

Research Terms of Reference

Zaatari WASH KAP Assessment

JOR 1901

Jordan

April 2019

Version 1

REACH Informing
more effective
humanitarian action

1. Executive Summary

Country of intervention	Jordan				
Type of Emergency	<input type="checkbox"/>	Natural disaster	<input checked="" type="checkbox"/>	Conflict	
Type of Crisis	<input type="checkbox"/>	Sudden onset	<input type="checkbox"/>	Slow onset	<input checked="" type="checkbox"/> Protracted
Mandating Body/ Agency	UNICEF				
Project Code	13iAIT				
Overall Research Timeframe (from research design to final outputs / M&E)	01/01/2019 to 31/12/2019				
Research Timeframe	1. Start collect data: 09/06/2019		5. Preliminary presentation: 11/07/2019		
<i>Add planned deadlines (for first cycle if more than 1)</i>	2. Data collected: 23/06/2019		6. Outputs sent for validation: 11/07/2019		
	3. Data analysed: 27/06/2019		7. Outputs published: 25/07/2019		
	4. Data sent for validation: 29/06/2019		8. Final presentation: 28/07/2019		
Number of assessments	<input checked="" type="checkbox"/>	Single assessment (one cycle)			
	<input type="checkbox"/>	Multi assessment (more than one cycle)			
Humanitarian milestones <i>Specify what will the assessment inform and when</i> <i>e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;</i>	Milestone		Deadline		
	<input checked="" type="checkbox"/>	Donor plan/strategy	2019-2020		
	<input type="checkbox"/>	Inter-cluster plan/strategy	-- / / --		
	<input type="checkbox"/>	Cluster plan/strategy	-- / / --		
	<input type="checkbox"/>	NGO platform plan/strategy	-- / / --		
	<input checked="" type="checkbox"/>	Other (Specify): UNICEF's WASH Implementing Partners' (namely ACTED and Oxfam) plans in Zaatari camp	2019-2020		

Audience Type & Dissemination	Audience type		Dissemination	
<i>Specify who will the assessment inform and how you will disseminate to inform the audience</i>	<input type="checkbox"/> Strategic <input checked="" type="checkbox"/> Programmatic <input checked="" type="checkbox"/> Operational <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors) <input type="checkbox"/> Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting <input checked="" type="checkbox"/> Presentation of findings (e.g. at HCT meeting; Cluster meeting) <input checked="" type="checkbox"/> Website Dissemination (Relief Web & REACH Resource Centre) <input type="checkbox"/> [Other, Specify]	
Detailed dissemination plan required	<input type="checkbox"/>	Yes	x	No
General Objective	To inform the (1) WASH services and education provided by humanitarian actors as well as (2) UNICEF'S efforts to increase water conservation, customer service satisfaction and accountability, in Zaatari camp.			
Specific Objective(s)	<ol style="list-style-type: none"> 1. Evaluate <ol style="list-style-type: none"> a. Camp residents' current knowledge, attitudes and practices towards water, hygiene and sanitation and b. Progress that has been made in camp's residents' knowledge, attitude and practices towards water, hygiene and sanitation since the last KAP survey in 2018. 2. Assess: <ol style="list-style-type: none"> a. Camp residents' sense of ownership of the water network, particularly related to acts such as illegal tapping of the network and responding to leaks. b. The extent to which residents feel represented in terms of WASH services provision, particularly in relation to mechanisms of accountability like hotlines. 3. Provide a thorough understanding of the camp residents' perceptions of (1) UNICEF's WASH implementing partners' effectiveness in delivering WASH related information and WASH services and (2) camp residents' relationships with UNICEF's WASH implementing partners' staff 			
Research Questions	<ol style="list-style-type: none"> 1. What are the current water, sanitation and hygiene knowledge, attitudes and practices of Zaatari camp residents? <ol style="list-style-type: none"> a. What progress has been made in regards to Zaatari camp residents' knowledge, attitudes and practices towards water, sanitation, and hygiene since the last KAP survey in 2018? b. How is the current water network perceived by camp residents? 2. How are UNICEF's efforts to strengthen customer satisfaction and accountability perceived by camp residents and what are the results of this strategy so far? <ol style="list-style-type: none"> a. Do residents have a clear understanding of complaint mechanisms and to what extent do they use these mechanisms? Are they satisfied with these mechanisms? 			

	3. How effective are UNICEF's hygiene and water conservation related messages in increasing camp residents' knowledge and in informing their behaviour?			
Geographic Coverage	Zaatari camp			
Secondary data sources	- WASH Infrastructure and services assessment in Zaatari camp, REACH, March 2017 (for census data, sample calculations and contextual facts) ¹ - Knowledge, Attitudes and Practices (KAP) survey in Zaatari camp, 2018 (for informing the tool and for data comparison purposes) - The questionnaire used for the KAP survey 2018 (for ensuring comparability of data) - Knowledge, Attitudes and Practices (KAP) survey in Zaatari camp, 2017 (Oxfam)			
Population(s)	<input type="checkbox"/>	IDPs in camp	<input type="checkbox"/>	IDPs in informal sites
<i>Select all that apply</i>	<input type="checkbox"/>	IDPs in host communities	<input type="checkbox"/>	IDPs [Other, Specify]
	<input checked="" type="checkbox"/>	Refugees in camp	<input type="checkbox"/>	Refugees in informal sites
	<input type="checkbox"/>	Refugees in host communities	<input type="checkbox"/>	Refugees [Other, Specify]
	<input type="checkbox"/>	Host communities	<input type="checkbox"/>	[Other, Specify]
Stratification	<input checked="" type="checkbox"/>	Geographical #: _ 1	<input type="checkbox"/>	Group #: _ _ _
<i>Select type(s) and enter number of strata</i>		Population size per strata is known? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> [Other Specify] #: _ _
				Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No
Data collection tool(s)	<input checked="" type="checkbox"/>	Structured (Quantitative)	<input checked="" type="checkbox"/>	Semi-structured (Qualitative)
	Sampling method		Data collection method	
Structured data collection tool # 1	<input type="checkbox"/> Purposive <input checked="" type="checkbox"/> Probability / Simple random <input type="checkbox"/> Probability / Stratified simple random <input type="checkbox"/> Probability / Cluster sampling <input type="checkbox"/> Probability / Stratified cluster sampling <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> Key informant interview (Target #): _ _ _ _ _ <input type="checkbox"/> Group discussion (Target #): _ _ _ _ _ <input checked="" type="checkbox"/> Household interview (Target #): _ 372 <input type="checkbox"/> Individual interview (Target #): _ _ _ _ _ <input type="checkbox"/> Direct observations (Target #): _ _ _ _ _ <input type="checkbox"/> [Other, Specify] (Target #): _ _ _ _ _	
Target level of precision if probability sampling	95% level of confidence		5+/- % margin of error	
Data management platform(s)	<input checked="" type="checkbox"/>	IMPACT	<input type="checkbox"/>	UNHCR
	<input type="checkbox"/>	[Other, Specify]		
Expected output type(s)	<input type="checkbox"/>	Situation overview #: _ _	<input checked="" type="checkbox"/>	Report #: 1
	<input type="checkbox"/>			Profile #: _ _

