

Post Distribution Monitoring: Winter Cash Support 2020-2021

UN Refugee Agency (UNHCR)

report_generated_on: July 10, 2023

visit_data_catalog_at: <http://catalog.ihsn.org/>

Identification

SURVEY ID NUMBER

JOR_2021_PDM-WINTER_v01_M

TITLE

Post Distribution Monitoring: Winter Cash Support 2020-2021

COUNTRY

Name	Country code
Jordan	JOR

STUDY TYPE

Other Household Survey [hh/oth]

ABSTRACT

The purpose of winter cash assistance is to reduce the harsh winter weather burden on refugees and allow them to get through the cold season without having to resort to negative coping strategies like borrowing money to make ends meet. The one-off cash transfers allow refugees to purchase essential winter items, such as heaters, gas tanks/refills, blankets, etc. A lifeline for many, this program supported over 70,000 cases with a one-off cash injection of winterization cash aid in 2019 for a total investment of 17.9 million Jordanian dinars (JOD). In 2020, partly due to additional Covid-related cash support having been made available at the height of the 2020 Covid-19 crisis, the scope was decreased significantly: some 45,000 cases were assisted by UNHCR with winterization assistance for a total envelope of close to nine million JOD.

Post Distribution Monitoring is a tool that UNHCR uses to keep track of how winter cash assistance is used and its impact on recipient well-being and gathers key feedback from recipients on the appropriateness of cash distribution mechanisms.

KIND OF DATA

Sample survey data [ssd]

UNIT OF ANALYSIS

Household

Version

VERSION DESCRIPTION

Version 2.1: Edited, cleaned and anonymised data.

Scope

NOTES

The scope includes:

- household and member demographics
- expenditures
- issues
- communication

TOPICS

Topic
Cash Assistance
Basic Needs

KEYWORDS

Keyword

PDM

CBI

Producers and sponsors

PRIMARY INVESTIGATORS

Name	Affiliation
UN Refugee Agency (UNHCR)	UN

Sampling

SAMPLING PROCEDURE

Simple random sample of households receiving cash assistance: 50% Syrian households and 50% non-Syrian households - all in host communities (outside camps).

data_collection

DATES OF DATA COLLECTION

Start	End
2021-02-01	2021-02-14

DATA COLLECTION MODE

Computer Assisted Telephone Interview [cati]

DATA COLLECTORS

Name	Abbreviation	Affiliation
UN Refugee Agency	UNHCR	UN
Mindset		

questionnaires

QUESTIONNAIRES

The questionnaire contained the following sections: demographics, receiving and spending the cash assistance, risks and problems, expenditure, outcomes.

Access policy

CONTACTS

Name	Affiliation	Email
Curation team	UNHCR	microdata@unhcr.org

CITATION REQUIREMENTS

UNHCR (2021). Jordan: Post Distribution Monitoring: Winter Cash Support, 2020-2021. Accessed from: <https://microdata.unhcr.org>

Metadata production

DDI DOCUMENT ID

DDI_JOR_2021_PDM-WINTER_v01_M

PRODUCERS

Name	Abbreviation	Affiliation	Role
UN Refugee Agency	UNHCR	UN	Metadata producer
Development Economics Data Group	DECDG	The World Bank	Metadata adapted for World Bank Microdata Library

DATE OF METADATA PRODUCTION

2023-07-10

DDI DOCUMENT VERSION

Version 01 (July 2023): This metadata was downloaded from the UNHCR catalog (<https://microdata.unhcr.org/index.php/home>) and it is identical to UNHCR version (UNHCR_JOR_2021_PDM_WINTER_v2.1). The following two metadata fields were edited - Document ID and Survey ID.

data_dictionary

Data file	Cases	variables
Household This file contains the household data collected during the survey.	609	198

Data file: Household

This file contains the household data collected during the survey.

Cases: 609

variables: 198

variables

ID	Name	Label	Question
file_id_1_V1	id	Household ID	
file_id_1_V2	Date	A1. Date	
file_id_1_V3	Province_District	A4. Governorate::	
file_id_1_V4	nationality	A5. Nationality:	
file_id_1_V5	person_registered	A7. Is the person registered to receive the cash from UNHCR, or another member of their household over the age of 18, available for this survey?	
file_id_1_V6	Thank_you_for_your_t	Thank you for your time. We need to speak to the person registered to receive the cash from UNHCR or another member of their household.	
file_id_1_V7	Hello	Hello, I am working for UNHCR. We would like to ask you a few questions about the work of UNHCR. The answers to these questions will help to understand if there is anything UNHCR can do to improve how we work and what we do.	
file_id_1_V8	Your_participation	Your participation is voluntary and you can choose not to answer any or of the questions.	
file_id_1_V9	The_survey_will_take	The survey will take about 30 minutes, and I will be recording your responses using this tablet.	
file_id_1_V10	informed_consent	B1. Do you agree to continue with this survey?	
file_id_1_V11	Thank_you_for_your_time	Thank you for your time.	
file_id_1_V12	sex	B4. What is your sex?	
file_id_1_V13	age	B5. What is your age?	
file_id_1_V14	person_reg_cash	B6. Are you the person registered to receive the cash assistance from UNHCR?	
file_id_1_V15	sex_person_reg	B6a. What is the sex of the person registered to receive the cash assistance from UNHCR?	
file_id_1_V16	relation_person_reg	B6b. What is your relation to the person registered to receive the cash assistance from UNHCR?	
file_id_1_V17	cal_Total	cal_Total	
file_id_1_V18	Number_Repro_females	B8. How many girls and women between 15-45 years old live in your household at present?	
file_id_1_V19	Method_delivery	C1. Method of delivery (Type of assistance Cash)	
file_id_1_V20	unhcr_received	C2. How much cash did your household receive from UNHCR, at the last distribution?	
file_id_1_V21	Type_Assistance	C2.a Do you know the assistance type you received?	
file_id_1_V22	amount_expecting	C3. Was this the amount you were expecting to receive?	
file_id_1_V23	day_expecting	C4. Did you receive the cash from UNHCR on the day you were expecting it?	
file_id_1_V24	need_help_recieve	C5. Did the person registered to receive the cash need help to withdraw or spend the cash assistance?	
file_id_1_V25	Why_need_help	C5a. Why did they need help?	
file_id_1_V26	who_gave_help	C5b. Who gave help?	

ID	Name	Label	Question
file_id_1_V27	pay_for_help	C5c. Did they need to pay any money for this help?	
file_id_1_V28	Going_to_Withdraw	C6. How did you reach the ATM?	
file_id_1_V29	travel_time	C7. How long did it take you to reach ATM/mobile money agent to withdraw the assistance?	
file_id_1_V30	travel_cost	C8. How much did it cost you to go and come back to the ATM/mobile money agent?	
file_id_1_V31	Waiting_near_atm	C9. How long did you wait at the ATM//mobile money agent before receiving your assistance?	
file_id_1_V32	Who_did_you_spent	C10. Who in your household decided how the cash assistance should be spent?	
file_id_1_V33	Disagreement	C11. Was there any disagreement on use of the cash assistance?	
file_id_1_V34	tension	C12. Did the assistance you received impact your relationship with other community members?	
file_id_1_V35	other_sources_income_1	C13. What other sources of income or support has your household received or used in the last 4 weeks?/Formal income generating activities e.g. any business or activities generating money, or salary	
file_id_1_V36	other_sources_income_2	C13. What other sources of income or support has your household received or used in the last 4 weeks?/Informal income generating activities e.g. casual /seasonal labour	
file_id_1_V37	other_sources_income_3	C13. What other sources of income or support has your household received or used in the last 4 weeks?/Savings	
file_id_1_V38	other_sources_income_4	C13. What other sources of income or support has your household received or used in the last 4 weeks?/Remittances	
file_id_1_V39	other_sources_income_5	C13. What other sources of income or support has your household received or used in the last 4 weeks?/Support from friends / family (locally)	
file_id_1_V40	other_sources_income_6	C13. What other sources of income or support has your household received or used in the last 4 weeks?/Loans (debt or credit)	
file_id_1_V41	other_sources_income_7	C13. What other sources of income or support has your household received or used in the last 4 weeks?/NGOs/agencies - giving cash support	
file_id_1_V42	other_sources_income_8	C13. What other sources of income or support has your household received or used in the last 4 weeks?/NGOs/agencies - giving material support	
file_id_1_V43	other_sources_income_9	C13. What other sources of income or support has your household received or used in the last 4 weeks?/NGOs/agencies - giving other support	
file_id_1_V44	other_sources_income_10	C13. What other sources of income or support has your household received or used in the last 4 weeks?/No income	
file_id_1_V45	other_sources_income_11	C13. What other sources of income or support has your household received or used in the last 4 weeks?/Other	
file_id_1_V46	feel_unsafe_or_risk	D1. Did you feel physically unsafe or at risk of harm during the last distribution :	
file_id_1_V47	Going_withor_get_money	D1a. Going to withdraw or get the money?	
file_id_1_V48	Keeping_money_home	D1b. Keeping the money at home?	
file_id_1_V49	Going_spendmoney	D1c. Going to spend the money?	
file_id_1_V50	Any_other_risk	D1d. Did anything else make you feel physically unsafe or at risk of harm related to the cash assistance?	
file_id_1_V51	problems_cash	D2. Did you experience any of these problems receiving/withdrawing or spending the cash from UNHCR?	
file_id_1_V52	registeredperson_not	D2a. The registered person is not available to withdraw or access the money?	

