



# MONITORING AND EVALUATION FRAMEWORK

for WASH Market-Based Humanitarian Programming

**GUIDANCE DOCUMENT**

**ANNEX 2 – RELATION OF THE SURVEY QUESTIONS TO INDICATORS AND SURVEY CTO VARIABLES**



**OXFAM**

## ANNEX 2: RELATION OF THE SURVEY QUESTIONS TO INDICATORS AND SURVEY CTO VARIABLES<sup>1</sup>

Three sets of questionnaires were developed using Survey CTO, aiming at collecting information related to:

- households (WASH, user satisfaction and post-distribution survey)
- suppliers satisfaction and performance (including Market Monitoring Form),
- programme financial data.

Surveys are developed in a way to collect all necessary information for a detailed data analysis. Forms can be found at: (<https://goo.gl/3NPR6X>). The table below present relation between generic indicators (first column), the main survey questions<sup>2</sup> (middle column) and its variable names as defined in SurveyCTO platform<sup>3</sup> (last column).

1	Access to WASH	SurveyCTO Variable <sup>10</sup>	
1.1	<b>Proportion of targeted population with water services in accordance with the Sphere standards</b>	What is the primary source of water for your HH?	WaterSource
		Please specify:	OtherWatersource
		How many litres of drinking water your household collected yesterday?	WaterVolEstimated
		For how many people did you or any of your HH members collect water yesterday?	NumberOfPeople
		Which recipients do you use to store water?	WaterStorageRecipients
		The quality of the water for drinking and cooking is ... ... of very bad quality ... not so good quality ... of just sufficient quality ... of good quality ... of very good quality	WaterQualitySatisfaction
		What kind of household water treatment do you use for your drinking water?	HhWaterTreatwater
		Describe the "other" water treatment method.	OtherTreatMethod
		The distance to the nearest water point your household uses is ... ... more 500 meter or ±720 steps/passes away ... is around 500 meters or ±720 steps/passes away ... is less than 500 meters or ±720 steps/passes away	WaterPointDistance
		The last time you collected water how long did you have to queue at the water point?	WaterPointQueing
		Is there a functioning drainage that takes the spillover away from the water point an prevents puddles and mud pools.	WaterPointDrainage
		Is there erosion around water point caused by spilled water?	WaterPointErosion
		Is the water point built in such a way that it less likely to be flooded?	WaterPointFlooding

<sup>1</sup> SurveyCTO forms can be found at <https://goo.gl/3NPR6X>

<sup>2</sup> Main survey questions are identified as the minimum for an informed analysis.

<sup>3</sup> SurveyCTO variable names cannot contain space or special characters, and are used for the analysis using PowerBI software. See the guidance document for more details.

1.2	<b>Proportion of targeted population with access to sanitation facilities in accordance with the Sphere standards</b>	What type of sanitation facility members of your household use?	ToiletType
		Please specify "Other toilet type":	OtherToiletType
		Is the facility you use shared with people beyond your household?	ShareToilet
		How far is the sanitation facility from your house or the place you sleep?	ToiletDistance
		Are the sanitation facilities providing sufficient PRIVACY and SAFETY at ALL times (DAY and NIGHT), with sufficient SEPARATION between the man and women facilities?	ToiletSafety
		Is the pit, septic tank or infiltration field of the latrine used by this household at least 30 steps away from water source you use?	ToiletDistanceToWatersource
		How happy are all the members of your household with the sanitation facilities you are currently using?	ToiletSatisfaction
		How are the faeces of children disposed of in you household?	ChildExcertaDisposal
		Sanitation Facility GPS	ToiletLocation
		Is the environment in which the affected population lives free from human faeces?	CleanEnvironment
		Are sanitation facilities kept clean?	CleanToilet
1.3	<b>Proportion of the targeted population who use handwashing facility including soap and water, in line with Sphere standards</b>	Did any of you HH members attend hygiene-related training/workshop/awareness programme?	trainingparticipation
		Which are for you the main reasons to promote/encourage members of your family/household to use sanitation facilities?	ToiletUseReason
		Yesterday, at what point did you wash your hands?	HandWashKnowledge
		Can you show me where do you wash your hands?	HandWashingFacility
		Does the handwashing place looks used?	HandWashingFacilityUse
		Which items are present at handwashing place?	HandWashingItems
		Are there pools and lodged water at hand washing facility?	HandWashingDrainage
		What are the main hygiene items your HH still needs?	HygieneNFI
		(Other) Please specify	HygieneNfOther
1.4	<b>Proportion targeted population who have access to menstrual hygiene materials and instruction, in accordance with Sphere standards</b>	What do females in your HH use for menstrual hygiene management?	MhmItems
		Are materials for menstrual hygiene available and easy to obtain?	AvailabilityMHMItems
		Have all menstruating female household members been trained in the use of all menstrual hygiene products you have access to?	MHMtraining
		Does the toilet facility your HH uses, provides appropriate disposal of menstrual material?	DisposaMHMItems
		Does toilet facility your HH use provide appropriate private washing facilities for menstruating females?	ToiletMHMprivacy

