Surveys used in 2017 as part of the program:

Improving Local Service Provision Delivery in Eastern Congo
An Impact Evaluation of the *Tuungane 2*+ interventions

June 10, 2021

Abstract

This document provides both the quantitative and qualitative instruments used during the 2017 data collection. For the quantitative aspect, this includes the chief survey (EC), household survey (EM), school survey (EE), health facility survey (ES), the user committee survey (EU) and the Enumerator Form (ER), the report surveys filled by the field coordinators (Visit1_Distribution), necessary forms and tables used in the field and the codebook. The surveys were conducted with tablets. An "*" behind the question number indicates that the question is a panel question; i.e. the question was also asked in 2015.

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1. Surveys

1.1 Chief survey (EC)

Dear chief, we would like to do two activities in your village. First, a series of surveys: with you, 10 households, the COPA and CODESA presidents. Finally we would like to visit a school and health facility (one of the two did not participate in the Tuungane 2+ program). *We will give the following information to the potential respondents before rolling out the survey.* Please read out the consent form, and give the respondent the "Form: Consent and contact information sheet"

EC 0 Do you consent to this study in your village?	0 1

EC_SEL: General information

EC 1* Respondent agrees to participate in the survey?	0 1
EC 2* Name of province	___
EC 3* Name of territory	___
EC 4 Name of the chieftaincy	___
EC 5 Name of the groupement	___
EC 5a Name of the axe	___
EC 6* Code of village (IDV). Make sure it is 100% correct	___
EC 6a Village name	___
EC 7* Enumerator code	___
EC 7a Enumerator Name	___
EC 8a* Date (DD/MM/YY)	/ /
EC 8b* Time (HH:MM)	__ : __
EC 8c Survey duration (in second)	___
EC 9* Name of respondent	___
EC 10* This person is: 1) chief of village, 2) chief's assistant, 3) other	1 2 3
EC 11* Relationship to current village chief [CODE P]	___
EC 12* Relationship to village chief that was interviewed in 2015 [CODE P]	___
EC 13 Was this person the village chief in 2015 ?	
EC 14* Person is panel? I.e. person was also interviewed in 2015?	0 1
EC 15* If not panel, why not? 1) new chief, 2) other person surveyed, 3) chief died, 4) chief moved; 5) other	1 2 3 4 5
EC 16* In which sector did the T2+ project take place? 1) Health, 2) Education	___
EC 17* Name of the primary school used most by the village [this must be the T2+ school if T2+ program in village was in education sector. Should be the same as in 2014. Share with the teams]	___
EC 18* Name of the health facility used most by the village [this must be the T2+ health facility if T2+ program in village was in health sector. Should be the same as in 2014. Share with the teams]	___
EC 19 Names of the members of COPA [Make a list and share with the teams]	___
EC 20 Names of the members of CODESA [Make a list and share with the teams]	___
EC 21 Names of the head of the health facility [Make a list and share with the teams]	___
EC 22 Names of the head of the education facility [Make a list and share with the teams]	___

EC_INF: Health and education infrastructures supporting the villages

We would like to know about the different education and health facilities supporting this village. Could you please tell me about all the health facilities that you know of?

EC 23 Number of health facilities	____	
Name of the health facility	Distance from your house	Share of population that use it
EC 24_a ___ (= the school mentioned above)	EC24b ___ hrs	EC24c ___ %
EC 25_a ___	EC25b ___ hrs	EC25c ___ %
EC 26_a ___	EC26b ___ hrs	EC26c ___ %
EC 27_a ___	EC27b ___ hrs	EC27c ___ %
EC 28_a ___	EC28b ___ hrs	EC28c ___ %
		100%

Please now tell me about all the primary schools that you know of?

EC 29 Number of school facilities	____	
Name of the primary school	Distance from your house	Share of population that use it
EC 30a ___ (= the school mentioned above)	EC30b ___ hrs	EC30c ___ %
EC 31a ___	EC31b ___ hrs	EC31c ___ %
EC 32a ___	EC32b ___ hrs	EC32c ___ %
EC 33a ___	EC33b ___ hrs	EC33c ___ %
EC 34a ___	EC34b ___ hrs	EC34c ___ %
EC 35a ___	EC35b ___ hrs	EC35c ___ %
EC 36a ___	EC36b ___ hrs	EC36c ___ %
EC 37a ___	EC37b ___ hrs	EC37c ___ %
		100%

EC_GEN: Information about chief's household

EC 38* Gender: (0 = female, 1 = male)	0 1
EC 39* Mother tongue [CODE L]	___
EC 40* Education level [CODE I]	___
EC 41* Main revenue job / activity? [CODE A]	___
EC 42* Religion [CODE B]	___
EC 43* Martial status. 1 = Married/cohabitant, 2 = Divorced/Separated, 3 = Widow, 4 = Single	1 2 3 4
EC 44* Year of birth?	___
EC 45* Literate (read and write). Verify	0 1
EC 46* During the 7 last days: hours worked by this person on a revenue activity for the household?	___ hours
EC 47* Total household members	___
EC 48* Number of children less than 5 years. Female / Male	___ / ___
EC 49* Number of children 6-12 years. Female / Male	___ / ___
EC 50* Number of children 13-17 years. Female / Male	___ / ___
EC 51* Number of adults (>18). Female / Male	___ / ___

Insert generic modules:

- **M_TUU: Outcome measures: *Tuungane* 2+ quality and satisfaction of process**
- **M_INF: Mechanism measures: information**
- **M_COL: Mechanism measures: collective action**
- **M_MON: Mechanism measures: monitoring**

EC_ECO: Economic life of the village

What economic activities are predominant in this community? Please give us an estimate in terms of people who have the following as their main activity? It should add up to 100%

EC 52* Agriculture	____ %
EC 53* Fishing	____ %
EC 54* Farming (animal farm)	____ %
EC 55* Miner	____ %
EC 56* Trade (for manufactured products / Industrial only)	____ %
EC 57* Other services (eg, teaching)	____ %
EC 58* Other	____ %

EC_DEM: Demographic Information on the village

Next, we would like to know about the size of the different ethnic and religious groups in the village (each adds up to 100%), and *whether they have been in conflict with another group.*

	a) % pop	b) In conflict now?	c) In conflict last year?
EC 59_1* Ethnic group 1: ___	___%	0 1	0 1
EC 59_2* Ethnic group 2: ___	___%	0 1	0 1

EC 59_3* Ethnic group 3: ___	___%	0 1	0 1
EC 59_4* Ethnic group 4: ___	___%	0 1	0 1
EC 59_5* Ethnic group 5: ___	___%	0 1	0 1
EC 59_6* Ethnic group 6: ___	___%	0 1	0 1
EC 59_7* Ethnic group 7: ___	___%	0 1	0 1
EC 59_8* Ethnic group 8: ___	___%	0 1	0 1
EC 59_9* Ethnic group 9: ___	___%	0 1	0 1
EC 59_10* Ethnic group 10: ___	___%	0 1	0 1
EC 59_11* Ethnic group 11: ___	___%	0 1	0 1
EC 59_12* Ethnic group 12: ___	___%	0 1	0 1
EC 59_13* Ethnic group 13: ___	___%	0 1	0 1
	100%		

EC 60* Religious group: Catholic	___%	0 1	0 1
EC 61* Religious group: Protestant	___%	0 1	0 1
EC 62* Religious group: Muslim	___%	0 1	0 1
EC 63* Religious group: Jehovah witness	___%	0 1	0 1
EC 64* Religious group: Kimbaguist	___%	0 1	0 1
EC 65* Religious group: Anglican	___%	0 1	0 1
EC 66* Religious group: Traditional	___%	0 1	0 1
EC 67* Religious group: Other	___%	0 1	0 1
	100%		

EC_DIV: Divisions in the village

It is sometimes difficult for the inhabitants of a village to work together because of the differences between them.

What kinds of divisions / conflicts tend to create disagreements? Do not read out the options	a) In the village	b) Village versus neighbor	c) 2 most important. Do read out
EC 68* The richest and poorest?	0 1	0 1	1 2
EC 69* Men and women?	0 1	0 1	1 2
EC 70* Youth and seniors?	0 1	0 1	1 2
EC 71* Native born and newcomers?	0 1	0 1	1 2
EC 72* Different religions?	0 1	0 1	1 2
EC 73* Tribes / ethnic groups?	0 1	0 1	1 2
EC 74* Civilians and ex-combatants / militia?	0 1	0 1	1 2
EC 75* Breeders and farmers	0 1	0 1	1 2
EC 76* The educated and the uneducated.	0 1	0 1	1 2
EC 77* Those who were displaced, but returned and those who stayed.	0 1	0 1	1 2
EC 78* Congolese and refugees	0 1	0 1	1 2
EC 79* Other [SPECIFY] ____	0 1	0 1	1 2
EC 80* None	0 1	0 1	1 2

EC_VIO: Violence in the village

EC 81* What was the security level of your household in the last six months? 1) very secure, 2) A little secure, 3) A little insecure, 4) Very insecure, 5) Other	1 2 3 4 5
EC 82* The security level for your household has it worsened over the past year? 1) Worse, 2) Bad, 3) Same, 4) Good, 5) Best, 6) Other	1 2 3 4 5
EC 83* How is your village compared to neighboring villages in terms of security level? 1) Your village is much safer, 2) Your village is a bit more secure, 3) All the villages in this region have the same level of security, 4) Your village is a little less secure, 5) Your village is much less certain; 6) Other	1 2 3 4 5

EC_RAD: Radio

EC 84 Is there a radio club in the village?	0 1
EC 85 How many radio do you own in this village?	____

EC_AUT: Authority and role of the village chief

Can you tell me about the former chief of this village?

EC 86* When did he/she become chief? (Year)	___
EC 87* How did he/she become chief? [Read options] 1) inherited position, 2) elected by villagers, 3) took the position by force, 4) selected by traditional leaders at high leading level, 5) selected by others, 6) elected by others, 7) Other	___
EC 88* When did he/she stop being chief? (Year)	___
EC 89* Why did he/she stop being the chief? 1) end of mandate, 2) Fled/ migrated due to the conflict, 3) fired by his superiors, 4) fired by villagers, 5) death from natural causes, 6) killed, 7) Other	___
EC 90* Family relationship between: the current and the former chief? [CODE P]	___

Can you tell me about the current chief of this village (yourself)?

EC 91* What position did you have before becoming village chief? [CODE A]	___
EC 92* When did you become chief? (Year)	___
EC 93* How did he/she become chief? [Read options] 1) inherited position, 2) elected by villagers, 3) took the position by force, 4) selected by traditional leaders at high leading level, 5) selected by others, 6) elected by others, 7) Other	___
EC 94* Do you have a fixed term of office?	0 1
EC 95* If yes, how many years?	___ yrs

Village leaders fulfil many functions. How often have you undertaken the following activities in the last 3 months [Read out]? Also, which three are most important and do you spend most time on?

	a) #	b) import
EC 97 organize a village meeting	___	1 2 3
EC 98 met with a user committee: COPA	___	1 2 3
EC 99 met with a user committee: CODESA	___	1 2 3
EC 100 met with a service provider: school	___	1 2 3
EC 101 met with a service provider: health center	___	1 2 3
EC 102* distributed material or money	___	1 2 3
EC 103* celebrate weddings, baptisms, funerals, other rituals	___	1 2 3
EC 104* inform the public about the measures taken by the hierarchy	___	1 2 3
EC 105* organize community work	___	1 2 3
EC 106* administrative management	___	1 2 3
EC 107* Activities for social balance	___	1 2 3
EC 108* meeting of development committees	___	1 2 3
EC 109* manage land disputes between villagers	___	1 2 3
EC 110* manage land disputes between villagers and members of other villages in the same locality	___	1 2 3
EC 111* manage land disputes between villagers and members of other villages in different localities	___	1 2 3
EC 112* manage robbery problems	___	1 2 3
EC 113* manage marital problems	___	1 2 3
EC 114* manage problems of violence between villagers	___	1 2 3
EC 115* manage social problems among village families	___	1 2 3
EC 116* work with NGOs on development projects in the village?	___	1 2 3
EC 117* visited or been visited by a neighboring village chief in the same locality?	___	1 2 3
EC 118* visited or been visited by a village chief in another locality in that group?	___	1 2 3
EC 119* visited or been visited by the village chief	___	1 2 3
EC 120* visited or been visited by the groupment leader?	___	1 2 3
EC 121* visited or been visited by a village chief in another groupment?	___	1 2 3
EC 122* visited or been visited by the head of chiefdom?	___	1 2 3
EC 123* visited or been visited by the head of the territory?	___	1 2 3
EC 124* visited or been visited by the governor of the province?	___	1 2 3

EC_GOV: Opinion about governance

Let's talk for now about the type of community in which you want to live. I read a number of opinions, and tell me if you 1) Strongly disagree, 2) disagree, 0) indifferent, 1) agree, 2) Strongly agree.

EC 125 Villagers should have a say in who should be the village chief?	___
EC 126 Village chiefs should have the right to appoint and remove members of the COPA and CODESA?	___
EC 127***** Inhabitants of the village have a duty to regularly check and question the actions of the village chief.	___
EC 128 Village chiefs should have the right to appoint and remove members of health facility and primary school?	___

EC_RES: Brochure and Response Sheet

Tell the chief that we have tasked the T2+ user committee and service provider in sector [education/health] to write a short document about 1) their experiences with T2, and 2) the needs and priorities of the village. Please have a conversation with the chief to find out the below information.

EC 129 Did the respondent participate in writing the Response Sheet?	0 1
EC 130 If yes, how did the actors and chief work? 1) User committee and service provider worked together, 2) User committee and service provider worked seperatly.	1 2
EC 131 If (1), with who else did they work? If no one, select no one. [CODE H]	___
EC 132 If (2), with who did the user committee work? If no one, select no one. [CODE H]	___
EC 133 If (2), with who did the service provided work? If no one, select no one. [CODE H]	___
EC 134 If respondent did not participate, would have he wanted to participate in the Response Sheet activity in order to share his opinion of the Tuungane program?	0 1
EC 135 If the above is answered with "yes", please ask to whom he wants to share his opinion. Multiple possible. [CODE H]	___
EC 136 If respondent didn't participate, does he know who participare in writing the Response Sheet (s)?	0 1
EC 137 If yes, how did the actors work? 1) User committee and service provider worked together, 2) User committee and service provider worked seperatly.	___
EC 138 If (1), with who else did they work? If no one, select no one. [CODE H]	___
EC 139 If (2), with who did the user committee work? If no one, select no one. [CODE H]	___
EC 140 If (2), with who did the service provided work? If no one, select no one. [CODE H]	___

Enumerator, please read these questions:

EC 141 In your opinion, who should be actively involved in writing community responses? Do not read options, Multiple possible. [CODE H]	___
EC 142 Respondent wants to voice his/her opinion about the community's needs and priorities to somebody?	___
EC 143 If the above is answered with "yes", please ask with whom. Multiple possible. [CODE H]	___
EC 144 In your opinion, what are the community's needs [CODE G]	___

Finally remind the chief that he may have received a Tuungane 2 brochure about 1 week prior to your visit.

EC 145 Do you confirm having received a brochure?	0 1
EC 146 If 'YES', from whom? [CODE H]	___
EC 147 If 'YES', under which form?	
EC 148 If 'YES', Do you still have the brochure? [Please verify]	0 1
EC 149 If 'NO', what did you do with it? 1)I lost it, 2)I gave it to another household, 3)I gave it to another village, -10)Other (specify)	
EC 150 If the respondent has the brochure or has received the information presented on the brochure, do you believe in what it says?	0 1
EC 151 If 'YES', are you satisfied with the information presented on the brochure?	0 1
EC 152 If 'YES', did you participate in the distribution of the information presented on the brochure?	0 1
EC 153 If 'YES', how? (multiple response) 1) I shared the brochure, 2) Word of mouth, 3) Led a meeting in the village, -10) other (specify)	___
EC 154 In your opinon who should be actively involved in the distribution / diffusion of the information shared on the T2 brochure? Do not prompt (multiple response). [CODE H]	___

Insert generic module:

- **M_FIN: End of the survey**

1.2 Household survey (EM)

Please read out the consent form, and give the respondent the "Contact information sheet".

