IndiKit

EASE OF USE

Process indicator

Indicator Phrasing

English: % of respondents who reported that using [specify: vouchers / bank cards / …] was easy

French: % de répondants déclarant qu'utiliser [spécifiez: espèces/ cartes bancaires/ …] était facile

Spanish: % de encuestados que declaran que el uso de [especificar: cupones / tarjetas bancarias / …] fue fácil

Portuguese: % dos entrevistados que declarou que usar [especificar: vouchers / cartões bancários /…] foi fácil

Czech: % respondentů, podle kterých bylo používání [určete: poukázek / bankovních karet / …] snadné

What is its purpose?

This indicator measures the proportion of people who spent cash-based assistance (CBA) who did not experience any significant problems when redeeming the vouchers / bankcards / cash in other than local currency / other modality. It focuses primarily on issues related to technical problems, beneficiaries' ability to use the modality and acceptability by the participating vendors.

How to Collect and Analyse the Required Data

Collect the following data by conducting individual interviews with a representative sample of the people who spent the provided cash-based assistance. Keep in mind that **these might be different people than those who received the assistance**.

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

Q1: *How easy or difficult was it for you to use the* [specify the modality]*? I am especially interested in your experience with using* [specify the modality] *in* [specify the place – e.g. shops]. *Would you say that it was very easy, somewhat easy, rather difficult or impossible?*

A1:

1) it was very easy

2) it was somewhat easy

3) it was rather difficult

4) it was impossible

5) the respondent did not try to use the modality

(ask the following question only if the previous answer is rather difficult or impossible)

Q2: *Can you please explain to me why it was difficult?*

A2: pre-set the answers based on the modality the project used; include option "other – specify: ...."

To **calculate the indicator's value**, divide the number of respondents who said that using the modality was very easy or somewhat easy by the total number of respondents (exclude those who did not try to use the modality). Multiply the result by 100 to convert it to a percentage.

Disaggregate by

[Disaggregate](#) the data by age group, location, gender, and other vulnerability criteria.

Important Comments

1) If you conduct cash transfers / voucher distributions in several phases (or in several locations), **do not wait to conduct the PDM until all distributions are over**. Starting with the PDM immediately after the first phase / location will help you identify potential weaknesses and address them in the remaining distributions.

E-Questionnaire

- [XLS form for electronic data collection - indicator Ease of Use](#)

Access Additional Guidance

- CaLP (2017) [Monitoring Guidance for CTP in Emergencies](#)

- CaLP (2015) [Operational Guidance and Toolkit for Multipurpose Cash Grants](#)