



Donor: EO Meterdaad and ADRA Netherlands
Name of project: "Supporting local and refugee population in overcoming the consequences of war"



Client Satisfaction Survey Report: 20 May 2024

Services provided within the project:

- 1-Distribution of (NFIs) in the form of Emergency Kits and medical equipment & supplies for elderly, persons with disabilities and persons with special needs.
- 2- Support for improving housing conditions for refugees.
- 3- Psycho-Social Support Activities.
- 4- Child friendly social integration activities

Introduction

During the period: 01 December 2023 - 30 April 2024, ADRA Moldova implemented a project aimed at supporting refugees from Ukraine. And also on representatives of the local population. The project took place in the following locations:

Chisinau

Orhei

Vulcanesti

Rezina

Bender (The Transnistrian region of Moldova)

Tiraspol (The Transnistrian region of Moldova)

As part of this project, refugees from Ukraine as well as local residents were able to receive assistance in the form of: mobility items (such as mobile toilets, diapers for adults and children, blood pressure monitors, glucometers, urological pads, crutches, disposable hygienic sheets, wheelchairs and inhalers).

Also, work has been carried out and services provided to improve living conditions. This involved minor repairs to the premises, as well as outfitting the housing with essential household appliances such as: fridge, washing machine, microwave, gas stove, oven, meat grinder, blender, air conditionare, boiler, multi-cooker.

In addition to the project, due to the great demand and need of both the displaced population and local residents, were organized Psycho-Social Support Activities and Child friendly social integration activities.

All activities were in great demand. We have received a lot of positive feedback, which can be seen below.

As part of this project, **240** people were able to receive NFI items and **200** took part in Psycho-social assistance and child-friendly activities.

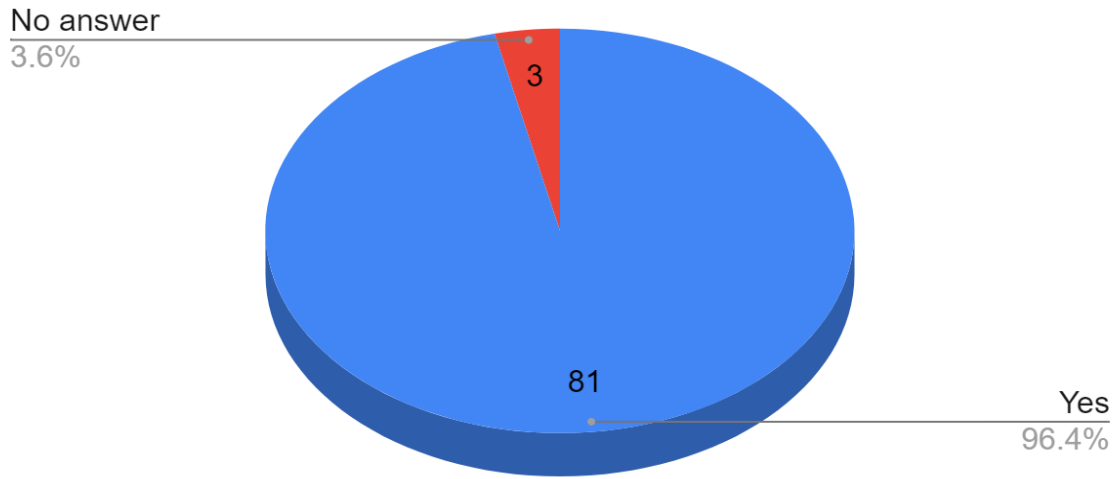
All events took place in a pleasant and calm atmosphere.

During the project, there were no registered acute problems or dissatisfaction from project participants. This is also reflected in the graphs below.

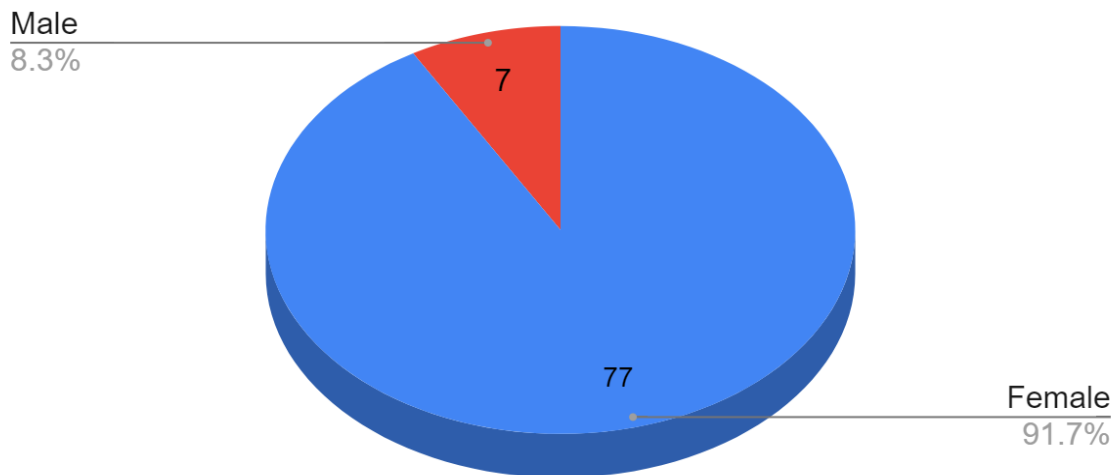
84 people took part in this **satisfaction survey**.

All participants were informed of their rights and that this survey was voluntary and strictly confidential. As a result, we received truthful answers that can be seen in the graphs below.

