

# ENDLINE EVALUATION REPORT FOR EMERGENCY DISTRIBUTION OF CASH TRANSFER TO AFGHAN RETURNEES AND IDPS IN EASTERN AFGHANISTAN (PHASE 3)

**EVALUATION CONDUCTED BY TAGHEER MOSBAT**

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## Acronyms

CHS	Core Humanitarian Standard
DoRR	Directorate of Refugees and Repatriation
FGD	Focus Group discussion
GDP	Gross Domestic Products
HH	Household
IDPs	Internally Displaced People
IOM	International Organization of Migration
IP	Implementing Partner
IRC	International Rescue Committee
JPF	Japan Platform
KOBO	An online tool kits used through mobile phone for data collection
NGO	Non-Government Organization
TOR	Term of Reference
UNDESA	Department of Economic and Social Affairs
UN-OCHA	United Nation- Office for Coordination of the Humanitarian Affairs

## How to Read the Report?

This report is divided into six chapters: the first chapter presents the brief background of the project and its rationale. This chapter also outlines the purpose, the objectives, and the scope of the evaluation assignment. Chapter Two presents the approach, the study area, evaluation design and the methodology used. Chapter Three presents the analysis and discusses the major quantitative and qualitative findings of the evaluation exercise including progress on key indicators. Chapter four presents the Lesson Learned, Chapter five presents the conclusion and recommendations for learning and future program adaptation, while the last Chapter includes Annexes to the report.

## CHAPTER ONE

### INTRODUCTION

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For many years, there has been instability in Afghanistan where many people fled to other countries as refugees. Pakistan, the neighbouring country, has so far accepted most of the refugees, however, the majority of refugees are returning to their home country after the Pakistani government implemented a policy of promoting repatriation of refugees in June 2016. The returnees from Pakistan have therefore been increasing significantly since July 2016, with approximately 620,000 people returning in 2016 alone. In 2017, 560,000 non-registered returnees returned from Pakistan and Iran, and in 2018 other 660,000 non-registered returnees were expected to come back to Afghanistan. In addition, IDPs number were increasing due to the country's deteriorating security situation.

Food security has been the most crucial need for returnees and IDPs to maintain minimum standard of living. In Afghanistan, food aid through each supporting Organisation, including NGOs, is coordinated by the Food Security and Agriculture Cluster (FSAC). The aid strategy announced by FSAC in 2016 highlights the importance of food aid through cash distribution. This is because constraints on local logistics make cash a good and cost-effective way of supporting areas where the beneficiaries can purchase food from local markets.

To respond to this growing problem, Church World Service Japan (CWS), implemented the Emergency Distribution of Cash Transfer Project to Afghan Returnees and IDPs in Eastern Afghanistan. This project was funded by the Japan Platform (JPF) and implemented through the CWS local partner, Community World Service Asia (CWSA) from April 1, 2018 to July 31, 2018. The project aimed at maintaining safe and healthy lives for the family members of returnees and IDPs in Laghman Province (Mehtarlam and Quarghayee districts) and Nangarhar Province (Surkhroad and Behsood, and Jalalabad City) to enable them secure food and purchase medicine and manage for heating and cooking items. The project distributed US\$180 per household in targeted regions.

Cash distribution was preferred due to the difficulties vulnerable groups were facing in accessing mobile money through phones and opening/visiting a bank account to receive funds.

#### Key evaluation objectives

The evaluation objectives include verification of the project outputs and the status of the project results against the project plan and inform JPF and CWS about the findings and recommendations and if the project adhered to the quality standards. The accomplishments or failures were judged against the project log-frame indicators and humanitarian standards.

## CHAPTER TWO

### EVALUATION METHODOLOGY

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#### 2.1 Introduction

This chapter addresses the key methodological issues of the study, focusing on the evaluation approach, evaluation design, evaluation period, study area, study population and units of analysis. Other areas of focus include the sample size, the sampling techniques, the types and sources of data, data collection methods, and any study limitations.

## **2.2 Evaluation Approach**

TAGHEER used an interactive participatory approach and engaged JPF and CWS/CWSA to conduct this evaluation exercise in order to ensure accountability and inclusiveness of all the parties. The evaluations emphasised on assessing the Core Humanitarian Standard (CHS) and if the log-frame indicators were achieved.

## **2.3 Evaluation Design**

The evaluation process employed a mixed method design to include both quantitative and qualitative tools. The use of multiple methods helped to overcome the weakness and strengths of any one method and to provide a complete data set. A quantitative approach provided numerical data on the magnitude and extent of the problem resolved while qualitative approach provided the human context beyond the numbers and complemented the assessment for the extent of problem resolution.

## **2.4 Study Area**

The evaluation exercise was carried out in 5 locations; Surkhroad, Behsood and Jalalabad City in Nangarhar provinces and Mehtarlam and Quarghayee districts in Laghman Province. These locations were selected for the cash distribution by CWSA based on the results of the visits and interviews during the earlier second phase in October 2017.

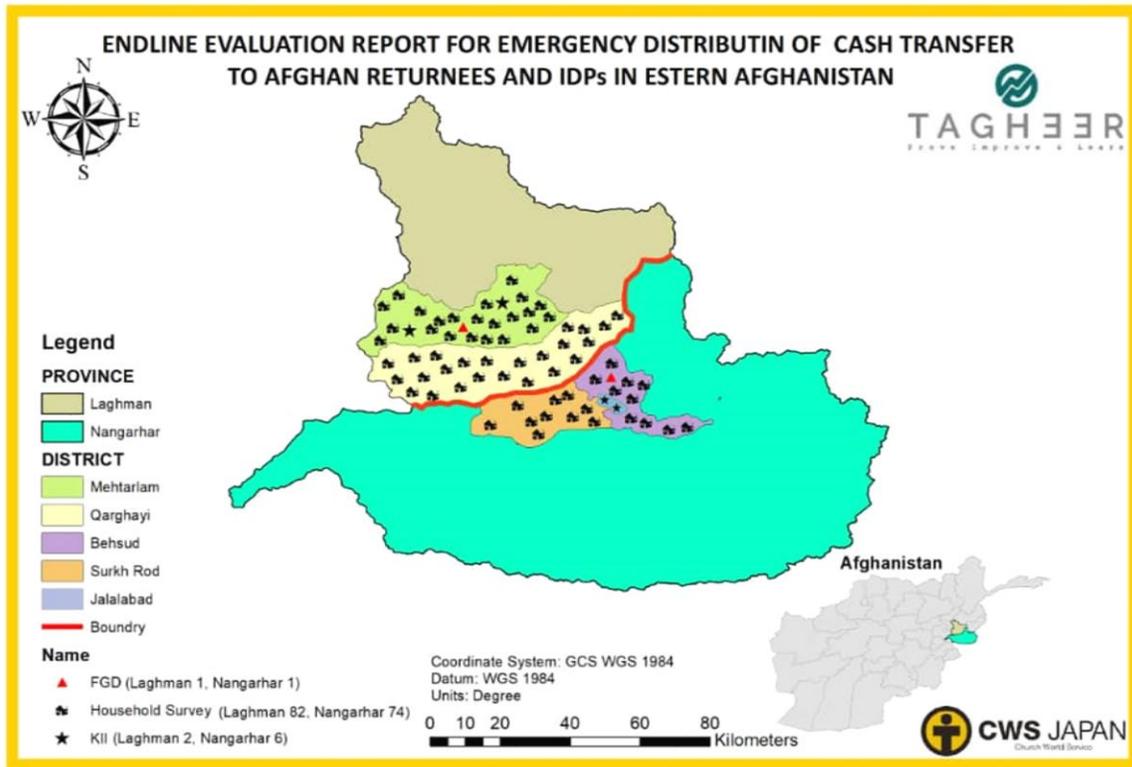
## **2.5 Study population, Units of analysis, Sample size, and Sampling procedure**

