Accountability Mechanisms (cont.)

17. Have you ever given/ provided any feedback to the government and other organizations because the aid/support/help was not what you needed?
   __Yes (please indicate if it is from national or local government __, UN __ INGOs ___ CSOs ___, Private sector ___ Church/Faith-based groups___ volunteer networks ___, other _____________ )
   __No

18. Was your feedback given necessary action by the government?
   __Yes (indicate if it is from national __, regional __, provincial __, municipal __ barangay __)
   __No

19. Was your feedback given necessary action by other organizations?
   __Yes (please indicate if it is from UN __ INGOs ___ CSOs ___, Private sector ___ Church-/Faith-based groups___ volunteer networks ___, other _____________ )
   __No

20. Do you have a question(s) or comments for us? Please provide details.

_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

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1. CoP members/partners should be aware that while all questions are focused on interviewing or consulting a household, these can be adjusted to focus group discussion or key informant interview formats, as needed and as the situation requires.

2. This will be useful in prioritizing the most vulnerable, marginalized, less vocal and visible in the community.
Information needs

1. What is your preferred language of information?
   - Filipino
   - Tagalog
   - English
   - Bicol
   - Cebuano
   - Ilocano
   - Ilongo
   - Pampagueno
   - Waray
   - Other (specify ____________________________ )

2. Do you have necessary information about aid, support or any form of help being provided?
   - Yes (please indicate if it is enough __ or not enough __)
   - No

3. Did the aid, support or any form of help come from the government?
   - Yes (please indicate if it is national__ regional__ provincial__ municipal__ or barangay__)
   - No

4. How about aid, support and any form of help from other organizations?
   - Yes (UN agencies__ INGOs__ CSOs__ private sector__ business groups__ church/faith-based groups__ volunteer groups__ other____________________ )
   - No

5. Were you informed of what you should receive?
   - Yes (information comes from local government__ other organizations__ family/relatives__ neighbors__ other____________________ )
   - No

6. Do you have the necessary information on how to address your current need?
   - Yes (proceed to Communications channels section)
   - No

Communication Channels

7. If Yes, what are the main sources of your information?
   - Friends, neighbors, and family
   - Community leader
   - Religious leader
   - Government official
   - Military official
   - TV (national/local)
   - Newspaper (national/local)
   - AM radio
   - FM radio
   - SMS
   - Aid worker
   - Community group
   - Other ______________________________

8. If No, what type of information do you think you need?
   - Food
   - Shelter
   - Water
   - Information on relatives
   - Information on assistance
   - Other ______________________________

9. What are the community’s main sources of information before the disaster?
   - Friends, neighbors, and family
   - Community leader
   - Religious leader
   - Government official
   - Military official
   - TV (national/local)
   - Newspaper (national/local)
   - AM radio
   - FM radio
   - SMS
   - Aid worker
   - Community group
   - Other ______________________________

10. What communication channels do you prefer to communicate with your loved ones, friends, government and other organizations from neighboring province, barangay, Metro Manila or other country?
    - SMS text and calls
    - Internet social media (if not all communication/power lines are down)
    - AM/FM radio (national and local)
    - TV (national and local)
    - Other ______________________________

Accountability Mechanisms

11. Do you have any questions about the aid you received?
    - Yes (please specify: person to contact about the aid ____, next schedule of the aid, if there are any ____ , where to go for me to provide feedback about the aid I received ____ , other ____________________________, then proceed to questions 14-19)
    - No (please proceed to questions 12 and 13)

12. If no, then what do you think are the reasons you are not given any form of aid/assistance?
    - No information about the aid provided
    - Not on the identified beneficiary list
    - Was out of the camp/evacuation center when the aid was distributed
    - Other (please specify _____________)

13. Did you inform camp manager, local government, neighbors, relatives and other agencies about your situation?
    - Yes (please proceed to questions 17-19)
    - No (please proceed to question 16)

14. Are you satisfied with the assistance delivered?
    - Yes (please specify, the type of assistance received ____, if feedback were established or considered ____ , other ____________________________ )
    - No

15. Were you consulted on what you needed?
    - Yes (In what way: face to face consultation/dialogue ____, house visit ____, general assembly ____, other ____________________________ )
    - No

16. Do you have suggestions on how to improve the assistance?
    - Yes (please specify: mode of delivery ____ , speed, quality and volume of aid____ , feedback mechanism and closing the communication loop platform ____ , other ____________________________ )
    - No

17. Do you have questions about the aid you received?
    - Yes (please specify: person to contact about the aid ____ , next schedule of the aid, if there are any ____ , where to go for me to provide feedback about the aid I received ____ , other ____________________________, then proceed to questions 14-19)
    - No (please proceed to questions 12 and 13)

18. If no, then what do you think are the reasons you are not given any form of aid/assistance?
    - No information about the aid provided
    - Not on the identified beneficiary list
    - Was out of the camp/evacuation center when the aid was distributed
    - Other (please specify _____________)

19. Did you inform camp manager, local government, neighbors, relatives and other agencies about your situation?
    - Yes (please proceed to questions 17-19)
    - No (please proceed to question 16)

20. Are you satisfied with the assistance delivered?
    - Yes (please specify, the type of assistance received ____, if feedback were established or considered ____ , other ____________________________ )
    - No

21. Were you consulted on what you needed?
    - Yes (In what way: face to face consultation/dialogue ____, house visit ____, general assembly ____, other ____________________________ )
    - No

22. Do you have suggestions on how to improve the assistance?
    - Yes (please specify: mode of delivery ____ , speed, quality and volume of aid____ , feedback mechanism and closing the communication loop platform ____ , other ____________________________ )
    - No