Azraq Winterization NFI Distribution - November 2014
Post Distribution Monitoring Questionnaire

Interview Date:
Interviewer Name:

Introduction
Hello, my name is ______________ and I am working for NRC. We are interviewing households that received assistance from NRC in your community. We would like to ask you some questions to find out if you are satisfied with our services so far and to understand ways to improve our service delivery. What you will say will be kept confidential and will not be revealed to any other group. This survey will take approximately 10 minutes to complete.

Do you agree to answer our questions?
☐ Yes
☐ No

Background
Gender
☐ Male
☐ Female

Village number
☐ 3
☐ 6

Block number

Family size

HoHH
☐ Yes
☐ No

Age of interviewee

Special Cases
☐ Mental Disability
☐ Physical Disability
☐ Unaccompanied Minor
☐ Sick/Ill
☐ Old
☐ Pregnancy/Lactation
☐ Female headed household
☐ Single female
☐ None

Hygiene Kit Items related Questions
1. Did you receive a hygiene kit from NRC distribution site?
   Yes
   No, why?
   ☐ Not eligible
   ☐ Was out of camp/vacation
   ☐ Did not know about the distribution
   ☐ No one available to collect items
   ☐ Other
2. What did you do with the items you received?

<table>
<thead>
<tr>
<th>Used them</th>
<th>Exchanged them with something else</th>
<th>Sold them</th>
<th>Other (please specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Move to next questions</td>
<td>- What did you exchange it for?</td>
<td>- Why did you sell it?</td>
<td>- How much is the estimated price for selling the kit?</td>
</tr>
</tbody>
</table>

3. Was the quantity you received enough compared with the family size?
   Yes
   No, If No; what were the items that are not enough?

4. How was the quality of the soap?
   Good
   Fair
   Bad, 1) Please explain and 2) what do you suggest to improve the quality?

5. How was the quality of the toothbrush?
   Good
   Fair
   Bad, 1) Please explain and 2) what do you suggest to improve the quality?

6. How was the quality of the toothpaste?
   Good
   Fair
   Bad, 1) Please explain and 2) what do you suggest to improve the quality?

7. How was the quality of the shampoo?
   Good
   Fair
   Bad, 1) Please explain and 2) what do you suggest to improve the quality?

8. How was the quality of the sanitary napkins?
   Good
   Fair
   Bad, 1) Please explain and 2) what do you suggest to improve the quality?

9. How was the quality of the towel?
   Good
   Fair
   Bad, 1) Please explain and 2) what do you suggest to improve the quality?

10. How was the quality of the plastic comb?
    Good
    Fair
    Bad, 1) Please explain and 2) what do you suggest to improve the quality?

11. How was the quality of the nail clipper?
    Good
    Fair
    Bad, 1) Please explain and 2) what do you suggest to improve the quality?

12. How was the quality of the washing line/rope?
    Good
    Fair
    Bad, 1) Please explain and 2) what do you suggest to improve the quality?

13. How was the quality of the laundry bucket?
14. How was the quality of the laundry powder/soap?
   Good
   Fair
   Bad, 1) Please explain and 2) what do you suggest to improve the quality?

15. How was the quality of the dishwashing detergent?
   Good
   Fair
   Bad, 1) Please explain and 2) what do you suggest to improve the quality?

16. How was the quality of the disinfection solution?
   Good
   Fair
   Bad, 1) Please explain and 2) what do you suggest to improve the quality?

17. How was the quality of the water jerry cans?
   Good
   Fair
   Bad, 1) Please explain and 2) what do you suggest to improve the quality?

18. Was there any item(s) you didn't use?
   Yes
   No, 1) Why and 2) what were the item(s)?

19. Was there any item(s) that wasn't useful in the kit?
   Yes, what were the item(s)? And why?
   No

20. Was there any item you needed that wasn't included in the kit?
   Yes, what were the items?
   No

21. Do you think that the distribution period for the hygiene kit is enough?
   Yes
   No, what do you think is the suitable period? - Less than one month
      - One month
      - Two months

22. Did you receive clothes from NRC distribution site?
   Yes
   No, why?
   - Not eligible
   - Was out of camp/vacation
   - Did not know about the distribution
   - No one available to collect items
   - Other

23. What did you do with the clothes you received?

<table>
<thead>
<tr>
<th>Used them</th>
<th>Exchanged them with something else</th>
<th>Sold them</th>
<th>Other (please specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Move to next questions</td>
<td>- What did you exchange them for?</td>
<td>- Why did you sell them?</td>
<td>- How much is the estimated</td>
</tr>
</tbody>
</table>
24. What was the type of clothes received?
   Winter
   Summer
   Mix of both

25. How was the quality of winter clothes?
   Good
   Fair
   Bad, 1) Please explain and 2) what do you suggest to improve the quality?