ID	Name	Label	Question
file_id_1_V53	Wrong_forgotten_pincode	D2b. Wrong pin code or forgotten pin code or could not enter PIN code yourself?	
file_id_1_V54	Poor_service_withdrawing	D2c. Poor service at the bank / post-office / etc when withdrawing the money?	
file_id_1_V55	Poor_service_type_Iris_1	D2ca1. What type of poor service did you experience/ Iris?/Many attempts to scan the eye	
file_id_1_V56	Poor_service_type_Iris_2	D2ca1. What type of poor service did you experience/ Iris?/Couldn't scan the eye at all	
file_id_1_V57	Poor_service_type_Iris_3	D2ca1. What type of poor service did you experience/ Iris?/Didn't know how to use the iris camera	
file_id_1_V58	Poor_service_type_Iris_4	D2ca1. What type of poor service did you experience/ Iris?/Have to go the bank more than once to withdraw the money because of the crowds	
file_id_1_V59	Poor_service_type_Iris_5	D2ca1. What type of poor service did you experience/ Iris?/Didn't feel safe scanning my eyes	
file_id_1_V60	Poor_service_type_Iris_6	D2ca1. What type of poor service did you experience/ Iris?/The machine is out of service	
file_id_1_V61	Poor_service_type_Iris_7	D2ca1. What type of poor service did you experience/ Iris?/Cash machine said not authorised	
file_id_1_V62	Poor_service_type_Iris_8	D2ca1. What type of poor service did you experience/ Iris?/Wrong balance (zero or less balance)	
file_id_1_V63	Poor_service_type_Iris_9	D2ca1. What type of poor service did you experience/ Iris?/Other	
file_id_1_V64	attempts_to_scan	please specify number of attempts to scan your eyes before successfully withdrawing assistance?	
file_id_1_V65	Poor_service_type_Card_1	D2ca2. What type of poor service did you experience/ ATM card?/Had to go the bank more than once to withdraw the money because of the crowds	
file_id_1_V66	Poor_service_type_Card_2	D2ca2. What type of poor service did you experience/ ATM card?/Didn't feel safe using the ATM card	
file_id_1_V67	Poor_service_type_Card_3	D2ca2. What type of poor service did you experience/ ATM card?/Don't know how to use the ATM	
file_id_1_V68	Poor_service_type_Card_4	D2ca2. What type of poor service did you experience/ ATM card?/The machine is out of service	
file_id_1_V69	Poor_service_type_Card_5	D2ca2. What type of poor service did you experience/ ATM card?/Wrong pin code	
file_id_1_V70	Poor_service_type_Card_6	D2ca2. What type of poor service did you experience/ ATM card?/Wrong balance (zero or less balance)	
file_id_1_V71	Poor_service_type_Card_7	D2ca2. What type of poor service did you experience/ ATM card?/Lost My Atm card	
file_id_1_V72	Poor_service_type_Card_8	D2ca2. What type of poor service did you experience/ ATM card?/Other	
file_id_1_V73	Poor_service_type_wallet_1	D2ca3. What type of poor service did you experience/ mobile wallet?/Could not use the mobile application	
file_id_1_V74	Poor_service_type_wallet_2	D2ca3. What type of poor service did you experience/ mobile wallet?/Not enough cash at agent	
file_id_1_V75	Poor_service_type_wallet_3	D2ca3. What type of poor service did you experience/ mobile wallet?/Paying fees for the cash out	
file_id_1_V76	Poor_service_type_wallet_4	D2ca3. What type of poor service did you experience/ mobile wallet?/ATM technical error during cash out	
file_id_1_V77	Poor_service_type_wallet_5	D2ca3. What type of poor service did you experience/ mobile wallet?/My SIM was disconnected, and wallet was inactive	
file_id_1_V78	Poor_service_type_wallet_6	D2ca3. What type of poor service did you experience/ mobile wallet?/I lost my phone/SIM	

ID	Name	Label	Question
file_id_1_V79	Poor_service_type_wallet_7	D2ca3. What type of poor service did you experience/ mobile wallet?/I could not reach the provider's call centre	
file_id_1_V80	Poor_service_type_wallet_8	D2ca3. What type of poor service did you experience/ mobile wallet?/I forgot password/PIN	
file_id_1_V81	Poor_service_type_wallet_9	D2ca3. What type of poor service did you experience/ mobile wallet?/Timeline of assistance delivery	
file_id_1_V82	Poor_service_type_wallet_10	D2ca3. What type of poor service did you experience/ mobile wallet?/Other	
file_id_1_V83	withdraw_same_day	D2d. How often did you travel to the ATM until you were able to withdraw the money in the same day?	
file_id_1_V84	withdraw_diffrent_day	D2e. How often did you travel to the ATM until you were able to withdraw the money in different days?	
file_id_1_V85	Trarefuse_serve	D2f. Market/shop trader/wholesaler refused to serve you?	
file_id_1_V86	Pay_money_favour	D2g. Needed to pay additional money or do favours in order to withdraw or spend cash?	
file_id_1_V87	Who_give_money_favours_1	D2ga. Who did you need to give money or favours to?/Another household member	
file_id_1_V88	Who_give_money_favours_2	D2ga. Who did you need to give money or favours to?/Another family member (outside the household)	
file_id_1_V89	Who_give_money_favours_3	D2ga. Who did you need to give money or favours to?/Friend	
file_id_1_V90	Who_give_money_favours_4	D2ga. Who did you need to give money or favours to?/Community leader	
file_id_1_V91	Who_give_money_favours_5	D2ga. Who did you need to give money or favours to?/Stranger	
file_id_1_V92	Who_give_money_favours_6	D2ga. Who did you need to give money or favours to?/Bank/mobile money/FSP agent	
file_id_1_V93	Who_give_money_favours_7	D2ga. Who did you need to give money or favours to?/Shopkeeper	
file_id_1_V94	Who_give_money_favours_8	D2ga. Who did you need to give money or favours to?/Other	
file_id_1_V95	anyother_problems	D2i. Did you experience any other problems withdrawing or spending the cash from UNHCR?	
file_id_1_V96	overcome_problem	D2j. Did you overcome the problems you faced?	
file_id_1_V97	items_available	E1. Were you able to find the items/services you needed in the markets/shops?	
file_id_1_V98	items_quality	E2. Were you able to find the right quality of items/services in the market?	
file_id_1_V99	price_increase	E3. Has there been any increase in the price of any items/services in the last 4 weeks?	
file_id_1_V100	cash_spent_already	F1. Of the cash you have received from UNHCR, how much have you spent already?	
file_id_1_V101	spent_cash_on_1	F2. What did you spend the UNHCR cash on?/Food	
file_id_1_V102	spent_cash_on_2	F2. What did you spend the UNHCR cash on?/Water	
file_id_1_V103	spent_cash_on_3	F2. What did you spend the UNHCR cash on?/Hygiene items	
file_id_1_V104	spent_cash_on_4	F2. What did you spend the UNHCR cash on?/Health costs (including medicines)	
file_id_1_V105	spent_cash_on_5	F2. What did you spend the UNHCR cash on?/Rent	
file_id_1_V106	spent_cash_on_6	F2. What did you spend the UNHCR cash on?/Shelter repair (e.g. rehabilitation, materials)	
file_id_1_V107	spent_cash_on_7	F2. What did you spend the UNHCR cash on?/Household items (e.g. mattress, blankets, jerry can)	
file_id_1_V108	spent_cash_on_8	F2. What did you spend the UNHCR cash on?/Firewood / Fuel for cooking or heating	
file_id_1_V109	spent_cash_on_9	F2. What did you spend the UNHCR cash on?/Clothes / shoes	

ID	Name	Label	Question
file_id_1_V110	spent_cash_on_10	F2. What did you spend the UNHCR cash on?/Utilities and bills (e.g. electricity, water bills, phone calling credit)	
file_id_1_V111	spent_cash_on_11	F2. What did you spend the UNHCR cash on?/Assets for a livelihood activity (e.g seeds, tools, farming, fishing, petty trade etc)	
file_id_1_V112	spent_cash_on_12	F2. What did you spend the UNHCR cash on?/Education (e.g. school fees, uniform, books)	
file_id_1_V113	spent_cash_on_13	F2. What did you spend the UNHCR cash on?/Entertainment (including alcohol, cigarettes)	
file_id_1_V114	spent_cash_on_14	F2. What did you spend the UNHCR cash on?/Transport	
file_id_1_V115	spent_cash_on_15	F2. What did you spend the UNHCR cash on?/Debt repayment	
file_id_1_V116	spent_cash_on_16	F2. What did you spend the UNHCR cash on?/Gave some to other family members / relatives / friends	
file_id_1_V117	spent_cash_on_17	F2. What did you spend the UNHCR cash on?/Legal assistance / documents	
file_id_1_V118	spent_cash_on_18	F2. What did you spend the UNHCR cash on?/Other (please specify)	
file_id_1_V119	top5_rank	Please rank in order of importance	
file_id_1_V120	spent_1st	1st choice	
file_id_1_V121	spent_2nd	2nd choice	
file_id_1_V122	spent_3rd	3rd choice	
file_id_1_V123	spent_4th	4th choice	
file_id_1_V124	spent_5th	5th choice	
file_id_1_V125	The_amount_the_respo_cash	Amount received (from UNHCR at the last distribution)	
file_id_1_V126	The_level_of_cash_re	Amount spent	
file_id_1_V127	save_money	F4. Did you save any of the money?	
file_id_1_V128	save_money_account	F4a. Did you save any of the money on your account?	
file_id_1_V129	preparing_for_winter	F5. In the last six months did you spend money preparing for cold weather?	
file_id_1_V130	Items_for_winter_1	F5.a If yes: on what:/Blanket(s)	
file_id_1_V131	Items_for_winter_2	F5.a If yes: on what:/Heater(s)	
file_id_1_V132	Items_for_winter_3	F5.a If yes: on what:/Gas cylinder(s)	
file_id_1_V133	Items_for_winter_4	F5.a If yes: on what:/Kerosene /Gas refills	
file_id_1_V134	Items_for_winter_5	F5.a If yes: on what:/Winter clothes/shoes	
file_id_1_V135	Items_for_winter_6	F5.a If yes: on what:/Housing repairs (plastic sheets, leaks repairs, fixing windows or doors)	
file_id_1_V136	Items_for_winter_7	F5.a If yes: on what:/Other, specify	
file_id_1_V137	overall_cash_benefits	G1. To what extent has the cash assistance from UNHCR:	
file_id_1_V138	Improved_livincondition	G1a. Improved your living conditions?	
file_id_1_V139	Reduced_stress	G1b. Reduced feelings of stress?	
file_id_1_V140	Reduced_financial_burden	G1c. Reduced the financial burden of your household?	
file_id_1_V141	meet_basic_needs	G2. Overall, to what extent are you currently able to meet the basic needs of your household?	
file_id_1_V142	items_not_afford_1	G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Blanket(s)	
file_id_1_V143	items_not_afford_2	G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Heater(s)	
file_id_1_V144	items_not_afford_3	G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Gas cylinder(s)	

ID	Name	Label	Question
file_id_1_V145	items_not_afford_4	G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Kerosene /Gas refills	
file_id_1_V146	items_not_afford_5	G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Winter clothes/shoes	
file_id_1_V147	items_not_afford_6	G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Housing repairs (plastic sheets, leaks repairs, fixing windows or doors)	
file_id_1_V148	items_not_afford_7	G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Other, specify	
file_id_1_V149	number_of_months	G2b If more than half (but not all), half, a little or not at all, for how many months during winter?	
file_id_1_V150	copinstrategies	G3. In the past 4 weeks has your household needed to:	
file_id_1_V151	Stop_child_attendinschoo	a. Stop a child from attending school?	
file_id_1_V152	Sell_livelihood_assets	b. Sell livelihood/productive assets in order to buy food or basic goods?	
file_id_1_V153	Ask_money_from_stranger	c. Ask for money from strangers (begging)?	
file_id_1_V154	Move_poorer_shelter	d. Move to a poorer quality shelter?	
file_id_1_V155	Send_under16_work	e. Send household members under the age of 16 to work?	
file_id_1_V156	Send_work_far_away	f. Send a member of the household to work far away?	
file_id_1_V157	Enrisky_activities	g. Engage in activities for money or items that you feel puts you or other members of your household at risk of harm?	
file_id_1_V158	Skip_rent_debt_repayments	h. Skip paying rent / debt repayments to meet other needs?	
file_id_1_V159	Take_out_new_loans	i. Take out new loans or borrowed money?	
file_id_1_V160	Reduce_expenditure_HH_item	j. Reduce expenditure hygiene items, water, baby items, health, or education in order to meet household food needs?	
file_id_1_V161	sustainable_solutions	H1. (as a result of the cash assistance), do you, or another member of your household:	
file_id_1_V162	Have_bank_account	a. Have a bank account or mobile money account or other official account?	
file_id_1_V163	Have_livelihoods_assets	b. Have the items (productive/livelihood assets) you need in order to earn a living?	
file_id_1_V164	Have_access_micro_credit	c. Have access to micro-credit?	
file_id_1_V165	notified_of_assistance	I1. Were you notified of the purpose of the cash assistance you received?	
file_id_1_V166	hear_unhcr_cash_assistance	I2. How did you hear about UNHCR cash assistance?	
file_id_1_V167	info_sufficient	I3. Was the information you received clear and sufficient?	
file_id_1_V168	time_to_collect	I4. After receiving the SMS/info receiving the assistance, when did you go you collect the assistance?	
file_id_1_V169	info_want_cash_ass_1	I5. Is there any other information you would like to know about the cash assistance?/Eligibility for cash assistance	
file_id_1_V170	info_want_cash_ass_2	I5. Is there any other information you would like to know about the cash assistance?/Distribution date, time and location	
file_id_1_V171	info_want_cash_ass_3	I5. Is there any other information you would like to know about the cash assistance?/How to spend the cash assistance	
file_id_1_V172	info_want_cash_ass_4	I5. Is there any other information you would like to know about the cash assistance?/How to give complaints and feedback to agencies	
file_id_1_V173	info_want_cash_ass_5	I5. Is there any other information you would like to know about the cash assistance?/What assistance is coming next	

ID	Name	Label	Question
file_id_1_V174	info_want_cash_ass_6	I5. Is there any other information you would like to know about the cash assistance?/Other (please specify)	
file_id_1_V175	info_want_cash_ass_7	I5. Is there any other information you would like to know about the cash assistance?/None (Don't want any additional information)	
file_id_1_V176	know_report_complaints	I6. Do you know how you can report complaints and feedback on the cash assistance from UNHCR?	
file_id_1_V177	how_report_complaints_1	I6a. How could you report complaints and feedback?/Via local leaders	
file_id_1_V178	how_report_complaints_2	I6a. How could you report complaints and feedback?/Via community mobilisers	
file_id_1_V179	how_report_complaints_3	I6a. How could you report complaints and feedback?/Hotline	
file_id_1_V180	how_report_complaints_4	I6a. How could you report complaints and feedback?/Complaints / reception desk	
file_id_1_V181	how_report_complaints_5	I6a. How could you report complaints and feedback?/Complaints and suggestion box	
file_id_1_V182	how_report_complaints_6	I6a. How could you report complaints and feedback?/Other (please specify)	
file_id_1_V183	contact_helpline	I7. Did you contact the UNHCR helpline	
file_id_1_V184	contact_helpline_yes_1	I7a. If yes why?/Check status	
file_id_1_V185	contact_helpline_yes_2	I7a. If yes why?/Enquire amount	
file_id_1_V186	contact_helpline_yes_3	I7a. If yes why?/Enquire delivery date	
file_id_1_V187	contact_helpline_yes_4	I7a. If yes why?/Complain	
file_id_1_V188	contact_helpline_yes_5	I7a. If yes why?/Appeal for assistance	
file_id_1_V189	response_who	I7b. If I7 yes, how did you get the response you needed?	
file_id_1_V190	clear_answer	I7c. If I7 yes If you contacted the UNHCR helpline, was the messaging clear?	
file_id_1_V191	UNHCR_staff	I8. Do you feel that UNHCR staff treats you respectfully?	
file_id_1_V192	CAB_staff	I9. Do you feel that CAB staff treats you respectfully?	
file_id_1_V193	MM_agent_staff	I10. Do you feel that Mobile agent staff treats you respectfully?	
file_id_1_V194	Mindset_staff	I11. Do you feel that Mindset staff have treated you respectfully during the home visit assessment?	
file_id_1_V195	preference_modality	I12. If the assistance could be started again would you prefer:	
file_id_1_V196	cash_Modality	I12a. If cash, how would you prefer to receive it?	
file_id_1_V197	satisfaction_winter_assistance	I13. Generally, how satisfied were you with the winter assistance you received?	
file_id_1_V198	thanks	Thank you for your time in answering these questions.	

total: 198

ID: Household ID**Data file: Household****Overview**

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

INFORMED_CONSENT: B1. Do you agree to continue with this survey?**Data file: Household****Overview**

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Yes

DATE: A1. Date**Data file: Household****Overview**

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	2021-02-01
2	2021-02-02
3	2021-02-03
4	2021-02-04
5	2021-02-08
6	2021-02-09
7	2021-02-10
8	2021-02-11
9	2021-02-14

PROVINCE_DISTRICT: A4. Governorate::**Data file: Household****Overview**

Valid: 594 Invalid: 15

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Central
2	North
3	South
Missing value	

NATIONALITY: A5. Nationality:**Data file: Household****Overview**

Valid: 580 Invalid: 29

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Iraqi
2	Other
3	Somali
4	Sudanese
5	Syrian
6	Yemeni
Missing value	

PERSON_REGISTERED: A7. Is the person registered to receive the cash from UNHCR, or another member of their household over the age of 18, available for this survey?**Data file: Household****Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Yes

THANK_YOU_FOR_YOUR_T: Thank you for your time. We need to speak to the person registered to receive the cash from UNHCR or another member of their household.

Data file: Household

Overview

Valid: Invalid: 609

Type: Discrete Range: - Format: Logical

Questions and instructions

CATEGORIES

Value	Category
	FALSE
1	TRUE
Missing value	

HELLO: Hello, I am working for UNHCR. We would like to ask you a few questions about the work of UNHCR. The answers to these questions will help to understand if there is anything UNHCR can do to improve how we work and what we do.

Data file: Household

Overview

Valid: Invalid: 609

Type: Discrete Range: - Format: Logical

Questions and instructions

CATEGORIES

Value	Category
	FALSE
1	TRUE
Missing value	

YOUR_PARTICIPATION: Your participation is voluntary and you can choose not to answer any or of the questions.

Data file: Household

Overview

Valid: Invalid: 609

Type: Discrete Range: - Format: Logical

Questions and instructions

CATEGORIES

Value	Category
	FALSE
1	TRUE
Missing value	

THE_SURVEY_WILL_TAKE: The survey will take about 30 minutes, and I will be recording your responses using this tablet.

Data file: Household

Overview

Valid: Invalid: 609

Type: Discrete Range: - Format: Logical

Questions and instructions

CATEGORIES

Value	Category
	FALSE
1	TRUE
Missing value	

THANK_YOU_FOR_YOUR_TIME: Thank you for your time.

Data file: Household

Overview

Valid: Invalid: 609

Type: Discrete Range: - Format: Logical

Questions and instructions

CATEGORIES

Value	Category
	FALSE
1	TRUE
Missing value	

SEX: B4. What is your sex?

Data file: Household

Overview

Valid: 512 Invalid: 97
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Female
2	Male
Missing value	

AGE: B5. What is your age?

Data file: Household

Overview

Valid: 551 Invalid: 58
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	18-35 yrs
2	36-59yrs
3	60 yrs +
Missing value	

PERSON_REG_CASH: B6. Are you the person registered to receive the cash assistance from UNHCR?

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes

SEX_PERSON_REG: B6a. What is the sex of the person registered to receive the cash assistance from UNHCR?

Data file: Household

Overview

Valid: 59 Invalid: 550
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Female
2	Male
Missing value	

RELATION_PERSON_REG: B6b. What is your relation to the person registered to receive the cash assistance from UNHCR?

Data file: Household

Overview

Valid: 59 Invalid: 550
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Daughter/Son
2	Mother/Father

3	Not related
4	Other family relation
5	Spouse
Missing value	

CAL_TOTAL: cal_Total

Data file: Household

Overview

Valid: 606 Invalid: 3
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9+
Missing value	

NUMBER_REPRO_FEMALES: B8. How many girls and women between 15-45 years old live in your household at present?

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

2	
3	
4	
5	
6	
8	

METHOD_DELIVERY: C1. Method of delivery (Type of assistance Cash)

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	ATM card
2	IRIS scan
3	Mobile wallet

UNHCR_RECEIVED: C2. How much cash did your household receive from UNHCR, at the last distribution?

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	JOD 152
2	JOD 190
3	JOD 195
4	JOD 201
5	JOD 233
6	JOD 239

7	JOD 244
8	JOD 278
9	JOD 282
10	JOD 321
11	Other

TYPE_ASSISTANCE: C2.a Do you know the assistance type you received?

Data file: Household

Overview

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	I don't Know
2	Winter and basic needs
3	Winter and covid-19 emergency assistance
4	Winter assistance

AMOUNT_EXPECTING: C3. Was this the amount you were expecting to receive?

Data file: Household

Overview

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Don't know
2	No
3	Yes

DAY_EXPECTING: C4. Did you receive the cash from UNHCR on the day you were expecting it?

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Don't know
2	No
3	Yes

NEED_HELP_RECIEVE: C5. Did the person registered to receive the cash need help to withdraw or spend the cash assistance?

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes

WHY_NEED_HELP: C5a. Why did they need help?

Data file: Household

Overview

Valid: 120 Invalid: 489
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	can't_read_instructions_to_withdraw_money
2	Did not know how to use the card
3	Limited mobility

4	No time
5	Other
6	Place of withdrawal of cash not accessible
Missing value	

WHO_GAVE_HELP: C5b. Who gave help?

Data file: Household

Overview

Valid: 120 Invalid: 489

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Acquaintance (friend, neighbour etc.)
2	Bank agent / trader
3	Distant relative
4	Family Member
5	Member of agency staff
6	Other
7	Stranger (e.g. person passing by on the street)
Missing value	

PAY_FOR_HELP: C5c. Did they need to pay any money for this help?

Data file: Household

Overview

Valid: 120 Invalid: 489

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes
Missing value	

GOING_TO_WITHDRAW: C6. How did you reach the ATM?**Data file: Household****Overview**

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Bus
2	By foot
3	Other, specify
4	Private car
5	Taxi

TRAVEL_TIME: C7. How long did it take you to reach ATM/mobile money agent to withdraw the assistance?**Data file: Household****Overview**

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	15-30 minutes
2	30-45 minutes
3	45-60 minutes
4	Don't know
5	Less than 15 minutes
6	more than one hour.

TRAVEL_COST: C8. How much did it cost you to go and come back to the ATM/mobile money agent?**Data file: Household**

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Don't know
2	JD 0 - 0.99
3	JD 1 - 1.99
4	JD 2 - 4.99
5	JD 5 +

WATING_NEAR_ATM: C9. How long did you wait at the ATM//mobile money agent before receiving your assistance?

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	< 30 minutes
2	1-2 hours
3	2-3 hours
4	3+
5	30 minutes - 1 hour
6	I don't Know

WHO_DEHOW_SPENT: C10. Who in your household decided how the cash assistance should be spent?

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Both (husband and wife together)
2	Female head of household
3	Male head of household
4	Other
5	The whole household together
6	Your Father or Father-in-law
7	Your Mother or Mother-in-law

DISAGREEMENT: C11. Was there any disagreement on use of the cash assistance?

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No - there was no disagreement
2	Some - we discussed but came to an agreement

TENSION: C12. Did the assistance you received impact your relationship with other community members?

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No, no change
2	Yes, decreased tension

3	Yes, increased tension
---	------------------------

OTHER_SOURCES_INCOME_1: C13. What other sources of income or support has your household received or used in the last 4 weeks?/Formal income generating activities e.g. any business or activities generating money, or salary

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

OTHER_SOURCES_INCOME_2: C13. What other sources of income or support has your household received or used in the last 4 weeks?/Informal income generating activities e.g. casual /seasonal labour

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

OTHER_SOURCES_INCOME_3: C13. What other sources of income or support has your household received or used in the last 4 weeks?/Savings

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

OTHER_SOURCES_INCOME_4: C13. What other sources of income or support has your household received or used in the last 4 weeks?/Remittances

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

OTHER_SOURCES_INCOME_5: C13. What other sources of income or support has your household received or used in the last 4 weeks?/Support from friends / family (locally)

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

OTHER_SOURCES_INCOME_6: C13. What other sources of income or support has your household received or used in the last 4 weeks?/Loans (debt or credit)

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

OTHER_SOURCES_INCOME_7: C13. What other sources of income or support has your household received or used in the last 4 weeks?/NGOs/agencies - giving cash support

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

OTHER_SOURCES_INCOME_8: C13. What other sources of income or support has your household received or used in the last 4 weeks?/NGOs/agencies - giving material support

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

OTHER_SOURCES_INCOME_9: C13. What other sources of income or support has your household received or used in the last 4 weeks?/NGOs/agencies - giving other support

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

OTHER_SOURCES_INCOME_10: C13. What other sources of income or support has your household received or used in the last 4 weeks?/No income

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

OTHER_SOURCES_INCOME_11: C13. What other sources of income or support has your household received or used in the last 4 weeks?/Other

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

FEEL_UNSAFE_OR_RISK: D1. Did you feel physically unsafe or at risk of harm during the last distribution :**Data file:** Household**Overview**

Valid: Invalid: 609

Type: Discrete Range: - Format: Logical

Questions and instructions

CATEGORIES

Value	Category
	FALSE
1	TRUE
Missing value	

GOING_WITHOR_GET_MONEY: D1a. Going to withdraw or get the money?**Data file:** Household**Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Don't know
2	No
3	Yes

KEEPING_MONEY_HOME: D1b. Keeping the money at home?**Data file:** Household**Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Don't know
2	No
3	Yes

GOING_SPENMONEY: D1c. Going to spend the money?

Data file: Household

Overview

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Don't know
2	No
3	Yes

ANY_OTHER_RISK: D1d. Did anything else make you feel physically unsafe or at risk of harm related to the cash assistance?

Data file: Household

Overview

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Don't know
2	No
3	Yes

PROBLEMS_CASH: D2. Did you experience any of these problems receiving/withdrawing or spending the cash from UNHCR?

Data file: Household

Overview

Valid: Invalid: 609

Type: Discrete Range: - Format: Logical

Questions and instructions

CATEGORIES

Value	Category
	FALSE
1	TRUE
Missing value	

REGISTERPERSON_NOT: D2a. The registered person is not available to withdraw or access the money?

Data file: Household

Overview

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes

WRONG_FORGOTTEN_PINCODE: D2b. Wrong pin code or forgotten pin code or could not enter PIN code yourself?

Data file: Household

Overview

Valid: 79 Invalid: 530

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Don't know
2	No

3	Yes
Missing value	

POOR_SERVICE_WITHDRAWING: D2c. Poor service at the bank / post-office / etc when withdrawing the money?

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Don't know
2	No
3	Yes

POOR_SERVICE_TYPE_IRIS_1: D2ca1. What type of poor service did you experience/ Iris?/Many attempts to scan the eye

Data file: Household

Overview

Valid: 160 Invalid: 449
Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

POOR_SERVICE_TYPE_IRIS_2: D2ca1. What type of poor service did you experience/ Iris?/Couldn't scan the eye at all

Data file: Household

Overview

Valid: 160 Invalid: 449
Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

POOR_SERVICE_TYPE_IRIS_3: D2ca1. What type of poor service did you experience/ Iris?/Didn't know how to use the iris camera

Data file: Household

Overview

Valid: 160 Invalid: 449

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

POOR_SERVICE_TYPE_IRIS_4: D2ca1. What type of poor service did you experience/ Iris?/Have to go the bank more than once to withdraw the money because of the crowds

Data file: Household

Overview

Valid: 160 Invalid: 449

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

POOR_SERVICE_TYPE_IRIS_5: D2ca1. What type of poor service did you experience/ Iris?/Didn't feel safe scanning my eyes

Data file: Household

Overview

Valid: 160 Invalid: 449
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

POOR_SERVICE_TYPE_IRIS_6: D2ca1. What type of poor service did you experience/ Iris?/The machine is out of service

Data file: Household

Overview

Valid: 160 Invalid: 449
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

POOR_SERVICE_TYPE_IRIS_7: D2ca1. What type of poor service did you experience/ Iris?/Cash machine said not authorised

Data file: Household

Overview

Valid: 160 Invalid: 449
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
-------	----------

1	
Missing value	

POOR_SERVICE_TYPE_IRIS_8: D2ca1. What type of poor service did you experience/Iris?/Wrong balance (zero or less balance)

Data file: Household

Overview

Valid: 160 Invalid: 449
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

POOR_SERVICE_TYPE_IRIS_9: D2ca1. What type of poor service did you experience/Iris?/Other

Data file: Household

Overview

Valid: 160 Invalid: 449
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

ATTEMPTS_TO_SCAN: please specify number of attempts to scan your eyes before successfully withdrawing assistance?

Data file: Household

Overview

Valid: 60 Invalid: 549
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	1-3 times
2	4-7 times
3	8 & above
Missing value	

POOR_SERVICE_TYPE_CARD_1: D2ca2. What type of poor service did you experience/ ATM card?/Had to go the bank more than once to withdraw the money because of the crowds

Data file: Household

Overview

Valid: 7 Invalid: 602

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

POOR_SERVICE_TYPE_CARD_2: D2ca2. What type of poor service did you experience/ ATM card?/Didn't feel safe using the ATM card

Data file: Household

Overview

Valid: 7 Invalid: 602

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

POOR_SERVICE_TYPE_CARD_3: D2ca2. What type of poor service did you experience/ ATM card?/Don't know how to use the ATM**Data file: Household****Overview**

Valid: 7 Invalid: 602

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

POOR_SERVICE_TYPE_CARD_4: D2ca2. What type of poor service did you experience/ ATM card?/The machine is out of service**Data file: Household****Overview**

Valid: 7 Invalid: 602

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

POOR_SERVICE_TYPE_CARD_5: D2ca2. What type of poor service did you experience/ ATM card?/Wrong pin code**Data file: Household****Overview**

Valid: 7 Invalid: 602

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category

Missing value

POOR_SERVICE_TYPE_CARD_6: D2ca2. What type of poor service did you experience/ ATM card?/Wrong balance (zero or less balance)

Data file: Household

Overview

Valid: 7 Invalid: 602
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

POOR_SERVICE_TYPE_CARD_7: D2ca2. What type of poor service did you experience/ ATM card?/Lost My Atm card

Data file: Household

Overview

Valid: 7 Invalid: 602
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

POOR_SERVICE_TYPE_CARD_8: D2ca2. What type of poor service did you experience/ ATM card?/Other

Data file: Household

Overview

Valid: 7 Invalid: 602
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

POOR_SERVICE_TYPE_WALLET_1: D2ca3. What type of poor service did you experience/ mobile wallet?/Could not use the mobile application

Data file: Household

Overview

Valid: 1 Invalid: 608

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

POOR_SERVICE_TYPE_WALLET_2: D2ca3. What type of poor service did you experience/ mobile wallet?/Not enough cash at agent

Data file: Household

Overview

Valid: 1 Invalid: 608

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

POOR_SERVICE_TYPE_WALLET_3: D2ca3. What type of poor service did you experience/ mobile wallet?/Paying fees for the cash out

Data file: Household

Overview

Valid: 1 Invalid: 608

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

**POOR_SERVICE_TYPE_WALLET_4: D2ca3. What type of poor service did you experience/
mobile wallet?/ATM technical error during cash out**

Data file: Household**Overview**

Valid: 1 Invalid: 608

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

**POOR_SERVICE_TYPE_WALLET_5: D2ca3. What type of poor service did you experience/
mobile wallet?/My SIM was disconnected, and wallet was inactive**

Data file: Household**Overview**

Valid: 1 Invalid: 608

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

POOR_SERVICE_TYPE_WALLET_6: D2ca3. What type of poor service did you experience/ mobile wallet?/I lost my phone/SIM

Data file: Household

Overview

Valid: 1 Invalid: 608

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

POOR_SERVICE_TYPE_WALLET_7: D2ca3. What type of poor service did you experience/ mobile wallet?/I could not reach the provider's call centre

Data file: Household

Overview

Valid: 1 Invalid: 608

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

POOR_SERVICE_TYPE_WALLET_8: D2ca3. What type of poor service did you experience/ mobile wallet?/I forgot password/PIN

Data file: Household

Overview

Valid: 1 Invalid: 608

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

**POOR_SERVICE_TYPE_WALLET_9: D2ca3. What type of poor service did you experience/
mobile wallet?/Timeline of assistance delivery**

Data file: Household

Overview

Valid: 1 Invalid: 608
Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

**POOR_SERVICE_TYPE_WALLET_10: D2ca3. What type of poor service did you experience/
mobile wallet?/Other**

Data file: Household

Overview

Valid: 1 Invalid: 608
Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

**WITHDRAW_SAME_DAY: D2d. How often did you travel to the ATM until you were able to
withdraw the money in the same day?**

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
-------	----------

1	2-3 times
2	4+ times
3	One time only

WITHDRAW_DIFFERENT_DAY: D2e. How often did you travel to the ATM until you were able to withdraw the money in different days?

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	2-3 times
2	4+ times
3	One time only

TRAREFUSE_SERVE: D2f. Market/shop trader/wholesaler refused to serve you?

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes

PAY_MONEY_FAVOUR: D2g. Needed to pay additional money or do favours in order to withdraw or spend cash?

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Don't know
2	No
3	Yes

WHO_GIVE_MONEY_FAVOURS_1: D2ga. Who did you need to give money or favours to?/Another household member

Data file: Household

Overview

Valid: 1 Invalid: 608

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

WHO_GIVE_MONEY_FAVOURS_2: D2ga. Who did you need to give money or favours to?/Another family member (outside the household)

Data file: Household

Overview

Valid: 1 Invalid: 608

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

WHO_GIVE_MONEY_FAVOURS_3: D2ga. Who did you need to give money or favours to?/Friend

Data file: Household

Overview

Valid: 1 Invalid: 608
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

WHO_GIVE_MONEY_FAVOURS_4: D2ga. Who did you need to give money or favours to?/Community leader

Data file: Household

Overview

Valid: 1 Invalid: 608
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

CASH_SPENT_ALREADY: F1. Of the cash you have received from UNHCR, how much have you spent already?

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	All
2	Don't know
3	Half
4	Less than half
5	More than half

WHO_GIVE_MONEY_FAVOURS_5: D2ga. Who did you need to give money or favours to?/Stranger

Data file: Household

Overview

Valid: 1 Invalid: 608
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

WHO_GIVE_MONEY_FAVOURS_6: D2ga. Who did you need to give money or favours to?/Bank/mobile money/FSP agent

Data file: Household

Overview

Valid: 1 Invalid: 608
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

WHO_GIVE_MONEY_FAVOURS_7: D2ga. Who did you need to give money or favours to?/Shopkeeper

Data file: Household

Overview

Valid: 1 Invalid: 608
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category

Missing value

WHO_GIVE_MONEY_FAVOURS_8: D2ga. Who did you need to give money or favours to?/Other**Data file: Household****Overview**

Valid: 1 Invalid: 608

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

ANYOTHER_PROBLEMS: D2i. Did you experience any other problems withdrawing or spending the cash from UNHCR?**Data file: Household****Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes

OVERCOME_PROBLEM: D2j. Did you overcome the problems you faced?**Data file: Household****Overview**

Valid: 190 Invalid: 419

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes
Missing value	

ITEMS_AVAILABLE: E1. Were you able to find the items/services you needed in the markets/shops?

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Don't know
2	Mostly
3	No
4	Yes

ITEMS_QUALITY: E2. Were you able to find the right quality of items/services in the market?

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Don't know
2	Yes

PRICE_INCREASE: E3. Has there been any increase in the price of any items/services in the last 4 weeks?

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Don't know
2	No
3	Yes

SPENT_CASH_ON_1: F2. What did you spend the UNHCR cash on?/Food

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

SPENT_CASH_ON_2: F2. What did you spend the UNHCR cash on?/Water

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

SPENT_CASH_ON_3: F2. What did you spend the UNHCR cash on?/Hygiene items**Data file: Household****Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

SPENT_CASH_ON_4: F2. What did you spend the UNHCR cash on?/Health costs (including medicines)**Data file: Household****Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

SPENT_CASH_ON_5: F2. What did you spend the UNHCR cash on?/Rent**Data file: Household****Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

SPENT_CASH_ON_6: F2. What did you spend the UNHCR cash on?/Shelter repair (e.g. rehabilitation, materials)**Data file: Household****Overview**Valid: 609 Invalid:
Type: Discrete Range: - Format: Integer**Questions and instructions**

CATEGORIES

Value	Category
1	

SPENT_CASH_ON_7: F2. What did you spend the UNHCR cash on?/Household items (e.g. mattress, blankets, jerry can)**Data file: Household****Overview**Valid: 609 Invalid:
Type: Discrete Range: - Format: Integer**Questions and instructions**

CATEGORIES

Value	Category
1	

SPENT_CASH_ON_8: F2. What did you spend the UNHCR cash on?/Firewood / Fuel for cooking or heating**Data file: Household****Overview**Valid: 609 Invalid:
Type: Discrete Range: - Format: Integer**Questions and instructions**

CATEGORIES

Value	Category
1	

SPENT_CASH_ON_9: F2. What did you spend the UNHCR cash on?/Clothes / shoes**Data file: Household****Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

SPENT_CASH_ON_10: F2. What did you spend the UNHCR cash on?/Utilities and bills (e.g. electricity, water bills, phone calling credit)**Data file: Household****Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

SPENT_CASH_ON_11: F2. What did you spend the UNHCR cash on?/Assets for a livelihood activity (e.g seeds, tools, farming, fishing, petty trade etc)**Data file: Household****Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category

SPENT_CASH_ON_12: F2. What did you spend the UNHCR cash on?/Education (e.g. school fees, uniform, books)**Data file:** Household**Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

SPENT_CASH_ON_13: F2. What did you spend the UNHCR cash on?/Entertainment (including alcohol, cigarettes)**Data file:** Household**Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

SPENT_CASH_ON_14: F2. What did you spend the UNHCR cash on?/Transport**Data file:** Household**Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category

1

SPENT_CASH_ON_15: F2. What did you spend the UNHCR cash on?/Debt repayment**Data file: Household****Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

SPENT_CASH_ON_16: F2. What did you spend the UNHCR cash on?/Gave some to other family members / relatives / friends**Data file: Household****Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

SPENT_CASH_ON_17: F2. What did you spend the UNHCR cash on?/Legal assistance / documents**Data file: Household****Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category

SPENT_CASH_ON_18: F2. What did you spend the UNHCR cash on?/Other (please specify)

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

TOP5_RANK: Please rank in order of importance

Data file: Household

Overview

Valid: Invalid: 609
Type: Discrete Range: - Format: Logical

Questions and instructions

CATEGORIES

Value	Category
	FALSE
1	TRUE
Missing value	

SPENT_1ST: 1st choice

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Clothes / shoes
2	Debt repayment
3	Education (e.g. school fees, uniform, books)
4	Entertainment (including alcohol, cigarettes)
5	Firewood / Fuel for cooking or heating
6	Food
7	Gave some to other family members / relatives / friends
8	Health costs (including medicines)
9	Household items (e.g. mattress, blankets, jerry can)
10	Other (please specify)
11	Rent
12	Utilities and bills (e.g. electricity, water bills, phone calling credit)

SPENT_2ND: 2nd choice

Data file: Household

Overview

Valid: 513 Invalid: 96

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Clothes / shoes
2	Debt repayment
3	Education (e.g. school fees, uniform, books)
4	Firewood / Fuel for cooking or heating
5	Food
6	Gave some to other family members / relatives / friends
7	Health costs (including medicines)
8	Household items (e.g. mattress, blankets, jerry can)
9	Hygiene items
10	Other (please specify)
11	Rent
12	Shelter repair (e.g. rehabilitation, materials)
13	Transport
14	Utilities and bills (e.g. electricity, water bills, phone calling credit)

15	Water
Missing value	

SPENT_3RD: 3rd choice

Data file: Household

Overview

Valid: 342 Invalid: 267

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Clothes / shoes
2	Debt repayment
3	Education (e.g. school fees, uniform, books)
4	Entertainment (including alcohol, cigarettes)
5	Firewood / Fuel for cooking or heating
6	Food
7	Gave some to other family members / relatives / friends
8	Health costs (including medicines)
9	Household items (e.g. mattress, blankets, jerry can)
10	Hygiene items
11	Other (please specify)
12	Rent
13	Shelter repair (e.g. rehabilitation, materials)
14	Transport
15	Utilities and bills (e.g. electricity, water bills, phone calling credit)
16	Water
Missing value	

SPENT_4TH: 4th choice

Data file: Household

Overview

Valid: 142 Invalid: 467

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Clothes / shoes
2	Debt repayment
3	Education (e.g. school fees, uniform, books)
4	Firewood / Fuel for cooking or heating
5	Food
6	Health costs (including medicines)
7	Household items (e.g. mattress, blankets, jerry can)
8	Hygiene items
9	Rent
10	Utilities and bills (e.g. electricity, water bills, phone calling credit)
11	Water
Missing value	

SPENT_5TH: 5th choice

Data file: Household

Overview

Valid: 53 Invalid: 556

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Clothes / shoes
2	Debt repayment
3	Firewood / Fuel for cooking or heating
4	Food
5	Health costs (including medicines)
6	Hygiene items
7	Rent
8	Transport
9	Utilities and bills (e.g. electricity, water bills, phone calling credit)
10	Water
Missing value	

THE_AMOUNT_THE_RESPO_CASH: Amount received (from UNHCR at the last distribution)**Data file: Household****Overview**

Valid: Invalid: 609

Type: Discrete Range: - Format: Logical

Questions and instructions

CATEGORIES

Value	Category
	FALSE
1	TRUE
Missing value	

THE_LEVEL_OF_CASH_RE: Amount spent**Data file: Household****Overview**

Valid: Invalid: 609

Type: Discrete Range: - Format: Logical

Questions and instructions

CATEGORIES

Value	Category
	FALSE
1	TRUE
Missing value	

SAVE_MONEY: F4. Did you save any of the money?**Data file: Household****Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes

SAVE_MONEY_ACCOUNT: F4a. Did you save any of the money on your account?

Data file: Household

Overview

Valid: 13 Invalid: 596
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes
Missing value	

PREPARING_FOR_WINTER: F5. In the last six months did you spend money preparing for cold weather?

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes

ITEMS_FOR_WINTER_1: F5.a If yes: on what:/Blanket(s)

Data file: Household

Overview

Valid: 205 Invalid: 404
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

ITEMS_FOR_WINTER_2: F5.a If yes: on what:/Heater(s)

Data file: Household

Overview

Valid: 205 Invalid: 404
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

ITEMS_FOR_WINTER_3: F5.a If yes: on what:/Gas cylinder(s)

Data file: Household

Overview

Valid: 205 Invalid: 404
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

ITEMS_FOR_WINTER_4: F5.a If yes: on what:/Kerosene /Gas refills

Data file: Household

Overview

Valid: 205 Invalid: 404
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

ITEMS_FOR_WINTER_5: F5.a If yes: on what:/Winter clothes/shoes

Data file: Household

Overview

Valid: 205 Invalid: 404
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

ITEMS_FOR_WINTER_6: F5.a If yes: on what:/Housing repairs (plastic sheets, leaks repairs, fixing windows or doors)

Data file: Household

Overview

Valid: 205 Invalid: 404
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

ITEMS_FOR_WINTER_7: F5.a If yes: on what:/Other, specify**Data file: Household****Overview**

Valid: 205 Invalid: 404

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

OVERALL_CASH_BENEFITS: G1. To what extent has the cash assistance from UNHCR:**Data file: Household****Overview**

Valid: Invalid: 609

Type: Discrete Range: - Format: Logical

Questions and instructions

CATEGORIES

Value	Category
	FALSE
1	TRUE
Missing value	

IMPROVED_LIVINCONDITION: G1a. Improved your living conditions?**Data file: Household****Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
-------	----------

1	Moderately
2	Not at all
3	Significantly
4	Slightly

REDUCED_STRESS: G1b. Reduced feelings of stress?

Data file: Household

Overview

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Moderately
2	Not at all
3	Significantly
4	Slightly

REDUCED_FINANCIAL_BURDEN: G1c. Reduced the financial burden of your household?

Data file: Household

Overview

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Moderately
2	Not at all
3	Significantly
4	Slightly

MEET_BASIC_NEEDS: G2. Overall, to what extent are you currently able to meet the basic

needs of your household?**Data file: Household****Overview**

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	All
2	Don't know
3	Half
4	Less than half
5	More half (but not all)
6	Not at all

ITEMS_NOT_AFFORD_1: G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Blanket(s)**Data file: Household****Overview**

Valid: 546 Invalid: 63
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

ITEMS_NOT_AFFORD_2: G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Heater(s)**Data file: Household****Overview**

Valid: 546 Invalid: 63
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

ITEMS_NOT_AFFORD_3: G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Gas cylinder(s)

Data file: Household

Overview

Valid: 546 Invalid: 63
Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

ITEMS_NOT_AFFORD_4: G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Kerosene /Gas refills

Data file: Household

Overview

Valid: 546 Invalid: 63
Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

ITEMS_NOT_AFFORD_5: G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Winter clothes/shoes

Data file: Household

Overview

Valid: 546 Invalid: 63
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

ITEMS_NOT_AFFORD_6: G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Housing repairs (plastic sheets, leaks repairs, fixing windows or doors)

Data file: Household

Overview

Valid: 546 Invalid: 63
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

ITEMS_NOT_AFFORD_7: G2a. If more than half (but not all), half, a little or not at all: Which of your household's winter needs can you not afford?/Other, specify

Data file: Household

Overview

Valid: 546 Invalid: 63
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

NUMBER_OF_MONTHS: G2b If more than half (but not all), half, a little or not at all, for how many months during winter?

Data file: Household

Overview

Valid: 546 Invalid: 63

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
2	
3	
Missing value	

COPINSTRATEGIES: G3. In the past 4 weeks has your household needed to:

Data file: Household

Overview

Valid: Invalid: 609

Type: Discrete Range: - Format: Logical

Questions and instructions

CATEGORIES

Value	Category
	FALSE
1	TRUE
Missing value	

STOP_CHILD_ATTENDINSCHOO: a. Stop a child from attending school?

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes

SELL_LIVELIHOOD_ASSETS: b. Sell livelihood/productive assets in order to buy food or basic goods?

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes

ASK_MONEY_FROM_STRANGER: c. Ask for money from strangers (begging)?

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes

MOVE_POORER_SHELTER: d. Move to a poorer quality shelter?**Data file: Household****Overview**Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor**Questions and instructions**

CATEGORIES

Value	Category
1	No
2	Yes

SEND_UNDER16_WORK: e. Send household members under the age of 16 to work?**Data file: Household****Overview**Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor**Questions and instructions**

CATEGORIES

Value	Category
1	No
2	Yes

SEND_WORK_FAR_AWAY: f. Send a member of the household to work far away?**Data file: Household****Overview**Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor**Questions and instructions**

CATEGORIES

Value	Category
1	No
2	Yes

ENRISKY_ACTIVITIES: g. Engage in activities for money or items that you feel puts you or other members of your household at risk of harm?**Data file: Household****Overview**Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor**Questions and instructions**

CATEGORIES

Value	Category
1	No
2	Yes

SKIP_RENT_DEBT_REPAYMENTS: h. Skip paying rent / debt repayments to meet other needs?**Data file: Household****Overview**Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor**Questions and instructions**

CATEGORIES

Value	Category
1	No
2	Yes

TAKE_OUT_NEW_LOANS: i. Take out new loans or borrowed money?**Data file: Household****Overview**Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor**Questions and instructions**

CATEGORIES

Value	Category
-------	----------

1	No
2	Yes

REDUCE_EXPENDITURE_HH_ITEM: j. Reduce expenditure hygiene items, water, baby items, health, or education in order to meet household food needs?

