**Satisfaction review questions**

The following questions can be adapted for use in a focus group discussion[[1]](#footnote-1) or as part of a satisfaction survey (with beneficaires and non-beneficaries). The questions are intended to understand levels of ‘satisfaction’, in particular the quality and appropriateness of a programme from the perspective of affected communities. It is recommended that a quick review of satisfaction, using these questions with communities, is carried out during each rotation.

**Example Satisfaction Questionnaire Template[[2]](#footnote-2)**

The answers to survey questions are either Yes / No (Y/N) or scored 1 to 5, where:

* 1 is definitely un-acceptable (not happy at all; not satisfied) – shown with an unhappy face.
* 3 is acceptable, likely to correspond to an answer of “OK”.
* 5 is definitely acceptable to the family answering the questions (very happy and very satisfied) – shown by a happy face.

The results can be entred into the Satisfaction Review Data Entry template for analysis.

**Introduction**: Introduce yourself, explaining who you are working for and that you’d like to ask a few questions about our work with them so far. Ask them if they are happy to participate (purely voluntary) and explain that future support will in no way depend on their participation or answers. Explain that their answers are confidential and that the information will be used to improve the program.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1. Agency information** | | | | |
| 1.1 Name of the interviewer: | | 1.2 Date: | | |
| **2. Respondent information** | | | | |
| 2.1 Region: | 2.2. District: | | 2.3 Village: | |
| 2.4 Household size: # | 2.5 Respondent Gender:  Male \_\_\_\_\_ Female\_\_\_\_\_\_ | | 2.6 Age (estimate): | |
| **3. Satisfaction questions** | | | | |
| * 1. After the (*name the type of emergency*) were you asked by the Red Cross about your circumstances and needs? | | | | 1=Yes 2 = No  If no BD21298_ skip to 3.2 |
| * 1. Have you been informed about :      1. What the Red Cross is doing in your community      2. Who was/is being targeted as part of Red Cross activities      3. How you can contact or provide feedback on the work of the Red Cross in your community. | | | | 1=Yes 2=No  1=Yes 2=No  1=Yes 2=No |
| * 1. What type of assistance have you or your family been part of? *Share a list of services being provided as part of the response (e.g. latrine construction, house visits for hygiene promotion, mobile cinema).*      1. *[list out main activities]*      2. x      3. x      4. x      5. Other (describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | 1=Yes 2=No  1=Yes 2=No  1=Yes 2=No  1=Yes 2=No  1=Yes 2=No |
| * 1. Please indicate your responses on the scale:      1. How satisfied are you with the assistance received so far from the Red Cross?  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | | | | | | 1  Smiley Face 5 Satisfaction Scale | 2  Smiley Face 5 Satisfaction Scale | 3  Smiley Face 5 Satisfaction Scale | 4  Smiley Face 5 Satisfaction Scale | 5  Smiley Face 5 Satisfaction Scale |  * + 1. How well does this assistance address your most pressing needs?  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | | | | | | 1  Smiley Face 5 Satisfaction Scale | 2  Smiley Face 5 Satisfaction Scale | 3  Smiley Face 5 Satisfaction Scale | 4  Smiley Face 5 Satisfaction Scale | 5  Smiley Face 5 Satisfaction Scale |  * + 1. Is the program reaching those people who are most in need in the community?  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | | | | | | 1  Smiley Face 5 Satisfaction Scale | 2  Smiley Face 5 Satisfaction Scale | 3  Smiley Face 5 Satisfaction Scale | 4  Smiley Face 5 Satisfaction Scale | 5  Smiley Face 5 Satisfaction Scale |  * + 1. How adequate was this assistance for all the people living in this community?  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | | | | | | 1  Smiley Face 5 Satisfaction Scale | 2  Smiley Face 5 Satisfaction Scale | 3  Smiley Face 5 Satisfaction Scale | 4  Smiley Face 5 Satisfaction Scale | 5  Smiley Face 5 Satisfaction Scale |  * + 1. How satisfied are you with the level of consultation, information and involvement that you are having in this project?  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | | | | | | 1  Smiley Face 5 Satisfaction Scale | 2  Smiley Face 5 Satisfaction Scale | 3  Smiley Face 5 Satisfaction Scale | 4  Smiley Face 5 Satisfaction Scale | 5  Smiley Face 5 Satisfaction Scale |  * + 1. How satisfied are you with the behaviour and support of the RC staff and volunteers?  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | | | | | | 1  Smiley Face 5 Satisfaction Scale | 2  Smiley Face 5 Satisfaction Scale | 3  Smiley Face 5 Satisfaction Scale | 4  Smiley Face 5 Satisfaction Scale | 5  Smiley Face 5 Satisfaction Scale | | | | |  |
| 3.7 What one improvement do you want us to make on the assistance we have provided to you so far (describe)? | | | | |
| 3. 8 What one improvement do you want us to make on consultation, information and involvement with you and your community? | | | | |
| **4. Current issues** [NB these questions are wider than MSM, as it is important to understand what people consider their most pressing needs. This information can be used to reflect how MSM activities fits with expressed prioirities, and as relevant passed on to other agencies.] | | | | |
| 4.1 What do you consider the 3 most pressing issues/problems facing your family now?  4.1.1  4.1.2  4.1.3 | | | | |
| 4.2 How are these problems impacting on your family and the community now? [NB this question will need careful transalting and for enumerators to understand how to elict this informaiotn]  4.2.1  4.2.2  4.2.3 | | | | |
| 4.3 How do you think these problems can be solved?  4.3.1  4.3.2  4.3.3 | | | | |
| **5. Other** | | | | |
| 5.1 Is there anything else about our work with you that you think is important for us to know (describe below): | | | | |
| 5.2 Do you have any questions for us? | | | | |

Thank you for your time and sharing your views.

1. If using in a focus group discussion ensure facilitators have skills at gathering both qualitative and quanitative data from a focus group setting. [↑](#footnote-ref-1)
2. Adapted from a tool developed by CRS [↑](#footnote-ref-2)