**Questionnaire for Village Tract/Ward Administrator**

**For Phase III Version 28/10/14**

**Introduction:**

*(Enumerator, please read out the following introduction to the respondent)*This interview is conducted by the Myanmar Survey Research on behalf of UNDP, which is an international organisation that is part 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.

The Government of Myanmar and UNDP are working together to improve the quality of ~~basic health~~ services provided to the people of Myanmar. In order to start this process we first need to know what the present challenges are in the provision of keypublic services; what is going well and what needs to be improved? The research team will therefore interview bothcitizens and service providers. We will start with interviewing citizens who are the users and beneficiaries of these facilities. In addition, we will interview managers and staff of a number of primary schools andprimaryhealth facilities to listen to their perspective and identify areas that need to be improved. **Your opinion as a government representative at village tract/wardlevel is therefore very important in order to improve service delivery to thepeople.**

Before answering the questions below, please note that:

1. This survey is about the performance of government institutions in general, and **not** about your or anyone’s else individual performance or the performance of your office. We are only interested in the performance of all village administrators combined. The information that you will provide will be treated **confidential**by the research team.**Nobody**(including your supervisor) will be able to trace your answers back to you. You can therefore be honest and frank and feel free to comment on anything that you think is not functioning well.

2. If you don’t understand a question, please ask the enumerator for clarification. They are there to help you. If you don’t know the answer to a question it is important that you circle the 0 in the “I don’t know” box instead of guessing. For us that is important information as well.

|  |  |
| --- | --- |
| NAME OF VILLAGE TRACT/WARD:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  NAME OF TOWNSHIP: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  STATE/REGION:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  NAME OF ENUMERATOR: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **DATE : \_\_\_/\_\_\_/\_\_\_** |

*(Enumerator: For all questions, replace “Village Tract” by “Ward” if this interview is being conducted with a Ward Administrator)*

**I would like to start by asking some questionsabout yourself.**

1. What is your age?

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

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

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

2a.[ Have you been elected or appointed as VTA before?]

|  |  |  |
| --- | --- | --- |
| Yes | No | Don’t want to say |
| 1 | 2 | 99 |

1. If yes, how many years?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Less than 1 year | Between 1-3 years | Between 4-5 years | Between 6-10 years | More than 10 years | Don’t know |
| 1 | 2 | 3 | 4 | 5 | 99 |

3a. Have you had any other position related to village administration/local committees/local governance? If so which?

|  |  |  |
| --- | --- | --- |
| Yes | No | Don’t want to say |
| 1 | 2 | 99 |

1. Were you elected or appointed as VillageTractAdministrator?

|  |  |  |
| --- | --- | --- |
| Elected | Appointed without an election | Don’t know |
| 1 | 2 | 99 |
|  | *go to Q6* | *go to Q7* |

*4a. When did the election take place? Date:*

*4b. Was the result of the election (vote tallies) publicly announced? Yes/No*

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

*4c. Was there any campaigning/outreach to voters before the election?*

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

*4d. How many other candidates were there? Number:*

*4e. Were there any women candidates?*

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

1. By whom were you elected?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| By all adult male and female villagers through ballot | By all male villagers through ballot | During a village tract meeting by the people present | By the Village Elders and Respected People and/or 10/100 household heads | Don’t know |
| 1 | 2 | 3 | 4 | 99 |
| Other (*specify)* | | | |  |

1. By whom were you appointed?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| By the former Village Tract Administrator | By the Township Administrator | By the State/Region Government | By a local political party | Don’t know |
| 1 | 2 | 3 | 4 | 99 |
| Other (*specify)* | | | |  |

1. When you started your work as elected Village Tract Administrator after the 2012/2013 elections did you receive any written instructions or guidelines?

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

1. When you started as a Village Tract Administrator after the election did you receive any training?

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

*(Enumerator: if Q8 = “Yes” go to Q9, if Q8 = “No” or “I don’t know” go to Q10)*

8a. If you have served as VTA before the election (immediately before or at any time in the past): what is the difference in the mandate and role of the VTA to before?

