

# Research Terms of Reference

Area-Based Assessment (ABA) for Ubari

LBY2007

Libya

22<sup>nd</sup> of January, 2021

V3

**REACH** Informing  
more effective  
humanitarian action

## 1. Executive Summary

Country of intervention	Libya					
Type of Emergency	<input type="checkbox"/>	Natural disaster	<input checked="" type="checkbox"/>	Conflict		
Type of Crisis	<input type="checkbox"/>	Sudden onset	<input type="checkbox"/>	Slow onset	<input checked="" type="checkbox"/>	Protracted
Mandating Body/ Agency	EUTF					
Project Code	14EHG					
<b>Overall Research Timeframe</b> (from research design to final outputs / M&E)	01/10/2020 to 14/04/2021					
Research Timeframe Add planned deadlines (for first cycle if more than 1)	1. Start collect data: 26/01/2021		5. Preliminary presentation: 13/03/2021			
	2. Data collected: 25/02/2021		6. Outputs sent for validation: 31/03/2021			
	3. Data analysed: 05/03/2021		7. Outputs published: 14/04/2021			
	4. Data sent for validation: 31/03/2021		8. Final presentation: 14/04/2021			
Number of assessments	<input checked="" type="checkbox"/>	Single assessment (one cycle)				
	<input type="checkbox"/>	Multi assessment (more than one cycle) [Describe here the frequency of the cycle]				
Humanitarian milestones Specify <b>what</b> will the assessment inform and <b>when</b> e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;	<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 type="checkbox"/>	NGO platform plan/strategy	-- / / --			
	<input checked="" type="checkbox"/>	Other (Specify):	31/03/2021 The Area-Based Assessment (ABA) for Ubari will directly inform ACTED protection activities in Ubari. (See rationale)			
<b>Audience Type &amp; Dissemination</b> Specify <b>who</b> will the assessment inform and <b>how</b> you will disseminate to inform the audience	<b>Audience type</b>		<b>Dissemination</b>			
	X Strategic		X General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors)			
	X Programmatic		<input type="checkbox"/> Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting			
	X Operational		X Presentation of findings (e.g. at HCT meeting; Cluster meeting)			
	<input type="checkbox"/> [Other, Specify]		X Website Dissemination (Relief Web & REACH Resource Centre)			

		<input type="checkbox"/> [Other, Specify]
Detailed dissemination plan required	X	Yes <input type="checkbox"/> No
General Objective	<p>Building on a <b>settlements approach</b>,<sup>1</sup> the Area-Based Assessment (ABA) is designed to understand and map ‘the city as a system’, looking at the interlinkage between urban structures such as service provision and governance mechanisms, and how populations access the prior as well as engage with each other. In order to do this, the ABA Ubari focuses 1) service access and provision, and 2) governance mechanisms and stakeholders, from both a governance perspective as well as a citizen’s perspective.</p> <p>The findings regarding the abovementioned component will also feed directly into ACTED’s planned protection activities in Ubari, including i) awareness raising sessions, ii) improving protection referral pathways through CSOs subgranting and iii) increasing access to basic services through improved protection monitoring.</p>	
Specific Objective(s)	<p>To fulfil the outlined purpose of this assessment, the following activities and objectives will be explored:</p> <ol style="list-style-type: none"> <li>1. Define and profile the primary geographic areas within the municipality of Ubari <ol style="list-style-type: none"> <li>1.1. Identify and map official administrative neighbourhood boundaries, community areas</li> <li>1.2. Map locations and assess geographic distribution of basic services in each neighbourhood, focusing on schools, health services, social gathering areas, WASH systems, and availability of electrical power</li> <li>1.3. Identify population groups in each identified neighbourhood</li> </ol> </li> <li>2. Assess operationality and accessibility of key service infrastructure, specifically education centres, health centres, electricity and WASH, and social security mechanisms <ol style="list-style-type: none"> <li>2.1. Identify structural problems that restrict access to services, such as distance and operationality, and identify service catchment areas accordingly</li> <li>2.2. Identify key stakeholders in each respective service area</li> </ol> </li> <li>3. Assess horizontal and vertical social cohesion<sup>2</sup> dynamics and challenges in Ubari <ol style="list-style-type: none"> <li>3.1. Identify intercommunal relations in Ubari, and assess if these dynamics play into access to services and access to governance mechanisms</li> <li>3.2. Identify traditional and bureaucratic governance stakeholders and decision-making mechanisms <ol style="list-style-type: none"> <li>3.2.1. Identify decision-making mechanisms, from a bottom-up and top-down perspective, at the community and city level</li> <li>3.2.2. Identify international and national NGOs, and CSOs, providing assistance in Ubari</li> </ol> </li> </ol> </li> <li>4. Measure citizen perceptions of service provision and access, and governance mechanisms</li> </ol>	

<sup>1</sup> Global Shelter Cluster. [Settlements: Where boundaries and action merge](#). December 2020.

<sup>2</sup> UNDP. [Strengthening Social Cohesion: Conceptual Framing and Programming implications](#). 2020. Horizontal social cohesion: the willingness of people and communities to cooperate together (inter- as well as intra- communities); vertical cohesion: the willingness of governance actors and communities (constituents) to cooperate together.

	<ol style="list-style-type: none"> <li>4.1. Map service catchment areas and movement on a muhalla level based on where citizens go to access health and education services,</li> <li>4.2. Identify actors that are most accessible for citizens and who they feel most represented by on a governance level</li> </ol>
Research Questions	<ol style="list-style-type: none"> <li>1. What are the primary geographic areas in Ubari? <ol style="list-style-type: none"> <li>1.1. What are the muhalla boundaries? <ol style="list-style-type: none"> <li>1.1.1. What are the neighbourhood (names and boundaries) located within these muhallas?</li> </ol> </li> <li>1.2. What key basic service infrastructure is available in each identified muhalla and what are the respective service catchment areas?</li> <li>1.3. What are the demographic profiles of each muhalla?</li> </ol> </li> <li>2. What are the operational characteristics of key services such as health, education, WASH, electricity, and social security? <ol style="list-style-type: none"> <li>2.1. What are the primary structural challenges with regard to service provision and access?</li> <li>2.2. What are the service development priorities for each respective service sector in Ubari?</li> <li>2.3. What are the primary institutes, committees, and stakeholders involved in the provision and maintenance of each respective service sector?</li> </ol> </li> <li>3. What are the main characteristics of horizontal and vertical social cohesion dynamics in Ubari? <ol style="list-style-type: none"> <li>3.1. How do horizontal social cohesion dynamics impact access to services and governance mechanisms?</li> <li>3.2. Who are the main (traditional and institutional) governance stakeholders in Libya? <ol style="list-style-type: none"> <li>3.2.1. How do governance stakeholders interact and engage with their constituency?</li> <li>3.2.2. Which NGOs (national and international) and CSOs are active in Ubari, and who do they work with?</li> </ol> </li> </ol> </li> <li>4. How do citizens perceive and engage with the abovementioned systems, including services and governance mechanisms, and is there any geographic discrepancy? <ol style="list-style-type: none"> <li>4.1. Where do citizens go to access services/what are the service catchment areas?</li> <li>4.2. Which governance stakeholders are most accessible to the population and who feel citizens most represented by? <ol style="list-style-type: none"> <li>4.2.1. How do citizens participate in governance that affects their daily lives?</li> </ol> </li> </ol> </li> </ol>
Geographic Coverage	<p>Ubari has a population of approximately 40,000 people,<sup>3</sup> who are spread out over four 'muhallas'<sup>4</sup>: Al Hattiya, Al Dissa, Ubari downtown, and Mashru. Neighbourhoods within these muhallas will be identified during the training in collaboration with the partner Civil Society Organisation (CSO). Data will be collected on a city-wide level as well as on a muhalla and neighbourhood level. The latter two will facilitate the comparative analysis of access to services and governance mechanisms between geographic areas.</p> <p>All population groups living within the municipality will be considered during the ABA, including vulnerable populations with low income or disabilities, women, youth, Internally Displaced Persons (IDPs), and refugees and migrants.</p>

<sup>3</sup> Central Bureau of Statistics Libya and OCHA, Libya Population Data 2020, 2020.

<sup>4</sup> See key definitions.

Secondary data sources	REACH Initiative. <a href="#">Libya Multi-Sector Needs Assessment</a> (MSNA) 2020. Murray, Rebecca. <a href="#">Southern Libya Destabilized: the case of Ubari</a> . 2017 UN Habitat. <a href="#">Ubari Rapid City Profile</a> . 2018. The IMPACT Initiatives. <a href="#">Area Based Assessment with Key Informants: a practical guide</a> . 2018 Global Shelter Cluster. <a href="#">Settlements: Where boundaries and action merge</a> . December 2020.			
Population(s) Select all that apply	<input type="checkbox"/>	IDPs in camp	<input type="checkbox"/>	IDPs in informal sites
	X	IDPs in host communities	<input type="checkbox"/>	IDPs [Other, Specify]
	<input type="checkbox"/>	Refugees in camp	<input type="checkbox"/>	Refugees in informal sites
	X	Refugees in host communities	<input type="checkbox"/>	Refugees [Other, Specify]
	X	Host communities	<input type="checkbox"/>	[Other, Specify]
Stratification Select type(s) and enter number of strata <sup>5</sup>	X	Geographical #: 4 Muhallas Population size per strata is known? <input type="checkbox"/> Yes X No	X	Geographical #: TBC <sup>6</sup> Population size per strata is known? <input type="checkbox"/> Yes X No
			X	Gender # 2 population groups: male and female Population size per strata is known? <input type="checkbox"/> Yes X No
Data collection tool(s)	X	Structured (Quantitative)	X	Semi-structured (Qualitative)
	<b>Sampling method</b>		<b>Data collection method</b>	
Structured data collection tool # <i>Individual survey</i>	<input type="checkbox"/> 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 <input checked="" type="checkbox"/> Non-probability / Quota sampling		<input type="checkbox"/> Key informant interview (Target #):_ _ _ _ _ - <input type="checkbox"/> Group discussion (Target #):_ _ _ _ _ <input type="checkbox"/> Household interview (Target #):_ _ _ _ _ <input checked="" type="checkbox"/> Individual interview (Target #): 180/200 (30/40 per neighbourhood, Female/Male) (TBC) <input type="checkbox"/> Direct observations (Target #):_ _ _ _ _ <input type="checkbox"/> [Other, Specify] (Target #):_ _ _ _ _	
Structured data collection tool # <i>Direct observation</i>	<input checked="" type="checkbox"/> 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 <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> Key informant interview (Target #):_ _ _ _ _ - <input type="checkbox"/> Group discussion (Target #):_ _ _ _ _ <input type="checkbox"/> Household interview (Target #):_ _ _ _ _ <input type="checkbox"/> Individual interview (Target #):_ _ _ _ _ <input checked="" type="checkbox"/> Direct observations (Target #): 4-6 (1 per muhalla/neighbourhood) (TBC)	
Semi-structured data collection tool # <i>Municipal FGD (Scoping)</i>	<input checked="" type="checkbox"/> Purposive <input checked="" type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> Key informant interview (Target #):_ _ _ _ _ <input checked="" type="checkbox"/> Group discussion (Target #): 1 <input type="checkbox"/> Household interview (Target #):_ _ _ _ _ <input type="checkbox"/> Individual interview (Target #):_ _ _ _ _ <input type="checkbox"/> Direct observations (Target #):_ _ _ _ _ <input type="checkbox"/> [Other, Specify] (Target #):_ _ _ _ _	

<sup>5</sup> Population sizes of the strata are unknown and all sampling methods used for the Area-Based Assessment are non-probabilistic. Hence, all findings and stratified comparisons will be indicative only.

<sup>6</sup> As the muhallas have different population sizes, the MFGD will be used to investigate whether there is ground to subdivide the largest muhallas in smaller units, in order to improve results following the quota sampling strategy used for the Citizen Survey.

Semi-structured data collection tool # <i>Mapping FGD: Neighbourhood boundaries (Scoping)</i>	<input checked="" type="checkbox"/> Purposive <input checked="" type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> Key informant interview (Target #): ____ <input checked="" type="checkbox"/> Group discussion (Target #): 1 <input type="checkbox"/> Household interview (Target #): ____ <input type="checkbox"/> Individual interview (Target #): ____ <input type="checkbox"/> Direct observations (Target #): ____ <input type="checkbox"/> [Other, Specify] (Target #): ____	
Semi-structured data collection tool (s) # <i>Service provision FGDs: health</i>	<input checked="" type="checkbox"/> Purposive <input checked="" type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> Key informant interview (Target #): ____ <input type="checkbox"/> Individual interview (Target #): ____ <input checked="" type="checkbox"/> Focus group discussion (Target #): 1 (1 per sector) <input type="checkbox"/> [Other, Specify] (Target #): ____	
Semi-structured data collection tool (s) # 1 <i>Service provision FGD: education</i>	<input checked="" type="checkbox"/> Purposive <input checked="" type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> Key informant interview (Target #): ____ <input type="checkbox"/> Individual interview (Target #): ____ <input checked="" type="checkbox"/> Focus group discussion (Target #): 1 (1 per sector) <input type="checkbox"/> [Other, Specify] (Target #): ____	
Semi-structured data collection tool (s) # <i>Service provision FGDs: protection</i>	<input checked="" type="checkbox"/> Purposive <input checked="" type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> Key informant interview (Target #): ____ <input type="checkbox"/> Individual interview (Target #): ____ <input checked="" type="checkbox"/> Focus group discussion (Target #): 1 (1 per sector) <input type="checkbox"/> [Other, Specify] (Target #): ____	
Semi-structured data collection tool (s) # <i>Electricity service provision KIs</i>	<input checked="" type="checkbox"/> Purposive <input checked="" type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		<input checked="" type="checkbox"/> Key informant interview (Target #): 2 <input type="checkbox"/> Individual interview (Target #): ____ <input type="checkbox"/> Focus group discussion (Target #): ____ <input type="checkbox"/> [Other, Specify] (Target #): ____	
Semi-structured data collection tool (s) # <i>Water and sanitation service provision KIs</i>	<input checked="" type="checkbox"/> Purposive <input checked="" type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		<input checked="" type="checkbox"/> Key informant interview (Target #): 2 <input type="checkbox"/> Individual interview (Target #): ____ <input type="checkbox"/> Focus group discussion (Target #): ____ <input type="checkbox"/> [Other, Specify] (Target #): ____	
Semi-structured data collection tool (s) # <i>Governance KIs</i>	<input checked="" type="checkbox"/> Purposive <input checked="" type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		<input checked="" type="checkbox"/> Key informant interview (Target #): TBC <input type="checkbox"/> Individual interview (Target #): ____ <input type="checkbox"/> Focus group discussion (Target #): ____ <input type="checkbox"/> [Other, Specify] (Target #): ____	
Semi-structured data collection tool (s) # <i>Community/Neighbourhood Representative FGDs</i>	<input checked="" type="checkbox"/> Purposive <input checked="" type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> Key informant interview (Target #): ____ <input type="checkbox"/> Individual interview (Target #): ____ <input checked="" type="checkbox"/> Focus group discussion (Target #): 4 (one per muhalla) <input type="checkbox"/> [Other, Specify] (Target #): ____	
Target level of precision if probability sampling	__% level of confidence		__ +/- % margin of error	
Data management platform(s)	<input checked="" type="checkbox"/>	IMPACT	<input type="checkbox"/>	UNHCR
	<input type="checkbox"/>	[Other, Specify]		
Expected output type(s)	<input type="checkbox"/>	Situation overview #: __	<input checked="" type="checkbox"/>	Report #: 2 (TBC)
			<input type="checkbox"/>	Profile #: __

	<input checked="" type="checkbox"/>	Presentation (Preliminary findings) #: 1	<input checked="" type="checkbox"/>	Presentation (Final) #: 1	<input type="checkbox"/>	Factsheet #: __
	<input type="checkbox"/>	Interactive dashboard #:_	<input type="checkbox"/>	Webmap #: __	<input checked="" type="checkbox"/>	Map #: 10 (in report)
	<input type="checkbox"/>	[Other, Specify] #: __				
Access	<input checked="" type="checkbox"/>	Public (available on REACH resource center and other humanitarian platforms)				
	<input checked="" type="checkbox"/>	Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms) <sup>7</sup>				
Visibility Specify which logos should be on outputs	<b>REACH</b>					
	<b>Donor:</b> European Commission					

## 2. Rationale

### 2.1. Rationale

In 2012, the Libyan Interim National Transitional Council (NTC) introduced Law No. (59) on the structure of local administration, which constitutes the legal framework around the decentralization of Libya<sup>8</sup> and the emergence of institutionalised local governance.<sup>9</sup> According to the legal framework, municipalities are tasked with service delivery (and thus the development and maintenance of service infrastructure) and the safety and security of its citizens.<sup>10</sup> But despite the legal framework, municipalities are not mandated to collect tax and service provision is still primarily delegated to deconcentrated offices of centralized state agencies. As such, municipalities often lack the resources to respond to emergencies or the aftermath of crises in a timely manner.<sup>11</sup> On top of this, in 2021, Libya begins its eleventh year of protracted conflict. The war continues to cause infrastructure damage, security threats, and economic and political crises that undermine municipalities' opportunity to provide access to services and stable governance, and thus the population's social cohesion, safety, and access to services. An integrative understanding on how governance and service access (across all sectors) are interlinked and used by its population can facilitate integrated assistance and sustainable urban planning.

The Area-Based Assessment (ABA) will take place in the city of Ubari, a small desert town in the southern Fezzan region of Libya. The city faces infrastructural challenges caused by years of structural underinvestment in the region, as well as the social inheritance and material damage of the intercommunal conflict. Ubari has a population of roughly 40,000 people with various ethnic backgrounds, nationalities, and displacement status.<sup>12</sup>

The population consists of three main groups, namely Tuareg, Tebu, and Ahali. The Ahali, also known as 'Fezzana', are Arabs with no tribal affiliation.<sup>13</sup> The Tebu and Tuareg are non-Arab ethnic minorities in Libya. According to secondary desk review, these populations co-exist in Ubari in a 'cold peace', following violent conflict between the Tuareg and Tebu that lasted from 2014 to 2016.<sup>14</sup>

This ABA will focus on two thematic pillars: i) service provision and access; ii) and social cohesion and governance. City boundaries and key service infrastructure will be mapped, and systems will be assessed from both governance as well as

<sup>7</sup> Depending on the level of sensitivity of findings, a restricted report may be circulated in addition to a public report: the public report will be sanitized of any sensitive data; the restricted report will only be developed if the additional information is deemed relevant to actors who have programming in Ubari, or who are planning to set up.

<sup>8</sup> Law No. (59) of 2012

<sup>9</sup> The Clingendael Institute, [The Status Quo Defied: The legitimacy of traditional authorities in areas of limited statehood in Mali, Niger and Libya](#), September 2019.

<sup>10</sup> [Law No. \(59\)](#) of 2012

<sup>11</sup> The Clingendael Institute, September 2019.

<sup>12</sup> CBS and OCHA, 2020.

<sup>13</sup> Valerie Stocker, [Libya's Wild Wild West](#), 2014.

<sup>14</sup> USIP, [Libyan City, Primed for War, answers mother's plea with peace pact](#), 2019.

citizen perspective. An area-based understanding of an area presents an opportunity to national and international actors to help build the capacity of communities and municipalities to identify and address their most pressing needs in a cohesive manner, and to provide support to local governments in conflict-sensitive urban planning and sustainable infrastructure development.<sup>15</sup> Cities operate as complex organizations and not in isolated sectors, with service infrastructure and a wide variety of (governance and citizen) stakeholders involved. Therefore, to develop appropriate assistance programs, national and international actors should focus on urban spaces as unified systems, rather than analysing needs on a sector-by-sector basis.<sup>16</sup>

The ABA will be conducted by REACH in a consortium with ACTED. The ABA is designed to help inform the design of the protection activities that are planned to be implemented by ACTED under the EUTF during the second quarter of 2021. ACTED's protection activities in Ubari will include the following: i) awareness raising sessions; ii) capacity building and sub-granting of CSOs working in protection, to improve community protection mechanisms; iii) facilitating access to basic services through protection monitoring.

### **3. Methodology**

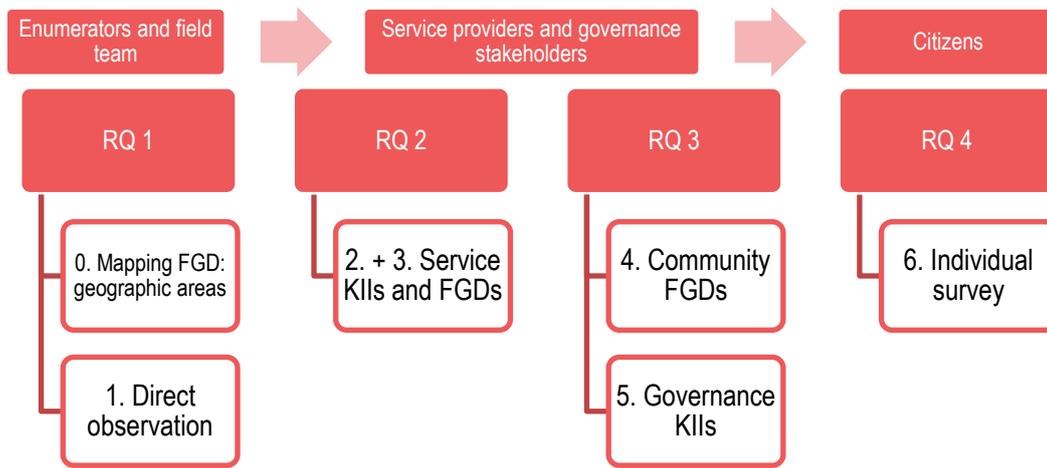
#### **3.1. Methodology overview**

The ABA for Ubari will build on a mixed methods approach, combining qualitative and quantitative methods, to facilitate the integrative analysis of both governance and citizen perspectives on the two thematic pillars: 1) service access and provision and 2) governance mechanisms and stakeholders. The methodology enables the collection of different types of information from a range of perspectives, including governance stakeholders, service providers, and citizens (delineated by area and gender), facilitating an integrated analysis of the thematic pillars and perception of populations present. To improve the primary data collection, designed to specifically address the research objectives and questions, the data collection phase will be preceded by a scoping period, to localize the questionnaire, and followed by specific triangulation efforts to assure data quality, such as a final workshop and enumerator debrief. All tools, including for scoping and triangulation, are outlined in table 2 in section 3.5 ('primary data collection'). Data collection will take place over the course of five weeks, between January 10<sup>th</sup> and February 11<sup>th</sup>, 2021.

---

<sup>15</sup> Maynard V., E. Parker, [Humanitarian Response to Urban Crises: a review of area-based approaches](#). International Institute for Environment and Development, 2015.

<sup>16</sup> The IMPACT Initiatives, [Consultations on Humanitarian Responses in Urban Areas. Perspectives from Cities in Crisis](#), World Humanitarian Summit, May 2016.



### Qualitative component

The qualitative methods will be employed to map the city boundaries and neighbourhoods as well as key service infrastructure; to identify governance mechanisms and stakeholders in the city; and to collect information about social cohesion dynamics and vulnerabilities such as low-income and special needs or disabilities. The ABA will operationalize six (6) qualitative, semi-structured tools.

The tools will be carried out with key informants such as service providers, municipal council members, social council leaders, local council leaders, and community leaders and influencers. Informants will be purposively sampled and identified through snowballing.

### Quantitative component

The quantitative component will be used to assess and quantify how Ubari's citizens engage with the identified service infrastructure and governance mechanisms, applying a bottom-up lens to the 'city as a system'. More specifically, the individual survey will assess the population's trust in and access to services and governance mechanisms. Respondents will be sampled using a non-probability quota sampling, disaggregated on a neighbourhood and gender level.

## 3.2. Key definitions

### Social Cohesion

Social cohesion can be understood as the readiness of population groups and communities to cooperate with each other (intra-communal social cohesion), with other communities (inter-communal social cohesion or horizontal social cohesion), and as the readiness of population groups and governance stakeholders to cooperate with each other (vertical social cohesion).<sup>17</sup>

### Formal governance stakeholders

Formal governance stakeholders, or bureaucratic stakeholders, include all official authorities and governing bodies that have legal jurisdiction and are formally responsible over aspects regarding governance of a certain region. This includes the municipal council as well as muhalla councils/mukhtars.

### Traditional governance stakeholders

Traditional governance stakeholders are all governing bodies that have authority based on cultural or social history, but who do not have any official legal jurisdiction. This includes social councils.

### Internally Displaced Person (IDP)

<sup>17</sup> UNDP. [Strengthening Social Cohesion: Conceptual Framing and Programming implications](#). 2020

An IDP is someone who left their baladiya of origin during or after 2011 as a result of the conflict (and not due to other causes) and has not returned to their baladiya of origin. “An IDP is any ‘persons or groups of persons who have been forced or obliged to flee or to leave their homes or places of habitual residence, in particular as a result of or in order to avoid the effects of armed conflict, situations of generalized violence, violations of human rights or natural or human-made disasters, and who have not crossed an internationally recognized state border.’”<sup>18</sup>.

Migrant:

“Any person who is moving or has moved across an international border or within a State away from his/her habitual place of residence, regardless of (1) the person’s legal status; (2) whether the movement is voluntary or involuntary; (3) what the causes for the movement are; or (4) what the length of the stay is.”<sup>19</sup> For the purposes of this study, the expression “migrants” will refer to all non-Libyan nationals, regardless of their migratory status. Refugees will therefore be included among migrants.

Refugee

A refugee is anyone who “[o]wing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, [a **refugee** is a person who] is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it.”<sup>20</sup> Libya is not signatory to the 1951 Refugee Convention but has mandated the UNHCR to identify and register refugees present in the country.<sup>21</sup>

Muhalla

An area or neighbourhood smaller than and included in the municipality (or: baladiya)

Baladiya

Administrative level corresponding to the ‘municipality’ – Libya currently has 100 baladiyas

### 3.3. Population of interest

One of the key objectives to understanding ‘the city as a system’ is to integrate perspectives of both the population as well as policy makers, authorities, and service providers. In order to do so, key service infrastructure and governance mechanisms (research objective 2 and 3) will be explored in FGDs and KIIs with service providers and (bureaucratic and traditional) authorities, while citizen perceptions of identified systems and mechanisms are measured in the citizen survey (objective 4).

As such, the relevant units of measurement applied during the ABA are the **institution level**, **community (muhalla/neighbourhood) level**, and **the individual level**. Findings from each component will be assessed against each other (for instance: what services are available and how do individuals engage access and rate their quality).

---

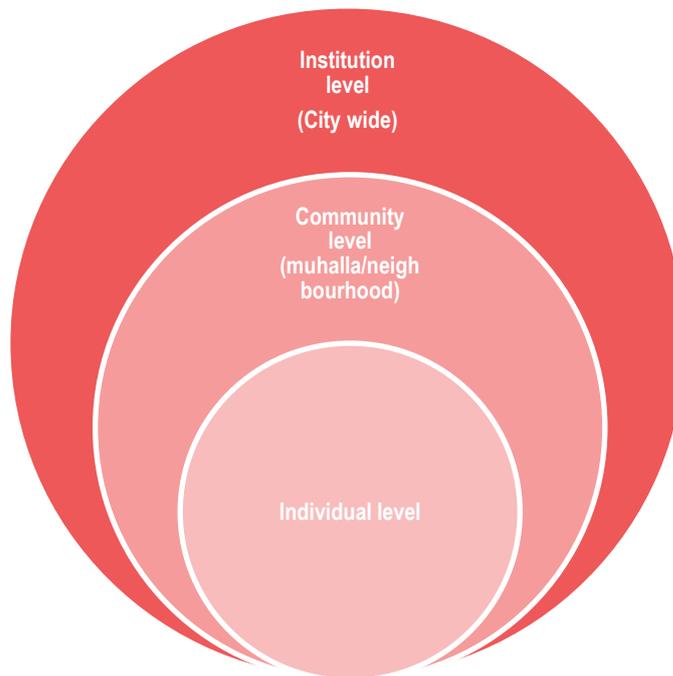
<sup>18</sup> IOM, “[DTM Libya – Mobility Tracking: Methodology.](#)” Version 11, 2017.

<sup>19</sup> International Organization for Migration - IOM, [Who is a migrant?](#)

<sup>20</sup> [1951 UN Refugee Convention.](#)

<sup>21</sup> UNHCR (2017) [Expanded response in Libya 2017.](#)

In light of the protection angle of this ABA and following advice on information gaps from the municipality, this ABA will apply a focus on the needs and access to services of vulnerable populations such as people with special needs, disabilities, and low-income households. Additionally, tools will have integrated components reflecting on the position of youth, women, IDPs and migrants in Ubari.<sup>22</sup>



A second important component of this ABA is mapping the demographic distribution of population groups across Ubari's neighbourhoods and understanding the differences per area in terms of access to services and governance mechanisms based on geographic or social barriers. Ubari municipality is spread out over 4 distinctly separated localities: Mashru, Ubari, Dissa, and Hattia, with Ubari being considered the municipality's downtown area.<sup>23</sup> The boundaries of these areas and the neighbourhoods within this muhallas will be mapped during the Mapping Focus Group Discussion (MFGD) with our partner CSO during the Training of Trainers (TOT) (see 'primary data collection'). These muhallas will serve as geographic units for analysis. However, if during the MFGD smaller units are identified, then these will be used to improve the sampling strategy for the individual citizen survey.

### 3.4. Secondary data review

Open geospatial data sources were consulted to get an initial geographical overview of key infrastructure and places of interest. Additional workshops will be setup with field staff and enumerators to expand, correct and triangulate this information to a coherent spatial dataset.

- Open Street Map. [Ubari, Libya.](#)
- UN Habitat. [Ubari Rapid City Profile.](#) 2018
- WikiMapia. [Ubari, Libya.](#)

Other sources that were used for SDR to help contextualize the research design:

<sup>22</sup> Ubari has a small migrant population of roughly 9920 people. [IOM DTM Libya Round 32](#)

<sup>23</sup> UN Habitat. Ubari City Profile. 2018

- The Clingendael Institute. [The Status Quo Defied: The legitimacy of traditional authorities in areas of limited statehood in Mali, Niger and Libya](#). September 2019.
- PCI. [Conflict Sensitive Considerations relating to Local Governance Assistance in Libya](#). September 2019.
- Peaceful Change Initiative (PCI). [Libya: building peace and stability in Ubari: through the stabilization facility for Libya with Support from Peaceful Change Initiative](#). May 2018.
- IMPACT Initiatives. [Area Based Assessment with Key Informants: a practical guide](#). December 2018
- REACH Initiative. [Libya Multi-Sector Needs Assessment \(MSNA\)](#). March 2020
- Murray, Rebecca. [Southern Libya Destabilized: the case of Ubari](#). 2017
- UNDP. [Strengthening Social Cohesion: Conceptual Framing and Programming implications](#). 2020
- Global Shelter Cluster. [Settlements: Where boundaries and action merge](#). December 2020

### 3.5. Data Collection

The purpose of the ABA is to understand ‘the city as a system’ and the interlinkage between social cohesion, service provision, and governance and protection mechanisms, as well as the opportunities for citizens to engage with these systems. Hence, the ABA aims to connect a variety of thematic pillars. This endeavour is reflected in the diversity of tools and sampling strategies. Data collection will be spread over a scoping period, the primary data collection period, and the triangulation period. The tools and sampling frame are summarized in table 2 and respective components are further described in the sections below. In the table below, the scoping and triangulation phase are highlighted in grey. For primary data collection, the tools in the table are organized per thematic pillar and colour-coded in different shades of pink.

