**Voucher PDM Questionnaire for Households**

The purpose of this tool is to allow for collecting information from beneficiary households on the voucher distribution and redemption processes. It also allows for understanding how beneficiaries used the items exchanged for vouchers and how this has impacted their situation. PDM is usually conducted a few weeks after the redemption of vouchers so that beneficiaries have time to make use of their entitlements. This questionnaire includes general questions whose suitability should be checked against the context and the type of voucher scheme in place. This questionnaire is voucher-specific and can be either used as it is or completed with more general questions from the PDM questionnaires available in module 5.

|  |  |
| --- | --- |
| **Questionnaire #** |  |
| **Location (District/Village, Neighbourhood)** |  |
| **Date** |  |
| **Interviewer name** |  |

**PERSONAL INFORMATION (INTERVIEWEE)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name** |  | | | | | |
| **Gender (M/F)** |  | | | | | |
| **Age** |  | | | | | |
| **Head of household?** | Yes | | | Not | | |
| **If not, indicate relationship:** | Spouse | Parent | Child | | Sibling | Other \_\_\_\_\_ |
| **How many people live in your household, including yourself?** *(You can ask about children, elderly, disabled etc., when relevant to the programme)* |  | | | | | |

**VOUCHER DISTRIBUTION**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **How far did you have to travel to get to the voucher distribution point?** | Time: \_\_\_\_\_\_ min | | Distance: \_\_\_\_\_\_Km | | | |
| **How much did it cost to get there and go back home?** |  | | | | | |
| **How long did you have to wait to receive the vouchers?** |  | | | | | |
| **How would you evaluate the waiting time?** | Too long | Acceptable | | | | Very fast |
| **How would you evaluate the waiting conditions?** | Uncomfortable | Acceptable | | | | Comfortable |
| **Did you experience any problem with the voucher distribution process?** | Yes | | Not | | | |
| **If yes, please describe** |  | | | | | |
| **Does the frequency with which you received the vouchers suit your needs?** | Yes | | | | Not | |
| **If not, please explain why** |  | | | | | |
| **Did you have to pay anyone to receive your vouchers?** | Yes | | | | Not | |
| **If yes, to whom and how much?** |  | | | | | |
| **Did you feel safe at the distribution site?** | Yes | | | Not | | |
| **If not, why?** |  | | | | | |

**VOUCHER REDEMPTION PROCESS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Are you satisfied with the vendor selected for the project?** | Yes | | Not | | |
| **If not, why?** |  | | | | |
| **How long did you have to travel to get to the vendor/market?** | Time: \_\_\_\_\_\_ min | | Distance: \_\_\_\_\_\_Km | | |
| **How much did it cost to go and come back?** |  | | | | |
| **How many times did you have to go to the vendor/market to redeem your vouchers?** |  | | | | |
| **Did you fully understand the redemption process when it was explained to you?** | Yes | | Not | | |
| **If not, were you able to get the necessary assistance at the shop/market?** | Yes | | Not | | |
| **If yes, by whom?** | Shop attendant | Project staff | Community members | | Other \_\_\_\_\_\_ |
| **Were you treated with respect by the shop attendant / trader?** | Yes | | | Not | |
| **If not, what was the problem?** |  | | | | |
| **Did you experience any other problem redeeming the vouchers?** | Yes | | Not | | |
| **If yes, please describe** |  | | | | |
| **Do you know how to submit a complaint or provide feedback on the project?** | Yes | | | Not | |
| **If yes, please describe** |  | | | | |

**CONTROL OVER AND USE OF VOUCHERS**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Who keeps the vouchers in your household?** | Wife | Husband | | Both | | Other \_\_\_\_\_\_\_ |
| **Who decides about what to buy with the voucher? (Cash voucher)** | Wife | Husband | | Both | | Other \_\_\_\_\_\_\_ |
| **Has control over vouchers caused conflict within your household?** | Yes | | | Not | | |
| **If yes, explain** |  | | | | | |
| **What did you get with the vouchers? List items and quantities** *(cash vouchers)* | Items | | | Quantities | | |
| 1. | | |  | | |
| 2. | | |  | | |
| 3. | | |  | | |
| **Were you able to exchange the vouchers for the type and quantity of commodities you most needed?** *(cash vouchers)* | Yes | | | Not | | |
| **If not, what items you needed and were not able to get?** *(cash vouchers)* |  | | | | | |
| **What did you do with the commodities you exchanged your vouchers for?** *(commodity vouchers)* | Consumed | Sold | | Shared | | Stock |
| **How were prices at the shop compared to other vendors?** | Higher | | Same | | Lower | |
| **How was the quality of the commodities available at the shop?** | Low | | Acceptable | | Good | |
| **How was the variety of items available at the shop/market?** *(cash vouchers)* | Limited | | Normal | | Wide | |

**GENERAL EVALUATION OF VOUCHER PROJECT**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **What is your general evaluation of the project?** | No good | | Neutral | | | | Good | |
| **Were there any conflicts in the community because of the project?** | Yes | | | | Not | | | |
| **If yes, explain** |  | | | | | | | |
| **What did you like most about the project?** |  | | | | | | | |
| **What did you like least about the project?** |  | | | | | | | |
| **What would be your preferred modality of assistance in the future?** | Cash | Cash voucher | | Commodity voucher | | In-kind | | Other \_\_\_\_ |
| **Why?** |  | | | | | | | |
| **Do you have any suggestion to improve the project?** |  | | | | | | | |