The study population were households in all five regions where returnees from Pakistan have significantly increased since July 2016. The following beneficiaries and stakeholders were engaged at different stages of this evaluation assignment.

1. 156 HH
2. Community elders
3. The Government Officials (DoRR, and Deputy Governor of Laghman Province)
4. IRC
5. IOM,
6. Project staff in Laghman Province and in Japan

The majority of key informants were identified from the semi-structured and oral history interviews. All of the interviews were conducted face-to-face using closed and open-ended questions. This allowed asking a wide range of questions yielding detailed responses.

For the purpose of this assessment, the selected households were the primary unit of analysis with the local communities forming the study's secondary unit of analysis. This was necessary because households do not function in a vacuum – they are shaped and influenced by their context. In turn, they also shape and influence the social context. Data were collected on the android based phones using “Kobo” which is an online tool used for the collection and synchronisation of data.



## 2.6 Limitation

The evaluation process encountered some limitations including below.

1. Sampling: TAGHEER had planned to select the beneficiaries using a systematic random sampling system using the list of the beneficiaries who had received the Cash. This had to be amended to select them conveniently where found as many beneficiaries of the project were displaced from the locations where they were given support.
2. Recall bias: The project was completed more than a year ago and the beneficiaries could not recall all their memories from the project

Despite these limitations, these findings are considered to present a credible assessment of the project's implementation and accomplishments.

## CHAPTER THREE

### FINDINGS

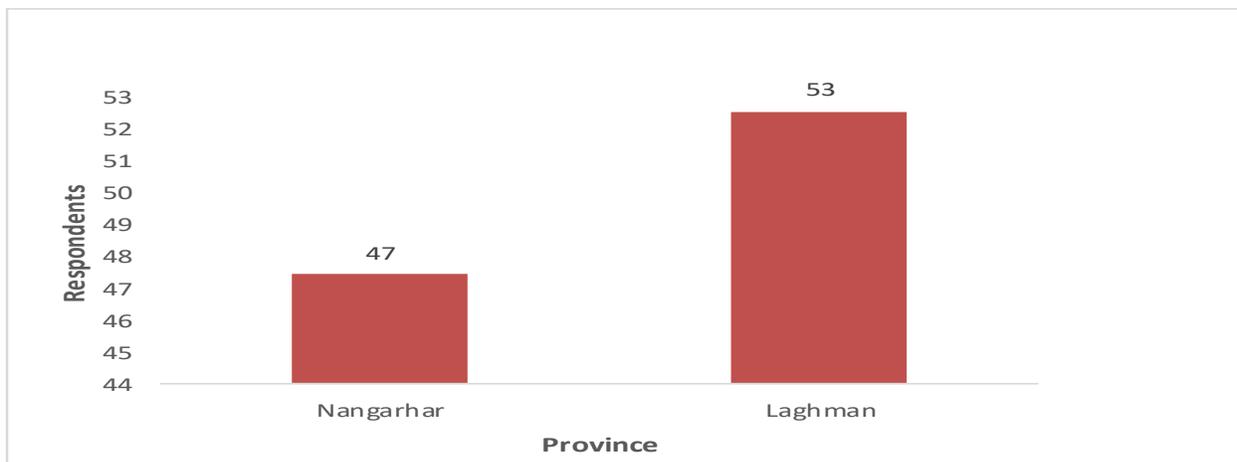
This chapter presents the main findings of the household survey. The chapter comprises demographics of the respondent households, key domains of **Cash distribution to returnees and IDPs** and the manner the project met **Core Humanitarian Standards (CHS)**. The findings were triangulated with secondary data and covered the analysis of the evaluation survey and measured the positive and negative changes/outcomes of the relevant indicators at the household level. More specifically, the findings of the study are presented to reflect the indicators achievement in the log-frame listed below.

- 350 HH are accepted for cash contribution program
- All selected HH purchased food, medicine, and implements for heating and cooking food through cash and they are satisfied with cash support program

### 3.1 Demographic Characteristics of the Beneficiaries

This section presents information on the beneficiaries’ socio-demographic parameters, which are gender, marital status, HH responsibilities and income contribution. This study was a survey of households of IDPs, returnees and residents in the target households selected from those that benefited from cash distributions. The evaluation found that 365 households were selected by CWSA who received cash distribution. Of the total 365, 156 participated in the survey conducted by the evaluation team. It was revealed further that 53 percent of the beneficiaries were from Laghman provinces and 47 percent were from Nangarhar Province as shown in Figure 1.

**Figure 1: Sample Distribution by Province**



#### 3.1.1 Beneficiaries by gender

The survey included gathering information from 156 households who benefited from a cash distribution for food under the JPF Phase-3 conditional cash transfer programme in Nangarhar and Laghman Provinces. Around 44% were male and 56% female respondents.