TABLE 2. OVERVIEW TOOLS AND SAMPLING FRAME

Label	Method	Objective	Structure	Number of surveys	Informant type	Sampling
Scoping municipal FGD	City/Institution level	Understand municipal development priorities and information gaps to inform research objectives	Semi-structured	1	Municipal council members	Purposive
MFGD	MFGD	Delineate neighbourhood boundaries and identify smallest geographic units within the municipality and muhallas	Semi-structured: Participatory Mapping and FGD tool	1	Enumerator Trainers (Ubari residents)	Purposive
Direct observation	Direct observation	Map location of key infrastructure in each neighbourhood and operational status	Structured	10 (TBC)	Enumerators (Ubari residents)	Purposive
Service FGD	City/institution level FGD	Assess health services, identify challenges regarding provision and access, document priorities and development plans	Semi-structured (online or in-person)	1	Health administrators and service providers	Purposive & snowballing

Service FGD	City/institution level FGD <sup>24</sup>	Assess education services, identify challenges regarding provision and access, document priorities and development plans	Semi-structured (online or in-person)	1	Education administrators service providers	Purposive & snowballing
Service FGD	City/institution level FGD	Assess protection and social services, identify challenges regarding provision and access, document priorities and development plans	Semi-structured (online or in-person)	1	Social workers and administrators	Purposive & snowballing
Service KIIs	City/institution level, Mapping KII	Map electricity access, identify challenges regarding provision and access, document priorities and development plans	Semi-structured: Participatory mapping, KII tool	2	Electricity service providers, public company employees	Purposive & snowballing
Service KIIs	City/institution level, Mapping KII	Identify challenges with water and sanitation in Ubari, regarding water supply and sewage management, document priorities and development plans	Semi-structured: Participatory mapping, KII tool	2	Water service providers, public company employees	Purposive & snowballing
Governance KIIs	City/institution level	Identify interlinkage between formal and traditional governance mechanisms on a city and neighbourhood level, as well as development priorities according to governance stakeholders	Semi-structured	12 (TBC)	Municipal council members, social council members, community leaders (mukhtars)	Purposive & snowballing
Community FGDs	Community/muhalla - level FGD	Discuss neighbourhood level social cohesion dynamics, community decision-making, and community protection mechanisms	Semi-structured (online or in-person)	4	Neighbourhood representatives, community leaders, influential persons, service administrators	Purposive & snowballing; disaggregated by neighbourhood

<sup>24</sup> The City-level KIIs for health and education providers use a similar tool, but the two tools are specifically tailored to their target sector where necessary.

					rs, etc.	
Citizen survey	Individual level	Identify perceptions of access and trust in decision-making mechanisms over services and security, and assess access to services	Structured	20 per neighbourhood (20x10 = 200) OR 40 per muhalla (40x4=120) (TBC based on MFGD)	City residents	Purposive, disaggregated by geographic area and gender
Triangulation	Focus Group Discussion	After the preliminary findings have been identified, a triangulation workshop will be organized with the key stakeholders that were identified during the initial engagement meeting with the municipality	Semi-structured	1	Governance stakeholders	Purposive

### Scoping:

The scoping period is employed in order to better contextualize the research design and adapt to local development priorities and information gaps, in order to support international and national organizations, as well as the municipality.

#### Scoping:

##### 0. Scoping Key Informant Interviews

Throughout the research design phase, KIIs have taken place with international and local stakeholders with either working experience in Ubari or expert knowledge of the context. Additionally, a FGD will be organized with members of the municipal council, to better understand what (the municipalities knows about) other assistance initiatives are implemented in the municipality as to avoid programmatic duplication, and to assure relevance of the research design in light of local development priorities. The scoping KIIs and SDR will facilitate the context analysis, to inform the research design.

### Primary data collection:

The tools employed during the primary data collection correspond to a specific research objective. The mapping component will be carried out by the field team and enumerators. Key service infrastructure and governance mechanisms (research

objective 2 and 3) will be explored in FGDs and KIIs with service providers and (bureaucratic and traditional) authorities, while citizen perceptions of identified systems and mechanisms are measured in the citizen survey (objective 4).

### Research question 1: GIS

#### 0. Mapping FGD: geographic areas

**Purpose:** The Mapping FGD (MFGD) is developed to help understand the primary geographic areas in Ubari and facilitate the comparative analysis between muhallas and neighbourhoods. During the MFGD, participants will draw neighbourhood boundaries and gather neighbourhood names, to help understand community perceptions of geographical areas in Ubari and situate geographical references during data collection. During the MFGD, the participants will also discuss neighbourhood characteristics such as demographics as well as primary landmarks such as main roads and uncultivated areas. The identification of geographic units smaller than the four muhallas will also help facilitate the sampling strategy for the citizen survey.

**Method:** The MFGD will be conducted with enumerators and field staff during the Training of Trainers (TOT). The session will follow a semi-structured guideline and will be recorded using pen and paper. Maps will be provided on which participants can draw and indicate neighbourhood boundaries. The discussion will be led by the facilitator, and the discussion will be transcribed by the note taker (both field staff, seen that this activity will take place prior to the data collection training). Participants will include enumerators and field staff.

#### 1. Direct/spatial observation

**Purpose:** Direct observation will be used to map key education and health infrastructure in all neighbourhoods, including type (public/private), the facility names, and the operational status.

**Method:** The Direct observation component will be carried out directly by enumerators. The tool will be carried out per neighbourhood (smallest geographic unit), and the total number of Direct Observation exercises will be determined during the MFGD. The Direct observation tool will be employed in a semi-structured KOBO tool. In addition to geographic points, questions will be included regarding the general state of the neighbourhood, inquiring about streetlights and population groups present in the area.

### Research question 2: SERVICE AVAILABILITY AND ACCESS

#### 2. Service focus group discussions (in person or online)

**Purpose:** Following the direct observation of service infrastructure, service key informants will be interviewed in the following three service categories: i) health and ii) education, iii) protection (social services). Service key informants will be inquired about the most important issues, challenges, and development priorities for each respective service category in Ubari. Participants will also be inquired about specific access challenges for women, IDPs, and migrants and refugees.

**Method:** Three FGDs will be conducted, one for each respective service sector. Participants will be identified through snowballing, using a purposive sampling strategy based on the participants expertise regarding the specific service. The FGDs will be conducted following a semi-structured guide and recorded using pen and paper, after which they will be transcribed by the note taker. The semi-structured interview guides will be developed based on tools used for previous REACH and AGORA assessments.

#### 3. Service key informants

**Purpose:** The service key informants focus on basic utilities in Ubari, being electricity, and water and sanitation. The main purpose will be to understand what the challenges are with regards to providing these services, where the primary issues are located, how the infrastructure works, and what the respective development priorities are.

**Method:** In total, four service KIIs will be conducted, two with (senior) employees from the local office of the General Electricity Company of Libya (GECOL) and two with the local office of the General Water and Waste Company (GWWC).

KIs will be sampled based on their expertise and identified through snowballing, following scoping engagement activities with key stakeholders in Ubari. The KIIs will follow semi-structured guidelines. To facilitate GIS analysis of the service infrastructure, a small mapping component will be incorporated, which will be carried out on printed maps and pictures will be submitted to the GIS officer for analysis. Enumerators will be asked to fill in a reflective debrief after every KII.

### Research question 3: SOCIAL COHESION AND GOVERNANCE

#### 4. Community Representative Focus group discussions (in-person or online)

**Purpose:** One community FGD will be organised in each muhalla, with four FGDs being conducted in total. The FGDs will focus on neighbourhood specific challenges, social cohesion dynamics, including opportunities for improvement and existing systems in place that facilitate social cohesion and community protection, as well as development priorities and representativeness of governance actors. Participants will also be asked about CSOs working in their area. Participants will also be inquired about specific challenges for women, IDPs, and migrants and refugees.

**Method and sampling:** Four FGDs will be held in total, one in each muhalla. The groups composition should aim to reflect neighbourhood demographics and will consist of both female and male participants. Participants will be purposively sampled based on their knowledge of their community and neighbourhood, such as community leaders, education administrators, health administrators, shop keepers, etc., and identified through snowballing. The FGD will follow a semi-structured guideline. Enumerators will be asked to fill in a reflective debrief following every FGD.

#### 5. Governance KIIs

**Purpose:** Governance key informants include municipal council members, social council leaders, and community leaders/mukhtars. Governance key informants will be inquired about governance mechanisms, engagement between stakeholders and citizens, social protection mechanisms, and needs/development priorities in Ubari (per neighbourhood, population group, or on a city-wide level). The governance KIIs will facilitate the development of a stakeholder mapping of governance stakeholders in Ubari, including of CSOs active in Ubari.

**Method:** KIIs will include social council members, community leaders and influencers, and municipal council members (preferably the mayor – aim for the stars, land on the moon). The total number of KIIs will be determined following snowballing by field staff. The sample size is estimated to be around 12. The KIIs will follow a semi-structured guideline, which aims to extract who are the main stakeholders the KI engages with. Enumerators will be asked to fill in a reflective debrief following every KII.

### Research question 4: CITIZEN PERCEPTIONS

#### 6. Individual surveys

**Purpose:** The surveys will be employed in order to assess population perceptions of access to services, access to governance and security, and trust in existing mechanisms. The survey will thus address citizen engagement with services and systems in place and contribute to analysis of existing mechanisms from a bottom-up perspective. Respondents will also be asked where they access services, to facilitate the mapping of service catchment areas.

**Method and sampling:** The individual surveys (or citizen surveys) will be rolled out using a non-probabilistic quota sampling strategy. In each geographic unit 30 to 40 interviews will be conducted,<sup>25</sup> equally distributed between female and male respondents (50/50). Identification of survey respondents will be done following a random geographical distribution of points tagged by profile (female/male) per neighbourhood, which will be generated by the GIS officer. Coordinates of these randomly generated points will be shared with the enumerators, who will be instructed to identify a respondent that fits the respective gender profile within a radius of 1 kilometre of the shared point. If the enumerator is unable to find a respondent with that gender profile within the radius, the enumerator will be instructed to find a respondent corresponding with the other

---

<sup>25</sup> The exact geographic units will be identified during the MFGD, following the recommendations of our enumerators. We currently are aware of four (4) muhallas. However, to improve findings we aim to conduct the citizen survey following smaller geographic units. The total number of interviews per geographic units is thus dependent on the outcome of the MFGD: fewer geographic units will allow for a higher sample per area, and vice versa.

gender profile, and interview points will be re-generated by the GIS officer, to make sure that quotas are met. As part of the quantitative component to the ABA, the survey will be structured and deployed through Kobo. The findings will be used to analyse citizen perspectives of Ubari's service systems, but due to the non-probabilistic sampling strategy findings are indicative only and will not be generalizable for any of the population groups involved nor for the city as a whole.

### Triangulation:

#### 7. Enumerator debriefing

**Purpose:** To contextualize qualitative data collection and verify submitted data, enumerators will be asked to fill in and submit a debriefing form through Kobo after conducting qualitative interviews such as KIs or FGDs. The enumerator debriefing will also facilitate follow-ups during data cleaning (see section 3.6 'Data Processing & Analysis').

#### 8. Triangulation FGD

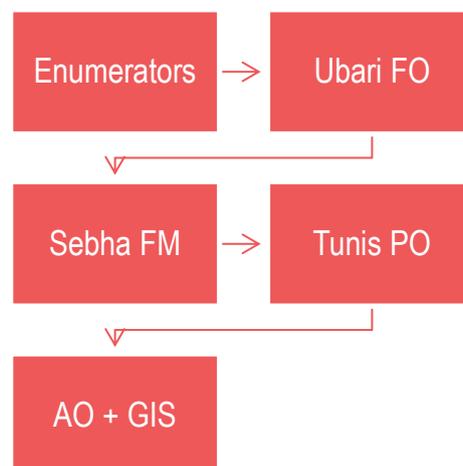
**Purpose:** During this session, the preliminary findings will be presented to local stakeholder and discussed for feedback and triangulation.

**Method:** One triangulation session will be organized with the municipal stakeholders that took part in the initial engagement session and/or with the municipal council (TBD). Alternatively, a triangulation session or individual follow-up will be organized with key informants and stakeholders that took part in any of the data collection components on the basis of need.

### 3.6. Data Processing & Analysis

#### Data management and processing

A structured and straightforward data processing and analysis plan is essential to manage the variety of data collection methods, tools, and themes that will comprise the analysis for this ABA. The data collection, carried out by enumerators from a local CSO, will be supervised by the Field Officer (FO) in Ubari, who report to our Field Manager (FM) in Sebha and the Project Officer (PO) in Tunis. The PO in Tunis is responsible over general data collection monitoring and supervision and data processing will be carried out by the GIS officer and the Assessment Officer (AO).



Sebha field staff oversees staff and activities in Ubari, and will be asked to fill in the data collection management plan, designed to log all submissions and monitor data collection progress and targets, whenever interviews are submitted by enumerators. The project officer in Tunis will monitor the data management plan and progress of data collection in light of the targets, translate transcripts, and do an initial data quality check of submitted qualitative and quantitative data. The project officer will report inconsistencies and information gaps in the primary data on a daily basis in a logbook, and discuss any issues with the AO if necessary. The assessment team (assessment officer and GIS officer) will then conduct a second quality check and work on the data cleaning, to conduct follow-ups within a maximum of three days after receiving the data.

The GIS officer will take the lead on analysis and data quality checks for GIS data and specific structured tools. Quality issues and logical inconsistencies flagged by the assessment team will be followed up on by the project officer who will follow-up directly with responsible field staff and enumerators.

To facilitate the monitoring of data collection and data processing, all team members will be asked to update the work plan for data collection on a weekly basis. In a shared document offering an overview of targets and completed submissions, the FO will log all submissions at the end of each week. Next, the total number of logged submissions will be checked by the PO. If the total submissions logged by the FO has been received in Tunis, the PO can change the weekly status in the work plan to 'validated'. Lastly, the AO and GIS officer will do the data cleaning and follow-ups, which then also will be logged when finalized. If weekly targets for data collection are not met, these interviews will automatically be added up to next week's weekly target. Once all data has been submitted, validated, and cleaned, the workplan will indicate that the data collection period has been finalized.

Data cleaning will be undertaken according to REACH [SOPs](#). In addition to this, for the quantitative community survey, the GIS officer will review submitted surveys daily to ensure that location and gender of respondent matches the assessment plan. During data cleaning, the project officer will also check to see that the length of time to complete the survey meets the minimum standard (i.e. surveys that took too little time are rejected). To facilitate the timeliness of the data quality check and follow ups with enumerators, initial translation of data will be done through the translation software "Systran" and checked by the project officer.

To ensure relevance of data and facilitate timely follow-ups if necessary, enumerators will be required to submit collected data within three days after data collection (if the internet connection allows it). In order for qualitative interviews and Focus Group Discussions to be accepted, enumerators will have to fill in a short debriefing form on KOBO after every session. Enumerators will submit qualitative data to all staff involved with the ABA Ubari: field staff in Ubari and Sebha, project officer, and analysis team.

## Data analysis

### GIS data

Direct observation of key infrastructure in each neighbourhood will be carried out by enumerators following a structured guideline uploaded in KOBO. Datasets will be manually reviewed and GIS data will be uploaded and analysed by the GIS officer using the software QGIS. The GIS officer will check incoming data against public-source data, municipal government data, and other open source data, and flag any significant inconsistencies for follow-up by REACH field staff.

### Qualitative data

Semi-structured (qualitative) KIIs and FGDs will be recorded using pen and paper (if in person) and subsequently transcribed in the respective interview guideline in Word that is formatted according to a template that enables autocoding in NVivo, to facilitate the qualitative data analysis.<sup>26</sup>

All qualitative components to the ABA will be managed, filed, and analysed using NVivo, including the SDR, based on a mixed inductive and deductive approach. Qualitative data analysis will be carried out follow IMPACT's [Minimum Standards for Qualitative Data Analysis Checklist](#). Prior to the start of the data analysis, the AO will develop a code book containing concepts relevant to the research objectives. As mentioned, transcripts will then be uploaded, and classified and autocoded, using the autocoding function in Nvivo following formatting styles. Next, autocoded segments will be manually reviewed, and coded more precisely reflecting on themes and binary sentiment (positive/negative) to help identify patterns. All codes will then be converted into data saturation and analysis grids, summarizing key findings and visualizing patterns and comparisons. During the coding phase, coding structures will be elaborated and modified as necessary and thus the final

---

<sup>26</sup> If the current situation does not allow for in-person interviews, KIIs will be conducted over the phone, and FGDs will be carried out using the REACH-developed FGD platform [www.hadrezmaana.org](http://www.hadrezmaana.org).

codes used for analysis may differ from those in the preliminary codebook.

### Quantitative data

The final community survey will follow a structured guideline and will be conducted using KOBO. Analysis will be carried out by the Database officer using R, following thorough data cleaning and translation by the Project Officer. Given the small size of the subsamples, results will be calculated in absolute numbers on a city wide level, as well as disaggregated by gender, and by neighbourhood. The numbers will be used to contextualize the experiences of residents in Ubari in light of the qualitative findings analysed in Nvivo and identify or substantiate pre-defined geographic discrepancies.

### Analysis workshops

To harmonize the separate methods and analysis components, analysis workshops will be organized between the AO and the GIS officer to cross check and consolidate findings and identify potential information gaps that need to be addressed in discussions with field staff and enumerators, or experts.

## 4. Roles and responsibilities

TABLE 3: DESCRIPTION OF ROLES AND RESPONSIBILITIES

<i>Task Description</i>	<i>Responsible</i>	<i>Accountable</i>	<i>Consulted</i>	<i>Informed</i>
<i>Research design</i>	Assessment officer	Assessment officer	IMPACT Research Design Unit ; AGORA Specialist; ACTED PM	Development pillar lead; IMPACT Libya CFP
<i>Supervising data collection</i>	Project officer, Field team Sebha	Assessment officer	REACH operations manager	Development pillar lead; IMPACT Libya CFP
<i>Data processing (checking, cleaning)</i>	Project officer	Assessment officer	Assessment officer	Development pillar lead; IMPACT Research and Data unit
<i>Data analysis</i>	Assessment officer; GIS officer	Assessment officer	IMPACT Research Design and Data unit	IMPACT Libya CFP, ACTED PM; Development Pillar lead
<i>Output production</i>	Assessment officer, GIS officer	Assessment officer	IMPACT Reporting unit, GIS unit; Development Pillar lead	IMPACT Libya CFP, REACH Global Coordinator
<i>Dissemination</i>	Assessment officer	Assessment officer	IMPACT Libya CFP, ACTED CD; Development Pillar lead	REACH Global Coordinator

<i>Monitoring &amp; Evaluation</i>	Project officer	Assessment officer	IMPACT Libya CFP; Development Pillar lead	REACH Global Coordinator
<i>Lessons learned</i>	Assessment officer, Project officer, Field team, GIS officer	Assessment officer	IMPACT Libya CFP; Development Pillar lead	REACH Global Coordinator, Impact Research Design and Data Unit

## 5. Data Analysis Plan

SEE ANNEX I

## 6. 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	# of downloads of x product from Resource Center	Country request to HQ	User_log	X Yes
		# of downloads of x product from Relief Web	Country request to HQ		
		# of downloads of x product from Country level platforms	Country team		
	Number of individuals accessing IMPACT services/products	# 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	X Yes
		# references in single agency documents			X Yes
Humanitarian stakeholders are using IMPACT products	Humanitarian actors use IMPACT evidence/products as a basis for decision	Perceived relevance of IMPACT country-programs Perceived usefulness and influence of IMPACT outputs	Country team	Usage_Fee dback and Usage_Sur	

	making, aid planning and delivery	Recommendations to strengthen IMPACT programs		vey template	Usage survey to be conducted at the end of the research cycle related to all outputs, targeting at least 5 partners and stakeholders.
	Number of humanitarian documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products	Perceived capacity of IMPACT staff			
		Perceived quality of outputs/programs			
		Recommendations to strengthen IMPACT programs			
<b>Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle</b>	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs ( <i>providing resources, participating to presentations, etc.</i> )	# of organisations providing resources (i.e. staff, vehicles, meeting space, budget, etc.) for activity implementation	Country team	Engagement_log	X Yes
		# of organisations/clusters inputting in research design and joint analysis			X Yes
		# of organisations/clusters attending briefings on findings;			X Yes

## ANNEX 1: DATA ANALYSIS PLAN

### 1. MAPPING FOCUS GROUP DISCUSSION: CITY BOUNDARIES

RQ	Sub-RQ	#	Method	Question	Probes	Key disaggregation
N/A			FGD	Date of interview		
			FGD	Enumerator code		
			FGD	<p>Hello, my name is [NAME OF ENUMERATOR]. I am working with REACH – a partner of ACTED - to collect information about the situation Ubari to update national and international organizations about what the highest priorities are, so that appropriate help and assistance can be provided in the future. We are trying to understand the geographic divisions of the municipality. In your answers, unless instructed to do otherwise, please do always refer to the situation in Ubari municipality. These questions are very important, as they help us to identify the most vulnerable groups</p>		

Consent			<b>FGD</b>	<p>Please note that :</p> <ul style="list-style-type: none"> <li>- this assessment is not connected to any specific aid distributions, and completing it does not make it more likely that you will receive aid.</li> <li>- This interview/FGDs is completely anonymous and no one will be able to know you participated in this interview through our findings.</li> <li>- should you consent to this interview, you are free to not answer any question if you are unsure or do not want to and we will move on to the next question. We value your participation and thank you in advance for your cooperation.</li> </ul> <p>Do you consent to participate in this survey?</p>	<b>Per participant</b>	<ul style="list-style-type: none"> <li>&gt; City-wide Ubari (Urban, formal and informal)</li> <li>&gt; Community level: enumerators</li> </ul>
1. What are the primary geographic areas and where is key service infrastructure located in Ubari?	<p>1.1. What are the muhalla boundaries?</p> <p>1.1.1. What are the neighbourhood (names and boundaries) located within these muhallas?</p>	1	<b>FGD</b>	What are the most common references to geographical divisions within Ubari city?	How do inhabitants of Ubari refer to the geographic areas where they live? Do they call it a neighbourhood, or do people use another name? What are the (geographic/spatial) references commonly used by inhabitants of Ubari: neighbourhood, muhalla, or different? What are the names that people use for these areas?	<ul style="list-style-type: none"> <li>&gt; City-wide Ubari (Urban, formal and informal)</li> <li>&gt; Community level: enumerators</li> </ul>

2	<b>FGD</b>	Please trace the boundaries of the muhallas and the neighbourhoods in Ubari: [muhallas: Hattia, Dissa, Ubari, Mashru; neighbourhoods and boundaries neighbourhoods that are mentioned in question 1]	Please present participant with the list of identified geographical units, both localities and neighbourhoods, and ask them to draw the boundaries one by one. Next, inquire if 1) some of these areas might be known under alternative names as well, and 2) if there are any relevant geographic units that are missing according to participants.	> City-wide Ubari (Urban, formal and informal) > Community level: enumerators
3	<b>FGD</b>	Looking at the neighbourhoods that you just drew on the map: for each neighbourhood, what makes neighbourhoods distinct and different from each other?	Think of: political, social, or economic factors. Why did you draw these areas precisely? In Ubari, what defines a neighbourhood? Are there official authorities linked to each neighborhood? Do the presence of militias/armed groups play a role in the definition and extent of neighborhoods? Is there a link with religious authorities? Are they defined by tribes or communities? Any other criteria related to the perception of the neighborhoods?	> City-wide Ubari (Urban, formal and informal) > Community level: enumerators
4	<b>FGD</b>	Follow up: What are the main roads in and around Ubari? What are the names of these roads?		> City-wide Ubari (Urban, formal and informal) > Community level: enumerators

		5	<b>FGD</b>	Identify any large areas of this part of the city that are non-residential (industrial areas, large commercial areas, government building complexes, open space for recreation, and universities.)		> City-wide Ubari (Urban, formal and informal) > Community level: enumerators
		6	<b>FGD</b>	Are there any areas in this part of the city that are currently inaccessible or not easily accessed by all residents or specific population groups?	Focus on identifying areas that for instance might be perceived to be contaminated with mines/explosives, areas with severe road blockages, areas inaccessible due to armed group activity, etc., areas inaccessible to certain populations due to social cohesion or conflict. Encourage participants to explain any other specific access challenges if relevant. Please draw boundaries around each mentioned area and clearly specify why some groups cannot access. Also clarify the level of access to each mentioned area, e.g. "accessible by foot but not by vehicle," "accessible only to people of some tribes/affiliations," etc.	> City-wide Ubari (Urban, formal and informal) > Community level: enumerators

## 2. DIRECT OBSERVATION: SERVICE INFRASTRUCTURE AND NEIGHBOURHOOD CHARACTERISTICS

RQ	Sub-Q	#	Method	Question	Probes	Key disaggregation
----	-------	---	--------	----------	--------	--------------------

N/A			<b>KOBO</b>	Date of survey		
			<b>KOBO</b>	Enumerator code		
Consent			<b>KOBO</b>	Do you consent to participate in this survey?		
1. What are the primary geographic areas and where is key service infrastructure located in Ubari?	1.1. What are the muhalla boundaries? 1.1.1. What are the neighbourhood (names and boundaries) located within these muhallas?	<b>1</b>	<b>Select one</b>	What neighbourhood is this?	Al Campu Dissa Hattia Al Shabiyat Al Azzawiya Al Cherab Al Amarat Al Baladiya Al Taragen Al Assinat	> area disaggregation: urban, formal and informal settlements > community level; enumerators
		<b>2</b>	<b>Select one</b>	Are there any other ways that people refer to this neighbourhood?	Yes/No	> area disaggregation: urban, formal and informal settlements > community level; enumerators
		<b>3</b>	<b>Text</b>	If yes, please indicate alternative neighbourhood name		> area disaggregation: urban, formal and informal settlements > community level; enumerators

	1.4. What are the demographic profiles of each muhalla?	4	Multi-select	Who lives in this neighbourhood?	1.Tebu 2.Tuareg 3.Ahali 4.IDPs 5. Migrants and refugees Other	> area disaggregation: urban, formal and informal settlements > community level; enumerators
	1.2. What are neighbourhood characteristics in terms of safety and security?	5	Select multiple	Can residents move around this neighbourhood safely?	1. People can move completely safely 2. People can move safely during the day 3. No one can move safely in this neighbourhood 4. Some people cannot move safely in this neighbourhood 5. Don't know	> area disaggregation: urban, formal and informal settlements > community level; enumerators
	1.2. What are neighbourhood characteristics in terms of safety and security?	5.1	Select multiple	<b>Follow up if option 4 selected:</b>  Please indicate who cannot [always] move safely within this neighbourhood:	1.Women 2.Children 3. Refugees and migrants 4. IDPs 5. People from specific tribes 6. Other	

	<p>1.3. What key basic service infrastructure is present in each identified muhalla and what are the respective service catchment areas?</p>	<p><b>6</b></p>	<p><b>Select one</b></p>	<p>Are there working streetlights in this neighbourhood?</p>	<p>1. Yes, there are working streetlights in (almost) all streets in this neighbourhood                  2. There are working in less than half of the streets in this neighbourhood                  3. There are streetlights in (almost) all streets in this neighbourhood, but (most of them) are not working                  4. There are streetlights in some streets in this neighbourhood, but (most of them) are not working                  5. There are no streetlights in this neighbourhood</p>	<p>&gt; area disaggregation: urban, formal and informal settlements                  &gt; community level; enumerators</p>
--	--	-----------------	--------------------------	--	--	--

		7	Select one	Are the roads (mostly) paved?	Yes/No	> area disaggregation: urban, formal and informal settlements > community level; enumerators
		8	Select one	Are more than half of the buildings damaged (from conflict or maintenance neglect)?	Yes/No	> area disaggregation: urban, formal and informal settlements > community level; enumerators

		<b>9</b>	<b>Select one</b>	Do you see waste in the streets?	Yes/No	> area disaggregation: urban, formal and informal settlements > community level; enumerators
		<b>10</b>	<b>Select one</b>	How would you describe the settlement, housing, and accommodation conditions in this neighbourhood, compared to other areas in Ubari?  For example, are houses many houses damaged (for instance from conflict), or unfinished?	1. Poor 2. Acceptable 3. Good 4. Excellent	> area disaggregation: urban, formal and informal settlements > community level; enumerators

		11	Integer	How many schools are there in this neighbourhood?		> area disaggregation: urban, formal and informal settlements > community level; enumerators
		12		In the next few questions, you will be asked to plot a point for the location of each school. For each school you will also be asked to indicate what the name is, what the age category is, whether it's public or private, and whether it's operational or not.		> area disaggregation: urban, formal and informal settlements > community level; enumerators
		13	Geopoint	Please plot the location point		> area disaggregation: urban, formal and informal settlements > community level; enumerators
		14	Text	Please write down the school name		> area disaggregation: urban, formal and informal settlements > community level; enumerators
		15	Select one	What type of school is this?	Private Public	> area disaggregation: urban, formal and informal settlements > community level; enumerators

		<b>16</b>	<b>Select one</b>	What type of education does this school provide?	Primary Secondary Tertiary Kindergarten Children community centre	> area disaggregation: urban, formal and informal settlements > community level; enumerators
		<b>17</b>	<b>Select one</b>	Is this school fully operational or not?	Fully operational Partially operational Non-operational	> area disaggregation: urban, formal and informal settlements > community level; enumerators
		<b>18</b>	<b>Relevance</b>	Dependent on answer in question 9 - repeat until details for total number of schools has been entered		> area disaggregation: urban, formal and informal settlements > community level; enumerators
		<b>19</b>	<b>Integer</b>	How many health facilities are there in your neighbourhood?		> area disaggregation: urban, formal and informal settlements > community level; enumerators
		<b>20</b>		In the next few questions, you will be asked to plot a point for the location of each health facility. For each health facility you will also be asked to indicate what the name is, whether it's public or private, and whether it's operational or not.		> area disaggregation: urban, formal and informal settlements > community level; enumerators

		21	<b>Geopoint</b>	Please plot the location point		> area disaggregation: urban, formal and informal settlements > community level; enumerators
		22	<b>Text</b>	Please write down the facility name		> area disaggregation: urban, formal and informal settlements > community level; enumerators
		23	<b>Select one</b>	What type of health facility is this?	Private Public	> area disaggregation: urban, formal and informal settlements > community level; enumerators
		24	<b>Select one</b>	What type of health facility is this?	General hospital Primary health care centre Tertiary health care centre Polyclinic	> area disaggregation: urban, formal and informal settlements > community level; enumerators
		25	<b>Select one</b>	Is this health facility fully operational or not?	Fully operational Partially operational Non-operational	> area disaggregation: urban, formal and informal settlements > community level; enumerators
		26	<b>Relevance</b>	Dependent on total number of health facilities - repeat until details for total number of health facilities has been entered		> area disaggregation: urban, formal and informal settlements > community level; enumerators

### 3. FOCUS GROUP DISCUSSION: EDUCATION ADMINISTRATORS

RQ	Sub-RQ	#	Method	Question	Probes	Key disaggregation
N/A			FGD	Date of interview		
			FGD	Enumerator code		
			FGD	Name of data collection unit (DCU)		
			FGD	<p>Hello, my name is [NAME OF ENUMERATOR].</p> <p>I am working with REACH – a partner of ACTED - to collect information about the situation Ubari to update national and international organizations about what the highest priorities are, so that appropriate help and assistance can be provided in the future. We are trying to find out what the current status is of the education services in Ubari and how this affects men, women, and children from all population groups. In your answers, unless instructed to do otherwise, please do always refer to the situation in Ubari. We will also ask you specific questions to investigate who you think is particularly affected by the issue at stake, for example recently arrived refugees and migrants, or women. These questions are very important, as they help us to identify the most vulnerable groups.</p>		
Consent			FGD	<p>Please note that :</p> <ul style="list-style-type: none"> <li>- this assessment is not connected to any specific aid distributions, and completing it does not make it more likely that you will receive aid.</li> </ul>	Per participant	

				<p>- This interview/FGDs is completely anonymous and no one will be able to know you participated in this interview through our findings.</p> <p>- should you consent to this interview, you are free to not answer any question if you are unsure or do not want to and we will move on to the next question.</p> <p>We value your participation and thank you in advance for your cooperation.</p> <p>Do you consent to participate in this survey?</p>		
Biodata			<b>FGD</b>	Gender of participant	<b>Per participant</b>	
			<b>FGD</b>	Company and position of participant	<b>Per participant</b>	
1. What are the primary geographic areas and where is key service infrastructure located in Ubari?	1.1. What key basic service infrastructure is available in each identified muhalla and what are the respective service catchment areas?	<b>1</b>	<b>FGD</b>	Please have a look at the list/locations of all recorded public and private education centres in Ubari. Can you confirm whether these locations and names are correct, and if these facilities are (partially) operational or not?	Show and explain - list of locations names and map of locations, provided by Tunis office team.	<p>&gt; City-wide Ubari (Urban, formal and informal)</p> <p>&gt; Institutional level: Education service providers; school principals; teachers; administrators</p>
2. What are the operational characteristics of key services such as health, education, WASH, electricity, and social security?	2.1. What are the primary structural challenges with regard to service provision and access?	<b>2</b>	<b>FGD</b>	What are the main challenges schools face in Ubari?	Are there enough teachers? Are there enough teaching materials in Ubari? Are there problems with the facilities, such as damage or lack of sanitation? Is there sufficient investment in	<p>&gt; City-wide Ubari (Urban, formal and informal)</p> <p>&gt; Institutional level: Education service providers; school principals; teachers; administrators</p>

					education services by the local administration?	
		<b>3</b>	<b>FGD</b>	Which neighbourhoods have no public or private education facilities in their vicinity?	Where do residents of these neighbourhoods go to access education services?	> City-wide Ubari (Urban, formal and informal) > Institutional level: Education service providers; school principals; teachers; administrators
		<b>4</b>	<b>FGD</b>	What are the specific requirements to access public education in Ubari? Can everyone in Ubari access public education?	Do people need specific legal documents to access public school? Are there any costs connected to accessing public education?	> City-wide Ubari (Urban, formal and informal) > Institutional level: Education service providers; school principals; teachers; administrators
		<b>5</b>	<b>FGD</b>	Can IDPs, migrants and refugees attend public school in Ubari?	Please, for each population group, indicate if they can access education in Ubari and how, or what the challenges are that they face.	> City-wide Ubari (Urban, formal and informal) > Institutional level: Education service providers; school principals; teachers; administrators

