resources to obtain it.
- Covering costs of essential and life-saving medicines and required medical treatment.

The most vulnerable people include older people, people with disabilities, pregnant and nursing women, members of single-headed households with children under 18 years, and of large households with 3 or more children under 18.

## Methodology of survey and analysis

**Objective of the survey:** to identify the degree of beneficiaries' satisfaction with the mechanism and volume of the aid provided within the implementation of the project "Belarus - Responding to the most acute humanitarian needs of Ukrainian refugees and displaced persons", supported by DG ECHO.

The following tasks were set for the beneficiary satisfaction survey:

1. To determine the degree of beneficiaries' satisfaction with the mechanism and volume of the voucher support.
2. To determine the degree of beneficiaries' satisfaction with the mechanism of provision of support for medical services.
3. To determine the degree of involvement of the BRCS partners in implementation of the voucher program.
4. To shape up the suggestions for improvement and arrangement of new types of aid in accordance with the beneficiaries' needs.
5. To reveal deficiencies and consolidate the experience in the course of the survey and elaborate the recommendations for further operations of BRCS.
6. To improve the image and raise the population's awareness about the activities of the Belarus Red Cross and the International Federation of Red Cross and Red Crescent Societies with the support of DG ECHO;
7. To contribute to the final report on the project "Belarus - Responding to the most acute humanitarian needs of Ukrainian refugees and displaced persons".

### Methodological principles of the survey

- Form: interview;
- Questionnaire (47 questions in the open and closed form);
- Sampling (in proportion to the number of vouchers issued);
- Collection of primary data via online-platform kobocollect.

### Survey description and structure

The beneficiary satisfaction survey was carried out in July 2018 among the persons who had benefited from the activities of the project "Belarus - Responding to the most acute humanitarian

needs of Ukrainian refugees and displaced persons”. The survey covered the beneficiaries from all regions of Belarus and the city of Minsk. All questionnaire questions may be referred to the following categories:

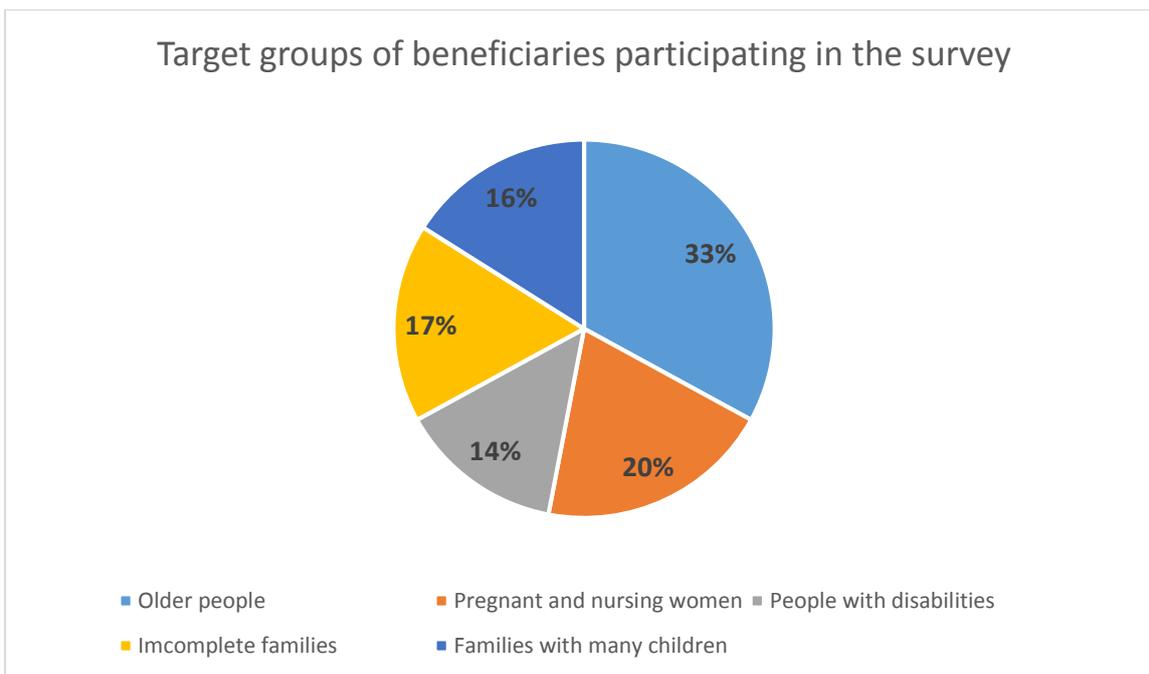
- general situation;
- appropriateness of the operation;
- target group involvement;
- relevance/appropriateness;
- timeliness;
- awareness.