EM_SEL: General

EM 2 Respondent agrees to participate in the survey?	0 1
EM 3* Name of province	___
EM 4* Name of territory	___
EM 5* Name of the chieftaincy	___
EM 6* Name of the groupement	___
EM 7* Code of village (IDV). Be 100% sure this is correct!	___
EM 8 Village Name	___
EM 9* Code of Survey (IDS)	___
EM 10* Enumerator ID	___
EM 11* Enumerator name	___
EM 12 Survey duration (in second)	___
EM 13a* Date (DD/MM/AA)	___/___/___
EM 13b* Time (HH:MM)	___:___
EM 14 Is this household panel (i.e. was this household also visited in 2015)? 1) Panel 0) Non panel	0 1
EM 14b Did you find the household panel?	0 1
EM 14c If not panel, why not: 1) HH was empty during the survey period, 2) individuals of the indicated gender were absent/ unavailable, 3) refused survey, 4) HH not find	1 2 3 4 5
EM 15 Select the respondent ID that you want/wanted to interview in the panel household	___
EM 15a Did you find the individual panel in the household panel?	0 1
EM 15b If you did not find him/her, why not: 1) HH was empty during the survey period, 2) individuals of the indicated gender were absent/ unavailable, 3) refused survey, 4) HH not find	1 2 3 4 5
EM 15c Last and first name of the individual answering for the replacement panel individual	___
EM 16 Select the new household unique ID	___
EM 17a Last and first name of the replacement individual in the new household	___
EM 17b Last and first name of the new individual in the new household	___
EM 18* Gender (in the dictionary). 0) female, 1) male	0 1
EM 19* Name of contact person?	___
EM 20* Respondent's relationship with head of the household [CODE P]	___

EM_DEM: The household

EM 21* Total household members	___
EM 22* Number of children under 5 years. a) Female/ b) Male	___ / ___
EM 23* Number of children 6-12 years. a) Female/ b) Male	___ / ___
EM 24* Number of children 13-17 years. a) Female/ b) Male	___ / ___
EM 25* Number of adults (>18). a) Female/ b) Male	___ / ___

We would also like to ask more about you and the head of the household. If the respondent is the household head, please do not ask these questions.

	Respondent	a) Head HH
EM 26* Gender (0 = female, 1 = male)	0 1	0 1
EM 27* Civil status: 1= Married / cohabitant, 2= Divorced / Separated, 3= Widow / widower, 4= Single	1 2 3 4	1 2 3 4
EM 28* Year of birth	___	___
EM 29* Mother tongue [CODE L]	___	___
EM 30* Religion [CODE B]	___	___
EM 31* Literate (read and write)? Verify.	0 1	0 1
EM 32* Level of education [CODE I]	___	___
EM 33 Member of COPA?	0 1	0 1

EM 34 Member of CODESA?	0 1	0 1
EM 35 Occupation [CODE A]	___	___
EM 35x CSP Socio Economic Category 1) Unskilled 2) Skilled	1 2	1 2

EM_SHO: Shocks

In the last 12 months, which of these events took place in your household? And what did your household do in response (do not read out the responses)? [CODE T]	Respo-ndent	a) Head HH
EM 36* Death of household head / main source of income?	0 1	___
EM 37* Death of other household members	0 1	___
EM 38* Serious illness of the household head / principal source of income	0 1	___
EM 39* Serious illness of other members of the household	0 1	___
EM 40* Job loss or business failure among household members	0 1	___
EM 41* Loss of livelihood / property due to fire, war or other disasters	0 1	___
EM 42* Failure of crop	0 1	___
EM 43* Confiscation of your fields	0 1	___

EM_ECO: Household wealth

EM 44* What kind of materials were used to build the roof of your house? [CODE X]	___
EM 44x Roof dummy 1 if roof cement or brick	1 0
EM 45* What materials were used to build the walls of your home? [CODE X]	___
EM 45x Walls dummy 1 if wall cement or brick	1 0

How many of the following assets does the family own?

EM 46* Sheep or goats	___
EM 47* Bassins	___
EM 48* Chicken / duck / turkey	___
EM 49* Oil lamps (or equivalent)	___
EM 50* cows	___
EM 51* Motocycle or scooter	___
EM 52* Pigs / hogs	___
EM 53* Bicycle	___
EM 54* Houses	___
EM 55* Machetes and hoes	___
EM 56* Rooms	___
EM 57* Pots	___
EM 58* jerrycans	___
EM 59* Cupboards	___
EM 60* Chairs (bought)	___
EM 61* PiroguesICanoes	___
EM 62* Bought beds	___
EM 63* Camera	___
EM 64* Foam mattress	___
EM 65* Radio / cassette radio	___
EM 66* Straw mattress / sheets / towels or mat	___
EM 67* Cell phones	___
EM 68* Buckets	___
EM68x PCA on assets	___

During the rainy season, how much walking time (in hours and minutes, one-way) does it take you to reach the nearest …

EM 69* Potable water	___h ___ m
EM 70* Pharmacy	___h ___ m
EM 71* Market	___h ___ m
EM 72* Maternity clinic	___h ___ m
EM 73* Public transport	___h ___ m

EM 74* Police station	___h ___ m
EM 75* Primary school	___h ___ m
EM 76* Head of the chiefdom	___h ___ m
EM 77* Secondary school	___h ___ m
EM 78* Mining site	___h ___ m
EM 79* Health post/ center/ hospital	___h ___ m
EM79x PCA on distance	___h ___ m

EC_ISO: Isolation

EM 80 Is there a radio club in the village?	0 1
EM 81 Are you member of a radio club in the village?	0 1

Over the past 30 days, did you or someone in your family, ...?	No	Once	More than once
EM 82* visit or be visited by a person of another territory	0	1	2
EM 83* Made a trade (buy / sell) with someone from the neighboring village/ locality?	0	1	2
EM 84* Made a visit to or were visited by someone from a neighboring village/ locality?	0	1	2
EM 85* Talking to the forces of MONUSCO?	0	1	2
EM 86* You talk on the phone with a family member/ acquaintance who lives outside the country?	0	1	2
EM 87* Call a radio show to give your views on public affairs	0	1	2

EM_AUT: Authority

Do you agree that a particular activity falls within the responsibilities of the actor? Ask this by actor (order randomized). Response options: 1) no, not at all, 2) no, 3) a little, 4) yes, 5) yes, very much.

	Chief	a) Mwami	b) ETDs	c) Nat. Gov.
EM 88… should react to citizen complaints	___	___	___	___
EM 89 … should react to citizen suggestions	___	___	___	___
EM 90 … should avoid corruption	___	___	___	___
EM 91 … should keep the population informed about government actions	___	___	___	___
EM 92 … should consult the population when making decisions	___	___	___	___
EM 93 … should contribute resources (money or labor) to aid community projects	___	___	___	___

We also want to know about your responsibilities towards these actors. Do you agree that the following activities are your responsibility towards the actor? Ask this by actor (order randomized). Response options: 1) no, not at all, 2) no, 3) a little, 4) yes, 5) yes, very much.

	Chief	a) Mwami	b) ETDs	c) Nat. Gov.
EM 94 You being part of the selection of …	___	___	___	___
EM 95 You complaining to …	___	___	___	___
EM 96 You suggesting actions to …	___	___	___	___
EM 97 You attending meetings organized by …	___	___	___	___
EM 98 You obeying the laws of …	___	___	___	___
EM 99 You paying taxes or tribute to …	___	___	___	___
EM 100 You support with financial contributions and time to project by …	___	___	___	___

Let's talk for now about the type of community in which you want to live. I read a number of opinions, and tell me if you 1) agree, 2) no opinion, or 3) disagree.

EM 101* Everyone should have the right to participate in making political and economic decisions even if they do not control all aspects of the problem.	___
EM 102* As inhabitants of the village, we have a duty to regularly check and question the actions of our village chief.	___

EM 103* As citizens we have a responsibility to regularly check and question the actions of our provincial and national political leaders.	___
EM 104* The Kinshasa government has the right to collect taxes from everyone and those who refuse to pay taxes does not like this country.	___
EM 105* When it is difficult to get solution for our claims, we should use force	___
EM 106* In this village, women should have the same rights and obligations as men.	___
EM 107 Villagers should have a say in who should be our village chief?	___
EM 108 Village chiefs should have the right to appoint and remove members of the COPA and CODESA?	___
EM 109 Village chiefs should have the right to appoint and remove members of health facility and primary school?	___

EM_ATT: Victim

I will list a number of problems that people may encounter. Please tell me if you or someone in your household has experienced this problem in the past six months.

	Was your HH a victim?	Who did you consult? [CODE H]	Was it resolved to your satisfaction?
EM 110* Land conflict	0 1	___	0 1
EM 111* Crop destruction by cattle	0 1	___	0 1
EM 112* Burglaries / Flights / Con	0 1	___	0 1
EM 113* Witchcraft	0 1	___	0 1
EM 114* Domestic violence	0 1	___	0 1
EM 115* Marital conflict	0 1	___	0 1
EM 116* Sexual violence	0 1	___	0 1
EM 117* Physical assault	0 1	___	0 1
EM 118* Murder	0 1	___	0 1
EM 119* Problems of Militia / armed groups	0 1	___	0 1
EM 120* Religious conflict	0 1	___	0 1
EM 121* Ethnic conflict	0 1	___	0 1
EM 122* Power struggle / succession	0 1	___	0 1

To ensure social and harmonious life in the village / community, it is necessary that a number of functions are met.

Function	Who should undertake this? [CODE H]	Last six months, who actually did it? [CODE H]	Fulfill the function properly?
EM 125 Organize a village meeting	___	___	0 1
EM 126 Met with a user committee	___	___	0 1
EM 127 Met with a service provider	___	___	0 1
EM 128 Distributed material or money	___	___	0 1
EM 129* Inform the public about the measures taken by the hierarchy	___	___	0 1
EM 130* Organize community work	___	___	0 1
EM 131* Administrative management	___	___	0 1
EM 132* Activities for social balance	___	___	0 1
EM 133* Meeting of development committees	___	___	0 1
EM 134* Manage land disputes between villagers	___	___	0 1
EM 135* Manage land disputes between villagers and members of other villages in the same locality	___	___	0 1
EM 136* Manage land disputes between villagers and members of other villages in different localities	___	___	0 1
EM 137* Manage robbery problems	___	___	0 1
EM 138* Manage marital problems	___	___	0 1
EM 139* Manage problems of violence between villagers	___	___	0 1
EM 140* Manage social problems among village families	___	___	0 1
EM 141* Work with NGOs on development projects in the village	___	___	0 1

EM 142 Visited or been visited by other traditional leaderships (village chiefs, mwami, etc.)?	___	___	0 1
EM 143 Visited or been visited by other modern leaderships (politicians, governor, etc.)?	___	___	0 1

EM_SER: Service provision

About the health facility mentioned by the village chief:

EM 144 Do you know ___ [facility mentioned by chief]? If no, skip questions.	0 1
EM 145 Have you ever used this facility?	0 1

About the primary mentioned by the village chief:

EM 146 Do you know ___ [facility mentioned by chief]?	0 1
EM 147 Have you or your children used this facility?	0 1
EM 148 Has your child ever had to work on behalf of the teacher/director?	0 1
EM 149 Has your child ever been physically harmed by a teacher?	0 1

How do you judge the health facility [name given by the village chief] and the primary school [name given by village chief]? 0 = bad, 1 = average, 2= good

	h) Health center	s) School
EM 150* Quality of the building	0 1 2	0 1 2
EM 151* Capacity	0 1 2	0 1 2
EM 152* Availability and quality of equipment	0 1 2	0 1 2
EM 153* The quality of services provided	0 1 2	0 1 2
EM 154* Quality of administration	0 1 2	0 1 2
EM 155* Quality of interaction with the community	0 1 2	0 1 2
EM 156* Cost	0 1 2	0 1 2

EM_CON: Conflict

In the past six months, how often have you (or a family member):

Event	#
EM 157 Has your house been ransacked?	___
EM 158 Been physically attacked?	___
EM 159 Has anyone stolen your livestock / chickens?	___
EM 160 Has anyone stolen objects belonging to your household?	___
EM 161 Been kidnapped by an armed group (e.g. to carry loads)?	___
EM 162 Seen armed violence in the village?	___
EM 163 Seen armed groups in the village?	___
EM 164 Have been in fear that the village would be attacked by an armed group?	___

Insert generic modules:

- **M_TUU: Outcome measures: *Tuungane* 2+ quality and satisfaction of process**
- **M_INF: Mechanism measures: information**
- **M_COL: Mechanism measures: collective action**
- **M_MON: Mechanism measures: monitoring**

EM_RES: Brochure and Response Sheet

Tell the respondent that we have tasked the T2+ user committee and service provider in sector [education/health] to write a short document about 1) their experiences with T2, and 2) the needs and priorities of the village. Please have a conversation with the respondent to find out the below information.

EM 165 Did the respondent participate in writing the Response Sheet?	0 1
EM 166 If yes, did UC and SP work together? 1) User committee and service provider worked together, 2) User committee and service provider worked seperatly.	1 2

EM 167 If (1), with who else did they work? If no one, select no one. [CODE H]	___
EM 168 If (2), with who did the user committee work? If no one, select no one. [CODE H]	___
EM 169 If (2), with who did the service provided work? If no one, select no one. [CODE H]	___
EM 170 If respondent did not participate, would have he wanted to participate in the Response Sheet activity in order to share his opinion of the Tuungane program?	0 1
EM 171 If the above is answered with "yes", please ask to whom he wants to share his opinion. Multiple possible. [CODE H]	___
EM 172 If respondent didn't participate, does he know who participare in writing the Response Sheet (s)?	0 1
EM 173 If yes, how did the actors work? 1) User committee and service provider worked together, 2) User committee and service provider worked seperatly.	___
EM 174 If (1), with who else did they work? If no one, select no one. [CODE H]	___
EM 175 If (2), with who did the user committee work? If no one, select no one. [CODE H]	___
EM 176 If (2), with who did the service provided work? If no one, select no one. [CODE H]	___

Enumerator, please read these questions:

EM 177 In your opinion, who should be actively involved in writing community responses? Do not read options, Multiple possile. [CODE H]	___
EM 178 Respondent wants to voice his/her opinion about the community's needs and priorities to somebody?	0 1
EM 179 If the above is answered with "yes", please ask with whom. Multiple possible. [CODE H]	___
EM 180 In your opinion, what are the community's needs [CODE G]	___

Finally tell the respondent that the Tuungane user committee and service provider may have received a Tuungane 2 brochure about 1 week prior to your visit.

EM 181 Did you receive the information presented on the brochure? If no, skip this section.	0 1
EM 182 If 'YES', from whom? [CODE H] [Var from 1821 – 1825]	___
EM 183 If 'YES', in which form? 1) I have a copy of the brochure, 2) I read someone else's brochure, 3) Words of mouth (someone told me the information)	1 2 3
EM184, If (1), Do you still have the brochure? [Please verify]	0 1
EM 185, If 'NO', what did you do with it? 1)I lost it, 2)I gave it to another household, 3)I gave it to another village, -10)Other (specify)	___
EM 186 If the respondent has the brochure or has received the information presented on the brochure, do you believe in what it says?	0 1
EM 187 If 'YES', are you satisfied with the information presented on the brochure?	0 1
EM 188 If 'YES', did you participate in the distribution of the information presented on the brochure?	0 1
EM 189 If 'YES', how? (multiple response) 1) I shared the brochure, 2) Word of mouth, 3) Led a meeting in the village, -10) other (specify)	___
EM 190 In your opinion, who should be actively involved in the distribution of the information provided on the brochure? Do not prompt (multiple response) [CODE H]	___

Insert generic modules:

- **M_FIN: End of the survey**

1.3 Infrastructure survey: school (EE)

Please read out the consent form, and give the respondent the "Form: Consent and contact information sheet".

