BENEFICIARIES' SATISFACTION

Outcome indicator

Indicator Phrasing

INDICATOR PHRASING: % of households reporting to be satisfied with the usefulness of the assistance received

What is its purpose?

Collect the following data by conducting individual interviews with the heads of a of the assisted households: The indicator measures the proportion of households whose members were satisfied with the usefulness of the assistance they received. By "usefulness" we mean the extent to which the assistance was relevant to meeting people's needs.

How to Collect and Analyse the Required Data

Collect the following data by conducting individual interviews with the heads of a representative sample of the assisted households:

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

Q1: Can you please show me on this scale the picture that represents best the extent to which you were satisfied with the usefulness of [specify the provided support] that you received [specify time and organization – e.g. "last month from Tearfund"]?

[show the scale provided at the bottom of this page and explain how it works, including 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**:**

1) very satisfied

2) fairly satisfied

3) rather unsatisfied

4) very unsatisfied

(the following questions are not mandatory; ask only if the previous answer is rather 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) the amount of assistance was too small

2) the quality of the goods was not good

3) the assistance did not correspond to what I needed most

4) the assistance arrived late

5) the distribution site was too far

6) I did not know how to use the assistance

7) it created tensions in my family

8) it created tensions in my community

9) 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 being "very satisfied" or "fairly satisfied" with the assistance they receive by the total number of respondents. Multiply the result by 100 to convert it to a percentage.

Disaggregate by

Disaggregate the data by location and other vulnerability criteria.

Important Comments

to be added later