**Citizen Report Card questionnaire UNDP Myanmar version 11/04/2014**

*(Enumerator, after selecting the household but before starting the interview please note and write the following information):*

A. *Enumerator*

|  |  |
| --- | --- |
| Name: | Number: |
|  |  |

B. Location:

|  |  |  |  |
| --- | --- | --- | --- |
| Region/state | Township | Village tract/ ward | Village |
|  |  |  |  |

C. *Note building materials used for the house (If a combination of material note the most important one only):*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Brick or stone walls | 1 | Reed/grass/bamboo walls | | 4 |
| Wooden walls | 2 | Mud or unbaked mud bricks walls | | 5 |
| Walls from roof sheets, plastic, Tarpaulin, carton, etc. | 3 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

D. *Note electricity connection: Is the main house connected to electricity?*

|  |  |  |
| --- | --- | --- |
| Yes | No | Don’t know |
| 1 | 2 | 99 |

*E. Should the respondent be a male of female respondent?*

|  |  |
| --- | --- |
| Male | Female |
| 1 | 2 |

*F. Date and starting time of interview:*

|  |  |
| --- | --- |
| Date: | Starting time of interview: |
|  |  |

*(Enumerator: when you find a household with someone home, please introduce the team using the following script*):

**“Good day. My name is *(enumerator mention your name)*. I am here on behalf of UNDP, which is an international organisation of the United Nations. UNDP provides development assistance to the people and the government of Myanmar. UNDP is not part of the Myanmar government and it is not a political party. UNDP is helping your government to improve the services it provides to the people of Myanmar like education, health and water. UNDP wants to hear from citizens what they think of the services in their village tracts/wards and how these services can be improved. I would like to interview a female (or male) person above the age of 18 who is born in Myanmar. Is such person available?”**

|  |  |
| --- | --- |
| Yes | No |
| 1 | 2 |

*(Enumerator if yes, continue with the person that has been nominated. If no, thank the person you spoke to and move to the next household using the same interval).*

*(Enumerator: If the selected respondent is* ***not*** *the same person that you first met, you use the complete introduction below, if it is the same person you spoke to earlier you start from “This interview…”)*

**“Good day. My name is *(enumerator mention your name)*. I am here on behalf of UNDP, which is an international organisation of the United Nations. UNDP provides development assistance to the people and the government of Myanmar. UNDP is not part of the Myanmar government and it is not a political party. UNDP is helping your government to improve the services it provides to the people of Myanmar like education, health and water. UNDP wants to hear from citizens like you what you think of the services in your village tracts/wards and how these services can be improved.**

**This interview will take about one hour. We want to ask you some questions about your household, and about health, education, safety and water in this village. Your answers will be confidential and we will not write down your name. Please feel free to give us your honest opinion.**

**We will ask the same questions to a lot of other people all over the country. Your answers will be part of that large group of people so nobody can see who said what. All the answers together will be put into a report with suggestions as to how services can be improved. By answering the questions you will help to improve the services in your village and in Myanmar. There is no penalty for refusing to participate. Do you wish to participate? “**

|  |  |
| --- | --- |
| Yes | No |
| 1 | 2 |

*(Enumerator, if yes, proceed with interview. If no, stop the interview thank the respondent and go to the next household. Start with a fresh questionnaire).*

*(Enumerator note whether the respondent is male or female)*

|  |  |
| --- | --- |
| Male | Female |
| 1 | 2 |

**I would like to start by asking some information about yourself.**

1. What is your age?

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Below 18 | 18-30 | 31-40 | 41-50 | 51-60 | 61-70 | Above 70 | Don’t know | Refused to answer |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 99 | 98 |

*(Enumerator, if below 18, stop the interview thank the respondent and go to the next household).*

1. What is the highest level of education that you have completed?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No education or not finished primary school | 1 | Vocational training | | 5 |
| Primary school (finished grade 5) | 2 | Graduate training | | 6 |
| Middle school (finished grade 9) | 3 | Literacy group | | 7 |
| High school (finished grade 11) | 4 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

1. What is the most important language you use in this household?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Myanmar | 1 | Mon | | 6 |
| Kachin | 2 | Rakhine | | 7 |
| Kayah | 3 | Shan | | 8 |
| Kayin | 4 |  | |  |
| Chin | 5 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

1. What is your ethnicity/race?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bamar | 1 | Mon | | 6 |
| Kachin | 2 | Rakhine | | 7 |
| Kayah | 3 | Shan | | 8 |
| Kayin | 4 | Other Myanmar indigenous | | 9 |
| Chin | 5 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

1. How many people live in this household?

|  |
| --- |
| Number: |

1. What is the main activity of this household to generate an income or food?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Crop farming (owner/tenant/labourer) | 1 | Employment in the private sector | | 7 |
| Livestock | 2 | Casual work | | 8 |
| Fishery | 3 | Monastery | | 9 |
| Forestry worker | 4 | Pension/retired | | 10 |
| Government staff | 5 | Remittance (receiving money from others) | | 11 |
| Own business or self employed | 6 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

*(Enumerator, If Q7 = farming go to Q8, if Q7 = any other response go to Q10)*

1. Who owns the land on which you are farming?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Me or one of the household members | 1 | I/we use someone’s plot for free | | 3 |
| I or we rent a plot for money or padi | 2 | It is Community or government owned | | 4 |
| Labourer | 5 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

*(Enumerator, If Q8 = “me or one of the household members”, go to Q9a, if Q8 = any other response go to Q10)*

9a. Have you or anyone in the household registered the land on which you are farming for a land use certificate?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Yes it is registered | 1 | I have applied for registration but still waiting | | 4 |
| No it is not registered | 2 | I have applied for registration but rejected | | 5 |
| Ownership is disputed | 3 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

*(Enumerator, If Q9a = “registered” or “tried to register” go to 9b. If Q9a = any other response, go to Q9c)*

9b. Who explained to you how to register your land? *(Enumerator, don’t read the responses, more answers are possible, please continue asking: “anyone else” until the respondent doesn’t mention anyone else)*

|  |  |
| --- | --- |
| A friend or relative in the village/ward | 1 |
| A 10 or 100 household head | 2 |
| One of the village elders and respectful people | 3 |
| The Village Tract Administrator | 4 |
| The Township Administrator or representative | 5 |
| Someone from the Ministry of Agriculture | 6 |
| Anyone else, please specify: |  |
| Don’t know | 99 |

9c. Are you or is anyone in this household the owner of this house or this residential plot?

|  |  |  |
| --- | --- | --- |
| Yes | No | Don’t know |
| 1 | 2 | 99 |

*(Enumerator, if Q 9c = “yes”, go to Q9d. If Q9c = any other answer, go to Q10)*

9d. Would you be interested to register your residential plot in order to secure your tenure?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Yes it would be important for me or my household so that I can’t be evicted | 1 | No, if I could register government might use that for taxing my house | | 3 |
| No, I do not see the benefit of registering | 2 |  | |  |
|  |  | Don’t know | | 99 |
| Other *[specify]* | | |  | |

**Next I have a few questions about the wellbeing of your household.**

1. During the last year, did you ever face any problems in satisfying the food needs of the household? *(Enumerator see explanation in guidelines)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No, we have always enough food | 1 | Almost always a problem | | 4 |
| Sometimes we can’t buy food or don’t have enough | 2 |  | |  |
| Often we can’t buy food or don’t have enough | 3 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

1. Has the overall food and/or income situation of your household improved, worsened or stayed more or less the same over the last 3 years?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Improved | Worsened | More or less the same | Don’t know |
| * + - * 1. Food | 1 | 2 | 3 | 99 |
| * + - * 1. Income | 1 | 2 | 3 | 99 |

1. What is according to you the **most important problem** in this village tract or ward at the moment? *(Enumerator, select the most appropriate one)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Poor roads (or access to village/ward) | 1 | No electricity | | 5 |
| Poor education | 2 | Safety and security is bad | | 6 |
| Poor health | 3 | Not enough jobs (economic situation) | | 7 |
| No access to clean water | 4 | Ownership of land for farming | | 8 |
| No problem | 98 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

*[Enumerator if Q 14 = “Don’t know” or “no problem”, skip to Q 18]*

1. Who is **first of all** responsible for solving this problem? I will read you a list of possibilities, please select the most appropriate one. *(Enumerator, read out the following list and circle the answer)*

|  |  |
| --- | --- |
| The members of this community together | 1 |
| The Village Tract Administrator | 2 |
| The 10 or 100 household heads | 3 |
| The village elders and respectful people | 4 |
| The Township Administration | 5 |
| The State/region or Union Government | 6 |
| Anyone else, please specify: |  |

|  |  |
| --- | --- |
| don’t know | 99 |

**Next I have several questions about your government. Please note again that you answers are confidential and we will not pass this on to the government or to anyone else so you can freely express your opinion.**

1. Do you think that the township administration or the government in general is aware of this problem? *(Enumerator: repeat the problem mentioned under Q11. If answer Q11 = don’t know, you fill in not applicable and go to Q15)*

|  |  |  |  |
| --- | --- | --- | --- |
| Yes | No | Not applicable | Don’t know |
| 1 | 2 | 3 | 99 |

*(Enumerator, if Q 16 = “yes”, go to Q 17. If Q16 = any other answer, go to Q18)*

1. What is the township administration or any other government body doing to resolve this problem? *(Enumerator, select the most appropriate one)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Nothing | 1 | Still discussing the problem | | 4 |
| Allocating more money | 2 |  | |  |
| Allocating more government staff | 3 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

1. What are the most important improvements your government have made to the situation in your village tract/ward over the last three years? *(Enumerator, more than one answer is possible. Continue asking: “are there any other improvements made by the government” until the respondent stops)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| It has done nothing | 1 | Improved electricity connection | | 6 |
| Improved roads | 2 | Improved safety and security in the village | | 7 |
| Improved education facilities or services | 3 | It improved access/ownership of land | | 8 |
| Improved health facilities or services | 4 | It created more jobs | | 9 |
| Improved water situation | 5 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

