



Donor: MFAT New Zealand si ADRA New Zealand
Name of project: Refugee and Host Education and
Social Inclusion (RHESI)



Introduction

In the period from 1st June, 2023 to 30th September 2023 , took place a project called "**Refugee and Host Education and Social Inclusion**" (RHESI). The **ADRA Moldova** organization in collaboration with the sponsor **MFAT New Zealand** organized courses on learning the Romanian language.

The project was deployed in the following locations:

Tiraspol
Basarabeasca
Bratusheni
Stefan Voda
Comrat
Cahul

Beneficiaries of the project "**Refugee and Host Education and Social Inclusion**" (RHESI) there were 160 people. Among them were both refugees from Ukraine and representatives of national minorities from the local population. Once a week, intensive courses on learning the Romanian language are held in each location.

In the context of the ongoing military conflict on the territory of Ukraine, many people were forced to seek refuge and safety in foreign countries. Moving to foreign countries involves many difficulties including social isolation. Due to the fact that majority of the population of the Republic of Moldova speaks Romanian, it is quite difficult for refugees from Ukraine to integrate into society. A language barrier arises, which creates obstacles to full integration into society. Searching of job, studies in educational institutions, social protection. This is only a small part of the daily problems that refugees from Ukraine, as well as representatives of local national minorities, face.

Romanian language courses are aimed at effective integration into society. In this way, beneficiaries will be able to feel fulfilled without experiencing difficulties in everyday life. And they will also be able to benefit themselves, their families and the society in which they are located.

During the anonymous satisfaction survey, many words of gratitude were received. All of them are reflected in the tables and graphs that follow.

Methodology

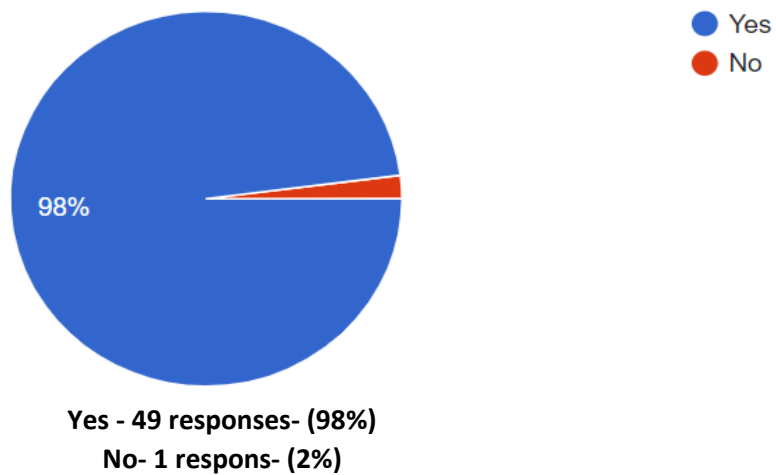
The project took place in 2 stages. Beneficiaries were surveyed upon completion of the Romanian language course. This survey of satisfaction with **ADRA Moldova** services reflects the responses of participants in two stages of the project. In total, **445** persons benefited from the project's services. Of which: **261** are refugees from Ukraine and **184** are representatives of the local population.

Of these, **50** people were interviewed. All respondents were informed that this survey was strictly confidential, they had the right not to answer any question, and they could also end the survey at any time. Refusal or participation in an anonymous survey will not bring any positive or negative consequences. Based on this, all answers were sincere and honest.

You have the right not to answer any question. Also, you have the right to terminate the survey at any time. That there are no profits to be made by agreeing to participate, nor any negative impacts by refusing to participate. This includes any impact on current or future ADRA Moldova services.

