

# Libya – MSNA

## Key Informant Interview Tool

### Introduction:

The aim of this interview is to explore the findings of the household data collected for the Multi-Sector Needs Assessment (MSNA) to assess the humanitarian needs and gaps of vulnerable population groups in Libya. This interview aims to provide an in-depth understanding of the local socio-economic and political contexts that contribute to household vulnerability.

### How to use this tool:

A printed copy of the tool should be brought to EVERY interview. Short-hand and abbreviation of main ideas should be captured here. When interviewer finishes interview, they should expand (assure each response is summarized in 2-3 sentences long) on their notes and digitalize them within 48 hours of the interview and send the notes to XXXX (XXXX) , CCing XXXX (XXXX) and XXXX (XXXX)

### General Information

	Enumerator's Name	
	Date of Interview	
	Gender of KI interviewee	<input type="checkbox"/> Male <input type="checkbox"/> Female
	KI's neighbourhood of knowledge (baladiya/mahalla)	
	KI's displacement status	<input type="checkbox"/> Non-Displaced (Libyans who are living in their normal place of residence)  <input type="checkbox"/> IDP (Internally Displaced Persons: Libyans who have been displaced for conflict related reasons for more than one month, either within their own town/city or from other parts of the country.)  <input type="checkbox"/> Returnee (Libyans who were previously displaced but have now returned to their normal place of residence.)
	KI's position	

### 1. Displacement

a.	What are the main mantikas of origin of displaced groups currently residing in this mantika?	
b.	How are decisions made for the return of displaced populations currently residing in this mantika? <ul style="list-style-type: none"><li>• Do government authorities make the decision? If not, who makes/is involved in the decision to return displaced groups?</li><li>• Are there incentives to encourage the return of displaced groups? (e.g. rehabilitation funds, special assistance...)</li><li>• If so, what are these incentives?</li><li>• If so, how successful are these incentives (for each incentive mentioned)?</li></ul>	

c.	<p>Please describe the local dynamics that effect the movement of people living in this area.</p> <ul style="list-style-type: none"> <li>• Do certain groups have more limited movement/more problems? (e.g. IDPs, returnees)</li> <li>• What sort of movement restrictions do people most commonly experience in this area? (e.g. checkpoints, activities of armed groups, presence of explosive hazards...)</li> </ul>	
d.	<p>Have movement restrictions become more regular, infrequent or stayed the same in the last 6 months?</p> <ul style="list-style-type: none"> <li>• Why? Please develop your answer.</li> </ul>	
e.	<p>Has the rate of displacement (the amount of people arriving in this mantika for conflict-related reasons) increased/ decreased/ stayed the same in the last 6 months?</p> <ul style="list-style-type: none"> <li>• If there has been a change, what was the main cause(s)?</li> <li>• How has it impacted access to basic services for everyone? (Eg. Increased strain on capacity of hospitals or schools? Have rental prices increased in this area?) Please develop your answer.</li> </ul>	

## 2. Shelter & NFI

a.	<p>Is renting available/affordable in this area? Can you provide an estimate of the average monthly rental prices?</p> <ul style="list-style-type: none"> <li>• Have rental prices changed in the past 6 months? Increased/No change/Decreased?</li> <li>• To your knowledge, what explains the change in rental prices?</li> <li>• What effect has this had on the population? Who are the most vulnerable population groups? (E.g. IDPs, Returnees)</li> </ul>	
b.	<p><b>[Note to enumerator: Ask this question only if rent has increased]:</b></p> <p>If rental prices have increased in the last 6 months, how are people affording to pay?</p> <ul style="list-style-type: none"> <li>• Are people resorting to using negative coping strategies (eg. decrease their spending on other essential items such as food and water?)</li> </ul>	

	<ul style="list-style-type: none"> <li>Are there any strategies people use to share the cost of the rent? (eg. multiple families living under one tenancy agreement?)</li> </ul>	
	<p>Have power outages increased, decreased or remained the same in the last 6 months in this mantika?</p> <ul style="list-style-type: none"> <li>On average, how many hours of power outage per day would you estimate households experience in this area?</li> <li>Have there been any improvements in electrical infrastructure/government grid capacity that have reduced power outage in this area?</li> <li>Do residents in this mantika rely on alternative sources of power? (Eg. generators)</li> <li>What impact does regular power outage have on people's daily lives? (Eg. How does it impact people's ability to go to work, school or access services such as hospitals?)</li> </ul>	
	<p>What kinds of shelter do IDPs live in? (Eg. rented accommodation (with verbal/ written contracts), public buildings, hotels etc.)</p> <ul style="list-style-type: none"> <li>Are there any government initiatives to house IDPs in this mantika?</li> </ul> <p>If yes, what are they, and are they successful? Please develop your answer.</p>	
	<p>Are evictions or threat of evictions a common occurrence among IDPs in this area?</p> <ul style="list-style-type: none"> <li>What do IDPs do if they are evicted?</li> <li>Have evictions become more regular in the last 6 months? If yes, why?</li> </ul>	
<b>3. Cash and food security</b>		
<b>a.</b>	<p>Did government services such as social benefits, safety-nets, cash distribution work regularly in the last 3 months?</p>	<input type="checkbox"/> Yes, regularly <input type="checkbox"/> Yes, but only occasionally <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
	<ul style="list-style-type: none"> <li>If no, what strategies do people use to meet their needs?</li> </ul>	

