ENCASHMENT EXIT SURVEY TEMPLATE

INTERVIEW \_\_\_ of \_\_\_\_

## Purpose

This template can be used to interview beneficiaries as they leave the distribution site. It can be used for monitoring large-scale distributions when post-distribution monitoring is difficult.

### Benefits

* Provides immediate feedback to distribution teams about the population they are serving.
* It is short and relatively simple.

## Instructions

1. Select two or three people who can interview exiting beneficiaries (staff, partner staff or volunteers, each with language skills and a warm manner) and give them clipboards, checklists and pens. Brief them about the purpose of exit interviews and cover some key points. These could include:

* Voluntary: This is a voluntary interview. You do not have to answer any questions you don’t want to answer. We can stop this interview at any time.
* Information use: This information will be used to help ud understand more about this distribution, and to improve future activities.
* No risk to themselves:
* We are taking their personal characteristics (age, gender) to help us understand whom the distribution is reaching.
* This information will not be used to identify them personally.

1. Ask interviewers to stand near the distribution exit point and to stop every 15th or 20th person leaving. (\*\*Note: It is important to choose a specific number and count out every X people, so that we select people randomly – and do not make choices based on things like how approachable they seem).
2. Interviewers should work through the checklist, recording answers:

* The most important thing is to be friendly. If people do not want to answer a question, they do not have to.
* ‘Prompts’ are included as alternative or follow-up questions, for when people are not sure how to respond.

1. After the interview, interviewers should thank interviewees and provide a telephone hotline number for future feedback/complaints.
2. After distribution, teams can review the template and discuss findings.

## Improving this tool

This is a list of suggested questions – you can add/remove questions to make sure you are collecting information that is most useful to your team.

*Contact* ***xxxxxxx*** *with questions or suggestions for improvement.*

## BENEFICIARY ENCASHMENT EXIT SURVEY

**INTERVIEW # \_\_\_\_\_\_\_\_\_\_\_**

INTERVIEW \_\_\_ of \_\_\_\_

*Introduction: “Hello, do you have 10 minutes to speak to me about your experience today? I would like to ask you some questions to help us improve our services. We ask for your honest answers – we appreciate suggestions and your input will not be used against you in any way. This interview is voluntary – you do not have to answer a question if you don’t want to, and we can stop at any time”.*

|  |  |  |
| --- | --- | --- |
| **SURVEY INFORMATION** | | |
| **Q1.** Date of interview: |  | |
| **Q2.** Respondent name: |  | |
| **Q3.** Sex of beneficiary/respondent: | 1. Male 2. Female |  |
| **Q4.** Age: | 1. 6 – 16 2. 17 – 35 3. 36 – 59 4. 60 + |  |
| **Q5.** Are you in one of the following situations? (select as many as apply) | 1. Pregnant 2. Widower / Widow 3. Chronic disease 4. Handicapped 5. Orphan 6. No |  |
| **Q6.** Community name: |  | |
| **Q7.** Municipality name: |  | |
| **Q8.** Province: |  | |
| **Q9.** Data collector name: |  | |
| **Q10.** How many people live in your household? | *Write number:* | |

**ENCASHMENT PROCESS**

|  |  |  |
| --- | --- | --- |
|  | **Option** | **Response** |
| **Q11.** How much money did you receive today? | Write amount: | |
| **Q12.** Was the amount of money you received equal to the amount you were told you would receive? | 1. Yes  2. No - it was more  3. No - it was less  4. I was not told an amount |  |
| **Q13.** Do you know which organization gave you the money? [Wait for answer - do not prompt] | * + - 1. The Red Cross Red Crescent       2. Government       3. Other organization       4. Do not know |  |

**LOCATION AND TRANSPORT**

|  |  |  |
| --- | --- | --- |
|  | **Option** | **Response** |
| **Q14.** How did you get here today? | 1. Walking 2. Bicycle 3. Public transport 4. Animal 5. Private vehicle 6. Other means |  |
| **Q15.** How long did it take for you to get here? | 1. Less than 1/ 2. Between 1/2h and 1 hour 3. Between 1h and 1h30 4. Between 1h30 and 2 h 5. More than 2 hours |  |
| **Q16.** Did you have to pay for transport to get here? | 1. Yes (write amount) 2. No |  |

