Research Terms of Reference
WASH Knowledge, Attitude and Practices (KAP) survey in Za'atari camp
JOR1805
Jordan

[July 2018]
[Version 1]

REACH Informing more effective humanitarian action

1. Executive Summary

Country of intervention	*Jordan*				
Type of Emergency	□	Natural disaster	X	Conflict	
Type of Crisis	□	Sudden onset	□ Slow onset		X Protracted
Mandating Body/ Agency	*UNICEF, ACTED, Oxfam*				
Project Code	*13 DFL*				
Research Timeframe *Add planned deadlines (for first cycle if more than 1)*	1. Start collect data: 4/07/2018		4. Data sent for validation: 31/08/2018		
	2. Data collected: 16/07/2018		5. Outputs sent for validation: 20/09/2018		
	3. Data analysed: 31/08/2018		6. Outputs published: 31/10/2018		
Number of assessments	X	Single assessment (one cycle)			
Number of assessments	□	Multi assessment (more than one cycle) □ Every week □ Every two weeks □ Every month □ Every two months □ Quarterly □ Other [Specify]			

Humanitarian milestones *Specify **what** will the assessment inform and **when** e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;*	**Milestone**		**Deadline**
	X	Donor plan/strategy	2018-2019
	□	Inter-cluster plan/strategy	_ _/_ _/_ _ _ _
	□	Cluster plan/strategy	_ _/_ _/_ _ _ _
	□	NGO platform plan/strategy	_ _/_ _/_ _ _ _
	X	Other (Specify): UNICEF's WASH Implementing Partners' (namely ACTED and Oxfam) plans in Za'atari camp	2018-2019

Audience Type & Dissemination *Specify **who** will the assessment inform and **how** you will disseminate to inform the audience*	**Audience type**	**Dissemination**
	□ Strategic X Programmatic X Operational □ [Other, Specify]	□ General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors) □ Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting □ Presentation of findings (e.g. at HCT meeting; Cluster meeting) □ Website Dissemination (Relief Web & REACH Resource Centre) X TBD with UNICEF (Previous KAP survey reports were not made public)

Detailed dissemination plan required	☐	Yes	X	No
General Objective		Inform, through evidence-based recommendations (1) programming of humanitarian actors involved in WASH activities in the camp, aimed at improving WASH services and WASH knowledge, attitudes and practices of camp residents towards hygiene and sanitation as well as (2) UNICEF's efforts to shift towards greater sustainability of programming (embodied in the waste water and water networks' constructions, and the establishment of cluster focal points).[1]		
Specific Objective(s)		- Evaluate (1) camp's residents' current knowledge, attitude and practices towards water, hygiene and sanitation and (2) the progress that has been made in camp's residents' knowledge, attitude and practices towards water, hygiene and sanitation since the last KAP survey in 2017. - Assess: → How the current construction of the water network is perceived by camp residents and the impact to date of the water network on sanitation and hygiene practices in district 8. [2] → The impact of the construction of the waste water network on sanitation and hygiene practices in Za'atari camp. → Camp residents' level of awareness as regards to the establishment of cluster focal points (from whom they can get tools provided for undertaking minor repair and maintenance work of the waste water and water networks). - Provide a thorough understanding of the camp residents' perceptions of (1) UNICEF's WASH implementing partners' effectiveness in delivering WASH related information and WASH services and (2) their relationships with UNICEF's WASH implementing partners' staff.		
Research Questions		- What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards to the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?[3] - How are UNICEF's efforts to strengthen community-based approaches to programming perceived by camp residents and what are the results of this strategy so far? → How is the construction of the waste water network perceived by the camp residents? What impact does the newly constructed water network in district 8 have on sanitation and hygiene practices to date? → What has been the impact of the construction of the waste water network on sanitation and hygiene practices in Za'atari camp? → To what extent are camp residents aware of the establishment of cluster focal point and take advantage of it?		

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[1] Cluster focal points are Syrian refugees' volunteers that are appointed under the Social Mobilization teams. They are responsible of providing camp residents with tools for minor waste water and water networks repair and maintenance works when needed.
[2] The construction of the water network is currently undertaken in Za'atari camp. As of June 2018, the water network is operational only in District 8 of the camp.
[3] Only for indicators that were already included in the 2017 KAP Survey assessment, i.e. those flowing from the questions indicated by a red asterix in Annex 6(Data Analysis Plan).

	- What is the communication made/ what are the activities undertaken by UNICEF's WASH implementing partners' community mobilisation's team as regards to WASH related topics in Za'atari camp? To what extent is UNICEF's WASH implementing partners' communication, as regards to WASH activities, effective? - What are the WASH services provided by UNICEF's WASH implementing partners in Za'atari camp? To what extent are camp residents' satisfied with the services provided by UNICEF's WASH implementing partners ? - How are camp residents' relationships with WASH implementing partners' staff in Za'atari camp? To what extent are the camp residents satisfied with it?	
Geographic Coverage	*Za'atari camp*	
Secondary data sources	- WASH Infrastructure and services assessment in Za'atari camp, REACH, March 2017 (for census data, sample calculations and contextual facts)[4] - Knowledge, attitudes and practices survey, Zaatari refugees camp, Jordan, 2017 (for informing the tool and for data comparison purposes) - The questionnaire used for the KAP survey 2017 (for ensuring comparability of data)	

Population(s) *Select all that apply*	□	IDPs in camp	□	IDPs in informal sites
	□	IDPs in host communities	□	IDPs [Other, Specify]
	x	Refugees in camp	□	Refugees in informal sites
	□	Refugees in host communities	□	Refugees [Other, Specify]
	□	Host communities	□	[Other, Specify]

Stratification *Select type(s) and enter number of strata*	□	Geographical #:District Population size per strata is known? □ Yes □ No	□	Group #: _ _ _ Population size per strata is known? □ Yes □ No	□	*[Other Specify]* #: _ _ Population size per strata is known? □ Yes □ No

Data collection tool(s)	X	Structured (Quantitative)		□	Semi-structured (Qualitative)

	Sampling method	**Data collection method**
Structured data collection tool # 1 *Select sampling and data collection method and specify target # interviews*	□ Purposive X Probability / Simple random □ Probability / Stratified simple random □ Probability / Cluster sampling □ Probability / Stratified cluster sampling □ [Other, Specify]	□ Key informant interview (Target #):_ _ _ _ _ □ Group discussion (Target #):_ _ _ _ _ X Household interview (Target #):373 □ Individual interview (Target #):_ _ _ _ _ □ Direct observations (Target #):_ _ _ _ _ □ [Other, Specify] (Target #):_ _ _ _ _
Target level of precision if probability sampling	95% level of confidence	5+/- % margin of error

Data management platform(s)	X	IMPACT	□	UNHCR
	□	[Other, Specify]		

Expected ouput type(s)	□	Situation overview #: _ _	X	Report #: 1	□	Profile #: _ _
	□	Presentation (Preliminary findings) #: _ _	□	Presentation (Final) #: _ _	□	Factsheet #: _ _
	□	Interactive dashboard #:_	□	Webmap #: _ _	□	Map #: _ _
	X	Preliminary findings document #: 1				

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[4] REACH, Wash infrastructure & services assessment in Zaatari camp Assessment Report, March 2017

Access	☐	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)
Visibility *Specify which logos should be on outputs*		*UNICEF, REACH*

2. **Rationale**

2.1. Rationale

As of the 24th of May 2018, 78,250 Syrian refugees were registered in Zaatari camp, in Mafraq governorate.[5] UNICEF is the lead with ACTED/Oxfam for the WASH sector in Jordan and has been coordinating all related activities in the camp since its opening in 2012. ACTED, JEN and Oxfam have operated as key partners in the implementation of WASH activities in the camp, including delivery of treated water through a free water trucking service, the collection of waste water and solid waste, building and repair maintenance of private WASH facilities, and hygiene promotion activities.[6] In 2016, in an effort to shift towards greater sustainability of programming, private toilet facilities in each household have been constructed and every household in the camp has been connected to a common wastewater disposal system, commonly known as the Zaatari Wastewater Network (WWN). A water network, that aims at connecting all the households of the camp to the public water system, is currently under construction. As of June 2018, it is already operational in one of the 12 districts of the camp (more precisely in district 8).

