



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	
Interview date	[automatic]
Current governorate Name	[Add dropdown]
Current district Name	[Add dropdown]
Sub District Name	
1	Are you head of your household?
	<input type="checkbox"/> Yes
	<input type="checkbox"/> No
2	What is the sex of the head of the household?
	<input type="checkbox"/> Woman
	<input type="checkbox"/> Man
3	If you are not the head of your household, what is your sex?
	<input type="checkbox"/> Woman
	<input type="checkbox"/> Man
4	How old are you?
	<input type="checkbox"/> Under 18
	<input type="checkbox"/> 18-64
	<input type="checkbox"/> 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?
	<input type="checkbox"/> Yes
	<input type="checkbox"/> No
6	Who in your household was registered to receive/collect the cash (primary recipient)?
	<input type="checkbox"/> Head of household
	<input type="checkbox"/> Other
6.1	Was the registered recipient of the cash the one you preferred to receive it?
	<input type="checkbox"/> Yes
	<input type="checkbox"/> No
7	Does your household include one or more of the following people?
	<input type="checkbox"/> Female-head of household
	<input type="checkbox"/> Elderly (over 60 years)
	<input type="checkbox"/> Children under 5
	<input type="checkbox"/> Person(s) with chronic diseases
	<input type="checkbox"/> Person(s) living with disabilities
	<input type="checkbox"/> Person(s) separated from family members
	<input type="checkbox"/> None of the above
	Multiple-Choice
8	Total number of people living in household
	[numeric value]
9	How was your house / accommodation impacted by the earthquake?
	<input type="checkbox"/> Fully destroyed as a result of the EQ (black)
	<input type="checkbox"/> Demolished/evacuated and/or will be demolished (red)
	<input type="checkbox"/> Partially damaged and needs reinforcement (orange)
	<input type="checkbox"/> Partially damaged and needs minor repairs (yellow)
	<input type="checkbox"/> Undamaged (green)
9.1	Did you change your accommodation place because of the earthquake?
	<input type="checkbox"/> Yes
	<input type="checkbox"/> Yes, but I moved back to my previous accommodation
	<input type="checkbox"/> No
9.2	If you changed your accommodation, where do you currently live?
	<input type="checkbox"/> Private house
	<input type="checkbox"/> Rented house
	<input type="checkbox"/> Borrowed house
	<input type="checkbox"/> Communal shelter
	<input type="checkbox"/> Hosted with friends or relatives
	<input type="checkbox"/> I do not have a place to stay
	<input type="checkbox"/> 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? 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
- Multiple-Choice

3. Ability to Meet Basic Needs

- 15** What did you use the cash assistance you received for? 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
- Multiple-Choice

- Gave money to friends/relatives
- 16 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?
- All
 Most
 Some
 A few
 None
 Don't wish to respond
- 17 Were there items or services that you needed which were not available to purchase in the quantity or quality that you needed?
- Yes
 No
 Unsure

4. Distribution Process

- 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 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?
-]protection mainstreaming indicator[*
- 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?
- Multiple-Choice
- 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

- 23.1** If the answer is not really or not at all, please explain why you did not feel well treated by the remittance company
- Multiple-Choice
- Uncooperative
 - Dealing with beneficiaries badly
 - They distinguish between the beneficiaries
 - Unqualified
 - Use unethical words or phrases
 - Other

5. Transport and Safety

- 24** How long did it take you to get to the distribution point from your home (one way)?
- Less than 30 minutes
 - 30 minutes -1 hour
 - More than 1 hour
- 25** How much did it cost to come to the remittance company centre and receive your money and then go back home? _____SYP
- 26** How long did it take you to reach the marketplace where you usually shop (one way)?
- Less than 30 minutes
 - 30 minutes -1 hour
 - More than 1 hour
- 27** Did you feel safe at all times travelling to receive the assistance from the remittance company (to/from your place)?
- [Protection Mainstreaming Indicator]
- Yes, completely
 - Mostly yes
 - Not really
 - Not at all
 - Don't know
 - No answer
- 27.1** Did you feel safe at all times when accessing the market?
-] Protection Mainstreaming Indicator[
- Yes, completely
 - Mostly yes
 - Not really
 - Not at all
 - Don't know
 - No answer
- 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?
- Multiple-Choice
- 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

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?
- Multiple-Choice
- 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
-] Protection Mainstreaming Indicator[
- 33 Where would you prefer to file a complaint about the project if you had one?
- MC
- 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?
[protection mainstreaming indicator] 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?
[protection mainstreaming indicator] 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

- 38 Is there any other information you would like to share with us?
- 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: