

Indicator	MSNA Questions	Answers
Introduction		
Consent	<p>Hello my name is _____. I work for REACH. Together with UNHCR, we are currently conducting a survey to understand the needs of refugees from Myanmar. We would like to know more about the needs of your family and to what services you have access. We also may ask you a few questions about yourself personally and members of your household. The survey usually takes around an hour. Any information that you provide will be kept anonymous. This is voluntary and you can choose not to answer any or all of the questions if you want; you may also choose to quit at any point. Participation in the survey does not have any impact on whether you or your family receive assistance. However, we hope that you will participate since your views are important. Do you have any questions?</p>	
	Based on what I have told you, do you consent to participate in this interview?	<ol style="list-style-type: none"> 1. Yes 2. No
Enumerator Information	Enumerator ID	

	Camp	Camp 24 Camp 25 Camp 26 Camp 27 Nayapara RC Camp 10 Camp 11 Camp 12 Camp 13 Camp 14 Camp 15 Camp 16 Camp 17 Camp 18 Camp 19 Camp 1E Camp 1W Camp 20 Camp 2E Camp 2W Camp 3 Camp 4 Camp 5 Camp 6 Camp 7 Camp 8E Camp 8W Camp 9 Kutupalong RC Chakmarkul Shamlapur Unchiprang
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General Information

	Age of respondent	
	Gender of respondent	1. Male 2. Female
	Is the respondent the head of the household?	1. Yes 2. No
	Gender of the head of household	1. Male 2. Female
	Including yourself, how many people live in this household?	

LOOP

Note: I would now like to ask you some questions about the individuals living in this household, starting with you.

% of individuals by age group and sex	Age	
	Gender	1. Male 2. Female
% of persons of concern with disabilities who	Does this person have a disability or chronic illness that affects their ability to do everyday tasks?	1. Yes 2. No 3. Don't know / no answer

receive services for their specific needs	[If yes] Has this person been able to access treatment or support for this disability or illness since they arrived in Bangladesh?	1. Yes 2. No 3. Don't know / no answer
% of children currently attending education through Temporary Learning centers/Learning centers/Home based learning/Mobile learning other than madrasha/maktab % of adolescent having access to education.	During the past 7 days, has this person attended a non-religious learning centre run by an NGO or the government?	1. Yes 2. No
% of children currently attending education in a religious setting such as madrasa/maktab.	During the past 7 days, has this person attended a religious learning space like a madrassah or a maqtab	1. Yes 2. No
% of children attending Child Friendly Spaces (within the past 7 days)	During the past 7 days, has this person attended any activities at safe space for children run by an NGO <i>Explain to respondents that this is separate from learning spaces and from religious spaces</i>	1. Yes 2. No
% of women attending Women Friendly spaces (within the past 7 days)	During the past 7 days, has this person attended any activities at a space run by NGOs where only women and girls are allowed to go? <i>This does not include health focused activities like clinics or nutrition spaces</i>	1. Yes 2. No
% of children under 5 yrs. with an immunization card	[If under 5] Does this child have an immunization card? <i>Please show an image of the immunization card to the respondent</i>	1. Yes 2. No 3. Don't know
% of children under 5 sleeping under an ITN the previous night	[If under 5] Did this child sleep under a mosquito net last night?	1. Yes 2. No
% of children under 5 years with diarrhoea in past two weeks	[If under 5] During the past 2 weeks, has this child been ill with diarrhea? <i>Prompt: symptoms of diarrhea are loose/watery stools more than 3 times in 1 day</i>	1. Yes 2. No 3. Don't know
% of children under 5 yrs. with diarrhea in the last 2 weeks given ORT (ORS package or pre-prepared ORS fluid)	[If yes] Did they receive oral rehydration salts, either directly from a healthcare provider, or prepared at home?	1. Yes, from a healthcare provider 2. Yes, at home 3. No 4. Don't know

% of household members who have sought care in the past month	During the past month, has this person had an illness serious enough to require medical treatment?	1. Yes 2. No 3. Don't know / prefer not to answer
	[If yes] Did this person seek treatment for this illness?	1. Yes 2. No 3. Don't know / prefer not to answer
	[If yes] Where did they seek treatment? <i>Do not read out answers; select as many as apply</i>	1. NGO run health clinic 2. Government clinic 3. Pharmacy or drug shop in the market 4. Traditional healer 5. Other: _____ 6. Don't know / prefer not to answer
Livelihoods - children aged 5 and over		
% of HH which have earned an income in the past 30 days, by income type % of HH with children under 18 working (by type of work) Average HH income	During the past 30 days, has this person done any work to earn an income <i>Prompt: explain that income can be cash, goods, or in payment of a debt</i>	1. Yes 2. No
	[If yes] What kind of work were they doing? <i>Do not read out answers; select as many as apply</i>	1. Working as NGO volunteer 2. Construction or other non-agricultural manual labour 3. Agriculture or livestock 4. Fishing 5. Handicrafts and tailoring 6. Trader / small business 7. Restaurants 8. Domestic labour in somebody else's home 9. Transport 10. Other 11. Don't know / no answer
	Did the construction or manual labour include include work that was paid for by an NGO ("cash for work")?	1. Yes 2. No
	[If yes and individual is under 18] Did their work involve any of the following situations? <i>Read out options; select all that apply</i>	1. Working with heavy machinery or lifting heavy objects 2. Exposure to harmful chemicals 3. Exposure to extreme heat (eg. furnace, bakery) 4. Working more than 40 hours per week 5. Working at night (between 8 pm and 6 am) 6. Using sharp objects
	How much did this person earn during the past 30 days (in BDT)	
Health		

<p>% of HH who have sought treatment and faced challenges in accessing health care in the last one month</p>	<p>Have people from your household faced any challenges in accessing NGO-run clinics since you arrived in the camp?</p> <p><i>Prompt: explain to the respondent that this can include difficulties accessing clinics, or difficulties experienced while seeking care at the clinic</i></p> <p><i>Do not read out answers; select as many as apply</i></p>	<ol style="list-style-type: none"> 1. Too far away 2. Opening hours are not convenient 3. Treatment is expensive 4. Drugs or supplies are not available in the clinic 5. Treatments are not available for certain disease (e.g. cancer, diabetes) 6. Language barrier with staff 7. Staff behaviour is bad 8. Mixing of men and women at clinics 9. Other 10. None 11. Don't know / no answer
<p>% of pregnant women who are currently enrolled in an ANC programme</p>	<p>I am now going to ask you some questions about medical assistance for pregnant women</p> <p>How many women in this household are currently pregnant?</p> <p>How many of these women have been to an NGO or government clinic at least once since the start of her pregnancy to get advice or treatment about the pregnancy?</p>	
<p>% of women who are pregnant and/or lactating</p>	<p>[if female and not pregnant] Is this person currently breastfeeding an infant?</p>	<ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know / prefer not to answer
<p>% of infants receiving BMS/infant formulae (Breast Milk Substitute) received through donation</p>	<p>In the past 30 days, has your household received a donation of breast milk substitute/infant formula or baby bottles?</p>	<ol style="list-style-type: none"> 1. Received formula / BMS 2. Received bottles 3. Nothing received 3. Don't know / no answer
<p>Food assistance</p>		
<p>% of HH with a ration card</p>	<p>Does your household have a WFP Ration Card?</p> <p><i>Please show the respondent an image of the ration card</i></p>	<ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know
<p>% of HH accessing food by source</p>	<p>In the past 30 days, has your household received any food assistance?</p>	<ol style="list-style-type: none"> 1. Yes 2. No
	<p>From whom did your household receive this food assistance?</p> <p><i>Do not read out answers; select as many as apply</i></p>	<ol style="list-style-type: none"> 1. WFP 2. Bangladesh Army 3. ICRC 4. Other: _____
	<p>Do you have access to a market where you can buy food?</p>	<ol style="list-style-type: none"> 1. Yes 2. No

% of HH able to access local markets	How long does it take to travel to this market by foot (in minutes)? <i>Read out answers; select one</i>	1. Less than 5 minutes 2. Between 5 and 15 minutes 3. Between 15 and 30 minutes 4. More than 30 minutes 5. Don't know
Shelter and non-food items		
% HH reporting damage to their shelter within the last 30 days (slight damage / severe damage needing extra materials / shelter destroyed and uninhabitable)	In the last 30 days, have your shelter suffered from any of the following damage?	
	Roof structure (bamboo beams, rafters or other structure holding up the roof) has collapsed	1. Yes 2. No
	Roof cover (tarpaulin, metal etc.) is damaged or lost and can no longer be used	1. Yes 2. No
	Wall structure (columns or structural elements) has collapsed	1. Yes 2. No
	Wall cover (tarpaulin, bamboo etc.) is damaged or lost and can no longer be used	1. Yes 2. No
% of HH which share shelter with other families	Is your household sharing the shelter with another household?	1. Yes 2. No
% of HH by types of NFIs owned	Does the household own any of the following items? <i>Read out answers; select as many as apply</i>	1. Solar lamp 2. Kitchen set 3. Floor mat 4. Cooking stove 5. None
	Has your household received a distribution of cooking fuel within the past 30 days?	1. Yes 2. No
Top three NFI priorities	What are the three most important items (not including food or cash) your household most urgently needs for your shelter? <i>Do not read out answers; select up to three</i>	1. Solar lamp 2. Portable lamp/torch 3. Kitchen set 4. Floor/roll mat 5. Cooking stove 6. Blanket 7. Mosquito net 8. Children clothes 9. Male clothes 10. Female clothes 11. Radio 12. Umbrella 13. Fuel 14. Other
Livelihoods		
Monthly Expenditure	I'm now going to ask you how much your household spent during the past 30 days on various costs, in Bangladeshi Taka	
	How much did your HH spend on food in the past 30 days?	If respondent does not wish to answer, write "999"
	How much did your HH spend on health in the past 30 days (e.g. cost of medication, consultancy fees)?	If respondent does not wish to answer, write "999"
	How much did your HH spend on education in the past 30 days? (e.g. school fees, books, uniforms)?	If respondent does not wish to answer, write "999"

	How much did your HH spend on items to build or fix your shelter (e.g. bamboo, tarpaulin, rope) in the past 30 days?	If respondent does not wish to answer, write "999"
	How much did your HH spend on clothing and shoes in the past 30 days?	If respondent does not wish to answer, write "999"
	How much did your HH spend on hygiene items (e.g. soap, sanitary products) in the past 30 days?	If respondent does not wish to answer, write "999"
	How much did your HH spend on fuel (e.g. wood, coal, natural gas) in the past 30 days?	If respondent does not wish to answer, write "999"
	How much did your HH spend on other household items in the past 30 days?	If respondent does not wish to answer, write "999"
	How much did your HH spend on transport in the past 30 days?	If respondent does not wish to answer, write "999"
	How much did your HH spend on communication (e.g. mobile phone, internet) in the past 30 days?	If respondent does not wish to answer, write "999"
	How much did your HH spend on tobacco in the past 30 days?	If respondent does not wish to answer, write "999"
	How much did your HH spend on rent in the past 30 days?	If respondent does not wish to answer, write "999"
	How much did your HH spend on paying back debts in the past 30 days?	If respondent does not wish to answer, write "999"
Average level of HH debt	Has your household taken on any debts since you were displaced to Bangladesh?	1. Yes 2. No 3. Prefer not to answer
	What is the current amount of debt your household owes? (in BDT)	If respondent does not wish to answer, write "999"
Average HH income	I'm now going to ask you how much money came into your household over the past 30 days, APART from the money earned by household members through work	
	How much money did your household receive in remittances from abroad during the past 30 days (in BDT)	If respondent does not wish to answer, write "999"
	How much money did your household receive in cash donations or cash assistance during the past 30 days	If respondent does not wish to answer, write "999"
	How much money did your household receive from taking on new debts during the past 30 days?	If respondent does not wish to answer, write "999"
Protection		
% of HH feeling secure in their current location	Are there areas in your camp where men (aged 18 and over) do not feel safe? <i>Do not read out answers; select as many as apply</i>	1. Shelter 2. Latrines 3. Market 4. Health center 5. Water points 6. Bathing areas 7. Learning / recreational spaces 8. Distribution points 9. Firewood collection site 10. Inside the home 11. None 12. Don't know / no answer 13. Other: _____

	<p>Are there areas in your camp where boys (aged less than 18) do not feel safe?</p> <p><i>Do not read out answers; select as many as apply</i></p>	<ol style="list-style-type: none"> 1. Shelter 2. Latrines 3. Market 4. Health center 5. Water points 6. Bathing areas 7. Learning / recreational spaces 8. Distribution points 9. Firewood collection site 10. Inside the home 11. None 12. Chose not to answer 13. Other
	<p>Are there areas in your camp where women (aged 18 and over) do not feel safe?</p> <p><i>Do not read out answers; select as many as apply</i></p>	<ol style="list-style-type: none"> 1. Shelter 2. Latrines 3. Market 4. Health center 5. Water points 6. Bathing areas 7. Learning / recreational spaces 8. Distribution points 9. Firewood collection site 10. Inside the home 11. None 12. Chose not to answer 13. Other
	<p>Are there areas in your camp where girls (aged less than 18) do not feel safe?</p> <p><i>Do not read out the answers; select as many as apply</i></p>	<ol style="list-style-type: none"> 1. Shelter 2. Latrines 3. Market 4. Health center 5. Water points 6. Bathing areas 7. Learning / recreational spaces 8. Distribution points 9. Firewood collection site 10. Inside the home 11. None 12. Chose not to answer 13. Other
<p>HH main safety concerns for children (-18) in their area</p>	<p>What are the three most serious risks faced by boys under the age of 18 in this location?</p> <p><i>Do not read out answers; select up to three</i></p>	<ol style="list-style-type: none"> 1. Violence within home 2. Violence in the community 3. Child labour 4. Child marriage 5. Risk of recruitment by armed group/ forces 6. Risk of kidnapping 7. Risk of detention 8. Risk of sexual abuse/ violence 9. Psychological distress or trauma 10. Lack of registration of newborn babies 11. Natural disasters or hazards 12. Don't know / no answer 13. Other

	<p>What are the three most serious risks faced by girls under the age of 18 in this location?</p> <p><i>Do not read out answers; select up to three</i></p>	<ol style="list-style-type: none"> 1. Violence within home 2. Violence in the community 3. Child labour 4. Child marriage 5. Risk of recruitment by armed group/ forces 6. Risk of kidnapping 7. Risk of detention 8. Risk of sexual abuse/ violence 9. Psychological distress or trauma 10. Lack of registration of newborn babies 11. Natural disasters or hazards 12. Don't know / no answer 13. Other
% of HH reporting main security providers by choice	<p>If you or other household members wanted help with an issue related to safety or security in the camp, where would you go?</p> <p><i>Do not read out answers; select as many as apply</i></p>	<ol style="list-style-type: none"> 1. Camp Management Authorities 2. Army 3. Majhi 4. Religious leaders 5. Police 6. Local government 7. UN or NGO staff 8. None 9. Other
% of HH reporting positive relations with local communities	<p>How would you describe your relationship with Bangladeshi local communities?</p> <p><i>Read out answers; select one</i></p>	<ol style="list-style-type: none"> 1. Very good 2. Good 3. Bad 4. Very bad 5. No relationship 6. Prefer not to answer
% of HH reporting positive relations with neighbours	<p>How would you describe your relationship with your neighbors in your block?</p> <p><i>Read out answers; select one</i></p>	<ol style="list-style-type: none"> 1. Very good 2. Good 3. Bad 4. Very bad 5. No relationship 6. Prefer not to answer
% of HHs reporting the presence of community watch during the night	<p>Are you aware of any groups of youths who are organising to watch your local area at night?</p>	<ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know / no answer
% of HH reporting the presence of community-based protection mechanisms	<p>Do you know at least one other person in your community outside your own household who could assist your household in case of need ?</p> <p><i>Prompt: For example in case of food shortage, damage to your shelter, sudden health crisis</i></p>	<ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know / no answer
	<p>Do you feel that there are any local groups or committees in your area that are working to protect your rights and protect you from harm?</p>	<ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know / no answer
% of HH reporting access to sufficient public lighting	<p>Do you feel there is enough light at night for people in your household to safely access latrines in your area of the camp?</p>	<ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know / no answer
Site Management		

<p>% of HH who are aware of emergency preparedness plan in the camp (what to do, who to call, where to go)</p>	<p>Please imagine you have just learned that a cyclone is approaching the camp. Please can you explain to me, step by step, what your family would do to prepare and keep safe?</p> <p><i>Do not read out answers; select as many as apply</i></p>	<ol style="list-style-type: none"> 1. Make sure all household members stay inside the shelter 2. Take steps to make the shelter secure (e.g. using ropes) 3. Evacuate the shelter and seek safety somewhere else 4. Get or follow advice from volunteers or camp staff 5. Get or follow advice from friends and neighbours 6. Tune to the radio to listen the latest messages 7. Ensure your immediate area is clear of loose objects which could cause injury in high winds 8. Keep valuable belongings in a safe place 9. Keep your supply of food, water and fuel in a safe place 10. Don't know / no answer 11. Other
<p>% of HH who are aware of refugee volunteers who have been trained to help the community in their camps</p>	<p>Are you aware of the role of the Cyclone Preparedness Programme volunteers in your area?</p> <p><i>Prompt: these volunteers wear orange vests during emergencies</i></p>	<ol style="list-style-type: none"> 1. Yes 2. No
<p>% of HH who are aware of fire prevention extension points in the camp</p>	<p>Have you been told about Fire Prevention Extension Point in your area?</p>	<ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know / no answer
<p>Communication with communities</p>		
<p>% of people who report that they have enough</p>	<p>Do you think you have enough information to make good decisions for you and your household?</p>	<ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know / no answer

information, in a language they understand, to make decisions for them and their household	<p>What methods of finding information here do you know of (even if you have not used them yourself)?</p> <p><i>Do not prompt; select as many as apply</i></p>	<ol style="list-style-type: none"> 1. Mahji 2. Friends or family 3. Religious leader 4. Community leader 5. Army or Police 6. Television 7. Radio 8. Newspapers 9. Internet news 10. Email 11. Mobile phone call 12. Mobile phone SMS 13. Social Media (Twitter, Facebook, Whatsapp, Imo, YouTube...) 14. Billboards 15. Posters 16. Loudspeakers or megaphone announcements 17. Community events 18. Camp information hubs 19. NGO or UN staff 20. Government official 21. Other 22. None
	<p>Which of these information sources have you used to get information in the past 30 days?</p> <p><i>Do not prompt; select as many as apply</i></p>	<ol style="list-style-type: none"> 1. Mahji 2. Friends or family 3. Religious leader 4. Community leader 5. Army or Police 6. Television 7. Radio 8. Newspapers 9. Internet news 10. Email 11. Mobile phone call 12. Mobile phone SMS 13. Social Media (Twitter, Facebook, Whatsapp, Imo, YouTube...) 14. Billboards 15. Posters 16. Loudspeakers or megaphone announcements 17. Community events 18. Camp information hubs 19. NGO or UN staff 20. Government official 21. Other 22. None
% of people who consider feedback mechanisms	<p>Are you aware of any way to provide feedback or complaints about the assistance you have been receiving since arriving in Bangladesh?</p>	<ol style="list-style-type: none"> 1. Yes 2. No

accessible, understandable and effective	<p>Which ways of providing feedback or complaints are you aware of?</p> <p><i>Do not prompt; select as many as apply</i></p>	<ol style="list-style-type: none"> 1. Complaint or feedback box 2. Information hub 3. Speak with majhi 4. Speak with a community or religious leader 5. Speak with NGO staff 6. Speak with government or military 7. Speak with NGO volunteer or community mobiliser 8. Voice recorder in safe space 9. Call a phone number 10. SMS a phone number 11. FGD 12. Other 13. None
	<p>Have you used any of these ways to provide feedback or make a complaint in the past 30 days?</p> <p><i>Do not prompt; select as many as apply</i></p>	<ol style="list-style-type: none"> 1. Complaint or feedback box 2. Information hub 3. Speak with majhi 4. Speak with a community or religious leader 5. Speak with NGO staff 6. Speak with government or military 7. Speak with NGO volunteer or community mobiliser 8. Voice recorder in safe space 9. Call a phone number 10. SMS a phone number 11. FGD 12. Other 13. None
	<p>After you gave your feedback or complaint, did you get an answer; or was any action taken afterwards?</p> <p><i>Prompt: If people have used multiple mechanisms, ask about the one they used most recently</i></p>	<ol style="list-style-type: none"> 1. Yes 2. No
	<p>Are there any barriers that are currently preventing you from using feedback/complaint mechanisms?</p> <p><i>Do not read out answers; select as many as apply</i></p>	<ol style="list-style-type: none"> 1. I don't know about any mechanisms 2. I don't know how to use the mechanisms 3. I don't have the skills to use the mechanisms (such as not literate) 4. The mechanisms are in the wrong language 5. I don't have enough time 6. I am uncomfortable or afraid to provide feedback 7. The mechanisms are too far away 8. I don't think anything will change 9. I feel pressure from my household or community not to use the mechanisms 10. I feel pressure from humanitarians not to use the mechanisms 11. The mechanisms are not private 12. Other 13. There are no barriers 14. Don't know / no answer

% of HH that have access of the following information channel (radio, television, mobile phone, social media)	Does anyone in this household own a mobile phone?	1. Yes 2. No
	In the past 7 days, has anyone in this household done any of the following:	
	Listened to the radio	1. Yes 2. No
	Watched television	1. Yes 2. No
	Used WhatsApp?	1. Yes 2. No
	Used Imo?	1. Yes 2. No
Direct Observation		
	End the interview. Thank the respondent for their time	
GPS coordinates	Take the GPS coordinates	
% of HH by type of shelter	What building material was used to construct the frame/walls of the shelter the household currently lives in? <i>Guidance: direct observation by enumerator</i>	1. Bamboo frame with external mud walls 2. Bamboo frame with bamboo matting walls 3. Bamboo frame with lattice walls covered in plastic sheeting 4. Bamboo frame with combination of bamboo lattice walls and mud walls 5. Bricks and cement 6. Other
	What building material was used to construct the roof of the shelter the household currently lives in? <i>Guidance: direct observation by enumerator</i>	1. Tarpaulin 2. Bamboo 3. Sheet metal 4. Bricks cement 5. Other
% of HH with windows / ventilation	How many windows does this shelter have? <i>Guidance: direct observation by enumerator</i>	1. One 2. Two 3. More than Two 4. None
	How many ventilation mesh does this shelter have? <i>Guidance: direct observation by enumerator</i>	1. One ventilation mesh on a wall 2. Two ventilation mesh on two walls 3. More than two ventilation mesh on more than two walls 4. None