**PROCESS OF DISTRIBUTION**

|  |  |  |
| --- | --- | --- |
|  | **Option** | **Response** |
| **Q17.** How long did it take you to receive your cash today? *Prompt: how long did you wait in line?* | 1. Less than 20 minutes 2. Between 20 – 1 h 3. More than 1 h |  |

**APPROPRIATENESS OF PROGRAMME & SECURITY**

|  |  |  |
| --- | --- | --- |
|  | **Option** | **Response** |
| **Q18.** How did you first learn that you would receive money? | 1. You attended a meeting announced by the RCRC 2. Community leaders told you 3. Word-of-mouthL from the community 4. You saw a flyer or a poster 5. You received a SMS 6. Other |  |
| **Q19.** What do you plan to do with what you received today?  *Prompts: How will you spend the cash?*  *Multiple responses allowed* | 1. Housing 2. Food and water 3. Coal/wood/gas 4. Education expenses 5. Health expenses 6. Goods for home 7. Goods for business 8. Goods for farming/livestock 9. Repay debts   10. Help to family or friends  11. Savings  12. Others |  |
| *The Red Cross Red Crescent distributes different items – like food, hygiene kits or housing materials – depending on what people need.* | | |
| **Q20.** Would you have preferred to receive something else instead? | 1. Yes  2. No |  |
| **Q20a.** If YES, what would you have preferred to receive? |  |  |
| **Q21**. How satisfied are you with our staff and volunteers today? | 1. Highly satisfied  2. Somewhat satisfied  3. Not satisfied |  |
| **Q21a.** If NOT SATISFIED, why were you not satisfied? |  |  |
| **Q22**. Did you have to pay anyone or to give a favour to be part of the programme? | 1. Yes  2. No |  |
| **Q22a**. If YES, to whom? | 1. RCRC staff 2. Community member 3. Government official 4. Service provider staff 5. Other (specify: ) |  |
| **Q23.** How would you describe the information that you received about the programme? | 1. Enough information/ Understood programme 2. Lacked information/Parts of the programme were not clear 3. Received no information |  |
| **Q24.**How would you describe the general organization at the encashment site? | 1. Good  2. Fair  3. Poor |  |
| **Q25.** Did you feel safe at the encashment site? | 1. Yes 2. No |  |
| **Q25a.** If NO, why not? | 1. People knew I would have money when I left 2. Too many people were around 3. No security was present 4. I had to travel too far to get here 5. Other (specify:) |  |
| **Q26.** At the counter, did you have to pay any money to get your cash grant? | 1. Yes 2. No |  |
| **Q27.** What is your opinion of the RCRC Cash Transfer Programme? Is it positive, negative or will it have no impact? | 1. Positive 2. Negative 3. No impact |  |
| *If negative, please refer to the Complaints Mechanism* |  |  |
| **Q28.**Do you think that receiving this cash grant could affect your security in any way? | 1. Yes 2. No |  |
| **Q28a.** If YES, in what way? | 1. It could increase the risk of being robbed 2. It could increase the risk of being killed for money 3. It could create tension in my family 4. It could create tension in the community 5. Other (specify:) |  |
| **Q29.** Have you done, or will you do, anything to decrease the security risks that you believe could come from receiving this cash grant? | 1. Yes 2. No |  |
| **Q29a**. If YES, what have you done or will you do? | 1. I came with someone else to receive the cash grant 2. I am going to spend the money quickly 3. I kept secret that I received a cash grant 4. I will put the money in a bank account 5. Other (specify:) |  |
| **Q30.** Do you have any other suggestions on what we can do better? |  |  |
| **Q31.** Do you know how to make a complaint or provide feedback to Red Cross Red Crescent, if you wanted to? | 1. Yes 2. No | If NO, hand them a card. *This is the telephone number for a free feedback and complaint line.* |

***Thank you very much – we appreciate you taking the time to speak to us today.***

**INTERVIEWER NOTES / OBSERVATIONS / FEEDBACK ON THIS INTERVIEW GUIDE:**

*Use this space to note anything you think is important or relevant about this interview. For example: do you think the person understood your questions? Were they fluent in the language? Were they in a rush?*