b.	Did the ATMs/cash banking services in your community/city work regularly in the last 3 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
	<ul style="list-style-type: none"> <li>Has the withdrawal limit increased/decreased in last 3 months?</li> <li>Are there long queues to withdraw cash?</li> <li>Are there protests to withdraw cash?</li> </ul>	
	<p>On average, how much LYDs do people withdraw at a time?</p> <ul style="list-style-type: none"> <li>Is this a sufficient amount of cash for people to meet their needs?</li> </ul>	
c.	Is access to cash an issue in your community/city?	<input type="checkbox"/> Yes – no cash available at all <input type="checkbox"/> Yes – limited availability of cash <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
d.	Are you aware of any significant delay in salaries payment from the government in the last 3 months?	<input type="checkbox"/> No delays reported <input type="checkbox"/> Limited delay occasionally <input type="checkbox"/> Regular delays every month <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
e.	Compared to 2018, in general how much money from the government (salaries) did people receive in 2019?	<input type="checkbox"/> More than 2018 <input type="checkbox"/> Same as 2018 <input type="checkbox"/> Less than 2018 <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
f.	How has the availability of livelihood opportunities changed in 2019 when compared to 2018? (e.g. layoffs, unemployment, competition for jobs)	
g.	<p>Do any non-displaced residents provide assistance to IDPs?</p> <ul style="list-style-type: none"> <li>If yes, what kind of assistance do they provide?</li> <li>If yes, what is roughly the quantity of assistance that they provide?</li> </ul>	
h.	Do residents have access to sufficient food? What is the quality of the food currently available? How has this changed since before 2014?	

i.	Has the ongoing conflict affected access to food in this area? (Eg. cutting off food supplies, road blockages, issues with supplies in delivery).		
j.	In the last 6 months would you describe the supply of goods into these markets and shops to be stable? <ul style="list-style-type: none"> <li>If no, please explain:</li> </ul>		
Health			
a.	Are healthcare services accessible to the residents of this community? <ul style="list-style-type: none"> <li>Are health facilities functioning?</li> <li>If damaged, when were they damaged and what facilities were affected?</li> </ul>		
b.	Do residents face challenges accessing healthcare when they need it? <ul style="list-style-type: none"> <li>If yes, what are the main challenges they experience? (eg. lack of medical supplies, lack of medicines, lack of medical staff, inability to afford healthcare, unable to access health facilities etc.)</li> </ul>		
c.	In your opinion, how has the quality of health services changed over the last 6 months? [please tick and provide explanation]	<input type="checkbox"/> Better	Please explain why
		<input type="checkbox"/> Worse	Please explain why
		<input type="checkbox"/> No change	Please explain why
d.	Is medicine accessible in your area? <ul style="list-style-type: none"> <li>Is it affordable?</li> <li>If it is not accessible or affordable, what do people do? (eg. use negative coping strategies, such as not treating a benign disease, recycling medical items etc.)</li> </ul>		

e.	If medicine is not accessible and / or too expensive to afford, what are the main reasons that drive medicines' inaccessibility and / or high prices?	
f.	<p>Has anyone in your community experienced any of the following in the last 6 months as a result of the conflict?</p> <ol style="list-style-type: none"> <li>1. Feeling little interest or pleasure doing things that you/they normally like</li> <li>2. Feeling down, depressed or hopeless</li> <li>3. Feeling tired or having little energy for no good reason</li> <li>4. Trouble falling asleep, staying asleep or sleeping too much</li> <li>5. Felt so nervous that nothing could calm you down</li> <li>6. Felt so afraid that nothing could calm you down</li> <li>7. Felt so angry that you felt out of control</li> </ol>	
g.	<p>What do people do (if anything) if a household member, or themselves are suffering from such effects? (Eg. Take medication, seek consultation from friends, family or a medical professional, suppress the effect, distraction etc.)</p> <ul style="list-style-type: none"> <li>• Is it easy or difficult for people to access treatment for these effects? If difficult, in what way?</li> </ul>	
h.	<p>What is the attitude of the community towards people suffering from these psychological effects of the conflict?</p> <ul style="list-style-type: none"> <li>• Is it common for people to feel these effects.</li> <li>• Are people who are suffering from these effects receiving the support from the wider community?</li> <li>• Is there any social stigma towards people that suffer from the psychological effects of the conflict? Please develop your answer.</li> </ul>	
<b>Education</b>		
a.	Access: are schools in the area open or closed (excluding summer holiday)?	