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

1. Was that sufficient to prepare you for your job as VTA?

|  |  |  |
| --- | --- | --- |
| Yes | No | Don’t know |
| 1 | 2 | 99 |
| *go to Q11* |  | *go to Q11* |

1. What additional training would have been or would still be useful for you to do your job better?

|  |
| --- |
| 1 |
| 2 |

**Next I want to ask you some questions about your work as Village Tract/Ward Administrator**

1. What are the most important functions of a Village Tract/Ward Administrator as per the new legal framework?*(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 | Assist citizens with permits and applications | 7 |
| Provide villagers with information and directives from government | 2 | Bring village problems to the township administration | 8 |
| Mediate when there are conflicts or problems between villagers | 3 | Consult and Involve villagers in decision-making at village level | 9 |
| Collect taxes or village contributions | 4 | Birth and death registration | 10 |
| Ensure that people participate in community labour | 5 | Organise village (committee) meetings | 11 |
| Law enforcement | 6 | Don’t know | 99 |
| Other *[specify]* | | |  |

11a. What are the laws/procedures you consult most frequently that help you to take your decisions and carry out your work?Manuals?

|  |
| --- |
|  |

11b. Do you think your job could be done equally well by a man or a woman?

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

11c. What do you think are the reasons why there are so few female VTAs?

|  |
| --- |
|  |

11d. Is there a Village Tract/Ward Development Support Committee in your Village Tract/Ward?

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

11e.How were the members of theVillage Tract/Ward Development Support Committee elected?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| By all adult male and female villagers through ballot | By all male villagers through ballot | During a village tract meeting by the people present | By the Village Elders and Respected People and/or 10/100 household heads | Don’t know |
| 1 | 2 | 3 | 4 | 99 |
| Other (*specify)* | | | |  |

11f. What are the functions of the VT/WDSC? *(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 VT/W DSC has that you know of” until the respondents stops).(Multiple response)*

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

11g.What is your role in selecting and prioritising projects for the various development funds?*(enumeratormore than one answer is possible, after mentioning one you can ask are there any other roles, until the respondent doesn’t know any other).(Multiple response)*

|  |  |  |  |
| --- | --- | --- | --- |
| Consulting people/VTWDSC about what project they want | 1 | Implement/oversee the project | 5 |
| Selecting a project | 2 | Monitoring/reporting on progress | 6 |
| Preparing a proposal | 3 | Manage the money available for a project | 7 |
| Bringing/defending the proposal at the VTYA meeting in the township | 4 | Don’t know | 99 |
| Other *[specify]* | | |  |

11h. If you would have identified a problem in health or education in your village tract/ward, to whom would you report that to?

|  |  |  |  |
| --- | --- | --- | --- |
| The VT/WDSC | 1 | The manager of the facility (school principal or the health facility manager) | 4 |
| The Township Administrator directly | 2 | The relevant (Township) Head of Department directly[TMO or TEO) directly/Township department concerned | 5 |
| The TA in the VTA meeting | 3 | Don’t know | 99 |
| Other *[specify]* | | |  |

11i.How do you share the information discussed in VTA meetings with the people in your Village Tract/Ward, like new projects that are approved?*(enumeratormore than one answer is possible, after mentioning one you can ask are there any other ways to share information, until the respondent doesn’t know any other).(multiple response)*

|  |  |  |  |
| --- | --- | --- | --- |
| Not, the information is not relevant to them | 1 | By calling a village or village tract meeting | 4 |
| Through the VT/WDSC | 2 | 10/100 heads of households | 5 |
| Village organiser/crier/PA system | 3 | Don’t know | 99 |
| Other *[specify]* | | |  |

1. How do you rate the support you get from the Township Administration in carrying out the function of Village Tract Administrator?

|  |  |  |  |
| --- | --- | --- | --- |
| Bad | Not good/not bad | Good | Don’t know |
| 1 | 2 |  | 99 |

1. How do you appreciate the following aspects of the support you receive from the Township Administration? Please choose between “good”, “not good not bad” or “bad” or “don’t know”

