

BENEFICIARIES' SATISFACTION

Impact indicator, Outcome indicator

Indicator Phrasing

English: % of beneficiaries reporting to be satisfied with the provided assistance

French: % des bénéficiaires déclarant être satisfaits de l'assistance fournie

Portuguese: % de beneficiários/as que declaram estarem satisfeitos com a assistência providenciada

Czech: % příjemců pomoci uvádějících svoji spokojenost s poskytnutou pomocí

What is its purpose?

The indicator measures the proportion of beneficiaries who were satisfied with the provided assistance, especially its usefulness.

How to Collect and Analyse the Required Data

Collect the following data by conducting individual interviews with a [representative sample](#) of your target group members:

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

Q1: *Can you please show me on this scale the picture that represents best the extent to which you were satisfied with [specify the provided support], especially with its usefulness? [show the scale provided at the bottom of this page and explain how it works, including the meaning of each face]. There are no right or wrong answers – please answer according to your true feelings.*

A1: very satisfied / fairly satisfied / rather unsatisfied / very unsatisfied

(the following questions are not mandatory; ask them only if the previous answer is fairly unsatisfied or very unsatisfied)

Q2: *Why were you not satisfied?*

A2: (**adjust the options** based on the type of assistance, the local context, and answers provided when pre-testing the questionnaire; multiple options possible)

1) I did not need (part of) it

2) I did not know how to use it

- 3) the quality was poor
- 4) it arrived too late
- 5) the distribution site was too far
- 6) it created tensions in my family
- 7) it created tensions in my community
- 8)
- other - specify:

Q3: *Do you have a recommendation for how to prevent such problems in the future?*

A3: specify:

Calculate the indicator's value by dividing the number of beneficiaries who report to be "very satisfied" or "fairly satisfied" by the total number of respondents. Multiply the result by 100.

Disaggregate by

Disaggregate the data by gender, age groups, geographical area, persons with disability and other vulnerability criteria.

Important Comments

1) If the respondent stated that the assistance contributed to the creation of tensions or conflicts in the family and/or community (A2 - 6, 7), **consider collecting additional information.**

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

- read and apply the Ethical and Safety Guidelines for Implementing the DHS Domestic Violence Module (see attached below)

- ensure that the enumerators are familiar with and carry with them the Constant Companion listing 1) the main DOs and DON'Ts and 2) contacts for relevant service providers that can provide support to people who experienced violence (see at the bottom of this site)

- ensure that all enumerators were trained in the principles of gender-sensitive interviewing and are not from the same communities as the interviewees

- instruct the enumerators to ensure that the interviews are conducted in a place where no one else can hear or observe the respondent (if the enumerators cannot ensure complete privacy, they should skip this part and move to less sensitive parts of the questionnaire)

- instruct the enumerators to re-assure the respondent about the confidentiality of their answers
- train the enumerators to quickly switch the topic if during the interview someone comes near the respondent
- train the enumerators in how to close the topic and move to the next part of your survey in a sensitive manner
- ensure that there is emotional support available to the enumerators

Access Additional Guidance

- People in Need (PIN) (2018) [Visual Scale \(4 options\)](#)
- Shelter Cluster (2018) [Gender-Based Violence Constant Companion](#)
- The DHS Program (0) [Ethical and Safety Guidelines for Implementing the DHS Domestic Violence Module](#)