

Title of the Project: "Protection from violence"

Name of the Implementing Partner: AO ADRA

Client Satisfaction Survey Report

Introduction

Thanks to the funding from and to the very close and productive cooperation of the **Norwegian Refugee Council (NRC)**, during **07/01/2022 - 11/30/2023**, **AO ADRA** successfully implemented and completed the **"Protection from violence"** project.

The project was aimed at supporting refugees from **Ukraine** and the local vulnerable population (at risk of GBV).

According to the approved project, **3** local centers have been established in **3** project locations: **Balti, Orhei, Basarabasca**.

Within the framework of the project, in each of the three local centers, there were planned and implemented **activities for social integration** of refugees into the Moldovan context, **information support services** (informing beneficiaries – both refugees and locals – about the material and non-material assistance as well as other support services available in their region), and **referral support services** (redirecting requests and needs of beneficiaries to humanitarian and government organizations & service providers, according to the needs of the applicants).

Since the **Republic of Moldova** is located in close proximity to the borders of **Ukraine**, a huge number of refugees have crossed and continue to cross the border for the purpose of transit or to stay and rebuild their lives in **Moldova**. In both cases, each of the refugees has certain vital needs that they strive to at least partially meet them. They have an urgent need for quality and timely services as they continue to rely on the food, NFI and cash assistance and on accommodation services in terms of basic needs, as well as on legal counseling, psychosocial support, information and referral support provided by humanitarian organizations.

Thanks to a responsible, professional and caring project team, **ADRA** managed to successfully implement the **"Protection from violence"** project. In this way **9** meetings on social integration were held for **574** participants (mostly refugees) in each of the **3** local offices (in **Balti, Orhei** and **Basarabasca**), **921** beneficiaries received information about current services and support and **1000** persons received a 16-pages brochures with useful information for refugees as well as contacts of available service providers on various thematic areas (legalization of status in Moldova, food & NFI assistance, transportation, accommodation, psychosocial support, legal assistance, social integration, information and referral support, GBV related information and services, etc.). Furthermore, **1288** beneficiaries received referral services to various organizations & service providers.

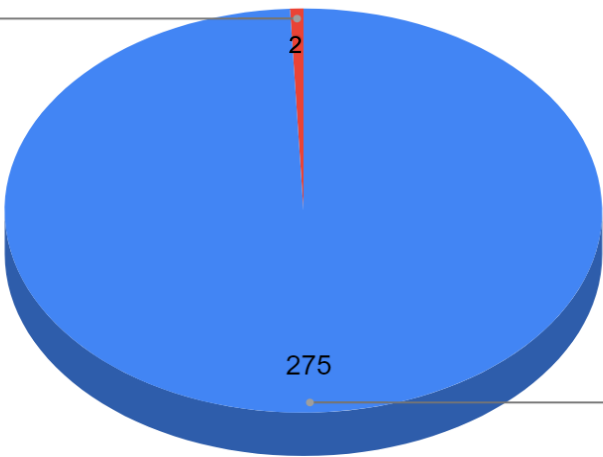
At the end of the **“Protection from violence”** project, a client satisfaction survey was conducted in order to obtain feedback from the beneficiaries of this project. **278** people took part in the survey. This survey was carried out using various methods: through telephone calls, personal and individual surveys during planned events, and, also, the beneficiaries had the opportunity to complete personally a satisfaction survey online via a link that was posted in Viber and WhatsApp groups under the guidance of **ADRA** on-site representatives in each of the local centers (**Balti, Orhei and Basarabasca**).

ADRA service satisfaction survey was conducted anonymously, and all **278** participants in this survey were informed of their rights and options. Based on this, we received honest, truthful and very informative answers. The questions and answers are outlined in the charts below.

Do you agree to participate in the survey?

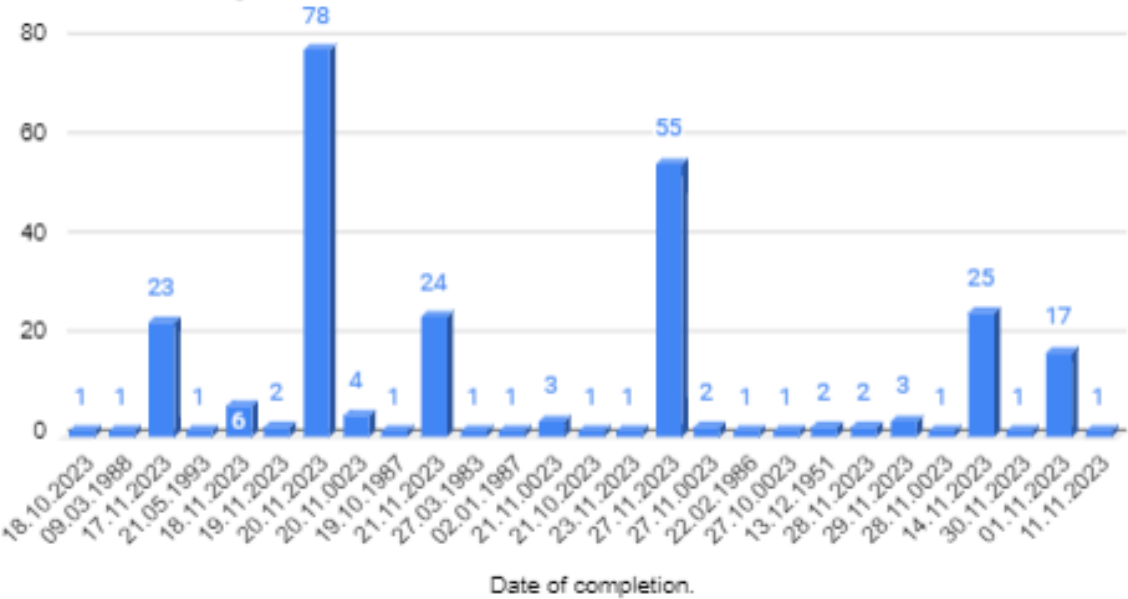
No response

0,7%



Yes
99,3%

Date of completion.



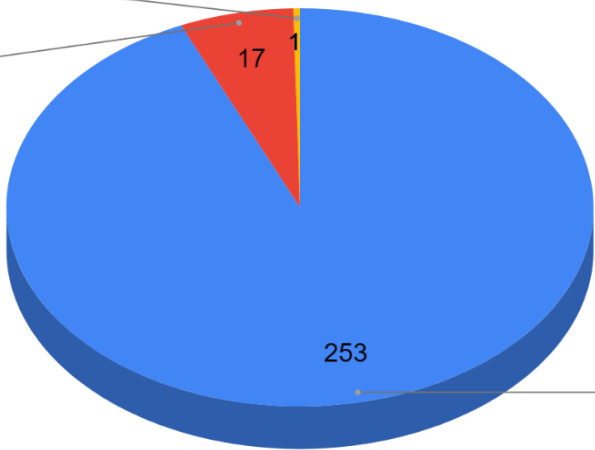
Please indicate gender of beneficiary.