<sup>4</sup> SurveyCTO forms can be found at <https://goo.gl/3NPR6X>

2	Quality of delivery		SurveyCTO Variable
2.1	Proportion of targeted population satisfied with quality of response (choice, flexibility, and dignity)	Was the information about the assistance (for example registration, type of assistance and timing) clear to you and provided in timely manner?	assistance
		Was the assistance provided to those who needed it the most?	EquityAll
		Do you know of anyone who has received more or less assistance than they were entitled to?	NoEquity
		Have you felt safe while receiving assistance, participating in activities or speaking with staff?	Safety
		Did the assistance create any tension or disagreement within your family?	FamilySafety
		Did the programme/assistance create any tension or disagreement within the community?	SafetyCommunity
		Is the information you receive about support for WASH goods and services clear?	ServiceInfo
		The variety in goods and services available to our household were sufficient to have a choice and serve your needs?	choice
		Was there a choice of suppliers for your goods and services near to where you live?	SupplierChoice
		For the programmes you were included in which statement fits best your households opinion?	helpassistance
		How easy was it to obtain goods and services, supported in the programme after you received the assistance?	obtain
		Please tell us what you and your household think of the following statement: ___ "Throughout the process of obtaining goods and services to face our hardship, we were made felt worthy of the support, honoured and respected within the whole process"	respect
2.2	Proportion of targeted population satisfied with the availability of essential/critical WASH goods and services	Which of the following statement fits best the experience of your household: ___ When I needed them, WASH goods and services were ... ... not available ... available	availability2
		When the WASH goods and services where both available and needed it was ... ... very difficult to get them ... neither difficult nor easy to get them ... very easy to get them	difficulty
2.3	Proportion of targeted population who are satisfied with affordability of essential/critical WASH goods and services	Was the assistance you received sufficient to enable you to purchase WASH goods/services you needed?	PurchaseService
		Did your household managed to save some money thanks to the assistance?	SaveMoney
		Please tell us what you and your household think about the following statement: ___ "The WASH goods and services which my household needs (and RECEIVED support for) are affordable to us."	affordability
		Please tell us what you and your household think about the following statement: ___ "The WASH goods and service which my household needs (and DID NOT RECEIVE any support for) are affordable to us."	affordability2
2.4	Proportion of targeted population who are satisfied with quality of essential/critical WASH goods and services	The goods and services that your household could acquire are.	quality