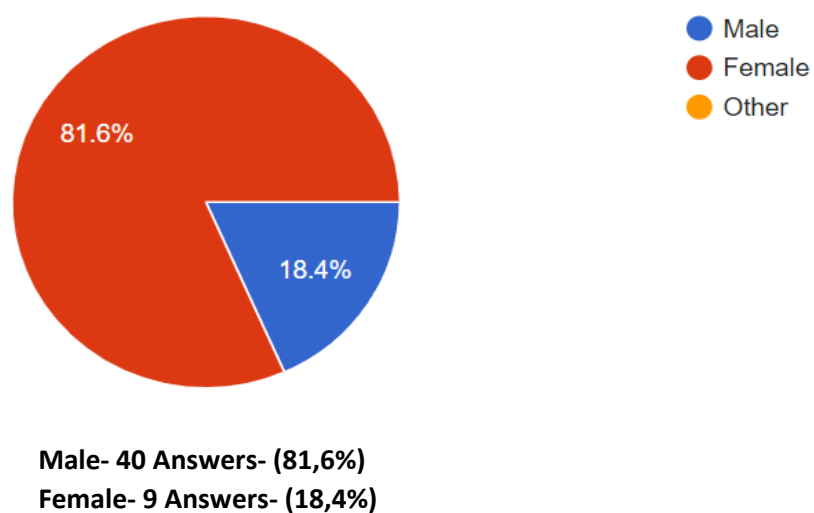
Do you agree to participate in the survey?

50 responses



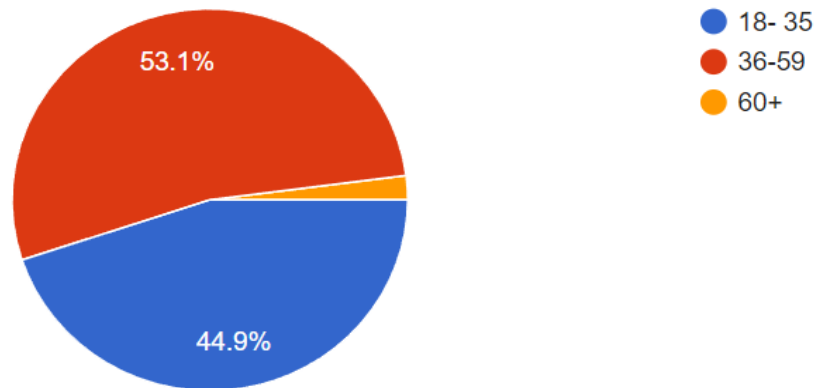
Please indicate your gender

49 responses



Please indicate your age category

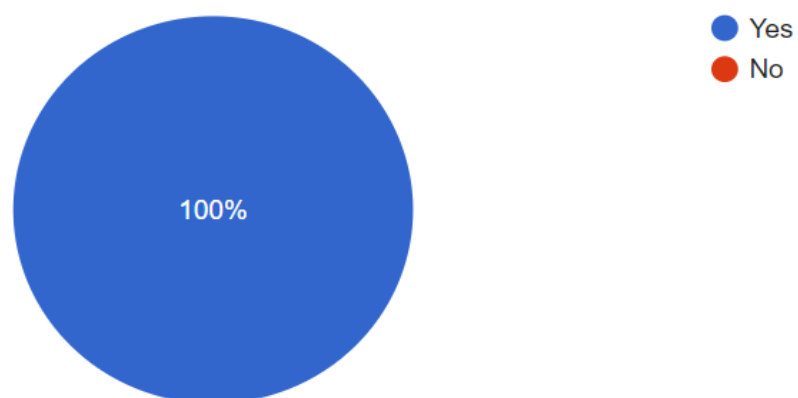
49 responses



18-35- 22 responses- (44,9%)
36-59- 26 responses- (53,1%)
60+ - 1 respons-(2%)

Have you received Romanian language training services?