	<ul style="list-style-type: none"> <li>• If closed, for how long has the school been closed?</li> <li>• If open, are classes running normally? Do they still follow the academic programme?</li> <li>• If not attending, what alternatives to formalised education do children engage in? (E.g. Private classes or remedial activities?)</li> </ul>		
<b>b.</b>	Do certain population groups (e.g. IDPs or returnee households) have difficulties in accessing education? If so, please describe why?		
<b>c.</b>	Quality: Is there a budget/funding being provided for educational purposes in this mantika? <ul style="list-style-type: none"> <li>• What are the challenges for people to access education in this mantika?</li> </ul>		
<b>d.</b>	Quality: Is there a budget/funding being provided for educational purposes in the West of Libya more broadly? <ul style="list-style-type: none"> <li>• What are the challenges for people to access education in the West of Libya more broadly? (e.g. lack of teaching staff or equipment)</li> </ul>		
<b>e.</b>	In your opinion, has the quality of education facilities and services got worse or better in the last year?	<input type="checkbox"/> Better	Please explain why
		<input type="checkbox"/> Worse	Please explain why
		<input type="checkbox"/> No change	Please explain why
<b>f.</b>	In your opinion, what are the three main needs for education facilities in your area (e.g. overloaded/crowded classes, more teachers needed)		
<b>4. Water, sanitation and hygiene</b>			
	Are people happy with the quality of drinking water in this area? <ul style="list-style-type: none"> <li>• Does it taste bad?</li> <li>• Do you use water treatment?</li> <li>• Has the quality of drinking water in this area improved/deteriorated/stayed the same in the last 6 months?</li> <li>• Are there any government initiatives to improve the quality of drinking water in this</li> </ul>		

	area? If yes, what are they? Are they successful?	
	<p>What is the primary source of drinking water in this area?</p> <ul style="list-style-type: none"> <li>• Has the primary source of drinking water changed in the last three months?</li> <li>• What is the price of bottled water in this area in LYD?</li> <li>• Has the price increased/decreased/stayed the same in the last three months?</li> <li>• If yes, what caused the price to increase/decrease?</li> </ul>	
	<p>In the last three months, has there been an insufficiency of drinking water in this area?</p> <ul style="list-style-type: none"> <li>• If yes, what was the cause of the insufficiency of drinking water?</li> <li>• Is it ongoing?</li> <li>• On average, how many days per week are people connected to the public water network?</li> <li>• Are there any alternative drinking water sources that people use? If yes, what are they?</li> </ul>	
<b>5. Income &amp; Livelihoods</b>		
	What is the main source of income for people in your area?	
	<p>In your opinion, how does people's access to cash in this mantika compare to the rest of this part of the country.</p> <ul style="list-style-type: none"> <li>• Are there cash shortages? If so, please provide details why they are affecting this mantika specifically.</li> <li>• Are there any other reasons for challenges obtaining enough money? Please provide details.</li> </ul>	
	<p>What payment methods are most commonly used and accepted to purchase goods?</p> <ul style="list-style-type: none"> <li>• Has there been a change in the type of payment you use? If so, why and how have you managed to purchase goods?</li> <li>• Does the payment method vary from place to place in this mantika?</li> </ul>	



	<p>Black market currency: do people in this area use the black market exchange rate to buy/sell goods?</p> <ul style="list-style-type: none"> <li>• How does the black market impact the availability/daily consumption of other items?</li> </ul>	
	<p>How has the black market affected the availability and prices of vehicle fuel?</p> <ul style="list-style-type: none"> <li>• How much does 1L of vehicle fuel cost on the black market?</li> <li>• Has this increased/decreased/stayed the same in the last 3 months?</li> <li>• Has this impacted the availability/ daily consumption of other items?</li> </ul>	
	<p>Official market currency: do people in this area use the official market exchange rate to buy/sell goods?</p> <ul style="list-style-type: none"> <li>• How does the official market impact the availability/ daily consumption of other items?</li> </ul>	
	<p>Official currency market: Has this area been affected by shortages of vehicle fuel and cooking fuel?</p> <ul style="list-style-type: none"> <li>• Is vehicle fuel and cooking fuel available in this area?</li> <li>• Over the last 3 months, how much on average has 1L of vehicle fuel and cooking fuel cost on the official market?</li> <li>• Has this increased/decreased/stayed the same in the last 3 months?</li> </ul>	
	<b>6. Assistance Mapping – Conclusion</b>	
<b>a.</b>	In your opinion, what are the top 3 needs of the community in this area?	
<b>b.</b>	<p>Did you or other residents in your area receive some form of assistance?</p> <ul style="list-style-type: none"> <li>• If yes, what kind of assistance?</li> <li>• When did you/ they receive it?</li> <li>• From who?</li> <li>• Was it useful? Would you rather receive a different kind of assistance?</li> <li>• If yes, what kind of assistance would you prefer?</li> </ul>	

→ Thank you very much for your time and for participating in our survey.