		<b>6</b>	<b>FGD</b>	Are there any costs related to attending public education in Ubari?	School uniforms? Learning materials? Transport to schools?	> City-wide Ubari (Urban, formal and informal) > Institutional level: Education service providers; school principals; teachers; administrators
		<b>7</b>	<b>FGD</b>	Are there mechanisms in place that facilitate education for children from families with a low income?		> City-wide Ubari (Urban, formal and informal) > Institutional level: Education service providers; school principals; teachers; administrators
		<b>8</b>	<b>FGD</b>	What are the average costs to attending private school in Ubari?	Costs to sign up?	> City-wide Ubari (Urban, formal and informal) > Institutional level: Education service providers; school principals; teachers; administrators
		<b>9</b>	<b>FGD</b>	For what reasons might parents in Ubari decide to send their children to a private school?		> City-wide Ubari (Urban, formal and informal) > Institutional level: Education service providers; school principals; teachers; administrators
		<b>10</b>	<b>FGD</b>	Are there schools in Ubari that face sanitation problems?	If yes, please discuss examples of the sanitation problems	> City-wide Ubari (Urban, formal and informal)

					faced by these schools?	> Institutional level: Education service providers; school principals; teachers; administrators
		<b>11</b>	<b>FGD</b>	Do children sometimes face security risks when attending school in Ubari?	If yes, what are these security risks? Consider security risks on the way to school, as well as while AT school.  Does this differ between boys and girls? Please explain.  Does this differ between population groups? Please explain.	> City-wide Ubari (Urban, formal and informal) > Institutional level: Education service providers; school principals; teachers; administrators
	2.3. What are the primary institutes, committees, and stakeholders involved in the provision and maintenance of each respective service sector?	<b>12</b>	<b>FGD</b>	Which CSOs, national, or international organizations are involved in education and schooling in Ubari?	1. 2. 3. 4. 5.  For each organization, please discuss where they offer assistance, and what they support on.	> City-wide Ubari (Urban, formal and informal) > Institutional level: Education service providers; school principals; teachers; administrators

		<b>13</b>	<b>FGD</b>	Which stakeholders, committees or individual actors in Ubari are mostly involved with education services and schooling?	Think of national, regional and local actors, institutions, or organizations: for instance, school directors, ministry of education, municipal council.  1. 2. 3.  Please, for each stakeholder, indicate what their role is and how/when you engage with them. In case of an individual actor (person's name) please also clarify which institution this person works with.	> City-wide Ubari (Urban, formal and informal) > Institutional level: Education service providers; school principals; teachers; administrators
		<b>14</b>	<b>FGD</b>	Who can people in Ubari go to if they have a complaint about their access to education, or the quality of the education services?	1. 2. 3.  Please, for each stakeholder, indicate what their role is and how/when you engage with them. In case of an individual actor (person's name) please also clarify	> City-wide Ubari (Urban, formal and informal) > Institutional level: Education service providers; school principals; teachers; administrators

					which institution this person works with.	
	2.2. What are the service development priorities for each respective service sector in Ubari?	15	FGD	<p>What are the (five) main goals for the next five years, for improvement of education services in Ubari?</p> <p>For each of these points, please also indicate whether there are specific development plans to improve this, and whether improvement plans have already started or not.</p>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol> <p>What needs to be done to improve education in Ubari? Think of: quality of education, access to education (everywhere, or in certain neighbourhoods; for everyone, or certain population groups)</p>	<p>&gt; City-wide Ubari (Urban, formal and informal)</p> <p>&gt; Institutional level: Education service providers; school principals; teachers; administrators</p>
		16	FGD	<p>Who do you think should be involved in order to achieve the above mentioned priorities and goals?</p>	<p>Think of actors on a national, regional, or local level:</p> <ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol> <p>Please, for each stakeholder, indicate what their role is and how/when you engage with them. In case of an individual actor (person's name) please also clarify</p>	<p>&gt; City-wide Ubari (Urban, formal and informal)</p> <p>&gt; Institutional level: Education service providers; school principals; teachers; administrators</p>

					which instution this person works with.	
		17	FGD	Which structural problems may complicate these improvement goals for education services in Ubari?	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol> <p>Think of, for instance: transport (remoteness of region); lack of financial support from government; political fragmentation; WASH sector; challenges in electricity, generators and fuel; social cohesion; regional instability.</p>	<p>&gt; City-wide Ubari (Urban, formal and informal)</p> <p>&gt; Institutional level: Education service providers; school principals; teachers; administrators</p>

#### 4. FOCUS GROUP DISCUSSION: HEALTH ADMINISTRATORS

RQ	Sub-Q	#	Method	Question	Probes	Key disaggregations
N/A			FGD	Date of interview		

			<b>FGD</b>	Enumerator code		
			<b>FGD</b>	<p>Hello, my name is [NAME OF ENUMERATOR].  I am working with REACH – a partner of ACTED - to collect information about the situation Ubari to update national and international organizations about what the highest priorities are, so that appropriate help and assistance can be provided in the future. We are trying to find out what the current status is of the health services in Ubari and how this affects men, women, and children from all population groups. In your answers, unless instructed to do otherwise, please do always refer to the situation in Ubari. We will also ask you specific questions to investigate who you think is particularly affected by the issue at stake, for example recently arrived migrants or women. These questions are very important, as they help us to identify the most vulnerable groups.</p>		
Consent			<b>FGD</b>	<p>Please note that :</p> <ul style="list-style-type: none"> <li>- this assessment is not connected to any specific aid distributions, and completing it does not make it more likely that you will receive aid.</li> <li>- This interview/FGDs is completely anonymous and no one will be able to know you participated in this interview through our findings.</li> <li>- should you consent to this interview, you are free to not answer any question if you are unsure or do not want to and we will move on to the next question. We value your participation and thank you in advance for your cooperation.</li> </ul> <p>Do you consent to participate in this survey?</p>	<b>Per participant</b>	<ul style="list-style-type: none"> <li>&gt; City-wide Ubari (Urban, formal and informal)</li> <li>&gt; Institutional level: Health care providers; facility directors; doctors; administrators</li> </ul>
Biodata			<b>FGD</b>	Gender of participant	<b>Per participant</b>	<ul style="list-style-type: none"> <li>&gt; City-wide Ubari (Urban, formal and informal)</li> <li>&gt; Institutional level: Health care providers;</li> </ul>

						facility directors; doctors; administrators
			<b>FGD</b>	Company and position of participant	<b>Per participant</b>	> City-wide Ubari (Urban, formal and informal) > Institutional level: Health care providers; facility directors; doctors; administrators
1. What are the primary geographic areas and where is key service infrastructure located in Ubari?	1.1. What key basic service infrastructure is available in each identified muhalla and what are the respective service catchment areas?	<b>1</b>	<b>FGD</b>	Please have a look at the list/locations of all recorded public and private health facilities in Ubari. Can you confirm whether these locations and names are correct, and if these facilities are (partially) operational or not?	Show and explain - list of locations names and map of locations, provided by Tunis office team.	> City-wide Ubari (Urban, formal and informal) > Institutional level: Health care providers; facility directors; doctors; administrators
2. What are the operational characteristics of key services such as health, education, WASH, electricity, and social security?	2.1. What are the primary structural challenges with regard to service provision and access?	<b>2</b>	<b>FGD</b>	What are the main challenges with accessing health care in Ubari?	How well do public health facilities in Ubari meet residents' needs? Are there enough doctors? Is there enough equipment? Is there enough funding? What services are missing?	> City-wide Ubari (Urban, formal and informal) > Institutional level: Health care providers; facility directors; doctors; administrators
		<b>3</b>	<b>FGD</b>	Which neighbourhoods have no public or private health clinic in their vicinity?	Where do residents of these neighbourhoods go	> City-wide Ubari (Urban, formal and informal)

					to, to access health services?	> Institutional level: Health care providers; facility directors; doctors; administrators
		4	FGD	Which are the hardest to attain (specialized) services? Or: which specialized services are not available in Ubari?	For instance blood banks, x-rays, gynecologists, etc. Why are these services difficult to access in Ubari?	> City-wide Ubari (Urban, formal and informal) > Institutional level: Health care providers; facility directors; doctors; administrators
		5		Are there any mechanisms in place in Ubari that can help people with disabilities and/or special needs obtain their required health services?		> City-wide Ubari (Urban, formal and informal) > Institutional level: Health care providers; facility directors; doctors; administrators
		6	FGD	For which health services are people going to other cities?	What services do people access outside of Ubari? What cities do people go to, to access these services?	> City-wide Ubari (Urban, formal and informal) > Institutional level: Health care providers; facility directors; doctors; administrators
		7	FGD	For which health services are people traveling to Ubari from other areas?	From which villages and cities are people coming to Ubari for health care? For which health services (treatments, medication, analysis, ...) are these people visiting the city?	> City-wide Ubari (Urban, formal and informal) > Institutional level: Health care providers; facility directors; doctors; administrators

		8	FGD	What are the specific requirements to access public healthcare in Ubari?	Can anyone go to the hospital? What about migrants or people without documents? Think of: financial requirements (payments, payment upfront), possess documents, come with male family members (for women)?	<ul style="list-style-type: none"> <li>&gt; City-wide Ubari (Urban, formal and informal)</li> <li>&gt; Institutional level: Health care providers; facility directors; doctors; administrators</li> </ul>
		9	FGD	How do people who cannot meet requirements, go to the doctor in Ubari?		<ul style="list-style-type: none"> <li>&gt; City-wide Ubari (Urban, formal and informal)</li> <li>&gt; Institutional level: Health care providers; facility directors; doctors; administrators</li> </ul>
		10	FGD	Can migrants and refugees access public healthcare in Ubari?	If no, please explain how migrants and refugees in Ubari access healthcare.	<ul style="list-style-type: none"> <li>&gt; City-wide Ubari (Urban, formal and informal)</li> <li>&gt; Institutional level: Health care providers; facility directors; doctors; administrators</li> </ul>
		11	FGD	What are the specific requirements to access (public) primary health care in Ubari?	<p>Do people need specific legal documents to access healthcare?</p> <p>Are there any costs connected to accessing public healthcare?</p>	<ul style="list-style-type: none"> <li>&gt; City-wide Ubari (Urban, formal and informal)</li> <li>&gt; Institutional level: Health care providers; facility directors; doctors; administrators</li> </ul>

					Can women visit a male doctor? Can women visit the doctor without being accompanied?	
		12	FGD	What are the average costs to visiting a private healthcare centre?		> City-wide Ubari (Urban, formal and informal) > Institutional level: Health care providers; facility directors; doctors; administrators
		13	FGD	Can you please list the names of health facilities that are in need of maintenance?	1. 2. 3. 4. 5.	> City-wide Ubari (Urban, formal and informal) > Institutional level: Health care providers; facility directors; doctors; administrators
		14	FGD	Can you please explain how mobile clinics work in Ubari?	What services do they offer? Who provides them? Where do they work? How often do they provide services?	> City-wide Ubari (Urban, formal and informal) > Institutional level: Health care providers; facility directors; doctors; administrators
	2.3. What are the primary institutes, committees, and stakeholders involved in the	15	FGD	Which are the main CSOs, national NGOs, or international NGOs are giving support related to health care in Ubari?	1. 2. 3. 4. 5.	> City-wide Ubari (Urban, formal and informal) > Institutional level: Health care providers;

	provision and maintenance of each respective service sector?				Please indicate for each organization where they help and how they provide support.	facility directors; doctors; administrators
		<b>16</b>	<b>FGD</b>	Which local, regional or national governance actors and committees are involved in healthcare provision and improvement in Ubari?	Think of national, regional and local level: hospital directors, officers from the ministry of health, municipal council...  1. 2. 3. 4. 5.  Please, for each stakeholder, indicate what their role is and how/when you engage with them. In case of an individual actor (person's name) please also clarify which institution this person works with.	> City-wide Ubari (Urban, formal and informal) > Institutional level: Health care providers; facility directors; doctors; administrators
		<b>17</b>	<b>FGD</b>	Who can citizens go to if they have complaints about public healthcare in Ubari?	1. 2. 3.	> City-wide Ubari (Urban, formal and informal) > Institutional level: Health care providers;

						facility directors; doctors; administrators
	2.2. What are the service development priorities for each respective service sector in Ubari?	18	FGD	<p>What are the main goals for the next five years, for improvement of health care in Ubari?</p> <p>If relevant, also indicate if 1) where development needs are highest and 2) if improvement of these specific points has already started.</p>	<p>1. 2. 3.</p> <p>Reflecting on the biggest challenges previously discussed, what needs to be done to improve healthcare in Ubari? Think of: quality of medical services, access to health care (everywhere, or in certain neighbourhoods; for everyone, or certain population groups)</p>	<p>&gt; City-wide Ubari (Urban, formal and informal)</p> <p>&gt; Institutional level: Health care providers; facility directors; doctors; administrators</p>
		19	FGD	<p>Who do you think should be involved in order to achieve the above mentioned priorities and goals?</p>	<p>Think of actors on a national, regional, or local level:</p> <p>1. 2. 3.</p> <p>Please, for each stakeholder, indicate what their role is and how/when you engage with them. In case of an individual actor (person's name) please also clarify</p>	<p>&gt; City-wide Ubari (Urban, formal and informal)</p> <p>&gt; Institutional level: Health care providers; facility directors; doctors; administrators</p>

					which instution this person works with.	
		20	FGD	Which structural problems may complicate these improvement goals for health care in Ubari?	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol> <p>Think of, for instance: transport (remoteness of region); lack of financial support from government; political fragmentation; WASH sector; challenges in electricity, generators and fuel; social cohesion; regional instability.</p>	<ul style="list-style-type: none"> <li>&gt; City-wide Ubari (Urban, formal and informal)</li> <li>&gt; Institutional level: Health care providers; facility directors; doctors; administrators</li> </ul>

## 5. FOCUS GROUP DISCUSSION: SOCIAL SECURITY AND PROTECTION

RQ	Sub-RQ	#	Method	Question	Probes	Key disaggregation
N/A			FGD	Date of interview		
			FGD	Enumerator code		
			FGD	Name of data collection unit (DCU)		

		<b>FGD</b>	<p>Hello, my name is [NAME OF ENUMERATOR].</p> <p>I am working with REACH – a partner of ACTED - to collect information about the situation Ubari to update national and international organizations about what the highest priorities are, so that appropriate help and assistance can be provided in the future. We are trying to find out what the current status is of the social services in Ubari and how this affects men, women, and children from all population groups. In your answers, unless instructed to do otherwise, please do always refer to the situation in Ubari. We will also ask you specific questions to investigate who you think is particularly affected by the issue at stake, for example recently migrants or women. These questions are very important, as they help us to identify the most vulnerable groups.</p>		
Consent		<b>FGD</b>	Do you consent to participate in this survey?	Per participant	
Biodata	<b>1</b>	<b>FGD</b>	Gender of participant	Per participant	<ul style="list-style-type: none"> <li>&gt; City-wide Ubari (Urban, formal and informal)</li> <li>&gt; Institutional level: Social service providers; social workers; Social Affairs staff</li> </ul>