Other

0,4%

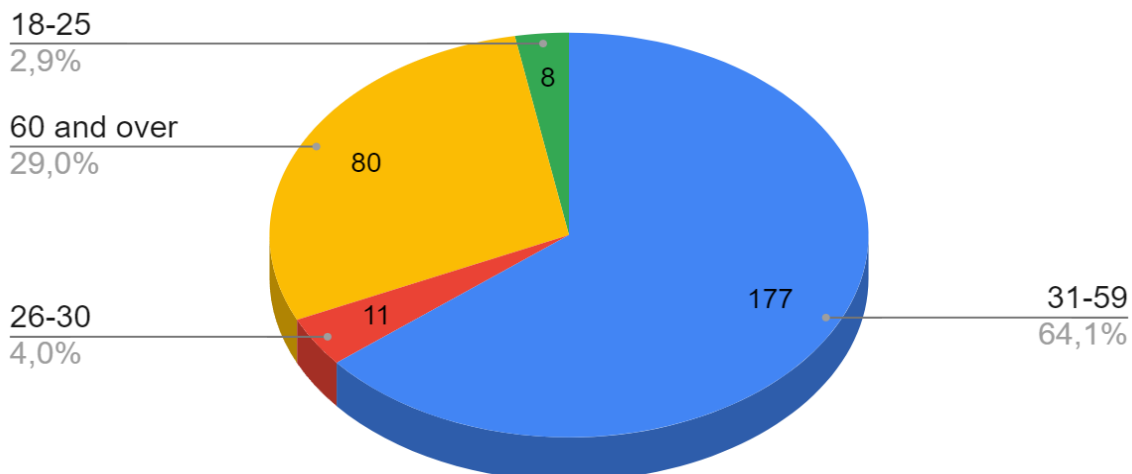
Male

6,3%

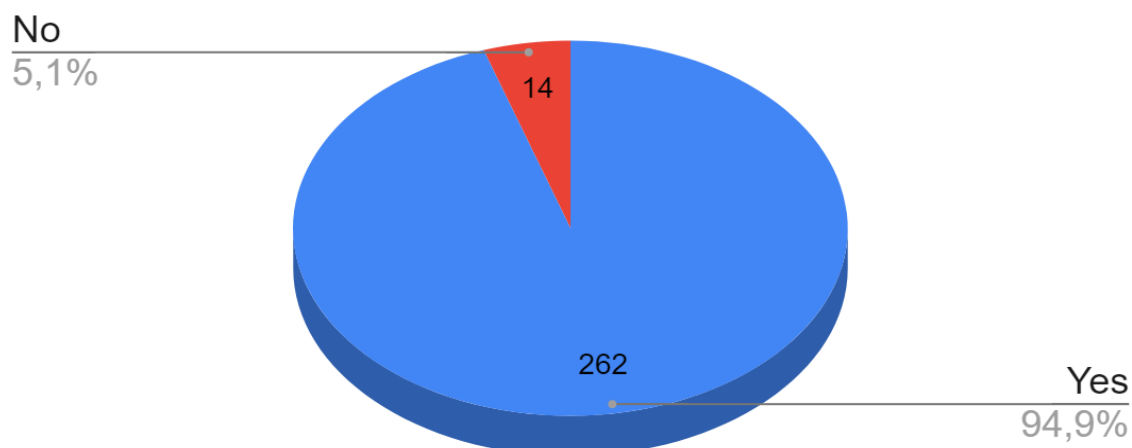


Female
93,4%

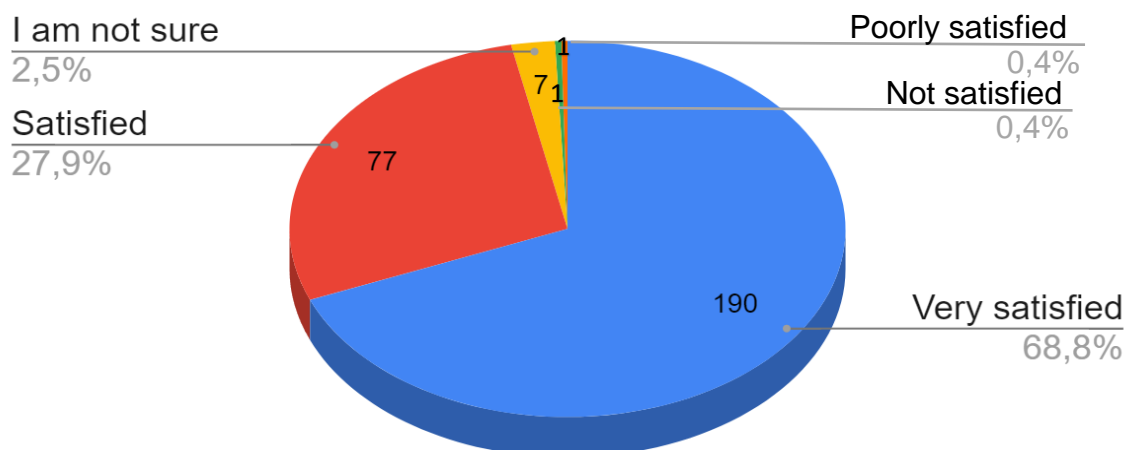
Please indicate your age category.



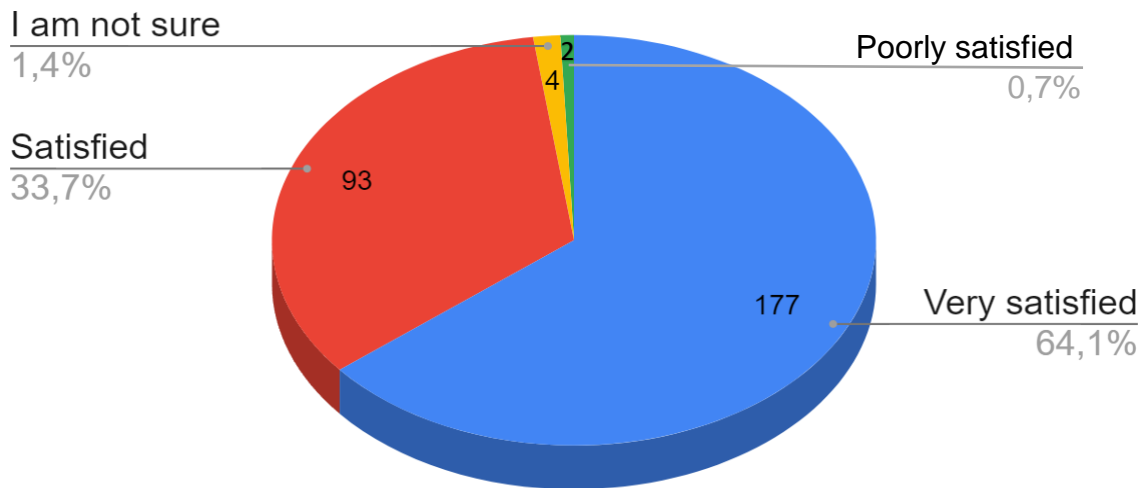
Have you received information services from ADRA?



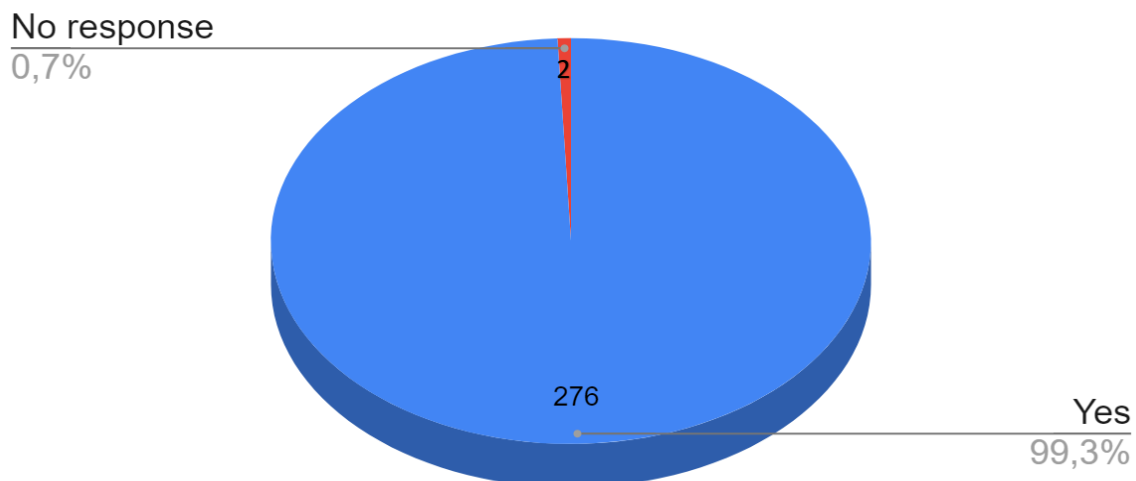
How satisfied are you with the days and hours of the center opening.