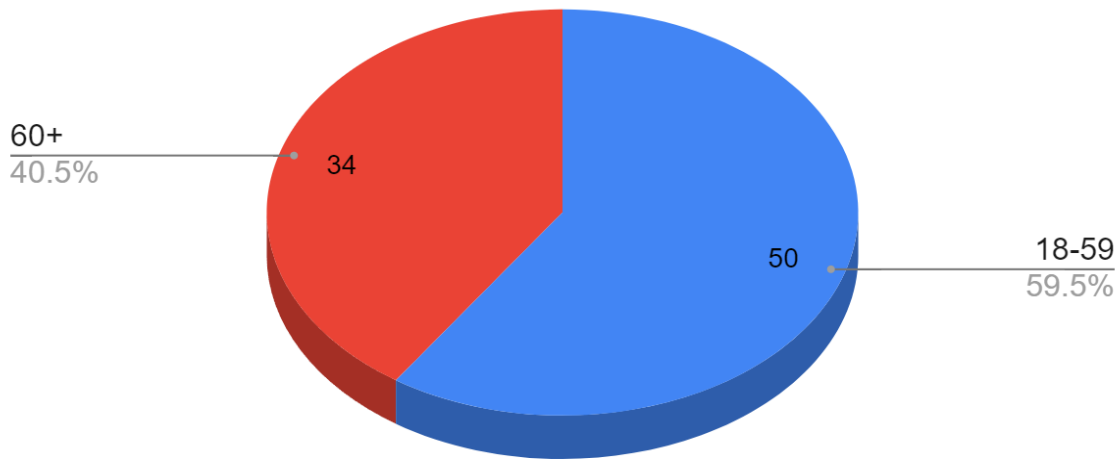
1- Do you agree to participate in the survey?



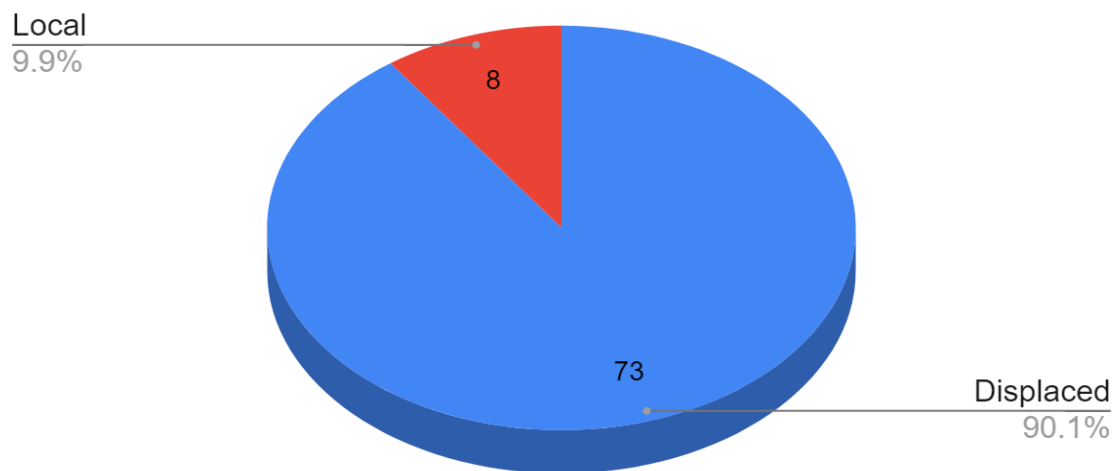
2- Please indicate your gender



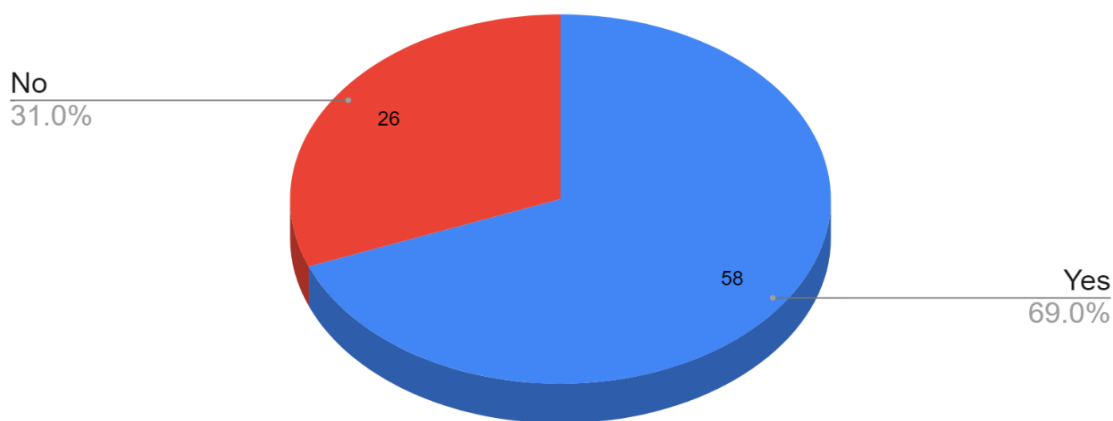
3- Please indicate your age category



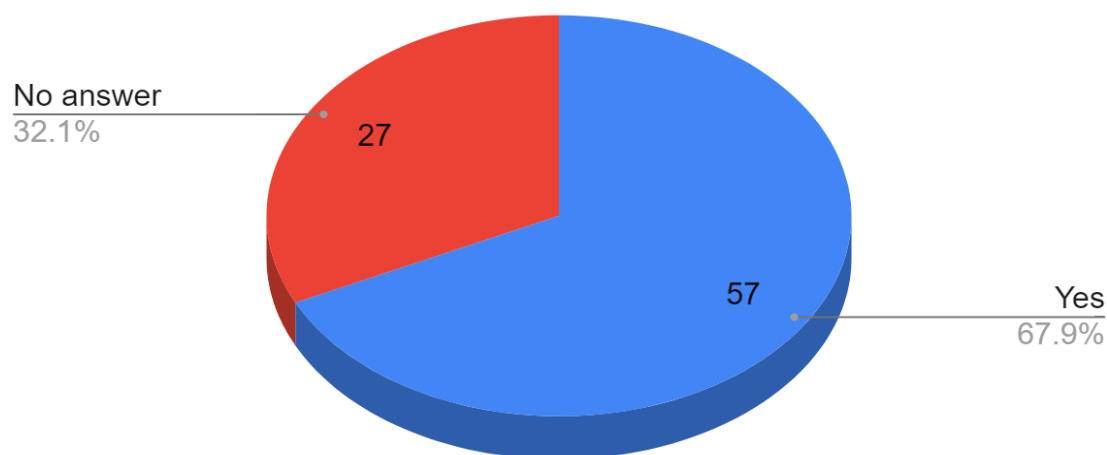
4- Please indicate your status in the Republic of Moldova



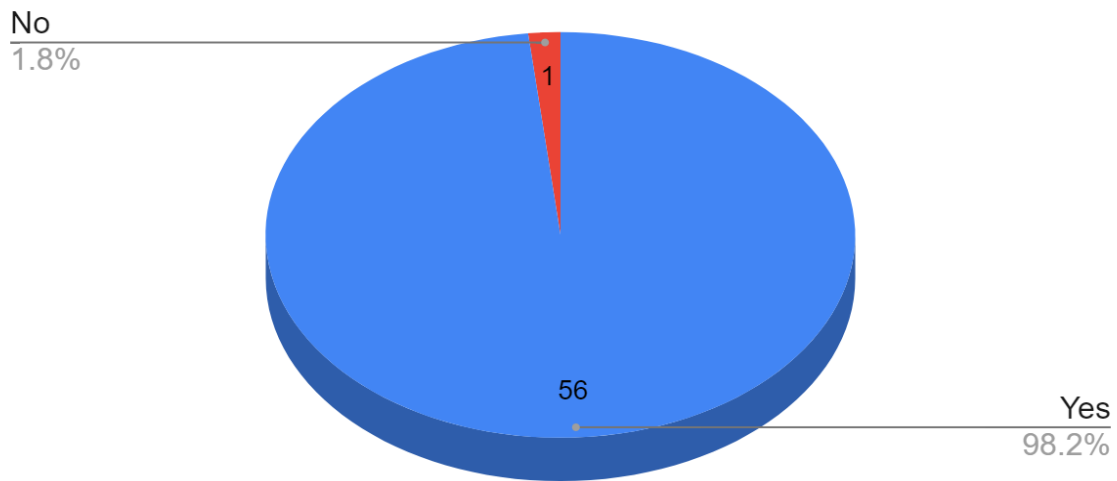
5- Have you received Non-Food Items in the form of Emergency Kits and medical equipment & supplies for the elderly, persons with disabilities and persons with special needs (ex.: crutch, walker, tonometer, mobile toilet, dippers for disabled, etc.)



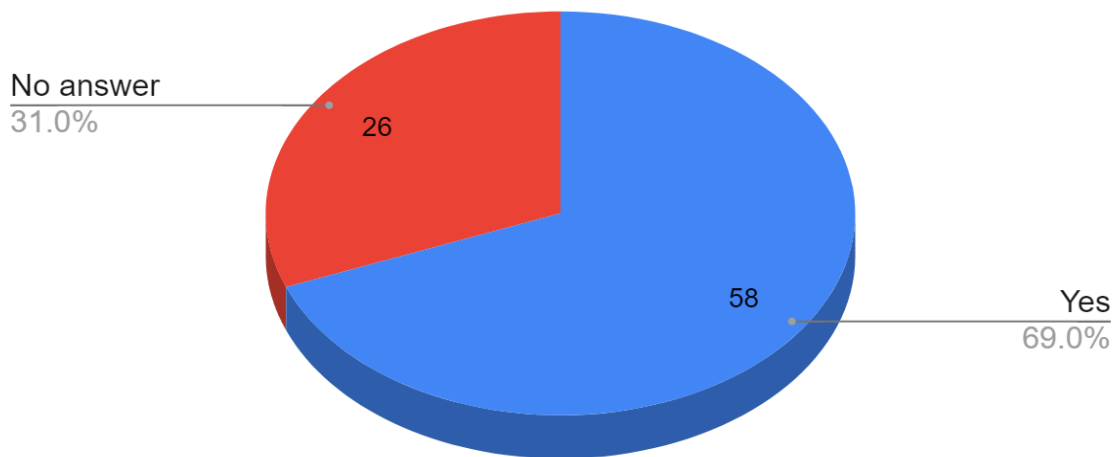
6- Are you satisfied with process of registration?



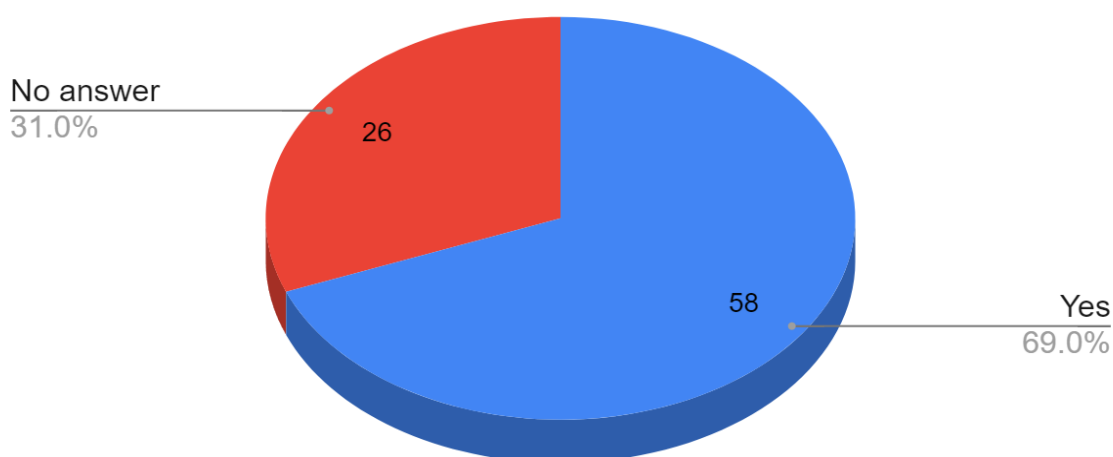
7- Are you satisfied with process of distribution?



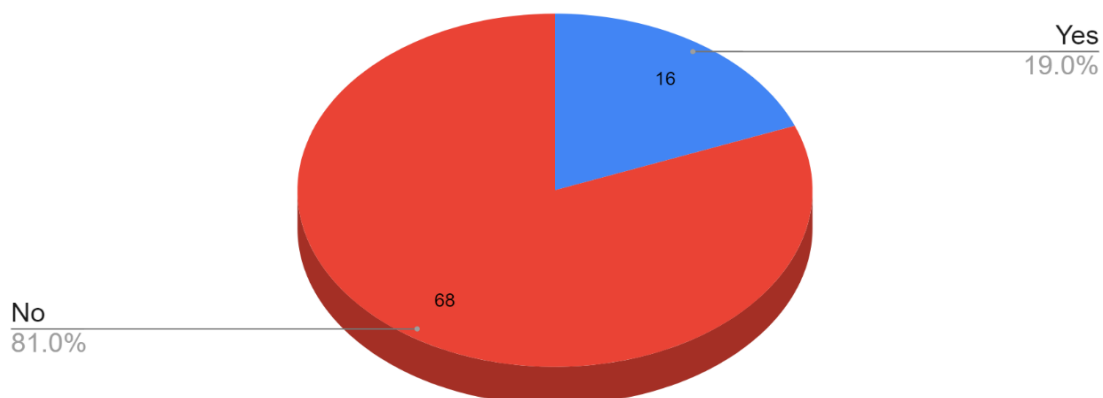
8- Are you satisfied with items you recieved?



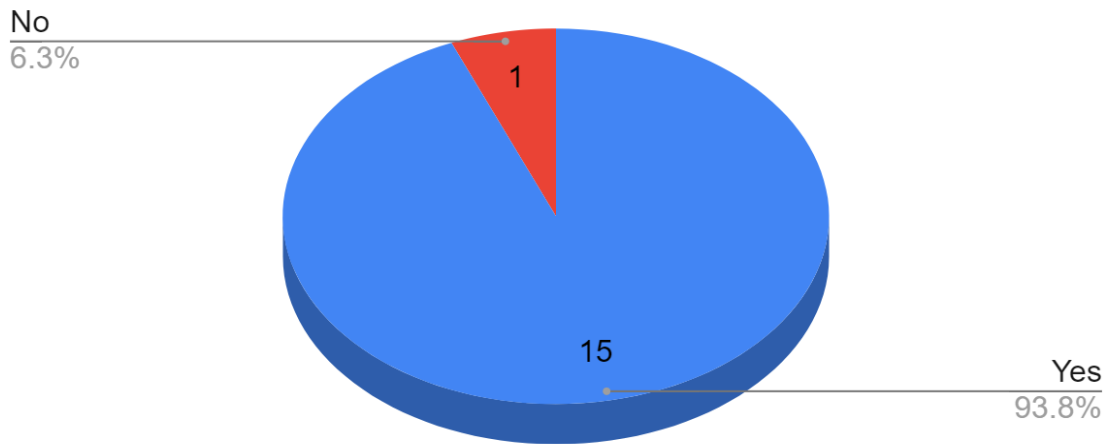
9- Were the items you received useful to you?



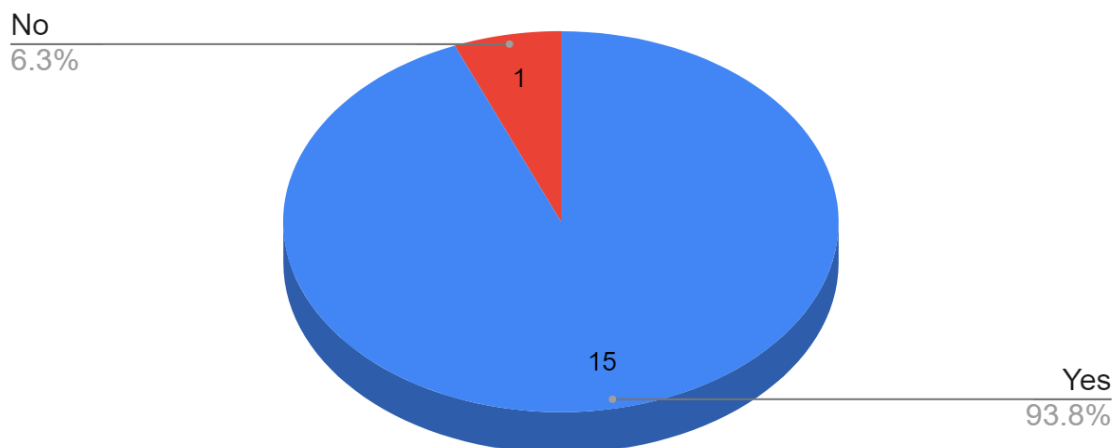
10- Have you received support for improving of housing conditions, for example small repair works, painting, furniture, kitchen utensils, equipment for improving housing conditions (ex: fridge, washing machine, microwave, gas stove, oven, meat grinder, blender, air conditionare, boiler, multi-coocker etc.)?



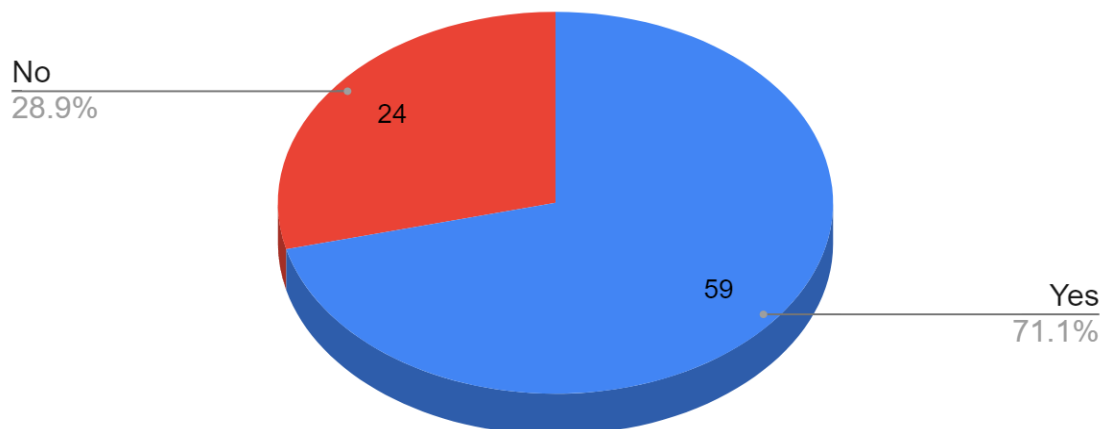
11- Are you satisfied with the support you received in the form of improving of housing conditions?