The categories will be described in accordance with the above division. The survey was held by a trained volunteer via BRCS hotline 201. A volunteer had been trained in accordance with the standards of the International Federation of Red Cross and Red Crescent Societies. During training on arrangement and holding the research, the survey with usage of the interview method was selected to determine the degree of satisfaction of the beneficiaries. The survey was not to be a series of questions, but a talk aimed to understand what the respondent feels, whether the aid satisfied their needs or was received in time. The use of such method allowed the beneficiaries expressing their opinion in a more comfortable and open manner, without feeling disrespect. In total, 199 people participated in the survey, including 123 females and 76 males. The beneficiaries were selected pro rata with the number of distributed vouchers for forced migrants from Ukraine who found themselves in a critical situation.

The regional sample were selected as follows:

1. Brest regional organization of BRCS 25 people
2. Vitebsk regional organization of BRCS 19 people
3. Gomel regional organization of BRCS 45 people
4. Grodno regional organization of BRCS 19 people
5. Minsk city organization of BRCS 20 people
6. Minsk regional organization of BRCS 36 people
7. Mogilev regional organization of BRCS 35 people

The representativeness of sample was provided by pro rata participation of all target groups with different vulnerabilities. Thus, the survey covered older people, people with disabilities, pregnant and nursing women, incomplete families, large families. The distribution of the selected, socially vulnerable categories of the population is represented in the pie chart:



**Fig. 1 The group of beneficiaries who participated in the survey**

Since the survey was held among the beneficiaries forming a representative sample, the collected data give reliable and true information about the opinion of beneficiaries about the provided voucher support.

## Results of the survey

### General situation. Appropriateness of the operation

It was noted that the beneficiaries, when arrived in Belarus, needed not one type of support, but several types of support at the same time (e.g. food and clothes, as the families did not have seasonal clothes). According to the survey, the main survey findings, the basic needs of the forced migrants from Lugansk and Donetsk regions after arrival to the Republic of Belarus were:

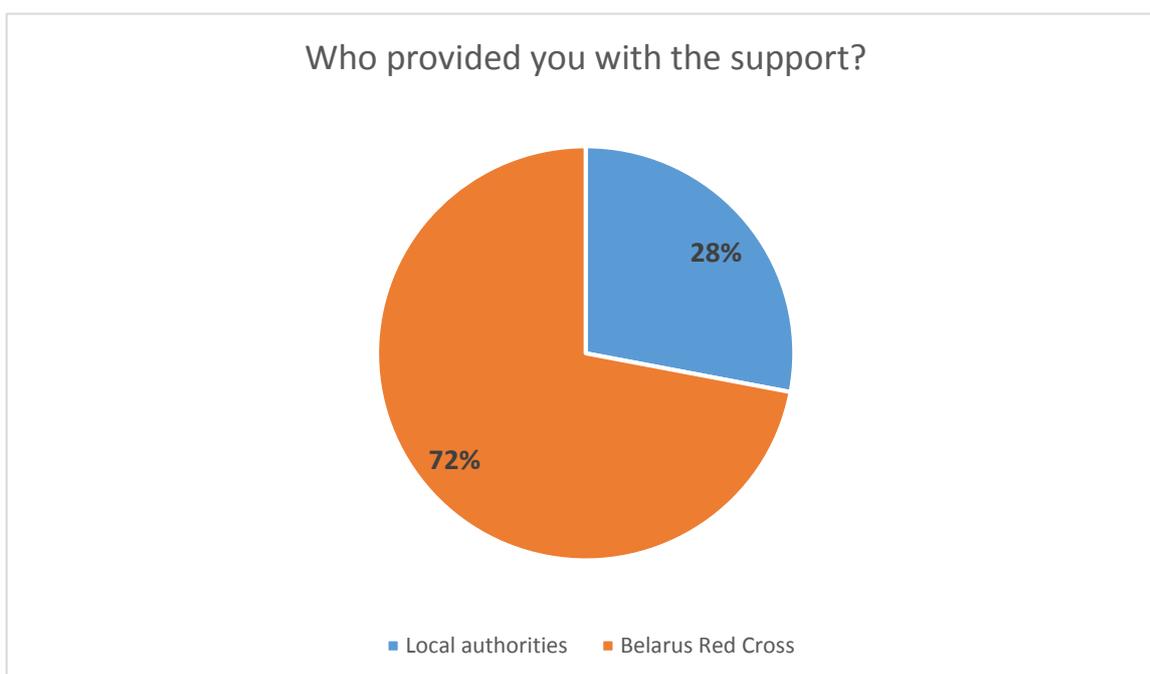
- food, clothes, job (45 respondents);
- food, clothes (37 respondents);
- food, clothes, medicaments (46 respondents);
- food, job (38 respondents);
- job (33 respondents).

Within sometime after arrival, the structure of the needs of the beneficiaries was changed, which is explained by the support provided within the project, as well as the support provided by other

stakeholders (local authorities, NGOs, employers, religious organizations, relatives, friends, neighbours and volunteers).