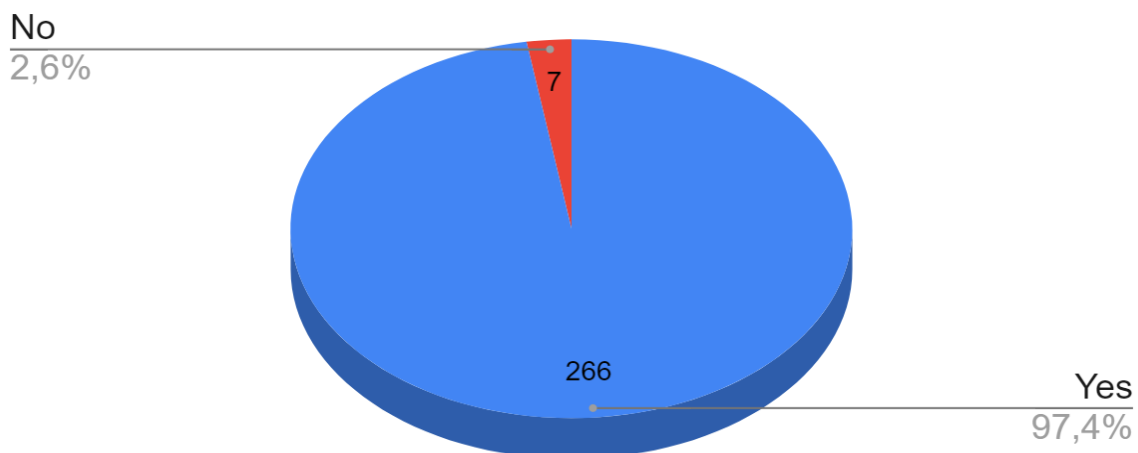
Convenient location of the Center.



Do you think the information received were useful for you?



Do you think you can easily access reliable information following contact with ADRA?



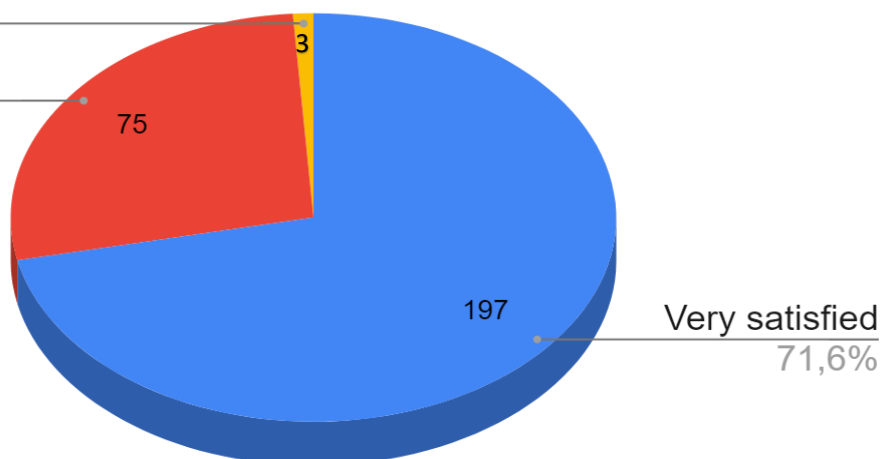
Do you feel safe while accessing the center and activities?

I am not sure

1,1%

Satisfied

27,3%



Level of satisfaction of accessibility to every one everyone including persons with physical disabilities.

I am not sure

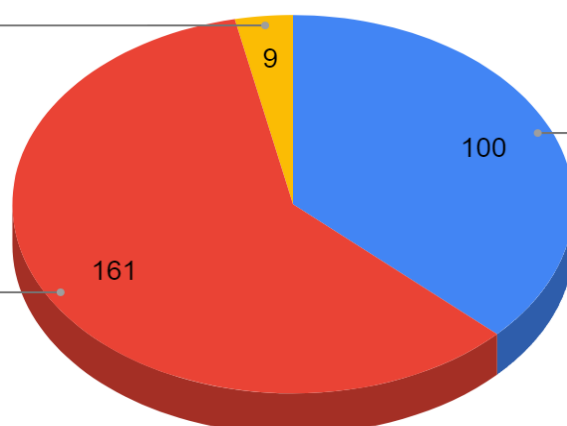
3,3%

Satisfied

37,0%

Very satisfied

59,6%



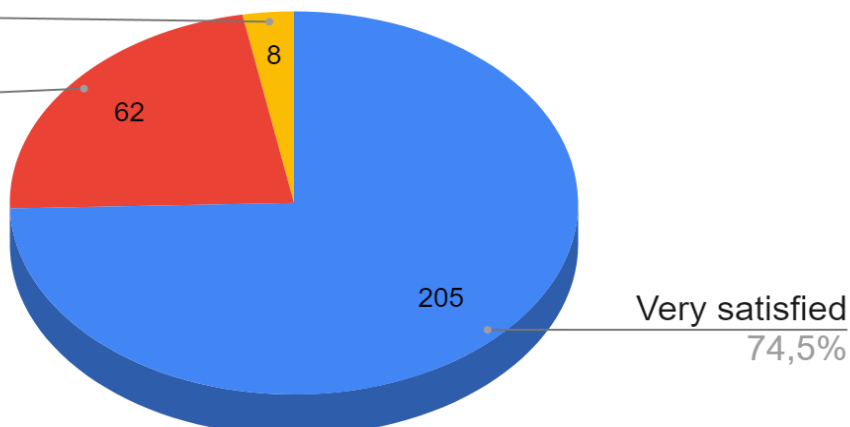
To what extent do representatives of the organization listen to you, pay attention to you and your needs during calls?

I am not sure

2,9%

Satisfied

22,5%



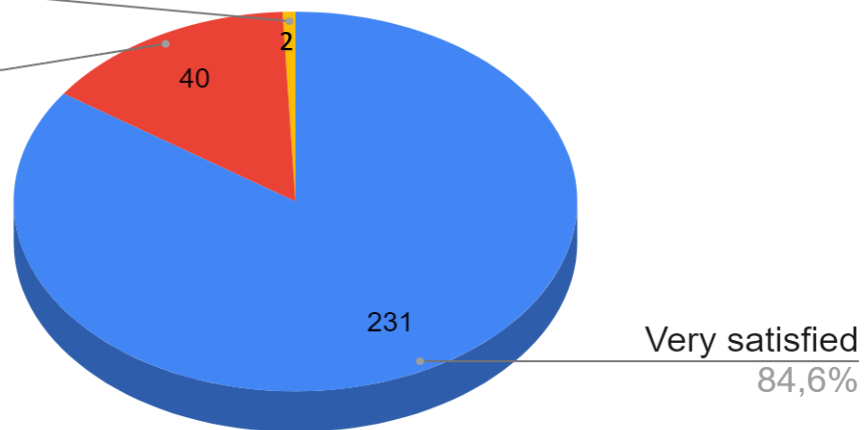
To what extent did the representatives of the organization treat you with respect?

