MENU OF ACCOUNTABILITY TO AFFECTED POPULATIONS (AAP) RELATED QUESTIONS FOR MULTI-SECTOR NEEDS ASSESSMENTS (MSNAs)

(Endorsed by IASC AAP/PSEA Task Team and REACH in 2018)

This is a 'menu' of potential questions for organisations to choose from and adapt to the context, situation and phase of response they are operating within. The questions are designed for use in MSNAs for the collective response but could also be adapted for sector level assessments at both inter-agency and agency levels.

They can be used with different types of data collection methods including household and community level interviews and focus group discussions.

What can these questions achieve?

■ **DIRECT FEEDBACK from affected people: Questions highlighted in yellow can be used to inform a section in the Humanitarian Needs Overview (HNO) on people's views and perceptions about the response**

■ **DESIGN OF AAP SYSTEMS : Questions highlighted in orange can be used for communications strategies, inter-agency feedback mechanisms and participation strategies**

■ **ADAPTATION of AAP SYSTEMS: Questions highlighted in green can be used to inform adaptation of AAP systems**

■ **LANGUAGE BARRIERS: Red questions can help identify where language barriers are limiting people's access to information or ability to feed back on the response**

How should they be asked?

Where possible, open questions should be asked, allowing community members the chance to articulate their own views, without prompting.

However, in certain situations, where it is appropriate and/or relevant to probe for specific information, some suggested probes have been included in the sheet 'suggested probes' to enable data collectors to capture specific topics. These have only been presented for relevant orange and green questions which may require more detailed responses.

IASC Inter-Agency
Standing Committee

IASC Task Team on
Accountability to
Affected Populations
and Protection from
sexual Exploitation and
Abuse (AAP/PSEA)

REACH Informing
more effective
humanitarian action

QUESTION SHEET

DIRECT FEEDBACK from affected people: Questions highlighted in yellow can be used to inform a section in the Humanitarian Needs Overview (HNO) on people's views and perceptions about the response

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PROPOSED TIMING	TO UNDERSTAND		QUESTIONS
Before a response	Men's, women's, girls' and boys' challenges, capacities and coping mechanisms	1	(a) What are the most significant challenges* you are facing at the moment? (b) How do you deal with these issues or challenges?* (c) What support* would you like to see to help you manage these issues/challenges?
	Men's, women's, girls' and boys' information needs and preferences	2	(a) What type of information* would you like to receive from aid providers? Please specify your top 3 priorities. (b) Who/where would you prefer to receive information from? (c) What is your preferred means of receiving the information?
		3	What is your mother tongue?*
		4	Which language would you prefer to receive information in?
		5	(a) Are you aware of any people who may be unable to access available information because of specific needs?* (b) Why were they unable to access available information?
	Men's, women's, girls' and boys' feedback preferences	6	How would you prefer to provide feedback to aid providers about the quality, quantity and appropriateness of the aid* you will receive?
		7	How would you prefer to provide feedback to aid providers about the behaviour of aid providers*?
		8	Which language do you prefer to provide feedback in?
	Men's, women's, girls' and boys' preferences for participating in decision making	9	Who makes decisions in your community about issues that affect the community as a whole?
		10	Do you feel like you have a say in decisions that affect your community? If not, why not?
		11	How important is it to you that you are involved in decisions about your community?
		12	How would you like aid workers to involve you in decisions about the aid you will receive?