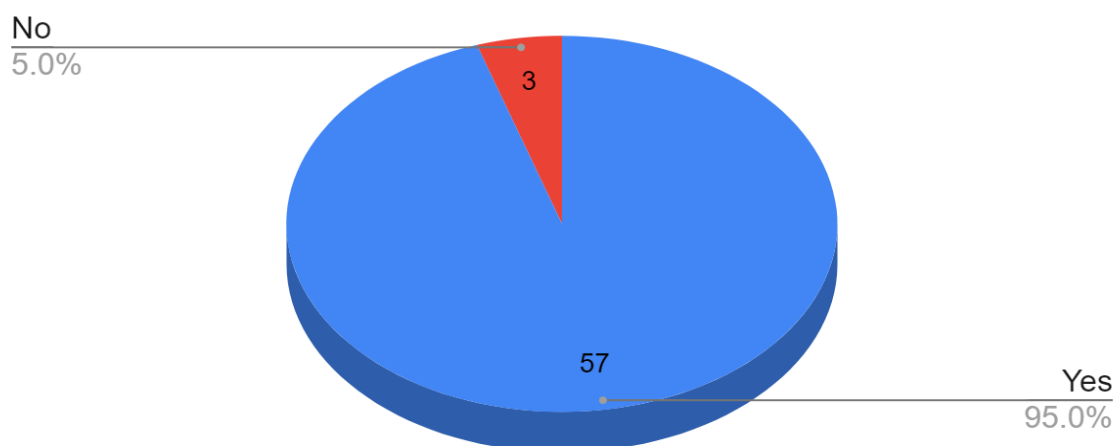
12- Have you noticed an increase in the level of your home comfort and safety after receiving house improvement support?



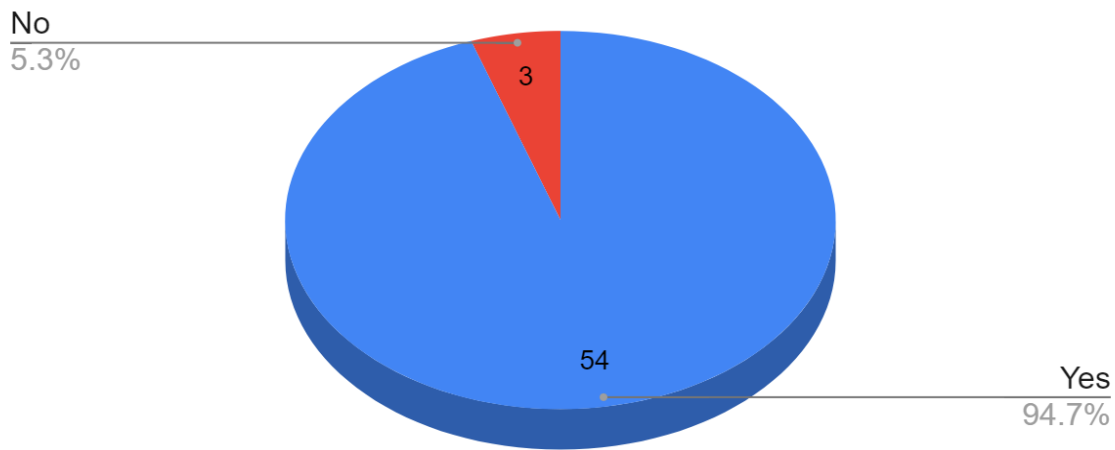
13- Have you received Psycho-Social Support in the form of group or individual Psychological sessions, from ADRA psychologists?



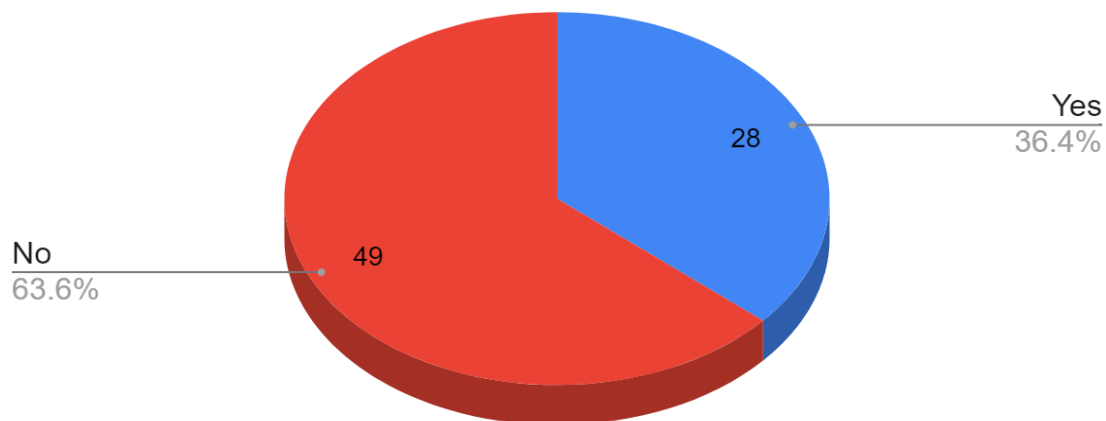
14- Did you find the Psychosocial support useful within the activities organized by ADRA?



