

# End User Survey of Non-Food Items 2023

**UN Refugee Agency (UNHCR)**

report\_generated\_on: May 14, 2026

visit\_data\_catalog\_at: <https://catalog.ihsn.org/>

## Identification

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### SURVEY ID NUMBER

PAK\_2023\_EUS-NFI\_v01\_M

### TITLE

End User Survey of Non-Food Items 2023

### ABBREVIATION OR ACRONYM

EUS-NFI 2023

### COUNTRY

| Name     | Country code |
|----------|--------------|
| Pakistan | PAK          |

### STUDY TYPE

Service Provision Assessments [hh/spa]

### ABSTRACT

Division of Emergency, Security, and Supply (DESS) set up a sustainable product development team to re-design the UNHCR relief items and their packaging to include recycled and renewable content to reduce the associated GHG emissions by 20% by 2025.

UNHCR uses Post Distribution Monitoring (PDM) as a mechanism to collect refugees' feedback on the quality, sufficiency, utilization and effectiveness of the assistance items they receive. The underlying principle behind the process is linked to accountability, as well as a commitment to improve the quality and relevance of support provided, and related services. To assess the re-design and collect feedback on the green core-relief items, the end-user survey or PDM was implemented in Quetta and Peshwar. 741 households were surveyed. Data was collected in April and May 2023.

### KIND OF DATA

Sample survey data [ssd]

### UNIT OF ANALYSIS

Households

## Version

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### VERSION DESCRIPTION

Version 2.1: Edited, cleaned and anonymised data.

### VERSION DATE

2023-09-15

## Scope

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### NOTES

The survey was conducted with one focal point from each recipient household. The respondent is asked question about multiple distribution items, Non-Food items, WASH Hygiene kits, Female Hygiene kits and LPG. The respondent is asked their feedback on these items covering the following points:

1. Quality of items
2. Sufficiency of items
3. Usefulness of items
4. Distribution process
5. Actual use of items
6. Assistance preference and their access to communication and complaints mechanisms
7. Overall feedback and suggestions for future CRIs, incl on sustainability

## TOPICS

| Topic                |
|----------------------|
| Health and Nutrition |
| Health               |
| Elderly and Disabled |
| Mental Health        |
| Reproductive Health  |

## Coverage

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## GEOGRAPHIC COVERAGE

Peshwar and Quetta

## UNIVERSE

Recipients of NFIs

## Producers and sponsors

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## PRIMARY INVESTIGATORS

| Name                      | Affiliation |
|---------------------------|-------------|
| UN Refugee Agency (UNHCR) | UN          |

## Sampling

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## SAMPLING PROCEDURE

Simple Random Sampling

## Data collection

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## DATES OF DATA COLLECTION

| Start      | End        |
|------------|------------|
| 2023-04-17 | 2023-05-11 |

## DATA COLLECTION MODE

Computer Assisted Telephone Interview [cati]

## Access policy

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## CONTACTS

| Name          | Affiliation | Email               |
|---------------|-------------|---------------------|
| Curation team | UNHCR       | microdata@unhcr.org |

## CITATION REQUIREMENTS

UNHCR (2023). Pakistan: End User Survey of Non-Food Items 2023. Accessed from: <https://microdata.unhcr.org>

## Metadata production

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### DDI DOCUMENT ID

DDI\_PAK\_2023\_EUS-NFI\_v01\_M

### PRODUCERS

| <b>Name</b>            | <b>Abbreviation</b> | <b>Affiliation</b> | <b>Role</b>                                       |
|------------------------|---------------------|--------------------|---|
| UN Refugee Agency      | UNHCR               | UN                 | Metadata producer                                 |
| Development Data Group | DECDG               | The World Bank     | Metadata adapted for World Bank Microdata Library |

### DATE OF METADATA PRODUCTION

2023-09-29

### DDI DOCUMENT VERSION

Identical to a metadata (UNHCR\_PAK\_2023\_NFI\_anon\_data\_v2.1) published on UNHCR catalog (<https://microdata.unhcr.org/index.php/home>). Some of the metadata fields have been edited.

## data\_dictionary

| Data file | Cases | variables |
|-----------|-------|-----------|
|-----------|-------|-----------|

## **study\_resources**