DATA AND INFORMATION COLLECTION AND POST-DISTRIBUTION MONITORING (PDM)

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VIET NAM RED CROSS SOCIETY
CONTENTS

I. EXISTING PRACTICES IN VNRC
II. CHALLENGES
III. OPERATIONAL PLANNING AND MONITORING
IV. RECOMMENDATIONS AND FUTURE DEVELOPMENTS
TYPHOON DAMREY DREF OPERATION IN VIET NAM
I. Exiting practices of VNRC in Data collection and responses:

• Damage assessment and needs analysis (DANA) in the first few days of the disaster to inform the operational planning;
• Established NDRTs and PDRTs in all disaster prone provinces;
• Standardized needs assessment toolkits which are widely used by all local chapters;
• Prepositioning stocks for immediate responses;
• Coordinate with NCDPC and DMWG members to conduct DANA and share information.
II. Challenges:

- NDRTs and PDRTs tend to copy existing information shared by the NCDPC and local authorities without thorough analysis process especially on the needs;
- Staff turn-over at the local level;
- VNRC procedures are not flexible to apply (project management team establishment, financial requirements).
III. Operational Planning and Monitoring:

• DANA information is used to inform VNRC emergency and recovery interventions;
• NDRTs, PDRTs are used as surge capacity for VNRC during and after the emergencies (relief and PDM);
• Post distribution monitoring (PDM) and Beneficiary Satisfaction Survey (BSS);
OBJECTIVES:

• To measure beneficiary satisfaction against services provided by VNRC to better improve future disaster response interventions; and

• To consolidate and strengthen the VNRC response system moving toward a first and professional disaster responder in the country.
OUTPUTS:

• All local chapters are trained on doing this through learning by doing process.
• 226 household surveys were conducted reaching almost 10% of the targeted households supported by VNRC under the typhoon Damrey DREF Operation.
Major contents:
• Gender and age of respondents;
• Vulnerabilities;
• How was your family affected by the typhoon;
• What kinds of support needed after the typhoon;
• What support given by the VNRC and others;
• When you received the support;
• Have you been asked about the support;
• Have you been invited to participate in the selection process;
• Rate quality and quantity;
• Do you receive what you have been informed;
• Do you use the item and cash given by the VNRC;
• How do you rate the VNRC support;
TYPHOON DAMREY DREF OPERATION IN VIET NAM

Findings:

A1. Giới tính của người được hỏi  Gender of respondents

237 responses

- 49.8% Nam
- 50.2% Nữ

B5. Gia đình đã được nhận hỗ trợ khi nào?

When you received the support?

221 responses

- 96.8% Trong cùng một ngày
- 3-5 ngày tiếp theo
- 1-2 tuần tiếp theo
- Sau hơn 02 tuần
Findings:

B8.1 Gia đình mình có được hỏi về nhu cầu không?

214 responses

- Có: 86%
- Không: 14%

Have you been asked about the support?

B9.1 Gia đình mình có biết về việc được lựa chọn/ bình chọn để nhận hỗ trợ không (từ Hội Chữ thập đỏ)?

231 responses

- Có: 96.5%
- Không: 3.5%

Have you involved in the selection process?
Findings:

C1. ández gia về chất lượng

Quality of support

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating</th>
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<tbody>
<tr>
<td>Bỏ dụng cụ sửa nhà</td>
<td>Rất tốt</td>
</tr>
<tr>
<td>Thùng hàng gia đình</td>
<td>Rất tốt</td>
</tr>
<tr>
<td>Viên khư khuẩn</td>
<td>Trung bình</td>
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<tr>
<td>Hỗ trợ khác</td>
<td>Kém</td>
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</tbody>
</table>
Findings:

C8b. Cán bộ/ tình nguyện viên Chủ tháp đỏ có mặc đồng phục CTD / hoặc đeo phù hiệu Chủ tháp đỏ không?

229 responses

How do you rate the support given by VNRC?
IV. Recommendations and future development:
• Local chapters continue to conduct this survey before and after the Vietnamese Lunar New Year;
• VNRC intends to roll out in all kinds of intervention regardless funding sources (IOM, FAO, UNDP);
• Inform the VNRC leadership of required changes such as more timely response; standardize templates (beneficiary targeting) as well as reporting;
• Digitalize DANA templates and widely disseminated and used by VNRC and other partners.
THANK YOU FOR YOUR ATTENTION!