CLIENT SATISFACTION SURVEY REPORT

February 2023

ABSTRACT

The Client Satisfaction Survey Report of the International Rescue Committee is a half yearly satisfaction survey which checks the satisfaction level of IRC's clients on the services provided. This report has been tailored from the report that combines Health, Education and Protection sectors and mainly reflects the satisfaction rate among the clients of LEGO Grants on the 7-core feedback themes of IRC. This report describes the methodology and the analysis on the survey findings.

IRC MEAL team
Quality and Accountability

Contents

List of Acronyms

IRC	: International Rescue Committee
CFS	: Client Feedback Satisfaction Survey
KII	: Key Informant Interview
CFRM	: Complain Feedback Response Mechanism
CiC	: Camp In Charge
CL	: Community Leaders
FGD	: Focus Group Discussion
IVR	: Integrated Voice Recording
MEAL	: Monitoring Evaluation Accountability & learning
NGO	: Non-Government Organizations
RCCE	: Risk Communication and Community Engagement
SADDD	: Sex Age Disability Desegregated Data

Background

IRC Client Responsive Programming / Client Responsiveness[1] is an organizational commitment to ensure our programs are designed and delivered in line with client priorities and preferences. To do this, IRC programs should regularly assess client satisfaction with provided services, address changed needs and act upon client feedback to improve the quality and impact of our work.

IRC standard satisfaction survey was developed based on the lessons learned from IRC2020 strategy, to meet the standard on regular consultation with clients (Good Standard)[2] and informed client-centered standards (IMPACT Framework). We know that designing and implementing our programs in response to clients' particular needs is one of the most critical drivers of impact. IRC is committed to establish routines to ensure we hold ourselves accountable to gathering and responding to client preferences and feedback.

IRC standard client satisfaction survey is based on the IRC Core Feedback themes[3] that reflect the global commitments and standards on accountability to affected population (AAP) and participation.

Objectives

The Standard Satisfaction Survey provides a set of questions to measure the performance of IRC work from the perspectives of clients. The purpose is to:
  (1)   assess client satisfaction with the IRC services that are provided, using a harmonized set of questions across sectors.
  (2)   measure a standard client satisfaction indicator: % of clients who are satisfied with IRC service per the standard satisfaction survey.
  (3)   select preferred feedback channels or review the performance of the existing channels.

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[1] IRC Client Responsive Programming Framework https://www.rescue.org/resource/irc-client-responsive-programming-framework
[2] Client Responsiveness Good and Great Standards https://hub.rescue.org/en/objectives/client-responsiveness/
[3] IRC Core Feedback Themes
https://rescue.app.box.com/s/qkhw4loh9gj0c5e8f33zc69daznyclh6/file/317379077387

Methodology

This "client satisfaction survey" by IRC was done with 2430 families, including 185 respondents from LEGO Foundation-funded Early Childhood Development (ECD) project. Nevertheless, it included the areas of health, education, and protection (comprising Child protection, Women Protection and Empowerment, Protection Rule of Law). Clients served through partners' organizations in the host and refugee communities were also included in this study. In this study, the global standards for IRC's tools and procedures were followed.