I am not sure

0,7%

Satisfied

14,7%



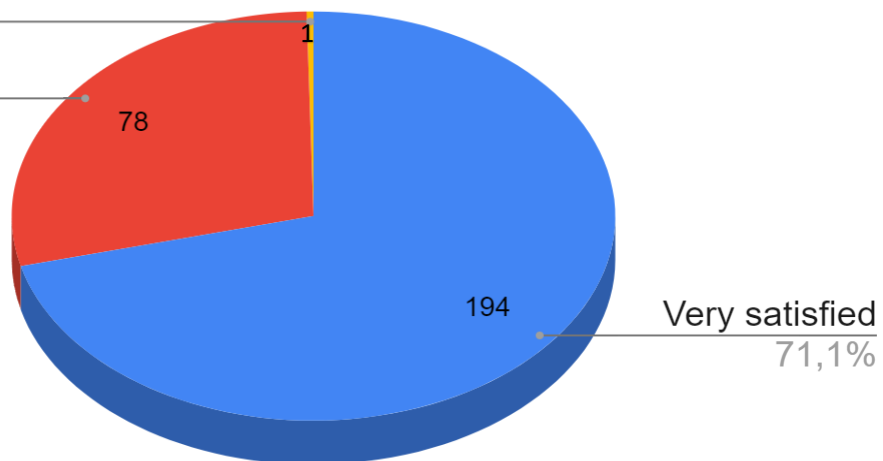
The level of satisfaction with the time allocated to you.

I am not sure

0,4%

Satisfied

28,6%



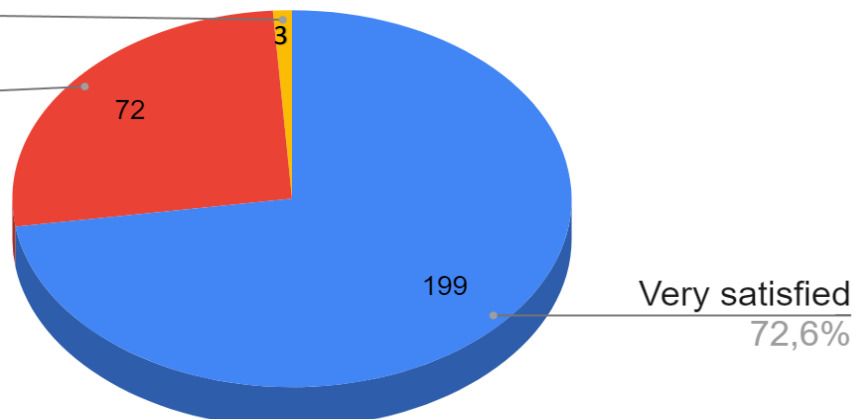
Satisfaction level- how satisfied are you with the answers you received to your questions?

I am not sure

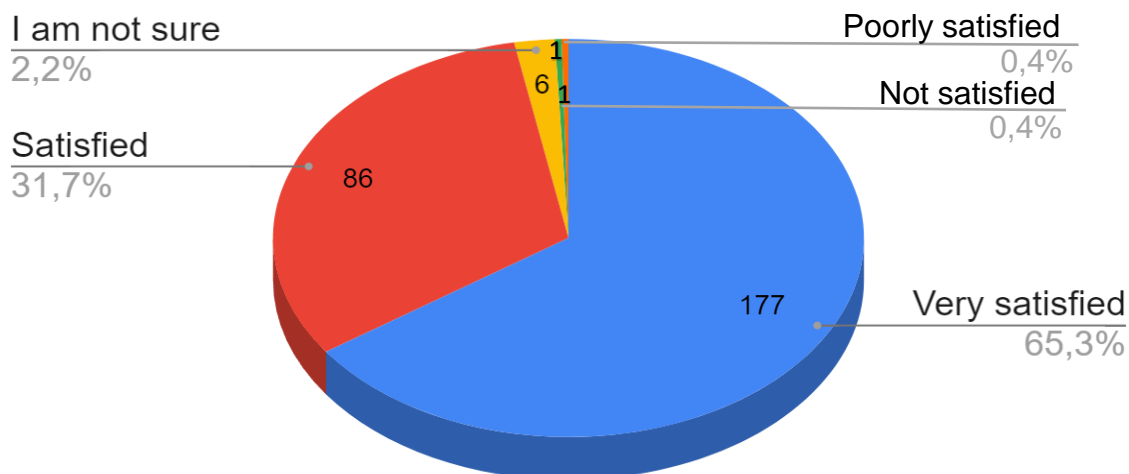
1,1%

Satisfied

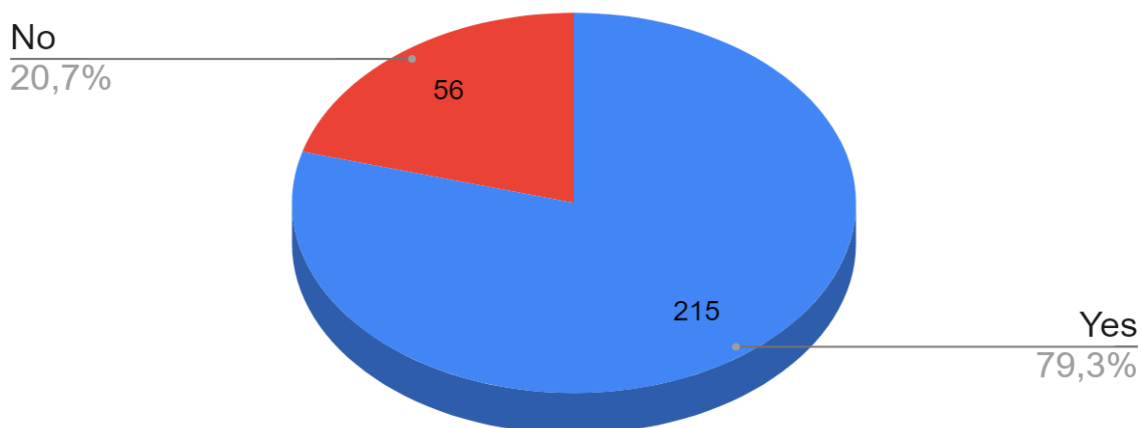
26,3%



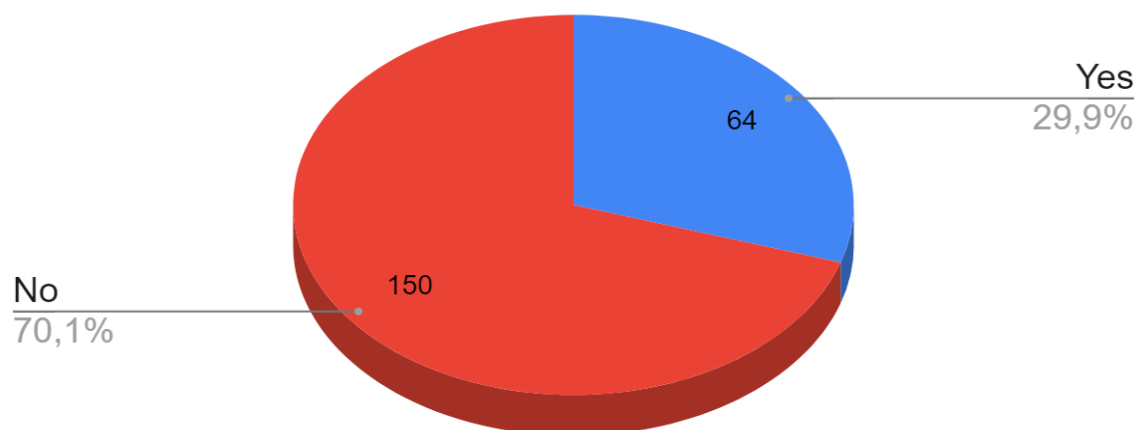
Level of satisfaction with being informed about what services were available and what were the options for solving the problem.