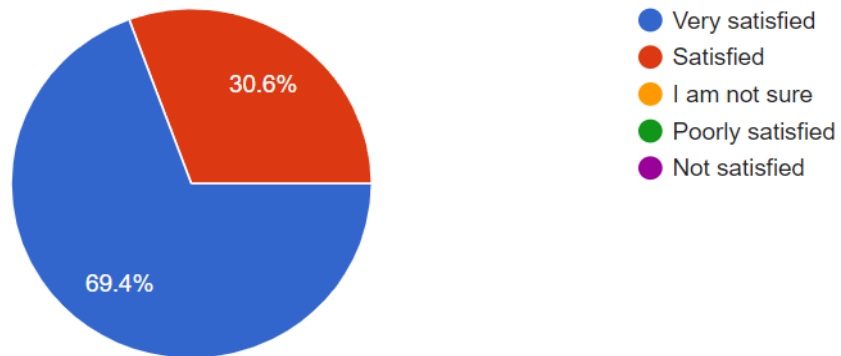
48 responses



Yes- 48 responses- (100%)

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

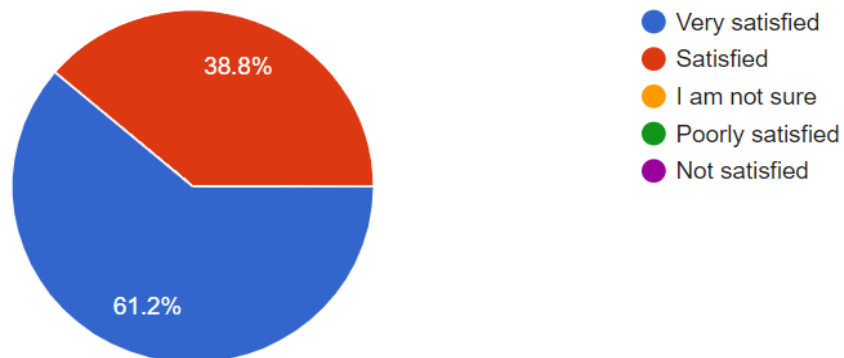
49 responses



Very satisfied- 34 responses- (69,4%)
Satisfied- 15 responses- (30,6%)

How convenient was location of the Center?

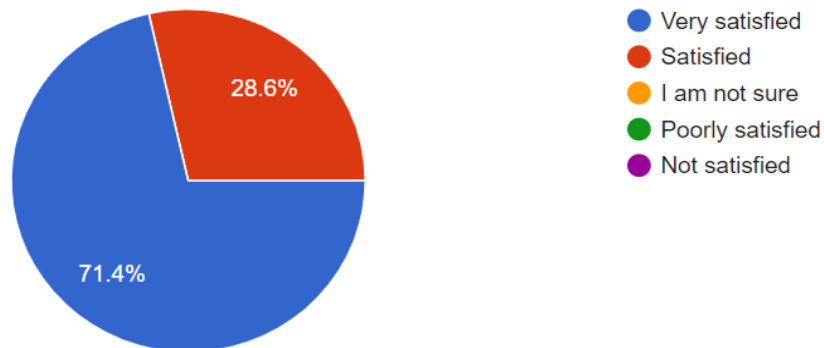
49 responses



Very satisfied- 30 responses- (61,2%)
Satisfied- 19 responses- (38,8%)

Level of satisfaction of feeling safe while accessing the center and activities?

49 responses

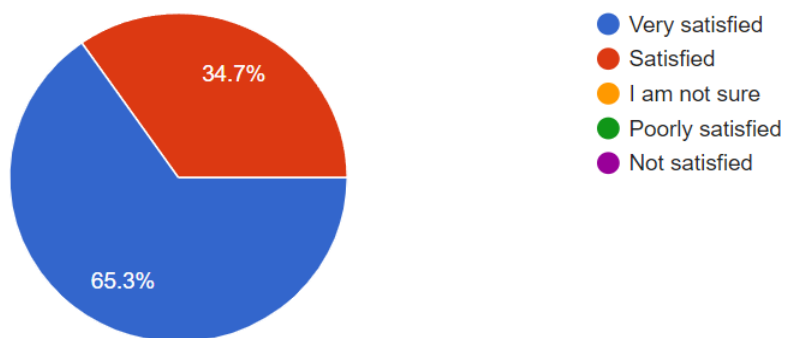


Very satisfied- 35 responses- (71,4%)