*(Enumerator: read out each statement below and ask the respondent “how do you rate….” Circle Yes/ No/ Can’t Say for each option, as appropriate.)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Good | Not good not bad | bad | Don’t know / Can’t say |
| Clear instructions on what I am supposed to do | 1 | 2 | 3 | 99 |
| Good communications, they keep me well informed | 1 | 2 | 3 | 99 |
| They always support my decisions | 1 | 2 | 3 | 99 |
| I am well equipped to do my job (like office, transport, stationary) | 1 | 2 | 3 | 99 |
| TA has a clear plan and structure | 1 | 2 | 3 | 99 |
| I have enough staff to do the work | 1 | 2 | 3 | 99 |
| Other *[specify]* | | | |  |

13a. Do you provide any written reports to the Township Administrator?

|  |  |  |
| --- | --- | --- |
| Yes | No | Don’t want to say |
| 1 | 2 | 99 |
|  | *go to Q13c* | |

13b. If yes, how often?

|  |  |  |  |
| --- | --- | --- | --- |
| At least once a week(or more often) | 1 | At least once a year | 4 |
| At least once a month | 2 | Irregularly, whenever necessary | 5 |
| At least oncein six months | 3 | Don’t know | 99 |

13c. In what way to you communicate with the members of your community?

|  |  |  |  |
| --- | --- | --- | --- |
| I call regular community meetings and inform them verbally at least once a month | 1 | I inform the 10/100 Household Heads and ask them to pass on the information | 5 |
| I call regular community meetings and inform them verbally at least once a year | 2 | I inform the community through the local media (newspapers, radion, etc) | 6 |
| I inform citizens when they come to see me | 3 |  |  |
| I provide written materials (notices, letters, etc) | 4 | Don’t know | 99 |

1. In carrying out the function of Village Tract Administrator what are the biggest challenges you face?

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | | |  |

1. What is according to you the **most important problem** in this village tract/ward at the moment?

|  |  |  |  |
| --- | --- | --- | --- |
| Poor roads (or access to village tract/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 |
|  |  | Don’t know | 99 |
| Other *[specify]* | | |  |

*(Enumerator: If answer Q15 = “don’t know”, go to Q19)*

1. Who is **first of all** responsible for solving this (i.e. the most important) problem? I will read you a list of possibilities, please select the most appropriate one. *(Enumerator,repeat the problem mentioned under Q15. Then 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 respectedpeople | 4 |
| The Township Administration | 5 |
| The State/region or Union Government | 6 |
| The Self-Administered Area (ask only where applicable – in Sagaing and Shan) | 7 |
| Anyone else, please specify: | 96 |
| Don’t know | 99 |

1. Do you think that the township administration or the government in general is aware of this problem?

*(Enumerator: repeat the problem mentioned under Q15.)*

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

*(Enumerator, if Q 18 = “yes”, go to Q 19. If Q18 = “no” or “don’t know” go to Q20)*

1. What is the township administration or any other government body doing to resolve this problem?

|  |  |  |  |
| --- | --- | --- | --- |
| 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 hasmade 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 not made any improvements | 1 | Improved electricity connection | | 5 |
| Improved roads | 2 | Improved safety and security in the village | | 6 |
| Improved education facilities or services | 3 | It improved access/ownership of land | | 7 |
| Improved health facilities or services | 4 | It created more jobs | | 8 |
| Improved water situation | 5 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

1. Have the following services in your village tract/wardimproved, worsened or stayed more or less the same over the last three years? If changed in what way?*(Enumerator, please read out every item on the list and ask has…. Improved, worsened or stayed more or less the same. If the respondent says improved or worsened, please ask “in what way?”)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Service | Improved | Worsened | More or less the same | If improved or deteriorated, in what way? |
| 1. Primary education | 1 | 2 | 3 |  |
| 1. Basic healthcare | 1 | 2 | 3 |  |
| 1. Water provision for consumption | 1 | 2 | 3 |  |
| 1. Electricity | 1 | 2 | 3 |  |
| 1. Roads | 1 | 2 | 3 |  |
| 1. Safety and security | 1 | 2 | 3 |  |