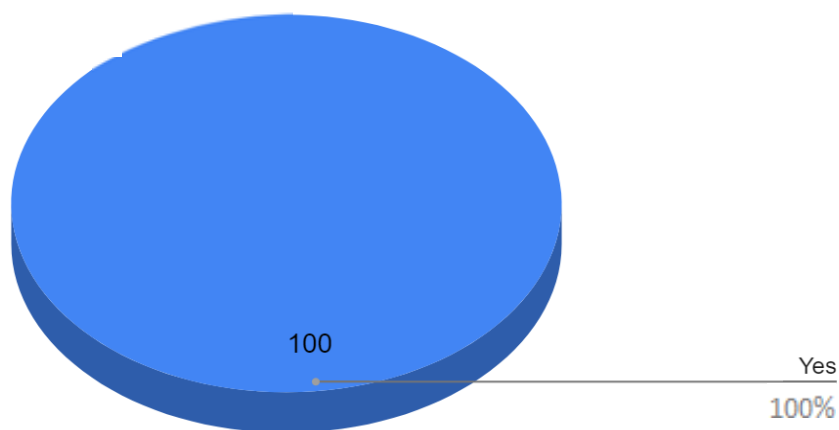
15- Have you noticed an improvement in your Psycho-Social well-being after participating in activities organized by ADRA?



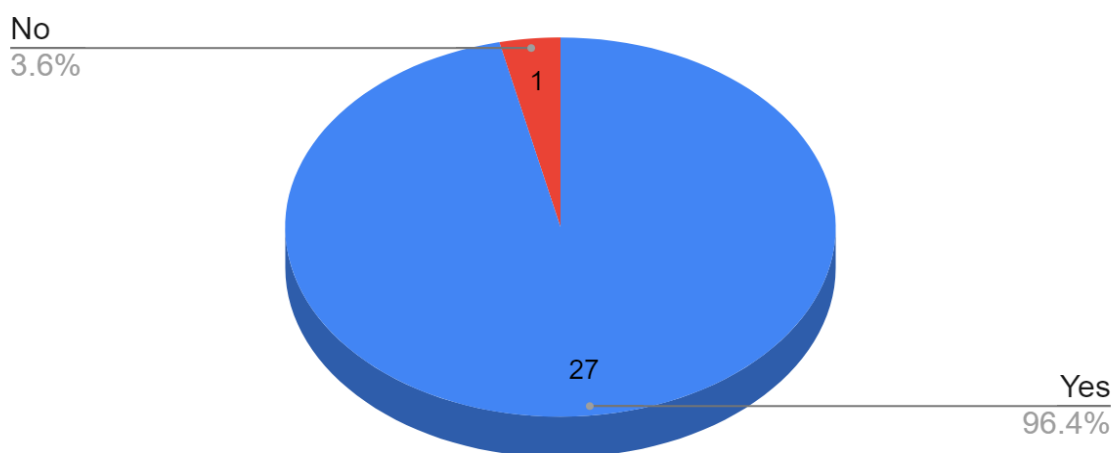
16- Have your children taken part in Child friendly social integration activities organized by ADRA?



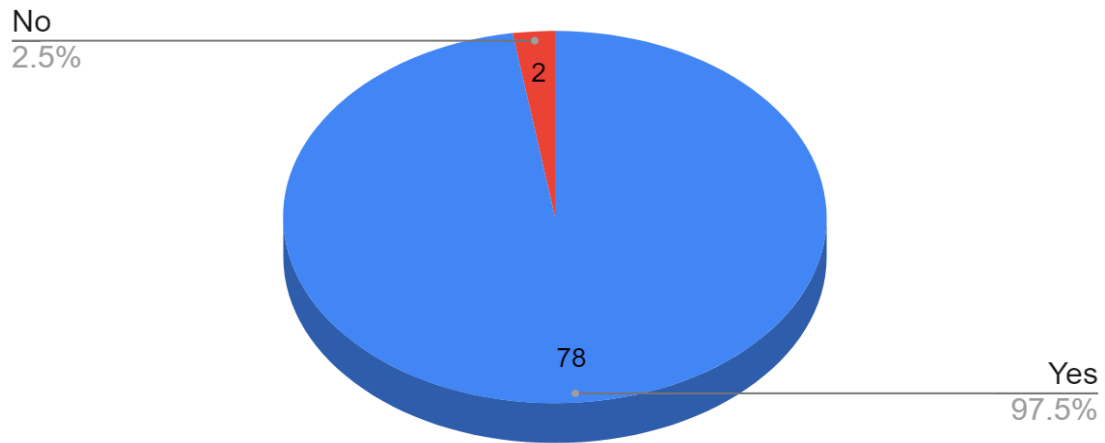
17- Have Child friendly social integration activities been useful for your children?



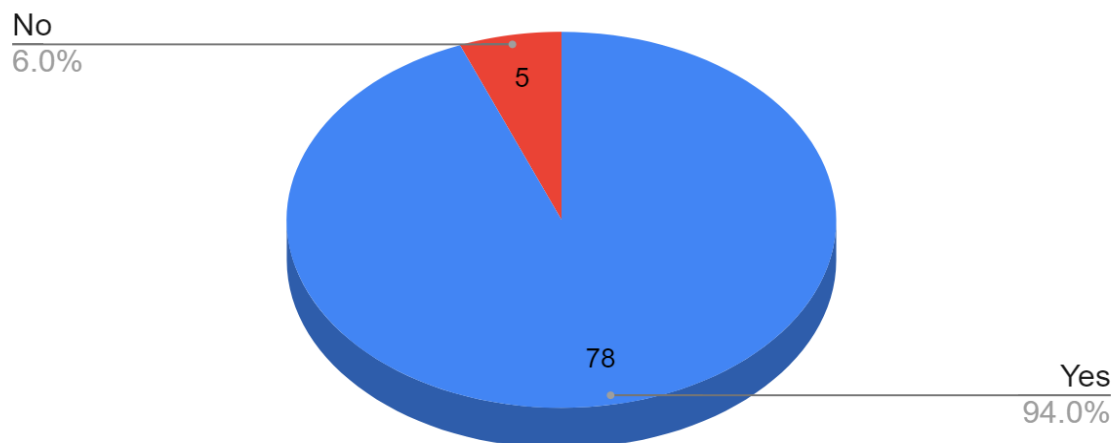
18- Can you say that the events organized by ADRA helped your children feel more integrated in the local community?