In April 2018, REACH has been commissioned by UNICEF (with funding provided to ACTED) to conduct an assessment of Za'atari camp residents' knowledge, attitudes and practices towards water, sanitation and hygiene. This assessment, initiated in 2012, was repeated in 2013, 2014, 2015 and 2017, to track the progress with reference to the baseline data of 2012 and provide WASH implementing partners (IPs) in Za'atari camp evidenced-base recommendations to improve their programming. [7] Given reduced funding for the coming year and beyond, this research also aims to inform UNICEF's work towards building cost efficient and sustainable service delivery systems, through greater focus on community based approaches to programming.

3. **Methodology**

2.1. Methodology overview

The study will be quantitative and data will be collected through randomly selected household interviews in all of the 12 districts of the camp. The sample of interviews to be conducted will be proportionally stratified by the HHs number in each district so as to ensure representability of all districts. Data will be collected by both REACH enumerators and trained Cash For Workers (CFWs).[8]

2.2. Population of interest

Data will be collected through household surveys of Syrian refugees living in Zaatari camp, in all districts across the camp. Wherever possible, the head of household will be interviewed. However, if the household head is not available, only household individuals over the age of 18 will be asked to participate in the survey.

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[5] UNHCR Operational portal, Syria Regional Refugee Response, UNHCR, accessed on the 11/06/2018.

[6] From the 1st of April 2018 on, ACTED has fully taken over operations in JEN's districts of the camp (3, 4 and 5) related to camp cleaning, social mobilisation, repair and maintenance, the water and waste water networks.

[7] Previous reports were not officially endorsed by UNICEF, who commissioned them, but they have been used by the WASH IPs in order to understand the snapshot of WASH in their districts, and inform future decision making.

[8] The cash for work (CFW) scheme in Zaatari camp has been utilized since the camp was established in July 2012, as a means to provide incentives and capacity development to refugees who volunteer for various organisations in the camp.

2.3. Secondary data review

- The WASH Infrastructure and services assessment in Za'atari camp conducted by REACH in March 2017 will (1) feed into the sampling design of this KAP survey, as it included a census of the population of the camp and the GPS coordinates of each single household in the camp, and (2) help further contextualise findings.[9]

- The KAP survey reports from previous years, and especially of 2017, will provide contextual facts and allow for a comparison of primary data and findings.

- The questionnaire used for the KAP survey 2017 will serve as a foundation for the questionnaire of the KAP survey 2018, so as to ensure comparability of data.

2.4. Primary Data Collection

Tool

At an initial stage, the questionnaire of the 2017 survey will be used to design the first draft of the 2018 questionnaire, so as to enable data tracking and comparisons. During a round table with representatives from UNICEF, ACTED and Oxfam the questions from 2017 will then either be kept, removed, or changed; to ensure that the 2018 KAP survey can effectively inform UNICEF and WASH IPs' current plans/strategies.

Sampling strategy

REACH population census showed that 12,410 households were located in Za'atari camp in March 2017.[10] Based on this figure, a random sample of 373 households will allow the generation of results that are generalizable to the population within the camp with a 95% level of confidence and 5% margin of error.[11] An additional buffer of 5% will be added to allow the discarding of incomplete cases and errors while still attaining the planned confidence level and confidence interval. The sample will be proportionally distributed based on the number of households in each district, to reach an evenly weighted total sample size. (see table below)

District	Number of HHs	Number of HHs to be included in the sample, by district
D1	1027	31
D2	1174	35
D3	754	23
D4	753	23
D5	900	27
D6	1190	36
D7	1138	34
D8	1452	44
D9	916	28
D10	935	28
D11	1302	39
D12	869	26
Total	**12410**	**373**

The KAP survey will rely on a random sampling approach developed by REACH to identify the survey respondents. This approach will employ randomized GIS sampling which takes satellite imagery of the community targeted, overlaid with a grid

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[9] REACH, Wash infrastructure & services assessment in Zaatari camp Assessment Report, March 2017
[10] REACH, Wash infrastructure & services assessment in Zaatari camp Assessment Report, March 2017
[11] Sample size was calculated using the Survey System Sample Size Calculator.

of hexagons. This is then overlaid with population-density data drawn from the last population census conducted by REACH in Za'atari camp to provide each hexagon with a weight (in other words each hexagon's weight is calculated based on the proportion of the total population of the community living within each hexagon's boundaries). A sample is then drawn randomly, with a higher likelihood of sampling locations being drawn from those hexagons with higher population density. In this selection process, the script running also integrates the sub-sample needed in each district to ensure the respect of the above-mentioned sampling strategy. The final sample is drawn based on the number of times each hexagon got selected during the process, as well as on each hexagon's probability to be chosen in the first instance. To identify the exact location of the households to be interviewed, random points, within the selected hexagons, are then drawn.

During the data collection, data collectors will go to each GPS point and conduct an interview with an adult member within the closest household to the point. Where this household is empty, unresponsive, or refuses to participate in the survey, data collectors will move to the second nearest household to the GPS point and so on until an adult respondent can be identified. In case no adult respondent can be identified in the 12.5 metres-radius from the GPS point, data collectors will have to replace the initial GPS point with another one taken from the buffer, provided for that purpose.

Wherever possible, the head of household will be interviewed. In case where the head of household is not available and there is more than one adult within the household, the data collectors will introduce the assessment and then ask household members who they think among themselves would be best able to provide information given the nature of the assessment.

Data collection method

REACH assessment team (including 1 senior field manager and 4 community mobilizers) will administer the KAP survey with the support of 5 CFWs. Given the sensitivity of some of the questions that are included in the KAP survey questionnaire, female data collectors will conduct interviews with female respondents and male data collectors with male respondents.

Prior the beginning of the data collection, one day will be dedicated to both (1) the training of the data collectors on how to collect data using KOBO (an Android-based mobile application) as well as communications and interview techniques, and (2) the pilot of the tool, in order to test the form in the field prior final use and ensure that data collectors are fully familiar with it. Data collected during the course of the survey will be stored directly on REACH's secure internal server.

2.5. Data Processing & Analysis

To ensure the quality of the data collected, the following checks will be implemented:

- Daily cleaning will be done at the end of each day to address errors, if any, and outliers in data entry.
- Regular spot checks will be conducted by REACH Senior Field Manager during data collection, so to ensure data collectors are properly administering survey questionnaire.
- Data cleaning logs and the respective raw will be kept to allow all steps of the process to be replicated.