Satisfied- 14 responses- (28,6%)

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

49 responses

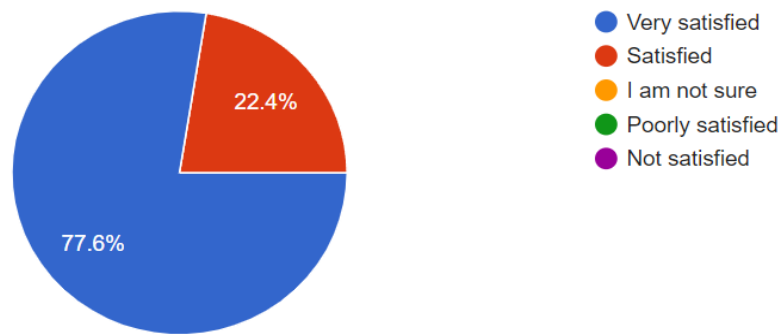


Very satisfied- 32 responses- (65,3%)

Satisfied- 17 responses- (34,7%)

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

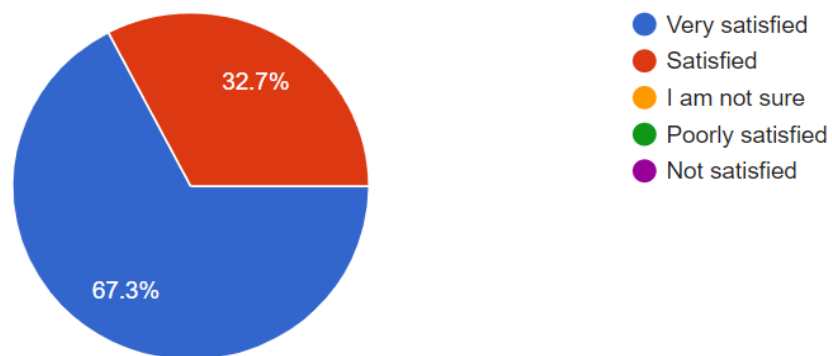
49 responses



Very satisfied- 38 responses- (77,6%)
Satisfied -11 responses- (22,4%)

The level of satisfaction with the time allocated to you during lessons.

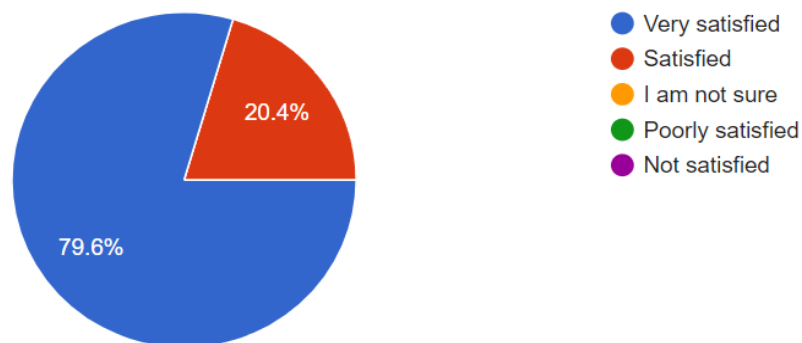
49 responses



Very satisfied- 33 responses- (67,3%)
Satisfied- 16 responses- (32,7%)

How would you rate the pedagogical level of the teacher?

