

# Research Terms of Reference

## Post-Distribution Monitoring (PDM) Tool for Cash-Based Assistance

SYR2002

Syria

21/02/2020

2.0

**REACH** Informing more effective humanitarian action

### 1. Executive Summary

<b>Country of intervention</b>	Syria		
<b>Type of Emergency</b>	<input type="checkbox"/> Natural disaster	<input checked="" type="checkbox"/> Conflict	
<b>Type of Crisis</b>	<input type="checkbox"/> Sudden onset	<input type="checkbox"/> Slow onset	<input checked="" type="checkbox"/> Protracted
<b>Mandating Body/ Agency</b>	Shelter/Non-food item (S/NFI) Cluster and Cash-Based Response Technical Working Group (CBR-TWG)		
<b>Project Code</b>	SYR2005, 16iAKI		
<b>Overall Research Timeframe</b> <i>(research design to final outputs / M&amp;E)</i>	25 January 2020 – Spring 2020		
<b>Research Timeframe</b> <i>Add planned deadlines (for first cycle if more than 1)</i>	2 March 2020	KoBo tool shared with partners for PDM harmonisation	
	Spring 2020	REACH providing a one-time meta-analysis of data shared by partners; key findings disseminated to SNFI and CWG	
<b>Number of assessments</b>	1		
<b>Humanitarian milestones</b> <i>Specify what will the assessment inform and when</i> <i>e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;</i>	<b>Milestone</b>	<b>Deadline</b>	
	<input type="checkbox"/> Donor plan/strategy	_ _ / _ _ / _ _ _ _	
	<input type="checkbox"/> Inter-cluster plan/strategy	_ _ / _ _ / _ _ _ _	
	<input type="checkbox"/> Cluster plan/strategy	_ _ / _ _ / _ _ _ _	
	<input checked="" type="checkbox"/> NGO platform plan/strategy- key findings will inform cash for winterization 2021 among SNFI and CBR-TWG partners	_ 1 / _ 07 / _ 2020 _ _ _ _	
<input type="checkbox"/> Other (Specify):	_ _ / _ _ / _ _ _ _		
<b>Audience Type &amp; Dissemination</b> <i>Specify who will the assessment inform and how you will disseminate to inform the audience</i>	<b>Audience type</b>	<b>Dissemination</b>	
	<input type="checkbox"/> Strategic <input checked="" type="checkbox"/> Programmatic <input type="checkbox"/> Operational <input type="checkbox"/> [Other, Specify]	<input type="checkbox"/> General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors) <input type="checkbox"/> Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting <input checked="" type="checkbox"/> Presentation of findings (e.g. at CBR-TWG meeting) <input checked="" type="checkbox"/> Bilateral dissemination to partners and CBR-TWG, donor	

			<input type="checkbox"/> Website Dissemination (Relief Web & REACH Resource Centre)	
			<input type="checkbox"/> [Other, Specify]	
<b>Detailed dissemination plan required</b>	<input type="checkbox"/>	Yes	X	No
<b>General Objective</b>	<p>To provide partners participating in cash-for-winterisation programming in Northwest Syria with a minimum set of questions for post-distribution monitoring (PDM)</p> <p>To encourage partners to integrate these questions into their own PDM surveys</p> <p>To provide a meta-analysis of these questions from shared data collected by partners</p>			
<b>Specific Objective(s)</b> 1	<p>1.) Draft and distribute (via Cash Based Response Technical Working Group (CBR-TWG) Whole of Syria (WoS) CashCap) minimum set of questions for incorporation into partners' own PDM tools, using KoBo.</p> <p>a. Encourage partners to use a harmonized tool in future cash PDM</p> <p>2.) Among partners using the standardized questions, data will be consolidated from all partners into one data set, cleaned, and analysed to provide key findings to partners for improvement of cash-for-winter programming in 2021</p>			
<b>Research Questions</b>	<p>1.) What standard questions should be included by all partners engaged in cash-for-winterisation PDM?</p> <p>2.) For later meta-analysis: To what extent did cash-for-winterization programming meet beneficiaries' winter needs? How can future cash-for-winterisation programming be improved?</p>			
<b>Geographic Coverage</b>	Northwest Syria			
<b>Secondary data sources</b>	Minimum set of questions as agreed in the CWG and operational partners' PDM tools as provided by WoS CashCap.			
<b>Population(s)</b> <i>Select all that apply</i>	<input type="checkbox"/>	IDPs in camp	<input type="checkbox"/>	IDPs in informal sites
	<input type="checkbox"/>	IDPs in host communities	<input type="checkbox"/>	IDPs [Other, Specify]
	<input type="checkbox"/>	Refugees in camp	<input type="checkbox"/>	Refugees in informal sites
	<input type="checkbox"/>	Refugees in host communities	<input type="checkbox"/>	Refugees [Other, Specify]
		Host communities	X	[Other, Specify] Beneficiaries of cash-for-winterisation, according to partner eligibility requirements. Note: Data collection will be conducted by partners and not by REACH
<b>Stratification<sup>2</sup></b> <i>Select type(s) and enter number of strata</i>	X	Geographical #: Population size per strata is known? <input type="checkbox"/> Yes X No	<input type="checkbox"/>	Group #: _ _ _ Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/>	[Other Specify] #: _ _ Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Data collection tool(s)</b>	X	Structured (Quantitative)	<input type="checkbox"/>	Semi-structured (Qualitative)
	<b>Sampling method</b>		<b>Data collection method</b>	

<sup>1</sup> REACH may expand its role in support pending further discussions.

<sup>2</sup> REACH rely on Partners' data collection and sampling strategy thus depending on their intervention framework, partners might use either simple random sampling or geography stratified sampling.

<b>Structured data collection tool # 1</b> <i>Select sampling and data collection method and specify target # interviews</i>	Purposive <input type="checkbox"/> Probability / Simple random <input type="checkbox"/> Probability / Stratified simple random <input type="checkbox"/> Probability / Cluster sampling <input type="checkbox"/> Probability / Stratified cluster sampling X [Other, specify]: partners will conduct PDM surveys to their beneficiaries; however, sampling will vary by organization.	Key informant interview (Target #): <input type="checkbox"/> Group discussion (Target #): _____ <input type="checkbox"/> Household interview (Target #): _____ X Individual interview (Target #): To be determined by partners depending on their program and sampling strategy <input type="checkbox"/> Direct observations (Target #): _____ <input type="checkbox"/> [Other, Specify] (Target #): _____
<b>Data management platform(s)</b>	<input type="checkbox"/> IMPACT <input type="checkbox"/> UNHCR X Partners who integrate the minimum set of questions into their PDM are asked to share the cleaned data from these questions with REACH in order to conduct anonymized meta-analysis	
<b>Expected output type(s)</b>	<input type="checkbox"/> Situation overview #: __ <input type="checkbox"/> Presentation (Preliminary findings) #: __ <input type="checkbox"/> Interactive dashboard #: __ <input type="checkbox"/> Factsheet #: _____ <input type="checkbox"/> Webmap #: __	
<b>Access</b>	<input type="checkbox"/> Map #: __ <input type="checkbox"/> Report #: 10 pages max <input type="checkbox"/> Profile #: __ <input checked="" type="checkbox"/> Presentation (Final) #: 1 <input checked="" type="checkbox"/> PDM tool survey #: 1	
<b>Access</b>	Public (available on REACH resource center and other humanitarian platforms) X Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)	
<b>Visibility</b> <i>Specify which logos should be on outputs</i>	<b>REACH – WoS CWG</b>	
<b>Access</b>	<b>Donor:</b> OFDA <b>Coordination Framework:</b> CBR-TWG, SNFI	
<b>Visibility</b> <i>Specify which logos should be on outputs</i>	<b>Partners:</b> Members of CBR-TWG, SNFI	

## 2. Rationale

### 2.1. Rationale

Nine years of destructive conflict has taken a heavy toll on Syria's economy; ongoing conflict activity combined with environmental damage have negatively impacted pre-existing market structures. A decreased productive base, widespread unemployment, and hyper localisation of markets continue to be symptoms of the protracted crisis. According to the 2019 Humanitarian Needs Overview (HNO), there are 11.7 million people in need of humanitarian assistance in Syria, with 5 million of those identified as having acute humanitarian needs, including medical care, food, water, sanitation and hygiene products, and shelter. An estimated 6.2 million people remained internally displaced at the end of 2018, with over 1.6 million population movements recorded between January and December 2018, and 6.5 million people being food insecure and a further 2.5m at high risk of becoming food insecure.

Yet, despite this, markets in Syria largely remain functional. In order to support local economies while also supporting needs of vulnerable Syrians, many operational actors provide cash-based programming as part of their response. This aid is often in the form of multi-purpose cash, in order to allow households to determine the best way to spend aid money to meet their immediate needs. As part of the winter response, many partners provide cash-for-winterisation programming. Following a distribution, actors generally engage in post-distribution monitoring (PDM) to gather information on outcomes, including experience, how money was spent, unmet needs, among others. Yet, as of now in northwest Syria (NWS), there is no harmonized approach to evaluating the beneficiary experience [www.reach-initiative.org](http://www.reach-initiative.org)

following this distribution.

The S/NFI Cluster also supports cash-for-winterisation programming for items that are generally available in markets (such as winter blankets, clothing, and heaters). Thus, the S/NFI Cluster has requested that REACH, with support from the CBR-TWG, to develop a minimum set of questions for cash-for-winterisation programming partners to integrate into their existing PDM surveys. These questions are not meant to replace partners' PDM surveys, but rather to ensure a minimum set of questions are integrated into existing surveys and thus a harmonized set of questions exist across actors for the purpose of comparative analysis. The results of the analysis will give stakeholders a clearer picture of the outcomes of cash aid for winter on beneficiary populations. The project will also promote transparency and accountability among partners who agree to adopt the tool and share data.

## 3. Methodology

### 3.1. Methodology overview

Late January, REACH was provided with a minimum set of questions from CBR-TWG to improve and consolidate, upon soliciting feedback from partners in the NWS CBR-TWG throughout February. In particular, REACH will ensure that the suggested questions and categories are designed in the most appropriate way to facilitate the joint analysis of all partner's PDM data. Afterwards, REACH will disseminate a "chunk" of KoBo tool to integrate into partners' tools, (among those who agree to incorporate the questions into their own PDM). The questions will be targeted to beneficiaries of cash-based winterization assistance, and will focus on the distribution results and experience. REACH will harmonise different partners' data when needed and provide key findings from the partners' data through descriptive analysis of spending patterns and satisfaction and accountability indicators disaggregated by main vulnerability criteria using Excel.

### 3.2. Population of interest

The population of interest is the beneficiaries of ongoing cash-based winterization assistance programs in Northwest Syria conducted by members of the NWS Cash-Based Responses Technical Working Group and/or Shelter/Non-food items Cluster. The sampled beneficiaries are recipients of cash-for-winter programming who have met specific eligibility requirements and will be randomly surveyed through partner's post-distribution monitoring exercise as part of their cash-based winterization assistance programs. These requirements vary by organization, including household size, specific vulnerabilities such as persons with disabilities, and income.

### 3.3. Primary Data Collection

REACH will not be directly involved in data collection; rather, partners involved in winterization in NWS will use the tool jointly developed by the CWG members and REACH to conduct their own PDM enabling consolidation of organisation-specific findings using the harmonized tool. As winter programming is nearly done for this winter season, REACH aims for partners to integrate these questions into the final rounds of their cash-for-winterisation programming for this year. For the next round of PDM exercises, partners that used the harmonized tool will be asked to share their cleaned data\* with REACH for this set of questions to enable a meta-analysis of this data.