1. What is the name of the present Village Tract Administrator?

|  |  |  |
| --- | --- | --- |
| Respondent gave the right name | Respondent gave a wrong name | Don’t know |
| 1 | 2 | 99 |

1. Can you mention the name of one of the Members of Parliament for this township in the state/region *Hluttaw*?

|  |  |  |
| --- | --- | --- |
| Respondent gave the right name | Respondent gave a wrong name | Don’t know |
| 1 | 2 | 99 |

1. What is the name of the present president of Myanmar?

|  |  |  |
| --- | --- | --- |
| Respondent gave the right name | Respondent gave a wrong name | Don’t know |
| 1 | 2 | 99 |

1. What are the most important functions of the Village Tract Administrator? *(Enumerator, the respondent can give more than one answer, after he/she mentions the first function please ask “are there any other functions that the VTA has that you know of” until the respondents stops)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Ensure peace and security in the village | 1 | Law enforcement | | 6 |
| Provide villagers with information and directives from government | 2 | Bring village problems to the township administration | | 7 |
| Mediate when there are conflicts between villagers | 3 | Consult and Involve villagers in decision-making at village level | | 8 |
| Collect taxes or village contributions | 4 | Birth and death registration | | 9 |
| Ensure that people participate in community labour | 5 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

1. Did you participate in the last elections for the Union level Hllutaw in 2010, meaning that you voted for a candidate? We only want to know whether you voted, you don’t need to tell us whom you voted for.

|  |  |  |  |
| --- | --- | --- | --- |
| Yes | No | Was under 18/ not eligible | Don’t know |
| 1 | 2 | 3 | 99 |

*(Enumerator, if Q23 = “yes”, go to Q24, if Q23 = any other answer go to Q25)*

24a. In what way were you informed about these elections? I will read out a list of options, to each of these options you can say yes or no. *(Enumerator, read out the list below and ask for a yes or no on each category)*

|  |  |  |  |
| --- | --- | --- | --- |
| Were you informed about the elections by radio? | Yes 1 | No 0 | Don’t know 99 |
| Were you informed about the elections by television? | Yes 1 | No 0 | Don’t know 99 |
| Were you informed about the elections by newspapers? | Yes 1 | No 0 | Don’t know 99 |
| Were you informed about the elections by village elders? | Yes 1 | No 0 | Don’t know 99 |
| Were you informed about the elections by the Village Tract Administrator? | Yes 1 | No 0 | Don’t know 99 |
| Were you informed about the elections by the 10 or 100 household heads? | Yes 1 | No 0 | Don’t know 99 |
| Were you informed about the elections by Township Administration? | Yes 1 | No 0 | Don’t know 99 |
| Were you informed about the elections by Friends, family or other people in the village? | Yes 1 | No 0 | Don’t know 99 |
| Is there any other way you were informed please mention which way? | Yes 1 | No 0 |  |

1. Do you sometimes participate in a village tract/ward meeting?

|  |  |  |
| --- | --- | --- |
| Yes | No | Don’t know |
| 1 | 2 | 99 |

*(Enumerator, If Q25 = yes, go to Q26, if Q25 = any other response go to Q27)*

1. If there is a village tract/ward meeting planned in which you can participate, how are you usually informed about this meeting? I will read out a list of options, to each of these you can say yes or no. *(Enumerator, read out the list below and ask for a yes or no on each category)*

|  |  |  |  |
| --- | --- | --- | --- |
| Village organiser | Yes 1 | No 0 | Don’t know 99 |
| Village elders | Yes 1 | No 0 | Don’t know 99 |
| 10 or 100 households heads | Yes 1 | No 0 | Don’t know 99 |
| Village Tract Administrator | Yes 1 | No 0 | Don’t know 99 |
| Township Administrator | Yes 1 | No 0 | Don’t know 99 |
| Friends, family or other people in the village | Yes 1 | No 0 | Don’t know 99 |
| Is there any other way you get informed please mention which way | Yes 1 | No 0 |  |

1. If there are new laws or directives from the government, how would you usually learn about them? I will read out a list of options, to each of these you can say yes or no. *(Enumerator, read out the list below and ask for a yes or no on each category).*

|  |  |  |  |
| --- | --- | --- | --- |
| 1. Radio | Yes 1 | No 0 | Don’t know 99 |
| 1. Television | Yes 1 | No 0 | Don’t know 99 |
| 1. Newspapers | Yes 1 | No 0 | Don’t know 99 |
| 1. Village elders | Yes 1 | No 0 | Don’t know 99 |
| 1. 10 or 100 households heads | Yes 1 | No 0 | Don’t know 99 |
| 1. Village Tract Administrator | Yes 1 | No 0 | Don’t know 99 |
| 1. Township Administrator | Yes 1 | No 0 | Don’t know 99 |
| 1. Friends, family or other people in the village | Yes 1 | No 0 | Don’t know 99 |
| 1. Department/ ministry concerned | Yes 1 | No 0 | Don’t know 99 |
| 1. Is there any other way you get informed please mention which way | Yes 1 | No 0 |  |

1. Is the township government informing you enough about the plans it has for new projects in your village tract/ ward regarding e.g. schools, roads, health facilities, etc.?