EE_SEL: General information

EE 1* Agrees to participate in the survey?	0 1
EE 2* Name of province	___
EE 3* Name of the territory	___
EE 4* Name of chieftaincy	___
EE 5* Name of the groupement	___
EE 6* Name of the axe	___
EE 7* Code of village (IDV). Make 100% sure it is correct.	___
EE 7a Name of the village	___
EE 8* Enumerator code	___
EE 8a Enumerator Name	___
EE 9a* Date (DDMM/AA)	___/___/___
EE 9b* Time (HH:MM)	___:___
EE 10* Survey Duration	___
EE 11* Name of the infrastructure (received from the village chief)	___
EE 12* This infrastructure benefited from the T2+ project?	0 1
EE 13 Confirm this infrastructure was the same as the one visited in 2015.	0 1
EE 14 Is the respondent the director of the school?	0 1
EE 15 Is the respondent (head of the facility) panel?	0 1
EE 16 f not panel, why not: 1) new person as head of facility, 2) passed away, 3) moved out, 4) other	1 2 3 4
EE 17 Respondent's relationship with head of the facility [CODE P]	___

Insert generic modules:

- **M_TUU: Outcome measures: *Tuungane* 2+ quality and satisfaction of process**
- **M_AUD: Verification, only ask these questions if the structure is T2+**
- **M_INF: Mechanism measures: information**
- **M_COL: Mechanism measures: collective action**
- **M_MON: Mechanism measures: monitoring**

SOURCE 1: BUILDING OBSERVATION BY ENUMERATOR

EE 18* Number of class rooms	___
EE 19* Number of windows with glasses?	___
EE 20* Running water?	0 1
EE 21* Type of roof [CODE X]	___
EE 22* Type of pavement/floor [CODE X]	___
EE 23* Number of working toilets present	___
EE 24* Type of walls [CODE X]	___
EE 25* Power (solar, electrical, battery, group)	___
EE 26* Copy of the national program is present?	0 1
EE 27* Staff registry is present?	0 1

SOURCE 2: OBSERVATION DURING RANDOMLY-SELECTED LESSON

EE 28* Is the school open on Day 1?	0 1
EE 29* If yes, is there a class today	0 1
EE 30* If not, why not? 1) holiday, 2) no class time, 3) teacher is absent (e.g. ill), 4) other	1 2 3 4
EE 31* If closed on Day 1 and it is not holiday, did the school open on Day 2?	0 1
EE 32* If not, why not? 1) holiday, 2) no class time, 3) teacher is absent (e.g. ill), 4) other	1 2 3 4
EE 33* Level of the class [CODE I]	___
EE 34* Teacher is present	0 1

EE 35* Number of a) boys/ b) girls present	___ / ___
EE 36* Lesson being studied [CODE F]	___
EE 37* Number of students who have the books of the lesson	___
EE 38* Number of students who have notebooks to write in	___
EE 39* Black board in class	0 1
EE 40* Size of the class room. Please measure	___ m^2
EE 41* Teacher has book of the lesson	0 1
EE 42* Teacher has preparation book	0 14
EE 43* Teacher has class journal	0 1
EE 44* Teacher: what subject did you study in high school (if he says pedagogy check "1")	0 1

SOURCE 3: SURVEY WITH THE SCHOOL RESPONSIBLE

EE 45* The head of the facility is present at school?	0 1
EE 46* If not, where? 1) at home, 2) the village but not at home, 3) not in the village	1 2 3
EE 47* Gender (0 = female, 1 = male)	0 1
EE 48* Age	____
EE 49 Where do you live? 1=in this village, 2=in this locality, 3=in this grouping, 4=in chiefdom, 5=outside chiefdom	____
EE 50* Your function 1) incumbent director, 2) headmaster, 3) director of discipline, 4) teacher, 5) other	1 2 3 4 5
EE 51* Your level of education [CODE I]	____
EE 52* What subject did you study in high school (if pedagogy check "1")	0 1
EE 53* "Prime" last month for one child. Please verify in books to be 100% sure.	____ FC
EE 54* "Administration fee" last trimester for one child. Please verify in books to be 100% sure.	____ FC
EE 55* "State fee" last year for one child. Please verify in books to be 100% sure.	____ FC
EE 56* Total revenue collected by the school last month	____ FC
EE 57* Total expenditure by the school last month	____ FC
EE 58* How many villages use this school?	____
EE 59* What is the highest degree offered: 1) elementary, 2) medium, c) terminal degrees	1 2 3
EE 60* How many teachers work in this school?	____
EE 61 How many teachers receive a government salary?	____
EE 62* When did the teachers receive their last salary?	____ months ago
EE 63* Total number of registered students	____
EE 64* On average, how many students are present daily	____
EE 65* Are you involved in teachers recruitment	0 1
EE 66* During last year how many times the community [name survey village] contributed in kind to this school?	____
EE 67* During last year the community [name survey village] contributed how much money this school	____ FC

We would also like to ask you about the needs of the facility:

	Type	Source
EE 68* During the last year what type of support did the school receive? [CODE Z]. And by whom [H CODE]	1) a)___	b) ___
	2) a)___	b) ___
	3) a)___	b) ___
EE 69* What does your school need the most to meet the norms? [CODE Q]	a) First:	___
	b) Second:	___
	c) Third:	___
EE 70* When the school has a problem, who do you contact [CODE H]	a) Maintenance:	___
	b) Finance:	___
	c) Personnel:	___
	d) Equipment :	___
	e) Security :	___

EE_RES: Brochure and Response Sheet, only if the structure is T2+

Tell the respondent that we have tasked the T2+ user committee and service provider in sector [education/health] to write a short document about 1) their experiences with T2, and 2) the needs and priorities of the village. Please have a conversation with the respondent to find out the below information.

EE 71 Did the school write a Response Sheet?	0 1
EE 72 If yes, how did they work? 1) User committee and service provider worked together, 2) User committee and service provider worked seperatly.	1 2
EE 73 If (1), with who else did they work? If no one, select no one. [CODE H]	___
EE 74 If (2), with who did the user committee work? If no one, select no one. [CODE H]	___
EE 75 If (2), with who did the service provider work? If no one, select no one. [CODE H]	___
EE 76 If no response sheet, why? 1) We did not get this task, 2)We did not get enough time but were planning on doing this, 3) We are not interested in the task, -10) other (specify)	___

Enumerator, please read these questions:

EE 77 In your opinion, who should be actively involved in writing community responses? Do not read options, Multiple possile. [CODE H]	___
ES 78 Respondent wants to voice his/her opinion about the community's needs and priorities to somebody?	0 1
ES 79 If the above is answered with "yes", please ask with whom. Multiple possible. [CODE H]	___
EE 80 In your opinion, what are the community's needs [CODE G]	___

Finally tell the school that they should have received 11 Tuungane 2 brochure about 1 week prior to your visit.

EE 81 Do you confirm having received a brochure?	0 1
EE 82 If 'NO", did you receive the information presented on the brochure? If no, skip this section.	0 1
EE 83 If 'YES', from whom? [CODE H]	___
EE 84 If the respondent has the brochure or has received the information presented on the brochure, do you believe in what it says?	0 1
EE 85 If 'YES', are you satisfied with the information presented on the brochure?	0 1
EE 86 If 'YES', did you participate in the distribution of the information presented on the brochure?	0 1
EE 87 If 'YES', how? (multiple response) EE 87 1) I shared the brochure, EE 87 2) Word of mouth, EE 87 3) Led a meeting in the village, EE 87 4) other (specify)	___ 0 1
EE 88 If 'YES', with whom did you share this information? Do not prompt (multiple response). [CODE H]	___
EE 89 If 'NO', in your opinon who should be actively involved in the distribution / diffusion of the information shared on the T2 brochure? Do not prompt (multiple response). [CODE H]	___
EE 90 Do you still have brochures? [Please verify]	0 1
EE 91 How many brochures do you still have? [Please verify]	___
EE 92 If '<11', what did you do with it? 1)I lost it, 2)I gave it to another household, 3)I gave it to another village, -10)Other (specify)	___

Insert generic modules:

- **M_FIN: End of the survey**

1.4 Infrastructure survey: health (ES)

Please read out the consent form, and give the respondent the "Form: Consent and contact information sheet".

ES_SEL: General information

ES 1* Agrees to participate in the survey?	0 1
ES 2* Name of province	___
ES 3* Name of the territory	___
ES 4* Name of the chieftaincy	___
ES 5* Name of the groupement	___
ES 6* Name of the axe	___
ES 7* Code of village (IDV). Be 100% sure it is correct.	___
ES 7a Name of the village	___
ES 8* Enumerator code	___
ES 8a* Enumerator name	___
ES 9a* Date (DDMM/AA)	___/___/___
ES 9b* Time (HH:MM)	___:___
ES 9c Survey duration (in second)	___
ES 10* Name of the infrastructure (received from the village chief)	___
ES 11 This infrastructure benefited from the T2+ project?	0 1
ES 12 Confirm this infrastructure was the same as the one visited in 2015.	0 1
ES 13 Is the respondent the head of the facility?	0 1
ES 14 Is the respondent panel?	0 1
ES 14a f not panel, why not: 1) new person as head of facility, 2) passed away, 3) moved out, 4) other	1 2 3 4
ES 15 Respondent's relationship with head of the facility [CODE P]	___

SOURCE 1: OBSERVATION OF FACILITY BY ENUMERATOR

ES 16* The center or health post is open Day 1?	0 1
ES 17* If not, why not 1) holiday, 2) Time, 3) The head is sick, 4) Other (specify)	___
ES 18* If closed Day 1: The center or health post opened Day 2?	___
ES 19* If not,, why not 1) holiday, 2) Time, 3) The head is sick, 4) Other (specify)	___
ES 20* Number of beds (count)	___
ES 21* Latrines that work	0 1
ES 22* Consultation room	0 1
ES 23* Showers	0 1
ES 24* Treatment room	0 1
ES 25* Running water	0 1
ES 26* Laboratory	0 1
ES 27* Power (solar, electrical, battery, group)	0 1
ES 28* Observation room	0 1
ES 29* Floors are clean	0 1
ES 30* Drug store	0 1
ES 31* Walls are clean	0 1
ES 32* Maternity / delivery room	0 1
ES 33* How many health care workers present now?	____
ES 34* Waiting room / reception room	0 1
ES 35* Number antibiotics tablets present	____
ES 36* Head nurse office	0 1
ES 37* Number of anti-malaria tablets present	____
ES 38* Litterbin in each room	0 1
ES 39* Anti-inflammatory tablets present	____
ES 40* Incinerator	0 1
ES 41* Type wall [CODE X]?	____

ES 42* Garbage hole	0 1
ES 43* Type of pavement [CODE X]?	____
ES 44* Placenta hole	0 1
ES 45* Patient register present?	0 1
ES 46* Personnel register present?	0 1
ES 47* Inventory form present?	0 1
ES 48* Cashbook present?	0 1
ES 49* Copy of the flowchart present?	0 1

SOURCE 2: SURVEY WITH A HEALTHCARE USER

ES 50 Is here a sick health service user here?	0 1
ES 51* For what health issue are you here?	____
ES 52* Who received you = 1) nurse, 2) doctor, 3) receptionist, 4) other	1 2 3 4
ES 53* How long did you wait to be received by the qualified person?	___ hours
ES 54* Are you satisfied with the quality of service	0 1
ES 55* How long did you wait to receive care (a) days / (b) hours	___ / ___
ES 56* Did you have to pay before receiving the service?	0 1
ES 57* How much did you pay for the service?	____FC

SOURCE 3: SURVEY WITH THE HEAD OF THE HEALTH FACILITY

ES 58* The responsible is present at the health facility?	0 1
ES 59* If not, where? 1) at home, 2) the village but not at home, 3) not in the village	1 2 3
ES 60* Gender (0 = female, 1 = male)	0 1
ES 61* Age	____
ES 62 Where do you live? 1=in this village, 2=in this locality, 3=in this grouping, 4=in chiefdom, 5=outside chiefdom	____
ES 63* Position? 1) medical director, 2) caregiver, 3) head nurse, 4) second heads nurse, 5) nurse, 6) pharmacist, 7) manager, 8) other	____
ES 64* Level of education [CODE I]	____
ES 65* Have you done medical studies?	0 1
ES 66*Price for a visit (care)?	___ FC
ES 67* Price of a consultation in the center?	___ FC
ES 68* Price of a "form" for the center?	___ FC
ES 69*Price of an overnight stay in the observation room?	___ FC
ES 70* Total revenue of the facility the last month?	___ FC
ES 71* Total expenditures of the facility in the last month?	___ FC
ES 72* Which of the following cases can you treat currently at the center? [multiple answers possible] ES 72a) diarrhea, ES 72b) wound, ES 72c) infection of respiratory tract, ES 72d) delivery, ES 72e) dermatosis, ES 72f) heart pressure	____
ES 73* How many villages use this center / health post?	____
ES 74* How many nurses work at this health center?	____
ES 75 How many nurses live in the village?	____
ES 76 How many nurses receive a government salary?	____
ES 77* When did the nurses receive their last salary?	____ months ago
ES 78* How many doctors work with this health center?	____
ES 79 How many doctors live in the village?	____
ES 80 How many doctors receive a government salary?	____
ES 81* Total number of patients who visited the health center last month (check register)	____
ES 82* Total number of internal patients who are now present	____
ES 83* During last year how many times did the community [name survey village] contributed in kind?	____
ES 84* During last year the community [name survey village] contributed how much money to the center?	____ FC

ES 85* The past month, how many sick people did the nurses of this center visit at home?	____
ES 86* During the past 12 months, how many children UNDER 5 died due to illness?	____
ES 87* If so, what (s) disease (s) did they die of? [S Code] (multiple answers possible)	____

We would also like to ask you about the needs of the facility:

	Type	Source
ES 88* During the last year what type of support did the hospital receive? [CODE Z]. And by whom [H CODE]	1) a)___	b) ___
	2) a)___	b) ___
	3) a)___	b) ___
ES 89* What does your school need the most to meet the norms? [CODE Q]	a) First:	___
	b) Second:	___
	c) Third:	___
ES 90* When the school has a problem, who do you contact in priority [CODE H]	a) Maintenance:	___
	b) Finance:	___
	c) Personnel:	___
	d) Equipment :	___
	e) Security :	___

Insert generic modules:

- **M_TUU: Outcome measures: *Tuungane* 2+ quality and satisfaction of process**
- **M_AUD: Verification, only ask these questions if the structure is T2+**
- **M_INF: Mechanism measures: information**
- **M_COL: Mechanism measures: collective action**
- **M_MON: Mechanism measures: monitoring**

ES_RES: Brochure and Response Sheet, only if the structure is T2+

Tell the respondent that we have tasked the T2+ user committee and service provider in sector [education/health] to write a short document about 1) their experiences with T2, and 2) the needs and priorities of the village. Please have a conversation with the respondent to find out the below information.

ES 91 Did the health facility write a Response Sheet?	0 1
ES 92 If yes, how did they work? 1) User committee and service provider worked together, 2) User committee and service provider worked seperatly.	1 2
ES 93 If (1), with who else did they work? If no one, select no one. [CODE H]	___
ES 94 If (2), with who did the user committee work? If no one, select no one. [CODE H]	___
ES 95 If (2), with who did the service provided work? If no one, select no one. [CODE H]	___
ES 96 If no response sheet, why? 1) We did not get this task, 2)We did not get enough time but were planning on doing this, 3) We are not interested in the task, -10) other (specify)	___

Enumerator, please read these questions:

ES 97 In your opinion, who should be actively involved in writing community responses? Do not read options, Multiple possile. [CODE H]	___
ES 98 Respondent wants to voice his/her opinion about the community's needs and priorities to somebody?	v
ES 99 If the above is answered with "yes", please ask with whom. Multiple possible. [CODE H]	___
ES 100 In your opinion, what are the community's needs [CODE G]	___

Finally tell the health facility that they should have received 11 Tuungane 2 brochure about 1 week prior to your visit.

ES 101 Do you confirm having received a brochure?	0 1
ES 102 If 'NO", did you receive the information presented on the brochure? If no, skip this section.	0 1
ES 103 If 'YES', from whom? [CODE H]	___
ES 104 If the respondent has the brochure or has received the information presented on the brochure, do you believe in what it says?	0 1
ES 105 If 'YES', are you satisfied with the information presented on the brochure?	0 1

ES 106 If 'YES', did you participate in the distribution of the information presented on the brochure?	0 1
ES 107 If 'YES', how? (multiple response) 1) I shared the brochure; 2) Word of mouth; 3) Led a meeting in the village; -10x) other (specify)	___ 0 1
ES 108 If 'YES', with whom did you share this information? Do not prompt (multiple response). [CODE H]	___
ES 109 If 'NO', in your opinon who should be actively involved in the distribution / diffusion of the information shared on the T2 brochure? Do not prompt (multiple response). [CODE H]	___
ES 2 Do you still have brochures? [Please verify]	0 1
ES 111 How many brochures do you still have? [Please verify]	___
ES 112 If '<11', what did you do with it? 1)I lost it, 2)I gave it to another household, 3)I gave it to another village, -10)Other (specify)	___

Insert generic modules:

- **M_FIN: End of the survey**

1.5 User committee survey (EU)

Please read out the consent form, and give the respondent the "Form: Consent and contact information sheet".