The majority of those in need managed to find job, but still they are not enough satisfied with the job they have, the salary or the working conditions.

The analysis of data shows that the number of beneficiaries who needed food after arrival in Belarus (140) is less than the number of those who answered that they received food items upon arrival (170). Of course this is not the evidence that the forced migrants are provided with food, but it is indicative of appropriateness of the provided aid with the needs of beneficiaries. Almost all respondents who stated the need in clothes, received the mentioned aid (93%) in 2014 when BRCS announced the “Help to Ukraine” campaign under which 31,860 units of second-hand clothes and 3,275 pairs of footwear were collected and distributed to Ukrainian citizens. Nevertheless, the respondents who initially needed clothes think that their need in this kind of aid has not been satisfied yet. This can be attributed to the fact that clothes and footwear collected from the population and distributed by BRCS are second-hand, which means that their range is short, and clothing for men and children, especially footwear, is scarce. Support provided by the local authorities was mainly legal support and payment of pensions and benefits.



**Fig. 2 The structure of organisations which provided aid to forced migrants**

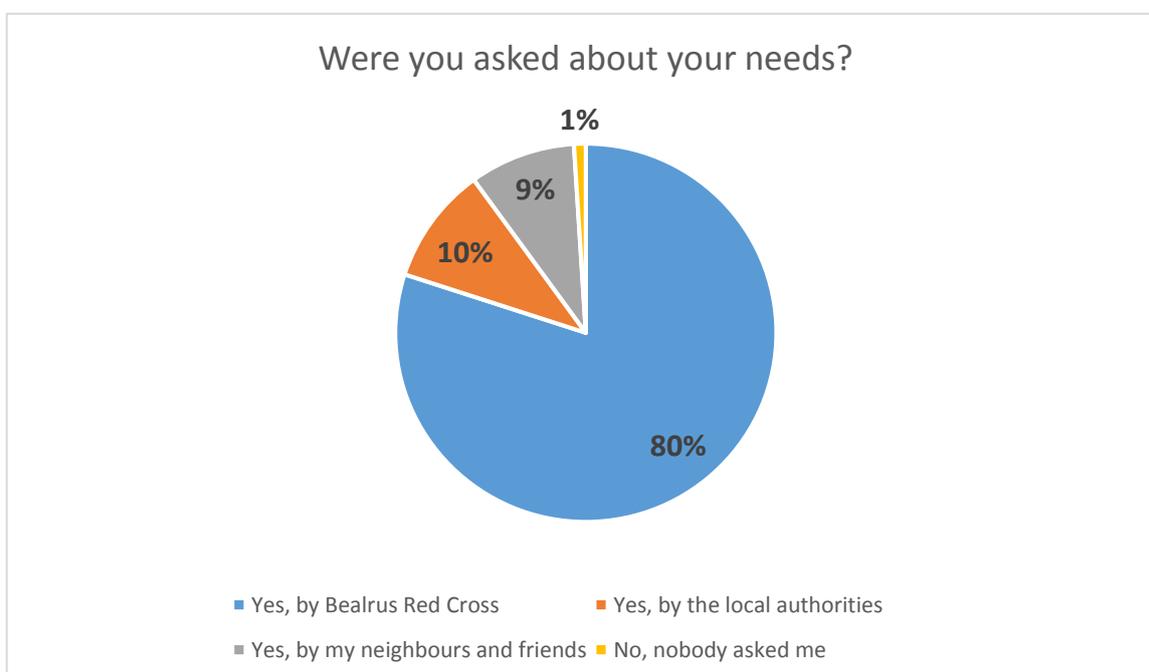
According to the survey’s results, most beneficiaries overcame the difficult life situation and state that their immediate needs have been fully satisfied (165), but some respondents are still in need of:

- clothing – 10 respondents (5 respondents – clothes for growing children);
- rehabilitation items– 10 respondents;
- school stationery for children – 3 respondents;
- need in accommodation – 2 respondents;
- need in furniture – 2 respondents.

In general, the existing situation shows that, in general, forced migrants overcame the initial crisis and are more adaptive for life in the Republic of Belarus.