### 3.4. Data Processing & Analysis

Having generated a standardized set of questions to be included in the PDM tool used by partners, a request will be made by REACH to have data collected using this tool sent to REACH for consolidation. It is anticipated that this data will have been cleaned by the partners as they will have used these findings for their own activities. Once REACH has received this data, to ensure cohesiveness between the data collected by different partners, REACH will conduct the following cleaning processes, among others, in line with the IMPACT Data Cleaning Minimum Standards Checklist, including:

- Checking for logical inconsistencies and outliers
- Requesting translations when needed
- De-identifying data, removing UUIDs, and NGO names
- Conducting follow-ups on the above, as needed

Data cleaning logs and the raw data will be kept by REACH in a secure on-site server. The clean raw data won't be shared but REACH will discuss and explore the possibility of sharing this dataset with partners/donor if there is a clear need. The consolidated data will be analysed using Excel to understand high-level percentages of those surveyed who responded in various ways. Afterwards, REACH will produce a one-time cash-for-winterisation PDM presentation summarizing key findings across partner data, including, but not limited to distribution experience, expenditure patterns, unmet needs, timeliness, and satisfaction. This information will not be partner specific<sup>3</sup>. Findings will be shared through presentations to the CWG and SNFI WG, highlighting lessons learned and key findings to improve efficiency and relevance of cash-based programming in next winter's cash-based programming response.

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<sup>3</sup> Partners have agreed to share this data under the agreement that no organization will be singled-out, but rather high-level, anonymized findings will be shared back by REACH.

## 4. Roles and Responsibilities

Table 3: Description of roles and responsibilities

<b>Task Description</b>	<b>Responsible</b>	<b>Accountable</b>	<b>Consulted</b>	<b>Consulted</b>
Research design	Assessment Officer	Assessment Officer	IMPACT HQ Research Design and Data Units	Head of Programmes/HQ
Supervising data collection	NA	NA	NA	NA
Data processing & cleaning	Assessment Officer	Assessment Officer	IMPACT HQ Research Design and Data Units	GIS Manager/OiC
Data analysis	Assessment Officer	Assessment Officer	IMPACT HQ Research Design and Data Units	GIS Manager/OiC
Output production	Assessment Officer, GIS Officer	Assessment Officer	HQ Reporting Team	GIS Manager/OiC
Dissemination	Assessment Officer	Assessment Officer	HQ comms	GIS Manager/OiC
Monitoring & Evaluation	Assessment Officer	Assessment Officer	IMPACT HQ Research Design and Data Units	Syria – Northwest/Northeast Country Focal Point
Lessons learned	Assessment Officer	Assessment Officer	IMPACT HQ Research Design and Data Units	Syria – Northwest/Northeast Country Focal Point

**Responsible:** the person(s) who executes the task

**Accountable:** the person who validates the completion of the task and is accountable of the final output or milestone

**Consulted:** the person(s) who must be consulted when the task is implemented

**Informed:** the person(s) who need to be informed when the task is completed

**NB: Only one person can be Accountable; the only scenario when the same person is listed twice for a task is when the same person is both Responsible and Accountable.**

## 5. Annex: Paper Form

Post-Distribution Monitoring (PDM) – Winter-specific Multipurpose Cash (MPC) Assistance  
**Minimum Required Questions**

*This the **FINAL DRAFT** is prepared for both Northwest and Northeast Syria Cash Working Group*

**About this tool:**

- This is not meant to replace existing winter-specific MPC PDM tools; your organisation’s survey tool may already have most of these questions, if not all.
- This is best used as a reference guide for the core PDM questions that must be asked of HHs receiving winter-specific MPC assistance.
- Questions are organized according to the following sections:
  - Beneficiary Household Details**
  - Distribution Result**  
Spending patterns & outcome
  - Distribution Quality**  
Distribution process  
Satisfaction & accountability

**Basic questions to be answered before the start of the actual questionnaire:**

- ① **What is your gender?**  Male  Female
- ② **Are you the head of household?**  Yes  No
- ③ **Where did your household receive the winter-specific multipurpose cash assistance?**

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**A. BENEFICIARY HOUSEHOLD DETAILS**

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**Beneficiary household status**

**1.1 I would like to ask you some basic details about your household, could you please select all the following options that apply? (Select all that apply)**