EU_SEL: General

EU 1 Member of user committee agrees to participate in the survey?	0 1
EU 2 Name of province	___
EU 3 Name of territory	___
EU 4 Name of the chieftaincy	___
EU 5 Name of the Groupement	___
EU 6 Name of the axe	___
EU 7 Code of village (IDV). Be 100% sure this is correct.	___
EU 7a Name of the village	___
EU 8 Enumerator Code	___
EU 8a Enumerator Name	___
EU 9a Date (DDMM/AA)	___/___/___
EU 9b Time (HH:MM)	___:___
EU 9c Survey Duration (in second)	___
EU 10 Which user committee? 1) COPA, 2) CODESA	1 2
EU 11 Is the user committee in the Tuungane sector?	0 1

EU_COM: Composition of the committee

Please give us some information about all members of the committee.

	Member Name	a) Function? 1) chairman/ president, 2) Vice president, 3) secretary, 4) counselor, 5) treasurer - 10) other	b) Gender	c) Member since … months	d) Occupation [CODE A]	e) How selected? 1) chief appointed, 2) elected, 3) other	f) Relation to village chief [CODE P]
EU 12	___	1 2 3	0 1	___	___	1 2 3	___
EU 13	___	1 2 3	0 1	___	___	1 2 3	___
EU 14	___	1 2 3	0 1	___	___	1 2 3	___
EU 15	___	1 2 3	0 1	___	___	1 2 3	___
EU 16	___	1 2 3	0 1	___	___	1 2 3	___
EU 17	___	1 2 3	0 1	___	___	1 2 3	___
EU 18	___	1 2 3	0 1	___	___	1 2 3	___
EU 19	___	1 2 3	0 1	___	___	1 2 3	___
EU 20	___	1 2 3	0 1	___	___	1 2 3	___
EU 21	___	1 2 3	0 1	___	___	1 2 3	___
EU 22	___	1 2 3	0 1	___	___	1 2 3	___
EU 23	___	1 2 3	0 1	___	___	1 2 3	___
EU 24	___	1 2 3	0 1	___	___	1 2 3	___
EU 25	___	1 2 3	0 1	___	___	1 2 3	___
EU 26	___	1 2 3	0 1	___	___	1 2 3	___
EU 27	___	1 2 3	0 1	___	___	1 2 3	___
EU 28	___	1 2 3	0 1	___	___	1 2 3	___
EU 29	___	1 2 3	0 1	___	___	1 2 3	___
EU 30	___	1 2 3	0 1	___	___	1 2 3	___
EU 31	___	1 2 3	0 1	___	___	1 2 3	___
EU 32	___	1 2 3	0 1	___	___	1 2 3	___
EU 33	___	1 2 3	0 1	___	___	1 2 3	___

EU 34	___	1 2 3	0 1	___	___	1 2 3	___
EU 35	___	1 2 3	0 1	___	___	1 2 3	___
EU 36	___	1 2 3	0 1	___	___	1 2 3	___

EU_NEE: Information about needs

EU 37 In your opinion, what does your school (for COPA) / hospital (for CODESA) need the most to meet the norms? [CODE Q]	a) First:	
	b) Second:	
	c) Third:	

Insert generic modules:

- **M_TUU: Outcome measures: *Tuungane* 2+ quality and satisfaction of process**
- **M_INF: Mechanism measures: information**
- **M_COL: Mechanism measures: collective action**
- **M_MON: Mechanism measures: monitoring**

EU_RES: Brochure and Response Sheet, only if the structure is T2+

Tell the respondent that we have tasked the T2+ user committee and service provider in sector [education/health] to write a short document about 1) their experiences with T2, and 2) the needs and priorities of the village. Please have a conversation with the respondent to find out the below information.

EU 38 Did the committee write a Response Sheet?	0 1
EU 39 If yes, how did they work? 1) User committee and service provider worked together, 2) User committee and service provider worked seperatly.	1 2
EU 40 If (1), with who else did they work? If no one, select no one. [CODE H]	___
EU 41 If (2), with who did the user committee work? If no one, select no one. [CODE H]	___
EU 42 If (2), with who did the service provided work? If no one, select no one. [CODE H]	___
EU 43 If no response sheet, why? 1) We did not get this task, 2)We did not get enough time but were planning on doing this, 3) We are not interested in the task, -10) other (specify)	___

Enumerator, please read these questions:

EU 44 In your opinion, who should be actively involved in writing community responses? Do not read options, Multiple possile. [CODE H]	___
EU 45 Respondent wants to voice his/her opinion about the community's needs and priorities to somebody?	v
EU 46 If the above is answered with "yes", please ask with whom. Multiple possible. [CODE H]	___
EU 47 In your opinion, what are the community's needs [CODE G]	___

Finally tell the committee that they should have received 11 Tuungane 2 brochure about 1 week prior to your visit.

EU 48 Do you confirm having received a brochure?	0 1
EU 49 If 'NO", did you receive the information presented on the brochure? If no, skip this section.	0 1
EU 50 If 'YES', from whom? [CODE H]	___
EU 51 If the respondent has the brochure or has received the information presented on the brochure, do you believe in what it says?	0 1
EU 52 If 'YES', are you satisfied with the information presented on the brochure?	0 1
EU 53 If 'YES', did you participate in the distribution of the information presented on the brochure?	0 1
EU 54 If 'YES', how? (multiple response) 1) I shared the brochure, 2) Word of mouth, 3) Led a meeting in the village, -10) other (specify)	___
EU 55 If 'YES', with whom did you share this information? Do not prompt (multiple response). [CODE H]	___
EU 56 If 'NO', in your opinon who should be actively involved in the distribution / diffusion of the information shared on the T2 brochure? Do not prompt (multiple response). [CODE H]	___
EU 57 Do you still have brochures? [Please verify]	0 1
EU 58 How many brochures do you still have? [Please verify]	___
EU 59 If '<11', what did you do with it? 1)I lost it, 2)I gave it to another household, 3)I gave it to another village, -10)Other (specify)	___

Insert generic modules:

- **M_FIN: End of the survey**

1.6 Enumerator form (ER)

ER_SEL: General

ER 1 Name of province	___
ER 2 Name of territory	___
ER 3 Name of chieftaincy	___
ER 4 Name of groupement	___
ER 4a Name of Axe	___
ER 5 Code of village (IDV). Be 100% sure this is correct.	___
ER 5a Village name	___
ER 6 Enumerator Code	___
ER 6a Enumerator Name	___
ER 7a Date (DDMM/AA)	___/___/___
ER 7b Time (HH:MM)	___:___
ER 7c Survey duration	___

ER_INF: Tuungane 2 Brochure

Fill this information out when you leave the village.

ER 8a Was a community meeting organized to share the information about *Tuungane 2*?	0 1
ER 8b If yes, by whom? [CODE H]	___
ER 9 Did the user committee undertake activities to make community members aware of the T2 info?	0 1
ER 10 Did the service provider undertake activities to make community members aware of the T2 info?	0 1
ER 11 How many of the brochures given to the user committee spread through the village?	___
ER 12 How many of the brochures given to the service committee spread through the village?	___
ER 13 Visit the house of the village chief. Does he have a leaflet?	0 1

ER_RES: Response Sheet

Before you leave the village you visit the user committee and service provider again to pick up the response form. If not indicated differently, responses are: 1) no, not at all, 2) no, 3) a little, 4) yes, 5) yes, very much.

	(c) User committee	(p) Service provider	One answer sheet
ER 14 Did you get back at least one response sheets? 0) No 1) Yes	0 1		
ER 15 How many response sheets did you get back?	1 2		
ER 16 Who gave you the response sheet? 1) Service Provider 2) User Committee	1 2		
ER 17 If received only one response sheet: Did the user committee and the service provider worked together in the redaction of the response sheet? 1) Not at all 2) No 3) A little 4) Yes 5) Yes a lot	1 2 3 4 5		
ER 18 If received more than one response sheet: Did the user committee and service provider worked together to create the response? 1) Not at all 2) No 3) A little 4) Yes 5) Yes a lot	1 2 3 4 5		
ER 19 How many meetings were there between the user committee and service provider related to this note?	___		
ER 20 Was a community meeting organized to learn about the community's needs and priorities?	0 1		
ER 21 If yes, by whom? [CODE H]	___		
ER 22 How many sentences does the "Response form" have?	___	___	___
ER 23 The village response letter is of high quality?	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
ER 24 What needs are mentioned in the response form? [CODE Q]. Multiple responses possible.	___	___	___
ER 25 What necessary priority projects are mentioned in the response form? [CODE G]. Multiple responses possible.	___	___	___

ER 26 To create the response did the … approach villagers to ask for their opinion?	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
ER 27 To create the response did the … approach the line ministry to ask for their opinion?	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
ER 28 Did the user committee/service provider actively involve the village chief?	1 2 3 4 5		
ER 29 Did the chief want to be involved in drafting the response?	1 2 3 4 5		

Checklist

Before you leave the village, make sure that you completed all the surveys. Please check:

ER 30 Done: 10x EM?	0 1
ER 31 Done: 1x EC?	0 1
ER 32 Done: 1x ES?	0 1
ER 33 Done: 1x EE?	0 1
ER 34 Done: 2x EU (1x with COPA and 1x with CODESA)?	0 1
ER 35 Done: 1x ER?	0 1
ER 36 Picked up the 2x Response Sheets (Committee User and Service Provider)	0 1

1.7 Brochure and response sheet (visit1_distribution)

This questionnaire is only for the User Committee and Service Provider targeted by T2.
Please, hand out 1 "**2.3 Form: Brochure**" as well as 11 additional brochures.
Please, hand out 1 "**2.4 Form: Response sheet**".

We would like to provide you with this Information Brochure which summarizes the main objectives and outcomes of the Tuungane 2 program, in which your village participated. We would also like to ask you and the User Committee / Service Provider to write a response on your impression of the Tuungane 2 and Tuungane 2+ program. This information will be shared with the international development community and the government. There are no direct benefits from this exercise. The response will not directly lead to a project in your village, it just serves to share your impressions with the development community. Your answer should, as a minimum, answer the following questions: 1) What was GOOD in the Tuungane 2 program and how can it be improved? 2) What was GOOD in the Tuungane 2+ program and how can it be improved? 3) What are the current needs and priorities of the community? Importantly, we would like this response to reflect the opinion of the village in general, and thus also the members of the community. We will also provide a set of brochures and this response exercise to the User Committee / Service Provider. We will visit you within one to two weeks to recover this record.

RES_SEL: General information

RES 1* Name of province	___
RES 2* Name of territory	___
RES 3* Name of the chieftaincy	___
RES 4* Name of the groupement	___
RES 5 Name of the axe	___
RES 6* Code of village (IDV). Make sure it is 100% correct	___
RE 6a Name of the village	___
RES 7* Coordinator code	___
RES 8a* Date (DD/MM/YY)	/ /
RES 8b* Time (HH:MM)	__ : __
RES 8c* Survey Duration (in seconds)	___
RES 9 In which sector was the T2 + program? 1) Education 2) Health	1 2
RES 10 Did you find the user committee?	0 1
RES 11 If not, why not? 1) Committee leader not found 3) Refused to answer the survey 5) Organization moved away -10) Other	1 3 5
RES 12 Did you find the service provider?	0 1
RES 13 If not, why not? 1) Committee leader not found 3) Refused to answer the survey 5) Organization moved away -10) Other	1 3 5

RES_RES: Brochure and Response Sheet

Now, please try to get this information from your respondent through conversation (don't ask the below questions directly).

	(c) User committee	(p) Service provider
RES 14 Does the respondent accept the brochure?	0 1	0 1
RES 15 Does the respondent accept to write a response sheet?	0 1	0 1
RES 16 Did the respondent mention sharing the information provided on the brochure with anyone?	0 1	0 1
RES 17 If yes, with who? Multiple responses possible. [CODE H]	___	___
RES 18 Does the respondent want to participate in the Response Sheet task?	0 1	0 1
If yes to the above, how does he plan to write the Response Sheet:		
RES 19 Mentions discussion this with the village?	0 1	0 1
RES 20 Mentions holding a community meeting?	0 1	0 1
RES 21 Mentions being in touch with the chief?	0 1	0 1
RES 22 Mentions getting in contact with the Line Ministry?	0 1	0 1
RES 23 Mentions getting in contact with the User Committee / Service Provider	0 1	0 1

Insert generic modules:

- **M_FIN: End of the survey**

1.8 Modules used in multiple surveys

The following pages contains a number of additional survey modules that are used in more than one survey.

M_TUU: Outcome measures: *Tuungane* 2+ quality and satisfaction of process

[Enumerator: It is of crucial importance that this section is about T2+. If the respondent does not know T2+ (question TUU) or if the respondent does not know the difference between T2+ and T2 (question TUU), even after you explained it to the respondent, do not continue and you can skip this survey module.]

Knowledge about the T2+ program:

TUU 1* Have you heard of TUUNGANE 2?	0 1
TUU 2 Have you heard of TUUNGANE 2+? If not, skip this module.	0 1
TUU 3 [Does the individual know the difference between T2 et T2+? If not, explain. If still not, skip module]	0 1
TUU 4 In what sector did the T2+ program operate? 1 = education, 2 = health, 3 = other	1 2 3
TUU 5 What was your preferred T2+ project? [CODE G]	___
TUU 6 Which organization implemented T2+? [CODE O]	___
TUU 7 What was the value of the equipment grant?	$___
TUU 8 On what was the equipment grant used on? [CODE G]. Multiple responses possible.	___
TUU 9 What was the value of the institutional grant?	$___
TUU 10 On what was the institutional grant used on? [CODE G]. Mulitple responses possible.	___

Involvement in the *Tuungane* 2+ program:

TUU 11 How many village meetings were held as part of T2+? If any.	___
TUU 12 If one or more, how many meetings have you attended?	___
TUU 13 How much time did you spend on the T2+ project (including meetings, work, etc.)? In days.	___
TUU 14 How much did you contribute with material or money to the T2+ project?	___ FC

Responses are: 1) no, not at all, 2) no, 3) a little, 4) yes, 5) yes, very much. In your opinion:

	Villagers	a) COPA	b) COD ESA	c) School	d) Health Center	e) MCZ	f) Sous-P.
TUU 15 … was actively involved in the T2+?	___	___	___	___	___	___	___
TUU 16 … worked together with user committee?	___	NA	NA	___	___	___	___
TUU 17 … worked together with service provider?	___	___	___	NA	NA	___	___

Satisfaction with different actors. Responses are: 1) no, not at all, 2) no, 3) a little, 4) yes, 5) yes, very much.

	Villagers	a) COPA	b) COD ESA	c) School	d) Health Center	e) MCZ	f) Sous-P.
TUU 18 Pleased with …'s level of effort during T2+	___	___	___	___	___	___	___
TUU 19 Pleased with …'s activities during T2+	___	___	___	___	___	___	___

Different people have different concerns regarding the implementation of projects such as T2+. I will read a list of statements and tell me with which ones you agree or disagree.

	Strongly disagree	Disagree	Indiffer-ent	Agree	Strongly agree
TUU 20 The whole process (decision and project implementation) took too long	1	2	3	4	5
TUU 21 The organization (IRC) has not performed well in the village	1	2	3	4	5
TUU 22 The selected projects were not the most important for this village	1	2	3	4	5
TUU 23 The selected projects have not helped enough people in this village	1	2	3	4	5
TUU 24 I had no real influence on the selection of projects	1	2	3	4	5
TUU 25 Disagreements in this village have not been well managed	1	2	3	4	5
TUU 26 The process required too many steps / procedures to be followed	1	2	3	4	5
TUU 27 There was not enough information about the process	1	2	3	4	5
TUU 28 There was embezzlement in this village (corruption, nepotism ...)	1	2	3	4	5

TUU 29 The allocation of money in the villages was not made fairly	1	2	3	4	5
TUU 30 The project has created divisions and conflicts in the community	1	2	3	4	5
TUU 31 The T2+ program was controlled by the village chief	1	2	3	4	5
TUU 32 The user committee did not undertake the activities it should have done	1	2	3	4	5
TUU 33 The service providers did not undertake the activities it should have done	1	2	3	4	5
TUU 34 The line ministry did not undertake the activities it should have done	1	2	3	4	5

M_AUD: Verification, only ask these questions if the structure is T2+

We would like to know what happened of the 750 $ grant that the service providers received as institutional support.

AUD 1 What was the grant spent on? [CODE C]. Multiple response 0) Nothing 1) Bought supplies 2) Institutional Support 3) Staff training 4) Organized meetings 5) Material transport 6) Staff bonus Other	___	___	___	___
AUD 2 Total number of grant received	___			
AUD 3 ID of the grant	___	___	___	___
AUD 4 Name of the institution that gave the grant	___	___	___	___
AUD 5 How much was spent per activity?	___	___	___	___
AUD 6 Please verify if the amount was indeed spent on the activity, do you believe the respondent? 1) no, not at all, 2) no, 3) a little, 4) yes, 5) yes, very much.	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
AUD 7 In your opinion, out of the $ 750, how much has been spend on the activity?	$___	$___	$___	$___
AUD 8 Total amount of the grant declared	___			
AUD 9 Total amount of the grant spent	___			

We would also like to know more about the blue notebooks that were distributed at the beginning of the Tuungane program.

AUD 10 Is the blue notebook still present in the village?	0 1
AUD 11 Who keeps the notebook? [CODE H]	___
AUD 12 How were the minutes kept? Enumerator appreciation: 1) not well at all, 2) not very well, 3) not well and not too bad, 4) okay, 5) very well.	1 2 3 4 5

M_INF: Mechanism measures: information

The questions apply to the structures in the surveyed sector and to the structures in which the respondent does not belong.
For the chief and household survey ask for all structures.
Example, if you are investigating a school, these questions will be that asked for the COPA and the sous- Proved.

	COPA	a) CODESA
INF 1 How many members of … do you know [Cite them by name]	--	--

	b) School	c) Health Center
INF 2 What is the name of the director of the…. [Correct?]	0 1	0 1

	d) MCZ	e) Sous-P.
INF 3 What is the name of the representative of the… [Correct?]	0 1	0 1

	COPA	a) COD ESA	d) MCZ	e) Sous-P.
INF 4 … is the abbreviation of? 1 = correct	0 1	0 1	0 1	0 1

Modules used in multiple surveys

	COPA	a) COD ESA	b) School	c) Health Center	d) MCZ	e) Sous-P.
INF 5 What are the role and responsibility of … [Do not read. Multiple answers possible] [CODE Y]	---	---	---	---	---	---

	COPA	e) Sous-P.
INF 6 What do you think in …'s opinion is the school's biggest need? [CODE Q]	---	---

	a) CODESA	d) MCZ
INF 7 What do you think in …'s opinion is the health facility' biggest need? [CODE Q]	---	---

Knowledge about service provision:

The questions apply to the structures in the surveyed sector. For the chief and household survey ask for all structures.

	Entitled to	a) Current situation
INF 8 Number of beds in the hospital	___	___
INF 9 Power (solar, electrical, battery, group) in the hospital?	0 1	0 1
INF 10 Running water in the hospital?	0 1	0 1
INF 11 Number of latrines that work	___	___
INF 12 Price for a visit (care)?	___ FC	___ FC
INF 13 Price of a consultation in the center?	___ FC	___ FC
INF 14 Price of a "form" for the center?	___ FC	___ FC
INF 15 Price of an overnight stay in the observation room?	___ FC	___ FC
INF 16 How many nurses work at this health center?	___	___
INF 17 How many doctors work with this health center?	___	___
INF 18 Number of classroom in school	___	___
INF 19 Number of working toilets in school?	___	___
INF 20 "Prime" last month for one child	___ FC	___ FC
INF 21 "Administration fee" last trimester for one child	___ FC	___ FC
INF 22 "State fee" last year for one child	___ FC	___ FC
INF 23 How many teachers work in the school?	___	___

Knowledge about other governance-related actors: 0) incorrect, 1) response correct, 2) response incorrect.

INF 24* Name Congo's current prime minister.	0 1 2
INF 25* Name the largest party in the national parliament.	0 1 2
INF 26* Name the governor of your province.	0 1 2
INF 27* Name the chief of the chiefdom.	0 1 2

M_COL: Mechanism measures: collective action

Satisfaction with and trust of different service provision actors. In tablets the order is randomized. Responses are: 1) no, not at all, 2) no, 3) a little, 4) yes, 5) yes, very much.

The questions apply to the structures in the surveyed sector and to the structures in which the respondent does not belong.

For the chief and household survey ask for all structures.

Example, if you are investigating a school, these questions will be that asked for the COPA and the sous- Proved.

How do you judge … on the following activity:	COPA	COD ESA	School	Health Center	MCZ	Sous-Proved
COL 1 The … is capable in undertaking its activities?	___	___	___	___	___	___
COL 2 If $1000 for development arrives in the village I trust that … won't abuse their influence for personal gains?	___	___	___	___	___	___
COL 3 If $1000 for development arrives in the village I trust that … does a good job in using this money?	___	___	___	___	___	___
COL 4 I trust that … they have users' best interest in mind?	___	___	___	___	___	___

Please grade the quality of interaction (the dyad) between the following two parties. In your opinion, how well do they work together? Responses are: 1) very bad, 2) bad, 3) indifferent, 4) good, and 5) very good.

The questions apply to the structures in the surveyed sector. For the chief and household survey ask for all structures.

COL 5 Villagers and COPA	___
COL 6 CODESA – health facility	___
COL 7 Villagers and CODESA	___
COL 8 School and sous-Proved	___
COL 9 COPA and school	___
COL 10 Health facility and MCZ	___

Over the last 2 years, do you think that the quality of interaction (the dyad) between the following two parties has improved?

The questions apply to the structures in the surveyed sector. For the chief and household survey ask for all structures.

COL 11 Villagers and COPA	0 1
COL 12 CODESA – health facility	0 1
COL 13 Villagers and CODESA	0 1
COL 14 School and sous-Proved	0 1
COL 15 COPA and school	0 1
COL 16 Health facility and MCZ	0 1

Interaction. [In tablets the order is randomized.] During the last six months:

The questions apply to the structures in the surveyed sector and to the structures in which the respondent does not belong.

For the chief and household survey ask for all structures.

Example, if you are investigating a school, these questions will be that asked for the COPA and the sous- Proved.

	COPA	COD ESA	School	Health Center	MCZ	Sous-Proved
COL 17 How many meetings have been organized by…?	___	___	___	___	___	___
COL 18 At how many meetings organize by … were you present?	___	___	___	___	___	___
COL 19 Did you contribute in money to…/ an activity organized by..?	0 1	0 1	0 1	0 1	0 1	0 1
COL 20 Did you contribute in kind to …/ an activity organized by..?	0 1	0 1	0 1	0 1	0 1	0 1

Specifically about the user committee. To what extent do you feel that your local committee is implementing the following actions? In tablets the order is randomized. Responses are: 1) very bad, 2) bad, 3) indifferent, 4) good, and 5) very good.

The questions apply to the service providers in the surveyed sector

For the chief and household survey ask questions

	COPA	a) CODESA
COL 21* Inform the population about the actions.	___	___
COL 22* Inform the population about the management of resources	___	___
COL 23* Inform the community about the performance of service providers and the quality of services	___	___
COL 24* Allow people like you to participate	___	___
COL 25* Consulting before making decisions	___	___
COL 26* Ensure that local resources are used for public purposes and not for private interests	___	___
COL 27* Conduct advocacy with state authorities on the needs of the community	___	___
COL 28* Inform the state authorities about the performance of service providers and the quality of services	___	___
COL 29* Inform the population about the actions.	___	___

Specifically about the facility. How do you judge the following…? In tablets the order is randomized. Responses are: 1) very bad, 2) bad, 3) indifferent, 4) good, and 5) very good.

The questions apply to the user committee in the surveyed sector. For the chief and household survey ask all questions

	Health Center	a) School
COL 30* Quality of the infrastructure (building, etc)	___	___
COL 31* The capacity of the facility	___	___

COL 32* Availability and quality of equipment in the facility	___	___
COL 33* The quality of care by the facility	___	___
COL 34* Quality of caregivers	___	___
COL 35* Quality of administration	___	___
COL 36* Interaction with the community	___	___

	Health Center	a) School
COL 37* Are (doctors/ nurses) / (teachers) often absent?	0 1	0 1
COL 38* Are (doctors/ nurses) / (teachers) often on time?	0 1	0 1
COL 39* Are (doctors/ nurses) / (teachers) competent and qualified?	0 1	0 1

M_MON: Mechanism measures: monitoring

We would like to ask a few questions about monitoring and accountability related to service provision. In tablets the order is randomized.
Responses are: 1) no, not at all, 2) no, 3) a little, 4) yes, 5) yes, very much.
The questions apply to the structures in the surveyed sector and to the structures in which the respondent does not belong.
For the chief and household survey ask for all structures.
Example, if you are investigating a school, these questions will be that asked for the COPA and the sous- Proved.

	a) COPA	b) COD ESA	c) School	d) Health Center	e) MCZ	f) Sous-Proved
MON 1 … gets reported on if it does not do its work properly	___	___	___	___	___	___
MON 2 … gets sanctioned if it does not do its work properly	___	___	___	___	___	___
MON 3 In that case, who sanctions? [CODE H]	___	___	___	___	___	___
MON 4 … should be held accountable?	___	___	___	___	___	___
MON 5 … should be held accountable to? [CODE H]	___	___	___	___	___	___

Specifically related specifically to service providers:
This section will not be asked to the service providers

MON 6* For the quality of basic services to improve, requires that providers of services are efficient; performance is only possible if service providers are accountable either to the population or to their hierarchy in the government or to both. According to you, to whom should they be accountable for better performance? 1) The community they serve, 2) superiors in government, 3) Community and superiors together.	1 2 3
MON 7* If your community was regularly informed of the performance of providers of services and results, do you think it would monitor the work of service providers and require more accountable?	0 1
MON 8* If so, whom do you think should give this information to the community? [CODE H]	___

M_FIN: End of the survey

FIN 1* Language used to conduct the interview [CODE L]	___
FIN 2* How do you judge the ability) of the respondent to understand the language used for the interview? 1) Has not experienced any difficulties, 2) Experienced medium difficulties, 3) Experienced great difficulties	1 2 3
FIN 3* Do you think the respondent remained focused throughout the interview? 1) Focused throughout the interview, 2) He lost concentration in the middle, 3) Was absent minded throughout the interview	1 2 3
FIN 4* The interview stopped before completing all the questions?	0 1
FIN 5* End time of the interview	___
FIN 6* GPS latitude	___
FIN 7* GPS longitude	___
FIN 8* GPS altitude	___
FIN 9* GPS accuracy	___
FIN 10* GPS problems? 0 = No problem 1 = accuracy, 2 = Too much time, 3 = GPS not working, 4 = another.	0 1 2 3 4
FIN 11 Any comments?	___
FIN 12 Submission Date and Time	m/d/y hm
FIN 13 Start of the survey Date and Time	m/d/y hm
FIN 14 End of the survey Date and Time	m/d/y hm

2. Additional forms

2.1 Form: Consent and contact information sheet

Please read out each potential respondents before the survey:

"My name is [your name]. I work for a study on the development and decision-making in communities in eastern DRC led by [name of the survey firm]. All the answers that you give us will be kept strictly confidential. Beyond the research team, nobody will know what you have personally said. If this information is used by us later, no one will know that it comes from you. Before I ask your agreement to participate in this research, please know that these research components present no risk to your community or to any individual of this community. It should also be noted that the research has no direct benefit to you either. By improving our capacity of understanding community priorities in eastern Congo, this research aims to improve the quality of development aid throughout the area. I will ask personal questions. You do not have to answer questions if you do not want to. Moreover, you can end the interview at any time without any cost or penalty to you if you wish. If you answer honestly, you will help us better understand the situation of the community. We would be very grateful for your help in completing this survey. The interview should not last more than [an hour]. Would you like to participate in this survey? Here is a "Contact Information" sheet in case you have any complaints or concerns related to this research, or want to learn more about your rights as a participant in this research."

For those households that are panel, please add:

"You may remember that a team of researchers from Experts was in your village and interviewed you about the situation in your community in 2015. Thank you for time then. We have now returned with several more questions."

Contact information sheets can be found on the next page. Enumerator, please print and cut out.

Contact information sheet

"My name is [your name]. I work for a study on the development and decision-making in communities in eastern DRC led by [name of the survey firm]. All the answers that you give us will be kept strictly confidential. Beyond the research team, nobody will know what you have personally said. If this information is used by us later, no one will know that it comes from you. Before I ask your agreement to participate in this research, please know that these research components present no risk to your community or to any individual of this community. It should also be noted that the research has no direct benefit to you either. By improving our capacity of understanding community priorities in eastern Congo, this research aims to improve the quality of development aid throughout the area. I will ask personal questions. You do not have to answer questions if you do not want to. Moreover, you can end the interview at any time without any cost or penalty to you if you wish. If you answer honestly, you will help us better understand the situation of the community. We would be very grateful for your help in completing this survey. The interview should not last more than [an hour]. Would you like to participate in this survey? Here is a "Contact Information" sheet in case you have any complaints or concerns related to this research, or want to learn more about your rights as a participant in this research."

If you have any comments or complaints about this research, please contact the head of the research team [name] at [phone number] or New York University Abu Dhabi Institutional Review Board at [phone number].

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If you have any comments or complaints about this research, please contact the head of the research team [name] at [phone number] or New York University Abu Dhabi Institutional Review Board at [phone number].