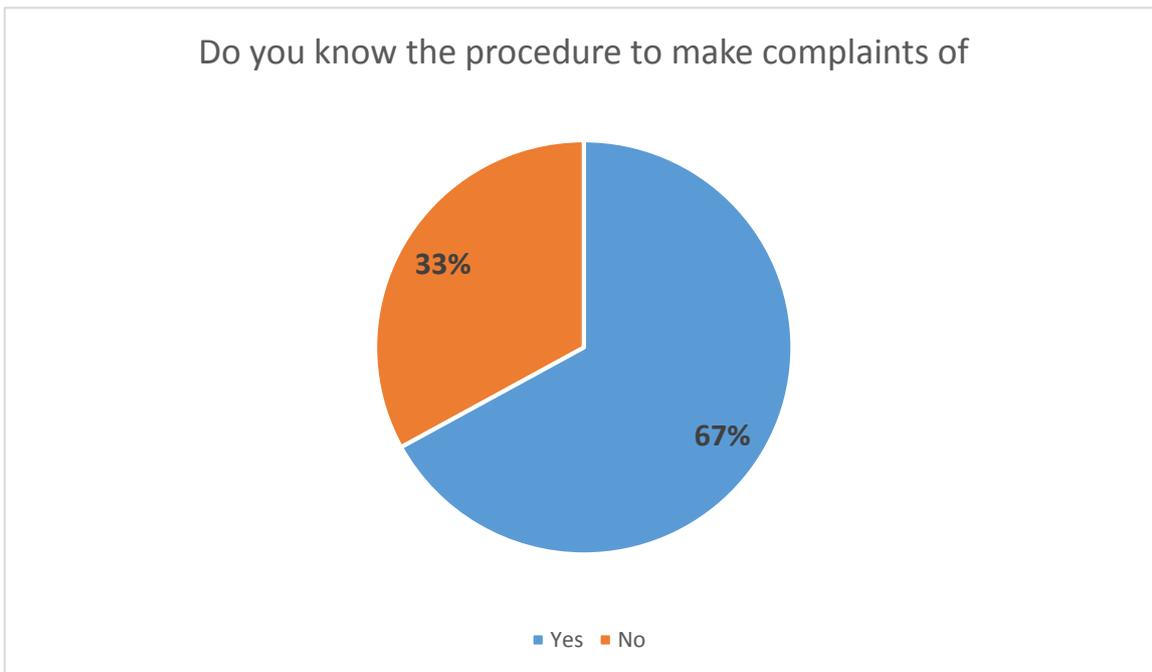
### Target group involvement

Within the analysis of attentiveness to the beneficiaries 80% confirmed that Belarus Red Cross asked them what needs they had; 10% were asked about the needs by the local authorities; 9% were asked about the needs by the neighbours and friends and only 1% stated that nobody asked about the needs:



**Fig. 3 Degree of attentiveness to forced migrants**

According to the survey's results, 67% of the respondents have been familiarized with the procedure to make complaints of low-quality services (in case of), while 33% of the respondents did not know where one can file a complaint. The main comment of the respondents to this question was that services are rendered with high quality and beneficiaries are not interested in such information:



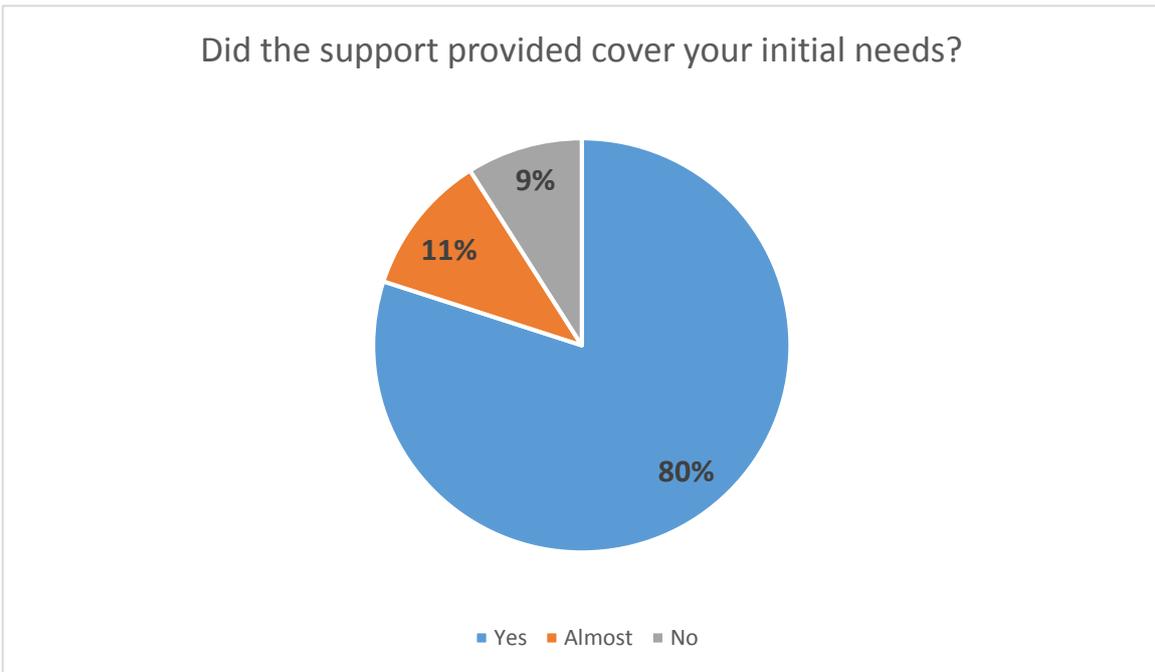
**Fig. 4 Awareness of the procedure to make complaints**

Answering the question “Do you have any suggestions on changes to be made to the Red Cross operation?”, most Ukrainian citizens who participated in the survey were satisfied with the type of the aid provided by the Belarus Red Cross Society – 155 respondents, but some suggestions were made for the operation improvement:

1. A possibility to use shops which deliver food products to the houses or the use of mobile shops in the remote areas of the country (7 respondents);
2. If possible, to send SMSs about a new phase of the voucher program and issue of vouchers (10 respondents).
3. A possibility to use vouchers to order products online;
4. Less time used by the commission to approve eligibility to receive medical support.