|  |  |  |
| --- | --- | --- |
| Yes | No | Don’t know |
| 1 | 2 | 99 |

1. Were you ever invited to a meeting in which the government wanted to talk to the villagers about new projects like schools or health facilities in this village or about the problems in this village?

|  |  |  |
| --- | --- | --- |
| Yes | No | Don’t know |
| 1 | 2 | 99 |

1. Do you know any committee at the township level in which citizens participate?

|  |  |  |
| --- | --- | --- |
| Yes | No | Don’t know |
| 1 | 2 | 99 |

*(Enumerator, if Q30 = “yes”, go to Q31, if Q30 = any other answer, go to Q33a)*

1. Can you mention the name of one or more committees at township level in which citizens participate? *(Enumerator allow more than one answer. Continue asking: “can you mention another committee as well” until he/she doesn’t know any other committees).*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Township Development Support Committee | 1 | Township Municipal Affairs Committee | 2 | |
|  |  | Don’t know | 99 | |
| Other *[specify]* | | | |  |

33a. If you would have a dispute about a plot of land for farming with someone else in your village/ward (for example you both claim ownership of a piece of land), who would you approach **first** for assistance to resolve this dispute?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Friends or relatives | 1 | The Township Administrator | 6 | |
| 10 or 100 households heads | 2 | The magistrate or court | 7 | |
| Village elders | 3 | Religious leaders | 8 | |
| The Village Tract Administrator | 4 |  |  | |
| The Agricultural staff at the township office | 5 | Don’t know / NA | 99 | |
| Other *[specify]* | | | |  |

33b.If this dispute couldn’t be resolved or you would not be satisfied with the outcome of the mediation to who would you next go to appeal against the decision?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Friends or relatives | 1 | The Township Administrator | | 6 |
| 10 or 100 households heads | 2 | The magistrate or court | | 7 |
| Village elders | 3 | Religious leaders | | 8 |
| The Village Tract Administrator | 4 |  | |  |
| The Agricultural staff at the township office | 5 | Don’t know / NA | | 99 |
| Other *[specify]* | | |  | |

1. In general, do you feel safe in your village tract/ward at the moment?

|  |  |  |  |
| --- | --- | --- | --- |
| Safe | 1 | Don’t know | 99 |
| Neither safe nor unsafe | 2 | Refused to comment | 98 |
| Unsafe | 3 |  |  |

*(Enumerator if Q34 = “unsafe” or “neither safe nor unsafe” go to Q 35, if Q34 = “safe” go to Q36).*

1. Why do you feel ‘Unsafe’ (or) ‘Neither safe nor unsafe’? *(Enumerator, don’t read out the answers, more answers are possible, after one answer ask: “are there any other reasons why you feel ‘Unsafe’ or ‘Neither safe nor unsafe’?” until the respondent stops)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Lack of law enforcement in the village/ward | 1 | There are conflicts between different groups of people (religious, ethnic, language) | | 4 |
| Too many crimes are taking place | 2 | The morale of people has worsened (like more alcoholism, no respect for others, etc.) | | 5 |
| There is an ongoing armed conflict in the area | 3 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

1. In your opinion, has the safety situation in your village tract/ward improved, worsened or remained the same over the last 3 years?

|  |  |  |  |
| --- | --- | --- | --- |
| Improved | 1 | Worsened | 3 |
| Stayed more or less the same | 2 | Don’t know | 99 |

*(Enumerator, If Q36 = “improved” go to Q37 and then to Q39, if Q 36 = “worsened” go to Q38 and then Q39, if Q 36 = “stayed more or less the same” go directly to Q39).*

1. Why has the safety situation improved? (*Enumerator:* *More answers are possible. Do not read out options. Listen to the answer and select the most appropriate one. Continue asking “are there any other reasons why it has improved”, until the respondent knows of no other reasons).*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Law enforcement has improved | 1 | The area in which we live is now more peaceful | | 5 |
| Community crime control has improved | 2 | Citizens behave better (less alcoholism, etc.) | | 6 |
| There are less criminals in the community | 3 |  | |  |
| Less conflicts between different groups in the village (religious, ethnic, language) | 4 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

1. Why has the safety situation worsened? (*Enumerator:* *More answers are possible. Do not read out options. Listen to the answer and select the most appropriate one. Continue asking “are there any other reasons why it has worsened”, until the respondent knows of no other reasons).*

|  |  |  |  |
| --- | --- | --- | --- |
| law enforcement has worsened | 1 | The area in which we live is now less peaceful | 5 |
| Community crime control has worsened | 2 | Citizens behave worse (more alcoholism, etc.) | 6 |
| There are more criminals in the community | 3 |  |  |
| There is more conflict between different groups in te village (religious, ethnic, language) | 4 |  |  |
| Other *[specify]* |  | Don’t know | 99 |  |

1. In your opinion, what should be done to improve the safety and security situation in your village tract /ward? *(Enumerator do NOT read options, more than one response is possible. Listen to the answer and select the most appropriate. Continue asking “are there any other improvements you can think of”, until the respondent knows of no other improvements).*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Nothing | 1 | Provide employment opportunities | | 5 |
| Introduce/encourage safety volunteer groups | 2 | More community watchfulness | | 6 |
| Increase police or law enforcement | 3 | Improve morals of people | | 7 |
| Citizen education about safety and security | 4 | Don’t know | | 99 |
| Other *[Specify]:* | | |  | |