2.2 Form: Household list

Village Code:								

Enumerator Code				

Date:								
	D	D	M	M	Y	Y	Y	Y

Time			:		
	H	H	:	M	M

1		37	
2		38	
3		39	
4		40	
5		41	
6		42	
7		43	
8		44	
9		45	
10		46	
11		47	
12		48	
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36		72	

73		**118**	
74		**119**	
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198		**242**	
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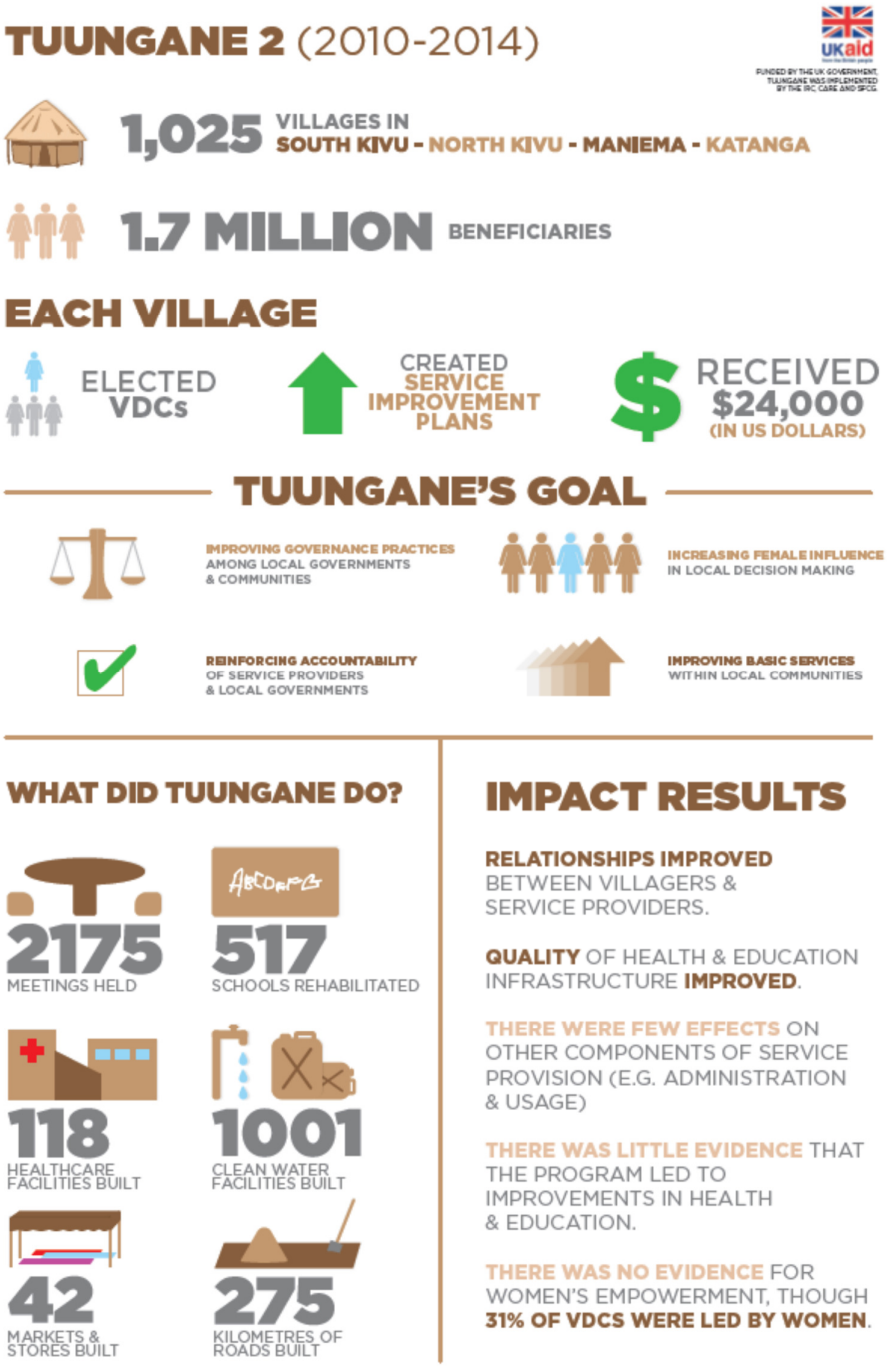
201		**245**	
202		**246**	
203		**247**	
204		**248**	
205		**249**	
206		**250**	

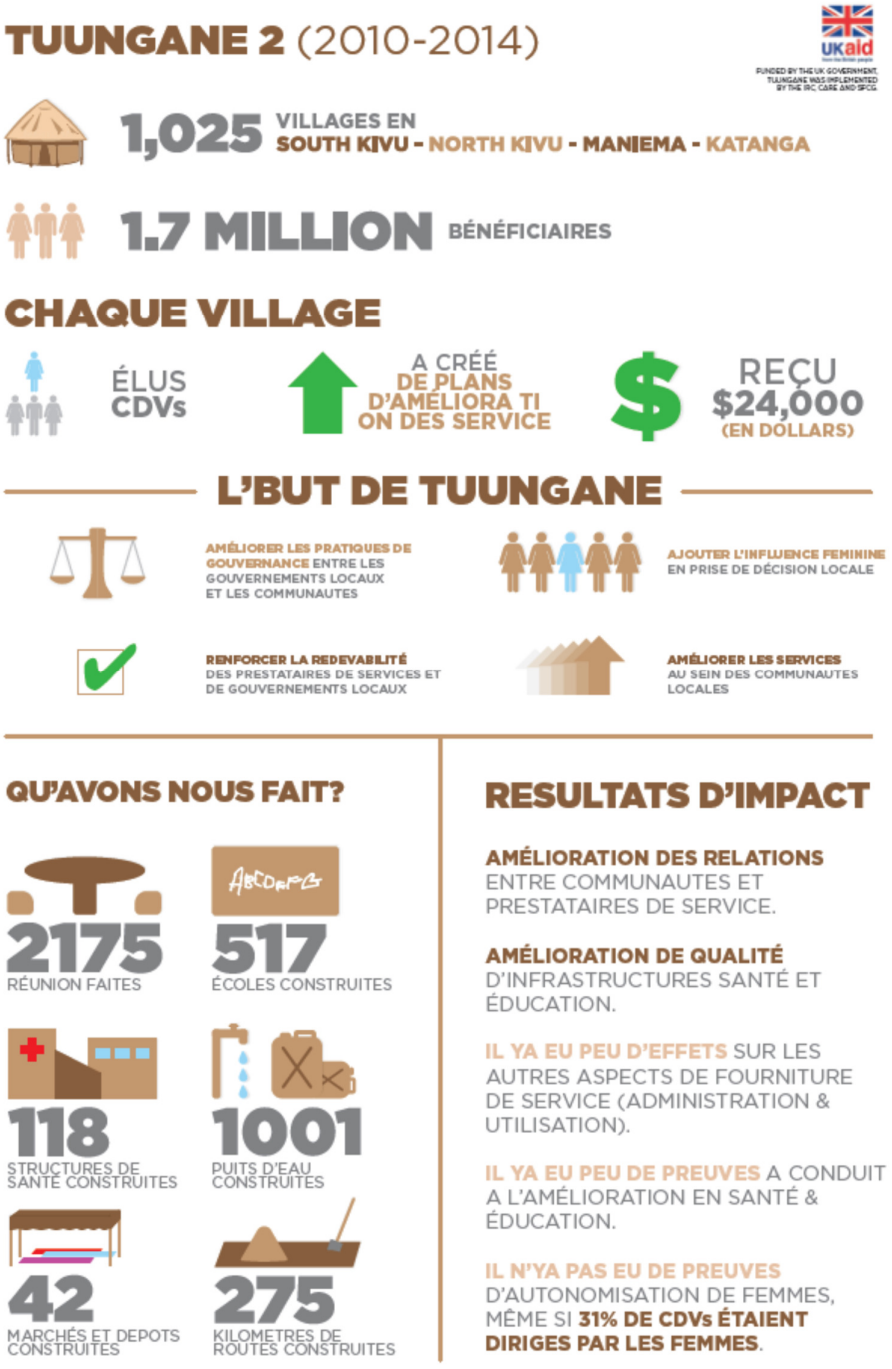
Add pages if necessary.

2.3 Form: Brochure

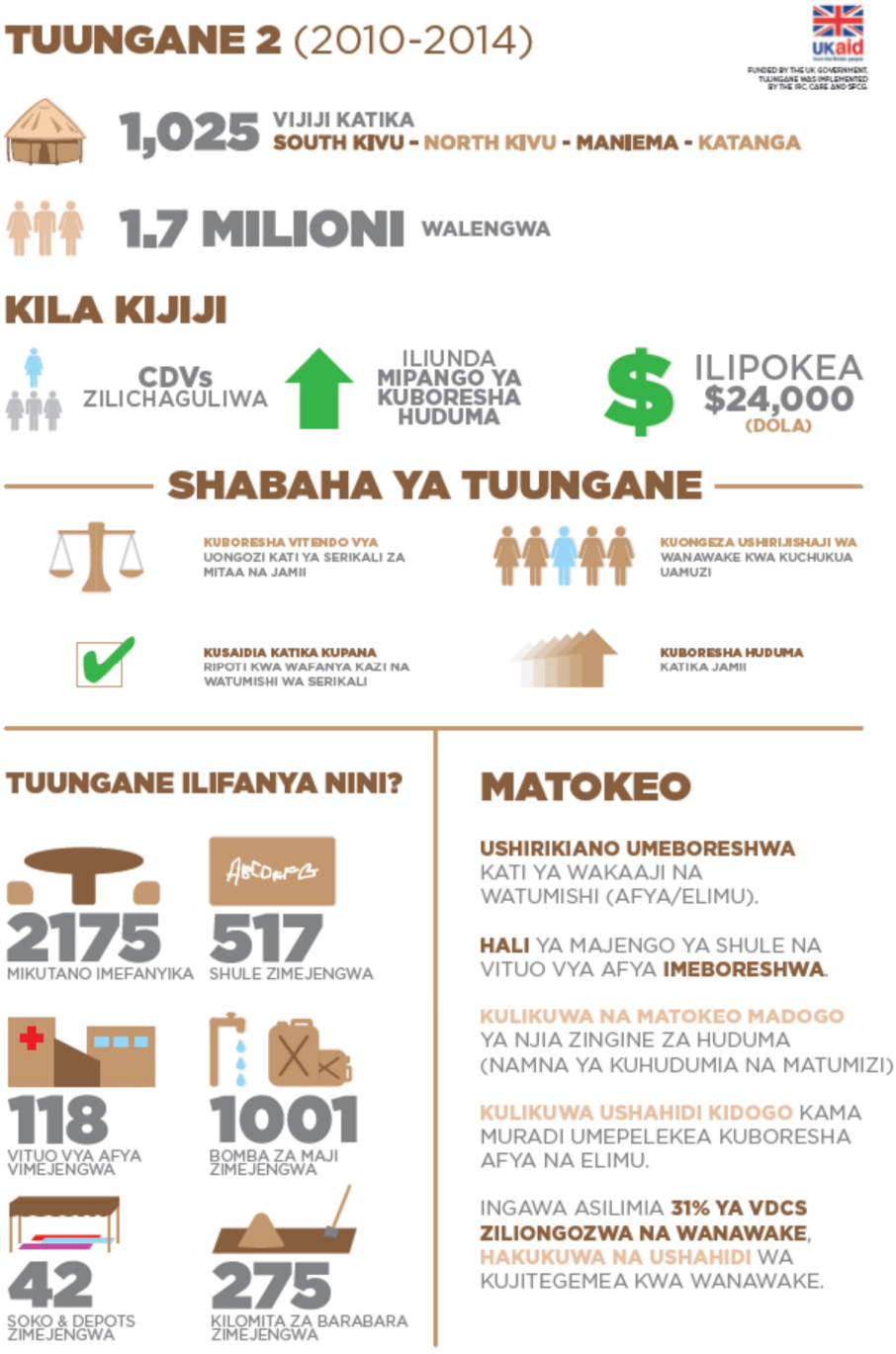
English:



French:


TUUNGANE 2 (2010-2014)
UKaid
FUNDED BY THE UK GOVERNMENT. TUUNGANE WAS IMPLEMENTED BY THE IRC, CARE AND SPCG
1,025 VILLAGES EN SOUTH KIVU - NORTH KIVU - MANIEMA - KATANGA
1.7 MILLION BÉNÉFICIAIRES
CHAQUE VILLAGE
ÉLUS CDVs
A CRÉÉ DE PLANS D'AMÉLIORA TI ON DES SERVICE
REÇU $24,000 (EN DOLLARS)
L'BUT DE TUUNGANE
AMÉLIORER LES PRATIQUES DE GOUVERNANCE ENTRE LES GOUVERNEMENTS LOCAUX ET LES COMMUNAUTES
AJOUTER L'INFLUENCE FEMININE EN PRISE DE DÉCISION LOCALE
RENFORCER LA REDEVABILITÉ DES PRESTATAIRES DE SERVICES ET DE GOUVERNEMENTS LOCAUX
AMÉLIORER LES SERVICES AU SEIN DES COMMUNAUTES LOCALES
QU'AVONS NOUS FAIT?
2175 RÉUNION FAITES
517 ÉCOLES CONSTRUITES
118 STRUCTURES DE SANTÉ CONSTRUITES
1001 PUITS D'EAU CONSTRUITES
42 MARCHÉS ET DEPOTS CONSTRUITES
275 KILOMETRES DE ROUTES CONSTRUITES
RESULTATS D'IMPACT
AMÉLIORATION DES RELATIONS ENTRE COMMUNAUTES ET PRESTATAIRES DE SERVICE.
AMÉLIORATION DE QUALITÉ D'INFRASTRUCTURES SANTÉ ET ÉDUCATION.
IL YA EU PEU D'EFFETS SUR LES AUTRES ASPECTS DE FOURNITURE DE SERVICE (ADMINISTRATION & UTILISATION).
IL YA EU PEU DE PREUVES A CONDUIT A L'AMÉLIORATION EN SANTÉ & ÉDUCATION.
IL N'YA PAS EU DE PREUVES D'AUTONOMISATION DE FEMMES, MÊME SI 31% DE CDVs ÉTAIENT DIRIGES PAR LES FEMMES.

Swahili:


TUUNGANE 2 (2010-2014)
UKaid
FUNDED BY THE UK GOVERNMENT. TUUNGANE WAS IMPLEMENTED BY THE IRC, CARE AND SPCG
1,025 VIJIJI KATIKA
SOUTH KIVU - NORTH KIVU - MANIEMA - KATANGA
1.7 MILIONI WALENGWA
KILA KIJIJI
CDVs ZILICHAGULIWA
ILIUNDA MIPANGO YA KUBORESHA HUDUMA
ILIPOKEA $24,000 (DOLA)
SHABAHA YA TUUNGANE
KUBORESHA VITENDO VYA UONGOZI KATI YA SERIKALI ZA MITAA NA JAMII
KUONGEZA USHIRIKISHAJI WA WANAWAKE KWA KUCHUKUA UAMUZI
KUSAIDIA KATIKA KUPANA RIPOTI KWA WAFANYA KAZI NA WATUMISHI WA SERIKALI
KUBORESHA HUDUMA KATIKA JAMII
TUUNGANE ILIFANYA NINI?
2175 MIKUTANO IMEFANYIKA
517 SHULE ZIMEJENGWA
118 VITUO VYA AFYA VIMEJENGWA
1001 BOMBA ZA MAJI ZIMEJENGWA
42 SOKO & DEPOTS ZIMEJENGWA
275 KILOMITA ZA BARABARA ZIMEJENGWA
MATOKEO
USHIRIKIANO UMEBORESHWA KATI YA WAKAAJI NA WATUMISHI (AFYA/ELIMU).
HALI YA MAJENGO YA SHULE NA VITUO VYA AFYA IMEBORESHWA.
KULIKUWA NA MATOKEO MADOGO YA NJIA ZINGINE ZA HUDUMA (NAMNA YA KUHUDUMIA NA MATUMIZI)
KULIKUWA USHAHIDI KIDOGO KAMA MURADI UMEPELEKEA KUBORESHA AFYA NA ELIMU.
INGAWA ASILIMIA 31% YA VDCS ZILIONGOZWA NA WANAWAKE, HAKUKUWA NA USHAHIDI WA KUJITEGEMEA KWA WANAWAKE.

2.4 Form: Response sheet

Village Code :				

Who? 1= prestataires de service, 2= comité	1 2

Date:									
	J	**J**	**M**	**M**	**A**	**A**	**A**	**A**	

Time					
	H	**H**	**:**	**M**	**M**

1) What was good in the Tuungane 2 program and how can it be improved?

2) What was good in the Tuungane 2+ program and how can it be improved?

3) What are the current needs and priorities of the community?

Response: Page 1

Response: Page 2
Add pages if necessary

3. Codebook

General codes:

Refuse to Respond	-7
Non applicable	-8
Don't know	-9
Other	-10

No	0
Yes	1

Female	0
Male	1

CODE A: Activity

< 5 Years	0
Student	1
Retirement	2
Unemployed or without occupation	3
House worker	4
Farmer	5
Breeder	6
Farmer and Breeder	7
Fish man	8
Trader	9
Civil servant (government)	10
Employee in the private sector	11
Teacher	12
Religious	13
Military / Fighter	14
Digger / Mining worker	15
sex worker	16
Other qualified work	17
Other non qualified work	18

CODE B: Religions

Catholique	1
Protestant	2
Muslim	3
Jehovah witnesses	4
Kimbanguist	5
Anglican	6
Without Religion	7
Traditional religions	8

CODE C: T2+ Grant

Nothing	0
Bought supplies	1

Institutional Support	2
Staff training	3
Organized meetings	4
Material transport	5
Staff bonus	6
Another	7

CODE F: Type of lesson

French	1
English	2
Swahili	3
Mathematics	4
Science	5
Religion	6

CODE G: Projects

Wells (or other water)	1
Drainage / Irrigation	2
Religious center (or renovation)	3
Social Center (or renovation)	4
Other construction (or renovation)	5
Loans system	6
Roads	7
Breeding goats	8
Breeding cattle	9
Breeding poultry	10
Other breeding	11
money distribution	12
Distribution of Maize seeds	13
Construction tools distribution	14
School supplies distribution	15
Distribution of Drugs	16
Preventive kits distribution	17
Other Distribution	18
Mill (or renovation)	19
School (or renovation)	20
Health Center (or renovation)	21
Latrines (or renovation)	22
fertilizers distribution	23
Distribution of tools for agriculture	24
Community field	25
Market	26
Fish farming	27
Private Project for him or his family	28
Making bricks	29
Coal	30
Distribution of groundnuts seed	32
Distribution of beans seed	33
Distribution of cabbadge seed	34
Distribution tomato seed	35
Distribution of soja seed	36

Distribution of Gombo seed	37
Distribution of Lengalenga seed	38
Onions Seed distribution	39
Garlic Seed Distribution	40
Distribution of seeds (Rice)	41
Distribution of seeds (Other)	42
Electricity	43
Training	44
rice mill	45
Bridge	46
Actions against sexual violence	47
Support for awareness-raising initiatives	48
Logistical support and training for advocacy	49
Initiatives to improve access to service provision	50
Scholarships	51
Maintenance	52
Additional training	53
Other	-10

CODE H: Individuals and groups

Noone	0
Territory administrator	1
Development committee	2
King of the chiefdom / sector (mwami)	3
Groupment chief	4
Locality chief	5
Sub-village chief	6
Village chief	7
Religious leaders	8
Women	9
Men	10
Youth	11
Women organizations	12
Youth organizations	13
The elderly	14
Members of development committee	15
Villages inhabitants	16
NGOs	17
Private sector	18
Refugees	19
Internally displaced	20
Members of armed groups	21
The government	22
The very poor	23
Ex combattants/ fighters	24
Teacher/ school head	25
Doctor/ nurse	26
Police	27
FARDC	28
Armed Groups/ milicia	29
Ethnolinguistic groups	L+Code L
MONUSCO	31

APC	32
Justice and peace commission	33
Peace courts	34
Traditional courts	35
Civil society	36
ANR	37
Sous-Proved	38
MCZ	39
COPA	40
CODESA	41

CODE I: Level of education

Preschool	1
Primary school : Year 1	2
Primary school : Year 2	3
Primary school : Year 3	4
Primary school : Year 4	5
Primary school : Year 5	6
Primary school : Year 6	7
Secondary school : Year 1	8
Secondary school : Year 2	9
Secondary school : Year 3	10
Secondary school : Year 4	11
Secondary school : Year 5	12
Secondary school : Year 6	13
University or college : G1	14
University or college : G2	15
University or college : G3	16
University or college : L1	17
University or college : L2	18
University or college : DOC 3	19
University or college : DOC 4	20
Professionnal Training	21
Technical Training	22

CODE L: Languages

Aushi	1
Bangubangu	2
Banyamulenge	3
Bemba	4
Bembe	5
Buwa	6
Buyu	7
Bwile	8
Chokwe	9
Fuliru	10
Havu	11
Hemba	12
Holoholo	13
Joba	14
Kabwari	15

Kanu	16
Kaonde	17
Kikusu	18
Kinande	19
Kihunde	20
Kinyabuisha	21
Kirundi	22
Kinyarwanda	23
Lal-bisa	24
Lamba	25
Lega	26
Luba-Kasai	27
Luba-Katanga	28
Lunda	29
Nyindu	30
Ruund	31
Sanga	32
Shi	33
Taabwa	34
Tembo	35
Tetela	36
Vira	37
Swahili	38
Français	39
Lingala	40

CODE O: Organizations

None	0
UN (United Nations)	1
UNDP	2
IRC	3
CARE	4
CONCERN	5
MONUC / MONUSCO	6
Red Cross	7
Médecins Sans Frontières	8
ACTED	9
Action Contre la Faim	10
OCHA	11
OMS	12
ACF	13
War Child	14
RISD	15
UNICEF	16
COOPI	17
HCR	18
COOPERA	19
Malteser	20
Oxfam	21
RAPID	22
RISD	23
CICR	24

GIZ	25
Search for Common Ground	26
Save the Children	27
APC	28

CODE P: Relationship

Household Head	1
Father/Mother	2
Grand parent	3
Spouse / religious relationship	4
Daughter/Son (incl. adoption)	5
Brother/ Sister	6
Uncle or Aunt	7
Niece or nephew	8
Grand son/grand daughter	9
Parents-in-Law	10
Brother/sister-in-law	11
Cousin	12
Other family Parent	13
Son/daughter-in-law	14
Uncle «Africain »	15
Cousin « Africain »	16
Friend	20
Family Friend	25
Same professional Organization	30
Do business together regularly	40
Same religious Organization	45
Neighbour	55
Displaced, not same family	75

CODE Q: Needs

Access to water	1
Access to market	2
Health	3
Education	4
Extem poverty	5
Farming	6
Lack of livestock	7
Chlef Unjuste	8
Insecurity	9
Open minings	10
Lack of cohesion in the village	11
Electricity	12
Sanitation	13
Work instruments	14
Material	15
Other	-10

CODE S: Diseases

Fever	1

Malaria	2
Cold	3
Measles	4
Diarrhea	5
Tuberculosis	6
Other respiratory infections	7
Skin disease	8
Eye disease	9
physical disability	10
HIV / AIDS	11
Cholera	12
Typhoid fever	13
meningitis	14
Malnutrition	15
Anemia	16
Accident or injury (not result of violence)	17
Ebola	19
Accident ou Blessure (Result of violence)	20
Accident or injury (Result of violence)	21
Unknown	22
Death due to pregnancy	23
Deaths <6 weeks after delivery	24
Death for Unknown Cause / Old age	25
Pregnant woman	26
Delivery	27
Witchcraft	28

CODE T: Responses to negative shocks

Reduced number of meals	1
Removed children from school	2
Borrowed from friends or neighbors	3
Borrowed from cooperative	4
Help from other members of the village	5
Help from other institutions in the village	6
Help from family outside the village	7
Used savings	8
Sending children with friends	9
Sold fields, livestock, household property or something else	10
Help from NGO	11
Other	-10

CODE X: Materials

Earth	1
Straw	2
Wood / bamboo	3
metal sheets	4
Cement / Concrete	5
Tiles	6
Plastic	7
Stones	8
Clay bricks	9

Carton	10

CODE Y: Roles and responsibilities

Finance	1
Community contribution	2
Planning	3
(support with) maintenance	4
(support) material	5
support equipment	6
Contact authorities	7
(Verification) quality education / children	8
Punishment	9
Preparing AG	10
Bridge parents providers	11
Strengthening staff capacity	12
Management	13
Heal	14
Educate	15

CODE Z: Type of help

Money	1
Equipment	2
Materials	3
Labor	4
Advice	5
Staff	6
Other	7

4. Tuungane 2+ Data collection survey handbook (in French)

Manuel Enquêteur Collecte de Données Tuungane 2+

Contexte

Objectif de l'enquête

Cette enquête a pour objectif d'obtenir des données pertinentes pour évaluer l'effet du Programme T2+. Elle comprend certaines mesures comportementales et quelques enquêtes.

Programme Tuungane

En 2015, l'IRC a mis en œuvre le programme Tuungane 2+. T2+ est mis en œuvre dans 485 communautés dans trois provinces de l'Est du Congo : Sud Kivu, Haut Katanga et Tanganyika, il touche approximativement un million de bénéficiaires. Les composantes du programme T2+ incluent (a) le développement des capacités des unités du gouvernement récemment décentralisées (ETD), (b) des activités de radio pour assurer la redevabilité et la participation citoyenne dans la gouvernance locale, (c) un pilote sur le genre qui vise à améliorer les chances des femmes à participer efficacement dans l'influence et la prise décision communautaire, et (d) des projets de subventions dans les communautés de $8,990 dans les secteurs de la santé et l'éducation et de $2,358 dans le secteur de l'eau et l'assainissement. L'objectif du programme Tuungane 2+ est de "contribuer à un système de gouvernance local, réactif au besoin des prestataires de service et aux priorités des populations, au deçà de la fin du programme (IRC, 2014 :4)".

Protocole de collecte de données

Cette partie du manuel fournit toute l'information nécessaire aux enquêteurs. Il s'agit aussi bien de l'objet de l'enquête, des objectifs poursuivis ainsi que de l'ensemble des tâches des enquêteurs, du superviseur et du coordonnateur durant toute la période de collecte sur terrain. Pour aider les enquêteurs à travailler efficacement, ce manuel comprend également différents outils tels que les questionnaires des différentes enquêtes, la liste des personnes à interviewer, les différentes fiches à faire remplir, le texte des consentements à proposer aux enquêteurs, les différents codes auxquels se référer, les abréviations à utiliser.

Cibles de l'enquête

Dans chacun des 339 villages à visiter, les différentes enquêtes à mener sont :

- Enquête (EM) auprès des 10 chefs de ménages dont jusqu'à 5 déjà enquêtés en 2015 et au minimum 5 autres à sélectionner de manière aléatoire ;
- Enquête auprès du chef de village (EC);
- Enquête sur les infrastructures de santé (ES) ou éducation (EE);
- Enquête des comités d'usager (EU) ;
- Une fiche/formulaire de l'enquêteur (ER) :

  Hormis la fiche/formulaire de l'enquêteur (ER), associer A chacune des enquêtes précédentes, d'autres modules subsidiaires correspondants ou les modules génériques suivants :

- **M_TUU: Outcome measures: *Tuungane* 2+ quality and satisfaction of process**
- **M_AUD: Verification, only ask these questions if the structure is T2+**
- **M_INF: Mechanism measures: information**
- **M_COL: Mechanism measures: collective action**
- **M_MON: Mechanism measures: monitoring**

Quel village enquêter ?

Les 339 villages à enquêter sont ceux qui avaient déjà été visités en 2015 dans le cadre du même programme/projet Tuungane. Par souci de comparaison des indicateurs et de suivi des activités de ce programme/projet, les mêmes villages doivent être visités aux deux dates, 2015 et 2017. Le changement d'un village ou des acteurs à interviewer n'est pas autorisé au niveau de l'enquêteur. En cas de difficultés (village non retrouvé, habitation détruite, ménage ayant déménagé…), référez-vous à votre superviseur qui lui-même se refera à son tour au coordonnateur provincial de terrain.

Différentes tâches à réaliser dans tous les villages

Aussitôt arrivée dans le village, l'équipe doit commencer par visiter le chef du village pour lui présenter les civilités et expliquer clairement les activités que nous voudrions entreprendre dans le village. Ensuite, l'équipe doit s'organiser autour du superviseur selon le plan de travail proposé dans le tableau1 pour réaliser les tâches suivantes :

- 1x Enquête Chef du village (EC)
- 5x Enquêtes ménage PANEL (EM) maximum
- 5x Enquêtes ménages additionnels sélectionnés au hasard (EM)
- 1x Enquête avec le COPA (EU)
- 1x Enquête avec le CODESA (EU)
- 1x Visite à l'infrastructure santé (ES)
- 1x Visite à l'école primaire (EE)
- 1x Fiche/Formulaire enquêteur (ER)

L'équipe technique d'évaluation prévoit 2 jours de visite et travail dans le village par équipe de 3 enquêteurs (E2 ; E3 et E4) et un superviseur (E1) par village. Le

Tableau **1** liste dans les détails l'ensemble des tâches par enquêteur et par jour dans le village. Très important : le chef d'équipe conduira l'enquête infrastructure et celle du comité des usagers du secteur d'intervention du programme T2+.

Tableau 1. Suggestion de la séquence des tâches

Jours	E1 (chef d'équipe)	E2	E3	E4
Jour 1 : Matin	Visiter le chef Demander le nom des menage panel Création de la liste des ménages du village Sélection de 5 ménages additionnels. EC	Visiter le chef EM (panel) EM (panel)	Visiter le chef ES/EE (non T2+) EU (non T2+)	Visiter le chef EM (panel) EM (panel)
Jour 1 : Après-midi	ES/EE (T2+) EU (T2+)	EM (panel)	EM	EM
Jour 2 : Matin	ER	EM	EM	EM
Jour 2 : Après-midi	Déplacement vers le village suivant			

Ce tableau est à titre indicatif. L'objectif est de mettre toutes les ressources pour trouver les ménages panels dès l'arrivée au village après les civilités avec le chef. Le chef d'équipe est charge de repartir les taches en fonctions de l'identification des structures et personnes.

Selon la distance entre le village visité et le prochain village, il est conseillé aux enquêteurs de faire le déplacement ou voyage le deuxième jour pour aller dormir au village suivant.

Trouvez ci-après une explication de chacune des tâches.

Tâche : Visite au chef de village

Votre première tâche est de vous présenter en équipe auprès du chef de village. Le chef d'équipe/Superviseur doit introduire l'étude, les différentes activités à mener dans le village et demander et obtenir l'approbation/permission du chef avant toute poursuite des activités.

- Indiquer l'approbation du chef du village au formulaire ER.

- Tous les 339 villages ont bénéficié de T2+. Important, vous devez demander le domaine d'intervention sur lequel a porté le projet T2+.
- Qu'arrive-t-il si le chef décide de refuser l'enquête dans son village ? Expliquer à nouveau l'étude en en des termes plus clairs. Lorsque le chef de village est toujours opposé à l'étude, ça peut signifier qu'il n'a pas bien compris qu'il ne court aucun risque en acceptant. En plus, même s'il n'ya pas de bénéfices directs au village, l'information aidera à développer des projets à l'Est de la RDC (bénéfices indirects). Persuader un chef n'est pas une tâche facile. Vous pouvez utiliser plusieurs techniques, telle que les questions rhétoriques qui ciblent les aspects de leurs décisions que vous voudriez aborder. S'il est réellement impossible de conduire l'enquête, informez votre Coordonnateur provincial. Dans tout ce que vous faites, ne forcez pas le chef de village, et restez toujours respectueux envers lui. N'oubliez pas de montrer au chef toutes les autorisations reçues à différentes instances administratives, non pour l'influencer mais pour le rassurer sur la régularité de cette étude de terrain.
- En cas d'absence, d'indisponibilité ou d'incapacité du chef de village, travaillez avec celui qui fait l'interim. Le chef doit être informé de la liste des ménages sélectionnés mais n'assiste pas aux interviews qui se déroulent en privée.
- Que faire si le chef veut savoir dans quels ménages vous voulez conduire l'enquête ? Dites au chef que 5 ménages étaient aussi interviewés en 2015 et que 5 autres ménages additionnels seront sélectionnés au hasard. Le processus de sélection est scientifique. Si le chef veut savoir dans quels ménages vous allez, vous devez insister que pour des raisons scientifiques vous devriez interviewer les ménages en privé.
- Si le chef vous demande "pouvez-vous m'acheter une bouteille avant de commencer la discussion ?" Une réponse typique est : "Je m'excuse chef. Nous sommes des étudiants et nous n'avons pas de moyens pour acheter une bouteille. Est-il possible d'échanger sur l'étude que nous voulons commencer dans votre village ?"
- Demandez au chef de vous donner deux personnes qui vous accompagneront pendant les jours que vous serez dans le village. Ces individus sont capables de vous dire où se trouvent les répondants sélectionnés au hasard ainsi que les répondants panels, ils peuvent aussi témoigner aux répondants que le chef a approuvé l'étude.
- Demander au chef de rester plus longtemps pour l'Enquête Chef.

Tâche : Dresser la liste des ménages du village

- Cette tâche est réalisée par le chef d'équipe/Superviseur et un enquêteur ;
- Compléter le "Formulaire : Liste de ménages" en excluant les ménages déjà visités en 2015 ; .
- Rassurez-vous que tous les ménages restants du village soient repris sur la liste. Ceci inclus les ménages des immigrants et qui vivent dans les maisons d'accueil.
- Pour faire cette liste, travaillez avec le chef de village et d'autres personnes ayant la connaissance du village.

Tâche : Sélectionner 5 ménages additionnels au hasard

- Le chef d'équipe/Superviseur et un des enquêteurs sélectionneront discrètement les ménages additionnels au hasard. Ceci se fera de la manière suivante :
  Utiliser le tableau « sélection des ménages ». Dans la colonne de gauche, vous avez un nombre qui indique la taille du village. Vous devez choisir la ligne qui correspond au nombre de ménages de votre village. Sur cette ligne recopier les 5 chiffres (H1 à H5) qui correspondent aux numéros des ménages à sélectionner. Dans le tableau suivant, le village ayant un effectif de (100) à (104) ménages, on retiendra les ménages n° 6 ; 21 ; 46 ; 66 et 86.