Once all data has been collected and cleaned, data will then be analysed by a review of descriptive statistics in addition to more advanced statistical analysis where appropriate, through Excel and SPSS. The final report will include the disaggregation of KAP survey variables by population subgroups (household size and disability within the household), geographical distribution (districts and partner areas), and data/findings comparisons with the past years. A list of the main indicators that will guide the analysis have been outlined in Annex 6: Data Analysis Plan.

3. Roles and responsibilities

Table 2: Description of roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
Research design	Assessment Officer	Assessment Officer	Country Coordinator, HQ Research Design Unit, Senior Field Manager, UNICEF focal point (WASH expert) and WASH IPs' M&E Managers	Head of Research
Supervising data collection	Senior Field Manager	Senior Field Manager	Assessment Officer	Country Coordinator, Head of Research
Data processing (checking, cleaning)	Assessment Officer	Assessment Officer	Database Officer, Senior Field Manager, HQ Data Unit	Country Coordinator, Head of Research
Data analysis	Assessment Officer	Country Coordinator	Country Coordinator, HQ Data Unit	Head of Research
Output production	Assessment Officer	Country Coordinator	Country Coordinator, HQ Review Unit	Head of Research
Dissemination	Assessment Officer	Country Coordinator	UNICEF focal point (WASH expert) and WASH IPs' M&E Managers	Head of Research
Monitoring & Evaluation	Assessment Officer	Country Coordinator	HQ Research Design Unit	Head of Research
Lessons learned	Assessment Officer	Country Coordinator	Senior Field Manager	Head of Research

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

4. Data Management Plan

Administrative Data				
Research Cycle name	*JOR1804*			
Project Code	*13 DFL*			
Donor	*UNICEF (through ACTED funds)*			
Project partners	*N/A*			
Research Contacts	*Sam Brett, REACH Jordan Country Coordinator, samuel.brett@reach-initiative.org* *Marie-Amandine Grand, REACH Jr. Assessment Officer, marieamandine.grand@reach-initiative.org*			
Data Management Plan Version	*Date: 25/06/2018*		*Version: 1*	
Related Policies	*N/A*			

Documentation and Metadata				
What documentation and metadata will accompany the data? *Select all that apply*	X	Data analysis plan	X	Data Cleaning Log, including: X Deletion Log X Value Change Log
	□	Code book	□	Data Dictionary
	□	Metadata based on HDX Standards	□	[Other, Specify]

Ethics and Legal Compliance				
Which ethical and legal measures will be taken?	X	Consent of participants to participate	X	Consent of participants to share personal information with other agencies
	□	No collection of personally identifiable data will take place	X	Gender, child protection and other protection issues are taken into account
	X	All participants reached age of majority		[Other, Specify]
Who will own the copyright and Intellectual Property Rights for the data that is collected?	To be discussed with UNICEF			

Storage and Backup				
Where will data be stored and backed up during the research?	X	IMPACT/REACH Kobo Server	□	Other Kobo Server: *[specify]*
	X	IMPACT Global Physical / Cloud Server	X	Country/Internal Server
	□	On devices held by REACH staff	□	Physical location *[specify]*
	□	[Other, Specify]		
Which data access and security measures have been taken?	X	Password protection on devices/servers	X	Data access is limited to REACH staff
	□	Form and data encryption on data collection server		
	□	[Other, Specify]		

Preservation				
Where will data be stored for long-term preservation?	X	IMPACT / REACH Global Cloud / Physical Server	□	OCHA HDX
	X	REACH Country Server	□	[Other, Specify]

Data Sharing				

Will the data be shared publically?	□	Yes		X	To be discussed with UNICEF
Will all data be shared?	□	Yes		X	To be discussed with UNICEF
	□	No, [Other, Specify]			
Where will you share the data?	□	REACH Resource Centre	□		OCHA HDX
	□	Humanitarian Response		X	To be discussed with UNICEF

Responsibilities	
Data collection	*Fadi Schinnawi, Senior Field Manager, fadi.shinnawi@reach-initiative.org*
Data cleaning and analysis	*Marie-Amandine Grand, Jr. Assessment Officer, marieamandine.grand@reach-initiative.org*
Data sharing/uploading	*Sam Brett, REACH Jordan Country Coordinator, samuel.brett@reach-initiative.org*

5. Monitoring & Evaluation Plan

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Focal point	Tool	Will indicator be tracked?
Humanitarian stakeholders are accessing IMPACT products	Number of humanitarian organisations accessing IMPACT services/products Number of individuals accessing IMPACT services/products	# of downloads of x product from Resource Center	Country request to HQ	User_log	To be defined with UNICEF, 2017 KAP survey report was not made public.
		# of downloads of x product from Relief Web	Country request to HQ		
		# of downloads of x product from Country level platforms	Country team		
		# of page clicks on x product from REACH global newsletter	Country request to HQ		
		# of page clicks on x product from country newsletter, sendingBlue, bit.ly	Country team		
		# of visits to x webmap/x dashboard	Country request to HQ		
IMPACT activities contribute to better program implementation and coordination of the humanitarian response	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Country team	Reference_log	TBD with UNICEF.
		# references in single ACTED/Oxfam documents			
Humanitarian stakeholders are using IMPACT products	Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery Number of humanitarian	Perceived relevance of IMPACT country-programs	Country team	Usage_Feedback *and* Usage_Survey template	Usage and feedback survey to be conducted in September 2018, after the release of key findings.
		Perceived usefulness and influence of IMPACT outputs			
		Recommendations to strengthen IMPACT programs			
		Perceived capacity of IMPACT staff			

	documents (HNO, HRP, cluster/ACTED/Oxfam strategic plans, etc.) directly informed by IMPACT products	Perceived quality of outputs/programs			
		Recommendations to strengthen IMPACT programs			
Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs *(providing resources, participating to presentations, etc.)*	# of organisations providing resources (i.e.staff, vehicles, meeting space, budget, etc.) for activity implementation	Country team	Engagement _log	X No
		# of organisations/clusters inputting in research design and joint analysis			X Yes
		# of organisations/clusters attending briefings on findings;			X Yes

6. Data Analysis Plan

Research questions	IN #	Data collection method	Indicator/ Variable	Questionnaire Questions	Questionnaire Responses	Data collection level
Water						
What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?	3	HH survey	Most commonly reported source of water used by HHs for washing	What is the main source of water for washing: (select one)	Communal tank, private tank with trucked water, private tank purchased water, purchased water/bottled water	HH
	3.1	HH survey	Most commonly reported source of water used by HHs for cleaning	What is the main source of water for cleaning:(select one)	Communal tank, private tank with trucked water, private tank purchased water, purchased water/bottled water	HH
	3.2	HH survey	Most commonly reported source of water used by HHs for cooking	What is the main source of water for cooking:(select one)	Communal tank, private tank with trucked water, private tank purchased water, purchased water/bottled water	HH
	3.3	HH survey	Most commonly reported source of water used by HHs for drinking	What is the main source of water for drinking:(select one)	Communal tank, private tank with trucked water, private tank purchased water, purchased water/bottled water	HH
	3.4	HH survey	Most commonly reported methods used by HHs to keep water safe	What do you to keep water safe? (select all that apply)	I clean the water tank, I leave the water to stand, I treat water with chlorine, I boil water, I use a filter, other please specify	HH

	3.4.1	HH survey		*If 'I leave the water to stand' selected in Q.3.4:* For how long do leave water to stand? (select one)	Less than 5 days, 5 or more days	HH
What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?	3.4.2	HH survey	Most commonly reported type of filter used by HHs	*If "I use a filter" selected in Q.3.4:* What type of filter do you use?	New one/second hand/I don't know	HH
	3.4.3	HH survey	Most important barriers faced by HHs in cleaning their water tank	*If I clean the water tank' not selected at Q.3.4:* Why not? (select all that apply)	This is not my responsibility, I don't know how to clean it, I don't have the required equipment to do so, other please specify	HH
	3.5	HH survey	% of HHs aware of the quantity of water each person in the camp is supposed to receive Percent change in HHs' awareness of the quantity of water each person in the camp is supposed to receive	How much water is each person in Zaatari supposed to receive daily? * (select one)	Below 35, 35, above 35 liters, I don't know	HH
	3.6	HH survey	% of HHs perceiving that camp residents receive the quantity of water they are	Do you think people are receiving this much water? * (select one)	Yes, no, I don't know	HH

What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?	3.6.1	HH survey	entitled to and on which frequency Percent change in HHs' perception of camp residents receiving the quantity of water they are entitled to (baseline year: 2017)	*If 'yes" to Q.3.6:* How often do you think they received this much water? (select one)	Always, often, sometimes, rarely, never	HH
	3.6.2	HH survey	Most commonly reported reasons for not receiving the quantity of water camp residents are entitled to Change in most commonly reported reasons for not receiving the quantity of water camp residents are entitled to (baseline year: 2017)	*If "no" to Q.3.6:* why not? * (select all that apply)	WASH service is not reliable, there are shortages of water, illegal tapping, leaking of the water tank pipes/water network, other please specify	HH
	3.7	HH survey	Most commonly reported practices used by camp residents to ensure that the quantity of water provided to them is sufficient Change in most commonly reported practices used by	What do you do to ensure that you have sufficient water? * (select all that apply)	I limit water usage, I do my laundry less often, I do laundry once my tank is refilled, I purchase more water, I reuse water, HHs members try to limit the number of shower they are	HH

What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?			camp residents to ensure that the quantity of water provided to them is sufficient (baseline year: 2017)		taking, I don't do anything other please specify	
	3.8	HH survey	Most commonly reported systems/measures that could be undertaken to ensure that the quantity of water provided to HHs in the camp meet their needs	What could be done/system could be set up to ensure that the amount of water that is currently provided to you is enough to meet your HH's needs? (select all that apply)	Ensure the maintenance of water tank (e.g. that there is no leakage, that the water tank is frequently cleaned to ensure the quality of the water), install rainwater harvesting tanks, other please specify	HH
- How are UNICEF's efforts to strengthen community-based approaches to programming perceived by camp residents and what are the results of this strategy so far? → What impact does the newly constructed water network in district 8 have on sanitation and hygiene practices to date?	3.90	HH survey	% of HHs in district 8 who perceive that the construction of the water network has worsened/had not impact/improved their water provision	*Only for those who answered "D8" to Q.1.7:* What has been the impact of the construction of the water network in terms of your water provision ? (select one) *For other districts' residents: skip to Q.3.10*	Worse, the same, Improved	HH
	3.9.1	HH survey	Most commonly reported ways the construction of the water network has positively affected HHs' water provision in district 8	If "improved" to Q.3.9.: How? (select all that apply)	Improved water quality, Improved water provision's reliability, other please specify	HH
	3.9.2	HH survey	Most commonly reported ways the construction of the water network has negatively	If or "worse" to Q.3.9: How? (select all that apply)	Decreased water quality, decreased water provision's reliability, other please specify	HH

			affected HHs' water provision in district 8			
- How are UNICEF's efforts to strengthen community-based approaches to programming perceived by camp residents and what are the results of this strategy so far? → How is the construction of the water network perceived by the camp residents?	3.10	HH survey	% of residents in district 8 who reported having concern about the water supply network % of camp residents (outside of district 8) who reported having concern about the fact that their HH will soon be connected to the water supply network Percent change in HHs reporting being concern about the water supply network (baseline year: 2017)	*Only for those who answered "D8" to Q.1.7:* Do you have any concern about the water supply network? * (select one) *For other districts' residents:* Do you have any concern about the fact that your HH will be soon connected to the water supply network? * (select one)	Yes, no	HH
	3.10.1	HH survey	Most commonly reported type of concerns as regards to the water supply network	*If "yes" to Q.3.10:* What are your concerns as regards to the water supply network? (select all that apply)	Water quality, the lack of reliability in the provision of the water, water quantity, lack of communication as regards to the distribution rotation/timeline and day, having less contact with staff involved in WASH activities, lack of equity in the amount of water provided, other please specify	HH

	3.11	HH survey	Most commonly reported organization/individual to contact for submitting a complaint about water supply Change in the most commonly reported organization/individual to contact for submitting a complaint about water supply (baseline year: 2017)	If you had a complaint about water supply, who would you contact? * (select one)	Oxfam, ACTED, UNICEF, UNHCR, community focal point, private contractors, don't know, other	HH
-What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards to the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?						
	3.12	HH survey	Most commonly reported mechanism used to get in touch with the organisation/Individual to contact in case of issuing a complaint about water supply Change in the most commonly reported mechanism used to get in touch with the organisation/Individual to contact for submitting a complaint about water supply (baseline year: 2017)	What mechanism would you use to get in touch with them? * (select one)	Complaint number, in person, complaint box, I don't know, other please specify	HH

To what extent are the camp residents satisfied with: -the services provided by UNICEF's WASH implementing partners in Za'atari camp?	3.13	HH survey	% of HHs satisfied/unsatisfied with the quality of water distributed Percent of change in HHs reporting being satisfied/unsatisfied with the quality of water distributed (baseline year: 2017)	Are you satisfied with the quality of water distributed? * (select one)	Yes, no	HH
	3.13.1	HH survey	Most commonly reported reasons for being unsatisfied with the quality of water provided	*If "no" to Q.3.13.1:* why not? (select all that apply)	Bad taste, bad smell, poor quality/high chlorine level, water turbidity, other please specify	HH
	3.13.2	HH survey	% of HHs unsatisfied with the quality of water provided, reporting that water quality of their tank has already been tested	*If "poor quality/high chlorine level" selected to Q.3.13.1:* has anyone already tested the water quality in your tank?	Yes, no, I don't know	HH
- What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards to the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?	3.14	HH survey	% of HHs reporting having already seen a leakage in the water network Percent of change in HHs' reporting having already seen a leakage in the water network (baseline year: 2017)	Have you ever seen any leakages in the water network? *	Yes, no	HH
	3.14.1	HH survey	Most commonly reported way to deal with a leakage in the	*If 'yes' to Q.3.14.1:* what did you do about the leakage in	Contacted NGO, called the complaint number, fixed it myself, nothing, other	HH