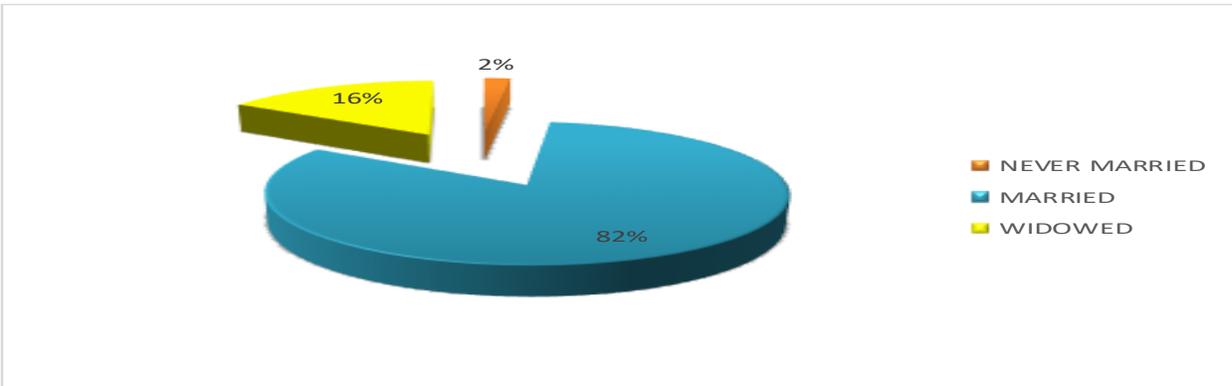
**Figure 2: Gender of Respondents**



### 3.1.2 Marital Status

The beneficiaries were asked about their marital status, 82 percent of women indicated to have been married, 16 percent were widowed, and 2 percent were single as shown in Figure 3

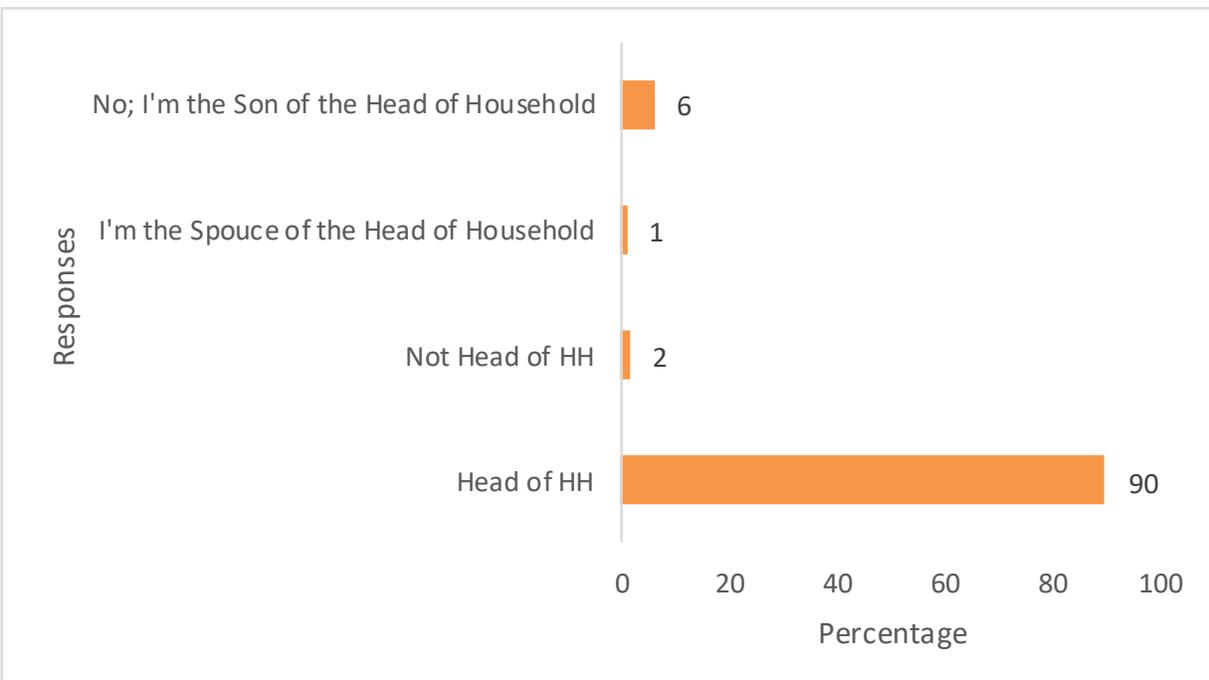
Figure 3: Marital Status



### 3.1.3 Head of household

The beneficiaries were asked about who was the head of the households. The results showed that 90.5 percent of the respondents were heading their households, 2 percent were not, 1 percent were wives of the household heads, and the rest 6.5 percent were the sons of heads of the household as shown in Figure 4. The survey methodology identified heads of household as primary respondents for data collection. This approach yielded a sample in which 55.8 percent of the respondents were females; meaning that women's knowledge and attitudes is significantly represented in this survey.

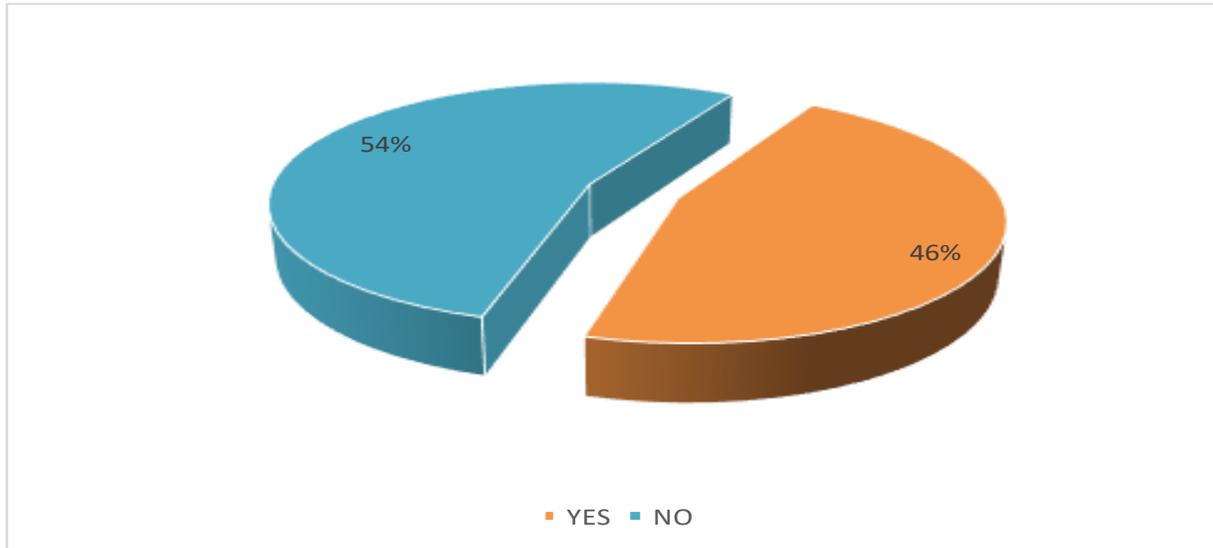
Figure 4: Head of Household



### 3.1.4 Contribution to Family Income

The beneficiaries were asked about their contribution to the family income; 46 percent of beneficiaries indicated to have contributed something to their family income while 54 percent did not. This shows that slightly more than the majority of the beneficiaries were not contributing to their family income due to most of them being HH wives not earning anything.