Exemple : "Tableau : Sélection des ménages"

Taille du village	H1	H2	H3	H4	H5
100	6	21	46	66	86
105	12	33	54	75	96

- Quelques fois nous n'avons pas les 5 ménages PANEL prévus. Donc, dans le dictionnaire il y a, par exemple, les noms pour seulement trois ménages PANEL. C'est rare, mais c'est possible. Dans ce cas, il sera nécessaire de sélectionner plus de 5 ménages au hasard.
- Par exemple, pour un village ou il y a seulement trois noms des ménages PANEL. C'est à vous de choisir 7 ménages au hasard. Pour ce faire, faites la même chose comme ci-dessus mais avec le tableau.

- Un exemple est ci-dessous :

Exemple : "Tableau : Sélection des 7 ménages"

Taille du village	H1	H2	H3	H4	H5	H6	H7
100	6	21	46	61	76	86	99
105	12	33	54	75	81	101	104

Tache : Conduire l'Enquete Chef (EC)

- A l'issue de la sélection des ménages, le chef d'équipe/superviseur conduira l'enquête chef de village.
- Nous avons aussi interviewé le chef ou son assistant en 2015. Le nom du chef (ou son assistant si le chef était absent en 2015) est marqué dans votre dictionnaire. Vous pouvez vous y référer. Si l'intérimaire du chef était interviewé, essayez d'interviewer le chef à cette occasion-ci.
- Il est possible que ce ne soit pas le même chef qu'en 2015 : le chef peut être décédé ou remplacé. Dans ce cas, conduisez l'enquête avec le chef actuel.
- Si le chef actuel est absent, interviewez son intérimaire.

Tâche : Conduire les interviews des Comités des usagers (EU)

- Le chef d'équipe/Superviseur conduira l'enquête avec le comité des usagers en rapport avec le secteur T2+. Un autre enquêteur se chargera de la structure non T2+.
- Ces enquêtes seront menées avec les présidents de ces comités. Si le président du comité est absent, conduire l'enquête avec le secrétaire du comité.

Tâche : Conduire les enquêtes infrastructure (EE ou ES)

- Le chef d'équipe/Superviseur conduira l'enquête sur l'infrastructure qui correspond au domaine d'intervention T2+. Un autre enquêteur se chargera de la structure non T2+.
- Visitez l'infrastructure tel qu'indiqué par le chef de village. Cette infrastructure était aussi visitée en 2015.

Tâche : Conduire 5 enquêtes ménages PANEL (EM)

- Trouver les ménages et les répondants est en principe facile. Ils étaient aussi interviewés en 2015. Les noms de ces personnes sont listés dans votre dictionnaire.
- Que faire si le chef de ménage n'est pas le répondant, mais veut être présent pendant l'interview ? Expliquer au chef de ménage que le répondant était sélectionné pour des raisons scientifiques et qu'il est nécessaire et souhaitable de conduire à nouveau l'interview avec lui. Mais, si le chef de ménage insiste, continuer avec l'interview malgré sa présence.
- Il est possible que vous ne puissiez pas trouver le ménage. Si le ménage a déménagé dans le village, retrouvez-le. Mais, quelque fois le remplacement est nécessaire, mais si et seulement si vous vous rassurer que le ménage ne peut pas être interviewé pour plusieurs raisons possibles : 1) si le ménage a déménagé vers un autre village distant, ou 2) si le ménage était inaccessible pendant toute la durée de votre présence dans le village. Vérifier cette information avec le chef de village et les anciens voisins ou membres de la communauté. La manière dont la sélection d'un nouveau ménage se fera est expliquée ci-après.
- Il est aussi possible que vous trouviez le ménage de 2015, mais vous ne pouvez pas trouver l'individu qui était interviewé. L'individu peut être déclaré introuvable s'il ne vit plus dans le ménage, il/elle a créé son propre ménage, il/elle est en voyage, il/elle est décédé, ou il/elle est absent(e) pendant toute la durée de l'enquête dans le village. Si tel est le cas, vous devez sélectionner quelqu'un d'autre du même ménage au hasard. Le processus pour sélectionner un individu dans le ménage est expliqué ci-après.
- Important, faites votre mieux absolu pour trouver le ménage et la personne interviewée en 2015.

Tâche : Conduire enquêtes ménages, nouvellement sélectionnées au hasard

- Retrouver sur le terrain les ménages additionnels avec l'aide des guides. Au sein des ménages repérés, trouver ces personnes à interviewer selon la procédure ci-après.

Comment remplacer un ménage ?

- Si un remplacement du ménage est nécessaire, signaler cela dans l'enquête (EM) et donner les raisons de cette décision.
- Aller au ménage ciblé, tournez votre dos à la porte du ménage.
- Choisissez et visiter le ménage suivant à droite.

Note. Si la structure de la maison n'existe plus, demander aux gens du village ou était la maison et suivre la même procédure comme indiquée ci-dessus.

Comment sélectionner au hasard ou remplacer un individu dans le ménage

- Lister sur un bout de papier tous les membres du ménage qui ont l'âge de 18 ans ou plus selon le sexe indiqué dans votre dictionnaire.
- Puis faites la sélection au hasard en suivant le tableau de sélection aléatoire dans votre dictionnaire. Par exemple, pour l'enquête en bas. Si la liste est de 8 individus, vous devez alors interviewer la personne n°2 de votre liste.

Taille du ménage	R1	R2	R3	R4	R5	R6	R7	R8	R9	R10	R11	R12
Numéro aléatoire	1	1	2	4	2	4	5	2	9	9	10	4

- S'il n'y a pas de membres de ménage qui sont du sexe indiqué dans votre dictionnaire, prenez le sexe opposé dans le même ménage et suivez la même règle de sélection. Ceci devrait arriver rarement.

Definition de 'ménage'

- Ménage : ensemble de personnes qui partagent le repas d'une même marmite ensemble avec le chef de ménage pour une période minimale d'un mois. Explication : nous utilisons cette définition parce que le chef de ménage peut avoir plus qu'une femme. Et les femmes vivent dans différentes maisons. Mais le ménage et le chef de ménage vivent ensemble avec ses femmes et ses enfants.

Tâche : Formulaire d'enquêteur (ER)

- Ce formulaire doit être rempli par les enquêteurs à la fin de la visite.

Questions éthiques

Règles de conduite en rapport avec les enquêtes

En votre qualité de l'enquêteur. Vous avez donc joué un rôle clé dans la collecte de données. pour mieux jouer votre rôle, vous devez :

- Etre bien préparé et détenir l'équipement et les documents administratifs nécessaires à votre mission ;
- Vous avez besoin d'avoir une connaissance parfaite et une appropriation des questions de cette enquête et ne pas donner l'impression de lire ;
- Fournir l'effort nécessaire pour atteindre les villages et les personnes sélectionnées et enregistrer leurs opinions ;
- Lire le texte d'enquêtes aux répondants avec attention, et transcrire fidèlement leurs réponses ;
- Vous référer à votre superviseur ou coordonnateur selon le cas pour besoin d'éclaircissement ou en cas de problème ;
- Etre courtois et agir de manière professionnelle lorsque vous approchez le ménage ;
- Répondre honnêtement aux questions des répondants en rapport avec les objectifs de l'enquête ;
- Lire les questions attentivement et clairement ;
- Rester neutre dans la manière de poser les questions et n'imposez pas vos opinions personnelles (même si vous pensez avoir la bonne réponse) ;
- Ecouter attentivement votre répondant et ne l'interrompez pas ;
- Ne jugez pas, ne riez pas, n'exprimez pas ou n'affichez pas un sentiment de surprise ou d'étonnement suite aux réponses de votre répondant ;

- Vous assurez que l'interview se passe en privé dans la mesure du possible ;
- Il est aussi très important de ne pas vous présenter comme un agent de l'IRC. Vous ne l'êtes pas. En plus, ceci peut biaiser les réponses ;
- Souvent, les répondants croiront que vous serez en mesure de donner un appui financier ou donner un projet de développement. Quelques fois les répondants peuvent même vous demander de l'argent pour répondre à vos questions. Vous ne devez absolument pas donner de fausses promesses ni de l'argent. Au début de l'enquête, vous devez clairement dire qu'ils sont entrain de participer dans une recherche scientifique, sans intérêt direct.

Consentement

- Pour chaque enquête que vous réalisez, vous avez besoin de vous assurer que le répondant accepte de participer volontairement.
- Chaque enquête commence par un texte de consentement. Lisez ce texte à haute voix.
- Si le répondant refuse de participer à l'interview, vous devez prendre note systématiquement dans le formulaire d'enquête. Si par contre, la personne accepte, vous devez lui donner "une feuille de Contact", cette feuille contient l'information nécessaire pour faire des plaintes concernant le processus si nécessaire.
- Ne pas oublier : le répondant a le choix de stopper l'interview à tout moment.
- Le répondant peut demander plus de questions concernant les bénéfices de participer à l'interview ou dans d'autres aspects du projet. Il est important que vous ne créiez aucun faux espoir ou déception en aucun point dans ce processus. En particulier, vous devez absolument être clair qu'il n'y a pas de bénéfices directs dans cette étude. Mais qu'elle peut contribuer à la qualité de l'assistance en développement dans cette région.
- Rassurez-vous de remettre le "formulaire de contact" à l'individu. S'il/elle a de questions ou de commentaires, ils peuvent nous contacter.

Faire face au refus de participer

- Pendant l'interview, il est possible qu'un individu sélectionné refuse de participer à l'enquête ou à quelques questions spécifiques de l'enquête. Il est important de savoir pourquoi l'individu sélectionné refuse et vous pouvez essayer de le/la persuader à participer. Vous pouvez expliquer, en des termes claires au répondant que:
    - Chaque personne est unique et ne peut pas être remplacée parce qu'elle a été sélectionnée par une méthode scientifique rigoureuse ;
    - Les interviews sont importantes pour comprendre les besoins et problèmes des répondants ;
    - L'Information d'identification de cette personne est séparée de ses réponses pour demeurer confidentiel.
- Lorsqu'un répondant ne veut pas répondre à une question particulière, expliquez le but de la question et reformulez-la si nécessaire.
- En cas de réponse partielle, demandez-leur respectueusement d'expliquer ou de clarifier leurs réponses. N'essayez pas d'interpréter leurs réponses vous-même.
- Quelle que soit l'attitude du répondant, ne vous engagez pas dans une confrontation, respectez son opinion et maintenez l'intégrité de l'enquête.
- Si la personne ne veut toujours pas répondre, cochez "-7" indiquant le "Refus de répondre".

Anonymat

- En général nous n'avons pas besoin d'enregistrer les noms complets des répondants. A titre d'exception, l'enquête est PANEL, nous interviewerons les mêmes personnes comme nous l'avions fait en 2014. Comme résultat, nous avons les noms des répondants. Même si nous connaissons les noms des répondants, nous devons protéger leurs identités. Pour ce faire, la tablette sépare automatiquement le nom de l'individu de ses réponses à l'enquête.
- Lorsque vous complétez l'enquête en utilisant les copies en dur, nous devons aussi protéger les répondants. Pour ce faire, après avoir enregistré le nom du répondant a la première page de l'enquête, vous devez séparer la première page de l'enquête du reste de l'enquête. Ceci rassure que le nom ne soit pas physiquement connecté ou enregistré avec les réponses de l'enquête et que la recherche et le nom sont connectés seulement par un code d'identité (détenu par seuls les chercheurs).

Le Role de l'IRC

- *Tuungane* 2+ était mis en œuvre par IRC. L'étude est conçue pour mesurer l'effet du programme.
- Cependant, il est important que les répondants ne pensent pas que vous travaillez pour IRC parce que ceci pourrait influencer leurs réponses.
- Vous pouvez répondre que l'appui financier pour l'étude provient du gouvernement britannique, et que cette étude est exécutée par l'agence SMJDATA en collaboration avec le Département des Sciences de la Population et du Développement de l'Université de Kinshasa.
- Si la personne insiste, vous pouvez lui dire que l'IRC a juste fourni de l'information sur la sécurité.
- Il est important de communiquer que ni l'IRC, ni aucune autre agence n'aura accès aux données des réponses et actions des individus dans les villages.
- Lorsqu'un individu vous demande directement si vous travaillez pour IRC, dites que 'NON'. Il n'ya aucun doute concernant ceci. Vous travaillez pour un consortium scientifique.
- Et si une personne demande si vous faites l'évaluation d'un projet de l'IRC ? Rappelez-vous que nous ne devons pas mentir. Premièrement, essayer de parler du problème en expliquant que vous faites une étude indépendante, une recherché sur le développement à l'Est de la RDC. Si la personne insiste, vous pouvez lui dire que nous explorons aussi le programme Tuungane.

Dictionnaire

Le dictionnaire est votre document le plus important. Ce document contient l'information nécessaire au niveau du village et de l'individu. Ça vous indique dans quel village vous devez travailler, et quelles enquêtes à faire avec différents acteurs. Le dictionnaire contient l'information suivante :

- **D** : Province : « H » = Haut Katanga, « S » = Sud Kivu, and « T » = Tanganyika
- **TERR** : Territoire
- **AXE_NOM** : Nom de l'Axe. Un Axe est un groupe de villages qui se rapprochent. L'axe est créé par l'IRC.
- **IDV** : Code Unique d'identification pour chaque village. Commençant par "8" pour les villages T2PLUS.
- **NOM** : Nom de LLU (entité plus petite) (pour les villages PANEL) et nom de projet T2PLUS (pour les villages T2PLUS)
- **CHEF** : Nom de la chefferie
- **GROUP** : Nom du groupement
- **GPS X** : Coordonnées GPS : latitude
- **GPS Y** : Coordonnées GPS : longitude
- **IDS** : Code Unique d'identification pour chaque enquête. Commençant par "8" pour les villages T2PLUS
- **TYPE_S** : "EC" pour Enquête Chef, "EM" pour l'Enquête ménage.
- **ENQ** : Chaque équipe comprend 4 personnes (E1 ; E2 ; E3 ; E4). Chaque personne joue un rôle précis chaque jour dans l'équipe.
- **PRENOM** : Prénom de la personne interviewée en 2014
- **POSTNOM** : Nom de famille de la personne interviewée en 2014
- **SEXE** : sexe (Homme / Femme) de la personne interviewée en 2014.
- **NOM_REF** : Nom de la personne de référence en 2014
- **R1-R12** : A utiliser seulement si le ménage de 2014 a été retrouvé mais que l'individu de 2014 ne peut pas être interviewé. Un numéro aléatoire permet de sélectionner un répondant dans le ménage (pour les différentes tailles des ménages).

Compléter l'enquête

- N'utilisez pas des accents ou des ponctuations dans le texte.
- Chaque jour, assurez-vous que les numéros que vous enregistrez sont corrects. Quelque fois il est facile de répéter le même numéro 2 ou 3 fois.
- Répondez à toutes les questions ! Chaque question a une réponse. Vous pouvez toujours utiliser les options "ne sais pas", "non applicable" ou "refus de répondre". La première chose que le superviseur fera sera de vérifier si chaque enquête est complétée pour voir s'il y a des questions sautées. Pour toutes les questions, -10 signiie « autre », -9 signifie "ne sais pas" ; -8 signifie "non applicable" ; et -7 signifie "refus de répondre."

- Pour les enquêtes sur papier : si vous faites une erreur ou si le répondant a donné une réponse qui a changé, mettez un X après la première réponse et encercler deux fois la deuxième réponse.

5. Handbook of the brochure information and the response sheet (in French)

Manuel de remise de la Brochure d'Information et de la Fiche de réponse

Protocole :

1. Présentez-vous au chef et demander dans quel secteur a eu lieu Tuungane 2 (Santé ou Education).
2. Si Tuungane 2 a eu lieu dans le secteur éducation : demandez à ce que le chef vous aide à rencontrer la COPA et le directeur d'école visé par le programme. Si Tuugane 2 a eu lieu dans le secteur santé : demandez de l'aide à rencontrer la CODESA et l'infirmier titulaire du poste de santé visé par le programme.
3. Remettez une brochure au chef.
4. Visite au Comité d'Usager et prestataire de service et remise de la feuille de réponse et brochure.
5. Déroulement du questionnaire **1.7 Brochure and response sheet (visit1_distribution)**