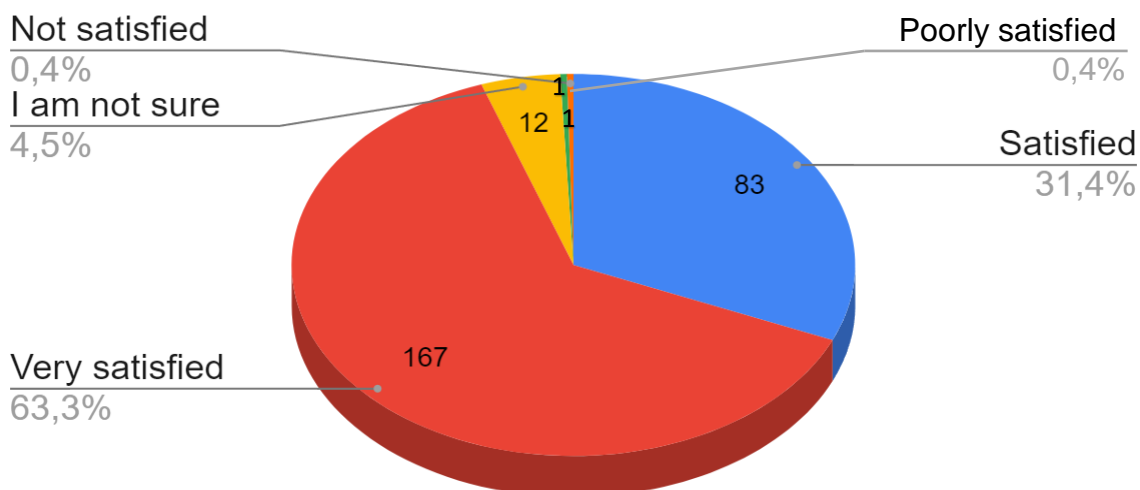
Have you asked ADRA for information about getting the help or service you need?



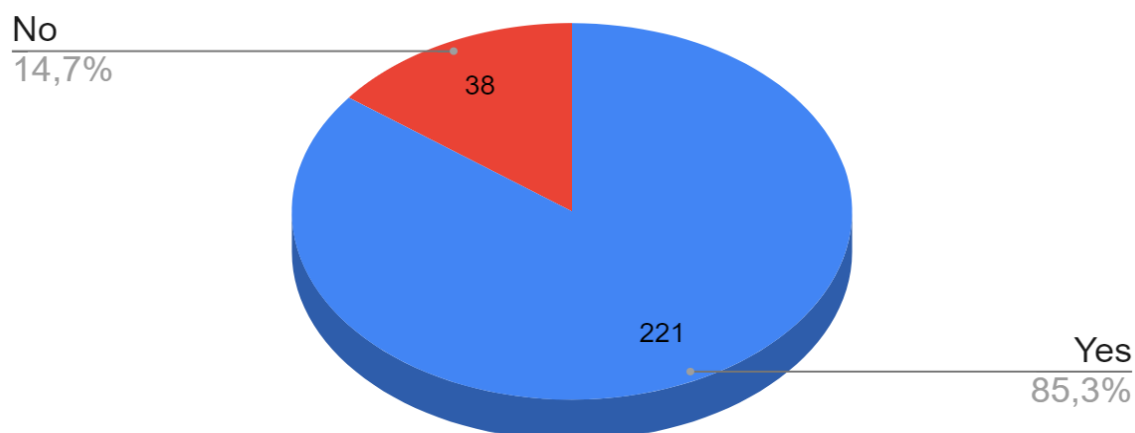
If so, were you referred to other organizations at your request?



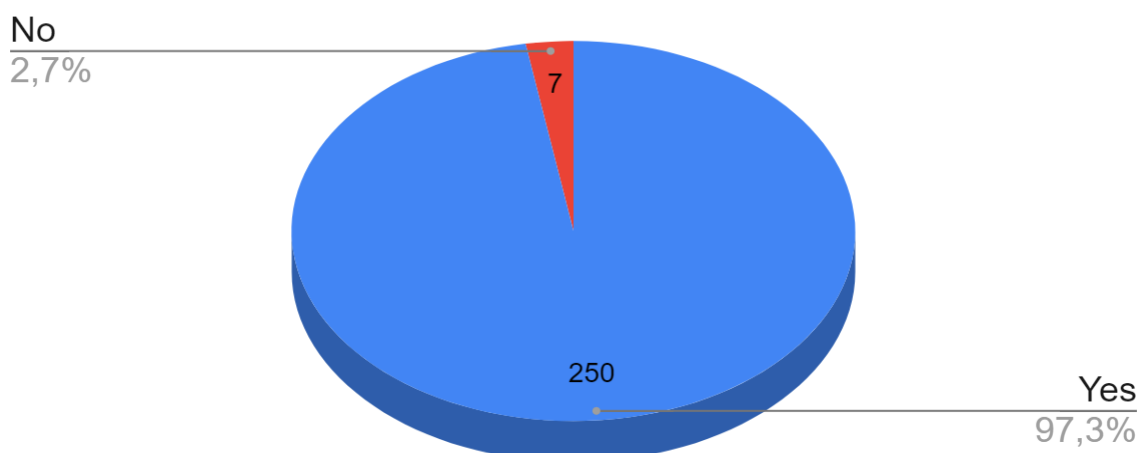
How would you rate how well we managed to solve your problem?



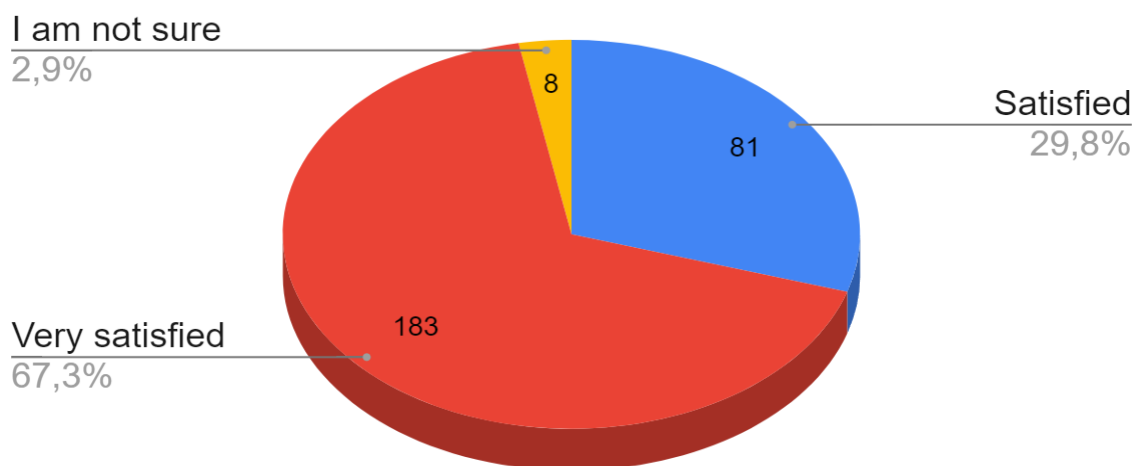
The staff obtained my consent before sharing information with other professionals or redirecting your request.