Figure 5: Contribution to the Family Income



### 3.2 Cash distribution to returnees and IDPs

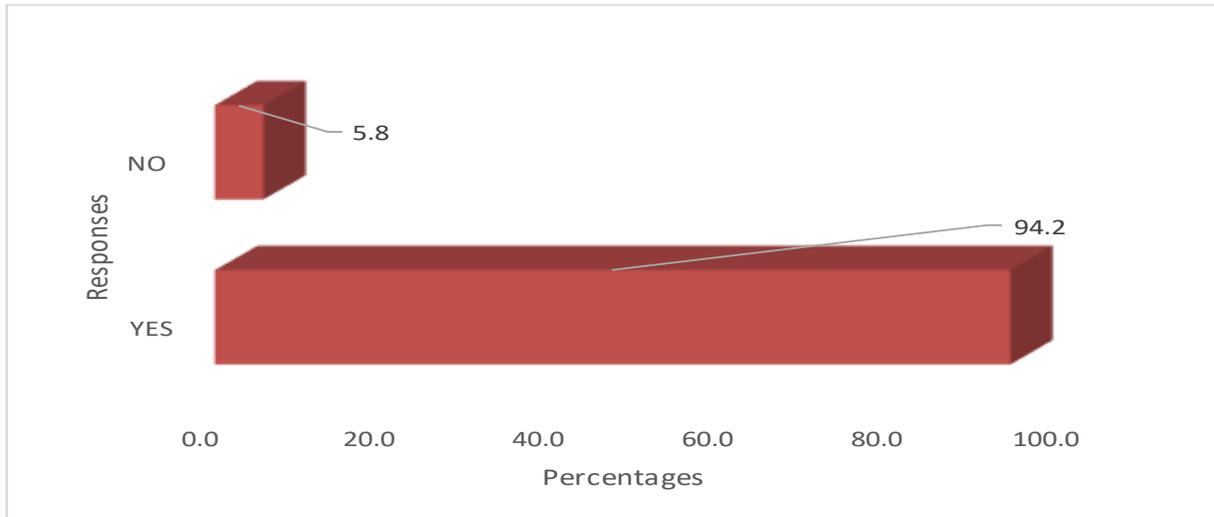
The aim of cash distribution to returnees and IDPs was to maintain secure and healthy lives and to enable the beneficiaries to purchase food, medicine and arrange for heating and cooking items. The review of the progress report from CWS revealed that 514 families were assessed, 365 (71%) met the selection criteria (households which are yet to receive support, with no workers among their members, large families, households headed by a woman or a disabled person, households with disabled and/or nursing mothers, infants, and elderly people), set by CWS for cash distributions during the house-to-house assessment.



Of the 365 beneficiaries selected, 156 participated in the evaluation. The beneficiaries were asked if they received any form of assistance themselves. The findings revealed that 94.2 percent of the beneficiaries

received some Cash assistance, while 5.8 percent did not. The evaluation explored further to understand the reasons for not receiving any form of assistant while they were beneficiaries. Triangulation of data showed that those who didn't receive the assistance were not the heads of household and/or receiving the assistance from CWSA was not their responsibility; however, their parents of the head of HH might have received the aid.

**Figure 6 Assistance they received**



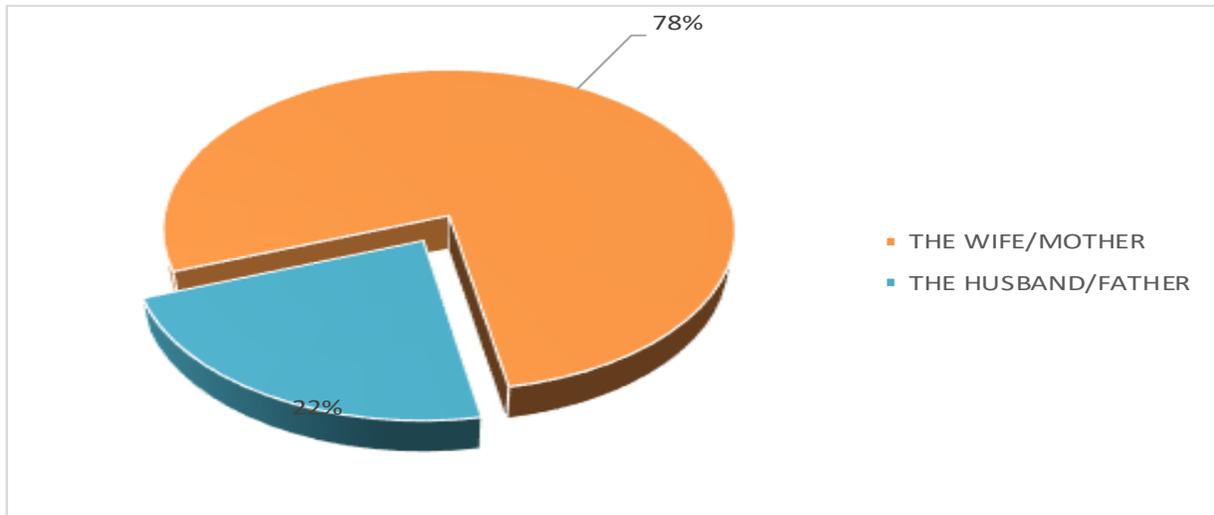
When asked about the expenditure of the cash they received, 72.5 percent of the beneficiaries said that they spent their cash on purchasing food while 11.1 percent spent the cash on debts repayment, 7.8 percent spent the money on health and the remaining 8.6 percent indicated to have spent the money on building house/shelter, buying toolkit, and fuel.

