Section 1. All

1.1 ID

Interviewer initials and survey number (for example RK001)
(required)

1.2 District number

In which district are you?

Expects a single option response (required)

☐ 1 [1]
☐ 2 [2]
☐ 3 [3]
☐ 4 [4]
☐ 5 [5]
☐ 6 [6]
☐ 7 [7]
☐ 8 [8]
☐ 9 [9]
☐ 10 [10]
☐ 11 [11]
☐ 12 [12]

1.3 Introduction

Hello, my name is (NAME) and I am working for NRC. We are interviewing beneficiaries that received hygiene kits from NRC distribution site to find out if they are satisfied about the item. I will not ask your name and what you will say will not affect the assistance you receive. This survey will take approximately 10 minutes.

1.4 Gender

Gender

Expects a single option response (required)

☐ Female [Female]
☐ Male [Male]

1.5 Family size

Family size

Expects a numeric response (required)

☐ Yes [Yes]
☐ No [No]
1.7 Age

Age

Expects a numeric response (required)

1.8 Have you received IMC hygiene kit from IRC distribution center

Have you received IMC hygiene kit from NRC distribution center?

Expects a single option response (required)

☐ Yes [Yes]
☐ No [No]

Branches

If response Equals 'No [No]' then skip to If no why (1.9)

1.9 If no why

IF No, Why?

(required)

1.10 Did you physically go to NRC distribution center or let someone else pick the assistance for you

Did you physically go to NRC distribution center or let someone else pick the assistance for you?

Expects a single option response (required)

☐ I went by myself [I went by myself]
☐ I let someone else pick it for me [I let someone else pick it for me]

1.11 Is this the first time for you to receive this kit

Is this the first time for you to receive this kit?

Expects a single option response (required)

☐ Yes [Yes]
☐ No [No]

Branches

If response Equals 'No [No]' then skip to If not when was the last time for you to receive this kit (1.12)

Prerequisites

Skip when Is this the first time for you to receive this kit (1.11) Equals 'Yes [Yes]' (1.11)

1.12 If not; when was the last time for you to receive this kit

If not; when was the last time for you to receive this kit?

Expects a single option response (required)

☐ a month ago [a month ago]
☐ two-three months ago [two-three months ago]
☐ three-six months ago [three-six months ago]
☐ more than six months [more than six months]
☐ When I arrived to the camp [When I arrived to the camp]
☐ Other [Other]
1.13 What did you do with the items you received?

What did you do with the items you received?

- Used them
- Traded them with something else
- Sold them
- Kept them
- Other; Please specify

Branches
- If response Equals 'Other; Please specify' then skip to Other (1.14)
- If response Equals 'Used them' then skip to What is your opinion of the quality of the soap (1.16)
- If response Equals 'Traded them with something else' then skip to What is your opinion of the quality of the soap (1.16)
- If response Equals 'Sold them' then skip to How much is the estimated price for selling the kit (1.15)
- If response Equals 'Kept them' then skip to How much is the estimated price for selling the kit (1.15)

Prerequisites
- Skip when What did you do with the items you received (1.13) Not Equal 'Other; Please specify' (1.14)

1.14 Other

Other

(required)

Prerequisites
- Skip when What did you do with the items you received (1.13) Not Equal 'Sold them' (1.15)

1.15 How much is the estimated price for selling the kit

How much is the estimated price for selling the kit?

- Less than 3 JIDs
- 3-5 JIDs
- More than 5 JIDs
- I don't know

Prerequisites
- Skip when What did you do with the items you received (1.13) Not Equal 'Sold them' (1.15)

1.16 What is your opinion of the quality of the soap

What is your opinion of the quality of the soap?

- Good
- Fair
- Poor

Branches
- If response Equals 'Poor' then skip to If the response is poor please explain (1.17)

Prerequisites
- Skip when What is your opinion of the quality of the soap (1.16) Not Equal 'Poor' (1.16)

1.17 If the response is poor please explain

If the response is poor, please explain.

