

UPDATED_CBI PDM HH Template v5 - English Indonesia_final

A. Location details

A1. DATE	
yyyy-mm-dd	
A2. ENUMERATOR NAME: *	
<div><input type="radio"/> Mahdi Payam</div> <div><input type="radio"/> Hamid Salehi</div> <div><input type="radio"/> Farzana Salehi</div> <div><input type="radio"/> Abdul Hamid</div> <div><input type="radio"/> Ibrahim Wadi</div> <div><input type="radio"/> Roger</div> <div><input type="radio"/> Ahmed Sheikh Ali</div> <div><input type="radio"/> Edilee</div> <div><input type="radio"/> Atifa</div>	
A3. PROVINCE: *	
<div><input type="radio"/> DI Aceh</div> <div><input type="radio"/> Sumatera Utara</div> <div><input type="radio"/> Sumatera Barat</div> <div><input type="radio"/> Riau</div> <div><input type="radio"/> Jambi</div> <div><input type="radio"/> Sumatera Selatan</div> <div><input type="radio"/> Bengkulu</div> <div><input type="radio"/> Lampung</div> <div><input type="radio"/> Kepulauan Bangka Belitung</div> <div><input type="radio"/> Kepulauan Riau</div> <div><input type="radio"/> DKI Jakarta</div> <div><input type="radio"/> Jawa Barat</div> <div><input type="radio"/> Jawa Tengah</div> <div><input type="radio"/> DI Yogyakarta</div> <div><input type="radio"/> Jawa Timur</div> <div><input type="radio"/> Banten</div>	

- ☐ Banten
- ☐ Bali
- ☐ Nusa Tenggara Barat
- ☐ Nusa Tenggara Timur
- ☐ Kalimantan Barat
- ☐ Kalimantan Tengah
- ☐ Kalimantan Selatan
- ☐ Kalimantan Timur
- ☐ Kalimantan Utara
- ☐ Sulawesi Utara
- ☐ Sulawesi Tengah
- ☐ Sulawesi Selatan
- ☐ Sulawesi Tenggara
- ☐ Gorontalo
- ☐ Sulawesi Barat
- ☐ Maluku
- ☐ Maluku Utara
- ☐ Papua
- ☐ Papua Barat

A4. NAME OF CITY/DISTRICT

A5. ADDRESS - HOUSEHOLD NUMBER:

A7. IS THE PERSON REGISTERED TO RECEIVE THE CASH FROM UNHCR, OR ANOTHER MEMBER OF THEIR HOUSEHOLD OVER THE AGE OF 18, AVAILABLE FOR THIS SURVEY?

- ☐ Yes
- ☐ No

THANK YOU FOR YOUR TIME. WE NEED TO SPEAK TO THE PERSON REGISTERED TO RECEIVE THE CASH FROM UNHCR OR ANOTHER MEMBER OF THEIR HOUSEHOLD.

Instructions for enumerator

HELLO, MY NAME IS AND I AM WORKING FOR UNHCR. WE WOULD LIKE TO ASK YOU A FEW QUESTIONS ABOUT THE WORK OF UNHCR. THE ANSWERS TO THESE QUESTIONS WILL HELP TO UNDERSTAND IF THERE IS ANYTHING UNHCR CAN DO TO IMPROVE HOW WE WORK AND WHAT WE DO.

YOUR PARTICIPATION IS VOLUNTARY AND YOU CAN CHOOSE NOT TO ANSWER ANY OR OF THE QUESTIONS.

YOUR ANSWERS WILL NOT BE USED TO DETERMINE IF YOU OR ANYONE IN YOUR HOUSEHOLD IS ELIGIBLE FOR ASSISTANCE (OR RESETTLEMENT). EVERYTHING YOU TELL US WILL BE TREATED IN CONFIDENCE, AND WILL BE COMBINED WITH THE ANSWERS THAT OTHER PEOPLE PROVIDE.

THE SURVEY CONSISTS OF AROUND 50 QUESTIONS WHICH WILL COVER ABOUT RECEIVING AND SPENDING THE CASH ASSISTANCE, RISKS AND PROBLEMS, MARKET AND PRICES, EXPENDITURE, OUTCOMES, AND ACCOUNTABILITY. IT WILL TAKE ABOUT 1 HOUR. I WILL BE RECORDING YOUR RESPONSES USING A TABLET.

B1. DO YOU AGREE TO CONTINUE WITH THIS SURVEY?

*

☐ Yes

☐ No

THANK YOU FOR YOUR TIME.

End the survey.

B. Interviewee details and household demographics

B2. WHAT IS YOUR UNHCR PROGRES ID NUMBER?

B3. WHAT IS YOUR TELEPHONE NUMBER?

B4. WHAT IS YOUR SEX?

☐ Male

☐ Female

☐ Other

B5. WHAT IS YOUR AGE?

- ☐ 17 or younger
- ☐ 18-35 yrs
- ☐ 36-59yrs
- ☐ 60 yrs +

B6. ARE YOU THE PERSON REGISTERED TO RECEIVE THE CASH ASSISTANCE FROM UNHCR?

- ☐ Yes
- ☐ No

B6A. WHAT IS THE SEX OF THE PERSON REGISTERED TO RECEIVE THE CASH ASSISTANCE FROM UNHCR?

- ☐ Male
- ☐ Female
- ☐ Other

B6B. WHAT IS YOUR RELATION TO THE PERSON REGISTERED TO RECEIVE THE CASH ASSISTANCE FROM UNHCR?

- ☐ Spouse
- ☐ Daughter/Son
- ☐ Mother/Father
- ☐ Other family relation
- ☐ Not related

B7. HOW MANY PEOPLE ARE LIVING IN YOUR HOUSEHOLD AT PRESENT?

By "household" we mean people who sleep under the same roof and take meals together at least four days a week.

» Number of Male

HOW MANY MALES LIVE IN YOUR HOUSEHOLD AT PRESENT?

0-4 YEARS

0

5-17 YEARS

0

18-59 YEARS

0

60 YRS +

0

» Number of Female

HOW MANY FEMALES LIVE IN YOUR HOUSEHOLD AT PRESENT?

0-4 YEARS

0

5-17 YEARS

0

18-59 YEARS

0

60 YRS +

0

CONFIRM IF THE INFORMATION BELOW IS CORRECT

TOTAL MALE =

TOTAL FEMALE =

TOTAL HOUSEHOLD MEMBERS =

B8. HOW MANY GIRLS AND WOMEN BETWEEN 15-45 YEARS OLD LIVE IN YOUR HOUSEHOLD AT PRESENT?

0

C. Receiving and spending the cash assistance (basic facts)

C1. HOW MUCH CASH DID YOUR HOUSEHOLD RECEIVE FROM UNHCR, AT THE LAST DISTRIBUTION? *

This is asking for the monetary value of the last distribution of cash assistance received. Clarify with respondent that we are asking about the most recent cash received from UNHCR. Type "?" if he/she doesn't remember, "0" if he/she didn't receive, "-" if he/she skips/doesn't want to answer.

C2. WAS THIS THE AMOUNT YOU WERE EXPECTING TO RECEIVE?

☐ Yes

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

C3. DID YOU RECEIVE THE CASH FROM UNHCR ON THE DAY YOU WERE EXPECTING IT?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

C4. DID THE PERSON REGISTERED TO RECEIVE THE CASH NEED HELP TO WITHDRAW OR SPEND THE CASH ASSISTANCE?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

C4A. WHY DID THEY NEED HELP?

- ☐ Limited mobility
- ☐ No time
- ☐ Didn't know how to withdraw or spend the cash
- ☐ Security concerns
- ☐ Place of withdrawal of cash difficult to accessible
- ☐ No money to pay transport to withdraw/spend the cash
- ☐ Can't read/understand instructions to withdraw money
- ☐ Language barrier
- ☐ Other

C4A OTHER SPECIFY

C4B. WHO GAVE HELP?

- ☐ Family Member
- ☐ Acquaintance (friend, neighbour etc.)
- ☐ Distant relative
- ☐ Stranger (e.g. person passing by on the street)
- ☐ Member of agency staff

- ☐ Post Office staff/official
- ☐ Other

C4C. DID THEY NEED TO PAY ANY MONEY FOR THIS HELP?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

C5. WHERE DID YOU GO TO SPEND THE CASH?

- ☐ Inside the camp
- ☐ Outside the camp
- ☐ Both (inside and outside)
- ☐ Don't know
- ☐ Local market
- ☐ Local shop
- ☐ Supermarket
- ☐ Wholesalers

C12. WHAT OTHER SOURCES OF INCOME OR SUPPORT HAS YOUR HOUSEHOLD RECEIVED OR USED IN THE LAST 4 WEEKS (OUTSIDE OF SUPPORT/ASSISTANCE FROM UNHCR)?

(Tick all that apply) This is in addition to the support from UNHCR. Do not select 'NGOs/agencies' if the respondent is only receiving support from UNHCR.

- ☐ Income generating activities e.g. casual /seasonal labour
- ☐ Savings
- ☐ Remittances
- ☐ Support from friends / family (locally)
- ☐ Support from neighbor/local community
- ☐ Loans (debt or credit)
- ☐ NGOs/agencies – giving cash support
- ☐ NGOs/agencies – giving material support
- ☐ NGOs/agencies – giving other support
- ☐ Other

D. Risks and problems: Did people face problems with the CBI? Did the CBI put POCs at additional risk?

D1. DID YOU FEEL UNSAFE OR AT RISK:

Instructions for enumerators: This question is asking if people did not feel safe at any point. 'Yes' means they felt at risk and did not feel

INSTRUCTIONS FOR ENUMERATORS: THIS QUESTION IS ASKING IF PEOPLE DID NOT FEEL SAFE AT ANY POINT. YES MEANS THEY FELT AT RISK AND DID NOT FEEL safe.

D1A. GOING TO WITHDRAW OR GET THE MONEY? *

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

IF YES, ARE THE REASONS RELATED TO COVID?

- ☐ Yes
- ☐ No

D1B. DECIDING HOW TO SPEND THE MONEY? *

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

D1C. KEEPING THE MONEY AT HOME? *

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

D1D. GOING TO SPEND THE MONEY? *

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

IF YES, ARE THE REASONS RELATED TO COVID?

- ☐ Yes
- ☐ No

D1E. DID ANYTHING ELSE MAKE YOU FEEL UNSAFE OR AT RISK OF HARM RELATED TO THE CASH ASSISTANCE? *

- ☐ Yes
- ☐ No

- ☐ Don't know
- ☐ Decided not to answer

D1F. WHY DID YOU NOT FEEL SAFE?

D2. DID YOU EXPERIENCE ANY OF THESE PROBLEMS RECEIVING/WITHDRAWING OR SPENDING THE CASH FROM UNHCR?

D2A. THE REGISTERED PERSON IS NOT AVAILABLE TO WITHDRAW OR ACCESS THE MONEY? *

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

D2B. WRONG PIN CODE OR FORGOTTEN PIN CODE OR COULD NOT ENTER PIN CODE YOURSELF? *

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

D2C. POOR SERVICE AT THE POST-OFFICE WHEN WITHDRAWING THE MONEY? *

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

D2D. MARKET/SHOP TRADER/WHOLESALER REFUSED TO SERVE YOU? *

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

D2E. NEEDED TO PAY ADDITIONAL MONEY OR DO FAVOURS IN ORDER TO WITHDRAW OR SPEND CASH? *

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

D2EA. WHO DID YOU NEED TO GIVE MONEY OR FAVOURS TO?

*

Multiple answers

- ☐ Another household member
- ☐ Another family member (outside the household)
- ☐ Friend
- ☐ Community leader
- ☐ Stranger
- ☐ Post Office staff
- ☐ Shopkeeper
- ☐ Other

D2F. COVID RELATED MOVEMENT RESTRICTIONS AFFECTING WITHDRAWAL OF MONEY?

- ☐ Yes
- ☐ No
- ☐ Don't know

D2G. COVID RELATED MOVEMENT RESTRICTIONS AFFECTING SPENDING OF MONEY?

- ☐ Yes
- ☐ No
- ☐ Don't know

D2H. DIFFICULTY WITHDRAWING OR SPENDING MONEY BECAUSE HOUSEHOLD CONTRACTED COVID?

- ☐ Yes
- ☐ No
- ☐ Don't know

D2I. DID YOU EXPERIENCE ANY OTHER PROBLEMS WITHDRAWING OR SPENDING THE CASH FROM UNHCR?

*

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

D2FA. WHAT PROBLEMS DID YOU FACE?

*

E. Markets and prices: Can POCs find what they need, and at a price they can afford, in the markets?

E1. WERE YOU ABLE TO FIND THE ITEMS/SERVICES YOU NEEDED IN THE MARKETS/SHOPS? *

This is asking if items were available to buy, not if they were affordable.

- ☐ Yes
- ☐ Mostly
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

E1A. WHAT ITEMS/SERVICES WERE NOT AVAILABLE? *

E2. WERE YOU ABLE TO FIND THE RIGHT QUALITY OF ITEMS/SERVICES IN THE MARKET? *

Quality also includes if preferred brands were available.

- ☐ Yes
- ☐ Mostly
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

E2A. WHAT ITEMS/SERVICES WERE NOT AVAILABLE IN SUFFICIENT QUALITY? *

E3. HAS THERE BEEN ANY INCREASE IN THE PRICE OF ANY ITEMS/SERVICES IN THE LAST 4 WEEKS? *

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

E3A. WHAT ITEMS/SERVICES HAVE INCREASED IN PRICE? *

F. Expenditure: What did people spend the money on?

F1. OF THE CASH YOU HAVE RECEIVED FROM UNHCR, HOW MUCH HAVE YOU SPENT ALREADY?

This question is asking about the last distribution of cash from UNHCR, not all cash received from UNHCR.

- ☐ All
- ☐ More than half

- ☐ Half
☐ Less than half
☐ Don't know

F2. WHAT DID YOU SPEND THE UNHCR CASH ON? *

Read out each option. (Tick all that apply)

- ☐ Food
☐ Water
☐ Hygiene items
☐ Health costs (including medicines)
☐ Rent
☐ Shelter repair (e.g. rehabilitation, extension, materials)
☐ Household items (e.g. mattress, blankets, jerry can)
☐ Household items (e.g. mattress, blankets, jerry can)
☐ Clothes / shoes
☐ Utilities and bills (e.g. electricity, water bills, phone calling credit)
☐ Assets for a livelihood activity (e.g. seeds, tools, farming, fishing, petty trade etc)
☐ Education (e.g. school fees, uniform, books)
☐ Entertainment (including alcohol, cigarettes)
☐ Transport
☐ Debt repayment
☐ Saved some money
☐ Support other family members / relatives / friends
☐ Legal assistance / documents
☐ Other COVID related expenses
☐ Other (please specify)

F2A. OTHER COVID RELATED EXPENSES PLEASE SPECIFY:

I.e. hand sanitizer, facial mask, face shield, glove, etc.

F2B. OTHER SPECIFY: *

» F3. Of these items/services which 5 did you spend the most money on?

PLEASE RANK IN ORDER OF IMPORTANCE

1ST CHOICE	*
2ND CHOICE	*
3RD CHOICE	*
4TH CHOICE	*
5TH CHOICE	*
CONFIRM IF THE REPORTED INFORMATION BELOW MAKES SENSE. IF NOT, CHECK DETAILS WITH THE RESPONDENT AND CORRECT THE DATA ENTERED.	
AMOUNT RECEIVED (FROM UNHCR AT THE LAST DISTRIBUTION) =	
AMOUNT SPENT =	

G. Outcomes: What changes is the cash assistance contributing to in POC households?

G1. TO WHAT EXTENT HAS THE CASH ASSISTANCE FROM UNHCR:	
G1A. IMPROVED YOUR LIVING CONDITIONS? *	
<input type="radio"/> Significantly <input type="radio"/> Moderately <input type="radio"/> Slightly <input type="radio"/> Not at all <input type="radio"/> Decided not to answer	
G1B. REDUCED THE FINANCIAL BURDEN OF YOUR HOUSEHOLD?	
<input type="radio"/> Significantly <input type="radio"/> Moderately <input type="radio"/> Slightly <input type="radio"/> Not at all <input type="radio"/> Decided not to answer	

G1C. REDUCED FEELINGS OF STRESS?

*

- ☐ Significantly
- ☐ Moderately
- ☐ Slightly
- ☐ Not at all
- ☐ Decided not to answer

G2. OVERALL, TO WHAT EXTENT ARE YOU CURRENTLY ABLE TO MEET THE BASIC NEEDS/MOST PRESSING NEEDS OF YOUR HOUSEHOLD?

*

- ☐ All
- ☐ More half (but not all)
- ☐ Half
- ☐ Less than half
- ☐ Not at all
- ☐ Don't know
- ☐ Decided not to answer

G2A. IF MORE THAN HALF (BUT NOT ALL), HALF, A LITTLE OR NOT AT ALL: WHICH OF YOUR HOUSEHOLD'S BASIC NEEDS CAN YOU NOT AFFORD?

Select up to three

- ☐ Food
- ☐ Water
- ☐ Hygiene items
- ☐ Health costs (including medicines)
- ☐ Rent
- ☐ Shelter repair (e.g. rehabilitation, extension, materials)
- ☐ Household items (e.g. mattress, blankets, jerry can)
- ☐ Household items (e.g. mattress, blankets, jerry can)
- ☐ Clothes / shoes
- ☐ Utilities and bills (e.g. electricity, water bills, phone calling credit)
- ☐ Assets for a livelihood activity (e.g seeds, tools, farming, fishing, petty trade etc)
- ☐ Education (e.g. school fees, uniform, books)
- ☐ Entertainment (including alcohol, cigarettes)
- ☐ Transport
- ☐ Debt repayment
- ☐ Saved some money

- ☐ Support other family members / relatives / friends
- ☐ Legal assistance / documents
- ☐ Other COVID related expenses
- ☐ Other (please specify)

G2A. OTHER SPECIFY

G3. IN THE PAST 4 WEEKS HAS YOUR HOUSEHOLD NEEDED TO:

Instructions for enumerators: Read aloud each strategy, and record 'yes' if the household has needed to do this in the last 4 weeks.

A. STOP A CHILD FROM ATTENDING SCHOOL?

*

- ☐ Yes
- ☐ No
- ☐ Decided not to answer

B. SELL LIVELIHOOD/PRODUCTIVE ASSETS IN ORDER TO BUY FOOD OR BASIC GOODS? (E.G. SOLD ITEMS SUCH AS A CAR, MOTORBIKE, PLOUGH, SEWING MACHINE, TOOLS, SEED STOCK, LIVESTOCK, PRODUCTIVE LAND)

*

- ☐ Yes
- ☐ No
- ☐ Decided not to answer

C. ASK FOR MONEY FROM STRANGERS (BEGGING)?

*

- ☐ Yes
- ☐ No
- ☐ Decided not to answer

D. MOVE TO A POORER QUALITY SHELTER?

*

- ☐ Yes
- ☐ No
- ☐ Decided not to answer

E. SEND HOUSEHOLD MEMBERS UNDER THE AGE OF 16 TO WORK?

*

- ☐ Yes
- ☐ No
- ☐ Decided not to answer

F. SEND A MEMBER OF THE HOUSEHOLD TO WORK FAR AWAY?

*

- ☐ Yes

- ☐ No
- ☐ Decided not to answer

G. ENGAGE IN ACTIVITIES FOR MONEY OR ITEMS THAT YOU FEEL PUTS YOU OR OTHER MEMBERS OF YOUR HOUSEHOLD AT RISK OF HARM? *

(e.g. illegal activities, survival sex, drug dealing, early marriage, joining armed groups etc.)

- ☐ Yes
- ☐ No
- ☐ Decided not to answer

H. SKIP PAYING RENT / DEBT REPAYMENTS TO MEET OTHER NEEDS? *

- ☐ Yes
- ☐ No
- ☐ Decided not to answer

I. TAKE OUT NEW LOANS OR BORROWED MONEY? *

- ☐ Yes
- ☐ No
- ☐ Decided not to answer

J. REDUCE EXPENDITURE HYGIENE ITEMS, WATER, BABY ITEMS, HEALTH, OR EDUCATION IN ORDER TO MEET HOUSEHOLD FOOD NEEDS? *

- ☐ Yes
- ☐ No
- ☐ Decided not to answer

H. Longer-Term Outcomes: Has the cash assistance helped put POC on the pathway to sustainable solutions?

H1. (AS A RESULT OF THE CASH ASSISTANCE), DO YOU, OR ANOTHER MEMBER OF YOUR HOUSEHOLD:

A. HAVE ACCESS TO NON-BANK/NON-FORMAL FINANCIAL INSTITUTION (MOBILE MONEY ACCOUNT)? *

E.g. OVO, go-pay, dana etc.