**Figure 7 Cash Expenditure**



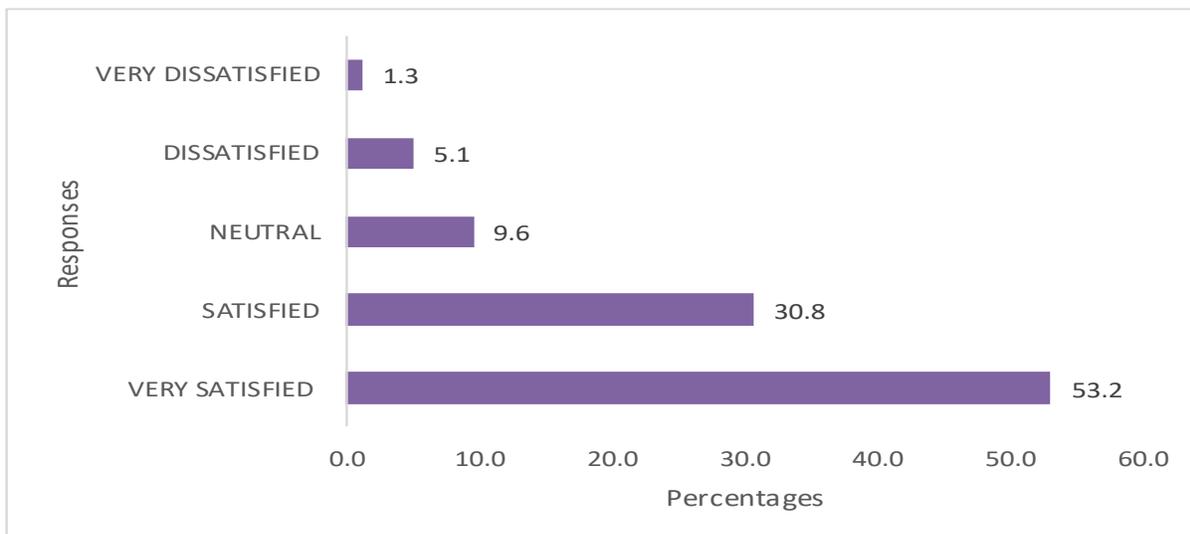
When asked as to who was keeping the money for the family, 78 percent of the beneficiaries cited wives/ mothers and 22 percent cited husbands as family money keepers as the heads of the HH and as shown in Figure 8.

**Figure 8 Keeping Money for the Family**



The evaluation further found out if the beneficiaries were satisfied with the Cash Distribution Program. About 53.2 percent of the beneficiaries reported have been highly satisfied with the cash distribution program, 30.8 percent were satisfied, 9.6 percent showed no reaction, while 6.4 percent of the beneficiaries were not satisfied and very dissatisfied with the program as shown in Figure 9. The evaluation interested to find out the reason for the lack of satisfaction among the beneficiaries who were either not satisfied or were highly dissatisfied with the program. The major reasons for dissatisfaction were the selection bias of target beneficiaries and the amount of cash distributed among beneficiaries. Some thought that they received less cash than others. They raised their complaints to CWSA officials but their complaints were not responded.

**Figure 9 Satisfactions with Cash Distribution Program**



Project Description	Indicator	% of Achievement of target	Notes
Distribute cash to 350 households (2,450 people) in Laghman Province (two regions) and Nangarhar Province (two regions) for the purpose of purchasing food in particular, and also medicine and implements for heating and cooking food, and maintain secure and healthy lives of family members and contribute to building the foundation for independent living.	Number of accepted households	104%	350 HH were planned but the reports indicated 365 families were supported. Survey with 156 HH indicate that all of them received cash.
	Number of people and families who purchased food, medicine, and implements for heating and cooking food through the cash distribution	100%	Survey results indicate that majority of the HH spent the cash they received for legitimate domestic reasons with 70% plus on food, 11% to pay their debts, and 8% on health and medicine.
	Level of satisfaction with cash support	No target was set	Survey results indicate that 84% of the beneficiaries were highly satisfied and satisfied; 9.6% were not satisfied nor dissatisfied; while the remaining 6.4% were dissatisfied and very dissatisfied.

*Source: Field Survey 2020*

### 3.3 Core Humanitarian Standards (CHS)

#### 3.3.1 Response is appropriate and relevant

The purpose of this commitment was to respond to humanitarian crises through alleviating distress and suffering, upholding people’s rights to assistance and ensuring their dignity is preserved as human beings. CWSA conducted the assessment in collaboration with a local partner Organisation which comprised focus group meetings and key informant interviews with members of the community regarding their needs. This was confirmed during our field exercise at KIIs and FGDs. The quotes below are the evidence of community consultation.

*“We did an assessment to find out people needs, and to find out how we can fulfil their needs. Finally, we agreed on a proposal to help these people with distributing cash to fulfil their needs.”*  
[KII-CWSA-Nangarhar]

He further added,

*“Before the project implementation, we explained the project to the local communities; we took their suggestions and we requested them for helping us during the implementation.”* [KII-CWSA-Nangarhar]

During the interview with the key informant it was revealed that beneficiaries were consulted prior to and during the project implementation; a key informant had this to say.”

*“.....Yes, they consulted with us, and they told us everything about the project before it started, and we did two things; first, we informed people about the project and second, we selected the right people for the cash distribution”. [KII-Deputy Governor-Laghman]*

Another member of the FGD had this to add.

*“First time when CWSA came to our villages, they did a survey and after that they came back with distributing some amount of cash to us, in which we bought food, medicine, and heater” [FGD-Community-Daman\_B-Nangarhar].*

These findings indicate that CWSA conducted a systematic situational analysis of the context of the stakeholders, and their project implementation was based on local needs and consultation.

### **3.3.2 Humanitarian response is effective and timely**

The need for effective systems that support timely evidence-based decision-making, together with both adequate and timely geographical coverage are essential for community assistance and protection. The project had one main component that is, Cash distribution to returnees and IDPs.

The project aimed at maintaining safe and healthy lives of family members and contributing to building the foundation of independent living by distributing cash to families of IDPs and returnees to secure food, and purchase medicine and implements for heating and cooking food. The project was relevant and timely in countering the damage caused by a large-scale drought that occurred in 2018. A member of FGD had this to say,

*“The project was implemented on timely manner, each poor got the money and fulfilled their needs but some of our villagers got the money more than one time, and when we complaint no one replied to us” [FGD-Community-Daman\_M-Laghman].*

Another key informant had this to say,

*“CWSA implemented the project on timely manner; they distributed the cash in 72 hours to the poor and easily reached to their goals. No poor left from the assistance in targeted areas.” [KII-UN-OCHA-Nangarhar]*

This survey results indicate that 100% of the survey respondents positive for cash distribution, which in turn confirms the distribution of cash to all 365 targeted households in Laghman and Nangarhar Provinces to enable the beneficiaries purchase food medicine and implements for heating and cooking food was effective in making family members have healthy lives and basic food to live.

### **3.3.3 Humanitarian response strengthens local capacities and avoids negative effects**

The need of acknowledging and building of local and national capacity when responding to disasters and of forging stronger links with the local organisations is very important for ownership and sustainability of the projects. Ensuring that individuals and communities have greater control over decision-making and become involved leads to a higher level of resilience and a quicker recovery and improvement of the capability of withstanding future shocks.

During the implementation of the project, CWSA coordinated and communicated the project goals and objectives to the communities and held coordination meetings with the Community Development Committees (CDCs) (including elders) to ensure their involvement. Cash distribution to returnees and IDPs, an important component of the project, was discussed with the communities and the community feedback was taken and utilised for the selection of the beneficiary for cash distribution.