- We are an IDP household
- We are a returned household
- We are a household from the host community
- My household is headed by a female
- My household is headed by a child (i.e. below 18 years old)
- My household is headed by an elderly (i.e. 60+ years old)
- My household is headed by a member who is injured, with disability and/or is chronically ill
- We do have a head of household
- My household has at least one vulnerable member (i.e. elderly/ dependent/ person with injury/ person with disability /chronically ill)
- My household has more than one child under 5 years old
- We are a large household (over 7 members)

**\*FOLLOW-UP QUESTION: Please specify the number of members in your household:** \_\_\_\_\_

- My household lives in collective shelter/abandoned and/or damaged building/tent/tarp/under trees/cave or equivalent poor living situation that is unfit for winter
- My household does not own any income-generating assets (assets that make money such as livestock that produce milk/cheese, machinery that produces items to sell)
- Other **\*Please specify:** \_\_\_\_\_
- I prefer not to answer

**1.2 What was your household's income in SYP in the previous month?** \_\_\_\_\_

*(Note: Please remind the respondent not to include any cash assistance received in the previous month)*

**1.3 Do you understand why your household was selected to receive the winter-specific multipurpose cash assistance?**

- Yes  No

**1.3.1 If yes, do you remember which criteria your household met?**

*(Note to enumerator: Please do not offer the following as answer options; only use the options provided below as checklist or use one as prompt)*

- My household is headed by a widow
- My household is headed by a child (i.e. below 18 years old)
- My household is headed by an elderly (i.e. 60+ years old)
- My household is headed by a member who is with disability
- My household has two or more members with disability
- Other **\*Please specify:** \_\_\_\_\_
- I cannot remember

**1.3.2 If no, why? (Select all that apply)**

- The criteria were communicated to the other member of my household instead
- No one explained the selection criteria to my household
- I cannot recall if the criteria were communicated to me/the whole household
- Other **\*Please specify:** \_\_\_\_\_

*[Note to enumerator: Please explain your organization's selection criteria to the respondent]*

**\*1.4 Do you agree with the selection criteria?**

*(\*This question can be removed for NES PDM partners)*

Yes

No

No opinion

\*Can you please specify your reason(s):  
\_\_\_\_\_

**1.5 Did your household receive any other multipurpose cash / non-food item assistance in the previous three months?**

Yes  No

**1.5.1 If yes, please provide some details of the assistance your household received (i.e. total value of the multipurpose cash received and/or specify received NFI kit):** \_\_\_\_\_

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**B. DISTRIBUTION RESULTS - SPENDING PATTERNS & OUTCOME**

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**2.1 How many tranches of multipurpose cash did your household receive for this winter?**

*(Note: It is expected that each household would receive the multipurpose cash assistance through 3 tranches - \$120 for general winter items in mid-November, \$60 for fuel in mid-December and mid-January)*

*(\*This question and the follow-up question below can be removed for NWS PDM partners)*

1  2  3

**2.1.1 When did the distribution(s) happened? (Please provide estimated date(s))**

**1st tranche:** \_\_\_\_\_

**2nd tranche:** \_\_\_\_\_

**3rd tranche:** \_\_\_\_\_

**2.2 In which currency and how much did your household actually receive on your winter-specific multipurpose cash assistance?**

**2.2.1 In which currency? (Select all that apply)**

USD  SYP  \*TRY *(\*This option can be removed for NES partners)*

**2.2.2 How much in total?**

**In USD:** \_\_\_\_\_

**In SYP:** \_\_\_\_\_

**\*In TRY:** \_\_\_\_\_

**Exchange**

**2.3 If the multipurpose cash was received in USD, did your household exchange the total cash into SYP and/or TRY?**

SYP  TRY  We did not exchange the currency

**2.4 Was the actual amount received by your household different from what you thought you would receive after exchanging it into the currency your household needed the most?**

Yes  No  Not sure

**2.4.1 If yes, why? (Select all that apply)**

Service fees for the transfer agent

The currency was not available

Damaged banknotes

Other **\*Please specify:** \_\_\_\_\_

We faced a bad/disadvantageous exchange rate

I don't know

**2.4.1.1 What was the difference before and after exchanging the amount received by the household into the currency the household needed the most, in percentage? \_\_\_\_\_%**