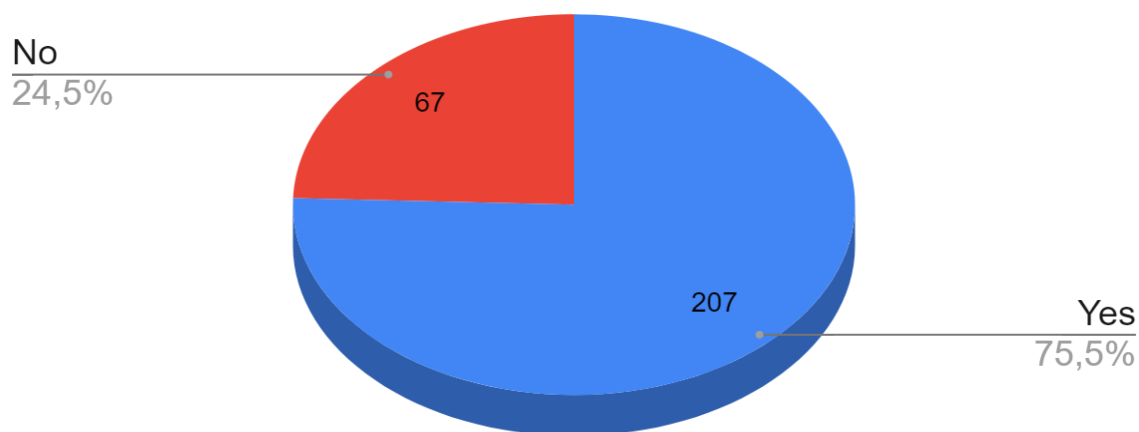
Did the staff ensure the confidentiality of the conversation?



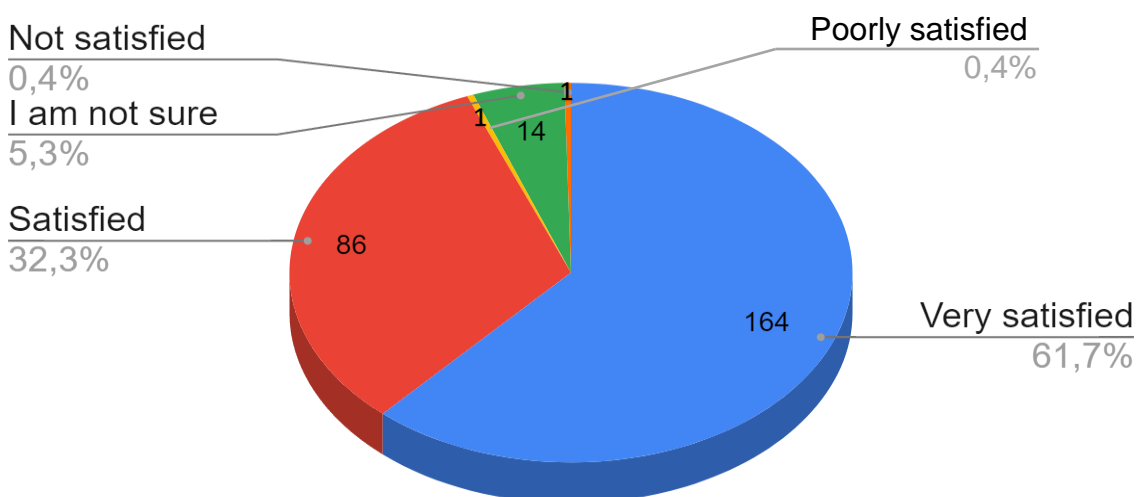
Are you satisfied with the way employees handled your personal data and ensured your confidentiality and privacy?



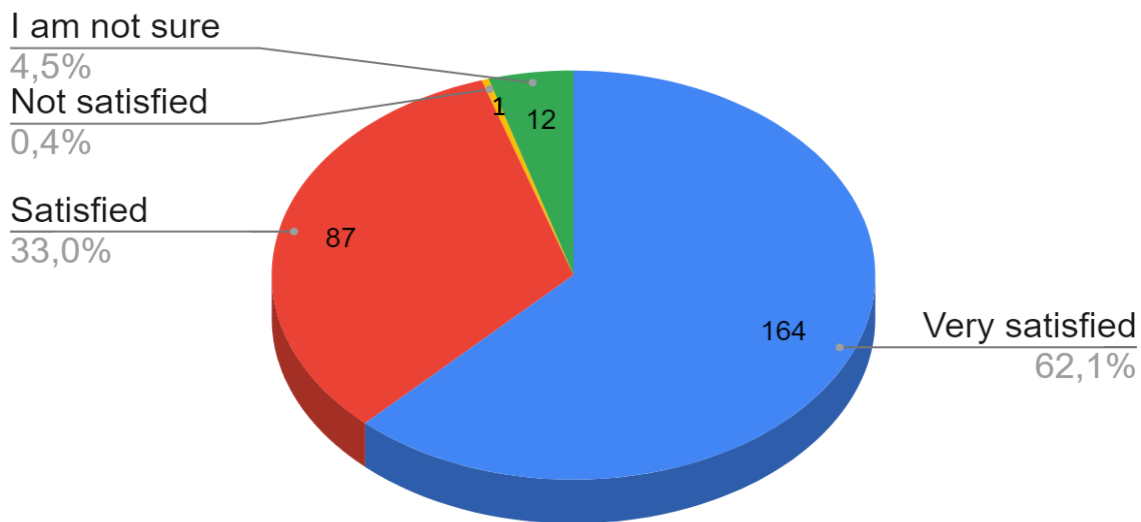
**Did you participate in meetings on social integration?
(Trainings, seminars, meetings with a psychologist, etc.)**



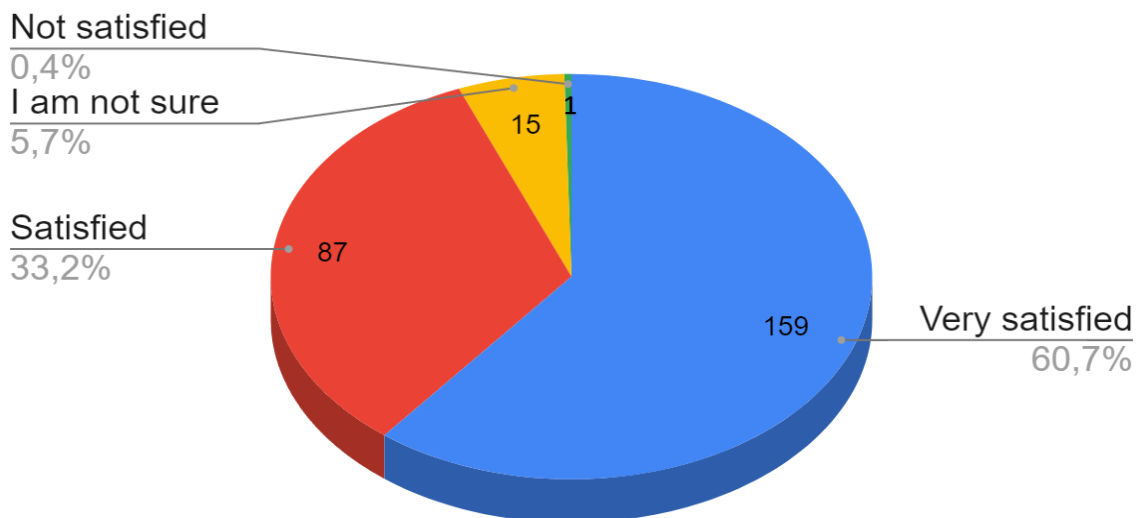
The level of satisfaction with the topics discussed at the meetings.



