Cash and Voucher Assistance
Earthquake Response
Post Distribution Monitoring Survey
**Introduction**

**Instruction to enumerator:** Please try to interview the person who was registered as the recipient / the one collecting the cash assistance.

**Introduction:** My name is -------------- I work as ---------------- for the Syrian Arab Red Crescent (SARC). We are undertaking a survey about the recent cash distributions. This information will help us to understand and improve the way we deliver cash assistance. I am going to ask you questions related to the registration, collection of cash, how you used it, and your general feedback on the distribution. The interview will take approximately 30 minutes.

Your participation is voluntary, and information collected will be confidential and anonymous.

We are collecting the data on tablets/phones, and this will be stored on a SARC server where limited SARC staff have access. We will not share your information directly with others but will use it anonymously in our reports together with surveys collected from other households.

Do you understand, and are you willing to participate in the interview?  □ Yes  □ No

**If no consent is given:**
We're sorry that you are not willing to participate. Thank you for your time until now. Remember that you can contact SARC via our feedback mechanism (enumerator to explain these). Have a good day.

Have you received cash assistance from SARC after the Earthquake?  □ Yes  □ No

**If the respondent did not receive cash assistance from SARC after the earthquake:**
Thank you for your willingness to participate in this survey. However, for now, we are only interviewing people who received assistance from SARC. Remember that you can contact SARC via our feedback mechanism (enumerator to explain these).

Have a good day.
# 1. General information

Data collector's name

<table>
<thead>
<tr>
<th>Interview date</th>
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<tr>
<td>Current governorate Name</td>
<td>[Add dropdown]</td>
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<tr>
<td>Current district Name</td>
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### 1. Are you head of your household?

- [ ] Yes
- [ ] No

### 2. What is the sex of the head of the household?

- [ ] Woman
- [ ] Man

### 3. If you are not the head of your household, what is your sex?

- [ ] Woman
- [ ] Man

### 4. How old are you?

- [ ] Under 18
- [ ] 18-64
- [ ] 65+

#### 4.1 If the person being interviewed is under 18

I'm sorry to inform you that we cannot continue this interview. Do you have a parent or caretaker that we can talk to instead? (Skip to end after this question)

### 5. Do you live with a disability?

- [ ] Yes
- [ ] No

### 6. Who in your household was registered to receive/collect the cash (primary recipient)?

- [ ] Head of household
- [ ] Other

#### 6.1 Was the registered recipient of the cash the one you preferred to receive it?

- [ ] Yes
- [ ] No

### 7. Does your household include one or more of the following people?

- [ ] Female-head of household
- [ ] Elderly (over 60 years)
- [ ] Children under 5
- [ ] Person(s) with chronic diseases
- [ ] Person(s) living with disabilities
- [ ] Person(s) separated from family members
- [ ] None of the above

### 8. Total number of people living in household

[numeric value]

### 9. How was your house / accommodation impacted by the earthquake?

- [ ] Fully destroyed as a result of the EQ (black)
- [ ] Demolished/evacuated and/or will be demolished (red)
- [ ] Partially damaged and needs reinforcement (orange)
- [ ] Partially damaged and needs minor repairs (yellow)
- [ ] Undamaged (green)

#### 9.1 Did you change your accommodation place because of the earthquake?

- [ ] Yes
- [ ] Yes, but I moved back to my previous accommodation
- [ ] No

#### 9.2 If you changed your accommodation, where do you currently live?

- [ ] Private house
- [ ] Rented house
- [ ] Borrowed house
- [ ] Communal shelter
- [ ] Hosted with friends or relatives
- [ ] I do not have a place to stay
- [ ] Other
10. Was your livelihoods / income impacted by the earthquake?