¹ REACH, [Wash infrastructure & services assessment in Zaatari camp Assessment Report](#), March 2017

	<input type="checkbox"/>	Presentation (Preliminary findings) #: __	X	Presentation (Final) #: 1	<input type="checkbox"/>	Factsheet #: __
	<input type="checkbox"/>	Interactive dashboard #:_	<input type="checkbox"/>	Webmap #: __	<input type="checkbox"/>	Map #: __
	<input type="checkbox"/>	Preliminary findings document #:				
Access	X	Public (available on REACH resource center and other humanitarian platforms)				
	<input type="checkbox"/>	Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)				
Visibility Specify which logos should be on outputs		UNICEF, REACH				

2. Rationale

2.1. Rationale

As of the 9th of April 2019, 75,285 Syrian refugees were registered in Zaatari camp, in Mafraq governorate.² Since 2012, ACTED and Oxfam have operated as key partners in the implementation of WASH activities in the camp, including delivery of treated water through a piped network, the collection of waste water and solid waste, building and repair maintenance of private WASH facilities, and hygiene promotion activities.³ In 2016, in an effort to shift towards greater sustainability of programming, private toilet facilities were constructed in each household and every household in the camp was connected to a common wastewater disposal system, the Zaatari Wastewater Network (WWN). A water network, connecting all the households of the camp to the public water system was completed in January 2019.⁴ In 2019, household complaints regarding the water and waste water network have been routed through UNICEF's complaint hotline to be addressed by Jordanian subcontractors who have taken over operational control of the networks from Oxfam and ACTED.

In February 2019, REACH was commissioned by UNICEF (with funding provided to ACTED) to conduct an assessment of Zaatari camp residents' knowledge, attitudes and practices towards water, sanitation and hygiene. This assessment, initiated in 2012, was repeated in 2013, 2014, 2015, 2017, and 2018 to track the progress with reference to the baseline data of 2012 and provide WASH implementing partners (IPs) in Zaatari camp evidenced-base recommendations to improve their programming.⁵ UNICEF's funding was reduced in 2018, prompting a turn toward building cost efficient and sustainable service delivery systems through greater focus on community based approaches. Providing an update on residents' knowledge, attitudes and practices, as well as their satisfaction with services and complaint mechanisms, is critical to UNICEF's continued programming efforts, especially in light of reduced funding.

3. Methodology

2.1. Methodology overview

The study will be predominantly quantitative and data will be collected through randomly selected household interviews in all of the 12 districts of the camp. The sampling of households will be based weighted by population density across the

² UNHCR Operational Portal, Syria Regional Refugee Response, UNHCR, accessed on the 11/04/2019

³ From the 1st of April 2018 on, ACTED has fully taken over operations in JEN's districts of the camp (3, 4 and 5) related to camp cleaning, social mobilization, repair and maintenance, the water and waste water networks.

⁴ Conversation with Sofia. (not sure if/how to cite this)

⁵ Previous reports were not officially endorsed by UNICEF, who commissioned them, but they have been used by the WASH IPs in order to understand the snapshot of WASH in their districts, and inform future decision making.

camp, so as to ensure representability of all districts. Data will be collected by both REACH enumerators and trained Cash For Workers (CFWs).⁶

2.2. Population of interest

Data will be collected with Syrian refugees living in Zaatari camp, in all districts across the camp. Wherever possible, the head of household will be interviewed. However, if the household head is not available, only household individuals over the age of 18 will be asked to participate in the survey.

2.3. Secondary data review (outline key bibliography/sources you will use and for what).

- The WASH Infrastructure and services assessment in Zaatari camp conducted by REACH in March 2017 will (1) feed into the sampling design of this KAP survey, as it included a census of the population of the camp and the GPS coordinates of each single household in the camp, and (2) help further contextualise findings.⁷
- The KAP survey reports from previous years, and especially of 2018, will provide contextual facts and allow for a comparison of primary data and findings.⁸
- The questionnaire used for the KAP survey 2018 will serve as a foundation for the questionnaire of the KAP survey 2019, to ensure comparability of data

2.4.1. Primary Data Collection

Tool

At an initial stage, the questionnaire of the 2017 survey will be used to design the first draft of the 2018 questionnaire, so as to enable data tracking and comparisons. During a round table with representatives from UNICEF, ACTED and Oxfam the questions from 2017 will then either be kept, removed, or changed; to ensure that the 2018 KAP survey can effectively inform UNICEF and WASH IPs' current plans/strategies.

Sampling strategy

REACH population census showed that 12,410 households were located in Zaatari camp in March 2017.⁹ Based on this figure, a random sample of 372 households will allow the generation of results that are generalizable to the population within the camp with a 95% level of confidence and 5% margin of error. An additional buffer of 5% will be added to allow the discarding of incomplete cases and errors while still attaining the planned confidence level and confidence interval. The number of houses selected per district will be proportional to the number of households in each district, to ensure the representativeness of the sample.

The KAP survey will rely on a random sampling approach developed by REACH to identify the survey respondents. This approach will employ randomized spatial sampling which takes household density data in the camp and uses R to randomly select household points weighted by this density data (data sourced from the last population census conducted by REACH). During the data collection, data collectors will go to each GPS point and conduct an interview with an adult member within the closest household to the point. Where this household is empty, unresponsive, or refuses to participate in the survey, data collectors will have to replace the initial GPS point with another one taken from the buffer, provided for that purpose.

Wherever possible, the head of household will be interviewed. In case where the head of household is not available and there is more than one adult within the household, the data collectors will introduce the assessment and then ask household members who they think among themselves would be best able to provide information given the nature of the assessment. While the sampling will not be disaggregated by gender, it is expected that a large enough sample of both male and female

⁶ The cash for work (CFW) scheme in Zaatari camp has been utilized since the camp was established in July 2012, as a means to provide incentives and capacity development to refugees who volunteer for various organisations in the camp

⁷ REACH, [Wash infrastructure & services assessment in Zaatari camp Assessment Report](#), March 2017

⁸ REACH, [Jordan: WASH Knowledge, Attitude and Practices \(KAP\) survey in Za'atari camp, October 2018](#) October 2018

⁹ REACH, [Wash infrastructure & services assessment in Zaatari camp Assessment Report](#), March 2017

respondents will be captured in the survey to allow for findings representative to the male and female population of the camp, albeit at a lower level of confidence.

Data collection method

REACH assessment team (including 1 senior field manager and 2 project assistants) will administer the KAP survey with the support of 4 cash for work (CFW) staff from the camp residents. Given the sensitivity of some of the questions that are included in the KAP survey questionnaire, female data collectors will conduct interviews with female respondents and male data collectors with male respondents. Prior to the beginning of the data collection, one day will be dedicated to both (1) the training of the data collectors on how to collect data using KOBO (an Android-based mobile application) as well as communications and interview techniques, and (2) the pilot of the tool, in order to test the form in the field prior final use and ensure that data collectors are fully familiar with it. Data collected during the course of the survey will be stored directly on REACH’s secure internal server.

2.5. Data Processing & Analysis

To ensure the quality of the data collected, the following checks will be implemented:

- Daily cleaning will be done at the end of each day to address errors, if any, and outliers in data entry.
- Regular spot checks will be conducted by REACH Senior Field Manager during data collection, so to ensure data collectors are properly administering survey questionnaire.
- Data cleaning logs and the respective raw will be kept to allow all steps of the process to be replicated

Once all data has been collected and cleaned, data will then be analysed by a review of descriptive statistics in addition to more advanced statistical analysis where appropriate, through Excel and SPSS. The final report will include the disaggregation of KAP survey variables by population subgroups (household size and disability within the household), geographical distribution (districts and partner areas), and data/findings comparisons with the past years. A list of the main indicators that will guide the analysis have been outlined in Annex 6: Data Analysis Plan.

4. Roles and responsibilities

Table 3: Description of roles and responsibilities

<i>Task Description</i>	<i>Responsible</i>	<i>Accountable</i>	<i>Consulted</i>	<i>Informed</i>
<i>Research design</i>	Assessment Officer	Assessment Officer	Country Coordinator, HR Research Design Unit, Senior Field Manager, UNICEF focal point (WASH expert) and WASH IPs M&E Managers	
<i>Supervising data collection</i>	Senior Field Manager	Senior Field Manager	Assessment Officer	Country Coordinator

Data processing (checking, cleaning)	Assessment Officer	Assessment Officer	Database Officer, Senior Field Manager, HQ Data Unit	Country Coordinator
Data analysis	Assessment Officer	Country Coordinator	Country Coordinator, HQ Data Unit	
Output production	Assessment Officer	Country Coordinator	Country Coordinatory, HQ Review Unit	
Dissemination	Assessment Officer	Country Coordinator	UNICEF focal point, (WASH expert) and WASH IPs' M&E Managers	ACTED and Oxfam focal points
Monitoring & Evaluation	Assessment Officer	Country Coordinator	HQ Research Design Unit	
Lessons learned	Assessment Officer	Country Coordinator	Senior Field Manager	

Responsible: the person(s) who executes the task

Accountable: the person who validates the completion of the task and is accountable of the final output or milestone

Consulted: the person(s) who must be consulted when the task is implemented

Informed: the person(s) who need to be informed when the task is completed

5. Data Analysis Plan (TBD)

Research questions	IN #	Data collection method	Indicator group / sector	Indicator / Variable	Questionnaire Question	Instructions	Questionnaire Responses
NA (introductory information and demographics)	A.1	HH Interview	Key characteristics	Enumerator ID	Enumerator ID	Enter name	
	A.1.1	HH Interview	Key characteristics	Introduction	Hello, my name is _____ and I am working for REACH. REACH is an organization working with humanitarian actors in Jordan, to provide them with accurate information about the characteristics and needs of refugees and of Jordanian host communities. We are currently	Read	

				conducting an assessment in partnership with UNICEF so as to assess the water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camps' residents and highlight the satisfaction of the refugees in the camp as regards to WASH services. The data will be collected in an anonymous way and your name will not be associated with it.		
A.2	HH Interview	Key characteristics	Willing to be interviewed	Are you willing to take part in this interview?	Select one	Yes; No
A.3	HH Interview	Key characteristics	District	What is the number of the district you live in?	Enter number	Admin list (of Governorates)
A.4	HH Interview	Key characteristics	Block number	What is the number of the block you live in?	Enter number	Admin list (of SDs)
A.5	HH Interview	Key characteristics	Household number	Do you know the house number?	Select one	Yes; No
A.6	HH Interview	Key characteristics	Household number	What is your household number/	Enter number	
A.7	HH Interview	Key characteristics	Respondent gender	Gender of respondent	Select one	Male; Female
A.8	HH Interview	Key characteristics	Respondent age	How old are you?	Enter number	
A.9	HH Interview	Key characteristics	Is head of household?	Is the respondent the head of household?	Select one	Yes; No
A.10	HH Interview	Key characteristics	Gender of head of household	What is the gender of the head of household?	Select one	Male; Female
A.11	HH Interview	Key characteristics	Age of head of household	What is the age of HH?	Enter number	
A.12	HH Interview	Key characteristics	Number of residents age 1 – 18	Without head of HH and respondent, how many people in the following age brackets live in this household	Enter number	
A.13	HH Interview	Key characteristics	Number of residents age 19 – 59		Enter number	
A.14	HH Interview	Key characteristics	Number of residents age 60+		Enter number	

	A.15	HH Interview	Key characteristics	Willing to comment on household's health and ability to do everyday tasks	We would like to ask you a few questions concerning your household's health and ability to do everyday tasks. Would you be willing to answer these questions?	Select one	Yes; No
	A.16	HH Interview	Key characteristics	family health concerns	Do you and/ or any other member of your household have any health concerns which impacts your/their ability to do everyday tasks?	Select one	Yes me personally; Yes, another member of my household; No; Prefer not to answer
	A.17	HH Interview	Key characteristics	respondent health concerns	Do you have any health concerns which impact your ability to do everyday tasks?	Select one	Yes; No
	A.18	HH Interview	Key characteristics	type of health concerns	What kind of health concerns do you face?	Select any or all	Difficulties seeing even when wearing glasses; Difficulties hearing even when using hearing aid; Difficulties walking or climbing stairs; Difficulties remembering or concentrating; Difficulties washing all over or dressing; Difficulties communicating even in native language; Other
<i>1. What are the current water, sanitation and hygiene knowledge attitudes and practices of Zaatari Camp residents</i>	B.1	HH Interview	Water practices	keep water safe	What do you do to keep water safe/disease free?	Select one	• I clean the water tank • I leave the water to stand • I treat water with chlorine • I boil water • I use a purifier • I keep the water tank's cover closed • I don't do anything • Other please specify
	B.2	HH Interview	Water practices	purifier	What type of purifier do you use?	Select one	• New one • Second hand • I don't know
	B.3	HH Interview	Water knowledge	filling day	Are you aware of the water filling cycle for your district (ie. When does your water tank get filled?)	Select one	Yes: No
	B.4	HH Interview	Water knowledge	how much water	How much water (in litres) is each person in Zaatari	Select one	• Below 35 litres • 35 litres • More than 35 litres • I don't know

				supposed to receive?		
B.5	HH interview	Water knowledge	Water quality satisfaction	How satisfied are you with the water quality?	Select one	Very satisfied Satisfied Acceptable Dissatisfied Very dissatisfied
B.5.1	HH interview	Water knowledge	Reasons for dissatisfaction	If dissatisfied or very dissatisfied, why?	Select all that apply	Bad taste Bad smell Poor quality/high chlorine level Water turbidity Other please specify
B.5.2	HH Interview	practices	checked water quality	If dissatisfied, or very dissatisfied, have you had someone come to check your water quality (or have you checked it yourself)?	Select one	• Bad taste • Bad smell • Poor quality/high chlorine level • Water turbidity • Other please specify
B.6	HH Interview	practices	why not water quality	Why not?	Select one	• I don't know who to call • It is too expensive • Other please specify
B.7	HH Interview	practices	cleaned water tank?	Have you cleaned your water tank in the last two years (either you personally or had someone else clean it)?	Select one	Yes; No
B.8	HH Interview	practices	why not clean tank	If no, why don't you clean the water tank?	Select one	• This is not my responsibility • I don't know how to clean it • I don't have the required equipment to do so • It is too expensive • Other please specify
B.9	HH Interview	practices	Meet your needs	What do you do to ensure that 35 litres per person per day is enough to meet your needs?	Select one	• I limit water usage • I do my laundry less often • I do laundry once my tank is refilled • I purchase more water • I reuse water • HHs members try to limit the number of showers they are taking • I don't do anything • Other please specify
B.10	HH Interview	knowledge	seen leakages	Have you ever seen any leakages	Select one	Yes: No

				in the water network?		
B.11	HH Interview	knowledge	consequences of leakages	According to you, what could be the consequence of a leakage in the water network?	Select one	<ul style="list-style-type: none"> Health concerns Drop in the quantity of water provided to HHs Requirement to undertake maintenance work I don't know Wasting water other please specify
B.12	HH Interview	knowledge	consequences of illegal tapping	According to you, what could be the consequence of a illegal tapping in the water network?	Select one	<ul style="list-style-type: none"> Health concerns Drop in the quantity of water provided to HHs Necessity to undertake maintenance work Wasting water I don't know Other please specify
B.13	HH Interview	practices	CFP tools	Have you ever borrowed tools from the cluster focal points?	Select one	<ul style="list-style-type: none"> Yes No
B.14	HH Interview	practices	CFP tools why	If no, why	Select one	<ul style="list-style-type: none"> They no longer have tools I was unaware that they have tools I have not had any problems that need fixing I have tools myself Other
B.15	HH Interview	community plumber	community plumber	If you had a problem with your HH's water connection, would you want to contact the community plumber to address the issue?	Select one	Yes; No
B.16	HH Interview	community plumber	contacted community plumber	Have you ever contacted the community plumber to fix your HH water network	Select one	<ul style="list-style-type: none"> Yes No
B.17	HH Interview	community plumber	community plumber waste water connection	If you had a problem with your HH's wastewater connection, would you want to contact the community plumber to address the issue?	Select one	<ul style="list-style-type: none"> Yes No
B.18	HH Interview	community plumber	community plumber waste water why not	If no, why?	Select one	<ul style="list-style-type: none"> I do not feel comfortable I do not know who to call I do not believe they can fix it They are too busy to come fix it

						• It is too expensive • Other
B.19	HH Interview	community plumber	community plumber waste water have you	Have you ever contacted the community plumber to fix your HH waste water network?	Select one	• Yes • No
B.20	HH Interview	waste practices	separate garbage	Do you currently separate garbage in your household for recycling?	Select one	• Yes always • Yes sometimes • Never
B.21	HH Interview	waste practices	why not recycle	If you do not recycle, why not?	Select one	• The collection and sorting team does not pass by my place frequently enough • The recycling service is not reliable • There is not schedule for the collection and sorting team to pass by my place • I am not interested in • I face challenge understanding the sorting system • Other
B.22	HH Interview	waste practices	compost	Do you compost food leftover materials?	Select one	• Yes • No
B.23	HH Interview	waste practices	garbage transport responsibility	Whose responsibility is it to transport garbage from homes to the communal bins?	Select one	• Household's members • NGO • UN agency • Other
B.24	HH Interview	waste practices	accumulated garbage	What do you do if there is garbage accumulated around your household?	Select one	• I transport garbage from my household to the communal bins • I wait for the cleaners/solid waste management team to come • I call the complaint number • I burn the garbage • I bury the garbage • There is no garbage accumulation in my area • Nothing • Other
B.25	HH Interview	waste practices	dispose of your waste	What will happen if solid waste is not properly (i.e. timely, thrown in designated bins etc.) disposed?	Select one	• Health risks/Disease spread increase • Adverse environmental impact • Bad smell • Increase of insects • Other
B.26	HH Interview	waste practices	prevent pests	How do you prevent the presence of insects/rats/flies in your household?	Select one	• Put out poison • I spray insect repellent • I set up a trap to catch them • There is nothing that can

						prevent them • Nothing • I don't want to answer
B.27	HH Interview	waste practices	response to pests	What do you do if you face the presence of insects/rats/flies in your household?	Select one	• Put out poison • I spray insect repellent • I set up a trap to catch them • There is nothing that can prevent them • Nothing • I don't want to answer
B.28	HH Interview	hygiene practice	cooked food	When you buy prepared (cooked) food from the market, how do you make sure that it is safe to eat?	Select one	• I keep it in the fridge • I consume it before 6 hours • I keep it in a closed container • I keep it out of direct sunlight • I don't buy prepared food from the market • I don't do anything • I don't know • Other
B.29	HH Interview	hygiene practice	Diarrhea response	If somebody in your household had diarrhea, what would be the first three things that you would do?	Select one	• Go to the clinic • Drink safe fluids • Use oral rehydration solution from the pharmacy/hospital • Make sugar salt solution at home • Stop eating • Eating starches • I don't know • I don't want to answer • Other
B.30	HH Interview	hygiene practice	preventing diarrhea in children	How can people prevent themselves and their children from getting diarrhea? Please list at least three ways, if you can.	Select one	• Wash hands before eating • Eat safe food • Wash food before cooking • Cover food from flies • Cook food correctly • Wash hands before breastfeeding + feeding babies and children • Wash hands after going to the toilet • Ensure drinking water is clean • I don't know • I don't want to answer • Other
B.31	HH Interview	hygiene practice	when to wash hands	To your knowledge, what are the critical times to wash your hands?	Select one	• Before preparing food • Before eating • Before feeding your children • After using latrine • After coughing and sneezing • After taking care of pets or farm animals • Other • I don't know
B.32	HH Interview	hygiene practice	hand washing	What do you usually use to wash	Select one	• Soap (this includes liquid soap and

				your hands in your household		sanitizers) • Water only • Other
B.33	HH Interview	hygiene practice	hand washing soap	Why don't you use soap?	Select one	• I don't see the use of it • I cannot afford it • Other
B.34	HH Interview	hygiene practice	how do you bathe	What do you usually use to bathe in your household?	Select one	• Soap (this includes liquid soap and sanitizers) • Water only • Other
B.35	HH Interview	hygiene practice	bathe soap	Why don't you use soap?	Select one	• I don't see the use of it • I cannot afford it • Other
B.36	HH Interview	hygiene practice	feminine hygiene products	Which feminine hygiene product do you use during your period?	Select one	• Sanitary towels • Reusable cloth • Tissue • I don't use anything • I don't know • I don't want to answer
B.37	HH Interview	hygiene practice	feminine hygiene products disposal	Once used, how do you dispose of your feminine hygiene products?	Select one	• Regular household waste • Toilet • Main garbage bin • Wash and re-use • I don't know • I don't want to answer • Other
B.38	HH Interview	hygiene practice	feminine hygiene products disposal preferences	Would you prefer disposing of your feminine hygiene products in another way?	Select one	• Yes • No • I don't want to answer
B.39	HH Interview	hygiene practice	feminine hygiene products disposal preferences how	If yes, how?	Select one	• Regular household waste • Toilet • Main garbage bin • Wash and re-use • I don't know • I don't want to answer • Other
B.40	HH Interview	hygiene practice	fhp information needed	Is there any hygiene related information that you would like to know about?	Select one	• Importance of personal hygiene • Importance handwashing using soap during Key times • Diseases caused by poor WASH practices • Practices to ensure water safety at the HH level (role of chlorine in water disinfection, water tank maintenance, proper use of water filtration units). • Importance of proper solid waste disposal • Importance of material recycling • Feminine hygiene care • No • I don't want to answer • I don't know • Other

	B.41	HH Interview	Water knowledge	what is a violation	According to you, what would be considered violations to the water or waste water network?	Select one	<ul style="list-style-type: none"> • Illegal tapping (adding another water tank, pumping water, illegal connection) • • Obstructing the ventilation pipe • • Routing waste water to the street/outside of the house (ie not connected to the waste water network) • • Other please specify
1.b. How is the current water network perceived by camp residents?	D.1	HH Interview	Services received	connected to network	Is your house connected to the water network	Enter Number	• Yes • No
	D.2	HH Interview	Services received	reason not connected	Why not?		<ul style="list-style-type: none"> • Because I recently arrived in Za'atari • • Because I recently relocated in Za'atari • • Because I recently got a new water tank • • Other please specify
	D.3	HH Interview	Services received	washing water	What is the main source of water for washing?	Select one	<ul style="list-style-type: none"> • Water tank connected to the water network • • Communal tank • • Private tank with trucked water • • Purchased water/bottled water
	D.4	HH Interview	Services received	cleaning water	What is the main source of water for cleaning?	Select one	<ul style="list-style-type: none"> • Water tank connected to water network • • Communal tank • • Private tank with trucked water • • Reused water • • Purchased water/bottled water
	D.5	HH Interview	Services received	cooking water	What is the main source of water for cooking?	Select one	<ul style="list-style-type: none"> • Water tank connected to water network • • Communal tank • • Private tank with trucked water • • Purchased water/bottled water
	D.6	HH Interview	Services received	drinking water	What is the main source of water for drinking?	Select one	<ul style="list-style-type: none"> • Water tank connected to water network • • Communal tank • • Private tank with trucked water • • Purchased water/bottled water
	D.7	HH Interview	violations	water tanks	How many water tanks does your HH have?	Select one	• 0 • 1 • 2 • 3 • Other
	D.8	HH Interview	Services received	tank capacity	What is the capacity of your water tank(s)?	Select one	• 100m3 • 200m3

D.9	HH Interview	Services received	frequency of tank filling	If yes, how often does your tank get filled?	Select one	<ul style="list-style-type: none"> • Every five days • Every six days • Other
D.10	HH Interview	Network satisfaction	satisfaction with amount	How satisfied are you with the amount of water you receive?	Select one	<ul style="list-style-type: none"> • Very satisfied • Satisfied • Neutral • Dissatisfied • Very dissatisfied
D.11	HH Interview	Network satisfaction	really getting 35	Do you think people are indeed receiving 35 litres at the camp?	Select one	<ul style="list-style-type: none"> • Yes, everyone • Some are, and some are not • No • I don't know
D.12	HH Interview	Network satisfaction	how often getting 35	How often do you think they received this much water	Select one	<ul style="list-style-type: none"> • Always • Often • Sometimes • Rarely
D.13	HH Interview	Network satisfaction	why not getting 35	Why not?	Select one	<ul style="list-style-type: none"> • WASH service is not reliable • There are shortages of water • Illegal tapping • Leaking of the water tank pipes • Leaking of the water network • Other please specify
D.14	HH Interview	Network satisfaction	water quality satisfaction	How satisfied are you with the water quality	Select one	<ul style="list-style-type: none"> • Very satisfied • Satisfied • Acceptable • Dissatisfied • Very dissatisfied
D.15	HH Interview	Network satisfaction	why not satisfied	If dissatisfied or very dissatisfied, why?	Select one	<ul style="list-style-type: none"> • Bad taste • Bad smell • Poor quality/high chlorine level • Water turbidity • Other please specify
D.16	HH Interview	Recommendations	what could be done	What could be done/system could be set up to ensure that the amount of water that is currently provided to you is enough to meet your basic HH needs?	Select one	<ul style="list-style-type: none"> • Ensure the maintenance of water tank (e.g. that there is no leakage, that the water tank is frequently cleaned to ensure the quality of the water) • Install rainwater harvesting tanks • Install water saving devices on the faucets • Reuse/recycle water • No system could enable the amount of water that is currently provided to my household to be enough to meet our needs • I don't know • Other please specify
D.17	HH Interview	Network satisfaction	impact of water network	What has been the impact of the construction of the water network in terms of your water provision?	Select one	<ul style="list-style-type: none"> • Worse • The same • Improved

D.18	HH Interview	Network satisfaction	how water network improved	If improved, how?	Select one	<ul style="list-style-type: none"> Improved water quality Improved water quantity Improved water provision's reliability Other please specify
D.19	HH Interview	Network satisfaction	how water network worsened	If worsened, how?	Select one	<ul style="list-style-type: none"> Decreased water quality Decreased water provisions reliability Other please specify
D.20	HH Interview	Recommendations	leakage in the water network	From your experience living in Zaatari, what could be the cause of a leakage in the water network?	Select one	Yes; No
D.21	HH Interview	violations	is illegal tapping a problem	Do you think illegal tapping of the water network is a problem?	Select one	<ul style="list-style-type: none"> Yes, a big problem Yes, somewhat of a problem No, not a problem
D.22	HH Interview	violations	why illegal tapping a problem	if yes, why do you believe it (illegal tapping) is a problem?	Select one	<ul style="list-style-type: none"> Health concerns Wasting water Decreases the quantity of water neighbours receive Other
D.23	HH Interview	violations	types of illegal tapping	what types of illegal tapping have you seen?	Select one	<ul style="list-style-type: none"> Illegal connection Water pumps Extra storage Other (please specify)
D.24	HH Interview	community plumber	why not community plumber	If no, why?	Select one	<ul style="list-style-type: none"> It is too expensive I do not feel comfortable I do not know who to call I do not believe they can fix it They are too busy to come fix it Other
D.25	HH Interview	community plumber	satisfaction with community plumber	If yes, how satisfied were you with the community plumber's services?	Select one	<ul style="list-style-type: none"> Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied
D.26	HH Interview	community plumber	why dissatisfied with community plumber	If dissatisfied or very dissatisfied, why?	Select one	<ul style="list-style-type: none"> It was too expensive The problem was only partially fixed The problem was not fixed at all I had to wait a long time Other
D.27	HH Interview	Services received	household connected to wastewater	Is your household fully connected to the waste water network, both kitchen and bathroom?	Select one	Yes • No

D.28	HH Interview	Services received	why not connected wastewater	Why not?	Select one	<ul style="list-style-type: none"> • Because of the location of my caravan • Because I recently arrived in Za'atari • Because I recently relocated in Za'atari • Because I added new fixtures (toilet, or sink) • other please specify
D.29	HH Interview	Services received	toilet in house	Does your structure have a private toilet on premise?	Select one	<ul style="list-style-type: none"> • Yes • No
D.30	HH Interview	Services received	toilet quality	Is/are any of the following NOT provided to your private toilet?	Select one	<ul style="list-style-type: none"> • Network connection • Concrete septic tank (Hint: should be part of network connection, about one per every four houses). • Impermeable flooring (made of ceramic/plastic/stone tiles, concrete or wooden panels) • Permanent walls or curtains (Hint: if curtains are put-up and taken down as and when someone needs the toilet then this does not count as permanently installed) • A handwashing facility (This can be a tap or bucket of water) • No, the premise meets all the above mentioned criteria
D.31	HH Interview	Network satisfaction	septic tank?	What has been the impact of your connection to a septic tank (PRC) in terms of your sanitation situation?	Select one	<ul style="list-style-type: none"> • Worse • The same • Improved
D.32	HH Interview	Network satisfaction	septic tank if worse	If worse, how?	Select one	<ul style="list-style-type: none"> • Septic tank overflowing • Septic tank blockage • Vent smelling • Maintenance too expensive • The maintenance of the waste water network is not done in the timely manner • Other
D.33	HH Interview	Network satisfaction	desludging issues	Have you already faced any desludging issues	Select one	<ul style="list-style-type: none"> • Yes • No

				since you have been connected to the network?		
D.34	HH Interview	Network satisfaction	community plumber waste water satisfaction	If yes, how satisfied were you with the community plumber's services	Select one	<ul style="list-style-type: none"> • Very satisfied • Satisfied • Neutral • Dissatisfied • Very dissatisfied
D.35	HH Interview	Recommendations	recycling challenges	Do you face any challenge when your recycle	Select one	<ul style="list-style-type: none"> • Yes • No
D.36	HH Interview	Services received	street cleaning	How often is the street near your caravan clean?	Select one	<ul style="list-style-type: none"> • Always clean • Sometimes clean • Rarely clean • Never clean
D.37	HH Interview	Services received	street cleaning why	If rarely or never clean, why?	Select one	<ul style="list-style-type: none"> • The cleaning system that is currently set up is not working well • The community is not participating (enough) in cleaning the streets • Because of the wind and dust moving dirt and garbage • Other please specify
D.38	HH Interview	Recommendations	main WASH concern	What is your main concern as regards to WASH services in your district?	Select one	<ul style="list-style-type: none"> • We don't have any concern • Sufficient water quantity provision • The waste water network • The main water network • Illegal water tapping • Water leakages • Water quality • The district is not clean • I don't know • Other
D.39	HH Interview	Recommendations	community goal	What is your main community goal for 2019?	Select one	<ul style="list-style-type: none"> • I don't have any • Electricity (including accessing this service longer hours) • Go back to Syria • Leave the camp • Work (including equality in distribution of work) • Improved public space (malls, paved street, garden) • Improved education services • Better access to entertainment services • More security/peace/stability • Improved transport • Improved health services • Improve my shelter • More security/peace/stability • Improved transport • Improved health

						services • I don't know • Other
	D.40	HH Interview	Network satisfaction	general WASH satisfaction	What is your general satisfaction with the WASH work in your district?	Select one • Very unsatisfied • Unsatisfied • Acceptable • Satisfied • Very satisfied
	D.41	HH Interview	Recommendations	general WASH recommendations	Do you have any recommendations for things the WASH agencies should do differently in 2019?	Enter text
2. How are UNICEF's efforts to strengthen customer satisfaction and accountability perceived by camp residents and what are the results of this strategy so far	E.1	HH Interview	responsibility	responsible for household networks	According to you, who should be responsible for maintaining water networks at the household level?	Select one • Myself or one of my family's members • NGO • UN agency • I don't know • Other
	E.2	HH Interview	responsibility	responsible for household problems	Who do you think is responsible for addressing water or wastewater network problems at the household level?	Select one • Myself or one of my family's members • NGO • UNICEF (or contracted partners) • I don't know • Other
	E.3	HH Interview	general customer satisfaction	do you feel listened to why not	If no, why not?	Select one • I already had a bad experience with the agency • I know someone who already had a bad experience with the agency • I already submitted a complaint/giving feedback with no answer • I already submitted a complaint/giving feedback and got an answer but no follow up • I don't know • Other
	E.4	HH Interview	general customer satisfaction	do you feel respected by UNICEF staff	Do you feel well respected and treated by UNICEF staff?	Select one • Yes • No • Not applicable
	E.5	HH Interview	general customer satisfaction	do you feel respected by UNICEF staff	Why not?	Select one • There is no CFW opportunity/projects • There is no ads for jobs/projects • Other
2.a. Do residents have a clear understanding of complaint mechanisms and to what extent do they	F.1	HH Interview	hotline usage	desludging hotline	Who would/do you contact if you had a problem with the desludging service?	Select one • I would call the WASH (UNICEF) hotline number • I would call the hotline for ACTED/Oxfam • I would go to the community centre I would speak to someone directly • I

<p>use these mechanisms? Are they satisfied with these mechanisms?</p>							would go to block representative • I don't know • I don't want to answer • Other (specify)
	F.2	HH Interview	hotline usage	what did your do	If yes, what did you do about the leakage in the water network?	Select one	• Called the WASH (UNICEF) hotline • Contacted NGO • Fixed it myself • Nothing • other please specify
	F.3	HH Interview	hotline satisfaction	if reported leakage, how satisfied	If yes, what did you do about the leakage in the water network?	Select one	• Called the WASH (UNICEF) hotline • Contacted NGO • Fixed it myself • Nothing • other please specify
	F.4	HH Interview	hotline satisfaction	leakage satisfied with hotline	If called WASH (UNICEF) hotline, how satisfied were you with the response you received?	Select one	• Very satisfied • Satisfied • Dissatisfied • Very dissatisfied
	F.5	HH Interview	hotline satisfaction	why dissatisfied with leakage hotline	If dissatisfied or very dissatisfied, why?	Select one	• I did not receive an answer/solution to the problem • I did not like the answer/solution I received • Other
	F.6	HH Interview	hotline usage	complaint wastewater contact	If you had a complaint about the waste water network, who would you contact?	Select one	• UNICEF • Oxfam • ACTED • UNHCR • Community focal point • Private contractors • I don't know • other please specify
	F.7	HH Interview	hotline usage	complain wastewater mechanism	What mechanism would you use to get in touch with them?	Select one	• WASH hotline (UNICEF) • Other complaint number • In person • Complaint box • I don't know • other please specify
	F.8	HH Interview	hotline usage	complain water network contact	If you had a complaint about water supply or your water network connection, who would you contact?	Select one	• UNICEF • Oxfam • ACTED • UNHCR • Community focal point • Private contractors • I don't know • other please specify
	F.9	HH Interview	hotline usage	complain mechanism water network	What mechanism would you use to get in touch with them?	Select one	• WASH hotline (UNICEF) • Other complaint number • In person • Complaint box • I don't know • other please specify
	F.10	HH Interview	hotline satisfaction	complaint mechanism satisfaction	Are you satisfied with these	Select one	• Yes very satisfied • Somewhat satisfied • Unsure • Somewhat

				complaint mechanisms?		unsatisfied • Very unsatisfied	
	F.11	HH Interview	hotline satisfaction	complaint mechanism unsatisfied why?	If unsatisfied why?	Select one	<ul style="list-style-type: none"> • I submitted a complaint/gave feedback and received no answer • I submitted a complaint/gave feedback and got an answer but no follow up • It takes too long • Other
	F.12	HH Interview	Recommendations	other complaint methods	Are there any other methods which you would like to see available for complaining and/or feeding back to UNICEF in the future?	Select one	<ul style="list-style-type: none"> • Feedback at community centre • Feedback box • At the office • SMS • What's app • Other • No
	F.13	HH Interview	Recommendations	do you feel listened to	do you feel agency (UNICEF/contracted partners) is willing, open, and interested in listening to you?	Select one	• Yes • No
<p><i>3. How effective are UNICEF's hygiene and water conservation related messages in increasing camp residents' knowledge and in informing their behavior</i></p>	G.1	HH Interview	Community mobilization knowledge	Jordan water scarce	According to you, is Jordan a water scarce country?	Select one	• Yes • No • I don't know
	G.2	HH Interview	Community mobilization knowledge	water conservation practices	According to you, what are three water conservation practices? (what messages have been spread?)	Select one	<ul style="list-style-type: none"> • Close taps after usage • Do not waste water when showering, use a bucket to shower • Repair leaking or broken taps • Check water supply connections for leaks • Use pots to hold water to wash hands in • Report malfunctions, vandalism or violation of the network through the hotline • Reuse water
	G.3	HH Interview	Community mobilization knowledge	information received from community mobilization	Have you received any information from the community mobilization team in the last 3 months?	Select one	• Yes • No • I don't know • I don't want to answer
	G.4	HH Interview	Community mobilization access	activities/messages community mobilization	What kind of activities/messages have you already been provided in the last 3 months by the community mobilization team?	Select one	<ul style="list-style-type: none"> • Water network safety • Waste water network • Solid waste management • Water conservation • Hand washing • Food safety • Diarrhea prevention

						and risk exposure • Pest control • Scabies and lice • Other hygiene related messages • Water reuse • Community ownership • I don't know • I don't want to answer • Other
G.5	HH Interview	Recommendations	activities/messages community mobilization recommendations	What other activities/messages would you like to be provided by the community mobilization team?	Select one	• Water network safety • Waste water network • Solid waste management • Water conservation • Water reuse • Water distribution • Hand washing • Food safety • Diarrhea prevention and risk exposure • Pest control • Scabies and lice • Other hygiene related messages • None • I don't know • I don't want to answer • Other
G.6	HH Interview	Community mobilization access	go to com center	In the last three months, have you gone to the ACTED/Oxfam community centre?	Select one	• Yes • No
G.7	HH Interview	Community mobilization access	go to com center frequency	If yes, how frequently do you go to ACTED/Oxfam community centre?	Select one	• Weekly • Bi-weekly • Monthly • Less frequently than every month
G.8	HH Interview	Community mobilization access	com center purpose	What do you use the community centre for?	Select one	• Community sessions • Issuing complaints • Registrations • Getting information • Celebration of global days • Other
G.9	HH Interview	Community mobilization access	go to com center not why	If you do not go, why?	Select one	• I am not feeling safe there • I don't feel safe going there • I don't see the use of it/I am not interested in it • There is no access for differently abled people • Without any reason • We have not been invited to the community centre before • Other
G.10	HH Interview	Community mobilization access	WASH posts Sada Zaatari	Have you ever read any WASH posts from "Sada Zaatari"	Select one	• Yes • No

				on facebook, twitter or Instagram?		
G.11	HH Interview	Makani education	number kids	How many children are near you (whom you can give consent for) who would be willing to answer three short survey questions?	enter number	
G.12	HH Interview	Makani education	age kids	How old are they?	Enter ages	
G.13	HH Interview	Makani education	kids willing to participate	Are you willing to participate in the interview?	Select one	Yes; No
G.14	HH Interview	Makani education	go to Makani centre	Do you ever go to a Makani centre after school?	Select one	Yes; No
G.15	HH Interview	Makani education	which Makani	If yes, which Makani centre	Enter text	
G.16	HH Interview	Makani education	Kids benefits of reuse	Can you name three benefits of water reuse?	Select one	Ensuring that the water allocated per person is sufficient to meet needs; Reused water can be used to flush toilets; Reused water can be used to water plants; Preserving the environment; Preserving Jordan's water as it is a water scarce country
G.17	HH Interview	Makani education	Kids prevent diarrhea	Can you name ways to prevent against diarrhea? Try to think of at least three	Select one	Wash hands before eating; Eat safe food; Wash food before cooking; Cover food from flies; Cook food correctly; Wash hands before breastfeeding + feeding babies and children; Wash hands after going to the toilet; Ensure that drinking water is clean; I don't know; I don't want to answer; Other
G.18	HH Interview	Makani education	hygiene messages from Makani	What personal or food hygiene messages have you learned about through your Makani?	Select one	Water network; Waste water network; Solid waste management; Water conservation; Hand washing; Food safety; Diarrhea prevention and risk exposure; Pest control; Scabies and lice; Other hygiene

							related messages; Water reuse; Community ownership; I don't know; I don't want to answer; Other
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6. Data Management Plan