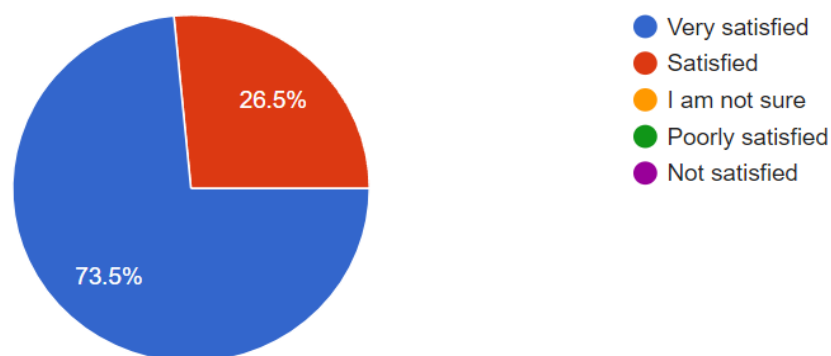
49 responses



Very satisfied- 39 responses- (79,6%)
Satisfied- 10 responses- (20,4%)

How would you rate the teaching method of the Romanian language?

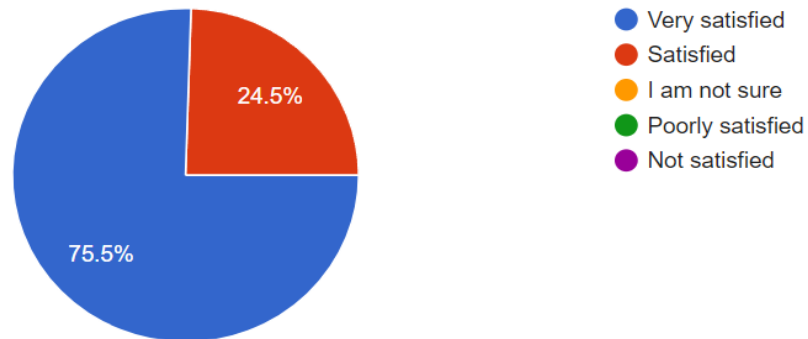
49 responses



Very satisfied- 36 responses- (73,5%)
Satisfied- 13 responses- (26,5%)

How would you rate the level of benefit of these lessons for you personally?

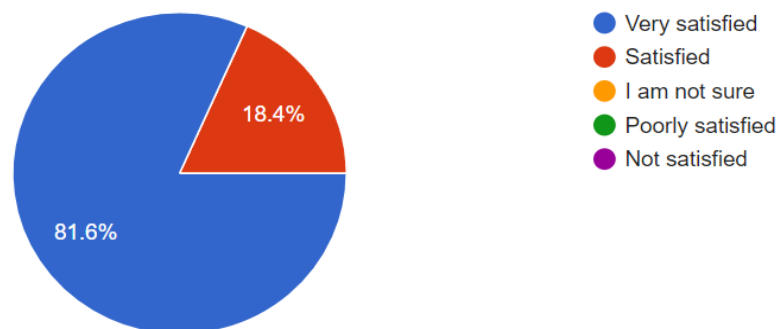
49 responses



Very satisfied- 37 responses- (75,5%)
Satisfied- 12 responses- (24,5%)

Would you say that the course you took improved your knowledge of the Romanian language?

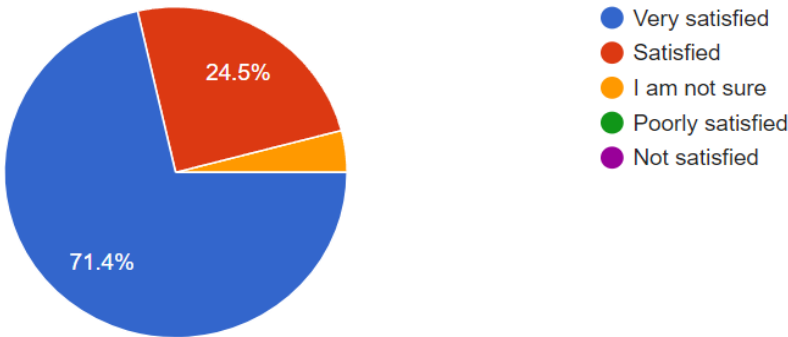
49 responses



Very satisfied- 40 responses- (81,6%)
Satisfied- 9 responses- (18,4%)