(required)
1.18 What is your opinion of the quality of the toothbrush?

What is your opinion of the quality of the toothbrush?

Expects a single option response (required)

☐ Good
☐ Fair
☐ Poor

Branches
If response Equals 'Poor' then skip to If the response is poor please explain1 (1.19)

Preconditions
Skip when What is your opinion of the quality of the toothbrush (1.18) Not Equal 'Poor'

1.19 If the response is poor please explain1

if the response is poor, please explain.

(required)

1.20 What is your opinion of the quality of the toothpaste?

What is your opinion of the quality of the toothpaste?

Expects a single option response (required)

☐ Good
☐ Fair
☐ Poor

Branches
If response Equals 'Poor' then skip to If the response is poor please explain3 (1.21)

Preconditions
Skip when What is your opinion of the quality of the toothpaste (1.20) Not Equal 'Poor'

1.21 If the response is poor please explain3

if the response is poor, please explain.

(required)

1.22 What is your opinion of the quality of the mini towel?

What is your opinion of the quality of the mini towel?

Expects a single option response (required)

☐ Good
☐ Fair
☐ Poor

Branches
If response Equals 'Poor' then skip to If the response is poor please explain2 (1.23)

Preconditions
Skip when What is your opinion of the quality of the mini towel (1.22) Not Equal 'Poor'

1.23 If the response is poor please explain2

if the response is poor, please explain.

(required)
1.24 What is your opinion of the quality of the nail clipper?

What is your opinion of the quality of the nail clipper?

Expects a single option response (required)

☐ Good [Good]
☐ Fair [Fair]
☐ Poor [Poor]

Branches
If response Equals 'Poor [Poor]' then skip to If the response is poor please explain4 (1.25)

Prerequisites
Skip when What is your opinion of the quality of the nail clipper (1.24) Not Equal 'Poor [Poor]'

1.25 If the response is poor please explain4

if the response is poor, please explain.

(required)

1.26 What is your opinion of the quality of the shampoo

What is your opinion of the quality of the shampoo?

Expects a single option response (required)

☐ Good [Good]
☐ Fair [Fair]
☐ Poor [Poor]

Branches
If response Equals 'Poor [Poor]' then skip to If the response is poor please explain5 (1.27)

Prerequisites
Skip when What is your opinion of the quality of the shampoo (1.26) Not Equal 'Poor [Poor]'

1.27 If the response is poor please explain5

if the response is poor, please explain.

(required)

1.28 What is your opinion of the quality of the bathing sponge

What is your opinion of the quality of the bathing sponge?

Expects a single option response (required)

☐ Good [Good]
☐ Fair [Fair]
☐ Poor [Poor]

Branches
If response Equals 'Poor [Poor]' then skip to If the response is poor please explain6 (1.29)

Prerequisites
Skip when What is your opinion of the quality of the bathing sponge (1.28) Not Equal 'Poor [Poor]'

1.29 If the response is poor please explain6

if the response is poor, please explain.

(required)
1.30 What is your opinion of the quality of the adhesive medical tape?

What is your opinion of the quality of the adhesive medical tape?

Expect a single option response (required)

☐ Good [Good]
☐ Fair [Fair]
☐ Poor [Poor]

Branches
If response Equals 'Poor [Poor]' then skip to If the response is poor please explain? (1.31)

Prerequisites
Skip when What is your opinion of the quality of the adhesive medical tape (1.30) Not Equal 'Poor [Poor]'

1.31 If the response is poor please explain?

if the response is poor, please explain.

(required)

1.32 How did you know about the distribution?

How did you know about the distribution?