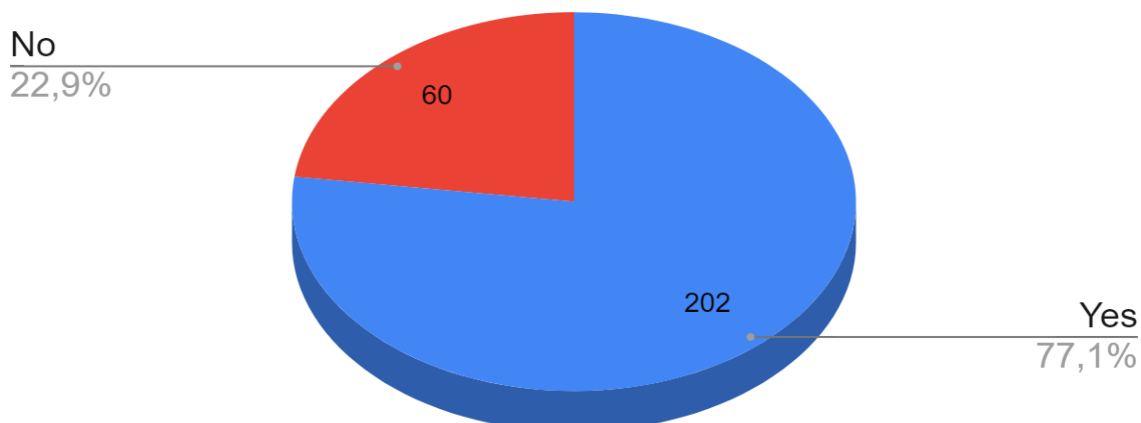
The level of satisfaction with the content of the event.



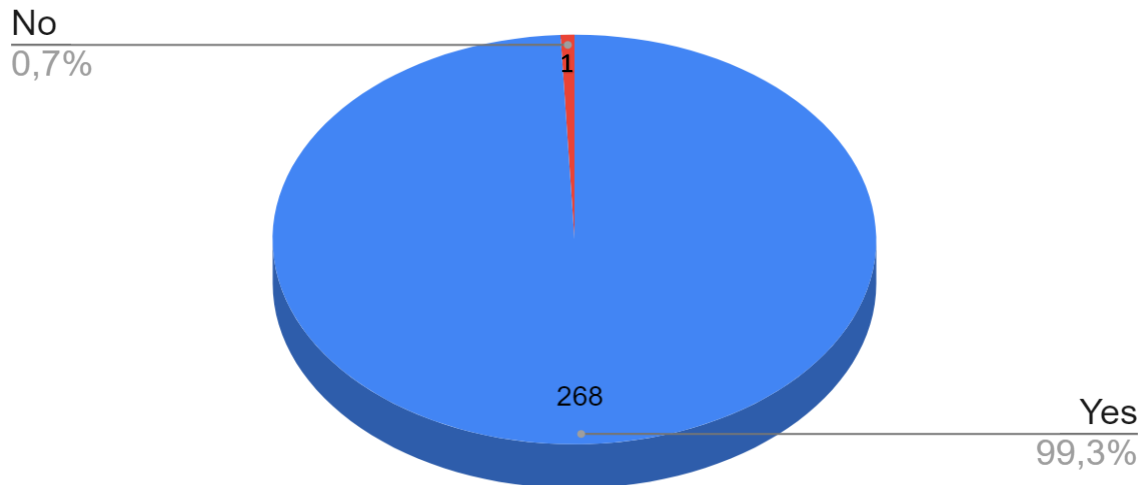
How useful were these meetings for you personally?



Are you aware of a feedback and complaints mechanisms to be able to share feedback/ report complaints?



Would you recommend these services to other people?



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

118 responses

No

66 responses

No, I'm happy with everything

4 responses

Everything suits me

4 responses

Everything suits me

4 responses

I'm happy with everything

2 responses

No, everything is fine

2 responses

Everything is fine

2 responses

Everything is fine

2 responses

Everything is fine

2 responses

I still don't have the promised tonometer, at my age I need to control my blood pressure, without a thermometer this is not possible, unfortunately, I'm constantly on edge, because of trouble, a terrible war that is not ours...

1 response

I would like to receive information about registering a visit to ADRA. For example, in September we registered for a tonometer, which we are currently receiving. Registration information was missing.

1 response

Be more careful in recording data. Mistakes are allowed in the spelling of names, surnames and phone numbers.

1 response

I don't want to change, but I want to wish that Christmas is coming, so that a holiday is organized for our children.

1 response

Thank you for everything! May God grant health and peace to all employees! Thank you so much for everything!

1 response

It would be nice if vouchers were issued in all regions of Adra, and not just Transnistria

1 response

I wanted help to be given to everyone equally, rather than the first lists giving and the second not

1 response

I wouldn't change a thing, thank you very much for your help and peace and kindness to everyone

1 response

Thank you for everything - Many thanks to all the staff!!!

1 response

I would like to distribute more essential goods.

1 response

Access to other cities with a pre-formed group

[1 response](#)

If possible, a voucher. For groceries. Thank you. In advance!

[1 response](#)

If possible, a voucher for groceries! Thank you. In advance!

[1 response](#)

No, I like everything, I'm very happy with the program

[1 response](#)

Don't divide who should get help and who shouldn't

[1 response](#)

Thank you for your work, attention and support.

[1 response](#)

No, I don't want to change anything, I'm happy

[1 response](#)

Huge thanks to all the staff

[1 response](#)

Satisfied, there is no need to change anything.

1 response

Change the filling periodically

1 response

I'm happy with everything, I wouldn't change anything

1 response

No, everything is fine Thank you very much

1 response

No, everything is very clear and accessible.

1 response

No, we wouldn't want to change anything

1 response

Everything suits me, thank you very much

1 response

Everything is fine. Thank you very much

1 response

No thank you very much for your help

1 response

More information about services.

1 response

To have meetings more often

1 response

I don't know about this organization

1 response

Yes, I wanted them to be there more often

1 response

Thank you so much for everything!

1 response

No. I'm happy with everything

1 response

Satisfied, thank you

1 response

I don't want to change anything

1 response

No. Everything is great

1 response

Everything is good, available)

1 response

No. Satisfied.

1 response

Enough for me

1 response

I wouldn't want to change

1 response

More information

1 response

No, everything is fine

1 response

No. Thanks for everything

1 response

Extend the program

[1 response](#)

No, everyone is happy

[1 response](#)

No, no changes

[1 response](#)

Everything suits me...

[1 response](#)

Everything satisfies

[1 response](#)

Everything is excellent.

[1 response](#)

Everything is very good

[1 response](#)

Thanks a lot!

[1 response](#)

Everything suits me.

[1 response](#)

Yes, more

1 response

No everything is fine

1 response

I'm happy with everything.

1 response

Gratitude

1 response

All good.

1 response

I'm happy with everything

1 response

Satisfied

1 response

Thank you

1 response

Arranges

1 response

Everything is fine

1 response

We do not want

1 response

Thank you

1 response

No no

1 response

Nothing

1 response

Not no

1 response

All OK

1 response

Chemistry

1 response

No N

1 response

Yes

1 response

-

1 response

Is there anything else you would like to add? (Feedback, suggestions, comments, etc.)

122 responses

No

43 responses

Thank you

4 responses

Thank you very much for your help and support

2 responses

Continue to help us

2 responses

Thank you very much for your help!

2 responses

Thanks a lot

[2 responses](#)

Everything suits me

[2 responses](#)

Thank you and your entire team for such hard work. This is not easy work. You give us great support, let's say even a platform, another step. So that we can feel comfortable. Thank you for your patience, care, help. May everything you do come back to you 100 times more. Low bow to you, may all the saints protect you and your families, God bless you.