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

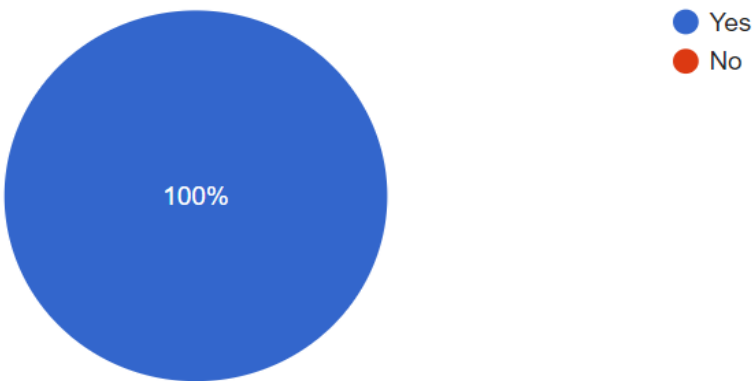
49 responses



Very satisfied- 35 responses- (71,4%)
Satisfied- 12 responses- (24,5%)
I am not sure- 2 responses- (4,1%)

Would you recommend these services to other people?

49 responses

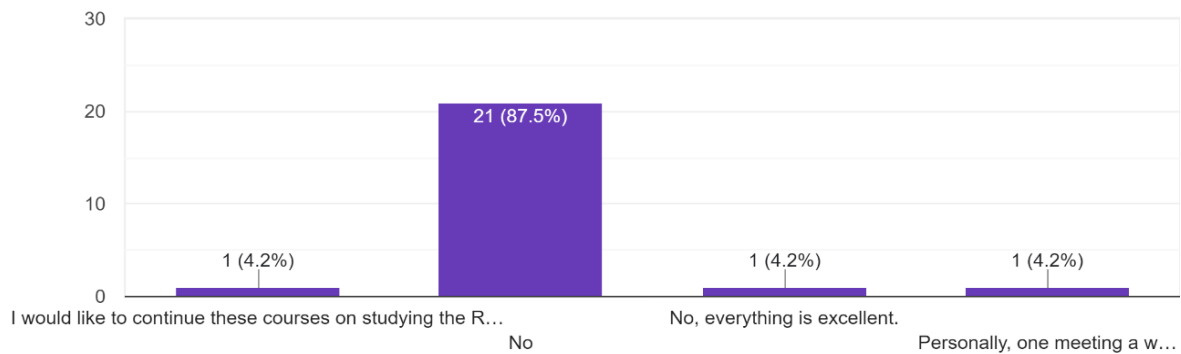


Yes- 49 responses- (100%)

Is there anything you would like to change about the services you received from the program?

Explain, please

24 responses



No

21 responses

I would like to continue these courses on studying the Romanian language.

1 response

Personally, one meeting a week is not enough for me. I would like to attend classes twice a week.

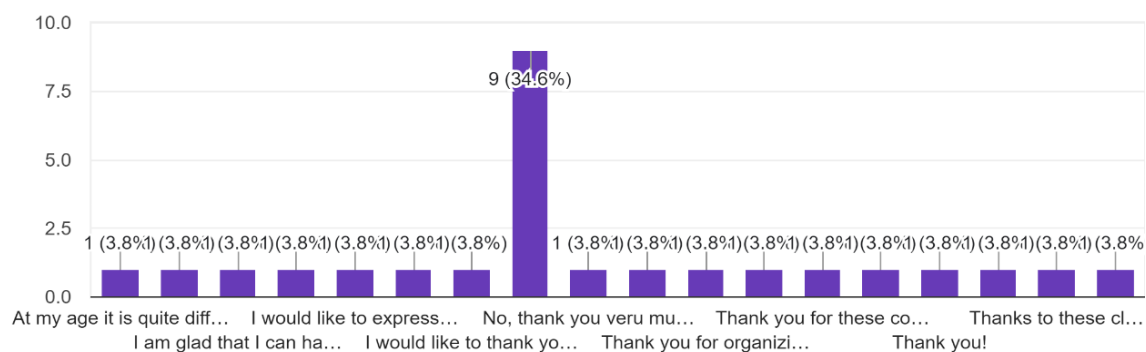
1 response

No, everything is excellent.