What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards to the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?			water network, based on own experience Change in the most commonly reported way to deal with a leakage in the water network (baseline year: 2017)	the water network? * (select one)		
	3.15	HH survey	Most commonly reported perceived reasons for a leakage in the water network	What do you think can be the cause of the leakage in the water network? (select all that apply)	Old infrastructure, overuse, poor maintenance, illegal taping, other, I don't know	HH
	3.16	HH survey	Most commonly reported consequences of a leakage in the water network Change in the most commonly reported consequences of a leakage in the water network (baseline year: 2017)	From your experience living in Za'atari, what could be the cause of a leakage in the water network? * (check all that apply)	Health concerns, drop in the quantity of water provided to HHs, necessity to undertake maintenance work, other	HH
	3.17	HH survey	Most commonly reported consequences of illegal tapping	What could be the consequence of illegal taping? (check all that apply)	Health concerns, drop in the quantity of water provided to HHs, necessity to undertake maintenance work, waste of water, other	HH
Household sanitation facility/services						
-How are UNICEF's efforts to strengthen community-based approaches to programming perceived by camp residents	4	HH survey	% of HH's who reported having a private toilet on premise	Does your structure have a private toilet on premise? (select one)	Yes, no	HH

and what are the results of this strategy so far?	4.1	HH survey	% of HH's who reported that their private toilet is missing concrete tank or network connection and/or impermeable flooring and/or permanent walls or curtains and/or a handwashing facility and/or handwashing water drainage allowing hand washing water to exit the toilet area and/or nothing	*If "Yes" to Q.4:* Is/are any of the following NOT provided to your private toilet? (check all that apply)	Concrete tank or network connection, Impermeable flooring (made of ceramic/plastic/stone titles, concrete or wooden panels), permanent walls or curtains (Hint: if curtains are put-up and taken down as and when someone needs the toilet then this does not count as permanently installed), a handwashing facility (This can be a tap or bucket of water), handwashing water drainage allowing hand washing water to exit the toilet area, the private toilet is provided with all the above mentioned elements	HH
-How are UNICEF's efforts to strengthen community-based approaches to programming perceived by camp residents and what are the results of this strategy so far?	4.2	HH survey	% of HHs who reported that both their kitchen and bathrooms are connected to the WWN/ that only their kitchen is connected to the WWN/ that only their bathroom is connected to the WWN/ that neither their kitchen nor their bathroom is connected Percent of change in HHs reporting that their premise is	Is your household fully connected to the Waste Water Network (WWN), both kitchen and bathroom? * (select one)	Yes both the kitchen and the bathrooms are connected to the WWN, only the kitchen is connected, only the bathroom is connected, neither the kitchen nor the bathroom is connected	HH

			fully connected to the WWN (baseline year: 2017)			
	4.2.1	HH survey	Most commonly reported reasons for an HH not to be fully connected to the WWN	*If* heither the kitchen nor the bathroom is connected *' to Q.4.2.:* why not? (select all that apply)	Because of the location of my caravan, because I recently arrived in Za'atari, other please satisfied	HH
- How are UNICEF's efforts to strengthen communitybased approaches to programming perceived by camp residents and what are the results of this strategy so far? → What has been the impact of the construction of the waste water network on sanitation and hygiene practices in Za'atari camp?	4.3	HH survey	% of HHs perceiving that the construction of the WWN has worsened/had not impact/improved their sanitation situation	*If 'Yes both the kitchen and the bathrooms are connected to the WWN' or 'only the kitchen is connected' or 'only the bathroom is connected to Q.4.2.':* What has been the impact of your connection to a septic tank (PRC) in terms of your sanitation situation? (select one)	Worse, the same, improved	HH
	4.3.1	HH survey	Most commonly reported ways the construction of the WWN has negatively affected HHs' sanitation situation	If "worse" selected to Q.4.3.: How? (select all that apply)	Septic tank overflowing, septic tank blockage, vent smelling, maintenance too expensive, the maintenance of the waste water network is not done in the timely manner, other	HH
	4.4	HH survey	% of HHs reporting having already faced desludging issues since they have been connected to the network	Have you already faced any desludging issues since you have been connected to the network? (select one)	Yes, no	HH

- What are the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents?	4.5	HH survey	Most commonly reported organisation/individual to contact in case of an issue with the desludging service	Who would/do you contact if you had a problem with the desludging service? (select one)	I would call the hotline for ACTED/JEN/Oxfam; I would contact UNICEF; I would contact IMDAD (desludging number), I would go to the community centre I would speak to someone directly,I would go to base camp ,Other (specify),I don't know,I don't want to answer	HH
- How are UNICEF's efforts to strengthen communitybased approaches to programming perceived by camp residents and what are the results of this strategy so far? → To what extent are camp residents aware of the establishment of cluster focal points and take advantage of it?	4.6	HH survey	% of HHs aware of the existence of cluster focal points Percent change in HHs' awareness of the existence of cluster focal points (baseline year: 2017)	Are you aware that there are cluster focal points for borrowing tools? * (select one)	Yes I am aware, Yes I am a focal point myself, no I am not aware of this	HH
	4.6.1	HH survey	% of HHs aware that tools were distributed to the cluster focal points Percent change in HHs' awareness that tools were distributed to the cluster focal points (baseline year: 2017)	*If "Yes I am aware" to Q.4.6:* Are you aware that tools were distributed to the cluster focal points for repair work to the network? * (select one)	Yes, no	HH
	4.6.1.1	HH survey	% of HHs reporting already having borrowed the tools	*If "yes" to Q.4.6.1:* have you ever borrowed the tools? * (select one)	Yes, no	HH

			Percent change in HHs' reporting already having borrowed the tools (baseline year: 2017)			
- What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards to the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?[12]	4.7	HH survey	% of HHs reporting that themselves/ NGO/ UN/ ACTED/Oxfam is responsible for maintaining the WWN at the HH level Percent change in HHs' reporting that themselves/ NGO/ UN/ ACTED/Oxfam is responsible for maintaining the WWN at the HH level (baseline year: 2017)	Who do you think is responsible for maintaining the waste water network at the household level? * (select one)	Me, NGO, UN, ACTED/Oxfam, other	HH
	4.8	HH survey	% of HHs reporting that they have already contacted a plumber to fix their HH WWN	Have you ever contacted the plumber to fix your HH waste water network? (select one)	Yes, no	HH
	4.7.1	HH survey	Most commonly reported reasons for not contacting a plumber	*If "no" to Q.4.7:* Why? (select all that apply)	I don't know who to contact, I never had any issue with the waster water network that required contacted a plumber, my household cannot afford plumber's services, I do it myself, other please specify	HH

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[12] Only for indicators that were already included in the 2017 KAP Survey assessment, i.e. those flowing from the questions indicated by a red asterix in Annex 6(Data Analysis Plan).

What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards to the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?	4.9	HH survey	% of HHs in district 8 reporting that themselves/ NGO/ UN/ ACTED/Oxfam is responsible for maintaining the water network at the HH level % of HHs (outside of district 8) reporting that they will be responsible for maintaining water networks at the household level	*Only for those who answered "D8" to Q.1.7:* According to you, who is responsible for maintaining water networks at the household level? (select one) *For other districts' residents:* According to you, who will responsible for maintaining water networks at the household level? (select one)	Me, NGO, UN ACTED/Oxfam, other	HH
Recycling and SWM						
- What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards to the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?[13]	5.1	HH survey	% of HHs reporting always/sometimes/ never separating their garbage for recycling Percent change in HHs reporting always/sometimes/ never separating their garbage for recycling (baseline year: 2017)	Do you currently separate garbage in your household for recycling? * (select one)	Yes always, yes sometimes, never	HH

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[13] Only for indicators that were already included in the 2017 KAP Survey assessment, i.e. those flowing from the questions indicated by a red asterix in Annex 6(Data Analysis Plan).