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

WHAT IS THE NAME OF THE FINANCIAL INSTITUTION?

- ☐ Formal non-bank financial institution (OVO, gopay, mobile bank account)
- ☐ Co-operation
- ☐ Arisan
- ☐ SLIC (Savings and Internal Loan Communities)
- ☐ Other

OTHER, PLEASE SPECIFY

B. HAVE LIVELIHOOD/PRODUCTIVE ACTIVITIES IN ORDER TO EARN A LIVING?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

WHAT IS YOUR LIVELIHOOD/PRODUCTIVE ACTIVITIES?

- ☐ Small business
- ☐ Warung/toko/shop
- ☐ Gardening/agricultural activities
- ☐ Trading
- ☐ Other

OTHER, PLEASE SPECIFY

C. HAVE THE ITEMS (PRODUCTIVE/LIVELIHOOD ASSETS) YOU NEED IN ORDER TO EARN A LIVING?

*

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

WHAT ARE THE ITEMS?

- ☐ Shop items
- ☐ Sewing machine
- ☐ Agricultural equipment
- ☐ Vehicle (car, motorbike, etc)
- ☐ Computer
- ☐ Other

☐ Other

OTHER, PLEASE SPECIFY

D. HAVE ACCESS TO LOANS, MICRO-CREDIT (INFORMALLY)?

*

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

E. ABLE TO IMPROVE/DEVELOP YOUR CAPACITY/SKILL THROUGH A TRAINING/WORKSHOP (ONLINE OR OFFLINE)?

*

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Decided not to answer

PLEASE SPECIFY THE NAME OF THE EVENT AND WHETHER IS IT ONLINE OR OFFLINE!

I. Accountability to Affected Persons

I1. HOW DID YOU HEAR ABOUT UNHCR CASH ASSISTANCE?

- ☐ Mass meeting
- ☐ Via relatives, neighbors, friends
- ☐ Via local leaders (RT, RW, Kelurahan, local government official)
- ☐ UNHCR/NGOs staff
- ☐ Via Refugee Representative (RR)/Interpreter
- ☐ Text (SMS) message
- ☐ Social media (Facebook, twitter, WhatsApp)
- ☐ Leaflets or other written materials
- ☐ Other

I1A. OTHER (SPECIFY)

I2. IS THERE ANY OTHER INFORMATION YOU WOULD LIKE TO KNOW ABOUT THE CASH ASSISTANCE?

(Tick all that apply)

- ☐ Eligibility for cash assistance
- ☐ Distribution date, time and location

- ☐ How to spend the cash assistance
- ☐ Cash management
- ☐ How to give complaints and feedback to agencies
- ☐ What assistance is coming next
- ☐ Other (please specify)
- ☐ None (Don't want any additional information)

I2A. OTHER (SPECIFY)

I3. DO YOU KNOW HOW YOU CAN REPORT COMPLAINTS AND FEEDBACK ON THE CASH ASSISTANCE FROM UNHCR? *

- ☐ Yes
- ☐ No
- ☐ Decided not to answer

I3A. HOW COULD YOU REPORT COMPLAINTS AND FEEDBACK? *

(Tick all that apply).

- ☐ Via local leaders (RT, RW, Kelurahan, local government official, etc)
- ☐ Via community mobilisers (Refugee Representatives, interpreters, etc)
- ☐ Via UNHCR/NGO/agency staff
- ☐ Hotline
- ☐ Complaints and suggestion box
- ☐ Online Form
- ☐ Other (please specify)
- ☐ Decided not to answer

I3AA. OTHER (SPECIFY) *

I4. IF THE ASSISTANCE COULD BE STARTED AGAIN WOULD YOU PREFER: *

- ☐ Cash
- ☐ Items/in-kind (food or non-food items)
- ☐ Combination
- ☐ Other (please specify)
- ☐ Decided not to answer

I4A. OTHER (SPECIFY) *

THANK YOU FOR YOUR TIME IN ANSWERING THESE QUESTIONS.