**2.5 Please ask if the respondent could provide the average exchange rate of the dates his/her household spent the multipurpose cash for any of the following, if not all:**

1 USD to \_\_\_\_\_ SYP

1 USD to \_\_\_\_\_ TRY

1 TRY to \_\_\_\_\_ SYP

**2.6 What did your household actually spend this multipurpose cash on?** (Select all that apply and please provide the approximate value as well as the currency spent on each category)

*Reminder: The sum of the total cash spent on each category should equal to the exact amount your household received*

Category	Value (Select currency)
<input type="checkbox"/> Fuel for heating (e.g. kerosene, alternative fuel)	_____ SYP/USD/TRY
<input type="checkbox"/> Appliance for heating (e.g. kerosene/diesel heater)	_____ SYP/USD/TRY
<input type="checkbox"/> Fuel and appliance for cooking (e.g. cooking fuel, stovetop but exclude kitchenware)	_____ SYP/USD/TRY
<input type="checkbox"/> Winter clothing	_____ SYP/USD/TRY
<input type="checkbox"/> Winter blankets	_____ SYP/USD/TRY
<input type="checkbox"/> Shelter winterisation support (e.g. plastic sheets, mattresses, winter carpets)	_____ SYP/USD/TRY
<input type="checkbox"/> Shelter repair	_____ SYP/USD/TRY
<input type="checkbox"/> Food	_____ SYP/USD/TRY
<input type="checkbox"/> Water (include purchased water; utilities)	_____ SYP/USD/TRY
<input type="checkbox"/> Other NFIs for basic hygiene needs	_____ SYP/USD/TRY
<input type="checkbox"/> Electricity (include batteries)	_____ SYP/USD/TRY
<input type="checkbox"/> Communications (SIMs, mobile credit)	_____ SYP/USD/TRY
<input type="checkbox"/> Transportation	_____ SYP/USD/TRY
<input type="checkbox"/> Healthcare/medicine	_____ SYP/USD/TRY
<input type="checkbox"/> Education	_____ SYP/USD/TRY
<input type="checkbox"/> Baby & child needs (e.g. baby formula, diapers)	_____ SYP/USD/TRY
<input type="checkbox"/> Debt repayment	_____ SYP/USD/TRY
<input type="checkbox"/> Rent	_____ SYP/USD/TRY
<input type="checkbox"/> Invest in savings	_____ SYP/USD/TRY
<input type="checkbox"/> Other <b>*Please specify:</b> _____	_____ SYP/USD/TRY
<input type="checkbox"/> Cannot remember	

**2.7 What are the top 3 most important outcomes of receiving the multipurpose cash for winter assistance to your household?** (Please put 1=first most important outcome, 2=second most important outcome, 3=third most important outcome)

- |  |  |
|--|--|
| <input type="checkbox"/> Able to fully cover winter needs  | <input type="checkbox"/> Improve household health status                     |
| <input type="checkbox"/> Able to cover more winter needs than what my household previously could | <input type="checkbox"/> Pay rent  |
| <input type="checkbox"/> Able to repair our shelter  | <input type="checkbox"/> Repay debt  |
| <input type="checkbox"/> Able to improve the quantity and/or the quality of our food consumption | <input type="checkbox"/> Invest in savings                                   |
|  | <input type="checkbox"/> Increased market supplies in our community          |
|  | <input type="checkbox"/> Other <b>*Please specify:</b><br>_____              |
|  | <input type="checkbox"/> None <b>*Please specify the reason(s):</b><br>_____ |

**2.8.1 If your household repaid debt by using the multipurpose cash received, what was the purpose of this debt?**

- Food expenses
- Non-winter NFIs expenses
- Fuel expenses
- Shelter/housing/rent related expenses
- Other winter items except fuel (i.e. appliance for heating, fuel and appliance for cooking, winter clothing, winter blankets, shelter winterisation support and shelter repair)
- Health-related expenses
- Other **\*Please specify:** \_\_\_\_\_