Methods: The primary data have been collected through Individual Interviews, FGDs and KII. The respondents were selected randomly and purposively.
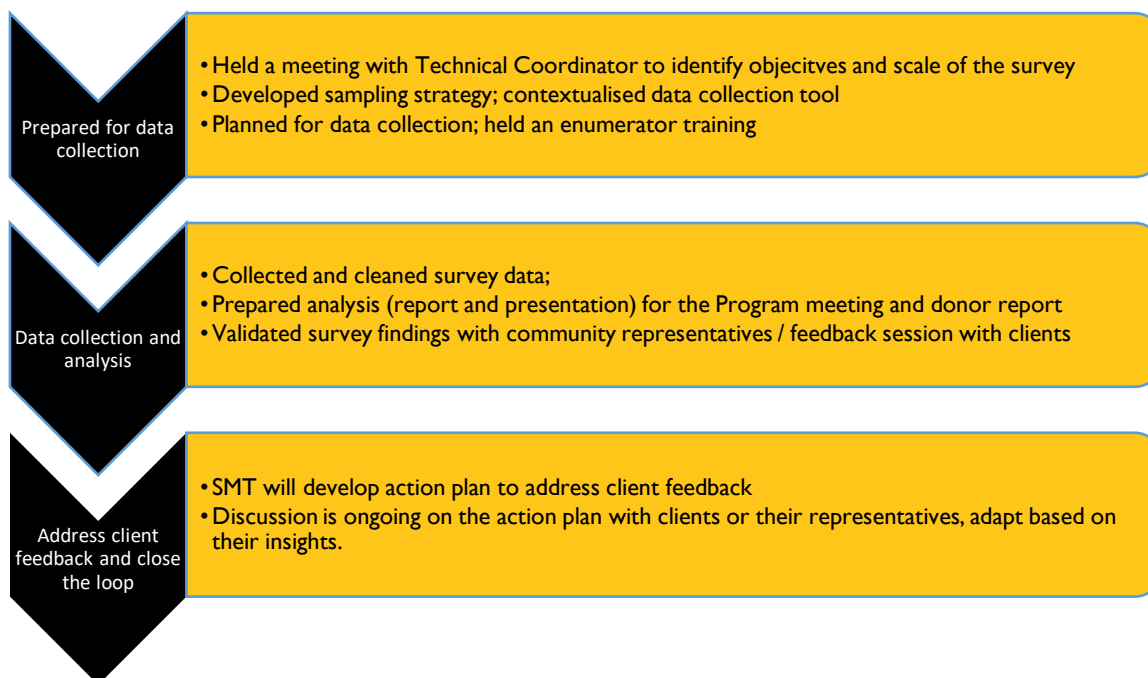
Tools and techniques: The quantitative and qualitative data for this survey have been collected using a semi-structured questionnaire through tablets. In addition, qualitative data have been collected following checklist for Focus Group Discussion (FGD) and unstructured questionnaire for Key Informant Interviews (KII) to clarify the reasons behind client dissatisfaction and to dive deeper into any gaps in the survey findings and/or target marginalized groups.

Sample Size Calculation: Sample size was considered based on our served clients for the duration of July 2022 to December 2022. Face-to-face interviews were conducted with the randomly selected clients who received service(s) from IRC during this duration and used a simple randomized sampling method as-

- o **99% confidence level** and **3% margin of error**
- o **Sample Size:1845 + 555 (20% non-response and 10% design effects added). So, sample size is 2398 rounded 2400.**
- o **Total number of eligible people**- 752782

IRC Bangladesh reached 752782 clients (unique) till December 2022, so we considered this number as our total population. The IRC completed survey with 2430 (Female- 1779, Male- 647 and 4 others) including 185 respondents (160 female and 25 male) covering services under LEGO Foundation-funded Early Childhood Development (ECD) project were interviewed these respondents. The respondents were served through household level visits (in-person services), remote services through integrated voice recording (IVR) and remote services through client's cell phone. The number of the female participants were higher than the male participants as the IRC has served almost 86% of the clients who were female in this duration.

Geographical coverage: This survey covered Camp-2E and camp-15 in Ukhiya, Cam-22 in Teknaf, Jaliapalong, Holudiapalong and Ratnapalong under Ukhiya upazilla in Cox's Bazar

Prepared for data collection	• Held a meeting with Technical Coordinator to identify objecitves and scale of the survey • Developed sampling strategy; contextualised data collection tool • Planned for data collection; held an enumerator training
Data collection and analysis	• Collected and cleaned survey data; • Prepared analysis (report and presentation) for the Program meeting and donor report • Validated survey findings with community representatives / feedback session with clients
Address client feedback and close the loop	• SMT will develop action plan to address client feedback • Discussion is ongoing on the action plan with clients or their representatives, adapt based on their insights.

IRC developed a standard client satisfaction survey. It comprised of:

1. 7 close-ended questions on the Core Feedback Themes: Relevance, Quality, Respect, Access, Safety, Impact and Empowerment

2. Open-ended follow-up questions when respondents give a negative response.

Theme	Description	Generic questions
Relevance	Whether clients think that the service is relevant to their priority needs	Do the [sector] services provided (such as [list examples of services]) address your needs or those of your family?
Quality	Whether clients think that the quality of the service meets their expectations	How satisfied are you with the quality of the [sector] services (such as [list examples of services]) you received?
Respectful and Dignified Treatment	Whether clients think that the service is being delivered by the IRC (and / or partners, if applicable) in a respectful and dignified way	IRC is committed to treating everyone with respect and dignity when providing different services. Was IRC staff friendly and respectful?
Access, Safety and Fair Treatment	Whether clients think that they are able to access the service and information provided without barriers, whether they feel safe when accessing the service and / or think that the aid is provided fairly (on the basis of need and without discrimination)	Was it easy for you to get to the location/ or access the [sector] services ?
		How safe did you feel at the location/ when receiving [sector] services?