The involvement of the community from the beginning helped to build local capacity and understanding; thus, the communities and the people affected by the crisis had a high level of ownership of the project and were more prepared, resilient and less at-risk because of these humanitarian actions.

### **3.3.4 Humanitarian response is based on communication, participation and feedback**

Information and communication are critical forms of aid, without which the affected people cannot access services, make the best decisions for themselves and their communities, or hold the aid agencies to account. Sharing information, listening carefully to the affected communities, and involving them in decision-making contribute to programmes that are more effective and inclusive, which improve the quality of services delivered and ensure sustainability. People's ability to voice their opinions can enhance their sense of well-being, can help them adapt to the challenges they face and can enable them to take an active role in their own recovery.

During the execution of the project, there was a strong communication and coordination with the local government in two regions (Mehtarlam and Quarghayee) in Laghman Province and two regions (Surkhroad, Behsood, and Jalalabad City in Nangarhar Province.

CWSA had a good collaboration and coordination with the local government authorities; reports, information sharing, and coordination of the activity content of this project were carried out through attending the coordination meetings. A key informant had this to say,

*“The stakeholders stood with us throughout the implementation of the project, finally, we had a very good result from the project. Stakeholders shared some of the complaints they received from the community and we acted accordingly because of the good coordination with stakeholders.”*  
[KII-CWSA-Nangarhar]

Thus, sharing of accurate, timely, and accessible information strengthened trust, increased understanding, deepened the levels of participation, and improved the impact of the project.

### **3.3.5 Complaints were welcomed and addressed**

Beneficiaries have the right to complain to the agency and to receive appropriate and timely responses. Formal mechanisms for listening and addressing complaints are essential components of any agency's accountability and transparency. A complaint contains a specific grievance and can alert an organization of a serious misconduct or failures in the response, allowing them to take timely action to improve programme quality.

The procedures were designed to fit the requirements for each context and the feasibility of joint complaints mechanisms with other agencies was explored. A key informant told us below.

*“I received complaints from the beneficiaries about cash distribution mechanism and the amount distributed among different groups, and I shared those complaints with CWSA officials; after CWSA followed up on those complaints.”* [KII-DoRR-Nangarhar]

In addition, it was found that CWSA had its own system of filing objections, accepting anonymous complaints through a suggestion box or by telephone. It was established that any complaints should be handled in an appropriate manner within 15 days of their receipt. However, the survey indicates that a number of the community complaints from cash receiving beneficiaries were not responded well, which are highlighted above and summarized in the Conclusions and Recommendations Chapter.

Beneficiaries consider the complaints mechanisms accessible, effective, confidential, and safe. Complaints were investigated, resolved and the results fed back to the complainant within the stated timeframe.

### 3.3.6 Humanitarian response is coordinated and complementary

Adequate programme coverage requires timely, effective humanitarian responses, and collective action. Coordination mechanisms are required to establish a clear division of labour and responsibility and to identify gaps in the coverage and quality. It is important to prevent the duplication of efforts and the waste of resources. The sharing of information and knowledge between stakeholders, joint planning, and integrated activities can also ensure that organisations manage risk better and improve the outcomes of a response in coordination with the local government, autonomous bodies, clusters, and other organizations.

During the implementation of the project, coordination was made by the project team to collaborate with member organizations, the leadership of the Department of Refugees and Repatriation (DoRR) towards providing cash support in each region. In addition, CWSA also participated in cluster working groups such as Health, NFI, Food Security, and Cash.

*“We explained, coordinated and held meetings with UN-OCHA, IOM, DoRR, IRC, and Laghman / Nangarhar provincial administrations, we received lists from them for shortlist and jointly selected the beneficiaries with them. We consulted them again during the project implementation.” [KII-CWSA-Nangarhar]*

One informant had this to add.

*“CWSA coordinated with us in every step of the project; we held meetings about the progress and CWSA regularly shared the assisted families list with us.” [KII-UN-OCHA-Nangarhar]*

### 3.3.7 Humanitarian actors continuously learn and improve

Learning from success and failures and applying these insights to modify and adapt them to current and future work was a cornerstone of accountability and quality management during the implementation of the project. There was a culture of learning and continual improvement, which was at the heart of a professional commitment from CWSA as an organization; and it was fundamental in ensuring effectiveness and efficiency. There was constant interaction between CWSA and other stakeholders; this made changes and adaptations to the program as necessary.

CWSA ensured that there was transparency and program effectiveness, information from monitoring was regularly shared with the affected communities and Government officials. The people themselves that further enhanced transparency and quality and encouraged their ownership of the information carried out monitoring.

Interviews with informants revealed that the project was implemented very well due to the experience and hard work of the staff. One informant had this to say.

*“The project was implemented well, and we learned good and effective lessons from the project. Next time, we will avoid some mistakes which happened during this phase of the project such as forgetting some people from the assistance, not selecting them for support and when stakeholders shared their complaints with us; we had to assist them accordingly”. [KII-CWSA-Nangarhar]*

The informant had this to say.

*“Yes, we regularly monitor the project, and at places we directed and advised CWSA staff to do better implementation.” [KII-DoRR-Nangarhar]*

Another informant had this to add.

*“The project was implemented very well in Laghman provinces, and we monitored the project activities regularly. The beneficiaries were happy from the cash assistance.” [KII-Deputy Governor-Laghman]*

## CHAPTER FOUR

### LESSONS LEARNED

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The evaluation process also revealed some lessons learnt that could be useful for the following purposes:

The beneficiary's perceptions of the project activities were positive and more than 90% beneficiaries expressed their satisfaction from cash distribution and the quality and the usefulness of the activities in terms of their participation and knowledge assimilation. Similar projects can be replicated in other provinces of Afghanistan.

Cash distribution among returnees, IDPs and vulnerable population is going the extra mile with them. It is not only assisting them for a better livelihood but to give them the ownership and independence to make their choice and buy anything they need with the cash they receive.

Cash distribution is also sensitive sometimes and the interpretation differences among community on the beneficiary selection, bias, and cash amount. Such projects need more coordination and trust building.