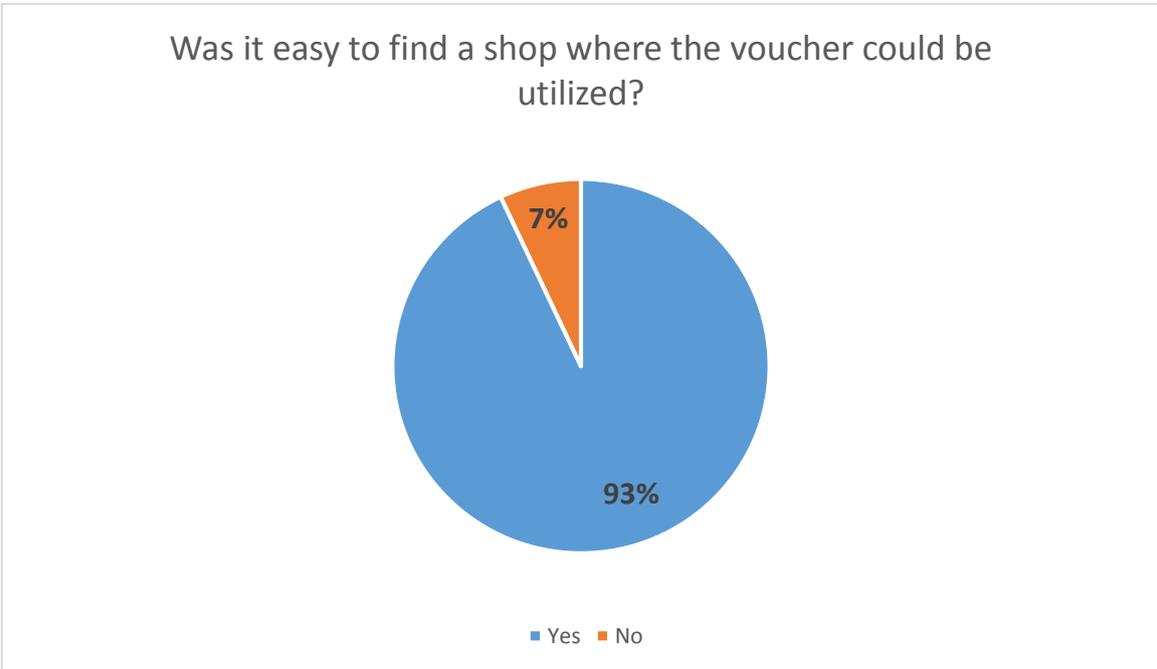
#### **Relevance/Appropriateness**

All 199 respondents received aid in the form of a voucher to purchase food and hygiene items and 10 respondents received support to cover medical services. 103 persons said that they purchased food (56%), and 83 beneficiaries also bought hygiene items (44 %). Most of the respondents (160 respondents) said that the voucher aid covered their initial needs, 22 respondents said that it almost covered their immediate needs and 17 respondents said that it did not cover their immediate needs at all. As to the percentage ratio, it looks like as follows:



**Fig. 5 The degree of satisfaction of initial needs coverage**

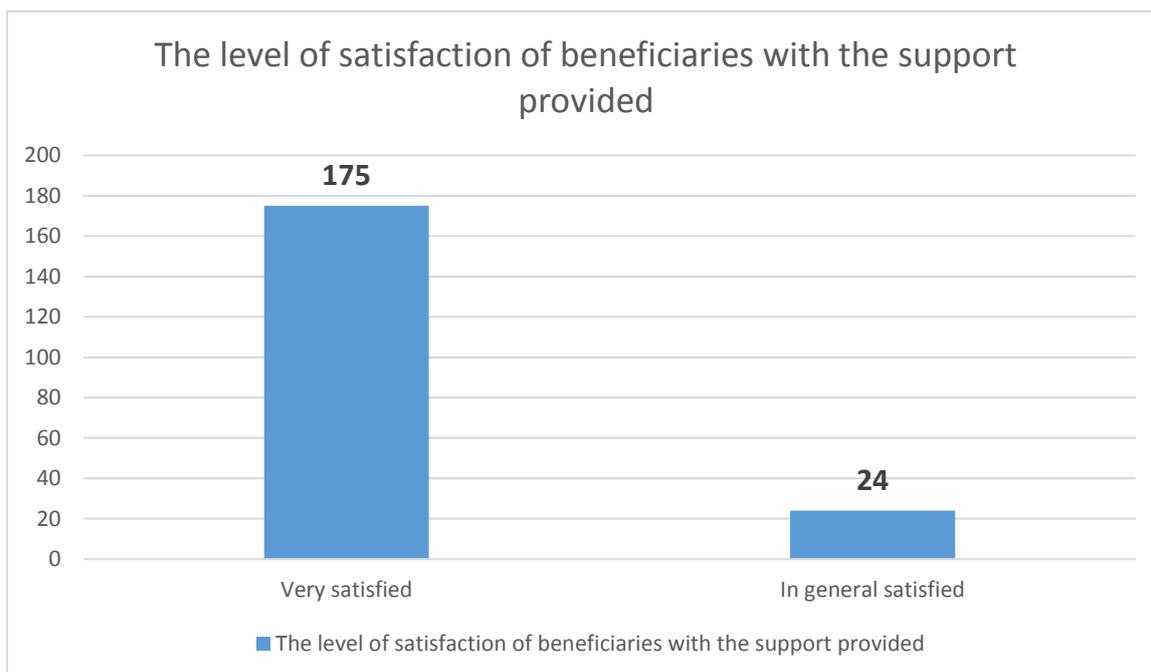
The survey also revealed that most beneficiaries (92% of the respondents) had no difficulties in finding the shopping centre where a voucher can be used, and only for 8% of the respondents it was difficult to find the location of a shopping centre. It may be related to the fact that the beneficiaries live in a small settlement, and in order to use a voucher they need to go to a bigger city where they might not orientate well. The pie chart represents this information graphically:



**Fig. 6 The availability of a shopping centre for beneficiaries**

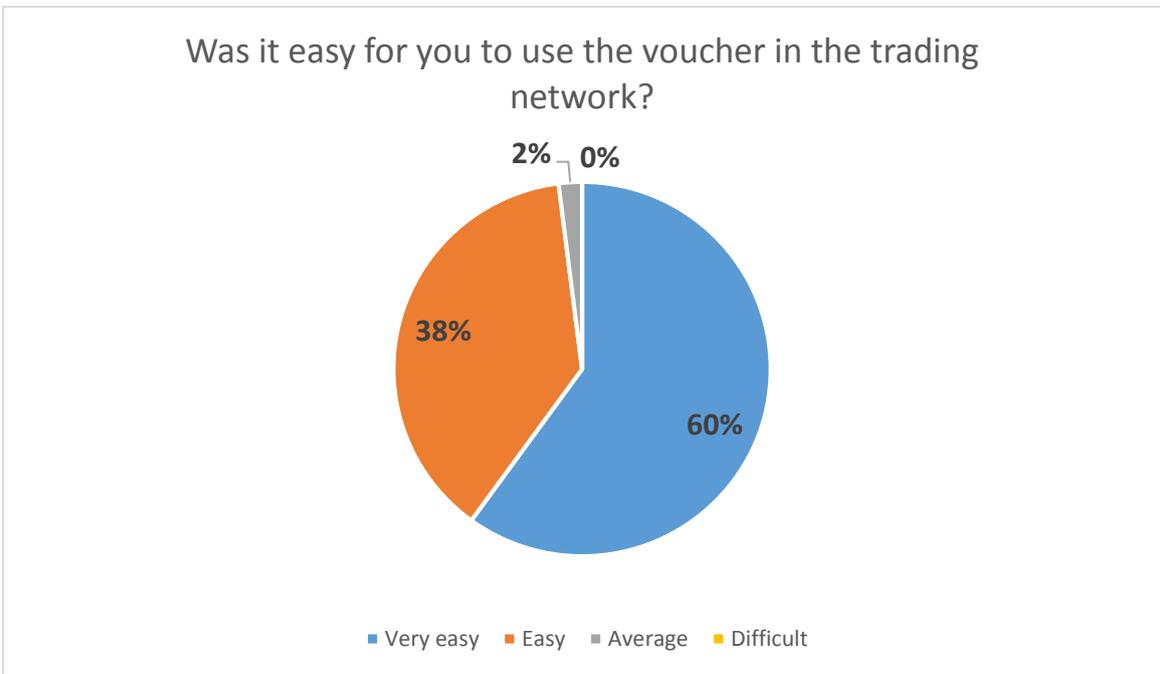
11% of the respondents needed transport to go to/from the shopping centre, this is indicative of rather low need in the aid for transfer of displaced persons to the place of voucher distribution and delivery of food and hygienic items to the beneficiary's place of residence. 89% of the respondents did not need the transport, this is indicative of the positive dynamics and general good organisation of the aid beneficiaries. Therefore, provision of transport was not urgent and the transport was provided to 13% of the respondents, what is indicative of the right choice of points of voucher use and comfort use of the voucher aid by the beneficiaries.

