**Voucher PDM Questionnaire for Traders**

The purpose of this tool is to allow for collecting information from traders on: the voucher redemption and payment processes; the price, quantity and quality of commodities sold; and the impact of the project on the participating businesses. This questionnaire includes general questions whose suitability should be checked against the context and the type of voucher scheme in place.

|  |  |
| --- | --- |
| **Questionnaire #** |  |
| **Shop location** |  |
| **Date** |  |
| **Interviewer name** |  |

**TRADER PERSONAL INFORMATION (INTERVIEWEE)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | | |
| **Gender (M/F)** |  | | |
| **Age** |  | | |
| **Type of business** *(e.g. street vendor, market stand, kiosk, shop, supermarket, etc.)* |  | | |
| **Size of business** *(classify according to local standards)* | Small | Medium | Large |
| **Number of people working in the business, including family members** |  | | |
| **Phone number** |  | | |

**VOUCHER REDEMPTION AND PAYMENT PROCESS**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **How difficult was to respect the terms of contract (including timeliness)?** | Difficult | Neutral | | | | | Easy |
| **If difficult, why?** |  | | | | | | |
| **Was it easy for you to exchange the vouchers and fill out the project forms?** | Yes | | | Not | | | |
| **If not, which were your difficulties?** |  | | | | | | |
| **Has the project staff supported you during the process?** | Yes | | Yes, but not enough | | | Not | |
| **Do you think it was easy for beneficiaries to redeem the vouchers?** | Yes | | | Not | | | |
| **If not, which were their difficulties?** |  | | | | | | |
| **Was there any particular group finding it more difficult to redeem vouchers?** *(consider: elderly, illiterate, youth, women, ethnic groups, etc.)* |  | | | | | | |
| **On average how long did voucher clients had to wait to start the transaction?** |  | | | | | | |
| **On average how long did each transaction take?** |  | | | | | | |
| **How long did it take for you to be paid after the submission of the redeemed vouchers?** |  | | | | | | |
| **Were you satisfied with the payment timing and process?** | Yes | | | | Not | | |
| **Did you face any problem during the reconciliation and payment processes?** | Yes | | | | Not | | |
| **If yes, describe** |  | | | | | | |

**COMMODITIES**

|  |  |  |  |
| --- | --- | --- | --- |
| **Did you experience any problem to procure and transport the commodities included in the project?** | Yes | | Not |
| **If yes, please describe:** |  | | |
| **Did wholesale prices of the commodities (included in the voucher or most requested by beneficiaries) increase since the start of the project?** | Yes | | Not |
| **If yes, did you have to increase prices for your clients because of that?** | Yes | | Not |
| **If yes, which items and how much?** |  | | |
| **Were there any complaints about the quality of the commodities available?** | Yes | | Not |
| **If yes, explain the type of complaints and what action you took:** |  | | |
| **Were you able to sell the type and amount of items you expected?** | Yes | Not | |
| **Which items were more requested?** | 1.  2.  3. | | |
| **Which items were less requested / not requested at all?** | 1.  2.  3. | | |
| **Have beneficiaries asked for items that were not available? If yes, which?** | 1.  2.  3. | | |

**IMPACT ON THE BUSINESS**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **On average how many voucher clients did you attend per day / week?** *(choose the period more relevant to the project)* |  | | | | | | |
| **On average how many customers did you attend per day/week before the project?** |  | | | | | | |
| **How do you evaluate the flow of people in your business during the project?** | Too many clients | | Higher number but manageable | | | Normal flow | |
| **Did the flow of voucher customers negatively impact your regular clients?** | Yes | | | | Not | | |
| **If yes, please explain how** |  | | | |  | | |
| **Did you have to employ extra staff because of the project?** | Yes | | | | Not | | |
| **If yes, how many and for how long?** |  | | | | | | |
| **How do you think the project impacted your volume of business?** | Negatively | No impact | | Small increase | | | Significant increase |

**GENERAL EVALUATION OF VOUCHER PROJECT**

|  |  |  |  |
| --- | --- | --- | --- |
| **What is your general evaluation of the project?** | Negative | Neutral | Positive |
| **Explain why:** |  |  |  |
| **What did you like most about the project?** |  | | |
| **What did you like least about the project?** |  | | |
| **Do you have any suggestion to improve the voucher program?** |  | | |
| **Would you be willing to take part in a similar project in the future?** |  | | |