**Earthquake Response Post Distribution Monitoring (PDM), Afghanistan – September 2023**

**Key Informant Interview (KII) Tool**

Hello, my name is [moderator name], I work for REACH Initiative and would like to ask a few questions about the humanitarian assistance that you have provided in the past year following the June 2022 earthquake affecting Paktika, and Khost. Your participation in this brief survey is voluntary. The aim of this survey is to better understand the successes and challenges in implementing the earthquake response and to assess best practices for future ES/NFI disaster responses. This interview is expected to take 30-35 minutes.

If you agree to participate, the information that you provide will remain confidential.

Also, note that it is your right to refrain from answering any question or to stop completing the questionnaire at any time.

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| --- | --- |
| Date of Interview:  |  |
| Moderator’s Name (code):  |  |
| KI’s Name (code):  |  |
| KI’s Organization: | [ ]  AABRAR[ ]  Action Aid[ ]  Care International[ ]  Concern Worldwide[ ]  Cordaid[ ]  IOM[ ]  IRW[ ]  Johanniter International Assistance[ ]  NAC[ ]  NRC[ ]  OHW[ ]  ORD[ ]  UNDP[ ]  WASTA |
| Type of Assistance Delivered: | [ ]  Cash-based shelter response[ ]  Cash-based NFI response[ ]  In-kind shelter response[ ]  In-kind NFI response[ ]  Multi-purpose cash assistance[ ]  Dignity kit[ ]  Mixed Modalities |
| Date of Assistance Delivered (Months and Year):  |  |
| Provinces in which Aid was Delivered: | [ ] Khost[ ] Paktika |
| Districts in which Aid was Delivered: | [ ] Shamal (Khost) [ ] Tani (Khost)[ ] Spera (Khost) [ ] Barmal (Paktika)[ ] Giyan (Paktika) [ ] Ziruk (Paktika) |

1. Was there any assessment conducted before the distribution of assistance by your organization?

*If yes, probing questions:*

* 1. *Was it a qualitative or quantitative assessment?*
		1. *What was the sample size?*
		2. *How would you describe the quality of this assessment?*
	2. *In what aspects did the assessment inform the response?*
		1. *How was the area selected?*
		2. *How were beneficiaries selected?*
	3. *How would you have improved the quality of the assessment?*

*If no, probing questions:*

* 1. *What was the reason for not conducting the assessment?*
		1. *How was the area selected?*
		2. *How were beneficiaries selected?*
1. Can you please tell me about the type of assistance your organization provides?
	1. *For which reasons was this modality selected?*
	2. *Looking back, was it an appropriate choice?*
	3. *How could this be improved?*
2. *Only ask if the modality of assistance is in-kind or mixed:* What items were distributed as a response to the June 2022 earthquake by your organization?

*Probing questions:*

1. *Did you provide the exact packages in line with the ES/NFI Cluster guidelines, or make any changes to it?*
2. *What were the main challenges related to the procurement and supply of the in-kind goods?*
	* 1. *How would you recommend improving it?*
		2. *What items do you suggest be included in future kits?*
3. *Only ask if the modality of assistance is cash or mixed:* How much cash in total did you distribute to each beneficiary (in AFN)?
	1. *Was this assistance sufficient to meet the intended purpose of the assistance?*

*Probing questions:*

* 1. *Did you provide the exact packages in line with the ES/NFI Cluster guidelines, or make any changes to it?*
	2. *What was the delivery mechanism (cash in an envelope; hawala; mobile money)?*
		1. *Was it appropriate for most beneficiaries?*
	3. *What was the modality of transfer (conditional, unconditional, restricted, unrestricted)?*
		1. *Was it appropriate for most beneficiaries?*
	4. *What was the frequency of distribution (one or two or three installments)?*
		1. *Was it appropriate for most beneficiaries?*
1. What criteria were used to prioritize areas and population groups?

*Probing questions:*

1. *Who developed the criteria?*
2. *Would you recommend any changes to the criteria based on lessons learned?*
3. *Which population groups were prioritized?*
4. Were any segments of the targeted population intentionally or unintentionally excluded from the aid you provided?

*Probing questions*: If yes:

1. *Which groups were excluded?*
	* 1. *Why?*
		2. *How would you recommend improving the inclusion of these groups for future responses?*
2. How timely was the assistance in responding to beneficiary needs?
	1. *Was this within the planned timeframe?*
	2. *How would you recommend improving the timeliness of assistance delivery?*
3. How were the details of distribution communicated with beneficiaries?
	1. *How would you recommend improving communication with beneficiaries?*
4. How accessible was the distribution site?
	1. *Was there any security issue during or after the distribution?*
	2. *How would you recommend improving the distribution process?*
5. How would you describe the relationship between groups who received assistance and those who did not?
6. Does your organization have a Complaint and Feedback Mechanism (CFM) in place?
	1. *If yes, could you please describe how it works? If not, why not?*

*Probing questions: If yes:*

* 1. *Do you think beneficiaries had access to the CFM?*
	2. *If yes, what were the most common types of complaints and feedback?*
	3. *Were these mechanisms effective in addressing the complaints and feedback? How could these mechanisms be improved for future responses?*
1. Did beneficiaries usually use the assistance as it was intended?
	1. *If not, how did they use it?*
	2. *Did they have any difficulties in using it?*
2. How do you think the impact on the beneficiaries could be improved?
	1. *Based on the considerations of the impact, what are the main lessons learned?*
3. Are there any other challenges, successes, or recommendations for future ES/NFI responses that you would like to address?