## CHAPTER FIVE

### CONCLUSION AND RECOMMENDATION

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#### 5.1 Conclusions

Overall, the Project' accomplishments were significant. The Project achieved considerable gains in terms of its purpose of maintaining safe and healthy lives for families and contributing to building the foundation for independent living by distributing cash to families of IDPs and returnees to enable them secure food and purchase medicine and any other items they needed for living. The evaluation exercise revealed that the purpose is still relevant, and the approach used to achieve its objectives is appropriate. In particular, the project was effective in making sure that cash was distributed to 365 households (2,450 people) in Laghman Province (two regions) and Nangarhar Province (three regions) for purchasing food, medicine, and heating and cooking items. The project has achieved the following milestones,

- 365 of the beneficiaries, which is equivalent to 104% achievement of the target set, met the selection criteria set by CWSA. This is evident from the survey conducted with 156 beneficiaries, where 100% of them responded positive having received cash contribution.
- The evaluation revealed that around 73 percent of the beneficiaries purchased food items for the cash they received from CWSA, 11 percent paid their debts and 8 percent reported buying medicine and pay for doctors.
- Evaluation revealed that 53.2 percent of the beneficiaries were highly satisfied with the cash distribution program, 30.8 percent were satisfied, 9.6 percent showed no reaction, while 6.4 percent of the beneficiaries were not satisfied and very dissatisfied.
- The major reasons for dissatisfaction were the selection bias of target beneficiaries, cash / aid amount, and frequency of cash distribution
- The frequencies of consumption of nutrient rich food among households increased from 24.48 percent to 38.77 percent during the recall period in the targeted areas.

The findings and the review of the performance data from the project on the Emergency Distribution of Cash Transfer to Afghan Returnees and IDPs in Eastern Afghanistan indicate a well-run project in response to the Humanitarian Crisis in Afghanistan; it also identified a few gaps to which the project could adapt strategies for future implementation through the below recommendations.

## 5.2 Recommendations

From the findings of this evaluation, the study is making the following recommendations to JPF and CWSA.

### 5.2.1 JPF

- The evaluation for such emergency projects should be conducted just after completing the project implementation to help people speak about their fresh memories

### 5.2.2 CWSA

1. It is recommended to add the number of Qualitative Indicators as measures of success, more qualitative performance indicators should be included in the project design to measure such changes. Qualitative indicators should be placed in the project log frame and should have appropriate targets too.
2. Buying food items through cash was revealed as the first priority for around 73% of the beneficiaries, which indicates that CWSA can focus on Food in Emergencies interventions in future.
3. CWSA should engage the community further for beneficiary selection and cash amount distribution to build more trust.
4. When deciding on the amount of cash to distribute there needs to be a compilation of information on the levels of debt and who owns the debt of the poor. If the level of debt is high then the distribution of cash at a low level may only go to pay interest on the debt and not actually help to pull the poor into a situation where they can spend money on food and medical supplies. The alternative is that people with a heavy debt may have to resort to inappropriate actions to save their family. A comprehensive profiling of the beneficiaries and their needs to respond in a bespoke way will help much with problem solution.

## CHAPTER SIX

### ANNEXES

## Data Collection Tools

### Key Informant Interview Guide – Stakeholders

Name of the interviewer:

Name of the note taker:

Province:	
Date KII conducted:	Time KII started:
Time KII ended:	Method used for recording the answers: a) Audio Recording    b) Note taking

Please ask the following questions and note the answers on one blank sheet provided

Please number the blank sheets before you start

Please write down the question numbers at the beginning of answers to each question

I would like to read the consent form which explains the aim of this study, how we use this data and confidentiality of the information you provide us with.

Oral consent obtained

- a) Yes      b) No

### **Introductory Questions**

*CWS implemented a project of Emergency distribution cash transfer to Returnees and IDPs Communities in Nangarhar (Surkhroad and Jalalabad City) and Lghman (Mehtarlam and Quarghayee) where they distributed cash to returnees and IDPs from April 2018 till July 2018.*

- 1) Could you tell us about your roles and how long have you been in this position?

### **Response is appropriate and relevant**

- 1) How did CWS decide to implement a project of Cash Distribution in Nangarhar/Laghman? What was the situation like?
- a. Did they consult you before they started the project?

### **Humanitarian response is effective and timely**

- 1) To what extent was CWS able to respond on timely manner?

### **Complaints are welcomed and addressed**

- 1) As a stakeholder, did you receive any complaints from the affected people and communities about the responses that CWS provided? What kind of complaints have you received?
- 2) What did you do?

### **Humanitarian response is coordinated and complementary**

- 1) Has CWS coordinated their activities with you?
- a. What information was shared with you?
- b. To what extent was the coordination complementary?

### **Humanitarian actors continuously learn and improve**

- 1) (Only Government) Did you monitor the responses provided by CWS?
- 2) (Only Government) What were your findings? What worked and what didn't?

### **Recommendations**

- 1) What are your recommendations for CWS?

## Key Informant Interview Guide – Implementing Partner

Name of the interviewer:

Name of the note taker:

Province:	
Date KII conducted:	Time KII started:
Time KII ended:	Method used for recording the answers: b) Audio Recording    b) Note taking

Please ask the following questions and note the answers on one blank sheet provided

Please number the blank sheets before you start

Please write down the question numbers at the beginning of answers to each question

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I would like to read the consent form which explains the aim of this study, how we use this data and confidentiality of the information you provide us with.

Oral consent obtained

- b) Yes      b) No

### Introductory Questions

- 2) Please tell us about your roles in the project? How long have you been in this position?

#### Response is appropriate and relevant

- 2) How did you decide to implement a project Cash distribution in Nangarhar and Laghman?
- What made you think this was the priority need?
  - Did you conduct any assessment of risks vulnerabilities and needs?
  - Did you consult local communities before you started the project?

#### Humanitarian response is effective and timely

- 2) To what extent has your organization been able to respond on timely manner?
- What have been some important barriers or challenges?
  - How did you tackle those challenges?

#### Humanitarian response is based on communication, participation and feedback

- 1) To what extent communities and people affected by crisis are aware of their rights and entitlements?
- How did you inform them of their rights?
  - Was there any feedback and response mechanism in place so that affected people can share their feedback safely?
  - How do you use the data coming through feedback mechanism?

#### Complaints are welcomed and addressed

- 3) Have you consulted affected by about the design of complaint mechanism? If yes, how?

- 4) What kind of complaints have you received?
- 5) How did you respond to those complaints?
- 6) What have you done if the complaints do not fall under your project's scope of work?

**Humanitarian response is coordinated and complementary**

- 2) How and with whom have you coordinated your activities?
  - a. What information were sharing with them?
  - b. Have you utilized information you received from other organizations working in humanitarian context?
  - c. To what extent was the coordination complementary?

**Humanitarian actors continuously learn and improve**

- 3) Please tell us about how you review/evaluate your responses?
- 4) Please tell us about your lessons learnt from this project? What worked and what didn't?
- 5) Have you documented your learning? Have you shared them with relevant stakeholders?

**Recommendations**

- 1) What are your recommendations for JPF?

## Household Survey

**Objective of assessment.** To verify the project activities accomplishment and report to JPF on project accountability and quality of work. Your answers will remain strictly confidential and they will be used only for research purposes on aggregate.

### Instructions to Interviewer:

Administering this section Interview with Household must do the following:

Introduce yourself to the interviewee, then briefly explain to him/her the objective of the survey, make sure they understand this has nothing to with promotion, demotion or any other kind of investigation and that we only want to know the to what extent the project activities has been accomplished and report to JPF on project accountability and quality of work.

### DEMOGRAPHIC DATA

<b>HH1.</b> NGO PARTNER: <b>HH2.</b> PROVINCE: <b>HH3.</b> DISTRICT: <b>HH4.</b> VILLAGE: <b>HH5.</b> AGE OF RESPONDENT:		
<b>HH6.</b> GENDER	MALE..... 1 FEMALE..... 2	
<b>HH7.</b> MARITAL STATUS	NEVER MARRIED..... 1 MARRIED ..... 2 WIDOWED ..... 3 DIVORCED/SEPARATED ..... 4	
HH8. ARE YOU THE HEAD OF YOUR FAMILY?	YES ..... 1 NO ..... 2 I AM THE SPOUSE OF THE HEAD OF HOUSEHOLD ..... 3 NO, I AM THE SON ..... 4 NO, OTHER. SPECIFY ..... 5 NO, OTHER. SPECIFY ..... 6	
HH9.HOW MANY MEMBERS ARE CURRENTLY IN YOUR FAMILY?		
HH10.DO YOU CONTRIBUTE TO THE INCOME OF YOUR FAMILY?	YES ..... 1 NO ..... 2	
HH11. SINCE YOU SETTLED IN THIS CAMP, HAVE YOU OR ANY MEMBER IN YOUR HOUSEHOLD RECEIVED ANY ASSISTANCE?	YES ..... 1 NO ..... 2	
H12.WHAT TYPES OF ASSISTANCE HAVE YOU OR ANY MEMBER IN YOUR HOUSEHOLD RECEIVED?	PROMPT: MULTIPLE ANSWERS FOOD ASSISTANCE ..... 1 FUEL ASSISTANCE: WOOD, COIL, OIL, GAS CLOTHING ..... 2	

	SHELTER/HOUSING .....	3
	CASH ASSISTANCE .....	4
	MEDICAL TREATMENT.....	5
	VOCATIONAL TRAINING: SPECIFY TYPE OF SKILL: .....	6
	OTHER, SPECIFY: __	7
		8
HH13..FOR THE CASH GIVEN CASH, WHAT WOULD YOU SPEND IT FOR?		
HH14. IF YOU HAVE RECEIVED IN-KIND ASSISTANCE (FOOD, FUEL, CLOTHING, SHELTER), HAVE YOU EVER SOLD ANY OF THE ITEMS FOR CASH?	YES .....	1
	VERY OFTEN .....	2
	YES, SOMETIMES .....	3
	YES, BUT RARELY .....	4
	NO, I HAVE NEVER. ....	5
	I HAVE NEVER RECEIVED ANY IN-KIND ASSISTANCE.....	6
HH15. IF YOU WERE GIVEN CASH, WHAT WOULD YOU SPEND IT FOR?	TO BUY FOOD .....	1
	TO BUY FUEL (WOOD, COIL, GAS...)	2
	TO BUY CLOTHING .....	3
	TO BUILD A HOUSE/SHELTER.....	4
	TO REPAY MY DEBT. ....	5
	FOR HEALTH. ....	6
	FOR EDUCATION. ....	7
	TO WORK ON IT (BUY TOOLKITS, MATERIAL, ETC.)	8
	OTHER, SPECIFY:	
	I DON'T KNOW.....	9

<p>HH16. WHO KEEPS THE MONEY FOR THE FAMILY?</p>	<p>THE WIFE/MOTHER. ....</p> <p>THE HUSBAND/FATHER. ....</p> <p>THE ELDER CHILDREN. ....</p> <p>EVERYONE KEEPS THEIR OWN MONEY WITH THEMSELVES. ....</p> <p>OTHER, SPECIFY.....</p>	<p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p>
<p>HH17.WHO IN YOUR FAMILY TAKES THE SPENDING DECISIONS? PROMPT: MULTIPLE ANSWERS</p>	<p>THE WIFE/MOTHER. ....</p> <p>THE HUSBAND/FATHER. ....</p> <p>THE ELDER CHILDREN. ....</p> <p>EVERYONE COLLECTIVELY DECIDES</p> <p>OTHER, SPECIFY: _____</p> <p>I DON'T KNOW</p>	<p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6</p>
<p>HH18. OVERALL, HOW SATISFIED ARE YOU WITH CASH SUPPORT PROGRAM?</p>	<p>VERY SATISFIED .....</p> <p>SATISFIED.....</p> <p>NEUTRAL.....</p> <p>DISSATISFIED.....</p> <p>VERY DISSATISFIED.....</p>	<p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p>
<p>HH19.WOULD YOU SHARE YOUR REASONS WHY?</p>		
<p>HH20.DO YOU HAVE ANY ADDITIONAL FEEDBACK OR ANY OTHER SUGGESTIONS FOR IMPROVING OUR SERVICES?</p>		

## Focus Group Discussion Guide – Community

Name of the interviewer:

Name of the note taker:

Province:	
Date FGD conducted:	Time FGD started:
Time FGD ended:	Method used for recording the answers: c) Audio Recording    b) Note taking

Please ask the following questions and note the answers on one blank sheet provided

Please number the blank sheets before you start

Please write down the question numbers at the beginning of answers to each question

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I would like to read the consent form which explains the aim of this study, how we use this data and confidentiality of the information you provide us with.

Oral consent obtained

- c) Yes      b) No

### Introductory Questions

- 3) Please tell us about the Cash Distribution project implemented by CWS.

### Response is appropriate and relevant

- 3) Were consulted when the project was designed in order to provide you with cash?

### Humanitarian response is effective and timely

- 3) To what extent was the response on timely manner?  
a. What have been some critical barriers or challenges?
- 4) How do you assess the effectiveness of the project?  
a. Purchasing food and medicine  
b. Heating your houses

### Humanitarian response is based on communication, participation and feedback

- 2) To what extent your communities and people affected by crisis are aware of their rights and entitlements?  
a. How were you informed about your rights?  
b. Was there any feedback and response mechanism in place so that can safely share your feedback about the response provided to you?  
c. If you shared a feedback, what was the response?

### Complaints are welcomed and addressed

- 7) Were you consulted about the design of complaint mechanism? If yes, how?

- 8) What kind of complaints have you shared?
- 9) How was the response to your complaints? How timely was the response?

**Humanitarian actors continuously learn and improve**

- 6) What in the project activities worked well and what didn't?
- 7) Did the NGO change / revise any of their plans based on your suggestions? What changes?

**Recommendation**

- 1) What are your recommendations for CWS?