1 response

Is there anything else you would like to add?

26 responses



No

9 responses

Thank you for these courses. Learning the Romanian language allows you to better integrate into the local population.

1 response

At my age it is quite difficult to learn a foreign language, but despite this, these courses help me understand the Romanian language better.

1 response

Thank you!

1 response

I would like to express my gratitude for the opportunity to study the Romanian language.

1 response

I have been in Moldova for about a year now. It is a pity that there were no such courses on learning the Romanian language before. Now I am very glad that I have the opportunity to participate in these courses.

1 response

I am glad that I can have the opportunity to learn the Romanian Language. These classes are very useful for me.

1 response

Thank you for organizing these courses. We have been looking for an opportunity to study the Romanian language for a long time. Thanks to these courses, we began to understand representatives of the local population

1 response

I would like to thank the organizers of these courses.

1 response

Thanks to these classes, I began to understand Romanian speech. I really want to continue these courses. I will be very glad to continue to participate in the study of the Romanian language.

1 response

Thank you for organizing these Romanian language courses. I really enjoy learning this language! Thanks to these courses, I not only learn the language, but also made new friends.

1 response

Thank you and your donors.

1 response

Thank you for this opportunity to learn Romanian language.

1 response

No, thank you veru much.

1 response

Thanks for these courses. Thanks to them, I now feel much more confident being in the Republic of Moldova.

1 response

I am delighted with these courses. Everything is thought out to the smallest detail. Various materials and aids were provided for studying the Romanian language.

1 response

Conclusion

In conclusion, it can be said that the Romanian language learning services within the framework of the project "**Refugee and Host Education and Social Inclusion**" (RHESI) had a strong positive impact on both representatives of refugees from Ukraine and local residents. The knowledge and skills they received were very important and useful.

Learning the Romanian language had a positive impact on the beneficiaries. **81.6%** of beneficiaries were very satisfied and **18.4%** were satisfied with the level of improvement in understanding and speaking in the Romanian language. The acquired knowledge and skills will help beneficiaries cope with the challenges that refugees and representatives of national minorities from the local population face every day. The beneficiaries were able to find new friends and strengthen relationships with them during the classes. Which also has a beneficial effect on their safe stay on the territory of the Republic of Moldova.

81,6% of beneficiaries were highly satisfied and **18,4%** were satisfied with the services provided to them. All lessons took place in a calm and pleasant atmosphere. Which is beneficial for the assimilation of new knowledge. The beneficiaries are looking forward to the next lesson.

Not a single unpleasant situation or complaint was registered. At each lesson and during the confidential satisfaction survey, we received many words of appreciation and gratitude.

In conclusion, it should be noted that **ADRA Moldova**, with the sponsorship of **MFAT New Zealand**, provided significant assistance and support to persons who benefited from the project "**Refugee and Host Education and Social Inclusion**" (RHESI). As a result of this project, refugees and representatives of local national minorities will be able to integrate into society faster and easier. Employment, obtaining a profession, studying in educational institutions, daily communication will become much more accessible and effective.

Here you can see attached PDM questions and answers:

<https://docs.google.com/forms/d/e/1FAIpQLSdF1muro10mnOQzsgeVWNrhzn2fKUKCHZ60P98zHkWRriRQbw/viewform?usp=sharing>

Bashmakov Stanislav

Monitoring and Evaluation Officer

ADRA Moldova