		2	FGD	Organization and position of participant	Per participant	> City-wide Ubari (Urban, formal and informal) > Institutional level: Social service providers; social workers; Social Affairs staff
2. What are the operational characteristics of key services such as health, education, WASH, electricity, and social security?	1.1. What are the primary institutes, committees, and stakeholders involved in the provision and maintenance of each respective service sector?	3	FGD	Which departments of the ministry of Social Affairs are present in Ubari?	For each department, please indicate if they are operational or not:	> City-wide Ubari (Urban, formal and informal) > Institutional level: Social service providers; social workers; Social Affairs staff
		4	FGD	What services are available in Ubari for children with special needs?	1. 2. 3. 4. 5.  For each type of service, please also indicate who it is provided by	> City-wide Ubari (Urban, formal and informal) > Institutional level: Social service providers; social workers; Social Affairs staff

		5	FGD	What services are available in Ubari for children without parents or caretakers (orphans, children with missing parents)?	1. 2. 3. 4. 5.  For each type of service, please also indicate who it is provided by	> City-wide Ubari (Urban, formal and informal) > Institutional level: Social service providers; social workers; Social Affairs staff
		6	FGD	What services are available in Ubari for elderly people?	1. 2. 3. 4. 5.  For each type of service, please also indicate who it is provided by	> City-wide Ubari (Urban, formal and informal) > Institutional level: Social service providers; social workers; Social Affairs staff
		7	FGD	What services are available in Ubari for people with physical disabilities?	1. 2. 3. 4. 5.  For each type of service, please also indicate who it is provided by	> City-wide Ubari (Urban, formal and informal) > Institutional level: Social service providers; social workers; Social Affairs staff

		8	FGD	What services are available for people with mental disabilities?	1. 2. 3. 4. 5.  For each type of service, please also indicate who it is provided by	> City-wide Ubari (Urban, formal and informal) > Institutional level: Social service providers; social workers; Social Affairs staff
		9	FGD	What services are available for people with low income	1. 2. 3. 4. 5.  For each type of service, please also indicate who it is provided by	> City-wide Ubari (Urban, formal and informal) > Institutional level: Social service providers; social workers; Social Affairs staff
		10	FGD	What services are available for women who married men with another nationality?	1. 2. 3. 4. 5.  For each type of service, please also indicate who it is provided by	> City-wide Ubari (Urban, formal and informal) > Institutional level: Social service providers; social workers; Social Affairs staff

		11	FGD	What services are available for single female headed households?	1. 2. 3. 4. 5.  For each type of service, please also indicate who it is provided by	> City-wide Ubari (Urban, formal and informal) > Institutional level: Social service providers; social workers; Social Affairs staff
		12	FGD	What services are available in Ubari for migrants and refugees?	1. 2. 3. 4. 5.  For each type of service, please also indicate who it is provided by	> City-wide Ubari (Urban, formal and informal) > Institutional level: Social service providers; social workers; Social Affairs staff
		13	FGD	What services are available for IDPs and returnees?	1. 2. 3. 4. 5.  For each type of service, please also indicate who it is provided by	> City-wide Ubari (Urban, formal and informal) > Institutional level: Social service providers; social workers; Social Affairs staff

1.1. What are the primary structural challenges with regard to service provision and access?	14	FGD	Of the service groups discussed in the previous questions, are there any services that cannot sufficiently meet the demand in Ubari? As in: there are more people that would need the service, than the service can sufficiently provide for	Please indicate which service sectors face challenges in meeting the needs of people and why this is. For instance, because there is not enough funding and/or human or material capacity, or because the quality of services is not good enough?	> City-wide Ubari (Urban, formal and informal) > Institutional level: Social service providers; social workers; Social Affairs staff
	15		[follow-up] Because of this, are there any vulnerable groups that face relatively more challenges or difficulties accessing the social services they?	Please indicate which vulnerable group faces more barriers in accessing services and explain why they face more barriers.	> City-wide Ubari (Urban, formal and informal) > Institutional level: Social service providers; social workers; Social Affairs staff
	16	FGD	In your opinion, who are the most vulnerable population groups in Ubari?	1. 2. 3.  Please arrange your answer by most to least vulnerable, and indicate why these population groups are vulnerable according to you.	> City-wide Ubari (Urban, formal and informal) > Institutional level: Social service providers; social workers; Social Affairs staff



				3. 4. 5.  Think of: local NGOs, international NGOs, CSOs, private businesses.	
1.1. What are the primary institutes, committees, and stakeholders involved in the provision and maintenance of each respective service sector?	21	FGD	What are the most important priorities for the department of Social Affairs in Ubari for the next five years?	Which are the priority vulnerable population groups?	> City-wide Ubari (Urban, formal and informal) > Institutional level: Social service providers; social workers; Social Affairs staff
1.1. What are the service development priorities for each respective service sector in Ubari?	22	FGD	Are there any development plans for the next five years for the department of social affairs?	If yes, please explain what the plans are and whether implementation has started yet or not	> City-wide Ubari (Urban, formal and informal) > Institutional level: Social service providers; social workers; Social Affairs staff

Comments

## 6. KEY INFORMANT INTERVIEW: ELECTRICITY INFRASTRUCTURE

RQ	Sub-Q	#	Method	Question	Probes	Key disaggregations
N/A			KII	Date of interview		
			KII	Enumerator code		
			KII	Name of data collection unit (DCU)		
			<b>Consent</b>	<p>Hello, my name is [NAME OF ENUMERATOR].</p> <p>I am working with REACH – a partner of ACTED - to collect information about the situation Ubari to update national and international organizations about what the highest priorities are, so that appropriate help and assistance can be provided in the future. We are trying to find out what the current status is of the electricity utilities in Ubari and how this affects men, women, and children from all population groups. In your answers, unless instructed to do otherwise, please do always refer to the situation in Ubari. We will also ask you specific questions to investigate who you think is particularly affected by the issue at stake, for example recently arrived migrants or women. These questions are very important, as they help us to identify the most vulnerable groups.</p>		
Biodata			KII	<p>Please note that :</p> <ul style="list-style-type: none"> <li>- this assessment is not connected to any specific aid distributions, and completing it does not make it more likely that you will receive aid.</li> <li>- This interview/FGDs is completely anonymous and no one will be able to know you participated in this interview through our findings.</li> <li>- should you consent to this interview, you are free to not answer any question if you are unsure or do not want to and we will move on to the next question.</li> </ul>		

				We value your participation and thank you in advance for your cooperation.		
				Do you consent to participate in this survey?		
			<b>KII</b>	Gender of interviewee		
			<b>KII</b>	Company and position of interviewee		
N/A			<b>KII</b>	<i>Explain the KI the map of Ubari. Go over the different neighborhoods and make sure the KI is well oriented.</i>		
1. What are the primary geographic areas and where is key service infrastructure located in Ubari?	1.1. What key basic service infrastructure is available in each identified muhalla and what are the respective service catchment areas?	1	<b>Instructions</b>	Instructions enumerator: please inquire with the KI if there are any relevant maps or other types of documents (such as loading schedules development plans, and priority needs) available of the electricity system in Ubari - if yes, please request if these documents are public and if the KI is willing to share these.		
		2	<b>KII</b>	We have collected open source data on electricity infrastructure in Ubari, such as main offices, etc. Could you please confirm if the locations on the map are correct?	The main offices; transformers; distribution lines; etc.	> City-wide Ubari (Urban, formal and informal) > Institutional level: Electricity service providers
2. What are the operational characteristics of key services such as health, education, WASH, electricity, and social security?	1.1. What are the primary structural challenges with regard to service provision and access?	3	<b>KII</b>	Where does the electricity supply in Ubari come from?		> City-wide Ubari (Urban, formal and informal) > Institutional level: Electricity service providers

		4	<b>KII</b>	What are the main problems with the electricity network and supply in and around Ubari? (transformers not working, very old equipment, damage to the network, theft, informal networks)	We don't want to know where blackouts happen, but where the electrical equipment is failing/lost/stolen/too old.	> City-wide Ubari (Urban, formal and informal) > Institutional level: Electricity service providers
		5	<b>KII</b>	Which neighbourhoods are not connected to the formal electricity grid managed by GECOL?	Why are these areas not connected to the electricity grid?  If yes, is GECOL informed about this?	> City-wide Ubari (Urban, formal and informal) > Institutional level: Electricity service providers
		6	<b>KII</b>	How do neighbourhoods that are not (completely or reliably) connected to the electricity network, access electricity?	Do people build houses and connect themselves to the GECOL/electricity network? What are the consequences of the construction of these informal networks?	> City-wide Ubari (Urban, formal and informal) > Institutional level: Electricity service providers
		7	<b>KII</b>	In which neighbourhoods do power outages most frequently occur?	What causes the power outages?	> City-wide Ubari (Urban, formal and informal) > Institutional level: Electricity service providers

		8	<b>KII</b>	Are there sufficient generators and fuel to cope with the consequences of power outages in Ubari?	If no, please explain in which neighbourhoods there is a particular lack of generators and/or fuel (if not city-wide), and what the consequences are of the recurring power outages on daily life.	> City-wide Ubari (Urban, formal and informal) > Institutional level: Electricity service providers
		9	<b>KII</b>	Are there public places or systems in Ubari that work with solar power?	Please list the places that are powered through solar power. For instance, areas of streetlights, hospitals, banks, markets, etc.  Would you say that the installation of solar power systems has been helpful?	> City-wide Ubari (Urban, formal and informal) > Institutional level: Electricity service providers
		10	<b>KII</b>	How does the streetlight network function in Ubari?	Which areas have working streetlights? Which neighbourhoods do not have a streetlight network? Where is the existing streetlight network non-operational?  Has the installation of streetlights changed citizens lives, e.g. in	> City-wide Ubari (Urban, formal and informal) > Electricity providers

					terms of freedom of movement and security? If yes, please explain how.	
	2.2. What are the service development priorities for each respective service sector in Ubari?	11	<b>KII</b>	What needs to happen to improve the access to electricity for residents in Ubari?	What needs to happen to improve the electricity provision in Ubari? Old infrastructure need to be replaced? Expansion of the network? Which neighbourhoods will be improved?	> City-wide Ubari (Urban, formal and informal) > Electricity providers
				Are there any development plans regarding the electricity network (provision and access) in Ubari?	If yes, please explain what these development plans entail. What is the goal and timeline of the development plans? Has the implementation of the development plans already started? In which locations will the plans be implemented?	

		16	<b>KII</b>	Which structural challenges in Ubari will pose the biggest difficulties to reaching development goals regarding for electricity and energy in Ubari?	1. 2. 3.  Think of, for instance: transport (remoteness of region); lack of financial support from government; political fragmentation; WASH sector; challenges in electricity, generators and fuel; social cohesion; regional instability.	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: Electricity service providers
	2.3. What are the primary institutes, committees, and stakeholders involved in the provision and maintenance of each respective service sector?	12	<b>KII</b>	Besides GECOL, who are the main governance actors or local stakeholders that are involved with the provision and access to electricity infrastructure?	Who does the local GECOL office engage with frequently regarding electricity services in Ubari? Consider the municipal council (or a specific member),  1. 2. 3.	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: Electricity service providers
		13	<b>KII</b>	In Ubari, who can citizens go to if they have a complaint about the power provision their electricity access?	1. 2. 3.	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: Electricity service providers

		14	KII	Is there anything that citizens can do themselves if they are dissatisfied with the electricity services they are receiving?	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: Electricity service providers
N/A		14	KII	We've come to the end of this interview. Thank you very much for participating. Is there anything that you would like to add, or do you have any comments regarding the topic of this interview?	

## 7. KEY INFORMANT INTERVIEW: WASH INFRASTRUCTURE

Research question	Sub-Q	#	Method	Question	Probes	Key disaggregations
	N/A		KII	Date of interview		
			KII	Enumerator code		
			KII	Name of data collection unit (DCU)		

		<b>Consent</b>	<p>Hello, my name is [NAME OF ENUMERATOR]. I am working with REACH – a partner of ACTED - to collect information about the situation Ubari to update national and international organizations about what the highest priorities are, so that appropriate help and assistance can be provided in the future. We are trying to find out what the current status is of the WASH utilities in Ubari and how this affects men, women, and children from all population groups. In your answers, unless instructed to do otherwise, please do always refer to the situation in Ubari. We will also ask you specific questions to investigate who you think is particularly affected by the issue at stake, for example recently migrants or women. These questions are very important, as they help us to identify the most vulnerable groups.</p>		
Biodata		<b>KII</b>	Do you consent to participate in this survey?	Yes/no	
		<b>KII</b>	Name of interviewee		

			<b>KII</b>	What is your job position within the public water company?		> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
			<b>KII</b>	How long have you been working with the public water company?		> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
1. What are the primary geographic areas and where is key service infrastructure located in Ubari?	1.2. What key basic service infrastructure is available in each identified muhalla and what are the respective service catchment areas?	1	<b>KII</b>	Where is the office of the water and sanitation authorities located in Ubari?		> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
			<b>Instructions</b>	Instructions enumerator: please inquire with the KI if there are any relevant maps or other types of documents (such as cleaning schedules, development plans, and priority needs) available of the Water and Sanitation system in Ubari - if yes, please request if these documents are public and if the KI is willing to share these.		> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
			<b>Theme: sewage and sanitation</b>			> City-wide Ubari (Urban, formal and informal settlements) > Institutional level:

						WASH service providers
2. What are the operational characteristics of key services such as health, education, WASH, electricity, and social security?	2.1. What are the primary structural challenges with regard to service provision and access?	2	<b>KII</b>	Do houses in Ubari commonly have access to a flush toilet?	Please explain whether such sanitation systems are generally available in accommodation in Ubari, and if there are any specific neighbourhoods or settlements where these WASH facilities are commonly not present - such as IDP settlements.  If no, please explain what type of alternative sanitation systems people generally make use of	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
		3	<b>KII</b>	How does the sewerage system in Ubari work?	How is waste water disposed of?	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
		4	<b>KII</b>	How many sewage suction vehicles do you have in Ubari?		> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers

		5	<b>KII</b>	How are sewage suction trucks mobilized in Ubari?	Do they empty specific points, or also private houses?  Are there any challenges with the sewage suction trucks? For instance, lack of fuel?	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
1. What are the primary geographic areas and where is key service infrastructure located in Ubari?	1.2. What key basic service infrastructure is available in each identified muhalla and what are the respective service catchment areas?	6	<b>KII</b>	Where are the water treatment facilities in Ubari?	Probe where the treatment facilities are located on a map and label if they are operational or not.	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
2. What are the operational characteristics of key services such as health, education, WASH, electricity, and social security?	2.1. What are the primary structural challenges with regard to service provision and access?	7	<b>KII</b>	What are the main problems with the sewage system in Ubari?	What causes the problems with the sewage in Ubari?	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
		8	<b>KII</b>	Which neighbourhoods or muhallas have the most problems with sewage or black water floods?	For instance, consider if there are frequent sewage floods, or insufficient capacity to clean up.	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
		9	<b>KII</b>	What are the consequences of sewage or black water floods in Ubari?	Does it have consequences for public health? What about mobility - do streets get flooded, limiting movement?	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers

	2.2. What are the service development priorities for each respective service sector in Ubari?	10	<b>KII</b>	Are there any plans to improve/increase the sewage and sanitation network over the next 5 years?	If yes, please inquire about details of the development plans. What are the priorities and what is in the plans? Are there any documents that can be shared with us?  Please also indicate if there are currently improvement plans that are being implemented in Ubari.	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
			<b>Theme: water networks</b>			> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
2. What are the operational characteristics of key services such as health, education, WASH, electricity, and social security?	2.1. What are the primary structural challenges with regard to service provision and access?	11	<b>KII</b>	Do people have water taps in their houses?	If yes, are these connected to the public water network? Is the water safe for drinking?	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
		12	<b>KII</b>	Are water outages connected to electricity outages in Ubari?		> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers

		13	<b>KII</b>	Apart from power related outages, what other issues are the most common problems in Ubari regarding access to water?	Are there typical failures to the water network?  What are the causes of these failures?  What are the biggest consequences of water network failures?	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
		14	<b>KII</b>	Are all neighbourhoods/muhallas connected to the public water network?	Please list the neighbourhoods that are not or only partially connected to the public water network.  Please also explain how the lack of connection is mitigated by populations in these areas	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
	2.2. What are the service development priorities for each respective service sector in Ubari?	15	<b>KII</b>	Are there any plans to improve/increase the public water network over the next 5 years?	If yes, please inquire about details of the development plans. What are the priorities and what is in the plans?  Please also indicate if there are currently improvement plans that are being implemented in Ubari.	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
			<b>Theme: General Water and Sanitation</b>			> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers

2. What are the operational characteristics of key services such as health, education, WASH, electricity, and social security?	2.1. What are the primary structural challenges with regard to service provision and access?	16	<b>KII</b>	Which structural challenges in Ubari will pose the biggest difficulties to reaching development goals regarding wash and sanitation?	1. 2. 3.  Think of, for instance: transport (remoteness of region); lack of financial support from government; political fragmentation; WASH sector; challenges in electricity, generators and fuel; social cohesion; regional instability.	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
	2.3. What are the primary institutes, committees, and stakeholders involved in the provision and maintenance of each respective service sector?	17	<b>KII</b>	Besides the public water company, which are the three main governance actors or stakeholders in the municipality of Ubari that are involved with the water and sanitation services in Ubari?	Who is consulted when there is a problem? Who is consulted when there are development plans? Who is consulted for financial support and access?  Please think on a national, regional, or local level, for instance service providers, municipal council members, social councils, muhalla councils, or individuals that are closely involved with water and sanitation in Ubari  1. 2. 3.	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers

		18	<b>KII</b>	Where can people go if they have a complaint about the water and sanitation in Ubari?	1. 2. 3.	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
		19	<b>KII</b>	Are there any international or national NGOs that you know of, that are closely involved in water and sanitation services in Ubari?	If yes, please indicate who they are, and what they do: 1. 2. 3.	> City-wide Ubari (Urban, formal and informal settlements) > Institutional level: WASH service providers
	N/A	19	<b>KII</b>	We've come to the end of this interview. Thank you very much for participating. Is there any additional information you would like to share with us, or any comments regarding the interview?		