**2.8.2 If your household repaid debt by using the multipurpose cash received, with whom were you in debt?**

- Credit borrowed from vendor(s)
- Money borrowed from relatives/friends/neighbours
- Hawala
- Other **\*Please specify:** \_\_\_\_\_

**2.9 Does your household have any winter needs that remain unmet?**

Yes  No  Not sure

**2.9.1 If yes, what was it/were they? (Select all that apply)**

- Fuel and appliance for heating (e.g. kerosene, heater, alternative fuel)
- Fuel and appliance for cooking (e.g. cooking fuel, stovetop but exclude kitchenware)
- Winter clothing
- Winter blankets
- Shelter winterisation support (e.g. plastic sheets, mattresses, winter carpets)
- Shelter winterization repair
- Other \*Please specify: \_\_\_\_\_

**2.9.2 Why were your household unable to obtain those winter items/fulfil needs? (Select all that apply)**

- Could not find the needed items in the market
- Market too far
- Unable to find/afford transportation to reach the market
- Market was inaccessible due to harsh winter conditions
- Market was inaccessible due to safety issues (e.g. many checkpoints on the way)
- The winter item(s) we needed was/were still unaffordable despite the extra money received
- We spent all money on non-winter needs
- Other \*Please specify: \_\_\_\_\_

**2.10 Apart from the multipurpose cash received, did your household secure some of your winter needs by other means?**

Yes  No  Not sure

**2.10.1 If yes, in which other way(s)? (Select all that apply)**

- Spent our household's savings
- Borrowed money from relatives/friends
- Bought on credit
- Other \*Please specify: \_\_\_\_\_

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**C. DISTRIBUTION QUALITY - DISTRIBUTION PROCESS**

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**3 How did your household find the whole cash distribution process (before, during and after)?**

**Before**

**3.1 Please rate your household's satisfaction level before the cash collection:**

Totally dissatisfied     1     2     3     4     5    Totally satisfied  
Neutral

**3.1.1 Please specify the reasons why this rating captured your household's satisfaction level before the cash collection:**

**To what extent your household agree with each of the following statements?**

**3.1.1.1 The registration process was simple**

- Fully disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Fully agree
- No opinion

**3.1.1.2 The registration process was clearly explained**

- Fully disagree
- Somewhat disagree
- Neither agree nor disagree

- Somewhat agree
- Fully agree
- No opinion

**3.1.1.3 The registration process was done on time**

- Fully disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Fully agree
- No opinion

**3.1.1.4 We were informed early enough (i.e. 2 days in advance) by the information provider about the cash distribution details (date, time & site)**

- Fully disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Fully agree
- No opinion

**3.1.1.5 Other reasons \*Please specify: \_\_\_\_\_**

***During***

**3.2.1 Through which method did your HH receive the cash distribution?**

- From the NGO's designated distribution site
- Door-to-door distribution
- Hawala
- Other \*Please specify:

**3.2.2 Please rate your household's satisfaction level during the cash distribution:**

Totally dissatisfied     1     2     3     4     5    Totally satisfied

Neutral

**3.2.2.1 Please specify the reasons why this rating captured your household's satisfaction level during the cash collection:**

**3.2.2.1.1 There was delay in the distribution of cash**

- Yes
- No
- No opinion

**3.2.2.1.2 There were separate lines for males and females**

- Yes
- No
- No opinion

**3.2.2.1.3 Household information was correct on the beneficiary list**

- Yes
- No
- No opinion

**3.2.2.1.4 Was there any demand of bribe/tax at the distribution point?**

- Yes
- No
- No opinion

**3.2.2.1.5 The collection centre was close by / no or minimal travel costs incurred**

- Yes
- No
- No opinion

**3.2.2.1.6 The waiting time for the distribution was short**

- Yes
- No
- No opinion

**3.2.2.1.7 The collection site provided adequate shelter against unpleasant weather conditions**

- Yes
- No
- No opinion

***To what extent your household agree with each of the following statements?***

**3.2.2.1.8 The journey to the collection site was safe**

- Fully disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Fully agree
- No opinion