☐ Yes completely
☐ Yes partially
☐ No
☐ We did not have any livelihoods or income-generating activities before the earthquake

2. Multipurpose Cash Assistance

11. How many times did you receive cash assistance?

☐ One time of 1,050,000 SYP
☐ twice each 1,050,000 SYP
☐ 3 times each 1,050,000 SYP
☐ One time of 3,150,000 SYP
☐ A different amount than the options listed

11.1 If you received a different amount, please specify amount and number of times

12. Did you receive the amount you expected to receive?

☐ Yes
☐ No

13. When was the last time you received cash assistance from SARC?

Month |___| Year |___|

13.1 Was the cash assistance received at the time expected?

☐ Yes
☐ No

14. Did you receive cash support from any other actor?

Multiple-Choice

☐ Syria Trust
☐ Government of Syria unit
☐ UN organization
☐ International NGO
☐ National NGO
☐ Local group (community-based organization or similar)
☐ Religious group in my community
☐ Other
☐ No did not receive cash from other actor

3. Ability to Meet Basic Needs

15. What did you use the cash assistance you received for?

Multiple-Choice

☐ Bought food
☐ Paid my house rent
☐ Shelter repairs – materials
☐ Shelter repairs – labour
☐ Bought clothes and shoes
☐ Bought fuel (for cooking/heating)
☐ Bought hygiene items
☐ Education
☐ Paid household bills (electricity, water, etc.)
☐ Debt payment
☐ Paid for health/medicine
☐ Paid for telecommunication
☐ Bought a heater
☐ Bought productive assets
☐ Bought non-productive assets
☐ Paid for transportation
4. Distribution Process

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<tr>
<td><strong>16</strong></td>
<td>With the cash assistance received, was your household able to meet all/most/some/a few/or none of your household’s basic needs as you define them?</td>
<td>□ Gave money to friends/relatives □ All □ Most □ Some □ A few □ None □ Don’t wish to respond</td>
</tr>
<tr>
<td><strong>17</strong></td>
<td>Were there items or services that you needed which were not available to purchase in the quantity or quality that you needed?</td>
<td>□ Yes □ No □ Unsure</td>
</tr>
</tbody>
</table>

| **18** | Was distribution method with the remittance company well organized? | □ Yes □ No |
| **19** | Were you aware of the process of receiving the money? | □ Yes □ No |
| **20** | How were you informed about the distribution taking place? | □ SARC volunteer or Staff □ Social media □ Friend or relative/Word of mouth □ Printed material/visibility material □ SMS from SARC □ SMS by the remittance company □ SARC information desk □ Other |
| **21** | How long did you wait at the remittance company office for you to receive your money? | □ Less than 30 minutes □ 30 minutes - 1 hour □ 1-2 hours □ 2-3 hours □ More than 3 hours |
| **22** | Were you treated in a good manner by the SARC staff and volunteers during the entire project? | □ Yes, completely □ Mostly yes □ Not really □ Not at all □ Don’t know □ No answer |
| **22.1** | If the answer is not really or not at all, please explain why you did not feel well treated by SARC? | □ SARC staff and volunteers were uncooperative □ Dealing with beneficiaries badly □ They distinguish between the beneficiaries □ Unqualified □ Use unethical words or phrases □ The selection criteria were not fair □ Other |
| **23** | Were you treated in a good manner by the remittance company where you collected cash during the distribution? | □ Yes, completely □ Mostly yes □ Not really □ Not at all □ Don’t know □ No answer |
### 5. Transport and Safety

<table>
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<tr>
<th>Question</th>
<th>Options</th>
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<tbody>
<tr>
<td>24 How long did it take you to get to the distribution point from your home (one way)?</td>
<td>□ Less than 30 minutes □ 30 minutes - 1 hour □ More than 1 hour</td>
</tr>
<tr>
<td>25 How much did it cost to come to the remittance company centre and receive your money and then go back home?</td>
<td>□ Less than 30 minutes □ 30 minutes - 1 hour □ More than 1 hour</td>
</tr>
<tr>
<td>26 How long did it take you to reach the marketplace where you usually shop (one way)?</td>
<td>□ Less than 30 minutes □ 30 minutes - 1 hour □ More than 1 hour</td>
</tr>
<tr>
<td>27 Did you feel safe at all times travelling to receive the assistance from the remittance company (to/from your place)?</td>
<td>□ Yes, completely □ Mostly yes □ Not really □ Not at all □ Don’t know □ No answer</td>
</tr>
<tr>
<td>27.1 Did you feel safe at all times when accessing the market?</td>
<td>□ Yes, completely □ Mostly yes □ Not really □ Not at all □ Don’t know □ No answer</td>
</tr>
<tr>
<td>27.2 If you did not feel safe accessing either or both at the remittance company service point or the markets, what difficulties or safety issues did you face?</td>
<td>□ Feeling Observed □ Crowded place (a lot of people at Al-Fouad) □ Afraid of the process of receiving money □ Difficulty leaving the house for too long □ Distance from home to market or the remittance company □ No companion to go to the market or the remittance company with □ Safety issues or not feeling safe in traveling to / from the remittance company □ Safety issues in traveling to / from the market □ Transport (lack of or kind of) □ Unable to afford transport costs □ Discrimination in the market / the remittance company from traders / remittance company □ Discrimination from other customers □ Market closed □ Afraid of thieves □ Other safety issues</td>
</tr>
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The Syrian Arab Red Crescent
6. Decision Making & Wellbeing

28. Who in your household decides what to do with the Cash assistance?
- Joint decision between head of household and spouse
- Head of household male
- Head of household female
- Spouse of registered person
- Another household member – male
- Another household member – female
- Other

28.1 Was there any disagreement on the use of the cash assistance?
- Yes – we disagreed a lot
- Some – we discussed but came to an agreement
- No – there was no disagreement

29. Are other community members jealous or dissatisfied because you received the cash transfer?
- Yes
- No
- Don’t know

30. I will now ask you three questions where you can answer “Rarely, Sometimes, Most of the time, or Always” to each of them.
Since you received the cash assistance, how often do you feel that:
- I’ve been feeling good about myself.
  (Rarely, Sometimes, Most of the time, Always)
- I’ve been feeling relaxed.
  (Rarely, Sometimes, Most of the time, Always)
- I’ve been able to deal with problems well/better
  (Rarely, Sometimes, Most of the time, Always)

7. Community Engagement & Accountability (CEA)

31. How did you know about cash assistance?
- Syrian Red Crescent volunteers or staff
- Social media
- Friend or relative/oral speech
- Print notification/visual notification
- Other

32. Were you informed about your right to provide complaints and feedback about the project and how to do this?
- Yes
- No

33. Where would you prefer to file a complaint about the project if you had one?
- Hot line
- Volunteers / staff
- Complaint Box
- WhatsApp
- Facebook
- Help desk
- SARC volunteers
- Remittance company staff
- SMS
- Other

34. Have you ever used the complaint and feedback methods you have mentioned to raise any concerns with regards to the cash assistance?
- Yes
- No
### 34.1 If you filed a complaint, did you receive a response to your complaint?
- Yes
- No

### 34.2 If yes, were you satisfied with the response/follow up?
- Satisfied
- Very Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

### 35 Did you experience any problems with the registration process for cash assistance?
- Yes
- No

### 35.1 If yes, which problems did you face?
- I did not have information about the selection criteria
- I did not know how to get registered
- I had to pay a fee in return for being included in the distribution list
- I had to provide a service in return for being included in the distribution list
- Other

### 35.2 If you had to pay a fee or provide a service, who did you pay the fees for and whom did you serve?
- Syrian Red Crescent volunteers or staff
- An important person in society.
- Other please specify

### 36 Do you think there are people deserving of cash assistance who were excluded from this project?
- Yes, a lot
- Yes, a few
- Not really
- Not at all
- Don’t know
- No answer

### 37 Are you overall satisfied with the cash assistance provided?
- Satisfied
- Very Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
- Don’t know
- No answer

### 37.1 If you are not satisfied, would you mind telling us why?
- It was not timely
- It was not adequate to my needs
- It caused conflict in my household
- I could not access what I needed with the cash
- Time from registration to getting the cash
- Timeliness from the earthquake to getting the cash
- The use of the remittance company to deliver the cash
- Other
8. Ending the interview

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<tr>
<td>38</td>
<td>Is there any other information you would like to share with us?</td>
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</table>
| 39 | Would you be willing to participate in a more in-depth focus group discussion with someone from SARC and a group of other people from your community?  
   □ Yes  
   □ No  
   □ Not sure |

**This was the end of the interview.**  
**Thank you very much for your participation and answers.**

Note from interviewer - Do you have any observations around the household or the way the questions were answered?  
Then you can add that here: