

MSNA II Questionnaire – Dec 2018

No.	Question	Choices	Instructions
INTRODUCTION			
0.1	Enumerator ID		
0.2	Camp	Camp 1E Camp 1W Camp 2E Camp 2W Camp 3 Camp 4 Camp 4 ext Camp 5 Camp 6 Camp 7 Camp 8E Camp 8W Camp 9 Camp 10 Camp 11 Camp 12 Camp 13 Camp 14 Camp 15 Camp 16 Camp 17 Camp 18 Camp 19 Camp 20 Camp 20 ext Camp 21 Camp 22 Camp 23 Camp 24 Camp 25 Camp 26 Camp 27 Kutupalong RC Nayapara RC	
0.3	Hello my name is _____. I work for REACH. Together with UNHCR, we are currently conducting a survey to understand the needs of refugees in the camps. We would like to know more about the needs of your family and to what services you have access. The survey usually takes between 30 and 45 minutes to complete. 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. However, we hope that you will participate since your views are important. Participation in the survey does not have any impact on whether you or your family receive assistance. Do you have any questions? May I begin now?		
0.4	Based on what I have told you, do you consent to participate in this interview?	Yes No	
1. GENERAL INFORMATION/DEMOGRAPHICS			
1.1	Age of respondent		
1.2	Gender of respondent	Male Female	
1.3.1	Is the respondent the head of the household?	Yes No	
1.3.2	[If no] What is the gender of the head of the household?	Male Female	
1.4	Including yourself, how many people live in this household?		
2. INDIVIDUAL INFORMATION (LOOP)			

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I would now like to ask you some questions about the individuals living in this household. I will ask some questions about each person, starting with you.			
2.1	Age of individual		<i>If the individual is under 1 year old, write "0"</i>
2.2	Gender of individual	Male Female	
2.3.1	Does this person have a disability or chronic illness that affects their ability to do everyday tasks?	Yes No Don't know/ Prefer not to answer	<i>Everyday tasks include the following: seeing, hearing, walking, remembering things, washing or dressing themselves, communicating</i>
2.3.2	[If yes] Has this person been able to access treatment or support for this disability or illness since they arrived in Bangladesh?	Yes No Don't know/ Prefer not to answer	
LOOP: EDUCATION			
2.4.1	During the past 7 days, has this person attended a non-religious learning centre run by an NGO or the government?	Yes No	
2.4.2	During the past 7 days, has this person attended a religious learning space like a madrassah or a maqtab?	Yes No	
2.4.3	During the past 7 days, has this person attended any activities a safe space for children run by an NGO?	Yes No	<i>Explain to respondents that this is separate from learning spaces and from religious spaces</i>
2.4.4	During the past 7 days, has this person attended activities at an NGO-run space where only women and girls are allowed to go?	Yes No	<i>This does not include health focused activities like clinics or nutrition spaces</i>
LOOP: HEALTH			
2.5.1	[If under 5] Does this child have an immunization card?	Yes No Don't know	<i>Please show the respondent an image of the immunisation card</i>
2.5.2	[If under 5] Did this child sleep under a mosquito net last night?	Yes No	
2.5.3	[If under 5] During the past 2 weeks, has this child been ill with diarrhea?	Yes No Don't know	<i>Prompt: symptoms of diarrhea are loose/watery stools more than 3 times in 1 day</i>
2.5.4	[If yes] Did they receive oral rehydration salts, either directly from a healthcare provider, or prepared at home?	Yes, from a healthcare provider Yes, at home No Don't know	<i>Guidance: read out options; select all that apply</i>
2.5.5	During the past month, has this person had an illness serious enough to require medical treatment?	Yes No Don't know / prefer not to answer	
2.5.6	[If yes] Did this person seek treatment for this illness?	Yes No Don't know / prefer not to answer	
2.5.7	[If yes] Where did they seek treatment?	NGO clinic Government clinic Pharmacy or drug shop in the market Traditional healer Other: _____ Don't know / prefer not to answer	<i>Do not read out answers; select as many as apply</i>
LOOP: LIVELIHOOD			
2.6.1	During the past 30 days, has this person done any work to earn an income?	Yes No	<i>Prompt: explain that income can be cash,</i>

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			goods, or in payment of a debt
2.6.2	[If yes] What kind of work were they doing?	Working as NGO volunteer Construction or other non-agricultural manual labour Agriculture or livestock Fishing Handicrafts and tailoring Trader / small business Restaurants Domestic labour in somebody else's home Transport Other Don't know / no answer	Guidance: ask if they were doing different kinds of work and if so what kinds; multiple answers possible
2.6.3	Did the construction or manual labour include work that was paid for by an NGO ("cash for work")?	Yes No	
2.6.4	[If working and individual is under 18] Did their work involve any of the following situations?	Working with heavy machinery or lifting heavy objects Exposure to harmful chemicals Exposure to extreme heat (eg. furnace, bakery) Working more than 40 hours per week Working at night (between 8 pm and 6 am) Using sharp objects None Don't know / prefer not to answer	Read out options; select all that apply
2.6.5	How much did this person earn during the past 30 days (in BDT)		If respondent does not wish to answer, write "999"
3. HEALTH			
3.1	Have people from your household faced any challenges in accessing NGO-run clinics since you arrived in the camp?	Too far away Opening hours are not convenient Treatment is expensive Drugs or supplies are not available in the clinic Treatments are not available for certain disease (e.g. cancer, diabetes) Language barrier with staff Staff behaviour is bad Other None Don't know / prefer not to answer	Guidance: explain to the respondent that this can include difficulties accessing clinics, or difficulties experienced while seeking care at the clinic Do not read out answers; select as many as apply
I am now going to ask you some questions about medical assistance for pregnant women			
3.2.1	How many women in this household are currently pregnant?		
3.2.2	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?		
3.2.3	[if female and not pregnant] Is this person currently breastfeeding an infant?	1. Yes 2. No 3. Don't know / prefer not to answer	
3.2.4	In the past 30 days, has your household received a donation of breast milk substitute/infant formula or baby bottles?	1. Formula / BMS 2. Bottles 3. None 3. Don't know / no answer	
4.0 FOOD ASSISTANCE			
4.1	Does your household have a WFP Ration Card?	Yes No	Please show the respondent an image of the ration card
4.2.1	In the past 30 days, has your household received any food assistance?	Yes No	

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4.2.2	From whom did your household receive this food assistance?	1. WFP 2. Bangladesh Army 3. ICRC 4. Other: _____	
4.3.1	Do you have access to a market where you can buy food?	Yes No	
4.3.2	How long does it take to travel to this market by foot (in minutes)?	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	<i>Read out answers; select one</i>
5.0 SHELTER AND NON-FOOD ITEMS			
	In the last 30 days, has your shelter suffered from any of the following damage?		
5.1.1	Roof structure (bamboo beams, rafters or other structure holding up the roof) has collapsed	Yes No	
5.1.2	Roof cover (tarpaulin, metal etc.) is damaged or lost and can no longer be used	Yes No	
5.1.3	Wall structure (columns or structural elements) has collapsed	Yes No	
5.1.4	Wall cover (tarpaulin, bamboo etc.) is damaged or lost and can no longer be used	Yes No	
5.2	Is your household sharing the shelter with another household?	Yes No	
5.3	Does the household own any of the following items?	1. Solar lamp 2. Kitchen set 3. Floor mat 4. Cooking stove 5. None	<i>Read out answers; select as many as apply</i>
5.4	Has your household received a distribution of cooking fuel within the past 30 days?	Yes No	
5.5	What are the three most important items (not including food or cash) your household most urgently needs for your shelter?	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	
6.0 LIVELIHOODS			
6.1.1	Has your household taken on any debts since you were displaced to Bangladesh?	1. Yes 2. No 3. Prefer not to answer	
6.1.2	What is the total current amount of debt your household owes? (in BDT)		<i>If respondent does not wish to answer, write "999"</i>
	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		
6.2.1	How much money did your household receive in remittances from abroad during the past 30 days (in BDT)		<i>If respondent does not wish to answer, write "999"</i>
6.2.2	How much money did your household receive in cash donations or cash assistance during the past 30 days		<i>If respondent does not wish to answer, write "999"</i>
6.2.3	How much money did your household receive from taking on new debts during the past 30 days?		<i>If respondent does not wish to answer, write "999"</i>
7.0 PROTECTION			
7.1.1	Are there areas in your camp where men (aged 18 and over) do not feel safe?	1. Shelter 2. Latrines 3. Market	<i>Do not read out answers; select as many as apply</i>

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		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: _____	
7.1.2	Are there areas in your camp where women (aged 18 and over) do not feel safe?	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	<i>Do not read out answers; select as many as apply</i>
7.1.3	Are there areas in your camp where boys (aged less than 18) do not feel safe?	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	<i>Do not read out answers; select as many as apply</i>
7.1.4	Are there areas in your camp where girls (aged less than 18) do not feel safe?	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	<i>Do not read out the answers; select as many as apply</i>
7.2.1	What are the three most serious risks faced by boys under the age of 18 in this location?	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 trafficking 8. Risk of detention 9. Risk of sexual abuse/ violence 10. Psychological distress or trauma 11. Lack of registration of newborn babies 12. Natural disasters or hazards 13. Don't know / no answer 14. Other	<i>Do not read out answers; select up to three</i>

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7.2.2	What are the three most serious risks faced by girls under the age of 18 in this location?	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 trafficking 8. Risk of detention 9. Risk of sexual abuse/ violence 10. Psychological distress or trauma 11. Lack of registration of newborn babies 12. Natural disasters or hazards 13. Don't know / no answer 14. Other	<i>Do not read out answers; select up to three</i>
7.3	Is there any person under the age of 18 in your HH who has already married or about to get married?	Yes No	
7.3.1	What is the main reason to marry?	1. Reduce economic burden 2. Tradition 3. Loss of male family members 4. Other	
7.4	Is there any young person under the age of 18 working in your HH?	Yes No	
7.4.1	What is the primary reason for working?	1. Provides sole income for family 2. Supplementing family income 3. Other (no economic concerns)	
7.4.2	What type of work does the household member perform?	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 None 7. Don't know / prefer not to answer	
7.5	If you or other household members wanted help with an issue related to safety or security in the camp, where would you go?	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	<i>Do not read out answers; select as many as apply</i>
7.6.1	How would you describe your relationship with Bangladeshi local communities?	1. Very good 2. Good 3. Bad 4. Very bad 5. No relationship 6. Prefer not to answer	<i>Read out answers; select one</i>
7.6.2	How would you describe your relationship with your neighbours in your block?	1. Very good 2. Good 3. Bad 4. Very bad 5. No relationship 6. Prefer not to answer	<i>Read out answers; select one</i>
7.7	Are you aware of any groups of youths who are organising to watch your local area at night?	1. Yes 2. No 3. Don't know / no answer	

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7.8	Do you know at least one other person in your community outside your own household who could assist your household in case of need ?	1. Yes 2. No 3. Don't know / no answer	<i>Prompt: For example in case of food shortage, damage to your shelter, sudden health crisis</i>
7.9	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?	1. Yes 2. No 3. Don't know / no answer	
7.10	Do you feel there is enough light at night for people in your household to safely access latrines in your area of the camp?	1. Yes 2. No 3. Don't know / no answer	
8.0 SITE MANAGEMENT			
8.1	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 itself safe?	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	
8.2	Are you aware of the role of the Cyclone Preparedness Programme volunteers in your area?	1. Yes 2. No	
9.0 WASH			
9.1	What is the primary source of drinking water for your household?	1.Piped water tap/ tapstand into settlement site 2.Tubewells/borehole/handpump 3.Protected dugwell 4.Protected spring 5.Rainwater collection 6.Bottled water 7.Cart with small tank or drum 8.Tanker truck 9.Unprotected dug well 10.Unprotected spring 11.Surface water (river, dam, lake, pond, stream canal, irrigation canals) 12.Do not know 13.Other	<i>Read out answers; select only one answer</i>
9.1.1	Did someone treat this water with chlorine at the tubewell/borehole/handpump the last time you used it?	1.Yes 2. No 3. Don't know	
9.2	Where do you and your household members usually go to defecate?	1. HH latrine 2. Communal latrine 3. Open defecation 4. Plastic Bag 5. Bucket Toilet 6. Other 7. Do not know	<i>Do not read out options, select as many as apply</i>
9.3	Do you have soap in your shelter?	1. Yes (enumerator saw soap) 2. Yes (enumerator didn't see	Ask to see the soap

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		soap) 3. No	
9.4	What is the most common way your family disposes of garbage?	1. In a designated waste pit/bin 2. In an undesignated waste pit 3. Into a stream or water source 4. Burn it 5. Bury it 6. Other 7. Don't know	<i>Do not read out options, select one</i>
	Ask to see all the containers the household uses to collect and/or store drinking water.		
9.5	Record the total number of containers.	Integer	
9.5.1	What type of container is this?	1. Aluminium Pitcher 2. Bucket 3. Bottle 4. Plastic Jug 5. Plastic Jerry can 6. Plastic container 7. Other	<i>Select from list of images of common containers</i>
9.5.2	(If anything except aluminum) Measure height of container [inches]?	Integer	
9.5.3	(If aluminum) Measure width of container [inches]	Integer	
9.5.4	(If aluminum) Measure circumference of container at widest point [inches]	Integer	
9.5.5	(If jerry can) Measure length of container [inches]	Integer	
9.5.6	Is this container covered / protected (i.e. with a lid, plastic, or plate)?	Yes No	
9.5.7	Does the container appear to be clean?	Yes No	
9.5.8	Is this container used for drinking, water for other uses, or both?	1. Drinking water 2. Non-drinking water 3. Both	<i>Read out answers; select only one answer</i>
9.5.9	Was this container used to collect water yesterday?	Yes No	
9.5.10	How many times did your household collect water with this container yesterday?	Integer	
10.0 COMMUNICATION WITH COMMUNITIES			
10.1	Do you think you have enough information to make good decisions for you and your household?	1. Yes 2. No 3. Don't know / no answer	
10.2.1	What methods of finding information here do you know of (even if you have not used them yourself)?	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	<i>Do not read out answers; select as many as apply</i>

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10.2.2	Which of these information sources have you used to get information in the past 30 days?	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	<i>Do not read out answers; select as many as apply</i>
10.3	Are you aware of any way to provide feedback or complaints about the assistance you have been receiving since arriving in Bangladesh?	1. Yes 2. No	
10.4.1	Which ways of providing feedback or complaints are you aware of?	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. Focus group discussion 12. Other 13. None	<i>Do not read out answers; select as many as apply</i>
10.4.2	Have you used any of these ways to provide feedback or make a complaint in the past 30 days?	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	<i>Do not read out answers; select as many as apply</i>
10.5	After you gave your feedback or complaint, did you get an answer; or was any action taken afterwards?	1. Yes 2. No	<i>If people have used multiple mechanisms, ask about the one they used most recently</i>

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10.6	Are there any barriers that are currently preventing you from using feedback/complaint mechanisms?	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	<i>Do not read out answers; select as many as apply</i>
10.7	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:		
10.8.1	Listened to the radio		
10.8.2	Watched television		
10.8.3	Used WhatsApp		
10.8.4	Used Imo		
11.0 DIRECT OBSERVATION			
End the interview. Thank the respondent for their time			
11.1	What building material was used to construct the frame/walls of the shelter the household currently lives in?	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	<i>Guidance: direct observation by enumerator</i>
11.2	What building material was used to construct the roof of the shelter the household currently lives in?	1. Tarpaulin 2. Bamboo 3. Sheet metal 4. Bricks cement 5. Other	<i>Guidance: direct observation by enumerator</i>
11.3	How many windows does this shelter have?	1. One 2. Two 3. More than Two 4. None	<i>Guidance: direct observation by enumerator</i>
11.4	How many ventilation mesh does this shelter have?	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	<i>Guidance: direct observation by enumerator</i>
	Take the GPS coordinates		