BENEFICIARIES' SATISFACTION

Outcome indicator

Indicator Phrasing

INDICATOR PHRASING: % of beneficiaries reporting being satisfied with the provided assistance

Français: to be added later

What is its purpose?

The indicator measures the proportion of beneficiaries who were satisfied with the provided shelter or NFI assistance. It is defined in a more general way, so that it can be used for different types of shelter / NFI support.

How to Collect and Analyse the Required Data

Collect the following data by conducting individual interviews with a representative sample of the project's beneficiaries:

RECOMMENDED SURVEY QUESTIONS (Q) AND POSSIBLE ANSWERS (A):

Q1: Can you please show me on this paper the face that best represents the extent to which you were satisfied with [specify the provided support]? [show the picture provided at the bottom of this page and explain the meaning of each face]. There are no right or wrong answers – please answer according to your true experience.

A1 select one of the following**:** very satisfied / fairly satisfied / rather unsatisfied / very unsatisfied

(the following questions are not mandatory; ask only if the previous answer is fairly unsatisfied or very unsatisfied).

Q2: Why were you not satisfied?

A2: (adjust the options based on the type of assistance, the local context, and answers provided when pre-testing the questionnaire; multiple options possible)

1) it arrived too late

2) the quality was poor

3) the quantity was too low

4) I did not need it

5) I could not choose what I needed most

6) I did not know how to use it

7) I did not like the behaviour of the organization's staff

8) The distribution site was too far

9) It created tensions in my family

10) It created tensions in my community

11) Other - specify: ....

Q3: Do you have a recommendation for how to prevent such problems in the future?

A3: specify: ....

To calculate the indicator's value, divide the number of beneficiaries who report to be "very satisfied" or "fairly satisfied" by the total number of respondents. Multiply the result by 100 to convert it to a percentage.

Disaggregate by

Disaggregate the data by gender, location, age groups, and other vulnerability criteria.

Important Comments

1) Ensure that all of your **data collectors explain the meaning of each face on the picture / scale in the same way,** for example: "The happiest face means that you were very satisfied with the provided hygiene kits. The face with the smaller smile means that you are quite satisfied with ...". Let each data collector practice and ask others to observe whether s/he explains the meaning of the faces correctly.