## 8. KEY INFORMANT INTERVIEW: GOVERNANCE ACTORS

RQ	SUB-Q	#	Method	Question	Probes	Disaggregation
	N/A	1	<b>KII</b>	Date of interview		
		2	<b>KII</b>	Enumerator code		

		4	KII	Hello, my name is [NAME OF ENUMERATOR]. I am working with REACH – a partner of ACTED - to collect information about the situation Ubari to update national and international organizations about what the highest priorities are, so that appropriate help and assistance can be provided in the future. We are trying to find out what the current status is of governance structures in Ubari and how this affects men, women, and children from all population groups. In your answers, unless instructed to do otherwise, please do always refer to the situation in Ubari. We will also ask you specific questions to investigate who you think is particularly affected by the issue at stake, for example recently migrants or women. These questions are very important, as they help us to identify the most vulnerable groups.	
Consent		5	KII	Please note that : - this assessment is not connected to any specific aid distributions, and completing it does not make it more likely that you will receive aid. - This interview/FGDs is completely anonymous and no one will be able to know you participated in this interview through our findings. - should you consent to this interview, you are free to not answer any question if you are unsure or do not want to and we will move on to the next question. We value your participation and thank you in advance for your cooperation.  Do you consent to participate in this survey?	
Biodata		6	KII	Gender of participant	
		7	KII	What is the key informants position in Ubari?	Municipal council member, social council member, muhalla mukhtar, other type of community leader

1. What are the main characteristics of horizontal and vertical social cohesion dynamics in Ubari?	1.1.1. How do governance stakeholders interact and engage with their constituency?	8	KII	Please describe your main responsibilities within your constituency in Ubari	Please indicate what you consider as your constituency, and then explain what your responsibilities in terms of governance are regarding this population group	> City-wide Ubari (Urban, formal and informal) > Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders
		9	KII	How do you, as mayor/municipality/community leader/mukhtar/social council leader communicate with the community/your constituency? For example, to make announcements on decisions or events.	For instance, through Facebook (or other social media), radio, television, organising public gatherings, etc.	> City-wide Ubari (Urban, formal and informal) > Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders
		10	KII	How can the community communicate with you?	For instance, through Facebook (or other social media), radio, television, organising public gatherings, etc.  Are there special occasions where your administration speaks with constituents? Are there walk-in hours? Can people address mail to you? Do you engage with CSOs?	> City-wide Ubari (Urban, formal and informal) > Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders

<p>1. What are the operational characteristics of key services such as health, education, WASH, electricity, and social security?</p>	<p>2.3. What are the primary institutes, committees, and stakeholders involved in the provision and maintenance of each respective service sector?</p>	<p>11</p>	<p>KII</p>	<p>Who are the main governance actors involved in provision and maintenance of electrical power in Ubari?</p>	<p>1. 2. 3.</p> <p>Please, for each stakeholder, indicate what their role is and how/when you engage with them. In case of an individual actor (person's name) please also clarify which institution this person works with.</p>	<p>&gt; City-wide Ubari (Urban, formal and informal) &gt; Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders</p>
		<p>12</p>	<p>KII</p>	<p>Who are the main actors and stakeholders involved in the provision and maintenance of sewage management in Ubari?</p>	<p>1. 2. 3.</p> <p>Please, for each stakeholder, indicate what their role is and how/when you engage with them. In case of an individual actor (person's name) please also clarify which institution this person works with.</p>	<p>&gt; City-wide Ubari (Urban, formal and informal) &gt; Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders</p>

13	KII	Who are the main actors and stakeholders involved in provision and access to health care in Ubari?	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol> <p>Please, for each stakeholder, indicate what their role is and how/when you engage with them. In case of an individual actor (person's name) please also clarify which institution this person works with.</p>	<ul style="list-style-type: none"> <li>&gt; City-wide Ubari (Urban, formal and informal)</li> <li>&gt; Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders</li> </ul>
14	KII	Who are the main actors and stakeholders involved in the provision and access to education in Ubari?	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol> <p>Please, for each stakeholder, indicate what their role is and how/when you engage with them. In case of an individual actor (person's name) please also clarify which institution this person works with.</p>	<ul style="list-style-type: none"> <li>&gt; City-wide Ubari (Urban, formal and informal)</li> <li>&gt; Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders</li> </ul>

15	KII	According to you, which of the above mentioned service sectors face the highest needs and development priorities in Ubari right now?	Electricity, WASH, education, or health. If there are other service sectors that are important, please indicate.	<ul style="list-style-type: none"> <li>&gt; City-wide Ubari (Urban, formal and informal)</li> <li>&gt; Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders</li> </ul>
16	KII	Which actors, according to you, are responsible over the improvement of each respective service?	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol> <p>Please, for each stakeholder, indicate what their role is within this field. In case of an individual actor (person's name) please also clarify which instution this person works with.</p>	<ul style="list-style-type: none"> <li>&gt; City-wide Ubari (Urban, formal and informal)</li> <li>&gt; Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders</li> </ul>

	<p><b>17</b></p>	<p><b>KII</b></p>	<p>Who are the main actors and stakeholders involved in the provision and access to social security services in Ubari?</p>	<p>1. 2. 3.</p> <p>Please, for each stakeholder, indicate what their role is and how/when you engage with them. In case of an individual actor (person's name) please also clarify which institution this person works with.</p>	<p>&gt; City-wide Ubari (Urban, formal and informal) &gt; Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders</p>
	<p><b>18</b></p>	<p><b>KII</b></p>	<p>Who are the main governance actors/stakeholders, institutions, or committees in Ubari that work on protection and security for the population?</p>	<p>1. 2. 3.</p> <p>Please, for each stakeholder, indicate what their role is and how/when you engage with them. In case of an individual actor (person's name) please also clarify which institution this person works with.</p>	<p>&gt; City-wide Ubari (Urban, formal and informal) &gt; Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders</p>

1. What are the main characteristics of horizontal and vertical social cohesion dynamics in Ubari?	3.2.2. Which NGOs (national and international) and CSOs are active in Ubari, and who do they work with?	20	KII	If any, which are the three main CSOs that you work on social protection and security in Ubari?	1. 2. 3.  For each organization, please indicate what type of assistance they provide	> City-wide Ubari (Urban, formal and informal) > Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders
	1.1. Who are the main (traditional and institutional) governance stakeholders in Libya?	19	KII	Who are the main actors and stakeholders in Ubari that are involved in peace and reconciliation?	1. 2. 3.  Please, for each stakeholder, indicate what their role is and how/when you engage with them. In case of an individual actor (person's name) please also clarify which institution this person works with.	> City-wide Ubari (Urban, formal and informal) > Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders
		21	KII	Are there actors or stakeholders in Ubari that work to represent the general well-being of IDPs, migrants and refugees in Ubari?	1. 2. 3.  Think of politicians, community leaders, CSOs, NGOs.	> City-wide Ubari (Urban, formal and informal) > Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders

1.1.1. Which NGOs (national and international) and CSOs are active in Ubari, and who do they work with?

22	KII	Are there actors or stakeholders in Ubari that work specifically to represent the general well-being of women in Ubari?	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol> <p>Think of politicians, community leaders, CSOs, NGOs.</p>	<p>&gt; City-wide Ubari (Urban, formal and informal)</p> <p>&gt; Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders</p>
23	KII	Are there actors or stakeholders in Ubari that work specifically to represent the general well-being of youth in Ubari? If yes, please indicate which ones:	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol> <p>Think of politicians, community leaders, CSOs, NGOs.</p>	<p>&gt; City-wide Ubari (Urban, formal and informal)</p> <p>&gt; Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders</p>
24	KII	If any, which are the three main (national and international) organizations you work with to provide assistance to members of your constituency?	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol> <p>For each organization, please indicate what type of assistance they provide</p>	<p>&gt; City-wide Ubari (Urban, formal and informal)</p> <p>&gt; Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders</p>

	3.2.1. How do governance stakeholders interact and engage with their constituency?	25	KII	Are there occasions, locations or activities designed for communities to come together? Please list and describe social events in Ubari that you can think of, following the sub-questions	Think of, for example, festivals and sport events.  How often do festivals take place where people come together?  Which population groups take place in these occasions?  Where do these activities take place?	> City-wide Ubari (Urban, formal and informal) > Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders
		26	KII	From your perspective and your experience, what are the biggest challenges in governance in Ubari?	For instance, social cohesion issues between communities, communication with communities, external interference (political or military), lack of tax collection, lack of centralization of service provision, etc.	> City-wide Ubari (Urban, formal and informal) > Institutional level: governance actors; municipal council members (mayor); social council leaders; local council leaders
		26	KII	We've come to the end of this interview, thank you very much for participating. Is there anything important that we've forgot to discuss, or do you have any comments in regard to this interview?		
N/A						

## 9. FOCUS GROUP DISCUSSION: COMMUNITY AND NEIGHBOURHOOD REPRESENTATIVES

RQ	Sub-question	#	Method	Question	Probes	Key disaggregations
N/A	N/A		FGD	Date of interview		
			FGD	Enumerator code		
			FGD	Name of data collection unit (DCU)		
			FGD	<p>Hello, my name is [NAME OF ENUMERATOR].</p> <p>I am working with REACH – a partner of ACTED - to collect information about the situation Ubari to update national and international organizations about what the highest priorities are, so that appropriate help and assistance can be provided in the future. We are trying to find out what the current status is living conditions in neighbourhoods in Ubari and how this affects men, women, and children from all population groups. In your answers, unless instructed to do otherwise, please do always refer to the situation in Ubari. We will also ask you specific questions to investigate who you think is particularly affected by the issue at stake, for example recently migrants or women. These questions are very important, as they help us to identify the most vulnerable groups.</p>		
Consent	Consent		FGD	<p>Please note that :</p> <ul style="list-style-type: none"> <li>- this assessment is not connected to any specific aid distributions, and completing it does not make it more likely that you will receive aid.</li> <li>- This interview/FGDs is completely anonymous and no</li> </ul>	Per participant	

				<p>one will be able to know you participated in this interview through our findings.          - should you consent to this interview, you are free to not answer any question if you are unsure or do not want to and we will move on to the next question. We value your participation and thank you in advance for your cooperation.</p> <p>Do you consent to participate in this survey?</p>		
Biodata	Biodata		<b>FGD</b>	Gender of participant	<b>Per participant</b>	
			<b>FGD</b>	Age of participant	<b>Per participant</b>	
			<b>FGD</b>	Occupation of participant	<b>Per participant</b>	
			<b>FGD</b>	Neighbourhood and location of FGD		
			<b>FGD</b>	Do all participants live in the respective area?	<b>Per participant</b>	
			<b>FGD</b>	If no, please indicate place of residence of participant	<b>Per participant</b>	

<p>1. What are the operational characteristics of key services such as health, education, WASH, electricity, and social security?</p>	<p>1.1. What are the primary structural challenges with regard to service provision and access?</p>	<p><b>1</b></p>	<p><b>FGD</b></p>	<p>Please discuss which three services are the least available for people in this locality to use, and why this is the case in your opinion:</p> <p>Health services, education, social protection services, water and sewage systems, electricity network and access, roads, transport and streetlighting</p>	<p>Things you can consider, for instance, is whether there are sufficient public services people can access in your area (as opposed to private, which cost money). Also, for example, if people need to travel to other localities in order to access services, because the might not be available at all.</p> <p>1. 2. 3.</p> <p>Is it different for women? For youth? For different population groups – such as IDPs or refugees/migrants?</p>	<p>&gt;Key disaggregation: Urban, formal and informal settlements &gt;Community/muhalla level: neighbourhood representatives; community leaders; activists; local council leaders; CSOs members;</p>
<p>3. What are the main characteristics of horizontal and vertical social cohesion dynamics in Ubari?</p>	<p>1.1.1. Which NGOs (national and international) and CSOs are active in Ubari, and who do they work with?</p>	<p><b>2</b></p>	<p><b>FGD</b></p>	<p>Are you aware of any assistance programmes in your locality? If yes, what are the main three CSOs/organizations working in this locality?</p>	<p>1. 2. 3.</p> <p>For each CSO/organization, please also discuss what type of activities</p>	<p>&gt;Key disaggregation: Urban, formal and informal settlements &gt;Community/muhalla level: neighbourhood representatives; community leaders; activists; local council leaders; CSOs members;</p>

					they do or organize in your locality.	
	1.1. Who are the main (traditional and institutional) governance stakeholders in Ubari?	<b>3</b>	<b>FGD</b>	Which governance actors have the most influence on the daily lives of residents of this muhalla?	1. 2. 3.	>Key disaggregation: Urban, formal and informal settlements >Community/muhalla level: neighbourhood representatives; community leaders; activists; local council leaders; CSOs members;
	1.1.1. How do governance stakeholders interact and engage with their constituency?	<b>4</b>	<b>FGD</b>	How can people in this locality engage with these governance actors?		>Key disaggregation: Urban, formal and informal settlements >Community/muhalla level: neighbourhood representatives; community leaders; activists; local council leaders; CSOs members;
	1.1. How do horizontal social cohesion dynamics impact access to services and governance mechanisms?	<b>5</b>	<b>FGD</b>	Are there social or culture events, or other types of community events, that take place in this locality?		>Key disaggregation: Urban, formal and informal settlements >Community/muhalla level: neighbourhood representatives; community leaders; activists; local council leaders; CSOs members;

		6	FGD	What do you think could improve community relations in your neighbourhood?		>Key disaggregation: Urban, formal and informal settlements >Community/muhalla level: neighbourhood representatives; community leaders; activists; local council leaders; CSOs members;
		7	FGD	How would you rate the living conditions and access to basic services in this locality, compared to other localities in Ubari municipality?	For each of the points below, rate if the conditions are poor/acceptable/good/excellent.  Consider and discuss aspects to living conditions, including: 1. quality of housing and accommodation, 2. economic conditions such as employment and investment, and markets 3. Access to basic utilities such as water, sewage and sanitation, and electricity 4. Access to basic services such as health and education.	>Key disaggregation: Urban, formal and informal settlements >Community/muhalla level: neighbourhood representatives; community leaders; activists; local council leaders; CSOs members;

		8	FGD	<p>Can people living in this locality move around freely at any time of the day, or are there safety and security factors that people might have to take into account?</p>	<p>For instance: people can't move free, people can't move freely during the night, people have all freedom of movement.</p> <p>Can you explain why there is this level of freedom in your neighbourhood?</p> <p>Is this the same for all population groups and communities living in the neighbourhood? What about women? What about migrants?</p>	<p>&gt;Key disaggregation: Urban, formal and informal settlements &gt;Community/muhalla level: neighbourhood representatives; community leaders; activists; local council leaders; CSOs members;</p>
--	--	---	-----	--	---	--