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).*

|  |  |  |  |
| --- | --- | --- | --- |
| Radio | Yes 1 | No 2 | Not sure 99 |
| Television | Yes 1 | No 2 | Not sure 99 |
| Newspapers | Yes 1 | No 2 | Not sure 99 |
| Township Administrator (GAD office) | Yes 1 | No 2 | Not sure 99 |
| Meeting of the Village Tract Administrators | Yes 1 | No 2 | Not sure 99 |
| State or Region Government / State GAD | Yes 1 | No 2 | Not sure 99 |
| The Self-Administered Area (ask only where applicable – in Sagaing and Shan) | Yes 1 | No 2 | Not sure 99 |
| Friends, family or other people in the village | Yes 1 | No 2 | Not sure 99 |
| Is there any other way you get informed please mention which way | Yes 1 | No 2 |  |

1. Are the township administration and other government departments 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 | 2 | 99 |

1. Do you know any committees at the township level that have been established to enhance participation and local knowledge?

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

*(Enumerator, if Q24 = “yes”, go to Q25, if Q24 = any other answer, go to Q27)*

1. Can you mention the name of one or more of thecommittees at township level which have been set up in the last two years?*(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 Development (Municipal) Affairs Committee | | 4 |
|  |  | Don’t know | | 99 |
| Other *[specify]* | | |  | |

*(Enumerator, if the respondent can mention at least one name of a committee in Q25, continue with Q26, if he/she can’t mention a name go to Q27).*

1. Can you tell me what the functions of the Township Development Support Committee are, what is it doing?*(Enumerator, more than one answer is possible, please continue asking: “can you mentionanyother functions” until the respondent stops)*

|  |  |  |  |
| --- | --- | --- | --- |
| To support the development of the township | 1 | To meet with the Township Management Committee | 5 |
| To resolve bottlenecks for development in the township | 2 | To promote economic development of the township | 6 |
| To provide advice to the TA and government departments | 3 |  |  |
| To bring issues/problems of the citizens to the attention to the Township Management | 4 | Don’t know | 99 |
| Other *[specify]* | | |  |

26a. How do you interact with the TDSC?

1. Which of the following committees or groups are active in this village tract/ward (meaning that they meet on a regular base and take decisions)? *(Enumerator mention each group/committee by asking for each group: “Is there an active a ….. in this village tract/ward?”,At the end, ask: are there any other active groups in this village tract? Ask for more at the end until the VTA can’t add any others).*

|  |  |  |  |
| --- | --- | --- | --- |
| 1. Socio-religious youth group | 1. yes | 2. no | 3. Don’t know |
| 1. Pagoda/church board | 1. yes | 2. no | 3. Don’t know |
| 1. School Committee/ Parents Teachers Association | 1. yes | 2. no | 3. Don’t know |
| 1. Village Health Committee | 1. yes | 2. no | 3. Don’t know |
| 1. Village Elders and Respected Persons (VERP) | 1. yes | 2. no | 3. Don’t know |
| 1. Village militia | 1. yes | 2. no | 3. Don’t know |
| 1. Fire brigade | 1. yes | 2. no | 3. Don’t know |
| 1. Women group(s) | 1. yes | 2. no | 3. Don’t know |
| 1. Village Tract/Ward Development Support Committee | 1. yes | 2. no | 3. Don’t know |
| 1. Other groups/committees (please specify) | | | |

*27a. If there is there aVillage Tract/Ward Development Support Committee how were the members of the Support Committee selected?*

*27b. Who are the members of the Support Committee? (Male/female, age, ‘represented’ organisation)*

*27c. How often does the VT/WDSC meet?*

*27d. What is the role of the Committee?*

*27e. How do you work with the Committee?*

1. Do you think that the government is involving peopleenough in decision-making processes that affect their life, like the planning of new school, new health centres, roads, etc.?

