

# AWARENESS OF FEEDBACK AND RESPONSE MECHANISM

Outcome indicator

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## Indicator Phrasing

**INDICATOR PHRASING:** % of target household representatives aware of the feedback and response mechanism and knows how to use it

## What is its purpose?

The indicator measures the extent to which the affected population is aware of the feedback and response mechanism (FRM) and knows how to use it to provide their feedback on the quality of provided services.

## How to Collect and Analyse the Required Data

Collect the following data by conducting individual interviews with a [representative sample](#) of male and female members of the affected population:

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

**Q1:** Do you know of any system which allows you to submit official feedback in the case that you are not satisfied with [specify the provided aid / service] that is provided by [specify the organization]?

**A1** Select one of the following:

- 1) the respondent is aware of the official FRM
- 2) the respondent is not aware of the official FRM

(ask the following question only if the respondent is aware of the official FRM)

**Q2:** Can you please explain to me how exactly you can submit a feedback to [specify the name of the organization] by using the feedback and response system?

**A2** Select one of the following:

- 1) the respondent knows how to use the official FRM
- 2) the respondent does not know how to use the official FRM

To **calculate the indicator's value**, divide the number of respondents who know how to use the official FRM by the total number of interviewed respondents. Multiply the result by 100 to convert it to a percentage.

## Disaggregate by

Disaggregate the data by gender, wealth, age groups and specific vulnerabilities (e.g. belonging to a certain ethnic group).

## Important Comments

1) For any FRM system, it is very difficult to ensure that every member of the target population is aware of the system and knows how to use it (since people might simply forget, be away when the information is provided, not be interested in the information when it is provided, etc.). Therefore, **the target value of the indicator should be realistic**, not exceeding some 60-70% of the target population.

2) Instruct the data collectors to **keep probing** if the respondent does not initially mention the FRM system. For example, they can ask: "Do you know whether there is any official number you can call or text your feedback to?"

3) During the training of data collectors, **practice extensively (using various scenarios)** so that a data collector can conclude that 1) the respondent is aware of your organisation's FRM and 2) knows how to use.