Impact	Whether clients think that the service will have the impact that they want to see upon their lives or if the service cause any negative effect.	Overall, do you think that the [sector] services that you received improve your life conditions?
Voice and Empowerment	Whether clients think that they have an ability to influence relevant programming decisions made by the IRC (and / or partners, if applicable) and whether they are being empowered to meet their own needs	Do you think that the IRC takes people's views into account when providing [sector] services ?

The answers to each of the 7 main questions are assigned the following scores:

Responses		Score	Emoji
1.Very Dissatisfied	1. No, not at all	1	☹️
2.Disssatisfied	2. Not really	2	🙁
3.Neither Dissatisfied nor Satisfied	3. Somewhat / neutral	3	😐
4.Satisfied	4. Mostly yes	4	🙂
5.Very Satisfied	5. Yes, very much	5	😃

IRC standard client satisfaction survey can be used to measure the following satisfaction indicator.

| Indicator	Indicator definition	Data source	When to collect data	Calculation
% of clients who are satisfied with IRC service per the standard satisfaction survey	Client satisfaction is measured by asking 7 standard questions with a 5 Likert response scale. Client is satisfied when answering 4 or 5 (positive responses) on all 7 questions (see p.8 for more details)	IRC standard client satisfaction survey	**Project level assessment:** Every six months for projects up to two years (mid-term evaluation), and annually for longer projects **Country programme level assessment**: annually to inform SAP	**Numerator:** # of clients surveyed who score 4 or 5 on the standard client satisfaction survey **Denominator:** # of clients responding to the standard client satisfaction survey

Client Satisfaction Survey: Demographic Analysis
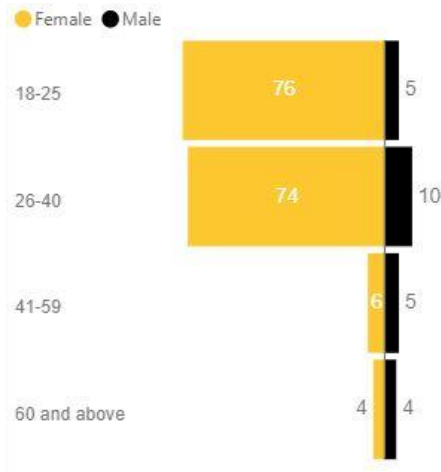
A total number of 185 clients from LEGO project were surveyed who belongs in different age ranges and sex group.

Among them, 81 (44%) of clients age ranges between 18y-25y, 84(46%) from the age group 26y-40y, 11(6%) of clients age range from 41y-59Y, and 8 (4%) from the age group 60 or above.
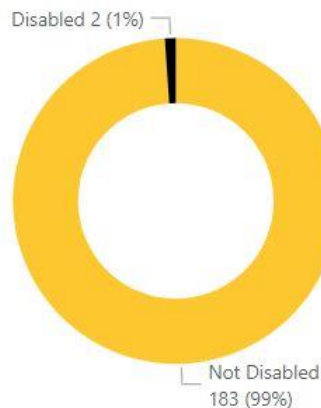
Among the total respondents female-was 86% (160) and male was 14% (25).

Residence Status

In terms of residency status, 96 clients (52%) were Rohingya, and 89 clients (48%) were from the host community
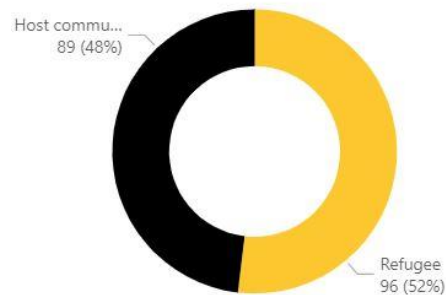
Disability status

A total of 2 clients (1%) identified as persons with disabilities. The Washington Group Short Set of Disability Questions (WGQ) was used to identify people with a disability. The questions assess whether people have difficulty in performing basic universal activities such as walking, seeing, hearing, cognition, self-care, and communication.