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2.5	Average duration of unavailability of essential/critical WASH goods or services	For which of the following WASH goods/services did you get support?	WashAssistance		
		For which of the following WASH goods/services data is collected?	NOAssistance		
		Over last 14 days, have there been any interruption of water supply?	WaterAvailabilityHH		
		How may days in total was water unavailable over the past two week?	DurationWaterUnavailableHH		
		Over last 14 days, have there been any items/services that you needed but were not available due to lack of supply?	SanitAvailabilityHH		
		How may days was the (Reference Good or service 01) unavailable over the past two week?	DurationSanRef01UnavHH		
		How may days was the (Reference Good or service 02) unavailable over the past two week?	DurationSanRef02UnavHH		
		How may days was the (Reference Good or service 03) unavailable over the past two week?	DurationSanRef03UnavHH		
		Over last 14 days, have there been any items that you needed but were not available due to lack of supply?	NFIAvailabilityHH		
		How may days was the (Reference Good or service 01) unavailable over the past two week?	DurationNFIFRef01UnavHH		
		How may days was the (Reference Good or service 02) unavailable over the past two week?	DurationNFIFRef02UnavHH		
		How may days was the (Reference Good or service 03) unavailable over the past two week?	DurationNFIFRef03UnavHH		
		2.6	Price fluctuations of critical/essential WASH goods & services	Has the level of competition between traders in this area, influenced the prices since the programme started?	PriceChange
				Do you maintain the same prices for your goods and services?	StablePrices
Name the 3 most important factors, which according to you determine the price of WASH goods & service in your area?	ReasonPrices				
Name of WASH good or service business is supplying:	namewash				
Is (NAME OF WASH GOOD/SERVICE) available in your shop today?	washavailableinshop				
How many (NAME OF WASH GOOD/SERVICE) are available in your shop today?	quantityinshop				
What is the unit of sale for (WASH GOOD/SERVICE)?	UnitOfSale				
How many (WASH GOOD/SERVICE) do you have in stocks today?	stocks				
What is the price per unit of (WASH GOOD/SERVICE) in your shop today? [specify currency!]	price				
Report period to which this data relates to:	ReportPeriod				
Suppliers Unique Identification (UID) as used within the project	SupplierUID				

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3		Market recovery and development		SurveyCTO Variable
3.1	Proportion of supported traders and service providers with access to funding	Did participation in the programme help your business to secure credit?		Credit
		Do you have at this moment a reliable source of credit if your business would need it?		CreditSource
3.2	Proportion of traders/ suppliers whose trade in essential /critical WASH goods and services, recovered after the event(s)	Are you at this moment able to source all of the necessary supplies, services and materials for your business?		SuppliesAvailable
		At this moment, can you supply all people who turn to you for WASH goods / services?		Supply
		Has demand for WASH goods and services changed since the support by the programme in this area?		Demand
		Did the number of your customers coming to your business changed since the programme started?		CostumerChange
		Compared with time before the crisis, how is your business doing now?		BusinessComparison
		If you compare with the time before the crisis (or programme commence), has your business revenue changed?		IncomeChange
3.3	Proportion of supported traders and service providers who provide quality goods and services	Do you supply water as agreed with implementing partner?		WaterProvisionAgreed
		Verify and check if they comply with SPHERE or other agreed standards?		WaterDeliveryObservation
		Do you provide Sanitation goods/service as agreed with implementing partner?		SanitationProvisionAgreed
		Verify goods/services and check if they comply with SPHERE or other agreed standards?		SanitationObservation
		Do you provide non-food items (NFIs) as agreed with implementing partner?		NFIprovisionAgreed
		Verify goods and check if they comply with SPHERE or other agreed standards?		NFIObservation
3.4	Proportion of (supported) traders and service providers who report benefiting from market support activities	Is or Was the Support You Received Suitable for the Needs of Your Business?		SuitableAssistance
		Has or Had the Support you Received an Effect on Your Business?		EffectAssistance
		Was the support received enough to return or maintain your business operational?		AmountOfSupport
		Due to support my business received BEFORE the crisis, I ... ... can face changes in the market a) better than b) same as c) less than before crisis		FaceChangeBefore
		Due to support my business received DURING and/or AFTER the crisis, I ... ... can face changes in the market a) better than b) same as c) less than before crisis		FaceChangeAfter
4		Efficiency-of-delivery		SurveyCTO Variable <sup>13</sup>
4.1	Cost per beneficiary	Actual Programme Cost to 'Date' in USD		ActualProgrammeCost
		Number of "direct" beneficiaries:		DirectBeneficiaries
		Number of Indirect Beneficiaries:		IndirectBeneficiaries
4.2	Delivery cost ratio	Total of the Cash Transfer component (in cash, vouchers, kind or other forms) to Date in USD		CashTransComp
		Actual Programme Cost to 'Date' in USD		ActualProgrammeCost

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