Administrative Data							
Research Cycle name	JOR 1901						
Project Code	13iAIT1F5						
Donor	UNICEF (through ACTED)						
Project partners	N/A						
Research Contacts	Becca Buthe, Assessment Officer, becca.buthe@reach-initiative.org Fran Girling, Country Coordinator, frances.girling@impact-initiatives.org						
Data Management Plan Version	Date: 14/04/2019			Version: 1			
Related Policies	Data protection SOPs						
Documentation and Metadata							
What documentation and metadata will accompany the data? <i>Select all that apply</i>	<input checked="" type="checkbox"/>	Data analysis plan	<input checked="" type="checkbox"/>	Data Cleaning Log, including: <input type="checkbox"/> Deletion Log <input type="checkbox"/> Value Change Log			
	<input type="checkbox"/>	Code book	<input type="checkbox"/>	Data Dictionary			
	<input type="checkbox"/>	Metadata based on HDX Standards	<input type="checkbox"/>	[Other, Specify]			
Ethics and Legal Compliance							
Which ethical and legal measures will be taken?	<input checked="" type="checkbox"/>	Consent of participants to participate	<input checked="" type="checkbox"/>	Consent of participants to share personal information with other agencies			
	<input type="checkbox"/>	No collection of personally identifiable data will take place	<input checked="" type="checkbox"/>	Gender, child protection and other protection issues are taken into account			
	<input checked="" type="checkbox"/>	All participants reached age of majority		[Other, Specify]			
Who will own the copyright and Intellectual Property Rights for the data that is collected?	To be discussed with UNICEF						
Storage and Backup							
Where will data be stored and backed up during the research?	<input checked="" type="checkbox"/>	IMPACT/REACH Kobo Server	<input type="checkbox"/>	Other Kobo Server: <i>[specify]</i>			
	<input checked="" type="checkbox"/>	IMPACT Global Physical / Cloud Server	<input checked="" type="checkbox"/>	Country/Internal Server			
	<input type="checkbox"/>	On devices held by REACH staff	<input type="checkbox"/>	Physical location <i>[specify]</i>			
	<input type="checkbox"/>	[Other, Specify]					
Which data access and security measures have been taken?	<input checked="" type="checkbox"/>	Password protection on devices/servers	<input checked="" type="checkbox"/>	Data access is limited to <i>Becca Buthe</i>			
	<input type="checkbox"/>	Form and data encryption on data collection server	<input type="checkbox"/>	Partners signed an MoU if accessing raw data			
	<input type="checkbox"/>	[Other, Specify]					
Kobo Access Rights							

Kobo Access	Person	Account Name
View Form	Becca Buthe Timothy Liptrot Raed Hijaz Ameer Othman	beccabuthe tliptrot raed_reach_jo ameer_reach_jo
View and Edit Form	Raed Hijaz Ameer Othman	raed_reach_jo ameer_reach_jo
View Form and Submit Data	Enumerators	reach_jordan_hc
Download Data	Becca Buthe	beccabuthe

Raw Data Access Rights

Raw Data Access	Reason	Person
Accountable	Accountable	Becca Buthe
Access	Data analysis, cleaning, report writing	Timothy Liptrot

Preservation

Where will data be stored for long-term preservation?	<input checked="" type="checkbox"/> IMPACT / REACH Global Cloud / Physical Server	<input type="checkbox"/> OCHA HDX
	<input checked="" type="checkbox"/> REACH Country Server	<input type="checkbox"/> [Other, Specify]

Data Sharing

Will the data be shared publically?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No, only with mandating agency / body
Will all data be shared?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
	<input type="checkbox"/> No, [Other, Specify]	
Where will you share the data?	<input type="checkbox"/> REACH Resource Centre	<input type="checkbox"/> OCHA HDX
	<input type="checkbox"/> HumanitarianResponse	<input checked="" type="checkbox"/> Data will be available to UNICEF on request

Data protection risk assessment

Have you completed the Indicators Risk Assessment table below?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No, no information that potentially allows identification of individuals is to be collected.
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[Please complete the first 4 columns in the Indicators Risk Assessment table below]

Risk indicator	Type of identification risk	Disclosure implications	Benefits	Class	Required mitigation
HH number	Identification of survey respondent location	Loss of privacy	Follow up during data cleaning	B1	To be deleted from raw dataset once data cleaning and processing completed. Access to raw dataset containing this information to be limited to staff member listed as

				accountable for raw data above.
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Responsibilities	
Data collection	Fadi Shinnawi, Senior field manager fadi.shinnawi@reach-initiative.org
Data cleaning	Becca Buthe, Assessment officer, becca.buthe@reach-initiative.org
Data analysis	Becca Buthe, Assessment officer, becca.buthe@reach-initiative.org
Data sharing/uploading	Frances Girling, REACH Jordan Country Coordinator, frances.girling@impact-initiatives.org

6. Monitoring & Evaluation Plan

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Focal point	Tool	Will indicator be tracked?
Humanitarian stakeholders are accessing IMPACT products	Number of humanitarian organisations accessing IMPACT services/products Number of individuals accessing IMPACT services/products	# of downloads of WASH knowledge, attitude and practices (KAP) survey in Zaatari camp from Resource Center	Country request to HQ	User_log	X Yes
		# of downloads of WASH knowledge, attitude and practices (KAP) survey in Zaatari camp from Relief Web	Country request to HQ		X Yes
		# of downloads of WASH knowledge, attitude and practices (KAP) survey in Zaatari camp from Country level platforms	Country team		X Yes
		# of page clicks on WASH knowledge, attitude and practices (KAP) survey in Zaatari camp product from REACH global newsletter	Country request to HQ		X Yes
		# of page clicks on x product from country newsletter, sendingBlue, bit.ly	Country team		No
		# of visits to x webmap/x dashboard	Country request to HQ		No
IMPACT activities contribute to better program implementation and coordination of the humanitarian response	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Country team	Reference_log	TBD with UNICEF
		# references in single agency documents			
Humanitarian stakeholders are using IMPACT products	Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and	Perceived relevance of IMPACT country-programs	Country team	Usage_Feedback and Usage_Survey template	Usage and feedback survey to be conducted in August 2019, after the

	delivery Number of humanitarian documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products	Perceived usefulness and influence of IMPACT outputs Recommendations to strengthen IMPACT programs Perceived capacity of IMPACT staff Perceived quality of outputs/programs Recommendations to strengthen IMPACT programs			release of key findings
Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs (<i>providing resources, participating to presentations, etc.</i>)	# of organisations providing resources (i.e. staff, vehicles, meeting space, budget, etc.) for activity implementation # of organisations/clusters inputting in research design and joint analysis # of organisations/clusters attending briefings on findings;	Country team	Engagement_log	X No X Yes X Yes