- What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards to the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?[14]	5.1.1	HH survey	% of HHs reporting facing challenges when recycling	*If "yes always" or "yes sometimes" to Q.5.1:* do you face any challenge when you recycle? (select one)	Yes, no	HH
	5.1.2	HH survey	Most commonly reported challenges faced by HHs when recycling	*If "Yes" to Q.5.1.1:* what challenges do you face when recycling? (select all that apply)	The collection and sorting team does not pass by my place frequently enough, the recycling service is not reliable, there is not schedule for the collection and sorting team to pass by my place, I face challenge understanding the sorting system, other	HH
	5.1.3	HH survey	Most commonly reported reasons for not recycling Change in most commonly reported reasons for not recycling (baseline year: 2017)	*If "no" to Q.5.1:* Why not? * (select all that apply)	The collection and sorting team does not pass by my place frequently enough, the recycling service is not reliable, there is not schedule for the collection and sorting team to pass by my place, I am not interested in, I face challenge understanding the sorting system/other	HH
	5.2	HH survey	% of HHs reporting composting food leftover materials	Do you compost food leftover materials? * (select one)	Yes, no	HH

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[14] Only for indicators that were already included in the 2017 KAP Survey assessment, i.e. those flowing from the questions indicated by a red asterix in Annex 6(Data Analysis Plan).

- What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards to the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?[15]			Percent change in HHs reporting composting food leftover materials (baseline year: 2017)			
	5.3	HH survey	% of HHs reporting the area around their street being always clean/ sometimes clean/ rarely clean/ never clean Percent change in HHs reporting the area around their street being always clean/ sometimes clean/ rarely clean/ never clean (baseline year: 2017)	How clean do you think is the area around your street? * (select one)	Always clean, sometimes clean, rarely clean, never clean	HH
	5.3.1	HH survey	Most commonly reported reasons for the area around HH's street not being always clean	*If "sometimes clean", "rarely clean" or "never clean" to Q.5.3*: why? (select all that apply)	The cleaning system that is currently set up is not working well, the community is not participating (enough) in cleaning the streets, other please specify	HH
	5.4	HH survey	% of HHs reporting that transporting garbage from their homes to the communal bins was their/NGO/UN/ACTED/Oxfam responsibility	Who's responsibility is it to transport garbage from homes to the communal bins? (select one)	Households members, NGO, UN,ACTED/Oxfam, other	HH

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[15] Only for indicators that were already included in the 2017 KAP Survey assessment, i.e. those flowing from the questions indicated by a red asterix in Annex 6(Data Analysis Plan).

- What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards to the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?[16]	5.5	HH survey	Most commonly reported actions taken by HHs in case of garbage accumulation around their HHs	What do you do if there is garbage accumulated around your household? (select all that apply)	I transport garbage from my household to the communal bins, I call the complaint number, I burn the garbage, nothing, other	HH
	5.6	HH survey	Most commonly reported consequences of solid waste unproperly disposed	What will happen if solid waste is not properly (i.e. timely, thrown in designated bins etc.) disposed? (select all that apply)	Health risks/Disease spread increase, adverse environmental impact, bad smell, increase of insects, other	HH
	5.7	HH survey	Most commonly reported ways of preventing the presence of insects/rats/flies in the HH Change in most commonly reported ways of preventing the presence of insects/rats/flies in the HH (baseline year: 2017)	How do you prevent the presence of insects/rats/flies in your household? * (select all that apply)	Do not leave food scraps out, Do not dry bread where pests can access it, Put food in metal containers, Hang food containers, Keep the caravan or kitchen very clean, Ensure that solid waste is properly disposed, Not keeping pets, Other (specify), nothing, There is nothing that can prevent them, I don't want to answer	HH
	5.8	HH survey	Most commonly reported actions taken in case of presence of insects/rats/flies in the HH	What do you do if you face the presence of insects/rats/flies in your household? (select all that apply)	Put out poison, there is nothing that can prevent them, I set up a trap to catch them, nothing, I don't want to answer	HH

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[16] Only for indicators that were already included in the 2017 KAP Survey assessment, i.e. those flowing from the questions indicated by a red asterix in Annex 6(Data Analysis Plan).

Hygiene promotion						
- What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards to the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?[17]	6.1	HH survey	Most commonly reported ways to make sure that pre-pared (cooked) food from the market is safe to eat	When you buy pre-prepared (cooked) food from the market, how do you make sure that it is safe to eat? (Select all that apply)	I keep it in the fridge,I consume it before 6 hours,I keep it in a closed container,I keep it out of direct sunlight,Other (specify),I don't know,I don't want to answer	HH
	6.2	HH survey	3 top reported things to do when somebody in the HHs has diarrhea, based on HHs own experience	If somebody in your household had diarrhea, what would be the first three things that you would do? (Select three options)	Go to the clinic,Drink safe fluids,Use oral rehydration solution from the pharmacy/hospital,Make sugar salt solution at home,Stop eating,Other (explain),I don't know,I don't want to answer	HH
	6.3	HH survey	Most commonly reported ways to prevent individuals and their children from getting diarrhea Change in most commonly reported ways to prevent individuals and their children from getting diarrhea (baseline year: 2017)	How can people prevent themselves and their children from getting diarrhea? * (Select all that apply)	Wash hands before eating,Eat safe food,Wash food before cooking,Cover food from flies,Cook food correctly,Wash hands before breastfeeding + feeding babies and children,Wash hands after going to the toilet,Drink healthy bottled water,Other (explain),I don't know,I don't want to answer	HH

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[17] Only for indicators that were already included in the 2017 KAP Survey assessment, i.e. those flowing from the questions indicated by a red asterix in Annex 6(Data Analysis Plan).

- What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards to the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?[18]	6.4	HH survey	Most commonly reported ways to prevent individuals and their children from getting headlice	How can people prevent themselves and their children from getting headlice? (Select all that apply)	Avoid congestion, take affected family member to hospital, apply anti-lice lotion, use a lice comb/other	HH
	6.5	HH survey	Most commonly reported critical times for washing hands	To your knowledge, what are the critical times to wash your hands? (Select all that apply)	Before preparing food, before eating, before feeding your children, after using latrine,After coughing and sneezing,After taking care of pets or farm animals	HH
	6.5.1	HH survey	Most commonly reported product used by HHs for washing their hands	What do you usually use to wash your hands in your household? (select one)	Soap (this include liquid soap and sanitizers), water only,other	HH
	6.5.2	HH survey	Most commonly reported product used by HHs when bathing	What do you usually use to bath in your household? (select one)	Soap, water only,other	HH
	6.5.2.1	HH survey	Most commonly reported reasons for not using soap when washing hands	*If "soap" has not been selected to Q.6.5.1 and 6.5.2:* why don't you use soap? (select all that apply)	I don't see the use of it, I cannot afford it, other please specify	HH
	6.6	HH survey	Most commonly reported feminine hygiene products used by female respondent during their menstrual period Change in most commonly reported feminine hygiene	*If "female" at Q.2:* Which feminine hygiene products do you use during your period? * (Select all that apply)	Sanitary towels, Reusable cloth, Tissue,I don't use anything, I don't know, I don't want to answer	HH

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[18] Only for indicators that were already included in the 2017 KAP Survey assessment, i.e. those flowing from the questions indicated by a red asterix in Annex 6(Data Analysis Plan).