The BSS results show that 88% of the respondents are very satisfied with the aid provided, 12 % of the respondents are in general satisfied with the aid provided:



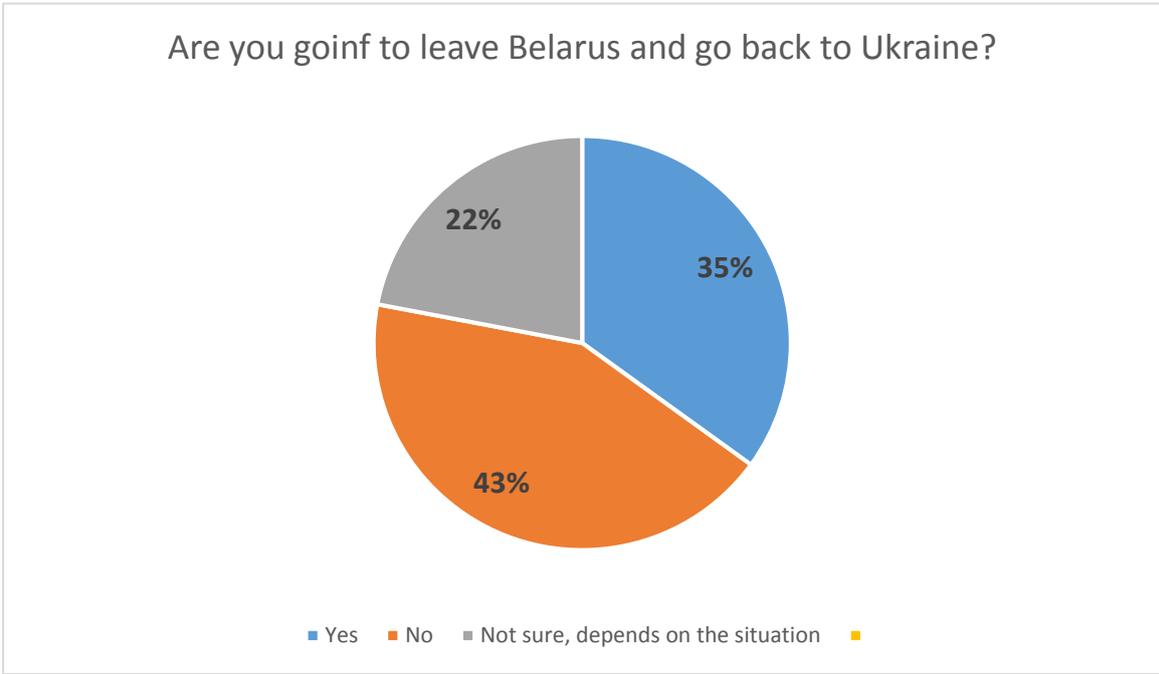
**Fig. 7 The level of beneficiaries' satisfaction with the aid provided**

120 displaced persons from Lugansk and Donetsk regions who participated in the survey stated that it was very easy for them to use a voucher in the trading network, 75 respondents had no difficulties in using a voucher in the trading network, 3 respondent answered "normal" to the question whether it was easy to use a voucher in the trading network and only for 1 respondent it was difficult to use a voucher. It can be thus stated that the voucher usage scheme is well-structured and understandable for beneficiaries. The pie chart below shows this result graphically:



**Fig. 8 The usage of the voucher in the trading network**

69 respondents answered that they are ready to return to Ukraine in the future, and that is 35% of the total number of respondents. 85 respondents are not going to leave Belarus, even if the situation in Ukraine is improved (43% of respondents), 45 respondents are not sure and will monitor the situation (22%):