Expect a single option response (required)

☐ I received a leaflet from NRC staff [I received a leaflet from NRC staff]
☐ Through the street/district leader [Through the street/district leader]
☐ Through relatives and friends [Through relatives and friends]
☐ Speakers of mosques [Speakers of mosques]
☐ Other; please specify [Other; please specify]

Branches
If response Equals 'Other; please specify [Other; please specify]' then skip to Other way of knowing about the distribution (1.33)

Prerequisites
Skip when How did you know about the distribution (1.32) Not Equal 'Other; please specify [Other; please specify]'

1.33 Other way of knowing about the distribution

Other way of knowing about the distribution

(required)

1.34 Was the quantity of the items inside the kit enough -comparing to your family size- for one month

Was the quantity of the items inside the kit enough -comparing to your family size- for one month?

Expect a single option response (required)

☐ Yes [Yes]
☐ No [No]

Branches
If response Equals 'No [No]' then skip to If not what were the items that were not enough (1.35)
1.26 If not, what were the items that were not enough?
If not, what were the items that were not enough?
Expects multiple selected options (required)

- Soap (Soap)
- Tooth brush (Tooth brush)
- Tooth paste (Tooth paste)
- Mini towel (Mini towel)
- Nail clipper (Nail clipper)
- Shampoo (Shampoo)
- Bathing sponge (Bathing sponge)
- Adhesive medical tape (Adhesive medical tape)

1.30 When did you go to NRC replenishment site to receive their assistance?
When did you go to NRC replenishment site to receive their assistance?
Expects a single option response (required)

- Morning (Morning)
- Noon (Noon)
- Afternoon (Afternoon)

1.37 How long did you have to wait at the queue before arriving to the data entry assistant?
How long did you have to wait at the queue before arriving to the data entry assistant?
Expects a single option response (required)

- Less than half an hour (Less than half an hour)
- Half an hour to one hour (Half an hour to one hour)
- More than one hour (More than one hour)

1.38 How long did it take you to receive your voucher from data entry staff?
How long did it take you to receive your voucher from data entry staff?
Expects a single option response (required)

- Less than 5 minutes (Less than 5 minutes)
- More than 5 minutes (More than 5 minutes)

Branches
If response Equals 'More than 5 minutes [More than 5 minutes]' then skip to If more than 5 minutes (1.39)

Prerequisites
Skip when How long did it take you to receive your voucher from data entry staff (1.38) Equals 'Less than 5 minutes [Less than 5 minutes]'

1.39 If more than 5 minutes
If more than 5 minutes, give explanation please
(required)
1.40 How long did it take you to receive your assistance from distribution staff?

How long did it take you to receive your assistance from distribution staff?

- Less than ten minutes [Less than ten minutes]
- More than ten minutes [More than ten minutes]

Branches
- If response equals 'Less than ten minutes [Less than ten minutes]' then skip to 1.41

Prerequisites
- Skip when 'How long did it take you to receive your assistance from distribution staff (1.40)' equals 'Less than ten minutes [Less than ten minutes]'

1.41 If more than 10 minutes please give explanation

If more than 10 minutes, please give explanation.

(required)

1.42 Did you face any difficulty or problem during the distribution process?

Did you face any difficulty / problem during the distribution process?

- Yes [Yes]
- No [No]

Branches
- If response equals 'Yes [Yes]' then skip to 1.43

1.43 Where was the problem?

Where was the problem?

- Entrance [Entrance]
- Queue [Queue]
- Data Entry [Data Entry]
- Distribution rub hall [Distribution rub hall]
- Exit [Exit]

1.44 What was the problem?

What was the problem?

- Bad treatment [Bad treatment]
- Lack of information [Lack of information]
- Very long process [Very long process]
- Security concern [Security concern]
- Other; please specify [Other; please specify]

Branches
- If response includes 'Other; please specify [Other; please specify]' then skip to Other problem (1.45)

Prerequisites
- Skip when 'What was the problem (1.44)' excludes 'Other; please specify [Other; please specify]'

1.45 Other problem

Other problem

(required)
1.46 Do you have any recommendations on the distribution process?

(required)

Preconditions
Stop when Have you received IMC hygiene kit from NRC distribution center (1.8) Equals 'Yes' [Yes]

4.47 the assessment ends

the assessment ends, thank the refugee for his/ her time