Satisfaction Heat Map

Locations	Satisfaction
Ukhiya	85%
Teknaf	96%

At Ukhiya, satisfaction rate come out 85%, and at Teknaf satisfaction 96%.

LEGO Client Satisfaction Survey Findings: Core SatisfactionThemes

Relevance: According to the survey, 99% of the respondents believe that the service is relevant to their priority needs.

Respect: 99% of respondents believe that the service is being delivered by the IRC in a respectful and dignified way

Access: The survey shows that 99% of the respondents have the belief that they can access the service and the information provided without any hindrances.

Safety: The survey results reveal that 100% of the respondents feel safe when accessing the service, and they believe that the aid is being provided fairly based on need and without any discrimination.

Quality: 96% of respondents think that the quality of the service meets their expectations.

Impact: The survey results indicate that 96% of the respondents believe that the service has the desired positive impact on their lives without any negative consequences.

Power: 99% of respondents think that they have the ability to influence relevant programming decisions made by the IRC and they are being empowered to meet their own needs.

Does the service address your needs?

| 1. Relevance | 55% | 44% |
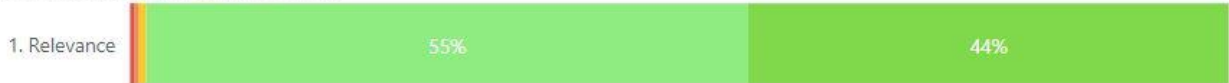
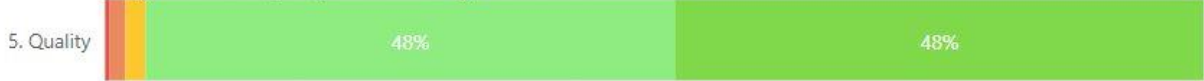**Were IRC staff friendly and respectful?**

| 2. Respect | 39% | 60% |

Was it easy for you to get to the location/ or access the service?

| 3. Access | 35% | 64% |

How safe did you feel at the location when receiving the service?

| 4. Safety | 33% | 67% |

How satisfied are you with the quality of the service you received?

| 5. Quality | 48% | 48% |

Overall, do you think the service that you received improve your life conditions?

| 6. Impact | 4% | 50% | 46% |
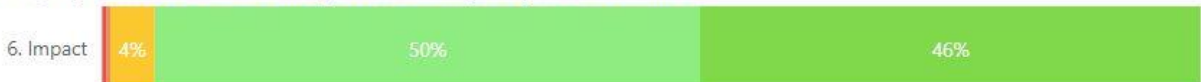
Do you think that the IRC takes people's views into account when providing the service?

| 7. Power | 47% | 52% |

● Very Dissatisfied ● Somewhat Dissatisfied ● Neither Dissatisfied nor Satisfied ● Somewhat Satisfied ● Very Satisfied

Overall LEGO Clients Satisfaction

% of clients satisfied overall with service

88%
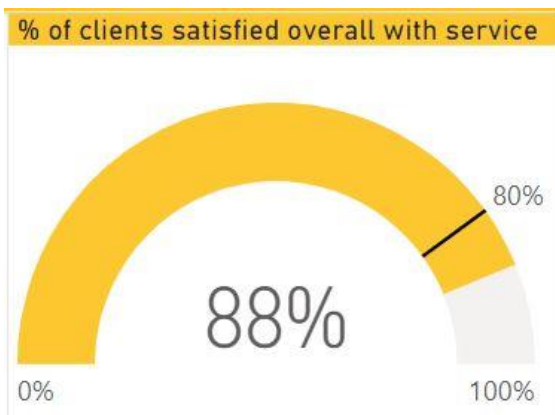
The IRC considers 80% as to be considered as standard satisfaction.

However, Overall, 88% of clients expressed their satisfaction with the services of LEGO foundation funded project

Community Recommendations:

- The messages should be disseminated as a printed versions or sort copy as PDF for the clients of host community so that the clients can learn if they miss or don't understand IVR calls.

- Snack and play materials should be provided for the children beside providing support to pregnant and lactating women
- Beside awareness to the pregnant & lactating women and their family members, group awareness sessions should be continued for creating more awareness among the communities people.