

PERCEIVED USEFULNESS OF PROTECTION SERVICES

Outcome indicator

Indicator Phrasing

INDICATOR PHRASING: % of users of protection services who perceive the service(s) they received as useful

Français: to be added later

What is its purpose?

The indicator measures the proportion of users of the supported protection service(s) who perceived them as helpful for meeting their needs.

How to Collect and Analyse the Required Data

Determine the indicator's value by using the following methodology:

- 1) **Specify the protection service(s)** you want to ask about (it can be one service only but also several different services).
- 2) If you want to assess people's opinion of **several services**, decide about how many of these services a person needs to say that they were useful in order to be considered as "perceiving the services as useful" – e.g. about at least 60% of the services s/he used.
- 3) **Collect the following data** by conducting individual interviews with a [representative sample](#) of people who used the protection services. It is recommended that you collect the data immediately after your survey identifies that a person used one or more of the supported protection services (see indicator [Use of Protection Services](#)).

RECOMMENDED SURVEY QUESTION (Q) AND POSSIBLE ANSWERS (A)

Q1: Can you please show me on this paper the face that represents best the extent to which the [specify the provided support] was useful for you? [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: very useful / fairly useful / not very useful / completely useless

If you assess people's opinion about the usefulness of several different services, **repeat Q1 for each of the service the respondent used.**

4) Count the number of respondents who were "very satisfied" or "fairly satisfied" with the surveyed service. If you assessed people's opinion about the usefulness of several different services, count the number of respondents who were "very satisfied" or "fairly satisfied" with the minimum percentage of the supported services (see point 2). For example, if the limit was 60% and the person was satisfied with 2 out of 3 (i.e. 66.6%) services, s/he can be considered as satisfied with the supported services.

5) To **determine the indicator's value**, divide the number of respondents who can be considered as satisfied with the supported service(s) by the total number of respondents who useful the supported service(s). Multiply the result by 100 to convert it to percentages.

Disaggregate by

Disaggregate the data by gender, age groups, and type of the service.

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 perceived the service as very useful. The face with the smaller smile means that you perceived it as fairly useful. ... ". Let each data collector practice and ask others to observe whether s/he explains the meaning of the faces correctly.

2) It is highly recommended that whenever a person responds that the service was not useful, the enumerator asks why it was not useful. See below:

Q2: Can you please tell me why it was not useful?

A2: pre-define the options based on the type of provided services and the answers provided when pre-testing the questionnaire; include option "other - specify:"; multiple options possible)