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes

SUSTAINABLE_SOLUTIONS: H1. (as a result of the cash assistance), do you, or another member of your household:

Data file: Household

Overview

Valid: Invalid: 609
Type: Discrete Range: - Format: Logical

Questions and instructions

CATEGORIES

Value	Category
	FALSE
1	TRUE
Missing value	

HAVE_BANK_ACCOUNT: a. Have a bank account or mobile money account or other official account?

Data file: Household

Overview

Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Don't know
2	No
3	Yes

HAVE_LIVELIHOODS_ASSETS: b. Have the items (productive/livelihood assets) you need in order to earn a living?

Data file: Household

Overview

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Don't know
2	No
3	Yes

HAVE_ACCESS_MICRO_CREDIT: c. Have access to micro-credit?

Data file: Household

Overview

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Don't know
2	No
3	Yes

NOTIFIED_OF_ASSISTANCE: I1. Were you notified of the purpose of the cash assistance you received?**Data file: Household****Overview**Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor**Questions and instructions**

CATEGORIES

Value	Category
1	No
2	Yes

HEAR_UNHCR_CASH_ASSISTANCE: I2. How did you hear about UNHCR cash assistance?**Data file: Household****Overview**Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor**Questions and instructions**

CATEGORIES

Value	Category
1	Checked at the ATM
2	Social media (Facebook, twitter, WhatsApp)
3	Text (SMS) message
4	UNHCR/NGOs staff
5	Via local leaders
6	Via relatives, neighbors, friends

INFO_SUFFICIENT: I3. Was the information you received clear and sufficient?**Data file: Household****Overview**Valid: 609 Invalid:
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes

TIME_TO_COLLECT: I4. After receiving the SMS/info receiving the assistance, when did you go you collect the assistance?

Data file: Household

Overview

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	2-7days of receiving the Info
2	After a week or more of receiving the information.
3	Same day

INFO_WANT_CASH_ASS_1: I5. Is there any other information you would like to know about the cash assistance?/Eligibility for cash assistance

Data file: Household

Overview

Valid: 609 Invalid:

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

INFO_WANT_CASH_ASS_2: I5. Is there any other information you would like to know about the

cash assistance?/Distribution date, time and location

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

INFO_WANT_CASH_ASS_3: I5. Is there any other information you would like to know about the cash assistance?/How to spend the cash assistance

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

INFO_WANT_CASH_ASS_4: I5. Is there any other information you would like to know about the cash assistance?/How to give complaints and feedback to agencies

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

INFO_WANT_CASH_ASS_5: I5. Is there any other information you would like to know about the cash assistance?/What assistance is coming next

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

INFO_WANT_CASH_ASS_6: I5. Is there any other information you would like to know about the cash assistance?/Other (please specify)

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	

INFO_WANT_CASH_ASS_7: I5. Is there any other information you would like to know about the cash assistance?/None (Don't want any additional information)

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category

1

KNOW_REPORT_COMPLAINTS: I6. Do you know how you can report complaints and feedback on the cash assistance from UNHCR?**Data file: Household****Overview**

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes

HOW_REPORT_COMPLAINTS_1: I6a. How could you report complaints and feedback?/Via local leaders**Data file: Household****Overview**

Valid: 509 Invalid: 100
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
Missing value	

HOW_REPORT_COMPLAINTS_2: I6a. How could you report complaints and feedback?/Via community mobilisers**Data file: Household****Overview**

Valid: 509 Invalid: 100
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

HOW_REPORT_COMPLAINTS_3: I6a. How could you report complaints and feedback?/Hotline

Data file: Household

Overview

Valid: 509 Invalid: 100
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

HOW_REPORT_COMPLAINTS_4: I6a. How could you report complaints and feedback?/Complaints / reception desk

Data file: Household

Overview

Valid: 509 Invalid: 100
 Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

HOW_REPORT_COMPLAINTS_5: I6a. How could you report complaints and

feedback?/Complaints and suggestion box**Data file:** Household**Overview**

Valid: 509 Invalid: 100

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

HOW_REPORT_COMPLAINTS_6: I6a. How could you report complaints and feedback?/Other (please specify)**Data file:** Household**Overview**

Valid: 509 Invalid: 100

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

CONTACT_HELPLINE: I7. Did you contact the UNHCR helpline**Data file:** Household**Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No

2

Yes

CONTACT_HELPLINE_YES_1: I7a. If yes why?/Check status**Data file: Household****Overview**

Valid: 208 Invalid: 401

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

CONTACT_HELPLINE_YES_2: I7a. If yes why?/Enquire amount**Data file: Household****Overview**

Valid: 208 Invalid: 401

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

CONTACT_HELPLINE_YES_3: I7a. If yes why?/Enquire delivery date**Data file: Household****Overview**

Valid: 208 Invalid: 401

Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

CONTACT_HELPLINE_YES_4: I7a. If yes why?/Complain

Data file: Household

Overview

Valid: 208 Invalid: 401
Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

CONTACT_HELPLINE_YES_5: I7a. If yes why?/Appeal for assistance

Data file: Household

Overview

Valid: 208 Invalid: 401
Type: Discrete Range: - Format: Integer

Questions and instructions

CATEGORIES

Value	Category
1	
Missing value	

RESPONSE_WHO: I7b. If I7 yes, how did you get the response you needed?

Data file: Household

Overview

Valid: 208 Invalid: 401
Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Automated answering service provided the required information
2	Spoke to call centre operator
Missing value	

CLEAR_ANSWER: I7c. If I7 yes If you contacted the UNHCR helpline, was the messaging clear?

Data file: Household

Overview

Valid: 208 Invalid: 401

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes
Missing value	

UNHCR_STAFF: I8. Do you feel that UNHCR staff treats you respectfully?

Data file: Household

Overview

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes

CAB_STAFF: I9. Do you feel that CAB staff treats you respectfully?

Data file: Household

Overview

Valid: 65 Invalid: 544
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Yes
Missing value	

MM_AGENT_STAFF: I10. Do you feel that Mobile agent staff treats you respectfully?

Data file: Household

Overview

Valid: 14 Invalid: 595
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Yes
Missing value	

MINDSET_STAFF: I11. Do you feel that Mindset staff have treated you respectfully during the home visit assessment?

Data file: Household

Overview

Valid: 609 Invalid:
 Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	No
2	Yes

PREFERENCE_MODALITY: I12. If the assistance could be started again would you prefer:**Data file: Household****Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Cash
2	Combination of cash and in-kind
3	Items/in-kind (food or non-food items)
4	Other (please specify)

CASH_MODALITY: I12a. If cash, how would you prefer to receive it?**Data file: Household****Overview**

Valid: 527 Invalid: 82

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	ATM card
2	IRIS scan
3	Mobile wallet
4	No preference
5	Other, specify
Missing value	

SATISFACTION_WINTER_ASSISTANCE: I13. Generally, how satisfied were you with the winter assistance you received?**Data file: Household****Overview**

Valid: 609 Invalid:

Type: Discrete Range: - Format: Factor

Questions and instructions

CATEGORIES

Value	Category
1	Dissatisfied
2	Satisfied
3	Very dissatisfied
4	Very satisfied

THANKS: Thank you for your time in answering these questions.

Data file: Household

Overview

Valid: Invalid: 609

Type: Discrete Range: - Format: Logical

Questions and instructions

CATEGORIES

Value	Category
	FALSE
1	TRUE
Missing value	

study_resources

reports

Winter 2020 Cash Support to Refugees, Post-Distribution Monitoring Report

title Winter 2020 Cash Support to Refugees, Post-Distribution Monitoring Report
authors UN Refugee Agency (UNHCR)
country Jordan
language English
filename UNHCR_Jordan_Winterization_PDM_2021_final.pdf

technical_documents

Jordan 2021 PDM-WINTER codebook

title Jordan 2021 PDM-WINTER codebook
country Jordan
language English
description This file contains the original KOBO questionnaire used to collect the original raw dataset. Please note that the dataset here provided went through significant processing, for this reason variables may be missing, modified or have a different name.
filename kobo.xlsx