**3.2.2.1.9 The person who collected the multipurpose cash felt safe at the collection site**

- Fully disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Fully agree
- No opinion

**3.2.2.1.10 There was no overcrowding during distribution**

- Fully disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Fully agree
- No opinion

**3.2.2.1.11 Staff member(s) who assisted with the cash distribution was polite/helpful**

- Fully disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Fully agree
- No opinion

**3.2.2.1.12 Other reasons \*Please specify:** \_\_\_\_\_

***After***

**3.3 Please rate your household's satisfaction level after the cash distribution:**

Totally dissatisfied     1     2    Neutral     3     4     5    Totally satisfied

**3.3.1 Please specify the reasons why this rating captured your household's satisfaction after the cash distribution:**

**3.3.1.1 How was the journey back from the distribution site? (Select all that apply)**

- The one who carried the cash felt safe on his/her journey back
- The one who carried the cash felt unsafe on his/her journey back
- The cash was stolen

**3.3.1.2 Did your household face any issue when spending the money received?**

- Yes
- No
- No opinion

**3.3.1.2.1 If yes, what were the issues encountered?** (Select all that apply)

- The banknotes were damaged and were not accepted
- We faced issue on how to spend the small banknotes
- We faced issue on how to spend the large banknotes
- The currency was not widely accepted in the market
- Confusion around prices due to multiple currencies
- Other **\*Please specify:** \_\_\_\_\_

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**C. DISTRIBUTION QUALITY - SATISFACTION & ACCOUNTABILITY**

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**4.1 Did your household receive the cash assistance in appropriate time to meet winter needs?**

- Yes  No  Not sure

**4.1.1 If no, when would your household have preferred to have received the winter-specific multipurpose cash assistance?**

We would have preferred to have received the assistance by: *[please provide an approximate date here]*

**4.2 Would your household prefer multipurpose cash or a different modality (e.g. in-kind, voucher, service provision etc.) for such winter assistance?**

- Yes, we prefer multipurpose cash.
- No, we prefer another modality

**4.2.1 If multipurpose cash, in which currency your household prefer to receive it?**

- USD  SYP  TRY  I prefer not to answer

**4.2.3 If different modality, what would your household prefer?**

- In-kind assistance
- Voucher
- Cash-for-work program
- Service provision
- Other **\*Please specify:** \_\_\_\_\_

**4.2.2 If multipurpose cash, in which way your household prefer to receive it?**

- From a cash collection site
- Direct distribution to the household
- Through hawala
- Other **\*Please specify:** \_\_\_\_\_

**4.3 To what extent you agree with the following statement:**

**We have faced tensions or problems among our friends/family/neighbours as a direct consequence of receiving the winter multipurpose cash assistance?**

- Fully disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Fully agree
- No opinion

**4.3.1 If you somewhat agreed with the previous statement, what is/are the issue(s)?** (Select all that apply)

- Our household had a disagreement on how the money should be spent

- Our household had a disagreement on who should spend the money
- My neighbour is not eligible for the assistance
- Our household received more/less than our neighbour
- Our household received the same amount as our neighbour but we are a smaller/bigger household (i.e. my household received relatively sufficient assistance/insufficient assistance)
- My household faced discrimination as we are aid recipients
- Our household had to share our received value with other households because the distributor did not have the exact banknotes
- Other **\*Please specify:** \_\_\_\_\_

**4.4 Through what channel(s) would your household prefer to communicate your feedback or complaint related to the assistance?**

- |  |   |
|--|---|
| <input type="checkbox"/> In person                                 | <input type="checkbox"/> Send an email  |
| <input type="checkbox"/> Hotline                                   | <input type="checkbox"/> Participate in a feedback survey/interview/focus group |
| <input type="checkbox"/> WhatsApp or other social media channel(s) | <input type="checkbox"/> Through community leaders                              |
| <input type="checkbox"/> Complaint box (i.e. fill in a paper form) |   |

**4.4.1 Do you have any other suggestions for feedback/complaint methods, particularly solution(s) that would fit the community context? If yes, please specify:** \_\_\_\_\_

*End of survey*