- What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards to the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?[19]			products used by female respondent during their menstrual period (baseline year: 2017)			
	6.7	HH survey	Most commonly reported way of disposing feminine hygiene products Change in most commonly reported way of disposing feminine hygiene products since 2017	*If "female" at Q.2:* Once used, how do you dispose of your feminine hygiene products? * (select one)	Regular household waste,toilet,main garbage bin,wash and re-use,Other (specify),I don't know,I don't want to answer	HH
	6.8	HH survey	% of female respondents who would like to dispose their hygiene products in a different way	*If "female" at Q.2:* Would you prefer disposing of your feminine hygiene products in another way? (select one)	Yes,No,I don't want to answer	HH
	6.8.1	HH survey	Most commonly reported preferred way of disposing feminine hygiene products	*If "yes" at Q.6.8:* if yes, how? (select one)	Regular household waste,toilet,main garbage bin,wash and re-use,Other (specify),I don't know,I don't want to answer	HH

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[19] Only for indicators that were already included in the 2017 KAP Survey assessment, i.e. those flowing from the questions indicated by a red asterix in Annex 6(Data Analysis Plan).

What is the communication made by UNICEF's WASH implementing partners' community mobilisation's team as regards to WASH related topics?	6.9	HH survey	Most commonly reported hygiene related information HHs would be eager to have	Is there any hygiene related information that you would like to know about? (select all that apply)	Importance of personal hygiene, importance handwashing using soap during key times, diseases caused by poor WASH practices, how to keep water safe, importance of proper solid wase disposal, importance of material recycling, feminine hygiene care, I don't want to answer, I don't know, other	HH
Community Mobilisation						
What is the communication made/activities undertaken by UNICEF's WASH implementing partners' community mobilisation's team as regards to WASH related topics?	7.1	HH survey	% of HHs which have received information from the community mobilisation team in the last 3 months	Have you received any information from the community mobilization team in the last 3 months? (select one)	Yes, no, I don't know, I don't want to answer	HH
	7.1.1	HH survey	Most commonly reported activities/message received by the HHs in the last 3 months	*If "Yes" to Q.7.1:* What kind of activities/messages have you already been provided in the last 3 months by the community mobilization team? (select all that apply)	water network safety, waster water network, progress in the water network's construction, solid waste management, water conservation, I don't want to answer, I don't know, other	HH
	7.1.2	HH survey	Most commonly reported HHs' preferred activities/message (for HHs reporting that they have already received	*If "Yes" to Q.7.1:* What other activities/messages would you like to get provided by the	water network safety, waster water network, progress in the water network's construction, solid waste management,	HH

			activities/messages from the community mobilization team in the last 3 months)	community mobilization team? (select all that apply)	water conservation, water distribution, I don't want to answer, I don't know, other	
	7.1.3	HH survey	Most commonly reported HHs' preferred activities/message (for HHs reporting that they have not received activities/messages from the community mobilization team in the last 3 months)	*If "No" to Q.7.1:* What activities/messages would you like to get provided by the community mobilization team? (select all that apply)	water network safety, waster water network, progress in the water network's construction, solid waste management, water conservation, water distribution, I don't want to answer, I don't know, other	HH
- What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards to the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?[20]	7.2	HH survey	% of HHs reporting having ever/never gone to ACTED/Oxfam community centre Percent change in HHs reporting having ever/never gone to ACTED/Oxfam community centre (baseline year: 2017)	Do you ever go to ACTED/Oxfam community centre? * (select one)	Yes, no, don't know	HH
	7.2.1	HH survey	% of HHs reported going to ACTED/Oxfam community centre weekly/bi-weekly/monthly	*If "yes" to Q.7.2:* How frequently do you go to ACTED/Oxfam community centre? (select one)	weekly, bi-weekly, monthly	HH
	7.2.2	HH survey	Most commonly reported ways of using community centre	*If 'yes' to Q.7.2:* what do you use the community centre for? * (select all that apply)	Community sessions, issuing complaints, registrations,	HH

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[20] Only for indicators that were already included in the 2017 KAP Survey assessment, i.e. those flowing from the questions indicated by a red asterix in Annex 6(Data Analysis Plan).

- What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards to the Za'atari camp's residents' knowledge, attitudes and practices towards water, sanitation and hygiene since the last KAP survey in 2017?[21]			Change in the most commonly reported ways of using community centre (baseline year: 2017)		getting information, celebration of global days, other	
	7.2.3	HH survey	Most commonly reported reasons for not going to the community centre	*If 'no' to Q.7.2: why? (select all that apply)*	I am not feeling safe there, I don't feel safe going there, I don't see the use of it/I am not interested in it, there is no access for differently abled people, other please specify	HH
	7.3	HH survey	% of HHs reporting having already read any WASH article in the magazine 'the road'	Have you ever read any WASH article in the magazine 'the road'? (select one)	Do not know the road, yes, no	HH
Accountability						
- What are (1) the current water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camp's residents and (2) what progress has been made as regards to the Za'atari camp's residents' knowledge, attitudes and practices towards water,	8.1	HH survey	Most commonly reported complaint methods HHs are aware of Change in the most commonly reported complaint methods HHs are aware of (baseline year: 2017)	What complaint methods are you aware of? * (select all that apply)	Hotline, feedback at community centre, feedback box, directly with a Manager, at the office, Other	HH
	8.2	HH survey	Most commonly reported preferred method to submit a	Which is your preferred method to submit a non-	Hotline, feedback at community centre, feedback	HH

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[21] Only for indicators that were already included in the 2017 KAP Survey assessment, i.e. those flowing from the questions indicated by a red asterix in Annex 6(Data Analysis Plan).

sanitation and hygiene since the last KAP survey in 2017?[22]			non-sensitive complaint to ACTED/Oxfam	sensitive complaint to ACTED/Oxfam? (select one)	box, directly with a Manager, at the office)	
	8.3	HH survey	Most commonly reported complaint methods that HHs would like to see available in the camp	Are there any other methods which you would like to see available for complaining and/or feeding back to ACTED/Oxfam? (select all that apply)	Specialised hotline (UNHCR), regular ACTED/OXFAM hotline, feedback at community centre, feedback box, directly with a Manager, at the office), sms, what's app	HH
How are camp residents' relationships with WASH implementing partners' staff in Za'atari camp?	8.4	HH survey	% of HHs reporting feeling comfortable submitting a sensitive complaint to ACTED/Oxfam	If you had a sensitive complaint to submit, would you feel like complaining ACTED/Oxfam? Ex. Personal needs, staff behaviour etc. (select one)	Yes, no, don't know	HH
	8.5	HH survey	Most commonly reported reasons for not being comfortable submitting a sensitive complaint to ACTED/Oxfam	*If "no" to Q.8.4:* Why not? (select all that apply)	Fear of repercussions, cost, lack of time, lack of belief in the system, Lack of privacy and confidentiality, other (specify), I already had a bad experience with the ACTED/Oxfam, I know someone who already had a bad experience with the ACTED/Oxfam, I already submitted a complaint/giving feedback with no answer, I already submitted a	HH

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[22] Only for indicators that were already included in the 2017 KAP Survey assessment, i.e. those flowing from the questions indicated by a red asterix in Annex 6(Data Analysis Plan).