* For definitions of these terms please see page 8 on definitions and guidance

PROPOSED TIMING	TO UNDERSTAND		QUESTIONS
During a response	Men's, women's, girls' and boys' views and perceptions about the ongoing response	13	(a) Have you received aid in the past x days/months? What kind did you receive?
			(b) If you have received aid in the last x days/months, are you satisfied with the aid you received?
			(c) If you have received aid in the last x days/months and were not satisfied why were you not satisfied with the aid received?
		14	(a) What is going well with the aid you have received in the past x days/months?
			(b) What is not going well with the aid you have received in the past x days/months?
		15	How have your needs* changed since you first received aid in the last x days/months?
		16	Do you fee the aid delivered to your community in the last x days/months reached the most vulnerable* and at risk* members of the community? If not, why not?
		17	What type of aid would you prefer to receive in the next x days/months?
	Men's, women's, girls' and boys' views and perceptions about the aid providers	18	Are you satisfied with the way aid workers have behaved* in the last x days/months in your location? If not, why not?
	Men's, women's, girls' and boys' views about the information they are receiving	19	(a) What type of information have you received from aid providers in the last x days/months
			(b) Where did you receive the information from?
			(c) Was the information you received clear? If not, why not?
			(d) If you have received no information, what is stopping you from getting it?
	Men's, women's, girls' and boys' views and perceptions about existing feedback mechanisms and impact	20	(a) Are you aware of and know how to use the complaints mechanisms in your community? Which ones are you aware of and know how to use?
			(b) If you have used one in the last x days/months, have you used it to make complaints about any bad behaviour* or misconduct by aid workers?
			(c) If you have used the complaints mechanism in the last x days/months (as above) have you had a satisfactory response from x? If not, what was unsatisfactory about the response?
		21	How would you prefer to give feedback to aid agencies about the aid you are receiving?
		22	How would you prefer to give feedback to aid agencies about any bad behaviour/misconduct* of aid workers?
		23	(a) Are you aware of any people who have been unable to give feedback in the last x days/months on the aid and/or conduct of aid workers because of specific needs?
			(b) Why were they unable to give feedback?
	Men's, women's, girls' and boys' views and perceptions about their level of participation in decision making	24	(a) In the last x days/months have you been asked about what aid you would like to receive?
			(b) If yes, did you receive what you asked for?
			(c) If not, how did the aid differ from what you asked for?

* For definitions of these terms please see page 8 on definitions and guidance

SUGGESTED PROBES

Where possible, open questions should be asked. In certain situations, where it is appropriate and relevant to probe, these can be used by data collectors as guidance for obtaining more specific information.

2	(a) What type of information would you like to receive from aid providers? Please specify your top 3 priorities.
	News on what is happening here
	News on what is happening at home
	Finding missing people
	The security situation here
	How to register for aid
	How to get water
	How to get food
	How to get shelter/accommodation/shelter materials
	Information about nutrition
	Food prices
	Local crop/livestock prices
	How to get cooking fuel/firewood
	The weather
	How to get healthcare/medical attention
	How to get help after attack or harassment
	How to stay safe to prevent attack/harassment
	How to replace personal documentation (e.g. birth certificate, ID)
	How to get access to education
	How to find work
	How to get transport
	How to get more money/financial support
	Info about possible return to place of origin
	Info about relocation
	Info about the aid agencies they are receiving aid from
	How to complain about the aid you are receiving
	How to complain about bad behaviour of aid workers
	What behaviour you should expect from aid workers
	(b) Who/where would you prefer to receive information from?
	Community leader
	Places of worship
	Government Officials
	Friends/family inside x country
	Friends/family outside x country (diaspora)
	Aid workers from the United Nations
	Aid workers from local NGOs
	Aid workers from International NGOs
	(c) What is your preferred means of receiving the information?
	Phone call
	SMS
	Twitter
	Facebook
	WhatsApp (or other mobile phone based platform)
	Other internet platforms

		Television
		Newspapers
		Magazine
		Billboards
		Posters
		Leaflets
		Loud speakers
		Music
		Film
		Theatre
		In person face-to-face (please specify from who)
	5	**(a) Are you aware of any people who may be unable to access available information because of specific needs?**
		Unaccompanied and separated children
		People with serious health conditions
		Persons with special legal or physical protection needs
		Single women
		Women-headed households
		Persons with disabilities
		People with mental health problems
		Older persons
		Persons with a diverse sexual orientation or gender identity
		People who can not read
	6	**How would you prefer to provide feedback to aid providers about the quality, quantity and appropriateness of the aid you will receive?**
		Face to face (at home) with aid worker
		Face to face (in office/other venue) with aid worker
		Face to face with member of the community
		Phone call
		SMS
		E-mail
		Letter
		Tweet
		Social media (specify site)
		Complaints/suggestions box
	7	**How would you prefer to provide feedback to aid providers about the behaviour of aid providers?**
		Face to face (at home) with aid worker
		Face to face (in office/other venue) with aid worker
		Face to face with member of the community
		Phone call
		SMS
		E-mail
		Letter
		Tweet
		Social media (specify site)
		Complaints/suggestions box
	9	**Who makes decisions in your community that affect your community as a whole?**
		Community committees
		Community leaders
		The Mayor/local government

12	**How would you like aid workers to involve you in decisions about the aid you will receive?**
	Through face to face discussions
	Through community groups or leaders
19	**(a) What type of information have you received from aid providers in the last x days/months?**
	News on what is happening here
	News on what is happening at home
	Finding missing people
	The security situation here
	How to register for aid
	How to get water
	How to get food
	How to get shelter/accommodation/shelter materials
	Information about nutrition
	Food prices
	Local crop/livestock prices
	How to get cooking fuel/firewood
	The weather
	How to get healthcare/medical attention
	How to get help after attack or harassment
	How to stay safe to prevent attack/harassment
	How to replace personal documentation (e.g. birth certificate, ID)
	How to get access to education
	How to find work
	How to get transport
	How to get more money/financial support
	Info about possible return to place of origin
	Info about relocation
	Info about the aid agencies they are receiving aid from
	How to complain about the aid you are receiving
	How to complain about bad behaviour of aid workers
	What behaviour you should expect from aid workers
	(b) Where did you receive the information from?
	Community leader
	Places of worship
	Government officials
	Friends/family inside x country
	Friends/family outside x country (diaspora)
	Aid workers from the United Nations
	Aid workers from local NGOs
	Aid workers from international NGOs
	(c) Was the information you received clear? If not, why not?
	The information is in the wrong language
	The information is written but I can't read
	I don't trust where the information is coming from
	The information is complicated
	(d) If you have received no information, what is stopping you getting it?
	Unsure where to find it
	No electricity
	My device is damaged/lost (TV, radio, computer, mobile phone)

	Mobile networks are down
	TV/radio station is down (specify what happened)
	I can't buy credit for my device
21	**How would you prefer to give feedback to aid agencies about the aid you are receiving?**
	Face to face (at home) with aid worker
	Face to face (in office/other venue) with aid worker
	Face to face with member of the community
	Phone call
	SMS
	E-mail
	Letter
	Tweet
	Social media (specify site)
	Complaints/suggestions box
22	**How would you prefer to give feedback to aid agencies about any bad behaviour/misconduct of aid workers?**
	Face to face (at home) with aid worker
	Face to face (in office/other venue) with aid worker
	Face to face with member of the community
	Phone call
	SMS
	E-mail
	Letter
	Tweet
	Social media (specify site)
	Complaints/suggestions box
23	**(a) Are you aware of any people who are unable to give feedback on the aid and/or conduct of aid workers because of specific needs?**
	Unaccompanied and separated children
	People with serious health conditions
	Persons with special legal or physical protection needs
	Single women
	Women-headed households
	Persons with disabilities
	People with mental health problems
	Older persons
	Persons with a diverse sexual orientation or gender identity
	People who can not read
	People who do not speak or write in the language feedback can be given in
24	**(a) In the last x days/months have you been asked about what aid you would like to receive?**
	I was asked through surveys
	I was asked by community leaders
	I was asked in an interview
	I attended a focus group discussion

DEFINITIONS AND GUIDANCE FOR DATA COLLECTORS

TERM	DEFINITION
Q. 1 (a): Challenges	Any challenge related to humanitarian needs (food, water, health, shelter etc, security, loss of livelihoods or protection issues)
Q. 1 (b): How do you deal with these issues or challenges?	Try and ascertain any form of capital human, social, financial, physical or natural including their own capacities -that can be drawn on to meet their needs
Q. 1 (c): Support	Any humanitarian assistance and/or protection that can be provided by the UN-led response to address the challenges faced
Q. 2 (a): Information	As defined in suggested probes for question 2 (a).
Q. 3: Mother tongue	Language they have grown up speaking from early childhood
Q. 5 (a): Specific needs	As defined in the list in suggested probes for question 5 (a). Should be adapted to local situation
Q. 6: Aid	Any humanitarian assistance and/or protection provided by the UN-led response and related to the sectors/clusters
Q. 7: Aid Providers	Any aid worker (UN, INGO, local NGO) involved in the provision of humanitarian assistance and/or protection under the UN umbrella
Q. 15: Needs	Any need related to humanitarian aid (food, water, shelter etc) and/or protection
Q. 16: At risk and vulnerable	To be defined in-country
Qs. 18, 19 (b) 21, 22, 23: Bad behaviour/misconduct	For example: if the affected person was sexually exploited and/or abused by an aid worker; if they were asked to provide sexual favours in return for food; if they noticed fraud/corruption or other misconduct by aid workers. Note: Due to the sensitivity of these questions, the data collectors should receive appropriate guidance/training, be briefed on available referral and/or support systems and debrief on a regular basis.

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