

## EXPERIENCED TENSIONS

Outcome indicator

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### Indicator Phrasing

**English:** % of the cash / voucher recipients who did not report experiencing any tensions at home or in the community due to receiving the provided assistance

**Français:** to be added later

**Español:** to be added later

**Português:** to be added later

### What is its purpose?

The indicator measures the proportion of people who either at home or in their community, did not experience conflicts (physical, verbal or other) or tensions related to them receiving cash or vouchers assistance (CVA). It is an important process indicator helping you identify and mitigate certain negative consequences of assistance.

### How to Collect and Analyse the Required Data

Collect the following data by conducting individual post-distribution monitoring (PDM) interviews with a [representative sample](#) of the CVA recipients:

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

**Q1:** In your household have you experienced any tensions or conflicts related to you receiving or using [specify the modality] provided by [specify the name of the organization]?

**A1:** yes / no / did not respond

**Q2:** In the area where you live, have you experienced any tensions or conflicts related to you receiving or using [specify the modality] provided by [specify the name of the organization]?

**A2:** yes / no / did not respond

To **calculate the indicator's value**, divide the number of respondents who did NOT experience tension / conflict (either at home or in the area where they live) by the total number of interviewed respondents (exclude those who did not respond). Multiply the result by 100 to convert it to a percentage.

## Disaggregate by

Disaggregate the data by gender, age group, and whether the tension/conflict was experienced at home or in the community.

## Important Comments

1) In addition to providing the indicator value, consider **reporting separately** on the percentage of people who did NOT experience tensions / conflicts a) at home; and b) in the community.

2) If you conduct cash transfers / voucher distributions in several phases (or in several locations), **do not wait to conduct the PDM until all distributions are over**. Starting with the PDM immediately after the first phase / location will help you identify potential issues and address them in the remaining distributions.

3) If the CVA recipients are primarily men (as the heads of households), it is important that such an **assessment is also conducted among female members of the household**. This can be done by either using a representative survey or conducting (less resource-demanding) in-depth interviews and focus group discussions with randomly selected female relatives of the CVA recipients.

4) Consider crosschecking the findings with information provided by other stakeholders who might have experienced conflicts, such as local authorities, sellers, or non-beneficiaries.

5) In some contexts, your enumerators might encounter people who experienced physical or sexual violence related to accessing or using the provided assistance. Collecting information about such incidents is **sensitive and poses risks** to the respondent as well as to the enumerator. Furthermore, people might find it difficult or not be willing to report on the incidence of violence. As a very minimum, **adopt the following measures:**

- ensure that the enumerators are familiar with and carry with them the Constant Companion which lists 1) the main DOs and DON'Ts and 2) contacts for relevant service providers that can provide support to people who experienced violence (see example at the bottom of this page).
- discuss and agree with your team whether the data collectors should be allowed to ask an affected person whether they can inform the relevant service provider about her/his situation so that s/he can be contacted by the service provider (i.e. ensuring a referral)
- ensure that all enumerators are trained in the principles of gender-sensitive interviewing and are not from the same communities as the interviewees.
- instruct the enumerators to ensure that the interviews are conducted in a place where no one else can hear or observe the respondent (if the enumerators cannot ensure complete privacy, they should skip this part and move to less sensitive parts of the questionnaire)
- instruct the enumerators to reassure the respondent about the confidentiality of her/his answers
- train the enumerators to quickly switch topic should someone come near the respondent during the interview

- train the enumerators in how to close the topic and move to the next part of your survey in a sensitive manner
- ensure that there is emotional support available to the enumerators