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

*(Enumerator, if Q28= “yes”, go to Q29, if Q28 = any other answer, go to Q30)*

1. What could the government do to improve the way it involves people in this village tract/ward in planning and decision-making? *(Enumerator more answers are possible, if the respondent has no idea you can read out the answer categories below and check whether hesupport the ideas)*

|  |  |  |  |
| --- | --- | --- | --- |
| Hold more meetings with all villagers | 1 | Improve communication, share more information | 5 |
| Make more use of the newly established committees | 2 | To promote economic development of the township | 6 |
| Train the committees better so that they better represent the interests of the people | 3 |  |  |
| Change the mandate of the committees and | 4 | Don’t know | 99 |
| Other *[specify]* | | |  |

29a. What could be done to involve women more actively in planning and decision-making in the village tract/ward and townships*(Enumerator, more than one answer is possible, please continue asking: “can you mention other ways to involve women more actively” until the respondent stops)(Multiple response)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Nothing, they are enough involved | 1 | Appoint female Township Administrators | | 5 |
| Include women in the VT/WDSCs | 2 | Define women quota for TDSC/TDAC[Municipal] | | 6 |
| Next time allow women to be elected as VTA | 3 | Women should be allowed to occupy senior staff functions in the administration /GADas well | | 7 |
| Motivate/train women to become more active | 4 | Don’t know | | 99 |
| Other *[specify]* | | |  | |

**Next I have a few question about the safety and security in this village tract/ward**

1. In your opinion, how safe do you think your village tract/ward is?

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

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 Q31 = “improved” go to Q32 and then to Q34, if Q 31 = “worsened” go to Q33 and then Q34, if Q 31 = “stayed more or less the same” go directly to Q34).*

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 the village (religious, ethnic, language) | 4 |  |  |
| Other *[specify]* |  | Don’t know | 99 |  |

1. In your opinion, what should be done to further 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]:* | | |  |

1. What are the most common problems/conflicts you are requested to resolve or mediate?*(enumerator note the difference between 3 and 7)*

|  |  |  |  |
| --- | --- | --- | --- |
| Traffic problems/conflicts | 1 | Misbehaviour (like alcoholism, drugs abuse) | 5 |
| Domestic problems | 2 | Harassments or assaults | 6 |
| Land issues between people | 3 | Land issues between people and governmentor between people and large businesses | 7 |
| Alleged crimes (like burglary, robbery, etc.) | 4 | Don’t know | 99 |
| Other *[Specify]:* | | |  |

1. Regarding access to services from the government in general (e.g. health, education, water supply, registration of land or property, etc.) does everyone in this village tract/ward regardless of gender, age, ethnicity, religion and wealth receive the same treatment, meaning that there is no discrimination?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes | 1 | No – there is discrimination due to race/ ethnicity/ language | 4 |
| No – there is discrimination due to age | 2 | No – there is discrimination due to religion | 5 |
| No – there is discrimination due to gender | 3 | No – discrimination due to other reasons (specify) |  |
| I Don’t know | 99 | Refused to comment | 98 |

1. 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)*

|  |
| --- |
|  |

I have a few additional questions specifically for this village in which we will do the interviews:

C*(Enumerator, if there is more than one facility in the village tract/ward, repeat the questions C and D for all facilities)*

D**A.How many staffers/co-workers do you have permanently to help you? Please give number and male/female**

**B. Do you have an office?**

**C. Do you have electricity at your office?**

**D. Do you have a vehicle? (motorcycle/ car)**

**E. Do you have a budget for office supplies, stationery, communication materials etc.**

**F. Do you have a mobile phone? (to use for their work?)**

**G. Do you have a typewriter?**

**H. Do you have access to a computer? If yes, how often do you use it?**

**I. Do you have access to the Internet? If yes, how often do you use it?**

**J. Do you collect any fees for documents/administrative services (i.e. household registration, visitors’ registration, birth certificates, etc.)? If yes, how are the fees set and communicated to the people?**

**K. Do you have any other job/source of income besides being VTA/WA?**

**L. How often do you meet the elected representative Members of your village in the (1) PyithuHluttaw (2) AmyothaHluttaw (3) State/Region Hluttaw?**

**(4) The Self-Administered Area (ask only where applicable – in Sagaing and Shan)**

**M. In your verbal communication with people in your ward/village, do you ever use any languages other than Myanmar? How often? Which ones?**

**In writing?**

**Thank you very much for your cooperation!!**