					complaint/giving feedback and got an answer but no follow up,	
How are camp residents' relationships with WASH implementing partners' staff in Za'atari camp? To what extent are the camp residents satisfied with it?	8.6	HH survey	Most commonly reported reasons that prevent HHs for submitting a complaint/giving feedback	What would prevent you from submitting a complaint/giving feedback? * (select all that apply)	Fear of repercussions, cost, lack of time, lack of belief in the system, Lack of privacy and confidentiality, other (specify), I already had a bad experience with the ACTED/Oxfam, I know someone who already had a bad experience with the ACTED/Oxfam, I already submitted a complaint/giving feedback with no answer, I already submitted a complaint/giving feedback and got an answer but no follow up, nothing	HH
	8.7	HH survey	% of HHs reporting that they do not feel /feel ACTED/OXFAM is willing, open, and interesting in listening to them Percent change in HHs reporting that they do not feel /feel ACTED/OXFAM is willing, open, and interesting in listening to them (baseline year: 2017)	Do you feel ACTED/OXFAM is willing, open, and interesting in listening to you? * (select one)	Yes, no	HH

	8.8	HH survey	Most commonly reported reasons for HHs not feeling that ACTED/OXFAM is willing, open, and interesting in listening to them Change in most commonly reported reasons for HHs not feeling that ACTED/OXFAM is willing, open, and interesting in listening to them (baseline year: 2017)	*If 'no' to Q.8.7*, why not? * (select all that apply)	I already had a bad experience with the ACTED/Oxfam, I know someone who already had a bad experience with the ACTED/Oxfam, I already submitted a complaint/giving feedback with no answer, I already submitted a complaint/giving feedback and got an answer but no follow up, other	HH
To what extent is the communication between camp residents and WASH implementing partners' staff as regards to WASH activities effective?	8.9	HH survey	% of HHs reporting feeling very uniformed/uninformed/neither/ Informed/very informed about ACTED/OXFAM's work in the camp	To what extent do you feel informed about ACTED/OXFAM's work in the camp? (select one)	1 Very uninformed 2 uninformed, 3 neither, 4 Informed, 5 Very informed	HH
How are camp residents' relationships with WASH implementing partners' staff in Za'atari camp? To what extent are camp residents satisfied with their relationships with WASH implementing partners' staff in Za'atari camp?	8.10	HH survey	% of HHs reporting feeling no welcome/ welcome to participate in ACTED/OXFAM's projects	Do you feel you are welcome to participate in ACTED/OXFAM's projects (includes at all stages, not just being a direct beneficiary)? * (select one)	Yes, no, don't know	HH
	8.10.1	HH survey	Most commonly reported reasons for not feeling welcome to participate in ACTED/OXFAM's projects	*If no to Q.8.10:* why? (select all that apply)	There is no CFW opportunity, I don't feel that ACTED/OXFAM staff want the camp's residents to participate in the	HH

How are camp residents' relationships with WASH implementing partners' staff in Za'atari camp?					ACTED/OXFAM's project, other please specify	
To what extent are camp residents satisfied with their relationships with WASH implementing partners' staff in Za'atari camp?	8.11	HH survey	% of HHs reporting feeling (not) well respected and treated by ACTED/OXFAM staff Percent of change in HHs reporting feeling (not) well respected and treated by ACTED/OXFAM staff since 2017	Do you feel well respected and treated by ACTED/OXFAM staff? * (select one)	Yes, no, don't know	HH
	8.11.1	HH survey	Most commonly reported reasons for HHs' not feeling well respected and treated by ACTED/OXFAM staff Change in most commonly reported reasons for HHs' not feeling well respected and treated by ACTED/OXFAM staff (baseline year: 2017)	*If 'no' to Q.8.11:* why not? * (select all that apply)	I already had a bad experience with the ACTED/Oxfam, I know someone who already had a bad experience with the ACTED/Oxfam, other please specify	HH
To what extent are the camp residents satisfied with the services provided by UNICEF's WASH implementing partners in Za'atari camp?	8.12	HH survey	Extent to which HHs perceive that ACTED/OXFAM help people in Zaatari to meet some of their personal needs	On a scale from 1 to 5, to what extent does the ACTED/OXFAM help people in Zaatari to meet some of their personal needs? (select one)	1 Very low to 5 Very high	HH

	8.13	HH survey	Extent to which HHs perceive that ACTED/OXFAM help people in Zaatari to meet some of their community needs	On a scale from 1 to 5, to what extent does the ACTED/OXFAM help people in Zaatari to meet some of their community needs? (select one)	1 Very low to 5 Very high	HH
	8.14	HH survey	Extent to which HHs perceive that ACTED/OXFAM has a good understanding and approach towards the needs of men	On a scale from 1 to 5, to what extent do you think ACTED/OXFAM has a good understanding and approach towards the needs of men ?	1 Very low to 5 Very high	HH
To what extent are the camp residents satisfied with the services provided by UNICEF's WASH implementing partners in Za'atari camp?	8.15	HH survey	Extent to which HHs perceive that ACTED/OXFAM has a good understanding and approach towards the needs of women	On a scale from 1 to 5, to what extent do you think ACTED/OXFAM has a good understanding and approach towards the needs of women ?	1 Very low to 5 Very high	HH
	8.16	HH survey	Extent to which HHs perceive that ACTED/OXFAM has a good understanding and approach towards the needs of women	On a scale from 1 to 5, to what extent do you think ACTED/OXFAM has a good understanding and approach towards the needs of girls? (i.e. under 18 years old)	1 Very low to 5 Very high	HH
	8.17	HH survey	Extent to which HHs perceive that ACTED/OXFAM has a good understanding and approach towards the needs of boys	On a scale from 1 to 5, to what extent do you think ACTED/OXFAM has a good understanding and approach	1 Very low to 5 Very high	HH

				towards the needs of boys? (i.e. under 18 years old)		
Closing question						
What are the services provided by UNICEF's WASH implementing partners in Za'atari camp and to what extent are camp residents satisfied with it?	9.1	HH survey	Most commonly reported concern as regards to WASH services in HHs' district	What is your main concern as regards to WASH services in your district?	we don't have any, I don't know, other please specify, sufficient water quantity provision, fair distribution of water	HH
	9.2	HH survey	Most commonly reported HHs' community goal for 2018 Change in most commonly reported HHs' community goal for the ongoing year (baseline year: 2017)	What is your main community goal for 2018? *	I don't have any, I don't know, other please specify,electricity (including accessing this service longer hours),go back to Syria, leave the camp, work (including equality in distribution of work), improved public space (malls, paved street, garden),improved education services, better access to entertainment services, improve my shelter, more security/peace/stability, improved transport, improved heath services	HH
	9.4	HH survey	% of HHs reporting being very unsatisfied/unsatisfied/ reasonably satisfied/ satisfied/ very satisfied by the WASH work in their district	What is your general satisfaction with the WASH work in your district?	1 Very unsatisfied, 2 unsatisfied, 3 Neither, 4 Satisfied, 5 Very satisfied	HH

What are the services provided by UNICEF's WASH implementing partners in Za'atari camp and to what extent are camp residents satisfied with it?	9.5	HH survey	Most commonly reported recommendation for things the WASH agencies should do differently in 2018 Change in most commonly reported recommendation for things the WASH agencies should do differently during the coming year (baseline year: 2017)	Do you have any recommendations for things the WASH agencies should do differently in 2018? *	No/yes (please specify)	HH