**Fig. 9 Probability of return to Ukraine**

### Timeliness

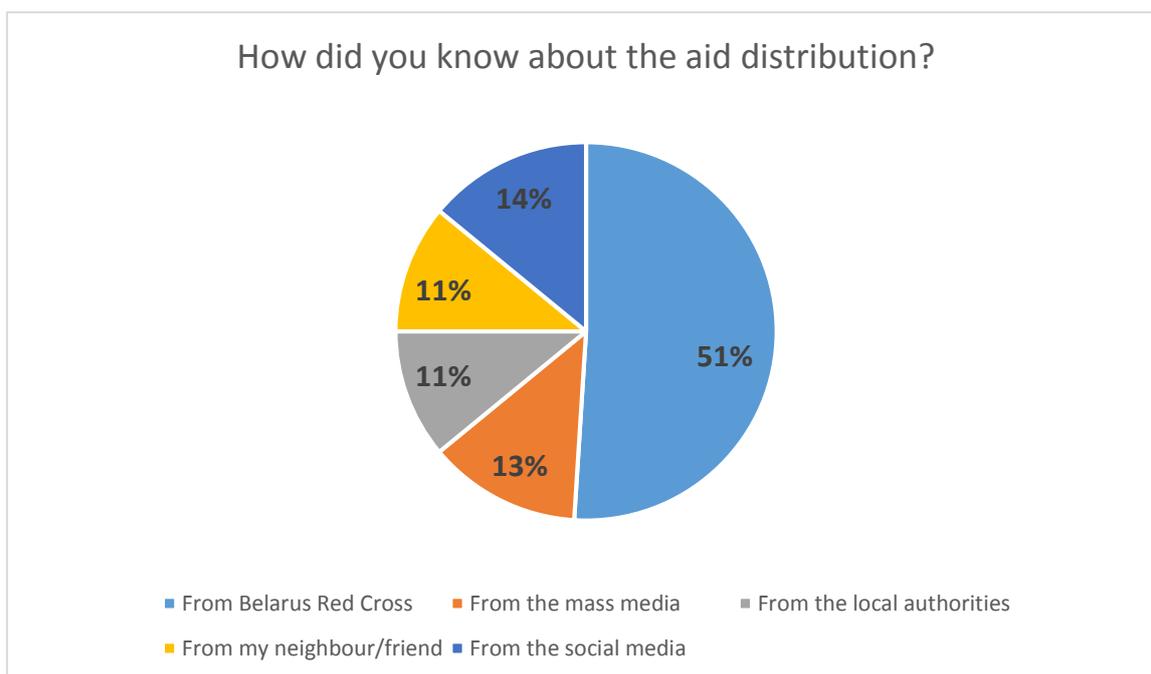
To the question whether the aid was provided on time, all respondents (100 %) answered that the voucher aid was provided in time.

According to the results of the survey, the average time of waiting for a voucher was 3 weeks for 98 respondents, 20 respondents received vouchers within a week after appeal to the Red Cross, 20 respondents received vouchers in one week after appeal, 30 respondents received the voucher within two weeks and 33 respondents waited for vouchers for over 3 weeks after appeal to the Red Cross.

### Awareness

The questions of this block are related mainly to the degree of awareness about distribution and necessary information about the aid provided by the Belarus Red Cross Society. The displaced people learned from various information sources about the aid distribution; the sources which were the most popular ones among the respondents:

1. In the Belarus Red Cross Society (after a visit to the organisation) – 53% of the respondents;
2. From mass media – 13% of the total number of respondents;
3. From neighbours and friends – 12% of the total number of respondents;
4. Other sources (social networks) – 14% of the total number of respondents.



**Fig. 10 Awareness about the aid distribution**

The beneficiaries stated that in all phases of aid provision they received all necessary information about the date and place of aid provision – 100% of the respondents. 30% of the respondents knew exactly that they would receive the aid, before they appealed. 54% of the respondents know about

the hotline “201” of the Belarus Red Cross Society, so it is necessary to increase the information among beneficiaries about such services.

## Visibility

100% of the beneficiaries noted that BRCS volunteers and staff wore the Red Cross visibility items during the work in shopping centres and this is a good indicator of visibility of the organisation among beneficiaries. 70% of the beneficiaries noted that before arrival to the country they did not know about existence of such a social organisation and only 30% of the respondents knew about existence of the Belarus Red Cross Society before arrival to Belarus.

Such ratio is related mainly to the fact that these persons have never faced difficult life situations and therefore they do not know about such social organisations.

## Conclusions and recommendations

### General conclusions

The main outcome of the work was acquisition of the organisational experience of such survey conduction and development of specific recommendations for future operations. Organizing BSS gives important information about the general success and challenges of the operation.

Though this work may be effort-consuming and require additional financial resources, it is important not only to provide aid but to get feedback from the beneficiaries in order to search for new opportunities to improve aid, taking into account suggestions of the target group.

### Conclusions and recommendations for survey methodology

- In future surveys, it may be needed to simplify the questions as sometimes it is difficult for the beneficiaries to understand.
- Combining two types of survey of beneficiary satisfaction (vouchers and medicine) is not recommended, as it complicates the data processing.
- It is recommended to conduct focus-groups meetings before conducting the BSS to have a wider and more objective picture.
- It is recommended to conduct the survey orally, in the form of a conversation, putting questions in a free order with the possibility to put down any additional information for each question. The data are entered in the questionnaire in the written or electronic form on the base of the interview.
- To consider the possibility to adapt the questionnaire to the use in other operations.

## Recommendations for future operations

1. The aid provision through the voucher system and support to medical services is a rather convenient mechanism for most beneficiaries. However, this system may be improved by means of introduction of new services like the following:

- A possibility to purchase the food and hygiene items online, using voucher;
- A possibility to deliver products to beneficiaries' houses or to use the mobile shops in the remote areas;
- SMS-notification on new phase of voucher distribution;
- Raising awareness of the target group on the support provided;
- Support of rehabilitation of the beneficiaries after the surgery.