		9	FGD	<p>Do people in this locality (occasionally) face difficulties traveling to other localities?</p>	<p>If yes, please indicate which roads or neighbourhoods are (sometimes) more difficult to travel or access.</p> <p>Please indicate to which population groups this applies. For instance, does this apply to IDPs, migrants, certain communities, women, or to everyone?</p> <p>Please indicate why. For instance, people may (sometimes) face restrictions during the day, or during the night, due to road blocks, checkpoints, or other security risks. Or, people may face issues accessing certain areas due to specific tensions?</p>	<p>&gt;Key disaggregation: Urban, formal and informal settlements &gt;Community/muhalla level: neighbourhood representatives; community leaders; activists; local council leaders; CSOs members;</p>
N/A	N/A	10	FGD	<p>We've come to the end of this discussion. Lastly, we would like to get your feedback on what you believe should be the development priorities for this specific locality?</p>	<p>&gt;Key disaggregation: Urban, formal and informal settlements &gt;Community/muhalla level: neighbourhood representatives; community leaders;</p>	

					activists; local council leaders; CSOs members;
--	--	--	--	--	---

### 10. INDIVIDUAL SURVEY: CITIZEN PERCEPTIONS

RQ	Sub-question	Q#	Method	Question	Choices	Key disaggregations
N/A	N/A	N/A	Enumerator	Date of interview	Today	
			Enumerator	Enumerator code		
			Introduction	<p>Hello, my name is [NAME OF ENUMERATOR].</p> <p>I am working with REACH – a partner of ACTED - to collect information about the situation Ubari to update national and international organizations about what the highest priorities are, so that appropriate help and assistance can be provided in the future. We are trying to find out what the current status is of the health services in Ubari and how this affects men, women, and children from all population groups. In your answers, unless instructed to do otherwise, please do always refer to the situation in Ubari. We will also ask you specific questions to investigate who you think is particularly affected by the issue at stake, for example recently migrants or women. These questions are very</p>		

				important, as they help us to identify the most vulnerable groups.		
Consent		<b>Select one</b>	Is everything clear about the purpose of this survey?	1. Yes 2. No		
		<b>Note</b>	If no, please explain again and address the questions the respondent might have. Make sure everything is clear, before asking the respondent for his or her consent to participate in the survey.			
		<b>Select one</b>	Do you consent to participate in this survey?	1. Yes 2. No		

Biodata	Biodata	1	Select one	Gender of participant	1. Male 2. Female	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		2	Select one	Marital status	1. Married 2. Unmarried 3. Widowed 4. Divorced	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		3	Select one	Children	1. Yes 2. No	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents

		4	Select one	Age of participant	1. 18-30 2. 31-55 3. 55+	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		5	Select one	Muhalla of residence	1. Al Hattia 2. Al Dissa 3. Ubari 4. Mashru	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
			Begin group	Living conditions and services		> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents

		6	Select one	Generally, are you satisfied with the living conditions in your neighbourhood?	1. Yes 2. No	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
4. How do citizens perceive and engage with the abovementioned systems, including services and governance mechanisms, and is there any geographic discrepancy?	1.1. How do citizens rate their living conditions?	7	Select one	How would you rate the living conditions in your muhalla?	1. Poor 2. Acceptable 3. Good 4. Excellent	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		8	Select one	How would you rate the housing conditions in your neighbourhood? Please consider the following: are houses damaged or unfinished? Are the roads paved? Are your basic utilities such as water, sewage and electricity, working?	1. Poor 2. Acceptable 3. Good 4. Excellent 5. Don't want to answer	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents

		<b>10</b>	<b>Select one</b>	How do you rate the public health services available in your muhalla?	<ol style="list-style-type: none"> <li>1. Poor</li> <li>2. Acceptable</li> <li>3. Good</li> <li>4. Excellent</li> <li>5. I'm not aware of any public health services available in my area</li> </ol>	<p>&gt; Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa</p> <p>&gt; Population group: Female respondents; male respondents</p>
		<b>10.1</b>	<b>Select one</b>	Has the availability decreased, increased, or stayed the same since the start of COVID-19?	<ol style="list-style-type: none"> <li>1. Increased</li> <li>2. Decreased</li> <li>3. Stayed the same</li> </ol>	<p>&gt; Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa</p> <p>&gt; Population group: Female respondents; male respondents</p>
		<b>11</b>	<b>Select one</b>	If you would get sick right now, can you go see a doctor in a public health facility in this muhalla?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> <li>3. Don't know</li> <li>4. Don't want to answer</li> </ol>	<p>&gt; Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa</p> <p>&gt; Population group: Female respondents; male respondents</p>

		12	Select one	[Follow-up 'no'] Where would you go if you wanted to see a doctor at a public healthcare facility?	1. Ubari 2. Mashru 3. Al Dissa 4. Hattia 6. I get public healthcare outside of Ubari municipality 6. I can't access any public healthcare 7. Other	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		13	Select one	How do you rate the public schools available in your muhalla?	1. Poor 2. Acceptable 3. Good 4. Excellent 5. I'm not aware of any schools available in my area	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		14	Select one	Nowadays, can children attend primary public school within this muhalla on a daily basis?	1. Yes 2. No 3. Don't know 4. Don't want to answer	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents

		15	Select one	Where do children in your muhalla generally go to attend a public primary school?	<ol style="list-style-type: none"> <li>1. Ubari</li> <li>2. Mashru</li> <li>3. Al Dissa</li> <li>4. Hattia</li> <li>6. They go to primary school outside Ubari municipality</li> <li>7. I don't know</li> <li>8. Other</li> </ol>	<p>&gt; Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa</p> <p>&gt; Population group: Female respondents; male respondents</p>
		16	Select one	Can children attend secondary public school within this muhalla, on a daily basis?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> <li>3. Don't know</li> <li>4. Don't want to answer</li> </ol>	<p>&gt; Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa</p> <p>&gt; Population group: Female respondents; male respondents</p>
		17	Select one	[Follow-up if 'no']: Where do children in your muhalla go to attend public secondary school?	<ol style="list-style-type: none"> <li>1. Ubari</li> <li>2. Mashru</li> <li>3. Al Dissa</li> <li>4. Hattia</li> <li>5. They go to secondary school outside Ubari</li> <li>6. Don't know</li> <li>7. Other</li> </ol>	<p>&gt; Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa</p> <p>&gt; Population group: Female respondents; male respondents</p>

		18	Select one	Is there a market or a general supermarket that sells basic food supplies (such as bread and vegetables) in your muhalla of residence that you can access?	1. Yes 2. No 3. Don't know	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		19	Select one	[Follow-up: 'no' or 'don't know'] Where do you currently go to buy basic food supplies?	1. Ubari 2. Mashru3. Al Dissa4. Hattia 5. Other	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		20	Select multiple	Has anyone in your family ever needed any type of social services?	1. Yes, but never received it 2. Yes, and we received it 3. No, did not need it 4. Don't want to answer	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents

		21	Select multiple	[Follow-up if '1' or '2']: Please indicate what type of services you required:	<ol style="list-style-type: none"> <li>1. Support for disabled child (physically)</li> <li>2. Support for disabled adult (physically)</li> <li>3. Support for disabled child (mentally)</li> <li>4. Support for disabled adult (mentally)</li> <li>5. Support following unemployment</li> <li>6. Support following old-age</li> <li>7. Support following low-income</li> <li>8. Support for widower/widow</li> <li>9. Support for single female-headed household</li> <li>10. Support after displacement and/or return</li> <li>11. Other</li> </ol>	<p>&gt; Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa</p> <p>&gt; Population group: Female respondents; male respondents</p>
		22	Text	[Follow-up if 'other'] Please specify other		<p>&gt; Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa</p> <p>&gt; Population group: Female respondents; male respondents</p>

		<b>22.1</b>	<b>Select one</b>	[Follow-up 21] If 'Yes, but never received it' please indicate why you never received it	<ol style="list-style-type: none"> <li>1. Services needed were not available in Ubari</li> <li>2. Services were available, but we couldn't register to receive support</li> <li>3. Did not know where to go to register for services</li> <li>4. Registered with provider, but don't know why we never received the necessary support</li> <li>5. Other (please specify)</li> <li>6. Don't want to answer</li> </ol>	<p>&gt; Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa</p> <p>&gt; Population group: Female respondents; male respondents</p>
		<b>22.2</b>	<b>Text</b>	[Follow-up 22.1] If other, please specify		<p>&gt; Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa</p> <p>&gt; Population group: Female respondents; male respondents</p>

		23	Select one	Are you aware of any CSOs providing assistance in your muhalla of residence?	1. Yes 2. No	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		24	Select one	Are you aware of any (I)NGOs providing assistance in your muhalla of residence?	1. Yes 2. No	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		25	Select one	Do you suffer from electricity cuts?	1. Yes 2. No	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents

		<b>26</b>	<b>Select one</b>	[Follow-up: 'yes'] How many hours per week?	<ol style="list-style-type: none"> <li>1. Less than two hours per week</li> <li>2. Between 2 and 5 hours per week</li> <li>3. Between 6 and 10 hours a week</li> <li>4. Between 11 and 15 hours a week</li> <li>5. More than 15 hours a week</li> </ol>	<p>&gt; Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa</p> <p>&gt; Population group: Female respondents; male respondents</p>
		<b>27</b>	<b>Select one</b>	Do you have access to a generator?	<ol style="list-style-type: none"> <li>1. Yes, with sufficient fuel</li> <li>2. Yes, but no access to sufficient fuel</li> <li>3. No, I do not have access to a generator</li> <li>4. Don't want to answer</li> </ol>	<p>&gt; Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa</p> <p>&gt; Population group: Female respondents; male respondents</p>
		<b>28</b>	<b>Select one</b>	Do you have a tap with running water in your household?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ol>	<p>&gt; Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa</p> <p>&gt; Population group: Female respondents; male respondents</p>

		<b>29</b>	<b>Select one</b>	[Follow-up] Can you drink the water from the tap?	1. Yes 2. No 3. Don't know	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		<b>30</b>	<b>Select one</b>	Do you suffer from water cuts?	1. Yes 2. No	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		<b>31</b>	<b>Select one</b>	[Follow-up: 'yes'] How many times per week?	1. Less than one day per week 2. Between 2 and 4 days a week 3. Between 4 and 7 days a week	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents

		32	Select one	Are you aware of any problems with sewage in your neighbourhood, such as floods, bad smells, or water contamination?	1. Yes 2. No	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		33	Select one	Have you or anyone in your family ever received (humanitarian) assistance from an NGO or CSO?	1. Yes, received support from an NGO 2. Yes, received support from a CSO 3. Yes, received support from a NGO and a CSO 4. No, never received support 5. Don't want to answer	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		34	Select one	Do you believe CSOs can make a positive contribution to availability and quality of services in Ubari?	1. Yes 2. No 3. Don't want to answer 4. Don't know	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents

		35	Select one	Do you believe International NGOs can make a positive contribution to availability and quality of services in Ubari?	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> <li>3. Don't want to answer</li> <li>4. Don't know</li> </ol>	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
				<b>Governance</b>		> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
	1.1. Which governance stakeholders are most accessible to the population and who feel citizens most represented by?	36	Select one	Which governance actor/body do you feel most represented by on a local political level?	<ol style="list-style-type: none"> <li>1. The municipal council</li> <li>2. My social council</li> <li>3. My local council</li> <li>4. I don't feel represented by any governance actors</li> <li>5. Other</li> </ol>	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents

		37	Text	[Follow-up] If other, please specify		> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		38	Select one	Can you talk to them if you have a concern about what is happening in your area?	1. Yes 2. No 3. Don't want to answer	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		39	Select one	If you had a problem with public utilities (water, sewage, waste and/or electricity) in your neighbourhood, who would you go to to make a complaint or seek help?	1. The municipal council (a representative) 2. My social council 3. My local council 4. The public company/service provider 4. Other	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents

		40	Text	[Follow-up] If other, please specify		<p>&gt; Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa</p> <p>&gt; Population group: Female respondents; male respondents</p>
		41	Select one	If you had a problem with the quality or accessibility of your primary health care services, who would you go to to make a complaint or seek help?	<p>1. The municipal council (a representative)</p> <p>2. My social council</p> <p>3. My local council</p> <p>4. The public company/service provider</p> <p>4. Other</p>	<p>&gt; Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa</p> <p>&gt; Population group: Female respondents; male respondents</p>
		42	Text	[Follow-up] If other, please specify		<p>&gt; Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa</p> <p>&gt; Population group: Female respondents; male respondents</p>

		43	Select one	If you had a problem with the education your children receive, who would you go to, to make a complaint or seek help?	1. The municipal council (a representative)2. My social council 3. My local council 4. The public company/service provider4. Other	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		44	Text	[Follow-up] If other, please specify		> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		45	Select one	Do you trust the municipality to provide you with basic services, such as education, health, and public utilities?	1. Yes 2. No 3. Don't want to answer	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents

		46	Select one	Do you think that CSOs can make a positive contribution to local governance?	For instance, by talking to the municipality, by advocating for the needs of certain population groups, for keeping municipalities accountable for their decisions  1. Yes 2. No 3. Don't want to answer 4. Don't know	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		47	Select one	Do you think that International NGOs can make a positive contribution to local governance?	For instance, by representing the needs of certain population groups, and keeping municipalities accountable for their decisions  1. Yes 2. No 3. Don't want to answer 4. Don't know	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
			Begin group	Community		> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents

3. What are the main characteristics of horizontal and vertical social cohesion dynamics in Ubari?	3.1. How do horizontal social cohesion dynamics impact access to services and governance mechanisms?	48	Select one	Before COVID-19, how often would you attend a public social event?  Think of, for instance: cultural events (festivals), sports events, religious events, neighbourhood events, etc.	1. Never 2. Once or twice per year 3. Two to four times per year 4. Five times per year or more 5. Never 6. Don't want to answer	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		48.1	Select one	[Follow-up] If never, please indicate why	1. I cannot attend public events because of my community affiliation/population group 2. I cannot attend public events (alone) because of my gender 3. I do not feel safe during public events 4. I don't know about any public events 5. Other (please specify)	
		48.2	Text	[Follow-up] If other, please specify		
		49	Select multiple	[Follow-up] If more than once per year, please indicate what type of social event you would attend:	1. Cultural event 2. Religious event 3. Sports event 4. Other	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa

						> Population group: Female respondents; male respondents
		50	Text	[Follow-up] If other, please specify		> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		50.1	Select one	[Follow-up] If more than once per year, please indicate who else attended these social events?	<ol style="list-style-type: none"> <li>1. Only people from my neighbourhood/muhalla</li> <li>2. Only people from my population group/community</li> <li>3. People from several population groups from my neighbourhood</li> <li>4. People from different neighbourhoods/muhalla and different population groups</li> <li>6. Other</li> <li>7. Don't want to answer</li> </ol>	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents

		51	Select one	How would you rate the security situation in Ubari municipality?	1. Poor 2. Acceptable 3. Good 4. Excellent	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		52	Select one	How would you rate the security situation in your muhalla?	1. Poor 2. Acceptable 3. Good 4. Excellent	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		53	Select one	Do you feel safe in your muhalla?	1. Yes 2. No 3. Don't want to answer	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents

		54	Select multiple	Please indicate if there is any muhalla (or neighbourhoods within this muhalla) where you feel unsafe or can't move around freely because of security reasons?	1. Ubari 2. Mashru 3. Al dissa 4. Hattia	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
			Begin group	Conclusion		> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		55	Select multiple (maximum 3)	What, according to you, are the most important problems in your muhalla that need addressing?	1. Access to healthcare 2. Access to education 3. Impoverishment 4. Quality of shelter and accommodations 5. Access to electricity 6. Access to water 4. Homelessness 8. Social tensions 9. Insecurity and conflict 10. Other	> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents

4. How do citizens perceive and engage with the abovementioned systems, including services and governance mechanisms, and is there any geographic discrepancy?	4.1. How do citizens rate their living conditions?	56	Text	[Follow-up] If other, please specify		> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents
		57	Text	We've come to the end of this survey. Thank you very much for participating. Is there anything you would like to add?		> Muhalla/Community level Ubari (Urban, formal and informal): Centre North, Centre South, Mashru, Hattia, Dissa > Population group: Female respondents; male respondents