26. How was the quality of summer clothes?
   Good
   Fair
   Bad, 1) Please explain and 2) what do you suggest to improve the quality?

27. Were the distributed clothes appropriate to weather conditions?
   Yes
   No

28. Were the distributed clothes appropriate to the cultural Norms?
   Yes
   No

29. Were the distributed clothes sizes matches your actual body size?
   Yes
   No

30. If there was any special case, did the case receive the appropriate clothes?
   Yes
   No

31. Did you receive summer shoes from NRC distribution site?
   Yes
   No, why?
   ■ Not eligible
   ■ Was out of camp/vacation
   ■ Did not know about the distribution
   ■ No one available to collect items
   ■ Other

32. What did you do with the summer shoes you received?
   Used them
   Exchanged them with something else
   Sold them
   Other (please specify)

33. How was the quality of the summer shoes in general?
   Good
   Fair
   Bad, 1) Please explain and 2) what do you suggest to improve the quality?
34. Did the summer shoes you received fits your foot size?
   Yes
   No

35. Did the summer shoes you received colour was suitable?
   Yes
   No

--- Blankets related Questions ---

36. Did you receive blankets from NRC distribution site?
   Yes
   No, why?
   - Not eligible
   - Was out of camp/vacation
   - Did not know about the distribution
   - No one available to collect items
   - Other

37. Which blankets did you prefer? And why?
   - Saudi blankets
   - Medium thermal blankets
   - High thermal blankets

38. What did you do with the thermal blankets you received?

<table>
<thead>
<tr>
<th>Used them</th>
<th>Exchanged them with something else</th>
<th>Sold them</th>
<th>Other (please specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Move to next questions</td>
<td>-</td>
<td>- Why did you sell them?</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>- What did you exchange them for?</td>
<td>- How much is the estimated price for selling the blankets?</td>
<td></td>
</tr>
</tbody>
</table>

39. How was the quality of the Saudi blankets?
   Good
   Fair
   Bad, 1) Please explain and 2) what do you suggest to improve the quality?

40. How was the quality of the medium thermal blankets?
   Good
   Fair
   Bad, 1) Please explain and 2) what do you suggest to improve the quality?

41. How was the quality of the high thermal blankets?
   Good
   Fair
   Bad, 1) Please explain and 2) what do you suggest to improve the quality?

--- Gas Heater related Questions ---

42. Did you receive a gas heater from NRC distribution site?
   Yes
   No, why?
   - Not eligible
   - Was out of camp/vacation
   - Did not know about the distribution
   - No one available to collect items
   - Other

43. What did you do with the gas heater you received?
44. Did NRC connect your heater?
Yes, after how many days it was connected?
No, do you know the reason? How did you solve it?

45. Did you face any difficulty using the gas heater?
Yes, what was the problem? How did you solve it?
No

46. How is the quality of the gas heater?
Good
Fair
Bad, 1) Please explain and 2) what do you suggest to improve the quality?

47. Are you aware of fire safety minimum standards?
Yes, how did you know about them?
- Pamphlet/posters
- Regular checks
- Awareness sessions
No

48. Do you know what to do if there is a leakage in gas connections?
Yes
No

49. Do you know how to connect/disconnect the gas heater by yourself if you have the required tools?
Yes
No

Messaging and Complaint Mechanism related Questions

50. Did you know about all distributions time in advance?
Yes
No, what are the distribution cycles you didn't know about?

51. How did you know about the distributions?
- NRC Staff/Leaflet
- Care Community Center
- Relatives/friends
- Other, explain

52. Are you aware of any complaint mechanism?
Yes, which ones do you know?
No

53. Do you know how to submit a complaint?
Yes
No

54. Have you ever submitted a complaint?
Yes, how did you do that?
No

End of Questionnaire
Thank you!