

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 que reportam 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 project's beneficiaries:

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 it

2) I could not choose what I wanted

3) I did not know how to use it

4) the quality was poor

5) it arrived too late

6) the distribution site was too far

7) it created tensions in my family

8) it created tensions in my community

9)

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 and multiplying the result by 100.

Disaggregate by