

# Post Distribution Monitoring: Winter Preparedness, 2020–2021

**UNHCR**

report\_generated\_on: March 13, 2023

visit\_data\_catalog\_at: <https://microdata.unhcr.org/index.php>

## Identification

### SURVEY ID NUMBER

UNHCR\_JOR\_2021\_PDM\_WINTER\_v2.1

### TITLE

Post Distribution Monitoring: Winter Preparedness, 2020–2021

### COUNTRY

Name	Country code
Jordan	JOR

### ABSTRACT

The purpose of winter cash assistance is to reduce the harsh winter weather burden on refugees and allow them to get through the cold season without having to resort to negative coping strategies like borrowing money to make ends meet. The one-off cash transfers allow refugees to purchase essential winter items, such as heaters, gas tanks/refills, blankets, etc. A lifeline for many, this program supported over 70,000 cases with a one-off cash injection of winterization cash aid in 2019 for a total investment of 17.9 million Jordanian dinars (JOD). In 2020, partly due to additional Covid-related cash support having been made available at the height of the 2020 Covid-19 crisis, the scope was decreased significantly: some 45,000 cases were assisted by UNHCR with winterization assistance for a total envelope of close to nine million JOD. Post Distribution Monitoring is a tool that UNHCR uses to keep track of how winter cash assistance is used and its impact on recipient well-being and gathers key feedback from recipients on the appropriateness of cash distribution mechanisms.

### KIND OF DATA

Sample survey data [ssd]

### UNIT OF ANALYSIS

Household

## Version

### VERSION DESCRIPTION

v2.1: Edited, cleaned and anonymised data.

## Scope

### NOTES

The scope includes:

- household and member demographics
- expenditures
- issues
- communication

### TOPICS

Topic
Cash Assistance
Basic Needs

### KEYWORDS

Keyword
PDM
CBI

## Producers and sponsors

### PRIMARY INVESTIGATORS

Name
UNHCR

## Sampling

### SAMPLING PROCEDURE

Simple random sample of households receiving cash assistance: 50% Syrian households and 50% non-Syrian households - all in host communities (outside camps).

## data\_collection

### DATES OF DATA COLLECTION

Start	End
2021-02-01	2021-02-14

### DATA COLLECTION MODE

Computer Assisted Telephone Interview [cati]

### DATA COLLECTORS

Name
UNHCR

## questionnaires

### QUESTIONNAIRES

The questionnaire contained the following sections: demographics, receiving and spending the cash assistance, risks and problems, expenditure, outcomes.

## Access policy

### CONTACTS

Name	Affiliation	Email
Curation team	UNHCR	microdata@unhcr.org

### CITATION REQUIREMENTS

UNHCR (2021). Jordan: Post Distribution Monitoring: Winter Preparedness, 2020–2021. Accessed from: <https://microdata.unhcr.org>

## Metadata production

### DDI DOCUMENT ID

UNHCR\_JOR\_2021\_PDM\_WINTER\_v2.1

### PRODUCERS

Name
UNHCR

DATE OF METADATA PRODUCTION  
2023-03-13

**data\_dictionary**

<b>Data file</b>	<b>Cases</b>	<b>variables</b>
<b>Household</b> This file contains the household data collected during the survey.	609	198



**Data file: Household**

This file contains the household data collected during the survey.

Cases:	609
variables:	198

**variables**

ID	Name	Label	Question
file_id_1_V1	id	Household ID	
file_id_1_V2	Date	A1. Date	
file_id_1_V3	Province_District	A4. Governorate::	
file_id_1_V4	nationality	A5. Nationality:	
file_id_1_V5	person_registered	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?	
file_id_1_V6	Thank_you_for_your_t	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.	
file_id_1_V7	Hello	Hello, 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.	
file_id_1_V8	Your_participation	Your participation is voluntary and you can choose not to answer any or of the questions.	
file_id_1_V9	The_survey_will_take	The survey will take about 30 minutes, and I will be recording your responses using this tablet.	
file_id_1_V10	informed_consent	B1. Do you agree to continue with this survey?	
file_id_1_V11	Thank_you_for_your_time	Thank you for your time.	
file_id_1_V12	sex	B4. What is your sex?	
file_id_1_V13	age	B5. What is your age?	
file_id_1_V14	person_reg_cash	B6. Are you the person registered to receive the cash assistance from UNHCR?	
file_id_1_V15	sex_person_reg	B6a. What is the sex of the person registered to receive the cash assistance from UNHCR?	
file_id_1_V16	relation_person_reg	B6b. What is your relation to the person registered to receive the cash assistance from UNHCR?	
file_id_1_V17	cal_Total	cal_Total	
file_id_1_V18	Number_Repro_females	B8. How many girls and women between 15-45 years old live in your household at present?	
file_id_1_V19	Method_delivery	C1. Method of delivery (Type of assistance Cash)	
file_id_1_V20	unhcr_received	C2. How much cash did your household receive from UNHCR, at the last distribution?	
file_id_1_V21	Type_Assistance	C2.a Do you know the assistance type you received?	
file_id_1_V22	amount_expecting	C3. Was this the amount you were expecting to receive?	
file_id_1_V23	day_expecting	C4. Did you receive the cash from UNHCR on the day you were expecting it?	
file_id_1_V24	need_help_recieve	C5. Did the person registered to receive the cash need help to withdraw or spend the cash assistance?	
file_id_1_V25	Why_need_help	C5a. Why did they need help?	
file_id_1_V26	who_gave_help	C5b. Who gave help?	

ID	Name	Label	Question
file_id_1_V27	pay_for_help	C5c. Did they need to pay any money for this help?	
file_id_1_V28	Going_to_Withdraw	C6. How did you reach the ATM?	
file_id_1_V29	travel_time	C7. How long did it take you to reach ATM/mobile money agent to withdrw the assistance?	
file_id_1_V30	travel_cost	C8. How much did it cost you to go and come back to the ATM/mobile money agent?	
file_id_1_V31	Wating_near_atm	C9. How long did you wait at the ATM//mobile money agent before receiving your assistance?	
file_id_1_V32	Who_dehow_spent	C10. Who in your household decided how the cash assistance should be spent?	
file_id_1_V33	Disagreement	C11. Was there any disagreement on use of the cash assistance?	
file_id_1_V34	tension	C12. Did the assistance you received impact your relationship with other community members?	
file_id_1_V35	other_sources_income_1	C13. What other sources of income or support has your household received or used in the last 4 weeks?/Formal income generating activities e.g. any business or activities generating money, or salary	
file_id_1_V36	other_sources_income_2	C13. What other sources of income or support has your household received or used in the last 4 weeks?/Informal income generating activities e.g. casual /seasonal labour	
file_id_1_V37	other_sources_income_3	C13. What other sources of income or support has your household received or used in the last 4 weeks?/Savings	
file_id_1_V38	other_sources_income_4	C13. What other sources of income or support has your household received or used in the last 4 weeks?/Remittances	
file_id_1_V39	other_sources_income_5	C13. What other sources of income or support has your household received or used in the last 4 weeks?/Support from friends / family (locally)	
file_id_1_V40	other_sources_income_6	C13. What other sources of income or support has your household received or used in the last 4 weeks?/Loans (debt or credit)	
file_id_1_V41	other_sources_income_7	C13. What other sources of income or support has your household received or used in the last 4 weeks?/NGOs/agencies – giving cash support	
file_id_1_V42	other_sources_income_8	C13. What other sources of income or support has your household received or used in the last 4 weeks?/NGOs/agencies – giving material support	
file_id_1_V43	other_sources_income_9	C13. What other sources of income or support has your household received or used in the last 4 weeks?/NGOs/agencies – giving other support	
file_id_1_V44	other_sources_income_10	C13. What other sources of income or support has your household received or used in the last 4 weeks?/No income	
file_id_1_V45	other_sources_income_11	C13. What other sources of income or support has your household received or used in the last 4 weeks?/Other	
file_id_1_V46	feel_unsafe_or_risk	D1. Did you feel phisically unsafe or at risk of harm during the last distribution :	
file_id_1_V47	Going_withor_get_money	D1a. Going to withdraw or get the money?	
file_id_1_V48	Keeping_money_home	D1b. Keeping the money at home?	
file_id_1_V49	Going_spenmoney	D1c. Going to spend the money?	
file_id_1_V50	Any_other_risk	D1d. Did anything else make you feel physically unsafe or at risk of harm related to the cash assistance?	
file_id_1_V51	problems_cash	D2. Did you experience any of these problems receiving/withdrawing or spending the cash from UNHCR?	
file_id_1_V52	registereperson_not	D2a. The registered person is not available to withdraw or access the money?	



ID	Name	Label	Question
file_id_1_V53	Wrong_forgotten_pincode	D2b. Wrong pin code or forgotten pin code or could not enter PIN code yourself?	
file_id_1_V54	Poor_service_withdrawing	D2c. Poor service at the bank / post-office / etc when withdrawing the money?	
file_id_1_V55	Poor_service_type_Iris_1	D2ca1. What type of poor service did you experience/ Iris?/Many attempts to scan the eye	
file_id_1_V56	Poor_service_type_Iris_2	D2ca1. What type of poor service did you experience/ Iris?/Couldn't scan the eye at all	
file_id_1_V57	Poor_service_type_Iris_3	D2ca1. What type of poor service did you experience/ Iris?/Didn't know how to use the iris camera	
file_id_1_V58	Poor_service_type_Iris_4	D2ca1. What type of poor service did you experience/ Iris?/Have to go the bank more than once to withdraw the money because of the crowds	
file_id_1_V59	Poor_service_type_Iris_5	D2ca1. What type of poor service did you experience/ Iris?/Didn't feel safe scanning my eyes	
file_id_1_V60	Poor_service_type_Iris_6	D2ca1. What type of poor service did you experience/ Iris?/The machine is out of service	
file_id_1_V61	Poor_service_type_Iris_7	D2ca1. What type of poor service did you experience/ Iris?/Cash machine said not authorised	
file_id_1_V62	Poor_service_type_Iris_8	D2ca1. What type of poor service did you experience/ Iris?/Wrong balance (zero or less balance)	
file_id_1_V63	Poor_service_type_Iris_9	D2ca1. What type of poor service did you experience/ Iris?/Other	
file_id_1_V64	attempts_to_scan	please specify number of attempts to scan your eyes before successfully withdrawing assistance?	
file_id_1_V65	Poor_service_type_Card_1	D2ca2. What type of poor service did you experience/ ATM card?/Had to go the bank more than once to withdraw the money because of the crowds	
file_id_1_V66	Poor_service_type_Card_2	D2ca2. What type of poor service did you experience/ ATM card?/Didn't feel safe using the ATM card	
file_id_1_V67	Poor_service_type_Card_3	D2ca2. What type of poor service did you experience/ ATM card?/Don't know how to use the ATM	
file_id_1_V68	Poor_service_type_Card_4	D2ca2. What type of poor service did you experience/ ATM card?/The machine is out of service	
file_id_1_V69	Poor_service_type_Card_5	D2ca2. What type of poor service did you experience/ ATM card?/Wrong pin code	
file_id_1_V70	Poor_service_type_Card_6	D2ca2. What type of poor service did you experience/ ATM card?/Wrong balance (zero or less balance)	
file_id_1_V71	Poor_service_type_Card_7	D2ca2. What type of poor service did you experience/ ATM card?/Lost My Atm card	
file_id_1_V72	Poor_service_type_Card_8	D2ca2. What type of poor service did you experience/ ATM card?/Other	
file_id_1_V73	Poor_service_type_wallet_1	D2ca3. What type of poor service did you experience/ mobile wallet?/Could not use the mobile application	
file_id_1_V74	Poor_service_type_wallet_2	D2ca3. What type of poor service did you experience/ mobile wallet?/Not enough cash at agent	
file_id_1_V75	Poor_service_type_wallet_3	D2ca3. What type of poor service did you experience/ mobile wallet?/Paying fees for the cash out	
file_id_1_V76	Poor_service_type_wallet_4	D2ca3. What type of poor service did you experience/ mobile wallet?/ATM technical error during cash out	
file_id_1_V77	Poor_service_type_wallet_5	D2ca3. What type of poor service did you experience/ mobile wallet?/My SIM was disconnected, and wallet was inactive	
file_id_1_V78	Poor_service_type_wallet_6	D2ca3. What type of poor service did you experience/ mobile wallet?/I lost my phone/SIM	

ID	Name	Label	Question
file_id_1_V79	Poor_service_type_wallet_7	D2ca3. What type of poor service did you experience/ mobile wallet?/I could not reach the provider's call centre	
file_id_1_V80	Poor_service_type_wallet_8	D2ca3. What type of poor service did you experience/ mobile wallet?/I forgot password/PIN	
file_id_1_V81	Poor_service_type_wallet_9	D2ca3. What type of poor service did you experience/ mobile wallet?/Timeline of assistance delivery	
file_id_1_V82	Poor_service_type_wallet_10	D2ca3. What type of poor service did you experience/ mobile wallet?/Other	
file_id_1_V83	withdraw_same_day	D2d. How often did you travel to the ATM until you were able to withdraw the money in the same day?	
file_id_1_V84	withdraw_diffrent_day	D2e. How often did you travel to the ATM until you were able to withdraw the money in different days?	
file_id_1_V85	Trarefuse_serve	D2f. Market/shop trader/wholesaler refused to serve you?	
file_id_1_V86	Pay_money_favour	D2g. Needed to pay additional money or do favours in order to withdraw or spend cash?	
file_id_1_V87	Who_give_money_favours_1	D2ga. Who did you need to give money or favours to?/Another household member	
file_id_1_V88	Who_give_money_favours_2	D2ga. Who did you need to give money or favours to?/Another family member (outside the household)	
file_id_1_V89	Who_give_money_favours_3	D2ga. Who did you need to give money or favours to?/Friend	
file_id_1_V90	Who_give_money_favours_4	D2ga. Who did you need to give money or favours to?/Community leader	
file_id_1_V91	Who_give_money_favours_5	D2ga. Who did you need to give money or favours to?/Stranger	
file_id_1_V92	Who_give_money_favours_6	D2ga. Who did you need to give money or favours to?/Bank/mobile money/FSP agent	
file_id_1_V93	Who_give_money_favours_7	D2ga. Who did you need to give money or favours to?/Shopkeeper	
file_id_1_V94	Who_give_money_favours_8	D2ga. Who did you need to give money or favours to?/Other	
file_id_1_V95	anyother_problems	D2i. Did you experience any other problems withdrawing or spending the cash from UNHCR?	
file_id_1_V96	overcome_problem	D2j. Did you overcome the problems you faced?	
file_id_1_V97	items_available	E1. Were you able to find the items/services you needed in the markets/shops?	
file_id_1_V98	items_quality	E2. Were you able to find the right quality of items/services in the market?	
file_id_1_V99	price_increase	E3. Has there been any increase in the price of any items/services in the last 4 weeks?	
file_id_1_V100	cash_spent_already	F1. Of the cash you have received from UNHCR, how much have you spent already?	
file_id_1_V101	spent_cash_on_1	F2. What did you spend the UNHCR cash on?/Food	
file_id_1_V102	spent_cash_on_2	F2. What did you spend the UNHCR cash on?/Water	
file_id_1_V103	spent_cash_on_3	F2. What did you spend the UNHCR cash on?/Hygiene items	
file_id_1_V104	spent_cash_on_4	F2. What did you spend the UNHCR cash on?/Health costs (including medicines)	
file_id_1_V105	spent_cash_on_5	F2. What did you spend the UNHCR cash on?/Rent	
file_id_1_V106	spent_cash_on_6	F2. What did you spend the UNHCR cash on?/Shelter repair (e.g. rehabilitation, materials)	
file_id_1_V107	spent_cash_on_7	F2. What did you spend the UNHCR cash on?/Household items (e.g. mattress, blankets, jerry can)	
file_id_1_V108	spent_cash_on_8	F2. What did you spend the UNHCR cash on?/Firewood / Fuel for cooking or heating	
file_id_1_V109	spent_cash_on_9	F2. What did you spend the UNHCR cash on?/Clothes / shoes	

ID	Name	Label	Question
file_id_1_V110	spent_cash_on_10	F2. What did you spend the UNHCR cash on?/Utilities and bills (e.g. electricity, water bills, phone calling credit)	
file_id_1_V111	spent_cash_on_11	F2. What did you spend the UNHCR cash on?/Assets for a livelihood activity (e.g seeds, tools, farming, fishing, petty trade etc)	
file_id_1_V112	spent_cash_on_12	F2. What did you spend the UNHCR cash on?/Education (e.g. school fees, uniform, books)	
file_id_1_V113	spent_cash_on_13	F2. What did you spend the UNHCR cash on?/Entertainment (including alcohol, cigarettes)	
file_id_1_V114	spent_cash_on_14	F2. What did you spend the UNHCR cash on?/Transport	
file_id_1_V115	spent_cash_on_15	F2. What did you spend the UNHCR cash on?/Debt repayment	
file_id_1_V116	spent_cash_on_16	F2. What did you spend the UNHCR cash on?/Gave some to other family members / relatives / friends	
file_id_1_V117	spent_cash_on_17	F2. What did you spend the UNHCR cash on?/Legal assistance / documents	
file_id_1_V118	spent_cash_on_18	F2. What did you spend the UNHCR cash on?/Other (please specify)	
file_id_1_V119	top5_rank	Please rank in order of importance	
file_id_1_V120	spent_1st	1st choice	
file_id_1_V121	spent_2nd	2nd choice	
file_id_1_V122	spent_3rd	3rd choice	
file_id_1_V123	spent_4th	4th choice	
file_id_1_V124	spent_5th	5th choice	
file_id_1_V125	The_amount_the_respo_cash	Amount received (from UNHCR at the last distribution)	
file_id_1_V126	The_level_of_cash_re	Amount spent	
file_id_1_V127	save_money	F4. Did you save any of the money?	
file_id_1_V128	save_money_account	F4a. Did you save any of the money on your account?	
file_id_1_V129	preparing_for_winter	F5. In the last six months did you spend money preparing for cold weather?	
file_id_1_V130	Items_for_winter_1	F5.a If yes: on what:/Blanket(s)	
file_id_1_V131	Items_for_winter_2	F5.a If yes: on what:/Heater(s)	
file_id_1_V132	Items_for_winter_3	F5.a If yes: on what:/Gas cylinder(s)	
file_id_1_V133	Items_for_winter_4	F5.a If yes: on what:/Kerosene /Gas refills	
file_id_1_V134	Items_for_winter_5	F5.a If yes: on what:/Winter clothes/shoes	
file_id_1_V135	Items_for_winter_6	F5.a If yes: on what:/Housing repairs (plastic sheets, leaks repairs, fixing windows or doors)	
file_id_1_V136	Items_for_winter_7	F5.a If yes: on what:/Other, specify	
file_id_1_V137	overall_cash_benefits	G1. To what extent has the cash assistance from UNHCR:	
file_id_1_V138	Improved_livincondition	G1a. Improved your living conditions?	
file_id_1_V139	Reduced_stress	G1b. Reduced feelings of stress?	
file_id_1_V140	Reduced_financial_burden	G1c. Reduced the financial burden of your household?	
file_id_1_V141	meet_basic_needs	G2. Overall, to what extent are you currently able to meet the basic needs of your household?	
file_id_1_V142	items_not_afford_1	G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Blanket(s)	
file_id_1_V143	items_not_afford_2	G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Heater(s)	
file_id_1_V144	items_not_afford_3	G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Gas cylinder(s)	

ID	Name	Label	Question
file_id_1_V145	items_not_afford_4	G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Kerosene /Gas refills	
file_id_1_V146	items_not_afford_5	G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Winter clothes/shoes	
file_id_1_V147	items_not_afford_6	G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Housing repairs (plastic sheets, leaks repairs, fixing windows or doors)	
file_id_1_V148	items_not_afford_7	G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Other, specify	
file_id_1_V149	number_of_months	G2b If more than half (but not all), half, a little or not at all, for how many months during winter?	
file_id_1_V150	copinstrategies	G3. In the past 4 weeks has your household needed to:	
file_id_1_V151	Stop_child_attendinschoo	a. Stop a child from attending school?	
file_id_1_V152	Sell_livelihood_assets	b. Sell livelihood/productive assets in order to buy food or basic goods?	
file_id_1_V153	Ask_money_from_stranger	c. Ask for money from strangers (begging)?	
file_id_1_V154	Move_poorer_shelter	d. Move to a poorer quality shelter?	
file_id_1_V155	Send_under16_work	e. Send household members under the age of 16 to work?	
file_id_1_V156	Send_work_far_away	f. Send a member of the household to work far away?	
file_id_1_V157	Enrisky_activities	g. Engage in activities for money or items that you feel puts you or other members of your household at risk of harm?	
file_id_1_V158	Skip_rent_debt_repayments	h. Skip paying rent / debt repayments to meet other needs?	
file_id_1_V159	Take_out_new_loans	i. Take out new loans or borrowed money?	
file_id_1_V160	Reduce_expenditure_HH_item	j. Reduce expenditure hygiene items, water, baby items, health, or education in order to meet household food needs?	
file_id_1_V161	sustainable_solutions	H1. (as a result of the cash assistance), do you, or another member of your household:	
file_id_1_V162	Have_bank_account	a. Have a bank account or mobile money account or other official account?	
file_id_1_V163	Have_livelihoods_assets	b. Have the items (productive/livelihood assets) you need in order to earn a living?	
file_id_1_V164	Have_access_micro_credit	c. Have access to micro-credit?	
file_id_1_V165	notified_of_assistance	I1. Were you notified of the purpose of the cash assistance you received?	
file_id_1_V166	hear_unhcr_cash_assistance	I2. How did you hear about UNHCR cash assistance?	
file_id_1_V167	info_sufficient	I3. Was the information you received clear and sufficient?	
file_id_1_V168	time_to_collect	I4. After receiving the SMS/info receiving the assistance, when did you go you collect the assistance?	
file_id_1_V169	info_want_cash_ass_1	I5. Is there any other information you would like to know about the cash assistance?/Eligibility for cash assistance	
file_id_1_V170	info_want_cash_ass_2	I5. Is there any other information you would like to know about the cash assistance?/Distribution date, time and location	
file_id_1_V171	info_want_cash_ass_3	I5. Is there any other information you would like to know about the cash assistance?/How to spend the cash assistance	
file_id_1_V172	info_want_cash_ass_4	I5. Is there any other information you would like to know about the cash assistance?/How to give complaints and feedback to agencies	
file_id_1_V173	info_want_cash_ass_5	I5. Is there any other information you would like to know about the cash assistance?/What assistance is coming next	

ID	Name	Label	Question
file_id_1_V174	info_want_cash_ass_6	I5. Is there any other information you would like to know about the cash assistance?/Other (please specify)	
file_id_1_V175	info_want_cash_ass_7	I5. Is there any other information you would like to know about the cash assistance?/None (Don't want any additional information)	
file_id_1_V176	know_report_complaints	I6. Do you know how you can report complaints and feedback on the cash assistance from UNHCR?	
file_id_1_V177	how_report_complaints_1	I6a. How could you report complaints and feedback?/Via local leaders	
file_id_1_V178	how_report_complaints_2	I6a. How could you report complaints and feedback?/Via community mobilisers	
file_id_1_V179	how_report_complaints_3	I6a. How could you report complaints and feedback?/Hotline	
file_id_1_V180	how_report_complaints_4	I6a. How could you report complaints and feedback?/Complaints / reception desk	
file_id_1_V181	how_report_complaints_5	I6a. How could you report complaints and feedback?/Complaints and suggestion box	
file_id_1_V182	how_report_complaints_6	I6a. How could you report complaints and feedback?/Other (please specify)	
file_id_1_V183	contact_helpline	I7. Did you contact the UNHCR helpline	
file_id_1_V184	contact_helpline_yes_1	I7a. If yes why?/Check status	
file_id_1_V185	contact_helpline_yes_2	I7a. If yes why?/Enquire amount	
file_id_1_V186	contact_helpline_yes_3	I7a. If yes why?/Enquire delivery date	
file_id_1_V187	contact_helpline_yes_4	I7a. If yes why?/Complain	
file_id_1_V188	contact_helpline_yes_5	I7a. If yes why?/Appeal for assistance	
file_id_1_V189	response_who	I7b. If I7 yes, how did you get the response you needed?	
file_id_1_V190	clear_answer	I7c. If I7 yes If you contacted the UNHCR helpline, was the messaging clear?	
file_id_1_V191	UNHCR_staff	I8. Do you feel that UNHCR staff treats you respectfully?	
file_id_1_V192	CAB_staff	I9. Do you feel that CAB staff treats you respectfully?	
file_id_1_V193	MM_agent_staff	I10. Do you feel that Mobile agent staff treats you respectfully?	
file_id_1_V194	Mindset_staff	I11. Do you feel that Mindset staff have treated you respectfully during the home visit assessment?	
file_id_1_V195	preference_modality	I12. If the assistance could be started again would you prefer:	
file_id_1_V196	cash_Modality	I12a. If cash, how would you prefer to receive it?	
file_id_1_V197	satisfaction_winter_assistance	I13. Generally, how satisfied were you with the winter assistance you received?	
file_id_1_V198	thanks	Thank you for your time in answering these questions.	

total: 198



**ID: Household ID****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 609 Format: Integer

**INFORMED\_CONSENT: B1. Do you agree to continue with this survey?****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 1 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	Yes	609	100%

**DATE: A1. Date****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 9 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	2021-02-01	1	0.2%
2	2021-02-02	85	14%
3	2021-02-03	108	17.7%
4	2021-02-04	118	19.4%
5	2021-02-08	130	21.3%
6	2021-02-09	133	21.8%
7	2021-02-10	20	3.3%
8	2021-02-11	6	1%
9	2021-02-14	8	1.3%

**PROVINCE\_DISTRICT: A4. Governorate::****Data file: Household****Overview**

Valid: 594 Invalid: 15

Type: Discrete Range: 1 - 3 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	Central	421	69.1%
2	North	146	24%
3	South	27	4.4%
Missing value		15	2.5%

**NATIONALITY: A5. Nationality:****Data file: Household****Overview**

Valid: 580 Invalid: 29

Type: Discrete Range: 1 - 6 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	Iraqi	142	23.3%
2	Other	5	0.8%
3	Somali	0	0%
4	Sudanese	39	6.4%
5	Syrian	304	49.9%
6	Yemeni	90	14.8%
Missing value		29	4.8%

**PERSON\_REGISTERED: 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?****Data file: Household****Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 1 Format: Factor



## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	Yes	609	100%

**THANK\_YOU\_FOR\_YOUR\_T:** 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.

Data file: Household

### Overview

Valid: 0 Invalid: 609

Type: Discrete Format: Logical

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0	FALSE	0	0%
1	TRUE	0	0%
Missing value		609	100%

**HELLO:** Hello, 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.

Data file: Household

### Overview

Valid: 0 Invalid: 609

Type: Discrete Format: Logical

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0	FALSE	0	0%
1	TRUE	0	0%
Missing value		609	100%

**YOUR\_PARTICIPATION:** Your participation is voluntary and you can choose not to answer any or of the questions.

**Data file:** Household

### Overview

Valid: 0 Invalid: 609

Type: Discrete Format: Logical

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0	FALSE	0	0%
1	TRUE	0	0%
Missing value		609	100%

**THE\_SURVEY\_WILL\_TAKE:** The survey will take about 30 minutes, and I will be recording your responses using this tablet.

**Data file:** Household

### Overview

Valid: 0 Invalid: 609

Type: Discrete Format: Logical

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0	FALSE	0	0%
1	TRUE	0	0%
Missing value		609	100%

**THANK\_YOU\_FOR\_YOUR\_TIME:** Thank you for your time.

**Data file:** Household

### Overview

Valid: 0 Invalid: 609

Type: Discrete Format: Logical

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0	FALSE	0	0%
1	TRUE	0	0%
Missing value		609	100%

## SEX: B4. What is your sex?

Data file: Household

### Overview

Valid: 512 Invalid: 97

Type: Discrete Range: 1 - 2 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	Female	196	32.2%
2	Male	316	51.9%
Missing value		97	15.9%

## AGE: B5. What is your age?

Data file: Household

### Overview

Valid: 551 Invalid: 58

Type: Discrete Range: 1 - 3 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	18-35 yrs	181	29.7%
2	36-59yrs	324	53.2%
3	60 yrs +	46	7.6%
Missing value		58	9.5%

## PERSON\_REG\_CASH: B6. Are you the person registered to receive the cash assistance from UNHCR?

Data file: Household

## Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	No	59	9.7%
2	Yes	550	90.3%

**SEX\_PERSON\_REG: B6a. What is the sex of the person registered to receive the cash assistance from UNHCR?**

Data file: Household

## Overview

Valid: 59 Invalid: 550

Type: Discrete Range: 1 - 2 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	Female	24	3.9%
2	Male	35	5.7%
Missing value		550	90.3%

**RELATION\_PERSON\_REG: B6b. What is your relation to the person registered to receive the cash assistance from UNHCR?**

Data file: Household

## Overview

Valid: 59 Invalid: 550

Type: Discrete Range: 1 - 5 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	Daughter/Son	11	1.8%
2	Mother/Father	13	2.1%

3	Not related	1	0.2%
4	Other family relation	8	1.3%
5	Spouse	26	4.3%
Missing value		550	90.3%

## CAL\_TOTAL: cal\_Total

Data file: Household

### Overview

Valid: 606 Invalid: 3

Type: Discrete Range: 1 - 9 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	1	59	9.7%
2	2	48	7.9%
3	3	86	14.1%
4	4	108	17.7%
5	5	78	12.8%
6	6	63	10.3%
7	7	50	8.2%
8	8	51	8.4%
9	9+	63	10.3%
Missing value		3	0.5%

## NUMBER\_REPRO\_FEMALES: B8. How many girls and women between 15-45 years old live in your household at present?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 8 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		139	22.8%

1		310	50.9%
2		102	16.7%
3		40	6.6%
4		11	1.8%
5		3	0.5%
6		3	0.5%
8		1	0.2%

## METHOD\_DELIVERY: C1. Method of delivery (Type of assistance Cash)

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 3 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	ATM card	65	10.7%
2	IRIS scan	530	87%
3	Mobile wallet	14	2.3%

## UNHCR\_RECEIVED: C2. How much cash did your household receive from UNHCR, at the last distribution?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 11 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	JOD 152	60	9.9%
2	JOD 190	52	8.5%
3	JOD 195	111	18.2%
4	JOD 201	20	3.3%
5	JOD 233	18	3%

6	JOD 239	9	1.5%
7	JOD 244	14	2.3%
8	JOD 278	18	3%
9	JOD 282	16	2.6%
10	JOD 321	10	1.6%
11	Other	281	46.1%

## TYPE\_ASSISTANCE: C2.a Do you know the assistance type you received?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 4 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	I don't Know	5	0.8%
2	Winter and basic needs	25	4.1%
3	Winter and covid-19 emergency assistance	14	2.3%
4	Winter assistance	565	92.8%

## AMOUNT\_EXPECTING: C3. Was this the amount you were expecting to receive?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 3 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	Don't know	23	3.8%
2	No	464	76.2%
3	Yes	122	20%

**DAY\_EXPECTING: C4. Did you receive the cash from UNHCR on the day you were expecting it?****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 3 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	Don't know	16	2.6%
2	No	333	54.7%
3	Yes	260	42.7%

**NEED\_HELP\_RECIEVE: C5. Did the person registered to receive the cash need help to withdraw or spend the cash assistance?****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	No	489	80.3%
2	Yes	120	19.7%

**WHY\_NEED\_HELP: C5a. Why did they need help?****Data file:** Household**Overview**

Valid: 120 Invalid: 489

Type: Discrete Range: 1 - 6 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	can't_read_instructions_to_withdraw_money	10	1.6%



2	Did not know how to use the card	78	12.8%
3	Limited mobility	24	3.9%
4	No time	1	0.2%
5	Other	6	1%
6	Place of withdrawal of cash not accessible	1	0.2%
Missing value		489	80.3%

## WHO\_GAVE\_HELP: C5b. Who gave help?

Data file: Household

### Overview

Valid: 120 Invalid: 489

Type: Discrete Range: 1 - 7 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	Acquaintance (friend, neighbour etc.)	12	2%
2	Bank agent / trader	30	4.9%
3	Distant relative	1	0.2%
4	Family Member	50	8.2%
5	Member of agency staff	5	0.8%
6	Other	1	0.2%
7	Stranger (e.g. person passing by on the street)	21	3.4%
Missing value		489	80.3%

## PAY\_FOR\_HELP: C5c. Did they need to pay any money for this help?

Data file: Household

### Overview

Valid: 120 Invalid: 489

Type: Discrete Range: 1 - 2 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	No	117	19.2%
2	Yes	3	0.5%

Missing value		489	80.3%
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## GOING\_TO\_WITHDRAW: C6. How did you reach the ATM?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 5 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	Bus	185	30.4%
2	By foot	228	37.4%
3	Other, specify	5	0.8%
4	Private car	21	3.4%
5	Taxi	170	27.9%

## TRAVEL\_TIME: C7. How long did it take you to reach ATM/mobile money agent to withdraw the assistance?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 6 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	15-30 minutes	257	42.2%
2	30-45 minutes	69	11.3%
3	45-60 minutes	57	9.4%
4	Don't know	5	0.8%
5	Less than 15 minutes	200	32.8%
6	more than one hour.	21	3.4%

**TRAVEL\_COST: C8. How much did it cost you to go and come back to the ATM/mobile money agent?****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 5 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	Don't know	3	0.5%
2	JD 0 - 0.99	311	51.1%
3	JD 1 - 1.99	110	18.1%
4	JD 2 - 4.99	126	20.7%
5	JD 5 +	59	9.7%

**WATING\_NEAR\_ATM: C9. How long did you wait at the ATM//mobile money agent before receiving your assistance?****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 6 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	< 30 minutes	258	42.4%
2	1-2 hours	155	25.5%
3	2-3 hours	37	6.1%
4	3+	17	2.8%
5	30 minutes - 1 hour	139	22.8%
6	I don't Know	3	0.5%

**WHO\_DEHOW\_SPENT: C10. Who in your household decided how the cash assistance should be spent?****Data file:** Household

**Overview**

Valid: 609    Invalid: 0  
 Type: Discrete    Range: 1 - 7    Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	Both (husband and wife together)	163	26.8%
2	Female head of household	160	26.3%
3	Male head of household	218	35.8%
4	Other	3	0.5%
5	The whole household together	49	8%
6	Your Father or Father-in-law	5	0.8%
7	Your Mother or Mother-in-law	11	1.8%

**DISAGREEMENT: C11. Was there any disagreement on use of the cash assistance?**

Data file: Household

**Overview**

Valid: 609    Invalid: 0  
 Type: Discrete    Range: 1 - 2    Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	No - there was no disagreement	598	98.2%
2	Some - we discussed but came to an agreement	11	1.8%

**TENSION: C12. Did the assistance you received impact your relationship with other community members?**

Data file: Household

**Overview**

Valid: 609    Invalid: 0  
 Type: Discrete    Range: 1 - 3    Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	No, no change	516	84.7%
2	Yes, decreased tension	86	14.1%
3	Yes, increased tension	7	1.1%

**OTHER\_SOURCES\_INCOME\_1: C13. What other sources of income or support has your household received or used in the last 4 weeks?/Formal income generating activities e.g. any business or activities generating money, or salary**

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		591	97%
1		18	3%

**OTHER\_SOURCES\_INCOME\_2: C13. What other sources of income or support has your household received or used in the last 4 weeks?/Informal income generating activities e.g. casual /seasonal labour**

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		430	70.6%
1		179	29.4%

**OTHER\_SOURCES\_INCOME\_3: C13. What other sources of income or support has your household received or used in the last 4 weeks?/Savings**

Data file: Household

**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		600	98.5%
1		9	1.5%

**OTHER\_SOURCES\_INCOME\_4: C13. What other sources of income or support has your household received or used in the last 4 weeks?/Remittances**

Data file: Household

**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		591	97%
1		18	3%

**OTHER\_SOURCES\_INCOME\_5: C13. What other sources of income or support has your household received or used in the last 4 weeks?/Support from friends / family (locally)**

Data file: Household

**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		563	92.4%
1		46	7.6%

## OTHER\_SOURCES\_INCOME\_6: C13. What other sources of income or support has your household received or used in the last 4 weeks?/Loans (debt or credit)

Data file: Household

### Overview

Valid: 609 Invalid: 0  
Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		334	54.8%
1		275	45.2%

## OTHER\_SOURCES\_INCOME\_7: C13. What other sources of income or support has your household received or used in the last 4 weeks?/NGOs/agencies - giving cash support

Data file: Household

### Overview

Valid: 609 Invalid: 0  
Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		447	73.4%
1		162	26.6%

## OTHER\_SOURCES\_INCOME\_8: C13. What other sources of income or support has your household received or used in the last 4 weeks?/NGOs/agencies - giving material support

Data file: Household

### Overview

Valid: 609 Invalid: 0  
Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
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0		434	71.3%
1		175	28.7%

### OTHER\_SOURCES\_INCOME\_9: C13. What other sources of income or support has your household received or used in the last 4 weeks?/NGOs/agencies - giving other support

Data file: Household

#### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

#### Questions and instructions

##### CATEGORIES

Value	Category	Cases	
0		605	99.3%
1		4	0.7%

### OTHER\_SOURCES\_INCOME\_10: C13. What other sources of income or support has your household received or used in the last 4 weeks?/No income

Data file: Household

#### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

#### Questions and instructions

##### CATEGORIES

Value	Category	Cases	
0		552	90.6%
1		57	9.4%

### OTHER\_SOURCES\_INCOME\_11: C13. What other sources of income or support has your household received or used in the last 4 weeks?/Other

Data file: Household

#### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer



## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		606	99.5%
1		3	0.5%

**FEEL\_UNSAFE\_OR\_RISK: D1. Did you feel physically unsafe or at risk of harm during the last distribution :**

**Data file:** Household

### Overview

Valid: 0 Invalid: 609

Type: Discrete Format: Logical

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0	FALSE	0	0%
1	TRUE	0	0%
Missing value		609	100%

**GOING\_WITHOR\_GET\_MONEY: D1a. Going to withdraw or get the money?**

**Data file:** Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 3 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	Don't know	1	0.2%
2	No	580	95.2%
3	Yes	28	4.6%

**KEEPING\_MONEY\_HOME: D1b. Keeping the money at home?****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 3 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	Don't know	2	0.3%
2	No	592	97.2%
3	Yes	15	2.5%

**GOING\_SPENMONEY: D1c. Going to spend the money?****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 3 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	Don't know	1	0.2%
2	No	595	97.7%
3	Yes	13	2.1%

**ANY\_OTHER\_RISK: D1d. Did anything else make you feel physically unsafe or at risk of harm related to the cash assistance?****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 3 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
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1	Don't know	3	0.5%
2	No	603	99%
3	Yes	3	0.5%

## PROBLEMS\_CASH: D2. Did you experience any of these problems receiving/withdrawing or spending the cash from UNHCR?

Data file: Household

### Overview

Valid: 0 Invalid: 609

Type: Discrete Format: Logical

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0	FALSE	0	0%
1	TRUE	0	0%
Missing value		609	100%

## REGISTERPERSON\_NOT: D2a. The registered person is not available to withdraw or access the money?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	No	588	96.6%
2	Yes	21	3.4%

## WRONG\_FORGOTTEN\_PINCODE: D2b. Wrong pin code or forgotten pin code or could not enter PIN code yourself?

Data file: Household

### Overview

Valid: 79 Invalid: 530

Type: Discrete Range: 1 - 3 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	Don't know	1	0.2%
2	No	73	12%
3	Yes	5	0.8%
Missing value		530	87%

**POOR\_SERVICE\_WITHDRAWING: D2c. Poor service at the bank / post-office / etc when withdrawing the money?**

Data file: Household

**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 3 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	Don't know	2	0.3%
2	No	439	72.1%
3	Yes	168	27.6%

**POOR\_SERVICE\_TYPE\_IRIS\_1: D2ca1. What type of poor service did you experience/ Iris?/Many attempts to scan the eye**

Data file: Household

**Overview**

Valid: 160 Invalid: 449

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		100	16.4%
1		60	9.9%

Missing value		449	73.7%
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### **POOR\_SERVICE\_TYPE\_IRIS\_2: D2ca1. What type of poor service did you experience/ Iris?/Couldn't scan the eye at all**

**Data file:** Household

#### **Overview**

Valid: 160 Invalid: 449

Type: Discrete Range: 0 - 1 Format: Integer

#### **Questions and instructions**

##### CATEGORIES

Value	Category	Cases	
0		154	25.3%
1		6	1%
Missing value		449	73.7%

### **POOR\_SERVICE\_TYPE\_IRIS\_3: D2ca1. What type of poor service did you experience/ Iris?/Didn't know how to use the iris camera**

**Data file:** Household

#### **Overview**

Valid: 160 Invalid: 449

Type: Discrete Range: 0 - 1 Format: Integer

#### **Questions and instructions**

##### CATEGORIES

Value	Category	Cases	
0		153	25.1%
1		7	1.1%
Missing value		449	73.7%

### **POOR\_SERVICE\_TYPE\_IRIS\_4: D2ca1. What type of poor service did you experience/ Iris?/Have to go the bank more than once to withdraw the money because of the crowds**

**Data file:** Household

#### **Overview**

Valid: 160 Invalid: 449

Type: Discrete Range: 0 - 1 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		89	14.6%
1		71	11.7%
Missing value		449	73.7%

**POOR\_SERVICE\_TYPE\_IRIS\_5: D2ca1. What type of poor service did you experience/ Iris?/Didn't feel safe scanning my eyes**

Data file: Household

### Overview

Valid: 160 Invalid: 449

Type: Discrete Range: 0 - 1 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		155	25.5%
1		5	0.8%
Missing value		449	73.7%

**POOR\_SERVICE\_TYPE\_IRIS\_6: D2ca1. What type of poor service did you experience/ Iris?/The machine is out of service**

Data file: Household

### Overview

Valid: 160 Invalid: 449

Type: Discrete Range: 0 - 1 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		82	13.5%
1		78	12.8%
Missing value		449	73.7%

**POOR\_SERVICE\_TYPE\_IRIS\_7: D2ca1. What type of poor service did you experience/ Iris?/Cash machine said not authorised****Data file:** Household**Overview**

Valid: 160 Invalid: 449

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		159	26.1%
1		1	0.2%
Missing value		449	73.7%

**POOR\_SERVICE\_TYPE\_IRIS\_8: D2ca1. What type of poor service did you experience/ Iris?/Wrong balance (zero or less balance)****Data file:** Household**Overview**

Valid: 160 Invalid: 449

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		150	24.6%
1		10	1.6%
Missing value		449	73.7%

**POOR\_SERVICE\_TYPE\_IRIS\_9: D2ca1. What type of poor service did you experience/ Iris?/Other****Data file:** Household**Overview**

Valid: 160 Invalid: 449

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		157	25.8%
1		3	0.5%
Missing value		449	73.7%

**ATTEMPTS\_TO\_SCAN:** please specify number of attempts to scan your eyes before successfully withdrawing assistance?

Data file: Household

### Overview

Valid: 60 Invalid: 549

Type: Discrete Range: 1 - 3 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	1-3 times	31	5.1%
2	4-7 times	21	3.4%
3	8 & above	8	1.3%
Missing value		549	90.1%

**POOR\_SERVICE\_TYPE\_CARD\_1: D2ca2.** What type of poor service did you experience/ ATM card?/Had to go the bank more than once to withdraw the money because of the crowds

Data file: Household

### Overview

Valid: 7 Invalid: 602

Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		2	0.3%
1		5	0.8%
Missing value		602	98.9%

**POOR\_SERVICE\_TYPE\_CARD\_2: D2ca2.** What type of poor service did you experience/ ATM



**card?/Didn't feel safe using the ATM card****Data file:** Household**Overview**

Valid: 7    Invalid: 602

Type: Discrete    Range: 0 - 0    Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		7	1.1%
Missing value		602	98.9%

**POOR\_SERVICE\_TYPE\_CARD\_3: D2ca2. What type of poor service did you experience/ ATM card?/Don't know how to use the ATM****Data file:** Household**Overview**

Valid: 7    Invalid: 602

Type: Discrete    Range: 0 - 0    Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		7	1.1%
Missing value		602	98.9%

**POOR\_SERVICE\_TYPE\_CARD\_4: D2ca2. What type of poor service did you experience/ ATM card?/The machine is out of service****Data file:** Household**Overview**

Valid: 7    Invalid: 602

Type: Discrete    Range: 0 - 1    Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		5	0.8%

1		2	0.3%
Missing value		602	98.9%

### POOR\_SERVICE\_TYPE\_CARD\_5: D2ca2. What type of poor service did you experience/ ATM card?/Wrong pin code

Data file: Household

#### Overview

Valid: 7 Invalid: 602

Type: Discrete Range: 0 - 0 Format: Integer

#### Questions and instructions

##### CATEGORIES

Value	Category	Cases	
0		7	1.1%
Missing value		602	98.9%

### POOR\_SERVICE\_TYPE\_CARD\_6: D2ca2. What type of poor service did you experience/ ATM card?/Wrong balance (zero or less balance)

Data file: Household

#### Overview

Valid: 7 Invalid: 602

Type: Discrete Range: 0 - 1 Format: Integer

#### Questions and instructions

##### CATEGORIES

Value	Category	Cases	
0		5	0.8%
1		2	0.3%
Missing value		602	98.9%

### POOR\_SERVICE\_TYPE\_CARD\_7: D2ca2. What type of poor service did you experience/ ATM card?/Lost My Atm card

Data file: Household

#### Overview

Valid: 7 Invalid: 602

Type: Discrete Range: 0 - 0 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		7	1.1%
Missing value		602	98.9%

**POOR\_SERVICE\_TYPE\_CARD\_8: D2ca2. What type of poor service did you experience/ ATM card?/Other**

Data file: Household

### Overview

Valid: 7 Invalid: 602

Type: Discrete Range: 0 - 0 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		7	1.1%
Missing value		602	98.9%

**POOR\_SERVICE\_TYPE\_WALLET\_1: D2ca3. What type of poor service did you experience/ mobile wallet?/Could not use the mobile application**

Data file: Household

### Overview

Valid: 1 Invalid: 608

Type: Discrete Range: 0 - 0 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		1	0.2%
Missing value		608	99.8%

**POOR\_SERVICE\_TYPE\_WALLET\_2: D2ca3. What type of poor service did you experience/ mobile wallet?/Not enough cash at agent**

Data file: Household

**Overview**

Valid: 1    Invalid: 608

Type: Discrete    Range: 1 - 1    Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1		1	0.2%
Missing value		608	99.8%

**POOR\_SERVICE\_TYPE\_WALLET\_3: D2ca3. What type of poor service did you experience/  
mobile wallet?/Paying fees for the cash out**

**Data file: Household****Overview**

Valid: 1    Invalid: 608

Type: Discrete    Range: 0 - 0    Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		1	0.2%
Missing value		608	99.8%

**POOR\_SERVICE\_TYPE\_WALLET\_4: D2ca3. What type of poor service did you experience/  
mobile wallet?/ATM technical error during cash out**

**Data file: Household****Overview**

Valid: 1    Invalid: 608

Type: Discrete    Range: 1 - 1    Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1		1	0.2%
Missing value		608	99.8%

## POOR\_SERVICE\_TYPE\_WALLET\_5: D2ca3. What type of poor service did you experience/ mobile wallet?/My SIM was disconnected, and wallet was inactive

Data file: Household

### Overview

Valid: 1 Invalid: 608

Type: Discrete Range: 0 - 0 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		1	0.2%
Missing value		608	99.8%

## POOR\_SERVICE\_TYPE\_WALLET\_6: D2ca3. What type of poor service did you experience/ mobile wallet?/I lost my phone/SIM

Data file: Household

### Overview

Valid: 1 Invalid: 608

Type: Discrete Range: 0 - 0 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		1	0.2%
Missing value		608	99.8%

## POOR\_SERVICE\_TYPE\_WALLET\_7: D2ca3. What type of poor service did you experience/ mobile wallet?/I could not reach the provider's call centre

Data file: Household

### Overview

Valid: 1 Invalid: 608

Type: Discrete Range: 0 - 0 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
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0		1	0.2%
Missing value		608	99.8%

### POOR\_SERVICE\_TYPE\_WALLET\_8: D2ca3. What type of poor service did you experience/ mobile wallet?/I forgot password/PIN

Data file: Household

#### Overview

Valid: 1 Invalid: 608

Type: Discrete Range: 0 - 0 Format: Integer

#### Questions and instructions

##### CATEGORIES

Value	Category	Cases	
0		1	0.2%
Missing value		608	99.8%

### POOR\_SERVICE\_TYPE\_WALLET\_9: D2ca3. What type of poor service did you experience/ mobile wallet?/Timeline of assistance delivery

Data file: Household

#### Overview

Valid: 1 Invalid: 608

Type: Discrete Range: 0 - 0 Format: Integer

#### Questions and instructions

##### CATEGORIES

Value	Category	Cases	
0		1	0.2%
Missing value		608	99.8%

### POOR\_SERVICE\_TYPE\_WALLET\_10: D2ca3. What type of poor service did you experience/ mobile wallet?/Other

Data file: Household

#### Overview

Valid: 1 Invalid: 608

Type: Discrete Range: 0 - 0 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		1	0.2%
Missing value		608	99.8%

**WITHDRAW\_SAME\_DAY: D2d. How often did you travel to the ATM until you were able to withdraw the money in the same day?**

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 3 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	2-3 times	180	29.6%
2	4+ times	16	2.6%
3	One time only	413	67.8%

**WITHDRAW\_DIFFERENT\_DAY: D2e. How often did you travel to the ATM until you were able to withdraw the money in different days?**

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 3 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	2-3 times	153	25.1%
2	4+ times	17	2.8%
3	One time only	439	72.1%

**TRAREFUSE\_SERVE: D2f. Market/shop trader/wholesaler refused to serve you?****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	No	593	97.4%
2	Yes	16	2.6%

**PAY\_MONEY\_FAVOUR: D2g. Needed to pay additional money or do favours in order to withdraw or spend cash?****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 3 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	Don't know	3	0.5%
2	No	605	99.3%
3	Yes	1	0.2%

**WHO\_GIVE\_MONEY\_FAVOURS\_1: D2ga. Who did you need to give money or favours to?/Another household member****Data file:** Household**Overview**

Valid: 1 Invalid: 608

Type: Discrete Range: 1 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
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1		1	0.2%
Missing value		608	99.8%

### WHO\_GIVE\_MONEY\_FAVOURS\_2: D2ga. Who did you need to give money or favours to?/Another family member (outside the household)

Data file: Household

#### Overview

Valid: 1 Invalid: 608

Type: Discrete Range: 0 - 0 Format: Integer

#### Questions and instructions

##### CATEGORIES

Value	Category	Cases	
0		1	0.2%
Missing value		608	99.8%

### WHO\_GIVE\_MONEY\_FAVOURS\_3: D2ga. Who did you need to give money or favours to?/Friend

Data file: Household

#### Overview

Valid: 1 Invalid: 608

Type: Discrete Range: 0 - 0 Format: Integer

#### Questions and instructions

##### CATEGORIES

Value	Category	Cases	
0		1	0.2%
Missing value		608	99.8%

### WHO\_GIVE\_MONEY\_FAVOURS\_4: D2ga. Who did you need to give money or favours to?/Community leader

Data file: Household

#### Overview

Valid: 1 Invalid: 608

Type: Discrete Range: 0 - 0 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		1	0.2%
Missing value		608	99.8%

**CASH\_SPENT\_ALREADY: F1. Of the cash you have received from UNHCR, how much have you spent already?**

**Data file:** Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 5 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	All	591	97%
2	Don't know	1	0.2%
3	Half	7	1.1%
4	Less than half	2	0.3%
5	More than half	8	1.3%

**WHO\_GIVE\_MONEY\_FAVOURS\_5: D2ga. Who did you need to give money or favours to?/Stranger**

**Data file:** Household

### Overview

Valid: 1 Invalid: 608

Type: Discrete Range: 0 - 0 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		1	0.2%
Missing value		608	99.8%

## WHO\_GIVE\_MONEY\_FAVOURS\_6: D2ga. Who did you need to give money or favours to?/Bank/mobile money/FSP agent

Data file: Household

### Overview

Valid: 1 Invalid: 608

Type: Discrete Range: 0 - 0 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		1	0.2%
Missing value		608	99.8%

## WHO\_GIVE\_MONEY\_FAVOURS\_7: D2ga. Who did you need to give money or favours to?/Shopkeeper

Data file: Household

### Overview

Valid: 1 Invalid: 608

Type: Discrete Range: 0 - 0 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		1	0.2%
Missing value		608	99.8%

## WHO\_GIVE\_MONEY\_FAVOURS\_8: D2ga. Who did you need to give money or favours to?/Other

Data file: Household

### Overview

Valid: 1 Invalid: 608

Type: Discrete Range: 0 - 0 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		1	0.2%

Missing value		608	99.8%
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## ANYOTHER\_PROBLEMS: D2i. Did you experience any other problems withdrawing or spending the cash from UNHCR?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	No	606	99.5%
2	Yes	3	0.5%

## OVERCOME\_PROBLEM: D2j. Did you overcome the problems you faced?

Data file: Household

### Overview

Valid: 190 Invalid: 419

Type: Discrete Range: 1 - 2 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	No	8	1.3%
2	Yes	182	29.9%
Missing value		419	68.8%

## ITEMS\_AVAILABLE: E1. Were you able to find the items/services you needed in the markets/shops?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 4 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	Don't know	3	0.5%
2	Mostly	3	0.5%
3	No	1	0.2%
4	Yes	602	98.9%

## ITEMS\_QUALITY: E2. Were you able to find the right quality of items/services in the market?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	Don't know	4	0.7%
2	Yes	605	99.3%

## PRICE\_INCREASE: E3. Has there been any increase in the price of any items/services in the last 4 weeks?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 3 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	Don't know	36	5.9%
2	No	346	56.8%
3	Yes	227	37.3%

**SPENT\_CASH\_ON\_1: F2. What did you spend the UNHCR cash on?/Food****Data file: Household****Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		261	42.9%
1		348	57.1%

**SPENT\_CASH\_ON\_2: F2. What did you spend the UNHCR cash on?/Water****Data file: Household****Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		546	89.7%
1		63	10.3%

**SPENT\_CASH\_ON\_3: F2. What did you spend the UNHCR cash on?/Hygiene items****Data file: Household****Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		552	90.6%
1		57	9.4%

**SPENT\_CASH\_ON\_4: F2. What did you spend the UNHCR cash on?/Health costs (including medicines)****Data file: Household****Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		454	74.5%
1		155	25.5%

**SPENT\_CASH\_ON\_5: F2. What did you spend the UNHCR cash on?/Rent****Data file: Household****Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		256	42%
1		353	58%

**SPENT\_CASH\_ON\_6: F2. What did you spend the UNHCR cash on?/Shelter repair (e.g. rehabilitation, materials)****Data file: Household****Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
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0		606	99.5%
1		3	0.5%

## SPENT\_CASH\_ON\_7: F2. What did you spend the UNHCR cash on?/Household items (e.g. mattress, blankets, jerry can)

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		575	94.4%
1		34	5.6%

## SPENT\_CASH\_ON\_8: F2. What did you spend the UNHCR cash on?/Firewood / Fuel for cooking or heating

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		420	69%
1		189	31%

## SPENT\_CASH\_ON\_9: F2. What did you spend the UNHCR cash on?/Clothes / shoes

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer



## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		498	81.8%
1		111	18.2%

**SPENT\_CASH\_ON\_10: F2. What did you spend the UNHCR cash on?/Utilities and bills (e.g. electricity, water bills, phone calling credit)**

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		428	70.3%
1		181	29.7%

**SPENT\_CASH\_ON\_11: F2. What did you spend the UNHCR cash on?/Assets for a livelihood activity (e.g seeds, tools, farming, fishing, petty trade etc)**

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 0 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		609	100%

**SPENT\_CASH\_ON\_12: F2. What did you spend the UNHCR cash on?/Education (e.g. school fees, uniform, books)**

Data file: Household

**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		603	99%
1		6	1%

**SPENT\_CASH\_ON\_13: F2. What did you spend the UNHCR cash on?/Entertainment (including alcohol, cigarettes)**

Data file: Household

**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		606	99.5%
1		3	0.5%

**SPENT\_CASH\_ON\_14: F2. What did you spend the UNHCR cash on?/Transport**

Data file: Household

**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		598	98.2%
1		11	1.8%

**SPENT\_CASH\_ON\_15: F2. What did you spend the UNHCR cash on?/Debt repayment****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		458	75.2%
1		151	24.8%

**SPENT\_CASH\_ON\_16: F2. What did you spend the UNHCR cash on?/Gave some to other family members / relatives / friends****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		592	97.2%
1		17	2.8%

**SPENT\_CASH\_ON\_17: F2. What did you spend the UNHCR cash on?/Legal assistance / documents****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 0 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		609	100%

**SPENT\_CASH\_ON\_18: F2. What did you spend the UNHCR cash on?/Other (please specify)****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		604	99.2%
1		5	0.8%

**TOP5\_RANK: Please rank in order of importance****Data file:** Household**Overview**

Valid: 0 Invalid: 609

Type: Discrete Format: Logical

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0	FALSE	0	0%
1	TRUE	0	0%
Missing value		609	100%

**SPENT\_1ST: 1st choice****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 12 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
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1	Clothes / shoes	20	3.3%
2	Debt repayment	81	13.3%
3	Education (e.g. school fees, uniform, books)	3	0.5%
4	Entertainment (including alcohol, cigarettes)	1	0.2%
5	Firewood / Fuel for cooking or heating	34	5.6%
6	Food	61	10%
7	Gave some to other family members / relatives / friends	11	1.8%
8	Health costs (including medicines)	75	12.3%
9	Household items (e.g. mattress, blankets, jerry can)	7	1.1%
10	Other (please specify)	2	0.3%
11	Rent	290	47.6%
12	Utilities and bills (e.g. electricity, water bills, phone calling credit)	24	3.9%

## SPENT\_2ND: 2nd choice

Data file: Household

### Overview

Valid: 513 Invalid: 96

Type: Discrete Range: 1 - 15 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	Clothes / shoes	32	5.3%
2	Debt repayment	45	7.4%
3	Education (e.g. school fees, uniform, books)	1	0.2%
4	Firewood / Fuel for cooking or heating	48	7.9%
5	Food	149	24.5%
6	Gave some to other family members / relatives / friends	5	0.8%
7	Health costs (including medicines)	46	7.6%
8	Household items (e.g. mattress, blankets, jerry can)	11	1.8%
9	Hygiene items	16	2.6%
10	Other (please specify)	2	0.3%
11	Rent	48	7.9%
12	Shelter repair (e.g. rehabilitation, materials)	2	0.3%
13	Transport	2	0.3%
14	Utilities and bills (e.g. electricity, water bills, phone calling credit)	93	15.3%
15	Water	13	2.1%

Missing value		96	15.8%
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## SPENT\_3RD: 3rd choice

Data file: Household

### Overview

Valid: 342 Invalid: 267

Type: Discrete Range: 1 - 16 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	Clothes / shoes	32	5.3%
2	Debt repayment	18	3%
3	Education (e.g. school fees, uniform, books)	1	0.2%
4	Entertainment (including alcohol, cigarettes)	2	0.3%
5	Firewood / Fuel for cooking or heating	50	8.2%
6	Food	109	17.9%
7	Gave some to other family members / relatives / friends	1	0.2%
8	Health costs (including medicines)	22	3.6%
9	Household items (e.g. mattress, blankets, jerry can)	13	2.1%
10	Hygiene items	15	2.5%
11	Other (please specify)	1	0.2%
12	Rent	11	1.8%
13	Shelter repair (e.g. rehabilitation, materials)	1	0.2%
14	Transport	1	0.2%
15	Utilities and bills (e.g. electricity, water bills, phone calling credit)	46	7.6%
16	Water	19	3.1%
Missing value		267	43.8%

## SPENT\_4TH: 4th choice

Data file: Household

### Overview

Valid: 142 Invalid: 467

Type: Discrete Range: 1 - 11 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	Clothes / shoes	19	3.1%
2	Debt repayment	5	0.8%
3	Education (e.g. school fees, uniform, books)	1	0.2%
4	Firewood / Fuel for cooking or heating	43	7.1%
5	Food	22	3.6%
6	Health costs (including medicines)	9	1.5%
7	Household items (e.g. mattress, blankets, jerry can)	1	0.2%
8	Hygiene items	11	1.8%
9	Rent	3	0.5%
10	Utilities and bills (e.g. electricity, water bills, phone calling credit)	14	2.3%
11	Water	14	2.3%
Missing value		467	76.7%

### SPENT\_5TH: 5th choice

Data file: Household

#### Overview

Valid: 53 Invalid: 556

Type: Discrete Range: 1 - 10 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	Clothes / shoes	5	0.8%
2	Debt repayment	1	0.2%
3	Firewood / Fuel for cooking or heating	12	2%
4	Food	5	0.8%
5	Health costs (including medicines)	2	0.3%
6	Hygiene items	10	1.6%
7	Rent	1	0.2%
8	Transport	6	1%
9	Utilities and bills (e.g. electricity, water bills, phone calling credit)	3	0.5%
10	Water	8	1.3%
Missing value		556	91.3%

**THE\_AMOUNT\_THE\_RESPO\_CASH: Amount received (from UNHCR at the last distribution)****Data file:** Household**Overview**

Valid: 0 Invalid: 609

Type: Discrete Format: Logical

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0	FALSE	0	0%
1	TRUE	0	0%
Missing value		609	100%

**THE\_LEVEL\_OF\_CASH\_RE: Amount spent****Data file:** Household**Overview**

Valid: 0 Invalid: 609

Type: Discrete Format: Logical

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0	FALSE	0	0%
1	TRUE	0	0%
Missing value		609	100%

**SAVE\_MONEY: F4. Did you save any of the money?****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

**Questions and instructions**

## CATEGORIES



Value	Category	Cases	
1	No	596	97.9%
2	Yes	13	2.1%

### SAVE\_MONEY\_ACCOUNT: F4a. Did you save any of the money on your account?

Data file: Household

#### Overview

Valid: 13 Invalid: 596

Type: Discrete Range: 1 - 2 Format: Factor

#### Questions and instructions

##### CATEGORIES

Value	Category	Cases	
1	No	12	2%
2	Yes	1	0.2%
Missing value		596	97.9%

### PREPARING\_FOR\_WINTER: F5. In the last six months did you spend money preparing for cold weather?

Data file: Household

#### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

#### Questions and instructions

##### CATEGORIES

Value	Category	Cases	
1	No	404	66.3%
2	Yes	205	33.7%

### ITEMS\_FOR\_WINTER\_1: F5.a If yes: on what:/Blanket(s)

Data file: Household

#### Overview

Valid: 205 Invalid: 404

Type: Discrete Range: 0 - 1 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		179	29.4%
1		26	4.3%
Missing value		404	66.3%

### ITEMS\_FOR\_WINTER\_2: F5.a If yes: on what:/Heater(s)

Data file: Household

#### Overview

Valid: 205 Invalid: 404

Type: Discrete Range: 0 - 1 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		147	24.1%
1		58	9.5%
Missing value		404	66.3%

### ITEMS\_FOR\_WINTER\_3: F5.a If yes: on what:/Gas cylinder(s)

Data file: Household

#### Overview

Valid: 205 Invalid: 404

Type: Discrete Range: 0 - 1 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		114	18.7%
1		91	14.9%
Missing value		404	66.3%

**ITEMS\_FOR\_WINTER\_4: F5.a If yes: on what:/Kerosene /Gas refills****Data file:** Household**Overview**

Valid: 205 Invalid: 404

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		123	20.2%
1		82	13.5%
Missing value		404	66.3%

**ITEMS\_FOR\_WINTER\_5: F5.a If yes: on what:/Winter clothes/shoes****Data file:** Household**Overview**

Valid: 205 Invalid: 404

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		127	20.9%
1		78	12.8%
Missing value		404	66.3%

**ITEMS\_FOR\_WINTER\_6: F5.a If yes: on what:/Housing repairs (plastic sheets, leaks repairs, fixing windows or doors)****Data file:** Household**Overview**

Valid: 205 Invalid: 404

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
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0		203	33.3%
1		2	0.3%
Missing value		404	66.3%

## ITEMS\_FOR\_WINTER\_7: F5.a If yes: on what:/Other, specify

Data file: Household

### Overview

Valid: 205 Invalid: 404

Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		200	32.8%
1		5	0.8%
Missing value		404	66.3%

## OVERALL\_CASH\_BENEFITS: G1. To what extent has the cash assistance from UNHCR:

Data file: Household

### Overview

Valid: 0 Invalid: 609

Type: Discrete Format: Logical

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0	FALSE	0	0%
1	TRUE	0	0%
Missing value		609	100%

## IMPROVED\_LIVINCONDITION: G1a. Improved your living conditions?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 4 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	Moderately	255	41.9%
2	Not at all	31	5.1%
3	Significantly	71	11.7%
4	Slightly	252	41.4%

### REDUCED\_STRESS: G1b. Reduced feelings of stress?

Data file: Household

#### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 4 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	Moderately	291	47.8%
2	Not at all	29	4.8%
3	Significantly	91	14.9%
4	Slightly	198	32.5%

### REDUCED\_FINANCIAL\_BURDEN: G1c. Reduced the financial burden of your household?

Data file: Household

#### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 4 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	Moderately	262	43%
2	Not at all	24	3.9%
3	Significantly	69	11.3%
4	Slightly	254	41.7%

**MEET\_BASIC\_NEEDS: G2. Overall, to what extent are you currently able to meet the basic needs of your household?****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 6 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	All	58	9.5%
2	Don't know	5	0.8%
3	Half	216	35.5%
4	Less than half	225	36.9%
5	More half (but not all)	56	9.2%
6	Not at all	49	8%

**ITEMS\_NOT\_AFFORD\_1: G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Blanket(s)****Data file:** Household**Overview**

Valid: 546 Invalid: 63

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		321	52.7%
1		225	36.9%
Missing value		63	10.3%

**ITEMS\_NOT\_AFFORD\_2: G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Heater(s)****Data file:** Household

**Overview**

Valid: 546 Invalid: 63

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		310	50.9%
1		236	38.8%
Missing value		63	10.3%

**ITEMS\_NOT\_AFFORD\_3: G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Gas cylinder(s)**

Data file: Household

**Overview**

Valid: 546 Invalid: 63

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		389	63.9%
1		157	25.8%
Missing value		63	10.3%

**ITEMS\_NOT\_AFFORD\_4: G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Kerosene /Gas refills**

Data file: Household

**Overview**

Valid: 546 Invalid: 63

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		302	49.6%

1		244	40.1%
Missing value		63	10.3%

**ITEMS\_NOT\_AFFORD\_5: G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Winter clothes/shoes**

Data file: Household

### Overview

Valid: 546 Invalid: 63

Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		231	37.9%
1		315	51.7%
Missing value		63	10.3%

**ITEMS\_NOT\_AFFORD\_6: G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Housing repairs (plastic sheets, leaks repairs, fixing windows or doors)**

Data file: Household

### Overview

Valid: 546 Invalid: 63

Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		486	79.8%
1		60	9.9%
Missing value		63	10.3%

**ITEMS\_NOT\_AFFORD\_7: G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Other, specify**

Data file: Household



**Overview**

Valid: 546 Invalid: 63

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		532	87.4%
1		14	2.3%
Missing value		63	10.3%

**NUMBER\_OF\_MONTHS: G2b** If more than half (but not all), half, a little or not at all, for how many months during winter?

Data file: Household

**Overview**

Valid: 546 Invalid: 63

Type: Discrete Range: 1 - 3 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1		70	11.5%
2		170	27.9%
3		306	50.2%
Missing value		63	10.3%

**COPINSTRATEGIES: G3.** In the past 4 weeks has your household needed to:

Data file: Household

**Overview**

Valid: 0 Invalid: 609

Type: Discrete Format: Logical

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0	FALSE	0	0%

1	TRUE	0	0%
Missing value		609	100%

## STOP\_CHILD\_ATTENDINSCHOO: a. Stop a child from attending school?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	No	525	86.2%
2	Yes	84	13.8%

## SELL\_LIVELIHOOD\_ASSETS: b. Sell livelihood/productive assets in order to buy food or basic goods?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	No	576	94.6%
2	Yes	33	5.4%

## ASK\_MONEY\_FROM\_STRANGER: c. Ask for money from strangers (begging)?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	No	530	87%
2	Yes	79	13%

## MOVE\_POORER\_SHELTER: d. Move to a poorer quality shelter?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

### Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	No	517	84.9%
2	Yes	92	15.1%

## SEND\_UNDER16\_WORK: e. Send household members under the age of 16 to work?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

### Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	No	592	97.2%
2	Yes	17	2.8%

## SEND\_WORK\_FAR\_AWAY: f. Send a member of the household to work far away?

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	No	563	92.4%
2	Yes	46	7.6%

**ENRISKY\_ACTIVITIES: g. Engage in activities for money or items that you feel puts you or other members of your household at risk of harm?**

Data file: Household

**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	No	597	98%
2	Yes	12	2%

**SKIP\_RENT\_DEBT\_REPAYMENTS: h. Skip paying rent / debt repayments to meet other needs?**

Data file: Household

**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	No	201	33%
2	Yes	408	67%

**TAKE\_OUT\_NEW\_LOANS: i. Take out new loans or borrowed money?**

Data file: Household

## Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	No	125	20.5%
2	Yes	484	79.5%

**REDUCE\_EXPENDITURE\_HH\_ITEM: j. Reduce expenditure hygiene items, water, baby items, health, or education in order to meet household food needs?**

Data file: Household

## Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	No	161	26.4%
2	Yes	448	73.6%

**SUSTAINABLE\_SOLUTIONS: H1. (as a result of the cash assistance), do you, or another member of your household:**

Data file: Household

## Overview

Valid: 0 Invalid: 609

Type: Discrete Format: Logical

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0	FALSE	0	0%
1	TRUE	0	0%
Missing value		609	100%

**HAVE\_BANK\_ACCOUNT: a. Have a bank account or mobile money account or other official account?****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 3 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	Don't know	2	0.3%
2	No	582	95.6%
3	Yes	25	4.1%

**HAVE\_LIVELIHOODS\_ASSETS: b. Have the items (productive/livelihood assets) you need in order to earn a living?****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 3 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	Don't know	3	0.5%
2	No	604	99.2%
3	Yes	2	0.3%

**HAVE\_ACCESS\_MICRO\_CREDIT: c. Have access to micro-credit?****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 3 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	Don't know	15	2.5%
2	No	573	94.1%
3	Yes	21	3.4%

**NOTIFIED\_OF\_ASSISTANCE: I1. Were you notified of the purpose of the cash assistance you received?**

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	No	22	3.6%
2	Yes	587	96.4%

**HEAR\_UNHCR\_CASH\_ASSISTANCE: I2. How did you hear about UNHCR cash assistance?**

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 6 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	Checked at the ATM	5	0.8%
2	Social media (Facebook, twitter, WhatsApp)	1	0.2%
3	Text (SMS) message	580	95.2%
4	UNHCR/NGOs staff	5	0.8%
5	Via local leaders	1	0.2%
6	Via relatives, neighbors, friends	17	2.8%

**INFO\_SUFFICIENT: 13. Was the information you received clear and sufficient?****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	No	7	1.1%
2	Yes	602	98.9%

**TIME\_TO\_COLLECT: I4. After receiving the SMS/info receiving the assistance, when did you go you collect the assistance?****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 3 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	2-7days of receiving the Info	352	57.8%
2	After a week or more of receiving the information.	2	0.3%
3	Same day	255	41.9%

**INFO\_WANT\_CASH\_ASS\_1: I5. Is there any other information you would like to know about the cash assistance?/Eligibility for cash assistance****Data file:** Household**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES



Value	Category	Cases	
0		536	88%
1		73	12%

**INFO\_WANT\_CASH\_ASS\_2: I5. Is there any other information you would like to know about the cash assistance?/Distribution date, time and location**

**Data file: Household**

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		565	92.8%
1		44	7.2%

**INFO\_WANT\_CASH\_ASS\_3: I5. Is there any other information you would like to know about the cash assistance?/How to spend the cash assistance**

**Data file: Household**

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		603	99%
1		6	1%

**INFO\_WANT\_CASH\_ASS\_4: I5. Is there any other information you would like to know about the cash assistance?/How to give complaints and feedback to agencies**

**Data file: Household**

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		591	97%
1		18	3%

**INFO\_WANT\_CASH\_ASS\_5: I5. Is there any other information you would like to know about the cash assistance?/What assistance is coming next**

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		504	82.8%
1		105	17.2%

**INFO\_WANT\_CASH\_ASS\_6: I5. Is there any other information you would like to know about the cash assistance?/Other (please specify)**

Data file: Household

### Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		594	97.5%
1		15	2.5%

**INFO\_WANT\_CASH\_ASS\_7: I5. Is there any other information you would like to know about the cash assistance?/None (Don't want any additional information)**

Data file: Household

**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		163	26.8%
1		446	73.2%

**KNOW\_REPORT\_COMPLAINTS: I6. Do you know how you can report complaints and feedback on the cash assistance from UNHCR?**

Data file: Household

**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	No	100	16.4%
2	Yes	509	83.6%

**HOW\_REPORT\_COMPLAINTS\_1: I6a. How could you report complaints and feedback?/Via local leaders**

Data file: Household

**Overview**

Valid: 509 Invalid: 100

Type: Discrete Range: 0 - 0 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		509	83.6%
Missing value		100	16.4%

## HOW\_REPORT\_COMPLAINTS\_2: I6a. How could you report complaints and feedback?/Via community mobilisers

Data file: Household

### Overview

Valid: 509 Invalid: 100

Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		507	83.3%
1		2	0.3%
Missing value		100	16.4%

## HOW\_REPORT\_COMPLAINTS\_3: I6a. How could you report complaints and feedback?/Hotline

Data file: Household

### Overview

Valid: 509 Invalid: 100

Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		12	2%
1		497	81.6%
Missing value		100	16.4%

## HOW\_REPORT\_COMPLAINTS\_4: I6a. How could you report complaints and feedback?/Complaints / reception desk

Data file: Household

### Overview

Valid: 509 Invalid: 100

Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		486	79.8%
1		23	3.8%
Missing value		100	16.4%

## HOW\_REPORT\_COMPLAINTS\_5: I6a. How could you report complaints and feedback?/Complaints and suggestion box

Data file: Household

### Overview

Valid: 509 Invalid: 100

Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		506	83.1%
1		3	0.5%
Missing value		100	16.4%

## HOW\_REPORT\_COMPLAINTS\_6: I6a. How could you report complaints and feedback?/Other (please specify)

Data file: Household

### Overview

Valid: 509 Invalid: 100

Type: Discrete Range: 0 - 1 Format: Integer

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
0		506	83.1%
1		3	0.5%
Missing value		100	16.4%

## CONTACT\_HELPLINE: I7. Did you contact the UNHCR helpline

Data file: Household

## Overview

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
1	No	401	65.8%
2	Yes	208	34.2%

## CONTACT\_HELPLINE\_YES\_1: I7a. If yes why?/Check status

Data file: Household

## Overview

Valid: 208 Invalid: 401

Type: Discrete Range: 0 - 1 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		131	21.5%
1		77	12.6%
Missing value		401	65.8%

## CONTACT\_HELPLINE\_YES\_2: I7a. If yes why?/Enquire amount

Data file: Household

## Overview

Valid: 208 Invalid: 401

Type: Discrete Range: 0 - 1 Format: Integer

## Questions and instructions

### CATEGORIES

Value	Category	Cases	
0		161	26.4%
1		47	7.7%
Missing value		401	65.8%

**CONTACT\_HELPLINE\_YES\_3: I7a. If yes why?/Enquire delivery date****Data file:** Household**Overview**

Valid: 208 Invalid: 401

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		127	20.9%
1		81	13.3%
Missing value		401	65.8%

**CONTACT\_HELPLINE\_YES\_4: I7a. If yes why?/Complain****Data file:** Household**Overview**

Valid: 208 Invalid: 401

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		185	30.4%
1		23	3.8%
Missing value		401	65.8%

**CONTACT\_HELPLINE\_YES\_5: I7a. If yes why?/Appeal for assistance****Data file:** Household**Overview**

Valid: 208 Invalid: 401

Type: Discrete Range: 0 - 1 Format: Integer

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
0		160	26.3%
1		48	7.9%
Missing value		401	65.8%

## RESPONSE\_WHO: I7b. If I7 yes, how did you get the response you needed?

Data file: Household

### Overview

Valid: 208 Invalid: 401

Type: Discrete Range: 1 - 2 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	Automated answering service provided the required information	165	27.1%
2	Spoke to call centre operator	43	7.1%
Missing value		401	65.8%

## CLEAR\_ANSWER: I7c. If I7 yes If you contacted the UNHCR helpline, was the messaging clear?

Data file: Household

### Overview

Valid: 208 Invalid: 401

Type: Discrete Range: 1 - 2 Format: Factor

### Questions and instructions

#### CATEGORIES

Value	Category	Cases	
1	No	79	13%
2	Yes	129	21.2%
Missing value		401	65.8%

## UNHCR\_STAFF: I8. Do you feel that UNHCR staff treats you respectfully?

Data file: Household

### Overview

Valid: 609 Invalid: 0



Type: Discrete Range: 1 - 2 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	No	16	2.6%
2	Yes	593	97.4%

**CAB\_STAFF: I9. Do you feel that CAB staff treats you respectfully?**

Data file: Household

**Overview**

Valid: 65 Invalid: 544

Type: Discrete Range: 1 - 1 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	Yes	65	10.7%
Missing value		544	89.3%

**MM\_AGENT\_STAFF: I10. Do you feel that Mobile agent staff treats you respectfully?**

Data file: Household

**Overview**

Valid: 14 Invalid: 595

Type: Discrete Range: 1 - 1 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	Yes	14	2.3%
Missing value		595	97.7%

**MINDSET\_STAFF: I11. Do you feel that Mindset staff have treated you respectfully during the home visit assessment?**

Data file: Household

**Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 2 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	No	4	0.7%
2	Yes	605	99.3%

**PREFERENCE\_MODALITY: I12. If the assistance could be started again would you prefer:****Data file: Household****Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 4 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	Cash	527	86.5%
2	Combination of cash and in-kind	76	12.5%
3	Items/in-kind (food or non-food items)	3	0.5%
4	Other (please specify)	3	0.5%

**CASH\_MODALITY: I12a. If cash, how would you prefer to receive it?****Data file: Household****Overview**

Valid: 527 Invalid: 82

Type: Discrete Range: 1 - 5 Format: Factor

**Questions and instructions**

## CATEGORIES

Value	Category	Cases	
1	ATM card	229	37.6%
2	IRIS scan	230	37.8%
3	Mobile wallet	13	2.1%

4	No preference	54	8.9%
5	Other, specify	1	0.2%
Missing value		82	13.5%

### **SATISFACTION\_WINTER\_ASSISTANCE: I13. Generally, how satisfied were you with the winter assistance you received?**

**Data file:** Household

#### **Overview**

Valid: 609 Invalid: 0

Type: Discrete Range: 1 - 4 Format: Factor

#### **Questions and instructions**

##### CATEGORIES

Value	Category	Cases	
1	Dissatisfied	81	13.3%
2	Satisfied	410	67.3%
3	Very dissatisfied	6	1%
4	Very satisfied	112	18.4%

### **THANKS: Thank you for your time in answering these questions.**

**Data file:** Household

#### **Overview**

Valid: 0 Invalid: 609

Type: Discrete Format: Logical

#### **Questions and instructions**

##### CATEGORIES

Value	Category	Cases	
0	FALSE	0	0%
1	TRUE	0	0%
Missing value		609	100%