**Next I would like to ask you several questions about the nearest health facility and health services in your village tract/ward.**

1. Have the health services, meaning the treatment of diseases and the education of citizens about good health practices provided by all health workers combined, in your village tract/ward improved, worsened or stayed more or less the same over the last three years?

|  |  |  |  |
| --- | --- | --- | --- |
| Improved | 1 | Don’t know | 99 |
| Stayed more or less the same | 2 | Refused to comment | 98 |
| Worsened | 3 |  |  |

*(Enumerator, If Q40 = “improved” go to Q41 and then to Q43, if Q40 = “worsened” go to Q42 and then to Q43, if Q40 = “stayed more or less the same” go directly to Q43).*

1. Why have the health services improved? (*Enumerator:* *More answers are possible. Do not read out options. Listen to the answer and select the most appropriate one. Continue asking “are there any other improvements”, until the respondent knows of no other reasons).*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| A new health facility has been build, or expanded or has been upgraded | 1 | The attitude of the staff at the health facility has improved | | 5 |
| There is more health staff at the clinic (midwives, nurses, etc.) | 2 | Costs for health services (consultation and drugs) have decreased | | 6 |
| The health facility is better equipped with medical supplies and/or drugs | 3 | More attention to preventive health care | | 7 |
| The waiting time before I am treated has reduced | 4 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

1. Why have the health services worsened? (*Enumerator:* *more answers are possible. Do not read out options. Listen to the answer and select the most appropriate one. Continue asking “are there any other problems”, until the respondent knows of no other reasons).*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No maintenance of building, a facility has closed down or has been degraded | 1 | The attitude of the staff at the health facility has worsened | | 5 |
| There is less health staff at the clinic (midwifes, nurses, etc.) | 2 | Costs for health services (consultation and drugs) have increased | | 6 |
| The health facility is worse equipped with medical supplies and/or drugs | 3 | Less attention to preventive health care | | 7 |
| Waiting time before I am treated has increased | 4 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

1. If you or any of your household members is sick and requires medical attention, which health service /facility do you usually go to?

|  |  |  |  |
| --- | --- | --- | --- |
| Nowhere | 1 | Station hospital | 7 |
| Auxiliary mid-wife | 2 | Private clinic | 8 |
| Sub rural health centre | 3 | Traditional doctor | 9 |
| Rural Health Centre | 4 | Traditional doctor or health centre, depends on disease | 10 |
| MCH clinic | 5 | Quack | 11 |
| Township hospital | 6 | Don’t know | 99 |
| Other *[specify]* | | |  |

*Enumerator if Q43= private clinic/traditional doctor/quack go to Q44a and then Q51, If Q43 = a public health facility go to Q44b, If Q43 = nowhere or don’t know go to Q53.*

44a. Why do you go to a private clinic/traditional doctor/quack *(enumerator select according to answer on Q43)* and not to a public health facility?

|  |  |  |  |
| --- | --- | --- | --- |
| It is close by, there is no public health facility near by | 1 | The attitude of the nurses/doctors at the private facility is more friendly | 6 |
| There are enough doctors/nurses in the public health facility | 2 | There are no queues or short queues in te private facility | 7 |
| The doctors/nurses in the private clinic are better qualified/ experienced | 3 | I prefer or have more trust in the traditional doctor | 8 |
| We are used to go to this private facility | 4 |  |  |
| The private facility is open for long hours | 5 | Don’t know | 99 |
| Other *[specify]* | | |  |

*Enumerator if Q43= private clinic/traditional doctor/quack go to Q51.*

44b. Why do you or your household members go to this public health service/facility? *(Enumerator, more than one answer is possible. Continue asking “are there any other reasons”, until the respondent knows of no other reasons)*

|  |  |  |  |
| --- | --- | --- | --- |
| It is close by, there is no other option near by | 1 | It provides free medicines | 6 |
| There are enough doctors/nurses/other staff | 2 | There are no queues or short queues | 7 |
| The doctors/nurses and other staff are well-qualified/ experienced | 3 | I prefer or have more trust in the traditional doctor | 8 |
| We are used to go to this facility | 4 |  |  |
| The facility is open for long hours | 5 | Don’t know | 99 |
| Other *[specify]* | | |  |

1. Do you always, sometimes or never have to pay for the medicines that the nurse or doctor gives to you or a household member, at the public health facility?

|  |  |  |  |
| --- | --- | --- | --- |
| Always | Sometimes | Never | Don’t know |
| 1 | 2 | 3 | 99 |

*(Enumerator, if Q45 = “always” or “sometimes” go to Q46, if Q45 = “never” or “don’t know”, go to Q51)*

1. When you have to pay for medicines, does the nurse or doctor explain to you why you have to pay that amount?

|  |  |  |  |
| --- | --- | --- | --- |
| Always | Sometimes | Never | Don’t know |
| 1 | 2 | 3 | 99 |

*(Enumerator, if Q 46= “always” or “sometimes” go to Q47, if Q46 = “never” or “don’t know”, go to Q51)*

1. What is the reason they give to you when you have to pay for medicines? *(Enumerator write down or summarize the response)*

|  |
| --- |
|  |

1. Regarding health services, do you or your family members receive the same treatment as everyone else in this village?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes, always | No, not always | No Never | Don’t know |
| 1 | 2 | 3 | 99 |

*(Enumerator, if Q51 = “yes” go to Q53, if Q51 = “no, not always” or “no never” go to Q52, if Q51 = Don’t know, go toQ53)*

1. If you are not treated in the same way as others, what are according to you the reasons for this? *(Enumerator, more answers are possible, continue asking for other reasons until the respondent stops)*

|  |  |  |  |
| --- | --- | --- | --- |
| there is discrimination due to age | 1 | there is discrimination due to religion | 4 |
| there is discrimination due to gender | 2 | There is discrimination of poor people, who can’t afford to pay for “gifts” | 5 |
| there is discrimination due to race/ ethnicity/ language | 3 | Don’t know | 99 |
| Other reasons *(specify)* | | |  |

1. Do you have any suggestions as to how the health services in this village tract /ward can improve further?

|  |  |  |  |
| --- | --- | --- | --- |
| Build a bigger facility or upgrade the present facility or more equipment or facilities | 1 | Health facility should be open more often or longer | 5 |
| More doctors nurses or other staff | 2 | Medicines should be provided for free | 6 |
| Better qualified medical staff | 3 | Medicines should be always available | 7 |
| Improve attitude of staff | 4 | Don’t know | 99 |
| Other *[specify]* | | |  |

1. Have you ever been involved in or invited for a meeting with government officials to talk about the health services in your village tract /ward?

|  |  |  |
| --- | --- | --- |
| Yes | No | Don’t know |
| 1 | 2 | 99 |

*(Enumerator, if Q54 = “yes” go to Q55, if Q54 = “no” or “don’t know” go to Q56)*

1. What the topic of this meeting? *(Enumerator write down the answer)*

|  |
| --- |
|  |

1. Taking all that we discussed about health services in your village tract/ward into account, are you satisfied with the health services in your village tract/ward?

|  |  |  |  |
| --- | --- | --- | --- |
| Satisfied | Not good not bad | Not satisfied | Don’t know |
| 1 | 2 | 3 | 99 |

**Next I would like to ask you several questions regarding primary education in this village tract/ward, meaning that we only will discuss the lowest level of education from 1to 5.**

1. Has primary education in the nearest primary school in your village tract/ward improved, worsened or stayed more or less the same over the last three years?

|  |  |  |  |
| --- | --- | --- | --- |
| Improved | 1 | Don’t know | 99 |
| Stayed more or less the same | 2 | Refused to comment | 98 |
| Worsened | 3 |  |  |

*(Enumerator, if Q57 = “improved” go to Q58 and then to Q60, if Q57 = “worsened” go to Q59 and then to Q60, if Q52 = “stayed more or less the same” or “don’t know” go directly to Q60).*

1. Why has primary education improved? (*Enumerator:* *More answers are possible. Do not read out options. Listen to the answer and select the most appropriate one. Continue asking “are there any other improvements”, until the respondent knows of no other reasons)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| A new primary school has been build, better maintenance or more class rooms or toilets | 1 | Costs for primary education has decreased | | 5 |
| There are more teachers at the primary school | 2 | There is a school feeding programme | | 6 |
| The primary school has more or better teaching materials or better furniture | 3 |  | |  |
| The attitude of the teachers has improved | 4 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

1. Why has primary education worsened? (*Enumerator:* *More answers are possible. Do not read out options. Listen to the answer and select the most appropriate one. Continue asking “are there any other problems”, until the respondent knows of no other reasons).*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Poor maintenance of buildings, not enough class rooms or toilets | 1 | Costs for primary education has increased | | 5 |
| There are less teachers at the primary school | 2 | There are too many children | | 6 |
| The primary school has less teaching materials or less furniture | 3 | Teachers are often not at school when they should be teaching | | 7 |
| The attitude of the teachers has worsened | 4 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

1. How many children are there in this household that are of primary school going age (grade 1-5)? *(Enumerator when difficult, you can assist by saying between the age of 5 and 9)?*

|  |  |
| --- | --- |
| Number: | Don’t know 99 |

*(Enumerator, If Q60 = “0” go to Q81, if “1” or more go to Q61).*

1. Is this child or are all these children going to a primary school?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes | Some but not all | None | Don’t know |
| 1 | 2 | 3 | 99 |

*(Enumerator, if Q61 = “Some but not all” or “none” go to Q62, if Q56 = “yes” go to Q63.*

1. Why is this child or are these children not going to primary school? *(Enumerator, more answers are possible, especially if more children are not going to school, so keep asking for more reasons)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| The child is chronically sick or disabled | 1 | The quality of teaching is not good enough | | 5 |
| There is no school near by | 2 | Attitude of teachers is bad | | 6 |
| I or we can’t afford the child going to school | 3 | Refused to answer | | 98 |
| The child has to work | 4 | Don’t know | | 99 |
| Other *(specify)* | | |  | |

63a. What is the name of the school your child/children are going?

|  |
| --- |
| Name of school: |

63b. How long does it take for your child/children to get to this school?

|  |  |  |  |
| --- | --- | --- | --- |
| 0-15 minutes | 1 | Between one and two hours | 4 |
| 15-30 minutes | 2 | More than 2 hours | 5 |
| 31-60 minutes | 3 | Don’t know | 99 |
| Other *(specify)* | | |  | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Never | Sometimes | Always | I don’t know |
| 1. Do the teachers observe regular working hours (they are always there when the school should be open)? Please select one of the three options: never, sometimes or always. | 1 | 2 | 3 | 0 |
| 1. Is the attitude of teachers towards the children and their parents polite and friendly? Please select one of the three options. never, sometimes or always | 1 | 2 | 3 | 0 |
| 1. Are complaints made by parents taken seriously by the management of this school? Please select one of the three options never, sometimes or always | 1 | 2 | 3 | 0 |
| 1. Are boys’ and girls' concerns and needs (like separate toilets) taken into account in this school? Please select one of the three options never, sometimes or always | 1 | 2 | 3 | 0 |

1. Do you have to pay or provide a gift to the teachers or school principal at any time during the school year, for the education of your child/children?

|  |  |  |  |
| --- | --- | --- | --- |
| Always | Sometimes | Never | Don’t know |
| 1 | 2 | 3 | 99 |

*(Enumerator, if Q71 = “always” or “sometimes” go to Q72, if Q71 = “never” or “don’t know” go to Q73)*

1. Is this payment or gift voluntary, are you obliged to pay, or do you feel obliged to pay? *(Enumerator explain the difference see guidelines)*

|  |  |  |  |
| --- | --- | --- | --- |
| Voluntary | Obliged | Feel obliged | Don’t know |
| 1 | 2 | 3 | 99 |

1. Regarding the education for your child, do your children receive the same treatment as all other children in his/her class?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes, always | No, not always | No Never | Don’t know |
| 1 | 2 | 3 | 99 |

*(Enumerator, if Q73 = “no, not always” or “no never” go to Q74, if Q73 = “yes always” go to Q75)*

1. If your child is not treated in the same way as others, what is according to you the reason? *(Enumerator, more answers are possible, continue asking for other reasons until the respondent stops)*

|  |  |  |  |
| --- | --- | --- | --- |
| there is discrimination due to age | 1 | there is discrimination due to religion | 4 |
| there is discrimination due to gender | 2 | There is discrimination of poor people, who can’t afford to pay for “gifts” | 5 |
| there is discrimination due to race/ ethnicity/ language | 3 |  |  |
| Other *(specify)* |  | Don’t know | 99 |

1. Have you ever been involved in or invited for a meeting with government officials to talk about primary education in your village tract/ward?

|  |  |  |
| --- | --- | --- |
| Yes | No | Don’t know |
| 1 | 2 | 99 |

*(Enumerator, if Q75 = “yes” go to Q76, if Q75 = “no” or “don’t know” go to Q77)*

1. What was the topic of this meeting? *(Enumerator write down the answer)*

|  |
| --- |
|  |

1. Overall looking at all question about education that I asked you, are you satisfied with quality of the primary education at this primary school?

|  |  |  |  |
| --- | --- | --- | --- |
| Satisfied | Not good not bad | Not satisfied | Don’t know |
| 1 | 2 | 3 | 99 |

1. Have you ever complained to the teacher, the principal or anyone else about the education of your child, the money you have to pay for education or the attitude of the teachers?

|  |  |  |
| --- | --- | --- |
| yes | No | Don’t know |
| 1 | 2 | 99 |

*(Enumerator, if Q78 = “yes” go Q79, if Q78 = “no” or “don’t know” go to Q81)*

1. To whom did you complain? *(Enumerator, more answers are possible. Continue asking: “was there anyone else you complained to” until the respondents says there was nobody else).*

|  |  |  |  |
| --- | --- | --- | --- |
| The teacher | 1 | One of the village elders | 4 |
| The school principal | 2 | The Village tract administrator | 5 |
| A member of the PTA | 3 | Other people in the village | 6 |
| Other (*specify)* |  | Don’t know | 99 |

1. Were you satisfied with how that complaint was dealt with?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes | Not completely | Not at all | Don’t know |
| 1 | 2 | 3 | 99 |

1. What could be done to further improve the quality of primary education in your village tract/ward? (*Enumerator, Do NOT read the options. Listen to the answer and select the most appropriate. More than one answer is possible. Continue asking “are there any other improvements”, until the respondent knows of no other reasons).*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Nothing needs to be done | 1 | Improve the curriculum | | 5 |
| Build more classrooms or schools | 2 | Improve the school facilities (like toilets, desks, chairs, etc.) | | 6 |
| Increase the number of teachers | 3 | Provide better or more education material | | 7 |
| Improve the quality of teachers | 4 | Don’t know | | 99 |
| Other *[Specify]:* | | |  | |

**Finally I have some questions about the situation of water for household use in your village tract/ward.**

1. Has the provision of water for household use in your village tract/ward improved, worsened or stayed more or less the same over the last three years?

|  |  |  |  |
| --- | --- | --- | --- |
| Improved | 1 | Don’t know | 99 |
| Stayed more or less the same | 2 | Refused to comment | 98 |
| Worsened | 3 |  |  |

*(Enumerator, If Q82 = “improved” go to Q83 and then to Q85, if Q82 = “worsened” go to Q84 and then to Q85, if Q82 = “stayed more or less the same” or “don’t know” go to directly Q85).*

1. Why has the provision of water for household use improved? (*Enumerator:* *More answers are possible. Do not read out options. Listen to the answer and select the most appropriate ones. Continue asking are there any other improvements, until the respondent knows no).*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| More or new taps or pumps have been installed | 1 | Costs for water has gone down | | 5 |
| The main water source is protected or clean | 2 |  | |  |
| The main water source is nearer (new source) | 3 | Refused to answer | | 98 |
| Less people use the same water source | 4 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

1. Why has the provision of water for household use worsened? (*Enumerator:* *More answers are possible. Do not read out options. Listen to the answer and select the most appropriate ones. Continue asking “are there any other problems”, until the respondent knows no other).*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Less taps or pumps or water points due to poor maintenance | 1 | Costs for water has gone up | | 5 |
| The main water source is polluted | 2 |  | |  |
| The main water source is further away | 3 | Refused to answer | | 98 |
| More people use the same water source | 4 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

1. What is the main source of water for household use, meaning from which source do you get most of your water during the year? (Enumerator, *don’t read the options, listen to the respondent and select the most appropriate answer)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Public water supply connection outside compound (like tap or pump) | 1 | Natural water source like river, lake or pond | | 5 |
| Private water supply connection (inside compound) | 2 | Rainwater | | 6 |
| A shallow well | 3 | Buy bottled water | | 7 |
| Deep tube wall | 4 | Refused to answer | | 98 |
|  |  | Don’t know | | 99 |
| Other: *(spec*ify) | | |  | |

*(Enumerator, If Q85 = “Private connection, rain water or bottled water”, go to Q87, if Q85 = public water supply, well or natural water source 86).*

1. How long does it take to get to the main source of water for your household?

|  |  |  |  |
| --- | --- | --- | --- |
| 0-5 minutes | 1 | 30-60 minutes | 4 |
| 5-15 minutes | 2 | More than 60 minutes | 5 |
| 15-30 minutes | 3 | Don’t know | 99 |
| Other *(specify)* | | |  |

1. How would you rate the quality of the water you obtain from the main source of water in terms of safeness to drink? Is that good, acceptable or bad?

|  |  |  |  |
| --- | --- | --- | --- |
| Good | 1 | Bad | 3 |
| acceptable | 2 | Don’t know | 99 |
| Other *(specify)* | | |  |

(*Enumerator, Q.90a to 94 are only concerned with the household who uses the water from government support)*

90.a Did you ever have to pay a government official some money or provide him/her with a gift for water related services (e.g. pay more than the regular fee to receive a water connection)?

|  |  |  |
| --- | --- | --- |
| yes | No | Don’t know |
| 1 | 2 | 99 |

1. Have you ever made a complaint about the water supply (like no water available, dirty water, etc.) or about the attitude of the technicians or staff?

|  |  |  |
| --- | --- | --- |
| Yes | No | Don’t know |
| 1 | 2 | 99 |

*(Enumerator, If Q92 = “yes” go to Q93, if Q92 = “no” or “don’t know” go to Q95).*

1. To whom did you complain? *(Enumerator, more answers are possible. Continue asking: “was there anyone else you complained to” until the respondents says there was nobody else).*

|  |  |  |  |
| --- | --- | --- | --- |
| Staff of the DDA | 1 | One of the village elders | 4 |
| Officer of DDA managing the water facility | 2 | The Village Tract Administrator | 5 |
| A member of the water committee | 3 | Other people in the village | 6 |
| Other (*specify)* |  | Don’t know | 99 |

1. What was the result of that complaint, was the problem resolved?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes immediately | Yes but took a long time | no | Don’t know |
| 1 | 2 | 3 | 99 |

1. Have you ever been involved in or invited for a meeting with government officials to talk about the water services in your village tract/ward?

|  |  |  |
| --- | --- | --- |
| Yes | No | Don’t know |
| 1 | 2 | 99 |

*(Enumerator, if Q95 = “yes” go to Q96, if Q95 = “no” or “don’t know” go to Q97)*

1. What the topic of this meeting? *(Enumerator write down the answer)*

|  |
| --- |
|  |

1. Finally, do you have any other comments or suggestions as to what your government can do better in future? *( Enumerator write down the answer, or a summary of the answer)*

|  |
| --- |
|  |

**Thank you very much for your cooperation**

G. Closing time of interview:

|  |
| --- |
|  |

H. Interview form checked and signed by enumerator:

|  |
| --- |
|  |

I. Interview form checked and signed by supervisor:

|  |
| --- |
|  |