[1 response](#)

It was the first time I was invited. The contents in the boxes were neatly folded, everything was intact. For the child, a bag with the necessary supplies. I would like the help to be periodic and not one-time. Pick-up location, convenient and calm environment. Blessings to you.

[1 response](#)

Many thanks to the organizers, volunteers, psychologists, sponsors and everyone who is directly involved in creating and providing very important and necessary programs for us refugees.

[1 response](#)

Thank you very much to the entire ADRA team for your help, for your good attitude, for your colossal work and the way you worry about everyone and help people! Peace and love to you! (Mashkova Tatyana.

[1 response](#)

Thank you for your help. We really need her. It's nice to know that complete strangers care about us and help us. You have a big heart. Low bow to you.

[1 response](#)

Many thanks to all the participants, sponsors, and Adra volunteers for their work, care, and help. It is very difficult to find words of gratitude in short words. Thank you

1 response

I'm very pleased, I wish you peace, goodness, remain as responsive to other people's misfortune! May God protect you! ❤️🙏

1 response

The reviews are only positive, I would like to wish, if possible, vouchers for products, very significant help.

1 response

Thank you very much for your help, support, attention! 🙏🙏🙏🙏 You are the best!!! 😊😊😊❤️ Peace and goodness to us all!!! 🙏

1 response

Good afternoon. We registered for a blood pressure monitor at the beginning of summer. It's still quiet. Thank you for your help. Good health to everyone

1 response

You can write down my number and call me back and tell me about your organization

1 response

Thank you all very much for your tremendous work and the way you help people!

1 response

May God bless all the employees with health and peace, thank you all so much again!

1 response

I am very grateful to your organization for the assistance provided. Thank you))

1 response

Please inform all refugees about ongoing activities at ADRA

1 response

Thank you all very much for the assistance provided to refugees

1 response

Thank you for your help so that there will always be peace and understanding in Moldova

1 response

Thank you very much for the help you provide us

1 response

Thank you very much for the information and help provided!

1 response

Thank you very much for your help, prosperity to your organization

1 response

I would like more availability of events and news

1 response

Many thanks to the program, growth and prosperity.

1 response

I would like to wish health and happiness to all organizations

1 response

Many thanks for the help provided to us

1 response

May God bless you all with great health! Thanks everyone!!!

1 response

Thank you for your support, help and understanding ♥

1 response

Thank you for your concern and for helping us.

1 response

Thank you for your help and care!...All the best!

1 response

.God grant you health and patience for your work

1 response

I would like to really thank everyone for their help.

1 response

I thank the organization for the work done

1 response

Thank you . You take very good care of us.

[1 response](#)

Thank you very much to your organization for your help.

[1 response](#)

Thank you very much for your help!!!

[1 response](#)

Thanks to everyone! Everything goes well!

[1 response](#)

Thank you very much, everything is fine, I like everything.

[1 response](#)

Thank you very much. Growth and prosperity.

[1 response](#)

Thank you very much for the information and help.

[1 response](#)

Hello everyone, thank you very much for your help

[1 response](#)

Thank you for your attention to us...for your help

[1 response](#)

There is not enough information about used services.

[1 response](#)

We are very grateful for the services provided!

[1 response](#)

Just thanks to everyone for their help.

[1 response](#)

Very grateful for the help provided

[1 response](#)

Thank you very much everyone for your support

[1 response](#)

Thank you all so much for your support

[1 response](#)

I liked it very much, invite me again

[1 response](#)

Continue to help us

[1 response](#)

Very good attitude towards everyone.

[1 response](#)

Thank you very much for the warm welcome

1 response

Everyone is happy, thank you very much

1 response

Thank you for your assistance!

1 response

Thank you for what you do.

1 response

Peaceful skies above everyone

1 response

Thank you very much for your help

1 response

I wouldn't like to add anything

1 response

Thank you, everyone is very pleased

1 response

Everything is fine, thank you very much

1 response

Thank you very much for the help

1 response

Everything is fine thank you very much

1 response

I'm happy with everything, thank you..

1 response

Many thanks for the help

1 response

Many thanks!!!

1 response

I'm very pleased with the help

1 response

Thank you for your help!

1 response

only gratitude!!!

1 response

Thank you for your help.

1 response

Many thanks to the foundation.

[1 response](#)

I'm grateful for the help

[1 response](#)

Thanks everyone for your help

[1 response](#)

Health and goodness to you)

[1 response](#)

Great service

[1 response](#)

Thanks for support

[1 response](#)

I liked everything very much

[1 response](#)

Thanks for your help

[1 response](#)

Thanks for support

[1 response](#)

Very happy with everything

[1 response](#)

THANK YOU FOR EVERYTHING!!!

[1 response](#)

Good luck and prosperity

[1 response](#)

Words of gratitude

[1 response](#)

Thank you for everything

[1 response](#)

Thanks for the help!

[1 response](#)

Thanks a lot

[1 response](#)

Nothing to add

[1 response](#)

No comments

[1 response](#)

Gratitude

1 response

Everyone is happy

1 response

Gratitude

1 response

Thank you

1 response

Prosperity

1 response

Thank you

1 response

Thank you

1 response

Everything is fine

1 response

Everything is fine

1 response

Peace to you

1 response

No, no

1 response

With God

1 response

Nothing

1 response

Yes

1 response

Conclusion

The activities and services successfully carried out within the framework of the “**Protection from violence**” project have had a significant positive impact on both refugees residing on the territory of the Republic of Moldova and on the underprivileged members of the local population. This is also being confirmed by their positive feedback as part of the conducted client satisfaction survey, where they expressed their satisfaction and gratitude for the help and support that was provided to them.

Thus, **100%** of beneficiaries who benefited of **information services** expressed that they were satisfied with the services received.

63.3% of respondents indicated that they were **very satisfied** with how their problem was resolved and **31.4%** responded that they were **satisfied** with how their problem was resolved, which gives a total of **94.7%** positive feedback about the referral services delivered under this project.

Also, of the total number of respondents, **60.7%** responded that they were **very satisfied** and **33.2%** responded that they were **satisfied** with the benefits that they personally received from the meetings on social integration organized by **ADRA** under this project, which adds up to **93.9%** positive feedback from the respondents. Moreover, **99.3%** of respondents responded that **ADRA** services within the framework of the “**Protection**” project from violence” are worthy of recommending them to someone else.

In the process of implementing the project and surveying the satisfaction with the services received, we received many sincere and positive words of gratitude from the beneficiaries. Some of them are included in this survey. People sincerely thanked us for the provided support.

Meetings on social integration were in great demand. During these meetings, qualified psychologists provided counseling to people. Helped cope with stress and troubles faced by both refugees and members of the local population. As a result, beneficiaries looked forward to new meetings. People got to know each other, made new acquaintances and strengthened existing connections, which has an extremely beneficial effect on effective integration into the society of the **Republic of Moldova**. The information and referral support were also highly appreciated, as they were relevant and useful for **ADRA** beneficiaries to access basic needs assistance and support services in **Moldova**, which ultimately also helped them better integrate into the **Moldovan** context and to their overall well-being.

Despite the fact that the project lasted 5 months, it left a deep impression and had a strong positive impact on all those who benefited from its implementation.

Through the joint efforts of **ADRA** and **NRC (Norwegian Refugee Council)**, beneficiaries were able to feel more protected and socially integrated in **Moldova**, were able to overcome personal psycho-emotional crises and gain hope that despite the terrifying reality, there is hope for a brighter future.

Bashmakov Stanislav

Monitoring and Evaluation Officer

AO ADRA