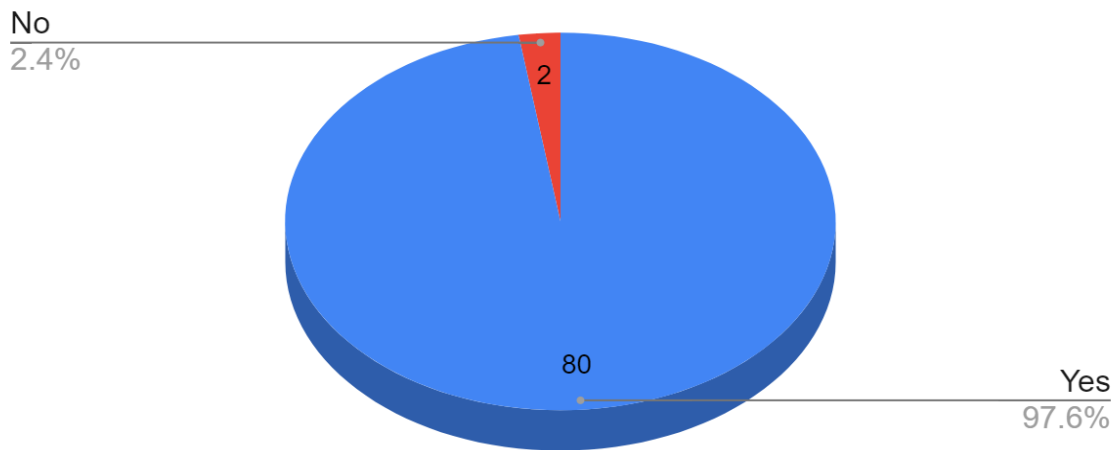
19- Did you feel safe when you were in our safe spaces when participating in distributions, events and activities?



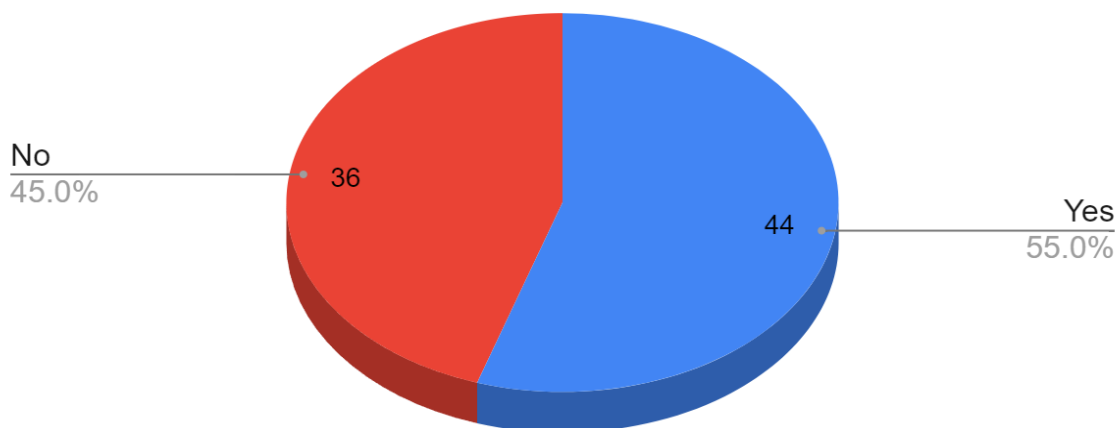
20- Are you satisfied with how the services you received from ADRA have impacted your well-being and your life in Moldova?



21- Do you think that ADRA's services are worthy and deserve to be recommended to anyone else?



22- Do you know about the feedback and complaint mechanism?



23- Would you like to change anything about the services you received through the program? Can you explain please.

no. All at the highest level

no

Thank you for your support

no

no

Everything is great

no

no

no

no

If you were unable to attend a meeting due to health reasons, then nothing is given out at the next meeting; I would like attention to be paid to this.

Everything is fine.

no

Would like to receive food assistance in the form of perhaps vouchers

A little more laundry detergents and other chemical supplies

I trust ADRA

no, I'm happy with everything, I'm grateful for the care and attention,
thank them very much for this

no

Individual work with a psychologist

If a person has dual citizenship, why is he ignored?

I'm happy with everything

no

Everything suits me

no, everything is at the highest level. Thanks a lot.

Yes.

Thank you

Change no, just thank you. Thanks a lot.

Yes, I would like to receive small household appliances. Blender, mixer, microwave oven, dishes.

Add a little more time

Meeting hours

no. Everything is always transparent.

Thank you, everything is fine

I'm happy with everything

-

no

Thanks, everything is fine.

Thank you for being here and we can come and learn something new for ourselves.

no

I don't know what services this organization can provide.

no

Improving living conditions, household appliances (oven and meat grinder or blender needed for dietary nutrition, whitewashing the premises, mold treatment)

All good

I would like them to single out, first the more vulnerable people (disabled people), then the displaced (from their own home),

thanks for all

Everything was wonderful

Thanks for all

Everything is fine

Even more events

Yes, as forced migrants, from the war zone (we haven't been home for 2 years) and because of the stress we suffered, we got sick, we need dietary food, we really need a slow cooker. We have no money to pay for a broken denture, we need a blender. Thank you for your understanding, I think my request will be heard.

Everything is fine

If there was more information in Chisinau from Adra

no

I'm happy with everything

I am grateful for the opportunity to gather for crafts and fellowship.

I'm happy with everything

Yes, I would like to receive small household appliances such as a blender, microwave oven, dishes, clothes and bed linen, etc.

Request to sponsors. So that first of all assistance is provided to people living in rented apartments, and not to those refugees who live in hostels and boarding houses

no

no

24- Is there anything else you would like to add? (Comments, wishes, reviews.)

Thanks a lot for your help

Thanks for support

Thank you

I am very grateful for your kindness, support, love for us, help, for accepting us, for your hospitality, for your very polite attitude, for everything you do for us. I always go to meetings with joy. All the best to you and all the best.

There would be more such psychological classes.

Many thanks to all the organizers for their help

Very friendly attitude towards us. Thank you very much

no

More events like this

Excellent psychologists competently explain everything according to the program. Very polite and pleasant, wishing them good health and peaceful skies.

I wish you success.

Everything is fine

May God bless you with Health and Peace to all.

Thanks for support

Thanks for your work

Only wishes for the organization of all the best for their kindness, care and attention with which they surrounded us and support us in a difficult period of our lives

no

I want Ukrainian citizens who also have Moldovan citizenship to have access to all ongoing events, including receiving humanitarian and financial assistance.

Gratitude for their care

no

Everything suits me

I wish you all good health and success in everything, patience and, of course, peaceful skies above your head.

no

Thank you very much to your organization for the help and support that refugees need so much.

If possible, help purchase clothes and shoes for children.

Thank you.

Everything is fine

Thank you very much for your work, you are great.

I would like to express my gratitude to the leaders and sponsors of the center for the assistance they provide. We really need it.

Wonderful project, wonderful warm people. Thank you 🙏❤️

Medicines, chemistry. Thank you very much for your help and support.

Thank you very much to everyone for what you do for us, for your support, for your responsiveness, for your help, for the warmth that is in your hearts and you share it, warming us in such a difficult time for us.
THANK YOU!!!!!!

Thank you very much for the help provided, creative projects, especially with Alina, from which you get a lot of positive emotions, a great mood and work upon completion. These works, as for me, are very valuable, they are hand made, made with love, with your own hands. For the clever girl - psychologist Anechka, with what ease she explains everything and how easily it becomes internally easy after her meetings. Separately, thank you very much for the wonderful and talented teacher Stas - guitar lessons, my son is delighted. And simply, GRATITUDE for your existence, the hard work of your organization, support, attention, kind employees. I really hope for the long work of the ADRA organization!
See you soon!

If possible, obtain transportation passes, vouchers for food and clothing.

-

no

If possible, help with medications

Thank you very much for your work, prosperity and health to you.

Very nice and sincere - Lida. Tamara. Alina. You get moral satisfaction by attending classes. Many thanks to everyone for such invaluable support for Ukrainian refugees. Wishing you further prosperity. God's blessings to you all.

Thank you

Thank you for supporting us and giving us your warmth.

Thank you very much. I attend all events with pleasure. Pleasant atmosphere, attentive staff

I wanted events related to traveling outside the city, excursions, I wanted to learn more about the history of Chisinau and Moldova, the country that hosts us.

I really need a walker and a mobile toilet, I'm already 80. I wish everyone well and peace.

Thank you very much everyone for your concern for us all. Success and health to you all.

Thank you.

Receiving vouchers, medical care, services

Thank you very much for everything

Perhaps add a nanny for those mothers who go to events, but have no one to leave their children with, and the children simply entertain themselves during master classes for adults.

Development and prosperity!!!!

Huge gratitude to the sponsors, for their Big Hearts!!! Low bow to their mothers!!!

Thank you for your love and care, for your attention to everyone

THANK YOU ADRA

I need household appliances

Thank you

Many thanks to the ADRA organization for their help!

no

Of course, being not at home, but in another country (although Ukrainians were very well received in Moldova), you feel very vulnerable financially.

Everything is fine

I would like to express my gratitude to the organizers and sponsors of the project for their assistance.

Where possible, provide assistance in the form of vouchers for food, hygiene items and pharmacy

We would like to be given a food voucher

Compensation for the cost of a medical operation for a family member with a group 2 disability.

Unfortunately, I did not take part in help from this organization, I would like to know where and when the help was provided, because there is a need for help

thanks for the help

Conclusion

In conclusion, it can be said that all the provided services within the framework of the project “Supporting local and refugee population in overcoming the consequences of war” had a strong positive impact on both representatives of Ukrainian refugees and local residents. The assistance and support they received were highly important and beneficial.

The help of psychologists positively influenced the beneficiaries. **94,7%** of them can attest to significant improvements in their psychoemotional well-being. The received support helps them cope with the challenges that refugees face every day.

Children were able to find new friends during the activities and strengthen their relationships with existing friends, which also contributes to their safe stay in the territory of the Republic of Moldova.

96.6% of parents responded that activities organized by ADRA helped their children feel more integrated into the local community

As a result of the distribution of NFI, significant assistance was provided to many beneficiaries. The goods and services they received were able to meet their actual basic needs of the refugees. **100%** of the interviewed beneficiaries expressed their satisfaction with the goods received and **98,2%** reported satisfaction with the distribution process and with attitude of the ADRA Moldova personnel. The beneficiaries were very grateful with the items they received, especially because it is extremely difficult to find special medical devices and mobility items for the elderly and disabled persons.

94% of respondents responded that they were satisfied with how the services received from ADRA affected their well-being and life in Moldova. All the meetings take place in a calm and pleasant atmosphere. The beneficiaries eagerly await the next meeting. It often happens that they bring their friends to these meetings, who subsequently become regular participants in various services of this project.

Beneficiaries could get information about ADRA Moldova distributions and activities from different sources. Such as:

Personal meetings

Phone calls

Group in Vaiber, as well as other social networks.

Such as: Facebook, Instagram and others.

The distribution process was divided by time, each group of beneficiaries was notified in advance at what time, on what day and at what address they could receive the items they needed.

As a result, we can say with confidence that the project... was extremely useful, relevant to the beneficiaries and undoubtedly changed their lives for the better of the displaced and local population

Bashmakov Stanislav

Monitoring Evaluation Accountability and Learning Officer

ADRA Moldova